

A G E N D A



REGULAR MEETING COMMISSION TO END HOMELESSNESS

Wednesday, May 1, 2019, 9:00 A.M.

Orange County Transportation Authority
Board Room – Conference Room 07-08
550 South Main Street, Orange, California

COMMISSION MEMBERSHIP

Andrew Do, First District, Board of Supervisors, Chair	Daniel Young, Business Representative, Vice Chair
Michelle Steel, Second District, Board of Supervisors	Jack Toan, Business Representative
Ken Domer, North Service Planning Area	Don Barnes, Orange County Sheriff's Department
Scott Stiles, Central Service Planning Area	Scott Larson, Affordable Housing Development
Paul Wyatt, South Service Planning Area	Marshall Moncrief, Behavioral Health Representative
Sue Parks, Philanthropic Representative	Teresa "Tita" Smith, At Large Member
Tom Kisela, Chief of Police	Theresa Murphy, At Large Member
Randy Black, Orange County Fire Authority	Matt Bates, Continuum of Care Board Representative
Richard Afable, Hospital Representative	Jeanne Awrey, Continuum of Care Board Representative
Jim Palmer, Faith-based Community Representative	

Executive Director

Susan Price, Director of Care Coordination

Clerk of the Commission

Valerie Sanchez, Chief Deputy Clerk

This agenda contains a brief general description of each item to be considered. The Commission encourages public participation. If you wish to speak during public comment, please complete a Speaker Request Form and deposit it in the Speaker Form Return box located next to the Clerk. Speaker Forms are located on the table next to the entrance doors. Except as otherwise provided by law, no action shall be taken on any item not appearing in the agenda. When addressing the Commission, please state your name for the record prior to providing your comments.

****In compliance with the Americans with Disabilities Act, those requiring accommodation for this meeting should notify the Clerk of the Board's Office 72 hours prior to the meeting at (714) 834-2206****

*All supporting documentation is available for public review online at:
<http://www.ocgov.com/gov/ceo/care/commendhom> and in the office of the Clerk of the Board of Supervisors located in the Hall of Administration Building, 333 W. Santa Ana Blvd., 10 Civic Center Plaza, Room 465, Santa Ana, California 92701 during regular business hours,
8:00 a.m. - 5:00 p.m., Monday through Friday.*

A G E N D A

1. Call to Order
2. Pledge of Allegiance
3. Roll Call

ACTION ITEMS (Items 4-8):

4. Approve Commission to End Homelessness minutes from March 20, 2019 regular meeting
5. Make appointment to the Bridges at Kraemer Place Community Advisory Board
6. Approve creation of three subcommittees of the Commission to End Homelessness and identify the priorities for each (Continued from 2/25/19, Item 6 and 3/20/19, Item 5)
7. Support the proposed establishment of a live bed reservation system to enhance data integration
8. Support the proposed expansion of and broader access to employment services for those experiencing homelessness

DISCUSSION ITEM (Item 9):

9. 2019 Point in Time Results

PUBLIC COMMENT

At this time members of the public may address the Commission on any matter not on the agenda but within the subject matter jurisdiction of the Commission.

COMMISSION MEMBERS COMMENTS

ADJOURNMENT

NEXT SCHEDULED MEETING: Wednesday, July 17, 2019, 9:00 A.M.

SUMMARY ACTION MINUTES

REGULAR MEETING COMMISSION TO END HOMELESSNESS



Wednesday, March 20, 2019, 9:00 A.M.

Orange County Transportation Authority
Board Room – Conference Room 07-08
550 South Main Street, Orange, California

Andrew Do, First District, Board of Supervisors, Chair	Daniel Young, Business Representative, Vice Chair
Michelle Steel, Second District, Board of Supervisors	Jack Toan, Business Representative
Ken Domer, North Service Planning Area	Don Barnes, Orange County Sheriffs' Department
Vacant, Central Service Planning Area	Scott Larson, Affordable Housing Development
Vacant, South Service Planning Area	Marshall Moncrief, Behavioral Health Representative
Sue Parks, Philanthropic Representative	Vacant, At Large Member
Tom Kisela, Chief of Police	Vacant, At Large Member
Randy Black, Orange County Fire Authority	Vacant, Continuum of Care Board Representative
Richard Afable, Hospital Representative	Vacant, Continuum of Care Board Representative
Jim Palmer, Faith-based Community Representative	

ATTENDANCE: Commissioners Do, Young, Steel, Domer, Parks, Barnes, Kisela, Black, Afable, Palmer, Toan, Moncrief

ABSENT: Commissioner Larson

PRESENT:	EXECUTIVE DIRECTOR	Susan Price, Director of Care Coordination
	CLERK OF THE COMMISSION	Valerie Sanchez & Jamie Ross, Deputy Clerks

1. Call to Order
COMMISSION CHAIR ANDREW DO CALLED THE MEETING TO ORDER AT 9:00 A.M.
2. Pledge of Allegiance
COMMISSIONER KISELA LED THE PLEDGE OF ALLEGIANCE
3. Roll Call
THE CLERK CALLED THE ROLL AND CONFIRMED QUORUM

SUMMARY ACTION MINUTES

ACTION ITEMS

4. Approve Commission to End Homelessness meeting minutes from February 25, 2019.

7 3 1 2 4 8 9 10 11 12 13 14 15

X

APPROVED AS RECOMMENDED

5. Approve creation of three subcommittees of the Commission to End Homelessness and identify the priorities and members for each. (Continued from 2/25/19, Item 6)

Commissioner Do indicated more time was needed to discuss and determine priorities and decide whether the commission should focus on identified priorities as a whole rather than through subcommittees and recommended the commission consider meeting monthly for the next six months.

ACTION:

CONTINUED TO SPECIAL MEETING TO BE SCHEDULED IN APRIL

DISCUSSION ITEMS

6. Overview of the County of Orange System of Care

- a. Care Coordination
- b. Healthcare
- c. Behavioral Health
- d. Community Corrections
- e. Housing
- f. Public Social Services

Executive Director Susan Price gave a presentation outlining components of Orange County's System of Care and suggested three focus areas including housing, income and high resource utilization. Commissioner Do suggested including need for additional shelters.

Commissioner Parks outlined the goals of United Way's United to End Homelessness efforts. Commissioner Barnes suggested a focus on services to inmates in custody and how those tie in to outside services upon release. Commissioner Do suggested the County brief the commission on integrated services. Commissioner Barnes suggested having front line staff from County homeless outreach teams, Health Care Agency and Orange County Community Resources come to brief the commission at the next meeting on what they see as successes and barriers. Commissioner Young suggested the need to focus on people individually rather than from a system perspective of programs or facilities.

