



Civic Center Update

JANUARY 2017



Holiday Cheer

The Courtyard Shoe Tree

The Health Care Agency (HCA) Administration Building had a Shoe Tree themed Christmas tree on their 2nd floor lobby to collect donations for the homeless individuals who stay at The Courtyard. The tree was decorated with tags that indicated the shoe size of a resident at The Courtyard. HCA staff picked a tag from the tree and brought in a new pair of shoes for a resident of The Courtyard or new pairs of socks throughout the month of December. On Thursday, December 22, 2016, HCA staff walked to The Courtyard pushing carts with 100 pairs of shoes and 658 pairs of new socks. The residents of The Courtyard thank HCA staff for their donations.

Christmas Carolers

On Wednesday, December 21, 2016, there were carolers at The Courtyard spreading holiday cheer. Paul Cho, CFO and Co-Founder, and John Kim, Director of Grants, from Illumination Foundation along with some friends sang some holiday favorites. The residents of The Courtyard sang along and enjoyed the caroling.





The Social Services Agency (SSA) deployed its Mobile Response Vehicle (MRV) to The Courtyard five times during the month of December and received 472 inquiries for services. Inquiries for services include eligibility determinations and re-determinations, as applicable, for CalFresh, Medi-Cal, General Relief, and CalWORKs.

The chart to the right provides a brief summary of the SSA program requests received.

*This does not add up to the total number of inquiries as the total number of inquiries reflects each individual that approached SSA staff, regardless of the inquiry.

Note

Total inquiries for services decreased on December 22 and 29 due to inclement weather and proximity to holidays. However, the number of applications comparable to previous weeks.

| Date | 12/1/2016 | 12/8/2016 | 12/15/2016 | 12/22/2016 | 12/29/2016 |
|---|-----------|-----------|------------|------------|------------|
| Total Inquiries for Services | 107 | 99 | 110 | 76 | 80 |
| Type of Request* | | | | | |
| Medi-Cal applications | 9 | 10 | 7 | 5 | 9 |
| CalFresh applications | 10 | 11 | 11 | 7 | 9 |
| General Relief applications | 14 | 12 | 11 | 14 | 17 |
| CalWORKs applications | 1 | 0 | 2 | 0 | 0 |
| Inter-County Transfers | 3 | 4 | 3 | 1 | 4 |
| EBT Card Distribution | 30 | 22 | 17 | 9 | 19 |
| Beneficiary Identification Card Distribution (Medi-Cal card) | 10 | 11 | 14 | 6 | 14 |
| Redeterminations | 2 | 1 | 4 | 6 | 9 |
| Bus passes | 22 | 12 | 10 | 10 | 19 |



SSA Connecting the Dots

SSA's MRV team exemplifies excellent customer service and collaboration during every deployment to The Courtyard. One such example was when an elderly, disabled gentleman, Mr. Smith*, approached the MRV and handed a MRV team member a piece of paper with the contact information of the Illumination Foundation (IF). The MRV team member called IF, and the staff at IF were overjoyed that SSA had "found" this individual. IF had been looking for Mr. Smith as they had housing for him, but he had gone missing. The MRV team also reached out to HCA Behavioral Health Services – Outreach and Engagement team as Mr. Smith was in very poor health; SSA was ultimately able to do a warm hand-off to HCA's Public Health Nurse in order to further assist Mr. Smith. It was a great collaboration between three human service provider organizations to help Mr. Smith receive health services and connect him to housing.

*Name has been changed to protect client confidentiality



Behavioral Health Services

The Courtyard

- Behavioral Health Services (BHS) staffing includes four staff members working Monday through Friday, 8:30 am to 5:00 pm at The Courtyard.
- On October 25, 2016, the Board of Supervisors approved the amended agreement with Mental Health Association of Orange County (MHA) which will increase provision of services at The Courtyard to 9:00am to 9:00pm, seven days a week.
- For the period of operation from November 14, 2016 to December 16, 2016
 - BHS Outreach & Engagement staff reported 974 outreach contacts resulting in 152 referrals for services being made and an additional 125 confirmed linkages to services.
 - BHS Centralized Assessment Team reported 196 contacts resulting in 16 confirmed linkages to service, two community-based crisis interventions, and two voluntary hospitalizations.

