

## Orange County Homelessness Services Mapping Survey

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In partnership with the Commission to End Homelessness, the Office of Care Coordination conducted a survey in December 2020 to better understand the services and resources for those experiencing homelessness in Orange County.

The goal of services mapping is to ensure all homeless individuals and those working with them, understand and have access to a comprehensive set of services essential to reducing and preventing homelessness. The initiative is to assist in developing a collective understanding of the resources available through Orange County to meet the needs of those experiencing homelessness.

### Methodology

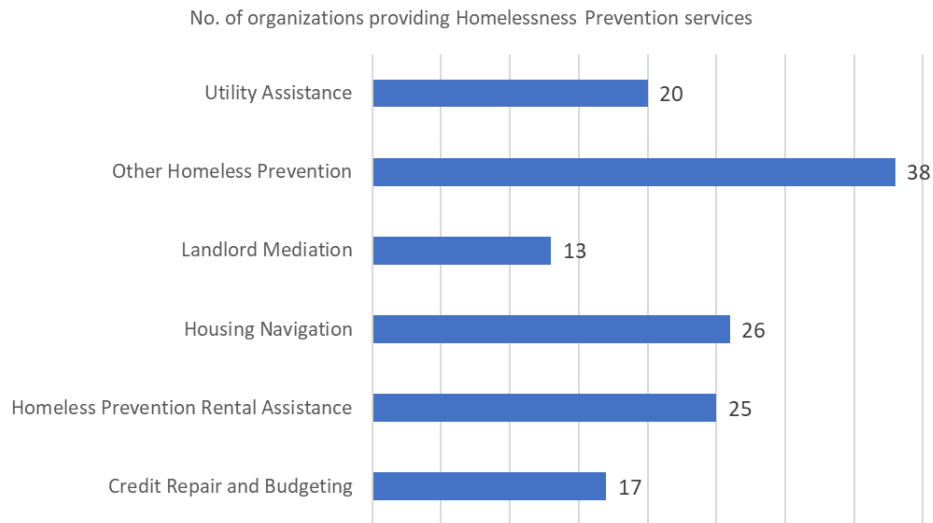
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- The survey was designed to capture comprehensive service level information from each homeless service provider in Orange County. The survey is a snapshot of time and the methodology can be repeated to update the information in the future.
  
- The Commission to End Homelessness, Office of Care Coordination and Mind-OC designed the survey to establish provider and service-level information related to the following categories:
  - Primary contact and organizational details.
  - Services provided – Including capacity, types of assistance, location, hours.
  - Eligibility criteria and target populations.
  - Funding duration and sources.
  - Referral and access criteria.
  
- The survey was distributed via email listservs targeting relevant stakeholder groups by members of the Commission to End Homelessness, the Office of Care Coordination and 211OC.
  
- Survey timeline:
  - December 15, 2020 – Survey launched.
  - January 22, 2021 – Survey closed and analysis of findings.
  - February 2021 – Initial findings reported to the Commission to End Homelessness.
  
- The Office of Care Coordination served as the primary contact to support providers completing the survey and answer any questions.

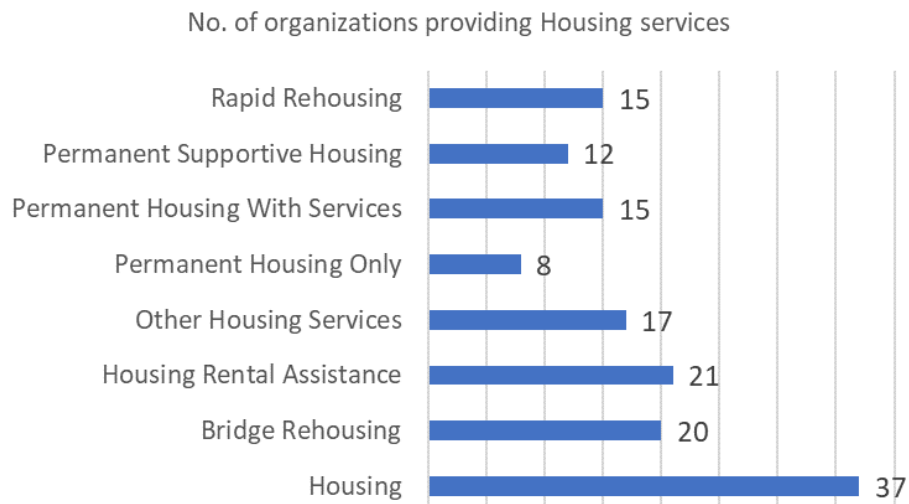
## Findings Summary

A total of 71 organizations responded to the survey, representing over 990 services.

