

**ORANGE COUNTY  
CONTINUUM OF CARE BOARD  
Wednesday, July 22, 2020  
2:00 PM – 4:00 PM**

**Webinar:**  
**<https://global.gotomeeting.com/join/694403981>**  
**Dial by Phone: +1 (312) 757-3121**  
**Access Code: 694-403-981**

# **AGENDA**

## **Board Member Names**

Jeanne Awrey, OC Dept. of Education [Secretary]  
Matt Bates, City Net  
Judson Brown, City of Santa Ana  
Natalie Bui, Veteran Affairs CRRC  
Donald Dermit, The Rock Church  
Curtis Gamble, Hope Lifted  
Vacant  
Vacant

Becks Heyhoe, OC United Way  
Patti Long, Mercy House  
Dawn Price, Friendship Shelter  
Albert Ramirez, City of Anaheim  
Maricela Rios-Faust, Human Options  
George Searcy, Jamboree Housing [Chair]  
Tim Shaw, Individual [Vice-Chair]

**Call to Order** – George Searcy, Chair

**Board Member Roll Call** – Jeanne Awrey, Secretary

**Public Comments:** Members of the public may address the Continuum of Care Board on items listed within this agenda or matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the Continuum of Care Board. Members of the public may address the Continuum of Care Board with public comments on agenda items in the business calendar after the Continuum of Care Board member discussion. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes.

In order to address the CoC Board, members of the public are to enter their name and agenda item number in the GoToMeeting chat box to be placed in a queue. CoC Board staff will call your name in the order listed in the chat box.

## **CONSENT CALENDAR**

*All matters are approved by one motion unless pulled by a Board Member for discussion or separate action. The CoC Board requests that only pertinent information be discussed during this time.*

- 1. Approve Continuum of Care Board Meeting Minutes from June 24, 2020.**

## **BUSINESS CALENDAR**

- 1. Update from the Office of Care Coordination regarding COVID-19 response – Jason Austin, Director**
- 2. Continuum of Care Manager's Report – Paul Duncan, CoC Manager**

**3. HMIS Bed Reservation System Pilot Overview – Erin DeRycke, HMIS Lead**

- a. Presentation: Overview of the Homeless Management Information System (HMIS) Bed Reservation pilot

**4. COVID Response Funding – Overview of Request for Proposals – Paul Duncan, CoC Manager**

- a. Presentation: Overview of the Request for Proposal and incorporation of Emergency Solutions Grant funding.

**5. Individual Coordinated Entry System Request for Proposals – Paul Duncan, CoC Manager**

- a. Presentation: Overview of the Coordinated Entry System for Individuals Request For Proposal to identify a Lead Agency within each Service Planning Area to provide infrastructure and facilitate the streamlining access to services and improving care coordination

**Next Meeting:** August 26, 2020

**ORANGE COUNTY  
CONTINUUM OF CARE BOARD  
Wednesday, June 24, 2020  
2:00 PM – 4:00 PM**

**Webinar:**  
**<https://global.gotomeeting.com/join/683772749>**  
**Dial by Phone: +1 (571) 317-3122**  
**Access Code: 683-772-749**

# MINUTES

## Board Member Names

Jeanne Awrey, OC Dept. of Education [Secretary]  
Matt Bates, City Net  
Judson Brown, City of Santa Ana  
Natalie Bui, Veteran Affairs CRRC  
Donald Dermit, The Rock Church  
Curtis Gamble, Hope Lifted  
Vacant  
Vacant

Becks Heyhoe, OC United Way  
Patti Long, Mercy House  
Dawn Price, Friendship Shelter  
Albert Ramirez, City of Anaheim  
Maricela Rios-Faust, Human Options  
George Searcy, Jamboree Housing [Chair]  
Tim Shaw, Individual [Vice-Chair]

**Call to Order** – George Searcy, Chair

**Board Member Roll Call** – Jocelyn Gaspar, CoC Specialist

Present: Jeanne Awrey, Matt Bates, Judson Brown, Natalie Bui, Donald Dermit, Curtis Gamble, Becks Heyhoe, Patti Long, Dawn Price, Albert Ramirez, Maricela Rios-Faust, George Searcy and Tim Shaw.

Absent Excused: none

**Public Comments:** Members of the public may address the Continuum of Care Board on items listed within this agenda or matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the Continuum of Care Board. Members of the public may address the Continuum of Care Board with public comments on agenda items in the business calendar after the Continuum of Care Board member discussion. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes.

- Callie Rutter commented on the need for housing, employment opportunities and food during the COVID-19 pandemic.

## **CONSENT CALENDAR**

*All matters are approved by one motion unless pulled by a Board Member for discussion or separate action. The CoC Board requests that only pertinent information be discussed during this time.*

### **1. Approve Continuum of Care Board Meeting Minutes from May 27, 2020.**

Dawn Price motioned to approve the Consent Calendar. Natalie Bui seconded the motion. The motion passed by unanimous consent.

