



EVERYONE COUNTS

2019 Point In Time

FINAL REPORT

July 2019

Revised October 2019

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Introduction

The 2019 Point in Time project branded as Everyone Counts OC provided a critical opportunity for the County of Orange (County) to establish a baseline for its efforts in building out a System of Care that is both comprehensive and responsive to meet the needs of individuals and families experiencing homelessness across the jurisdiction. At a time when the County had to operate under a Federal lawsuit where the dialogue centered around the results of the 2017 Point In Time by Service Planning Area regions and by city boundaries, the County Board of Supervisors prioritized the need for improved and more accurate data. It was their courageous policy decision to change the methodology, to incorporate technology and mobilize the community in a major undertaking to outreach and talk to every person experiencing homelessness in our community within a 48-hour timeframe. The methodology, because it incorporated a unique identifier for the deduplication process, was compliant with the U.S. Department of Housing and Urban Development (HUD) requirements and guidelines. As every survey or observation count was conducted, a GIS pin marked the location where a person was known to be experiencing homelessness, using the night of Tuesday, January 22, 2019, as the Point in Time date.

The community mobilized to secure needed donations and rallied around this project to make it a successful implementation. It truly was an impressive effort and achievement for our County with participation and engagement from all 34 cities, their law enforcement departments teaming up with the homeless services providers, faith-based and community stakeholders working together to ensure that every person experiencing homelessness was counted. Based on the volunteer feedback received, this was an enlightening effort for all involved, and has served to improve the narrative towards addressing homelessness in new and productive ways. The knowledge gained by participating in this project reflected a humanistic and rewarding experience for volunteers who participated in the field survey teams and at each of the five deployment centers.

The County has launched the Marching Home: A Strategy to End Veterans Homelessness in Orange County to house the 311 veterans who identified as experiencing homelessness during the 2019 Everyone Counts OC process. Achieving an end to veteran homelessness will be a great accomplishment for our County, community partners and key stakeholders and will demonstrate how they can further mobilize efforts and coordinate resources to reach this goal for other homeless subpopulations. The collaboration among veteran service providers is strong and capable, and the veterans experiencing homelessness are linking to the various components of the System of Care in meaningful ways. At this time, the various Housing Authorities and a number of cities are working together to build and develop Veterans Villages, which provide enough units to sustain an end to veterans homelessness and achieve functional zero in Orange County by December 2020.

There was a family-focused effort during the unsheltered count to identify unsheltered families experiencing homelessness and to ensure that all unsheltered families known to the homeless service providers were counted during the unsheltered count effort. Typically, families are underrepresented in unsheltered counts as they are harder to identify in the community. The results of the family-focused effort elevated the overall unsheltered count by 396 persons comprising 110 family households. While the number of unsheltered families identified during the 2019 Point In Time is more accurate, it is also call to action to increase diversion and prevention efforts across our System of Care. The Family Solutions Collaborative, whose leadership and commitment to addressing family homelessness made this effort possible, should be recognized for their amazing work and progress in developing and coordinating a Family System of Care that is responsive to the needs of families experiencing homelessness. The Family System of Care agencies are working well together, tightening the safety net for families.

The results of the Everyone Counts OC project includes data breakdowns for each Service Planning Area and city by city. While the data can be broken down to a very specific geographic boundary, it is clear that homelessness is both a regional and migratory issue that is best addressed through strong collaboration and multi-sector integration, including community corrections, behavioral health, healthcare, housing and benefits and support services. The city by city data was provided to assist cities in completing planning documents, such as the Consolidated Plan, that require homelessness related data. All 34 cities in Orange County have been encouraged to work together, to share in the creation of responsive resources and to become active contributors to the development of the broader System of Care. The County has taken actions to integrate its behavioral health care resources within cities and encouraged the access of these resources by community members. The Community Corrections component of the System of Care is also evolving to further incorporate and improve connections to mental health and addictions treatment services. The Orange County Housing Finance Trust Fund is a key component in the System of Care that will help ensure that there is system flow from the street outreach contacts, the emergency shelter system to the one resource that ends homelessness, affordable and permanent supportive housing.

The Board of Supervisors remains focused in the development of System of Care and its various components. The next critical link in the development of the System of Care will be with Data Integration efforts, which will be a transformational change that improves accessibility and navigation for people experiencing homelessness and in need of the available resources from the System of Care. This is precisely why the results of the 2019 Everyone Counts OC project are so critical in laying the foundation to provide an effective response to homelessness. Let this be the call to action, because 3,961 or 57.74 percent unsheltered homeless people are seeking a successful exit from the expanding shelter system and 2,899 or 42.26 percent sheltered homeless people require assistance to overcome their barriers to community reintegration.

Thank you to all who participated, supported and invested in this project and in the broader solutions that end homelessness one person at a time in Orange County. To individuals and families experiencing homelessness, just know that there is a widening circle of people who are dedicated to ensuring you received the appropriate level of care, that together we can work to overcome any barriers, and that it will take all of us working together to achieve our mutual goals....an End to Homelessness in Orange County.

Key Findings

Total Persons Counted

A total of 6,860 individuals were counted as experiencing unsheltered and sheltered homelessness during the Orange County 2019 Point In Time Count.

- **Unsheltered:** 3,961 or 57.74 percent of individuals were experiencing unsheltered homelessness.
- **Sheltered:** 2,899 or 42.26 percent of individuals were sheltered in an emergency shelter or transitional housing program.

Service Planning Areas

- **North:** 2,765 or 40.31 percent of unsheltered and sheltered adults and children were counted in the North Service Planning Area.
- **Central:** 3,332 or 48.57 percent of unsheltered and sheltered adults and children were counted in the Central Service Planning Area.
- **South:** 763 or 11.12 percent of unsheltered and sheltered adults and children were counted in the South Service Planning Area.

Families

- 466 unsheltered and sheltered families that consisted of 1,550 persons – 584 adults and 966 children – were counted countywide.
 - **Unsheltered:** 110 unsheltered families comprised of 396 persons – 152 adults and 244 children
 - **Sheltered:** 356 sheltered families comprised of 1,550 persons – 432 adults and 722 children
- One-parent families made up 80.1 percent of sheltered families and 61.82 percent of unsheltered families.
- 51 or nearly half (46.36 percent) of the 110 unsheltered families became homeless for the first time during the past 12 months.
- 70 or over half (63.63 percent) of the 110 unsheltered families were living in a vehicle (car, van, truck or recreational vehicle in disrepair).
- Disabling conditions in adults who were members of a family household were much lower than the disabling conditions experienced by all adults encountered during the 2019 Point In Time.
 - 15.41 percent of adults who were members of a family household had a substance use issue compared to 30.63 percent of all adults encountered during the 2019 Point In Time.
 - 13.36 percent of adults who were members of a family household had a mental health issue compared to 28.13 percent of all adults encountered during the 2019 Point In Time.

Transitional Age Youth, Individuals ages 18 to 24

- 275 transitional age youth were counted as experiencing homelessness countywide.
- 12 percent of transitional age youth are chronically homeless compared to 42.4 percent of all adults experiencing homelessness.
- Nearly half (44.7 percent) of the transitional age youth identified as Hispanic or Latino.

Seniors, Individuals Age 62 and Older

- 612 sheltered and unsheltered seniors were counted countywide.
- Nearly half (48.86 percent) of the seniors are chronically homeless.
- Approximately one in eight (14.05 percent) of the seniors are veterans.
- Nearly half (43.2 percent) of unsheltered seniors were retired and/or disabled.

Veterans

- 311 unsheltered and sheltered veterans were counted countywide.
 - Nearly one-third (31.83 percent) were sheltered.
 - More than two-thirds (68.17 percent) were unsheltered.
- Nearly half (46.30 percent) of the veterans identified as experiencing homelessness were chronically homeless.
- Over half (54.66 percent) of sheltered and unsheltered veterans were age 55 and older.

Chronic Homelessness

- 2,491 sheltered and unsheltered adults are experiencing chronic homelessness.
 - **Unsheltered:** 1,932 (52.02 percent) of unsheltered adults are experiencing chronic homelessness.
 - **Sheltered:** 559 (25.81 percent) of sheltered adults are experiencing chronic homelessness. In transitional housing programs only.

