



**Orange County  
Service Provider Forum  
May 16, 2024**

**Welcome and Introductions**  
Melanie McQueen, Chair

# Agenda Item #1

## Introductions

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



# Peer Recognition Shout-outs

# Agenda Item #1

## Peer Recognition Shout-outs

- The Office of Care Coordination will link the [Peer Recognition Shout-out form](#) with each posted Service Provider Forum meeting agenda.
- The forms are also linked on the [Continuum of Care \(CoC\) webpage](#)
- Email the completed form to [CareCoordination@ocgov.com](mailto:CareCoordination@ocgov.com) by 12:00 p.m. the Tuesday before each Service Provider Forum meeting.



Did you see an example of someone you know go above and beyond in their role? Give them a shout-out! The shout-out will be read at the next Service Provider Forum meeting.

Your Name: \_\_\_\_\_

Peer's Name: \_\_\_\_\_

Peer's Organization or Affiliation (if applicable): \_\_\_\_\_

Peer Recognition Shout-out (Please briefly share in one to two sentences. As a reminder, please exclude any client identifying information.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please submit completed form to the Office of Care Coordination at [CareCoordination@ocgov.com](mailto:CareCoordination@ocgov.com) by 12:00 p.m. the Tuesday before the scheduled Service Provider Forum meeting.

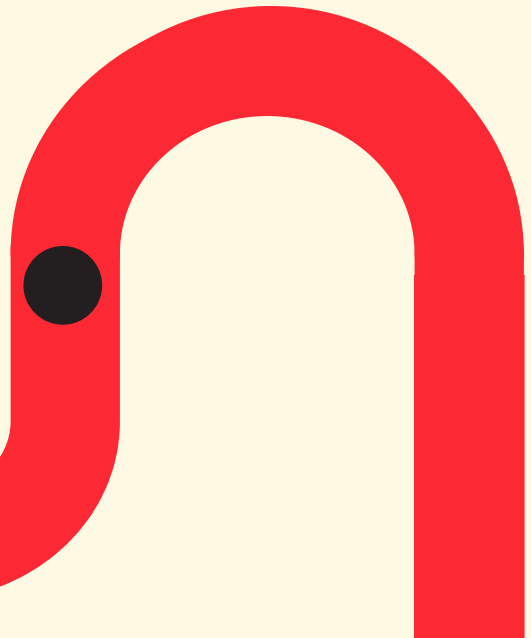
# **Diversity, Equity, and Inclusion (DEI) in the Homeless Services Sector Training**

Matthew Soto, Ed.D., Chief Equity & Inclusion  
Officer, PATH and Felicia Boehringer, CoC  
Administrator, Office of Care Coordination



# Orange County Racial Equity Roadmap

- The Office of Care Coordination contracted with C4 Innovations for the development of a Racial Equity Roadmap for the Orange County CoC.
- The development of the Racial Equity Roadmap took place in three phases, from December 2021 through December 2022:
  - **Phase 1:** Assessment and Learning
  - **Phase 2:** Action Planning and Continued Learning
  - **Phase 3:** Implementation Support and Sustainability
- C4 Innovations helped facilitate a racial equity assessment of the Orange County CoC, to assess its homeless response system, prioritize areas for action, and implement strategies in order to achieve more racially equitable outcomes.





