Commission to End Homelessness

February 16, 2022

Agenda Item 1

- Find by majority vote that a State of Emergency has been proclaimed by the Governor of the State of California effective May 4, 2020, due to the introduction of a novel corona virus (COVID-19) and as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees

Agenda Item 2
Office of Care Coordination Update

- **2022 Point in Time Count Update**
  - ➤ The Office of Care Coordination has received an exception from the U.S. Department of Housing and Urban Development (HUD) to conduct the 2022 Point In Time (PIT) Count during the last 10 days of February.
  - ➤ The Orange County 2022 PIT Count will conduct the sheltered count the night of Monday, February 21, 2022, and the unsheltered count starting the morning of Tuesday, February 22 through Thursday, February 24
  - ➤ For more information and how to volunteer for the 2022 Point In Time Count, please visit: https://www.everyonecountsoc.org/
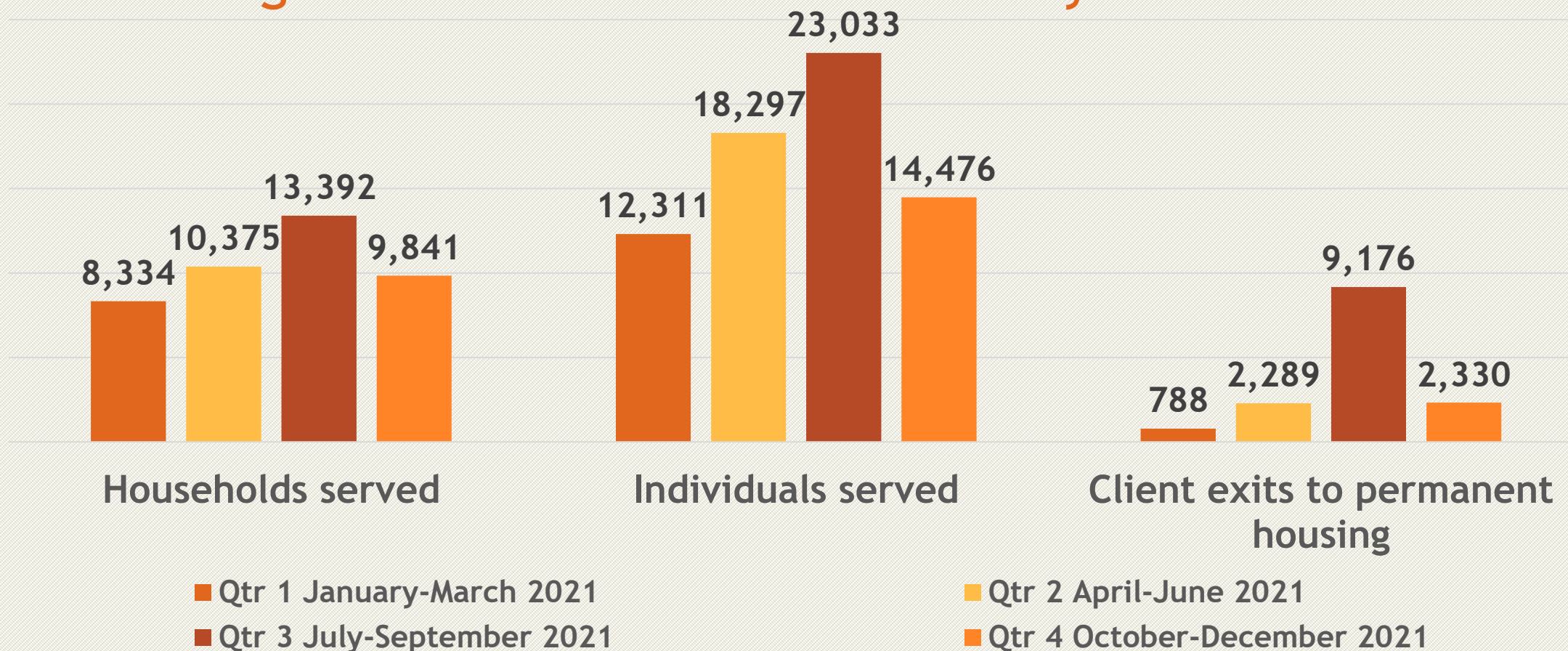
Agenda Item 2
Office of Care Coordination Update

