

**ORANGE COUNTY  
CONTINUUM OF CARE BOARD  
Wednesday, January 22, 2020  
2:00 PM – 4:00 PM**

**County of Orange  
1501 E St. Andrew Pl  
Conference Room 134  
Santa Ana, CA 92705**

# AGENDA

## Board Member Names

Jason Austin, OC Health Care Agency  
Jeanne Awrey, OC Dept. of Education [Secretary]  
Matt Bates, City Net  
Judson Brown, City of Santa Ana  
Natalie Bui, Veteran Affairs CRRC  
Donald Dermit, The Rock Church  
Curtis Gamble, Hope Lifted  
Vacant

Becks Heyhoe, OC United Way  
Patti Long, Mercy House  
Dawn Price, Friendship Shelter  
Albert Ramirez, City of Anaheim  
Maricela Rios-Faust, Human Options  
George Searcy, Jamboree Housing [Chair]  
Tim Shaw, Individual [Vice-Chair]

**Call to Order** – George Searcy, Chair

**Pledge of Allegiance** – Matt Bates, City Net

**Board Member Roll Call** – Jocelyn Gaspar, Health Care Agency

**Public Comments:** Members of the public may address the Continuum of Care Board on items listed within this agenda or matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the Continuum of Care Board. Members of the public may address the Continuum of Care Board with public comments on agenda items in the business calendar after the Continuum of Care Board member discussion. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes.

**Welcome and Introductions** - George Searcy, Chair

Chair George Searcy will welcome Continuum of Care Board members and attendees and when appropriate, introductions will occur.

### **CONSENT CALENDAR**

*All matters are approved by one motion unless pulled by a Board Member for discussion or separate action. The CoC Board requests that only pertinent information be discussed during this time.*

**1. Approve Continuum of Care Board Meeting Minutes from November 20, 2019.**

**2. Continuum of Care Committee/Working Group Reports**

- A. Data and Performance
- B. Street Outreach Team

**BUSINESS CALENDAR**

**1. Office of Care Coordination Updates** – Shannon Legere, Director of Homeless Services **Information**

**2. Continuum of Care Updates** **Information**

Updates on the Orange County Continuum of Care (CoC) include:

- CoC Board Retreat
- CoC Board Seat Resignation
- 2019 CoC Notice of Funding Availability Awards

**3. California State University, Fullerton Data Request Presentation** – Erin DeRycke, 2-1-1 Orange County

**Action**

Release of client identifiable data within Homeless Management Information System (HMIS) and Coordinated Entry System (CES) to California State University, Fullerton (CSUF) for the following purposes:

1. To describe the network structure of housing placement agencies and organizations in Orange County, including number, intensity, and density of relationships.
2. To identify bottlenecks to permanent housing available through CES using HMIS data.
3. To compare client and provider perceptions of barriers to permanent housing placements in Orange County

**4. California Emergency Solutions and Housing (CESH) Round 2 and Homeless Housing Assistance and Prevention (HHAP) Request for Information** –Paul Duncan, Continuum of Care Manager

**Information**

An overview of CESH Round 2 and HHAP funding and the available Request for Information

**5. System Performance Measures Report** – Erin DeRycke, 2-1-1 Orange County **Information**

An overview of the CoC System Performance Measures Report which is due to the U.S. Department of Housing and Urban Development by February 28, 2020

**6. WelcomeHomeOC Veteran Initiative Request for Applications** – Becks Heyhoe, United Way

**Information**

Presentation on the WelcomeHomeOC Veteran’s Initiative and the Request for Applications presented by United to end Homelessness

**7. Board Member Comments**

**Information**

**Next Meeting:** February 26, 2020

**County of Orange**  
**1501 E St. Andrew Pl**  
**Conference Room 134**  
**Santa Ana, CA 92705**

For Further Information Regarding the Orange County Continuum of Care:

<http://www.ochealthinfo.com/homeless/coc>

For Further Information Regarding the Orange County Commission to End Homelessness:

<http://www.ocgov.com/gov/ceo/care/commendhom>

**ORANGE COUNTY  
CONTINUUM OF CARE BOARD  
Wednesday, November 20, 2019  
2:00 PM – 4:00 PM**

**County of Orange  
1501 E St. Andrew Pl  
Conference Room 134  
Santa Ana, CA 92705**

# MINUTES

## Board Member Names

Jason Austin, OC Health Care Agency  
Jeanne Awrey, OC Dept. of Education [Secretary]  
Matt Bates, City Net  
Judson Brown, City of Santa Ana  
Paul Cho, Illumination Foundation  
Donald Dermit, The Rock Church  
Curtis Gamble, Hope Lifted  
Vacant, Veterans

Becks Heyhoe, OC United Way  
Patti Long, Mercy House  
Dawn Price, Friendship Shelter  
Albert Ramirez, City of Anaheim  
Maricela Rios-Faust, Human Options  
George Searcy, Jamboree Housing [Chair]  
Tim Shaw, Individual [Vice-Chair]

### Call to Order – George Searcy, Chair

Chair George Searcy called the meeting to order at 2:03 pm.

### Pledge of Allegiance – Jeanne Awrey, OC Department of Education

Jeanne Awrey led the Pledge of Allegiance.

### Board Member Roll Call – Jeanne Awrey, OC Department of Education

Present: Jason Austin, Jeanne Awrey, Matt Bates, Judson Brown, Paul Cho, Curtis Gamble, Becks Heyhoe, Dawn Price, Albert Ramirez, Maricela Rios-Faust, George Searcy and Tim Shaw.

Absent Excused: Donald Dermit and Patti Long.

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Callie Rutter commented on shelter policies and procedures, requested assistance with housing and advocated for moving people out of shelters within 30 days.

### Welcome and Introductions - George Searcy, Chair

Chair George Searcy welcomed Continuum of Care Board members and attendees.

Shannon Legere introduced the Homeless Services Division's new Shelter Manager, Jonathan Chi. Jonathan was previously employed at the Los Angeles Homeless Services Authority.

**CONSENT CALENDAR**

*All matters are approved by one motion unless pulled by a Board Member for discussion or separate action. The CoC Board requests that only pertinent information be discussed during this time.*

**1. Approve Continuum of Care Board Meeting Minutes from October 23, 2019.**

**2. Continuum of Care Committee/Working Group Reports**

- A. Data and Performance
- B. Orange County's Homeless Provider Forum
- C. Street Outreach Team

Erin DeRycke pulled the Data and Performance Report for discussion. The Data and Performance Report included a new report, the Goals and Outcome Report, to accompany the monthly Project Performance Reports shared during the Data and Performance Management meetings. The reports may be found on the ochmis.org website.

Jason Austin motioned to approve the report provided by Erin DeRycke on behalf of the Data and Performance Management Workgroup. Matt Bates motioned to second the motion. The motion passed by unanimous consent.

Maricela Rios-Faust motioned to approve the balance of the Consent Calendar. Becks Heyhoe motioned to second the balance of the Consent Calendar. The motion passed by unanimous consent.

**BUSINESS CALENDAR**

**1. Office of Care Coordination Updates – Susan Price, Director of Care Coordination**

On November 19, 2019, the Orange County Board of Supervisors approved the contract agreement for the construction of the Yale Transitional Center in Santa Ana set to replace the Courtyard Transitional Center. A Request for Proposals will be released by the County of Orange to select a Program Operator that will manage the daily operations of the Yale Transitional Center.

The OC Community Resources' Homeless Services Division and the County Executive Office's Office of Care Coordination have transferred to the Health Care Agency and will operate as the Office of Care Coordination. In addition, three new positions will be created to support Emergency Shelter Operations.

The Office of Care Coordination is working on key systems for data integration including Whole Person Care and Homeless Management Information System. The current goal is to have an operating data sharing platform by end of year 2020.

**2. Continuum of Care Updates – Paul Duncan, CoC Manager**

Updates on the Orange County Continuum of Care include:

- FY 2019 CoC Notice of Funding Availability (NOFA) survey results

Project applicants and public feedback received from the FY2019 CoC NOFA application process was overall positive this year. CoC staff shared highlights from the survey, such as an effective application process with clear communication, and shared areas for improvement, such as a consistent annual ranking process for project applicants.

- Emergency Shelter Live Bed Management System Pilot  
Erin DeRycke reported on the status of the Emergency Shelter Live Bed Management Pilot in the Homeless Management Information System. The Emergency Shelter Live Bed Management has been piloted for nearly a month with the Family Solutions Collaborative, Pathways of Hope and Mercy House Living Centers. Feedback from the service providers has been positive with a desire to continue the pilot after the pilot's end date, April 2020. Susan Price is interested in seeing a pilot with ArcGIS to connect outreach to available shelter beds.

### 3. Emergency Shelter Working Group Report Recommendations – Dawn Price, Friendship Shelter

The CoC Board requested previous recommendations from October 23, 2019 CoC Board Meeting be re-agendized to allow the Emergency Shelter Working Group to provide further clarity and amend the recommendations to be action items for the CoC Board to vote on. The CoC Chair, Vice Chair and Shelter Work Group Liaison have since reviewed the report's recommendations and are making action item recommendations.

Judson Brown motioned to amend the recommendation to include the wording "tied to" in recommendation number one. Paul Cho seconded the motion. The recommendation passed unanimously.

Jason Austin recommended a second amendment to amend recommendation two bullet point four from, "Provide some form of walk-up or similar service that facilitates direct access to individuals experiencing homelessness" to, "Provide services that facilitate direct access to individuals experiencing homelessness, i.e. walkups or other innovative access". Jason Austin motioned to approve the recommendation. Maricela Rios-Faust seconded the motion. Judson Brown opposed the motion. The recommendation passed.