# Stakeholders Involved

CoC Collaborative Applicant

Homeless Management Information System (HMIS) Lead Agency

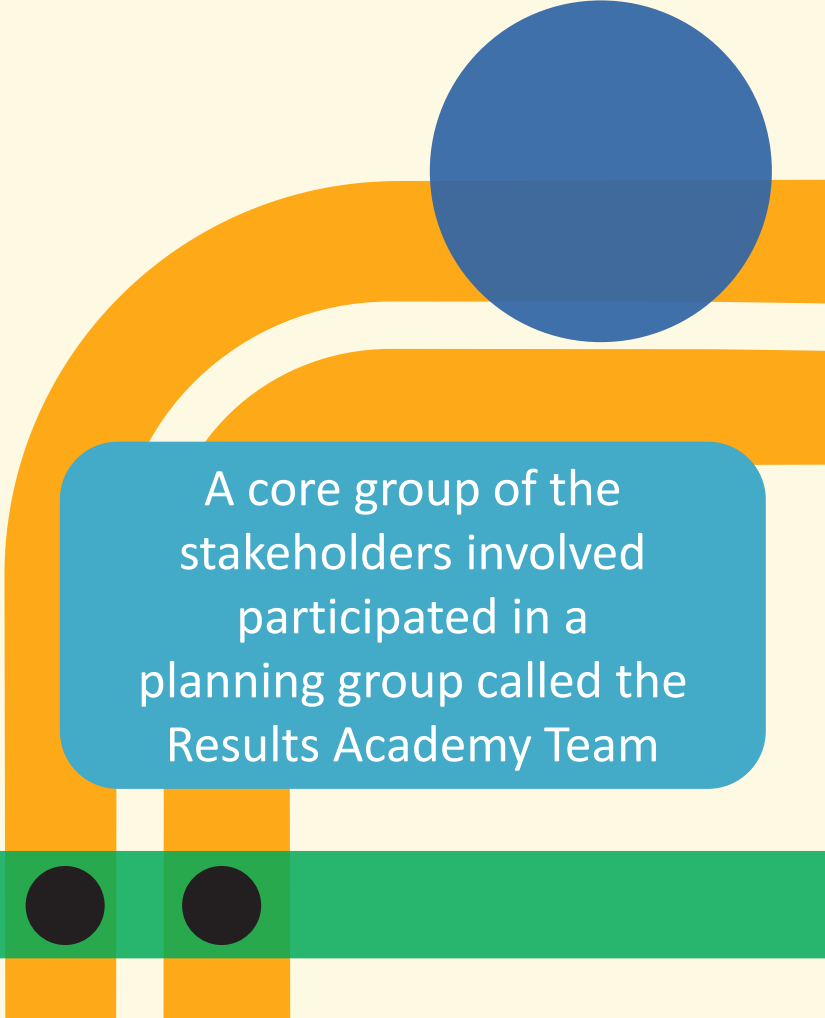
Coordinated Entry System (CES) Lead Agency and Administrators

People with Lived Experience

CoC Board Members

Local System Leaders

Service Providers



A core group of the stakeholders involved participated in a planning group called the Results Academy Team





# Racial Equity Roadmap Development

- Through consensus building and using the quantitative and qualitative data analysis results, the Results Academy Team identified priority areas of focus for action planning to improve racially equitable outcomes.
- The following data points informed the action planning process:

“When looking at the total group of families that were prioritized for permanent supportive housing (PSH) over the three-year time frame, the percentage of Black or African American families decreased from 40% to 0%. In contrast, the proportion of white families that were prioritized for PSH increased from 60% - 90%”

“Black or African American households are 5.5 times more likely to show up in the Point In Time count as they are to show up in the general population. This disparity is not explained by the poverty rate. This is the demographic group that is experiencing the greatest disparity in OC in terms of homelessness.”



## Action Plan Focus Areas

**1**

**System Improvements**

**2**

**Culture Shift**

**3**

**Funding and Resource Allocation**

**4**

**Partnerships with Adjacent Systems &  
Community Providers**

**5**

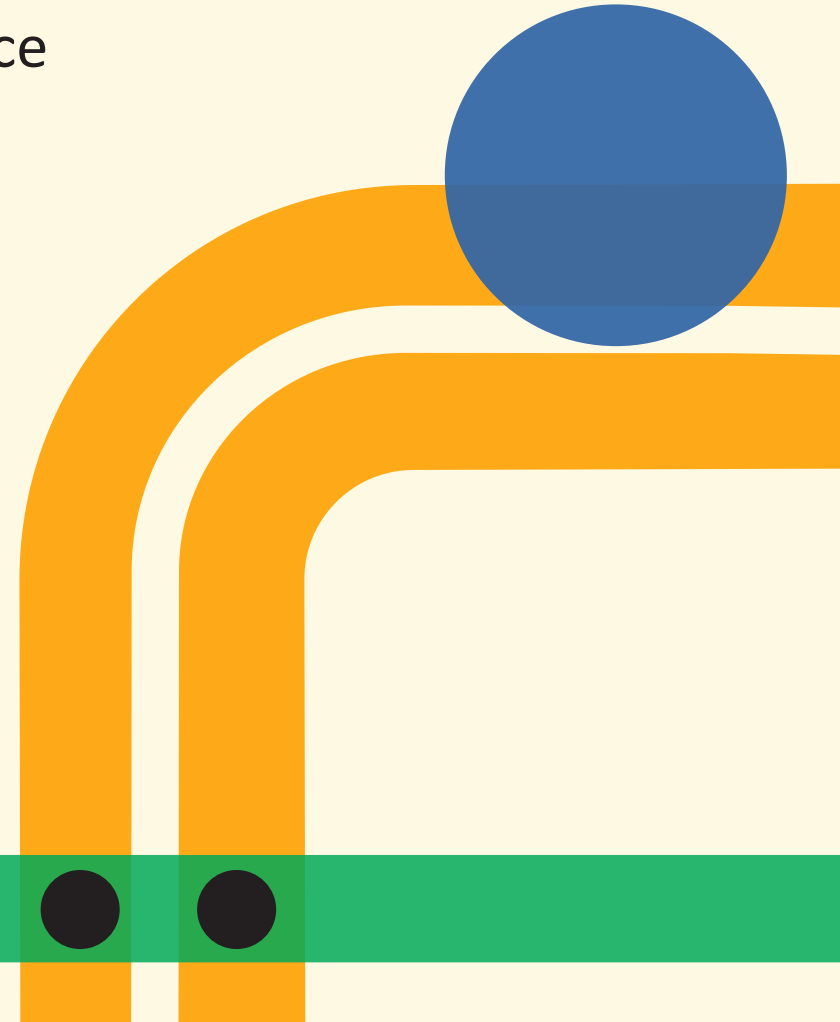
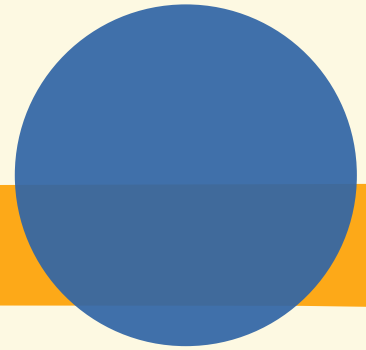
**Analysis**

