



Office of Care Coordination Newsletter

APRIL 2017



Regional Service Planning Area (SPA) Meetings

The County of Orange Director of Care Coordination, Susan Price, in conjunction with Association of California Cities – Orange County (ACC-OC) hosted the first ever Service Planning Areas (SPA) meetings to discuss the growing homeless population and implementing regional solutions. The Service Planning Areas were first introduced by Price in her [Assessment of Homeless Services in Orange County](#) grouping cities into North, Central and South regions. The aim is to improve localized responses and investments in resources to serve and stabilize individuals experiencing homelessness in the region where they originated, in an effort to strengthen their safety net resources and improve housing retention. It is important to note that these are not hard boundaries, or eligibility requirements, simply a guiding tool for service coordination going forward.

The ACC-OC is a key partner in regional collaboration as they engage many Orange County cities to build consensus around solutions through education,

policy that is collaborative, and advocacy. Through a specialized task force the ACC-OC has targeted the issue of homelessness to create a localized response through legislative and regional priorities.

The three meetings proved to be a success gathering a large number of key stakeholders, including:

- County departments,
- city staff,
- city elected officials,
- nonprofits,
- affordable housing developers,
- faith-based community,
- law enforcement and
- healthcare.

The meetings started off with a welcome and introductions lead by Heather Stratman, chief executive officer of ACC-OC, followed by a mapping exercise. The mapping exercise allowed attendees to learn about key programs already embedded within their communities that were effectively addressing the needs of individuals experiencing homeless, and

opened the door for collaboration and coordination to improve regional infrastructure. City elected officials and staff were given the opportunity to share with neighboring cities the actions they have taken to address homelessness and the local and unique challenges they face within their cities. Some noted opportunities to leverage resources and ways to reduce the duplication of efforts.

All three meetings wrapped up with a call to action to contribute to solutions and opportunity to network with a diverse group of stakeholders. Twenty-one of the 34 cities in Orange County participated in the Service Planning Area Meetings.

A special thank you to the Cities of Anaheim, Newport Beach and Mission Viejo for hosting the Service Planning Areas meeting for their region.

Based on feedback from the meetings the proposed Service Planning Areas were amended to shift the cities of Orange and Villa Park to the North region and City of Tustin to the Central region.

Newsletter Update

Since November 2016, the Civic Center Update has been a monthly newsletter showcasing the work at the Santa Ana Civic Center and The Courtyard by the County Departments in collaboration with local nonprofits and the faith-based community. In an effort to be more inclusive of all the ongoing work in the county, this monthly newsletter will transition to be the Office of Care Coordination Newsletter. It will offer updates on the County of Orange's response to homelessness.

Continuum of Care Governance under Construction

The Commission to End Homelessness (Commission) was established in 2012 as an oversight body for the Ten-Year Plan to End Homelessness. In July 2015, it became the Continuum of Care (CoC) Board to comply with the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act.

The dual role for the Commission shall be restructured to ensure a solid Continuum of Care governance structure that promotes system-wide operational effectiveness and performance improvements and improves the Continuum of Care's response to local objectives. By separating the two, the Commission may better serve Orange County by maintaining a broader regional perspective related to policy, system integration and transformation,

