Orange County’s Coordinated Entry System

November 2019 Update
KEY TERMS

HELPFUL WORDS AND PHRASES TO KNOW
The U.S. Department of Housing and Urban Development (HUD) has a very long and technical definition.

**Abbreviated HUD Definition:** CES is designed to coordinate program participant intake assessment and provision of referrals. CES covers the geographic area, is easily assessed by individuals and families seeking housing or services, is well advertised and includes a comprehensive and standardized assessment tool.
COORDINATED ENTRY SYSTEM (CES)

- A mechanism for prioritizing and targeting available housing resources to individuals and families experiencing homelessness through localized priorities in each Service Planning Area and a standardized assessment.
WORD CHOICE MATTERS

Cat Woman

Cat Lady
ACCESS POINTS

- Either virtual or physical points where an individual or family in need of assistance can access the homeless services system and the Coordinated Entry process, as appropriate.
NAVIGATION CENTERS

- Regional access points that provide emergency shelter beds and co-located supportive services provided by the Coordinated Homeless Assessment and Response Team (CHART) and community organizations

- To coordinate with other homeless programs to facilitate targeting of resources via Coordinated Entry System.
COORDINATED HOMELESS ASSESSMENT AND RESPONSE TEAM

- Referenced to as CHART
- Comprised of a group of County departments to complete intake, assessment and linkages to public benefits, mental health and behavioral health, physical health and employment and housing resources
COMPONENTS OF CES PROCESS

Assessment → Eligibility → Prioritization → Housing
Individuals Component
THINGS IN THE HOPPER

- Concept Road Test for Prioritization Policy for Individuals
- Analyzing data and drawing conclusions
- Improving quality of supportive documents
- Focus on homeless veterans
Family Coordinated Entry
Access Points
What is an access point?

• An access point is a location where a trained Family Service Navigators can offer services to families and help families self-resolve the crisis that led them to becoming homeless.
• Must be a physical location that has specific hours of operations, and can accept walk-ins, appointments, and referrals from other agencies.
• Must be able to accept phone calls.
• Must be trained in the Homeless Management Information System (HMIS) and the county’s Coordinated Entry process.
• Must have a designated person (Family Service Navigator) on-site who can assist families with resources and help them complete forms.
• Must have a designated representative to attend weekly county-wide meetings.
Safety Planning

ROSE L. ROBLES, LCSW
THERAPEUTIC PROGRAM SUPERVISOR
HUMAN OPTIONS
Our Mission Statement

Human Options provides a safe haven and life-changing programs to help abused women, their children and families rebuild their lives-and works with the community to break the cycle of domestic violence.
Objectives

Objective #1: Increase the understanding of Trauma Informed Care.

Objective #2: Increase the understanding of how domestic violence and homelessness intersect.

Objective #3: Increase knowledge of safety plans.

Objective #4: Increase knowledge of resources.
First things first...
Trauma Informed Care
What is TIC?

“Trauma Informed Care is an organizational structure and treatment framework that involves understanding, recognizing, and responding to the effects of all types of trauma. Trauma Informed Care also emphasizes physical, psychological and emotional safety for both consumers and providers and helps survivors rebuild a sense of control and empowerment”.

What does TIC look like?

<table>
<thead>
<tr>
<th>Safety</th>
<th>Empowerment</th>
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<tr>
<td>Trustworthiness</td>
<td>Collaboration</td>
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<td>Choice</td>
<td>Language</td>
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These key principles can be incorporated into a safety plan!
Intersectionality between domestic violence and homelessness
Sometimes people have to choose between staying in an abusive home or having no home at all.
How the two go together

DOMESTIC VIOLENCE

Domestic violence has been one of the leading causes of homelessness for women across our nation.

Survivors of intimate partner violence are four times more likely to experience housing instability than those who have not been victimized.

HOMELESSNESS

Someone fleeing or attempting to flee domestic violence can be categorized as homeless (Department of Housing and Urban Development HUD)

2017 Homelessness in Orange County-The Costs to our Community study found that 28% of homeless people interviewed said “family issues” were the major factor, including domestic violence.
Landlords may be hesitant to provide/continue housing due to domestic violence.

Abusers often interfere with a partner’s/ex-partner’s housing stability both directly and indirectly.

- Continuing to harass/stalk the victim causing the victim to move
- Ruining the victims’ credit score
- Creating difficulty that can jeopardize employment
Victims Have Rights!

