



Office of Care Coordination Newsletter SEPTEMBER 2017



Flood Control Channel Engagement Initiative

On June 6, 2017, the County of Orange Board of Supervisors approved a six-month pilot project initiative focusing on the encampment area along the west side of the Santa Ana River flood control channel from Chapman Avenue in the city of Orange to Katella Avenue in the city of Anaheim. The Board identified the greatest areas of need to include services like triage operations, intensive case management, and links to both transitional and permanent supportive housing.

City Net has established an access point for homeless services on the Flood Control Channel just north Orangewood Avenue, adjacent to the Anaheim Stadium Parking lot. The access point is open seven days a week from 9 a.m. to 5 p.m.

Moving From Flood Control Channel to Housing

A man, who we will refer to as Max, was homeless for two years living in the flood control channel and for five years overall throughout the county. He lived in the flood control channel because he was surrounded by a community of people he could trust. To him the biggest challenge he faced to exiting the streets was his substance use, which he believed he could address more effectively once housed.

Shortly after the Flood Control Channel Engagement Initiative started July 1, 2017, Max started working with the City Net Street Outreach Team. He was connected to the Coordinated Entry System and was matched to a permanent supportive housing unit in the City of Anaheim in mid-July. With the help of City Net case managers Max was able to move his belongings from the Flood Control Channel and received needed housewares, linens, towels, cooking utensils and other necessities from engaged community partners.

The Flood Control Channel Engagement Initiative allowed City Net to maintain communication and develop a trusting working relationship with Max as he successfully exited the flood control channel and moved into permanent housing.

To date, Max has spent over a month in his apartment and states that he is grateful for the opportunity. He is hopeful that a friend in the Flood Control Channel may be able to join him as a roommate one day.

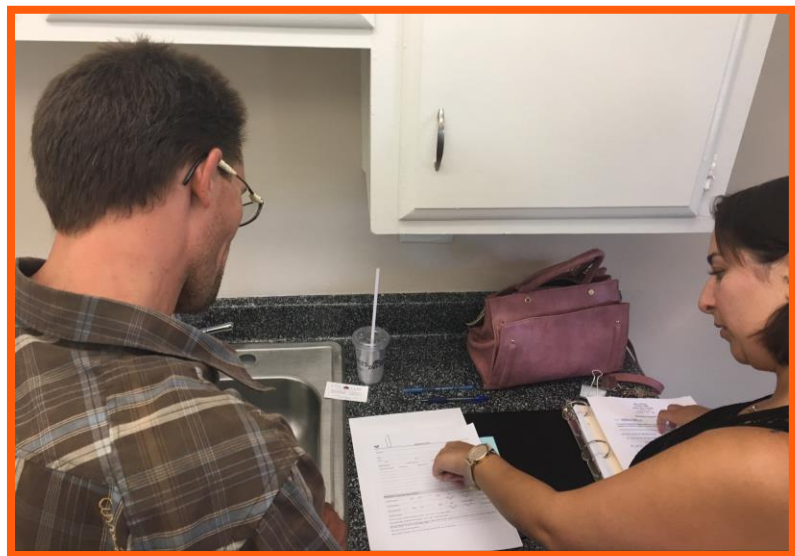
62

Individuals have exited the Flood Control Channel and have connected with housing resources.

Max's Transition from Flood Control Channel to Housing



Max and City Net staff loading belongings on moving in day.



Max reviewing lease documentation prior to moving into housing.



Max and his case manager in his new apartment.

Flood Control Channel Engagement Initiative

Census Data Review

The census data collected by City Net illustrates opportunities for people experiencing homelessness along the flood control channel to engage in supportive services and allows us to learn more about the resources needed to best serve them.

- 63.1 percent report zero monthly income. Connecting individuals to mainstream benefits such as General Relief and Supplemental Security Income will be a priority.
- 81.2 percent are interested in case management services which means they are receptive to services and working towards the pathway to housing.
- 64.6 percent are Medi-Cal beneficiaries, which means that they may be eligible for the Whole Person Care initiative to address health concerns.