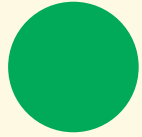


## C4 Innovations Racial Equity Roadmap Final Brief Recommendations

1. Authentic Engagement of Partners with Lived Experience
2. Shared Power and Decision-Making with Black/African American Stakeholders
3. Multiple Equity Initiatives
4. Building Buy-in
5. Culture Shift
6. Accountability Structure

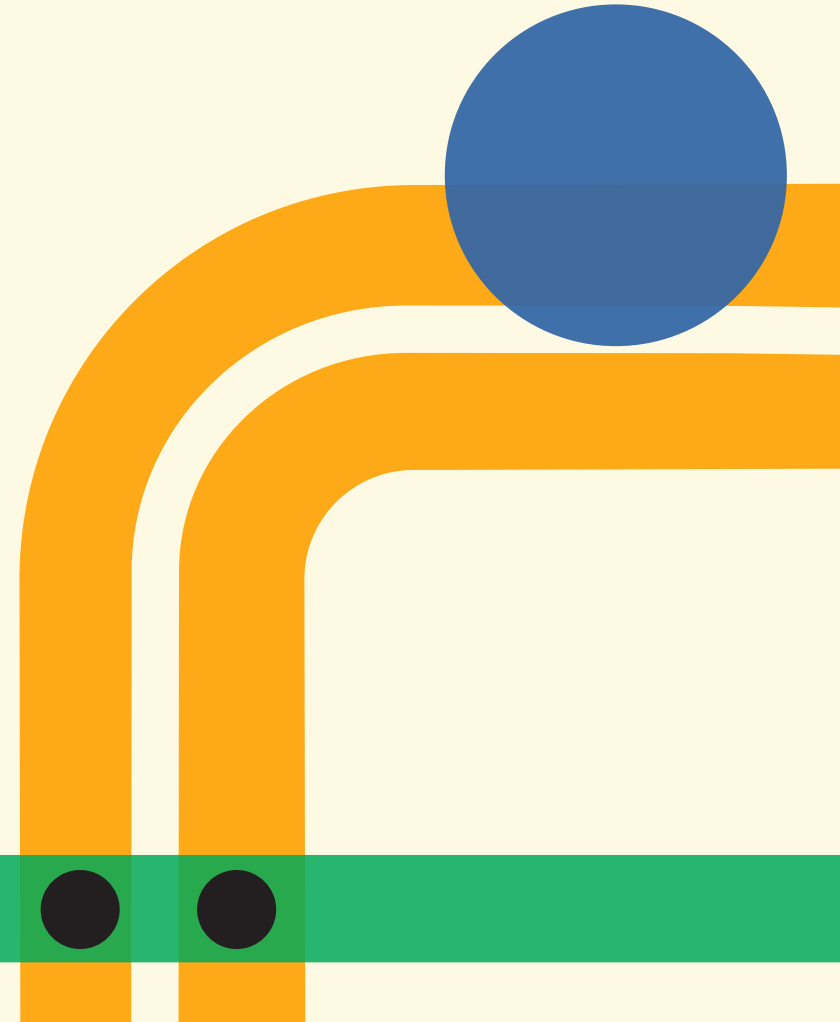
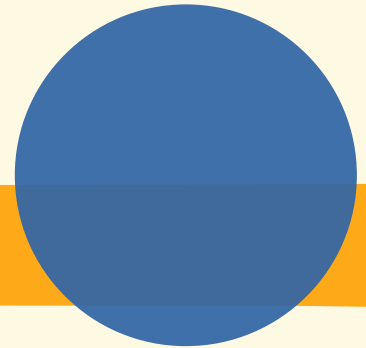
Reference the Racial Equity Roadmap Final Brief: [Click here](#)