PUBLIC COMMENT

Craig Durfey – Oral Re: Importance of education and need for better parenting; use of technology causing suicide; need for banning cell phones in schools; service dogs for psychiatric assistance.

MINUTES-COMMISSION TO END HOMELESSNESS MEETING

WEDNESDAY MARCH 20, 2019

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SUMMARY ACTION MINUTES

COMMISSION MEMBER COMMENTS

Commissioner Steel – Oral Re: Congratulated Commissioner Palmer on the opening of a 50-bed shelter in Tustin

ADJOURNED: 10:42 A.M.

NEXT MEETING: May 1, 2019, 9:00 A.M.

*** VOTE KEY ***

(1st number = Moved by; 2nd number = Seconded by)

- 1 Andrew Do
- 2 Dan Young
- 3 Michelle Steel
- 4 Ken Domer
- 5 Vacant
- 6 Vacant
- 7 Sue Parks
- 8 Tom Kisela
- 9 Randy Black
- 10 Richard Afable
- 11 Jim Palmer
- 12 Jack Toan
- 13 Don Barnes
- 14 Scott Larson
- 15 Marshall Moncrief
- 16 Vacant
- 17 Vacant

A = Abstained
X = Excused
N = No
C.O. = Commission Order



SUPERVISOR ANDREW DO
Chair



Valerie Sanchez, Chief Deputy Clerk
Clerk of the Commission



CLERK OF THE BOARD

MEMORANDUM

April 24, 2019

To: Commission to End Homelessness

From: Valerie Sanchez, Clerk of the Commission

Subject: Item 5 – Appointment to the Bridges at Kraemer Place Community Advisory Board

Article II (B) of the Bridges at Kraemer Place Community Advisory Board bylaws provide for one (1) representative appointed by the Commission to End Homelessness. This advisory board meets quarterly on the fourth Wednesday of March, June and September and on the third Wednesday of December.

Commissioners may make nominations and then vote to appoint a representative to the advisory board.

Attached is a copy of the Bridges at Kraemer Place Community Advisory Board bylaws for your reference.

RESOLUTION OF THE BOARD OF SUPERVISORS OF
ORANGE COUNTY, CALIFORNIA

February 6, 2018

WHEREAS, the November 15, 2015 Management, Operations and Public Safety Plan was created as a best practice model for operation of a Year Round Emergency Shelter Program and Multi-Service Center; and,

WHEREAS, the concept of a Community Advisory Board is outlined in the Management, Operations and Public Safety Plan to promote open communication between community stakeholders concerning the operation of the shelter programs and multi-service centers; and,


WHEREAS, the Bridges at Kraemer Place Community Advisory Board is to be specifically established, and operated by the OPERATOR of the shelter under the Board approved Shelter Operator Agreement.

NOW, THEREFORE, BE IT RESOLVED THAT THIS BOARD DOES HEREBY:

1. Approve creation of the Bridges at Kraemer Place Community Advisory Board effective February 6, 2018.
2. Adopt the Bridges at Kraemer Place Community Advisory Board Bylaws attached to this resolution effective upon the establishment and formation of the Community Advisory Board.

The foregoing was passed and adopted by the following vote of the Orange County Board of Supervisors, on February 06, 2018, to wit:

AYES:	Supervisors:	TODD SPITZER, MICHELLE STEEL, SHAWN NELSON LISA A. BARTLETT, ANDREW DO
NOES:	Supervisor(s):	
EXCUSED:	Supervisor(s):	
ABSTAINED:	Supervisor(s):	




CHAIRMAN

STATE OF CALIFORNIA)
)
COUNTY OF ORANGE)

I, ROBIN STIELER, Clerk of the Board of Orange County, California, hereby certify that a copy of this document has been delivered to the Chairman of the Board and that the above and foregoing Resolution was duly and regularly adopted by the Orange County Board of Supervisors

IN WITNESS WHEREOF, I have hereto set my hand and seal.





ROBIN STIELER
Clerk of the Board
County of Orange, State of California

Resolution No: 18-011
Agenda Date: 02/06/2018
Item No: 15



I certify that the foregoing is a true and correct copy of the Resolution adopted by the Board of Supervisors, Orange County, State of California

Robin Stieler, Clerk of the Board of Supervisors

By _____
Deputy

Bridges at Kraemer Place Community Advisory Board Bylaws

ARTICLE I: NAME, PURPOSE AND FUNCTIONS

- A. The name of this organization shall be the Bridges at Kraemer Place Community Advisory Board, hereinafter referred to as "CAB." It is established pursuant to Resolution # 18-011 approved by the Board of Supervisors.
- B. The purpose of the CAB is to:
 - 1. Act as an advisory body to the shelter operator, having no independent authority to act on matters such as legislation or lobbying.
 - 2. Provide review of the operations of the Year Round Emergency Shelter Bridges at Kraemer Place as provided for in the Board of Supervisors approved Scope of Services in the Shelter Operator Agreement, but having no authority to make contractual or financial decisions concerning the operation of the Year Round Emergency Shelter at Kraemer Place.
- C. The functions of the CAB are as follows:
 - 1. Provide review of the operations of the Bridges at Kraemer Place Year Round Emergency Shelter Program and Multi-Service Center and provide report to the Orange County Board of Supervisors biannually.
 - 2. Enhance community relations
 - 3. Receive and address information of any strengths and concerns from the neighborhood, local businesses, city and county entities, service provider partners and shelter clients about the operation of Bridges at Kraemer Place Year Round Emergency Shelter Program and Multi-Service Center, and communicate that information to the County
- D. In the performance of its responsibilities, the CAB shall not engage nor employ any discriminatory practices in the provision of services or benefits, assignment of accommodations, treatment, employment of personnel or in any other respect on the basis of sex, race, color, ethnicity, national origin, ancestry, religion, age, marital status, medical condition, sexual orientation, physical or mental disability or any other protected group in accordance with the requirements of all applicable County, State or Federal laws, regulations or ordinances.

ARTICLE II: APPOINTMENT AND MEMBERSHIP

- A. Membership of the CAB is to be composed of nineteen (19) voting seats.
- B. The membership of the Community Advisory Board shall be comprised of the following categories of community stakeholders:

Community Advisory Board

- One (1) representative appointed by the Orange County Board of Supervisors
- Thirteen (13) representatives appointed by the local City Councils of the North County Service Planning Area (SPA). Appointments shall represent each of the currently existing cities in the SPA
- One (1) representative appointed by the local Chief of Police
- One (1) representative appointed by the local Neighborhood Association
- One (1) representative appointed from the local business association or Chamber of Commerce
- One (1) representative appointed by the local school district
- One (1) representative appointed by the Commission to End Homelessness

ARTICLE III: TERMS OF MEMBERSHIP

The categories listed above are intended to run with the Advisory Board so long as it is operational. The representatives serve at the will of the entity that appoints them until or unless they are replaced by the appointing entity.

