



Office of Care Coordination Newsletter OCTOBER 2017



County Commemorates One-Year Anniversary of the Courtyard Transitional Center



Picture Above:
Supervisor Andrew Do,
First District; Doris
Starling, The Midnight
Mission Operations
Manager of Courtyard
Transitional Center;
Cymantha Atkinson,
Deputy Director of OC
Community Resources;
and Frank Kim, Chief
Executive Officer
celebrate one-year
anniversary of the
Courtyard.

Picture to the left:
Supervisor Andrew Do
and Doris Starling
commemorate one-
year anniversary of
Courtyard with cake.

On October 5, 2017 the County commemorated the one-year anniversary of the Courtyard Transitional Center. Thank you to the community enough for all the support you have provided over the year to make the Courtyard Transitional Center what it is today!

See the below infographic for information on the significant impact the Courtyard Transitional Center has had over the past year.





Successes to Celebrate

Recuperating and Searching

A woman in her mid-50s who was experiencing homelessness in the City of Anaheim came to the Courtyard Transitional Center in late March. She had a history of health issues that had been aggravated due to homelessness. OC Health Care Agency Behavioral Health Services staff and City Net identified her as a possible candidate for the Whole Person Care (WPC) Initiative and began the referral process. In August, she was connected to Illumination Foundation for their Recuperative Care Program. In September, through the Coordinated Entry System, she was matched to a rapid rehousing opportunity with Mercy House. Having addressed some of her health needs, she is doing well and actively searching for a permanent housing opportunity.

Helping a Veteran and his Dog

A veteran who had been staying at the Courtyard needed to have surgery at the VA Hospital in Long Beach. The surgery was scheduled for early in the morning and required a few days of hospitalization to ensure a proper recovery. The veteran was hesitant to obtain the needed medical care because he was concerned for his dog.

The veteran had The Midnight Mission staff to look after his dog while he attended brief appointments leading up to his surgery but never for any longer than a few hours at a time. Through the volunteer network, City Net was able to find an individual who was willing to house and care for the dog. With the veteran hesitant to let his best friend and companion out of his sight, the VA Community Resource and Referral Center in Santa Ana coordinated a meeting between the veteran and the volunteer. The veteran had the opportunity to meet the volunteer and arrangements were made for the next few days.

The veteran had a successful surgery and was able to be reunited with his dog shortly after being discharged from the hospital.

Funding Solutions

City Net staff first began working with an individual in April 2017. The individual had also been working with Orange County Mental Health Association (MHA) and had received a Shelter Plus Care voucher. Determined to be housed permanently, the individual relentlessly searched for apartment units throughout the County. When the client was approved for an apartment unit in Huntington Beach all that was left was paying the rental deposit. The individual did not have enough money to pay the entirety of the deposit and shared their frustrations with City Net and MHA staff. City Net and MHA staff were able to collaborate and provided the needed financial assistance through the Whatever – It – Takes fund. The individual is now permanently and stably housed in the City of Huntington Beach.

Ensuring Safety for those Seeking Safety

A woman in her mid-40s arrived to the Courtyard one afternoon in early September. When speaking to The Midnight Mission staff she shared that she was fleeing a domestic violence situation and was seeking safety. The Midnight Mission connected the woman to a City Net Case Manager to assist her in creating a safety plan. City Net staff reached out to multiple domestic violence shelters but were unable to locate one with a vacancy. Using the Whatever – It – Takes fund, City Net was able to place the woman in a motel to keep her safe prior to entering a domestic violence shelter the next day.

Rehousing

An individual who sought shelter and services at the Courtyard Transitional Center since December 2016 was presented with a rapid rehousing opportunity from Mercy House. The individual had stable income and supportive services from the OC Health Care Agency to assist during this process. The individual was able to locate and be approved for an apartment unit in the City of Tustin, but did not have enough money to cover the rental deposit. Through the Whatever – It – Takes Fund, the individual was able to submit the security deposit on time. In early September, the individual had moved into their new apartment in the City of Tustin and was looking forward to decorating it for Halloween.



