Continuum of Care Board Meeting
September 23, 2020

Continuum of Care Manager Update
Zulima Lundy, Care Coordination Manager

CoC Board Nomination and Selection Process

- Voting opened on September 21, 2020

- Voting closes on October 9, 2020 at 4 p.m.

- Email has been sent out to the CoC General Membership with instructions on how to vote

- CoC Board Seat Candidates Interest Forms
  - https://www.ochealthinfo.com/homeless_serv/coc/coc_candidates

COVID-19 Homelessness Response Funding

- Must be fully expended by June 30, 2020

- Expenditures to date: $850,000

- People served to date:

  - 80 Individuals

  - 76 Family Households – 257 persons total, including 112 adults and 145 children

- Providing 5,659 nights of non-congregate shelter for people experiencing homelessness

COVID-19 Homelessness and Prevention Response Request For Proposals

- Bid Number: 042-C029255-BD
- Bid Starts: September 9, 2020
- Bid Ends: October 7, 2020 at 2:00 p.m. Pacific Time

Coordinated Entry System for Individuals

- Request for Proposals expected to be released next week

Racial Equity Analysis

- Scope of Work Framework has been developed
- Outreaching to potential consultant/vendors

Policies, Procedures and Standards Committee

- Establish meeting schedule
- Topics to discuss:
    - HMIS Policies and Procedures
    - CESH and HEAP Projects Evaluation
    - CoC Board Seat Election Process

Marching Home to End Veteran Homelessness Update

Zulima Lundy, Care Coordination Manager

Marching Home Overview

- An efforts by local, regional and federal partners to prevent and end homelessness among veterans in Orange County

- Initiative to develop a systemic, intentional and sustainable workflow that promotes coordination and collaboration of all partners to meet the needs of veterans

- The strategy document contains nine key areas of focus with 24 detailed goals

Since launching Marching Home

17 % decrease in the number of veterans on the Veteran Registry

334 Veterans have been housed

40% of the veterans on the Veteran Registry are unsheltered compared to 68% during the 2019 Point in Time Count

12% of the veterans on the Veteran Registry are chronically homeless compared to 46% during the 2019 Point in Time Count