#### Public Comments

- John Underwood emphasized shelter staff certifications, training programs and creating staff standards.

The CoC Board voted on approving the following recommendation as amended by the CoC Board.

1. Prioritize for funding decisions made by or tied to the CoC Board shelters that have the following characteristics:
  - Adoption of housing-focused shelter operational models.
  - Use of prioritization rather than restriction when focusing on client as geographic ties.
  - Targeted and proportional (based on PIT counts) services to youth and medically fragile individuals.
  - Provide services that facilitate direct access to individuals experiencing homelessness, i.e. walkups or other innovative access.
2. Allocate funding to ensure coverage of all Service Provision Areas (SPA) by:
  - Ensuring funding reaches all SPAs.
  - Evaluating operational plans for programs that indicate County-wide or multi-SPA coverage.

The recommendation as amended passed unanimously.

### 4. Veteran CoC Board Representation Recommendation– Paul Duncan, Continuum of Care Manager

CoC staff presented Natalie Bui, Senior Social Worker CRRC Coordinator, Department of Veteran Affairs (CRRC), as the candidate to fill the vacated and unexpired Veteran Seat for the CoC Board's consideration. This seat has a term through June 30, 2021.

Dawn Price motioned to approve the recommended candidate for the Veteran CoC Board seat. Vice Chair Tim Shaw seconded the motion. The motion passed by unanimous consent.

### 5. Family Unification Program Memorandum of Understanding – Marie Vu, Orange County Housing Authority & Judson Brown, Santa Ana Housing Authority

The Family Unification Program application deadline is December 17, 2019, and the Orange County Housing Authority and Santa Ana Housing Authority are requesting that the Board Chair and CoC Manager enter into a Memorandum of Understanding between the Orange County Housing Authority, Orange County Social Services Agency, the CoC and the Santa Ana Housing Authority.

Chair George Searcy suggested that in the future a written Memorandum of Understanding be shared with the CoC Board for approval.

The CoC Board voted on the motion to approve the Family Unification Program Memorandum of Understanding. Jason Austin, Jeanne Awrey, Matt Bates, Paul Cho, Curtis Gamble, Becks Heyhoe, Dawn Price, Albert Ramirez, Maricela Rios-Faust, Chair George Searcy and Vice Chair Tim Shaw voted in favor. Judson Brown abstained from voting. The motion passed.

**6. State Funding Ad Hoc Update** –Paul Duncan, Continuum of Care Manager and Tim Shaw, Vice Chair

Paul Duncan and Vice Chair Tim Shaw provided an update and a summary of the initial recommendations from the State Funding Ad Hoc meeting held on November 8, 2019. The Ad Hoc is supportive of issuing a Request for Information (RFI) to understand the need in the community and types of programs applicants are interested in. The RFI will inform the Request for Proposals that is forthcoming. The Ad Hoc also commented on a need for a gap analysis and recommended regional coordination among the cities and the County as a priority for the future proposals.

**Public Comments**

Christa Johnson from the City of Laguna Beach commented in favor of the proposed RFI and advocated on behalf of the City of Laguna Beach for additional funding to continue operating the ASL Emergency Shelter in Laguna Beach. Lastly Ms. Johnson asked for clear dates and a short application for the RFI.

**7. Continuum of Care Board Retreat** – George Searcy, Chair

The 2020 Continuum of Care Board Retreat is scheduled for February 7, 2020 from the hours of 9:00 a.m. to 2:00 p.m.

**8. California State University, Fullerton Presentation** – Dixie Koo and Joshua Yang

The California State University, Fullerton members Dixie Koo and Joshua Yang presented on the purpose of the project, goals for the project, the research methodology and data needed to carry out the project.

Action: Approve the release of CES and HMIS data to California State University, Fullerton for the project presented.

The action was tabled until the January 22, 2020 CoC Board meeting.

**9. Public Comments**

Peter Warner commented on vetting drivers and contractors to improve the service quality provided by service providers.

Paul Hyeck commented on the Amory Emergency Shelters.

**10. Board Member Comments**

Vice Chair Tim Shaw commented on the Housing Advocacy and Housing Committee working with United to End Homelessness.

Curtis Gamble commented on the La Paz Mobile Home Park and the opportunity for shared housing.

**Meeting Adjournment:** Meeting adjourned at 4:09 P.M.

**Next Meeting:** January 22, 2019

**County of Orange  
1501 E St. Andrew Pl  
Conference Room 134  
Santa Ana, CA 92705**

DRAFT

**ORANGE COUNTY  
CONTINUUM OF CARE BOARD  
Monthly Committee Report  
Data and Performance**

**MEETING DATE:** January 9, 2020  
 Did not meet

**NUMBER IN ATTENDANCE:** 13

**AGENDA ITEMS:**

- **CSUF Data Request**
  - Staff will present a request from CSUF to receive client-level data from HMIS and CES in order to complete an analysis of the Individual Coordinated Entry System.
- **PH Clients Not Placed in Housing Units**
  - Staff will present data for clients in PH projects that are not placed in a housing unit, and discuss if a field should be added to HMIS to track why a client wasn't placed in a housing unit.
- **TH Project Performance Analysis**
  - Staff will present the Transitional Housing project performance analysis to the committee.

**PRESENTATIONS:**

None

**ACTION ITEMS/NEXT STEPS:**

- 211OC will add question to HMIS Exit screen for Permanent Housing projects that asks why a client is exiting the project without a Housing Move-In Date
- Staff will present CSUF data request to CoC Board for final approval

**NEEDED CoC BOARD ACTION:**

None

**DATE OF NEXT MEETING:**

February 13, 2020 1:30 – 3:00



**Additional Comments:**

*Please submit your report by no later than the Thursday prior to the Coc Board meeting.*

# Orange County's Transitional Housing Goals and Outcomes

This report explains goals that have been set for Transitional Housing (TH) projects by the Orange County Continuum of Care (CoC), what they mean for Orange County residents experiencing homelessness, and the outcome of two cycles of performance data review.

2-1-1 Orange County first published project performance data for TH projects in June 2019 after deciding on measures and goals in 2018. Performance data has been published again in January 2020. The report published in June 2019 looked at data from clients who were active from 5/1/18 to 4/30/19 and the report published in January 2020 looked at data from clients who were active from 11/1/2018 to 10/31/2019. This report compares the progress that Transitional Housing projects have made in the two cycles of performance data review.

## **The following goals apply to TH projects:**

### *Goal 1: Prioritize Clients Experiencing Literal Homelessness*

Although the majority of projects have not been able to exclusively serve 100% of clients who are experiencing literal homelessness in any of the analysis periods, most projects have increased or maintained the percentage of clients enrolled from literal homeless situations.

### *Goal 2: Decrease Length of Time in Temporary Shelter*

Projects made a significant improvement on this goal since the June 2019 analysis period. As a result, the majority of projects are very close to meeting the target of decreasing the clients' length of stay to less than 180 days.

### *Goal 5: Ensure Projects are being Fully Utilized*

As a project type, Transitional Housing projects have been able to maintain the goal of utilizing at least 80% of available units in both periods analyzed. However, the majority of projects have a decreased utilization rate since the June 2019 analysis.

### *Goal 6: Help Adults Increase Their Income while Enrolled in the Project*

A third of the projects have been able to meet the goal for increasing client income during both analysis periods. However, slightly more than half of the projects included in the January 2020 analysis did not meet the goal of increasing income for at least 10% of clients.

### *Goal 7: Help Adults Increase Their Income as of Project Exit*

Overall, projects have made considerable improvements in this goal. The majority of the projects achieved the goal of increasing income for at least 35% of exited clients in both periods analyzed.

### *Goal 8: Help Clients Exit to Successful Housing Situations*

Although 40% of projects increased the percentage of clients that exited to permanent housing destinations, on average projects have not been able to meet the target for this goal yet in any of the periods analyzed.

### *Goal 11: Ensure Clients Do Not Fall Back Into Homelessness After Being Housed*

The vast majority of Transitional Housing projects were able to meet the goal that no more than 10% of clients who exit from a Transitional Housing project to a permanent housing destination will experience homelessness again after that housing placement.

\*Goals 3, 4, 9, and 10 do not apply to Transitional Housing projects.

# Goal 1: Prioritize People Experiencing Literal Homelessness

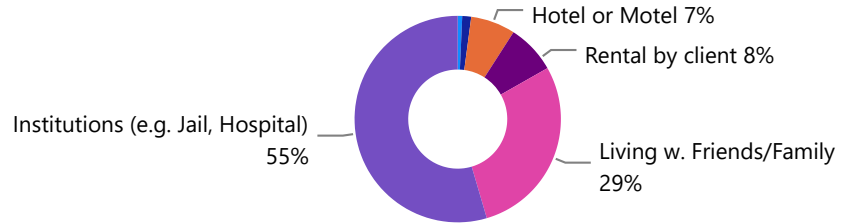
**Why does this goal matter?** Our goal is to have 100% of clients in Transitional Housing projects coming from literal homelessness situations to ensure that our CoC's limited resources are focused on those with the greatest need. The universe for this goal is all heads of household active during the reporting period.

## Where are we right now?

On average, 82% of clients enrolled in Transitional Housing Projects enter from Literal Homeless Situations.

# 82%

Out of the clients entering from non-literal homeless situations, the majority are coming from Institutions. Around 30% come from living with friends or family, 8% come from rental locations, and 7% from hotels/motels.



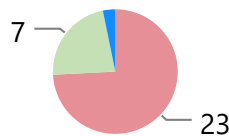
## Any standout project successes?

Seven projects have been able to enroll 100% of their clients from literal homeless situations in both analyzed periods.

