

# Commission to End Homelessness

December 8, 2021



# Office of Care Coordination Update

## Homekey

An opportunity for state, regional, and local public entities to develop a broad range of housing types, including but not limited to hotels, motels, hostels, single- family homes and multifamily apartments, adult residential facilities, and other existing buildings to Permanent or Interim Housing for the Target Population.

- **Round 2 - \$1.4 billion available statewide**
  - **Application Deadlines**
    - Southern California Geographic Preference- January 31, 2022
    - Statewide Deadline- May 2, 2022 or until funding is exhausted
  - **Anticipated County of Orange Applications**
    - Riviera Motel (Stanton)- Jamboree Housing Corporation- 20 units
    - HB Oasis (Huntington Beach)- National CORE- 62 units
    - Motel 6 (Costa Mesa)- Community Development Partners- 88 units
- \*City of Anaheim is working with developers on potentially applying for 2 other sites.

# Office of Care Coordination Update



## 2022 Point in Time Count

- The Point in Time Count is mandated by HUD on odd-numbered years for every Continuum of Care (CoC) in the country
- Provides the public an opportunity to get involved and learn about homelessness and the available resources and services
- 2022 Everyone Counts OC Event Dates: Tuesday, January 25 - Thursday, January 27, 2022

### What is Involved?

- Street-based enumeration will include homeless encampments, streets, sidewalks, parks, vacant lots, business centers, neighborhoods, etc.
- Service-based access centers, such as food and clothing programs, social service agencies and medical facilities

### Who is Involved?

- County of Orange, City Net, 2-1-1 Orange County, Covenant House California, Hub for Urban Initiatives, Orange County CoC, nonprofit providers, faith-based providers, community-based organizations, cities, law enforcement

# Office of Care Coordination Update



## 2022 Point in Time Count - Opportunities for Partnership

### • Volunteer

- In preparation for the 2022 Point in Time Count and throughout the event, volunteer opportunities will be available leading up to the event and during the Point in Time Count event. Downloadable materials and registration to sign up to volunteer will be made available December 2021.
- **Volunteer Shifts**

Tuesday, January 25, 2022	Wednesday, January 26, 2022	Thursday, January 27, 2022
AM & PM Shifts	AM & PM Shifts	AM & PM Shifts

### • Support

- Donations support the coordination efforts of the 2022 Point in Time Count. Help us reach our goals:
  - PPE Gear such as gloves, disposable masks, hand sanitizer
  - 5,000 snack kits
  - Cases of water bottles
  - 200 \$25 gift cards to Walmart, Target, or a grocery store for the family survey participants
  - 5,000 \$5 gift cards (food, coffee, multi-purpose stores like Target and Walmart)
- These will be distributed to homeless individuals and families encountered during 2022 Point in Time for participating in a survey. To inquire about ways to support, email [info@everyonecountsoc.org](mailto:info@everyonecountsoc.org).