Recently Became Homeless

- 38.2 percent of all unsheltered households became homeless for the first time during the 12 months (January 2018 to January 2019) prior to the 2019 Point In Time.
- 34 of the 85 (40 percent) unsheltered transitional age youth who were surveyed stated that they became homeless for the first time during the past 12 months.

Living in Vehicles

- Nearly one in five adults surveyed (19.90 percent) were living in a vehicle (car, van, truck or recreational vehicle in disrepair).

Shelter Inventory

- From the 2018 Housing Inventory Chart sheltered count conducted on January 26, 2018, there has been a net increase of 633 beds in Emergency Shelter and Transitional Housing beds. There has been an increase of 675 emergency shelter beds and a decrease of 42 transitional housing beds during this time.

Unused Beds

- On the night of the 2019 Housing Inventory Chart sheltered Point in Time Count was conducted, 738 emergency shelter and transitional housing beds remained vacant.

Racial and Ethnic Disparities

- Blacks or African Americans and Multiple Races are overly represented in Orange County's homeless population. Of the individuals and families experiencing unsheltered homelessness, 8.50 percent are Black or African American and 12.32 percent are Multiple Races. Of the individuals and families experiencing sheltered homelessness, 15.07 percent are Black or African American and 4.14 percent are Multiple Races. According to the U.S. Census Bureau, Blacks or African Americans represent 2.1 percent and Multiple Races only represent 3.5 percent of the Orange County population.

- Hispanic and Latino families experiencing homelessness are over represented in the Orange County's homeless population. Of the families experiencing unsheltered homelessness, 57.07 percent are Hispanic or Latino. Of the families experiencing sheltered homelessness, 49.83 percent are Hispanic or Latino. According to the U.S. Census Bureau, Hispanics and Latinos represent 34.2 percent of the population in Orange County.

Community Engagement and Support

- The County of Orange, all 34 cities in the county and their local law enforcement agencies participated in the 2019 Point In Time.
- 1,167 volunteers including community members, nonprofit organizations, city and county staff supported the implementation of the 2019 Point in Time unsheltered count.

Methodology

- Veterans encountered during the unsheltered count were asked to provide additional personal identifying information, which was used to reconcile with the current Veteran Registry and provide street outreach teams with needed contact and frequent location information for subsequent connection to supportive services and housing resources.
 - Of the 212 unsheltered veterans, 95 provided the additional information to reconcile the Veteran Registry.
- Because Families are often undercounted during a street count canvassing, a family focused effort was implemented with the Family Solutions Collaborative who outreached to unsheltered families on their caseload during the Point in Time Count to be counted at one of several identified service locations.



2019 Point In Time Results for California Large Urban Counties

The 15 largest populated Continuums of Care in California are large urban counties with a general population of 700,000 or more. These Continuums of Care counted a considerably higher number of persons who were experiencing homelessness in 2019 when compared to 2017 Point In Time results.¹

Of the 15 Continuums of Care in California, 14 counted more persons who were experiencing homelessness in 2019 when compared to 2017. Collectively, the 15 Continuums of Care counted 15.70 percent more persons as noted in the table below. The following table and accompanying images display the results of the 2019 Point In Time for the California Continuums of Care, providing a statewide comparison and a focused look at the surrounding and adjacent county jurisdictions to Orange County.

Table 1. Comparison of 2017 and 2019 Point In Time Counts for Continuums of Care

Continuum of Care		2017 Point In Time Count	2019 Point In Time Count	Difference	
				#	%
CA-500	San Jose/Santa Clara City & County CoC	7,394	9,706	+2,312	+31.26
CA-501	San Francisco CoC	6,858	8,011	+1,153	+16.81
CA-502	Oakland, Berkeley/Alameda County CoC	5,629	8,022	+2,393	+42.51
CA-503	Sacramento City & County CoC	4,692	5,570	+878	+18.71
CA-505	Richmond/Contra Costa County CoC	1,607	2,295	+688	+42.81
CA-511	Stockton/San Joaquin County CoC	1,542	2,629	+1,087	+70.49
CA-512	Daly City/San Mateo County CoC	1,253	1,512	+259	+20.67
CA-514	Fresno City & County/Madera County CoC	2,016	2,508	+492	+24.40
CA-600	Los Angeles City & County CoC	52,442	56,257	+3,815	+7.27
CA-602	Santa Ana, Anaheim/Orange County CoC	4,792	6,860	+2,068	+43.15
CA-604	Bakersfield/Kern County CoC	810	1,330	+520	+64.20
CA-608	Riverside City & County CoC	2,406	2,811	+405	+16.83
CA-609	San Bernardino City & County CoC	1,866	2,607	+741	+39.71
CA-610	San Diego City and County CoC	9,160	8,102	-1,058	-11.55
CA-611	Oxnard, San Buenaventura/ Ventura County CoC	1,152	1,669	+517	+44.88
Total:		103,619	119,889	+16,270	+15.70

¹ Each of the 15 Continuums of Care have a general population of 700,000 or more according to the California Department of Finance, Demographic Research Unit's population estimates for July 1, 2018.

California Continuums of Care: Comparison of 2017 and 2019 Homeless Counts

- CoCs with % of decrease in total persons between 2017 and 2019
- CoCs with % of increase in total persons between 2017 and 2019
- CoCs that have not yet released their 2019 homeless count results to the public

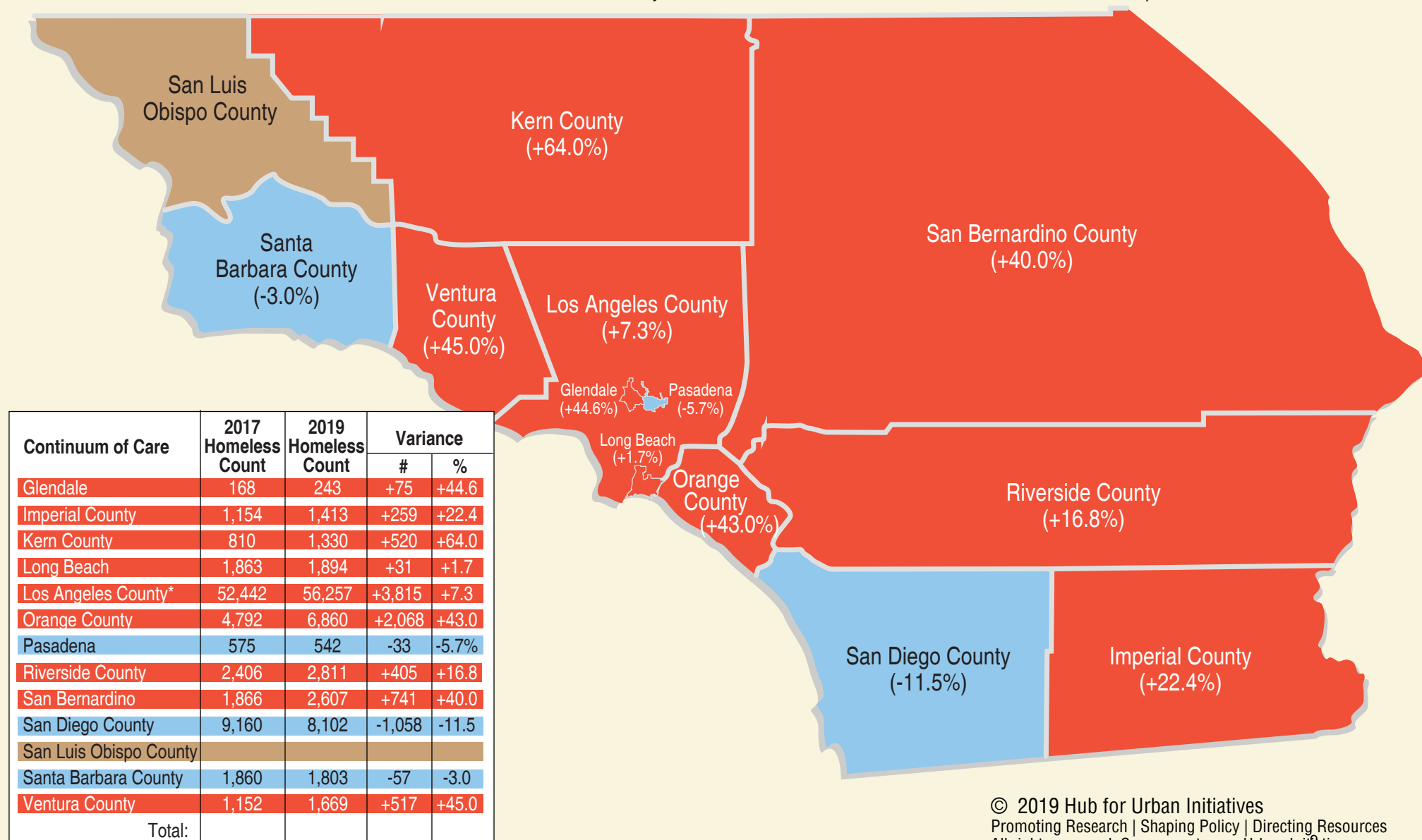
California County Map



Note: CoCs are only required by HUD to conduct unsheltered and sheltered counts in January of odd-number years, which is why 2019 count is compared to 2017. Many CoCs conduct counts during even-number years, but not all California CoCs.

