Orange County Continuum of Care (CoC) Board Meeting
May 22, 2024

Public Comments

Board Member Comments

Consent Calendar

Consent Calendar

1. Approve CoC Board Meeting Minutes from April 24, 2024

Business Calendar

2024 Orange County Point In Time Count Presentation

Doug Becht, Director of Office of Care Coordination, and Sarah Jones,
CoC Manager, Office of Care Coordination

ORANGE COUNTY
2024 POINT IN TIME COUNT SUMMARY

3 YEARS

2024 marks the third PIT Count conducted

Aligns with National best practices

1,251

Highest number of volunteers in PIT history
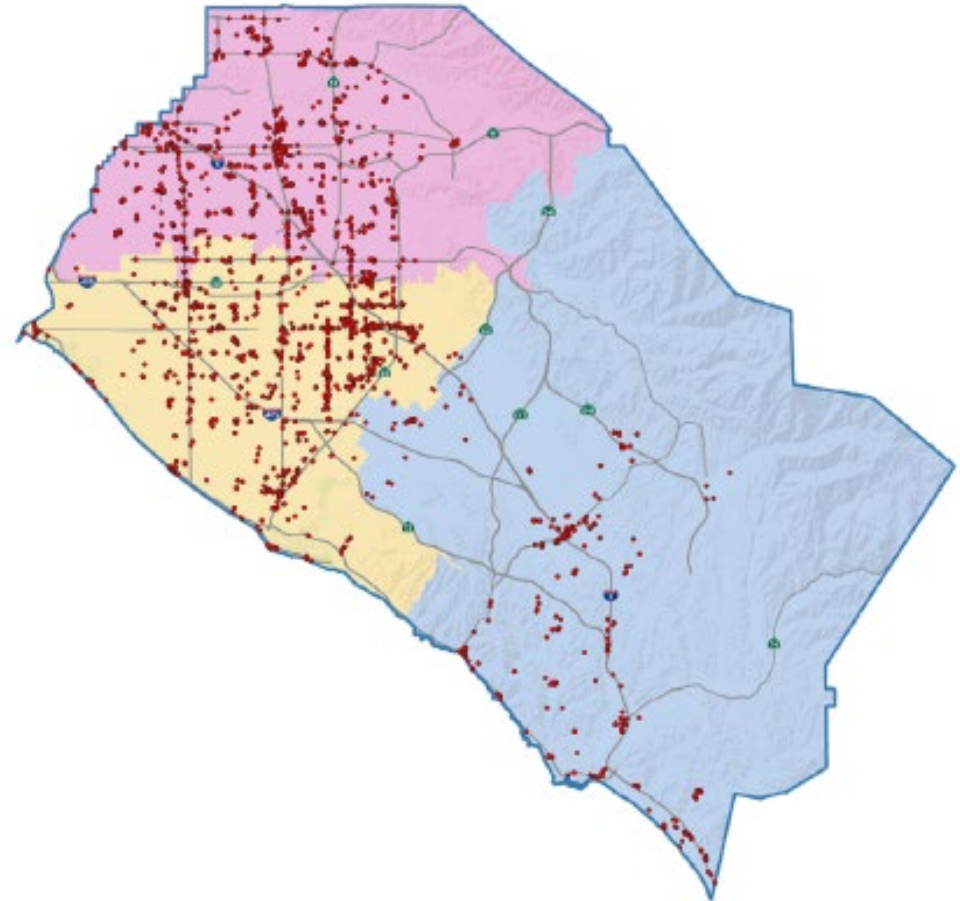
EVERYONE COUNTS
2024 Point In Time

METHODOLOGY

EVERYONE COUNTS
2024 Point In Time

7,322
Persons

4,173
UNSHELTERED TOTAL

3,149
SHELTERED TOTAL

328
VETERANS
Persons who served in the U.S. Armed Forces, National Guard or Reserves

308
TRANSITIONAL AGED YOUTH
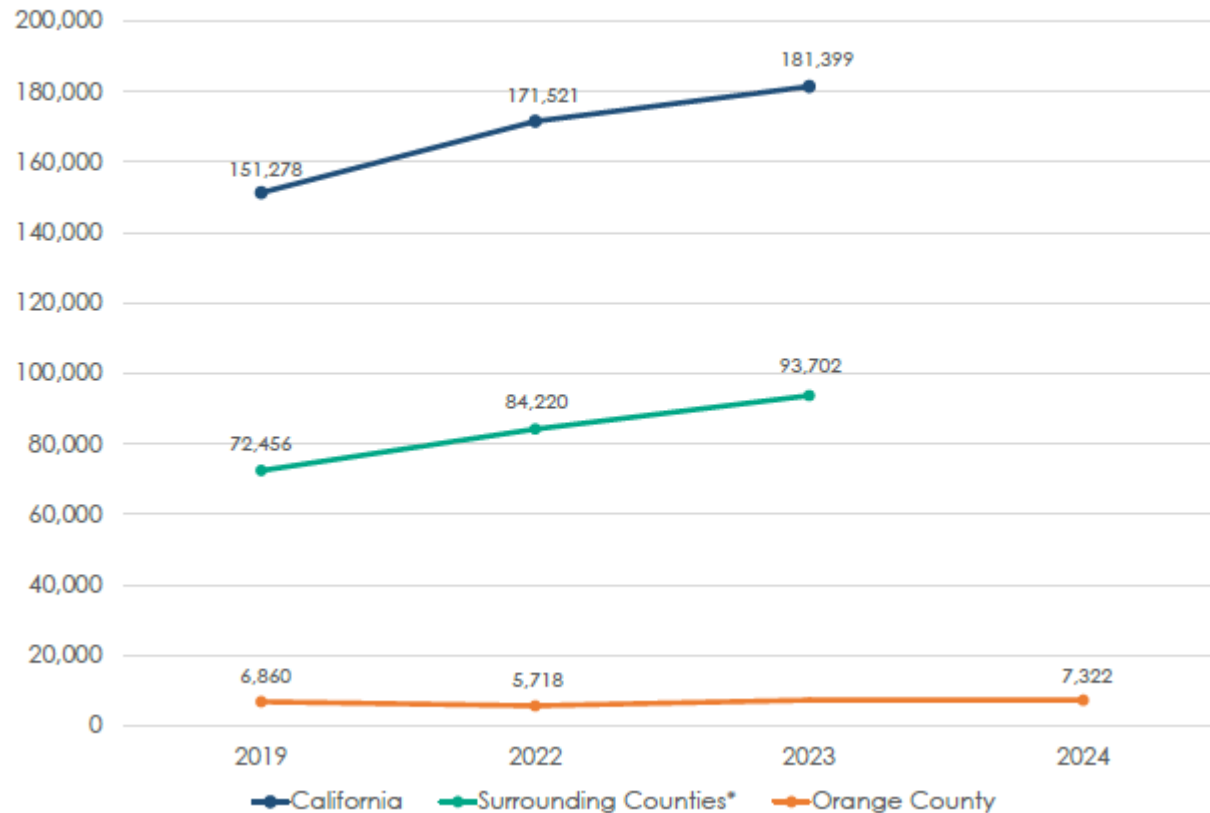Persons ages 18 to 24

869
SENIORS
Persons ages 62 and older

EVERYONE COUNTS
2024 Point In Time

COUNTYWIDE SUBPOPULATIONS DATA
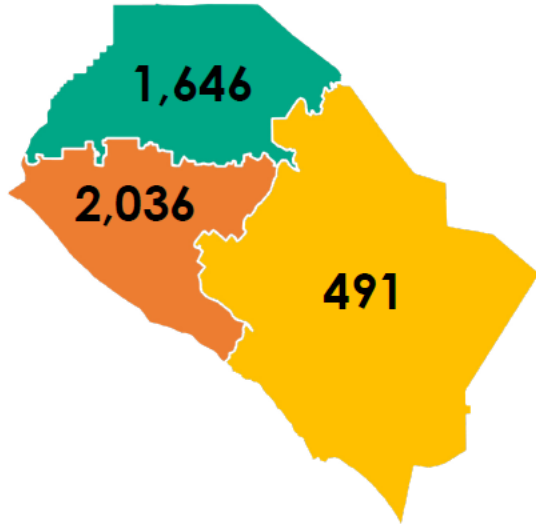
GROWTH TRENDS OF CALIFORNIA HOMELESS POPULATION

California: 151,278 (2019), 171,521 (2022), 181,399 (2023)
Surrounding Counties*: 72,456 (2019), 84,220 (2022), 93,702 (2023)
Orange County: 6,860 (2019), 5,718 (2022), 7,322 (2024)

2019   2022   2023   2024

California — Surrounding Counties* — Orange County

5 YEAR RATE OF GROWTH

California:	**20%**
Surrounding Counties:	**29%**
Orange County:	**7%**

Surrounding Counties include: Los Angeles County, Riverside County, San Bernardino County and San Diego County

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SERVICE PLANNING AREA COMPARISON

EVERYONE COUNTS
2024 Point In Time

North Service Planning Area
2,765 ↓ 2,419 ↑ 3,227
2019 -12.51% 2022 33.40% 2024

Central Service Planning Area
3,332 ↓ 2,714 ↑ 3,454
2019 -18.55% 2022 27.27% 2024

South Service Planning Area
763 ↓ 585 ↑ 641
2019 -23.33% 2022 9.57% 2024

14

48.33%

1,172 Persons

Experiencing homelessness for the
first time in the past 12 months

EVERYONE
COUNTS
2024 Point In Time

**FIRST TIME
EXPERIENCING
HOMELESSNESS**

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EVERYONE COUNTS
2024 Point In Time

TOTAL COMPARISON OF 2019, 2022 & 2024 POINT IN TIME COUNT

	2019	2022	2024
Point in Time Count Totals	6,860	5,718	7,322
Unsheltered	3,961	3,057	4,173
Sheltered	2,899	2,661	3,149

■ Point in Time Count Totals   ■ Unsheltered   ■ Sheltered

17
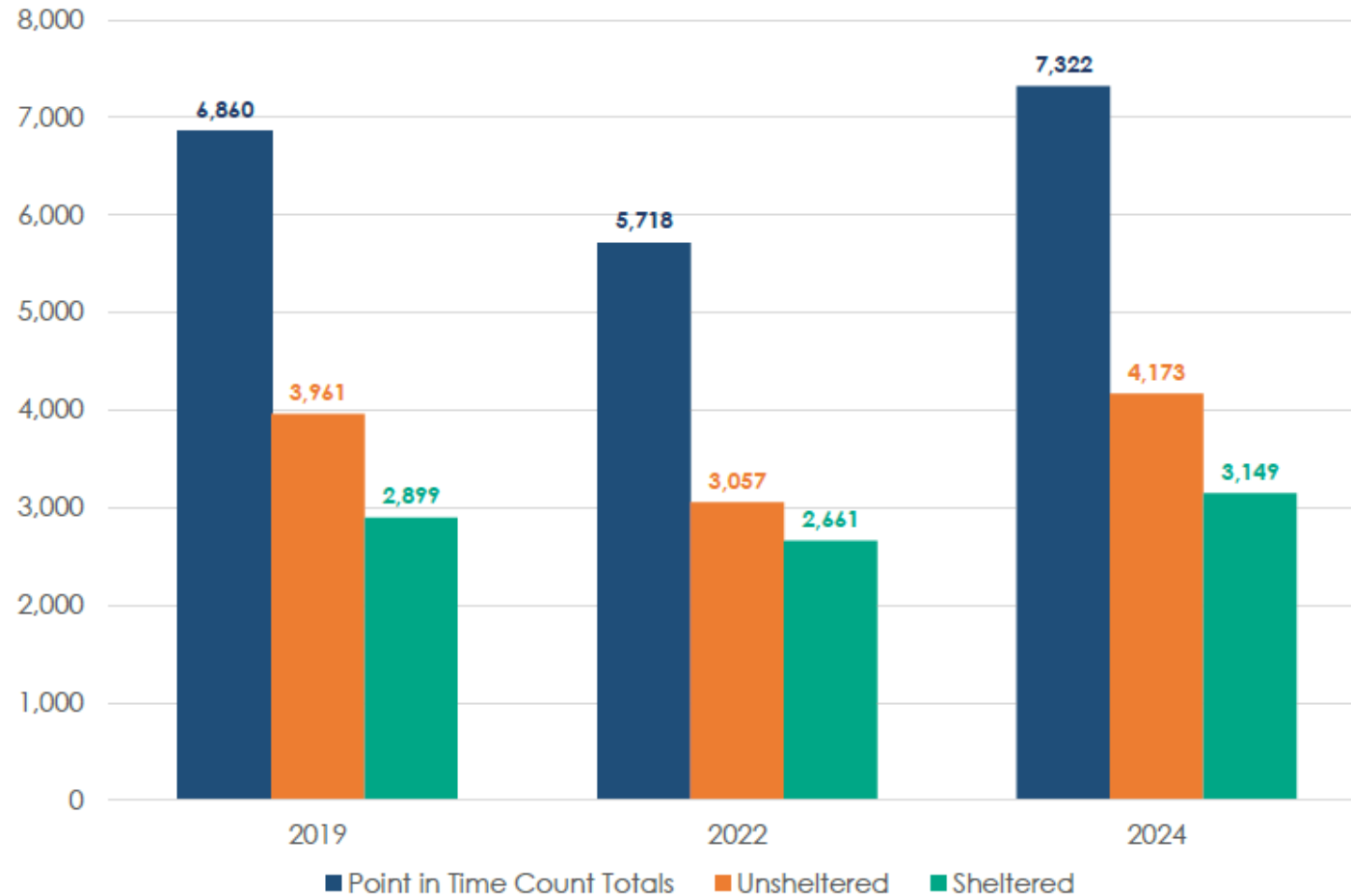
COMPARISON OF 2019, 2022 & 2024 UNSHELTERED COUNTS BY SERVICE PLANNING AREA

Service Planning Area	2019 Unsheltered		2022 Unsheltered		2024 Unsheltered	
	#	%	#	%	#	%
North	1,596	40.29%	1,113	36.41%	1,646	39.44%
Central	1,827	46.12%	1,522	49.79%	2,036	48.79%
South	538	13.58%	422	13.80%	491	11.77%
Total	3,961		3,057		4,173	