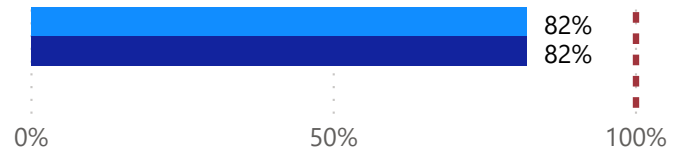
Project Name	June 2019 Score	January 2020 Score	Goal Achievement
Wise Place - Positive Steps	100%	100%	Met goal both periods
South County Outreach - SCO Transitional Housing - Mission Viejo	100%	100%	Met goal both periods
Pathways of Hope - Hope's Corner	100%	100%	Met goal both periods
Families Forward - I - Transitional Housing - Lake Forest	100%	100%	Met goal both periods
Families Forward - I - Transitional Housing - Irvine	100%	100%	Met goal both periods
Casa Teresa - Casa Teresa Transformation 2 Program	100%	100%	Met goal both periods
Casa Teresa - Casa Teresa Transformation 1 Program	100%	100%	Met goal both periods

## Are we maintaining our goals?

The majority of projects have not been able to reach the goal of enrolling 100% of their clients from literal homeless situations in either analysis period. Out of 31 projects, 7 met the goal both in June 2019 and January 2020, 1 project met the goal in June 2019 but not on January 2020, and 23 projects have not meet the goal in neither period.



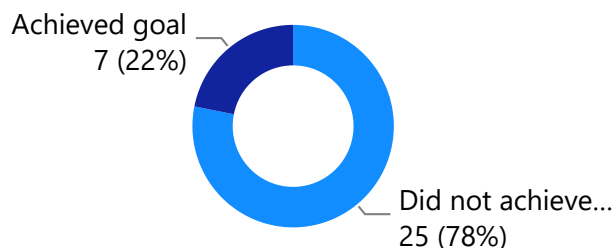
On average, in the January 2020 analysis period there were not significant improvements in prioritizing clients experiencing literal homelessness. The overall project type score remained unchanged in comparison to the June 2019 period.



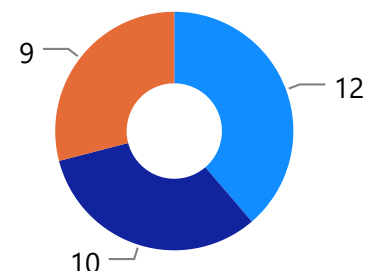
● Haven't met goal ● Met goal both periods ● Met only Jun 2019 goal ● January 2020 Score ● June 2019 Score

## What's the bottom line?

Only 7 projects, out of 32, reached the goal of enrolling 100% of their clients from Literal Homeless Situations.



Although most of the projects have not been able to meet the goal of enrolling 100% of clients from literal homeless situations, the majority of projects have increased or maintained this percentage since June 2019.



● Score Worsened ● Score Improved ● Score Maintained

# Goal 2 - Decrease Length of Stay in Temporary Shelter

**Why does this goal matter?** Our goal is for clients enrolled in Transitional Housing projects to spend as little time as possible in these project types before moving to a permanent housing situation. Our target is 180 days or less spent residing in Transitional Housing before moving into sheltered housing. The universe for this goal is all clients active during the reporting period

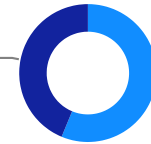
## Where are we right now?

Clients are enrolled in Transitional Housing projects for 182 days on average.

More than half of the Transitional Housing projects achieved the goal of decreasing the clients' length of stay in temporary shelter to less than 180 days.

# 182

Did not achieved goal  
14 (44%)



Achieved goal  
18 (56%)

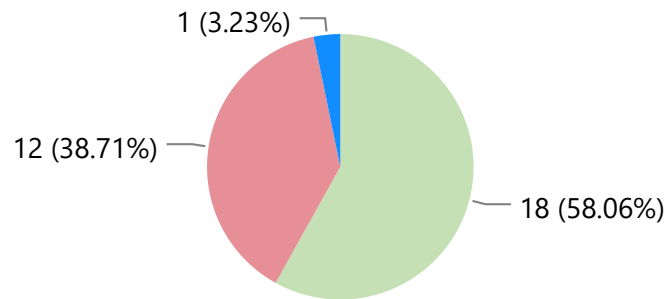
## Any standout project successes?

Two projects decreased the length of stay of clients in temporary shelter around 40% from the June 2019 analysis period to the January 2020 period.

Project Name	June 2019 Score	January 2020 Score	Score Difference	Percentage Change
Families Forward - I - Transitional Housing - Irvine	158	94	64	40%
OC Gateway to Housing - Transitional Housing Program - Santa Ana	347	213	134	39%

## Are we maintaining our goals?

More than half of the projects have been able to meet the goal of decreasing the clients' length of stay in transitional housing to less than 180 days. However, around 40% of the projects have not met this goal in either analysis period, and one project met the goal in June 2019 but not in January 2020.



### Goal Achievement over Time

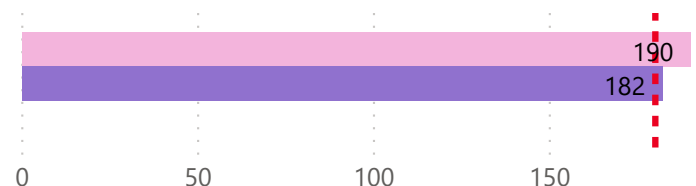
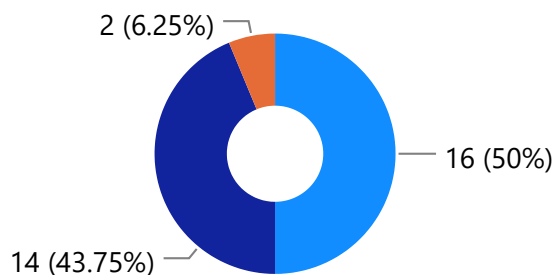
- Met goal both periods
- Haven't met goal
- Met only Jun 2019 goal

## What's the bottom line?

Since June 2019, half of the projects reduced the number of days that clients stay in temporary shelter.

Transitional Housing Projects on average decreased the Length of Stay of clients in Temporary Shelter from 190 days to 182 days since June 2019.

As a result, Transitional Housing projects are very close to achieving the goal of reducing the clients' length of stay to less than 180 days.



Score Improved Score Worsened Score didn't change

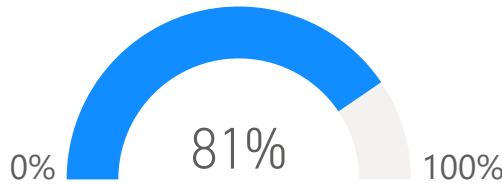
June 2019 Score January 2020 Score

# Goal 5 - Ensure Projects are being Fully Utilized

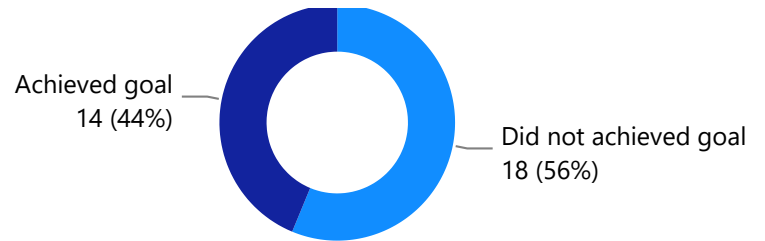
**Why does this goal matter?** Maintaining a high utilization rate is very important to ensure that all beds and units available for serving people experiencing homelessness are filled and providing shelter to those who may otherwise be unsheltered. Our goal is for Transitional Housing projects to have at least 80% of their beds and units utilized.

## Where are we right now?

On average, 81% of Transitional Housing beds and units are being utilized.



The majority of the projects were not able to achieve the goal of having at least 80% of their beds and units utilized.



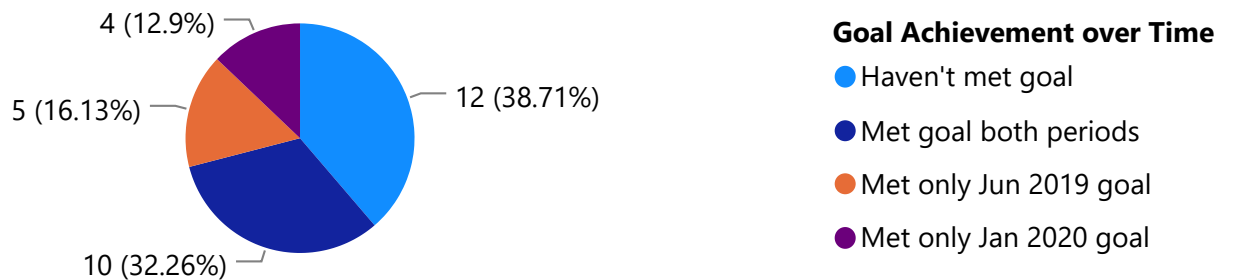
## Any standout project successes?

Four projects that did not meet the utilization goal in the June 2019 analysis period were able to meet the goal in January 2020.

