



VOLUNTEERS WHO ATTENDED THE COURTYARD VOLUNTEER & VISION LUNCHEON.

Office of Care Coordination Newsletter

MAY 2017



The Courtyard Volunteer & Vision Luncheon

The County of Orange and City Net hosted The Courtyard Volunteer Appreciation & Vision Luncheon on Saturday, April 22, 2017. The luncheon was attended by Supervisor Andrew Do, Orange County Community Resources Director (OCCR), Dylan Wright and approximately 45 volunteers who regularly provide and serve meals at The Courtyard. The volunteers were very encouraged to meet each other and hear how their service ties into the larger operations and successes that happen at The Courtyard. A few of the volunteers shared their positive experiences serving meals at The Courtyard. Supervisor Do presented the volunteer meal providers with certificates of appreciation.

The County of Orange, City Net, and The Midnight Mission thank you for your continued support of The Courtyard!



Stand UP for Veterans Event

On Thursday, April 20, 2017, Supervisor Do and OneOC's Stand UP for Veterans hosted a Veterans Resource Fair at the Santa Ana Municipal Stadium from 9 a.m. to 3 p.m. The fair was organized in a base camp model that included showers, meals, clothing, hygiene care kits, medical and legal advice, veteran benefit information, and employment services, in a safe and supportive environment. Participants were paired with a veteran peer navigator to guide them through the services that were offered. The first 100 who showed up received a "Barracks in a Bag" kit and other free supplies.

The event was held in partnership with the Office of Supervisor Andrew Do, the County of Orange, the City of Santa Ana, Honorable Councilmember Juan Villegas, and many other organizations.



2017 Affordable Housing Awards



The 35th Annual Affordable Housing Awards hosted by the Kennedy Commission, Orange County Community Housing Corporation/Stepping Up, and Affordable Housing Clearing House was held on Thursday, April 20, 2017. This year two developments supported through the County of Orange funding and resources were recognized.

Development of the Year Award – Rockwood Apartments, located in Anaheim, featuring 70 apartments is a joint venture between Jamboree and Innovative Housing Opportunities. This integrated development has apartments for large families, apartments set aside as permanent supportive housing for residents who receive services through the Mental Health Services Act (MHSA), and apartments for families who are part of the Homeless Assistance Pilot Program (HAPP), which is a collaboration among the City of Anaheim, the Anaheim Union School District and Illumination Foundation.

Innovative Development Awards – Potter's Lane is a first-of-its-kind eco-friendly affordable housing development constructed utilizing upcycled shipping. This innovative project reduces development costs, increases sustainability and energy efficiency, creates opportunities to leverage scarce resources and provides a solution to increased access to affordable permanent supportive housing without the long development cycles associated with conventional site-built construction and financing.

Central Service Planning Area: City of Santa Ana Awards 100 Project- Based Vouchers to two Projects

On April 4, 2017, the Santa Ana City Council approved the award of 100 project-based vouchers to help finance the development of two permanent supportive housing (PSH) projects. The two awarded PSH projects were the top-rated proposals submitted in response to the December 28, 2016, City of Santa Ana issued a Request for Proposals (RFP) soliciting applications for up to 75 Housing and Urban Development Veterans Affairs Supportive Housing (HUD-VASH) project-based vouchers for PSH for homeless veterans through the Housing First Model. The RFP also included additional affordable housing development funds and accounted for more than one project be selected.

The first project, Santa Ana's Veteran Village, proposed by Jamboree Housing Corporation (Jamboree) is a housing and service center for homeless veterans and was awarded 75 HUD-VASH project-based vouchers.

- **Service Partner:** Step Up on Second, Inc.
- **On-Site Resident Services:** case management services, employment assistance, psychological services, Veterans Administration services, legal services, and more
- **Location:** Intersection of West 1st Street and Kenton Drive
- **Type of Construction:** new construction development at a vacant site
- **Target Population:** homeless veterans that meet HUD-VASH program requirements,
- **Units:** 76 units – 71 one-bedroom and 5 two-bedroom units
- **Amenities:** multipurpose space, private meeting office, property management offices, a central laundry facility, a fitness room, a community kitchen, a community garden and barbeque grills.

The second project, Aqua Housing, proposed by Community Development Partners (CDP) was awarded 25 project-based vouchers.

