



Office of Care Coordination Newsletter MAY 2018



OC Health Care Agency Outreach & Engagement Team Builds Trust to Help Homeless Individuals

You've likely seen the Behavioral Health Services (BHS) Outreach & Engagement (O&E) team throughout Orange County — they're in the blue shirts — as they reach out to the homeless population to develop trusting relationships, reduce barriers to housing and facilitate linkage to resources and support services.

The team provides these services in multiple languages in public areas such as the Santa Ana Civic Center, cold weather armories, shelters and the Santa Ana Riverbed to connect vulnerable participants of all ages to mental health and substance use services, medical evaluation and treatment, and housing.

"The BHS O&E team has created a strong and reliable reputation within the homeless community as familiar and trustworthy people who can help," said Jason Austin, BHS Homeless Coordinator Division Manager, Navigation, Innovation and Training. "They have a strong passion for helping others and are willing to do whatever it takes to help the individuals they serve."

This past year, BHS O&E has developed new services and opportunities to reach the most vulnerable homeless individuals.

- **Whole Person Care (WPC):** Whole Person Care focuses on the coordination of physical and behavioral health and social services in a patient-centered approach to improve the well-being of Medi-Cal beneficiaries struggling with homelessness. The team works with hospital emergency rooms and serves as a point of entry for recuperative care facilities for acute and post-acute medical care in a supportive transitional housing environment.
- **Housing Opportunities:** BHS O&E staff complete an assessment tool used to match homeless individuals to a housing opportunity through the Coordinated Entry System. Staff also help the individual obtain the documents needed to link to housing. To date, the team has assessed 477 individuals, with 136 connected to permanent housing. See members share stories of how helping people connect with services is an inspiring experience in this [video](#).
- **Homeless Court:** Homeless court engages individuals who have homeless-related offenses such as vandalism, loitering or theft by offering opportunities to end their cycle of legal issues. The team works with court staff to identify individuals with behavioral health issues who may benefit from BHS O&E services.
- **Outreach Connection in Jails:** The BHS O&E team meets with individuals with a behavioral health issue who are soon to be released to create a housing plan and provide resources. Staff work weekly at the Men's Jail in Santa Ana and Theo Lacy facility in Orange.
- **Collaborative Efforts:** Staff regularly collaborate with cities, homeless liaison officers, housing providers, County operated and -contracted programs, and community-based organizations to ensure that homeless individuals are linked to resources.

Study Session on Building the County's System of Care

On Tuesday, April 17, 2018, the Orange County Board of Supervisors held a Special Meeting to have a study session on Building the County's System of Care. The study session began with opening remarks from Chairman Andrew Do, First District. Director of Care Coordination Susan Price presented an update on the Assessment of Homeless Services in Orange County, building a system of care that is integrated and regional to meet the unique needs of the community and provided an overview of housing resources and funding. The presentation also included an overview on Mental Health Services Act (MHSA) housing by Richard Sanchez, Director, OC Health Care Agency, and an overview of the County's budget by County Executive Officer Frank Kim.

The next steps in building the County's System of Care for homeless individuals and families:

- Extending the Armories for 90 days to provide cities the opportunity to identify and negotiate system contributions regionally
- Implement Service Planning Areas infrastructure:
 - Coordinated Entry System
 - Homeless Management Information System
 - Coordinated Homeless Assessment and Response Team (CHART) mobilization
 - Creation of Regional Navigation Centers which links individuals to mental health services, physical health services, public benefits, employment, and housing

What are Regional Navigation Centers?

Linkages to:

- Mental Health
- Physical Health
- Public Benefits
- Employment
- Housing



To obtain a copy of the presentation deck visit:

<http://www.ocgov.com/civicax/filebank/blobload.aspx?BlobID=74312>

To view the recording of the presentation visit:

http://ocgov.granicus.com/ViewPublisher.php?view_id=6

Unprecedented Engagement of Homeless Individuals

Although the Flood Control Channel Engagement Initiative and the Civic Center project were the most visible homelessness efforts led by the County to date, the County has been engaging the unsheltered homeless individuals residing in those locations for many years. There is a strong belief that it is the relationship building by OC Health Care Agency (HCA) Outreach & Engagement team and its contractor, City Net, which led to a higher-than-expected acceptance rate of shelter and services.