Project Name	June 2019 Score	June 2019 Goal	January 2020 Score	January 2020 Goal
Casa Teresa - Casa Teresa Transformation 2 Program	75%	Did not achieved goal	84%	Achieved goal
Grandma's House of Hope - Men's Transitional Housing	78%	Did not achieved goal	102%	Achieved goal
Grandma's House of Hope - Women's Bridge	73%	Did not achieved goal	89%	Achieved goal
Wise Place - Steps To Independence	62%	Did not achieved goal	80%	Achieved goal

## Are we maintaining our goals?

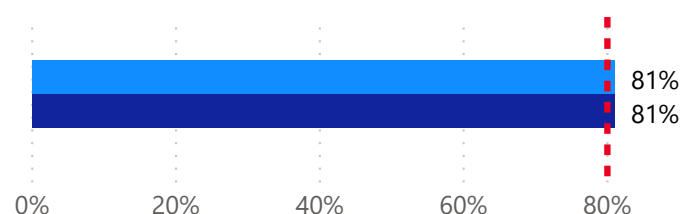
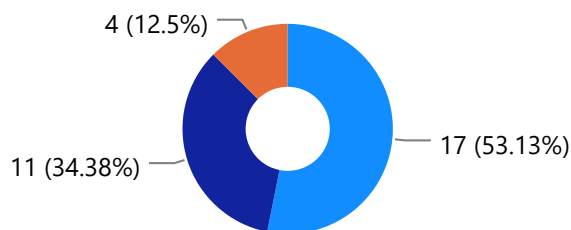
About a third of the projects have been able to achieve the goal in both analysis periods. Four projects achieved the goal for the first time in the Jan 2020 analysis period, and five projects did not maintain the goal achieved in the Jun 2019 period. Twelve projects haven't been able to achieve the goal yet.



## What's the bottom line?

Utilization rate decreased for the majority of projects from the June 2019 to the January 2020 analysis period. Slightly more than a third of the projects increased their utilization, and 12% of the projects did not have changes in their utilization rate.

On average, the utilization rate for Transitional Housing projects did not change from June 2019 to January 2020. Overall, TH providers have been able to meet the goal of occupying at least 80% of their beds and units in both of the periods analyzed.



● Score Worsened ● Score Improved ● Score didn't change

● January 2020 Score ● June 2019 Score

# Goals 6 & 7: Help Adult Clients Increase Their Income While Enrolled in TH Projects and by the Time They Exit

**Why does this goal matter?** Improving the financial stability of clients in Transitional Housing Projects increases the likelihood that the client will be self-sufficient after exiting the project, and reduces the likelihood of them falling back into homelessness.

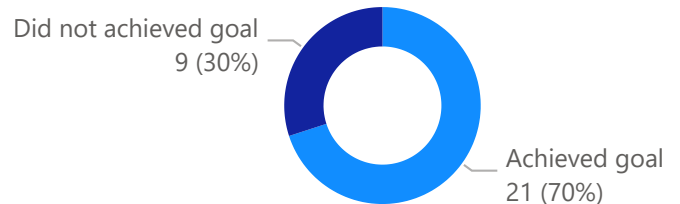
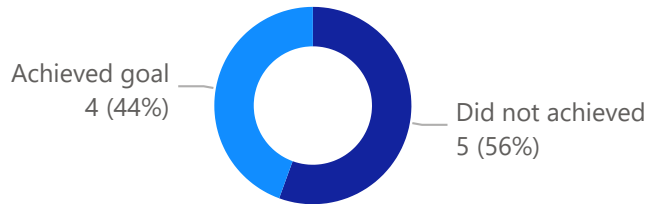
## Stayers

## Leavers

### Where are we right now?

Slightly more than half of the projects included in the analysis did not meet the goal of increasing income for at least 10% of their clients.

The vast majority of Transitional Housing projects included in the analysis were able to achieve the goal of increasing income for at least 35% of their exited clients.



### Any standout project successes?

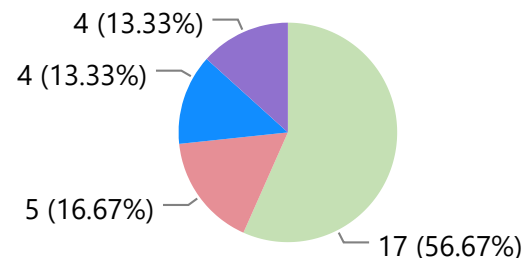
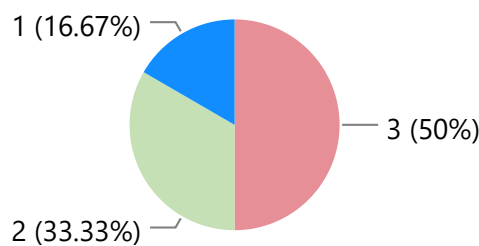
One project that did not meet the Stayers Income goal in June 2019 was able to meet the goal in January 2020. Similarly, four projects that did not meet the Leavers Income goal in June 2019 met the goal in January 2020.

Project Name	June 2019 Score	January 2020 Score	Score Difference
Grandma's House of Hope - Women's Transitional Housing	6%	36%	29%

Project Name	June 2019 Score	January 2020 Score	Score Difference
Grandma's House of Hope - Women's Bridge	33%	38%	5%
Grandma's House of Hope - Women's Transitional Housing	26%	41%	15%
South County Outreach - SCO Transitional Housing - Lake Forest	33%	60%	27%
Wise Place - Steps To Independence	24%	69%	45%

### Are we maintaining our goals?

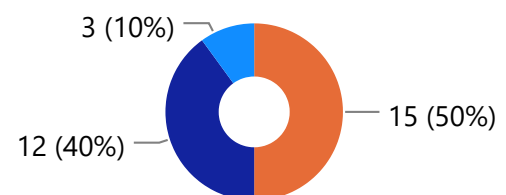
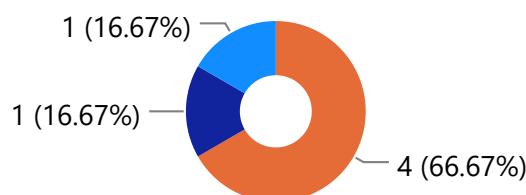
Half of the projects included in the stayers analysis have not been able to meet the goal of increasing income for at least 10% of their clients in either analysis period. On the other hand, the majority of the projects included in the leavers analysis reached the goal of increasing income for at least 35% of their clients in both analysis periods.



● Haven't met goal ● Met goal both periods ● Met only Jan 2020 goal ● Met only Jun 2019 goal

### What's the bottom line?

The majority of the projects did not have any significant change in the percentage of stayers with increase income from June 2019 to January 2020. Half of the projects had a reduction in the percentage of leavers with increased income since the June 2019 analysis period.



● Score didn't change ● Score Improved ● Score Worsened

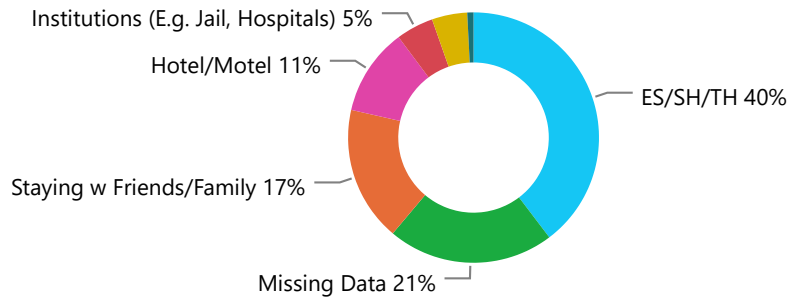
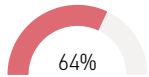
# Goal 8: Help Clients Exit to Successful Housing Situations

**Why does this goal matter?** A key measure of effectiveness for Transitional Housing projects is how successful the projects are at moving clients from homelessness into permanent housing placements. Our goal is for at least 75% of clients enrolled in a Transitional Housing project to exit to permanent housing situations. The universe of this goal is all clients that exited during the reporting period.

Out of clients that don't exit to Permanent Housing, 40% exit to Transitional Housing, Emergency Shelter, and Safe Haven projects, 17% exit temporarily to friends or family residences, and 5% exit to places not meant for habitation.

## Where are we right now?

On average, 64% of clients exit a Transitional Housing project to a Permanent Housing Destination.



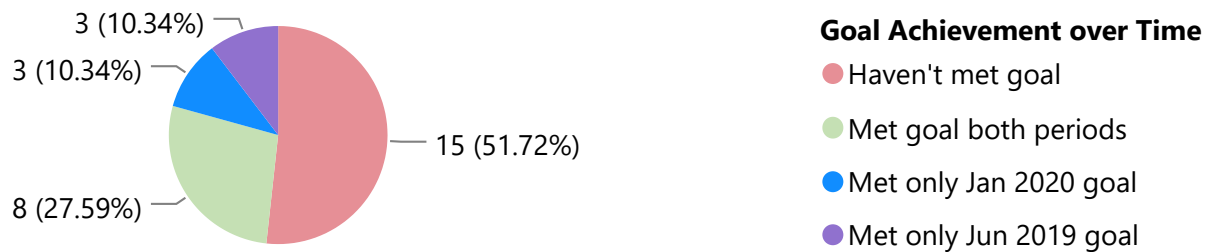
Two projects that did not meet the goal in the June 2019 analysis period were able to exit 100% of their clients to permanent housing destinations in the January 2020 period.

## Any standout project successes?

Project Name	June 2019 Score	June 2019 Goal	January 2020 Score	January 2020 Goal
Families Forward - I - Transitional Housing - Irvine	70%	Did not achieved goal	100%	Achieved goal
Wise Place - Positive Steps	67%	Did not achieved goal	100%	Achieved goal

## Are we maintaining our goals?

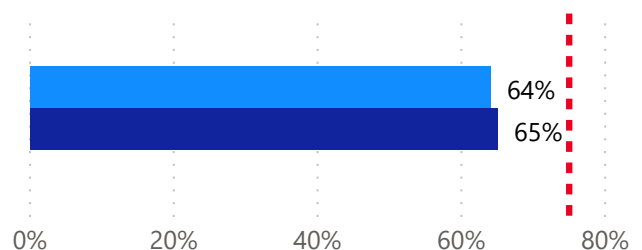
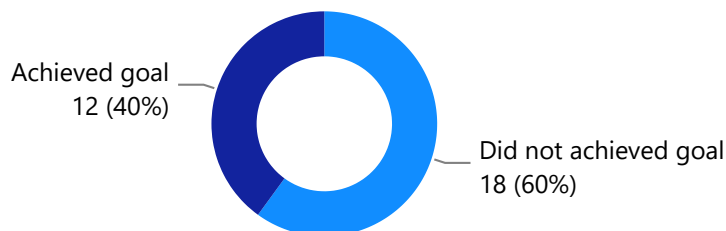
Approximately 50% of TH projects have not being able to help their clients exit to permanent housing destinations in either analysis period. However, just over a quarter of the projects have at least 75% of their clients exit to successful destinations in both periods.