- **Service Partner:** Mercy House
- **On-Site Resident Services:** intensive case management, with emphases on behavioral health and primary health issues, independent living skills, and employment and education goals
- **Location:** 317 East 17th Street
- **Type of Construction:** Acquisition, demolition, and new construction project on the site of an existing motel
- **Target Population:** chronically homeless residents earning at or below 60% area median income
- **Units:** 58 units – 15 studio units and 44 one-bedroom units
- **Amenities:** leasing office, office space for serviced providers, community room, a central courtyard and a community garden.



April's Board Actions

April 25, 2017

<p>Approval of the Memorandum of Agreement among Orange County, Anaheim, Garden Grove and Santa Ana Housing Authorities for inter-jurisdictional mobility.</p>	<p>Orange County Housing Authority (OCHA) collaborated with partner housing authorities in Orange County and developed a Memorandum of Agreement (MOA) designed to simplify, facilitate and improve inter-jurisdictional administration of the Section 8 Housing Choice Voucher Program, by eliminating cumbersome procedures that would otherwise be necessary under HUD's portability requirements.</p> <p>The MOA enables partner housing authorities to expedite service to assisted households that chose to relocate within the County of Orange. This MOA includes the City of Santa Ana Housing Authority along with the Anaheim, Garden Grove and the Orange County housing authorities. The new agreement will be effective May 1, 2017, to April 30, 2022. In addition, this MOA incorporates provisions for monitoring and performance of quality control inspections in conformance with requirements from HUD.</p>
<p>Potter's Lane Loan Funding Request</p>	<p>The Board of Supervisors approved American Family Housing request of a \$1,458,000 loan from 2016 Permanent Supportive Housing Notice of Funding Availability (2016 PSH NOFA) funds for a 16 unit affordable rental housing development, Potter's Lane, located in Midway City.</p> <p>Committing \$1,458,000 for the development of Potter's Lane supports the development of permanent supportive housing and affordable housing funding for homeless veterans as well as chronically homeless individuals. The County will leverage its prior commitment of eight project based U.S. Department of Housing and Urban Development Veterans Affairs Supportive Housing (HUD-VASH) vouchers and \$6,761,915 in permanent financing sources.</p>

North Service Planning Area: Collaboration between OCHA and City of Fullerton

On April 18, 2017, the Housing and Neighborhood Services Manager from the City of Fullerton contacted the Orange County Housing Authority (OCHA) regarding a housing program that was initiated by the city. The city's new Tenant Based Rental Assistance (TBRA) Program is funded with Federal HOME funds that will be used to make housing assistance payments for eligible elderly Fullerton residents, whose incomes are below 50% of the county median income. The City of Fullerton intends to offer up to two years of TBRA housing assistance to qualified senior households, with a possibility for a third year, based on funding.

The city approached OCHA to assist in an outreach effort to notify elderly Fullerton residents who are on OCHA's waiting list about this TBRA opportunity. OCHA immediately agreed to assist and collaborated with the city as follows:

- OCHA researched its waiting list applicants and identified 330 elderly residents of Fullerton who applied for housing assistance during the open enrollment period in February 2012.
- The city developed an information sheet to describe the program and instruct interested persons on how to apply
- The city will provided the information sheets in envelopes with postage and delivered these to OCHA on April 26.
- In order to protect the personal information of applicants on OCHA's waiting list, OCHA created mailing labels for the senior Fullerton applicants on the waiting list. OCHA staff applied these mailing labels and mailed the letters on April 26.

This was completed within 10 days of the request, and is a great example of a city-county collaboration to achieve mutually beneficial goals to expand housing resources that will positively transform the lives of our local elderly residents.





The Social Services Agency (SSA) deployed its Mobile Response Vehicle (MRV) to The Courtyard four times during the month of April and received 297 inquiries for services. Inquiries for services include eligibility determinations and re-determinations, as applicable for CalFresh, Medi-Cal, General Relief and CalWORKs.

The chart to the right provides a brief summary of the SSA program request 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	4/6/2017	4/13/2017	4/20/2017	4/27/2017
Total Inquiries for Services	74	67	74	82
Type of Request*				
Medi-Cal Applications	3	6	6	7
CalFresh Applications	4	11	8	13
General Relief applications	11	16	14	14
Inter-County Transfers	2	1	1	0
EBT Card Distribution	12	17	13	25
Beneficiary Identification Card Distribution (Medi-Cal card)	14	7	14	15
Redeterminations	7	5	5	5
Bus passes	17	16	11	15



Picture from left to right: Paul Leon, Susan Price and Paul Cho.