ARTICLE IV: STAFFING SUPPORT

Staff support from Orange County Clerk of the Board shall be provided to support the CAB in conjunction with assigned shelter operator staff and will be responsible to facilitate Brown Act requirements.

ARTICLE V: OFFICERS

CAB officers shall consist of:

1. Chairperson

- (a) The Chairperson shall be the appointed by the members of the CAB. The duties of the Chairperson shall be to preside at meetings, decide points of order, announce all business, entertain motions, put motions to vote and announce vote results.
- (b) The Chairperson may call special meetings of the CAB.
- (c) The Chairperson or his or her designee may represent the CAB at public functions

2. Vice-Chairperson

- (a) The Vice-Chairperson shall perform the duties of the Chairperson in his or her absence.
- (b) If the Chair becomes vacant, the Vice-Chairperson shall succeed to the Chair until the CAB members have appointed its replacement for the Chair.

Community Advisory Board

ARTICLE VI: REMOVAL OF MEMBERS AND MEETING ATTENDANCE

1. Removal for Cause - Cause shall be defined as the member is unable effectively to represent the categorical seat to which he/she is appointed due to change of employment or status or, other reasons that substantially alters the member's qualifications which were present and considered in making the initial appointment or interfere with the individual's ability to properly function as a member of the CAB.
2. Removal for Absenteeism - Members may be removed from membership of the CAB if the member is absent from more than three (3) consecutive regular CAB meetings.
3. Removal of a member for cause or absenteeism shall require a majority vote of the CAB, a quorum being present.
 - (a) Upon removal, the shelter operator or designated staff will notify OC Community Resources within 30 days. The appointing organization will then appoint a new representative.
4. Resignation of CAB members shall be effected by a written letter of resignation submitted to the shelter operator.

ARTICLE VII: AD HOC COMMITTEES

Ad Hoc Committees may be established in coordination with OC Community Resources to support the goals of the CAB.

ARTICLE VIII: MEETINGS AND ACTIONS

The CAB shall meet no less than bi-annually (two times per year). The initial meeting shall take place once the bylaws have been approved by the BOS. As a matter of public business during the first meeting, the CAB shall set its meeting schedule. All meeting agendas shall be posted and distributed no less than 72 hours prior to the meeting.

- A. The CAB shall, at its first meeting of each year, adopt a schedule of regular meetings and transmit that schedule in writing to members, the County, and the public at large.
- B. All CAB meetings shall be open, public and noticed in conformance with the provisions of the Ralph M. Brown Act, California Government Code Section 54950 et seq., as amended and held at a location within Orange County, California that satisfies the access requirements of the Americans with Disabilities Act.
- C. Special meetings of the CAB may be called either by the shelter operator, the County or at the request of a majority of CAB members.
 1. Notice of special meetings shall be delivered to members personally, by mail or electronically, and must be received no later than twenty-four hours in advance of the meeting.
 2. Said notice must state the business to be considered and whether alternative technological means may be used such as telephone or video conferencing, as

Community Advisory Board

technological resource availability permits and as permissible by the Ralph M. Brown Act.

D. Quorum and voting requirements for meetings are as follows:

1. Quorum: A quorum shall consist of the majority of the currently appointed/seated members of the CAB.
2. Conflict of Interest – Members of the CAB shall abstain from voting on any issue in which they may be personally interested to avoid a conflict of interest in accordance with County, State and Federal laws, regulations and ordinances and shall refrain from engaging in any behavior that conflicts with the best interest of County.
 - (a) Members of the CAB shall not vote nor attempt to influence any other CAB member on a matter under consideration by the CAB as follows:
 - (1) Regarding the provision of services by such member (or by an entity that such member represents); or
 - (2) By providing direct financial benefit to such member or the immediate family of such member; or
 - (3) Engaging in any other activity determined by County, State or Federal law, regulations and ordinances to constitute a conflict of interest.
 - (b) If a question arises as to whether a conflict exists that may prevent a member from voting, the operator or designee may consult with designated County Staff to assist them in making that determination.
 - (c) Neither CAB nor any of its members shall promote, directly or indirectly, any political party, political candidate or political activity using the name, emblem or any other identifier of CAB or County.
 - (d) No assets or assistance provided by County to the CAB shall be used for sectarian worship, instruction, or proselytization, except as otherwise permitted by law.

ARTICLE V: AUTHORITY

- A. Authority of the CAB is enacted by the County of Orange Board of Supervisors through the Shelter Operator and Agreement and authorizing Resolution # 18-011

ARTICLE VI: ADOPTION AND AMENDMENT OF BYLAWS

- A. Adoption – Affirmative vote of at least fifty percent + 1 of active members, a quorum being present, shall be required to propose changes to these Bylaws.
- B. Amendments
1. Any member of the CAB may propose amendments to these Bylaws.

Community Advisory Board

2. Proposed amendments shall be submitted in writing and made available to each member of the CAB no less than five (5) days prior to consideration before a vote can be taken.

B. Bylaws and any amendments to the Bylaws must be approved by the Board of Supervisors.

ARTICLE XII: ESTABLISHMENT AND ADOPTION OF OPERATING PROCEDURES

The CAB will establish and adopt operating procedures pertaining to the routine business of the Commission (i.e. meeting dates, order of business, etc.)

ARTICLE XIII: SEVERABILITY

Should any part, term, portion or provision of these Bylaws be determined to be in conflict with any law, regulation or ordinance or otherwise unenforceable or ineffectual, the remaining parts, terms, portions or provisions shall be deemed severable and their validity shall not be affected thereby provided such remaining portions or provisions can be construed in substance to constitute the provisions that the members intended to enact in the first instance.



Subject: Support the proposed establishment of a live bed reservation system to enhance data integration

Background Information

Within the existing emergency shelter system in Orange County there is an identified need for live bed reservation to improve efficiencies for referrals among street outreach teams and law enforcement agencies. According to the 2019 Point in Time Count, there were 3,961 unsheltered individuals and the shelter occupancy rate was 78.9%, where 775 beds were available on the night of the count. The current emergency shelter system must be utilized to its fullest capacity and increasing access to existing resources will improve coordination of the broader System of Care.

The emergency shelter system is also undergoing an expansion and with the new shelter beds coming online over the next twelve months, there will be an increased need for system coordination so that individuals and families experiencing homelessness can receive services and identify an available bed in real-time.

