Commission to End Homelessness Update

Jason Austin, Director of Care Coordination
County’s COVID-19 Homelessness Response
Project Roomkey

- The County of Orange continues to operate:
  - Temporary isolation shelters for individuals experiencing homelessness who are COVID-19 sick or symptomatic
  - Congregate shelter site for individuals experiencing homelessness who are COVID-19 positive
- Total capacity to serve 275 individuals
- Referrals into the program are made by Public Health Services, hospitals, shelters, street outreach teams, and law enforcement
Project Toolbelt

Utilizes the “every tool in the toolbelt” approach to engage, assess and facilitate housing placement for individuals who were involved in Project Roomkey

<table>
<thead>
<tr>
<th>Placement Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent</td>
<td>136</td>
</tr>
<tr>
<td>Temporary</td>
<td>297</td>
</tr>
<tr>
<td>Health Care/Treatment</td>
<td>25</td>
</tr>
<tr>
<td>Emergency Shelter</td>
<td>90</td>
</tr>
<tr>
<td>Grand Total</td>
<td>548</td>
</tr>
</tbody>
</table>
Project Homekey

- Project Homekey is an opportunity to purchase motels and a broad range of other housing types in order to increase their community’s response to homelessness and the COVID-19 pandemic.

- October 9, 2020 - County of Orange was approved for Project Homekey funding
  - Tahiti Motel - 60 units
  - Stanton with - 72 units
Emergency Rental Assistance

Overview
• Assists households unable to pay rent and utilities due to the COVID-19 pandemic
• ERA Program funds to be provided directly to the States, US. Territories, local governments with more than 200,000 residents (based on 2019 U.S. Census Bureau data)

Funding Allocation
• The State of California received $1,497,605,326.90
• The County of Orange received an allocation of $65,576,556

Eligibility
A renter household in which at least one or more individuals meets the following criteria:
• Qualified for unemployment or has experienced a reduction in household income, incurred significant costs, or experienced a financial hardship due to COVID-19;
• Demonstrates a risk of experiencing homelessness or housing instability;
• Has a household income at or below 80 percent of the area median income (AMI); and
• Assistance is not duplicative of any other federally funded assistance.
• OC Emergency Rental Assistance Program
  Launched Monday, 2/1/21

• Includes Three Components:
  • Virtual Front Door
  • Regional Providers
  • Financial Disbursement

• Partners:
  • 2-1-1 Orange County
  • Pathways of Hope
  • Volunteers of America
  • Family Assistance Ministries
  • Orange County United Way

• Up to $10,000 max per rental household
• 5,500 applications received by Friday, 2/5/21

Visit the Website at: www.ERA.211OC.org

Text ERA to 898211

Call 2-1-1
Yale Navigation Center

- Began transitioning participants on Friday, 1/29/21
- The Yale Navigation Center will provide shelter and supportive services for up to 425 individuals and couples experiencing homelessness in the Central Service Planning Area (SPA)
Yale Operations

- Operates year-round
- 24-hour emergency homeless shelter and navigation center
- People Assisting The Homeless (PATH) is the operator
The Care Plus Program (CPP) is a collaborative care coordination program for those most vulnerable across the County.

CPP aims to expedite the identification of needs and complete successful linkages to services and resources by utilizing a Multi-Disciplinary Team approach.

This program used to be referred to as System of Care Data Integration System (SOCDIS)
CPP Technology Solution

• The technology solution is an integrated data platform that combines data from County source systems:
  ➢ Integrated holistic view of the client
  ➢ Cloud-based, mobile care coordination shared by all team
  ➢ Multi-disciplinary team participation and referral capability
Looking Ahead

• Development of the system will be completed by June 2021
• The County is currently in a pilot phase
• The pilot phase will focus on providing care coordination for those experiencing homelessness
• The current users of the system are agency representatives from County departments who work with individuals experiencing homelessness
Homeless Services Survey Initial Findings

Overview

• 72 organizations completed the survey

• 992 services were reported:
  ➢ 139 homeless prevention services
  ➢ 127 Housing services
  ➢ 48 Shelter services
  ➢ 678 services across 17 types: including Domestic Violence, Employment, Physical health, Re-entry, Mental health, Veteran and other services categories
Key Findings - Service Delivery

• Core services offered up to 35 additional types of support services
  These included Information and Referral, Case Management and Basic Needs as the largest types

• 62% of services were delivered from multiple locations in the community and
  38% services operated from one building (e.g., shelters)

• 75% of organizations work with a referral partner and 76% of services accept self-referrals

• Only 5% of services were available outside of office hours on weekdays and
  11% operated during weekends
Key Findings - Accessibility

Service operating hours:

- 24/7: 25%
- Monday - Friday (After Hours): 5%
- Monday - Friday (Business Hours): 59%
- Weekends: 11%

Organizations providing services in other languages:

- Spanish: 83%
- Vietnamese: 40%
- Korean: 22%
- Farsi: 21%
- Mandarin_Chinese: 19%
- Arabic: 18%
Funding and Next Steps

Funding Sources
- Private: 47%
- City government: 37%
- State government: 29%
- County government: 28%
- Federal government: 28%
- Other: 13%

Next Steps
- Follow-up with providers who did not respond to capture representation from additional services areas
- Compose a report with all findings to bring back to the Commission for further discussion

- 83% of services have funding that expires within the next three years