Southern California Continuums of Care: Comparison of 2017 and 2019 Homeless Counts

- CoCs with % of decrease in total persons between 2017 and 2019
- CoCs with % of increase in total persons between 2017 and 2019
- CoCs that have not yet released their 2019 homeless count results to the public



*not including Glendale, Long Beach, and Pasadena

Key Partners and Roles

OC Community Resources functions as the Collaborative Applicant for the Orange County Continuum of Care, and manages and implements the Coordinated Entry System on behalf of the Orange County Continuum of Care. OC Community Resources contracted with City Net, Hub for Urban Initiatives and 2-1-1 Orange County for the development and execution of the 2019 Point In Time Count.

Office of Care Coordination engaged stakeholders across Orange County, working with cities and community-based organizations to encourage participation and awareness of the 2019 Point In Time. The Office of Care Coordination utilizes the data of the 2019 Point In Time to help develop regional coordination and multi-city, multi-sector investments to prevent and address homelessness in Orange County and promote integration of services throughout the community that improves the countywide response to homelessness.

OC Public Works OC Survey Division served as the GIS and ESRI Survey123 experts during the 2019 Unsheltered Point In Time. They provided technical assistance in the development and implementation of the maps utilized for the count and survey tool with complex conditional logic that was used to capture vital information. This team was instrumental in tabulation of the final results for the unsheltered count.

City Net is a nonprofit organization that partners with law enforcement, city and county agencies, nonprofit organizations, and the faith community to offer street outreach services to engage homeless neighbors and link them to available emergency services, healthcare, behavioral health services, and housing. City Net has been contracted to conduct prior city level and the regional North Service Planning area homeless census in 2018. City Net's knowledge of the community and the OC homeless population was beneficial in the coordination and implementation of the 2019 Unsheltered Point In Time. City Net mapped known hotspot locations and mobilized the community for participation and donations.

2-1-1 Orange County (211OC) is a nonprofit organization that functions as the Homeless Management Information System (HMIS) lead for the Orange County Continuum of Care, operates a comprehensive information and referral system through a multi-lingual helpline, and is accessible online. 211OC was responsible for the coordination and implementation of the 2019 Sheltered Point In Time.

Hub for Urban Initiatives is a nonprofit organization that designs and implements research tools to help communities collect data to shape policy and designate resources. The Hub for Urban Initiatives was contracted to develop the Point In Time methodology in compliance with HUD requirements and guidelines, survey design to ensure all required data points are collected, and statistical analysis for the compilation of the final 2019 Point In Time report.

34 Cities and Local Law Enforcement – The 2019 Point In Time engaged all 34 cities in Orange County and their local law enforcement agency, including Municipal Police Departments and Orange County Sheriff's Department. City and law enforcement representatives volunteered on the days of the unsheltered count to provide local knowledge of the community and assist in the countywide effort. Additionally, in the months leading up to the unsheltered count, city and law enforcement representatives assisted City Net in the mapping of known hotspot locations and educated their community on the effort to encourage participation.

Federal HUD Point In Time Requirements

The U.S. Department of HUD provides Point In Time requirements that include “who must be counted” and “who must not be counted,” which the County of Orange followed in the implementation of the 2019 Point In Time methodology. The Orange County 2019 Point In Time Count and Survey (2019 Point In Time Count) was a HUD-approved survey-based unsheltered count and a Homeless Management Information System (HMIS) driven sheltered count, which HUD strongly encouraged.

Who Must Be Counted

Orange County complies with all requirements as outlined by HUD in the implementation of the Point In Time methodology. The County of Orange counted individuals who were:

- **Unsheltered** as stated by HUD, Continuums of Care must count all individuals or families who meet the criteria in paragraph (1)(i) of the homeless definition in 24 CFR 578.3. This includes individuals and families “with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground.”
- **Sheltered** as stated by HUD, Continuums of Care must count all individuals or families “living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals)” on the night designated for the count.

Who Must NOT Be Counted

Orange County did not include the following individuals in the results of the 2019 Point In Time as directed by HUD:

- Persons staying in hotels and motels paid for by themselves;
- Persons residing in Permanent Supportive Housing (PSH) programs, including persons housed using HUD Veterans Affairs Supportive Housing (VASH) vouchers;
- Persons residing in Other Permanent Housing (OPH), including persons in a Grant and Per Diem Transition in Place (TIP) project on the night of the count;
- Persons counted in any location not listed on the Housing Inventory Chart (HIC) (e.g., staying in projects with beds/units not dedicated for persons who are homeless);
- Persons temporarily staying with family or friends (e.g., “doubled-up” or “couch surfing”);
- Persons residing in housing they rent or own (e.g., permanent housing), including persons residing in rental housing with assistance from a Rapid Re-Housing (RRH) project on the night of the count;
- Persons residing in institutions (e.g., jails, juvenile correction facilities, foster care, hospital beds, detoxification centers).

U.S. Department of Education Definition of Homelessness

The U.S. Department of Education defines homelessness more broadly, which is often the cause of some confusion as differing homelessness statistics are reported by educational systems. For the purposes of the Department of Education, homeless children and youth are individuals who lack a fixed, regular and adequate nighttime residence and includes children and youth who are sharing the housing of other persons due to loss of housing, economic hardship or similar reason. This definition is inclusive of those children and youth who are “doubled up” or “tripled up,” and/or reside in hotels and motels. In 2017-18, 6 percent (39,315) of all students enrolled in Orange County school districts were considered homeless

under the Department of Education definition; however, only 1,744 students (0.35 percent) met the HUD homeless definition.

Orange County has a substantial number of households that are at risk of becoming homeless. The U.S. Census Bureau noted that 11.5 percent or nearly 118,000 households consisting of about 358,000 residents in Orange County were living below poverty level as reported in the 2017 American Community Survey.



Orange County Point In Time Count Overview

The U.S. Department of HUD requires that all Continuum of Care jurisdictions across the nation 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. Orange County's 2019 Point In Time Count and Survey (2019 Point In Time) designated the night of Tuesday, January 22, 2019. Emergency Shelters and Transitional Housing Programs collected client-level demographic information from individuals and families staying that night in each program. The 2019 Unsheltered Count process took place over two days, Wednesday, January 23 and Thursday, January 24, to ensure the county jurisdiction was canvassed effectively. The change in methodology allowed the count teams to collect unique identifying data points that were used to deduplicate records for the two-day street count process for those that reported to have been homeless on Tuesday January 22, 2019.

During this two-day period, the entire geographical region of Orange County was canvassed at least twice during the early morning shifts and night shifts by teams of trained professionals and volunteers.

HUD allows for two-day counting based upon two conditions, both of which were met by Orange County:

1. Any person experiencing homelessness who is encountered have to be asked if they were homeless on the night of the count (the night of Tuesday, January 22, 2019), and
2. A unique identifier has to be created for that each person counted in order to complete the deduplication purposes.