Action Item

As part of the larger County Data Integration Initiative and to fulfill the need for real-time information on occupancy within the emergency shelter system, the County of Orange (County) is pursuing a software product that has a bed reservation module and is able to connect to the Homeless Management Information System (HMIS) and the ArcGIS Survey 123 (ArcGIS) app. HMIS collects client-level data and data on housing and services for individuals and families experiencing homelessness. The ArcGIS app is currently being used by the Orange County Sheriff's Department (OCSO) to track outreach efforts and referrals to the Health Care Agency. The addition of a live bed reservation module will allow the unoccupied emergency shelter beds to be more readily accessible to referral partners and increase the occupancy rate among the emergency shelter system.

The County will pilot the bed reservation module at a County Shelter in collaboration with a referral partner. The bed reservation module will allow outreach teams and law enforcement to maintain real-time information in the system by having all the critical functionality, including:

1. Information on shelter bed availability
2. Ability to reserve beds online based on eligibility criteria
3. Ability for shelters to review and provide disposition of shelter referrals
4. Ability to authorize approval to confirm community reservation status

The bed reservation module is a necessary addition to the System of Care to:

1. Reduce barriers to access and care
2. Increase efficiencies
3. Streamline services

Estimated Cost: \$200,000

The support for live bed reservation connects to the broader System of Care by improving the coordination of services, communicating real-time data and integrating current homeless services databases.



Subject: Support the proposed expansion of and broader access to employment services for those experiencing homelessness

Background Information

Employment is a key component to the success of the System of Care. Through employment services, individuals experiencing homelessness are able to increase their income and successfully transition into and retain housing, playing a key role in ending homelessness.

Increasing access to employment services will ensure those experiencing homelessness receive proper training to more readily secure and retain employment.

According to the 2019 Point in Time count:

- 55% of those experiencing homelessness stated they were unemployed; and
- 22% of those experiencing homelessness stated they had some type of employment, including full-time, part-time or seasonally employed.

To support an initial launch in bringing employment services to the County of Orange, the Board of Supervisors approved a startup contract with a nonprofit, Chrysalis, in October 2018, in partnership with an investment made by the City of Anaheim.

Action Item

Since the emergency shelter system is expanding, there is an identified need to bring additional services to assist individuals in increasing their income, enabling them to successfully transition into permanent housing. As of March 2019, within the emergency shelters operated by the County of Orange between 20 to 25 percent of clients employed at the Courtyard Transitional Center and Bridges at Kraemer Place.

The expansion of the employment services program will support an integration of services for both emergency shelters and bridge housing facilities, facilitating connections to increased income for individuals and thus, reducing the shelter length of stay. Informational sessions and on-site client orientations will be established to provide enhanced day programming and increase client contact both within the shelter facilities and off-site. The employment services will include assistance with resumes, classes for training and schooling, mock interviews, computer skills training and any other needed services for job readiness.

The support for this expansion connects with the broader System of Care by creating an opportunity for clients to participate and buy-in to employment services and work on increasing their income as part of their pathway out of homelessness. People experiencing homelessness experience barriers to employment that can be overcome by a service such as this, tailored to meet their specialized needs. Integrating this employment service within the expanding emergency shelter system will increase individual's access and utilization of the program.

Additionally, connecting the employment service programs to the Orange County Business Council and other business associations is imperative in expanding the number of employment opportunities available to individuals experiencing homelessness who are seeking to secure and retain employment.

The current contract in place is in the amount of \$200,000 to serve 300 individuals and an expansion of \$100,000 for a total of \$300,000 would increase the amount of individuals served to 500.



County Executive Office

Memorandum

April 8, 2019

To: Michelle Steel, Supervisor, Second District

From: Susan Price, Director of Care Coordination, County Executive Office

Subject: Chrysalis Employment Program – Status Report and Funding Request

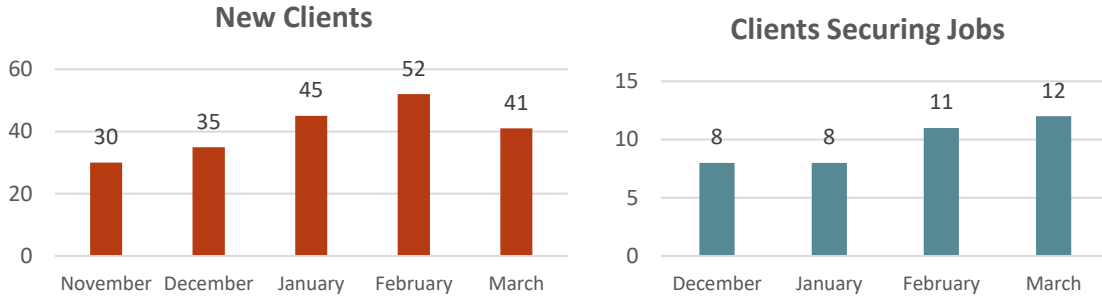
On October 16, 2018, the Board of Supervisors approved a startup contract in the amount of \$200,000 to support Chrysalis' initial launch to bring services to the County of Orange. City of Anaheim provided an office building for Chrysalis to locate its program offices to start. On November 14, 2018, Chrysalis opened the doors of a new employment services center in Orange County, located in the City of Anaheim. Funding from the County, along with other private and public sources, made possible the hiring of a Chrysalis team of eight program staff based at the Orange County site, supported by multiple Los Angeles-based staff.

Chrysalis is a nonprofit organization dedicated to helping low-income and homeless individuals get prepared, secure and retain employment, which are critical steps in becoming self-sufficient. Description of programs offered by Chrysalis detailed in Attachment A.

Employment is a key component to the success of the System of Care. Through employment services, individuals experiencing homelessness are able to increase their income and transition into and retain housing.

Achievements to Date (Contract Term November 1, 2018 through June 30, 2019):

- Since November 2018, 201 clients completed an assessment with an Employment Specialist and participated in Chrysalis' core job readiness program.
- Chrysalis Enterprises' transitional job program, Roads, launched its first Orange County component in October 2018.
- Eleven clients from Chrysalis' Orange County Employment Program have been referred into the Roads program with six of them already working and receiving a paycheck.
- Two janitorial positions at the La Mesa Emergency Shelter in Anaheim operated by Illumination Foundation were filled by Chrysalis clients.
- Since November 2018, 41 clients have found employment in construction, food services, retail and warehouse industries.
- Chrysalis continues to expand conversations with local companies to facilitate employment connections for Chrysalis clients and develop the Direct Hire Program.