COMPARISON OF 2019, 2022 & 2024 SHELTERED COUNTS BY SERVICE PLANNING AREA

Service Planning Area	2019 Sheltered		2022 Sheltered		2024 Sheltered	
	#	%	#	%	#	%
North	1,169	40.32%	1,306	49.08%	1,581	50.21%
Central	1,505	51.91%	1,192	44.80%	1,418	45.03%
South	225	7.76%	163	6.13%	150	4.76%
Total	2,899		2,661		3,149	

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EVERYONE COUNTS
2024 Point In Time

UNSHELTERED COMPARISON OF 2019, 2022 & 2024 POINT IN TIME COUNT - SUBPOPULATIONS & DISABLING CONDITIONS

Subpopulations & Disabling Conditions	2019 Unsheltered 3,714 Adults	2022 Unsheltered 2,936 Adults	2024 Unsheltered 4,074 Adults
Chronic Homelessness	52.02% 1,932 Adults	55.07% 1,617 Adults	38.44% 1,566 Adults
Substance Use Disorder	33.74% 1,253 Adults	41.45% 1,217 Adults	49.85% 2,031 Adults
Physical Disability	31.18% 1,158 Adults	32.19% 945 Adults	31.42% 1,280 Adults
Serious Mental Illness	26.82% 996 Adults	29.53% 867 Adults	30.68% 1,250 Adults
Developmental Disability	14.03% 521 Adults	14.27% 419 Adults	17.43% 710 Adults
Domestic Violence	9.50% 353 Adults	9.84% 289 Adults	10.01% 408 Adults
HIV/AIDS	1.80% 67 Adults	1.77% 52 Adults	2.26% 92 Adults

Notes:
Data only includes adults 18 and older. Some adults may identify with more than one subpopulation and/or report more than one disabling condition.

SHELTERED COMPARISON OF 2019, 2022 & 2024 POINT IN TIME COUNT - SUBPOPULATIONS & DISABLING CONDITIONS

Subpopulations & Disabling Conditions	2019 Sheltered 2,166 Adults	2022 Sheltered 2,060 Adults	2024 Sheltered 2,557 Adults
Chronic Homelessness	26.27% 569 Adults	38.40% 791 Adults	34.30% 877 Adults
Substance Use Disorder	26.64% 577 Adults	20.19% 416 Adults	23.46% 600 Adults
Physical Disability	14.82% 321 Adults	24.85% 512 Adults	29.88% 764 Adults
Serious Mental Illness	31.21% 676 Adults	28.06% 578 Adults	35.31% 903 Adults
Developmental Disability	4.85% 105 Adults	1.89% 39 Adults	0.20% 5 Adults
Domestic Violence	8.54% 185 Adults	10.97% 226 Adults	10.40% 266 Adults
HIV/AIDS	1.80% 39 Adults	3.74% 77 Adults	6.84% 175 Adults

Notes:
Data only includes adults 18 and older. Some adults may identify with more than one subpopulation and/or report more than one disabling condition.

TOTAL COMPARISON OF 2019, 2022 & 2024 POINT IN TIME COUNT - HOUSEHOLD STATUS

Household	2019 Total	2022 Total	2024 Total
Individuals	5,296	4,510	5,906
Families	466 families 1,550 persons in households: 584 adults 966 children	389 families 1,201 persons in households: 486 Adults 715 Children	347 families 1,128 persons in households: 443 Adults 685 Children
Unaccompanied Minors	14	7	6

Descriptions:
Individuals: Households with only adults 18 and older.
Families: Households with at least one adult 18 and older and one child 17 or younger.
Unaccompanied Minors: 17 years and younger not accompanied by an adult.

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UNSHELTERED COMPARISON OF 2019, 2022 & 2024 POINT IN TIME COUNT - HOUSEHOLD STATUS

Household	2019 Unsheltered	2022 Unsheltered	2024 Unsheltered
Individuals	3,562	2,806	3,747
Families	110 families 396 persons in households: 152 adults 244 children	94 families 251 persons in households: 130 Adults 121 Children	56 families 180 persons in households: 81 Adults 99 Children
Unaccompanied Minors	3	0	0

SHELTERED COMPARISON OF 2019, 2022 & 2024 POINT IN TIME COUNT - HOUSEHOLD STATUS

Household	2019 Sheltered	2022 Sheltered	2024 Sheltered
Individuals	1,734	1,704	2,159
Families	356 families 1,154 persons in households: 432 Adults 722 children	295 families 950 persons in households: 356 Adults 594 Children	291 families 948 persons in household: 362 adults 586 children
Unaccompanied Minors	11	7	6

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EVERYONE COUNTS
2024 Point In Time

Homeless shelters in the County provide more than just beds for persons experiencing homelessness. Shelters are considered a gateway to housing and provide a variety of services to support people experiencing sheltered homelessness to obtain and sustain housing. On April 4, 2024, the County conducted a "point-in-time" snapshot of the County's two shelters, Yale Navigation Center and Bridges at Kraemer Place, in an effort to understand the current state of the shelter-to-housing pipeline. The results were astonishing and spoke to the need to increase housing in the county for those experiencing homelessness.

Yale Navigation Center &
Bridges at Kraemer Place

72% of its current population completed all necessary steps to be eligible for housing

Only 1 out of every 12 were connected to housing

Housing

Prevention

1,553 traditional Housing Choice vouchers issued

Since 2022, over 1,800 families provide CalWORKs emergency housing assistance

BeWell Orange Campus

Outreach & Supportive Services

OC Outreach & Engagement

Care Coordination programs serving over 800 experiencing chronic homelessness

Over 25 city specific homeless outreach teams

CalOptima Health's Garden Grove Street Medicine Program

Shelter

61 emergency shelters able to serve over 3,000 people, representing 730 additional beds since 2019

Housing

1,364 affordable and supportive housing units completed/built since 2018

217 veterans dedicated permanent supportive housing units

EVERYONE COUNTS
2024 Point In Time

ORANGE COUNTY'S HOMELESS SERVICE SYSTEM

Shelter

Tri-City Navigation Center

120+ Behavior Health Bridge Housing beds

CalOptima Health's 50 room Street Medicine Support Center (Garden Grove)

Outreach & Supportive Services

CalOptima Health's Anaheim and Costa Mesa Street Medicine Programs

HOPE Center outreach expansion into 6 additional North Orange County Cities

Housing

1,673 affordable and supportive housing units under construction, closing their construction loans or securing their funding[3]

Prevention

Homeless Prevention and Stabilization Pilot Program[1]

Emergency Rental Assistance Pilot Program[2]

BeWell Irvine Campus

EVERYONE COUNTS
2024 Point In Time

RESOURCES COMING ONBOARD

1: Sponsor: District 2 - passed unanimously by County of Orange Board of Supervisors
2: Sponsor: District 4 - passed unanimously by County of Orange Board of Supervisors
3: OCCR's Board Memo: Status Report: Feb. 2024 Update- Housing Funding Strategy/Supportive Housing- 2-29-24

Homeless Housing, Assistance and Prevention (HHAP) Program Ad Hoc Recommendations
Sarah Jones, CoC Manager, Office of Care Coordination; Dr. Shauntina Sorrells, Vice Chair and HHAP Program Ad Hoc Membership

Business Calendar – Item #2

HHAP Program Ad Hoc Recommendations

- At the March 27, 2024, meeting, the CoC Board approved the establishment of a HHAP Program ad hoc to support the Office of Care Coordination with the planning and programming of HHAP Rounds 1- 4 remaining funds allocated to the Orange County CoC.

- The Office of Care Coordination supported the CoC Board Officers to appoint the Ad Hoc membership that is comprised of LaVal Brewer, Kelly Bruno-Nelson, Brian Frejo and Dr. Shauntina Sorrells.

- The HHAP funding remaining to be programmed for each round is detailed in the table below and further detailed in *Item 2 Attachment A*.

Round 1	Round 2	Round 3	Round 4
$866,457.36	$0	$2,822,592.59	$7,068,782.95

Business Calendar – Item #2

HHAP Program Ad Hoc Recommendations

- The HHAP Program ad hoc convened three times on April 17, May 6, and May 13, 2024, to explore options for programming the remaining funds, with special consideration for populations experiencing homelessness at disproportionate rates or expressing gaps in resource needs.

- Additionally, the Office of Care Coordination provided the Ad Hoc with information on the various eligible use categories for each round of HHAP funding, as well as deadlines for funding obligation and/or spend down.

- The California Interagency Council on Homelessness (CalICH) published a Comparison of HHAP Rounds 1 – 5 document, further defining the eligible use categories for each round.

- The portion of this document defining eligible use categories is included as an **attachment to the CoC Board Agenda on pages 44 – 47**.

- The proposed recommendations, with connected funding and eligible use categories, are detailed in the following slides.

HHAP Program Ad Hoc Recommendations – New Projects to be Funded

Recommendation a.i.

- Request for Proposals (RFP) to program the remaining HHAP Rounds 3 and 4 funds under Services Coordination and Services Coordination Youth Set-Aside eligible use categories, to solicit proposals for supportive services only projects with a multiple year contract that will preferably leverage CalAIM funding, and serving people experiencing homelessness, prioritizing any of the following special populations: **youth** (ages 18 – 24), **survivors of domestic violence**, **Black or African American households experiencing homelessness**, **Native American or Indigenous households experiencing homelessness** and **older adults**

- Funding:
  - ❖ Round 3 Services Coordination: $1,000,000.00
  - ❖ Round 3 Services Coordination Youth Set-Aside: $426,730.39
  - ❖ Round 4 Services Coordination: $760,082.95

- Resources can be prioritized for special populations with identified needs, as noted through recent data and feedback from the public and CoC Board members

HHAP Program Ad Hoc Recommendations – New Projects to be Funded

Recommendation a.ii.

- RFP to program the remaining HHAP Rounds 3 and 4 funds under the Permanent Housing Delivery and Permanent Housing Delivery Youth Set-Aside eligible use categories, and solicit proposals for permanent housing projects with a multiple year contract that will preferably leverage CalAIM funding, and serving people experiencing homelessness prioritizing any of the following special populations: **youth** (ages 18 – 24), **survivors of domestic violence**, **Black or African American households experiencing homelessness**, **Native American or Indigenous households experiencing homelessness** and **older adults**

- Funding:
  - ❖ Round 3 Permanent Housing Delivery: $1,321,862.20
  - ❖ Round 4 Permanent Housing Delivery: $1,520,172.00
  - ❖ Round 4 Permanent Housing Delivery Youth Set-Aside: $380,040.00

- Resources can be prioritized for special populations with identified needs, as noted through recent data and feedback from the public and CoC Board members

Business Calendar – Item #2

HHAP Program Ad Hoc Recommendations – New Projects to be Funded

Recommendation a.iv.

- RFP to program the remaining HHAP Round 4 funds under the Prevention and Shelter Diversion eligible use category to solicit proposals for prevention and diversion services.