Since July 1, 2017, the County and City Net has engaged 1,182 individuals from the Flood Control Channel and Civic Center. Engagement is defined as any interaction between County and/or City Net staff with unsheltered homeless individuals for the purpose of providing services or assessments. A breakdown of those engagements is presented in the table below.

Location	Program in Which Engagement Occurred	Total Number of Individuals Engaged
Flood Control Channel	Ongoing Outreach and engagement prior to 30 day Motel-Shelter Program (July 1, 2017 to January 8, 2018)	251 Confirmed exits from Flood Control Channel
Flood Control Channel	30-day Motel-Shelter Program	697
Civic Center	Plaza of the Flags/Civic Center	234
TOTAL		1,182

Of these 1,182 individuals engaged by the County, an estimated 58 percent accepted shelter and/or service options presented to them while 42 percent declined all services.

Although these projects have concluded, the County will continue to provide outreach and assessment services to link homeless individuals in Orange County to services and maintain an operational number of shelter beds.

Since July 1, 2017, the County has engaged 45.7 percent (1,182) of the total number of unsheltered individuals (2,584) in the 2017 Point in Time County in Orange County.

Fullerton and Santa Ana Armory Emergency Shelters Extended for 90 Days

The County of Orange, in cooperation with the host cities of Fullerton and Santa Ana, is extending the County's Cold Weather Armory Emergency Shelters in Santa Ana and Fullerton an additional 90 days. This action allows the County program to continue providing more than 400 beds per night, (200 at Santa Ana and 237 at Fullerton), for three additional months with the approval of the California National Guard for use of their armories. The County opened the Santa Ana shelter early in October 2017.

Both armory shelters were originally scheduled to close April 15. The armory program typically runs December through April, with coordination and support from the California Military Department. The armories provide a safe place to sleep along with a nutritious meal, a warm shower, warm clothes and a wide variety of supportive services.

The armory program is operated by Mercy House through a contract and funding by the County's OC Community Resources department.

Cities are working to develop additional shelters to serve homeless throughout the county, and this extension of the armory program provides needed time to identify and develop plans for those locations.

The contract for the three-month extension is in an amount not to exceed \$800,000, which will be paid for through the County's General Fund. The Board of Supervisors authorized the funding to extend the operation of the two armories at the April 24, 2018, Board meeting.

To read the full press release visit: <https://cms.ocgov.com/civicax/filebank/blobdload.aspx?BlobID=74275>

SAFEPlace New Emergency Shelter for Women

On Thursday, February 15, 2018, the Board of Supervisors authorized the County Executive Officer to negotiate and execute an agreement with WISE Place for Women to open an emergency shelter for women. The shelter called SAFEPlace opened on March 18, 2018, at the direction of the court with limited capacity and is now fully operational.

SAFEPlace at WISEPlace for Women is a low barrier, emergency shelter for up to 60 women in Santa Ana. It provides case management, linkages to supportive services, and offers an opportunity for women to enter into transitional housing also operated by WISEPlace for Women. To date 81 unduplicated women have accessed the program.

Washington House New Emergency Shelter for Couples

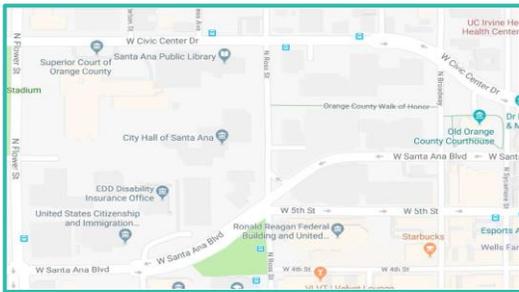
The Board of Supervisors authorized the County Executive Officer to execute an agreement with American Family Housing to open Washington House, a low barrier shelter for households of two adults or adult couples. The program will serve a maximum of 16 individuals or eight households of two. American Family Housing will provide case management services and engagement rich environment to provide individuals experiencing homelessness a pathway to service connections, health care, housing and stability.