Civic Center

- Behavioral Health Services (BHS) continues providing two staff members working in the Civic Center Monday through Friday, 8:30 am to 5:00 pm.
- BHS is coordinating with Public Health Nurses and SSA to link participants to health services and register for benefit programs.
- BHS is working directly with Santa Ana Police Department and Sheriff's Department to provide support and follow up to any homeless participants they encounter.
- BHS Outreach & Engagement staff reported 1,470 outreach contacts in the Civic Center from November 14, 2016 to December 16, 2016.
 - During this period, engagement with Civic Center residents resulted in 131 referrals for services being made and an additional 38 confirmed linkages to services.
- The top linkage categories include behavioral health services, legal services, and mainstream benefits.

| Week | 11/14 – 11/18 | | 11/21 – 11/25 | | 11/28 – 12/2 | | 12/5 – 12/9 | | 12/12 – 12/16 | |
|--|---------------|-----|---------------|-----|--------------|-----|-------------|-----|---------------|-----|
| Outreach & Engagement | | | | | | | | | | |
| Location | CC | TC | CC | TC | CC | TC | CC | TC | CC | TC |
| Total Street Outreach Contacts | 355 | 171 | 197 | 112 | 331 | 185 | 290 | 285 | 297 | 221 |
| Total Referrals | 28 | 41 | 31 | 24 | 39 | 34 | 29 | 17 | 24 | 36 |
| Total Linkages | 9 | 21 | 9 | 17 | 18 | 21 | 1 | 26 | 1 | 40 |
| Centralized Assessment Team at The Courtyard | | | | | | | | | | |
| Contacts | 54 | | 27 | | 47 | | 24 | | 44 | |
| Total Confirmed Linkages | 5 | | 2 | | 2 | | 3 | | 4 | |
| Community Based Crisis Interventions | 1 | | 1 | | 0 | | 0 | | 0 | |
| Voluntary Hospitalizations | 0 | | 1 | | 0 | | 1 | | 0 | |

*CC – Civic Center, TC – The Courtyard

Understanding the Data for Centralized Assessment Team

A **community based crisis intervention** occurs when a behavioral health staff assists a participant in de-escalating their behavior to avoid negative consequences due to their behavioral instability. This can include diversion from intervention with law enforcement or psychiatric hospitalization.

A **voluntary hospitalization** is a situation where an individual makes the decision to enter a psychiatric facility for support and treatment, instead of having a behavioral health clinician write an involuntary hold or 5150 for a 72 hour assessment of their intent to harm themselves, others, or being gravely disabled due to their mental health condition.

Public Health Nursing Division

The Public Health Nursing Division continues to provide ongoing expanded services of the Comprehensive Health Assessment Team-Homeless (CHAT-H) at the Civic Center. Currently a Public Health Nurse (PHN) is at Civic Center daily, Monday-Friday to assist clients with health needs and provide ongoing case management. Starting December 5, 2016, CHAT-H will also expand their services to include a Public Health Nurse stationed at The Courtyard on Monday, Wednesday, and Friday from 8:00 am-12:00 pm.

As Civic Center clients graduate from The Courtyard or are linked with new housing by other agencies, CHAT-H PHNs continue to follow them to provide case management for their health needs.

| Week | Brief Encounters with Referrals/Linkages | | Intensive Encounters with Case Management | | Total Weekly Client Contacts | |
|---------------|--|----|---|----|------------------------------|----|
| | CC | TC | CC | TC | CC | TC |
| 11/14 – 11/18 | 0 | 27 | 5 | 20 | 5 | 47 |
| 11/21 – 11/23 | 0 | 44 | 6 | 20 | 6 | 64 |
| 11/28 – 12/2 | 0 | 24 | 0 | 23 | 0 | 47 |
| 12/5 – 12/9 | 7 | 62 | 7 | 32 | 14 | 94 |
| 12/12 – 12/16 | 12 | 36 | 7 | 26 | 19 | 62 |
| 12/19 – 12/23 | 1 | 37 | 6 | 33 | 7 | 70 |
| 12/23 – 12/30 | 0 | 55 | 5 | 19 | 5 | 74 |