## **BUSINESS CALENDAR**

### **1. Update from the Office of Care Coordination regarding COVID-19 response – Jason Austin, Director**

The five motels that are available throughout Orange County as a part of the County's Homelessness COVID-19 response are nearing capacity. The County of Orange is beginning to explore interim and permanent housing options for program participants. The Office of Care Coordination has established a Project Roomkey hotline (714-834-3000) to facilitate service referrals to Project Roomkey and answer any Project Roomkey related questions.

### **2. Continuum of Care Manager's Report – Paul Duncan, CoC Manager**

The Office of Care Coordination reviewing the Homeless Management Information System (HMIS) Consent Form to ensure that the document meets a minimum readability standard and that it includes information on the System of Care Data Integration System.

The Orange County Continuum of Care (CoC) is evaluating the need for a gender identity based policy given the policy released by the Department of Health and Human Services and the Supreme Court of the United States ruling on gender identity. The Orange County CoC currently has policy that is inclusive to all people regardless of how a person identifies, but if additional policy is needed, it may be put forward to the CoC Board for approval.

The Office of Care Coordination met with CARES Act entitlement cities to discuss the second round of CARES Act funding and how to best align funding with current needs. The Office of Care Coordination will hold a second meeting to continue the ongoing discussion and will provide additional information next month.

### **3. System of Care Data Integration System (SOCDIS) – Paul Duncan, CoC Manager and Natalie Dempster, Care Coordination Manager**

Recommended Action:

- a. Authorize 2-1-1 Orange County as the HMIS Administrator for Orange County Continuum of Care to share data with the Data Integration Project to ensure increased care coordination, streamline service delivery and deduplication of efforts.

Becks Heyhoe motioned to approve the recommended action. Donald Dermit seconded the motion. The motion passed by unanimous consent.

Chair George Searcy suggested developing a process to record feedback and returning to the CoC Board for updates on the System of Care Data Integration System.

### **4. Homeless Housing, Assistance and Prevention (HHAP) Round 2 Request for Proposal (RFP) Overview – Paul Duncan, CoC Manager**

The Orange County CoC and the County of Orange's goal is to create a balanced System of Care by ensuring that persons experiencing homelessness have access to services, temporary housing options that are focused on permanent housing, and permanent housing resources that are robust. The HHAP Round 2 RFP process aims to:

- Fill gaps in services within the current system
- Have a high impact in moving people towards or into permanent housing
- Incorporate evidence-based practices, such as but not limited to, trauma-informed care, housing first, harm reduction, critical time intervention and motivational interviewing

Capital for Emergency Shelter and Navigation Centers will increase the number of available beds and services for persons experiencing unsheltered homelessness. The Emergency Shelter and/or Navigation Centers will allow people a safe and stable environment to work towards long-term goals and stability. The RFP makes up to \$6,648,309 available through the State of California's HHAP funding for capital projects. The CoC Board is to determine total award for capital projects based upon future prioritization decisions. The RFP is set to be released June 25, 2020.

Dawn Price suggested analyzing Project Roomkey data to find disparities of clients that sought out beds versus clients that received beds.

Public Comments

- Callie Rutter commented on the importance of implementing sensitivity training such as trauma-informed care and job training.

**5. Resolution for the Black Lives Matters movement – Tim Shaw, Vice Chair**

Recommended Action:

- a. Adopt the OC CoC Board Resolution for the Black Lives Matters movement

Vice Chair Tim Shaw motioned to approve the CoC Board Resolution for the Black Lives Matters movement. Judson Brown seconded the motion. The motion passed by unanimous consent.

Amended Action:

- b. Authorize the allocation of \$50,000 from HHAP funding for a consultant to conduct a racial disparities and equity evaluation of CoC systems and processes.

Vice Chair Tim Shaw motioned to approve the amended recommendation. Curtis Gamble seconded the motion. The motion passed by unanimous consent.

The CoC Board will select members for an ad hoc during at an upcoming meeting of the CoC Board.

Public Comments

- Callie Rutter praised the CoC Board for the Black Lives Matters movement Resolution.

**6. 2020 Housing Inventory Count and Sheltered Point in Time Presentation – Erin DeRycke, HMIS Lead**

The Housing Inventory Count (HIC) is a point-in-time inventory of housing programs within a Continuum of Care (CoC) that provide beds and units dedicated to serve people experiencing homelessness (or for permanent housing projects, were experiencing homelessness at entry). The project types included in the HIC are Emergency Shelter, Transitional Housing, Rapid Re-housing, Safe Haven, and Permanent Supportive Housing. The U.S. Department of Housing and Urban Development (HUD) requires the submission of the HIC on an annual basis.

The Point in Time (PIT) count is a count of people experiencing homelessness on a single night in January. HUD requires that CoCs conduct an annual count of people experiencing homelessness who are sheltered in Emergency Shelter, Transitional Housing, and Safe Havens on a single night. CoCs also must conduct a count of unsheltered people experiencing homelessness every other year (odd numbered years).