OC Health Care Agency in the Field

The OC Health Care Agency operates hundreds of behavioral health programs available to the community in Orange County. One of these is the Outreach and Engagement Services program. This team provides education, assessment, short-term case management, educational and life skills classes; support groups, transportation assistance and in-person outreach to two specific groups:

1. Residents of all ages and populations who are at risk of developing a mental illness or who are displaying early signs of emotional, behavioral, or mental instability or co-occurring substance abuse disorders; and
2. Individuals who are homeless or on the verge of becoming homeless. Among this group, services are offered to individuals of all ages with behavioral health conditions ranging from mild to severe and chronic.

For more information, please visit www.ocalthinfo.com/OE. View a YouTube [video](#) to learn how HCA addresses homelessness with their Outreach and Engagement Services.

Flood Control Channel Engagement Initiative

Census Data Summary

City Net conducted a census of the homeless individuals in the Flood Control Channel in the area between Chapman Avenue to Ball Road over the course of two days. City Net completed the survey with the support of Illumination Foundation, Orange County Health Care Agency, Orange County Probation, Orange County Sheriff's Department, and Orange Police Department.

Total Individuals Surveyed: 422

Gender	Count	% of 361
Man	223	61.8%
Woman	138	38.2%

Age	Count	% of 340
18 – 25	29	8.5%
26 – 59	286	84.1%
60+	25	7.4%

Ethnicity*	Count	% of 353
White	221	61.7%
Black or African American	34	9.5%
Hispanic/Latino	72	20.1%
Asian	4	1.1%
Pacific Islander	7	2.0%
American Indian/Alaskan Native	15	4.2%
Other	5	1.4%

*Respondents were allowed to select more than one answer.

Primary Language	Count	% of 329
English	322	97.9%
Spanish	7	2.1%

Veteran	Count	% of 322
Yes	22	6.8%
No	300	93.2%

Monthly Income	Count	% of 320
None	202	63.1%
\$1 – 500	53	16.6%
\$501 – 1,000	45	14.1%
\$1,001+	20	6.3%

Receiving CalFresh	Count	% of 322
Yes	173	53.7%
No	149	46.3%

Health Insurance	Count	% of 339
None	89	26.3%
MediCal	219	64.6%
Medicare	18	5.3%
Private	6	1.8%
VA	7	2.1%

Duration of Homelessness	Count	% of 319
< 1 yr	88	27.6%
1 -2 yrs	85	26.6%
3 – 5 yrs	77	24.1%
6 – 10 yrs	45	14.1%
11 – 20 yrs	19	6.0%
21+ yrs	5	1.6%

Pets**	Count	% of 328
Yes	89	27.1%
No	239	72.9%

**Number of pets per person was not collected.

Disabling Health Condition	Count	% of 321
Yes	164	51.1%
No	157	48.9%

Mental Health Concern	Count	% of 322
Yes	136	42.2%
No	186	57.8%

Interested in Case Management	Count	% of 303
Yes	246	81.2%
No	57	18.8%

Struggles w/Addiction	Count	% of 320
Drugs only	78	24.4%
Alcohol only	22	6.9%
Both	22	6.9%
Neither	198	61.9%

Domestic Violence Victim	Count	% of 320
Yes	120	37.5%
No	200	62.5%

Probation or Parole	Count	% of 322
Yes	33	10.2%
No	289	89.8%

Convicted sex offender	Count	% of 323
Yes	5	1.5%
No	318	98.5%

Usually sleeps in	Count	% of 326
Anaheim	104	31.9%
Orange	205	62.9%
Santa Ana	13	4.0%
Fullerton	1	0.3%
Garden Grove	1	0.3%
Laguna Niguel	1	0.3%
Los Angeles	1	0.3%

Last Permanent Residence	Count	% of 321
Anaheim	79	24.6%
Outside CA	39	12.1%
Santa Ana	35	10.9%
Orange	31	9.7%
Garden Grove	29	9.0%
Fullerton	15	4.7%
LA County	12	3.7%
Riverside County	10	3.1%
Huntington Beach	8	2.5%
San Bernardino County	8	2.5%
Buena Park	7	2.2%
Stanton	6	1.9%
Costa Mesa	5	1.6%
Westminster	5	1.6%
Placentia	4	1.2%
Tustin	4	1.2%
Yorba Linda	4	1.2%
Northern CA	3	0.9%
Cypress	2	0.6%
Fountain Valley	2	0.6%
Irvine	2	0.6%
La Habra	2	0.6%
Newport Beach	2	0.6%
Aliso Viejo	1	0.3%
Laguna Beach	1	0.3%
Laguna Hills	1	0.3%
Lake Forest	1	0.3%
Los Alamitos	1	0.3%
Santiago Canyon	1	0.3%
Villa Park	1	0.3%

