



Civic Center Update February 2017



Successes to Celebrate

Civic Center Count is Down!

On Tuesday, January 17, 2017, Behavioral Health Services (BHS) Outreach & Engagement staff conducted a population count at Santa Ana Civic Center and found 138 individuals. This is a decrease of:

54 individuals from Wednesday, November 9, 2016.

323 individuals from the Civic Center Homeless Survey done on August 23, 2016.

Point In Time Count

The 2017 Point In Time Count took place on Saturday, January 28 starting at 4:30 a.m. with 1,020 volunteers coordinated from five deployment centers located in each of the Supervisorial Districts to survey the surrounding neighborhoods. There were representatives from 23 nonprofit and community-based organizations that serve homeless and at-risk individuals and families in our county supporting the effort. A total of 270 maps were counted and surveyed by volunteers while OCHCA Behavioral Health Services Outreach and Engagement staff focused on the Santa Ana Riverbed.

During the two weeks leading up to the Count there were 20 trainers who hosted 54 training sessions hosted throughout the county at various times.

Transportation Connections

On Tuesday, January 31, 2017, BHS Outreach & Engagement staff started weekly transportation trips with Mental Health Association (MHA) staff. Staff transported eight participants from The Courtyard to the Stanton Department of Motor Vehicles (DMV) to obtain identification cards. Seven of the eight individuals were able to obtain identifications cards.

Outreach & Engagement will be coordinating weekly transportation trips every Tuesday to various locations based on participants' needs. These places will included the DMV, Social Security Offices, OC Registrar, etc.



Successes to Celebrate

RETURNING HOME TO TEXAS

Clients MK and AG moved to California from Texas seeking custody of their child again. Unfortunately, they were unable to obtain custody. Due to the challenges they encountered during their time in California, the couple ended up homeless for over six months. The couple came to The Courtyard in November for a safe place to sleep. There they began working with staff from City Net, BHS Outreach and Engagement, and The Midnight Mission to get connected to supportive services. City Net was able to reunite the couple with their aunt in Texas on Tuesday, January 17, 2017, and they are now stably housed with their family. Since their return to Texas, MK has also been able to obtain employment.

Housing in San Bernardino

During the month of January, the resident of The Courtyard received an unexpected call from the San Bernardino Housing Authority. His name been selected from the years-long waiting list for a project-based voucher (PBV). When asked, the gentleman could not recall how long ago he had applied for the PBV and shared he had experienced homelessness in the Civic Center since 2014. When he connected with San Bernardino Housing Authority to complete the next steps and submit additional paperwork, he was informed he had an outstanding debt with the Housing Authority of nearly \$800. The BHS Outreach & Engagement team, which had been working with him connected him with City Net. Together, they came up with a payment plan where he would pay a portion of the debt utilizing his General Relief benefits, and City Net would pay the other portion with the relocation funds they manage. The gentleman was able to complete the require paperwork, pay the fee and is now waiting on a move-in date from the San Bernardino Housing Authority.

New Beginnings

A resident of The Courtyard has transitioned to Colette's Children's Home after giving birth in mid – January. She is actively working towards a permanent housing plan and connecting with supportive services. During her stay at The Courtyard, she was able to complete the CalWORKs application during a deployment of the MRV.

40

Individuals have graduated to housing options since the opening of The Courtyard.

