



**Orange County  
Service Provider Forum  
November 9, 2023**

**Welcome and Introductions**

Melanie McQueen,

Regional Director, Orange County, PATH

# Agenda Item #1

## Introductions

- Those in attendance are invited to introduce themselves.
- Please share your:
  1. Name
  2. Title or Role
  3. Agency or Affiliation (if applicable)

**Healthcare In Action Street Medicine**

Amanda Shaon, Supervisor of Care  
Management, Healthcare in Action

# HEALTHCARE IN ACTION





# OVERVIEW.

## **Healthcare for patients experiencing homelessness**

- Our medical group provides care to those 18 and older, who are experiencing homelessness in Garden Grove.
- We serve patients experiencing homelessness through an innovative “street medicine” approach by contracting with Medicare and Medicaid health plans as well as hospitals and health systems.
- Healthcare in Action operates during regular business hours: Monday – Friday, 8:00am – 5:00pm .



# PROGRAMS & SERVICES

## **Community Supports (CS)**

- Peer Navigators assist patients with being “Document Ready”
- Document Ready such as: Birth Certificates, IDs, etc.
- CS also assists with Housing Navigation

## **Enhanced Care Management (ECM)**

- Peer Navigators assist patients with Medical Appointments.
- ECM also assists with medical referrals and sometimes accompanying patients to medical & social services appointments outside of our street medicine unit.

## **Medical Care Team**

- Consists of a Medical Director, Physician Assistant, Registered Nurse and Licensed Clinical Social Worker (LCSW)
- Provides medical care to people experiencing homelessness, meeting with patients, performing physicals, patient education, diagnosis of illness(es)
- To order and interpret laboratory tests and X-Rays, prescribing medications, developing and managing treatment plans.



# PROGRAMS & SERVICES

- Program participation is voluntary.
- Peer Navigators utilize the “canvas approach” and offer the opportunity to engage in a conversation and rapport building.
- After the individual agrees to enroll in the program, the peer navigators will assist with paperwork which includes consents, insurance information, etc.
- The goal of canvassing is to get to know our patients/individuals, meet with them and understand their current needs.
- If program enrollment is to be denied the first time, there will be efforts to engage and enroll during future encounters.





# COLLABORATIONS WITH OTHER ORGANIZATIONS & AGENCIES.

- **CalOptima Health**
  - Street Medicine Pilot Program Provider
- **Be Well OC – (949)749-2500**
  - The multidisciplinary team provides an integrative approach to mental health and substance use support and treatment.
- **First Presbyterian Church of Garden Grove**
  - Assists the individuals with clothing, showers, and haircuts.
  - Food distribution is available on specific days.

# HEALTHCARE IN ACTION

Primary/Urgent Care/Mental Health/Substance-Use services + Housing navigation and social services for the unhoused.

Los Angeles/San Diego/San Fernando Valley:  
(213) 669-6453

Garden Grove/Orange County: (714) 450-6007

Inland Empire: (909) 970-5860



**Community Assistance, Recovery and  
Empowerment (CARE) Court**

Dr. Veronica Kelley, Behavioral Health Director,  
Orange County Health Care Agency



# CARE Court

Dr. Veronica Kelley

# What is CARE Court?

Community  
Assistance  
Recovery &  
Empowerment

Care Court is a “new civil court process” established to:

- Focus counties and other local governments on serving persons with **untreated schizophrenia spectrum or other psychotic disorders**.
- Provide **behavioral health and other essential resources** and services.
- **Protect self-determination and civil liberties** by providing legal counsel and promoting supported decision making.
- **Intervene sooner** in the lives of those in need to provide support.

# Who does this program serve?

- Adults, 18 years or older.
- Diagnosed with a Schizophrenia Spectrum and Other Psychotic Disorders.
- Currently experiencing behaviors and symptoms associated with severe mental illness (SMI).
- Not clinically stabilized in on-going voluntary treatment.
- At least one of the following:
  - Unlikely to survive safely without supervision and condition is substantially deteriorating.
  - Needs services and supports to prevent relapse or deterioration, leading to grave disability or harm to others.
- Participation in CARE Plan or Agreement is the least restrictive alternative.
- Likely to benefit from participating in a CARE Plan or Agreement.



# Who can petition?

## Family/Home

- Persons with whom respondent resides.
- Spouse, parent, sibling, adult child, grandparents, or another individual in place of a parent.
- Respondent (i.e. self petition)

## Community

- First responder (e.g., firefighter, paramedic, mobile crisis response, homeless outreach worker)
- Director of a Hospital, or designee, in which the respondent is hospitalized.
- Licensed behavioral health professional, or designee treating respondent for mental illness.
- Director of a public/charitable organization providing behavioral health services or whose institution respondent resides.

## County


- County behavioral health director, or designee
- Public Guardian or designee.
- Director of adult protective services or designee.

## Tribal Jurisdiction

- Director of a California Indian health services program, California tribal behavioral health department, or designee.
- Judge of a tribal court located in California, or designee.



## Progress to Date HCA

- 21 petitions received by the Court
  - 7 moved to Behavioral Health
    - 3 Unhoused
  - 5 family referrals
  - 1 Director of Hospital
  - 1 GAL
  - 4 Continued
- 