* CC – Civic Center, TC – The Courtyard

Connected to Local Clinic

A guest at the Courtyard asked for medical care at the CHAT-H table. The PHN did a health assessment, determined that the client had an urgent medical need, and accompanied the client to a local clinic that same day where the medical provider determined that the client needed emergency services. Without the assistance of the CHAT-H PHN, medical care for this client may have been delayed. The PHN will continue to assist this client in receiving necessary follow up medical care.

Seeing Clearly

The CHAT-H Community Health Assistant assisted a Courtyard client to receive free prescription eyeglasses. The new glasses enabled the client to see fine print so he could fill out his own Social Security Disability Insurance application. CHAT-H will continue to provide case management assistance to this client for other health challenges.

Finding a Medical Home

Chat-H is serving a senior citizen at the Courtyard who is homeless due to illness, job loss, and lack of retirement benefits. Not wanting to be a burden to relatives, this individual has been homeless. CHAT-H helped this client obtain Medi-Cal, a medical home, appointments with specialists, and medications. As a result of good medical management, the individual has not required hospitalization and will have cataract surgery and replacement of dentures in the near future. The PHN will continue to assist this client in receiving necessary medical care.



HCA Staff at The Courtyard after dropping off shoe and sock donations.



John Ralls, Supervising Environmental Health Specialist, answering a question regarding on how to ensure safe food handling in outdoor setting.

Environmental Health

On Thursday, December 8, 2016, the HCA Environmental Health Department hosted the first of a series of Safe Food Handling Education Trainings that focus on food safety guidelines for organizations who offer outdoor food service to the homeless population and others facing food insecurity. These free trainings are part of the **implementation of the Expanded Food Safety Training and Health Permit Fee Waiver for Charitable Nonprofits Providing Food to Homeless approved by the Board of Supervisors on October 25, 2016.** Of the nonprofits, community, and faith-based organizations that participate in the Guest Chef Program at The Courtyard there were four present:

- Illumination Foundation
- Irvine Korean Baptist Church
- Something Out of Nothing
- City Net

City Net has been working diligently to ensure that all of The Courtyard's Guest Chef Participants are aware of this new food safety class opportunity and work towards completing the course. The next Safe Food Handling Education Trainings will be on Thursday, January 12, 2017 from 8:00am to 10:00am and from 1:00pm to 3:30pm. To RSVP and receive additional information regarding the Safe Food Handling Education Training please email Verona Borba at vborba@ochca.com or Courtyard@citynet.org.

Successes to Celebrate

MICRO-COMMUNITY IS NOW HOME

After almost a decade of homelessness, two clients are now housed through Illumination Foundation's Street to Home program. These individuals had been living at the Civic Center for at least eight years prior to The Courtyard opening. In mid-October the two clients moved to The Courtyard to take advantage of the coordinated services and resources. HCA BHS Outreach & Engagement staff worked with them and assessed their vulnerability utilizing the VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool) and entered them into the Coordinated Entry System. According to their vulnerability assessment, they would most benefit from permanent supportive housing and were matched with Street to Home. The Street to Home program involves an outreach worker to identify the clients' needs and collaborate with a housing developer to find the right home for them. These two clients ultimately moved into a micro-community, where they will be offered supportive services from this stable environment. Along with safe shelter and support, the micro-community also offers a shared living environment, which helps combat the effects of loneliness many formerly homeless individuals face.

