

THE QUARTERLY UPDATE

April - June 2021

Welcome to the Office of Care Coordination Spring Quarterly Update. We are pleased to share our progress on the County's COVID-19 Homelessness Response System and other key developments in the provision of services for those experiencing homelessness.

- Jason Austin, Director, Office of Care Coordination



Project Toolbelt and Project HomeKey

As of end April 2021, Project Toolbelt, one of the County's COVID-19 Homelessness Response System programs, provided services to 601 program participants. This program provided an opportunity for the contracted service providers to be innovative in engaging individuals that were not previously engaged with the Homeless System of Care. Services provided by Project Toolbelt included emergency shelter in a motel setting, 3 meals a day, weekly case management, weekly COVID-19 testing, access to the COVID-19 vaccine and other resources and wraparound supportive services. One component of service is to provide one on one case management to support participants to create an individualized housing plan with the goal of transitioning to stable and longer-term housing options. Of the total 601 Project Toolbelt participants: 297 participants have obtained permanent housing; 205 have obtained temporary but more stable housing; 73 have transitioned to emergency shelters; and 26 others transitioned to facilities that provide a higher level of care they so greatly needed. In addition, participants are being assessed for eligibility for Orange County Housing Authority Set Aside and Mainstream vouchers, along with Anaheim and Santa Ana Homeless Set Aside Vouchers. Eligible participants are also referred to the HomeKey Program via the Coordinated Entry system, with support and collaboration between Project Toolbelt and HomeKey case managers, participants are then engaged for intake and move in. The HomeKey Program is operated out of two motel sites in Stanton and provides longer term stays, enhanced engagement, and on-site services from the program operator. To date, 90 Project Toolbelt households have successfully transitioned into the HomeKey Program. The HomeKey Program provides housing to 132 program participants that were at higher exposure to COVID-19 due to their vulnerability and/or age.

Shelter COVID-19 Vaccine Program

The Office of Care Coordination and Public Health Services have been working closely to implement a COVID-19 vaccine distribution plan for people experiencing homelessness within the shelter system. There has been outreach around this effort to 55 different shelters countywide, including domestic violence, transitional aged youth, and pregnant woman programs. All front-line staff at Emergency Shelter Programs have been offered the opportunity to get vaccinated. The Office of Care Coordination coordinated with Public Health Nurses to educate participants regarding the COVID-19 vaccine and distributed the vaccine to County shelter sites. The vaccine drive effort's success is due to the support from the Orange County Fire Authority, City of Anaheim, City of Fullerton, City of Laguna Beach, City of Huntington Beach, City of Newport Beach, Public Health and all the emergency shelter providers. The vaccine distribution began March 19, 2021, and within the next two weeks, around 800 shelter participants received their first dose. The distribution of the second dose began April 19, 2021, and all will be administered before the end of this quarter.

Coordinated Entry System Update

The Coordinated Entry System (CES) is a mechanism for allocating available housing units via a systematic resource targeting process designed to implement localized priorities for program participants via intake assessment. CES covers the geographic area of Orange County and is regionally focused by Service Planning Areas, it is easily accessed by individuals and families seeking housing and services and includes a comprehensive and standardized process used by all service providers in the System of Care.

Following a successful pilot and implementation of Orange County CES for Families with minor children into the Homeless Management Information System (HMIS), the CES for Individuals, Veterans and Transitional Aged Youth, is currently transitioning into HMIS. The Request for Proposals for the Individual CES issued in late 2020 has identified Friendship Shelter as the Operational Coordinator for the Individual CES. The Office of Care Coordination and the Orange County Continuum of Care are excited for the regional coordination and technical support Friendship Shelter will provide to access points. Operations have begun to transition from the Office of Care Coordination over to Friendship Shelter. For more information about CES, please visit [Coordinated Entry System \(CES\) | Orange County, California - Health Care Agency \(ochealthinfo.com\)](https://www.ochealthinfo.com)

Homeless Data Integration System

The Homeless Data Integration System (HDIS) is a statewide data warehouse that compiles data from the 44 Continuums of Care (CoC). Each CoC coordinates a comprehensive regional strategy to address homelessness and collects data about the people it serves and the services it offers, according to common federal standards established by the U.S. Department of Housing and Urban Development (HUD). Integration of this data into HDIS establishes California's first statewide repository of common homelessness data.