1. Data contained is all self-reported by respondents.
2. Results are reliable within +/- 5 percent at the 95 percent confidence level.
3. Duplicate respondents were removed when possible based on reported demographic information.
4. Artificial inflation of total count by individuals refusing survey cannot be ruled out due to census being conducted over two days.

Ventura County Supervisor visits Orange County's System of Care for Homeless



Ventura County Supervisor Kelly Long and Ventura County Department Heads visited Orange County on Wednesday, August 16, 2017, to observe and learn about the County of Orange system of care for homelessness. Supervisor Andrew Do, First District, and Supervisor Lisa Bartlett, Fifth District, joined in welcoming Supervisor Long and staff. To best observe and learn about our system of care, a tour was arranged to include participants from both the public and private sectors.

The group visited the Courtyard Transitional Center, the County's low threshold shelter; Bridges at Kraemer Place, Orange County's first year-round shelter and multi-service center; and Potter's Lane, a permanent supporting housing development for veterans built out of shipping containers and supported by U.S. Department of Housing and Urban Development (HUD) Veterans Affairs Supportive Housing (VASH) vouchers.

Board of Supervisors' Actions

July 25, 2017

Urban Counties

The County of Orange Board of Supervisors approved the amendments for the Urban County Cooperation Agreements. The amendments will provide a mechanism for 11 small cities, two metro cities, and the County of Orange to access federal funding through the Urban County Program for Fiscal Year (FY) 2018-19 through FY 2020-21 for housing and community development activities.

Urban counties are a type of entitlement community that has met certain population thresholds to qualify to receive a direct entitlement allocation of Community Development Block Grant (CDBG) funds. These funds are used for housing and community development activities for public services in the form of: homeless activities such as emergency shelter operations, community center operations and improvements; housing rehabilitation for low to moderate income clientele; and improvements to public facilities within the 13 participating cities and County unincorporated areas.

August 22, 2017

Orange County Housing Authority Summits Section 8 Management Assessment Program Certification

The County of Orange Board of Supervisors acting as the Board of Commissioners for the Orange County Housing Authority (OCHA) authorized OCHA to submit its annual Section 8 Management Assessment Program Certification, which measures annual performance, will support compliance with U.S. Department of Housing and Urban Development (HUD) mandates for monitoring key areas of performance for the Section 8 Housing Choice Voucher (HCV) Program.

The Section 8 HCV Program provides tenant based rental assistance to low-income family, elderly and disabled households to obtain and maintain safe housing in the private rental market at reasonable costs. This program is federally funded by HUD and administered locally by the OCHA within the 31 cities in its jurisdiction serving more than 19,000 individuals per month.

Emergency Solutions Grant Funding

The County of Orange Board of Supervisors approved OC Community Resources, Housing & Community Development and Homeless Prevention grant application for the Emergency Solutions Grant (ESG) Program for the amount of \$1,084,015.

Service Planning Area

CENTRAL

Wesley Village Grand Opening

On Thursday, August 10, 2017, Jamboree held the ribbon-cutting celebration for Wesley Village. Wesley Village is an innovative, multi-use campus in Orange County that features multigenerational housing for both families and seniors as well as expanded services for residents and the local community in collaboration with local community partners. In a unique partnership with the Garden Grove United Methodist Church, Jamboree developed this affordable campus on 2.2 acres of excess parking space and unused vacant land. Jamboree entered into a 60-year ground lease with the church that will provide ongoing financial support for the church's charitable activities.

Two three-story residential buildings for families and seniors provide lots of space for outdoor activities with a large outdoor deck atop the family building, a barbecue and dining area, tot lot, fitness areas, and landscaped spaces for recreation.