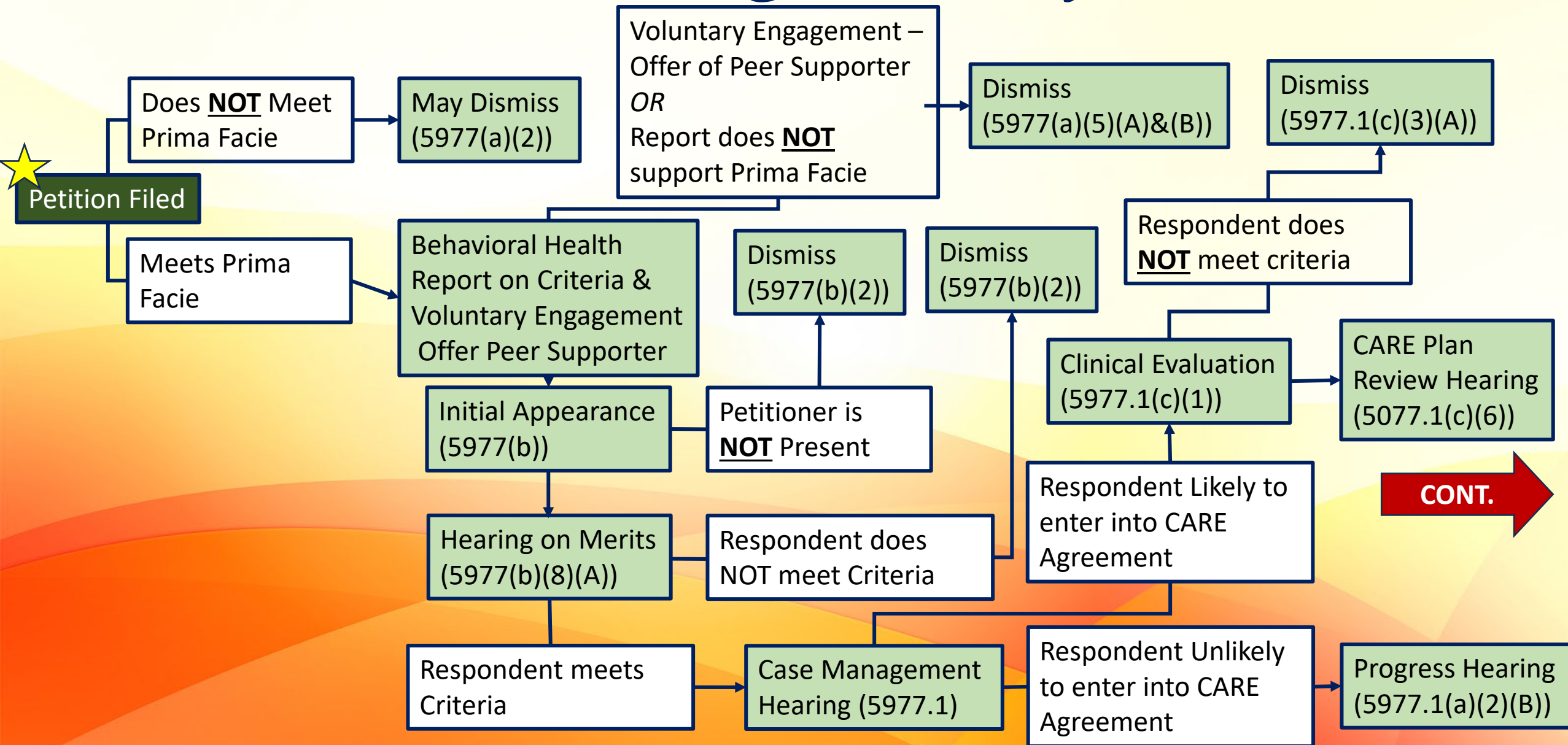


# How to file a petition?

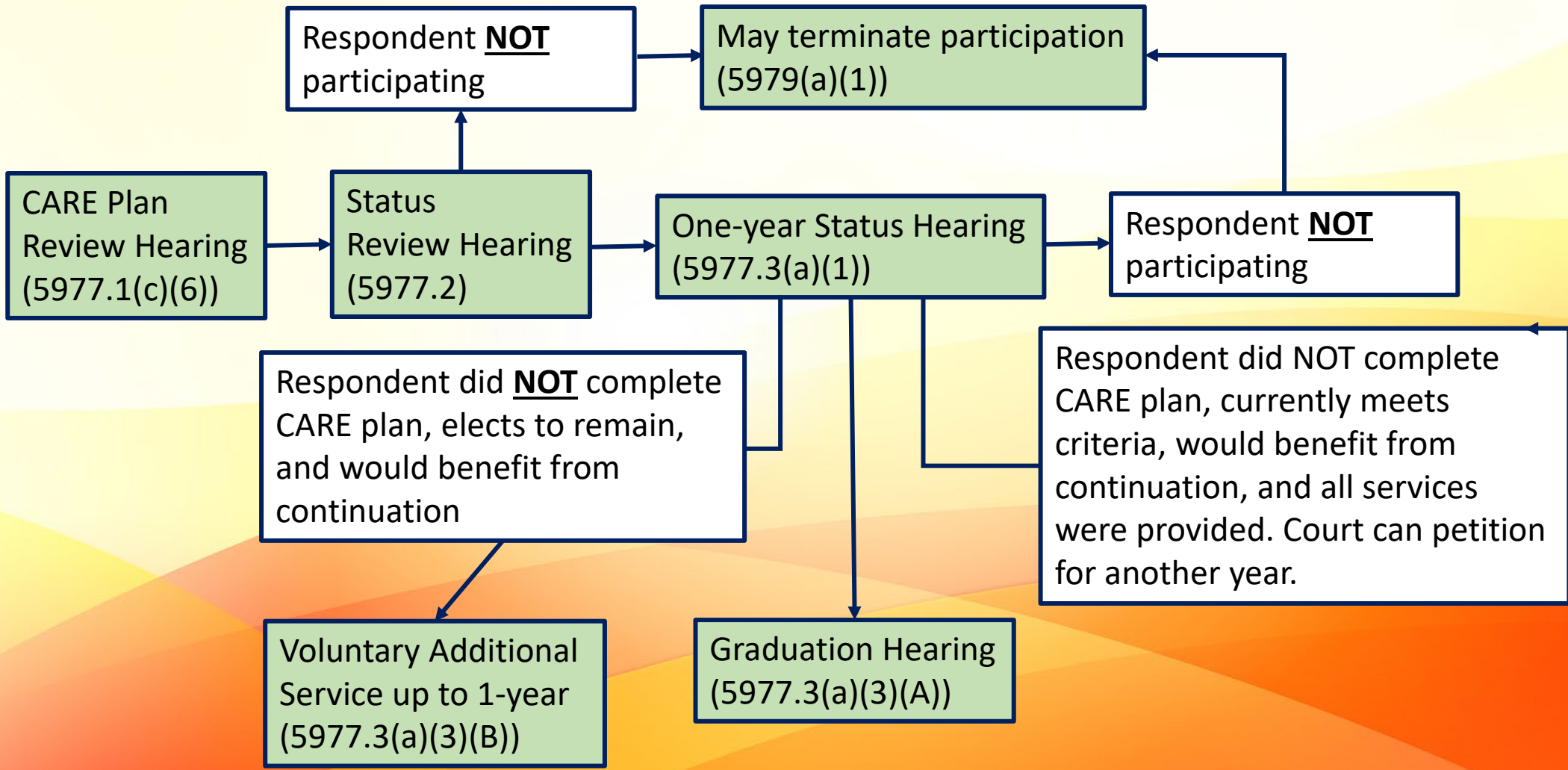


- Complete petition (CARE-100) – remember to fill out **ALL** requested information.
- **Additionally**, provide the required documentation.
  - Completed **Mental Health Declaration (CARE-101)** from licensed behavioral health provider **OR**;
  - Evidence the respondent was detained for a minimum of **TWO** periods of intensive treatment (**WIC 5250 holds**), the most recent episode being within the last **60 days**.

# CARE Court in Orange County



# CARE Court in Orange County *Continued...*



# What is in a **CARE Agreement/Plan?**



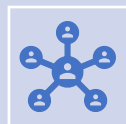
Behavioral Health Service



Medication Management

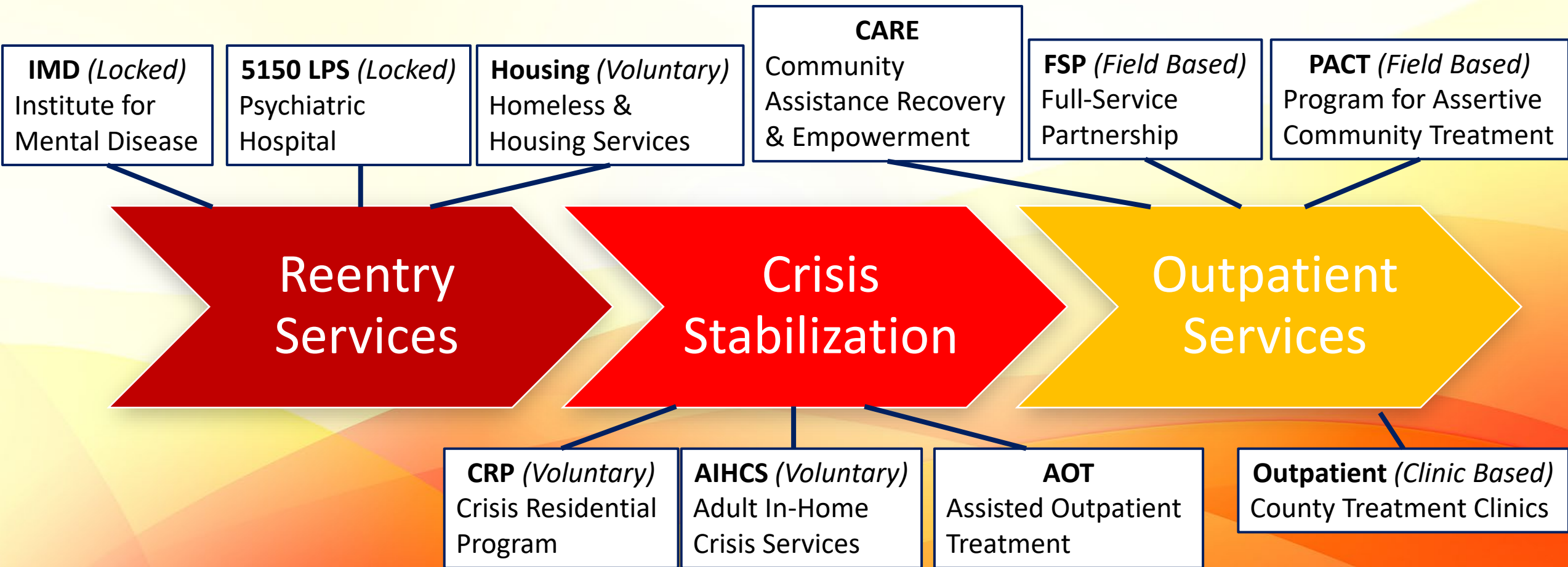


Housing Resources



Social Services & Supports

# Other **Orange County Programs** Available





**855-OC LINKS**  
(855-625-4657)

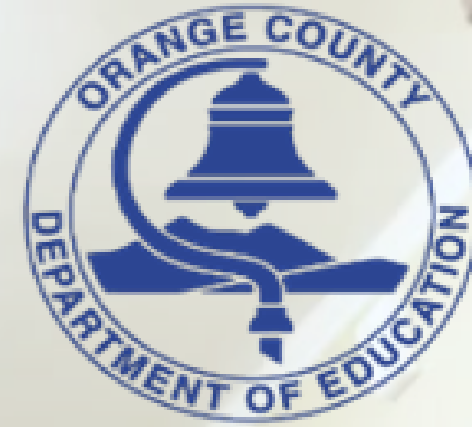
**Behavioral Health Services Line**

 **Navigator.org**



**McKinney Vento Homeless Assistance Act –  
The Rights and Services Available to  
Students and Families**

Linda Russell, LCSW, Short Term Contractor for  
Educational Services/Homeless Education,  
Orange County Department of Education



# SCHOOL & COMMUNITY PARTNERSHIPS

Supporting Students  
Experiencing Homelessness



# OVERVIEW

Educational Barriers

Federal Law: McKinney-Vento Homeless Assistance Act

Educational Rights

School Liaison Supports

Collaborative Partners

Access to Services



# BARRIERS TO EDUCATION

## ENROLLMENT REQUIREMENTS

- Establishing residency
- School records
- Immunizations
- Legal Guardianship requirements
- Potential fees/fines

## AWARENESS OF EDUCATIONAL RIGHTS

- Awareness of Educational Rights for unaccompanied youth (not in the physical custody of parent or guardian)
  - Absent parent/guardian
  - Need for employment
  - Credit/partial credit accrual policies
  - Authority involvement

**FAMILY WORRIED ABOUT BASIC SURVIVAL NEEDS**



**LACK OF TRANSPORTATION**



**INABILITY TO DO HOMEWORK DUE TO LACK OF A STUDY AREA**



**LACK OF CLOTHING AND SUPPLIES**



**POOR HEALTH AND MEDICAL CARE**



**CHALLENGES TO ATTENDING SCHOOLS**

# **IMPACT ON EDUCATION**

**42% of children experiencing homelessness are under age six**

**Have three times the rate of emotional and/or behavioral problems than their peers**

**Twice as likely to repeat a grade, be expelled or suspended <sup>1</sup>**

**With each change in schools, is set back academically by average of four to six months**

**87% increased likelihood of dropping out of school**

**Less than one out of four youths graduate from high school! <sup>2</sup>**

<sup>1</sup> "America's Youngest Outcasts" , [www.homelesschildrenamerica.org](http://www.homelesschildrenamerica.org); 2009

<sup>2</sup> The National Center on Family Homelessness, The Cost of Homelessness, December 2012

# THE MCKINNEY-VENTO ACT

## EDUCATIONAL LAW

Authorized under Title VII-B McKinney-Vento Homeless Assistance Act from 1987 and reauthorized in December 2015 by the Every Student Succeeds Act (ESSA)



### ● PRESCHOOL - 12TH GRADE ●

All homeless school-aged children are entitled to the same free and appropriate public education that is provided to non-homeless students