There are laws protecting victims of domestic violence when it comes to housing

**California Code of Civil Procedure Section 1161.3**
- Prohibits a landlord from evicting a tenant or refusing to renew a tenant’s lease due to abuse that has been reported

**California Civil Code 1946.7**
- Allows a victim with a restraining order, police report, or documentation form qualified third party to end their leases without owing extra rent

**VAWA 2013**
- Provides protections for victims in federally-subsidized housing units (i.e. Section 8)
Safety Planning and Domestic Violence
Safety in the Relationship

Emergency bag packed
Copies of important documents
  ◦ Or securing originals
Important phone numbers memorized
Extra set of keys/backup plan for transportation
Be aware of partner’s triggers and weapons
Ask for help if needed

Avoid dangerous areas when abuse occurs
Avoid arguments in isolated places
Teach children to call for help
Set money aside
Safety while under the influence
Keep resources confidential
Have exit plan ready
Safety When Preparing to Leave

- Keep important items safe
- Increase independence
- Connect with resources
- Have a plan for where to go
- Safely inform partner if desired
- Plan for making calls
- Plan for how to inform children
- Rehearse escape plan
- Know where local police department is located
- Tell a safe person
- Think about timing
Safety After the Relationship Ends

- Change phone numbers, locks, etc.
- Restraining orders and custody orders
- Be aware of technology
- Be aware of surroundings
- Stay away from places you and partner would frequent
- Change your routine
- Inform work, school and daycare about RO/CO
- Inform neighbors/friends about safety issues
- Practice applicable security measures
- Plan for how to discuss safety with children
- Use buddy system
TIC and Safety Planning

Having a safety plan for different stages of a relationship provides people with options to increase their empowerment.

People can trust that providers will not judge them for staying in an abusive relationship.

Collaboration on a safety plan can help increase follow through.

It’s about offering choices, not making demands.
Safety Planning and Homelessness
Things to Consider

Seek shelter
“Weapons” may look differently
Avoid areas previously populated
Request RO/CO
Emergency transportation funds
Know where local police department is

Tell a safe person
Always be aware of your surroundings
Have a buddy system
Utilize resources
Ask for help
Safety Planning for Staff
TIC stresses safety for both consumers and providers
Safety Inside the Office

Know the emergency procedures
- Where to exit
- Who to contact

Be mindful of clients’ situations

Have a site assessment done (elite protection, inc.)

Communicate with other staff

Complete a crisis training

Know the red flags

Avoid seeing clients in the office when you are alone if possible

Use door locks if you are alone

Inform clients of safety precautions

Consider having panic buttons or police department on speed dial

Do not share client information
Safety Outside the Office

Use the buddy system
Tell people where you are going and what time you should be back
Always have a charged cell phone
Ask for support if needed
Complete a crisis training

Be mindful of clients’ situations
Ask about weapons before you go out into the field
Ask about the abuser’s whereabouts beforehand
Follow regular car maintenance schedules
Sit close to the door/exit
Time to Practice!
Scenario #1

An adult client you have been working with informs you they are about to become homeless again after deciding to end an abusive relationship. What could be some important things to discuss for their safety plan?
Scenario #2

You are working with a client who is homeless and in an abusive relationship. What could be some safety measures for you to practice before your next appointment with this client?
Resources
24/7 Hotline

Emergency Shelter

Transitional Housing 2nd & 3rd Step

Services
Center for Children & Families, FRC, SOS, Counseling, Groups, Legal Advocacy, & DV Response Team

Community Education

Human Options
Breaking the cycle of domestic violence.

SERVICES
24/7 HOTLINE: 877-854-3594
humanoptions.org
OUTPATIENT/WALK-IN SERVICES

HUMAN OPTIONS LOCATIONS

FAMILY RESOURCE CENTER LOCATIONS

- **Human Options Business Office**
  
  5540 Trabuco Road
  
  Irvine, California 92620

- **Center for Children and Families**
  
  1901 Newport Boulevard #240
  
  Costa Mesa, California 92627

- **Minnie Street Family Resources Center**
  
  1300 East McFadden Avenue #13
  
  Santa Ana, California 92705

- **Corbin Family Resource Center**
  
  2215 West McFadden Avenue #g
  
  Santa Ana, California 92704

- **Costa Mesa Family Resource Center**
  
  307 Placentia Avenue #203
  
  Newport Beach, California 92663

- **South County Family Resource Center**
  
  22481 Aspan St,
  
  Lake Forest, California 92630

- **CHEC Family Resource Center**
  
  27412 Calle Arroyo
  
  San Juan Capistrano, California 92675
Orange county domestic violence organizations

- Human Options: 877-854-3594
- WTLC: 714-992-1931
- Laura’s House: 866-498-1511
- Interval House: 714-891-8121

National Domestic Violence Hotline: 800-799-SAFE
Questions?
Thank you!!!!!