- Funding:
  - ❖ Round 4 Prevention and Shelter diversion: $1,140,128.00

- Supports county-wide homeless prevention efforts

Business Calendar – Item #2

New Projects To Be Funded

Recommended Action	Populations Prioritized	HHAP Rounds and Eligible Use Categories
Request for Proposals (RFP) to program the remaining HHAP Rounds 3 and 4 funds under Services Coordination and Services Coordination Youth Set-Aside eligible use categories, to solicit proposals for supportive services only projects with a multiple year contract that will preferably leverage CalAIM funding	Prioritize any of the following special populations: • Youth (ages 18 – 24) • Survivors of domestic violence • Black/African American households • Native American/Indigenous households • Older adults	Round 3 Services Coordination: $1,000,000.00 Round 3 Services Coordination Youth Set-Aside: $426,730.39 Round 4 Services Coordination: $760,082.95
RFP to program the remaining HHAP Rounds 3 and 4 funds under the Permanent Housing Delivery and Permanent Housing Delivery Youth Set-Aside eligible use categories, and solicit proposals for permanent housing projects with a multiple year contract that will preferably leverage CalAIM funding	Prioritize any of the following special populations: • Youth (ages 18 – 24) • Survivors of domestic violence, • Black/African American households • Native American/Indigenous • Older adults	Round 3 Permanent Housing Delivery: $1,321,862.20 Round 4 Permanent Housing Delivery: $1,520,172.00 Round 4 Permanent Housing Delivery Youth Set-Aside: $380,040.00
RFP to program the remaining HHAP Round 4 funds under the Prevention and Shelter Diversion eligible use category to solicit proposals for prevention and diversion services.	N/A	Round 4 Prevention and Shelter diversion: $1,140,128.00

Business Calendar – Item #2

HHAP Program Ad Hoc Recommendations – Current Projects to be Funded

Recommendation a.iii.

- Program the remaining HHAP Rounds 1 funds under the Prevention and Shelter Diversion eligible use category to Covenant House California, to augment the current Emergency Shelter Operations and Services for Transitional Age Youth (TAY) contract for Operating Subsidies/Youth Set-Aside

- Funding:
  - ❖ Round 1 Prevention and Diversion: $23,912.00

- Provides additional support and funding to the prevention and diversion work Covenant House California is currently providing for youth, specifically youth who are on the shelter waiting list

- Supports the public and CoC Board feedback for increasing funding for youth

HHAP Program Ad Hoc Recommendations – Current Projects to be Funded

Recommendation a.v.

- Budget modification with Cal ICH to move remaining HHAP Round 1 funds under the Landlord Incentives and Outreach and Coordination eligible use categories to the Operating Subsidies eligible use category, to combine with remaining HHAP Round 4 funds under the Operating Subsidies and Operating Subsidies Youth Set-Aside eligible use categories and current allocated funding, to ensure sustained funding for HHAP CoC-funded emergency shelter contracts through years four and five

- Funding:
  - ❖ Round 1 Landlord Incentives: $100,000.00
  - ❖ Round 1 Outreach & Coordination: $496,167.99
  - ❖ Round 1 Operating Subsidies/Reserves: $239,910.00
  - ❖ Round 4 Operating Subsidies/Reserves: $1,140,128.00
  - ❖ Round 4 Operating Subsidies/Reserves Youth Set-Aside: $380,040.00

- Ensures ongoing sustainability of emergency shelter services

- Along with **individual adult** only households, funding will support **family** households, **survivors of domestic violence**, and **youth** accessing emergency shelter services through current contracts

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HHAP Program Ad Hoc Recommendations – Current Projects to be Funded

Recommendation a.vi.

- Program the remaining HHAP Round 4 under the Rental Assistance/Rapid Rehousing (RRH) and Rental Assistance/Rapid Rehousing Youth Set-Aside eligible use categories to PATH, Families Forward and Covenant House California, to support with renewal of current HHAP CoC-funded Rapid Rehousing contracts for a third year

- Funding:
  - ❖ Round 4 Rental Assistance/RRH: $1,140,128.00
  - ❖ Round 4 Rental Assistance/RRH Youth Set-Aside: $380,040.00

- Ensures ongoing sustainability of RRH services

- Ensures continuity of services and sustainability for current RRH contracts, specifically those supporting youth and family households

Business Calendar – Item #2

HHAP Program Ad Hoc Recommendations – Current Projects to be Funded

Recommendation a.vii.

- Program the remaining HHAP Round 1 funds under the Infrastructure Development eligible use category to Friendship Shelter, Inc. for the Coordinated Entry System (CES) for Individuals project
- Funding:
  - ❖ Round 1 Infrastructure Development: $6,467.37

- Additional funding for a key component of the homeless service system

Business Calendar – Item #2

HHAP Program Ad Hoc Recommendations – Current Projects to be Funded

Recommendation a.viii.

- Program the remaining HHAP Round 3 and 4 funds under the System Support eligible use category to system support activities for the Orange County CoC, with the following prioritization of activities to be funded:
  1. Compensation for people with lived experience partnering with the Orange County CoC
  2. Homeless Management Information System (HMIS) User Fees
  3. Additional relevant system support activities

- Funding:
  - ❖ System Support Round 3: $74,000.00
  - ❖ System Support Round 4: $228,024.00

- Prioritizes paying **people with lived experience partnering with the CoC**, including **youth**

- Prioritizes need for additional funding for HMIS User fees, as elevated in recent CoC Board and committee meetings

Current Projects To Be Funded

Recommended Action	Impacted Organization(s)	HHAP Rounds and Eligible Use Categories
Program the remaining HHAP Rounds 1 funds under the Prevention and Shelter Diversion eligible use category to Covenant House California, to augment the current Emergency Shelter Operations and Services for Transitional Age Youth (TAY) contract for Operating Subsidies/Youth Set-Aside	Covenant House California	Round 1 Prevention and Diversion: $23,912.00
Budget modification to the California Interagency Council on Homelessness (Cal ICH) to move remaining HHAP Round 1 funds under the Landlord Incentives and Outreach and Coordination eligible use categories to the Operating Subsidies eligible use category, to combine with remaining HHAP Round 4 funds under the Operating Subsidies and Operating Subsidies Youth Set-Aside eligible use categories and current allocated funding, to ensure sustained funding for HHAP CoC-funded emergency shelter contracts through years four and five	Covenant House California Interval House Mercy House Living Centers Friendship Shelter, Inc. Pathways of Hope Illumination Foundation Family Assistance Ministries	Round 1 Landlord Incentives: $100,000.00 Round 1 Outreach & Coodiation: $496,167.99 Round 1 Operating Subsidies/Reserves: $239,910.00 Round 4 Operating Subsidies/Reserves: $1,140,128.00 Round 4 Operating Subsidies/Reserves Youth Set-Aside: $380,040.00
Program the remaining HHAP Round 4 under the Rental Assistance/Rapid Rehousing and Rental Assistance/Rapid Rehousing Youth Set-Aside eligible use categories to PATH, Families Forward and Covenant House California, to support with renewal of current HHAP CoC-funded Rapid Rehousing contracts for a third year	PATH Families Forward Covenant House California	Round 4 Rental Assistance/RRH: $1,140,128.00 Round 4 Rental Assistance/RRH Youth Set-Aside: $380,040.00
Program the remaining HHAP Round 1 funds under the Infrastructure Development eligible use category to Friendship Shelter, Inc. for the Coordinated Entry System (CES) for Individuals project	Friendship Shelter, Inc.	Round 1 Infrastructure Development: $6,467.37
Program the remaining HHAP Round 3 and 4 funds under the System Support eligible use category to system support activities for the Orange County CoC, with the following prioritization of activities to be funded: 1. Compensation for people with lived experience partnering with the Orange County CoC 2. Homeless Management Information System (HMIS) User Fees 3. Additional relevant system support activities	N/A	System Support Round 3: $74,000.00 System Support Round 4: $228,024.00

Recommended Actions

a. Approve the following recommendations for the programming of remaining HHAP Round 1, 3 and 4 funding allocated to the Orange County CoC, as recommended by the HHAP Program Ad Hoc:

   i. Authorize the Office of Care Coordination to issue a Request for Proposals(RFP) to program the remaining HHAP Rounds 3 and 4 funds under Services Coordination and Services Coordination Youth Set-Aside eligible use categories, to solicit proposals for supportive services only projects with a multiple year contract that will preferably leverage CalAIM funding, and serve individuals and/or families experiencing homelessness, prioritizing any of the following special populations: youth (ages 18 – 24), survivors of domestic violence, Black/African American households experiencing homelessness, Native American/Indigenous households experiencing homelessness and older adults.

   ii. Authorize the Office of Care Coordination to issue a RFP to program the remaining HHAP Rounds 3 and 4 funds under the Permanent Housing Delivery and Permanent Housing Delivery Youth Set-Aside eligible use categories, to solicit proposals for permanent housing projects with a multiple year contract that will preferably leverage CalAIM funding, and serve individuals and/or families experiencing homelessness, prioritizing any of the following special populations: youth (ages 18 – 24), survivors of domestic violence, Black or African American households experiencing homelessness, Native American or Indigenous households experiencing homelessness and older adults.

Recommended Actions

iii. Authorize the Office of Care Coordination to program the remaining HHAP Rounds 1 funds under the Prevention and Shelter Diversion eligible use category to Covenant House California, to augment the current Emergency Shelter Operations and Services for Transitional Age Youth (TAY) contract for Operating Subsidies/Youth Set-Aside.

iv. Authorize the Office of Care Coordination to issue a RFP to program the remaining HHAP Round 4 funds under the Prevention and Shelter Diversion eligible use category to solicit proposals for prevention and diversion services.

v. Approve the Office of Care Coordination to request a budget modification from the California Interagency Council on Homelessness (Cal ICH) to move remaining HHAP Round 1 funds under the Landlord Incentives and Outreach and Coordination eligible use categories to the Operating Subsidies eligible use category, to combine with remaining HHAP Round 4 funds under the Operating Subsidies and Operating Subsidies Youth Set-Aside eligible use categories and current allocated funding, to ensure sustained funding for HHAP CoC-funded emergency shelter contracts through years four and five.

Business Calendar – Item #2

Recommended Actions

vi. Program the remaining HHAP Round 4 under the Rental Assistance/Rapid Rehousing and Rental Assistance/Rapid Rehousing Youth Set-Aside eligible use categories to PATH, Families Forward and Covenant House California, to support with renewal of current HHAP CoC-funded Rapid Rehousing contracts for a third year.

vii. Program the remaining HHAP Round 1 funds under the Infrastructure Development eligible use category to Friendship Shelter, Inc. for the Coordinated Entry System (CES) for Individuals project.

viii. Program the remaining HHAP Round 3 and 4 funds under the System Support eligible use category to system support activities for the Orange County CoC, with the following prioritization of activities to be funded:

1. Compensation for people with lived experience partnering with the Orange County CoC
2. Homeless Management Information System (HMIS) User Fees
3. Additional relevant system support activities

Policies, Procedures and Standards (PPS) Committee Recommendations

Sarah Jones, CoC Manager, Office of Care Coordination, Nishtha Mohendra, PPS Committee Chair and CoC Code of Conduct Ad Hoc Membership

# Orange County CoC
Code of Conduct

CoC Code of Conduct

- At the September 11, 2023, meeting, the CoC Board established the Code of Conduct Ad Hoc (Ad Hoc) to develop and recommend a code of conduct policy and procedure for the CoC Board and committee meetings.

- Prior to the annual review of the Orange County CoC Governance Charter (Charter), it was noted that the Charter does not include a code of conduct for CoC General members and public participating in meetings of the CoC.

- As such, there was an identified need to develop a code of conduct that would also be applicable to attendees of CoC Board, committee, and other CoC related meetings.

- The Ad Hoc met four times from October through December 2023 and included participation from Ami Rowland, Maricela Rios-Faust, and Robert "Santa Bob" Morse.

CoC Code of Conduct

- Upon initial review of the code of conduct section in the Charter, the Ad Hoc proposed a format that could serve as a printed document to be referenced at meetings of the CoC.

- To support the vision of the Ad Hoc, the Office of Care Coordination saw the expansion of the code of conduct section could best be reflected in the form of an attachment to the Charter.

- The Ad Hoc proposed a structure for the Orange County CoC Code of Conduct that uplifted the core values found within the CoC Board Leadership Vision and Orange County Racial Equity Roadmap Final Brief produced by C4 Innovations, highlighting **equity, dignity, and safety**.

equity

dignity

safety
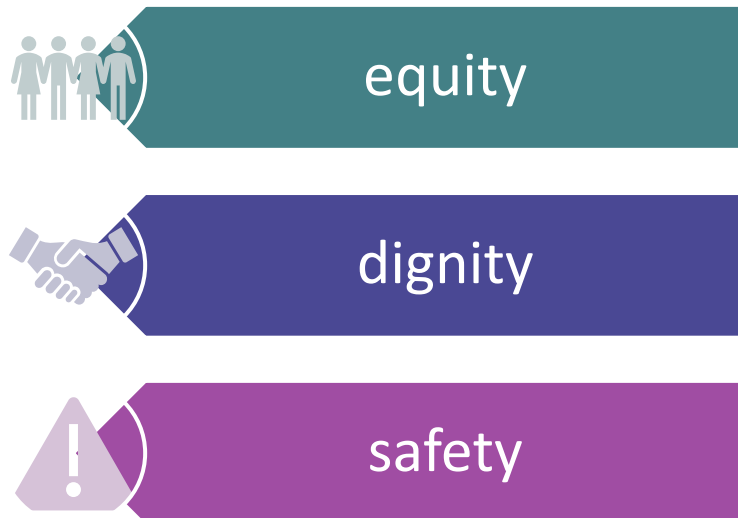
Business Calendar – Item #3

CoC Code of Conduct

- The Ad Hoc expressed the intention to expanding the applicability of the code of conduct section detailed in the Charter from CoC Board and committee members only, to be inclusive of CoC established ad hoc and working group members, Collaborative Applicant staff, CoC General Members and members of the public attending CoC meetings.