## C4 Innovations Racial Equity Roadmap Final Brief Recommendations

- As C4 Innovations notes, **working towards racial equity is a long-term commitment**, and at times, the work may need to pause or even take a few steps back before it can move forward again.
- Implementation to achieve maximum impact will require:
  - Public accountability and community-wide ownership - ***that means all of us!***
  - A process to collect ongoing feedback and work through challenges and barriers
  - Full integration of people with lived experience
  - Acknowledging that there will be a need for ongoing evaluation of impact and course correction





# DEI in the Homeless Services Sector

Matthew Soto, Ed.D.  
Chief Equity & Inclusion Officer | PATH

05/16/24

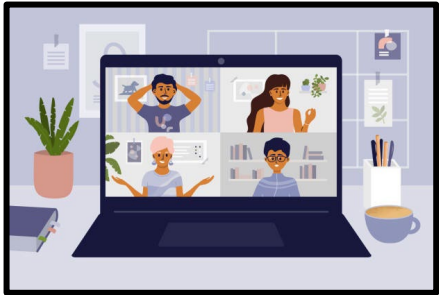


# Agenda

- Community Agreements (5 minutes)
- Meet Your Colleagues (10 minutes)
- DEI Deconstructed (10 minutes)
- Why is this important to our work? (15 minutes)
- Breakout Group Activity (20 minutes)
- So what? Now what? (10 minutes)
- Closing/Q&A (5 minutes)



# Community Agreements



Be Present



Own your impact



We are all Learning



Allow complexity



Share<sup>2</sup>



Vegas Rule



# Meet Your Colleagues

Find two people you do not know in this space and:

1. Introduce yourselves
  - Name, pronouns, agency & role, time in the field
2. What is the most rewarding part of your job?





# DEI Deconstructed



## What is Diversity?

- Diversity acknowledges all the ways people differ: race, sex, gender, age, sexual orientation, disability, socioeconomic status, religious beliefs, and more.

## What is the Goal of Diversity?

An organization that values diversity is one that:

- serves a diverse group of clients that represent the diversity of the homelessness crisis
- values different perspectives, and prioritizes the needs of a diverse workforce





# What is Equity?

- **Equality** is a system in which each individual is offered the same opportunities regardless of circumstance
- **Equity** distributes resources based on needs
- We live in a disproportionate society, and equity tries to correct its imbalance by creating more opportunities for people who have historically had less access.





# What is the Goal of Equity?



**Equity** is the goal of our work.

- Requires deliberate attention to more than matters of recruitment, hiring, compensation, promotion, and retention
- Equity includes governance, representation, and other indicators of power
- Requires recognizing past exclusion and achieving genuine inclusion.
- Equity is not the natural state of things
- We must deliberately apply time, resources, and consideration to achieve this goal



**Homeless services work IS equity work!**



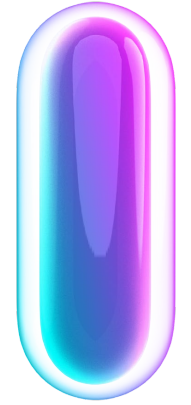
# What is Inclusion?

- **Inclusion** is about diversity in practice. It's the act of welcoming, supporting, respecting, and valuing *all* individuals and groups.
- Inclusion refers to how clients **experience** our services
- Inclusion also refers to the degree to which organizations **embrace** all employees and enable them to **make meaningful contributions**





# Inclusion Benefits Everyone



- Research shows that inclusive workplaces are **six times** more likely to be innovative and twice as likely to meet or surpass financial goals. (Forbes)
- Employees who feel able to bring their whole selves to work are **42%** less likely to plan on leaving for another position within a year. (Forbes)