Picture credit: Jamboree

A third community building is home to a Head Start Learning Center, plus a wide variety of other free educational, health and wellness services coordinated by Jamboree's Community Impact Group for both residents and the neighborhood. The community recreation center includes offices, a health clinic, computer center, library and multipurpose rooms. Within easy walking distance of a local high school, regional library, parks and shopping, the property is also conveniently near several public transportation options in Orange County.

To learn more about Wesley Village visit: <https://www.jamboreehousing.com/affordable-housing-communities/properties-list/wesley-village?vwr-type=resident>

SOUTH

City of San Clemente Public Safety Task Force

On Friday, August 18, 2017, the Orange County Director of Care Coordination Susan Price provided an update on the region's homeless issues and initiatives at the Public Safety Task Force for the City of San Clemente.

In March 2017, the San Clemente City Council created a Public Safety Task Force to review, discuss and analyze data for potential measures related to San Clemente Police Services and develop a community-based public safety strategic planning process.

For more information and to learn how to get involved visit san-clemente.org.

NORTH – Assemblywoman Learning about Bridges at Kraemer Place

On August 17, 2017, Assemblywoman Sharon Quirk-Silva (65th California Assembly district) toured Bridges at Kraemer Place to learn more about the program and progress in addressing homeless issues. County of Orange Supervisor Nelson, Fourth District, Director of Care Coordination Susan Price, and Larry Haynes, executive director at Mercy House, participated in the tour and were able to provide updates and answer questions.



Whole Person Care Update

Orange County's own Multi-Million Dollar Murray

In February 2006, *The New Yorker* published [Million-Dollar Murray](#), an article that followed a homeless man in Reno, Nevada, and his utilization of emergency services. It provided insight on how homelessness can be an easier issue to solve than to manage.

Orange County and many other communities have their own Multi-Million Dollar Murray.

Here is the story of Orange County's Murray (names have been changed to protect privacy). Murray had been homeless for over 30 years. He went back and forth from the East and West Coasts, but much of his homelessness had been along the Orange County coast. Before facing homelessness, he went through many experiences that would lead him to this state. After a series of traumatic experiences since childhood, including abuse and later a bicycle accident that resulted in a brain injury and life-long tremor, Murray enlisted in the military in the late 1970s. It was in the Navy where Murray began using drugs and alcohol. After suffering a brain aneurysm, an indirect result of cocaine usage, Murray was discharged from the military under "less than honorable" terms. He then moved to the East Coast in an alcoholic blackout and thus began his homeless trajectory and alcoholism. Murray made his way to California, where his drinking had escalated to four pints of vodka a day. His second marriage dissolved as a result of his excessive drinking, and this set him on a dangerous course of multiple emergency room visits and arrests. He would be in the hospital almost six times a month and had hundreds of police encounters.

Then came on the scene, Tom, Street Outreach Worker who participates in Coordinated Entry System. Through repeated contacts and hospital bailouts, Murray and Tom developed a trusting relationship with each other that spanned over 10 years. Tom knew he could only do so much as Murray had

gone to detox before, but would end up relapsing hours later after he left the facility. Tom tried everything and yet Murray continued to decline. In July 2017, Tom brought Murray to Hoag Hospital Emergency Room for an injured wrist, as a result of a bad fall while inebriated. Murray was looked over and treated and then was referred to Illumination Foundation's Recuperative Program under the County's new Whole Person Care (WPC) Recuperative program, which focuses on breaking the cycle of repeated usage of Orange County hospitals and emergency rooms. Both Tom and the social work team at Hoag Hospital realized that Murray would be the perfect candidate for the WPC program.

Murray was transported by Tom to Illumination Foundation's Recuperative Care Center in Midway City, California. The Recuperative Care team was fully aware and expecting that he would continue to drink, and the initial care plan would be on scaling back on the amount and frequency of his consumption and follow harm reduction. Within a day or two, Murray decided that he wanted to get sober! This is when things became a little more complicated. Due to his severe drinking problem, Murray needed to get detoxed at a medical facility which was not an easily available resource for the homeless. With withdrawals being potentially fatal, and Murray adamant on not drinking, it was crucial to find him a solution. Illumination Foundation was incredibly resourceful and creative and in the end ensured a safe medical detox for Murray from alcohol. Murray is a regular visitor to the behavioral health team's counseling offices, seeking out support and guidance for relapse prevention, coping skills, and just the opportunity to connect on a human level. Illumination Foundations' case management and housing department are collaborating to find a permanent housing solution for Murray, and ultimately, to keep him off

of the streets and out of the hospitals and institutions that became his second home.