- The Office of Care Coordination worked with the Ad Hoc to ensure the Orange County CoC Code of Conduct includes a progressive response to violations, including disruptive behavior and/or verbal threats and/or physical threats of violence.

- Further, the Office of Care Coordination reviewed the Orange County CoC Code of Conduct and shared proposed revisions with the Ad Hoc from December 2023 through March 2024.

Business Calendar – Item #3

CoC Code of Conduct

- The Orange County CoC Code of Conduct is included in the agenda packet as *Item 3 Attachment C.*

- Additionally, minor changes to the CoC Governance Charter (Charter) are being recommended to ensure consistency and include reference to the Orange County CoC Code of Conduct as an attachment to the Charter.

- At the May 14, 2024, meeting of the PPS Committee, the Orange County CoC Code of Conduct and revised Charter were approved by the PPS Committee membership for recommendation to the CoC Board.

- The PPS Committee also noted it could be beneficial to create a simplified statement, centering the values of equity, dignity and safety, that could be read at the start of each CoC Board and committee meeting.

Orange County CoC Conflict of Interest Policy and Procedure

CoC Conflict of Interest Policy and Procedure

- Through ongoing work with a U.S Department of Housing and Urban Development (HUD) technical assistance coach, the Office of Care Coordination as the Collaborative Applicant for the CoC, received guidance that a more robust conflict of interest policy and procedure would be beneficial for the members of the CoC Board and committees.

- Section V.B.7 of the Charter currently describes the conflict of interest policy and recusal process for members of the CoC Board; however, there was no ongoing procedure for ensuring CoC Board and committee members were disclosing and documenting any conflicts of interest beyond self-disclosure within the meeting context.

7. Continuum of Care Board Conflict of Interest and Recusal Process
Members must comply with the conflict of interest and recusal process found in §578.95 Conflicts of interest in the HEARTH Act and any additional requirements per the Continuum of Care Board Governance Charter.

1. Conflict of Interest – Members of the CoC Board and any of its committees or subcommittees shall abstain from voting on any issue in which they may be personally vested to avoid a conflict of interest in accordance with County, State and Federal laws, regulations and ordinances and shall refrain from engaging in any behavior that conflicts with the best interest of County.

CoC Conflict of Interest Policy and Procedure

- During a CoC Board planning meeting, the Office of Care Coordination and the CoC Board officers discussed considerations for creating a more robust conflict of interest policy and disclosure (conflict of interest) form for members of the CoC Board and committees, ad hocs, and working groups.

- As the conflict of interest and code of conduct overlapped, the development of a more robust conflict of interest policy and procedure was tasked to the Ad Hoc.

- *Item 3 Attachment D* in the agenda packet details the Orange County CoC Conflict of Interest Policy and Procedure created in partnership with the Ad Hoc and feedback incorporated from the PPS Committee.

CoC Conflict of Interest Policy and Procedure

- At the May 14, 2024, meeting of the PPS Committee, the PPS Committee reviewed and recommended the Orange County CoC Conflict of Interest Policy and Procedure for approval by the CoC Board, with revisions to be incorporated by the Office of Care Coordination.

- The PPS Committee recommended that the Conflict of Interest Policy and Procedure provide clarification regarding employment and familial conflict of interests, as well as a disclaimer that the examples of common conflicts of interests are not an exhaustive list.

- Minor changes to the Charter are also being recommended to ensure consistency and include reference to the Orange County CoC Conflict of Interest Policy and Procedure as an attachment to the Charter.

- Approval of the Orange County CoC Conflict of Interest Policy and Procedure will create clear expectations for the CoC Board members and demonstrate the CoC's commitment to the highest standards of integrity, fairness, and conduct and will ensure that the CoC remains compliant with HUD expectations and regulations.

CES Housing Assessment Recommendation

CES Housing Assessment Recommendation

- The CES Housing Assessment is a standardized tool completed in HMIS to connect people with housing opportunities available through CES and is separated into sections which assist in determining homelessness, vulnerability, strengths, barriers and other criteria related to eligibility for housing programs.

- The Office of Care Coordination, as the CES Lead for the Orange County CoC, received feedback from people participating in CES, CES Access Points, housing providers, shelter providers, and CES Administrators that adding updated descriptions to the housing interest options and additional questions regarding accessibility would be beneficial to the CES Housing Assessment.

- In response to the feedback, the CES Housing Assessment was revised to incorporate housing opportunity descriptions and accessibility questions.

- Proposed changes included:
  - ❖ Description of housing interest options
  - ❖ Addition of accessibility questions

CES Housing Assessment Recommendation

- On May 1, 2024, the updated CES Housing Assessment was presented to both the Lived Experience Advisory Committee (LEAC) and the CES Steering Committee for review and feedback.

- On May 2, 2024, the public review and feedback period began, and an updated draft of the Housing Assessment was distributed to the CoC distribution list and all CES partners. Public feedback was invited through written feedback via email to CoordinatedEntry@ocgov.com, until May 10, 2024.

- At the May 14, 2024, meeting of the PPS Committee, the PPS Committee reviewed and discussed the recommended revisions to the CES Housing Assessment.

- The PPS Committee shared that the updated housing interest options descriptions within the CES Housing Assessment would benefit from additional review of the at the CES Steering Committee for feedback before being recommended to the CoC Board for approval.

CES Housing Assessment Recommendation

- To ensure questions related to accessibility are elevated as a priority, the PPS Committee recommended the addition of accessibility questions to proceed for approval as part of the revised CES Housing Assessment.

- The Office of Care Coordination will support with bringing the housing descriptions portion of the CES Housing Assessment back to the CES Steering Committee for further review, and then return to the PPS Committee in July or August 2024 with recommended changes.

OF THE HOUSING OPPORTUNITIES THE HOUSEHOLD IS ELIGIBLE FOR, WHICH OF THE FOLLOWING HOUSING TYPES IS THE HOUSEHOLD INTERESTED IN?

1. Rapid Re-Housing ☐ Yes ☐ No

2. Housing Choice Voucher ☐ Yes ☐ No

3. Permanent Supportive Housing ☐ Yes ☐ No

ACCESSIBILITY NEEDS

If you, or anyone in your household, have a disability, you may need accessible housing. This may mean you need ramps or wider entrances, space for medical equipment or a wheelchair, or special light switches, electrical outlets, and other fixtures.

If you, or anyone in your household, need accessible housing, you will only be considered for housing options that can meet your needs. There will be more housing options available to you if accessibility is not a concern.

These questions are about some common needs. If you have needs not covered by these questions, please list them at the end of the assessment.

1. Do you require a mobility accessible unit due to a physical disability? ☐ Yes ☐ No

2. Do you require a sensory accessible unit due to loss of hearing or sight? ☐ Yes ☐ No

3. Do you require some accommodations but not all the features of an accessible unit? ☐ Yes ☐ No

Please indicate your needs below:

a. no stairs ☐ Yes ☐ No
b. grab bars ☐ Yes ☐ No
c. seat in tub or shower ☐ Yes ☐ No
d. other ☐ Yes ☐ No If other, please specify _____

4. Is there anything else about your accessibility needs that we should know?

_____

_____

Note: Items with a star are included as proposed updates to the current Housing Assessment.

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Business Calendar – Item #3

Recommended Actions

a. Approve the Orange County CoC Code of Conduct as recommended by the Code of Conduct Ad Hoc and PPS Committee.

b. Approve the Orange County CoC Conflict of Interest Policy and Procedure as recommended by the Code of Conduct Ad Hoc, inclusive of additional revisions made by the Office of Care Coordination, as recommended by the PPS Committee.

c. Approve revisions to the Orange County CoC Governance Charter to incorporate the Orange County CoC Code of Conduct and the Orange County CoC Conflict of Interest Policy and Procedure, as recommended by the PPS Committee.

d. Approve revisions to the CES Housing Assessment, including the addition of accessibility questions, as recommended by the PPS Committee.

CoC Governance Charter Review Ad Hoc Recommendation

Sarah Jones, CoC Manager,

Office of Care Coordination

CoC Governance Charter Review Ad Hoc

- HUD mandates that each CoC develop and follow a governance charter that details and outlines the roles and responsibilities assigned by the CoC to the Board and all CoC committees. CoCs are to provide an annual review of their governance charters and provide any needed updates.

- At the October 25, 2023, meeting of the CoC Board, the CoC Board approved revisions to the CoC Board Governance Charter, as recommended by the CoC Nominating Ad Hoc.

- Through feedback received from a HUD technical assistance coach and the CoC Board, the Office of Care Coordination noted that the Orange County CoC Board Governance Charter would need to undergo further revisions in Calendar Year 2024.

- The CoC Board Officers and PPS Committee Chair will work with the Office of Care Coordination to confirm the CoC Governance Charter Review ad hoc membership, should the CoC Board Committee approve the establishment of the ad hoc.

- The CoC Governance Charter Review Ad Hoc will review the CoC Governance Charter in its entirety and make proposed revisions. The establishment of a CoC Governance Charter Review Ad Hoc will support the Office of Care Coordination in making needed revisions or updates to better meet the needs of the Orange County CoC.

Business Calendar – Item #4

Recommended Action

a. Establish a CoC Governance Charter Review Ad Hoc to be appointed by the CoC Board Officers and PPS Committee Chair to review and propose recommended changes to the Orange County CoC Governance Charter.

Orangewood Foundation's Homeless Management Information System (HMIS) Data Integration Request
Sarah Jones, CoC Manager, Office of Care Coordination; Erin DeRycke, Director, Data Analytics, 2-1-1 Orange County, Orange County United Way; Rose Buenaventura, Senior Director, Digital Solutions, Orange County United Way and Tiffany Mitchell, Chief Programs Officer, Orangewood Foundation

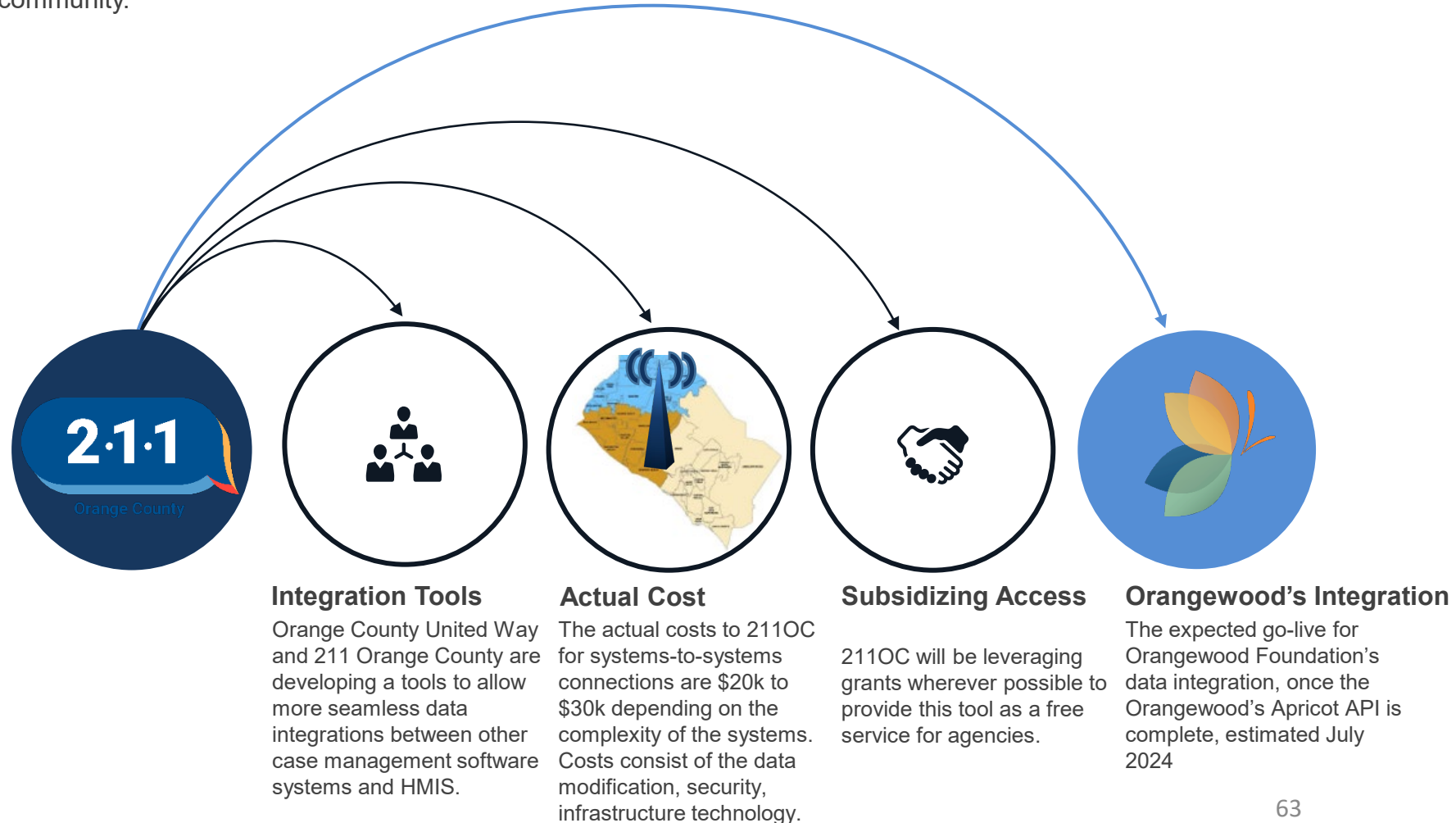# Orangewood Foundation
Data Integration

Background

Enabling Systems-to-HMIS Connections for the Service Provider Community

Technology infrastructure tools and software that enables service providers to send and receive data from their native systems applications to HMIS, providing heightened security, faster access to data, and more consistent data facilitating an outcomes focused community.