Exits to Increased Housing Stability

- **311** individuals from Courtyard Transitional Center since October 2016
- **70** individuals from Bridges at Kraemer Place since May 2017

Civic Center and Plaza of the Flags

The OC Health Care Agency (HCA) in partnership with the City of Santa Ana Police Department completed all assessments of homeless individual’s residing the Civic Center on April 10, 2018. The Civic Center area is bounded by Civic Center Drive to the north, Santa Ana Boulevard/Fourth Street to the south, Flower Street to the west and Sycamore Street to the east.



As of April 12, 2018, the Plaza of the Flags area in the Civic Center was cleared of any encampments as the City of Santa Ana began enforcing its anti-camping ordinance.

At the conclusion of this project, HCA was able to complete 234 assessments of homeless individuals residing in the Civic Center Plaza. These were individuals residing in the Plaza of the Flags as well as those living within the boundaries of the Civic Center. Below is a table outlining the Actual Placement of the Civic Center population following assessments.

Program Categories	#of Placements
Courtyard Transitional Center	27 (17 confirmed placements)
SAFE Place at WISE Place for Women	12
Bridges at Kraemer Place	2
Armories	3
Full Service Partnerships	33
Recovery Residences	13
Detoxification Services	2
Residential Substance Use Disorder Program	3
Recuperative Care	2
Whole Person Care: Anaheim Global Medical Center	1
Non – Profit Service Provider: Illumination Foundation	1
Declined Services / Left on their own	135
TOTAL	234

The successful completion of these assessment is the result of an effective and integrated collaboration between HCA Outreach & Engagement, Social Services Administration, OC Community Resources, City Net, Santa Ana Police Department and the City of Santa Ana.



Chairman Andrew Do, First District, and County Executive Officer Frank Kim visited the Plaza of the Flags after the initiative was completed.



Side by side comparison of the Plaza of the Flags in Santa Ana.



OC Health Care Agency Outreach & Engagement Team at the Plaza of the Flags on April 12, 2018, after having completed all assessments and placements into programs.



In February 2018, the Social Services Agency (SSA) deployed staff to Bridges at Kraemer Place twice and its Mobile Response Vehicle (MRV) to the Courtyard Transitional Center five times and to the Santa Ana River Trail 10 times. In March 2018, SSA deployed staff to Bridges at Kraemer Place once and its MRV to the Courtyard Transitional Center five times.

SSA received 1,327 inquiries for services, including eligibility determinations and re-determinations, as applicable for CalFresh, Medi-Cal, CalWORKs and General Relief.

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

Location	Courtyard Transitional Center		Bridges at Kraemer Place		Santa Ana River Trail
	February	March	February	March	
Total Inquiries for Services	169	409	24	13	712
Type of Request*					
CalFresh Applications	16	46	1	2	92
General Relief Applications	38	80	4	1	126
Medi-Cal Applications	11	20	1	2	59
CalWORKs Applications	0	0	0	0	0
Inter-County Transfers	2	19	0	0	10
EBT Card Distribution	32	69	0	1	84
Bus Passes	35	82	3	0	120
Beneficiary Identification Card Distribution (Medi-Cal card)	12	53	0	2	68
Redeterminations	5	22	1	4	18

*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.