Central Service Planning Area: Illumination Foundation's Recuperative Care Center

The County of Orange Director of Care Coordination, Susan Price, attended Illumination Foundation's Recuperative Care Center Open House in Midway City on April 25, 2017. Recuperative Care is a homeless shelter that serves as a stable discharge plan for local homeless who need a place to recover after medical treatment. The Recuperative Care Center in Midway City provides individuals with interim housing, daily meals, integrated medical oversight, intensive case management, mental health counseling, substance use counseling, connections to social services, transportation to and from medical appointments, and the opportunity to end their cycle of homelessness as they work towards self-sufficiency and permanent housing.

2nd Annual OC Real Estate Luncheon

In partnership with the Orange County Community Foundation (OCCF), the Second Annual Orange County Real Estate Luncheon was held Thursday, April 17, 2017 at the Hotel Irvine. The luncheon raised \$680,000 to support health, employment and educational programs for veterans in Orange County through the OCCF's Veterans Initiative. The County of Orange Director of Care Coordination, Susan Price, attended the luncheon and had an opportunity to meet with a number of stakeholders.





May is Mental Health Matters Month

May is Mental Health Matters Month. Millions across the nation will unite to spread awareness and show support for the importance of mental health issues

Please support "Each Mind Matters" and incorporate lime green as symbol of mental health and join millions of Californians in the Each Mind Matters Movement.

So what does it mean to wear lime green?

You may already have picked up a lime green ribbon and know it has something to do with mental health. But what, exactly? As the OC Health Care Agency shares in their new video, "What it Means to Wear Lime Green," this little accessory packs a big message. Please visit www.ocalthinfo.com/bhs/about/pi/mhm to watch.

Small actions like these lets others know that you are a mental health advocate who supports raising awareness and reducing stigma about mental health challenges.



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 March 20, 2017, through April 21, 2017, BHS Outreach & Engagement staff reported 513 outreach contacts at the Civic Center resulting in 82 referral services being made and an additional 22 confirmed linkages to services.

Week	3/20 – 3/24	3/27 – 3/31	4/3 – 4/9	4/10 – 4/14	4/14 – 4/21
BHS Outreach & Engagement					
Street Outreach Contacts	117	97	70	130	99
Referrals	13	12	31	9	17
Linkages	3	1	5	2	11

On Wednesday, April 12, 2017, BHS Outreach & Engagement team conducted a count of individuals staying in the Civic Center area, which includes Broadway to Flower, and Civic Center to Santa Ana Blvd. The count found 156 individuals – 106 individuals in the Plaza of the Flags and 50 individuals in the surrounding areas of the Civic Center.

- An increase of 18 individuals from the last count conducted in January 17.
- A decrease of 36 individuals from November 9, 2016.
- A decrease of 305 individuals from the Civic Center Homeless Survey done on August 23, 2016.

The Courtyard

For the period of operation from March 20, 2017 through April 23, 2017:

- BHS Outreach & Engagement staff reported 874 outreach contacts at The Courtyard resulting in 68 referrals for services being made and an additional 60 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 924 outreach contacts resulting in an additional 167 referrals and 40 linkages to services.

Week	3/20 – 3/26	3/25 – 4/2	4/3 – 4/9	4/10 – 4/16	4/17 – 4/23
BHS Outreach & Engagement					
Street Outreach Contacts	233	236	162	243	172
Referrals	13	34	11	10	15
Linkages	13	16	8	23	19
MHA Contracted Outreach					
Street Outreach Contacts	250	229	239	206	98
Referrals	38	36	55	38	36
Linkages	13	5	15	7	1
BHS Outpatient Clinician					
Contacts	0	4	62	62	45
Referrals	0	2	3	4	2
BHS SUD Clinician					
Contacts	0	0	6	7	5
Referrals	0	0	3	2	4

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
3/20 – 3/24	7	38	7	25	14	63
3/27 – 3/31	2	18	6	17	8	35
4/3 – 4/7	5	17	7	13	12	30
4/10 – 4/14	0	19	3	20	3	39

Successes to Celebrate

Health and Lifestyle Improvements

A homeless client with multiple medical problems made remarkable health and lifestyle improvements with the help and support of a public health nurse from the CHAT-H Program over the past 6 months. The client now receives health care from a primary care provider and 5 medical specialists rather than from the emergency room. The client's medical conditions are under control and medication has been reduced. Today the client manages diabetes through diet and exercise rather than medication, having lost 30 pounds. After receiving behavioral health care, the client feels positive and optimistic. Though the client is more confident in managing his health care needs, the public health nurse will continue to be available to assist as needed to support sustainable progress.

