

Commission to End Homelessness

April 20, 2022



Agenda Item 1

- Approve Tim Houchen as a Continuum of Care Representative on the Commission to End Homelessness

Agenda Item 2

- Approve Commission to End Homelessness minutes from February 22, 2022, meeting

Agenda Item 3

- Review the County Homelessness Action Plan for Homeless, Housing, Assistance and Prevention Program (HHAP - 3) grant application

Agenda Item 3

Homelessness Action Plan Overview

- The Office of Care Coordination has contracted with Homebase to develop the Orange County Homelessness Action Plan that will be used by the Orange County CoC and the County of Orange
- The Homelessness Action Plan is a requirement of the Cal ICH Homeless Housing, Assistance and Prevention Program Round 3 (HHAP-3) grant application.
- The local Homelessness Action Plan must include:
 - 1) A local landscape analysis that assesses the current number of people experiencing homelessness and existing programs and funding which address homelessness
 - 2) Identification of the number of individuals and families served, including demographic information and intervention types provided
 - 3) Identification of all funds, including state, federal and local funds, currently being used, and budgeted to be used, to provide housing and homelessness-related services

Agenda Item 3

Homelessness Action Plan Overview

The Homelessness Action Plan requires goals and strategies informed by the landscape analysis and inclusion of metrics:

- Reducing the number of persons experiencing homelessness;
- Reducing the number of persons who become homeless for the first time;
- Increasing the number of people exiting homelessness into permanent housing;
- Reducing the length of time persons remain homeless;
- Reducing the number of persons who return to homelessness after exiting homelessness to permanent housing;
- Increasing successful placements from street outreach

Agenda Item 3

Homelessness Action Plan Overview

Homeless Action Plan Timeline

- Office of Care Coordination and Homebase are populating the Homelessness Action Plan template and data tables to inform the development of goals and strategies
- Consultation sessions with Orange County CoC, Commission to End Homelessness members, Policy Procedures and Standards (PPS) Committee, Lived Experience Advisory Committee (LEAC) and wider stakeholders
- Review process:
 - April 20 - Commission to End Homelessness
 - April 27 - Continuum of Care Board
 - June 7 - Board of Supervisors
- Final HHAP-3 applications are due June 30, 2022, and an approved local Homelessness Action Plan must be included with the submittal

HHAP-3 Proposed Funding Plan

Eligible Use Activities	Total HHAP-3 Amount Requested	Rationale
Street Outreach and Engagement	\$4,000,000.00	Regional street outreach coordination. Support access to homeless service system, leverage HDAP services and create partnerships with existing programs
Prevention/Shelter Diversion	\$1,000,000.00	In response to the listening sessions, the OCC wanted to reflect the need for more prevention/shelter diversion funding
Rapid Re-Housing (RRH)	\$3,000,000.00	RRH program continuance and expansion for individuals and transitional aged youth
Operating subsidies	\$3,000,000.00	Emergency Shelter and Interim Housing operations continuance, address expected funding gaps in family shelter system
Delivery of Permanent Housing and innovative housing solutions	\$2,321,862.20	Anticipate funding needs for future Homekey NOFAs and need for funding to support innovative housing solutions
Services coordination	\$2,753,738.05	Resources to assist with housing searches and housing stabilization services to be paired with housing choice vouchers
Youth set aside	\$1,985,012.08	10% minimum required by HHAP guidelines - rapid rehousing, operating subsidies and service coordination
Administrative	\$1,389,508.45	7% maximum permitted by HHAP guidelines, inclusive of technical assistance, contract support, compensation for lived expertise and HAP related activities
Systems support	\$400,000.00	Training, capacity building and system of care infrastructure
Totals	\$19,850,120.78	

HHAP-3 Funding Plan - CoC and County Breakdown

Eligible Use Activities	HHAP-3 CoC Amount	HHAP-3 County Amount
Street outreach and engagement	-	\$4,000,000.00
Prevention/Shelter Diversion		\$1,000,000
Rapid Re-Housing (RRH)	\$3,000,000.00	-
Operating subsidies	\$3,000,000.00	-
Delivery of Permanent Housing and innovative housing solutions	\$1,321,862.20	\$1,000,000.00
Services coordination	\$1,000,000.00	\$1,753,738.05
Youth set aside	\$1,026,730.39	\$958,281.69
Administrative	\$718,711.27	\$670,797.19
Systems support	\$200,000.00	\$200,000.00
Totals	\$10,267,303.85	\$9,582,816.93