- Local Homelessness Action Plan
  - As part of the HHAP Round 3 application, the State is requiring the City, County and Continuum of Care applicants to submit a local homelessness action plan
  - The County has executed a contract to provide technical assistance to support the completion of the homelessness action plan
  - The County will be reaching out to stakeholder groups for their input and feedback in the coming months

Agenda Item 2
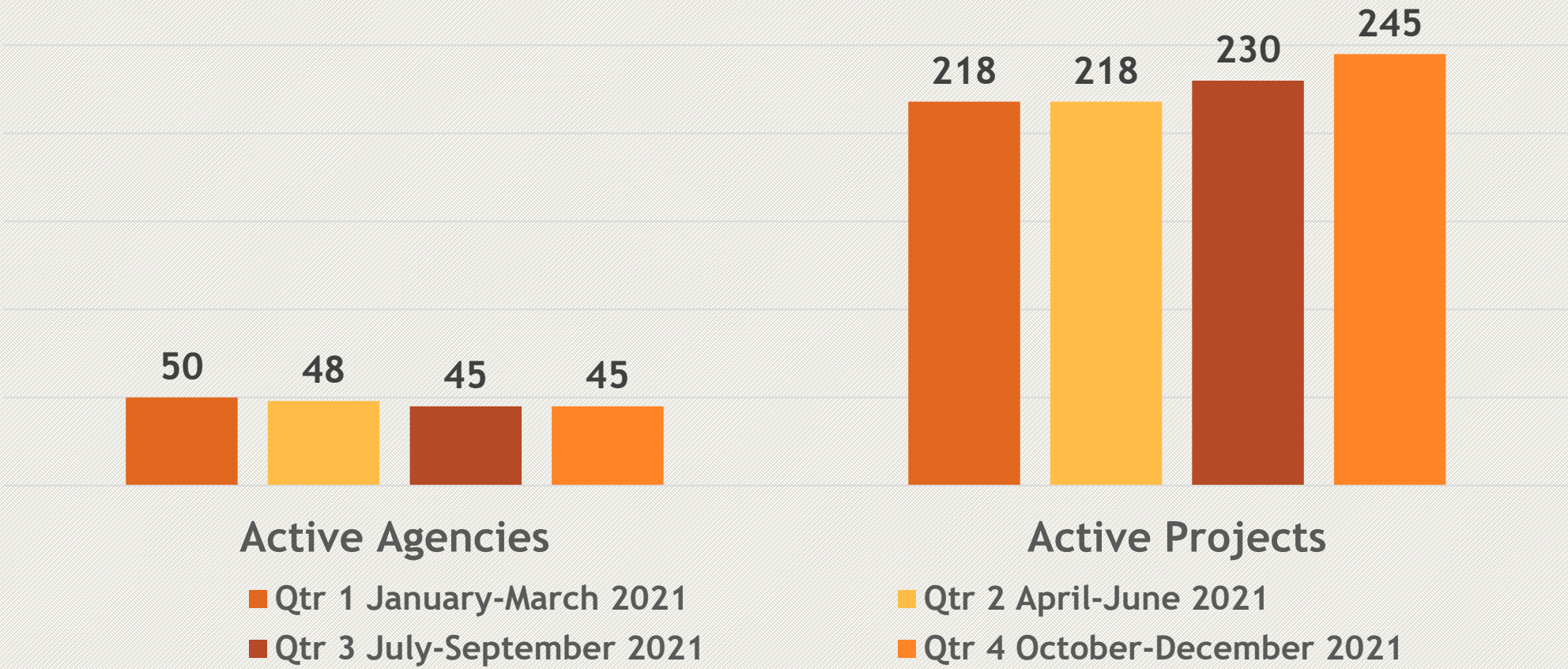## Office of Care Coordination Update