The HIC and Sheltered PIT counts were conducted on January 27, 2020 for Orange County. Typically, the HIC and PIT are due to HUD at the end of April, but HUD extended the deadline to June 30th due to the COVID-19 pandemic. Erin DeRycke provided an analysis of the 2020 HIC and PIT.

**Meeting Adjourned:** 4:03 p.m.

**Next Meeting:** July 22, 2020

**Date:** July 22, 2020

**From:** Erin DeRycke

**To:** Continuum of Board

**Subject:** HMIS Bed Reservation System

**Recommendations:** None; this is an information update only

**History:**

Development of the HMIS Bed Reservation System began in May 2019, and the pilot officially began October 2019. The pilot initially included Mercy House – Family Care Center with 16 units and Pathways of Hope – Via Esperanza with 9 units. The purpose of the pilot was to test the existing Bed Reservation functionality in HMIS, and determine usability for all Emergency Shelters in the Orange County CoC. The pilot only included Family Emergency Shelter projects participating in the Family Solutions Collaborative.

During the course of the pilot, additional Family Emergency Shelter projects were added. Pathways of Hope – New Vista Emergency started participating with 8 units in March, while Illumination Foundation – Theriault House and Family Assistance Ministries – FAMily House started participating in April with 9 and 13 units, respectively. The pilot ended June 30<sup>th</sup>.

As of July 1<sup>st</sup>, the Emergency Shelter Bed Reservation System has transitioned to a new process which matches the Family Coordinated Entry System process in HMIS. The new process streamlines data entry for Emergency Shelters, allows for more robust reporting, and includes the functionality to match households based on eligibility. Illumination Foundation – Murphy House and Family Assistance Ministries – Gilchrist House Families started participating in the new process July 1<sup>st</sup>, increasing the total units participating in this process to 66.

Next steps include implementing the eligibility criteria first for the Emergency Shelter Bed Reservation System, and then for the Family Coordinated Entry System. A working group is also developing bed reservation performance measures. In addition, 211OC is supporting the Family Solutions Collaborative with the development of Family Emergency Shelter Performance Reports in HMIS, which are based on the Family Shelter Guidelines. Ideally, the Emergency Shelter Bed Reservation System would be expanded to include all Emergency Shelters in Orange County, but there are many Emergency Shelters not in HMIS, and there isn't a CoC policy in place to require participation in the Bed Reservation process.

**Analysis:**

The biggest success of the Bed Reservation System is the increased collaboration and coordination to ensure the families with the highest need are being placed in Emergency Shelter as quickly as possible. Families are assigned to Access Points to help streamline the process, which means the family doesn't have to reach out to multiple shelters to find an opening. In addition, the process flows better for the Emergency Shelters because they serve the household they are assigned, rather than screening multiple

households. Finally, the Bed Reservation System allows for client choice; households are able to deny a match to an Emergency Shelter for any reason, and they will return to the waiting list until the next opportunity that they are eligible for.

After using the Bed Reservation System for many months, the piloted process is better suited for Night-By-Night Emergency Shelters<sup>i</sup> with low or no eligibility criteria. This is because the reservation process is designed to reset on a daily basis, which is ideal for Night-By-Night shelters and cumbersome for other Emergency Shelters. In addition, the piloted process does not allow beds to be reserved based on eligibility criteria. Finally, the piloted process does not have functionality to easily track why referrals are denied, whereas the new Bed Reservation process allows for robust reporting of denied referrals.

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<sup>i</sup> Emergency Shelters where a significant proportion of clients spend a night at the shelter as needed on an irregular basis.

# Bed Reservation Pilot Data

July 22, 2020

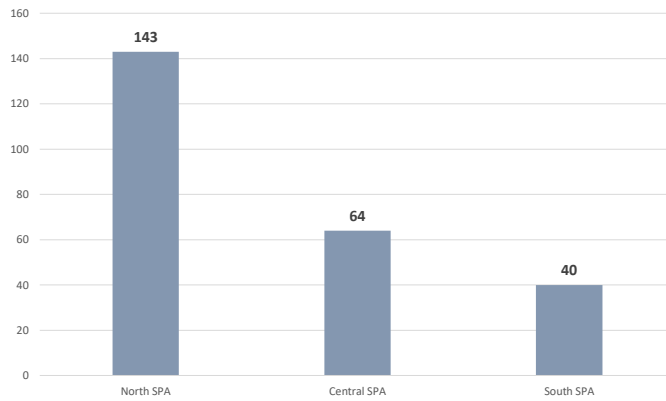
## Implementation

Mercy House – Family Care Center: 16 units  
 Pathways of Hope – Via Esperanza: 9 units  
 Pathways of Hope – New Vista Emergency: 8 units  
 Illumination Foundation – Theriault House: 9 units  
 Family Assistance Ministries – FAMily House: 13 units

October	November	December	January	February	March	April	May	June
Mercy House - Family Care Center								
Pathways of Hope - Via Esperanza								
					Pathways of Hope - New Vista Emergency			
						Illumination Foundation - Theriault House		
						Family Assistance Ministries - FAMily House		

