



# THE QUARTERLY UPDATE

July - September 2024

Welcome to the Office of Care Coordination's newsletter. Included in this issue are staff and program updates, Care Plus Program, Commission to End Homelessness, Continuum of Care Board, Coordinated Entry System and Shelter Updates.

## Office of Care Coordination Updates

### Office of Care Coordination Staffing Updates

#### Coordinated Entry System Administrator

Daniel Garcia joined the Office of Care Coordination in October 2024. Daniel holds a degree in history from California State University, Fullerton where he developed strong research skills and began his career working in museums. Over the last five years, Daniel transitioned into the nonprofit sector, focusing on homeless services. This led Daniel to earn his Masters in Business Administration from the University of Redlands. For the last three years, Daniel has worked closely with the Orange County Coordinated Entry System making a significant impact in reducing the number of families experiencing homelessness. Daniel is thrilled to begin his new role with the Office of Care Coordination, where he looks forward to leveraging his education and experience to make a bigger impact on the Orange County Coordinated Entry System.

### Commission to End Homelessness Updates

#### New Appointment

The Commission to End Homelessness works in collaboration with the County of Orange (County), city governments, business sector, philanthropic organizations, community organizations, faith-based organizations, health care, public safety, and other interested stakeholders to address the County's initiatives surrounding homelessness.

On July 23, 2024, the Board of Supervisors approved the appointment of Cecilia Bustamante-Pixa to the Commission to End Homelessness as the Hospital Representative for the balance of the two-year term ending December 5, 2024. Cecilia Bustamante-Pixa has been a health care professional with Providence St. Joseph Hospital for 25 years. She currently serves as the Senior Director of Community Health. Cecilia is responsible for the community health programs and services across four hospitals and leads key initiatives including Access to Care, Mental and Behavioral Health, Substance Use Disorders, homelessness and housing, and economic stability.

Cecilia Bustamante-Pixa will bring her health care expertise that focuses on community health, health equity, improving access to care for under-served populations and empowering communities to lead healthier lives to the Commission to End Homelessness.

# Office of Care Coordination Updates (continued)

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## Office of Care Coordination in the Community

### Annual Vendor Outreach Event

On May 16, 2024, the Office of Care Coordination attended the Annual Vendor Outreach Event hosted by the Orange County Procurement Office. This event provided vendors and community members the opportunity to learn about the County of Orange's (County) procurement and contracting processes and how they can successfully secure a contract with the County. The event was held at Freedom Hall inside Mile Square Park in Fountain Valley and was well attended by vendors from various fields and many County departments and agencies. The Office of Care Coordination was invited to host a table at the event in support of the ongoing efforts to have increased participation and engagement from Human Services vendors. Attendees were able to learn about the Office of Care Coordination's work and potential partnership opportunities.

### Clarity Connect Conference

Over the course of three informative days in September, the Office of Care Coordination team had the privilege of attending this year's Bitfocus Clarity Connect conference in Las Vegas, Nevada. The Office of Care Coordination had the opportunity to attend sessions that focused on the technical intricacies of data management in the Homeless Management Information System (HMIS), coordinated entry system, and outreach planning utilizing new tools offered within the Clarity platform. Of particular note, Clarity has improved capability to track encampments and monitor encampment specific data and outcomes. A variety of plenary speakers provided insight into how different communities and Continuums of Care are meeting the challenges of addressing homelessness and utilizing data to improve system performance. The conference provided opportunities to meet and hear from system administrators, data specialists, and experts from around the country.

## Program Updates

### Talbert Regional Park Encampment Resolution Funding Program

On June 30, 2024, the Encampment Resolution Funding grant, which aimed to reduce the number of encampments within Talbert Regional Park in Costa Mesa, concluded. Over the course of the program, People Assisting the Homeless (PATH) was able to serve 75 people with 50 temporary housing placements, 11 permanent housing placements and connections to services such as assistance in obtaining identification, income and connections to mental health and substance use services. Other key achievements of the program included encampment remediation, trash removal and habitat restoration of areas impacted by encampments.

### Homelessness Prevention and Stabilization Pilot Program

In March of this year, the Office of Care Coordination released a Request For Proposals (RFP) for a Homelessness Prevention and Stabilization Pilot (HPSP) Program. The Office of Care Coordination is pleased to announce that Orange County United Way has been selected to implement this program in collaboration with a network of nonprofit providers who will reach each County district. Services will commence in October 2024. The HPSP Program is an initiative of Supervisor Vicente Sarmiento, Second District, that was unanimously supported by the Board of Supervisors. This program will combine short-term financial assistance, homelessness prevention, and case management services to support households experiencing a housing crisis and at risk of homelessness to stabilize and retain housing. General questions regarding HPSP Program may be directed to the Office of Care Coordination. For referral and eligibility inquiries, households and providers should contact 2-1-1.