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

NEW YEAR, NEW START

Client GT was referred to City Net by HCA Behavioral Health Services Outreach and Engagement in mid-December. Client GT had been homeless for 6 months and was diligently trying to find employment opportunities in Orange County. A Collaborative Case Manager from City Net worked with him and contacted his cousin, who lives in New York. After hearing about GT's situation, his cousin was willing to house him. City Net purchased a ticket for GT right before the holidays and confirmed he has safely arrived in New York. City Net also referred GT to the local department of social services in New York so he can get connected to public benefits. GT is a trained security guard and has begun his employment search in his new home with expanded safety net to support his efforts.

AT HOME WITH SISTER

City Net encountered a woman, CB, who had been homeless since July 2013 in the cities of Anaheim and Buena Park. She came to The Courtyard in late October to seek shelter because it was the only place she could safely stay with her pet. She unfortunately lost her pet and ended up sleeping on the streets of Buena Park. City Net and the Buena Park Police Department Homeless Liaison Officer got in touch with her family in Maryland. They had called them several months ago but her family was unable to house her and her pet. Given the loss of her pet, her family is now able to accommodate CB and help her get back on her feet. City Net helped purchase a ticket for CB to return to her sister's home in Maryland.



Successes to Celebrate

Hector

Hector, 26 year-old man, faced homelessness for the first time in 2016 after being released from County Jail. Hector initially sought shelter at The Salvation Army Hospitality House's alternative location while construction was underway, but ended up transitioning to The Courtyard after another guest of The Salvation Army introduced Hector to The Courtyard.

Hector described The Courtyard as "a nice program" and could not believe that people are not taking advantage of all the supportive services the program has to offer. As a resident, Hector took advantage of the supportive services at The Courtyard and began to volunteer. He enrolled in CalFresh, Medi-Cal, and General Relief Benefits with Social Services Agency during a MRV deployment and obtained a cell phone through LifeLine program.

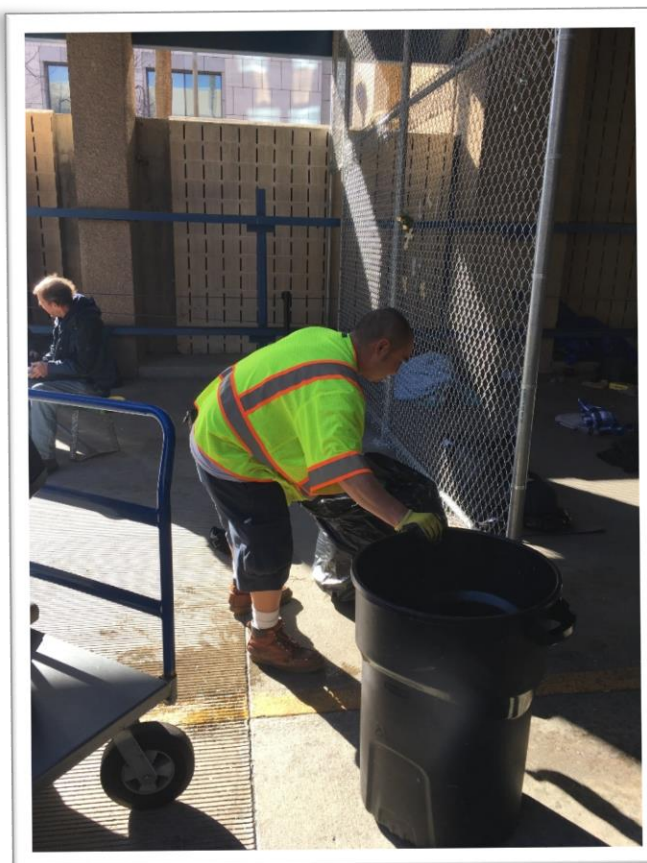
His hard work and willingness to help did not go unnoticed. On December 6, 2016, Hector was offered a full time position at The Courtyard with The Midnight Mission.

Hector's probation officer encouraged him to move out of The Courtyard and into a sober living home to help him maintain sobriety and the terms of his parole. Hector found a sober living home free of charge in the City of Orange and would take the bus every morning to The Courtyard at 6 am to be there as soon as it opened. The day he received his first paycheck, Hector made rent payment at his new sober living home in

Santa Ana, much closer to The Courtyard.