For example, a person experiencing homelessness was encountered on Thursday, January 24 and volunteers asked the person if they were experiencing homelessness on the night of Tuesday, January 22 in order for the person to be included in the Point In Time. Additionally, volunteers created a unique identifier for all persons experiencing homelessness who were counted in to complete the deduplication process.

Thus, a person experiencing homelessness was only included in the Point In Time if the person was experiencing homelessness on the night of Tuesday, January 22 and if the same unique identifier did not appear twice when unique identifiers were checked for any duplication during data review and analysis following the count process.

Using Technology: A New Methodology for Improved Accuracy

The Orange County 2019 Point In Time Count and Survey (2019 Point In Time) provides the most accurate and comprehensive countywide count and survey data because of the implementation of a new and different methodology. Incorporating technology and a survey tool using a phone application allowed the volunteers to cover more areas and collect surveys from each homeless person encountered. The 2013, 2015 and 2017 Point In Time Counts and Surveys utilized "known locations" combined with a "random sample of areas". As noted in the Point In Time Count Report for 2017, "Once the count data was finalized, the data collected in the survey was used to establish the proportion of the unsheltered homeless population that met various subpopulation definitions and characteristics. These proportions were then used to extrapolate any missing information across the whole unsheltered population." The total unsheltered figure was distributed amongst 34 cities based upon population and poverty rate. This methodology fulfilled HUD requirements for Point In Time processes and is common in jurisdictions of large geographic areas.

Methodology for 2019 Point In Time Count and Survey

On August 28, 2018, the Board of Supervisors approved a change in methodology in an effort to get more accurate data regarding the homeless population demographics and locations. The unsheltered count

incorporated the use of ESRI Survey123 technology, an ArcGIS smartphone application, that GIS mapped the locations and city of origin where individuals experiencing homelessness were surveyed during the count and facilitated survey data collection. The ESRI Survey123 incorporated 28-questions that reflects a locally customized survey collecting the needed demographic, subpopulation and homelessness related data by U.S. Department of HUD as well as some “local community ties” questions. Additionally, service location-based paper surveys were also conducted at various agencies and nonprofit organizations that serve the homeless population to ensure a complete and comprehensive coverage of all populations experiencing homelessness and receiving services that may otherwise be missed during the unsheltered count by street canvassing teams.

During the 2019 Point in Time, a count of all people experiencing homelessness encountered in locations in Orange County took place over two days as volunteers, street outreach teams and local law enforcement canvassed 239 maps covering the jurisdiction with an emphasis on pre-identified hotspot locations. Each map covered approximately 1.25 square miles of the jurisdiction and were designed to outline non-overlapping areas of the county. Maps that primarily contained residential housing tracks or other areas with no known hot spot locations of individuals experiencing homelessness were identified during the pre-planning stage and excluded from the count materials utilized and distributed to the teams.

Through increased coordination and improved information available from the Coordinated Entry System, there was a deliberate approach to survey unsheltered families and veterans known to be experiencing street homelessness. In preparation for the 2019 Point In Time, there was a tremendous amount of outreach and information distributed to Continuum of Care agencies, other nonprofit and faith-based service providers, cities and their law enforcement agencies, community members and volunteers to encourage participation in the process. Additionally, training opportunities on how to support the 2019 Point In Time as a volunteer or through donations were made available in person throughout the jurisdiction on various dates and times to accommodate for individuals’ schedules and online through training portals that could be accessed anytime.

Orange County Point In Time Count Results

- Countywide
- Results by Service Planning Area
- Results by Household Type
- Results by Subpopulation



EVERYONE COUNTS

2019 POINT IN TIME SUMMARY

July 2019



EVERYONE COUNTS

2019 POINT IN TIME COUNT TOTALS

2019 POINT IN TIME COUNT BY THE NUMBERS

6,860

Individuals

North: 2,765 Individuals
Central: 3,332 Individuals
South: 763 Individuals

SUBPOPULATIONS

311

VETERANS

Individuals who served in the U.S. Armed Forces, National Guard or Reserves

275

TRANSITIONAL AGED YOUTH

Individuals ages 18 to 24

612

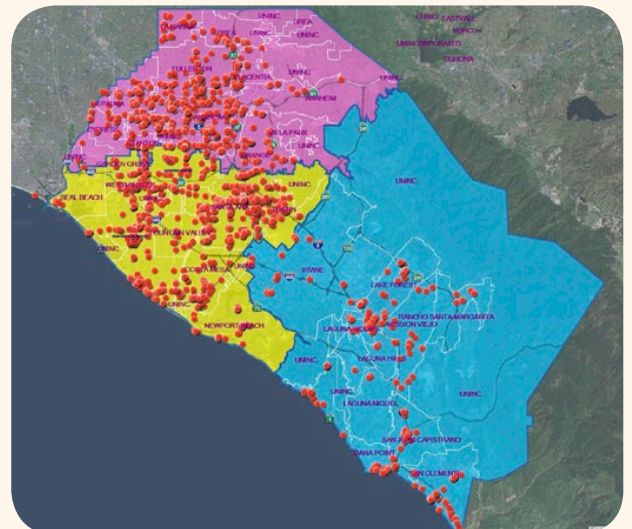
SENIORS

Individuals ages 62 and older

METHODOLOGY

The U.S. Department of Housing and Urban Development (HUD) requires that all Continuum of Care jurisdictions across the nation 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 ten days of January.

Orange County's 2019 Sheltered Point In Time Count took place the night of Tuesday, January 22, 2019. Emergency Shelters and Transitional Housing Programs collected client-level demographic information from individuals and families staying the night in each program. The 2019 Unsheltered Count process took place over two days, Wednesday, January 23 and Thursday, January 24, to ensure the 800 square mile County jurisdiction was canvassed effectively. The change in methodology allowed the count teams to collect unique ID data points that were used to deduplicate records for the two day street count process. The survey data was collected with ArcGIS Survey 123, a phone application that captures GIS locations and provides vital information that guides the way the County responds to homelessness in Orange County. The results for the 2019 Everyone Counts process provide the most accurate data on the scope of homelessness in the County. Because of this improved process, methodology and data quality from the use of GIS technology, Orange County's 2019 Point In Time Count results ensure that Everyone Counts.