Today, Murray is still alcohol free and going strong! He continues to be visited by Tom, and a couple of dear friends from the outside. Strawberry shakes are now Murray's drink of choice. Murray continues to improve daily; his complexion has cleared, his memory has improved and he is a model client at the Illumination Foundation's Recuperative Care Center. Murray even asked how he could be of service and is now cleaning the dining room tables and chairs daily after mealtime. He recently told Tom that he is enjoying being sober.

None of this would have been possible without the coordination and efforts of so many: Tom, Hoag Hospital, Orange County Health Care Agency and CalOptima. As for Murray, if you ask him how he feels about the whole thing, his response is simple: "I am so grateful for everything, I cannot thank everyone enough." Murray is an inspiration for many, and the hope at Illumination Foundation is that he blazes a trail for others to follow.

23

Individuals have
been connected to
recuperative care
through the Whole
Person Care
initiative.

Continuum of Care Updates

New HMIS Vendor Selection

2-1-1 Orange County (211OC), the Homeless Management Information System (HMIS) lead on behalf of the Orange County Continuum of Care, released a Request for Proposals (RFP) in March to secure an HMIS software vendor. 211OC is happy to announce that the process has resulted in the selection of Bitfocus, a new vendor for the Orange County HMIS.

Through the RFP process it was determined that Bitfocus will be able to provide a high quality, user-friendly data collection system that expedites client intake and supports the analysis of quality information that can be used for program improvement, service planning and reporting in the Orange County Continuum of Care.

The RFP process allowed an opportunity for 211OC staff, County staff and staff from HMIS participating agencies to participate in live demonstrations and be part of the evaluation panel. The feedback received spoke in favor of Bitfocus capabilities and was reflected in a unanimous consensus from the Continuum of Care agencies to move forward with this vendor recommendation.

Changing HMIS software was a recommendation from the County of Orange Director of Care Coordination Susan Price in her Assessment of Homeless Services in Orange County. The selection of Bitfocus as the new Orange County Continuum of Care HMIS will support an HMIS implementation Strategy that:

- Reduces duplication of efforts
- Coordinates bed availability with street outreach
- Tracks service utilization
- Evaluates system performance

Continuum of Care Training

2-1-1 Orange County (211OC) who operates the Homeless Management Information System and Coordinated Entry System (CES) on behalf of the County of Orange Continuum of Care, hosted a training on the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) and a CES 101 Workshop lead by Kris Freed from OrgCode.

The VI-SPDAT Training was a one day train-the-trainer workshop on how the tool is currently being used in many communities across the United States, Canada and Australia to assist in identifying those experiencing homelessness that are most vulnerable and the most appropriate housing intervention. The workshop additionally discussed how to use the tool to assist with identifying the “best fit” or most appropriate intervention for individuals and families.

The CES 101 Workshop was a 1.5 day workshop discussing the why and how of CES, showing how communities across the country are using CES to reduce homelessness and more quickly and efficiently move people into housing. The workshop went into brief discussions of prioritization, housing first principles and practices, and how to collaborate with other community partners and service providers.



Progress on Homelessness in the News!

Below is a list of articles pertaining to homeless issues that were released in the last month:

- [Costa Mesa officials, nonprofits help homeless man find way back home to Oklahoma](#) by Louis Casiano Jr, Orange County Register
- [Mercy House director sees housing Orange County's homeless population as a big challenge, but possible](#) by Theresa Walker, Orange County Register
- [Dana Point creates task force to take on 'exploding' homeless issue](#) by Erika I. Ritchie, Orange County Register
- [Think big and act boldly to solve California's housing crisis](#) by John Chiang, Orange County Register
- [California Mayors Urge Lawmakers to Fix Housing Shortage](#) by Sophia Bollag, The Associated Press

Behavioral Health Services

Civic Center

Behavioral Health Services (BHS) currently provides two outreach staff in the Civic Center Monday through Friday from 9 a.m. to 12 p.m. BHS is working directly with Santa Ana Police Department and the Sheriff's Department to provide support and follow up to any homeless individuals they encounter.