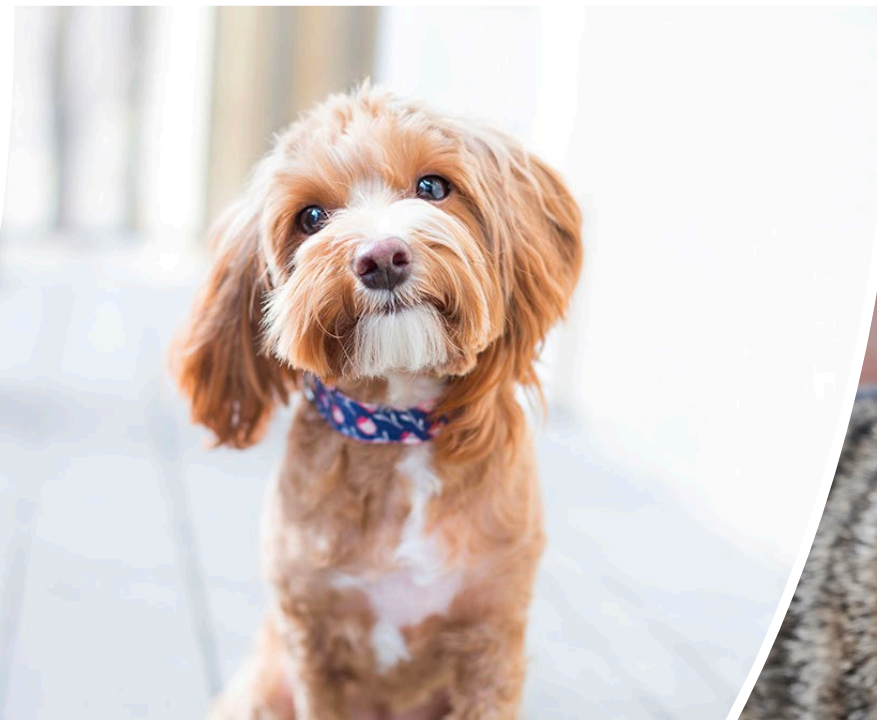
*"Being a part of the DEI Council at PATH has significantly enriched my experience. It has provided a platform to actively contribute to shaping a more inclusive workplace culture. Engaging in discussions, collaborating on initiatives, and promoting diversity has not only heightened my awareness but also fostered a sense of purpose in contributing to positive change within the organization. It is the first time in my career that I understand the power of sense of belonging and inclusion, because I am benefitting from experiencing both of these at PATH."*

*- Cherrise Payne  
Program Manager  
PATH LA*

# Unconscious (Implicit) Bias



# Unconscious Bias = Strong Associations

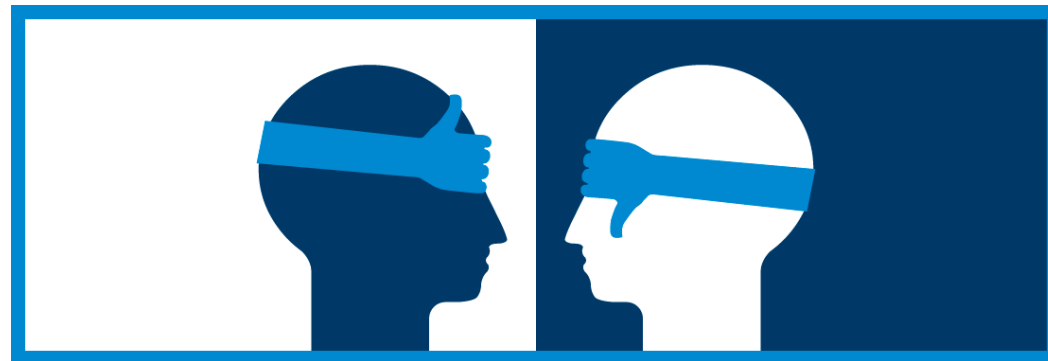






# Unconscious Bias Defined

**Unconscious (implicit) Bias** - the attitudes or stereotypes that affect our views, our actions, and our decision-making ability. We all hold unconscious beliefs about various social and identity groups (this is how our brain organizes our social world).