EVERYONE COUNTS

SHELTERED COUNT

99

VETERANS

Individuals who served in the U.S. Armed Forces, National Guard or Reserves

117

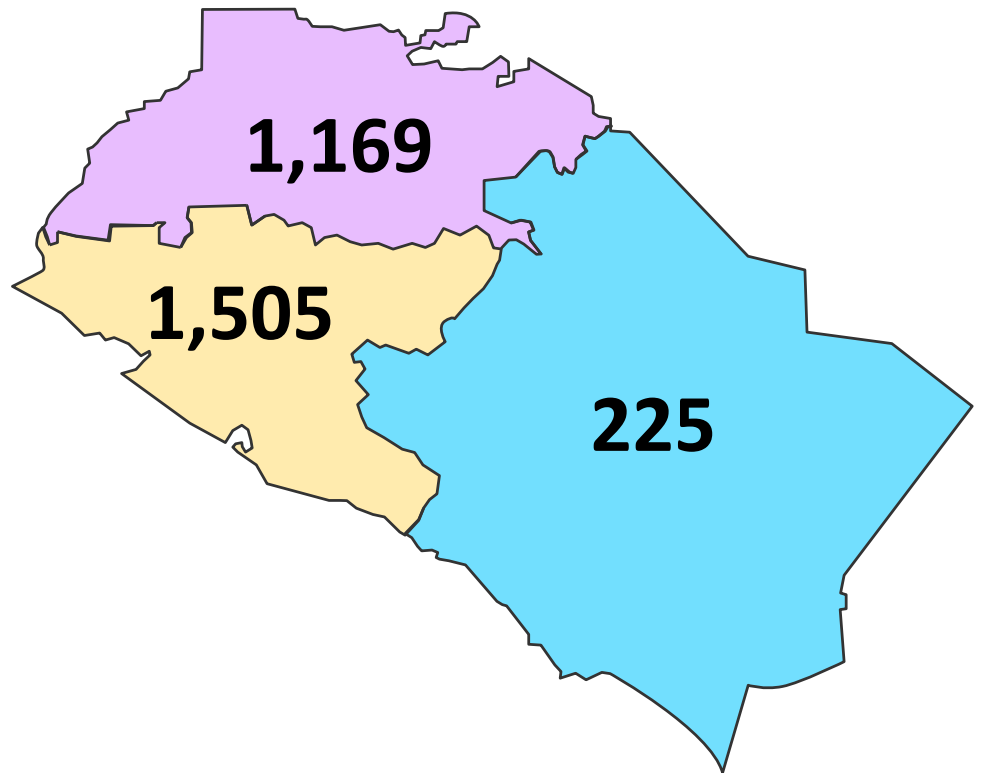
TRANSITIONAL AGED YOUTH

Individuals ages 18 to 24

255

SENIORS

Individuals ages 62 and older



2,899

SHELTERED TOTAL



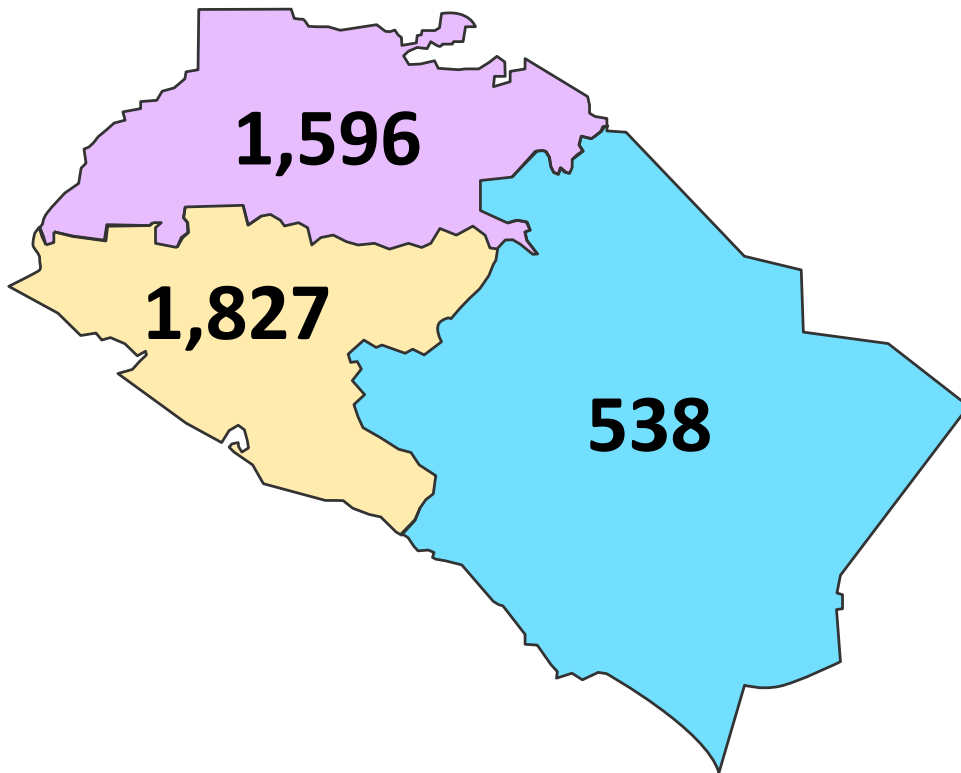
THANK YOU TO ALL THOSE INVOLVED

- **Hub for Urban Initiatives** – HUD methodology and survey tool design
- **City Net** – lead agency for unsheltered count
- **2-1-1 Orange County** – lead agency for sheltered count
- **County of Orange** – including Health Care Agency, Social Services Agency, OC Community Resources, OC Parks, OC Public Works and OC Information & Technology
- **Continuum of Care Agencies**
- **Nonprofit and faith-based service providers**
- **34 Cities and law enforcement agencies**
- **Community volunteers from every part of our county**



EVERYONE COUNTS

UNSHELTERED COUNT



3,961
UNSHELTERED TOTAL

212

VETERANS

Individuals who served in the U.S. Armed Forces, National Guard or Reserves

158

TRANSITIONAL AGED YOUTH

Individuals ages 18 to 24

357

SENIORS

Individuals ages 62 and older

MAPS & VOLUNTEERS

1,167

Community volunteers, nonprofit and faith-based service providers including representatives from law enforcement, all 34 cities and County government.

244

Field teams of volunteers deployed into the community to canvas maps and survey people experiencing homelessness.

239

Maps were canvassed at least twice during the 2019 Point In Time Count effort.





Some individuals may identify with more than one subpopulation

CHRONIC HOMELESSNESS

52.02%

1,932 Individuals

SUBSTANCE USE ISSUES

33.73%

1,253 Individuals

PHYSICAL DISABILITY

31.17%

1,158 Individuals

MENTAL HEALTH ISSUES

26.82%

996 Individuals

DEVELOPMENTAL DISABILITY

14.03%

521 Individuals

DOMESTIC VIOLENCE

9.50%

353 Individuals

HIV/AIDS

1.80%

67 Individuals

3,714 ADULTS



*Some individuals may identify with more than one subpopulation**

CHRONIC HOMELESSNESS

26.26%

569 Individuals

SUBSTANCE USE ISSUES

26.64%

577 Individuals

PHYSICAL DISABILITY

14.82%

321 Individuals

MENTAL HEALTH ISSUES

31.21%

676 Individuals

DEVELOPMENTAL DISABILITY

4.85%

105 Individuals

DOMESTIC VIOLENCE

8.54%

185 individuals

HIV/AIDS

1.80%

39 Individuals

2,166 ADULTS



AGE

	UNSHELTERED	SHELTERED
Under 18	6.24% 247 Individuals	25.28% 733 Individuals
18-24	3.99% 158 Individuals	4.04% 117 Individuals
25-39	29.11% 1,153 Individuals	22.70% 658 Individuals
40-49	23.13% 916 Individuals	14.69% 426 Individuals
50-54	13.94% 552 Individuals	9.73% 282 Individuals
55-61	14.59% 578 Individuals	13.38% 388 Individuals
62+	9.01% 357 Individuals	8.80% 255 Individuals
Unknown*		1.38% 40 Individuals

RACE

	UNSHELTERED	SHELTERED
American Indian or Alaska Native	1.84% 73 Individuals	3.83% 111 Individuals
Asian	3.08% 122 Individuals	3.28% 95 Individuals
Black or African American	8.51% 337 Individuals	15.07% 437 Individuals
Native Hawaiian or other Pacific Island	1.62% 64 Individuals	1.21% 35 Individuals
White	72.63% 2,877 Individuals	72.47% 2,101 Individuals
Multiple Races or Other	12.32% 488 Individuals	4.14% 120 Individuals

GENDER

	UNSHELTERED	SHELTERED
Female	28.02% 1,110 Individuals	48.22% 1,398 Individuals
Male	71.75% 2,842 Individuals	51.61% 1,496 Individuals
Transgender	0.10% 4 Individuals	0.10% 3 Individuals
Gender Non-Conforming	0.13% 5 Individuals	0.07% 2 Individuals

ETHNICITY

	UNSHELTERED	SHELTERED
Hispanic or Latino	34.08% 1,350 Individuals	38.84% 1,126 Individuals
Non-Hispanic or Non-Latino	65.92% 2,611 Individuals	61.16% 1,773 Individuals

*One Domestic Violence Provider provided the ages of clients in ranges: under 18, 18 to 24 and 25 and older. There were 40 clients in the 25 and older range.