## What's the bottom line?

The majority of Transitional Housing projects did not achieve the goal of exiting at least 75% of their clients to permanent housing situations.

The percentage of clients that exit to successful destinations decreased compared to the June 2019 analysis period. On average, Transitional Housing projects have not achieved the goal of exiting at least 75% of the clients to successful destinations in either period analyzed.



● January 2020 Score ● June 2019 Score

# Goal 11: Ensure Clients Do Not Fall Back Into Homelessness After Being Permanently Housed

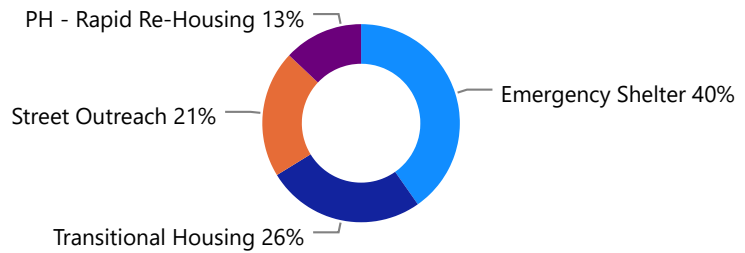
**Why does this goal matter?** When a client has been permanently housed and then falls back into homelessness, they experience a severe setback in their housing stability. It is crucial that every effort is made to keep clients from experiencing homelessness again after being permanently housed. Our goal is that no more than 10% of clients who exit from a Transitional Housing project to a permanent housing destination will experience homelessness again after that housing placement.

## Where are we right now?

On average, 6% of Transitional Housing clients who exit to permanent housing fall back into homelessness.

6%

Out of clients who returned to homelessness, the majority went to Emergency Shelter Projects, slightly more than a quarter went to Transitional Housing projects, 21% went to Street Outreach, and 13% to Rapid Re-Housing projects.



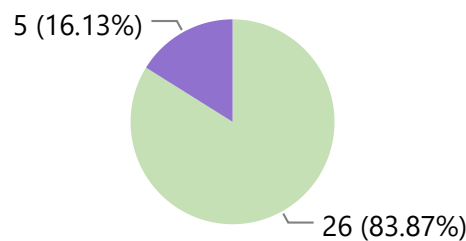
## Any standout project successes?

Two projects were able to decrease the percentage of clients that return to homelessness after being housed to zero from the June 2019 analysis period to the January 2020 period.

Project Name	June 2019 Score	January 2020 Score
Families Forward - I - Transitional Housing - Irvine	3%	0%
Pathways of Hope - Hope's Corner	6%	0%

## Are we maintaining our goals?

The vast majority of the Transitional Housing projects were able to meet the goal in both of the analyzed periods. However, 5 projects were not able to maintain the goal in January 2020, after reaching it in June 2019.

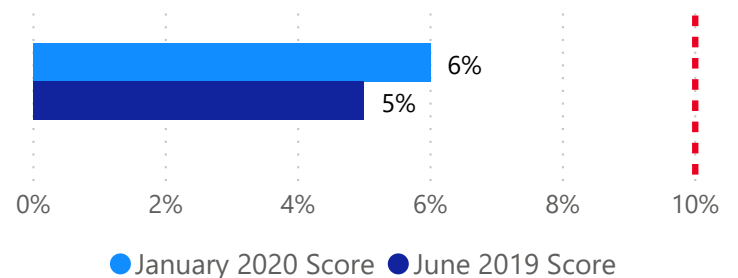
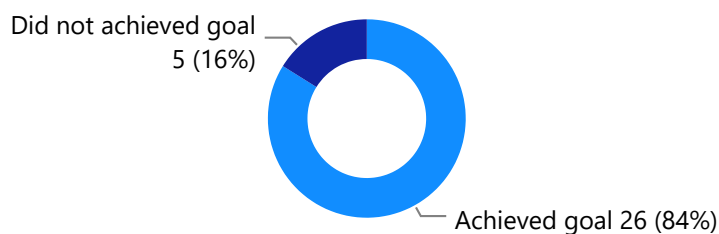


**Goal Achievement over Time**  
 ● Met goal both periods  
 ● Met only Jun 2019 goal

## What's the bottom line?

The vast majority of Transitional Housing projects achieved the goal of decreasing the percentage of clients that return to homelessness after being housed to 10% or less.

Overall, the percentage of clients that fall back into homelessness after being permanently housed increased 1% from June 2019 to January 2020. However, in both analysis periods Transitional Housing projects have been able to meet the goal of limiting returns to homelessness to less than 10%.





**ORANGE COUNTY  
CONTINUUM OF CARE BOARD  
Monthly Committee Report  
Street Outreach**

**MEETING DATE:** January 16, 2020  
 Did not meet

**NUMBER IN ATTENDANCE:** 8

**AGENDA ITEMS:**

- o Guest Speakers
  - i. Discussed future guest speakers and resources providers wish to learn more about
- o Outreach team updates
  - i. Each member shared updates about their street outreach efforts, pressure points and success stories
- o Case conferencing
- o Next meeting planning
  - i. Discussed next meeting planning and inviting additional street outreach providers and faith-based communities

**PRESENTATIONS:**

None

**ACTION ITEMS/NEXT STEPS:**

- Street Outreach Team will share their safety process protocols with the work group next month.

**NEEDED CoC BOARD ACTION:**

None

**DATE OF NEXT MEETING:**

February 20, 2020 1:30 – 3:00

**Presented by** Erin DeRycke, 211OC

**Requested Action:**

Release of client identifiable data within Homeless Management Information System (HMIS) and Coordinated Entry System (CES) to California State University, Fullerton (CSUF) for the following purposes:

1. To describe the network structure of housing placement agencies and organizations in Orange County, including number, intensity, and density of relationships.
2. To identify bottlenecks to permanent housing available through the coordinated entry system using HMIS data.
3. To compare client and provider perceptions of barriers to permanent housing placements in Orange County

**Previous action:**

The request was heard at the November 2019 CoC Board meeting with a movement that the item be heard and approved by the Data and Evaluations Committee before being voted for approval by the CoC Board. This item has also been heard by the CES Steering Committee in November 2019 and was approved by that committee during that meeting.

**Recommended motion to the CoC Board:**

The Data and Evaluations Committee heard and approved this request January 9<sup>th</sup>, 2020 and recommends that the board approve the data request to share client level data, including client identifying data, from HMIS and CES in order for CSUF to complete an analysis of the Individual Coordinated Entry System.

If the motion is not approved, the following amendment would be recommended:

Approve the HMIS and CoC Lead to create common IDs between the HMIS and CES data sets, and share the de-identified data with CSUF to complete an analysis of the Individual Coordinated Entry System.

**Background summary:**

California State University, Fullerton is requesting data from HMIS and the Coordinated Entry System (CES) in order to complete an analysis of the Individual CES. This request includes all data elements, including Name, Date of Birth, and Social Security Number, from both HMIS and CES, and all project types in HMIS. The requested reporting period is 1/1/16 to 12/31/19.

Client identifying data (Name, DOB, and SSN) is needed for this request in order to match a client's HMIS record with their Coordinated Entry record. Client identifying data will only be visible by Dixie, and will be deleted once common IDs are created for HMIS and CES.

By signing the HMIS Client Consent Form, clients are agreeing to the HMIS Privacy Notice, which is posted and available at every intake location. This document states that client information can be

shared for academic research purposes. The CSUF has been certified and trained for research purposes and protecting client confidentiality.

As an alternative to providing client identifying data, the HMIS and CoC Lead could complete the work to create common IDs between the HMIS and CES data sets. This work would take at least a couple weeks to complete, but would mean that CSUF would not need client identifying data.

In addition to this data request, CSUF will be conducting interviews with Providers in the Orange County Continuum of Care (CoC), as well as clients being served within the CoC. CSUF will work with the Providers to determine clients that would be willing to participate in the study.

CSUF estimates that the analysis will take about two years to complete. Before the analysis is published, CSUF is willing to share the findings with the CoC Board.

This request would provide valuable insight into the effectiveness of the Individual CES over the past three years. In addition, this request would allow the Orange County CoC to meet a new HUD regulation that requires CoCs to conduct a regular analysis of their CES.

## **Optimizing permanent housing placements for homeless adults in Orange County, CA**

### **BACKGROUND**

Decades of services targeting unhoused persons in Orange County have been ineffective in reducing the number of homeless persons as the efforts have lacked a cohesive system for aligning vision, resources, and implementation. Through Orange County's 10 Year Plan to End Homelessness and policy directive from the U.S. Department of Housing and Urban Development, housing placement is prioritized over providing pre-housing services and housing placement is secured through a Coordinated Entry System which guides an unhoused person through stages of Identification, Assessment, Housing Match, and Housing Placement.

Leaders within the Orange County homelessness service provider community have been developing models of providing Coordinated Entry Service beginning in 2011, with the full launch of a county-wide system in 2016. Barriers to implementation include a variety of factors, including geography, cost of housing, data collection and sharing agreements, and system leadership.