Key Take Aways

Using modern system connection tools, 211OC is enabling service providers, governance stakeholders, and community interests to fulfill asks for:

- More data on populations that is consistent and complete for deeper insights for informed decision making around successful outcomes
- Faster access to data insights to facilitate agility in care
- Permission based access to allow better governance and controls down to the data attribute level, enabling access to more contributors with tighter oversight on access to permissible data
- Using the most modern tools and best practices around cybersecurity as well as well-architected frameworks to encrypt data at-rest and in-transit to ensure no vulnerabilities.

Integration Tools

Orange County United Way and 211 Orange County are developing a tools to allow more seamless data integrations between other case management software systems and HMIS.

Actual Cost

The actual costs to 211OC for systems-to-systems connections are $20k to $30k depending on the complexity of the systems. Costs consist of the data modification, security, infrastructure technology.

Subsidizing Access

211OC will be leveraging grants wherever possible to provide this tool as a free service for agencies.

Orangewood's Integration

The expected go-live for Orangewood Foundation's data integration, once the Orangewood's Apricot API is complete, estimated July 2024

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Orangewood Foundation Overview

Current Pain Points

1. **Time-consuming-** double entry takes staff away from other important tasks. Double data entry is 15% of staffs' time.

2. **Error-prone** manually entering data into two different systems increases the likelihood of errors which has led to our Supervisors cross referencing data between two systems weekly.

3. **Inefficiency-** having to enter the same information into multiple systems has created inefficiencies in data management and workflow, slowing down processes.

4. **Staff morale-** The redundancy of entering data into two systems is burdensome to our staff creating feelings of frustration inefficiency.

Data integration into HMIS is essential for the following reasons:

Efficiency and Productivity

Integration streamlines data entry processes, reduces duplication of efforts, and minimizes the risk of error through automation. This will improve our operational efficiency and free up staff time for more strategic tasks.

Data quality

The integration between Apricot and HMIS will support us in maintaining data consistency and accuracy across the two systems, ensuring reliable information for reporting and analysis.

Improved Reporting

Apricot's reporting features can complement HMIS capabilities, providing additional tools for generating detailed reports on program effectiveness, client demographics, and other key metrics. This will improve data-driven decision-making and reporting requirements.

Enhanced client care

The transfer of data from our Client Management System (Apricot) into HMIS will enable us to input more than the minimum HMIS required data, thus allowing for a more holistic view of clients' needs, preferences and progress.
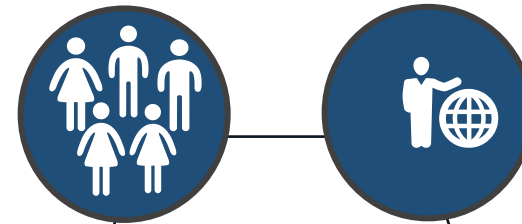
Compliance

Allowing the data integration into HMIS ensures data compliance and regulatory standards are consistent across systems and continuously met.
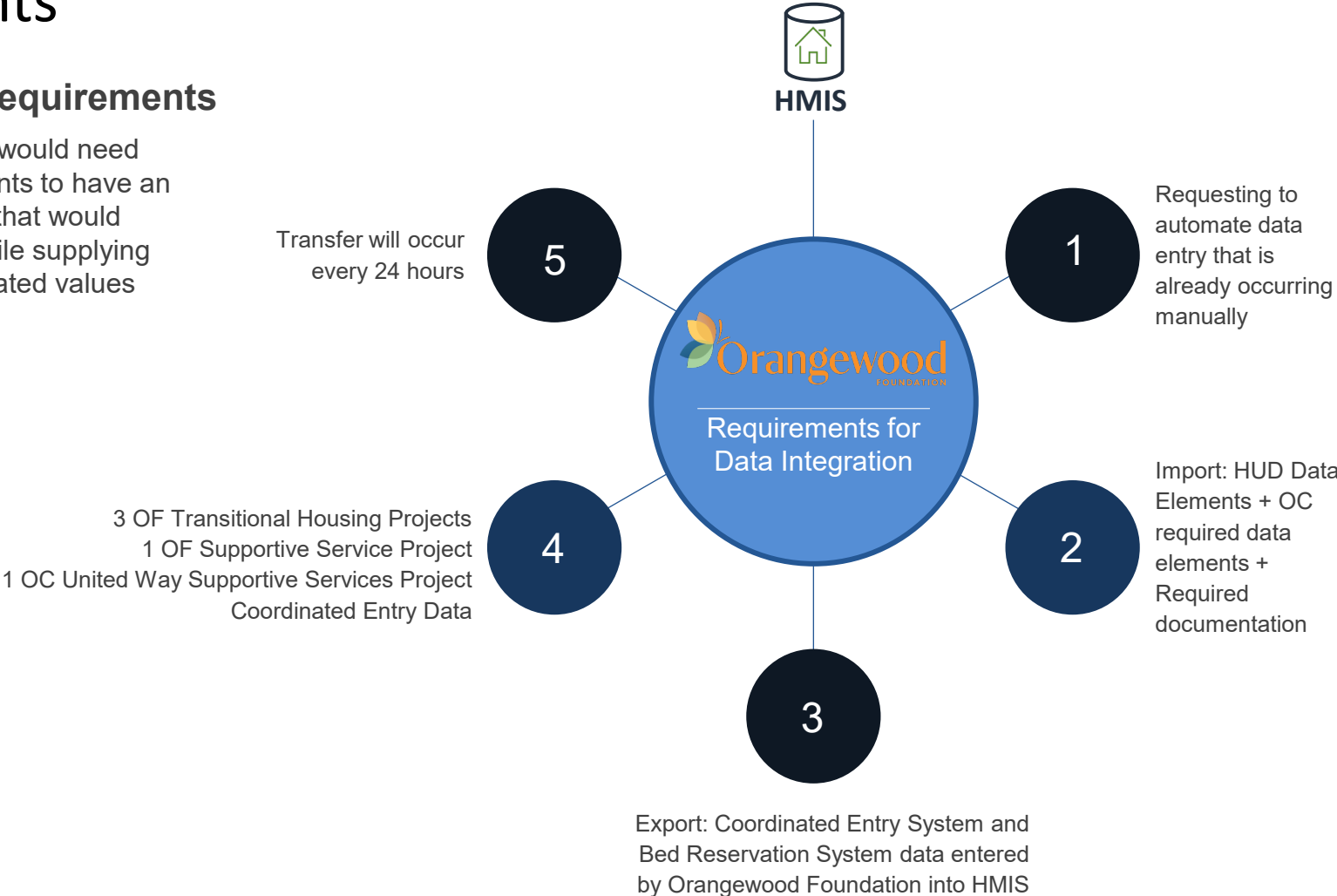
Request Summary
A Summation of Orangewood Foundations Requirements

Data Integration Requirements

Orangewood Foundation would need these five required elements to have an effective data integration that would enable their programs while supplying HMIS and the CoC the stated values within this presentation.

HMIS

Requirements for Data Integration

1 — Requesting to automate data entry that is already occurring manually

2 — Import: HUD Data Elements + OC required data elements + Required documentation

3 — Export: Coordinated Entry System and Bed Reservation System data entered by Orangewood Foundation into HMIS

4 — 3 OF Transitional Housing Projects
1 OF Supportive Service Project
1 OC United Way Supportive Services Project
Coordinated Entry Data

5 — Transfer will occur every 24 hours

Benefits to the Community & Homelessness System of Care

Orangewood Data Enriching CoC's views on the TAY Population

Enabling a systems-to-systems data transfer from Orangewood's native Apricot System to HMIS will not only eliminate errors and case manager productivity challenges around multiple systems entry, but will also bring deeper insights and views into the TAY populations and the successful outcomes associated to programs that target this cohort.
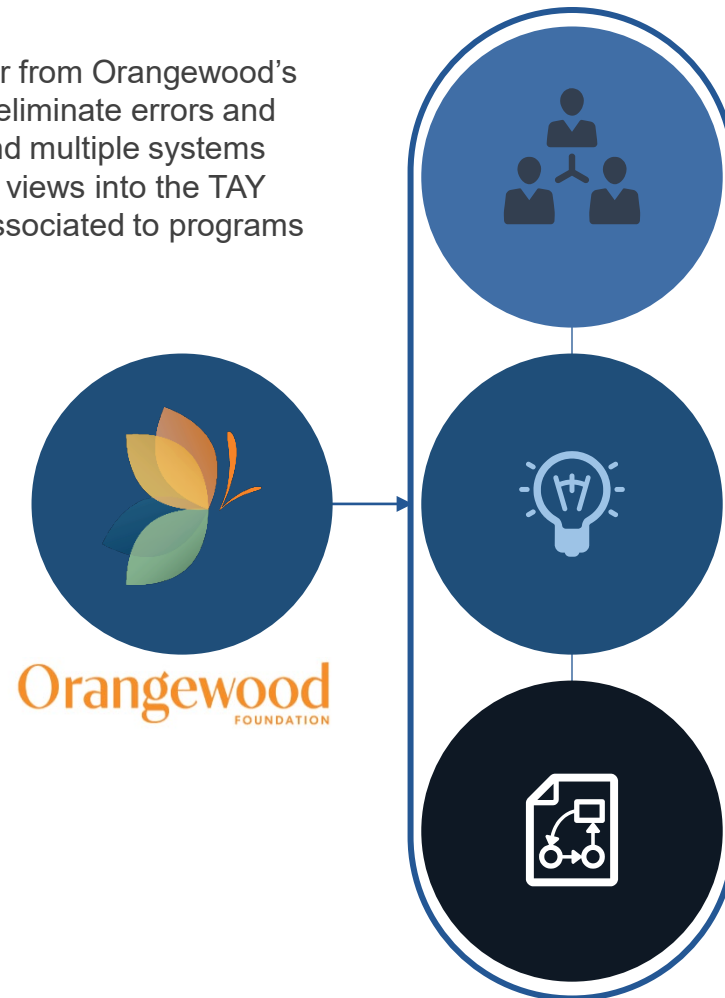
Improved Bed Coverage Rate

Due to Transitional Housing projects being included in HMIS.

Improved Transition Age Youth Data

More consistent, accurate and complete data on Transition Age Youth (TAY) participants in Orange County

A Secure, Adaptive, and Sustainable Integration Solution

The permission-based integration tool allows integrations to occur with many different types of systems or data formats, which will enhance and secure data transit on the homeless system of care in HMIS.

Security Overview
Securing HMIS Data and Bitfocus Integration

Four Elements to Secure Data Management

Security methods and controls that ensure there are no potential vulnerabilities with environments. All systems data access is permitted by governing policies. Current best practices and industry standards are followed and maintained.

I. Data Encryption

- Symmetric Encryption with AES-256**: AWS uses 256-bit AES-GCM symmetric encryption keys, offering industry-standard protection for data security.
- This level of encryption ensures that even if data is intercepted, it remains unreadable, providing robust security.
- A 256-bit key represents a complex set of characters used to encrypt and decrypt data. It's like a highly secure lock requiring 256 keys to open.
- The only way to access the data is through these keys, which are managed by AWS Key Management Service (KMS).
- HIPAA Compliance: While AES-128 is the minimum encryption requirement for HIPAA compliance, this solution doubles the security with AES-256.
- AWS KMS for Key Management: AWS KMS manages the encryption keys, ensuring they never leave the AWS infrastructure. This means that unauthorized access to the keys is prevented because the keys never leave the house.
- AWS has a robust security infrastructure trusted by public sector organizations at local, state, and federal levels.
- Audit Trail with AWS CloudTrail: AWS CloudTrail monitors key usage, providing a transparent audit trail whenever encryption keys are used

II. Data in Transit

- Transport Layer Security (TLS): The integration uses TLS to encrypt data in transit, replacing the older SSL protocol with a more secure standard.
- TLS encrypts data during transmission, protecting sensitive information like passwords, credit card numbers, and personal correspondence from interception.
- When data is transmitted, it's encrypted by the integration; upon receipt, it's decrypted for processing, ensuring a secure communication pathway.

