

# EVERYONE COUNTS

2019 Point In Time

## Office of Care Coordination Newsletter January 2019



## Volunteers Needed for Orange County's 2019 Point In Time Count

**WHY?** The U.S. Department of Housing and Urban Development (HUD) requires more than 400 Continuum of Care jurisdictions across the nation to complete a biennial unsheltered count and an annual sheltered count of all individuals experiencing homelessness in the community on a single point in time during the last 10 days of January.

**WHEN?** The 2019 Sheltered Point In Time count will take place the night of Tuesday, January 22, 2019, with the 2019 Unsheltered Point In Time count taking place over two days, Wednesday, January 23 and Thursday, January 24, 2019.

**HOW?** Teams comprised of one Team Captain and three to five Surveyors will be deployed into the community to canvas a geographic area of Orange County. As homeless individuals are encountered by the team, the team will administer a survey utilizing Survey 123, a smart phone application, to collect demographics, subpopulation information and answer to local questions.

**WHERE?** The 2019 Point In Time will be taking place across Orange County on Wednesday, January 23, 2019. Teams will be deployed into each city to canvas the area and survey individuals during their volunteer shifts. Teams will be deploying from the Deployment Centers listed below. Thursday, January 24, 2019, the teams will recanvas areas that may have been missed on Wednesday.

Supervisorial District	Maps Being Deployed from Center
<b>1st District: OC Community Resources</b> 1300 S. Grand Ave., Santa Ana, CA 92705	Garden Grove, Orange, Santa Ana, Tustin, and Villa Park
<b>2nd District: Colette's Children's Home</b> 7372 Prince Dr., Huntington Beach, CA 92647	Costa Mesa, Fountain Valley, Huntington Beach, Newport Beach, Seal Beach, and Westminster
<b>3rd District: South County Outreach</b> 7 Whatney, Suite B, Irvine, CA 92618	Aliso Viejo, Irvine, Laguna Beach, Laguna Hills, Laguna Niguel, Laguna Woods, Lake Forest, Mission Viejo, and Rancho Santa Margarita
<b>4th District: Magnolia Baptist Church</b> 720 S. Magnolia Ave., Anaheim, CA 92804	Anaheim, Brea, Buena Park, Cypress, Fullerton, La Habra, La Palma, Los Alamitos, Placentia, Stanton, and Yorba Linda
<b>5th District: Family Assistance Ministries</b> 1030 Calle Negocio, San Clemente, CA 92673	Dana Point, San Clemente, and San Juan Capistrano



## Volunteer Opportunities

### FIELD VOLUNTEERS

#### Field Surveyor Team Captains

##### Morning Opportunities

- *Arrival Time: 4:15 AM*
- *Shift Time: 5 AM – 9 AM*
- *Checkout Time: 9:30 AM*

##### Evening Opportunities

- *Arrival Time: 6:45 PM*
- *Shift Time: 7:30 PM – 11:30 PM*
- *Checkout Time: 12 AM*

#### Field Surveyors

##### Morning Opportunities

- *Arrival Time: 4:15 AM*
- *Shift Time: 5 AM – 9 AM*
- *Checkout Time: 9:30 AM*

##### Evening Opportunities

- *Arrival Time: 6:45 PM*
- *Shift Time: 7:30 PM – 11:30 PM*
- *Checkout Time: 12 AM*

### DEPLOYMENT CENTER VOLUNTEERS

#### Host Lead

##### Morning Opportunities

- *Shift Time: 3 AM – 10 AM*

##### Evening Opportunities

- *Shift Time: 5:30 PM – 12:30 AM*

#### Host Team Members

##### Morning Opportunities

- *Shift Time: 3:30 AM – 10 AM*

##### Evening Opportunities

- *Shift Time: 6:00 PM – 12:30 AM*

## What is the Point In Time?

The Point In Time is a biennial count of people experiencing homelessness on a given point in time during the last 10 days in January. The count provides vital information that helps the County better understand homelessness in the community. Orange County will be conducting the 2019 Point In Time count on:

**Main Count Day: Wednesday, January 23, 2019**  
**Secondary Count Day: Thursday, January 24, 2019**

## Training Dates & Locations

#### North Service Planning Area

EvFree Fullerton

801 N. Brea Blvd., Fullerton, CA 92835

- Wednesday, January 16, 2019 at 6:30 PM
- Thursday, January 17, 2019 at 7:30 AM
- Thursday, January 17, 2019 at 9:30 AM

#### Central Service Planning Area

OC Animal Care Center Training Center

1630 Victory Road, Tustin, CA 92782

- Wednesday, January 16, 2019 at 6:30 PM
- Thursday, January 17, 2019 at 7:30 AM
- Thursday, January 17, 2019 at 9:30 AM

#### South Service Planning Area

Norman P. Murray Community and Senior Center

24932 Veterans Way, Mission Viejo, CA 92692

- Wednesday, January 16, 2019 at 6:30 PM
- Thursday, January 17, 2019 at 8 AM
- Thursday, January 17, 2019 at 10 AM

## Commission to End Homelessness

The Commission to End Homelessness works in collaboration with the County government, 34 city governments, business sector, philanthropic organizations, community organizations, faith-based organizations, health care, public safety and other interested stakeholders to promote an effective response to homelessness within Orange County. The Director of Care Coordination works with the Commission to focus on regional policy and implementation strategies, affordable housing development, data and gaps analysis, best practice research, social policy, and systemic change.

The Commission to End Homelessness had its first meeting on Thursday, November 28, 2018, and approved the meeting calendar for 2019.

The Commission is accepting applications for two at-large seats. For more information email [CareCoordination@ocgov.com](mailto:CareCoordination@ocgov.com).

The next meeting is scheduled for 9 am on Thursday, January 16, 2019 at the OC Transportation Authority Headquarters – 550 S. Main St., Orange, CA.

To find out more information about the Commission to End Homelessness visit - <http://www.ocgov.com/gov/ceo/care/commendhom>

## Oakcrest Heights Grand Opening



On Wednesday, November 28, 2018, OC Community Resources and OC Health Care Agency attended the grand opening of the Oakcrest Heights, a 54-unit multi-family affordable housing development in Yorba Linda, which includes 14 units specifically dedicated to Mental Health Services Act (MHSA) eligible individuals, prioritizing Transitional Age Youth.

## Progress in 2018, Momentum for 2019!

By Susan Price, Director of Care Coordination

In 2018, the State released several funding opportunities to address homelessness. The Homeless Emergency Aid Program (HEAP) provided the funding necessary to expand the emergency shelter system in both Central and North Service Planning Areas, while providing necessary funding for the Laguna Beach Shelter renovations to expand the program's daytime hours. The HEAP funds also created regional street outreach teams for Central and South Service Planning Areas to create the nexus between the streets and shelter system. The Coordinated Entry System continues to evolve, with the Family Solutions Collaborative identifying several regional access points with navigators working closely with unsheltered families to expedite housing placements.

Also in 2018, several data tools have been implemented, with the new Homeless Management Information System software going live in April. In August, the OC Sheriff's Department started using the ArcGIS outreach software to track outreach contacts and make referrals to OC Health Care Agency (HCA) programs. The Whole Person Care Connect software system also went live, tracking emergency room visits for homeless persons at five local area hospitals, linking them directly to community based services via electronic care coordination.

Addressing homelessness requires partnership with every sector — the 34 cities in Orange County, businesses and health care, law enforcement and first responders, nonprofits and faith-based organizations. Regional Service Planning Area meetings have been a useful forum for updates on building out the System of Care, working with cities to implement regionally focused initiatives and gathering feedback from each sector on gaps, needs and priorities. The Commission to End Homelessness, seated in November 2018, represents this cross-sector engagement of countywide leadership, and will ensure that development of the System of Care is strategic and effective in promoting broad community partnership to improve the overall response to homelessness well into the future.