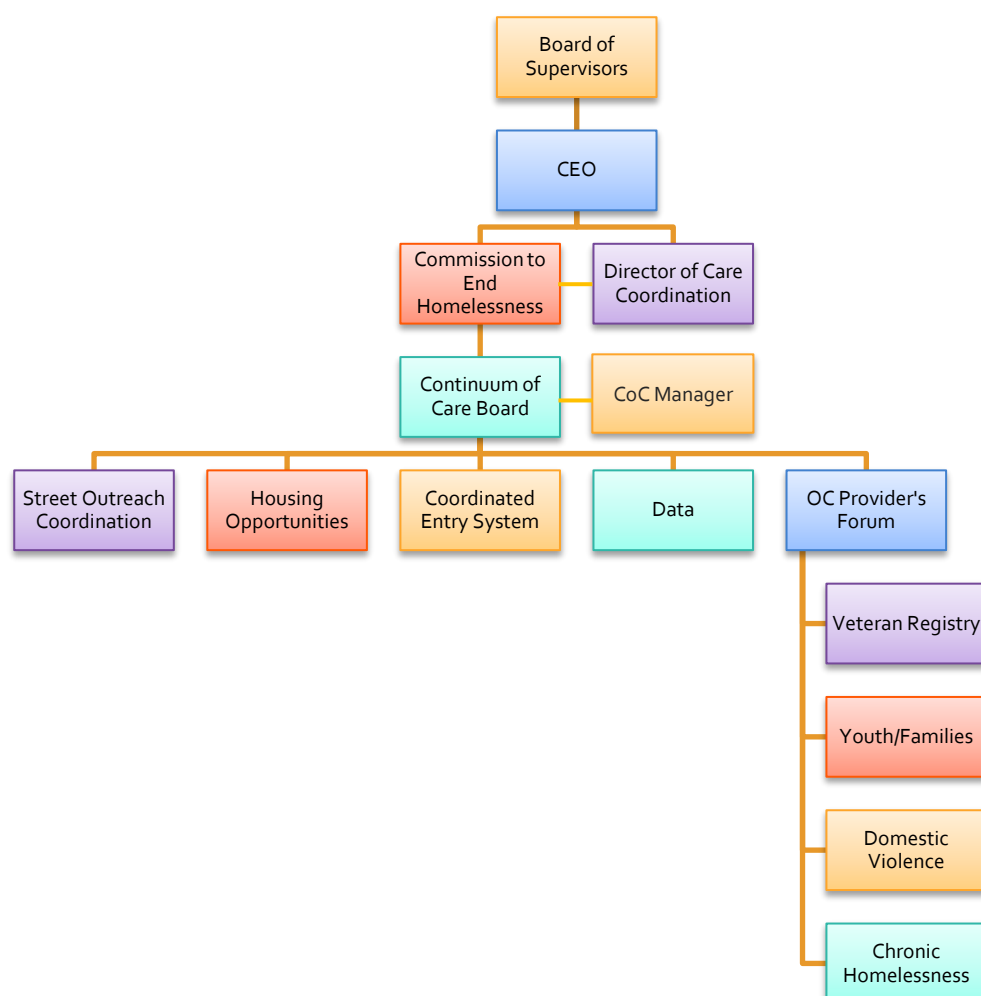
affordable housing development and diverse community engagement.

At its meeting on September 23, 2016, the Commission discussed this item and an ad-hoc committee was established to further define and delineate the roles and functions of the Commission and the Continuum of Care Board as separate entities. The ad-hoc committee was led by the County of Orange Director of Care Coordination, Susan Price, and met on December 16, 2016, and February 17, 2017.

On March 31, 2017, Price provided an update to the Commission on the progress made by the ad-hoc committee in reviewing the nominating entities to maintain diverse stakeholder engagement and redefining the roles of

the Commission and Continuum of Care Board.

The proposed Continuum of Care Board will have five subcommittees that align with the implementation groups and subcommittees from the Ten-Year Plan to End Homelessness and will meet regularly to improve the Continuum of Care operations by focusing on service coordination, resource allocations, performance outcomes, mainstream and regional service planning area implementation and coordination. The Continuum of Care board and its subcommittees will be led by the Continuum of Care Manager, Jim Wheeler, hired in January 2017 to facilitate Continuum of Care engagement, coordination and performance objectives.