# Just Some Types of Bias...

**Affinity Bias**

**Availability  
Bias**

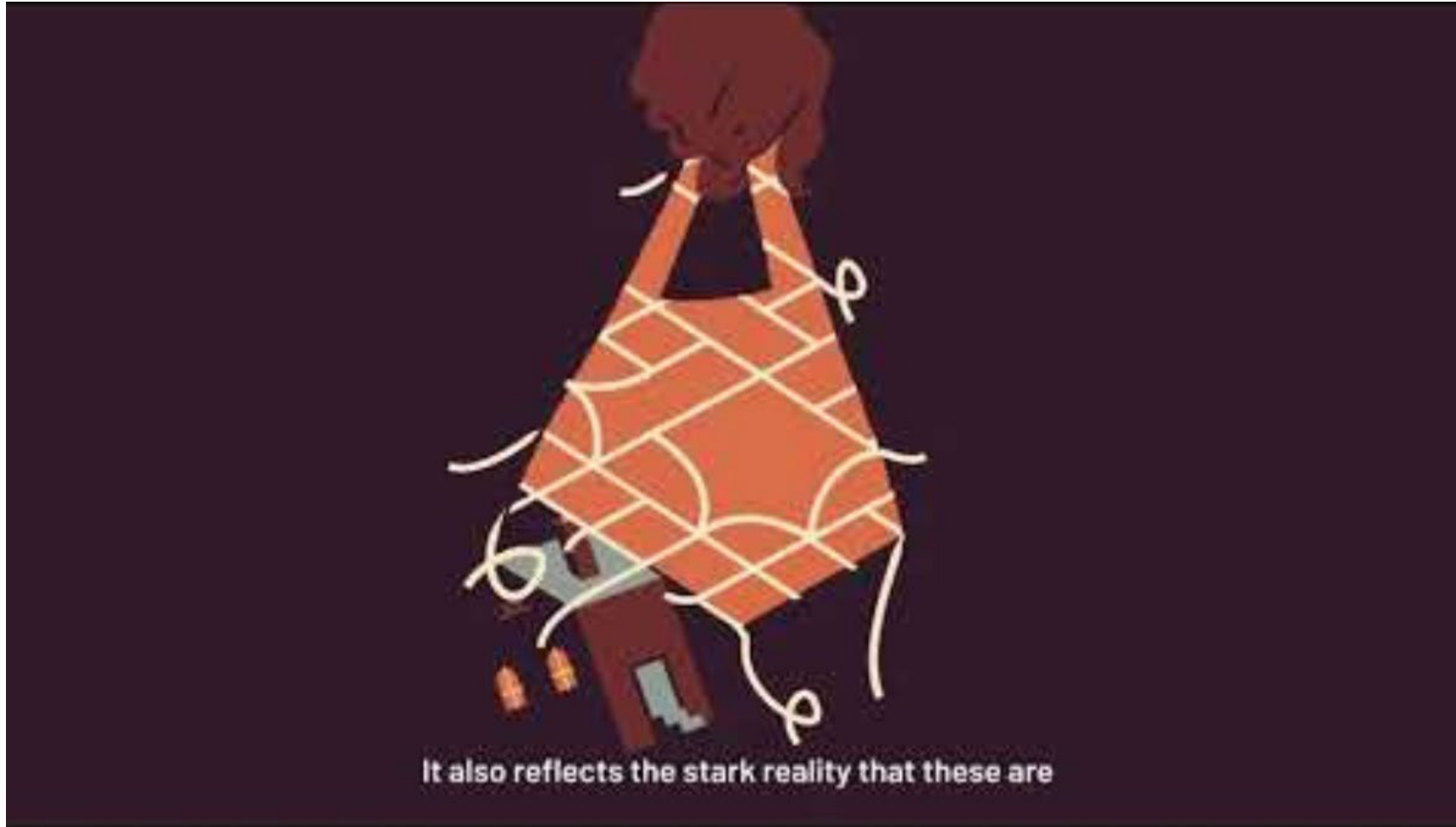
**Bandwagon  
Bias**

**Beauty Bias**

**Halo/Horn  
Effect**

**Recency  
Bias**

**Why is this important in our work?**



Watch the video here: <https://youtu.be/vISKMvSZCas>



# Orange County Data

Table 1 - Census, Poverty and PIT Count Rates by Race

Census Poverty Rate 2019 PIT Count

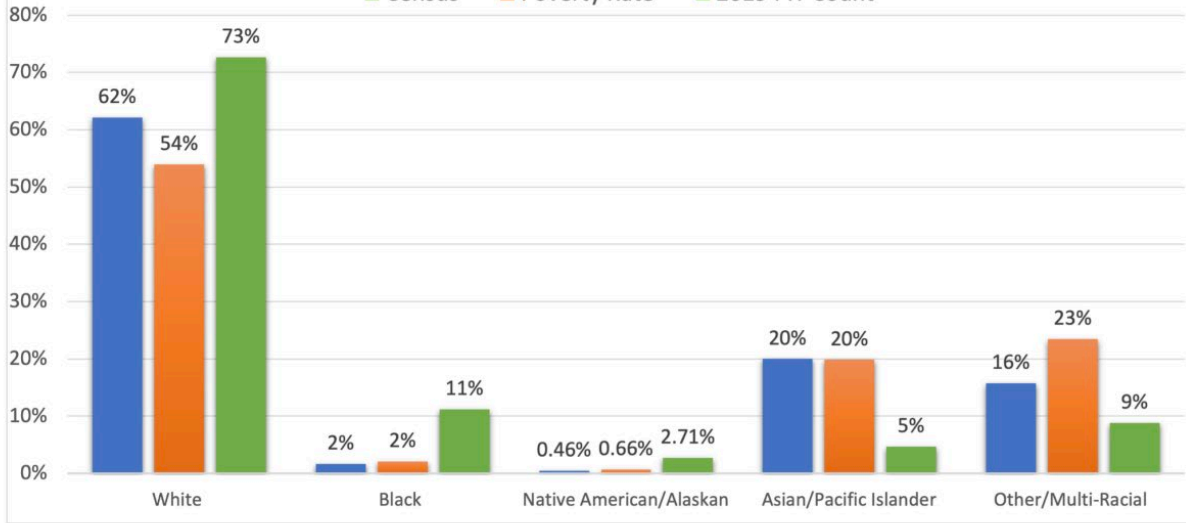
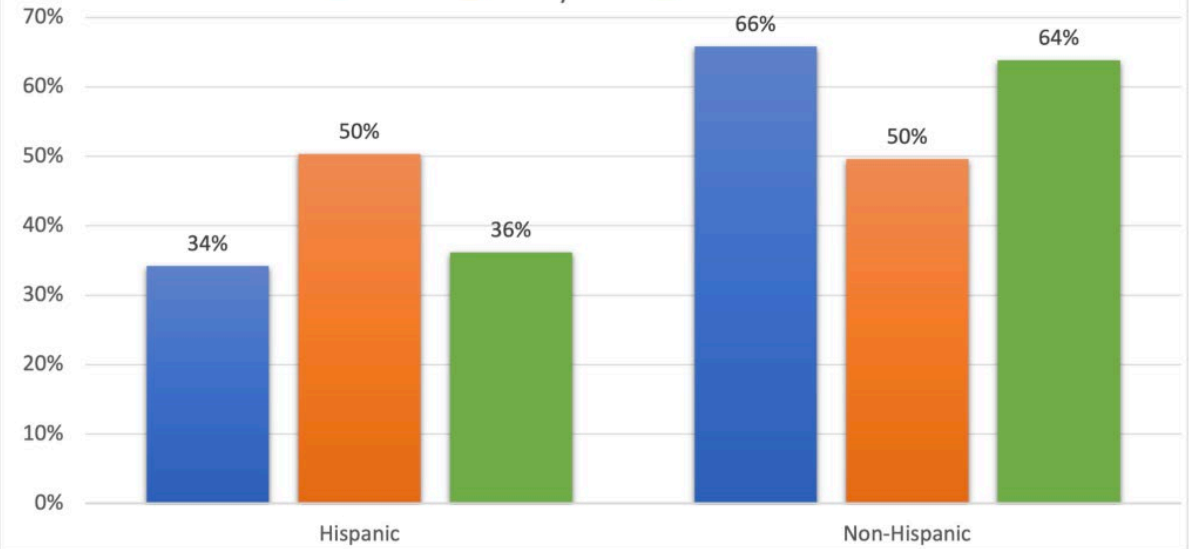