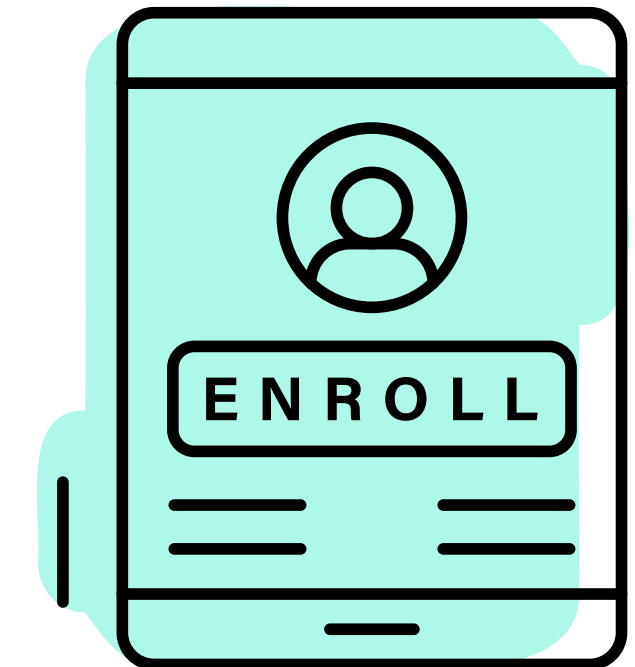
All schools are required to remove barriers to the enrollment, attendance, and academic success of homeless students



Every district nationwide must have a Liaison to identify and serve students

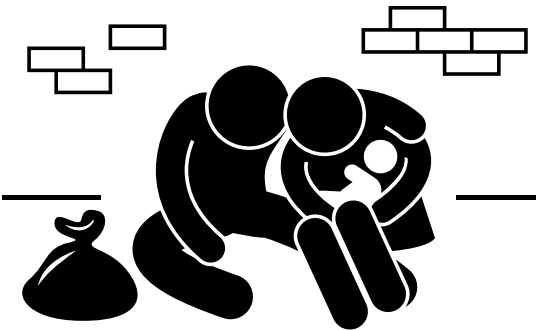


Qualify for academic support: school supplies, food programs and transportation



Immediate and equal access to preschool - 12th grade public education

# DEFINITION OF HOMELESSNESS



## The Housing and Urban Development (HUD) definition

“an individual who has a primary nighttime residence that is a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.”



**The McKinney-Vento Act** defines a "Homeless" student as one between 0 - 22 years of age, who lacks a **FIXED, REGULAR, AND ADEQUATE** nighttime residence, and might include:

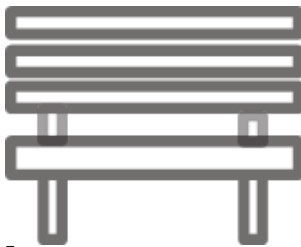
Temporarily doubled up: sharing housing due to economic hardship or lose of housing



Motels/Hotels



Shelters: Emergency or transitional



Unsheltered: Cars, bus or train stations, parks, camp grounds, beach, abandoned buildings, substandard housing, public places not designed for humans to live, abandoned, runaway or pushed-out youth

# Education

## Section 725 of Subtitle VII-B of the McKinney-Vento Act

- Elementary and Secondary Education (ED)**
- Individuals with Disabilities Education Act (ED)
  - Higher Education Act (ED)
  - Head Start Act (HHS)
  - Child Nutrition Act (USDA)
  - Violence Against Women Act (DOJ)

(ii) children and youths who have a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings (within the meaning of section 103(a)(2)(C)); (iii) children and youths who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings”

# HUD

## Section 103 of Subtitle I of the McKinney-Vento Act

- Homeless Assistance Programs (HUD)
- Emergency Food and Shelter (Homeland Security)
- Department of Veterans Affairs (all programs)
- Department of Labor (all programs)

“an individual who has a primary nighttime residence that is a public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.”

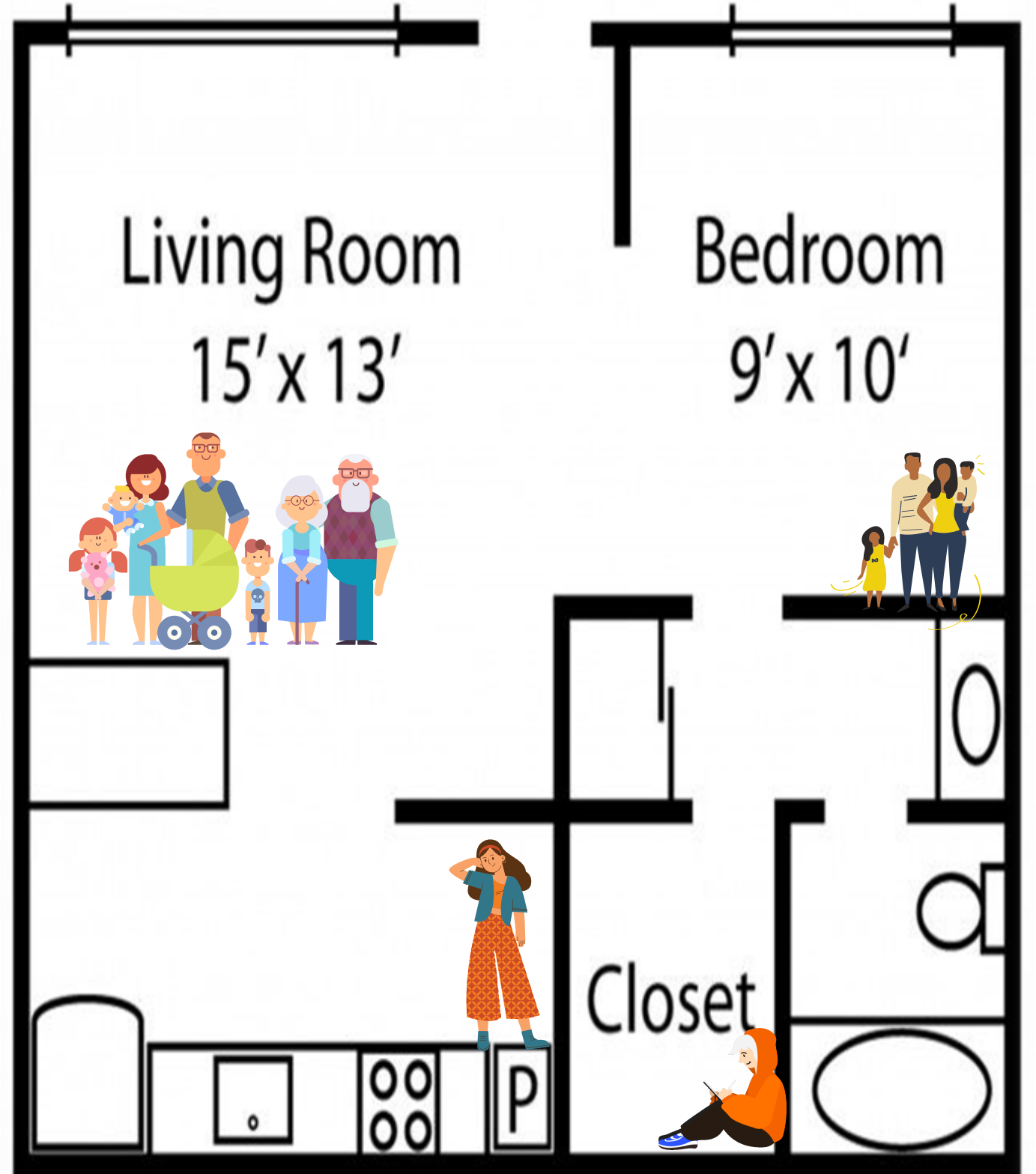
# UNDERSTANDING "DOUBLED-UP" FAMILIES

“...individuals who lack a fixed, regular, and adequate nighttime residence (within the meaning of section 103(a)(1)); and (B) includes — (i) children and youths who are sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason;

Nationally 75% students are doubled up  
Orange County 89% students are doubled up

**INCREASED EVICTIONS = INCREASE IN DOUBLED UP**

**\*AT-RISK FAMILIES\* HOMELESS PREVENTION\*DIVERSION FAMILIES\***





# EDUCATIONAL RIGHTS



**Even if you have:**

- Uncertain housing
- A temporary address
- No permanent physical address

**You are guaranteed enrollment in school by the federal McKinney-Vento Act and California state law if you live:**

- In a house or apartment with more than one family due to loss of housing or economic hardship
- With friends or family because you are a runaway or an unaccompanied youth
- In substandard housing (with out electricity, water, or heat)
- In a shelter (family, domestic violence, or youth shelter or transitional living program)
- In a hotel, motel, or weekly rate housing
- In an abandoned building, in a car, at a campground, or on the streets

**You can enroll in school immediately even without the documents normally required for enrollment, such as:**

- Proof of residency
- Immunization records or other required health records
- School records
- Legal guardianship papers

**Your child may:**

- Participate fully in all school activities and programs for which he/she is eligible.
- Receive transportation to and from the school of origin if you request it.
- Continue to attend the school in which he/she was last enrolled even if you have moved away from that school's attendance area.
- Qualify automatically for school nutrition programs.

**Your responsibilities are to:**

- Make sure your child gets to school on time and ready to learn.
- Stay informed of school rules, regulations, and activities.
- Contact the homeless liaison for assistance in removing barriers to your child's education.
- Attend parent/teacher conferences, Back-to-School Nights, and other school-related activities.

*You can ENROLL in school!*

**Identification Process- Housing Questionnaire**

**School/homeless liaison**

**Immediate enrollment in school**

**Immediate enrollment in all school meals programs**

**School/district origin rights**

**May enroll without transcripts, proof of residency, immunizations records**

# EDUCATIONAL RIGHTS



**School Supplies required by school**

**School activity fee waivers**

**Transportation assistance to from school**

**Partial or full credit giving from work completed**

**Dispute resolution process**

**Eligible for Cal Fresh through the county welfare agency -  
no minimum age requirement**

**Unaccompanied youth** age **14 and over** have the right to access/consent to disclose their school records and extends these rights to all caregivers

# EDUCATIONAL RIGHTS:



## ATTENDING SCHOOL TWO OPTIONS

Under the law, a homeless student is eligible to:

**1) Continue at the School of Origin-** the school attended when permanently housed or school in which they were last enrolled for the duration of homelessness

OR

**2) Enroll in any public school that students living in the same attendance area are eligible to attend-** School of Residence



# IDENTIFICATION:

# AB27



## REQUIRED HOUSING QUESTIONNAIRE

Under the law, a homeless district liaison contact information should be posted and shared.