His job at The Courtyard offers the flexibility that Hector needs to meet with his Alcoholic Anonymous classes and court ordered counseling sessions. Hector shared that one night while completing his workbook assignments from Alcoholic Anonymous, a Midnight Mission staff member started a conversation with him. The Midnight Mission Staff shared his journey to recovery and offered to become Hector's sponsor. Hector shared that he has had 114 days of sobriety and counting as of Thursday, December 22, 2016.

Even when he is not working, you can see Hector at The Courtyard volunteering his time to give back to a program that gave him so much. He says that "it feels good to volunteer."



The Courtyard Updates

Under Construction

The Courtyard has been undergoing weatherization upgrades to help keep the residents of The Courtyard warm and dry during this winter season. The contractors have just finished installing chain link fences around the roof line, and will be attaching tarps to make a wind barrier. As we wait for the tarps to be custom made to The Courtyard, temporary tarps have been installed to keep some of the wind away. Due to this ongoing work, the Collaborative Courts scheduled for December 21, 2016 was postponed to 2017.

Guest Chef Program

This program provides breakfast from 1:00am to 9:00am, lunch from 11:30am to 1:00pm, and dinner from 4:30pm to 6:30pm to clients of The Courtyard. Individuals and groups are partnering to serve the meals to those who live at The Courtyard.

- Average number of meals served in December:
 - 266 for breakfast
 - 248 for lunch
 - 323 for dinner
- Forty-eight nonprofit, community, and faith-based groups participated as a Guest Chef at The Courtyard in December.



Ongoing Needs

City Net who coordinated the Guest Chef program at The Courtyard and facilitates the collection of donations to help the ongoing operations of The Courtyard maintain a Needs List. If you are interested in donating items to the Courtyard, below is a list of ongoing supplies needed at The Courtyard. You may deliver items to The Courtyard – 400 W. Santa Ana Blvd., Santa Ana, CA, 92702. Staff at the front desk can receive items between 7:00am and 7:00 pm every day.

- Ground or Whole Bean Coffee
- Coffee fixings – creamer, sugar, and sugar substitute
- Plastic utensils – forks and spoons
- “just add hot water” meals and granola bars
- Bus passes – can be purchased at local grocery stores
- Gift cards – Target, dollar stores, pharmacy
- Relocation funds –donations to purchase tickets to reunite client with family