Table 1 - Census, Poverty and PIT Count Rates by Ethnicity

Census Poverty Rate 2019 PIT Count





# What factors might contribute to the disparities?

Bias in our  
Work

Experiences of  
Marginalized  
Communities

NIMBYism

Representation

Lived  
Experience  
Matters

Equality VS.  
Equity

Policy &  
Funding

Platinum Rule



# Activity

## In small groups, discuss the following questions:

- What barriers exist within the homeless services response system? In other words, if someone is experiencing homelessness in OC, what kinds of systemic barriers or challenges might they encounter in pursuit of housing?
- How do these barriers change or compound for individuals who identify within marginalized communities?
  - BIPOC neighbors
  - Neighbors with disabilities
  - Undocumented neighbors
  - Neighbors with mental health challenges
  - Trans/Non-Binary neighbors
  - Neighbors who do not speak English
  - Veteran neighbors
  - Older neighbors
  - Other marginalized communities



**So what? Now what?**





# So What? Now What?

**Real DEI work begins with personal reflection.**

- Take an honest self-inventory
  - How do I show up in my privilege?
  - How might an unawareness of my own privilege harm or negatively impact others?
  - What are my biases to be more conscious of?
  - How may I contribute to inequities in our work?
- Be an upstander (not a bystander)
- Move away from optical allyship- do the work!
- Continue to educate yourself
- Assess the work you do
  - Where are my areas of growth? (we all have them)
- Advocate for DEI work in your organization- this work can be done at all scales/sizes





# Questions?

## PATH 2023 Equity & Inclusion Annual Report

Take a look at what PATH is doing to build more equitable & inclusive practices and support & develop our workforce.



**Housing and Disability Advocacy Program  
(HDAP) for Families Presentation**

Amanda Brear, Regional Program Manager, and  
Heber Anguiano, HDAP Program Manager,  
Volunteers of America Los Angeles

# HDAP Families (Housing and Disability Advocacy Program)

Volunteers of America Los Angeles

# HDAP Families

## (Housing and Disability Advocacy Program)

- ▶ New County wide program supporting families who are homeless and have at least one disabled family member to find housing and increase their benefits
- ▶ What is HDAP?