Outreach Efforts and Referral Partners (Attachment B):

As newcomers to Orange County, Chrysalis continues to cultivate partnerships with the local community to increase the number of individuals aware of Chrysalis' employment program. In advance of opening Chrysalis' new Orange County center, Chrysalis reached out to and/or met with over 70 nonprofit and public sector partners in the county. Chrysalis staff continue to work closely with service partners to guarantee that referrals, coordination, placement and retention services are available to provide longevity and a holistic approach to homelessness prevention, outreach and intervention.

Request for Support in 2019-2020:

The Office of Care Coordination recognizes the need to fully bring Chrysalis' services into the growing emergency shelter system capacity to help individuals experiencing homelessness increase their income to successfully transition into permanent housing.

An augmentation of \$300,000 for the 2019-20 program year would expand services from the target of 300 served in the start-up year of operation to 500 served in year 2 – a 67% increase in individuals served and continue working towards fully integrating its services into the Orange County System of Care. This funding would support an integration of Chrysalis services to the shelters and bridge housing facilities funded by the County. Through Chrysalis employment services individuals in the County funded shelters will be able to secure employment and increase their income, thus reducing shelter length of stays and increasing successful housing exits.

Building on the current efforts, this funding will enhance transport to Chrysalis' offices on a regular schedule from the various shelters surrounding the Chrysalis center – Bridges at Kraemer Place, Courtyard Transitional Center, and others – to promote employment centered objectives. In addition, Chrysalis will have staff at shelter facilities to meet and inform clients of available services, thus increasing productive day programming. Informational sessions and on-site client orientations by Chrysalis will increase clients' buy-in to employment services and working on increased income as part of their pathway out of homelessness.

Cc: Frank Kim, CEO and Michelle Aguirre, CFO

Attachment A – Programs Offered by Chrysalis

Core Program – Includes job preparation classes, resume building, practice interview, and service plan, which clients are able to complete in an average of two weeks. When the core program is completed, clients continue to receive one-on-one employment coaching and job leads, referrals to external partners for barrier removal services, access to scholarship funds, and the opportunity to work a transitional job with Chrysalis Enterprises.

Chrysalis Scholarship Fund – Provides funding for vocational training outside of Chrysalis once client complete the Core Program elements. For short-term certificate programs and other professional credentials – such as guard cards, forklift operations, food handling, and first aid– the Scholarship Fund pays for these opportunities, which often opens the doors to job opportunities.

Chrysalis Enterprises – The program, managed by Chrysalis and made possible through a partnership with Caltrans, provides individuals the chance to work up to 90 working shifts doing freeway litter abatement and brush trimming and removal. In addition to paid job experience, clients receive regular feedback on work performance and assistance in continuing their search for permanent employment.

Direct Hire Program – Program in which Chrysalis places Chrysalis clients directly with employers – is having ongoing conversations with companies such as Anaheim Resort Transit, Honda Center / Ducks / The Rinks, Marriott International, Mission Landscape, Wincome Group, and Orange County Goodwill to increase available employment opportunities.

Retention – Job retention assistance is provided as soon as clients access Chrysalis services, since maintaining a job is acknowledged to be just as important as obtaining a job. Data on job retention will be collected by Chrysalis' Retention Coordinator six months after a job starts. Clients continue to have access to Chrysalis' services and to meet with their Employment Specialist for as long as needed.

Chrysalis Connects – Chrysalis hosts a bi-monthly (second and fourth Friday) opportunity for partners to tour their site, discuss potential ways to collaborate, and network with others in attendance. Chrysalis are also coordinating with partners to offer on-site orientations as well as transportation assistance for clients to participate in the program.

Attachment B – Chrysalis Outreach Efforts and Referral Partners

Chrysalis has met with over 70 nonprofit and public sector partners including:

- 2-1-1 Orange County
- Anaheim Workforce Services Office
- California Department of Corrections & Rehabilitation
- City Net
- Families Forward
- Grandma's House of Hope
- Illumination Foundation
- Mercy House
- OC United
- Orange County Office on Aging
- Orange County Probation
- Pathways of Hope
- The Midnight Mission
- The Salvation Army Orange County

Chrysalis attends various collaborative meetings including:

- Anaheim Homeless Collaborative
- Collaboration to Assist Motel Families (CAMF)
- OC Homeless Provider Forum
- OC Re-Entry Partnership (OCREP)
- Orange County Continuum of Care Board Meetings

Chrysalis Direct Hire Program has worked with the following companies to place clients and/or are actively working on filling open positions currently:

- | | |
|---|-----------------------------------|
| • Hilton Garden Inn | • The Anaheim Ducks |
| • The Rinks – Subsidiary of The Anaheim Ducks | • Hilton Garden Inn |
| • Anaheim Resort Transportation | • La Quinta Inns & Suites-Anaheim |
| • Delivery Drivers Inc. | • Clean Diesel Specialists |
| • Taylor-Dunn | • Spring Hill Suites |
| • Fairfield by Marriott in Anaheim | • The Ritz-Carlton, Laguna Niguel |
| • Wincome Group | • Marriott |
| • Transdev | • The Flame Broiler |
| | • Mission Landscaping |



EVERYONE COUNTS

2019 POINT IN TIME SUMMARY

April 2019



EVERYONE COUNTS

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EVERYONE COUNTS

2019 POINT IN TIME COUNT TOTALS

2019 POINT IN TIME COUNT BY THE NUMBERS

6,860
Individuals

North: 2,765 Individuals
Central: 3,332 Individuals
South: 763 Individuals

SUBPOPULATIONS

311

VETERANS

Individuals who served in the U.S. Armed Forces, National Guard or Reserves

271

TRANSITIONAL AGED YOUTH

Individuals ages 18 to 24

677

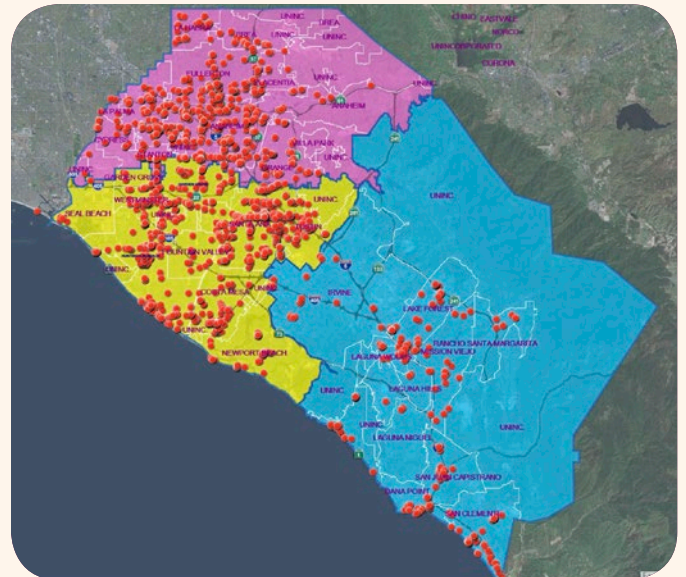
SENIORS

Individuals ages 62 and older

METHODOLOGY

The U.S. Department of Housing and Urban Development (HUD) requires that all Continuum of Care jurisdictions across the nation complete a biennial unsheltered count and an annual sheltered count of all individuals experiencing homelessness in the community on a single point in time during the last ten days of January.