Successes to Celebrate

Securing Employment

After participating in an employment program offered by Jobs for Life and meeting with CareerWise for employment interview coaching and tips, one gentleman has been able to secure employment at a restaurant. By having secured employment, he is now further along in his housing plan and is focusing on the opportunities ahead.

23

Individuals have moved into permanent housing since the opening of Bridges at Kraemer Place.

18

Participants of Bridges at Kraemer Place have secured employment.

Determined to be Housed

A woman first entered Bridges at Kraemer Place in late August after having experienced homelessness for two months in the City of Orange. During her stay at Bridges at Kraemer Place, she took full advantage of the on-site supportive services determined to achieve permanent housing by completing the goals set forth in her housing plan. With the help of her Housing Navigator she was able to complete an application for rental assistance with an agency called Off the Streets, and she was ultimately housed in early September with help from her church.

Improving Health

An individual who had been experiencing street homelessness prior to entering Bridges at Kraemer Place had numerous medical concerns that were not being actively addressed. Since he began his stay at Bridges at Kraemer Place, he has been able to meet with a nurse from VITAS Healthcare on a weekly basis. As a result of those weekly visits, his overall health has improved and he has been more active and engaging in other supportive services at Bridges at Kraemer Place.



Professional Resuming Career

A woman seeking employment has been meeting with CareerWise to obtain assistance in developing a professional resume. After she worked and finalized her professional resume, she then focused on submitting applications to employment opportunities that aligned with her previous work experience and skill set. Although she has yet to receive a job offer, she is hopeful one of the many interviews she has attended for management positions will be the opportunity she seeks.



New Service Being Offer

A new group called Castaway began holding Alcoholics Anonymous meetings in mid-September. The first meeting was attended by a handful of individuals who appreciated the supportive services being on site.



OC health

CARE AGENCY

Public Health

Nursing Division

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

- Nine brief encounters with referrals or linkages
- 13 intensive encounters with case management
- 22 total monthly client contacts

Courtyard Transitional Center

- 67 brief encounters with referrals or linkages
- 65 intensive encounters with case management
- 132 total monthly client contacts

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 September 2017, BHS Outreach & Engagement staff reported 444 outreach contacts resulting in 120 referrals for services being made and an additional 22 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 700 outreach contacts resulting in 62 referrals for services being made and an additional 42 confirmed linkages to services.
- MHA contracted outreach for evening and weekends report 402 outreach contacts resulting in an additional 171 referrals and 29 linkages to services.
- BHS Outpatient clinician reported contacts with 126 clients. Two clients were referred to medical detox, two referred to Substance User Disorder (SUD) programs, and three clients were assessed for outpatient mental health services.
- The BHS Substance Use Disorder clinicians reported contacts with nine clients. Two clients were referred to medical detox and three to an SUD 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 37 outreach contacts resulting in five referrals for services being made and an additional four confirmed linkages to services.
- BHS Substance Use Disorder clinician reported contacts with 11 clients. One client was referred to medical detox, three were referred to an SUD program, and one was referred to outpatient mental health services.

Improving Health by Receiving Needed Medical Care

An individual staying at the Courtyard Transitional Center is now receiving needed medical care as a result of the assistance by a Public Health Nurse (PHN). Previously, the client's medical condition was not stable after not taking medication regularly and not following up with the primary care physician. Rather the client sought episodic care from emergency rooms. Behavioral Health Services' Outreach & Engagement linked the client to the Program of Assertive Community Treatment (PACT) team who assisted the client with social, medical, and mental health needs, in coordination with PHN. The client is now attending medical appointments, taking medications as scheduled, and becoming more stable, both physically and mentally. In addition, the client is able to communicate with providers, obtain medication refills, access a medical home and medical specialist, and use transportation services. The PHN has closed the case assuring the client that the nurse is available to assist with any future medical problem or concern.