**Effective October 2021, California law requires school districts, county offices of education and charter schools to administer an annual housing questionnaire and report the results every year to the California Department of Education.**

California Department of Education  
November 2021

### Housing Questionnaire for

Student Last Name	First	Middle

Name of School:

The information provided below will help the LEA determine what services you and/or your child may be eligible to receive. This could include additional educational services through Title I, Part A and/or the federal McKinney-Vento Assistance Act. The information provided on this form will be kept confidential and only shared with appropriate school district and site staff.

Presently, are you and/or your family living in any of the following situations?

- Staying in a shelter (family shelter, domestic violence shelter, youth shelter) or Federal Emergency Management Agency (FEMA) trailer
- Sharing housing with other(s) due to loss of housing, economic hardship, natural disaster, lack of adequate housing, or similar reason
- Living in a car, park, campground, abandoned building, or other inadequate accommodations (i.e. lack of water, electricity, or heat)
- Temporarily living in a motel or hotel due to loss of housing, economic hardship, natural disaster, or similar reason
- Living in a single-home residence that is permanent

I am a student under the age of 18 and living apart from parent(s) or guardian

- Yes  No

The undersigned parent/guardian certifies that the information provided above is correct and accurate.

Print Parent/Guardian Name	Signature	Date

Phone Number	Street Address	City	State	Zip

### Housing Questionnaire

Your child or children may have the right to:

- Immediate enrollment in the school they last attended (school of origin) or the local school where you are currently staying, even if you do not have all the documents normally required at the time of enrollment.
- Continue to attend their school of origin, if requested by you and it is in the best interest.
- Receive transportation to and from their school of origin, the same special programs and services, if needed, as provided to all other children, including free meals and Title I.
- Receive the full protections and services provided under all federal and state laws, as it relates to homeless children, youth, and their families.

Please list all children currently living with you.

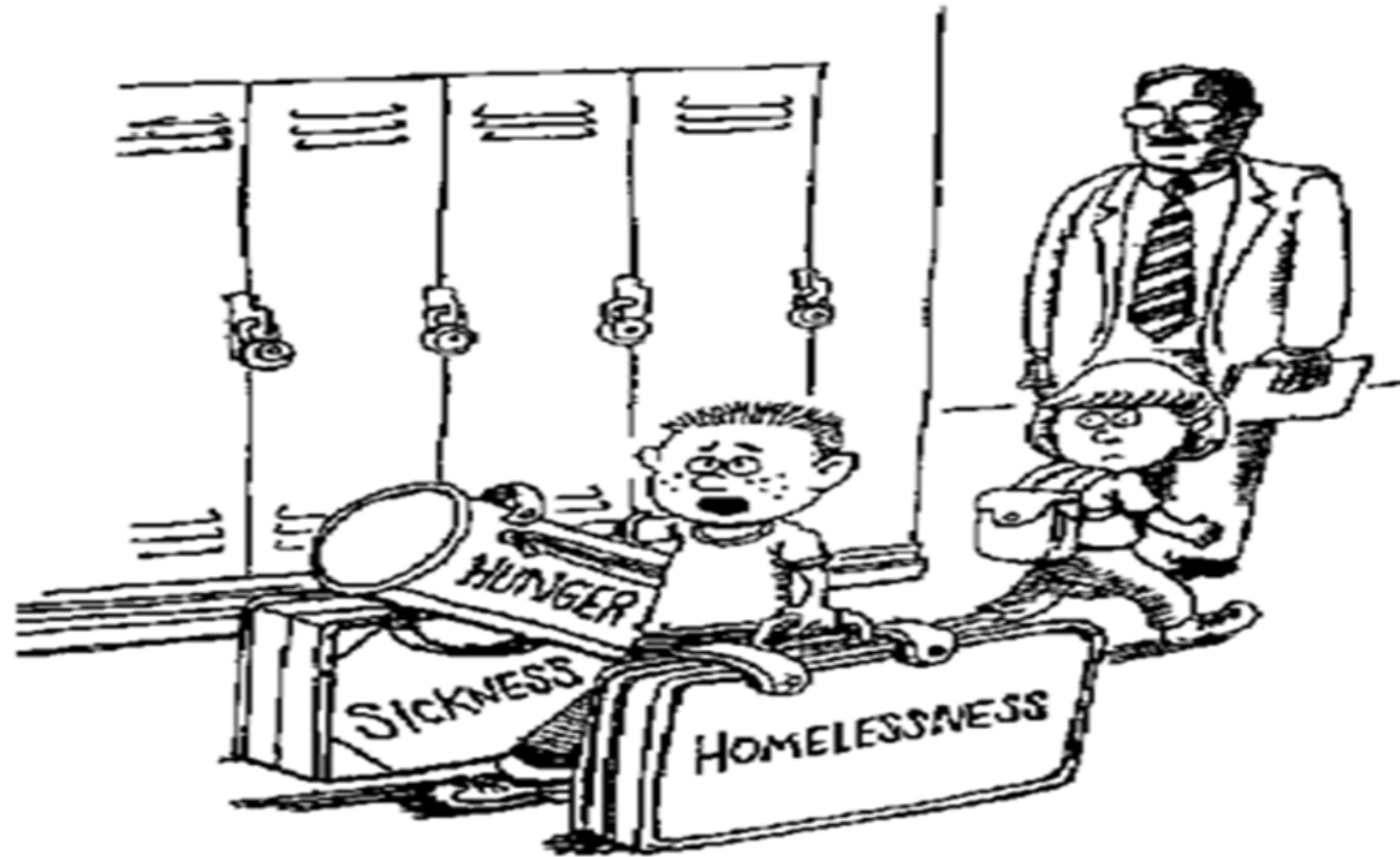
Name	Gender	Birthdate	Grade	School

If you have any questions about these rights, please contact your LEA's Homeless Liaison:

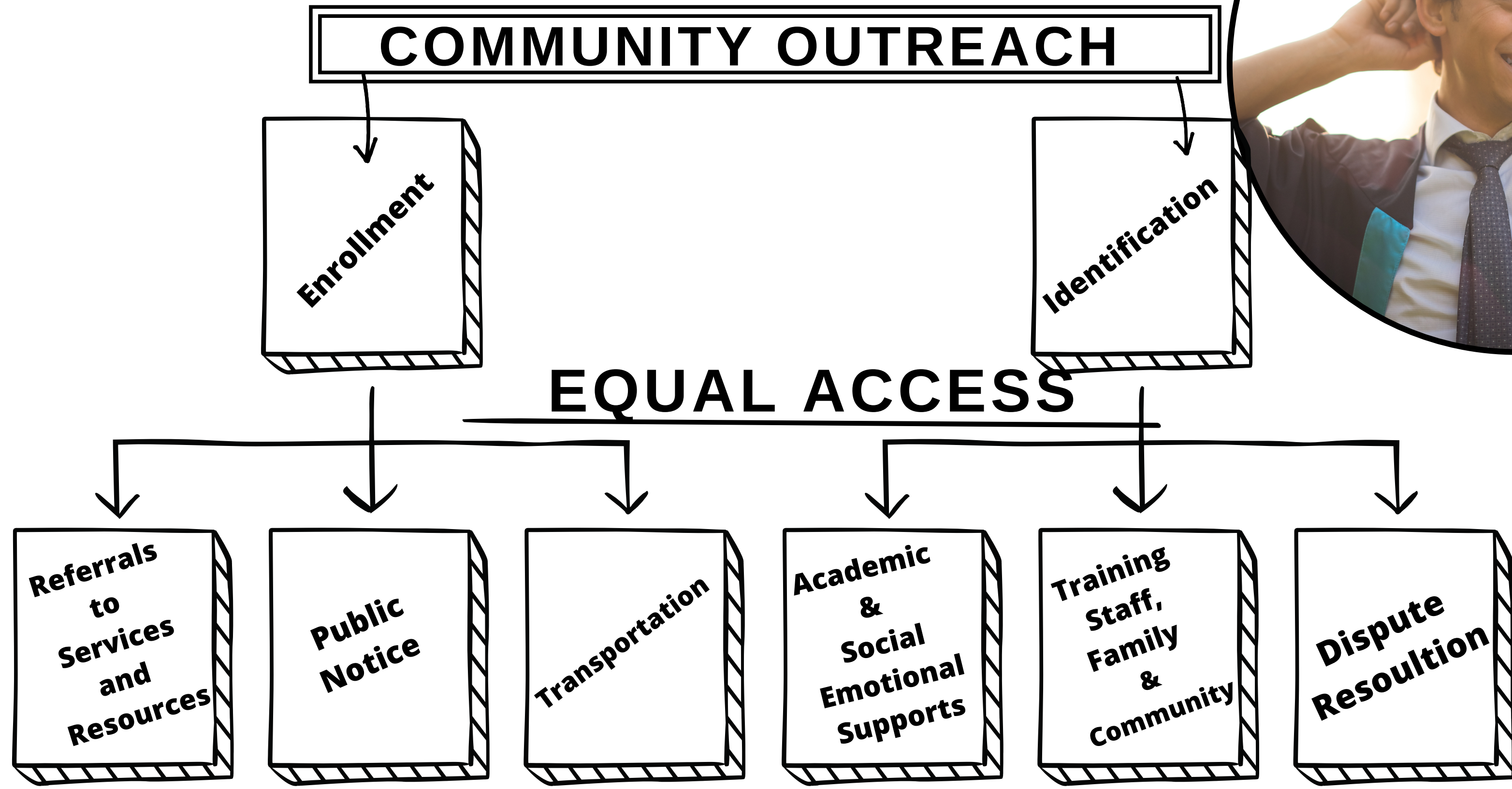
Name  
 Phone  
 Email

# BUILDING SYSTEMS OF SUPPORT

**“Could someone help me with these?  
I’m late for math class.”**



# SCHOOL HOMELESS LIAISONS CREATE SYSTEMS OF SUPPORT





# **MV LIAISON & COMMUNITY PARTNERSHIPS COORDINATION & COLLABORATION**

Outreach, educate, train staff/families

Disseminate/Post MV Educational Rights materials

Coordinate Back to School Drives

Provide school supplies, technology supports

Referrals to health care, dental, mental health, substance abuse, housing, and other services

Referrals to Coordinated Entry System

**Local liaisons are authorized to affirm students meet the Department of Housing and Urban Development (HUD) definition of homelessness, to qualify them for HUD homeless assistance programs**



# COMMUNITY PARTNERSHIPS COORDINATION & COLLABORATION

## Orange County Expanded Learning Programs- *Priority Enrollment*

ASES, 21st CCLC, ASSET's Public afterschool programs located at school sites  
All programs operate immediately after school, Mon- Fri. until 6:00 p.m.