As the System of Care continues its development into 2019, it will include improved regional street outreach, expanded shelter capacity, improved intake linkages from outreach to shelter, and public-private partnerships to create 2,700 permanent supportive housing units under the Housing Finance Trust, a partnership with the Association of California Cities – Orange County, 34 cities, the County and private sector stakeholders. The Coordinated Entry System will ensure that resource investments in cities are targeted to meet local priorities, serving residents who have been homeless the longest in Orange County. Employment programs and a landlord incentive program will reduce barriers to self-sufficiency for those working hard to exit homelessness.

Community engagement has increased noticeably, with contributions coming from every sector of the county with more people supporting action to get involved. The momentum in Orange County is high, and in the past year with the amount of progress and participation, the narrative is shifting to a greater emphasis on contributions, investments and solutions that improve the quality of life for all in Orange County. The volunteer opportunity to join in the 2019 Point In Time Count process will provide key data to inform our efforts to reduce homelessness for our County.

The momentum and progress continues, and the County looks forward to 2019 being another productive year in our efforts to build an effective and responsive System of Care.

# Employment and Housing: Solution Based Practices

## Chrysalis Grand Opening

The County of Orange, City of Anaheim and Chrysalis have partnered to create a pathway to self-sufficiency for homeless and low-income individuals by providing the resources and support needed to find and retain employment. On October 16, 2018, the Orange County Board of Supervisors committed \$200,000 to the new Chrysalis Center Orange County located in Anaheim, which will provide client outreach and engagement, job readiness and barrier removal services, job search assistance and support, transitional employment opportunities and job retention support to the County's homeless populations and help drive ongoing regional coordination of resources to assist individuals and families experiencing homelessness in Orange County.

On Tuesday, November 13, 2018, the Chrysalis Center Orange County celebrated its grand opening with about 200 attendees. Supervisor Andrew Do, First District, presented a proclamation on behalf of the County and



representatives from the City of Anaheim, the County and various nonprofits were in attendance. Bringing Chrysalis to Orange County was a huge addition to the county and the partnership developed has created another option for those experiencing

homelessness to reach a path of self-sufficiency.

Chrysalis Orange County is located at 290 S. Anaheim Blvd., Anaheim, CA 92805. To learn more information about the organization and the programs they offer visit <https://changelives.org/>.

## Placentia Veteran's Village Groundbreaking

Director of Care Coordination Susan Price, along with other representatives from the County of Orange, City of Placentia, Mercy Housing California and New Direction for Veterans celebrated the groundbreaking of the Placentia Veteran's Village on Thursday, November 1, 2018. The Placentia Veterans Village will include 50 furnished apartment homes designed to serve military veterans who are experiencing homeless or have a disabling condition. The County of Orange has committed \$2.754 million in funding and the use of 49 Project-Based Department of Housing and Urban Development Veterans Affairs Supportive Housing (HUD-VASH) to the development of the Placentia Veteran's Village. Once constructed, veterans will have access to comprehensive on-site supportive services including case management, physical and mental health services, employment services, life skills training and counseling.



For additional information on this project, please visit [www.placentia.org/veteransvillage](http://www.placentia.org/veteransvillage).

# Expanding Initiatives to Address Homelessness

## The County of Orange and Orange County United Way Partner to Launch Landlord Incentive Program

The County of Orange has partnered with Orange County United Way (OCUW) to launch a Landlord Incentive Program to engage landlords and secure affordable rental units for individuals and families transitioning from homelessness into permanent supportive housing. OCUW through its United to End Homelessness awareness campaign is developing private market landlord engagement as well as a marketing and incentive strategy to increase the number of landlords and number of available units accepting rental/housing choice vouchers to assist households in their search for housing. The Orange County Board of Supervisors committed \$250,000 to the Program at the November 6, 2018, Board of Supervisors meeting to provide security deposits for rent and utility assistance, credit report and application fee payments, contingency funds to make minor improvements or repairs, unit holding fee payments and other landlord incentives to overcome barriers to secure housing units.