Orange County's 2019 Sheltered Point In Time Count took place the night of Tuesday, January 22, 2019. Emergency Shelters and Transitional Housing Programs collected client-level demographic information from individuals and families staying the night in each program. The 2019 Unsheltered Count process took place over two days, Wednesday, January 23 and Thursday, January 24, to ensure the 800 square mile County jurisdiction was canvassed effectively. The change in methodology allowed the count teams to collect unique ID data points that were used to deduplicate records for the two day street count process. The survey data was collected with ArcGIS Survey 123, a phone application that captures GIS locations and provides vital information that guides the way the County responds to homelessness in Orange County. The results for the 2019 Everyone Counts process provide the most accurate data on the scope of homelessness in the County. Because of this improved process, methodology and data quality from the use of GIS technology, Orange County's 2019 Point In Time Count results ensure that Everyone Counts.





EVERYONE COUNTS

SHELTERED COUNT

99

VETERANS

Individuals who served in the U.S. Armed Forces, National Guard or Reserves

117

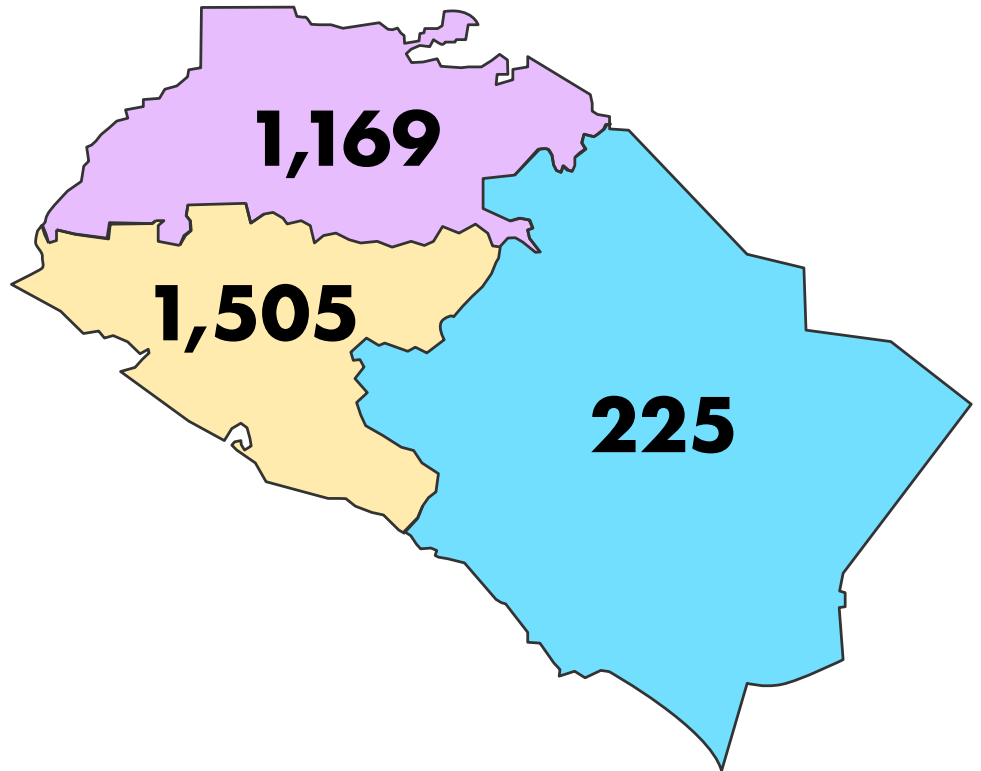
TRANSITIONAL AGED YOUTH

Individuals ages 18 to 24

255

SENIORS

Individuals ages 62 and older



2,899

SHELTERED TOTAL



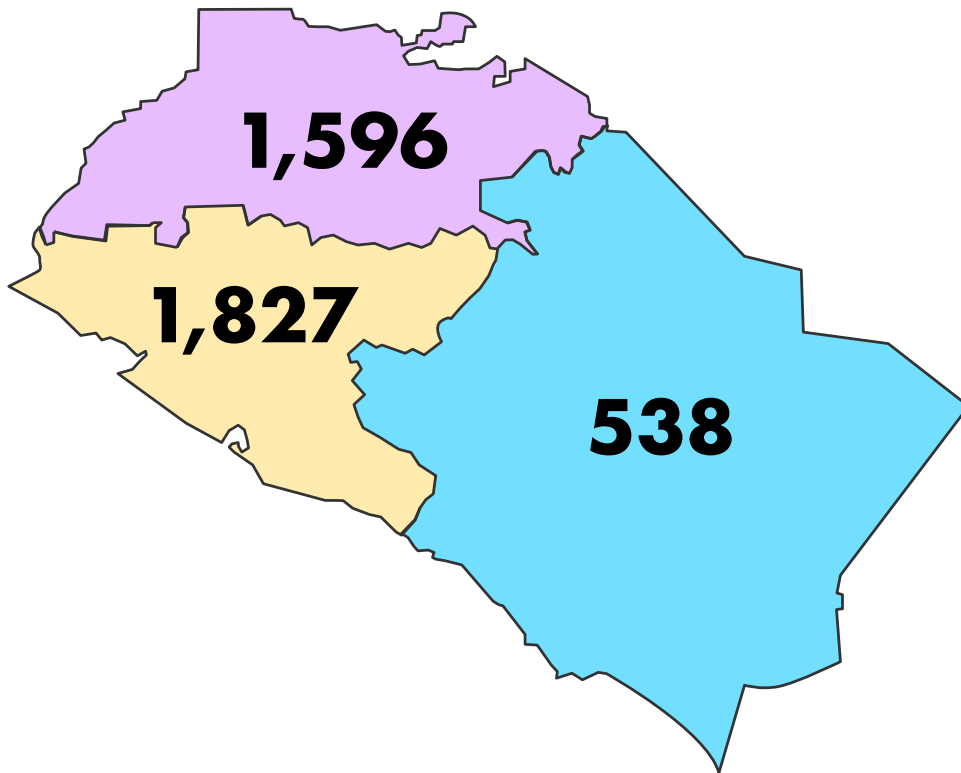
THANK YOU TO ALL THOSE INVOLVED

- **Hub for Urban Initiatives** – HUD methodology and survey tool design
- **City Net** – lead agency for unsheltered count
- **2-1-1 Orange County** – lead agency for sheltered count
- **County of Orange** – including Health Care Agency, Social Services Agency, OC Community Resources, OC Parks, OC Public Works and OC Information & Technology
- **Continuum of Care Agencies**
- **Nonprofit and faith-based service providers**
- **34 Cities and law enforcement agencies**
- **Community volunteers from every part of our county**