2,146 UNSHELTERED ADULTS SURVEYED



K V · · K V ·

**819 (38.16%) Individuals
Reported Experiencing
Homelessness For The First
Time In The Past 12 Months**

**427 (19.90%) Individuals
Reported A Vehicle* As
Their Current Sleeping
Location**

***A vehicle is defined as a car, truck, van
or non-functioning recreational vehicle**





EMERGENCY SHELTERS INVENTORY



OF BEDS IN 2017 - 1,149

OF BEDS IN 2019 - 2,539

% CHANGE: +120.97%

79.2%

average occupancy in 2019

TRANSITIONAL HOUSING INVENTORY



OF BEDS IN 2017 - 1,166

OF BEDS IN 2019 - 1,135

% CHANGE: -2.65%

78.2%

average occupancy in 2019

HOUSEHOLD STATUS

Population	Description	Unsheltered (3,961)	Sheltered (2,899)	TOTAL (6,860)
Individuals	Individuals ages 18+	3,562	1,734	5,296
Families	Households with at least one adult and one child	110 FAMILIES 396 persons in households: 152 Adults 244 Children	356 FAMILIES 1,154 persons in households: 432 Adults 722 Children	466 Families 1,550 persons in households: 584 Adults 966 Children
Unaccompanied Youth	Minors (17 and younger without parent/guardian)	3	11	14



REPORTED CITY WHERE MOST TIME SPENT WHILE HOMELESS

City in North Service Planning Area
822 Individuals (38.30%)

City in Central Service Planning Area
900 Individuals (41.94%)

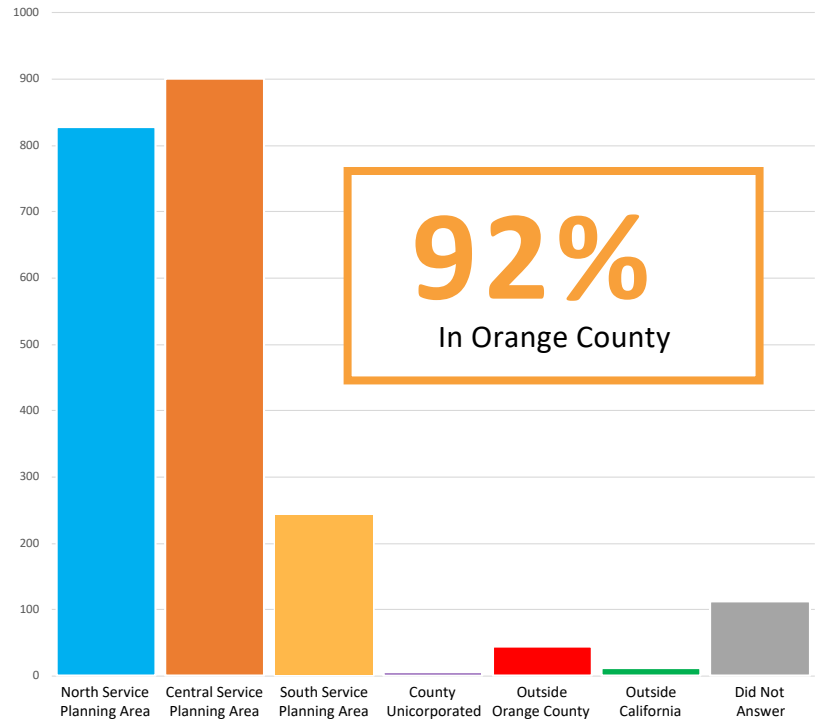
City in South Service Planning Area
244 Individuals (11.37%)

County Unincorporated
11 Individuals (0.51%)

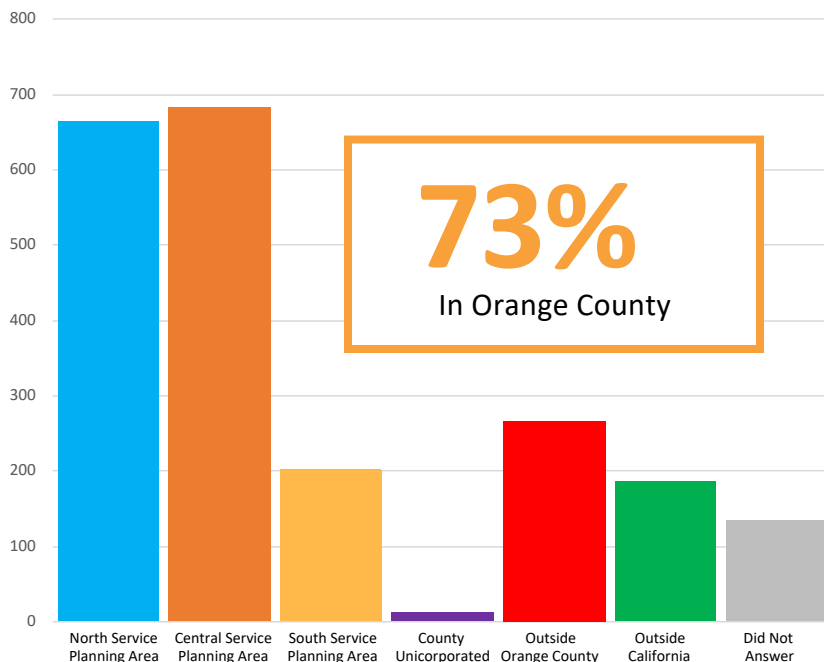
Outside Orange County
45 Individuals (2.10%)

Outside California
12 Individuals (0.56%)

Did Not Answer
112 Individuals (5.22%)



REPORTED CITY OF LAST PERMANENT ADDRESS



City in North Service Planning Area
663 Individuals (30.89%)

City in Central Service Planning Area
682 Individuals (31.78%)

City in South Service Planning Area
202 Individuals (9.41%)

County Unincorporated
12 Individuals (0.56%)

Outside Orange County
267 Individuals (12.44%)

Outside California
186 Individuals (8.67%)

Did Not Answer
134 Individuals (6.24%)



2,146 UNSHELTERED INDIVIDUALS SURVEYED

51.63%

1,108 Individuals

HAVE FAMILY IN ORANGE COUNTY

51.72%

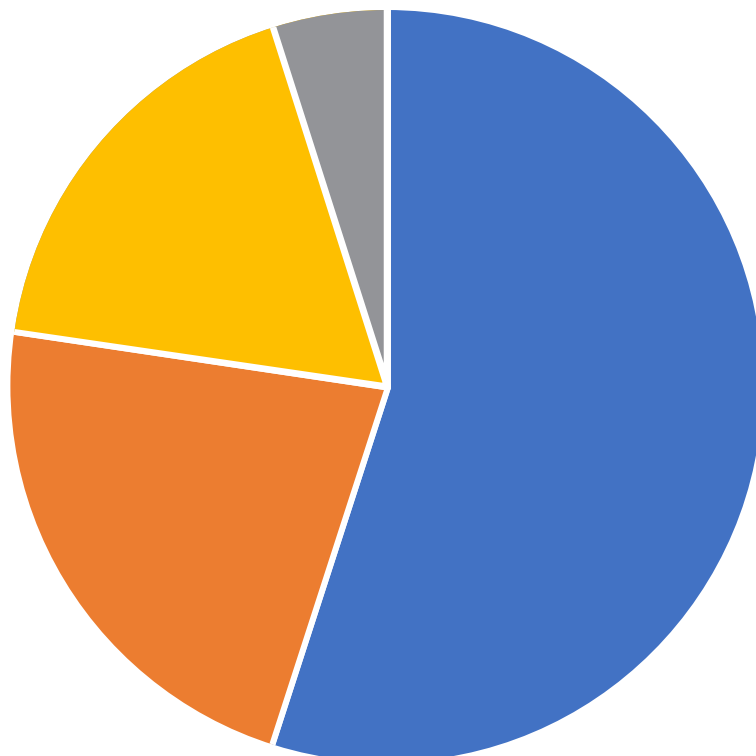
1,110 Individuals

**ATTENDING OR HAVE ATTENDED
SCHOOL IN ORANGE COUNTY**

72.09%

1,547 Individuals

**CURRENTLY WORKING OR HAVE EVER
WORKED IN ORANGE COUNTY**



CURRENT EMPLOYMENT STATUS

Unemployed

1,180 Individuals (54.99%)

Full-Time, Part-Time, Seasonally Employed

480 Individuals (22.37%)

Retired, Disabled

380 Individuals (17.71%)

Did Not Answer

106 Individuals (4.94%)



COUNTY OF ORANGE: SYSTEM OF CARE

What is the “System of Care” and the importance of it in addressing homelessness

The County of Orange is developing a System of Care that is responsive to the needs of the individuals and families experiencing homelessness in our community. The System of Care is comprised of five components that provide the needed resources and programs to prevent homelessness among individuals and families while transitioning others into permanent housing. The System of Care is focused on increased care coordination for each individual and in facilitating access and navigation within each system component.