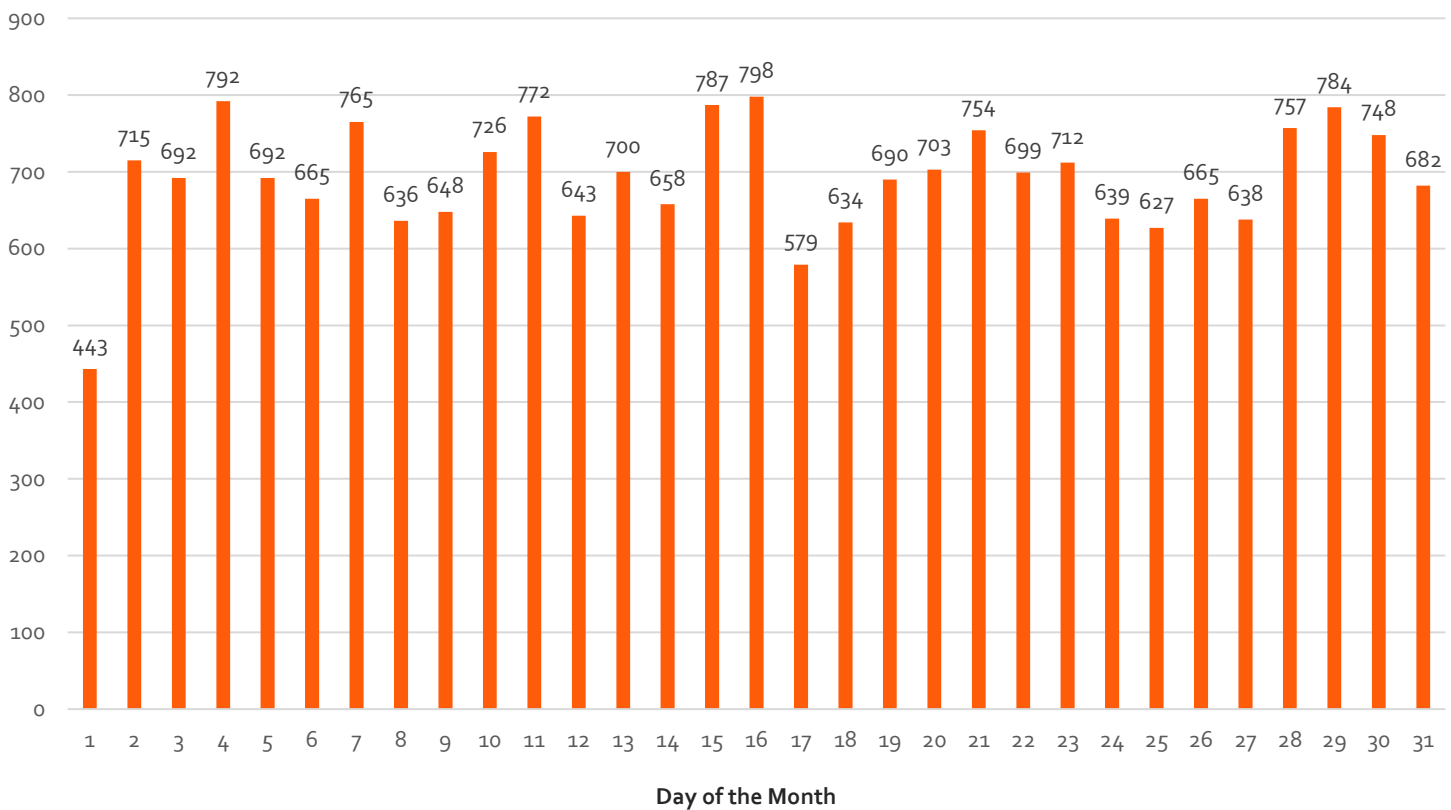
Supportive Services Provider Meeting

On Tuesday, December 13, 2016, City Net hosted the first The Courtyard Supportive Service Provider meeting to discuss ongoing collaboration and provision of supportive services at The Courtyard. There were 15 nonprofit, community, and county agencies who participated in the meeting. City Net reviewed site instruction, review of existing services and established the framework for collaborative case management.