Office of Care Coordination Update



**EVERYONE  
COUNTS**

**[www.EveryoneCountsOC.org](http://www.EveryoneCountsOC.org)**

**Email: [Info@everyoneCountsOC.org](mailto:Info@everyoneCountsOC.org)**

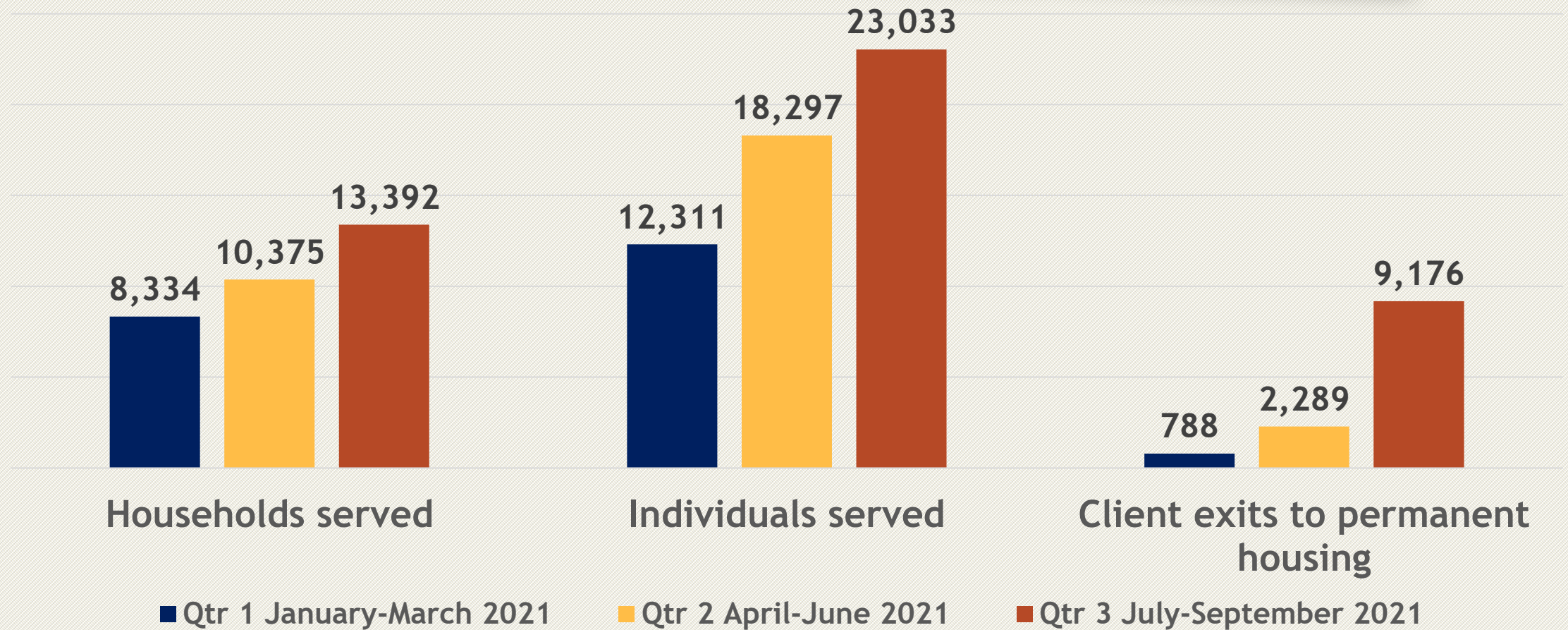