- During the month of August 2017, BHS Outreach & Engagement staff reported 562 outreach contacts resulting in 97 referrals for services being made and an additional 17 confirmed linkages to services.

Courtyard Transitional Center

Behavioral Health Services (BHS) provides outreach at the Courtyard Transitional Center Monday through Friday from 9 a.m. to 5 p.m. Mental Health Association (MHA) was contracted by the Orange County Health Care Agency to provide outreach during evenings and weekends at the Courtyard Transitional Center.

- BHS Outreach & Engagement staff reported 938 outreach contacts resulting in 52 referrals for services being made and an addition 66 confirmed linkages to services.
- MHA contracted outreach for evening and weekends report 272 outreach contacts resulting in an additional 95 referrals and seven linkages to services.
- BHS Outpatient clinic clinician reported contacts with 121 clients. Three clients were referred to medical detox and three clients were assessed for outpatient clinic services.
- The BHS Substance Use Disorder outreach clinicians reported contacts with 14 clients. Four clients were referred to a substance use disorder program.

Bridges at Kraemer Place

Behavioral Health Services (BHS) provides two outreach staff at the Bridges at Kraemer Place on Mondays and Wednesdays from 8:30 to 10:30 a.m.

- BHS Outreach & Engagement staff reported 62 outreach contacts resulting in 16 referral for services being made and an additional two confirmed linkages to services.
- BHS Substance Use Disorder outreach clinician reported contacts with 23 clients. One client was referred to medical detox and one was referred to substance use disorder programs.



The Public Health Nursing Division's Comprehensive Health Assessment Team-Homeless (CHAT-H) public health nurses (PHNs) are available Monday through Friday to assist individuals with health needs and to provide ongoing case management. Individuals are seen in the Civic Center, Courtyard Transitional Center and other locations as needed. The PHNs are also in the Courtyard Transitional Center on Thursday mornings to see individuals on a drop-in basis.

Civic Center

- Three brief encounters with referrals or linkages
- Nine intensive encounters with case management
- 12 total monthly client contacts

Courtyard Transitional Center

- 94 brief encounters with referrals or linkages
- 71 intensive encounters with case management
- 165 total monthly client contacts



The Social Services Agency (SSA) deployed SSA staff to Bridges at Kraemer Place and its Mobile Response Vehicle (MRV) to the Courtyard Transitional Center during the month of August 2017.

SSA received 425 inquiries for services including eligibility determinations and re-determinations, as applicable for CalFresh, Medi-Cal, General Relief and CalWORKs.

The chart to the left 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.

Location	Courtyard Transitional Center	Bridges at Kraemer Place
Total Inquiries for Services	383	55
Type of Request*		
Medi-Cal Applications	28	0
CalFresh Applications	50	1
General Relief applications	78	9
CalWORKs applications	1	0
Inter-County Transfers	16	0
EBT Card Distribution	78	1
Beneficiary Identification Card Distribution (Medi-Cal card)	43	9
Redeterminations	16	3
Bus passes	56	12



Successes to Celebrate

- 21** Individuals have moved into permanent housing since the opening of Bridges at Kraemer Place.
- 15** Participants of Bridges at Kraemer Place have secured employment.

A Note of Gratitude and New Beginnings

A gentleman sent the following letter to express his gratitude and share his journey as he transitions from Bridges at Kraemer Place to housing:

"My Housing Navigator's name is Leilani. She welcomed me when I had arrived my first day and I couldn't of been in better hands. She has been a vital force in launching me forward into my current and stable living situation. We've met each week to discuss goals while breaking down my vision of independence. The resources, positivity and accountability has enabled me to strive and get in touch with health and counseling services as well as the 6 month transitional program I am currently participating in. She has been a constant professional, engaging everyone with respect and a sense of dignity.

The line staff I'd like to mention in whom I have seen go 'above and beyond' in providing quality care and services for every tenant are Rosy, Caitlyn and Reed. These three stellar team members have the hugest hearts that exudes throughout their work from the smallest of tasks to the largest; not much needs to be written because their work speaks of their loving hearts for the people at Bridges of Kraemer.