- 139 **homeless prevention** services (including housing navigation, utility assistance and landlord mediation) serving an estimated\* 300,000 Orange County residents each year.

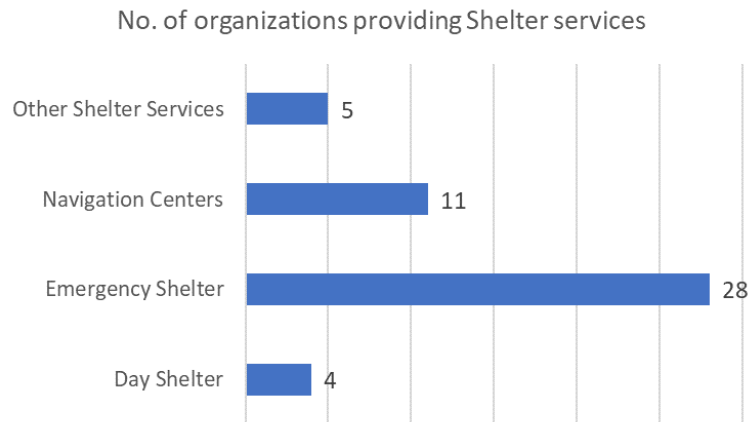


- 127 **housing services** (these included rental assistance, transitional housing and Permanent Supportive Housing) supporting an estimated 8,000 participants each year.



\* Participant numbers served may contain duplicates throughout.

- 48 **shelter** services serving over 10,500 participants each year.



- Many services also offered an additional support, such as case management, information and referral and basic need assistance including food, job training, legal services and healthcare.
- An estimated 47,000 interventions were delivered by responding service providers each year, including over 31,000 outreach interventions.

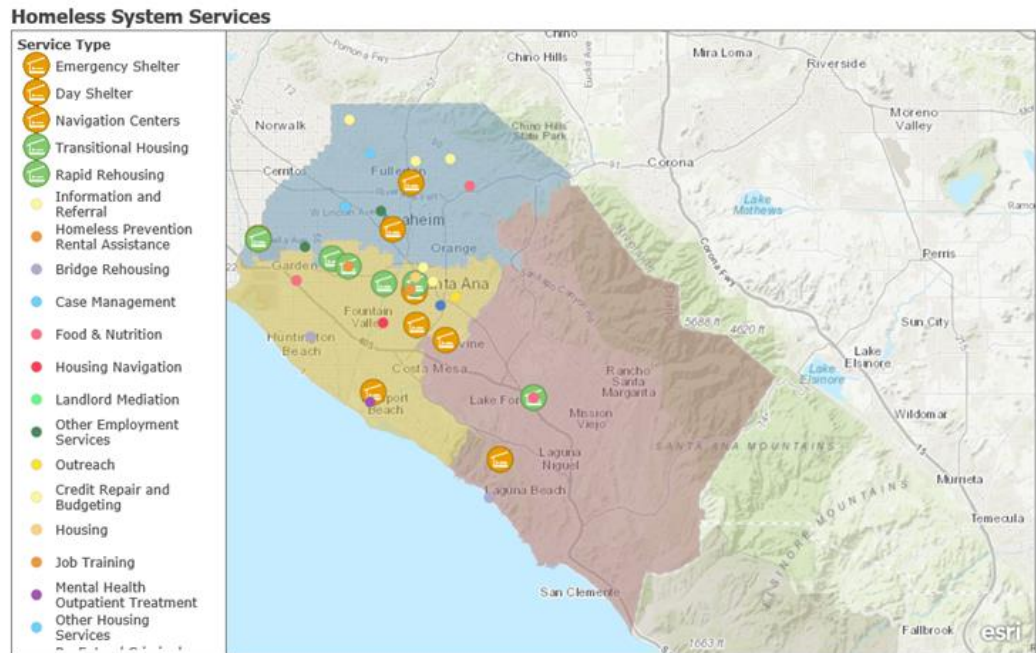
### Demographics and target populations

- Homelessness is the largest eligibility criteria reported by service providers, as can be expected
- The following categories reported for eligibility criteria were:
  - Adults (39%)
  - Low income (37%)
  - At risk of homelessness (36%)