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

41 Residents of The Courtyard are employed.

From Riverbed to Housing

In mid-spring, Illumination Foundation's outreach team met CR and AC. At the time, they were living in the Santa Ana Riverbed. CR and AC wanted to engage the outreach team for some time due to the obstacles they faced every day, and it took several conversations to gain their trust. To establish this relationship, outreach team members provided short-term case management and basic needs. After some time, Illumination Foundation was able to connect these clients to Coordinated Entry System and place these clients into Micro-Communities, where they will have private rooms in a house with other formerly homeless individuals. Now they are housed, receiving ongoing case management, and addressing their needs.

Returning Home to Georgia

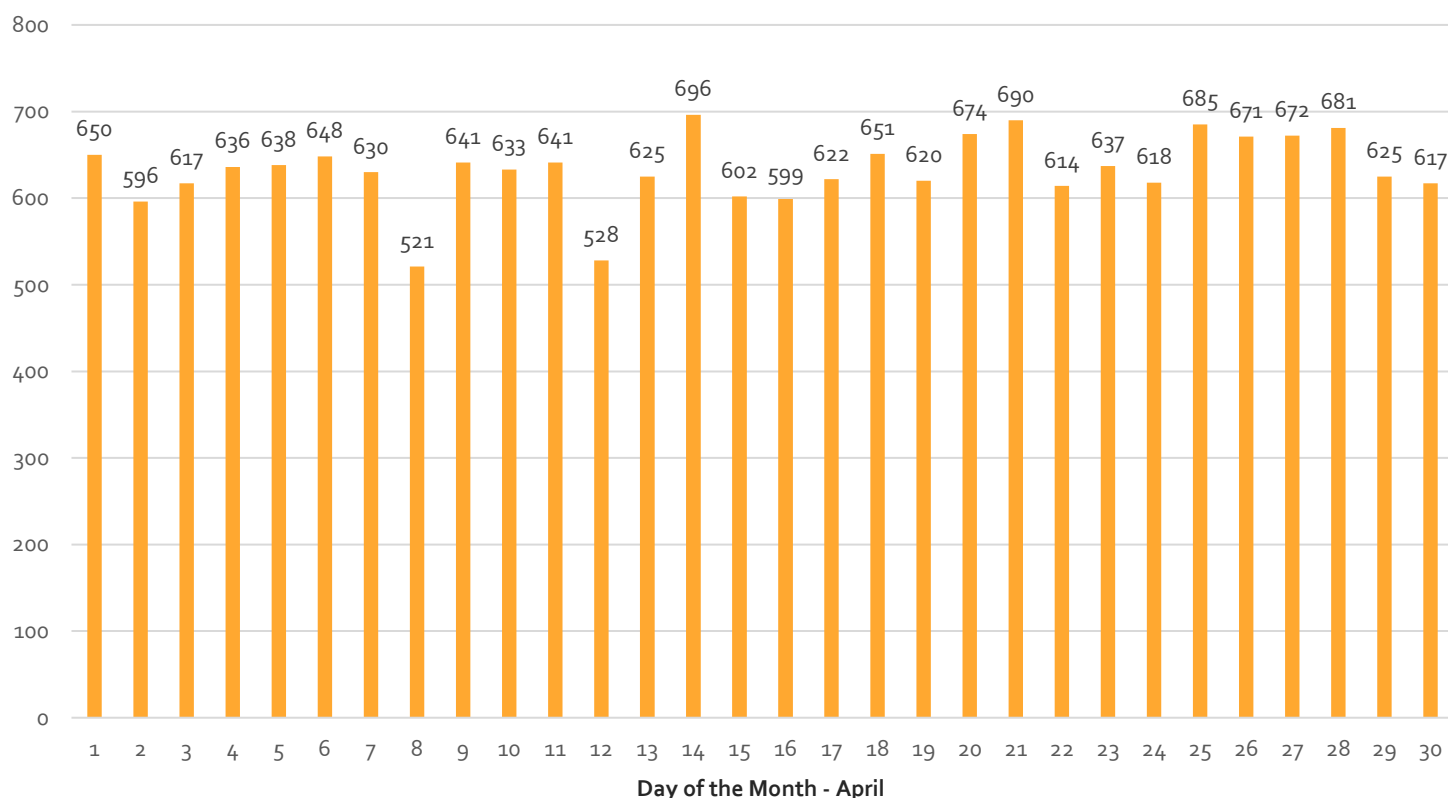
MG was asked to leave the house she was renting a room at due to overcrowding. MG became homeless and started staying in motels when she had sufficient funds. She went to Share Our Selves to seek resources and that is where they told her about the Courtyard. MG stayed at The Courtyard for a month. Through case management with City Net, they were able to reunite MG with her mother in Atlanta, Georgia.