9 Charter Schools  
171 Elementary ASES/21st CCLC Sites  
41 Middle Schools Sites  
13 High School ASSETs TEEN Sites

Children's Home Society Resource, Referral, Subsidized Child 714-543-2273

Orange County Head Start 714 241-8920

**School on Wheels Inc. Free one-to-one tutoring  
for students in motels, shelters & unsheltered 323-273-9609**



**school on wheels**  
FOR STUDENTS IN GRADES K-12

**WHAT IT IS:**

- Free one-on-one ONLINE TUTORING
- Free backpack filled with school supplies
- Scholarships
- Ongoing academic support

**HOW IT WORKS:**  
Students and their tutor connect in a live, online classroom and collaborate using audio, video and a shared whiteboard.

**PROGRAMS:** K-11 ABC Literacy, 12-13 Academic Goals, 14-15 Life Skills

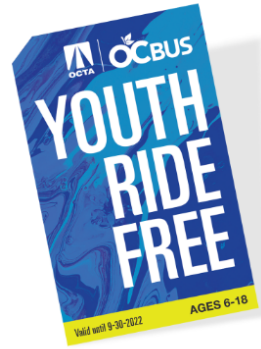
**ELIGIBILITY REQUIREMENTS:** Our dedicated and trained online tutors are free for any student living in a shelter, motel, group home, or on the streets of Southern California.

**REFERRALS:** [www.schoolonwheels.org/studies](http://www.schoolonwheels.org/studies)

**QUESTIONS:** Rebecca Sal + 714 252-2669 + [rebecca@schoolonwheels.org](mailto:rebecca@schoolonwheels.org)



# SCHOOL SUPPORT SERVICES

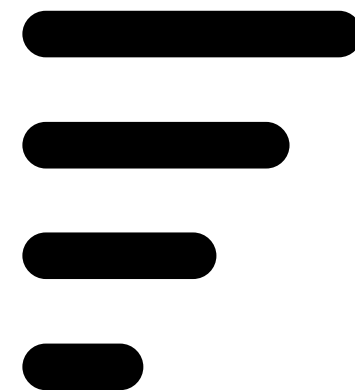
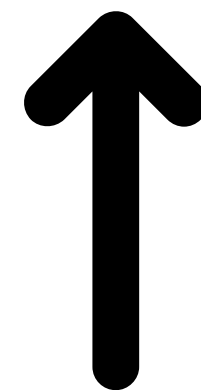


**TRANSPORTATION ASSISTANCE-**  
**NEW OCTA YOUTH RIDE FREE**  
**PROGRAM**

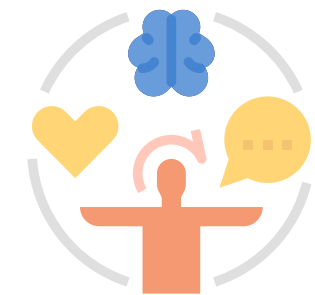


**FREE & REDUCED  
LUNCH/MEAL**

**TUTORING  
COUNSELING**



**PRIORITY  
PRESCHOOL &  
AFTER SCHOOL PROGRAMS**



**REFERRALS TO MEDICAL  
BEHAVIORAL WELLNESS  
SERVICES**

# SCHOOL SUPPORT SERVICES



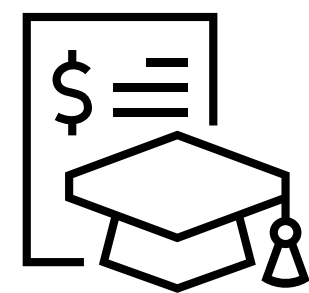
**PARTICIPATION IN SPORTS  
(INCL. RESIDENCY  
REQUIREMENTS)**



**BACK PACKS, SCHOOL  
SUPPLIES  
SCHOOL CLOTHING  
REQUIRED BY SCHOOL  
TECHNOLOGY DEVICES, WIFI  
SUPPORT**



**ASSISTANCE WITH  
STUDENT FINANCIAL AID  
ASSISTANCE WITH  
SCHOOL FEES**



# California MTSS Continuum of Support

Universal Design for Learning and differentiated instruction are integrated and implemented at all levels of the continuum of support to ensure the academic, behavior, social-emotional, and mental health development of ALL students in the most inclusive and equitable learning environment.



## ALL STUDENTS

### UNIVERSAL SUPPORT

Evidence-based practices are accessible by ALL students where the integration and implementation of Universal Design for Learning and differentiated instruction support academic, behavior, social-emotional, AND mental health development.



## SOME STUDENTS

### SUPPLEMENTAL SUPPORT

Additional services are provided to some students to support academic, behavior, social-emotional, and/or mental health through the integration and implementation of Universal Design for Learning and differentiated instruction. Supplemental supports are provided in addition to, not in place of universal supports, and available to all students regardless of identification for specialized services based on need through the use of diagnostic and progress monitoring assessments.



## FEW STUDENTS

### INTENSIFIED SUPPORT

Targeted supports are provided to students with greater needs to support academic, behavior, social-emotional, and/or mental health through the integration and implementation of Universal Design for Learning and differentiated instruction. Intensified supports are provided in addition to, not in place of universal supports, via specialized service providers, and available to all students regardless of identification for specialized services based on need through the use of diagnostic and progress monitoring assessments.

# What You Need to know

## For Community Partners Working with Students and Families Experiencing Homelessness...



**McKinney-Vento Homeless Educational Rights and Services**

**What Students and Families Need to Know**

Are you or your family in temporary, shared, or unstable housing?

**YOU HAVE RIGHTS AND YOU ARE WELCOME AT SCHOOL**

**AM I ELIGIBLE FOR MCKINNEY-VENTO SUPPORT AND SERVICES?**  
YOUR ELIGIBILITY IS BASED ON YOUR HOUSING AND OVERNIGHT RESIDENCE

**Who qualifies?**

- Children and youth who are doubled-up or sharing the housing of others due to loss of housing, financial hardship, or a similar reason are eligible for McKinney-Vento Act rights and services
- Temporarily staying in motels/hotel
- Temporarily housed in shelters
- Sleeping in a train, bus station, RV or car
- Staying in parks, beaches, campgrounds
- Unaccompanied youth
- Other similar situations due to the lack of an alternative

**UNACCOMPANIED YOUTH WITHOUT STABLE HOUSING**

An unaccompanied youth is not in the physical custody of a parent or guardian. Student might be staying with family, friends, or other people not related to the student, "couch surfing."

**POSSIBLE REASONS:**

- domestic violence
- parent's incarceration
- immigration/deportation
- death of the parents
- the family home is unsafe

Youth who are alone should be immediately enrolled in school and referred to the McKinney-Vento liaison.

**What is the purpose?**

The intent of the Federal McKinney-Vento Act and California State Law is to remove all educational barriers faced by children and youth without a fixed, regular, and/or adequate home, with an emphasis on educational enrollment, attendance, and school success.

**Why is it important?**

The McKinney-Vento Act requires schools to identify and count students without stable housing with a housing questionnaire.

**ONCE IDENTIFIED, STUDENTS HAVE ACCESS TO:**

Academics	Essentials
<ul style="list-style-type: none"><li>• Immediate enrollment regardless of proof of residency, immunization/health records, school records, or legal guardianship papers</li><li>• Obtaining or transferring records necessary for enrollment</li><li>• School of origin rights</li><li>• Tutoring or other instructional supports</li><li>• Support with assessment/testing for Special Education</li><li>• Early childhood programs</li><li>• Partial or full credit given from work completed</li><li>• Assistance with financial aid for higher education</li></ul>	<ul style="list-style-type: none"><li>• Assistance with participation in school meals, before/after-school programs, mentoring, summer programs</li><li>• Necessary school supplies, clothing to meet a school requirement</li><li>• Technology devices and Wi-Fi support</li><li>• Transportation to and from school</li></ul>
	Community
	<ul style="list-style-type: none"><li>• Referrals for medical, dental, and other health and wellness services</li><li>• Referrals to other programs and services such as domestic violence counseling and emergency assistance related to school attendance</li></ul>

There is no time limit for McKinney-Vento eligibility. Many families will remain in doubled-up situations for months or even years as they struggle to find employment and housing.

### HOPES Collaborative Services:

Outreach, education, technical assistance and support for community partners, families, and schools with children and youth experiencing homelessness.