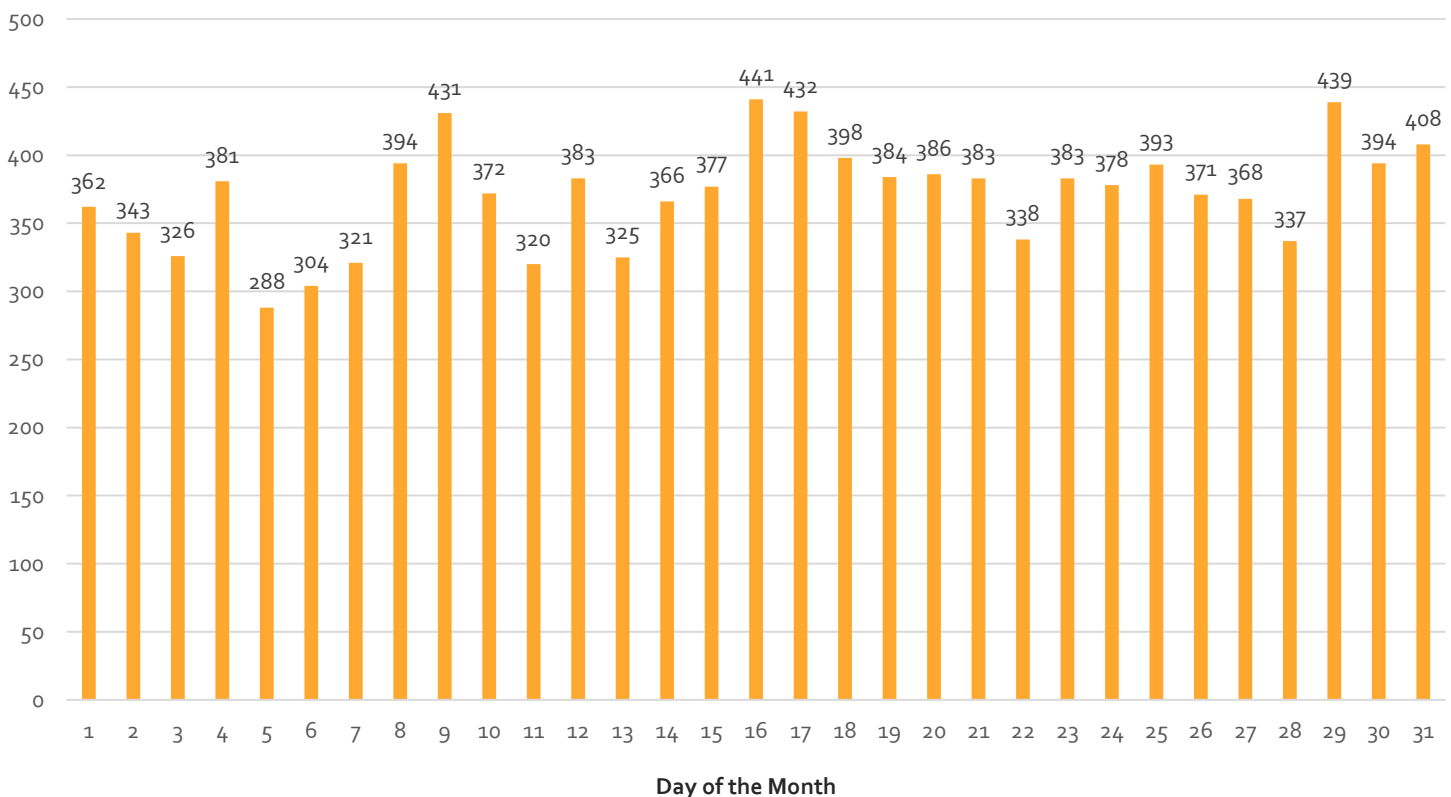
Thank you for your continued support and involvement with The Courtyard! To get involved please call (714)494-9418 or email courtyard@citynet.org.

The Courtyard Statistics for December

Daily Entries at The Courtyard (Duplicate)



Number of Persons Utilizing Safe Sleep Program at The Courtyard



System of Care

Point In Time Count

Every two years, in the last week of January, a county-wide Point in Time Count (PIT) takes place to count and survey the homeless population in Orange County. The PIT Count is planned, coordinated, and carried out locally to meet a Federal Department of Housing and Urban Development requirement for the Continuum of Care (CoC) homeless programs. The Count process is a critical factor in determining the amount of federal funding the County receives to serve the homeless population. It also provides information on how to improve the available resources and approaches to meet the needs of the different populations.

The 2017 Count provides opportunity for communities to come together to learn about the resources available, gain insights into the plight of people that are currently experiencing homelessness and make a contribution to the broader solutions to end homelessness in our county. Because having an accurate and comprehensive Count relies on the participation of hundreds of volunteers, please consider volunteering in the 2017 Point In Time Count on **Saturday, January 28th from 4:30 am to 9:00 am**. The 2017 Count will be deployed from five deployment centers located in each of the Supervisorial Districts to survey in the surrounding neighborhoods.

For more information on volunteer opportunities, becoming a sponsor, or making a charitable donation, please visit the project website at www.pointintimeoc.org or email pointintime@211oc.org.



SOAR Technical Assistance Award

Orange County Community Resources (OCCR) as the lead for the Orange County Continuum of Care applied for Substance Abuse and Mental Health Services Administration (SAMHSA) SSI/SSDI Outreach, Access, and Recovery (SOAR) Technical Assistance on Thursday, December 8, 2016, and was notified of its selection on Wednesday, December 21, 2016.