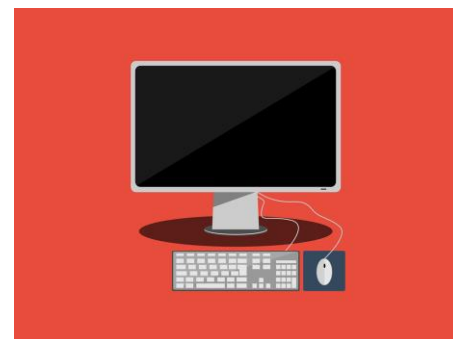
HMIS Software Upgrade

2-1-1 Orange County, the Homeless Management Information System (HMIS) lead on behalf of the Orange County Continuum of Care, released a Request for Proposals (RFP) on March 15, 2017, to secure an HMIS software vendor that will provide a high quality, user-friendly data collection system that expedites client intake and supports the analysis of quality information that can be used for program improvement, service planning and reporting in the Orange County Continuum of Care. On March 27, 2017, a mandatory bidders' webinar was attended by 12 individuals representing seven potential bidders.

The following objectives are critical to HMIS Implementation Strategy:

- Reduce duplication of efforts
- Coordination of bed availability with street outreach
- Tracking of service utilization
- Evaluation of system performance

The submission deadline for the RFP is May 10, 2017, at 2 p.m. Pacific Standard Time.



Successes to Celebrate

On the Way to Potter's Lane

Over the past several months, Illumination Foundation has been developing a project to house veterans experiencing homelessness. In March, outreach staff, housing developers and case managers from Illumination Foundation contacted a 50-year-old gentleman, CW, who had served in the Marines and had been homeless for three years. He entered The Courtyard when it opened and had previously lived in Civic Center Plaza.

Illumination Foundation outreach staff worked with the Health Care Agency Behavioral Health Services Outreach & Engagement team to achieve this initial, one-on-one interaction with CW. They were able to triage and arrange for CW to get the documentation needed. While he waits for his documents, CW is staying in bridge housing at one of Illumination Foundation micro-communities, a shared housing option for individuals transitioning from the streets to housing with safety net resources.

In a couple weeks, he will be able to move permanently into Potter's Lane where he will receive ongoing case management and other supportive services. Potter's Lane, located in Midway City, is a 16-unit veteran-specific affordable housing development with eight Project Based HUD-VASH (Housing and Urban Development – Veteran Administration Supportive Housing) vouchers approved by the Board on February 23, 2016.

Veterans are one important population that Illumination Foundation is committed to work with. No veteran should be homeless after serving our country.

Managing Diabetes

A resident of The Courtyard was struggling to manage his diabetes, which led to multiple emergency room visits and hospitalizations. A Public Health Nurse (PHN) from the Orange County Health Care Agency accompanied him to his medical appointment and helped him to understand and carry out his physician's instructions. Over the last 30 days, because the resident has followed his treatment plan, he has not needed emergency room care or hospitalization. The PHN will continue to assist the resident to ensure that he is receiving appropriate medical care.

New Location for OC Recuperative Care

To better serve their clients, Illumination Foundation is moving their Orange County Recuperative Care to a bigger, newer and more beautiful facility in Midway City. This new center will have a dormitory style setting as well as single resident occupancy rooms. Other facility spaces include a full commercial kitchen, laundry and showers on site, a common room, and private counseling rooms.

Illumination Foundation is happy to announce that a new Behavioral Health component will be included in their services and will follow the Recovery Model of care.

60

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

29

Residents of The Courtyard are employed.