### McKinney-Vento e-Training for Community Partners



### Highlights

- Understanding MV homeless educational law
- Accessing MV programs
- Resources and services
- Building strong school/community relationships
- Networking with colleagues

### Available Resources:

- MV e-training for community partners
- Fostering school and community partnerships
- Connecting with school liaisons and educational resources
- Educational rights brochures
- Educational rights folders
- Educational rights posters
- Educational materials for school-age children:
  - backpacks
  - school supplies
  - hygiene kits
  - student OCTA bus vouchers



# ORANGE COUNTY DEPARTMENT OF EDUCATION HOPES COLLABORATIVE



For more information on MV Homeless Education,  
visit Orange County Department of Education's (OCDE)  
Homeless Outreach to Promote Educational Success (HOPES)

website- <https://ocde.us/mv>

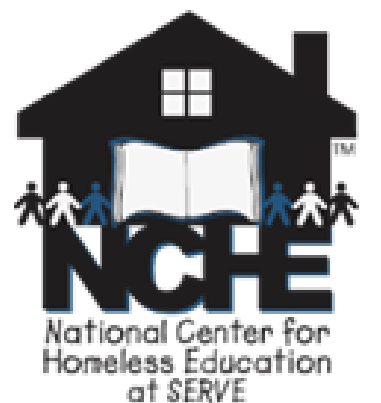
For more information please email: [homelessed@ocde.us](mailto:homelessed@ocde.us)

OCDE News <http://newsroom.ocde.us/>

**California Department of Education**  
**Homeless Education Coordinated Student Support 1 866-856-8214**

**California Department of Education, EHCY Website**  
**CDE Listing of Homeless Liaisons for Other Counties**

**National Center for Homeless Education**  
**NCHE Help Line 1-800-308-2145 <https://nche.ed.gov/>**



THANK

YOU

&

TAKE CARE OF  
YOURSELF



*You can't pour  
from an empty cup!*

# Agenda Item #4

## Additional Orange County Department of Education Resources

- To learn more, you may visit the Orange County Department of Education (OCDE) HOPES Collaborative website: <https://ocde.us/EducationalServices/IntegratedSupportsAndServices/MV/Pages/E-Trainings.aspx>
- ❖ **McKinney Vento E-training for Community Partners:**  
[https://ocde.us/EducationalServices/IntegratedSupportsAndServices/MV/Documents/McKinney-Vento%20Video%20Assets/presentation\\_html5.aspx](https://ocde.us/EducationalServices/IntegratedSupportsAndServices/MV/Documents/McKinney-Vento%20Video%20Assets/presentation_html5.aspx)

**Service Provider Highlight:  
Project Hope Alliance**

Shelby Feliciano-Sabala, Chief Partnership  
Officer and Lizbeth Loyola, Program Manager,  
Project Hope Alliance





# CASE MANAGEMENT

PHA case managers are placed on 14 school campuses and 1 shelter

PHA Case Managers are at the heart of our mission to end the cycle of homelessness, one child at a time. Case Managers provide intentional, trauma-informed, wrap-around support to students experiencing homelessness in Orange County. Case Managers are embedded directly on school campuses and emergency shelters providing immediate support and guidance in real-time when and where our students need it most. Each Case Manager supports 30 youth ensuring individual and personalized support for each youth.

## KEY AREAS OF SUPPORT:

- Advocacy
- Career and life skills
- Empowerment
- Community resources
- Academic guidance and support
- Social-emotional wellbeing



## PHA YOUTH VOICE

*“Project Hope Alliance has been a wonderful support system for myself. A lot of people there have rooted for me and taught me mindfulness and healthy relationships when conflicts arise. I am beyond grateful to have resources in education, basic necessities and an available space for me to feel safe in. Without PHA, this high school journey would have been much more difficult due to the burdens of generations that I carry alongside myself.”*

- PHA Student



# TRAUMA INFORMED CARE

100% of PHA's students have experienced trauma

## TRAUMA INFORMED CARE (TIC)

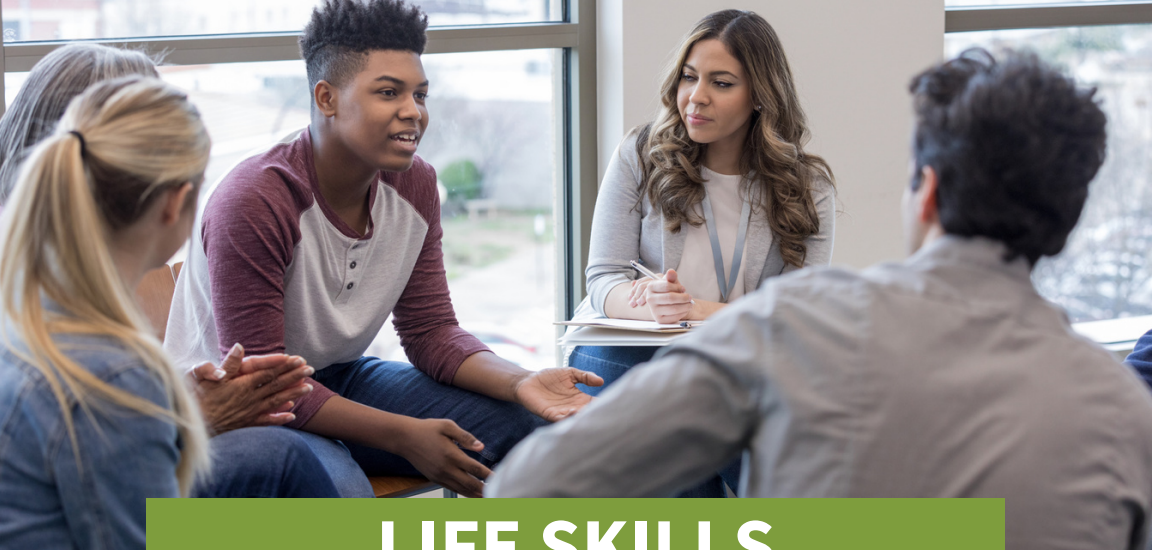
- Realizes the widespread impact of trauma and understands potential paths for recovery
- Recognizes the signs and symptoms of trauma in students, families, and staff
- Responds by fully integrating knowledge about trauma into policies, procedures and practices
- Seeks to actively resist re-traumatization or re-victimization

## IMPORTANCE OF TRAUMA INFORMED CARE

- Improves engagement with those we serve
- Helps providers understand the reactions or behaviors of students
- Reduces re-traumatization
- Builds healthy relationships with those we serve and with one another
- Improves long-term outcomes for those we serve
- Reduces burnout among staff and can reduce turnover, improve staff morale

## PILLARS OF TRAUMA INFORMED CARE

- Safety
- Trustworthiness and transparency
- Choice
- Collaboration
- Empowerment



# LIFE SKILLS

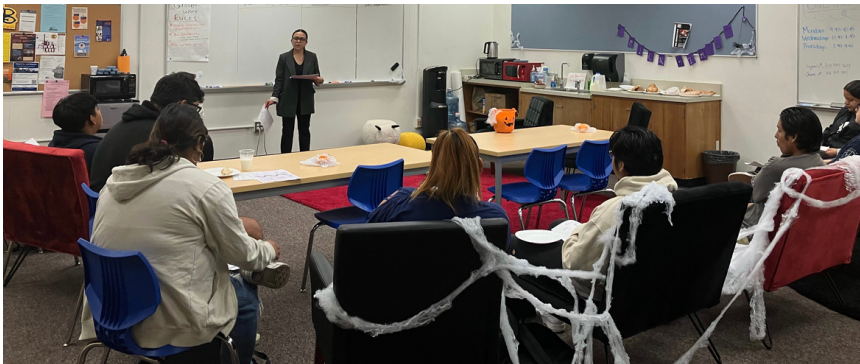
PHA's Group Work program sets students up for success

## MIDDLE SCHOOL GROUP WORK

- Hygiene
- Conflict management
- Preparing for high school
- Emotional regulation
- Healthy relationships
- Rules and consequences
- Advocating for yourself
- Peer pressure

## HIGH SCHOOL GROUP WORK

- College prep and high school timeline
- FAFSA
- Goal setting
- Online etiquette
- Resume building
- Healthy relationships
- Money management and budget
- Credit and taxes





# FAMILY SUPPORT

PHA uplifts and supports the entire family

## PARENT PARTNERSHIP GROUP

- PHA provides monthly parent education workshops
- Workshops are hosted at the PHA home office
- PHA invites local community partners based on family needs and interests

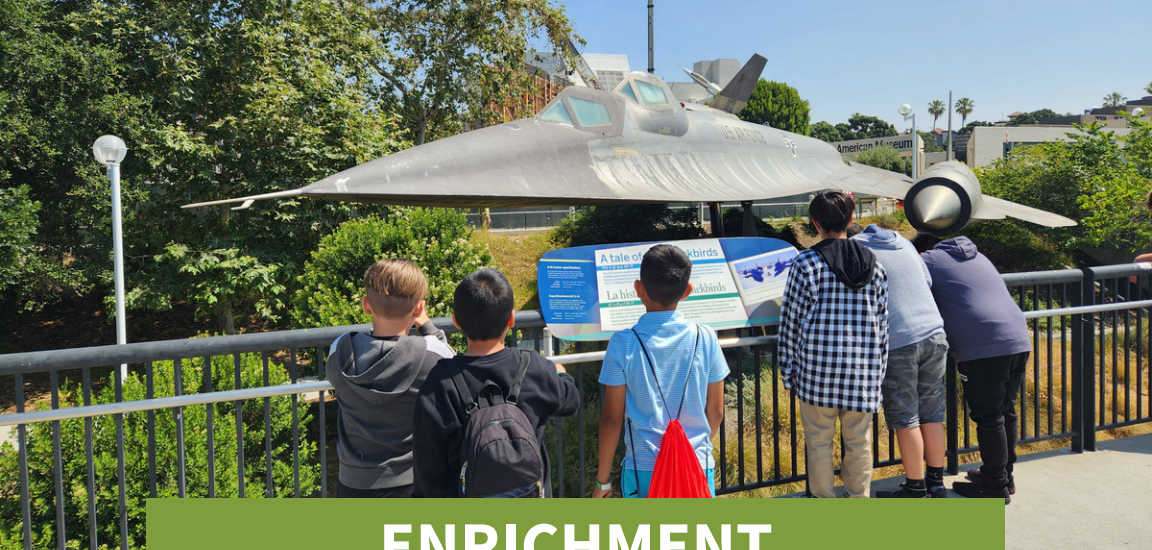
## COMMUNITY RESOURCES

- Educational resources
- Healthcare resources
- IEP meeting support
- Housing support
- Navigating resources (utilities, housing, uniforms, online applications, etc.)