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Working Group Ad Hoc Update



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Review Shelter Pillar



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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

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Working Group Ad Hoc

- The Working Group Ad Hoc met with three groups of individuals who have expertise in shelter operations and implementation of best practices
- March 25, 2022 - Working Group Ad Hoc met with Jessica Kubicki from the Housing Collective in Connecticut - National Expert
- April 1, 2022 - Working Group Ad Hoc met with Dawn Price, Mia Ferreira and an individual with lived experience, Miranda Mears from the Friendship Shelter - Local Shelter Expert

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Best Practices in Shelter Services (1)

- Low or no barrier to entry, readily accessible
 - Shelter should be provided for households that cannot be diverted and need a safe place to go
- 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
 - Environment should reflect what a person can expect to afford on their own
- 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
 - Reframe shelter 'rules' to 'expectations' - and this works both ways between guests and staff

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Best Practices in Shelter Services (2)

- 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 bed turnover)
 - Celebrate each person who obtains housing – it sends a positive message and aspiration
 - Remove any imposed maximum length of stay, while remaining housing focused
 - Replace message boards with apartment lists and job bulletins rather than rules
- Offer wraparound supportive services (Navigation center model)
- Staff are trained on crisis management and supported to maintain safety and security within the shelter
 - Focus on staff retention, which includes ensuring sufficient staff pay and benefits
 - All shelter staff are encouraged to engage and promote housing conversations with shelter guests
- Consistency of shelter operations (meal times, privacy, access to facilities, transportation etc)

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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
- Practice diversion wherever feasible prior to shelter entry
- Promote dignity, respect and equal access
- Extended and easy accessibility
- Housing First and housing focused
- 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

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Shelter Pillar For Future Consideration

- Analyze shelter exits
- Increase access by lowering barriers
- Reassess requirements for entry into shelter system
- Explore implementing by-name lists from Outreach to Shelters to PSH

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Introduce Housing Pillar



Housing

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Housing - Definition and Goal

Definition

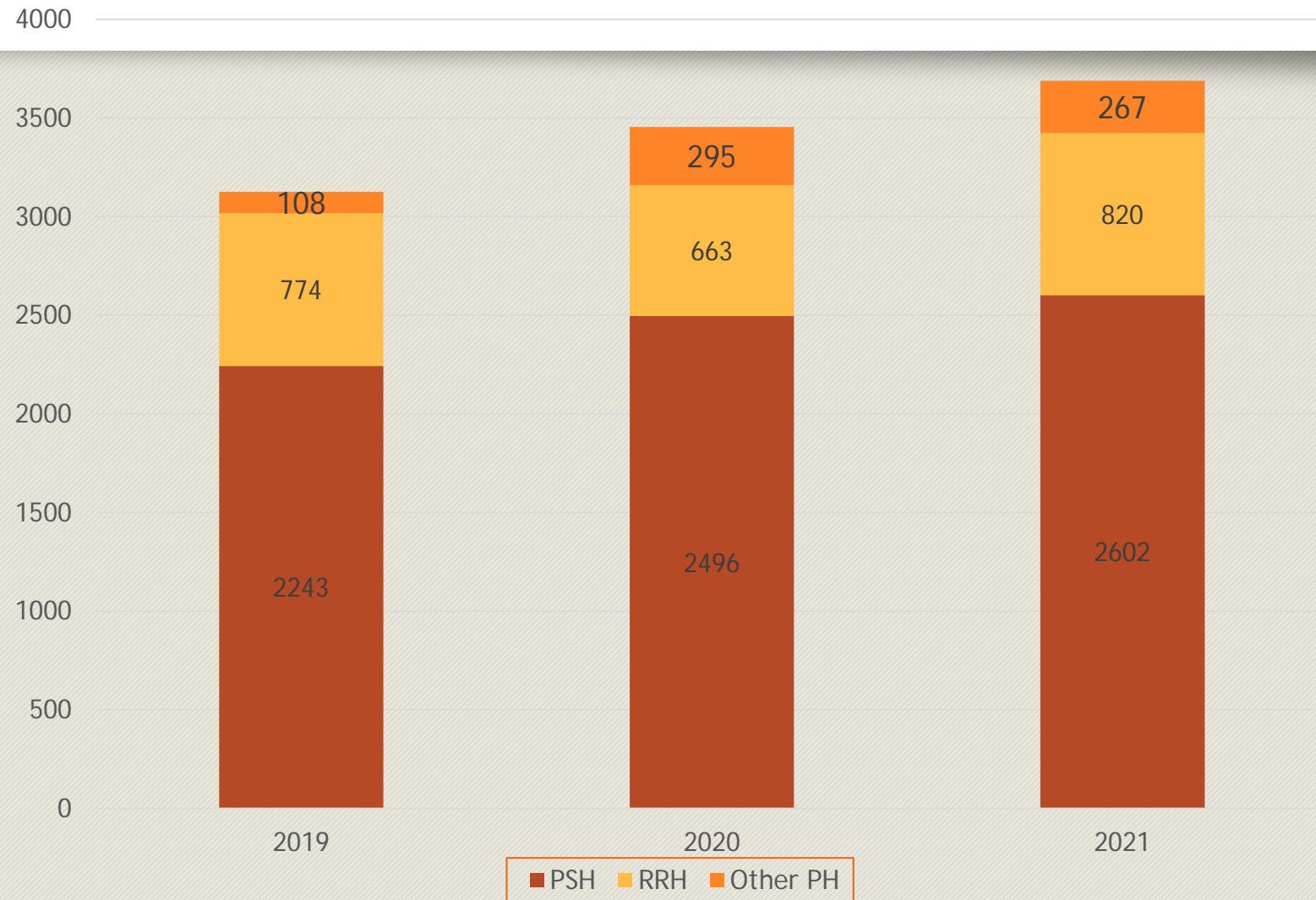
Stable housing is the solution to end an individual's homelessness that provides a sustainable place to live