With U.S. District Court Judge David O. Carter placing pressure on city officials in Orange County to develop a holistic plan to house the county's homeless population, placing unhoused individuals has taken on greater urgency in Orange County. There remains, however, a backlog of adult individuals who have not been placed in permanent housing. Among all assessments of unhoused individuals from August 2017 to May 2018, only 3% were housed.

In April of 2018, Larry Haynes (Executive Director of Mercy House) approached the Community Collaborative on Homelessness at California State University, Fullerton requesting help in providing objective research to support the goal of optimizing the Coordinated Entry System. This study aims to develop recommendations for those doing the work, so that improvements can be operationalized to more effectively end homelessness in Orange County.

### **SPECIFIC AIMS**

In light of the delay in placing unhoused adult individuals in permanent housing, the purpose of the proposed study is to characterize the coordinated entry system for unhoused adults. The study findings will support the goal of optimizing the pathways and appropriateness of permanent housing services provided in Orange County, CA. In order to achieve the stated purpose, there are three specific aims for the study:

1. Describe the network structure of housing placement agencies and organizations in Orange County, including number, intensity, and density of relationships.
2. Identify bottlenecks to permanent housing in the housing system using Homeless Management Information System (HMIS) data.
3. Compare client and provider perceptions of barriers to permanent housing placement in Orange County.

## METHODOLOGY

The proposed study will proceed in two phases over 18 months. The first phase, consisting of a network analysis (Specific Aim 1) and analysis of HMIS data (Specific Aim 2), is designed to provide a structural assessment of the housing placement system. The second phase will assess client and organizational dynamics within the housing system. See Table 1 for a timeline of events.

### Phase 1

The network analysis will provide a description of the network of organizations providing services at each step along the housing workflow, referral relationships between agencies and organizations across workflow steps, and central nodes. The network analysis will provide a visual representation of the organizational pathways clients may travel in the housing placement system. HMIS data will be analyzed to identify bottlenecks along the housing placement service pathway. Data will be analyzed to assess the number of clients who move from one step of the pathway to the next within a specified period of time. The analysis will help elucidate the steps in the housing process which contribute to delays in permanent housing placement.

*Network analysis.* A survey will be distributed to an initial set of organizations asking them to list the types of services they offer along the rapid rehousing service continuum. For each service, they will be asked to list, in rank order, other organizations to whom their clients are referred for additional processing for housing. Additional inquiry into other services and referrals not captured by the formal housing work flow will also be made. Respondents will be asked to name other organizations in the housing placement system to broaden the sample. Data will be analyzed to develop a network structure of the housing system.

*HMIS data analysis.* HMIS data will be analyzed to examine clients' progression through the Coordinated Entry System. First, data will be examined to estimate the average amount of time for clients to attain permanent housing upon entry into the housing placement system. Preliminary data suggests 56.6 months as the average amount of time for clients to receive permanent housing in the current system. Second, data will be analyzed to estimate the amount of time clients spend at each stage within the housing placement system (Identification, Assessment, Housing Match, Housing Placement). Third, data will be analyzed to identify whether individual and system characteristics/factors (e.g. client data, housing preferences, VI-SPDAT scores, etc.) impact the period of time for clients to advance through stages and receive permanent housing.

### Phase 2

The second phase of the proposed study will utilize qualitative methodologies – focus groups and in-depth interviews – to assess perceptions among clients and service providers for where delays to permanent housing placements are most pronounced and why delays exist.

*Client focus groups.* A stratified random sample of 15 homeless-serving housing placement organizations will be selected for inclusion in the study. Organizations will be stratified by position and prominence in the housing placement system as determined by the network analysis. Different divisions of a single organization that provide distinct services along the service continuum will be treated separately. Clients

served by an organization will be recruited to a focus group to address issues associated with appropriateness, quality, and timeliness of services received along the housing placement system continuum. There will be 2 focus groups with up to 10 clients each for each organization in the study sample for a total of 30 focus groups. Focus groups will provide insight into the broad array of experiences and factors associated with timely placement in permanent housing.

*Client key informant interviews.* In addition to focus groups, a subset of 30 clients will be recruited for in-depth key informant interviews to gain a better understanding of the effects of personal background on homelessness, experiences with housing placement, and perceptions of why barriers exist. Client key informants will provide a greater understanding how various factors interact and lead to housing placement experiences. In addition to recruiting current clients of selected organizations, an effort will be made to recruit individuals lost to follow up in the housing placement system.

*Organizational key informant interviews.* In order to verify and triangulate experiences from client focus groups and key informant interviews, interviews with organizational staff will be conducted to develop an understanding of organizational and system-wide perspectives on reported client experiences. Organizational interviews will include a variety of staff, from individuals in leadership positions to those providing direct client services. An average of 4 key informant interviews will be conducted with each of the 15 organizations in the sample for a total of 45 key informant interviews.

*Data analysis.* All focus groups and interviews will be audio recorded and professionally transcribed. A team of 3 researchers will develop a codebook and coding scheme to analyze text data using qualitative data analysis software. Using grounded theory methodology, major themes around barriers to housing placements from multiple perspectives will be allowed to emerge from the data.

## **DISSEMINATION OF RESULTS**

Study results will be presented as a detailed, publicly available report with policy briefs also developed to summarize key findings. Targets for dissemination include the Commission to End Homelessness, city leaders, and homeless serving organizations.

Table 1. Timeline of Study Activities

<b>Activity</b>	<b>Mo. 2</b>	<b>Mo. 4</b>	<b>Mo. 6</b>	<b>Mo. 8</b>	<b>Mo. 10</b>	<b>Mo. 12</b>	<b>Mo. 14</b>	<b>Mo. 16</b>	<b>Mo. 18</b>
Develop social network survey instrument	X								
Disseminate social network survey	X	X							
Analyze social network survey data		X	X						
Obtain HMIS data	X								
Process and analyze HIMS data		X	X	X					
Create qualitative sampling frame		X							
Select participating organizations		X	X	X					
Recruit client focus group participants			X	X	X	X	X		
Conduct client focus groups					X	X	X		
Recruit interview client participants					X	X	X		
Conduct client interviews					X	X	X		
Conduct organizational staff interviews						X	X		
Process qualitative data					X	X	X	X	
Analyze data						X	X	X	
Disseminate findings								X	X

**Proposed Budget  
18 Month Project  
Cost: \$208,888**

**Phase 1**

**Network Analysis  
Cost: \$16,391**

- 146 hours of faculty time
- 80 hours of student support
- Contractual services

**HMIS Data Analysis  
Cost: \$62,068**

- 457 hours of faculty time
- 584 hours of student support
- Contractual services

**Phase 2**

**Assessment of Client and  
Organizational Dynamics  
Cost: 104,104**

- 598 hours of faculty time
- 584 hours of student support
- Contractual services
- Participant Incentives
- Transcription Services
- Local mileage reimbursement
- Analytical Software
- Focus Group Assistance
- Focus Group Supplies

**Dissemination of Findings  
Cost: \$26,325**

- 150 hours of faculty time
- Contractual services
- Dissemination and Marketing



## PROJECT PERSONNEL



**Dixie J. Koo, Ph.D.** is a Professor of Criminal Justice in the Division of Politics, Administration and Justice and a Co-Director of the Center of Public Policy at California State University, Fullerton (CSUF). She currently serves as the Chair of the CSUF/ Community Collaborative on Homelessness and has been a board member since 2015. Her research interests include homelessness, substance use, social determinants of health and disease among underserved and disadvantaged populations, violence and victimization, race/ethnicity, and immigration and acculturation. She specializes in research design and analysis, intervention programs, program evaluations, and assessments. Her years of research experience involved directing large scale multi-year federally funded grants (National Institute on Drug Abuse: \$3,047,908), grant writing, research design, field work, data collection (qualitative and quantitative), data analysis, providing technical reports, and collaborating with community service providers and local and federal agencies.



**Joshua S. Yang, Ph.D.** is an Associate Professor of Public Health at CSUF. His research interests include tobacco control and systems improvement for public health. A central area of focus in his tobacco control research is examining the relationship between public health policy and implementation. For example, he has assessed federal tobacco control policies for policy coherence and the utility of global policies and norms related to transnational corporations and non-communicable disease policy. His work in systems improvement includes assessment of the ethnic-specific health care system for Chinese immigrants in San Francisco; the effectiveness of a community collaborative for health in Los Angeles County; determining the uses of state-specific health data in California; and breast cancer navigation services in Orange County. He utilizes a wide array of qualitative methodologies in his work including document and policy review, key informant interviews, and focus groups, and has demonstrated success working in mixed methodological and interdisciplinary teams. He was recently awarded a grant from the California Tobacco Related Disease Research Program to examine compliance with university tobacco-free campus policies in California.



**Michael Shepherd, MA, MSc.** is an Assistant Professor of Intercultural Studies and Political Science at Hope International University. Previous research projects include evaluating strategic management of homelessness service agencies in Orange County and managing the Needs Assessment Survey of unhoused Fullerton residents (2013) funded by the City of Fullerton and the Corporation for National and Community Service. Prior to his work in academia, Mr. Shepherd was a housing program director and community organizer working to address homelessness in Orange County through collective impact, collaborative partnership, and innovative methodologies. Under his direction, Pathways of Hope piloted a Coordinated Entry concept through a direct placement arrangement with 2-1-1 Orange County and he has served multiple organizations in developing systems and programs to incorporate national best practices and community initiatives. His leadership in the provider community includes service with the Commission to End Homelessness Implementation Groups (Coordinated Entry; Permanent Housing; Rapid Re-housing Task Force), chairing the Homeless Provider's Forum, the United Way's Speakers Bureau, the CSUF Gianesschi Center for Nonprofit Research, and the CSUF/Community Collaborative on Homelessness.