Support for Assembly Bill 1921 - CalWORKs: Housing Assistance

On Tuesday, March 12, 2018, the Board of Supervisors supported Assembly Bill 1921 authored by Assemblymember Brian Maienschein. AB 1921 seeks to amend the CalWORKs temporary housing assistance program by removing existing restrictions in order to more effectively alleviate child homelessness. The bill would eliminate the requirement that this assistance is limited to consecutive use, thereby allowing families to receive 16 cumulative days of temporary housing assistance per year for one episode in which the family has not secured permanent housing. This change will help prevent homeless families with children from losing their temporary housing assistance due to a disruption of use that can result from family emergencies or the pursuit of employment or housing opportunities elsewhere. Additionally, the bill would expand the types of housing providers under the CalWORKs permanent housing assistance program that could be utilized by recipients. While existing law allows recipients to utilize this assistance for payment to a commercial establishment, a shelter, or a person in the business of renting properties, this bill would also allow recipients to use their payment towards appropriate shared housing. Specifically, AB 1921 permits payments under the permanent housing assistance program to a "person with whom the family requesting assistance has executed a valid lease, sublease, or shared housing agreement" in order to increase housing options and help prevent homelessness among CalWORKs households.

Social Services Agency Provides Services with Compassion & Flexibility

In mid-February, the County of Orange, per an agreement reached in court with lawyers representing seven homeless individuals, developed an intensive outreach plan to transition individuals encamped along the Santa Ana River Trail into motel shelter for 30 days in order for OC Public Works to carry out an environmental remediation project on the riverbed. On February 14, 2018, Social Services Agency (SSA) was asked to deploy the Mobile Response Vehicle (MRV) to the riverbed the following day in support of these efforts in order to ensure that all individuals were aware of and connected to our eligibility programs.

Beginning Thursday, February 15, and through Saturday, February 24, the SSA MRV team deployed to the riverbed in various areas to assist the OC Health Care Agency (HCA) with outreach and to connect clients to services. The MRV team worked daily, including the weekends and a holiday, interacting with over 700 clients and processing nearly 280 applications for Medi-Cal, CalFresh and General Relief (GR) during the 10-day period.

What stands out most about SSA and the MRV team's support of this incredible effort was the compassionate and flexible collaboration between SSA and other County partners. The MRV served as a central hub for folks looking for information, and SSA staff ensured that they had the most up to date information in order to effectively connect clients with the various resources being provided. Demonstrating this collaboration, SSA's Information Technology team worked with OC Public Works to ensure that they could use the MRV's connectivity to create identification (ID) badges, as many of the homeless did not have ID cards. Additionally, SSA worked closely with HCA to ensure that clients were obtaining and providing the necessary documentation in order to determine eligibility for benefits. In one example, SSA shared with HCA that an individual could not receive GR until a doctor's note was provided. HCA drove the individual to the doctor immediately, received the appropriate documentation, and submitted the documentation to the MRV team in order to process the GR application.

Becky Juliano, retired Deputy Director of Administrative Services at OC Public Works, shared the following kind words about SSA's



role in this collaborative effort: "[The MRV] team is amazing. The group is extremely professional, and they manage to always remain calm in order to assist every person they come in contact with. I cannot say enough about [this] wonderful team. They are true partners in serving as One County!"

Many folks pitched in to ensure that our role in this outreach effort was successful. Thank you to everyone who worked long hours, worked on weekends and a holiday, and tirelessly served our clients. Your flexibility, compassion and positive attitudes were noticed by all and are greatly appreciated!



Flood Control Channel Engagement Initiative

30 day Motel-Sheltering Program Data

The following is an update from the OC Health Care Agency on the progress made to-date in response to the court stipulation pertaining to the Flood Control Channel/Santa Ana River Trail environmental remediation project.

On March 28, 2018, the County of Orange concluded its 30-day motel-sheltering program for occupants of the Flood Control Channel. The program, which began at the end of February 2018, encompassed 697 individuals. After an intensive 30 days of outreach, assessments and other various services, the disposition of the 697 individuals are included below.

Table 1 – Table provides a general summary of all 697 individuals who entered the program prior to assessments.