**Facebook [@EveryoneCountsOC](https://www.facebook.com/EveryoneCountsOC)**

**Instagram [@EveryoneCountsOC](https://www.instagram.com/EveryoneCountsOC)**

**Twitter [@OCPIT](https://twitter.com/OCPIT)**

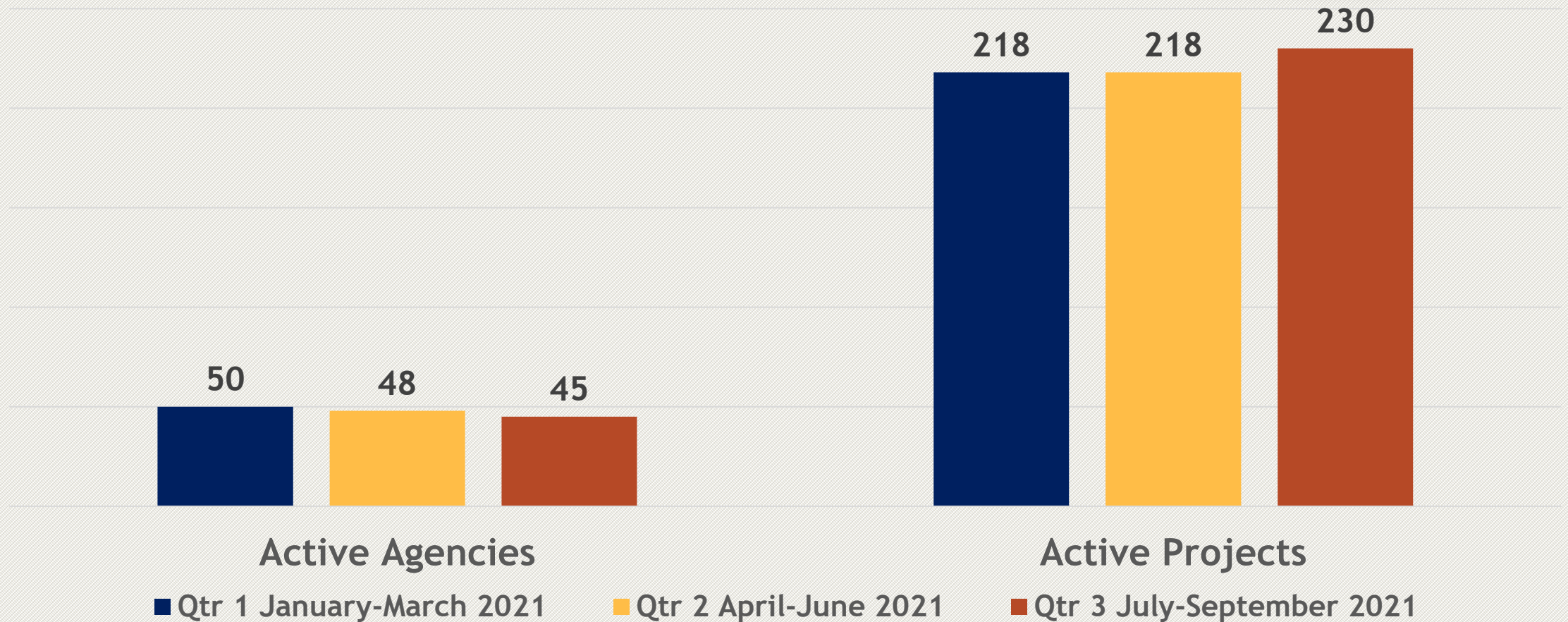
**[#EveryoneCountsOC](https://www.instagram.com/EveryoneCountsOC)**