**COUNTY OF ORANGE**

**REQUEST FOR INFORMATION  
FOR  
HOMELESS HOUSING, ASSISTANCE AND PREVENTION (HHAP) PROGRAM FUNDING  
AND  
CALIFORNIA EMERGENCY SOLUTIONS AND HOUSING (CESH) ROUND 2 FUNDING**

**RFI No. 042-C026098-BD**

**Date of Issuance: January 6, 2020**  
**Responses Due: February 3, 2020**  
**4:00 P.M. (Pacific Time)**

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## RFI for

### HOMELESS HOUSING, ASSISTANCE AND PREVENTION (HHAP) PROGRAM FUNDING AND CALIFORNIA EMERGENCY SOLUTIONS AND HOUSING (CESH) ROUND 2 FUNDING 042-C026098-BD

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#### MEMO FROM THE CONTINUUM OF CARE BOARD

December 23, 2019

Note to all potential RFI respondents:

The Orange County Continuum of Care (CoC) Board has chosen to release an RFI through its Administrative Entity, the Orange County Health Care Agency (HCA). The intent of releasing an RFI is to get input from both non-profit agencies and cities to develop an RFP, which will be released in March 2020. Our goal is to have an RFP that is responsive to the needs and interest of those that will be directly administering services. It is the intent that the process for responding to this RFI is not burdensome and that agencies and cities are able to do so with minimal cost to their agency/city.

One of the goals of this funding opportunity is to increase partnerships and connections with other entities that provide resources to persons experiencing homelessness. The RFI process will allow agencies/cities to begin developing partnerships, planning efforts, possible identification of match and leverage (not required) and ways to ensure/demonstrate sustainability for a proposed program. We encourage respondents to reach out and develop new partnerships that do not currently exist, as well as potentially begin to engage with entities that you have not traditionally partnered with.

As an early part of our planning process, an ad hoc committee was formed to discuss how funding could be used and implemented with thoughts around how to prioritize and use the funding. We sought to convene a representative body of the larger work that is being done to end homelessness in Orange County. As part of its process in recommending use of funds, the committee expressed an interest in hearing directly from experts who are developing and implementing programs and how they would propose to use this funding opportunity. The committee is interested in hearing what agencies/cities see as the gaps and the most needed programs, as well as learning what creative/innovative ideas such entities may have to address homelessness.

Staff from HCA will review and develop a consolidated report that will inform CoC board members as they set parameters and priorities for a forthcoming RFP. This RFI will allow our CoC to put forward the best possible RFP that responds to the need of our community. Submittals in response to this RFI are not required in order to apply to the formal application process for funding that will follow at a later date. As indicated below, any information submitted in response to this process are intended solely for the purpose of aiding the Continuum of Care in improving the RFP planning process. We thank everyone who responds for taking the time to provide information on your agencies'/cities' desires and needs.



**RFI for**

**HOMELESS HOUSING, ASSISTANCE AND PREVENTION (HHAP) PROGRAM FUNDING AND CALIFORNIA  
EMERGENCY SOLUTIONS AND HOUSING (CESH) ROUND 2 FUNDING  
042-C026098-BD**

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## RFI for

# HOMELESS HOUSING, ASSISTANCE AND PREVENTION (HHAP) PROGRAM FUNDING AND CALIFORNIA EMERGENCY SOLUTIONS AND HOUSING (CESH) ROUND 2 FUNDING 042-C026098-BD

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## I. INTRODUCTION

The County of Orange (County) is seeking information pursuant to this Request for Information (RFI) from your organization for the development of the County's **Homeless Housing, Assistance and Prevention (HHAP) and California Emergency Solutions and Housing (CESH) Round 2 Services**. The responses to this RFI will be solely used by the County to identify interested providers for these services, gather information and to share future solicitation requirements so community providers can collaborate and build networks necessary to be eligible for funding in a future solicitation.

The following funding streams have both been made available from the state to Continuums of Care. Through increased tax revenue, the state of California has had a budget surplus the past two years. In order to address the crisis of persons experiencing homelessness in California, the state legislature and Governor have approved one-time funding the funding in budget years FY 2019 and FY 2020. Assembly Bill No. 101 was signed by the Governor in July 2019, and sets aside \$650 million in one-time funds to go to the 44 CoCs, 13 large cities, and 58 counties in the state. The Orange County Continuum of Care (CoC) will be allocated \$8,162,717 in HHAP funding. The State of California had been using funding from the state to directly match federal Emergency Solutions Grant funds to the state. In order to allow communities additional flexibility of funding and to ensure further geographical coverage of funds, the state created CESH through Senate Bill No. 0850. In the past, funds were made available annually, however CESH funding is available for 5-year grant periods. The Orange County CoC has been awarded \$1,116,498 in CESH funding.

The CoC Board and the Orange County Health Care Agency (HCA) are anticipating that contract awards for these funding sources will be made in mid-calendar year 2020 (Date will be released with an RFP solicitation). Funding is intended to supplement existing federal, state and local funding to address homelessness. Programs and entities that are looking to be funded through these funding opportunities, if awarded, would be required to participate in the Coordinated Entry System (CES) and work within the system of care that is being created in Orange County.

The Orange County CoC along with HCA, as the Administrative Entity for the CoC, desire to ensure future solicitations for funding are aimed to create projects that will accomplish the following goals:

- Create regional partnerships;
- Fill gaps in services within the current system;
- Ensure equitable distribution of funding based upon the Point In Time count in each service planning area;
- Have a high impact in moving people towards or into permanent housing;
- Incorporate evidence-based practices, such as but not limited to, trauma informed care, housing first, harm reduction, critical time intervention and motivational interviewing

The CoC and County look to create a balanced system of care. Creating a balanced system of care means ensuring that persons experiencing homelessness have access to services, temporary housing options (emergency shelter) that are focused on housing and robust permanent housing resources. We appreciate all responses to this RFI as they will lead to a clearer RFP solicitation and stronger projects awarded through these funding sources.



## RFI for

# HOMELESS HOUSING, ASSISTANCE AND PREVENTION (HHAP) PROGRAM FUNDING AND CALIFORNIA EMERGENCY SOLUTIONS AND HOUSING (CESH) ROUND 2 FUNDING 042-C026098-BD

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### HHAP & CESH Round 2 Funding Information

HHAP and CESH are one-time funding commitments through the state with a 5-year time frame to expend all funds. The funding through this opportunity is planned to be between 3 to 5 years in duration based upon the number of solicitation responses and at the discretion of the CoC Board. Contract increases and extensions may be possible if additional funding from the state were to become available. Any change to terms that were to come from a future amendment would be a conversation and mutual concurrence between the awarded entity and HCA and would require that the agency has satisfactory contractual performance and approval by the CoC Board.

The program types eligible under HHAP funds are meant to be expansive and flexible, while CESH has some restrictive federal regulations layered into the funding. For your agency's response to this request it is *not* important that your agency distinguish funding sources and eligibility. The CoC encourages agencies to think of innovative programs and approaches. Within the eligible program types we have included examples (not limited to) of ways agencies could creatively implement programs. The following project types are allowable under either one or both funding sources:

- Rapid re-housing and rental assistance;
- Operating subsidies in new and existing affordable or supportive housing units, emergency shelters, and navigation centers;
  - Example: Partnering with an entity that has funding available to provide rental assistance to participants, such as a public housing authority that sets aside turn over vouchers or another entity willing to pay ongoing financial assistance, where operating and/or supportive services provided with the available funding (if awarded) could be combined to create permanent supportive housing opportunities.
- Incentives to landlords, including, but not limited to, security deposits and housing fees;
- Outreach and coordination, which may include access to job programs, to assist vulnerable populations in accessing permanent housing and to promote housing stability in supportive housing;
- Systems support for activities necessary to create regional partnerships and maintain a homeless services and housing delivery system;
  - Example: Creating regional advocacy to educate and campaign for further development of affordable and supportive housing projects.
- Delivery of permanent housing and innovative housing solutions, such as hotel and motel conversions;
  - Example: Partnering with a health care system provider to create permanent housing solutions, where the managed care provider funds supportive services, and funding through this opportunity could be used to pay for rental assistance. This could also be done to create shelter or other program types.
- Prevention and shelter diversion (problem solving) to permanent housing;
- New navigation centers and emergency shelters based on demonstrated need. Must demonstrate a high number of unsheltered persons experiencing homelessness, a low vacancy rate within your shelter programs, and that your shelters are creating a flow to permanent housing solutions.

Programs through these funding sources must align to Housing First principles and practices. Housing First programs should be low barrier for program enrollment, meaning that participants as not required to



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show a readiness. Programs should demonstrate a willingness to meet people where they are with support to housing barriers or issues that may be impacting their lives, and use of best practices such as harm reduction and motivational interviewing. Programs should be receiving referrals through the Coordinated Entry System (CES). The Orange County CES is designed to ensure that all persons experiencing homelessness are screened and prioritized for permanent housing resources based on who has the greatest need.

All projects awarded through these funding sources will be required to enter data in to the Homeless Management Information System (HMIS), however agencies serving persons fleeing Domestic Violence (DV) will be required to enter data in to a secure comparable data base. Projects will be expected to have timely and accurate data entry and may be required to submit additional reporting annually.

**How RFI Responses Will Be Used**

Reponses to this RFI will be reviewed and consolidated into a report by HCA staff which will be presented to the CoC Board. The report will identify what type of projects may be considered by the CoC Board for inclusion in the future RFP. The report will address strengths within the proposed projects as well as if there was a proposed project type where there might be concern, or the project type may not be eligible through the available funding. The report will not be used to identify the agencies that have submitted an RFI but to review the content of proposed projects in an anonymous manner.