Monitoring Trends Across the Homeless System of Care

Active Agencies
- Qtr 1 January-March 2021
- Qtr 2 April-June 2021
- Qtr 3 July-September 2021
- Qtr 4 October-December 2021

Active Agencies: 50, 48, 45, 45

Active Projects
- Qtr 1 January-March 2021
- Qtr 2 April-June 2021
- Qtr 3 July-September 2021
- Qtr 4 October-December 2021

Active Projects: 218, 218, 230, 245

Agenda Item 2
Office of Care Coordination Update

Emergency Housing Vouchers

	Allocation	Referrals	Vouchers Issued	Leased
Anaheim Housing Authority	278	280	186	34
Garden Grove Housing Authority	117	125	86	14
Orange County Housing Authority	557	427	345	62
Santa Ana Housing Authority	89	87	50	5
TOTAL	**1041**	**919**	**667**	**115**

- The following jurisdictions are at unit utilization rates of:
  - Nationwide – 15.99%
  - OC Housing Authority – 11.13%
  - California PHAs – 10.54%
  - San Diego County – 9.09%
  - Los Angeles County – 7.59%
  - Los Angeles City – 1.28%

Agenda Item 3

- Approve Commission to End Homelessness minutes from December 15, 2021, meeting

Agenda Item 4

- Approve recommended revisions to the Commission to End Homelessness bylaws
  - Update bylaws to allow the OC District Attorney to designate a substitute to attend the Commission meting on their behalf and vote on action items

Agenda Item 5

- Establish a Membership Committee to recruit, evaluate, and make recommendations for appointments to the Commission to be submitted to the BOS for final approval
  - The Commission to End Homelessness will be launching a recruitment on February 22, 2022, for the following seats:
    - A business representative
    - An individual who served, or serves, as a City Manager or an elected official in the Central Service Planning Area
    - An individual who served, or serves, as a City Manager or an elected official in the South Service Planning Area
    - A philanthropic leader
    - A representative of the faith-based community
    - A member who is at-large

Working Group Ad Hoc Update

Agenda Item 6
Introduce Shelter Pillar

Shelter

Agenda Item 6
Shelter Pillar Definition and Goal

Definition

Temporary residence providing safety and protection from exposure, offering a safety net at times of crisis for those experiencing homelessness

Goal

A first step towards achieving housing and financial stability

Emergency shelter and navigation centers are generally considered to be entry points to a broader array of supportive services, with linkages to longer term programs or permanent housing opportunities