90% of veterans on the Veteran Registry have an identified housing opportunity

Orange County Veteran Registry
Inflow vs. Outflow by Month
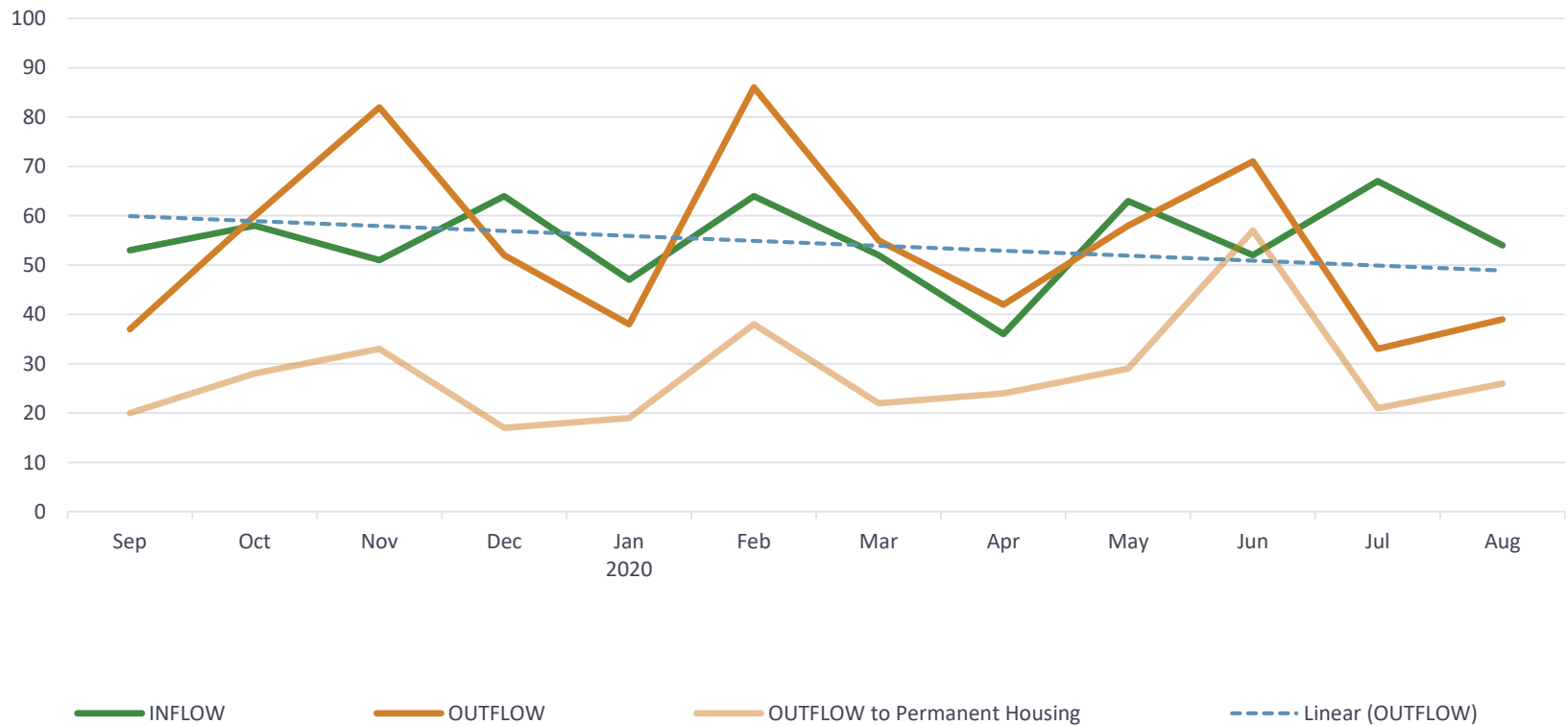
Progress to Date

Veterans Housed

Pilot: 16 households

Marching Home: 33 households

Total housed to date: 49 households

Referrals in Pipeline: 11

Measuring the Process – Marching Home

Days Searching before WHOC Referral
Shortest Length: 0 days
Longest Length: 189 days
Average: 54 ⇨ **47% decrease from pilot**

In February, the VA implemented an internal new process to integrate the WHOC referral process into the HUD-VASH intake process. This shift eliminated the need for any additional meetings with the veteran after HUD-VASH intake before being referred to WHOC.

Days from Referral to Lease Start
Shortest Length: 11 days
Longest Length: 120 days
Average: 52 ⇨ **13% increase from pilot**

Length of WHOC housing process time increased due to impacts of COVID-19.

Days from Voucher Issuance to Lease Start:
Shortest Length: 21 days
Longest Length: 229 days
Average: 106 ⇨ **27.8% decrease from pilot**

VA's internal process dramatically helped cut down the number of days between voucher issuance to lease-start date by removing the need for a secondary meeting with the veteran once voucher has been issued.

EMPOWERED BY
United Way
Orange County United Way

UNITED TO END
HOMELESSNESS

Marching Home Status

WelcomeHomeOC's Commitment:
- House 187 veteran households

Progress on Commitment:
- Collaborative service model implemented through partnership of Orange County United Way, the VA, and three additional service provider partners:
    - American Family Housing, Mercy House, and VOA now providing veterans with dedicated support during WHOC housing process and 12 months of supportive services once housed.
- 33 veteran households housed
    ⇨ 17.6% of commitment reached

Barriers Identified:
- Impacts of COVID-19
- Low quantity of referrals coming to WHOC
    - Project-based developments (Heroes Landing & Placentia Veterans Village) received VASH referral priority for the majority of 2020 and required 2:1 referral to unit ratio with no option for concurrent referral to WHOC

Goal as of today: House an additional 154 veteran households by March 31, 2020

EMPOWERED BY

United Way
Orange County United Way

UNITED TO END
HOMELESSNESS

Next Steps

- 9/24/20 Meeting with VA, CES to create new referral goals to help increase the flow into WHOC and into permanent housing

2021 Point In Time Count Update

Zulima Lundy, Care Coordination Manager

What is involved?