# Monitoring Trends Across the Homeless System of Care





# Monitoring Trends Across the Homeless System of Care



# Working Group Ad Hoc Update

## Commission Pillars





# Working Group Ad Hoc Prevention Pillar



# Working Group Ad Hoc

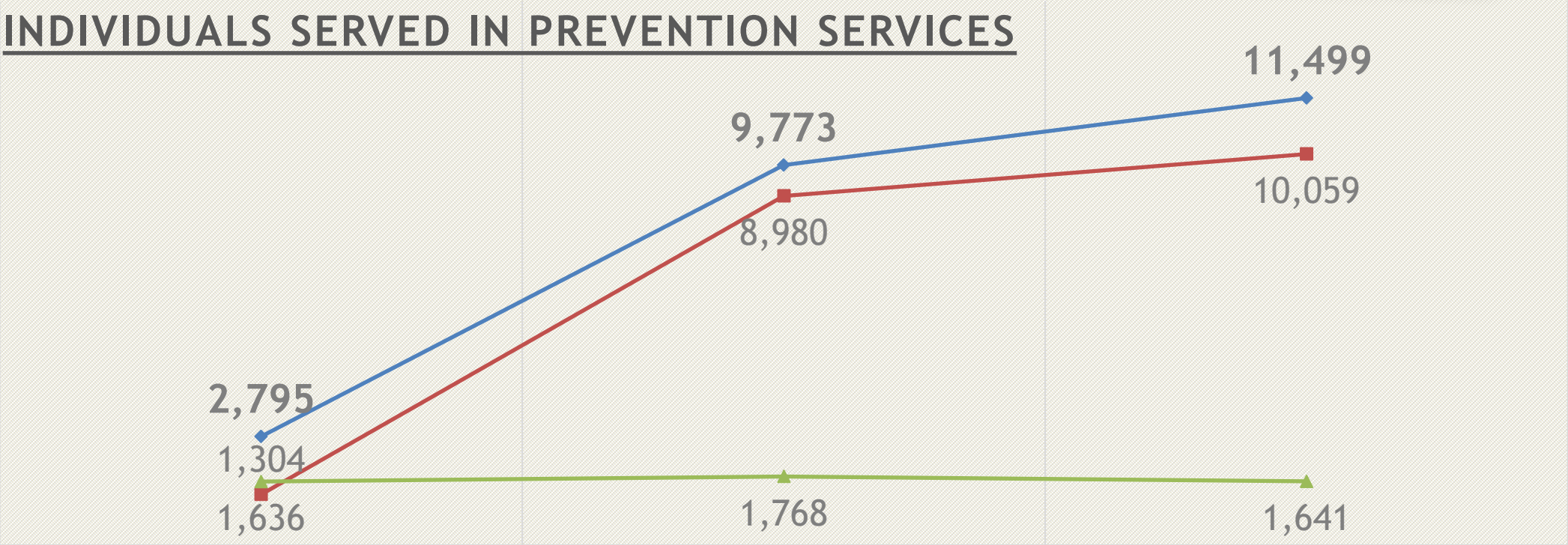
## Prevention Definition and Goal

**Short-term intervention provided to individuals and families at-risk of homelessness or experiencing a housing crisis to achieve housing stability**

**Goal is to keep people in their homes and avoid an eviction with short term interventions to stabilize housing**

# Prevention Data Point Update

## INDIVIDUALS SERVED IN PREVENTION SERVICES



QTR 1 JANUARY-MARCH 2021

QTR 2 APRIL-JUNE 2021

QTR 3 JULY-SEPTEMBER 2021

◆ Total all services    ■ ERA    ▲ Other prevention services

# Working Group Ad Hoc Prevention Pillar Update

- The Working Group Ad Hoc met with a local service provider, a national expert on best practices and a person with lived experience on Prevention Services
  - Local Service Provider - Elizabeth Andrade, CEO, Family Assistance Ministries
  - National Expert - Katharine Gale with Katharine Gale Consulting
  - Lived Experience - Ben who recently received prevention services through COVID-19 pandemic

# Presentation on Prevention Services

Elizabeth Andrade, CEO  
Family Assistance Ministries



# FISCAL YEAR END IMPACT IN 2021

## PREVENTING AND ENDING HUNGER AND HOMELESSNESS

41,935

# OF UNIQUE PEOPLE THAT WERE SERVED THIS YEAR THROUGH FAM.

12,769

# OF HOURS THAT WERE SPENT BY OUR FAM CASE MANAGERS TO HELP THOSE IN NEED IN OUR COMMUNITY.

5,000,000

POUNDS OF FOOD DISTRIBUTED TO HUNGRY PEOPLE IN OUR COMMUNITY.

