



The Orange County Board of Supervisor honor Doris Starling of The Midnight Mission for her tremendous work at The Courtyard Transitional Center.

## Regulation Change for CalWORKs Homeless Assistance Benefits

Previously, the CalWORKs Homeless Assistance Benefits eligibility for temporary shelter assistance was limited to one period of up to 16 consecutive days of temporary assistance in a lifetime, and eligibility for permanent housing assistance was limited to one payment of assistance, subject to specified exceptions.

The law provided that a family that includes a parent or nonparent caretaker relative living in the home who has previously received temporary or permanent homeless assistance at any time on behalf of an eligible child is not eligible for further homeless assistance.

In 2016, Assembly Bill (AB) 1603 was adopted and became effective January 1, 2017, which would expand the provision of temporary shelter assistance and permanent housing assistance to be available every 12 months.

State regulations to implement AB 1603 went into effect on an emergency basis and will be considered at a public hearing in June 2017 prior to being made permanent.

Social Services Agency (SSA) had 164 approvals in January 2017 for homeless assistance requests, and 125 approvals in February 2017. SSA's prior monthly average of homeless assistance request approvals was 99.



# Office of Care Coordination Newsletter

## JUNE 2017



## Bringing Families Home Program

The State of California notified the Social Services Agency (SSA) in early May that Orange County was selected as one of the counties to receive an allocation of funding for the Bringing Families Home Program.

The Bringing Families Home Program is a state grant program to help reduce the number of children in the welfare system whose primary barrier preventing them from reuniting with their family is stable housing. This program will provide rapid rehousing and related supports to eligible families experiencing homelessness for whom housing is a barrier to reunification.

SSA became one of 12 of counties to receive an allocation from the State to provide the Bringing Families Home Program to families in the child welfare system. With funding from the State, SSA anticipates being able to serve 31 families annually, for a total of 62 families through June 2019, in order assist these families in achieving permanent housing.

In April, the Housing and Community Development & Homeless Prevention (HCD/HP) Unit from OC Community Resources (OCCR) and SSA collaborated to submit a formal proposal for the program.

# May's Board of Supervisors' Actions

May 23, 2017

<b>Short-term housing services to clients who are diagnosed with a serious and persistent mental illness, who are homeless and without funding to secure housing.</b>	<p>The Board of Supervisors approved the Health Care Agency's (HCA) requests to enter into agreements (maximum obligation of \$600,000) with various providers for provision of Short-Term Housing Services to provide direct services to clients who are diagnosed with a serious and persistent mental illness, who are homeless and without funding to secure housing.</p> <p>Short-term housing services will include:</p> <ul style="list-style-type: none"> <li>• daily shelter</li> <li>• three meals</li> <li>• Supportive services, including assistance in locating permanent housing and linkage to needed services</li> </ul>
<b>Housing Support Program Services to assist homeless families in CalWORKs to move quickly into stable permanent housing.</b>	<p>The Board of Supervisors approved Social Services Agency (SSA) request to approve Illumination Foundation for the provision of Housing Support Program (HSP) Services in the amount of \$1,224,000 for the period of July 1, 2017, to June 30, 2019.</p> <p>CalWORKs provides temporary cash assistance to meet basic family needs and also provides employment, education and training programs to assist the family's move toward self-sufficiency through the Welfare-To-Work program.</p> <p>For families participating in the CalWORKs program, homelessness can be a significant challenge that impacts children's well-being and parents' ability to engage in employment. Many clients receiving CalWORKs assistance face multiple barriers that may impede access to housing such as credit history, rental and/or utility arrears and legal issues. Services to be provided under the proposed Agreement include Housing Identification, Rental and Moving Assistance and Case Management Services.</p>
<b>Approval of MOU to allow SSA to enter into agreements with restaurants to implement Restaurant Meals Program.</b>	<p>The Board of Supervisors approved Social Services Agency's (SSA) non-financial Master Memorandum of Understanding (MOU) which would allow restaurants to enter into an agreement with the County in order to implement the CalFresh Restaurant Meals Program (RMP). The RMP is an optional program that enables elderly, disabled and homeless CalFresh recipients to purchase meals at participating restaurants using their Electronic Benefits Transfer (EBT) card. It is expected that the RMP will be operational no earlier than the first quarter of Fiscal Year 2017-18.</p> <p>Upon approval of the Master MOU, SSA will begin marketing and outreach efforts for eligibility staff, CalFresh recipients and potential RMP restaurant providers.</p>
<b>Eight Project-Based Housing Choice Vouchers for eight units of permanent supportive housing to serve homeless households.</b>	<p>On November 10, 2015, the Board of Supervisors approved issuance of the 2016 Permanent Supportive Housing Notice of Funding Availability (2016 PSH NOFA). The objective of the 2016 PSH NOFA was to provide up to \$8 million in Orange County Housing Successor Agency funds and Federal HOME Investment Partnerships Program funds and up to 100 Project-Based Vouchers for the acquisition, new construction and rehabilitation of Permanent Supportive Housing for extremely low-income households who are homeless in Orange County.</p> <p>National Community Renaissance of California (Developer) responded to the 2016 PSH NOFA with a funding application for a 54-unit affordable rental housing development, Oakcrest Heights (Development). Of these units, seven one-bedroom units and seven two-bedroom units would receive funding under the 2016 PSH NOFA. Rents for these 14 units will be no more than the amount which is affordable to persons earning 30 percent of Area Median Income (AMI). The Developer is requesting a \$1,644,300 loan from the 2016 PSH NOFA funds for development and requesting eight Project-Based Housing Choice Vouchers.</p> <p>The Board of Supervisors committed \$1,644,300 and eight Project-Based Housing Choice Vouchers for the development of Oakcrest Heights supports the development of permanent supportive housing funding to serve homeless households which is consistent with the County's Ten-Year Plan to End Homelessness.</p>