Finding the Right Home

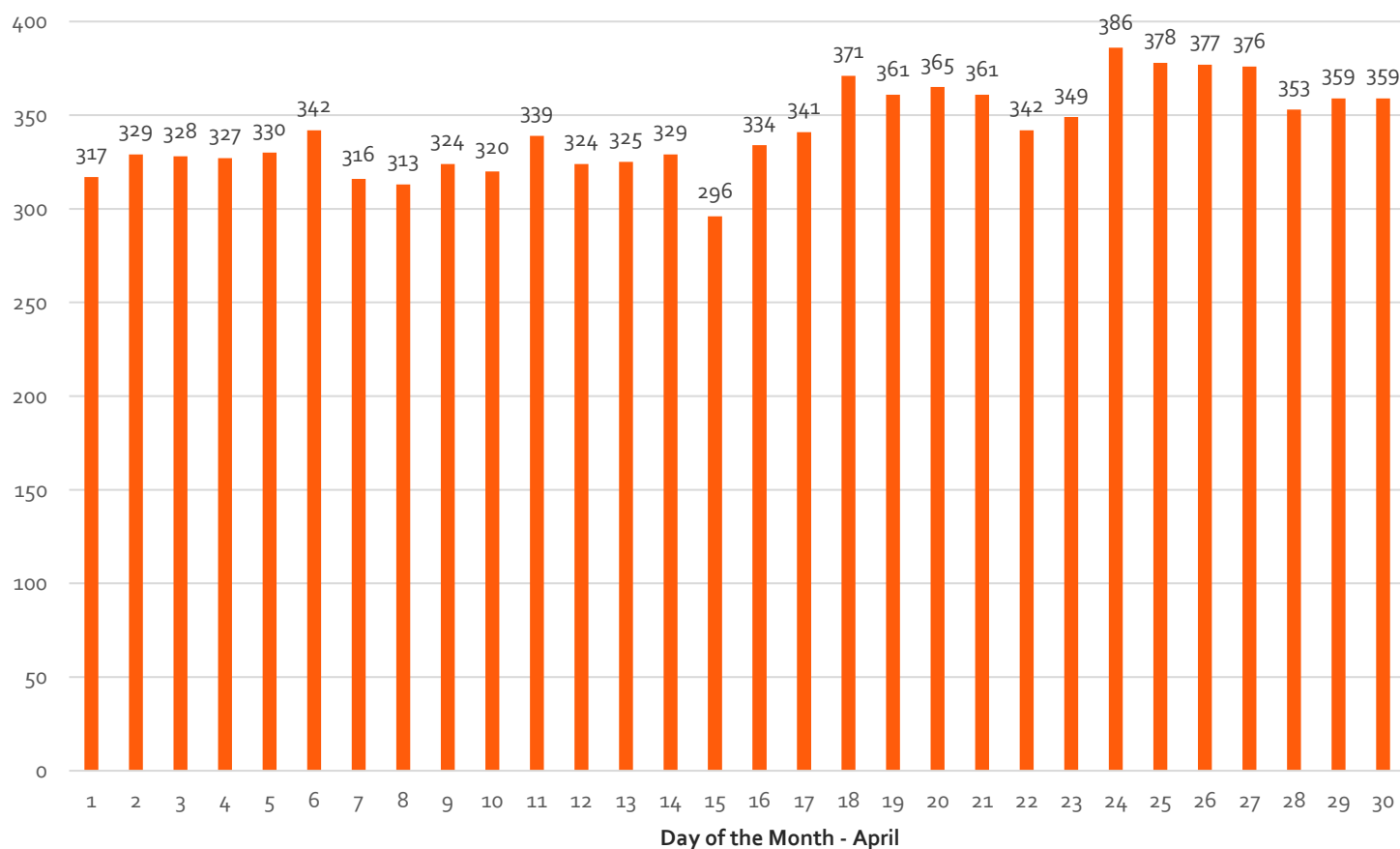
During the summer 2016, City Net staff met JC, 94-year-old man, in a Starbucks parking lot in La Habra. Prior to losing housing, he rented a room in the area. Over several months, City Net worked with him, City Net housed JC twice - once with a family member and once with a friend. Both times he lost housing and he returned to the Starbucks parking lot. City Net continued to work with him, and connected JC to a health care provider in La Habra to address his medical and physical health conditions. JC first arrived to The Courtyard in late March, after having been discharged from Chapman Medical Center. During his time at The Courtyard, City Net, The Midnight Mission, Health Care Agency Behavioral Health Services – Outreach & Engagement, and Illumination Foundation all worked together with JC and encouraged him to utilize the available senior housing options. The Midnight Mission connected JC with medical providers who work with a local skilled nursing facility and facilitated JC's move. City Net is providing JC with ongoing case management.