## Office of Care Coordination Updates continued

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### Care Plus Program



On December 28, 2020, the County of Orange (County) Office of Care Coordination launched the Care Plus Program (CPP). CPP is a collaborative care coordination program for those most vulnerable across the County's

System of Care. CPP aims to expedite the identification of needs and complete successful linkages to services and resources utilizing a Multi-Disciplinary Team approach. A data integration platform coordinates and shares data across County departments. The Multi-Disciplinary Team approach provides an opportunity for all programs to work together, using real time data and information to ensure coordinated service delivery. The system allows the County to build a care team around an individual to create a shared Care Plan across all department to provide coordinated service delivery for a targeted cohort of those experiencing homelessness.

In July, 2024 the Office of Care Coordination replaced the case management System of Care Data Integration System (SOCDIS) from Merative Integrated Care with a Microsoft Power App system, IBM Care Manager (ICM) that manages similar use cases and functionality for use by the Orange County Multi-Disciplinary Team.

## Coordinated Entry System Updates

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### Four New Transformative Housing Projects Finish Lease-Up

The County of Orange (County) as the Coordinated Entry System (CES) Lead agency for the Orange County Continuum of Care (CoC) oversees the Orange County CES with the goal of connecting individuals and families experiencing homelessness or at risk of homelessness to appropriate services and housing interventions. CES works collaboratively with local Public Housing Authorities (PHA), housing developers, property managers and CES agencies and Access Points to support matching eligible households experiencing homelessness to several different permanent supportive housing (PSH) projects.

In partnership with the Orange County Housing Authority (OCHA), National CORE, and other partners, the Episcopal Church of the Blessed Sacrament in Placentia was able to transform a parking lot into an affordable 65-unit senior community called Santa Angelina. The County as the CES Lead agency was able to help identify and refer 21 senior households experiencing homelessness to the Santa Angelina project, and who have now all moved into permanent housing and end their homelessness.

Concurrently the City of Orange, worked in partnership with OCHA, C&C Development, Families Forward, and other partners to turn a former city corporate yard into the Valencia Gardens a 63-unit, two- and three-bedroom affordable housing development for families. The CES was able to refer eight eligible families and assist them in ending their homelessness by moving into the property.

In Stanton, the Tahiti motel on Beach Boulevard was converted into a 59-unit affordable housing community with assistance from the State of California, OCHA, the City of Stanton, Jamboree, and other partners. The County as the CES Lead agency was able to assist in the referral of 59 households experiencing homelessness to the property, and partnership with Veteran's Affairs identified 10 veteran households experiencing homelessness.

The County as the CES Lead agency assisted the Salvation Army, the City of Anaheim, and OCHA in identifying 70 eligible households for the Center of Hope permanent supportive housing project. A new property that is part of a single campus with Salvation Army's existing Anaheim Emergency shelter. These 70 households have all moved in and ended their homelessness. All households referred through the CES in these housing projects will have access to ongoing on-site supportive services. The CES will be used to fill vacancies for units originally referred by the CES on as-needed basis and continues to partner on several other new properties currently in various stages of development.

# Continuum of Care Updates

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## Youth Homelessness Demonstration Program (YHDP) Notice of Funding Opportunity

The Office of Care Coordination in collaboration with the Transitional Age Youth (TAY) Collaborative Committee Chair and Orange County United Way worked to complete the YHDP Round 8 application in response to the Fiscal Year (FY) 2023 YHDP Round 8 Notice of Funding Opportunity (NOFO) released by the U.S. Department of Housing and Urban Development (HUD). Approximately \$72 million was made available nationally to support selected communities in the development and implementation of a coordinated community approach to preventing and ending youth homelessness. The Office of Care Coordination built upon the application submitted for YHDP Round 7 funding, to capture progress made towards youth engagement in decision-making for the Orange County Continuum of Care (CoC) and strengthen overall application for YHDP funding. If awarded, the YHDP funding would bring needed youth-specific resources to Orange County. The YHDP application was submitted on Tuesday August 27, 2024, prior to the deadline of Thursday, August 29, 2024. The Office of Care Coordination, on behalf of the Orange County CoC, would like to thank Orange County United Way, the TAY Collaborative Committee, CoC Board and other local partners for the collaboration involved in completing the YHDP Round 8 application.