March's Board Actions

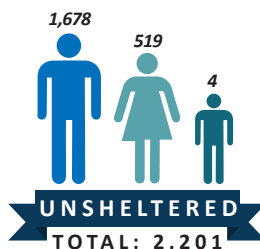
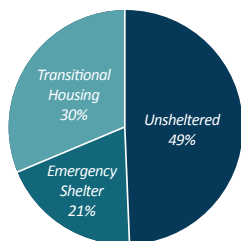
March 14, 2017	
Approval of Second Round Whole Person Care Pilot	<p>The Board of Supervisors authorized the Health Care Agency retroactive approval for the Second Round Whole Person Care (WPC) Pilot in an amount not to exceed \$9,625,000, increasing the total WPC Pilot funding from \$23,500,000 to \$33,125,000.</p> <p>The Second Round WPC Pilot targets individuals who are medically-frail and high utilizers of emergency services at The Courtyard.</p> <p>The main objectives of the WPC pilot is to:</p> <ul style="list-style-type: none"> • Increase integration, coordination and appropriate access to care among entities within Orange County that serve the high-risk, high utilizing Medi-Cal beneficiaries, • Develop an infrastructure that will ensure local collaboration over the long term and • Improve care for the target population by employing other strategies to reduce unnecessary utilization of health care services and improve health outcomes. <ul style="list-style-type: none"> ◦ Examples: emergency room homelessness outreach and coordination services, increased recuperative and respite care services and additional outreach and linkages for persons who are experiencing homelessness.
Approval of Design and Construction Services Contract for Phase II of Year-Round Emergency Shelter Project	<p>The Board of Supervisors approved the Design Phase Services Contract for the Year-Round Emergency Shelter Project in the amount of \$95,000 for term commencing on March 14, 2017, through March 13, 2020.</p> <p>The Board of Supervisors also authorized the expenditure of funds in an amount not-to-exceed \$8 million to fund a construction services contract for the Year-Round Emergency Shelter Project.</p> <p>This will enable conversion and renovation of the existing industrial building at 1000 N. Kraemer Place in Anaheim into a Year-Round Emergency Shelter and Multi-Service Center, which will provide temporary shelter, basic needs and access to services and support in an effort to transition individuals into permanent housing.</p> <p>The Board of Supervisors provided an update on Phase I of construction and indicated 100 beds will be available in April 2017.</p>
March 28, 2017	
Support Assembly Bill 346 (Daly/Brough) Redevelopment: housing successor: Low and Moderate Income Housing Asset Fund	<p>Board of Supervisors supported the newly introduced Assembly Bill (AB) 346, a bill sponsored by the Association of California Cities – Orange County (ACC-OC), and authored by Assembly Member Tom Daly (D- Anaheim) and Assembly Member Bill Brough (R- Dana Point).</p> <p>AB 347 would allow cities to extend their Low to Moderate Income Housing Fund (LMIHF) dollars to best address their respective local housing-related needs. The increased flexibility will allow cities to use their assets towards homelessness services, transitional housing or emergency housing – in addition to affordable housing.</p>

County staff joined by Theresa Walker from The Orange County Register, walked through the construction site at Kraemer Center.



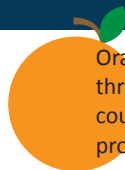
HOMELESSNESS IN ORANGE COUNTY

2015 Point-In-Time Count



AVERAGE AGE
50

BUILDING A SYSTEM OF CARE IN OC



Orange County is the third largest county in California, and sixth largest in the nation with a population of more than three million people. Despite our affluent reputation, we have residents who have needs you might not expect. Like many counties across the nation, we have people experiencing homelessness. The County of Orange is working diligently to provide funding and resources for this vulnerable population. Here is a look at what we've done in the last year.

SHELTER

The Board of Supervisors has committed more than
\$23.5 MILLION
to providing multiple shelter options that meet a variety of needs.



KRAEMER CENTER (North Anaheim)

County's first year-round emergency shelter and multi-service center with on-site programs. 100 beds in phase one opening Spring 2017, 100 additional beds in phase two anticipated in late 2018.



THE COURTYARD

(Santa Ana Civic Center)

Day service center and low barrier, low threshold safe sleep shelter.



ARMORIES

(Santa Ana and Fullerton)

Overnight cold-weather emergency shelter providing 400 beds from December to April.