The Housing and Disability Advocacy Program (HDAP) was established in 2016 to assist California residents experiencing or at risk of homelessness who are likely eligible for disability benefits by providing advocacy for disability benefits as well as housing support

- ▶ Started December 2023
- ▶ 4 case managers across the County and 2 Housing Navigators
- ▶ Family CES access point
- ▶ Part of the Family Solutions Collaborative

# HDAP Families (Housing and Disability Advocacy Program)

## Services that can be provided

- ▶ We can pay for rental assistance, application fees, holding fees , furnishings - whatever is needed to find the family housing
- ▶ Case Management (including connecting them: to find temporary accommodation , CalWORKs, medical etc.)
- ▶ Housing navigation (into project passed programs, section 8, or rapid rehousing)
- ▶ On going support before and after housing is found
- ▶ Full support through the social security disability (either SSI, SSDI, or CAPI) process including completing applications, appeals and collection of documentation.
- ▶ Disability advocacy
- ▶ Working jointly with other Family programs to support their work

# HDAP Families (Housing and Disability Advocacy Program)

## Services that can be provided

- ▶ Helps with submitting application for social security disability (either SSI, SSDI, or CAPI)
- ▶ Helps with housing navigation (into project passed programs, section 8, or rapid rehousing)
- ▶ Pay for application fees, holding fees, short term rental assistance, furnishings
- ▶ Disability advocacy
- ▶ Case Management (including connecting them: to find temporary accommodation for families, CalWORKs, medical etc.)

# HDAP Families (Housing and Disability Advocacy Program)

## Who qualifies for the program?

- ▶ At least one individual in the family household (either adult or child) has to have a disability
- ▶ Family must have at least one minor
- ▶ Family must be currently homeless



# How to send referrals

- ▶ We have a referral form that we can send out. All referrals are sent to our main email [ochdapfamilies@voala.org](mailto:ochdapfamilies@voala.org) you can also send any emails or questions to this email
- ▶ Case managers will support the family on outreach until they can be placed into temporary accommodation
- ▶ To get more information you can also call our main line 213-651-5683
- ▶ Also feel free to reach out to: Heber Anguiano- Program Manager  
[hanguiano@voala.org](mailto:hanguiano@voala.org) 213-332-3916

### **CoC Update**

Sarah Jones, CoC Manager,  
Office of Care Coordination

# Agenda Item #4

## 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?

### *Please complete this survey!*

- 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:  
<https://www.surveymonkey.com/r/7C5CHP7>
- **Please complete the survey by Friday, June 14, 2024**



# Agenda Item #4

## Coordinator for Coordinated Entry System (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](#)

# Agenda Item #4

## Upcoming Meetings

- **Veterans Committee** (IN PERSON): Today, May 16, 2024, from 2:00 p.m. – 3:30 p.m.
  - ❖ Location: Orange County United Way, 18012 Mitchell South, Irvine, CA 92614
- **CoC Board** (IN PERSON): Wednesday, May 22, 2024, from 2:00 p.m. – 5:00 p.m.
  - ❖ Location: County Administration South (CAS) County Conference Center, 425 West Santa Ana Blvd. Room 104/106, Santa Ana, CA 92701-4599

# Agenda Item #4

## 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                        |
|---|-------------------------------------|----------------------------------|
| HMIS and Data-Sharing for Victim Services Providers and Survivors | May 16, 2024<br>1:00 - 2:30 PM EDT  | <a href="#">Join the Webinar</a> |
| Coordinated Entry and Housing Problem-Solving for Survivors       | June 27, 2024<br>1:00 - 2:30 PM EDT | <i>Coming Soon</i>               |

- For any questions on the VAWA and Survivor Housing Community Conversations, please email [trainings@hudexchange.info](mailto:trainings@hudexchange.info)

# Agenda Item #4

## Orange County 2024 Point in Time Count

- The U.S. Department of Housing and Urban Development (HUD) requires that all CoC jurisdictions across the nation complete a biennial unsheltered count and an annual sheltered count of all persons experiencing homelessness in the community on a single point in time during the last ten days of January.
- The County of Orange in partnership with the Orange County CoC conducted the 2024 Point In Time Count during the week of January 22, 2024.
- The sheltered count took place on the night of Monday, January 22, 2024, and the unsheltered count occurred between Tuesday, January 23, 2024, through January 25, 2024.



# Agenda Item #4

## Orange County 2024 Point in Time Count

### 2024 POINT IN TIME COUNT BY THE NUMBERS



### SUBPOPULATIONS

**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



# Agenda Item #4

## Orange County 2024 Point in Time Count

- **Data Summary:** The 2024 Point In Time Count Data Summary can be found at the [Care Coordination – Additional Documents webpage](https://ceo.ocgov.com/sites/ceo/files/2024-05/2024%20Point%20In%20Time%20Count%20Summary%20FINAL.pdf) at the following link: <https://ceo.ocgov.com/sites/ceo/files/2024-05/2024%20Point%20In%20Time%20Count%20Summary%20FINAL.pdf>
- The 2024 Point In Time Count Data Summary will be presented at the May 22, 2024, meeting of the CoC Board.



**Announcements, Closing Remarks  
and Questions**

Melanie McQueen, Chair

*Thank you for joining!*

**Next Meeting:**

August 15, 2024

at Clifton C. Miller Community Center, located  
at 300 Centennial Way, Tustin, CA 92780

# Networking