Lastly, the management whom have spent quality time investing greatness in me - that I did not see in myself - while I was homeless are: Yolanda and Krista. Both women have pulled me aside to remind me of my potential; my inner greatness to grow. I have become stronger as a person because of their leadership, exuberance and guidance.

The journey of homelessness has been a road filled with setbacks, heartache and often dangerous challenges I've had to overcome. Over a year ago, my oldest brother and I got into a heated argument leading me to storm off in search of independence. I did well for some time but put myself back into a situation where I used drugs again. I made several attempts to head back home for sobriety and a foundation but my addiction to drugs and carelessness made my own family so tired to the point of shunning me every time I arrived at their doorstep. About the eighth or ninth time, I had a conversation with my brother outside our home in where he encouraged me to "work on it". I made the choice then to use my homelessness to gain sobriety. I often collected cans for income, received food from charities and sought shelter at safe havens or hid in bushes under freeway passes enduring cold nights alone. I prayed many times for protection and provisions asking for a clean heart, mind and hands hoping for a better tomorrow. I am grateful to say I have never went a day without food nor have I been harmed beyond something I did not heal from; I had been poisoned twice.

After finding peace of mind, I reached out to different referral agencies to assist me in finding a shelter, another prayer I petitioned to get back on my feet where I found it at the Anaheim Police Department.

Shortly after, a bed was available for me with Bridges of Kraemer. I am clean and sober as of May 3rd, 2017 and intend on returning back to school to receive my AA and transfer to University majoring in Psychology and Human Services. The future is an optimistic one and I am grateful for Bridges of Kraemer for being my answered prayer."



Successes to Celebrate

140

Individuals have graduated to housing options since the opening of the Courtyard Transitional Center.

98

Residents of the Courtyard Transitional Center are employed.

Bright Future at Fullerton

A woman in her mid-50s had been experiencing homelessness for three years prior to entering the Courtyard Transitional Center on October 2016. Prior to the opening of the Courtyard Transitional Center, she had been staying at the Civic Center and regularly worked with OC Health Care Agency (HCA) Outreach and Engagement staff. HCA Outreach and Engagement staff advocated for and assisted in getting her into the Coordinated Entry system where she was matched with her housing voucher. City Net located a unit in Fullerton and assisted the woman in completing the application. On August 3, 2017, the apartment complex confirmed the woman had been approved for the apartment. With deposit assistance funded by the whatever-it-takes fund she was able to sign the lease and move in the same day.

Successful Chair Yoga

The Courtyard Transitional Center now offers weekly chair yoga classes for individuals interesting in participating in light exercise and meditation.



Heading Home to Dad

A 24-year-old man first became homeless in April 2017 after being exited from a drug and alcohol rehabilitation program. In early August, while staying at the Courtyard Transitional Center he connected with a City Net case manager and expressed his interest in reconnecting with family. City Net staff helped him reach out to his father in Missouri who was happy to be reunited with his son and offer him the support and help he needs. Just a week later, utilizing the whatever-it-takes funds, City Net was able to purchase a bus ticket for the man to go back home.

Quickly Flying to Philly

After having experienced homelessness for more than two years, a pregnant woman sought shelter at the Courtyard Transitional Center. There she worked with City Net staff to explore various housing options before deciding to reach out to her father in Philadelphia. Before the one month mark of staying at the Courtyard Transitional Center, City Net provided her with an airplane ticket to Philadelphia, funded by the whatever-it-takes fund to be reunited with her father.

Whole Person Care Providers Better Options

A woman first became homeless in the City of Anaheim in August 2016. She began staying at the Courtyard Transitional Center in March 2017 after hearing about it from others in the community. During her stay at the Courtyard Transitional Center she began working on a long-term housing plan with City Net staff. Per Illumination Foundation's case management team, she was referred to OC Health Care Agency (HCA) to determine Whole Person Care (WPC) eligibility. HCA staff connected her to Illumination Foundation and City Net to complete the process. The WPC is the coordination of physical, behavioral health and social services in a patient-centered approach with the goals of improved health and well-being through more efficient and effective uses for Medi-Cal beneficiaries struggling with homelessness. Through this initiative, she is now staying in a recuperative care program which provides acute medical care in a supportive transitional housing environment.