# Successes to Celebrate at The Courtyard

**99**

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

**61**

Residents of The Courtyard are employed.

## Working Together for Safety

A woman and daughter were fleeing a domestic violence situation. She went to The Courtyard for assistance but because her daughter is underage they were not allowed to stay in the shelter. The Midnight Mission staff worked quickly to connect the woman and her family to Health Care Agency, Illumination Foundation and City Net staff for supportive services. They were able to provide the woman and her daughter a safe place to sleep through motel voucher assistance and provide relocation assistance to reunite them with family away from her aggressor.

## Connecting to Benefits

A gentleman who began his stay at The Courtyard in October has started receiving Cash Assistance Program for Immigrants (CAPI). He initially was hesitant to seek services, but after successfully enrolling into CalFresh with the help of Social Services Agency Mobile Resource Vehicle, he was willing to try. Now with the additional income, he is motivated to look for a housing opportunity and learn about additional services and resources.

## Returning to Tennessee

A gentleman who has been experiencing homelessness had finally saved enough money to buy a ticket to return home to Tennessee. A day before he was set to leave he was attacked and had his wallet stolen. He came to The Courtyard seeking a safe place to sleep after hearing about it from other individuals experiencing homelessness. At The Courtyard, he worked with City Net and The Midnight Mission to secure transportation to Tennessee where his family was waiting for him. The gentleman is now in Tennessee searching for employment.

## Ladies Event

On May 13, 2017, The Courtyard had a Ladies Event hosted by Eastside Christian Church to acknowledge and celebrate the women of The Courtyard. Fifteen volunteers from Eastside Church provided manicures, games and an art station. During the event participants were provided lemonade and ice tea refreshments. They also gave forty women Courtyard participants each a Bath & Body Works gift set and had an opportunity to win additional prizes.