The SOAR Technical Assistance will allow the County of Orange and the Continuum of Care to receive the training staff needs to increase access to the disability income benefit programs administered by the Social Security Administration for eligible adults who are experiencing or at-risk of homelessness and have a medical impairment, serious mental illness, and/or co-occurring substance use disorder.

OCCR will be implementing the SOAR program, and has begun planning on next steps, which includes coordinating with various County departments including Health Care Agency, Social Services Agency, and Child Support Department.

FY 2016 Continuum of Care Award Announcement

On December 20, 2016, the US Department of Housing and Urban Development (HUD) announced \$1.95 billion in funding to more than 7,600 local homeless housing and service programs across the U.S. and territories.

The Orange County Continuum of Care was awarded \$22,354,847 in total funding to renew critical housing resources for existing homeless housing and services countywide for individuals and families who are homeless. All projects in Tier 1 and Tier 2 were funded. The Continuum of Care award funds 38 renewal projects, new expansion of the HMIS grant, and a planning grant in Orange County supporting the work of 13 agencies in our community. The Orange County CoC gains the HMIS expansion grant and a larger planning grant than received in 2015 competition.

The newly awarded HMIS expansion grant will go into effect FY 2017 and will help support HMIS upgrades to enhance utilization and system performance. The \$150,929 in additional funding will allow 2-1-1 Orange County on behalf of the Continuum of Care, to increase capacity to ensure agencies have greater access to performance data throughout the year and shift towards operating in geographic serving planning areas to improve coordination, de-duplicate efforts, and maximize use of available homeless services and housing resources.

Calendar of Services for January 2017 *

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|--|---|--|---|--|---|---|
| | | | | | | 1 7am – 10am Illumination Foundation – Resource Referrals |
| 2 7am – 10am Illumination Foundation – Resource Referrals 7:30am – 9am DVA – Veteran Services 8am – 12pm HCA – CHAT - H Public Health Nurses 8:30am – 5pm HCA – Outreach & Engagement, and Centralized Assessment Team 1pm – 4pm OC Public Defender's Office – Legal Services | 3 7am – 10am Illumination Foundation – Resource Referrals 7am – 8am 1736 Family Crisis Center – Veteran Services 8:30am – 5pm HCA – Outreach & Engagement, and Centralized Assessment Team 10am – 12pm The Salvation Army – Housing Counseling 12pm – 2pm Mercy House and Coast to Coast – Case Management | 4 7am – 10am Illumination Foundation – Resource Referrals 8am – 12pm HCA – CHAT - H Public Health Nurses 8:30am – 5pm HCA – Outreach & Engagement, and Centralized Assessment Team 1pm – 4pm OC Public Defender's Office – Legal Services 1:30pm – 3:30pm HCA – Medical Detox 2:30pm – 5:30pm Illumination Foundation and City Net - Case Management | 5 7am – 10am Illumination Foundation – Resource Referrals 7am – 8am 1736 Family Crisis Center – Veteran Services 8:30am – 5:00pm HCA – Outreach & Engagement, and Centralized Assessment Team 9am – 12pm OC Bar Association – Legal Services 9am – 3pm SSA – CalFresh, General Relief, Medi-Cal 11am – 1pm Sa Rang Community Church – Faith Engagement Services 3:15pm – 6:30pm OC Rescue Mission – Mobile Medical Clinic | 6 7am – 10am Resource Referrals – Illumination Foundation 8am – 12pm HCA – CHAT - H Public Health Nurses 8:30am – 5pm HCA – Outreach & Engagement, and Centralized Assessment Team 10am – 12pm WISE Place – Family Support 11am – 1pm OC Veteran Services Office – Referrals for Veterans 1pm – 4pm OC Public Defender's Office – Legal Services | 7 7am – 10am Resource Referrals – Illumination Foundation | 8 7am – 10am Resource Referrals – Illumination Foundation |
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*This schedule is subject to change.