- Street-based enumeration will include homeless encampments, streets, sidewalks, parks, vacant lots, business centers, neighborhoods, alleys, etc.

- Housing Inventory enumeration will include year-round shelters, seasonal shelters, safe havens, and transitional housing

- Subpopulation specific efforts
  - Transitional Aged Youth
  - Veterans
  - Families

Who is involved?

- **County of Orange** – Health Care Agency, Social Services Agency, OC Community Resources, OC Sheriff's Department, OC Parks, and OC Public Works

- **City Net** – lead agency for unsheltered count

- **Covenant House California** – lead for Transitional Aged Youth Count

- **2-1-1 Orange County** – lead agency for sheltered count

- **Urban Initiatives** – HUD methodology and survey tool design

- Continuum of Care Agencies

- Nonprofit and faith-based service providers

Transitional Aged Youth (TAY) Count Overview

- Include youth guides to support accurate mapping of hot spots and engagement with youth experiencing homelessness

- Partner with community agencies to aid in the planning and execution of count

- Volunteer and youth guide training curriculum specific to TAY count

- Incentives to be provided to youth upon engagement and participation in survey

COVID-19 Considerations

- Moving from individual surveys to a visual count

- Change in the data system for collecting and tracking data during the count

- Different process for analyzing data received from the count

- Reduce the number of people within groups that are going out for the visual count

- Change in training methodology to include recorded videos and virtual platform

- Increase the number of deployment sites

2021 Point In Time Count Advisory Committee

- Continuum of Care Board Representation
  - Becks Heyhoe – at large representative
  - Donald Dermit – faith based representative
  - Natalie Bui – veteran representative
- Family Solutions Collaborative Representative
- City Representative for North Service Planning Area
- City Representative for Central Service Planning Area
- City Representative for South Service Planning Area
- Person with lived experience

FY2020 CoC Notice of Funding Availability (NOFA)

Zulima Lundy, Care Coordination Manager

Standards of Care for Emergency Shelter Providers

Karen Betances, Shelter Manager

Sarah Jones, Shelter Administrator

Standards of Care Overview

- Establish minimum standard requirements designed to promote an environment that is conducive to supporting the complex needs presented by those experiencing homelessness within Orange County

- Goal is to promote quality assurance practices for the operations of Emergency Shelters

- To be implemented in conjunction with the requirements of all applicable funding sources and all state and federal guidelines

Policies and Procedures

Provides framework for Emergency Shelter policies and procedures to be developed in five key areas:

1. Emergency Shelter Provider's Operations
2. Supportive Services
3. Staff Training
4. Facility Standards
5. Administration

Emergency Shelter Provider's Operations

Provide information on operation parameters including:

- Referral process
- Eligibility
- Shelter program services
- Participant guidelines
- Reasonable accommodation process
- Reasons for admission denial

Framework for policies and procedures to support an environment that promotes safety and inclusivity:

- Equal access and gender identify
- Non-discrimination
- Service and supportive animals
- Communication accessibility
- Participant feedback

Supportive Services

Make supportive services available that are participant-centered to meet individual needs.

- Assessments that evaluate participant's needs

- Housing plans that detail actions taken and progress towards goals

- Linkages and warm hand-off to a wide range of community based programs and services

Staff Training

Training will ensure competency within the following core areas:

- Program operational standards
- Effective communication
- Evidenced-based practices
- Facility, health and safety practices
- Anti-discrimination, equity practices
- ADA compliance

Facility Standards

Establish minimum facility standards to support the health and safety of the participants, including:

- Emergency response such as evacuation procedures, routes and drills

- Processes for reasonable accommodations and physical modifications

- Ensuring sanitary facilities and access to hygiene products

- Appropriate response to hazardous material clean up and removal

Administration

Identifies administrative practices that Shelter Operators should have in place, such as:

- HMIS participation and documentation
- Document storage and retention
- Quality assurance
- Program monitoring
- Reporting