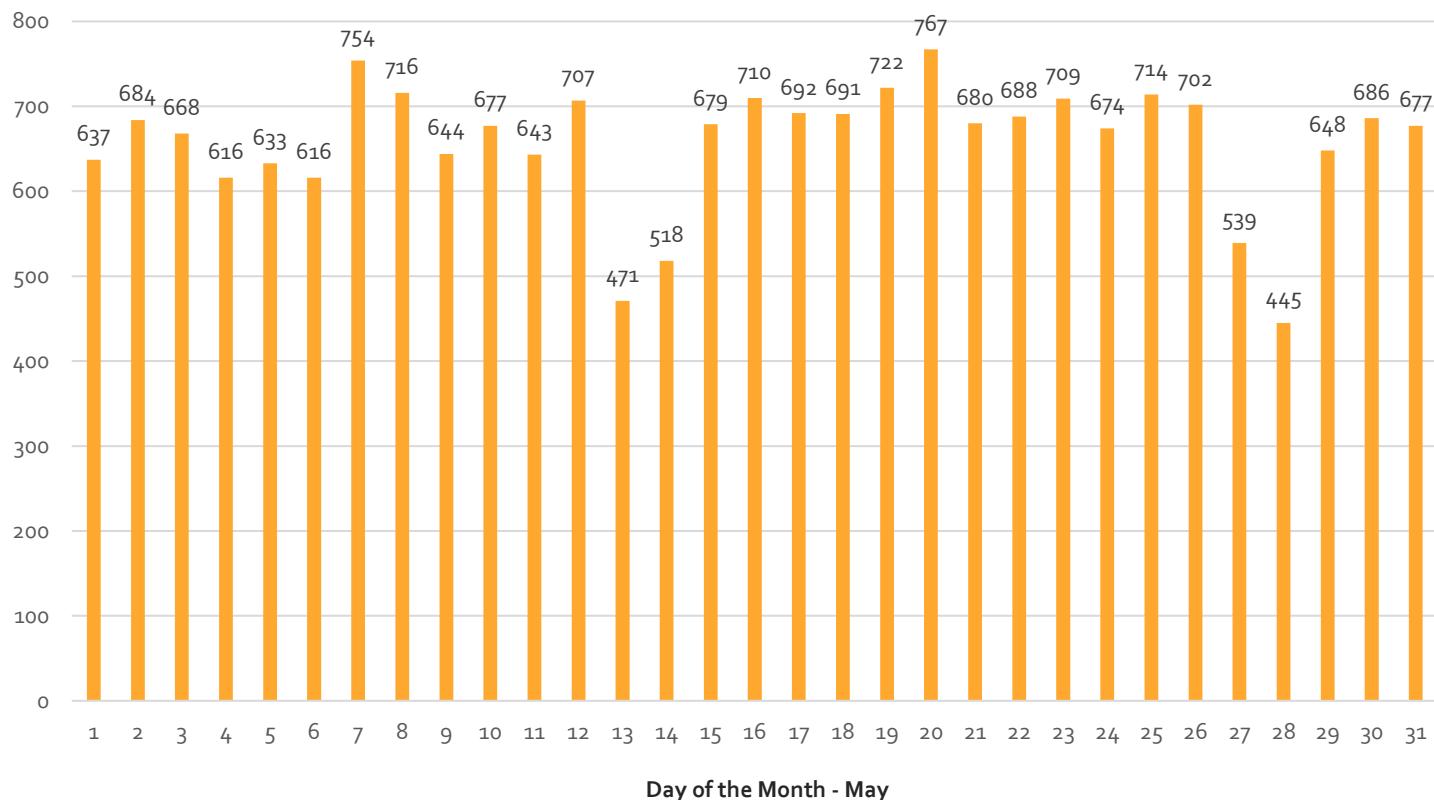
## Pet Wellness Clinic

On May 7, 2017, the Healthcare & Emergency Animal Rescue Team (HEART) hosted a Pet Wellness Clinic at The Courtyard. There was a total of 32 animals (26 dogs, five cats, and one rabbit) seen that day. The services provided were full examinations, vaccinations, microchips, internal and external parasite control nail trims, treatment of skin, eye, ears and teeth. For animals that needed ongoing medication, the medications were provided to their owners so they can continue treatment. Additionally there was an opportunity for pet owners to participate in dog training, pet care and pet handling instructions.