BHS Homeless Services Website

The Orange County Health Care Agency – Behavioral Health Services (BHS) operates many mental health and substance use programs available to individuals struggling with homelessness, you can find a list of these services and how to access them in a newly launched website:

<http://www.ochealthinfo.com/bhs/about/pi/oes/homelessness>.



| Location | Courtyard Transitional Center | Bridges at Kraemer Place |
|--------------------------------------------------------------|-------------------------------|--------------------------|
| Total Inquiries for Services | 331 | 33 |
| Type of Request* | | |
| Medi-Cal Applications | 40 | 2 |
| CalFresh Applications | 61 | 11 |
| General Relief applications | 21 | 3 |
| Inter-County Transfers | 6 | 0 |
| EBT Card Distribution | 58 | 0 |
| Bus passes | 61 | 10 |
| Beneficiary Identification Card Distribution (Medi-Cal card) | 58 | 2 |
| Redeterminations | 23 | 1 |

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 September 2017.

SSA received 334 inquiries for services including eligibility determinations and re-determinations, as applicable for CalFresh, Medi-Cal and General Relief.

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.



On September 7, 2017, Social Services Agency celebrated the two year anniversary of the Mobile Response Vehicle (MRV) providing services in the Santa Ana Civic Center area.



Holiday Planning is in Progress at The Courtyard

If you are interested in donating goods, providing a meal or volunteering at the Courtyard Transitional Center during the holiday season please email or call ahead of time, so that City Net and The Midnight Mission staff may be expecting you.

Email: Courtyard@citynet.org

Phone: 71-494-9418

For more information on how you can contribute to the Courtyard Transitional Center please visit - <http://citynet.org/courtyard/>.

Flood Control Channel

Increased Law Enforcement Services on the Riverbed

On September 12, 2017, the Board of Supervisors approved a resolution to expand law enforcement services dedicated to the Sana Ana Flood Control Channel.

The resolution will dedicate enhanced law enforcement services to the Orange County Flood Control District's flood control channels and convene local municipal law enforcement agencies to discuss and formulate a shared public safety response protocol for the flood control channels. The Orange County Sheriff's Department will be the lead law enforcement agency, and will work with local public safety agencies to coordinate efforts.

The action taken comes from a directive provided by Supervisor Andrew Do on June 6, 2017 where the Board unanimously approved funds aimed at providing triage operations, intensive case management, wrap around services, workforce training and development, and links to housing for those living on the riverbed.

The County of Orange, through the Orange County Flood Control District (OCFCD), manages more than 380 miles of flood control channels designed to safely convey runoff and provide necessary drainage and flood protection to adjacent communities. Flood control channels were never intended for human habitation and have not required active law enforcement services.

The law enforcement services along the County's flood channels went into effect Thursday, September 14, 2017.



Photos above courtesy of Voice of OC.

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

Reclaiming his Life

A middle aged-man moved to the flood control area in mid-2016 as a result of his ongoing battle with addiction. Nearly a year later, he connected with a City Net outreach staff member and began to develop a trusting relationship. The City Net outreach staff member talked to him on a daily basis and offered him words of hope and encouragement. On one occasion, the man shared that his family had reached out to offer support and guidance to help him overcome his addiction and homelessness. The City Net outreach staff man helped him liaise with his family and was able to encourage him to enroll in a rehabilitation program close to his family, his support network. Most recently, the man completed 30 days of treatment and is currently living with his parents. He is now excited to be reclaiming his life and find employment.

Board of Supervisors' Actions

September 12, 2017

Domestic Violence Shelter-Based Program Agreements

The Board of Supervisors approved the continued provision of domestic violence shelter-based program services to victims and their children by Human Options, Interval House, Laura's House, and Women's Transitional Living Center.