The Program will transition a minimum of 40 households experiencing homelessness to permanent housing. The Program and partnership between the County and OCUW is a key part to the development of the County's System of Care. Increasing available housing units and educating landlords on this Program will provide additional housing opportunities to successfully transition individuals and families experiencing homelessness into permanent housing. The resources available through this Program will decrease the amount of time a household searches for housing units that accept rental/housing choice vouchers and improve the System of Care's response to homelessness.

## Expansion of Restaurant Meals Program Countywide

On Tuesday, November 20, 2018, the Orange County Board of Supervisor's authorized the expansion of the CalFresh Restaurant Meals Program (RMP) from the pilot phase to countywide.

The Restaurant Meals Program enables elderly, disabled and homeless CalFresh recipients to purchase meals at participating restaurants using their Electronic Benefits Transfer cards. The restaurant Meals program is intended to increase food access for those who do not have a place to store or cook food, may not be able to prepare food or lack access to a grocery store. The development and implementation of the RMP aims to assist individuals experiencing homelessness in Orange County and connecting with necessary resources.

On December 13, 2016, the Board of Supervisors authorized the Social Services Agency (SSA) to implement the RMP in a pilot capacity in the cities of Anaheim and Santa Ana with the direction to return within one-year of implementation to provide an update on pilot program. On February 1, 2018, SSA went live with the RMP. Since then, the number of transactions and participating restaurants has increased over time, with 39 participating restaurants in the program as of October 2018.



Picture to left: Supervisor Andrew Do, First District, presents Orange County United Way President and Chief Executive Sue Parks with a check to support the Landlord Incentive Program.

## Cold Weather Emergency Shelters Are Now Open

The Santa Ana Armory and Fullerton Armory, the County of Orange's Cold Weather Emergency Shelter, opened on the evening of December 3 and 17, 2018, respectively. The Armories operated by Mercy House at the National Guard Armory locations, provide shelter and supportive services for adults (age 18 and older) experiencing homelessness, including a warm meal, access to shower facilities and a safe place to sleep. This year, the cold weather emergency shelters do not accept walk-ins to the shelter location. Instead individuals seeking to utilize the shelter must arrive at one of the bus pick-up locations at the designated times, listed below:

### Santa Ana Armory

- 6 p.m. Pick-up at Flower Street and Civic Center Drive, near 6th Street in Santa Ana
- 6:15 p.m. at 1901 W. Walnut St., Santa Ana, CA

### Fullerton Armory

- 5:30 p.m. Route A
  - The Way Fellowship Church – 7142 Thomas St., Buena Park, CA 90621
  - La Habra Community Resource Care Center – 350 S. Hillcrest Ave., La Habra, CA 90631
  - Fullerton Transportation Center – Santa Fe Ave (between South Pomona Avenue and Lemon Street), Fullerton, CA 92832
- 5:30 p.m. Route B
  - Southeast corner of Batavia St. and W. Struck Ave. – 1091 Batavia St., Orange CA 92867
  - Placentia Presbyterian Church parking lot – 849 Bradford Ave., Placentia, CA 92870
  - City Hall Park – 401 S. Brea Blvd., CA 92821

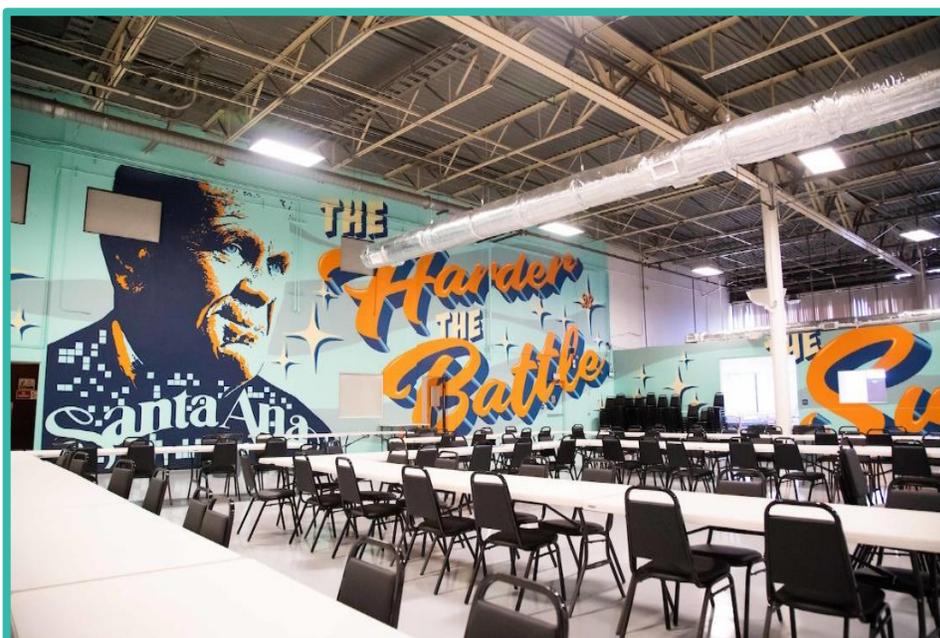
Please note that weapons, drugs and alcohol will not be permitted in or around the shelter, and clients are required to exit the shelter each morning at 6 am, or leave by bus at 5:15 am.