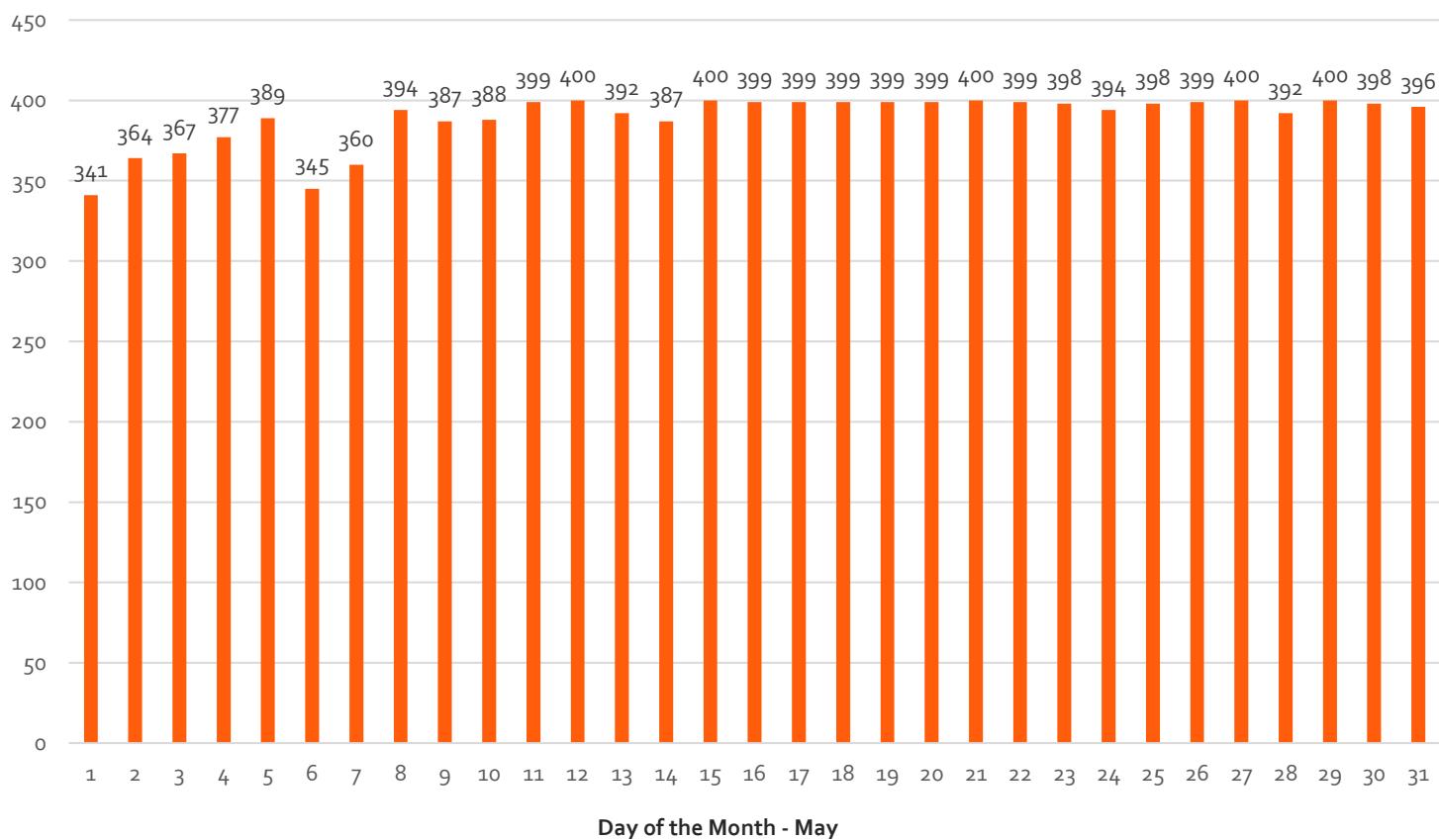


# The Courtyard Statistics for May

## Daily Entries at The Courtyard (Duplicate)



## Number of Persons Utilizing Safe Sleep Program at The Courtyard



# 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 April 24, 2017, through May 28, 2017, BHS Outreach & Engagement staff reported 669 outreach contacts at the Civic Center resulting in 116 referral services being made and an additional 16 confirmed linkages to services.

Week	4/24 – 4/30	5/1 – 5/7	5/8 – 5/14	5/15 – 5/21	5/22 – 5/28
BHS Outreach & Engagement					
Street Outreach Contacts	156	129	72	160	152
Referrals	6	30	12	40	28
Linkages	0	3	5	3	5

## The Courtyard

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

- BHS Outreach & Engagement staff reported 1,147 outreach contacts at The Courtyard resulting in 81 referrals for services being made and an additional 79 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 1,091 outreach contacts resulting in an additional 218 referrals and 56 linkages to services.

Week	4/24 – 4/30	5/1 – 5/7	5/8 – 5/14	5/15 – 5/21	5/22 – 5/28
BHS Outreach & Engagement					
Street Outreach Contacts	321	237	211	168	210
Referrals	27	8	24	12	10
Linkages	15	16	23	23	2
MHA Contracted Outreach					
Street Outreach Contacts	195	227	215	213	241
Referrals	43	26	54	55	40
Linkages	10	8	11	10	17
BHS Outpatient Clinician					
Contacts	47	38	34	38	46
Referrals	2	1	2	2	2
BHS Substance Used Disorder Clinician					
Contacts	0	0	0	10	6
Referrals	0	0	0	5	4



Shane Mills, Mental Health Specialist delivers donated items to The Courtyard.



## Even the Smallest Donation Can Make a Big Impact

Thank you to all of the Health Care Agency (HCA) employees who have donated items to support individuals experiencing homelessness and staying at The Courtyard Transitional Living Center since collection bins were placed at HCA headquarters earlier this year.