III. Data at Rest

- Server-Side Encryption (SSE) in AWS S3: Once data is received, it's re-encrypted using AWS S3's server-side encryption (SSE). This ensures that data at rest is protected.
- Think of it like unlocking a door with a 256-bit key, allowing access to the data, then immediately re-locking the door with a new set of 256-bit keys. This double layer of security ensures that data remains secure at all times.

IV. Encryption of the Code

- Securing the Codebase: Our solution uses AWS Managed Workflows for Apache Airflow (MWAA) to manage data movement, with the code securely stored in AWS S3 SSE, offering the same level of encryption for the code as for the data.
- This ensures that the code handling data movement is protected from unauthorized access or tampering, maintaining the integrity of the solution.
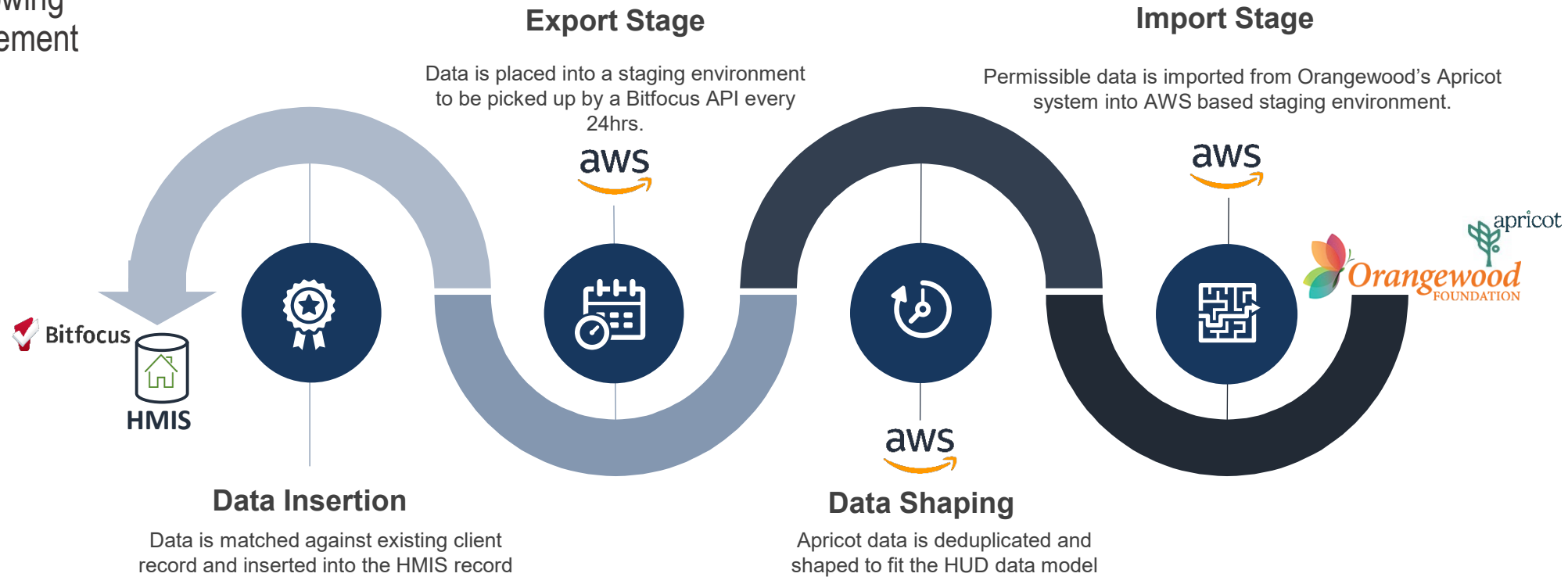
HMIS

2·1·1

Orange County
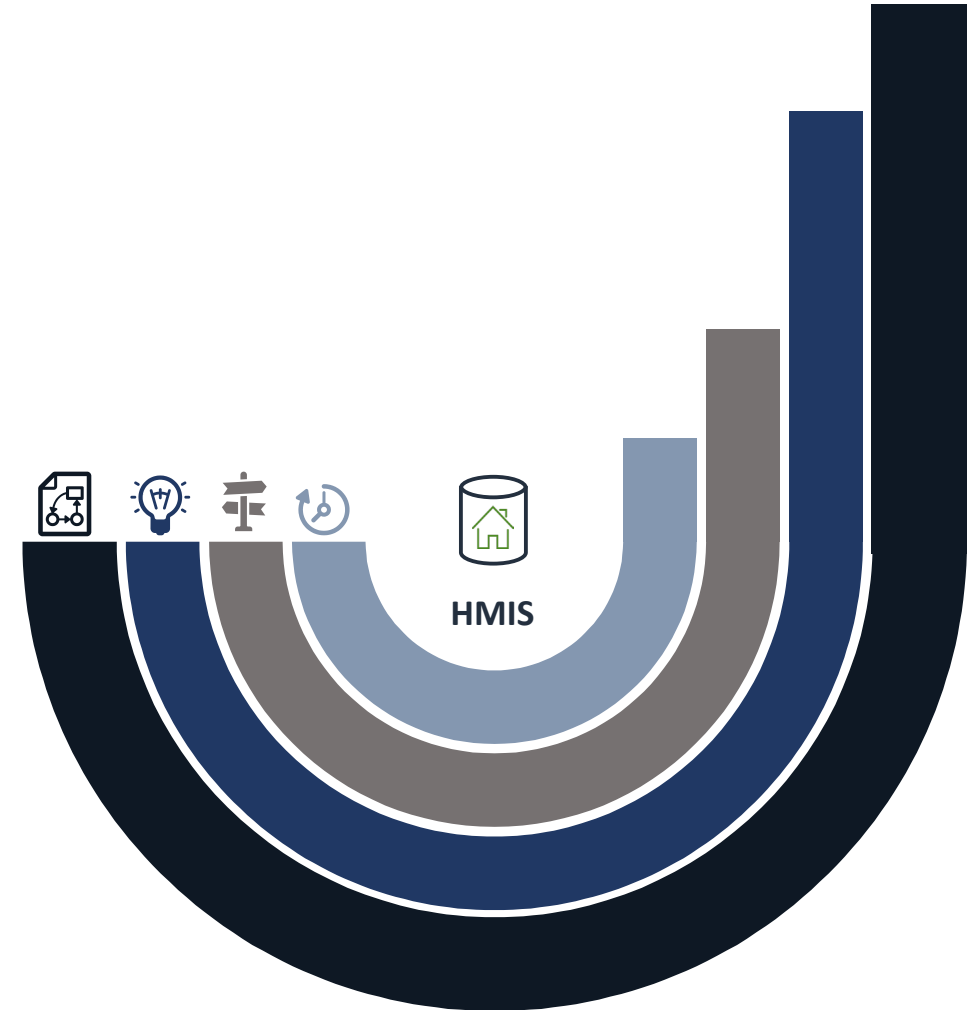
Systems Diagram

The data flow diagram, showing the stages of the data movement from system-to-system.

Systems to HMIS Data Integration

The originating system will leverage an API to transit data to a data warehouse where it is matched, deduplicated, and shaped to fit into the HUD data specification that is required for HMIS. This ensure that only permissible data is shared through a secure means of data transit and ensures the hygiene of the data for better consistency.

Export Stage

Data is placed into a staging environment to be picked up by a Bitfocus API every 24hrs.

Import Stage

Permissible data is imported from Orangewood's Apricot system into AWS based staging environment.

Bitfocus

HMIS

Data Insertion

Data is matched against existing client record and inserted into the HMIS record

Data Shaping

Apricot data is deduplicated and shaped to fit the HUD data model

Orangewood FOUNDATION

apricot

2·1·1 Orange County

THANK YOU

The following data elements are being requested to be <u>imported</u> into HMIS:

HUD Required Data Elements

- 3.01 Name (first, middle, last)
- 3.02 Social Security Number
- 3.03 Date of Birth
- 3.04 Race and Ethnicity
- 3.06 Gender
- 3.07 Veteran Status
- 3.10 Project Start Date
- 3.11 Project Exit Date
- 3.12 Destination
- 3.15 Relationship to Head of Household
- 3.16 Client Location
- 3.20 Housing Move-In Date
- 3.917 Prior Living Situation
- 2.02 Project Name
- 2.02 Project Type

Orange County Forms

- 3.01 Name (first, middle, last)
- 3.02 Social Security Number
- 3.03 Date of Birth
- 3.04 Race and Ethnicity
- 3.06 Gender
- 3.07 Veteran Status
- 3.10 Project Start Date
- 3.11 Project Exit Date
- 3.12 Destination
- 3.15 Relationship to Head of Household
- 3.16 Client Location
- 3.20 Housing Move-In Date
- 3.917 Prior Living Situation
- 2.02 Project Name
- 2.02 Project Type

The following data elements are being requested to be <u>imported</u> into HMIS:

HUD Required Data Elements

- 3.01 Name (first, middle, last)
- 3.02 Social Security Number
- 3.03 Date of Birth
- 3.04 Race and Ethnicity
- 3.06 Gender
- 3.07 Veteran Status
- 3.08 Disabling Condition
- 3.10 Project Start Date
- 3.11 Project Exit Date
- 3.12 Destination
- 3.15 Relationship to Head of Household
- 3.20 Housing Move-In Date
- 3.917 Prior Living Situation
- 4.02 Income And Sources
- 4.03 Non-Cash Benefits
- 4.04 Health Insurance
- 4.05 Physical Disability

- 4.06 Developmental Disability
- 4.07 Chronic Health Condition
- 4.08 HIV/AIDS
- 4.09 Mental Health Disorder
- 4.10 Substance Use Disorder
- 4.11 Domestic Violence
- 4.12 Current Living Situation
- 4.19 Coordinated Entry Assessment
- 4.20 Coordinated Entry Event
- C4 Translation Assistance Needed
- 5.01 Date Created
- 5.02 Date Updated
- 5.03 Data Collection Stage
- 5.04 Information Date
- 5.05 Project Identifier
- 5.06 Enrollment Identifier
- 5.07 User Identifier
- 5.08 Personal Identifier
- 5.09 Household Identifier

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Business Calendar – Item #5

The following data elements are being requested to be <u>imported</u> into HMIS:

Orange County Forms

- Chronic Homelessness Verification
- Disability Verification: Written verification from the Social Security Administration
- Homelessness Verification: Self Certification
- Homelessness Verification: Third Party
- Disability Verification: Verification from Licensed Professional
- Disability Verification: Disability Check
- MHSA Certification
- Santa Ana Registry
- CES Authorization Form
- At Risk of Homelessness Verification: Third Party
- Client Consent Form

The following data elements are being requested to be <u>imported</u> into HMIS:

Orange County Custom Data Elements

- What city were you in immediately prior to entry into this project?
- Which individual access point is serving this household?
- Which family access point is serving this household?
- Have you or someone in your family ever been legally evicted?
- How many legal evictions?
- Primary Language
- Is anyone in the household currently pregnant?
- How far along?
- Are you in the process of reunifying with any minor children?
- Assessment Date
- Assessment Location
- Assessment Type
- Assessment Level
- Of the housing opportunities the household is eligible for, which of the following housing types is the household interested in? (Rapid ReHousing, Permanent Supportive Housing, Housing Choice Voucher)
- Has anyone in your household ever been convicted of a felony?
- How long ago did this felony occur?
- Is this felony considered violent?
- Does anyone in this household currently have an open warrant?
- Does anyone in the household currently have an open felony warrant?

Orange County Custom Data Elements

- Is any adult in the household a registered sex offender?
- Does the household require any special accommodations?
- If yes, please describe
- Do you require a mobility accessible unit due to a physical disability?
- Do you require a sensory accessible unit due to loss of hearing or sight?
- Does the household include any of the following: Pets, Service Animals, Emotional Support Animals
- How many pets are in the household?
- How many service animals are in the household?
- How many emotional support animals are in the household?
- Do all animals in the household have proper documentation and shots?
- Are you interested in a congregate shelter?
- Are you interested in a non-congregate shelter?
- Which SPAs is your household willing to be sheltered in? (North, Central, South)
- Is your household willing to be sheltered in San Clemente?
- Does your household currently include a child ages 0-5 years old?
- Do you have at least 50% custody of at least one child that will be housed with you?
- Do you have full custody of at least one child that will be housed with you?