Goal

Housing programs and capacity that end a person's homelessness by providing a permanent home with supportive services to ensure sustainability

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Housing Pillar - Housing Inventory Count (HIC)



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OC Housing

Orange County Housing Finance Trust, County, and Cities share a common goal of creating 2,700 permanent supportive housing units by June 30, 2025.

OC Housing Finance Trust Developments April 19, 2022	
Project Status	PSH Units
Complete	395
In Progress of Funding	350
Under Construction	559
Grand Total	1,304

Source: <https://ochft.org/developments>

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Best Practice in Housing

- **Project Design and Administration**

- The housing is tenant-centered
- The housing is in a location that meets tenants' needs and accommodates persons with special needs
- The supportive housing project meets or exceeds community standards, and the partners actively engage in community dialogue
- The supportive housing project has funding that is adequate for its ongoing operations and allows it to target its intended tenants

- **Property and Housing Management**

- Staff educates tenants on their rights and responsibilities as leaseholders, actively soliciting tenant feedback
- Tenants move into housing quickly, and the process accommodates their varying background and cultural needs
- Staff works closely with service providers and landlords to ensure tenants sustain stable housing
- While respecting tenant rights and privacy, staff regularly check to ensure the unit remains in good condition and receives any needed maintenance

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Best Practice in Housing

- **Supportive Services**

- Services are voluntary, customized and comprehensive, reflecting the needs of all household members
- The primary service provider has established connections to mainstream and community-based resources
- Staff supports tenants in developing and strengthening connections to their community
- The supportive housing project has funding that is sufficient to provide services to tenants on an ongoing basis and flexible enough to address changing tenant needs

- **Community**

- The most successful supportive housing does not operate in isolation but serves an integral role in the larger community.
- The housing application and screening process is part of a larger community strategy to coordinate access to housing
- The supportive housing partners connect with and support the efforts of community stakeholders working to ensure positive institutional changes

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Housing Principles & Commitments

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

- Housing First:
 - ✓ All people can achieve housing stability in permanent housing if they are provided the right supports
 - ✓ Housing serves as the foundation for improved quality of life, health and mental health, as well as employment
 - ✓ All people have the right to self-determination, dignity and respect
- Flexible, voluntary supportive services
- Increasing Permanent Supportive Housing & affordable housing options
 - Single unit occupancy
 - Re-entry units for institutional to community transitions
- Housing as 'home'