"HCA staff contact me every day asking how they can help the people living at the Courtyard. The donation bin gives our staff the chance to be involved and help," said Jason Austin, Behavioral Health Navigation Program Manager II. "A simple act like donating a bottle of shampoo or a granola bar can make an incredible difference in someone's life." HCA employees have generously provided a wide variety of items for some the most vulnerable members of our community.

HCA staff has opened their heart and given:

- 425 paper plates and utensils
- 154 ready-to-eat and canned foods
- 151 pieces of clothing for men and women
- 135 bottles shampoo/conditioner
- 104 books and board games
- Along with laundry detergent and supplies for pets

Donations are collected weekly by HCA's Behavioral Health Outreach and Engagement staff and delivered to The Courtyard.



**COUNTY OF ORANGE CALIFORNIA**  
**Social Services Agency**  
*Our Community, Our Commitment*

Date	5/4/2017	5/11/2017	5/18/2017	5/25/2016
Total Inquiries for Services	88	95	71	80
<b>Type of Request*</b>				
Medi-Cal Applications	3	10	4	4
CalFresh Applications	5	16	5	5
General Relief applications	21	13	11	15
Inter-County Transfers	2	6	1	5
EBT Card Distribution	16	18	12	11
Beneficiary Identification Card Distribution (Medi-Cal card)	15	5	10	10
Redeterminations	4	4	5	5
Bus passes	16	18	6	14



The Social Services Agency (SSA) deployed its Mobile Response Vehicle (MRV) to The Courtyard four times during the month of May 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 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.

### Awards for the Mobile Response Vehicle (MRV)

The Social Services Agency (SSA) Mobile Response Vehicle outreach at The Courtyard has won two awards!

- 2017 National Association of Counties (NACo) Achievement Award
- 2017 Association of California Cities – Orange County Golden Hub of Innovation – Community Outreach Category

## 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
4/17 - 4/21	5	12	15	14	20	26
4/24 - 4/28	2	22	10	15	12	37
5/1 - 5/5	1	17	9	23	10	40
5/8 - 5/12	2	24	4	22	6	46
5/15 - 5/19	1	8	4	13	5	21
5/22 - 5/26	1	17	4	21	5	38
5/29 - 5/31	0	6	1	5	1	11

CC – Civic Center; TC – The Courtyard



In June 2015, the Orange County Board of Supervisors approved a purchase and sale agreement for the property. In 2016, the County broke ground on renovations to the building. The Board voted in December 2016 to phase construction at the shelter.

Phase One, now complete, provides bed space and services for up to 100 single men and women. Phase Two, expected to be completed in summer 2018, will add an additional 100 beds, along with an on-site kitchen, interior restrooms and showers, and a multi-service center with a health clinic.

"Bridges at Kraemer Place is much more than a shelter; it provides a bridge from homelessness to self-sufficiency," said Supervisor Todd Spitzer, who championed the location of the center in his Third District. "It's a two-way street. Program participants will get the help they need, with access to health and addiction assessment, employment counseling and permanent housing assistance. People in the community have the opportunity to reach out and contribute to the solution. Bridges at Kraemer Place will be a model for future homeless centers in Orange County."

With on-site services, meals, laundry, restrooms and showers, Bridges at Kraemer Place is designed to be a facility where clients stay up to 180 days. During that time, on-site assessments will connect the individual to employment and housing navigation services.

"This shelter brings tangible resources to the system of care we are building in Orange County," said Chairwoman Michelle Steel.

"The County is taking a forward-thinking approach with coordinated services to offer a helping hand to our homeless," said Vice Chair Andrew Do. "We are leaning in to provide resources and shelter in a way no Board has done before."

The County of Orange opened the doors to its first year-round emergency shelter and service center May 5, 2017. The shelter, named Bridges at Kraemer Place, will ultimately provide year-round shelter and services to 200 individuals each night who are experiencing homelessness.

Bridges at Kraemer Place has a "good neighbor" policy that will maintain a strict, no walk-up policy and individuals will be brought to and from the shelter by shuttle at designated times. Clients will be referred through partnered program providers with preference given to individuals who have ties to North Orange County cities.

"While this shelter will be a valuable resource for those experiencing homelessness, the County cannot be expected to solve Orange County's homelessness crisis alone," said Supervisor Shawn Nelson. "It will take a collective effort between the County, cities, nonprofits and faith-based organizations to see real change."