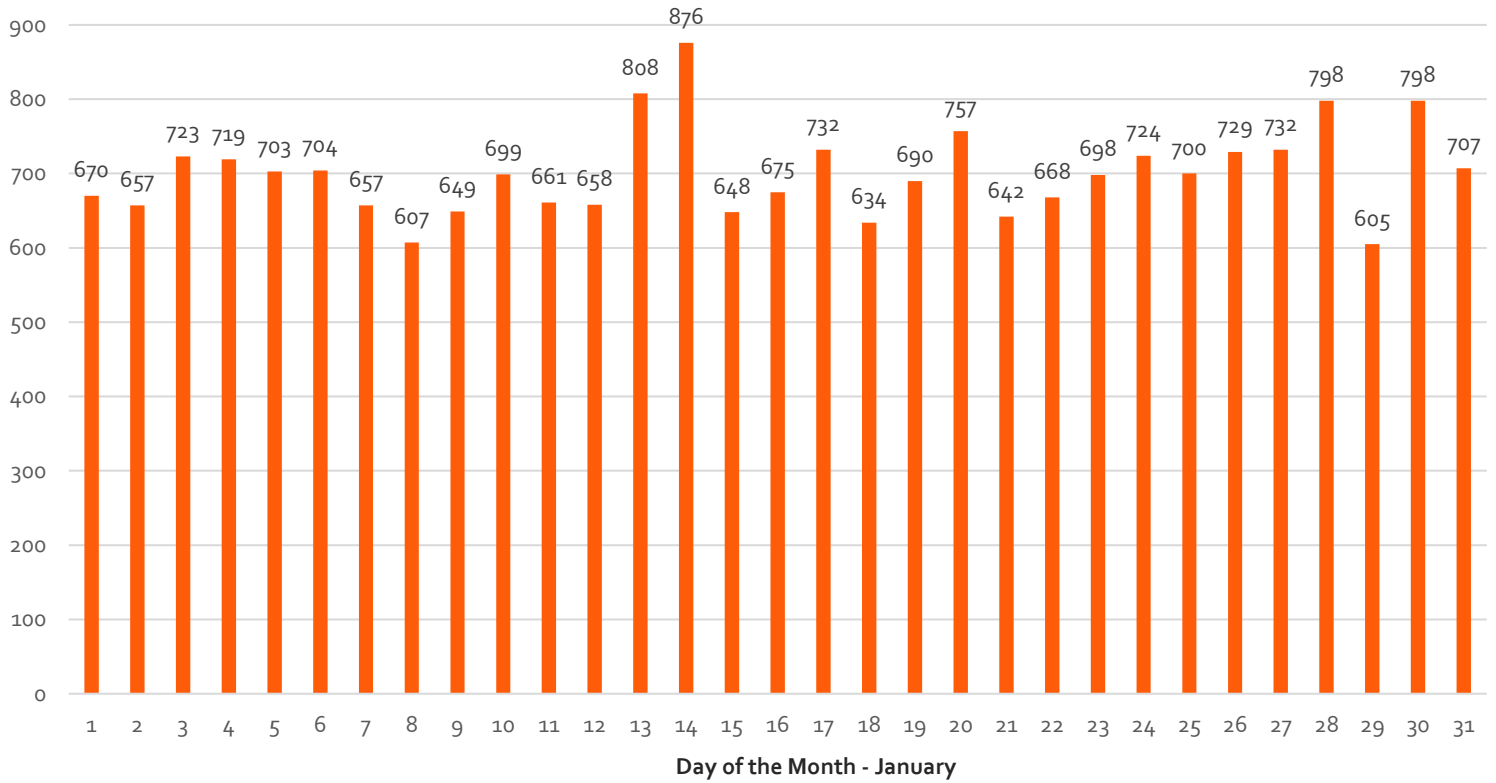
Community Involvement and Support

Thank you to the generous donors and volunteers. This month alone the community has contributed the following to The Courtyard:

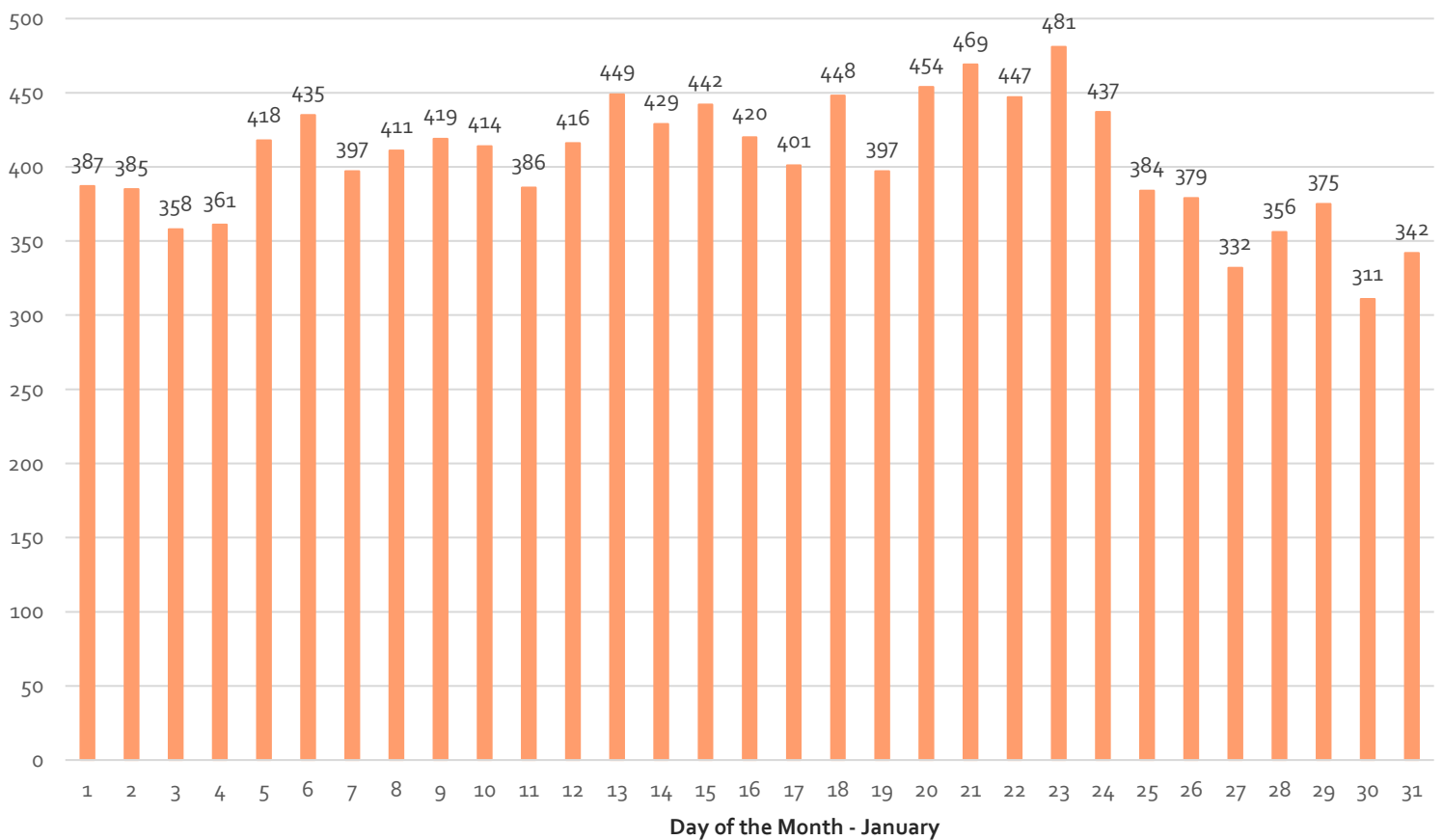
- 500 new jackets from Northrup Grumman group
- 800 nonperishable breakfast and lunch bags donated by a students from Orange Coast College
- \$2,500 contribution from Griffin Holdings for “whatever it takes” funds to support residents transition from the Courtyard
- 3,813 volunteer hours serving meals to residents of The Courtyard and completing projects onsite and offsite in support of The Courtyard
- \$6,100 Foundation pledge for “whatever it takes” funds to house Santa Ana homeless neighbors
- 28, 292 meals served at The Courtyard,
 - The average number of meals served daily in January:
 - 287 for breakfast
 - 297 for lunch
 - 328 for dinner

The Courtyard Statistics for January

Daily Entries at The Courtyard (Duplicate)



Number of Persons Utilizing Safe Sleep Program at The Courtyard





Date	1/5/2017	1/12/2017	1/19/2017	1/26/2017
Total Inquiries for Services	93	76	80	82
Type of Request*				
Medi-Cal applications	6	4	7	4
CalFresh applications	10	10	14	11
General Relief applications	13	11	14	13
CalWORKs applications	1	0	0	0
Inter-County Transfers	0	10	2	0
EBT Card Distribution	16	24	12	16
Beneficiary Identification Card Distribution (Medi-Cal card)	9	7	11	10
Redeterminations	2	0	6	1
Bus passes	13	14	12	16

Outreach at The Courtyard

The Social Services Agency (SSA) deployed its Mobile Response Vehicle (MRV) to The Courtyard four times during the month of January and received 331 inquiries for services. Inquiries for services include eligibility determinations and re-determinations, as applicable, for CalFresh, Medi-Cal, General Relief (GR) and California Work Opportunity and Responsibility to Kids (CalWORKs).

The chart to the left provides a brief summary of the SSA program requests received.

*This does not add up to the total number of inquiries as the total number of inquiries reflects each individual that approached SSA staff, regardless of the inquiry.

Deployments during January were challenging due to rain, but ultimately very rewarding. Several times throughout the day, SSA staff heard comments from the residents of The Courtyard on how grateful they were that they were there for them despite the rain.

Japanese Delegation visits SSA

During the week of January 9, 2017, the County of Orange Social Services Agency (SSA) had the honor of hosting a Japanese delegation of researchers and child welfare professionals. The Japanese researchers were interested in learning more about two public assistance programs delivered by SSA, CalWORKs and GR programs.