The Domestic Violence Shelter-Based Program provides immediate shelter and other services to victims of domestic violence and their children as defined in Welfare and Institutions Code Sections 18290-18307. Services include 24 hours per day, seven days per week shelter and crisis hotline; temporary housing; meals; counseling; referrals to community resources; a drop-in center for victims who need support services; arrangements for school-aged children to continue their education while residing at the shelter; and emergency transportation.

Renewal of Agreement with The Midnight Mission for Operations of The Courtyard

The Board of Supervisors authorized to execute the renewal agreement with The Midnight Mission for homeless shelter and coordination services to support the efforts of the County in addressing homelessness in the amount of \$1,650,000 for the period of October 1, 2017 through September 30, 2018 with the option to renew for an additional year.

The proposed renewal of the operator agreement with The Midnight Mission will allow for continued shelter oversight, basic services and shelter operations at The Courtyard. The Courtyard will continue to be a low barrier shelter and service center for those experiencing homelessness, in particular for those currently dwelling around the Civic Center. Services such as health, legal, case management and outreach are provided in coordination with existing County services and provides a pathway out of homelessness. The Courtyard includes a daytime drop-in center with service linkages in addition to providing showers, restrooms, meals, storage and day beds. The nighttime shelter will provide 350 to 425 beds for homeless men and women, including pets. Security is on-site 24 hours a day, 7 days a week.

The \$250,000 increase from the initial total contracted amount of \$1,400,000 includes a cost of living increase of \$50,000 and an increase of \$200,000 for a case management complement which is reflected in the updated scope of work. During the initial year of operation, it was identified that on-site case management was a necessary component in order to properly assist those experiencing homelessness at The Courtyard. Dedicated case managers will seek to utilize new and existing resources throughout the County to assist guests onto a path leading to permanent housing stability and decreased lengths of stay at The Courtyard.

Increased Law Enforcement Services on Flood Control Channel

The Board of Supervisors approved a resolution requesting that the Orange County Sheriff's Department:

1. Dedicate additional law enforcement resources to the Orange County Flood Control District's flood control channel
2. Convene local municipal law enforcement agencies to discuss and formulate a shared public safety response protocol for the flood control channel.

The approved resolution will increase the safety of the channels for recreational used, property owners, the Orange County Flood Control District, County employees working in the flood control channels and members of the homeless population who are encamped alongside the flood control channels.

September 26, 2017

Whole Person Care – recuperative Care funding

The Board of Supervisors approved the Grant Agreement with CalOptima within the Whole Person Care Pilot Program to maximize County resources for the funding of Recuperative Care bed days for Orange County residents who are experiencing homelessness and are medically fragile.

Cities taking Action

NORTH

City of Anaheim

During the Tuesday, September 12, 2017 City Council meeting, the City Council passed a resolution declaring a public health and safety state of emergency related to the homeless, homelessness and homeless encampments and empower the city staff to take immediate action to provide needed shelter and services for the homeless in our community and to address activity within the City and along the Santa Ana River Trail.

The approved Resolution directs immediate work on a number of action items that will aim to resolve the crisis, secure the safety of its residents and property, and provide emergency resources and services to the homeless, referred to as Operation Home Safe.

NORTH

City of Orange

The City of Orange City Council held a special meeting to address the issue of Homelessness in the City on September 26, 2017. At the meeting, the Orange City Council took a comprehensive report on the subject from the Orange Police Chief, Tom Kisela and City Manager Rick Otto.

As a result of the information from the report, and after listening to the residents and businesses of Orange during the public hearing, the Council then directed a number of actions including:

The City has also launched a new web page – cityoforange.org/homelessness – where the public can go to find current information on the homelessness situation, contact information for local government agencies, non-profits, and assistance organizations in the area, and updates specific to Orange.