The board may identify specific project types on which to provide preference or focus. Responses will be used to ensure that the future RFP that is released is responsive to the needs of the community, provides clear guidelines for agencies proposing projects and allows for creative/innovative solutions.

The RFI will **not** be used to do any of the following:

- Award funding to an agency/project
- Give preference to any agency submitting and RFI
- Establish a list of eligible agencies for a future solicitation

**II. ANTICIPATED SCHEDULE**

*NOTICE: These dates represent a tentative RFI Time Line. The County reserves the right to modify these dates at any time.*

**RFI Timeline**

<b>January 6, 2020</b>	<b>Release Date of Request for Information</b>
<b>February 3, 2020</b>	<b>RFI closing date – electronic responses are due by 4:00 P.M. (PT)</b>

**RFP Timeline (Tentative)**

<b>March 2020</b>	<b>Release Date of Request for Proposals</b>
<b>April/June 2020</b>	<b>RFP closing date</b>
<b>July 2020</b>	<b>RFP awards and contracting</b>

**HHAP Timeline**

<b>May 31, 2023</b>	<b>No less than 50% of program funds must be contractually obligated</b>
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<b>June 30, 2025</b>	<b>All HHAP funds must be fully expended or will be recaptured</b>
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**CESH Timeline**

<b>Spring 2025</b>	<b>All funds must be spent down within five-years of CoC executing a contract with the state</b>
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**III. CONTACT INFORMATION**

All questions about this RFI are to be submitted via [BidSync](#) (RFI #042-C026098-BD) no later than by **4:00 P.M. PT on January 21, 2020**. For BidSync assistance, please contact BidSync Vendor Support Team at 800-990-9339 Option 1.

**IV. GENERAL TERMS AND CONDITIONS**

- A.** The County shall not be liable for any expenses incurred by Respondents in the preparation and submission of information in response to this RFI. These expenses include, but not limited to: a) Preparing response to this RFI; b) Submitting the response to the County; c) Discussions with the County regarding any matter related to the RFI; and d) any other expenses incurred by the Respondents prior to the date of any potential contract award and execution, if any.
- B.** All responses received by the County may be public record and subject to public disclosure in accordance with the California Public Records Act. Responses are not to be marked as confidential or proprietary. Unless otherwise prohibited by law, all responses shall become the property of the County and the County reserves the right to make use of any information or ideas in the responses submitted.
- C.** All Respondents acknowledge and agree that the County is not obligated to include any Respondent in any future solicitation process or enter into any contracts because Respondent has submitted a response to this RFI.
- D.** The Respondent agrees that it will not issue any news releases in connection with either the RFI or any subsequent amendment of or effort under this RFI without first obtaining review and written approval of said news releases from the County through the County’s point of contact, Brittany Davis, Deputy Purchasing Agent (“DPA”): [bdavis@ochca.com](mailto:bdavis@ochca.com)

**V. DISCLAIMER**

While the County appreciates the time and effort put into the responses, it should be understood that the sole purpose of this RFI is to gather information. All information received in response to this RFI will not be returned. Responses will be solely used by the CoC and County to determine which program types will be included in a future solicitation, and any such future solicitation will be the subject to a separate process and budget approval. Responses will also be used for program design and development of the Scope(s) of Work included in a future solicitation. Respondents are solely responsible for all expenses associated with responding to this RFI, as noted above.





## RFI for

### HOMELESS HOUSING, ASSISTANCE AND PREVENTION (HHAP) PROGRAM FUNDING AND CALIFORNIA EMERGENCY SOLUTIONS AND HOUSING (CESH) ROUND 2 FUNDING 042-C026098-BD

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#### VI. RESPONSE REQUIREMENTS

Health Care Agency Procurement Office is requesting **one (1) hard copy of the RFI response and one (1) electronic copy in MS Word on flash drive** to be dropped off or mailed at the address listed below no later than **February 3, 2020 by 4:00 pm (PT)**. **Fax responses will not be allowed.**

Health Care Agency Contract Services Office business hours are 8:00 a.m. to 5:00 p.m. Monday through Friday.

**Re: RFI #042-C026098-BD – HHAP & CESH Round 2 Funding**  
**County of Orange/Health Care Agency**  
**Contracts Services**  
**Attn: Brittany Davis/Deputy Purchasing Agent**  
**405 W. 5<sup>th</sup> St., Ste 600**  
**Santa Ana, CA 92701**

#### VII. OVERVIEW OF DESIRED QUALIFICATIONS

The following are the submission requirements for a response. Should any of this information be missing, the County will not consider the response. The County reserves in its sole discretion to request any missing and/or additional information and set the timelines therefore to allow a response to be considered.

The County is seeking cities and non-profits that meet the minimum qualifications listed below. **Only those vendors that can meet the minimum qualifications below are invited to submit a response.** Responses must clearly indicate how the vendor meets these minimum qualifications. We will take joint submission for the RFI, this can be done in an effort to demonstrate regional collaboration.

##### A. Minimum Qualifications:

1. Must be a City within the County of Orange and have at least two years' experience in operating/providing direct services to persons experiencing homelessness or are providing funding/partnering with a non-profit to provide homeless services. (If your city does not have any history we encourage that you create a partnership with another city or a non-profit where they can be the lead respondent)
2. Must be a 501C3 and have a total of two years' experience providing direct services to persons experiencing homelessness and be current and up to date with all legal requirements of operating as a non-profit. (If your agency does not have any history we encourage that you create a partnership with another agency where you can be a subcontract under another agency)

#### VIII. QUESTIONNAIRE

##### A. Company Information



## RFI for

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Respondents shall submit responses to the following questionnaire answering each question as completely and concisely as possible.

1. Please provide your company name and headquarters mailing address.
2. Please provide your company website URL, if applicable.
3. Please provide primary contact name(s), telephone number(s), and email address(es).
4. How long has your city/agency been in existence?
5. What Service Planning Area (SPA) is your program proposing to serve?
6. How long has your city/agency been operating homeless service programs?
7. Identify which type of project(s) you would be interested in operating from the eligible program types?
  - a. Rapid re-housing
  - b. Operating subsidy for permanent housing
  - c. Operating subsidy for emergency shelter / navigation center
  - d. Landlord incentives / housing navigation / housing location
  - e. Outreach and outreach coordination
  - f. System supports for regional coordination
  - g. Creation / delivery of permanent housing projects
  - h. Homeless prevention
  - i. Diversion / problem solving
  - j. Capital to create a new emergency shelter / navigation center
8. Which of the CoC goals will your proposed project address? Provide a brief two to three sentence description on how it will address any goal identified.
  - a. Create regional partnerships;
  - b. Fill gaps in services within the current system
  - c. Ensure equitable distribution of funding based upon the point in time count in each service planning area
  - d. Have a high impact in moving people towards or into permanent housing
9. For each project type identified provide an estimate of how many persons/families your program will serve.
10. For each project type identified provide a total estimated budget for operating the project, not requesting a detailed budget.
11. What evidence-based or promising practices does your agency plan to utilize? Describe how you see these being beneficial to serving persons experiencing homelessness?
12. Please provide a brief description of how your agency uses HMIS and other data to inform services.



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13. For each project type identified provide no more than a three page summary of the project identifying the following elements:
- a. Detailed description of what services will be provided
  - b. Population/eligibility requirements for the proposed project
  - c. Any gaps within the system that this program would be filling
  - d. Description of how your project will partner with other partners providing services and resources to create flow within the homeless services system towards permanent housing outcomes
  - e. Identify best practices that your agency will be incorporating

**Presented by** Erin DeRycke, 211OC

**Requested Action:**

None

**Previous action:**

The System Performance Measures report has been reviewed and approved by the CoC Board since the Board’s creation in 2018.

**Recommended motion to the CoC Board:**

No action needed. The final System Performance Report will be presented at the February 2020 CoC Board meeting for approval to be submitted to HUD by February 28, 2020.

**Background summary:**

A critical component of the Homeless Emergency Assistance and Rapid Transition to Housing Act (HEARTH Act) is a focus on viewing the local homeless response as a coordinated system of homeless assistance as opposed to individually operating homeless assistance programs and funding sources. Because of this change, the HEARTH Act now requires Continuums of Care (CoCs) to measure their performance as a coordinated system. The System Performance Measures report allows CoCs to regularly measure their progress in meeting the needs of people experiencing homelessness in their community and to report this progress to HUD.

The System Performance Measures report is submitted to HUD on an annual basis for the reporting period October 1<sup>st</sup> through September 30<sup>th</sup>, and includes the measures below for projects participating in HMIS that meet the project type requirements listed. These measures have been adopted from the performance criteria outlined in the McKinney-Vento Act. HUD’s goal is that each CoC improve their scores for each measure year over year; there currently are not any national thresholds for these measures.

Measure Number	Measure Title	Project Types Included in Measure
1	Length of Time Persons Remain Homeless	Emergency Shelter, Transitional Housing, Permanent Supportive Housing, Rapid Re-Housing, Housing Only, Housing with Services
2	The Extent to which Persons Who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6, 12, and 24 months	Emergency Shelter, Transitional Housing, Permanent Supportive Housing, Rapid Re-Housing, Housing Only, Housing with Services, Street Outreach
3	Number of Homeless Persons	Emergency Shelter, Transitional Housing
4	Employment and Income Growth for Homeless Persons in CoC Program–funded Projects	CoC-funded Permanent Supportive Housing and Rapid Re-Housing

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5	Number of Persons who Become Homeless for the First Time	Emergency Shelter, Transitional Housing, Permanent Supportive Housing, Rapid Re-Housing, Housing Only, Housing with Services
7	Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing	Emergency Shelter, Transitional Housing, Permanent Supportive Housing, Rapid Re-Housing, Housing Only, Housing with Services, Street Outreach