Agenda Item 6
Introduce Shelter Pillar

Current County and City provision

North Service Planning Area – 1,205 beds

Central Service Planning Area – 1,495 beds

South Service Planning Area – 163 beds
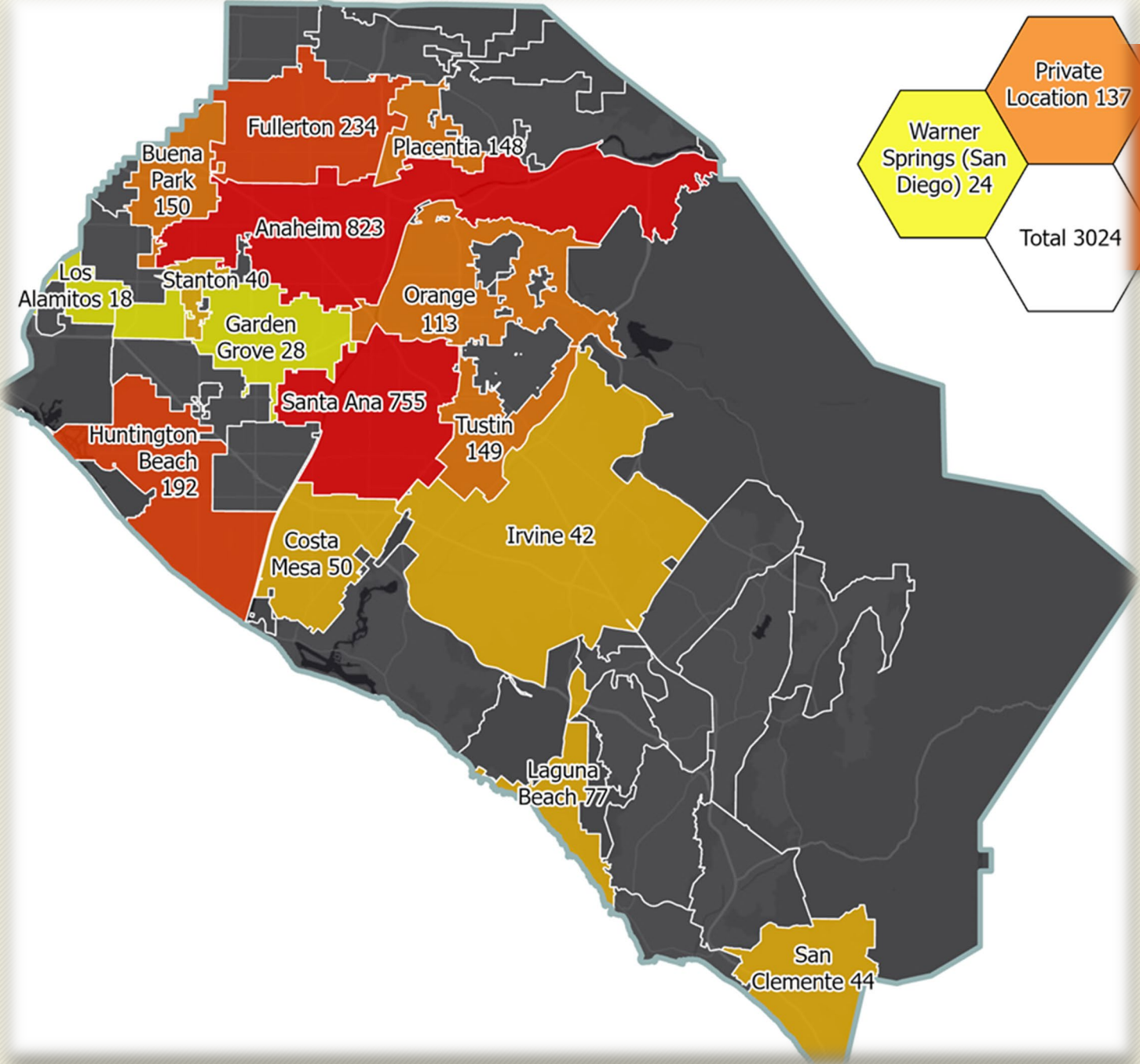
All OC – 161 beds

Total beds in County: 3,024

Shelter bed development in past 5 years:

- Bridges at Kraemer Place – 200 beds (May 2017)
- Family Care Center – 56 beds (July 2017)
- The Link – 200 beds (November 2018; not open currently)
- Anaheim Emergency Center – 325 beds (February 2019)
- Tustin Temporary Shelter – 57 beds (March 2019)
- La Mesa Emergency Shelter – 102 beds (March 2019)
- Placentia Navigation Center – 100 beds (March 2020)
- Buena Park Navigation Center – 150 beds (June 2020)
- Fullerton Navigation Center – 90 beds (August 2020)
- Huntington Beach Navigation Center – 174 beds (December 2020)
- Yale Navigation Center– 425 beds (January 2021)
- Costa Mesa Bridge Shelter – 72 beds (March 2021)

Total – 1,951 beds

Agenda Item 6
Map of OC Shelter Beds

Fullerton 234
Placentia 148
Buena Park 150
Anaheim 823
Los Alamitos 18
Stanton 40
Orange 113
Garden Grove 28
Santa Ana 755
Tustin 149
Huntington Beach 192
Costa Mesa 50
Irvine 42
Laguna Beach 77
San Clemente 44

Private Location 137
Warner Springs (San Diego) 24
Total 3024

Agenda Item 6
Best Practices in Shelter Services

- Low or no barrier to entry, readily accessible

- Psychologically Informed Environment (PIE) - Provides supportive spaces to encourage positive interactions. It includes thoughtful design regarding light, comfort, temperature, color and imagery. The space is well maintained and safe for both participants and staff.