## COMMUNITY NEEDS AND DRIVES

- PHA donation drives are designed to meet the individual needs of students and families
  - Back to school
  - Thanksgiving food drive
  - Holiday drive (Toys and gift cards)



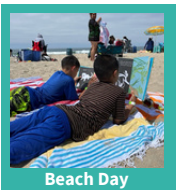


# ENRICHMENT

PHA creates experiences and events that all kids deserve

## PHA EVENTS ARE DESIGNED TO:

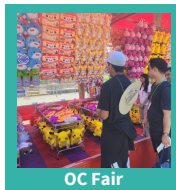
- Create a space for fun and memories
- Expose students to new and exciting activities, careers, places, and ideas
- Increases positive outlook for the future and encourages future planning
- Celebrate milestones (graduation, first job, birthdays etc.)
- Learn healthy communication skills with their peers and adults
- Build and strengthen relationships



Beach Day



Cooking Class



OC Fair



CA Science Center



Yosemite Camp



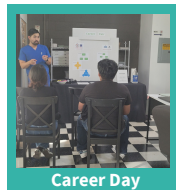
Catalina Island



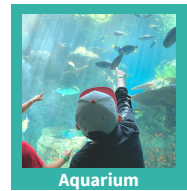
Discovery Cube



Arts & Crafts



Career Day



Aquarium



# EDUCATIONAL IMPACT

PHA supports youth from TK to age 24



**93%** of PHA's high school seniors graduated in 2023

**ACADEMIC SUPPORT**

- Improve academic performance
- Teacher communication
- Tutor connection
- IEP/504 navigation

**IMPROVED ATTENDANCE**

Case managers are on campus to support students in real-time.

- Transportation/ Bus passes
- Family alignment
- School communication

**COLLEGE PREPARATION**

- SAT prep
- FAFSA application
- College applications
- College tours

*100% of 2023 graduating seniors are equipped to pursue secondary education, vocational training, enter the workforce or have decided to serve our country in the armed forces.*



# COLLEGE/CAREER READINESS

PHA introduces students to the endless possibilities open to them

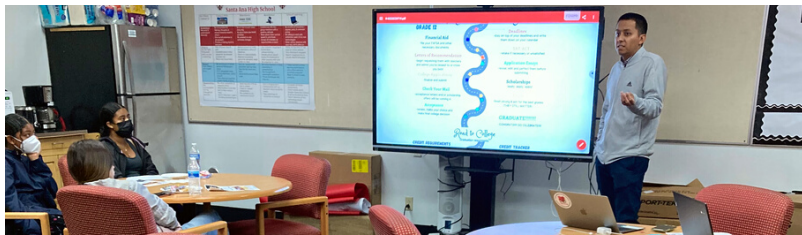
## COLLEGE PREPARATION

- Tours of local colleges and universities
- Support with FAFSA, SAT Prep, and college applications
- Support in the transition from high school to college
- How to navigate and access campus resources
- Trade school information



## CAREER WORKSHOPS

- Workshops designed based on youth interest
- Diverse career professionals and industries
- Small group structure for questions
- 2 career workshops a year





# GET INVOLVED

You can make a difference for students experiencing homelessness

## DONATE

- Online donations through [ProjectHopeAlliance.org](https://ProjectHopeAlliance.org)
- Planned Gifts and Estate Planning
- Corporate donations and grants
- Employee matching gifts
- Crypto-currency and stock donations

## VOLUNTEER

- Tutoring
- Mentoring Program
- Corporate volunteer events
- Host a drive in your community
- Professional services (Photography, makeup, office admin etc.)





**Service Provider Highlight:  
Covenant House California**

Polly Williams, Director of Orange County  
Programs, Covenant House California



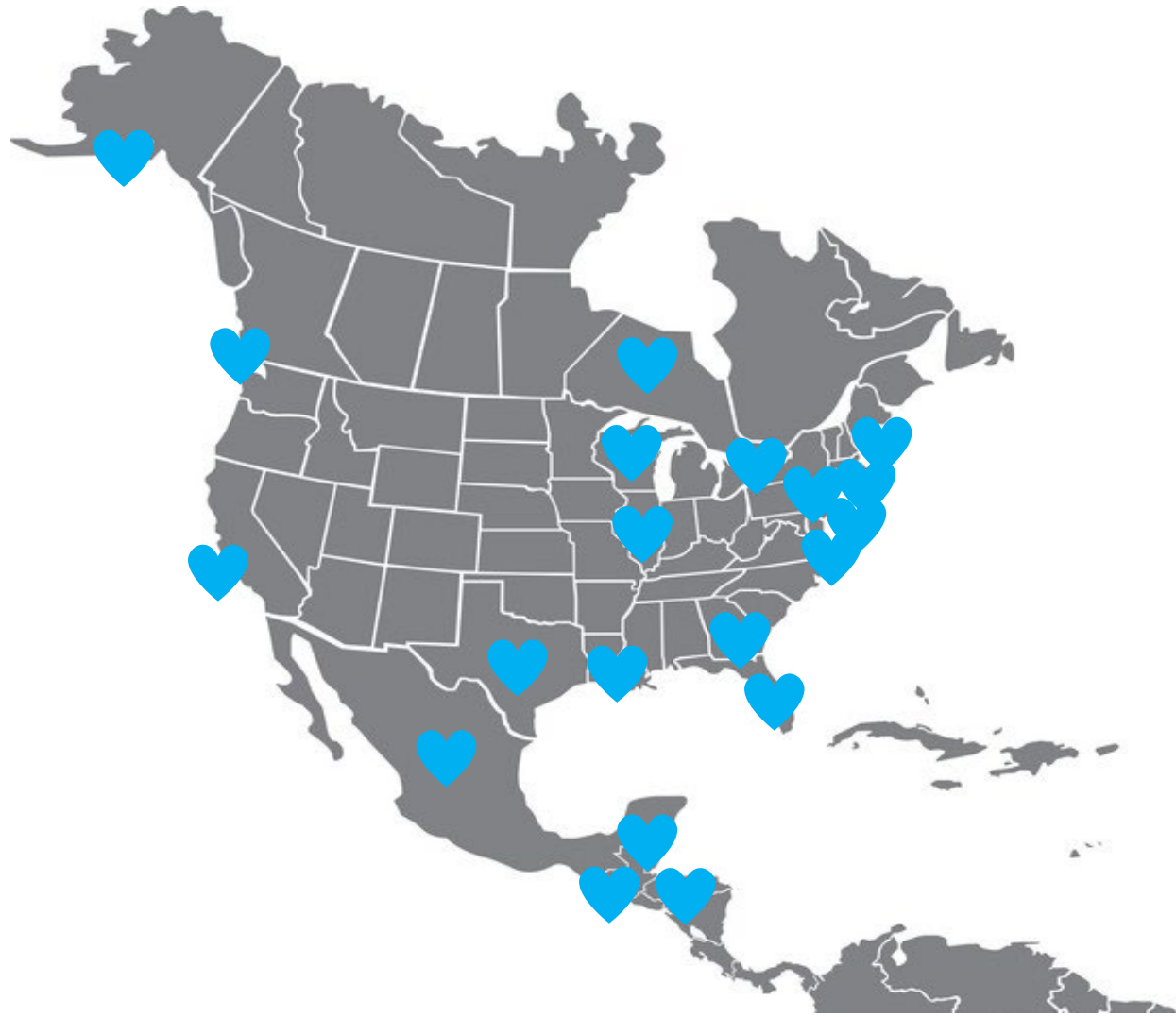
# Covenant House California

Polly Williams, Director of Orange County Programs

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# MISSION

Covenant House is dedicated to serving all youth with **absolute respect and unconditional love...** to help youth experiencing homelessness and trafficking and to protect and safeguard all youth in need.



**Covenant House  
California  
is an affiliate of  
Covenant House  
International**



**1 Mission  
6 Nations  
31 locations**

Covenant House California  
started in 1988 by volunteers providing outreach  
to youth living on the streets of Hollywood.



# Covenant House California is located in

Hollywood  
Anaheim  
Oakland  
Santa Clara

Opening Soon  
Haywood  
Santa Cruz



# Covenant House Orange County

Safe Haven Shelter



Rapid Rehousing



# Safe Haven Overview

- Opened February 2022
- 103 youth entered / 81 exits
- Only shelter for youth experiencing homelessness in OC
- Waitlist 177 youth (over 5 months)
- Ages 18-24
- 25 beds
- Housing First/Low Barrier
- Individualized length of stay
- Case Management
- Linkages to health care, mental health, substance use support, employment, education, legal
- Weekly community lunch
- No curfew
- Outings, activities, events
- Day services to youth on the waitlist – meal/shower/resources etc





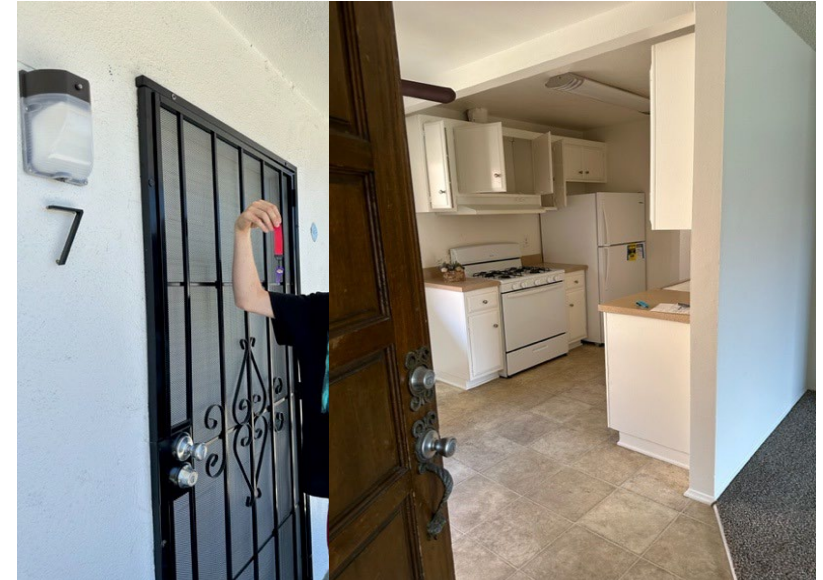
# Safe Haven Program Model

- Relentless engagement – focusing on strengthening relationships
- Absolute respect / unconditional love
- Trauma impact
- Motivational interviewing and stages of change
- Youth voice and choice - youth are the experts in their own lives
- Success Planning – youth led
- Harm reduction
- No limit on times youth can enter
- Don't tolerate racism, homophobia, transphobia, bullying, violence, threats of violence or exploitation