171

# OF PEOPLE EXPERIENCING HOMELESSNESS NOW IN FAM SHELTERS OR HOUSING PROGRAMS.

285,894

# OF TIMES THAT WE ENCOUNTERED AND HELPED PEOPLE IN NEED IN OUR COMMUNITY.

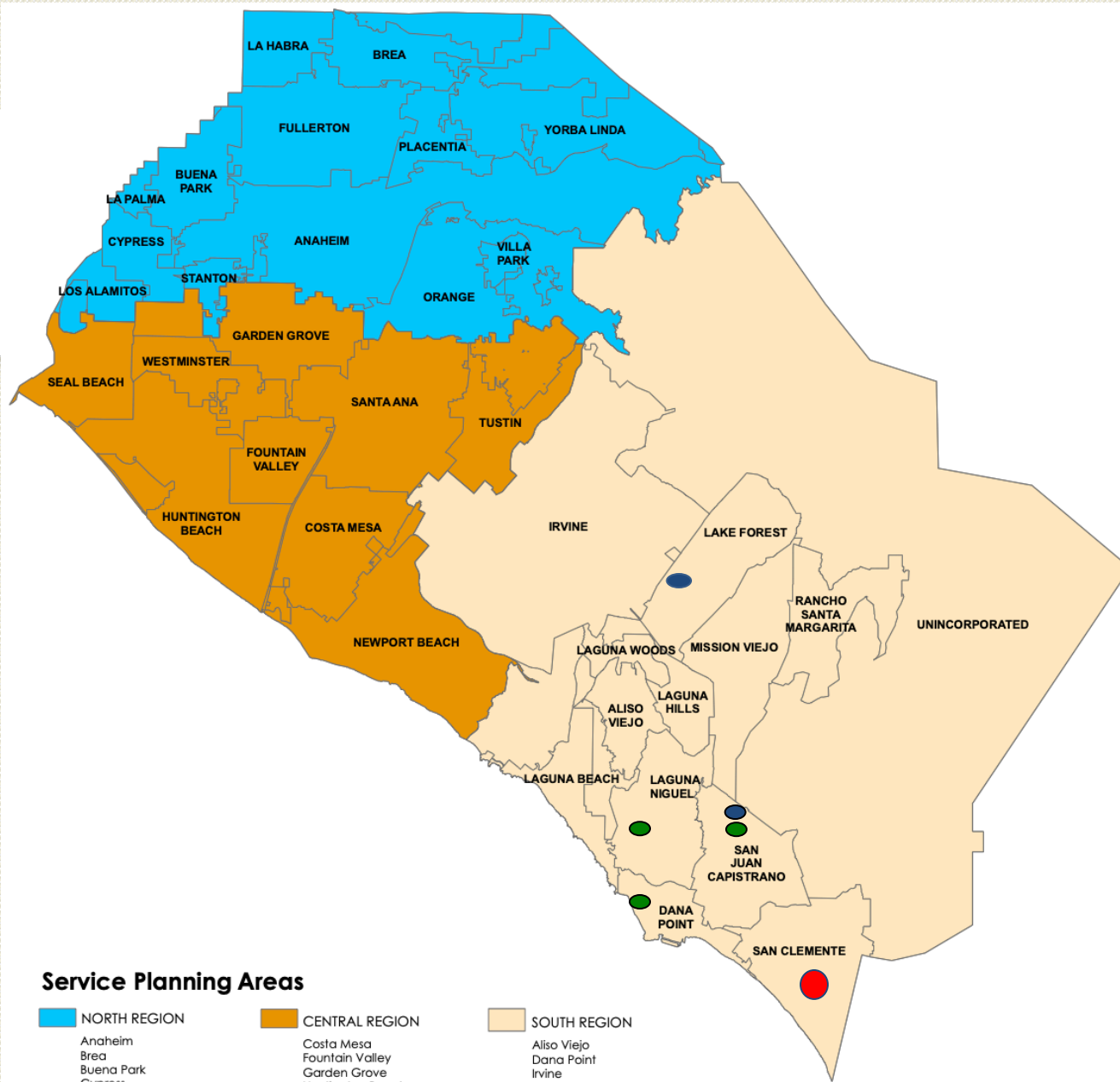
\$526,340

THE AMOUNT SPENT IN CLIENT AID, SUCH AS UTILITIES, TRANSPORTATION, PRESCRIPTIONS, AND HOMEWARD BOUND.



# Service Area

- Headquarters- all services (M-F)
- Satellites - all services (1x per week)
- Family Resource Center- Case Management (1x per week)



\*County Defined Service Planning Areas as of 2017

## Service Planning Areas

<p><span style="color: blue;">■</span> NORTH REGION</p> <ul style="list-style-type: none"> <li>Anaheim</li> <li>Brea</li> <li>Buena Park</li> <li>Cypress</li> <li>Fullerton</li> <li>La Habra</li> <li>La Palma</li> <li>Los Alamitos</li> <li>Orange</li> <li>Placentia</li> <li>Stanton</li> <li>Villa Park</li> <li>Yorba Linda</li> <li>County Unincorporated</li> </ul>	<p><span style="color: orange;">■</span> CENTRAL REGION</p> <ul style="list-style-type: none"> <li>Costa Mesa</li> <li>Fountain Valley</li> <li>Garden Grove</li> <li>Huntington Beach</li> <li>Newport Beach</li> <li>Santa Ana</li> <li>Seal Beach</li> <li>Tustin</li> <li>Westminster</li> <li>County Unincorporated</li> </ul>	<p><span style="color: lightorange;">■</span> SOUTH REGION</p> <ul style="list-style-type: none"> <li>Aliso Viejo</li> <li>Dana Point</li> <li>Irvine</li> <li>Laguna Beach</li> <li>Laguna Hills</li> <li>Laguna Niguel</li> <li>Laguna Woods</li> <li>Lake Forest</li> <li>Mission Viejo</li> <li>Rancho Santa Margarita</li> <li>San Clemente</li> <li>San Juan Capistrano</li> <li>County Unincorporated</li> </ul>
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# Our Approach:

## Access Point and Client Experience

### Referrals

- Faith Based
- Cities
- 211OC
- School Liaisons

### Process

- Strengths based approach Case Management
- CoC Approved Prevention Assessment Tool
- Verification of client eligibility set by funding source

### Funding rent and utilities arrears

- Emergency Services Grant (ESG)
- Community Development Block Grant (CDBG)
- Private Funding
- Emergency Rental Assistance Program (ERAP)

### Outcome Measurements

- Do clients return to the system of care for additional assistance
- Do clients enter homelessness
- Are clients linked to identified supportive services

# Working Group Ad Hoc

## Prevention Definition and Goal

**Short-term intervention provided to individuals and families at-risk of homelessness or experiencing a housing crisis to achieve housing stability**

**Goal is to keep people in their homes and avoid an eviction with short term interventions to stabilize housing**

# Working Group Ad Hoc

## Best Practice in Prevention

- Emergency Rental Assistance
- **Limited Financial Assistance - Flexibility is key; Examples of costs include: deposit, utilities, rent, bus tickets, grocery cards, gas cards**
- Landlord mediation and Housing Courts
- Conflict resolution, family reconnection and mediation
- **Connection to mainstream and community services**
- Independent living skills - to ensure tenant readiness and budgeting skills
- Job/employment readiness
- Case management/wraparound service navigation after housing placement

# Working Group Ad Hoc

## Prevention Principles & Commitments

### *Recommendations to incorporate across our contracting, service development and capacity building*

- Early intervention - Identify risk factors and target those at-risk
- Increase Community awareness and education
- Harm reduction and strengths-based approaches
- Effective Reentry and Transition Planning - Prevent returns to institutions, like jails and hospitals, and ensure they are supported transitioning out of these settings
- Measure Outcomes- Establish a causal link between the intervention and prevention
- Establish Housing Sustainability - ~~Prevent returns to homelessness~~ and Follow up multiple times to check progress and provide an intervention again, if needed

# Prevention Principles & Commitments

## Lessons Learned

- **Early Intervention & Targeting Those “At-Risk”**
  - Distinguish between Early Intervention & Targeting Practices
  - Early intervention strategies can be something other than traditional homelessness prevention - e.g. child care for low-income households
  - Targeting usually takes the form of some type of risk assessment tool or prioritization at time of need (as well as targeted outreach)
- **Increase Community Awareness and Education**
  - Targeted outreach is just as or more important than broad education: target zip codes, markets and laundromats, mailings to tenants and landlords, etc.



# Prevention Principles & Commitments

## Lessons Learned

- **Harm Reduction and Strengths-based Approach**
  - Particularly important for prevention - participant is in the driver's seat
  - Strengths-based means allowing for a variety of solutions. Harm reduction can help shift the way an individual views budgeting and housing stability
- **Re-Entry and Transition Planning**
  - How can other systems co-invest with homeless services?
  - Most individuals don't enter homeless system immediately after exiting an institution
  - There is a need to bring in family/friends at beginning of process to improve the overall approach



# Prevention Principles & Commitments

## Lessons Learned

- **Measure Outcomes and Establish a “Causal Link”**
  - Critical to measure outcomes but establishing a causal link is challenging
  - Best practice is to establish a control group who did not receive services and compare
- **Establish Housing Sustainability**
  - Small investments here can offset the greater costs of a return to homelessness
  - Building in check-ins and aftercare for those given Rapid Rehousing and other assistance can improve prevention strategies

# Working Group Ad Hoc

## Outreach & Supportive Services Pillar



Outreach &  
Supportive Services



# Working Group Ad Hoc

## Outreach & Supportive Services - Definition and Goal

### **Definition:**

#### **Outreach -**

Actively seeking, reaching out to and engaging individuals with the goal of assistance and ending their homelessness

#### **Support Services -**

Support to develop self sufficiency and independence

### **The Goal:**

#### **Outreach -**

Make placements into permanent and transitional housing with client-centered wraparound services