WHOLE PERSON CARE INITIATIVE

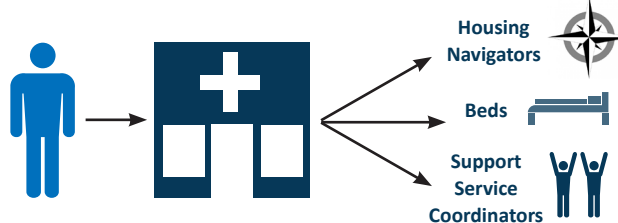
The Whole Person Care Initiative will target services to those that are experiencing homelessness and are high utilizers of emergency rooms.

\$23.5 MILLION
PHASE ONE

NOVEMBER 2016 - DECEMBER 2020

\$9.6 MILLION
PHASE TWO

TBD - DECEMBER 2020



CRISIS STABILIZATION UNITS

\$23.9 MILLION



In funding from the County has increased the number of beds available for people in a psychiatric crisis, allowing individuals to receive immediate psychiatric care as opposed to going to the emergency room.

PERMANENT SUPPORTIVE HOUSING

\$8 MILLION
AVAILABLE

The Board approved issuance of the 2016 Permanent Supportive Housing Notice of Funding Availability to provide up to \$8 million for the acquisition, new construction and acquisition/rehabilitation of permanent supportive housing for Orange County's extremely low-income households that are homeless.



CONTINUUM OF CARE



The County is the lead for Orange County's Continuum of Care, which provides **\$22.3 MILLION** in funding to nonprofits to provide permanent housing options (rapid rehousing or permanent supportive housing) to individuals and families in our community. Provides funding for increased and strategic coordination of resources targeting the most vulnerable populations.

Planning

Coordinated Entry System

Permanent Housing

RESTAURANT MEALS PROGRAM

\$250K PER YEAR



The Board approved the Restaurant Meals Program that will enable CalFresh recipients who are homeless, disabled and/or elderly to purchase meals from participating restaurants with their CalFresh benefits. It is intended to increase food access for those who do not have a place to store or cook food, may not be able to prepare food or lack access to a grocery store.

EMERGENCY SOLUTIONS GRANTS

\$1.1 MILLION

The Board approves local nonprofits to receive state grant funding to provide emergency shelter and rapid rehousing services to individuals and families in the community.





The Social Services Agency (SSA) deployed its Mobile Response Vehicle (MRV) to The Courtyard four times during the month of March and received 363 inquiries for services. Inquiries for services include eligibility determinations and re-determinations, as applicable, for CalFresh, Medi-Cal, CalWORKS, and General Relief.

The chart to the right 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.

Date	3/2/2017	3/9/2017	3/16/2017	3/23/2017	3/30/2017
Total Inquiries for Services	85	66	49	84	79
Type of Request*					
Medi-Cal Applications	3	5	3	6	1
CalFresh Applications	11	10	7	9	2
General Relief applications	13	8	7	12	4
CalWORKS applications	0	1	0	0	0
Inter-County Transfers	0	0	0	3	3
EBT Card Distribution	18	19	12	16	15
Beneficiary Identification Card Distribution (Medi-Cal card)	10	7	11	15	16
Redeterminations	5	2	1	0	5
Bus passes	15	11	9	20	4

Eastside Christian Church Annual Serve Day

On March 4, 2017, Eastside Christian Church rallied 40 individuals to volunteer at The Courtyard as a part of their annual Serve Day themed "My Story can be the Catalyst of Change in Someone Else's Life." The project at The Courtyard was one of 19 projects happening that day across all three of their campuses with approximately 1,050 volunteers participating in total. Eastside Christian Church established various stations for the residents to engage in including art and haircuts. Volunteers assembled shelving, provided manpower and organized to assist with the storage solution that was needed onsite for food, hygiene products and other donated items. Volunteers drilled holes on the 300 large blue storage bins in preparation for the padlocks that will be donated in the coming weeks by Eastside Christian Church to help keep residents' belongings safe and secure. As the volunteers served and engaged with the residents, meaningful and memorable memories were made.