Funding for Bridges at Kraemer Place comes primarily from the County, with \$10 million approved by the Board for renovation of the shelter. In addition, the cities of Anaheim, Fullerton, Brea and La Habra have contributed funds, along with the federal Department of Housing and Urban Development (HUD).

"We have an opportunity to make a lasting effect on the lives of individuals who need it most," said Supervisor Lisa Bartlett. "The County of Orange is focused on providing sustainable solutions for those experiencing homelessness."

The shelter operator, chosen by the Board after a competitive proposal process, is Mercy House Living Centers, Inc. The annual operating cost for the shelter, which will be funded by the County, is expected to be \$1.8 million.

Bridges at Kraemer Place is an important part of the County's system of care that includes a wide range of services and strategies to meet people where they are and provide bridges to permanent housing.



Above: Vice Chair Andrew Do, Supervisor Lisa Bartlett and Supervisor Todd Spitzer unveiling the completed shelter.

Opening Day  
May 5, 2017, at



Above: Bridges at Kraemer Place Dining & Seating Area.



Above: Bridges at Kraemer Place Sleeping Area

Right: County staff who worked on the development of Bridges at Kraemer Place

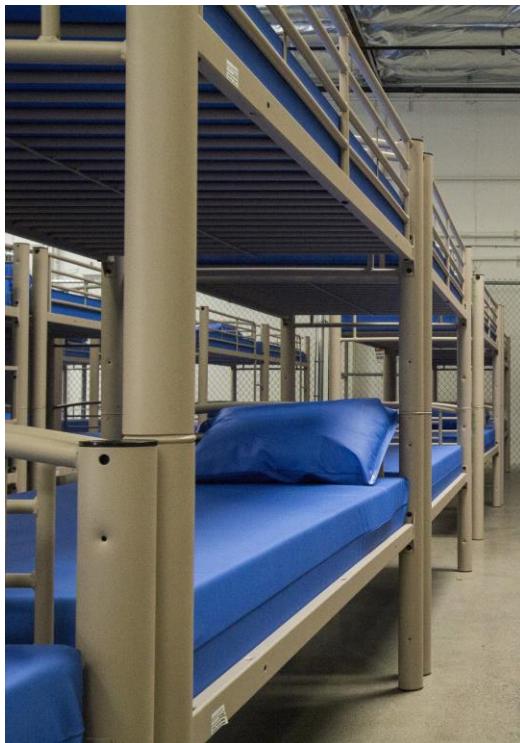




# First Month in Operation

## Successes to Celebrate

- Bridges reached its current full capacity of 100 by May 26 and has served 110 unduplicated residents to date.
- Since the program opened on May 5, 2017, three residents have moved into permanent housing. Additionally, two residents have been issued Veterans' Affairs Supportive Housing (VASH) vouchers and are awaiting placement.
- One resident with a customer service background received a call back for employment with a senior health care advocacy agency, and has a second appointment scheduled.
- Police departments have been visiting Bridges to check out the facility, are referring individuals to the shelter and are providing positive feedback.



## Operations

Bridges at Kraemer Place, operated by Mercy House, provides emergency beds for homeless men and women with priority for those living in the North Orange County area. All reservations are secured through North Orange County outreach and engagement agencies who receive notification when beds become available. Once a referral is received, pre-screened clients are given a time and directions to one of several pick-up locations. A shuttle picks them up and transports them to the shelter.

The referral system is working well and improving with partner feedback. To learn more about this process visit <http://mercyhouse.net/portfolios/bridges-at-kraemer-place/>.

## Community Engagement

- Mercy House has engaged community volunteers. A volunteer from California State University, Fullerton (CSUF) and an intern from Whittier College provide assistance each weekday as well as five other volunteers from the community. In total, over 80 hours of volunteer services were provided in the month of May.
- Donations of food items, clothing, hygiene and toiletry kits, a bicycle rack, books, and board games have been received. A local church donated a basketball hoop and balls. A donation of office furniture, cabinets, tables, refrigerators, plants and office supplies was received in April.

## Services

- Onsite services began on Wednesday, May 17, 2017.
- Mercy House holds regular meetings with service partners including Human Options, Second Harvest, Career Wise, Public Law Center and Share Our Selves to discuss and schedule onsite services.
- A Fullerton-based veterinarian clinic is providing kennel services, pet examinations, and medical care for clients' companion and service animals and longer-term boarding as needed.
- Orange County's Social Services Agency and Health Care Agency Behavioral Health Services staff have been on site and are providing services to residents.