## Finish Year 2024 and Fiscal Year 2025 Continuum of Care Program Notice of Funding Opportunity

The U.S. Department of Housing and Urban Development (HUD) announced the release of the Fiscal Year (FY) 2024 and FY 2025 Continuum of Care (CoC) Competition Notice of Funding Opportunity (NOFO) on July 31, 2024. HUD is awarding \$3,524,000,000 in the FY 2024 and FY 2025 CoC Competition NOFO, including up to \$52 million available for Domestic Violence, Dating Violence, Sexual Assault, and Stalking Bonus (DV Bonus) projects. For the first time, HUD is issuing a two-year CoC Program NOFO as authorized by the Consolidated Appropriations Act, 2024. This change will streamline the application process and significantly reduce the administrative burden on CoCs. The Orange County CoC is eligible to apply for an estimated Annual Renewal Demand (ARD) of \$32,801,133 to fund renewal projects; \$3,936,136 in CoC Bonus funding and \$3,623,391 in DV Bonus funding to fund new projects; and \$1,500,000 for CoC Planning grant funding to provide system support. On August 22, 2024, the Office of Care Coordination as the CoC Collaborative Applicant released the FY2024 Request for Proposals (RFP) for CoC Bonus, DV Bonus and Reallocation Projects as part of the local competition process to solicit new projects to be evaluated for inclusion CoC Consolidated Application. The Office of Care Coordination, in close collaboration with the CoC Board, CoC-funded agencies, and local partners, is working towards the submission deadline for the FY 2024 and 2025 CoC Program NOFO Consolidated Application on October 30, 2024, with the goal of securing additional funding to address homelessness in Orange County.

## Continuum of Care (CoC) Builds Notice of Funding Opportunity

On Monday, July 22, 2024, the U.S. Department of Housing and Urban Development (HUD) announced the release of \$175 million through the CoC Builds (CoCBUILDS) Notice of Funding Opportunity (NOFO) – a first-of-its-kind funding for new construction, acquisition, or rehabilitation of permanent supportive housing (PSH). Through one-time awards under the CoC program, the CoCBUILDS NOFO will enable communities to develop new units of rental housing with supportive services for people experiencing homelessness. The maximum award amount per CoC under the CoCBUILDS NOFO is based on each CoC's Final Pro Rata Need (FPRN) for the FY 2024 CoC Competition, which is the higher of the CoC's Preliminary Pro Rata Need or Annual Renewal Demand. The Orange County CoC is eligible to apply for a maximum of \$7,500,000. The Office of Care Coordination as the CoC Collaborative Applicant released a Request for Proposals (RFP) for CoCBUILDS Projects on September 12, 2024, to solicit new Permanent Supportive Housing projects for individuals and/or families experiencing homelessness, where at least one individual in the household has a disability. Advertising and outreach of the bid was facilitated through communication to the CoC email distribution list, Housing Opportunities Committee, announcements at CoC Board and Committee meetings, and local housing developers in Orange County. The Office of Care Coordination is preparing a competitive project application, in collaboration with the CoC Board, local developers and service providers, to submit the CoC Application by the deadline of November 21, 2024.

## Shelter Updates

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### Grand Re-Opening: Family Care Center

HomeAid Orange County is a non-profit that helps households experiencing or at risk of homelessness build new lives through the development and construction of sites, community engagement, and education; celebrated their grand re-opening of the Family Care Center (FCC), an emergency shelter program located in the City of Orange in July. The FCC has been serving households since July 2017, and has provided shelter for 1,485 adults and children experiencing homelessness in Orange County. The County of Orange, the Orange County Continuum of Care, and other private donors, have provided nearly \$1.3 million in funding to ensure the operations of the FCC can continue and families experiencing homelessness can still have access to the program. Homeless Intervention Services of OC (HIS-OC), a local nonprofit organization and homeless service provider since 1989, was chosen as the provider for the operations of the program; previously operated by Mercy House. The Office of Care Coordination completed a tour of the Family Care Center (FCC) on August 19, 2024, and met with HomeAid Orange County and HIS-OC to welcome them as the new operator and discuss program ramp up and shelter operations.

### Opening: Central Cities Navigation Center

The cities of Garden Grove, Westminster, and Fountain Valley, in collaboration with the County of Orange, have partner together to create the year-around Central Cities Navigation Center (CCNC). The CCNC will provide low-barrier emergency housing and wrap-around services to 85 individuals, with the capacity to serve up to 100 individuals and couples without children experiencing homelessness in Orange County's Central Service Planning Area. Volunteers of America of Los Angeles (VOALA), a nonprofit organization founded in 1896, will be serving as the operators of this shelter. The CCNC opened on June 5, 2024, and is currently accepting referrals by designated police department divisions from the cities, and city-contracted street outreach service providers. All referrals to the CCNC require verification of experiencing homelessness within one of the three cities, Garden Grove, Westminster, and Fountain Valley. The Office of Care Coordination team met with VOALA and completed a tour of the new facility on August 23, 2024, to welcome VOALA as the new operator and discuss shelter operations.

For more information on the work of the Office of Care Coordination,  
please contact [carecoordination@ocgov.com](mailto:carecoordination@ocgov.com)