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The following data elements are being requested to be <u>exported</u> out of HMIS:

- Reassigned (Match) Date
- Referring Agency
- Referral Status
- Accepted Date
- Denied Date
- Removed from Community Queue Date
- Removed from Community Queue Reason
- Agency Referred To
- Project Referred To
- Project Type Referred To
- Coordinated Entry Exit Date

Business Calendar – Item #5

Recommended Actions

a. Approve the import of data from Orangewood Foundation's case management software to HMIS, as detailed in Orangewood Foundation's data integration request.

b. Approve the export of data from HMIS to Orangewood Foundation's case management software, as detailed in Orangewood Foundation's data integration request.

FY 2023 Longitudinal Systems Analysis Report
Elizabeth Andrade, Executive Director and
Erin DeRycke, Director, Data Analytics,
2-1-1 Orange County, Orange County United Way

Background

- HUD requires CoCs to measure their performance as a system on an annual basis and submit the results to HUD

- Reporting Period: 10/1/22 – 9/30/23

- HMIS Project Types
  - Street Outreach
  - Emergency Shelter
  - Transitional Housing
  - Permanent Supportive Housing
  - Rapid Rehousing
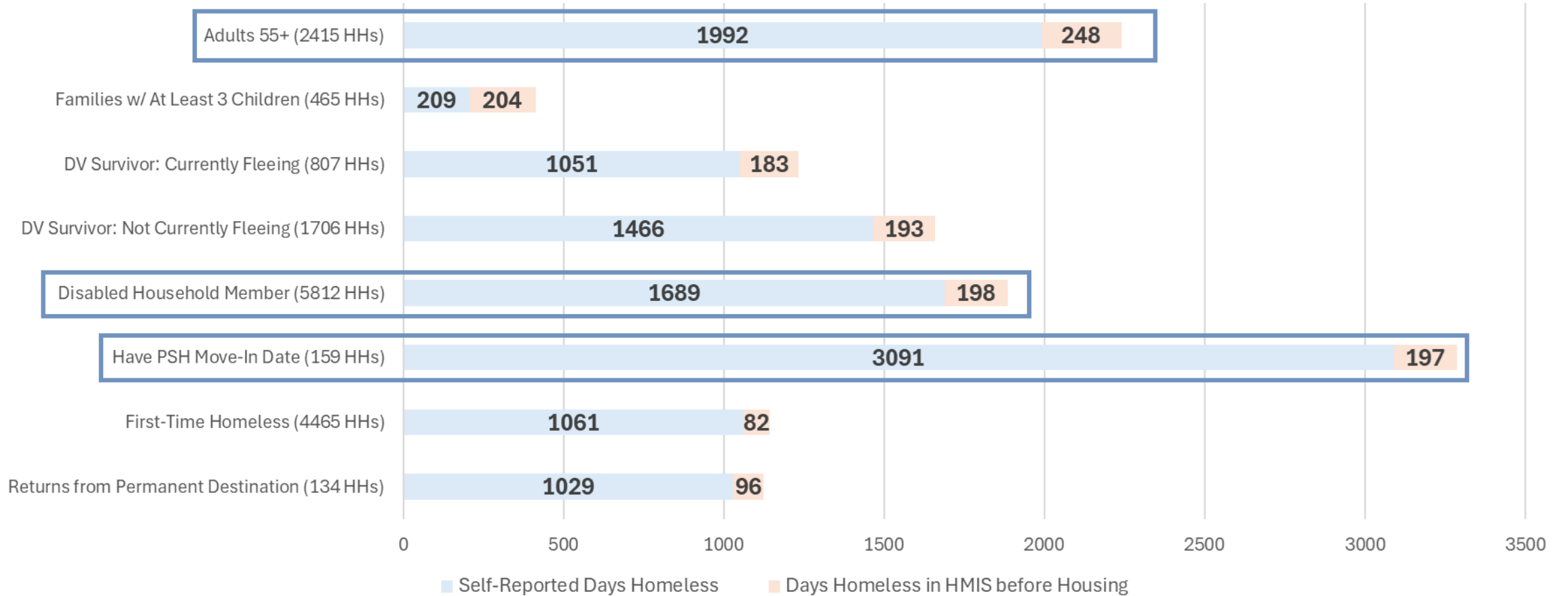 - Other Permanent Housing

Published Report

- Report is available at ochmis.org > Reports > LSA (Longitudinal Systems Analysis)

- [2023 LSA](#)

Days Homeless

- Number of days participants are homeless prior to being placed in housing
  - Includes self-reported time homeless prior to enrolling in a project and time homeless in a project

- Participants in PSH projects have the longest self-reported days homeless prior to project entry, which suggests that the Coordinated Entry System is appropriately matching the most vulnerable participants to PSH opportunities

- Adults 55+ and Households with a disabled member also have longer self-reported days homeless prior to project entry, indicating more permanent housing resources are needed for seniors and households with a disabled member
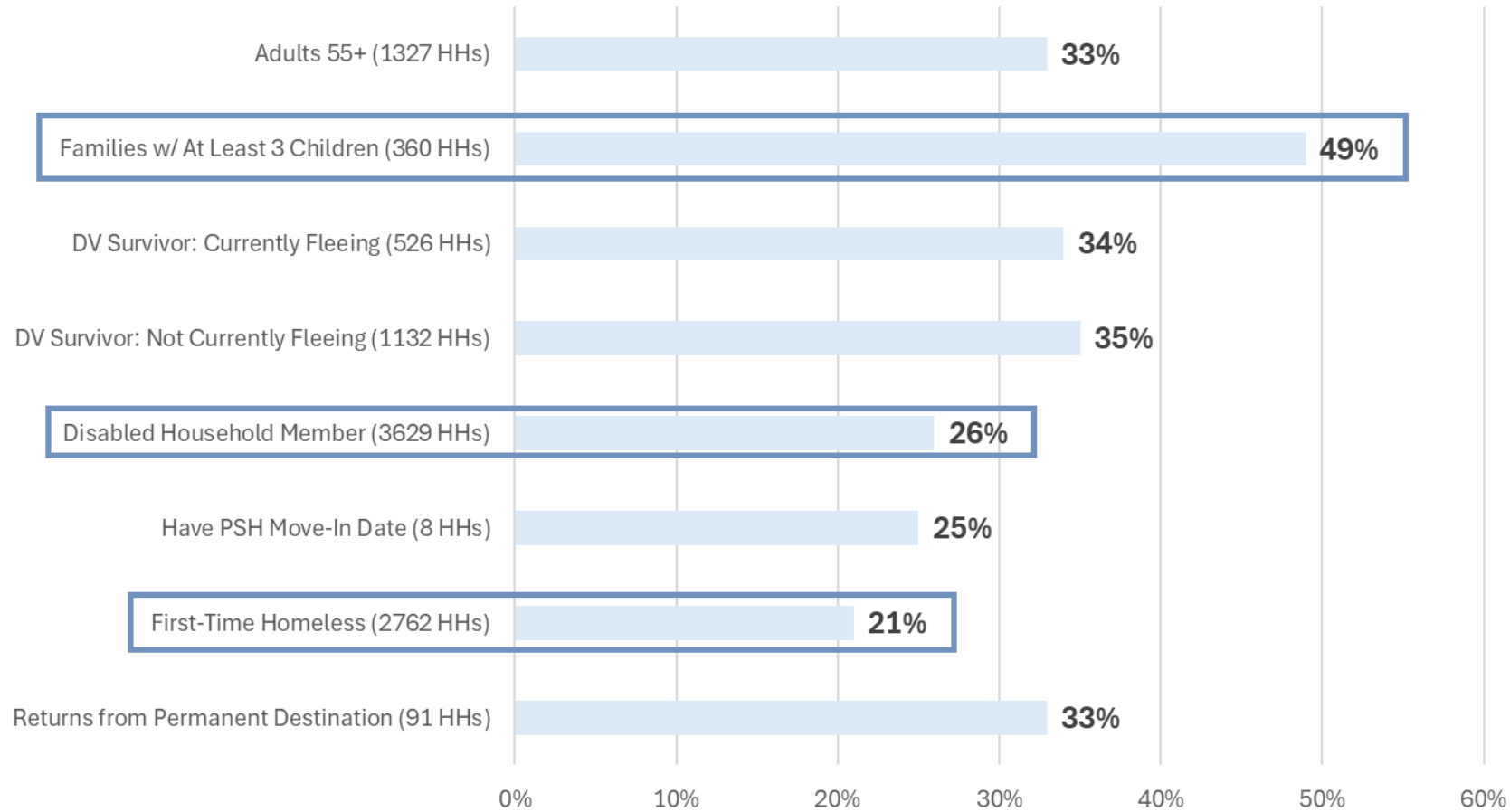
Days Homeless

	Self-Reported Days Homeless	Days Homeless in HMIS before Housing
Adults 55+ (2415 HHs)	1992	248
Families w/ At Least 3 Children (465 HHs)	209	204
DV Survivor: Currently Fleeing (807 HHs)	1051	183
DV Survivor: Not Currently Fleeing (1706 HHs)	1466	193
Disabled Household Member (5812 HHs)	1689	198
Have PSH Move-In Date (159 HHs)	3091	197
First-Time Homeless (4465 HHs)	1061	82
Returns from Permanent Destination (134 HHs)	1029	96

Exits to Permanent Destinations

- Participants that exited a project to a permanent housing destination

- Families with at least 3 children are exiting to permanent housing at higher rates than other sub-populations

- First-time homeless participants and households with a disabled participant are exiting to permanent housing at lower rates than other sub-populations, indicating these groups require more intensive support for successful housing placements

Exits to Permanent Destinations

Category	Percentage
Adults 55+ (1327 HHs)	33%
Families w/ At Least 3 Children (360 HHs)	49%
DV Survivor: Currently Fleeing (526 HHs)	34%
DV Survivor: Not Currently Fleeing (1132 HHs)	35%
Disabled Household Member (3629 HHs)	26%
Have PSH Move-In Date (8 HHs)	25%
First-Time Homeless (2762 HHs)	21%
Returns from Permanent Destination (91 HHs)	33%

Returns to Homelessness

- Participants that returned to the homeless system of care after exiting a project

- Participants that exit to permanent housing situations are returning to the homeless system of care at much lower rates than exits to temporary or unknown destinations

Returns to Homelessness

Returns within 6 Months of Exit

|	
Exits to Permanent Destination	4%
Exits to Temporary Destination	25%
Exits to Unknown Destination	24%
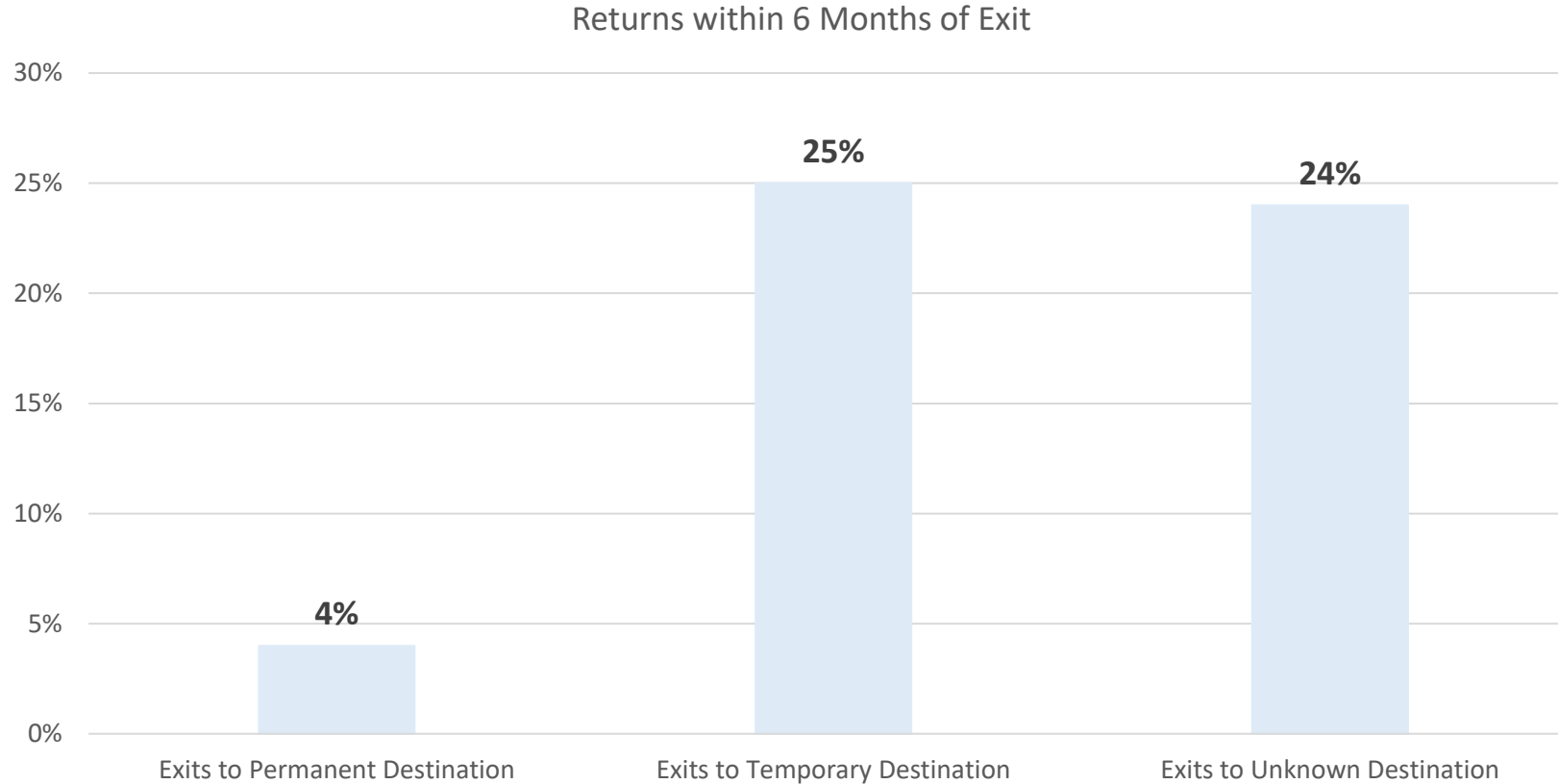
System Map

- The System Map shows the different combinations of project types households may utilize while they are served in the homeless system of care, called pathways.