### Service locations and access

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

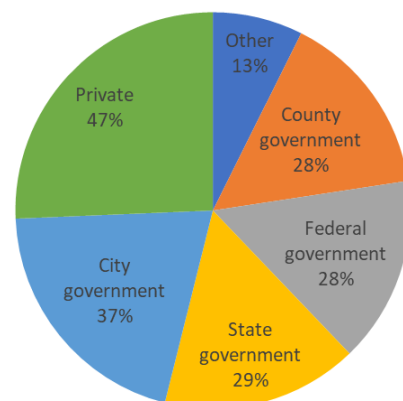
*The single location services (representing 38% of services) are mapped by SPA:*



- In terms of organizational operation, 21 (29%) organizations are open during weekends, with 65% of organizations operating a five-day working week.
- Only 5% of services were available outside of office hours on weekdays and 11% operated during weekends. 25% of responding services operated on a 24/7 basis.
- The majority of organizations work with a referral partner (75%) and 76% of services can accept self-referrals.
- Service providers reported languages spoken as:
  - 83% of organizations spoke Spanish
  - 40% of organizations spoke Vietnamese.
  - 20% of organizations spoke Korean, Farsi, Mandarin-Chinese and Arabic

### Funding

- Of the organizations reporting their funding sources, 47% came from private sources. City, State, Federal Government and County funding sources followed, the latter at 28%.
- 83% of services have funding that expires within the next three years and 55% are expiring this year.



## Areas for Further Consideration

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### Recommendations for follow up

- Follow-up on incomplete survey submissions to provide a more complete picture of services provided in Orange County
- Publish the survey findings publicly (OCC website, 211OC, etc.)
- Circulate the survey summary to responding organizations to provide findings and analysis of interest

## Survey Respondents

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### *With thanks to all our survey respondents*

2-1-1 Orange County	Family Solutions Collaborative
American Family Housing	Friendship Shelter
Be Well	Goodwill of Orange County
Build Futures	Grandma's House of Hope
California Department of Rehabilitation	HCA/AOABH/Housing and Supportive Services
CalOptima	Health Care Agency, BHS Outreach and Engagement
Casa Youth Shelter	Homeless Intervention Services of OC (HIS-OC)
Chrysalis	Hope Lutheran Church
City Net	Horizon Pregnancy Clinic
City of Costa Mesa - Network for Homeless Solutions	Human Options
City of La Habra Employment and Training Division	Illumination Foundation
City of Santa Ana	Interval House
Community Action Partnership of Orange County	Jamboree
Covenant House California	La Habra Community Resource Care Center
Dayle McIntosh Center	Laura's House
Elder Law and Disability Rights Center	Lutheran Social Services of Southern California (LSSSC)
Fair Housing Foundation	MCS- Orange County One Stop Center
Families Forward	Mental Health Association of Orange County
Family Assistance Ministries	Mercy House Living Centers
Family Promise of Orange County	Midnight Mission

OC Gateway to Housing  
OC One Stop  
Orange County Asian Pacific Islander Community Alliance  
Orange County Housing Authority  
Orange County Housing Finance Trust  
Orange County Rescue Mission  
Orange County United Way  
Orangewood Foundation  
PATH  
Placentia Yorba Linda Unified School District  
Precious Life Shelter, Inc.  
Providence St. Jude Medical Center  
Saddleback Valley Unified School District  
Santa Ana WORK Center  
School on Wheels  
Serving People In Need, Inc.

Share Our Selves  
SHIP, Shelter for the Homeless, part of American Family Housing  
South County Outreach  
St. Vincent de Paul (St. Pius V Catholic Church)  
StandUp for Kids  
The Salvation Army  
Thomas House Family Shelter  
Tustin Police Department  
Tustin Temporary Emergency Shelter  
Vineyard Anaheim  
Volunteers of America Orange County/Los Angeles  
Waymakers Huntington Beach Youth Shelter  
WISEPlace  
Working Wardrobes  
Yorba Linda Chamber of Commerce