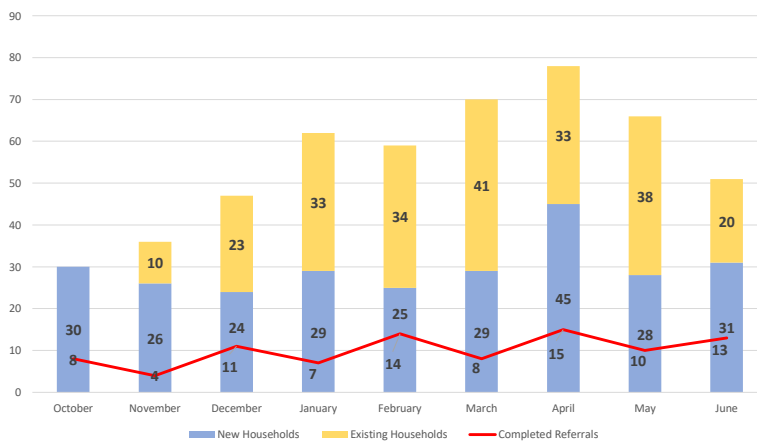


## Households Waiting for Emergency Shelter



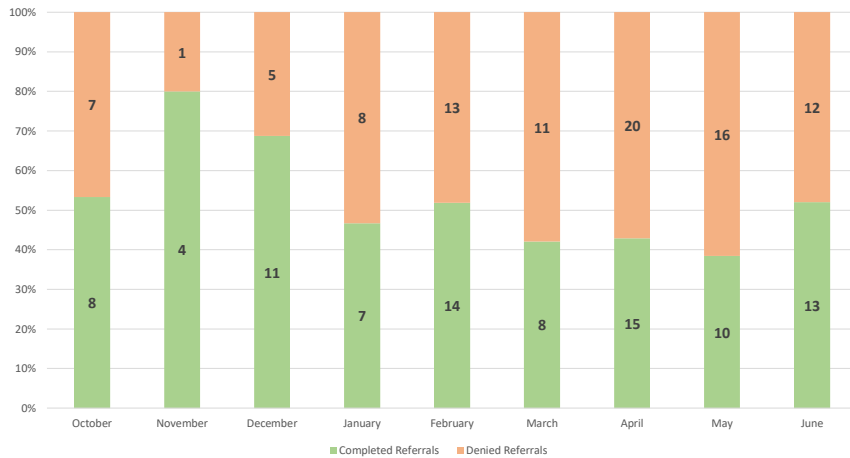
Total  
Households:  
**247**

## Households Waiting for Emergency Shelter



Average Days  
Between  
Need and  
Referral:  
**13**

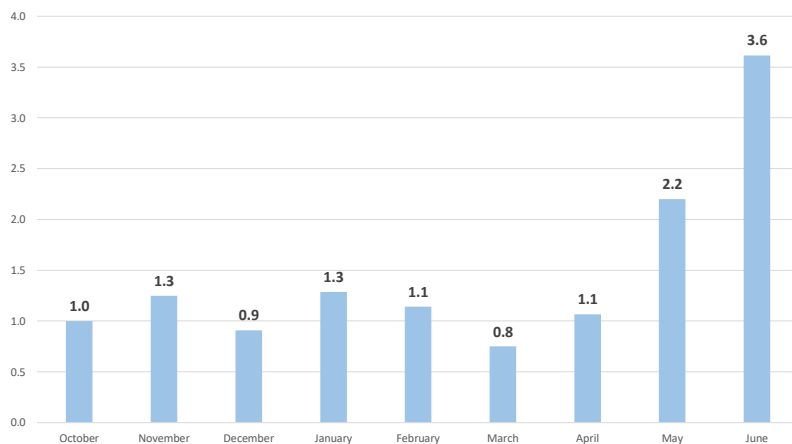
## Completed vs. Denied Referrals



90 out of 183 referrals were completed (49%)

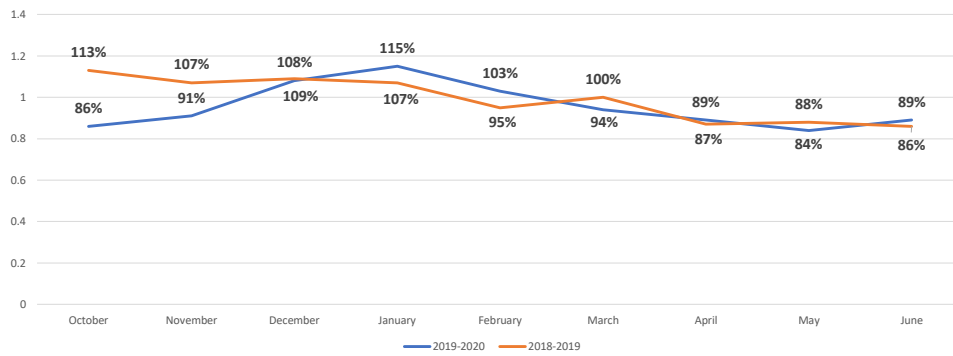
Reasons referrals are denied: Shelter is unable to reach household, household doesn't want to be served by the project, household is ineligible, household no longer requires shelter