The researchers visited The Courtyard to observe the outreach efforts of SSA's Mobile Response Vehicle. They expressed great appreciation for the programmatic information and the opportunity to view real operational processes. The delegates were fascinated by the services provided, especially how fully functional the MRV was as an office environment. The researchers further stated that the information obtained during their visit will have tremendous value for their future research and application of assistance programs in Japan.

CalNew Conference Presentation

In a joint collaboration, OC Director of Care Coordinator Susan Price and SSA Administrative Manager Tawnya Reveles presented multiple workshop sessions of "Orange County Homeless Outreach" to the attendees at the 28th Annual Training Conference of the California State Chapter of National Eligibility Workers (CalNEW): Professionals Associated Through Human Services (PATHS), which was held this January in Orange County. The workshops provided an overview of the various initiatives Orange County has implemented in addressing the issue of homelessness including the opening of The Courtyard temporary shelter and the SSA's support of homeless individuals seeking public assistance via the MRV outreach. The workshops were well received by conference attendees, and many counties indicated that they intend to follow up with Orange County to learn more about these initiatives.





Public Health Nursing Division

The Public Health Nursing Division continues to provide ongoing expanded services of the Comprehensive Health Assessment Team-Homeless (CHAT-H) at the Civic Center and The Courtyard. Currently a Public Health Nurse (PHN) is at the Civic Center daily, Monday through Friday, to assist clients with health needs and provide ongoing case management. In addition, two Public Health Nurses (PHN) are stationed at The Courtyard on Mondays, Wednesdays and Fridays from 8:00 a.m.-12:00 p.m.

As Civic Center clients graduate from The Courtyard or are linked with new housing by other agencies, CHAT-H PHNs continue to provide case management for their health needs.

Understanding the Data for CHAT - H

Brief encounters provide referrals to medical and social services, and assistance with linking clients to these services.

Intensive encounters are provided to a client when he or she needs on-going assistance with accessing health services. This may include the Public Health Nurse contacting the client's medical provider, meeting a client at a doctor's appointment, and/or providing health education related to his/her medical conditions. The nursing case management will be provided as long as the client needs this more intensive assistance, to achieve an improved quality of life through appropriate health care.

Week	Brief Encounters with Referrals/Linkages		Intensive Encounters with Case Management		Total Weekly Client Contacts	
	CC	TC	CC	TC	CC	TC
1/3 – 1/6	1	24	7	19	8	43
1/9 – 1/13	0	62	5	40	5	102
1/17 – 1/20	1	27	8	23	9	50
1/23 – 1/27	4	21	4	18	8	39
1/30 – 1/31	0	3	0	7	0	10
Monthly Total	6	137	24	107	22	244

* CC – Civic Center, TC – The Courtyard

Collaborating with Illumination Foundation Mobile Clinic

Whether rain or shine, Illumination Foundation's Mobile Clinic served at The Courtyard on January 11 and 25 from 8:30 a.m. - 11:30 a.m. During this time, the Clinic was able to see a total of 18 patients, four of whom were connected to their Medi-Cal provider. CHAT – H was there providing linkages and referrals to clinic patients at discharge.

Environmental Health

On Thursday, January 9, 2017, OCHCA's Environmental Health held their second day of Safe Food Handling Classes for nonprofits and community organizations that feed our most vulnerable populations. There were 22 individuals who attended representing the following nine organizations: Serve the People, OC Burrito Project, The Sweet Mission Project, Oatmeal Ladies, Saddleback Church, Isaiah House, Vineyard Community Church, La Vang Church, and Steve Thronson and Friends.

Two additional Safe Food Handling classes have been scheduled for at The Village at 17th Street (1505 E. 17th Street, Santa Ana, CA 92705) that nonprofits, faith-based and community organizations are welcome to attend on Wednesday, February 8, 2017 at 7:00 p.m. and Wednesday, March 1, 2017 at 7:00 p.m. For more information, please contact courtyard@citynet.org