EVERYONE COUNTS

UNSHELTERED COUNT



3,961
UNSHELTERED TOTAL

212

VETERANS

Individuals who served in the U.S.
Armed Forces, National Guard
or Reserves

154

TRANSITIONAL AGED YOUTH

Individuals ages 18 to 24

422

SENIORS

Individuals ages 62 and older

MAPS & VOLUNTEERS

1,167

Community volunteers, nonprofit and faith-based service providers including representatives from law enforcement, all 34 cities and County government.

244

Field teams of volunteers deployed into the community to canvas maps and survey people experiencing homelessness.

239

Maps were canvassed at least twice during the 2019 Point In Time Count effort.





Some individuals may identify with more than one subpopulation

CHRONIC HOMELESSNESS

51.98%

1,932 Individuals

SUBSTANCE USE ISSUES

32.90%

1,223 Individuals

PHYSICAL DISABILITY

30.80%

1,145 Individuals

MENTAL HEALTH ISSUES

26.47%

984 Individuals

DEVELOPMENTAL DISABILITY

13.72%

510 Individuals

DOMESTIC VIOLENCE

9.58%

356 Individuals

HIV/AIDS

1.8%

38 Individuals

3,717 ADULTS



EMERGENCY SHELTERS INVENTORY



OF BEDS IN 2017 - 1,149

OF BEDS IN 2019 - 2,539

% CHANGE: +120.97%

79.2%

average occupancy in 2019

TRANSITIONAL HOUSING INVENTORY



OF BEDS IN 2017 - 1,166

OF BEDS IN 2019 - 1,135

% CHANGE: -2.65%

78.2%

average occupancy in 2019

HOUSEHOLD STATUS

Population	Description	Unsheltered (3,961)	Sheltered (2,899)	TOTAL (6,860)
Individuals	Individuals ages 18+	3,562	1,734	5,296
Families	Households with at least one adult and one child	110 FAMILIES 396 persons in households: 152 Adults 244 Children	356 FAMILIES 1,154 persons in households: 432 Adults 722 Children	466 Families 1,550 persons in households: 584 Adults 966 Children
Unaccompanied Youth	Minors (17 and younger without parent/guardian)	3	11	14



REPORTED CITY WHERE MOST TIME SPENT WHILE HOMELESS

City in North Service Planning Area
828 Individuals (39%)

City in Central Service Planning Area
900 Individuals (42%)

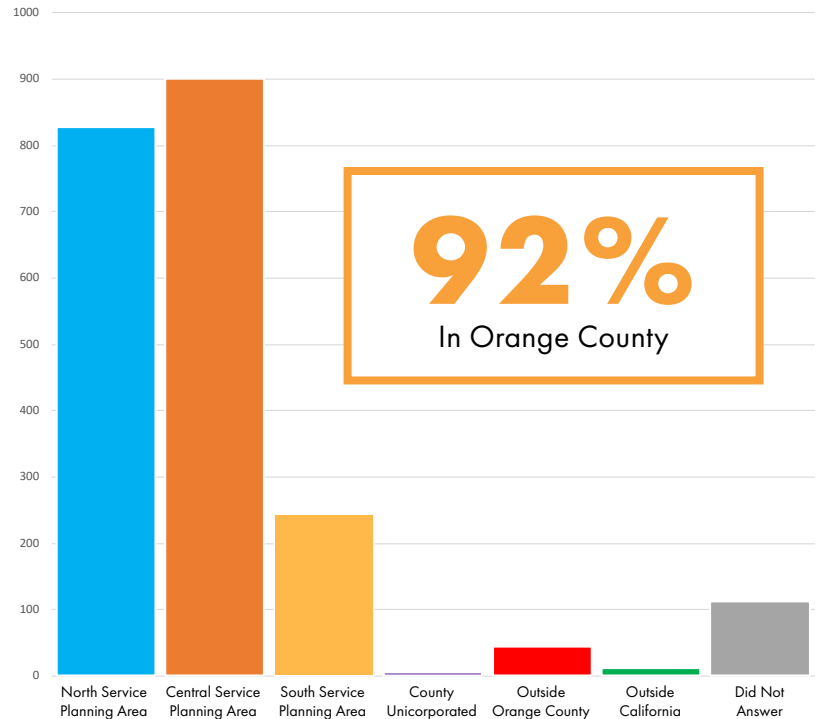
City in South Service Planning Area
244 Individuals (11%)

County Unincorporated
5 Individuals (.002%)

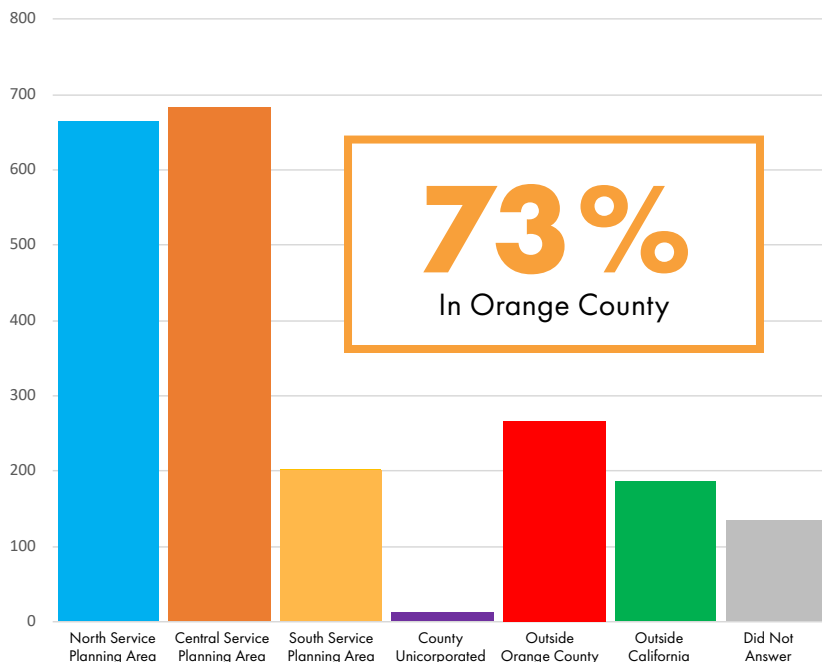
Outside Orange County
45 Individuals (2%)