## Average Days Between Referral and Enrollment



Average Days between Referral and Enrollment: 1.5

## Unit Utilization



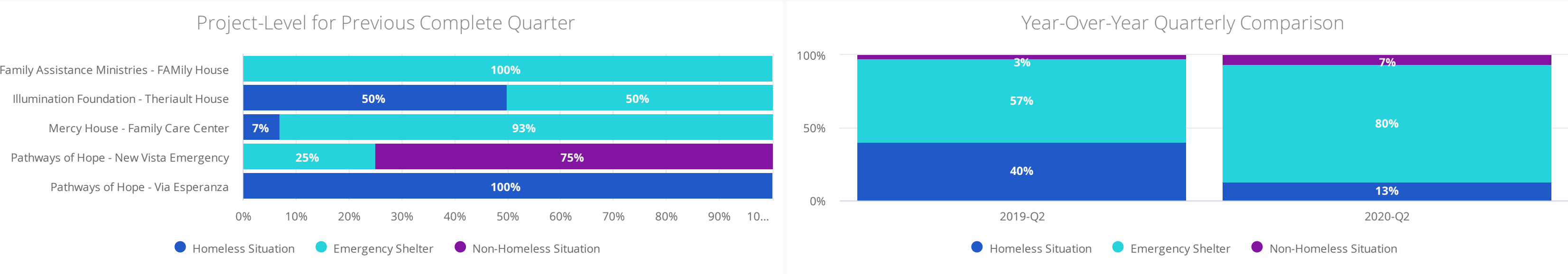
## Bed Reservation Today

- Transitioned to new Bed Reservation process July 1<sup>st</sup>; new process matches Family Coordinated Entry System
  - Reduces data entry for Emergency Shelter projects
  - Allows for data collection on reasons referrals were denied
  - Improved reporting on completed vs. denied referrals
  - Includes eligibility functionality
- 66 units participating in Emergency Shelter Bed Reservation System
  - Mercy House – Family Care Center: 16 units
  - Pathways of Hope – Via Esperanza: 9 units
  - Pathways of Hope – New Vista Emergency: 8 units
  - Illumination Foundation – Theriault House: 9 units
  - Illumination Foundation – Murphy House: 7 units
  - Family Assistance Ministries – FAMily House: 13 units
  - Family Assistance Ministries – Gilchrist House Families: 4 units

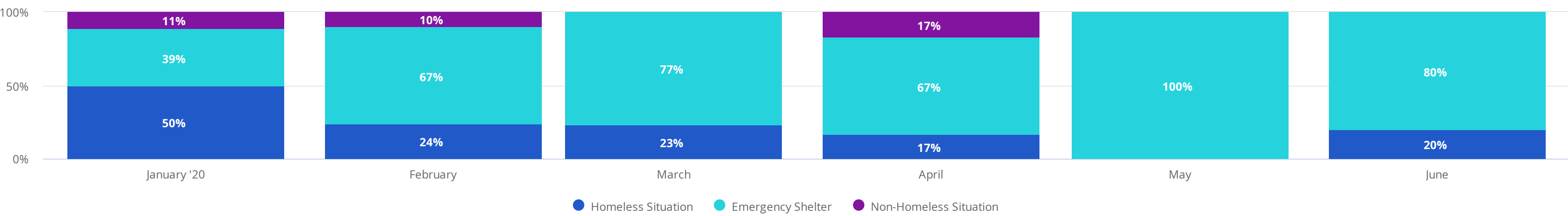
## Next Steps

- Implement eligibility functionality for Bed Reservation first, then Family Coordinated Entry System
- Develop Bed Reservation performance measures
- Challenges to adding additional Emergency Shelters to Bed Reservation process
  - Emergency Shelters that aren't participating in HMIS
  - Lack of a CoC policy to require participation in Bed Reservation in HMIS
- Implement Family Emergency Shelter Performance Report
  - Developed as part of Family Shelter Guidelines
  - Includes project-level, quarterly comparisons, and monthly trends data