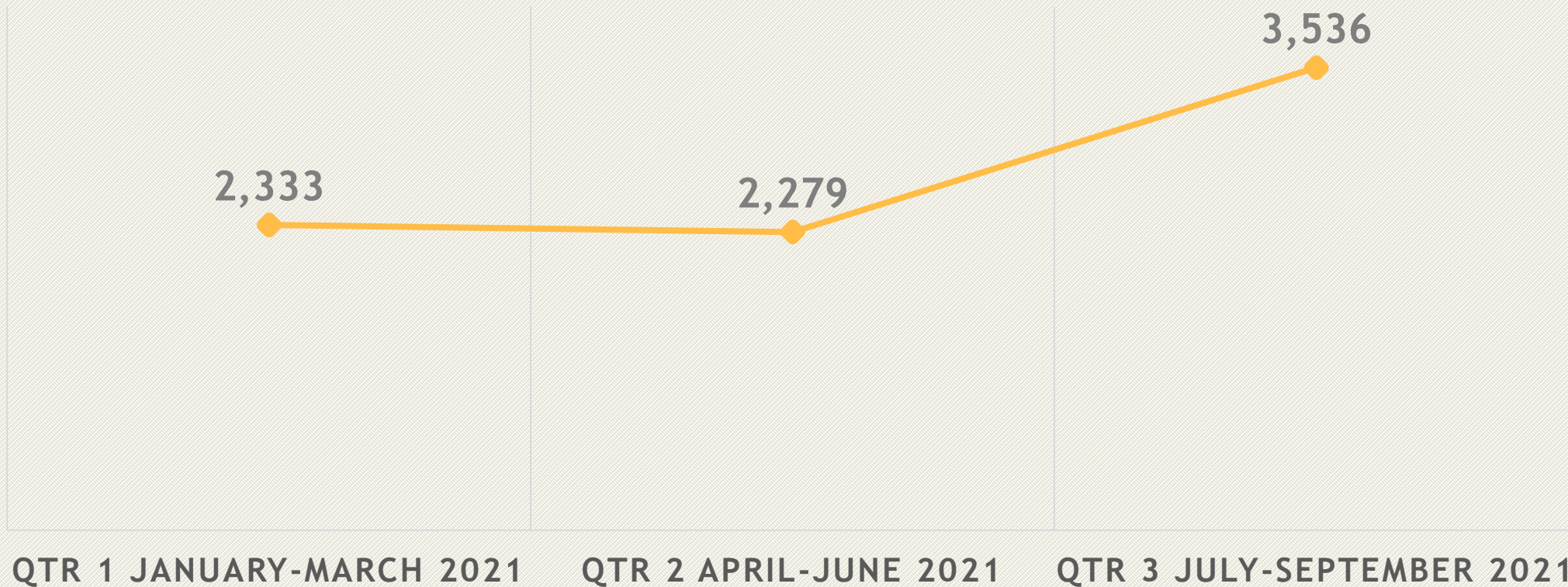
Ensure effective transitions from street to shelter to permanent housing

#### **Support Services -**

Sustainment of housing placements in the community

# Outreach Data Points

## INDIVIDUALS SERVED IN OUTREACH SERVICES



# Working Group Ad Hoc

## Best Practice in Outreach & Supportive Services

- Assertive outreach - proactive and repeated offers of services to client
- Trauma informed, low barrier and location specific offer
  - Regular schedule of visits to sites and resources used by unsheltered individuals eg street medical clinics
- Human connections built on trust combined with motivational interventions tailored to stage of change
- Ample time and opportunity for engagement pre, during and post transitions
- No wrong door and 'every contact counts' approach
- Multi-disciplinary, consistent and coordinated network
- Culturally competent and respectful offer
- Recognition that housing is one of the lead determinants of physical and mental health - practicing harm reduction before stabilization
- Outreach and supportive services are best delivered when offered by non law enforcement professional social service staff

# Working Group Ad Hoc

## Outreach & Supportive Services Principles & Commitments

### *Recommendations to incorporate across our contracting, service development and capacity building*

- Meets the individual where they are at: grounded in compassion and equity
- Inclusion, stability and recovery - programming that develops self sufficiency and independence
- Supportive services should be tailored to and inclusive of the population they are trying to serve with very few barriers to entry
- Operate with a holistic view of recovery- relapses may occur, but remain focused on both clinical and personal recovery
- Outreach and services should be offered regardless of how many times an individual has previously not engaged