- Trauma informed intake – Avoids extensive and lengthy assessment processes that involves participants repeating their story and information over and over at intake, which can be retraumatizing

- Include shelter residents in decisions around expectations of client behavior, and ensure a transparent and proportionate enforcement for violation of those expectations

- Tailored, focused case management that proactively supports clients in working towards positive shelter exit (shelter is crisis and length of stay should be minimal to promote individual wellbeing and enable unit turnover)

- Wraparound supportive services offer (Navigation center model)

- Trained and supported staff team to maintain safety and security of shelter operations and crisis management capability

- Consistency of shelter operations (meal times, privacy, access to facilities, transportation etc)

Agenda Item 6

Shelter Principles & Commitments

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

- Essential component of crisis response - support flow through homeless system of care and act as a platform for housing access

- Promote dignity, respect and equal access

- Extended and easy accessibility

- Focus on supporting the client to work towards permanent housing once they enter a navigation center/emergency shelter

- OC Standards of Care compliant management and delivery model

- Explore potential to develop less large congregate models to support increased wellbeing

Agenda Item 6
Shelter Pillar For Future Consideration

- Analyze shelter exits
- Increase access by lowering barriers
- Reassess requirements for entry into shelter system

Agenda Item 7
Review Outreach and Supportive Services Pillar

Outreach &
Supportive Services

Agenda Item 7
Outreach & Supportive Services Definition and Goal

Definition

Outreach -

Actively seeking, reaching out to and engaging individuals as the first step towards ending their homelessness

Support Services -

Support to develop self sufficiency and independence

Goal

Outreach -

Persistent and frequent interactions to facilitate engagement

Ensure effective transitions from street to shelter or more stable placement

Support Services -

Client-centered wraparound services to support sustainment of housing placements in the community

Agenda Item 7
Outreach and Supportive Services Best Practices Lessons Learned

- Assertive outreach – proactive and repeated offers of services to client

  - San Diego model found up to 40% of clients had not connected to homeless system before - it was important to provide consistent and recurrent outreach efforts to get these clients engaged in homeless services

- Trauma informed, low barrier and location specific offers: regular schedule of visits to sites and resources used by unsheltered individuals

  - Ensuring consistent outreach to those experiencing unsheltered homelessness at locations they frequent allows outreach services to be more accessible

- Human connections built on trust combined with motivational interventions tailored to where an individual is at; Imperative for multi-disciplinary, consistent and coordinated network; Ensure services are culturally competent and present a respectful offer

  - The preferred model is a team comprising of an outreach specialist, clinical representative and an individual with lived experience/peer support representative

Agenda Item 7
Outreach and Supportive Services Best Practices Lessons Learned

- Provide ample time and opportunity for engagement before, during and post transition from the street to shelter/housing
  - San Diego averaged 3 months of engagement before connection to services; important to note that availability/capacity from local supportive services impacted the length of engagement
- Practice a no wrong door and 'every contact counts' approach
  - Measure how many times an individual has been engaged to conclude what intervention works and the length of assertive outreach needed
- Recognition that housing is one of the lead determinants of physical and mental health – practicing harm reduction before stabilization
  - Recognize the need for staff to be trained in harm reduction methods like overdose response/Narcan administration, mental health and first aid while practicing outreach in the field
- Outreach and supportive services are best delivered when offered by non law enforcement professional social service staff
  - Perform outreach without police escort wherever safe, staff should be trained to recognize inherent risks and practice safety measures

Agenda Item 7
Outreach and 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. **Outreach team capacity support frequent engagement**

- 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 **– culturally competent offer supported by staff training**

- Operate with a holistic view of recovery– relapses may occur, but remain focused on both clinical and personal recovery

- Outreach and **supportive** services should be offered regardless of how many times an individual has previously not engaged – **use of different and persistent engagement tools**

Agenda Item 7
Outreach For Future Consideration

- Standardize data collection to track outcomes and connection to services

- Explore flexible 24/7, 7 days a week delivery model for outreach services