For additional information or questions regarding the program, please contact Mercy House at 714-836-7188 ext. 170

## Santa Ana's The Link is Now Open

The City of Santa Ana in partnership with Mercy House since November 2018 are operating The Link, an emergency shelter. The Link is a 24-hour 200 person shelter located in Santa Ana that serves, men, women, families with minor children, and adult couples. The Link's primary focus is assisting program participants with creating housing plan, making connections to housing resources and ending their homelessness as soon as possible. Mercy House Housing Navigators work with clients to help them increase their income and locate suitable permanent housing.

To find out how you can support The Link please reach out to Edwin Franco, Volunteer Associate, at [EdwinF@mercyhouse.net](mailto:EdwinF@mercyhouse.net) or (714)836-7188 ext. 171.



## Public Safety Seminars with Supervisor Michele Steel

Supervisor Michelle Steel, Second District, hosted two Public Safety Town Hall Meetings on Saturday, June 19, 2018, at Huntington Beach and Saturday, September 29, 2018 at Newport Beach. The Public Safety Town Hall meetings included updates from representatives of the Orange County Sheriff's Department, OC Public Works, and local law enforcement and Director of Care Coordination Susan Price, who provided an update on the County's efforts to address homelessness in Orange County.



## Whole Person Care Connect New Technology to Coordinate Homeless Care

The County of Orange is launching a data-sharing tool for medical providers and agencies in Orange County to coordinate the myriad of homeless services.

As a critical component of the Whole Person Care (WPC) Pilot Program, the WPC Connect care coordination program, the first of its kind in the state, will electronically share information from emergency departments, hospitals, community clinics, shelters and other homeless-service providers to more easily coordinate services for homeless individuals and improve access to available County services.

Orange County Hospital Emergency Departments, Community Clinics, and Recuperative Care providers participate in WPC Connect as well as County agencies, including CalOptima and the OC Health Care Agency's Behavioral Health and Public Health divisions.

### Orange County's \$31 Million Homeless Pilot Project

By the end of January 2019, the County anticipates the central information hub to be operational, coordinating care and services to Medi-Cal recipients who are homeless. The data-sharing program is currently receiving real-time emergency department data from St. Joseph Hospital, St. Jude Medical Center, and Mission Hospital.

Next month, Emergency Departments at Orange Coast Memorial and Saddleback Memorial Medical Centers are expected to join the data sharing collaborative – with University of California, Irvine Medical Center joining in March 2019.

The data-sharing initiative is just one part of the County's five-year, \$31 million pilot project designed to combat homelessness by coordinating physical, behavioral health and social services. The "Whole Person Care" program prioritizes recuperative care and wrap-around services that link Orange County's homeless to mental health care, substance abuse treatment and permanent supportive housing.

### Homeless Data Sharing: How It Works

How will WPC Connect work? Take a common scenario of a homeless patient discharged from a hospital.