- The map displays performance metrics for each pathway, as well as the percentage of participants served.

- 66% of all clients served during the reporting period are only engaging in Emergency Shelter, and only 17% of these clients are exiting to permanent housing. Linking these clients with permanent housing will have the greatest positive impact for the largest number of participants.

System Map
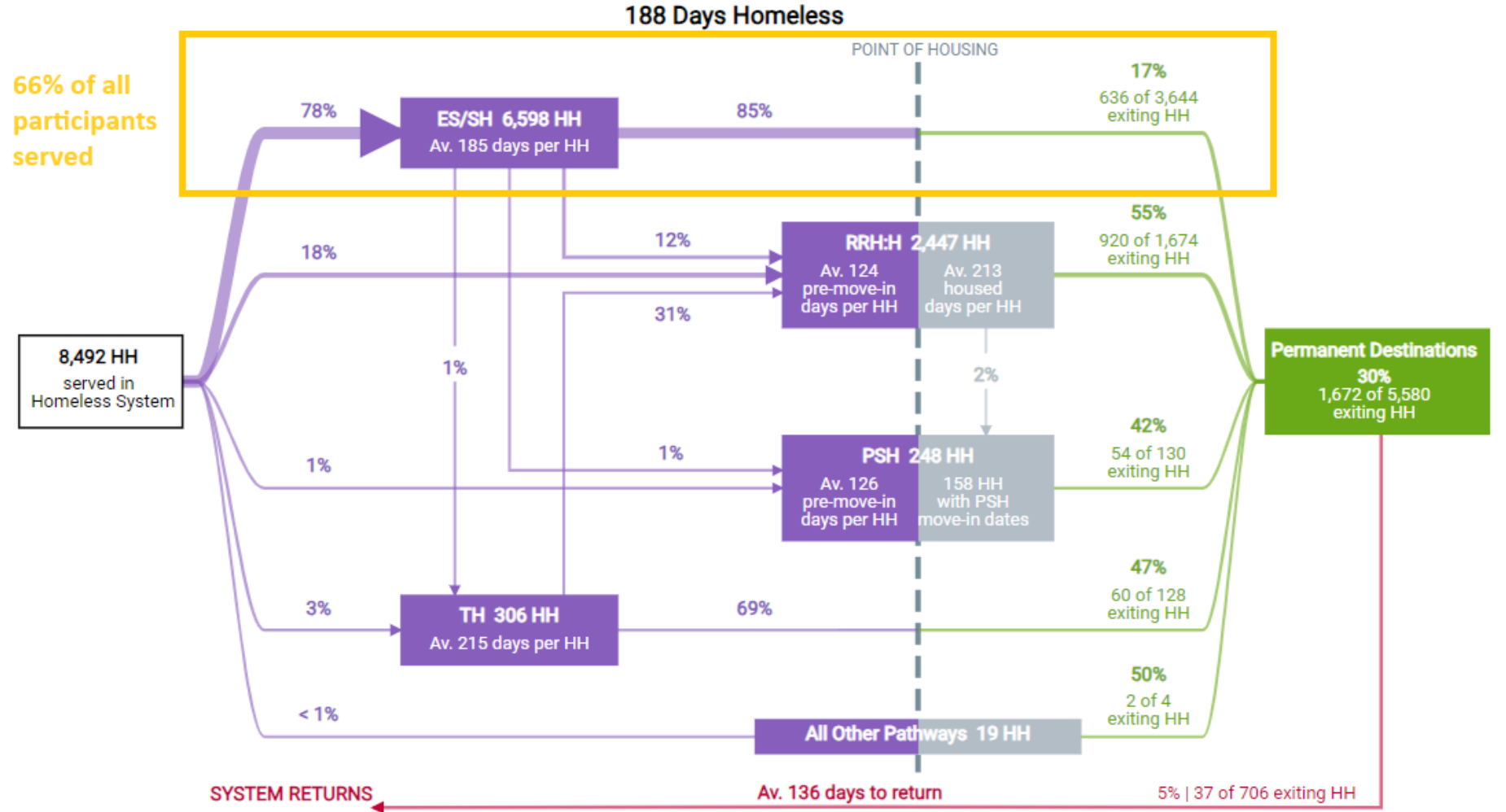
Throughout 2024, Orange County United Way is celebrating 100 years of impact in our community. We invite you to join us on our year-long Journey to 100 centennial celebration as we prepare for another century of caring for each other The OC Way. Learn more and see how you can get involved.

UnitedWayOC.org/Journey-to-100

Orange County Homelessness Updates
Doug Becht, Director of Office of Care Coordination and Sarah Jones, CoC Manager, Office of Care Coordination

System of Care Update
Doug Becht, Director
Office of Care Coordination

Commission to End Homelessness Recruitment: Hospital Representative Seat

- The Orange County's Office of Care Coordination is seeking applications from Orange County residents to serve on the Commission to End Homelessness.

- Recruitment is being conducted to fill the Hospital Representative seat on the Commission to End Homelessness. Eligible candidates for the Hospital Representative seat must have an expertise in the local hospital emergency room treatment and discharge system.

- To apply for the Hospital Representative seat, please complete an application and submit your resume by **5:00 pm on May 24, 2024**.

- **Application Link**: Commission to End Homelessness | Orange County CEO's Office (ocgov.com)

- Completed application and resume can be emailed to CareCoordination@ocgov.com or mailed to County Administration South, Attn: Office of Care Coordination, 601 N. Ross Street, 5th Floor, Santa Ana, CA 92701

- For more information, please visit the Office of Care Coordination website at Commission to End Homelessness | Orange County CEO's Office (ocgov.com) or contact the Office of Care Coordination at (714) 834-5000 or via email at CareCoordination@ocgov.com

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Business Calendar – Item #7

Upcoming Meetings

- **Commission to End Homelessness Meeting** (IN PERSON): Wednesday, June 19, 2024, from 1:00 p.m. – 3:00 p.m.

  - ❖ <u>Location</u>: County Administration South (CAS) Building, Conference Center, 425 West Santa Ana Blvd. Room 104/106, Santa Ana, CA 92701
  - ❖ *Virtual listen-in option will be available*

Continuum of Care Update
Sarah Jones, CoC Manager,
Office of Care Coordination

2024 Annual Calendar of CoC Activities

- The Office of Care Coordination will provide regular updates on the calendar of activities for the Orange County CoC.

- CoC Board members were provided a calendar of CoC activities for the year at the January meeting.

- The beginning of Quarter 2 highlighted activities and meetings are included in this chart for reference, as well.

May

- Review of FY 2023 Longitudinal Systems Analysis Report
- Point In Time and Housing Inventory Count data due to HUD
- 2024 Point In Time Count Data Summary release
- HHAP Program ad hoc recommendations brought to CoC Board for approval
- Meeting of the FY 2024 CoC NOFO Ad Hoc
- Coordinator for CES for Survivors Request for Proposals (RFP)
- Strategic Investment Planning: Planning phase
- CoC Board Leadership Vision (continued work)
- Establishment of CoC Charter Review Ad Hoc

June

- Meeting of the FY 2024 CoC NOFO Ad Hoc
- Estimated recommendation of the FY 2024 CoC Program NOFO Scoring and Rating Criteria for Renewal Projects
- Estimated release of Youth Homelessness Demonstration Program (YHDP) NOFO Round 8
- Estimated release of the FY 2024 CoC Program NOFO
- Estimated release of FY 2024 CoC Program NOFO Agency Administrative Review
- CoC Charter Review process

July

- Strategic Investment Planning: Planning phase
- Meeting of the FY 2024 CoC NOFO Ad Hoc
- Estimated recommendation of the FY 2024 CoC Program support of activities, including release of renewal projects and new projects to be funded through the CoC Bonus, DV Bonus and Reallocation project
- Estimated release of RFP for HHAP Program Rounds 1-4 remaining funds allocated to the Orange County CoC
- CoC Charter Review process continued
- Estimated release of the 2024 Point In Time Count Final Report

Business Calendar – Item #7

Upcoming Meetings

- **Policies, Procedures and Standards Committee**(IN PERSON): Tuesday, June 11, 2024, from 3:30 p.m. – 5:00 p.m.
  - ❖ <u>Location</u>: County Administration South (CAS) Multipurpose Rooms 103/105, 601 N Ross St, Santa Ana, CA 92701
  - ❖ *Virtual listen-in option will be available*

- **Housing Opportunities Committee** (IN PERSON): Friday, June 14, 2024, from 10:00 a.m. – 12:00 p.m.
  - ❖ <u>Location</u>: To be determined.

- **Domestic Violence Committee** (IN PERSON): Tuesday, June 18, 2024, from 9:00 a.m. – 10:00 a.m.
  - ❖ <u>Location</u>: The Village at 17th Street Large Community Room, 1505 17th St, Santa Ana, CA 92705

- **CoC Board Meeting** (IN PERSON): Wednesday, June 26, 2024, from 2:00 p.m. – 5:00 p.m.
  - ❖ <u>Location</u>: County Administration South (CAS) Building, Conference Center, 425 West Santa Ana Blvd. Room 104/106, Santa Ana, CA 92701
  - ❖ *Virtual listen-in option will be available*

Coordinator for CES for Survivors Request for Proposals (RFP)

- The County of Orange's Office of Care Coordination is seeking proposals from qualified organizations to serve as the Coordinator for the CES for Survivors for all three Service Planning Areas (SPA) - North, Central, and South - in Orange County.

- The CES for Survivors Lead will promote regional service coordination within and across SPAs, ensure alignment with the CES requirements, and lead strategic imitative and collaborative efforts that facilitates access to the System of Care, primarily housing resources.

- The CES for Survivors Lead will also support in the implementation of diversion and solution-focused problem-solving strategies to decrease the length of time people experiencing homelessness and maximize the appropriate use of available housing resources within each SPA and countywide.

- The Office of Care Coordination is seeking programs that can be operationalized quickly and leverage additional funds to expand the reach and impact of the program upon the target population.

  - ❖ **Project Title**: Coordinator for Coordinated Entry System for Survivors
  - ❖ **Project ID**: RFP-017-2603003-JM
  - ❖ **Release Date**: Thursday, May 9, 2024
  - ❖ **Due Date**: Thursday, May 30, 2024, at 2:00 p.m.

- For more information, visit the following link: Coordinator for Coordinated Entry System for Survivors RFP

Service Provider Forum Content Recommendations

- Is there a topic or training you would like to have covered in this meeting?
- Do you have someone to recommend as a trainer or presenter?
- As key stakeholders in Orange County, we invite you to share your recommendations on content you would like to see included for the upcoming Service Provider Forum meetings via SurveyMonkey at the following link or QR code:
  https://www.surveymonkey.com/r/7C5CHP7
- **Please complete the survey by Friday, June 14, 2024**

Scan to take the survey!

Business Calendar – Item #7

2024 VAWA and Survivor Housing Community Conversations

- HUD is hosting a series of community conversations focused on successfully implementing the Violence Against Women Act (VAWA) and survivor-centered housing at the system, project, and human levels. Each conversation will feature a diverse panel of system leaders, project staff, and people with lived experiences from both the homelessness response and victim services worlds.

Title	Date and Time	Join Link
Coordinated Entry and Housing Problem-Solving for Survivors	June 27, 2024 1:00 - 2:30 PM EDT	*Coming Soon*

- For any questions on the VAWA and Survivor Housing Community Conversations, please email trainings@hudexchange.info

Next Meeting:

Wednesday, June 26, 2024,

from 2:00 p.m. – 5:00 p.m.