This centralized repository can assist in identifying statewide patterns of service usage across California's geographic regions, supporting efforts to identify and address racial and other inequalities among people experiencing homelessness. This information will be used to support technical assistance, planning, funding, and coordination decisions more efficiently. We can more readily determine the remaining work needed to prevent, reduce, and ultimately end homelessness across California. HDIS was developed and will be maintained by the State Homeless Coordinating and Finance Council. To learn more about HDIS, please visit <https://www.bcsb.ca.gov/hcfc/hdis.html>.

Affordable Housing Developments

Westminster Crossing is located in the City of Westminster and will provide 65-units of affordable housing for low to extremely-low income individuals and families. The County is providing funding as well as twenty (20) one-bedroom units will receive Project Based Voucher rental subsidies from the Orange County Housing Authority (OCHA) and will house 20 individuals experiencing homelessness referred from Orange County Coordinated Entry System (CES). These twenty units will provide supportive housing for individuals experiencing chronic homelessness, who will receive on-site support from the OC Health Care Agency (HCA).

Buena Esperanza is a 69-unit affordable studio development located in the City of Anaheim, providing supportive housing to three subpopulations - veterans, individuals living with mental illness and individuals formerly experiencing homelessness. The County is providing funding as well as twenty (20) of the studio units will receive Project-Based Veterans Affairs Supportive Housing Voucher rental subsidies from OCHA referred by Veterans Affairs (VA). Buena Esperanza will also be receiving on-site support from the HCA as well as Jamboree and the VA.



Westminster Crossing



Buena Esperanza

Seeking Applicants for the Lived Experience Advisory Committee

The Orange County Continuum of Care (CoC) Board recently created the Lived Experience Advisory Committee. The Advisory Committee is intended to ensure that the voices and perspectives of individuals with current or past lived experience of homelessness are heard and considered in the decision-making process of the CoC Board. It also provides a way to share recommendations and feedback on the CoC and its programs and services.

To be eligible to serve on the Advisory Committee, interested individuals must identify themselves as having experienced homelessness, past or present, preferably in Orange County.

To apply or if you have any questions, please email CareCoordination@ochca.com. The application deadline is May 15, 2021. For more information on the Advisory Committee or recruitment process, visit the Lived Experience Advisory Committee website at <https://www.ochealthinfo.com/lived-experience>.

**Now Accepting
Applications for the**

Lived Experience

Advisory Committee

Join the Lived Experience Advisory Committee

To apply or if you have any questions email CareCoordination@ochca.com

Application deadline is May 15, 2021



ABOUT THE COMMITTEE

The Orange County Continuum of Care Board is seeking diverse applicants with current or past lived experience of homelessness to join the Lived Experience Advisory Committee to share feedback on the CoC's program and services

LOOKING FOR DIVERSE MEMBERS WHO IDENTIFY AS

- Veterans
- Families with Minors
- Transitional Aged Youth
- Lesbian, Gay, Bisexual, Transgender, Queer
- Survivors of Domestic Violence
- People with Disabling Conditions
- Black, Indigenous, and People of Color
- Seniors

FOR MORE INFO

Email: CareCoordination@ochca.com

Visit: <https://www.ochealthinfo.com/lived-experience>

Care Plus Program

On December 28, 2020, the Office of Care Coordination launched the Care Plus Program (CPP). CPP is a collaborative care coordination program for those most vulnerable across the County's System of Care. CPP aims to expedite the identification of needs and complete successful linkages to services and resources utilizing a Multi-Disciplinary Team approach. A data integration platform coordinates and shares data across County departments.



The Multi-Disciplinary Team approach provides an opportunity for all programs to work together, using real time data and information to ensure coordinated service delivery. The system allows the County to build a care team around an individual to create a shared Care Plan across all departments. The initial launch is a pilot phase and will be providing coordinated service delivery for a targeted cohort of those experiencing homelessness.



For more information on the work of the Office of Care Coordination, please contact carecoordination@ochca.com



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