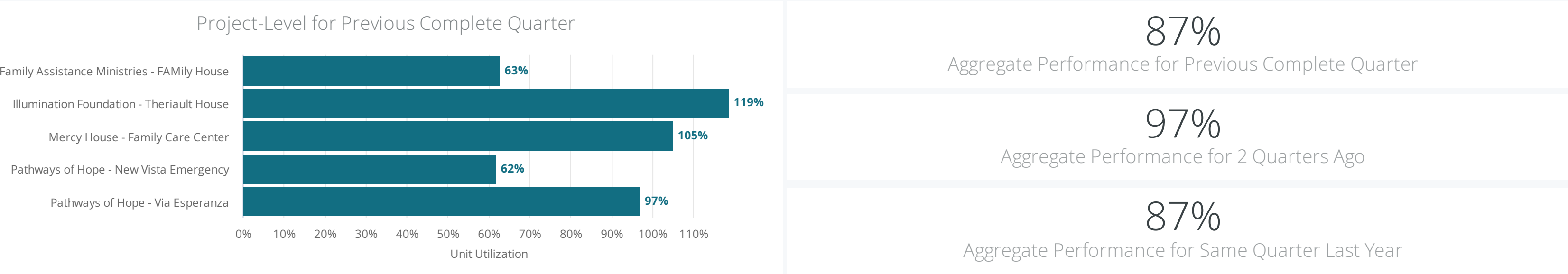
Entry Type Performance Data



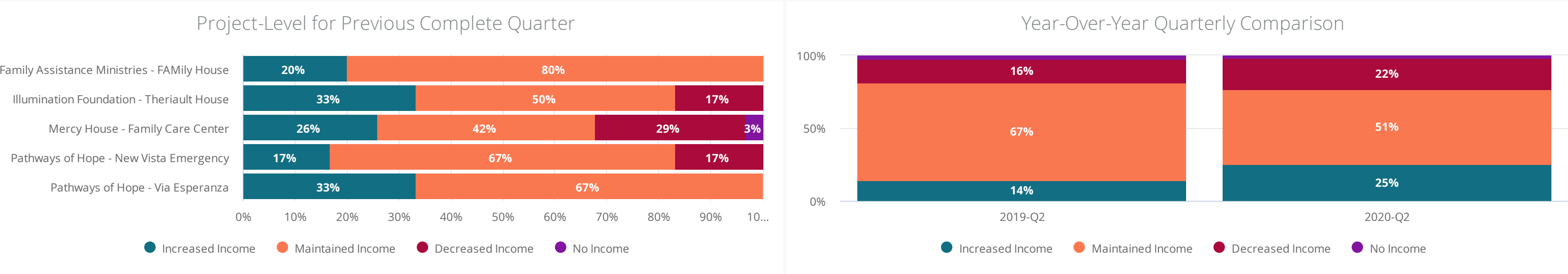
Monthly Trends



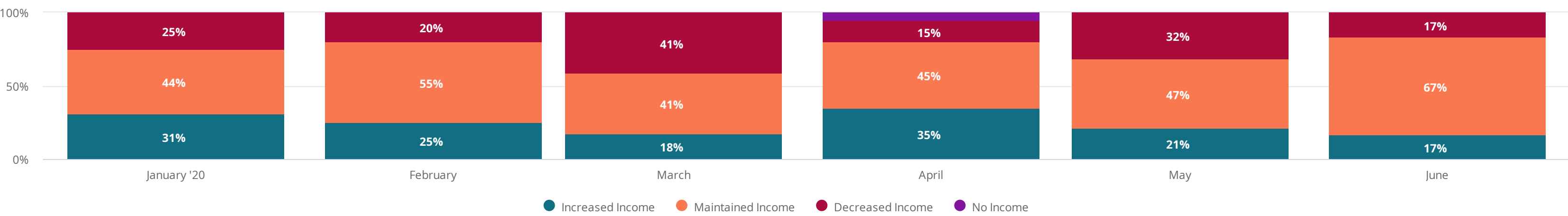
Unit Utilization Performance Data



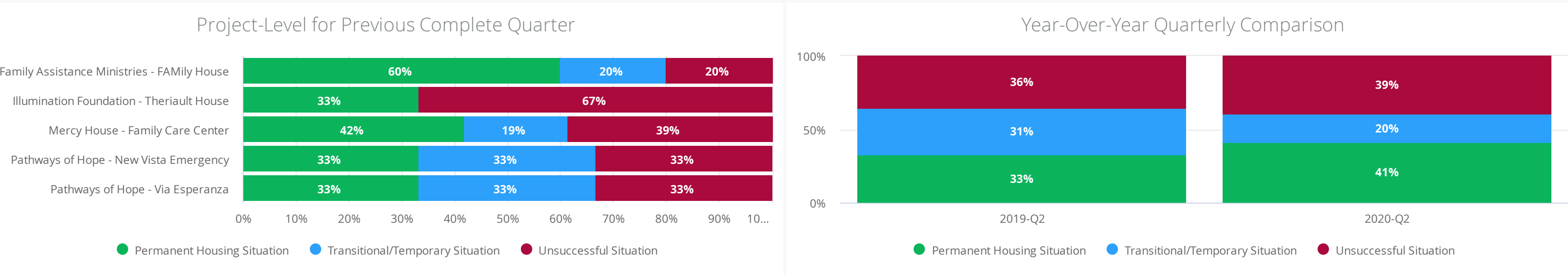
Maintained/Increased Income at Exit Performance Data