CENTRAL

City of Santa Ana

On Tuesday, September 19, 2017, the City of Santa Ana City Council approved the Homelessness Prevention, Intervention and Mitigation Plan to address the number of homeless individuals living within the City.

The Plan calls for the creation of a City of Santa Ana Homeless Services Manager Position to:

- Improve internal coordination between City Agencies involved in providing services and enforcement related to the homeless population within Santa Ana.
- Enhance coordination with the County of Orange, neighboring cities and Orange County homeless service providers and faith-based organizations.
- Invest in connecting and increasing non-profit and faith-based services available to assist in responding to the City's homeless crisis.
- Develop and implement a specific legislative package to solicit state and federal assistance to respond to the needs for housing, enforcement and social services for the growing homeless population.

The Public Safety, Code Enforcement and Neighborhood Empowerment Council Committee recommended the approval of the Plan.

To learn more about the City Council action visit:

http://santaana.granicus.com/MetaViewer.php?view_id=2&clip_id=1307&meta_id=51939

Courtyard Appreciation and Project Update Event

On Saturday, September 16, 2017, City Net hosted a Courtyard Appreciation and Project Update Event. Over 60 volunteers and partnering supportive services agencies attended the event. Together they celebrated the collective impact they have made by serving meals, volunteering their time and providing in-kind donations. With the holiday season fast approaching, they also discussed upcoming volunteer opportunities and service coordination.





Office of Care Coordination in Action

This month the Office of Care Coordination participated in the following meetings:

- **Service Planning Area Meetings** were hosted in early September. These meetings were well attended by City Council Members, City staff, faith-based and non-profit organizations. The meetings included a presentation by Probolsky Research on the Orange County Survey on Homelessness, a brief presentation on OC Health Care Agency projects and services available, and discussion on regional homeless service coordination including outreach efforts, creating regional service hubs, and housing opportunities. Thank you to the Cities of Anaheim, Newport Beach, and Mission Viejo for hosting.
- **City of Anaheim Homeless Policy Working Group** – Director of Care Coordination participated in a panel with Grace Stepter, Anaheim Housing Authority Manager, and Tony Cardenas, League of California Cities.
- A presentation to **CalOptima's Membership and Provider Advisory Committees (MAC/PAC)** providing an update on the County's effort to build an effective system of care addresses homelessness, highlighting the benefits and successes that the Whole Person Care Program has had in providing appropriate care for the most vulnerable.
- Director of Care Coordination provided a presentation to the **Anaheim Chamber of Commerce – Government Affairs Committee** on September 15, 2017 to provide an overview of the County's efforts to address homelessness to local business and elected official representatives.
- **City of Dana Point Homeless Task Force** invited the County of Orange to participate in their September 27, 2017 meeting. The Office of Care Coordination and representatives from the OC Health Care agency were in attendance. At this meeting Mercy House provided an update on their outreach efforts, the Community Survey Results were reviewed and a Work Plan to address homelessness within the City of Dana Point was discussed.

Progress on Homelessness in the News!

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

- [*San Clemente revises homeless shelter requirements in response to lawsuit*](#) by Fred Swegles, OC Register
- [*Orange County Sheriff plans to increase patrols of riverbed homeless*](#) by Jordan Graham, OC Register
- [*Donated golf carts help those helping the homeless living along the Santa Ana River*](#) by Joseph Pimentel, OC Register
- [*Anaheim considers declaring local emergency as homeless population continues to grow along Santa Ana River Trail*](#) by Anh Do, Los Angeles Times
- [*Issue of homeless encampments dominates forum featuring police and civic leaders*](#) by Lou Ponsi, Behind the Badge, OC
- [*Anaheim council united in declaring a homeless state of emergency*](#) by Joseph Pimentel, OC Register
- [*Orange to look deeper into city's response to growing homeless population*](#) by Jonathan Winslow, OC Register
- [*Santa Ana creates homeless czar position as it works to combat growing issue*](#) by Jessica Kwong, OC Register