# Rapid Re-Housing Overview

- Started November 1<sup>st</sup> 2022
- 13 youth housed / 5 navigation
- Youth ages 18-24 experiencing homelessness
- Staff: 1 x Housing Navigator, 2 x Case Managers
- 40 youth supported over 2 years – 20 youth 1<sup>st</sup> year / 20 youth 2<sup>nd</sup> year
- Matched through TAY Coordinated Entry System (CES)
- Up to 2 years support – Flexible depending needs of each youth
- Different housing options; 1-bedroom apartments/studios/rent room in shared housing
- Deposit/move in costs covered
- Lease in youth's name/monthly rent paid to landlord by Covenant House
- First 3 months rent paid - rent contribution scale increases 10% after 3 months
- Case Management/Success Planning – linkages mental health, employment, education
- In home/community meetings (Starbucks, grocery shopping)
- Workshops, resources and events to create a TAY community of support



# Rapid Re-Housing is Housing First

Covenant House believes young people should never need to prove themselves before being provided resources and supports to obtain housing. RRH removes barriers to young people accessing housing by not placing preconditions that create barriers in the first place, this is known as **housing first**.

Youth are never required to demonstrate any sort of readiness to participate in RRH:

## **Not a Requirement**

- Income
- Sobriety
- Employment
- School enrollment
- Mental health treatment

## **Program Acceptance**

- Poor (or no) credit
- Poor rental history
- Minor criminal convictions
- History of domestic violence

It is the belief of Covenant House California RRH Program, that young people are most urgently in need of a safe and stable place to reside, and when that residence is achieved, the supportive services needed to ensure sustainability can be delivered over time.

# MORE INFORMATION

[www.covenanthousecalifornia.org](http://www.covenanthousecalifornia.org)

Safe Haven Shelter: (562) 379 4110

## Volunteers & Donations:

Lourdes Dominguez  
Community Involvement Coordinator  
[ldominguez@covca.org](mailto:ldominguez@covca.org)

## Program

Polly Williams  
Director of Orange County Programs  
[pollywilliams@covca.org](mailto:pollywilliams@covca.org)



**Continuum of Care (CoC) Updates**

Sarah Jones, CoC Manager,  
Office of Care Coordination



**EVERYONE**  
**COUNTS**  
2024 Point In Time

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# What is a Point In Time Count?

**A National Movement.** Everyone Counts OC is part of a national effort to better understand homelessness. The U.S. Department of Housing and Urban Development (HUD) requires all 400+ Continuum of Care jurisdictions across the nation to complete a biennial unsheltered count and an annual sheltered count of all individuals experiencing homelessness in the community at a single “point in time”.



# Who is Involved?

- **County of Orange** – including County Executive Office, Health Care Agency, Social Services Agency, OC Community Resources, OC Parks, OC Public Works, OC Information & Technology, OC Sheriff's Department
- **City Net** – lead agency for unsheltered count
- **OC United Way (211OC)** – HMIS lead agency for sheltered count
- **Hub for Urban Initiatives** – HUD methodology and survey tool design
- **Orange County CoC**





# Collaborative Effort

- **City and County government**
  - County of Orange
  - Local Law Enforcement
  - All 34 cities
- **Elected Officials**
  - Board of Supervisors
  - Mayors and City Council members
  - State and federal representatives
- **Homeless Service Providers**



**EVERYONE**  
**COUNTS**  
2024 Point In Time

# Sheltered and Unsheltered Count

- **Sheltered Count:** Sunset on Monday, January 22, 2024, to sunrise on Tuesday, January 23, 2024
- **Unsheltered Count:** Tuesday, January 23, 2024, to Thursday, January 25, 2024
  - Survey-based count, goal is to survey all people experiencing unsheltered homelessness
  - Volunteer surveyors visit pre-identified “hotspots” where people experiencing homelessness are expected to gather
  - Surveyors deployed from local deployment centers to all 34 cities, plus unincorporated areas
  - Access centers for Families and Transitional Age Youth



# How You Can Help

## Donations

- We are looking for the following donations:
  - Snack or hygiene kit donations
  - Gift card or incentive donations
  - Other donations
- Contact Erin Kaufman, Community Resource Mobilization Manager, at [erin.kaufman@citynet.org](mailto:erin.kaufman@citynet.org) if you are interested in supporting with donations

## Volunteer Recruitment

1. **Spread the word** about the event
2. **Encourage your staff to volunteer** during the event
3. **Sign up early** (*details to follow*)



**[www.EveryoneCountsOC.org](http://www.EveryoneCountsOC.org)**

**Email: [Info@everyoneCountsOC.org](mailto:Info@everyoneCountsOC.org)**

**Instagram [@EveryoneCountsOC](https://www.instagram.com/EveryoneCountsOC)**

**X (Twitter) [@0CPIT](https://twitter.com/0CPIT)**

**[#EveryoneCountsOC](https://www.facebook.com/EveryoneCountsOC)**

# Agenda Item #6

## CoC Board Nomination and Election Process

- The Office of Care Coordination, on behalf of the Orange County CoC, is now accepting nominations for the CoC Board
- If you are interested in **applying**, please complete the Candidate Interest Form via SurveyMonkey at the following link: <https://www.surveymonkey.com/r/cocboard23>.
- If you are interested in **nominating a candidate** or **encouraging some to apply**, please share the above link with them or email the Office of Care Coordination at [CareCoordination@ocgov.com](mailto:CareCoordination@ocgov.com) with the subject line "CoC Board Nomination".
- If you reach out via your email, identify the following details for the person(s) you are nominating:
  1. **Name**
  2. **Email**
  3. **Phone Number**
  4. **Have you alerted this person you are nominating them? (Yes/No)**
- The Office of Care Coordination will provide the candidate with a link to the **Candidate Interest Form** and process for confirming **CoC general membership**.



# NOW RECRUITING: Orange County CoC Board Members

**2024-2026 TERM**

## WHAT IS THE CONTINUUM OF CARE (CoC) BOARD?

The CoC Board oversees and governs the community's work to end homelessness, including:

- Deciding which types of organizations and programs get funded
- Determining strategic direction
- Analyzing and interpreting data
- Setting community standards for how people are prioritized for and matched with available housing and services

## WHO SHOULD APPLY?

**Anyone committed to ending homelessness in Orange County can apply!**

We are seeking to broaden our CoC Board membership to more wholly reflect the diversity of identities and experiences within Orange County.

## HOW TO APPLY

**Apply yourself:** scan the QR code below to access and submit an interest form.

**Nominate someone else:**

Send them the form linked in the QR code below, or email [CareCoordination@ocgov.com](mailto:CareCoordination@ocgov.com) with their contact information

## QUESTIONS? PLEASE REACH OUT!

- ✉ [CareCoordination@ocgov.com](mailto:CareCoordination@ocgov.com)
- 🌐 <https://tinyurl.com/OCCoCBoard>



## The Nominating Period is Now Open!

- The nominating period opened **Wednesday, November 8, 2023**, and closes **Friday, November 17, 2023**.
- Candidate interest forms are due **Monday, November 20, 2023**.



*Scan the QR code to be linked to the Candidate Interest Form*

# Agenda Item #6

## CoC Board Nomination and Election Process Overview Session

- The Office of Care Coordination will be hosting a virtual CoC Nomination and Election Process Overview session today, November 9, 2023.
- Those interested in joining the CoC Board, CoC General members, and local partners wanting to be involved in the Orange County CoC are encouraged to attend.
- Please note, the CoC Nomination and Election Process Overview session will also be recorded and posted onto the [CoC Board Nomination and Election webpage](#) for reference.

JOIN FOR MORE INFORMATION!

**Date:** Thursday, November 9, 2023

**Time:** 1:30 p.m.– 2:30 p.m.

**Link:** [Click here](#)

**Meeting ID:** 931 4933 3440

**Passcode:** coc2023

**Join by phone:** +1 669 444 9171 US

**Meeting ID:** 931 4933 3440

**Passcode:** 8789449

# Agenda Item #6

## Remember to Keep your Individual and Agency General Membership Updated!

- The CoC Governance Charter identifies that each Individual Member and Agency that is a General Member of the CoC will be allowed one vote for the CoC Board election.
- The CoC Governance Charter, as approved on October 25, 2023, states that a CoC Board member must be CoC General Member, either as an organization or individual. There is still time to become a CoC General Member if you are interested in applying for the CoC Board.
- You can view the [CoC General Membership](#) roster on the [CoC General Membership webpage](#)
- If you or your organization is not a General Member and wants to become one, you have until **Monday, November 20, 2023**, to inform the Office of Care Coordination of your interest and fill out the [application](#).
- If your agency needs to update your authorized representatives for your agency, please submit an updated [application](#) to the Office of Care Coordination by **Monday, November 20, 2023**.
- **CoC General Membership Applications are also located on the resource table.**

Please contact the Office of Care Coordination with any questions at

[CareCoordination@ocgov.com](mailto:CareCoordination@ocgov.com) or 714-834-5000



**Announcements, Closing Remarks  
and Questions**

Melanie McQueen,  
Regional Director, Orange County, PATH

# Networking

*Thank you for joining!*

**Next Meeting:**

To be determined (*pending 2024 CoC Board and  
Committee Meeting calendar approval*)