Eastside Christian Church has returned once more since March 4 to help serve tacos on a Friday morning and also distribute over 500 hygiene kits to guests and residents that say "You are Loved" on the box. Eastside Christian Church is in the process of planning a Women's Event for the women residents on May 13 to include dessert, an iced tea bar, nail painting, a women's speaker and more! Eastside Christian Church is very excited about their ongoing participation with The Courtyard, its residents, guests and staff and look forward to building relationships and helping to meet needs in a collaborative way in the future.





The Courtyard Case Management

HCA Behavioral Health Services (BHS) has been looking at ways to improve connections to support services for The Courtyard residents. Starting on Monday, April 3, BHS Outreach & Engagement started weekly case management meetings with Mental Health Association (MHA) staff to coordinate services in order to streamline efforts for outreach services. BHS Outreach & Engagement and MHA have each identified a lead staff member to help improve collaboration and communication with The Midnight Mission, other service providers and residents. In collaboration with the Midnight Mission staff, the outreach teams will determine what the needs are for each participant including connection to the Coordinated Entry System for housing opportunities and behavioral health services.

Additionally, BHS Outreach & Engagement has started providing blocks of time each week when staff will be providing offsite case management for The Courtyard participants. Staff have noted there is a significant need for transportation to sites like the Department of Motor Vehicles, outpatient clinics and housing appointments. Supporting The Courtyard participants in obtaining documentation facilitates the housing process and promotes faster connection to available housing units in the community.

Behavioral Health Services

Behavioral Health Services (BHS) staffing includes staff members working Monday through Friday, 8:30 a.m. to 5 p.m. at The Courtyard and the Civic Center. BHS staff continue to coordinate with the Public Health Nursing Division and Social Services Agency to link participants to health services and register for benefit programs.

Civic Center

For the period of operation from February 10, 2017, through March 19, 2017, BHS Outreach & Engagement staff reported 307 outreach contacts at the Civic Center resulting in 38 referral services being made and an additional 9 confirmed linkages to services.

Week	2/13 – 2/19	2/20 – 2/26	2/27 – 3/5	3/6 – 3/12	3/13 – 3/19
BHS Outreach & Engagement					
Street Outreach Contacts	0	35	112	59	101
Referrals	0	11	10	10	7
Linkages	0	0	6	1	2

The Courtyard

For the period of operation from February 10, 2017 through March 19, 2017:

- BHS Outreach & Engagement staff reported 136 outreach contacts at The Courtyard resulting in 34 referrals for services being made and an additional 11 confirmed linkages to services.
- Mental Health Association (MHA) was contracted by the Orange County Health Care Agency to provide outreach during evenings and weekends at The Courtyard. MHA reported 1,104 outreach contacts resulting in an additional 130 referrals and 56 linkages to services.

Week	2/13 – 2/19	2/20 – 2/26	2/27 – 3/5	3/6 – 3/12	3/13 – 3/19
BHS Outreach & Engagement					
Street Outreach Contacts	62	0	30	0	44
Referrals	22	0	3	0	9
Linkages	1	0	1	0	9
MHA Contracted Outreach					
Street Outreach Contacts	207	207	234	239	217
Referrals	17	18	43	29	23
Linkages	8	0	19	17	12