After an emergency department visit or hospitalization, a homeless patient may have special needs to prevent readmission. The data-sharing program allows medical providers to update relevant information into a patient's collaborative care plan and refer them to services if they are new to the WPC Program or alert other members of that patient's care team of the hospital visit if they are already enrolled. As other homeless-service agencies interact with the homeless patient, all necessary medical history, as well as linkages to community services and documentation for housing readiness, will be in one place. This cross sharing of information will ensure the right services are provided for each homeless patient and reduce duplication of efforts across providers.

To read the full press release visit - <http://www.ocgov.com/gov/bos/1/news/details?NewsID=5787&TargetID=23>



## Flu Vaccines Clinics

The Health Care Agency Comprehensive Health Assessment Team – Homeless (CHAT-H) conducted flu clinics at emergency shelters and service provider locations to vaccinate individuals experiencing homelessness. Flu shots were offered to those interested at:

- Courtyard Transitional Center
- ASL Laguna Beach
- Bridges at Kraemer Place
- Mary's Kitchen
- Someone Cares Soup Kitchen
- Isaiah House
- SAFE Place at WISE Place
- Mental Health Association Drop-In Center

CHAT-H will continue providing flu vaccines through the cold weather season for individuals who are interested.

## Progress on Homelessness in the News!

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

[Santa Ana Veterans Village will provide affordable housing and other services for homeless military veterans](#) – Theresa Walker, *OC Register*

[Want to count? Orange County needs help with its 2019 Point in Time homeless census](#) – Theresa Walker, *OC Register*

[How Orange County took big steps in 2018 to address homelessness](#) – Theresa Walker, *OC Register*

[LA – based jobs program that helps homeless people find work expands to Anaheim](#) – Theresa Walker, *OC Register*

[A pet is family no matter where you live, and some homeless shelters are recognizing](#) – Alicia Robinson, *OC Register*

## Focus on Increased Housing Resources in Orange County

### 60 Voucher Family Unification Program Award

On November 21, 2018, the U.S. Department of Housing and Urban Development (HUD) awarded \$30 million to public housing authorities nationwide through the Family Unification Program to work closely with local public welfare agencies to provide rental assistance to families whose lack of adequate housing is the primary reason their children are in foster care. Former foster youth at-risk of homelessness are also eligible for the program. Through this award, the Orange County Housing Authority in partnership with the Social Services Agency received 60 vouchers to the existing allocation for 207 Family Unification Program vouchers, bringing the total to 267. The addition of Family Unification Program vouchers will provide the opportunity for families to reunify and prevent homelessness for an at-risk population.

### No Place Like Home Addendum

The No Place Like Home Program was approved by the California Legislature to issue bonds against Mental Health Services Act (MHSA) funds for use to build and refurbish supportive housing units. Orange County is eligible to receive \$6,513,548 in noncompetitive funding and will compete against other large counties for the remaining \$1.8 billion statewide during four competitive rounds of funding for the No Place Like Home.

On Tuesday, October 30, 2018, the Orange County Board of Supervisor's received the No Place Like Home Addendum to the Housing Funding Strategy and authorized the Health Care Agency to provide a 20-year service commitment to the No Place Like Home units. The No Place Like Home Addendum to the Housing Funding Strategy align and support the use of No Place Like Home funds towards the developed of the 2,700 supportive housing units to end homelessness in Orange County.

To read the No Place Like Home Addendum visit:

[http://cams.ocgov.com/Web\\_Publisher\\_Sam/Agenda10\\_30\\_2018\\_files/images/S23E-10302018\\_9852549.PDF](http://cams.ocgov.com/Web_Publisher_Sam/Agenda10_30_2018_files/images/S23E-10302018_9852549.PDF).

### Special Needs Housing Projects Assignment Agreement

On Tuesday, October 30, 2018, the Orange County Board of Supervisor's approved Assignment Agreement and distribution of \$25 million to California Housing Finance Agency for Special Needs Housing Program projects and approved three individual projects for funding to help the County develop additional permanent supportive housing for people who are experiencing homelessness.

There are 259 Mental Health Services Act/Special Needs Housing Program units for projects currently in progress. The Board of Supervisor's approval created a pathways to permanent housing for individuals who are experiencing.