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References


Restaurant Meals Program (RMP) Update

Homeless Provider Forum
November 1st, 2018
The Restaurant Meals Program (RMP) allows elderly, disabled* and homeless CalFresh recipients and their spouse to use their Golden State Advantage (EBT) card to purchase prepared meals from participating restaurants.

**Note:** The RMP **does not** apply to CalFresh recipients that do not meet the criteria listed above.

RMP expands food access to qualifying CalFresh Recipients who do not have a place to store or cook food, may not be able to prepare food, or lack access to a grocery store.
The first phase of the RMP was implemented in February 2018 in the cities of Anaheim and Santa Ana. Since the program’s implementation, the list of participating restaurants has grown from 7, to 40!

There were nearly 5,000 RMP-linked EBT transactions in Orange County from February 2018 to September 2018 totaling approximately $67,000 in redemptions.
Restaurant Requirements

The RMP requirement for participating restaurants to obtain additional insurance endorsements has been removed!

How does this benefit the RMP?

• Helps smooth and expedite the application process
• Reduced cost for insurance = reduced cost to participate for restaurants
• May increase restaurant participation
Owners currently participating in RMP were surveyed regarding their overall experience with the program.

• 9/10 owners would recommend the program.

• When asked why they participate in RMP and what they like best, restaurant owners said:
  
  “Getting the opportunity to serve the community”
  “to increase my exposure and help”
  “helping people who have children and elderly people who are unable to cook for themselves”
  “our business can provide meals to those who otherwise may not have been able to store food”
  “keeps needy customers happy”
RMP Website

Visit the RMP website:

https://ssa.ocgov.com/calfresh/calfresh/rmp
Restaurant Meals Program

Restaurant Owner Information
Restaurant Owner FAQs
How to Complete the Application
List of Participating Restaurants
Recipient Information
Recipient FAQs

The County of Orange is in the process of implementing the RMP. The RMP allows elderly, disabled and homeless CalFresh recipients and their spouse to use their Golden State Advantage (EBT) card to purchase prepared meals from participating restaurants.

Note: The RMP does not apply to CalFresh recipients that do not meet the criteria listed above. The RMP offers options for eligible CalFresh recipients (must meet criteria) who may not:
Find a restaurant near you
Find a restaurant near you.

Enter your address/zip code: Anaheim, CA 92801, USA

If you want to increase the distance from 10 miles radius, select the mileage below.

10 miles

Search

SUBWAY #30051
1210 S STATE COLLEGE BLVD
ANAHEIM, CA 92806
(714) 490-0123
MEALS SERVED: BREAKFAST, LUNCH, DINNER
DISTANCE: 4.28 miles.
Website

Email Me The Info
Print The Info
In May 2018, Orange County’s Restaurant Meals Program was recognized with a 2018 Achievement Award from the National Association of Counties (NACo).
Questions?
Where clients that enrolled into projects within the past quarter were living prior to entry.

Average number of days between the client's Project Start Date and Housing Move-In Date.

Average number of days between the client's Project Start Date and Report End Date (or Project End Date).

Percentage of beds and units occupied during the quarter.

Percentage of adults enrolled for at least one year that increased their income from any source between entry and latest update.

Percentage of adults exited during the quarter that increased their income from any source between entry and exit.
Percentage of clients that exited during the quarter to a successful destination for that project type.

Percentage of clients that remained in PSH or OPH at the end of the quarter or exited to a permanent housing situation during the quarter.

Clients Placed in Permanent Housing

668 clients

Number of clients placed in permanent housing situations during the quarter.

Number of assessed and document ready households on the Coordinated Entry Prioritization List. There were 1047 households on the Prioritization List waiting for housing at the end of the quarter.

Number of assessed and document ready clients on the Coordinated Entry Prioritization List by subpopulation.

Number of households on the Coordinated Entry Prioritization List with a survey date during the quarter.

Average number of days between the client’s Survey Date and the last date of the quarter for assessed and document ready clients on the Coordinated Entry Prioritization List.

Subpopulation Demographics*