Public Health Nurses

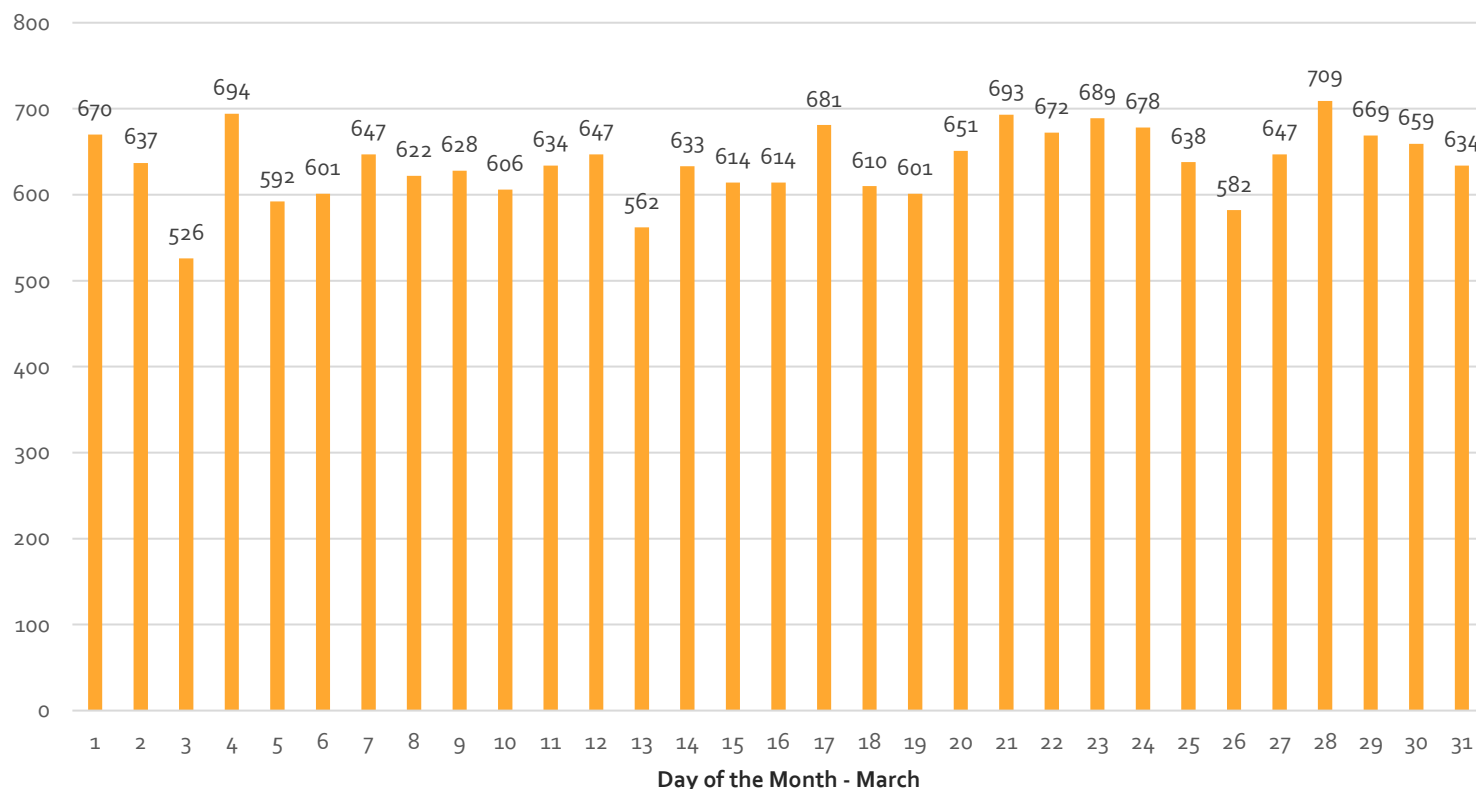
The Public Health Nursing Division continues to provide ongoing expanded services of the Comprehensive Health Assessment Team-Homeless (CHAT-H) at the Civic Center and The Courtyard.

Week	Brief Encounters with Referrals/Linkages		Intensive Encounters with Case Management		Total Weekly Client Contacts	
	CC	TC	CC	TC	CC	TC
3/1 – 3/3	8	0	3	7	11	7
3/6 – 3/10	4	19	4	20	8	39
3/13 – 3/17	2	40	8	26	10	66
3/20 – 3/24	7	38	7	25		63

*CC – Civic Center; TC – The Courtyard

The Courtyard Statistics for March

Daily Entries at The Courtyard (Duplicate)



Number of Persons Utilizing Safe Sleep Program at The Courtyard