Outside California
12 Individuals (1%)

Did Not Answer
112 Individuals (5%)



REPORTED CITY OF LAST PERMANENT ADDRESS



City in North Service Planning Area
663 Individuals (31%)

City in Central Service Planning Area
682 Individuals (32%)

City in South Service Planning Area
202 Individuals (9%)

County Unincorporated
12 Individuals (1%)

Outside Orange County
267 Individuals (12%)

Outside California
186 Individuals (9%)

Did Not Answer
134 Individuals (6%)



EVERYONE COUNTS

COMMUNITY TIES: UNSHELTERED ADULTS

51.63%

1,108 Individuals

HAVE FAMILY IN ORANGE COUNTY

51.72%

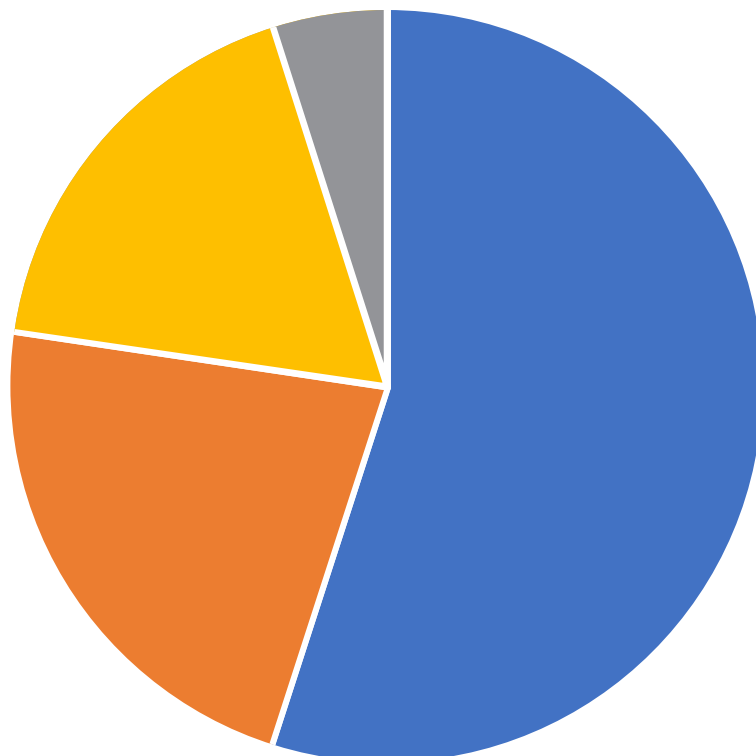
1,110 Individuals

**ATTENDING OR HAVE ATTENDED
SCHOOL IN ORANGE COUNTY**

72.08%

1,547 Individuals

**CURRENTLY WORKING OR HAVE
EVER WORKED IN ORANGE COUNTY**



CURRENT EMPLOYMENT STATUS

Unemployed

1,180 Individuals (55%)

Full-Time, Part-Time, Seasonally Employed

480 Individuals (22%)

Retired, Disabled

380 Individuals (18%)

Did Not Answer

106 Individuals (5%)



COUNTY OF ORANGE: SYSTEM OF CARE

What is the “System of Care” and why does it matter in addressing homelessness?

The System of Care is a collaboration of multiple County and local government entities who bring all their resources together to provide customized care to the individual. It is about care of the individual, not just achieving program benchmarks.

The County of Orange has five components to its System of Care with programs that can be customized to fit the needs of the individual and help prevent them from becoming homeless or help them find a home.



BEHAVIORAL HEALTH

- Outreach and Engagement Teams
- Mental Health and Substance Use Services
- Housing Navigation
- Development of The Wellness Campus on Anita Drive



HEALTHCARE

- Whole Person Care
- Recuperative Care
- Comprehensive Health Assessment Teams – Homeless (CHAT-H)



HOUSING

- Emergency Housing - 701 Year-Round, emergency shelter beds
- Expansion of Housing Assistance Programs
- Housing Funding Strategy
- Housing Finance Trust Fund
- Landlord Incentive Program



COMMUNITY CORRECTIONS

- Proposition 47 Re-Entry Center Program
- Stepping Up Initiative
- Collaborative Courts



PUBLIC SOCIAL SERVICES

- Enhanced Outreach for hard-to-reach populations
- Access to Public Benefits
- Countywide expansion - Restaurant Meals Program
- Chrysalis Employment Program



EVERYONE COUNTS

2019 POINT IN TIME COUNT: CITY BY CITY

CITY	UNSHELTERED	SHELTERED	TOTAL
Anaheim	694	508	1,202
Brea	30	0	30
Buena Park	142	145	287
Cypress	39	0	39
Fullerton	308	165	473
La Habra	45	0	45
La Palma	9	0	9
Los Alamitos	1	21	22
Orange	193	148	341
Placentia	55	108	163
Stanton	71	45	116
Villa Park	0	0	0
Yorba Linda	1	0	1
County Unincorporated	8	0	8
Domestic Violence Programs	N/A	29	29
NORTH SERVICE PLANNING AREA	1,596	1,169	2,765

CITY	UNSHELTERED	SHELTERED	TOTAL
Costa Mesa	187	6	193
Fountain Valley	28	14	42
Garden Grove	163	62	225
Huntington Beach	289	60	349
Newport Beach	64	0	64
Santa Ana	830	939	1,769
Seal Beach	8	0	8
Tustin	95	264	359
Westminster	159	25	184
County Unincorporated	4	31	35
Domestic Violence Programs	N/A	104	104
CENTRAL SERVICE PLANNING AREA	1,827	1,505	3,332

CITY	UNSHELTERED	SHELTERED	TOTAL
Aliso Viejo	1	0	1
Dana Point	32	0	32
Irvine	127	3	130
Laguna Beach	71	76	147
Laguna Hills	24	0	24
Laguna Niguel	7	3	10
Laguna Woods	5	0	5
Lake Forest	76	36	112
Mission Viejo	22	9	31
Rancho Santa Margarita	15	0	15
San Clemente	96	49	145
San Juan Capistrano	62	0	62
County Unincorporated	0	0	0
Domestic Violence Programs	N/A	49	49
SOUTH SERVICE PLANNING AREA	538	225	763