	# of Individuals
Number of Evictions (prior to assessment)	70
Persons Leaving Motels on Their Own (prior to assessment)	7
Unknown Disposition	31
Number of Individuals Assessed	589
TOTAL	697

Table 2 – Individuals who were assessed and received some form of shelter or services post-motel exit. Of the remaining 589 individuals in the motel-shelter program, this table identifies those who were assessed and agreed to his or her recommended actual placement. Generally, all of the individuals accepted some form of shelter, treatment or services from the County, City Net or partners, and were transported to the appropriate program.

Recommended Placement	# of Individuals
Full Service Partnerships (FSP)	149 This includes only those who are confirmed as enrolled in the program
FSP Partners: individuals who are not FSP-eligible but staying with a partner who is eligible	22
Recuperative Care	5
Substance Use Residential Treatment through County Programs	0
Substance Use Residential Treatment through Non-County Programs	23
Crisis Residential	1
Bridges at Kraemer Place	57 (40 confirmed placements)
Courtyard Transitional Center	16 (11 confirmed placements)
SAFE Place at WISE Place for Women	5 (5 confirmed placements)
Nonprofit Service Providers*	27
Other**	29
Hospitalization	1
Incarceration	3
TOTAL	338

Table 3 – Individuals who were assessed and declined shelter and services: Of the 589 individuals assessed, these individuals informed staff at the time of exit that they did not wish to accept any offered services or shelter options, the table below details the breakdown.

	# of Individuals
Declined All Services	111
No Shows/Left on Their Own	71
Staying with Family or Friends	39
Undecided	14
Evicted	7
Not Assessed/ No Actual Placement Identified	8
Deceased	1
TOTAL	251

In summary:

- Based on the 697 occupants of the Flood Control Channel who entered the 30-day motel-shelter program:
 - 48.5 percent accepted services and shelter after exiting the program
 - 36 percent declined any sort of services or shelter
 - 15.5 percent left the program before they could be assessed.
- The County of Orange ended the 30-days motel-shelter program on March 28, 2018.

*Non-profit service providers pertains to those that have chosen beds or programs that reside with other homeless service providers in Orange County such as Illumination Foundation, Mercy House, Brother Bridge Housing, Heritage North, Phoenix House and others.

**Other: this category includes individuals who are in bridge housing paid for while awaiting rapid rehousing or other services or are self-paying for housing.

Service Planning Areas

NORTH

North Orange County Public Safety Task Force and Volunteer Opportunity

On Friday, March 2, 2018, Senator Josh Newman was joined by law enforcement leaders from 10 North Orange County Cities to publicly launch the North Orange County Public Safety Task Force. The North Orange County Public Safety Task Force is comprised of the police chiefs of the following cities: Anaheim, Brea, Buena Park, Cypress, Fullerton, La Habra, La Palma, Placentia, Stanton and Yorba Linda. The Task Force was created through \$20 million in state budget funding secured by Senator Newman. The Task Force is a multi-jurisdictional four-year pilot program specifically geared toward developing new and more effective interdisciplinary approaches to gang prevention and homelessness outreach and intervention in North Orange County.

As part of the pilot, City Net has been contracted to conduct a multi-city homeless census from mid-March to early April.



CENTRAL

Grand Opening & Ribbon Cutting for The Cove

On Thursday, March 15, 2018, the grand opening and ribbon cutting for The Cove apartments took place. The Cove Apartments is a 12 unit multi-family apartment that will house seven veteran and six senior households. The Board of Supervisors awarded six project based Veteran Affairs Supportive Housing vouchers from the Orange County Housing Authority to house homeless veterans at The Cove.



SOUTH

United to End Homelessness

On Wednesday, March 7, 2018, top leaders from Orange County's corporate, philanthropic, faith-based, government and nonprofit sectors gathered at UC Irvine for the official launch of "United to End Homelessness." United to End Homelessness, a community-wide initiative lead by Orange County United Way, will work to ensure integrated and sustainable solutions are implemented for people suffering from homelessness in Orange County. A core element of the initiative will include identifying locations at which homeless individuals can be permanently housed, while addressing the underlying challenges that led them to live on the streets in the first place. For more information visit www.unitedtoendhomelessness.org.