Behavioral Health Services

The Courtyard

- Behavioral Health Services (BHS) staffing includes four staff members working Monday through Friday, 8:30 a.m. to 5:00 p.m. at The Courtyard.
- Mental Health Association of Orange County (MHA) staff began their training with BHS Outreach & Engagement Staff in December, and after three weeks of training at The Courtyard they were moved into evening and weekend shifts. MHA staff began working on their own during the first week of January, expanding the provision of services at The Courtyard afterhours from 5:00 p.m. to 9:00 p.m., and weekends.
- BHS Centralized Assessment Team presence in The Courtyard shifted from daily to as needed. To provide ongoing support and assistance to residents of The Courtyard there is now a BHS Clinician stationed starting on January 2, 2017.
- For the period of operation from December 19, 2016 to January 13, 2017:
 - BHS Outreach & Engagement staff reported 877 outreach contacts resulting in 129 referrals for services being made and an additional 78 confirmed linkages to services.
 - BHS Centralized Assessment Team reported 67 contacts resulting in zero community-based crisis interventions and zero voluntary hospitalizations.
 - BHS Clinician reported 28 contacts with seven referred to behavioral health services and one referred to Substance Use Disorder program.

Week	12/19 – 12/23		12/26 – 12/30		1/2 -1/6		1/9 – 1/13	
Outreach & Engagement								
Location	CC	TC	CC	TC	CC	TC	CC	TC
Total Street Outreach Contacts	250	257	233	202	250	191	292	227
Total Referrals	20	26	22	34	13	25	19	44
Total Linkages	7	28	6	27	6	11	6	12
Centralized Assessment Team at The Courtyard								
Contacts	38		29		–		–	
Outpatient Clinician at The Courtyard								
Contacts	–		–		20		8	
Referrals	–		–		6		1	

* CC – Civic Center, TC – The Courtyard

Civic Center

- Behavioral Health Services (BHS) continues providing two staff members working in the Civic Center Monday through Friday, 8:30 a.m. to 5:00 p.m.
 - BHS Outreach & Engagement staff reported 1,025 outreach contacts resulting in 74 referrals for services being made and an additional 25 confirmed linkages to service.

OC Public Defender

The OC Public Defender paralegal team continues to provide excellent customer service and collaboration to The Courtyard community. They visit The Courtyard on Mondays, Wednesdays and Fridays from 10:00 a.m. until noon every week. While at the Courtyard, they provided information regarding Proposition 47 as well as the New Leaf Program which assists clients with post-conviction relief such as expungements and sentence modifications. They have also provided no-fee ID vouchers from the Department of Motor Vehicles (DMV) in an effort to make sure every person has proper identification that is often required to begin the process to start receiving services, housing and/or employment.

The Public Defender paralegal team collaborates with Mariposa Center, who has begun joining them on Fridays to link clients to additional supportive services and classes that will help prepare them for interviews and job training. Mariposa’s Program and services also include community counseling, substance abuse treatment, and Collaborative Courts on-site engagement.

A huge part of what the Public Defender paralegal team does is set the client in the right direction to begin receiving the appropriate services based upon their situation and their needs. They regularly refer clients to legal aid, family law facilitators, outer court Public Defender’s Offices and out-of-county Public Defender’s Offices. Most importantly, they are there to listen and to assist in any way that they can.

Calendar of Services for February 2017 *

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
		<p>7am – 10am Illumination Foundation – Resource Referrals</p> <p>8:30am – 5pm HCA – Outreach & Engagement, and BHS Clinician</p> <p>10am – 12pm OC Public Defender's Office – Legal Services</p> <p>1:30pm – 3:30pm HCA – Medical Detox</p>	<p>7am – 10am Illumination Foundation – Resource Referrals</p> <p>7am – 8am 1736 Family Crisis Center – Veteran Services</p> <p>8am – 4pm SSA – CalFresh, General Relief, Medi-Cal</p> <p>8:30am – 5pm HCA – Outreach & Engagement, and BHS Clinician</p> <p>9am – 12pm OC Bar Association – Legal Services</p> <p>11am – 1pm Sa Rang Community Church – Faith Engagement Services</p> <p>3:15pm – 6:30pm OC Rescue Mission – Mobile Medical Clinic</p> <p>4pm – 6:30pm Trinity Law School – Mobile Legal Clinic</p>	<p>7am – 10am Illumination Foundation – Resource Referrals</p> <p>8:30am – 5pm HCA – Outreach & Engagement, and BHS Clinician</p> <p>10am – 12pm WISE Place – Family Support</p> <p>10am – 12pm OC Public Defender's Office – Legal Services</p> <p>11am – 1pm OC Veteran Services Office – Referrals for Veterans</p>	<p>7am – 10am Illumination Foundation – Resource Referrals</p> <p>8:30am – 5pm HCA – Outreach & Engagement, and BHS Clinician</p>	<p>7am – 10am Illumination Foundation – Resource Referrals</p>
6	7	8	9	10	11	12
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*This schedule is subject to change.