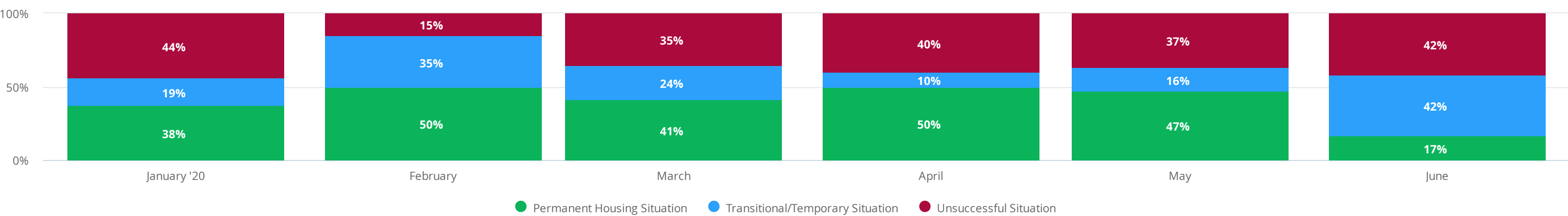
Monthly Trends



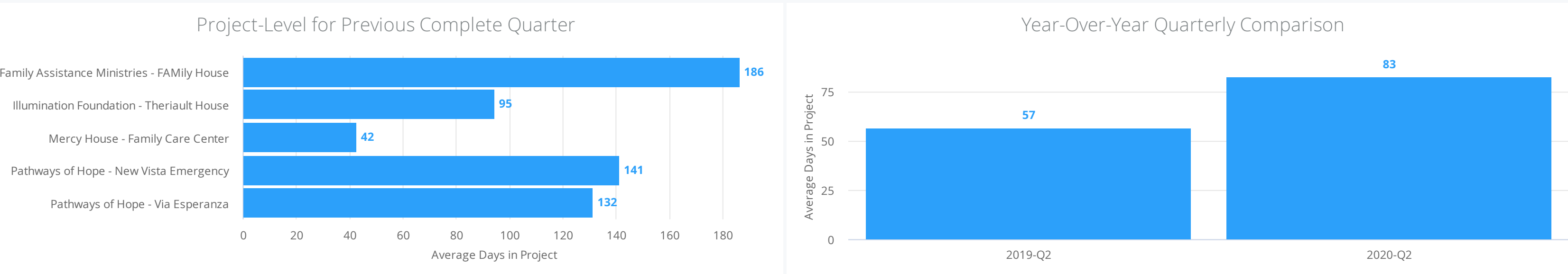
Exit Type Performance Data



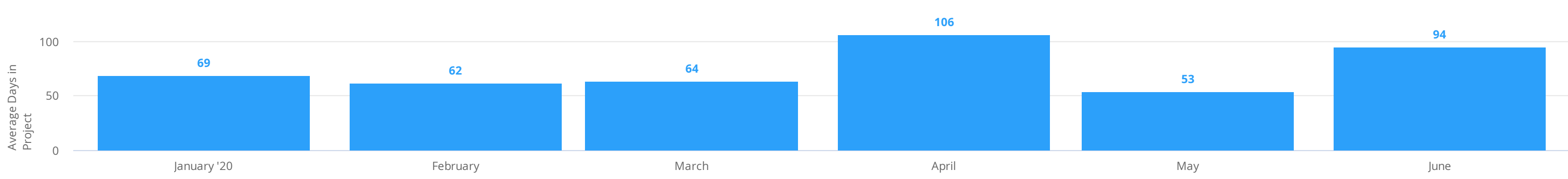
Monthly Trends



Average Length of Stay for Positive Exits Performance Data



Monthly Trends





## COVID-19 Response Request for Proposals Homeless Prevention and Rapid Re-Housing

July 2020

### Objective

- **Homeless Prevention** for households who are at greatest risk of becoming homeless.
- **Rapid Re-Housing** services and financial assistance to resolve homelessness for persons currently experiencing homelessness.
- **Innovative Responses** specifically related to COVID-19 for those experiencing or at risk of homelessness.

Orange County has received an unprecedented amount of one-time funding to address and prevent homelessness. The Orange County Continuum of Care (CoC) has been meeting with the Emergency Solutions Grant (ESG) administrative entities, including the County, to ensure alignment and partnership in addressing homelessness.

1. Provide Rapid Re-Housing services to 1,000 households
2. Provide Homeless Prevention/Diversion services to 1,300 households
3. Identify if there are innovative approaches that can be used to streamline, enhance or provide different service types to address the impact of COVID-19 on homelessness

## Funding

### Estimated Funding Available: over \$16 million

- State ESG-CV Round 1: \$2,267,738
- Federal ESG-CV Round 2: \$4,630,617
- State ESG Disaster Funds: \$219,124
- State ESG-CV Round 2: To be Determined (\$20 million Requested)
- Homeless Housing Assistance and Prevention (HHAP): Up to \$6,648,309
  - CoC Board to determine total available funding upon future prioritization decisions
- California Emergency Solutions Housing (CESH): Up to \$1,060,675
- May chose to add any additional funding that comes in

### Contract Term

- 12/1/2020 – 6/30/2022 (Subject to change)
- Single year contracts that are renewable annually based upon funding availability and satisfactory performance.
- First year contract may be prorated in comparison to the second year

## Funding Cont.

The Office of Care Coordination will be working with the Family Solutions Collaborative to provide 25% of the ESG-CV funding to serve families with Homeless Prevention and Rapid Re-Housing services.