The Courtyard Statistics for April

Daily Entries at The Courtyard (Duplicate)



Number of Persons Utilizing Safe Sleep Program at The Courtyard





ORANGE COUNTY POINT IN TIME COUNT 2017

Orange County's Point in Time (PIT) count occurred on January 28th, 2017. The PIT count is a biennial tally of people without a home on a particular night. We count because we want to understand homelessness in our community in order to end it. This PIT count provides vital information that guides and shapes the way we approach and solve homelessness in Orange County. This information is provided to the federal Department of Housing and Urban Development (HUD) and informs the amount and type of resources Orange County receives to help end homelessness.

4,792 TOTAL

UNSHELTERED



2,584

SHELTERED



EMERGENCY
SHELTER

1,248

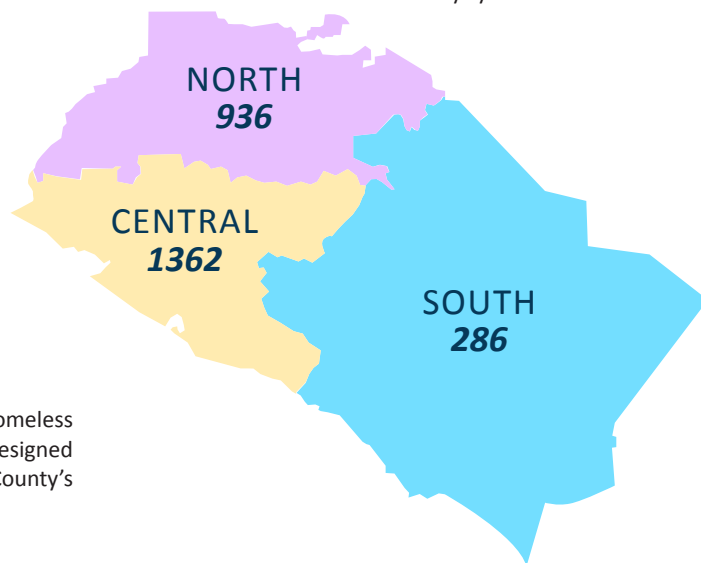


TRANSITIONAL
SHELTER

960

SERVICE PLANNING AREA MAP

Orange County is divided into three Service Planning Areas (SPAs) that efficiently direct resources as individuals experiencing homelessness enter the Coordinated Entry System.



CONTINUUM OF CARE

A Continuum of Care (CoC) is an integrated system of care that guides homeless individuals & families through a comprehensive array of services and housing designed to prevent and end homelessness. The County of Orange is the lead for Orange County's CoC, which funds 14 nonprofits across the OC CoC.

SUMMARY OF KEY FINDINGS

	2013		2015		2017	
Unsheltered Homeless People		1,678		2,201		2,584
Sheltered Homeless People		2,573		2,251		2,208
Emergency Shelter	1,145		925		1,248	
Transitional Shelter	1,428		1,326		960	
Total PIT Count #	4,251		4,452		4,792	
Change Year to Year			+ 4.73% (201)		+ 7.6% (340)	

In conjunction with 2-1-1 Orange County, the OC Commission to End Homelessness convened an ad hoc committee to provide guidance on the 2017 PIT count project. The ad hoc committee's direction included a public places count with sampling methodology. This methodology was also used for the 2013 and 2015 PIT counts. During the 2017 PIT count, 86 additional maps were counted and surveyed for a total of 270 maps in comparison to 184 maps in the 2015 PIT count. Reductions in transitional shelter beds is reflective of national HUD funding priorities. Increase in emergency shelter beds is a result of The Courtyard, a County investment. Reallocation of resources to permanent housing are not reflected in the count results.



2017 PIT COUNT BY THE NUMBERS



1,184 homeless
service providers and
community volunteers

270 pre-identified
map areas



20 of the 34 Orange
County cities opted in to
receive city level reports