### Funding Distribution

ESG Funding	Percentage of Funds
Rapid Re-Housing	70%
Homeless Prevention/Div.	30%

Funding will be distributed regionally based upon the 2019 PIT numbers with Anaheim, Garden Grove, Irvine and Santa Ana counts removed.

Service Planning Area	Percentage of Funds
North	42.4%
Central	38.7%
South	18.9%

## Eligible Applicants

This funding opportunity is open to Nonprofit Organizations that meet all requirements needed in order to be able to execute a contract with the County of Orange.

Programs that propose to serve Individuals, Transitional Age Youth (TAY), Persons Fleeing Domestic Violence. (Family funding will go through the FSC)

The majority of funding requires the proposers meet additional requirements set for receiving HUD ESG funds.

## Homeless Prevention/Diversion Services





## Rapid Re-Housing Services



## Innovative Services

Funding available through HHAP provides opportunities for providers to propose innovative programs that specifically address current homelessness or prevent future homelessness.

Proposers must show that the program being proposed is in response to addressing needs created by COVID-19.

## Scoring

Quality Review Scoring Matrix		
Scoring Area	Points	Reviewer
Minimum Submission Requirements	Pass/Fail	Contracts Team
Provider Experience & Qualifications	20	RFP Review Panel
Services	30	RFP Review Panel
Performance Objectives	10	RFP Review Panel
Staffing	15	RFP Review Panel
Budget	10	Contracts Team / OCC
Interview/Presentation	15	RFP Review Panel
<b>Total Points Possible:</b>	<b>100</b>	





## Coordinated Entry System for Individuals Request For Proposals July 2020

### Objective

**Coordinated Entry System (CES) for Individuals Request For Proposal (RFP) will identify a Lead Agency within each Service Planning Area to provide infrastructure and facilitate the streamlining access to services and improving care coordination.**

The Orange County Continuum of Care (CoC) has funded the Family Solutions Collaborative (FSC) to provide a similar function to what is being proposed for Individuals (Adult only households) through this RFP.

In the 2019 CoC Notice of Funding Availability (NOFA) competition, the Orange County CoC submitted a proposal to expand funding for CES with the intent to fund and develop the Individuals Component of CES. The Orange County CoC was awarded a \$324,000 expansion of the CES grant.

The goal of the CES for Individuals is:

1. Increase assessments and linkages to services
2. Increase coordination of available resources in each community
3. Improve the ability to provide case conferencing for individuals experiencing homelessness in Orange County

## Funding

**Funding Available: \$431,210.00**

- Coordinated Entry System Expansion Grant: \$324,000
- Coordinated Entry System Existing Grant: \$107,210

### Regional Distribution

- Created a minimum base of \$90,000 per Service Planning Area to ensure that core functions of the Scope of Work are able to be reasonably operated.
- Funding is then distributed in accordance with the 2019 Point In Time (PIT) for Individuals

Service Planning Area	Available Funding
North	\$146,192.07
Central	\$195,017.93
South	\$90,000.00
<b>Total:</b>	<b>\$431,210.00</b>

## Funding Continued

### Contract Term:

- 12/1/2020 – 6/30/2023

	12/1/2020 to 6/30/2021	7/1/2021 to 6/30/2022	7/1/2022 to 6/30/2023	Total
North	\$146,192.07	\$146,192.07	\$146,192.07	\$438,576.21
Central	\$195,017.93	\$195,017.93	\$195,017.93	\$585,053.79
South	\$90,000.00	\$90,000.00	\$90,000.00	\$270,000.00
<b>Total:</b>	<b>\$431,210.00</b>	<b>\$431,210.00</b>	<b>\$431,210.00</b>	<b>\$1,293,630.00</b>

- After initial Contract term, single year contracts that are renewable annually based upon funding availability and satisfactory performance

## Eligible Applicants

This funding opportunity is open to Nonprofit Organizations that meet all requirements needed in order to be able to execute a contract with the County of Orange and receive HUD funding.

Applicants must demonstrate a strong connection and involvement in the Service Planning Area that they are proposing to serve.

## Required Services

Applicants must demonstrate ability to provide the following core services in the Service Planning Area.



## Optional Services

Applicants may propose to use funds for the following services, as long as there is demonstrated adequate coverage of the required services.



## Scoring

Quality Review Scoring Matrix		
Scoring Area	Points	Reviewer
Minimum Submission Requirements	Pass/Fail	Contracts Team
Provider Experience & Qualifications	20	RFP Review Panel
Services	25	RFP Review Panel
Performance Objectives	15	RFP Review Panel
Staffing	15	RFP Review Panel
Budget	10	Contracts Team / OCC*
Interview and Presentation	15	RFP Review Panel
<b>Total Points Possible:</b>	<b>100</b>	

\*OCC – Office of Care Coordination