BEHAVIORAL HEALTH

- Outreach and Engagement Teams
- Mental Health and Substance Use Services
- Housing Navigation
- Development of The Wellness Campus on Anita Drive



HEALTHCARE

- Whole Person Care
- Recuperative Care
- Comprehensive Health Assessment Teams – Homeless (CHAT-H)



HOUSING

- Emergency Housing
- Expansion of Housing Assistance Programs
- Housing Funding Strategy
- Housing Finance Trust Fund
- Landlord Incentive Program



COMMUNITY CORRECTIONS

- Proposition 47 Re-Entry Center Program
- Stepping Up Initiative
- Collaborative Courts
- Integrative Services Strategy



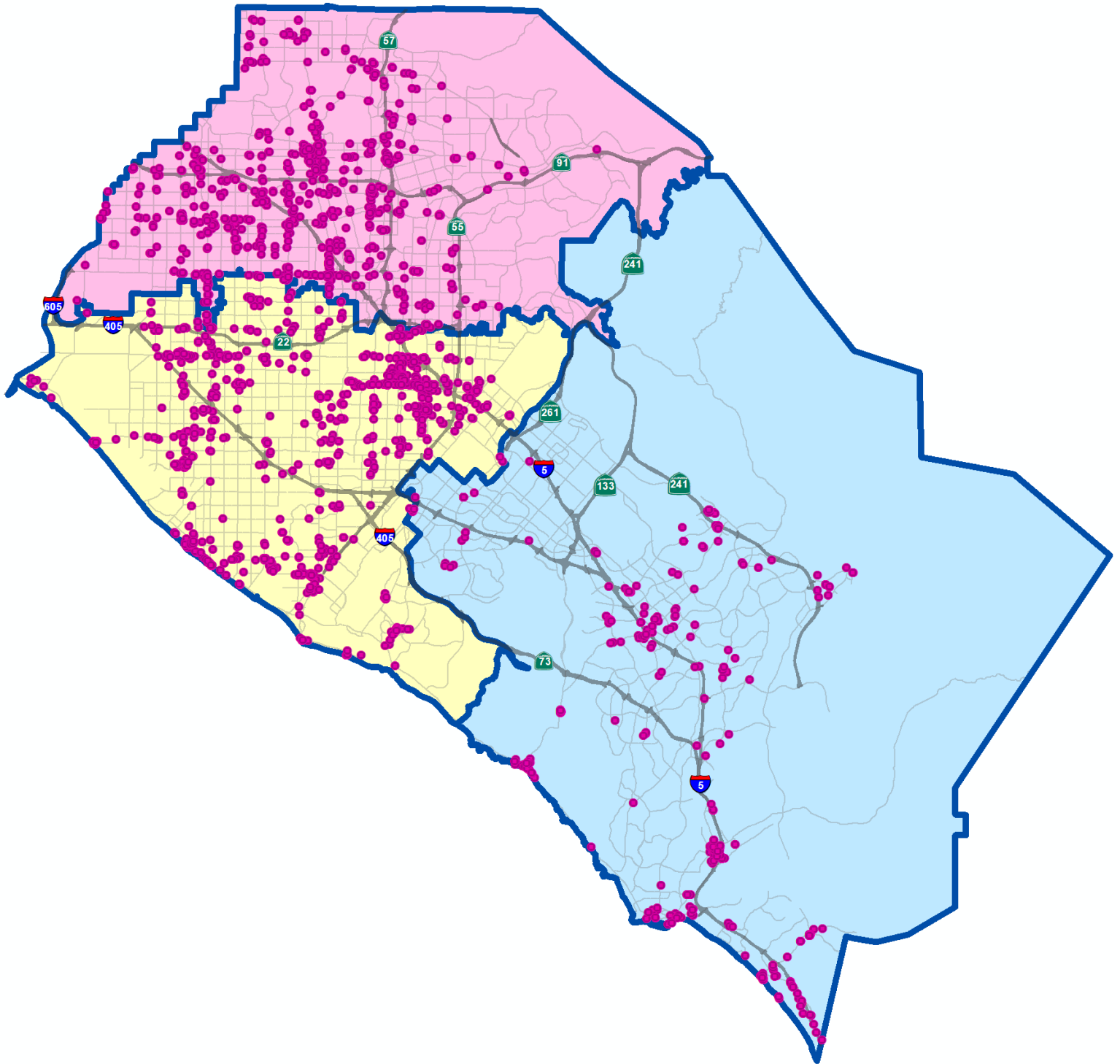
PUBLIC SOCIAL SERVICES

- Enhanced Outreach for hard-to-reach populations
- Access to Public Benefits
- Countywide expansion - Restaurant Meals Program
- Chrysalis Employment Program



EVERYONE COUNTS

Unsheltered Count
2019 POINT IN TIME COUNT





EVERYONE COUNTS

2019 POINT IN TIME COUNT: CITY BY CITY

CITY	UNSHELTERED	SHELTERED	TOTAL
Anaheim	694	508	1,202
Brea	30	0	30
Buena Park	142	145	287
Cypress	39	0	39
Fullerton	308	165	473
La Habra	45	0	45
La Palma	9	0	9
Los Alamitos	1	21	22
Orange	193	148	341
Placentia	55	108	163
Stanton	71	45	116
Villa Park	0	0	0
Yorba Linda	1	0	1
County Unincorporated	8	0	8
Domestic Violence Programs	N/A	29	29
NORTH SERVICE PLANNING AREA	1,596	1,169	2,765

CITY	UNSHELTERED	SHELTERED	TOTAL
Costa Mesa	187	6	193
Fountain Valley	28	14	42
Garden Grove	163	62	225
Huntington Beach	289	60	349
Newport Beach	64	0	64
Santa Ana	830	939	1,769
Seal Beach	8	0	8
Tustin	95	264	359
Westminster	159	25	184
County Unincorporated	4	31	35
Domestic Violence Programs	N/A	104	104
CENTRAL SERVICE PLANNING AREA	1,827	1,505	3,332

CITY	UNSHELTERED	SHELTERED	TOTAL
Aliso Viejo	1	0	1
Dana Point	32	0	32
Irvine	127	3	130
Laguna Beach	71	76	147
Laguna Hills	24	0	24
Laguna Niguel	7	3	10
Laguna Woods	5	0	5
Lake Forest	76	36	112
Mission Viejo	22	9	31
Rancho Santa Margarita	15	0	15
San Clemente	96	49	145
San Juan Capistrano	62	0	62
County Unincorporated	0	0	0
Domestic Violence Programs	N/A	49	49
SOUTH SERVICE PLANNING AREA	538	225	763



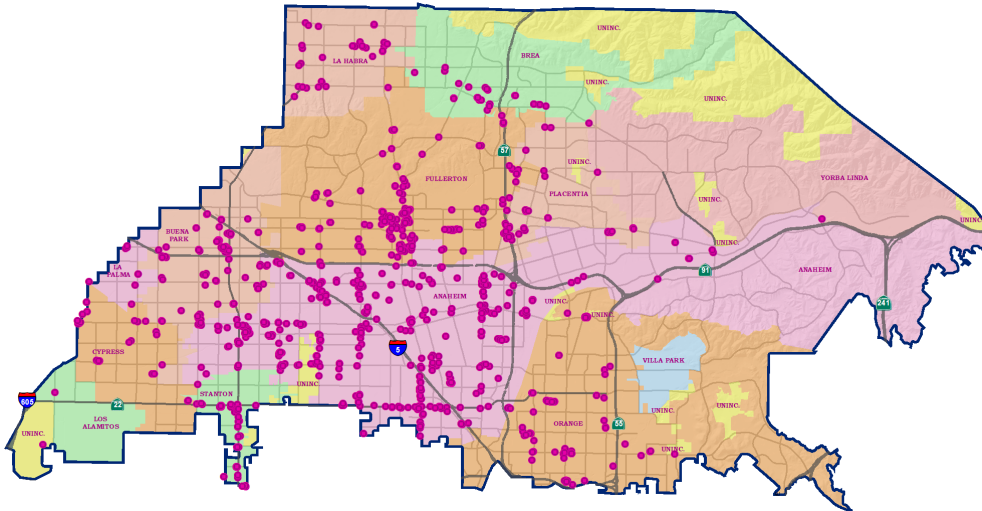
EVERYONE COUNTS

NORTH SERVICE PLANNING AREA



EVERYONE COUNTS

North Service Planning Area
2019 POINT IN TIME



CITIES:

Anaheim	Los Alamitos
Brea	Orange
Buena Park	Placentia
Cypress	Stanton
Fullerton	Villa Park
La Habra	Yorba Linda
La Palma	County Unincorporated

1,596 UNSHELTERED TOTAL

113 VETERANS

78 UNSHELTERED | 35 SHELTERED

Individuals who served in the
U.S. Armed Forces, National
Guard or Reserves

**102 TRANSITIONAL
AGE YOUTH**

59 UNSHELTERED | 43 SHELTERED

Individuals ages 18 to 24

213 SENIORS

130 UNSHELTERED | 83 SHELTERED

Individuals ages 62
and older

Population	Description	Unsheltered (1,596)	Sheltered (1,169)	TOTAL (2,765)
Individuals	Individuals ages 18+	1,428	621	2,049
Families	Households with at least one adult and one child	45 FAMILIES 166 persons in households: 66 Adults 100 Children	167 FAMILIES 542 persons in households: 203 Adults 339 Children	212 FAMILIES 708 persons in households: 269 Adults 439 Children
Unaccompanied Youth	Minors (17 and younger without parent/guardian)	2	6	8



North Service Planning Area 2019 POINT IN TIME COUNT CITY BY CITY

TOTAL

CITY	UNSHELTERED	SHELTERED	TOTAL
Anaheim	694	508	1,202
Brea	30	0	30
Buena Park	142	145	287
Cypress	39	0	39
Fullerton	308	165	473
La Habra	45	0	45
La Palma	9	0	9
Los Alamitos	1	21	22
Orange	193	148	341
Placenti	55	108	163
Stanton	71	45	116
Villa Park	0	0	0
Yorba Linda	1	0	1
County Unincorporated	8	0	8
Unknown Location/Domestic Violence Programs	N/A	29	29
NORTH SERVICE PLANNING AREA	1,596	1,169	2,765

INDIVIDUALS

CITY	UNSHELTERED	SHELTERED	TOTAL
Anaheim	625	429	1,054
Brea	30	0	30
Buena Park	117	70	187
Cypress	35	0	35
Fullerton	289	88	377
La Habra	38	0	38
La Palma	6	0	6
Los Alamitos	1	3	4
Orange	163	19	182
Placenti	53	7	60
Stanton	67	1	68
Villa Park	0	0	0
Yorba Linda	1	0	1
County Unincorporated	2	0	2
Unknown Location/Domestic Violence Programs	N/A	4	4
NORTH SERVICE PLANNING AREA	1,427	621	2,048

FAMILIES

CITY	UNSHELTERED	SHELTERED	TOTAL
Anaheim	69	79	148
Brea	0	0	0
Buena Park	25	75	100
Cypress	4	0	4
Fullerton	18	77	95
La Habra	7	0	7
La Palma	3	0	3
Los Alamitos	0	12	12
Orange	29	129	158
Placentia	2	101	103
Stanton	4	44	48
Villa Park	0	0	0
Yorba Linda	0	0	0
County Unincorporated	6	0	6
Unknown Location/Domestic Violence Programs	0	25	25
NORTH SERVICE PLANNING AREA	169	542	711



North Service Planning Area 2019 POINT IN TIME COUNT CITY BY CITY

VETERANS

CITY	UNSHELTERED	SHELTERED	TOTAL
Anaheim	33	25	58
Brea	3	0	3
Buena Park	5	2	7
Cypress	0	0	0
Fullerton	15	4	19
La Habra	2	0	2
La Palma	1	0	1
Los Alamitos	0	0	0
Orange	14	2	16
Placenti	4	1	5
Stanton	1	0	1
Villa Park	0	0	0
Yorba Linda	0	0	0
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	0	1	1
NORTH SERVICE PLANNING AREA	78	35	113

TRANSITIONAL AGED YOUTH

CITY	UNSHELTERED	SHELTERED	TOTAL
Anaheim	24	508	1,202
Brea	2	0	30
Buena Park	7	145	287
Cypress	0	0	39
Fullerton	308	165	473
La Habra	45	0	45
La Palma	9	0	9
Los Alamitos	1	21	22
Orange	193	148	341
Placenti	55	108	163
Stanton	71	45	116
Villa Park	0	0	0
Yorba Linda	1	0	1
County Unincorporated	8	0	8
Unknown Location/Domestic Violence Programs	N/A	29	29
NORTH SERVICE PLANNING AREA	59	43	102

SENIORS

CITY	UNSHELTERED	SHELTERED	TOTAL
Anaheim	39	60	99
Brea	8	0	8
Buena Park	9	8	17
Cypress	4	0	4
Fullerton	31	13	44
La Habra	1	0	1
La Palma	1	0	1
Los Alamitos	0	0	0
Orange	28	1	29
Placenti	3	0	3
Stanton	2	0	2
Villa Park	0	0	0
Yorba Linda	0	0	0
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	4	1	5
NORTH SERVICE PLANNING AREA	130	83	213



EVERYONE COUNTS

North Service Planning Area DEMOGRAPHICS

AGE

	UNSHelterED	SHelterED
Under 18	6.39% 102 Individuals	29.51% 345 Individuals
18-24	3.70% 59 Individuals	3.68% 43 Individuals
25-39	29.39% 469 Individuals	20.87% 244 Individuals
40-49	21.24% 339 Individuals	14.71% 172 Individuals
50-54	14.59% 233 Individuals	7.87% 92 Individuals
55-61	16.54% 264 Individuals	14.54% 170 Individuals
62+	8.15% 130 Individuals	7.10% 83 Individuals
Unknown*		1.80% 21 Individuals

RACE

	UNSHelterED	SHelterED
American Indian or Alaska Native	1.82% 29 Individuals	4.28% 50 Individuals
Asian	2.07% 33 Individuals	1.37% 16 Individuals
Black or African American	9.02% 144 Individuals	16.77% 196 Individuals
Native Hawaiian or other Pacific Islander	2.19% 35 Individuals	1.28% 15 Individuals
White	71.12% 1,135 Individuals	71.77% 839 Individuals
Multiple Races or Other	13.78% 220 Individuals	4.53% 53 Individuals

GENDER

	UNSHelterED	SHelterED
Female	30.95% 494 Individuals	51.24% 599 Individuals
Male	68.79% 1,098 Individuals	48.50% 567 Individuals
Transgender	0.13% 2 Individuals	0.17% 2 Individuals
Gender Non-Conforming	0.13% 2 Individuals	0.09% 1 Individuals

ETHNICITY

	UNSHelterED	SHelterED
Hispanic or Latino	35.09% 560 Individuals	37.38% 437 Individuals
Non-Hispanic or Non-Latino	64.91% 1,036 Individuals	62.62% 732 Individuals

*One Domestic Violence Provider provided the ages of clients in ranges: under 18, 18 to 24 and 25 and older. There were 21 clients in the 25 and older range.



AGE OF CHILDREN

	UNSHelterED	SHelterED
Under 1	5.00% 5 Children	7.69% 26 Children
1-5	23.00% 23 Children	32.84% 111 Children
6-12	32.00% 32 Children	42.01% 142 Children
13-17	27.00% 27 Children	15.98% 54 Children
Unknown	13.00% 13 Children	1.48% 5 Children

SCHOOL ENROLLMENT



Of the 100 unsheltered children, 63 were school aged children. 93.65 percent (59 out of 63) of school aged children were enrolled in school.

FAMILY COMPOSITION

	UNSHelterED	SHelterED
TWO PARENT FAMILY	46.67% 21 Families	26.95% 38 Families
ONE PARENT FAMILY	53.33% 24 Families	73.05% 129 Families
Single Mother	44.44% 20 Families	73.05% 122 Families
Single Father	8.89% 4 Families	4.19% 7 Families



EVERYONE COUNTS

North Service Planning Area SUBPOPULATIONS & DISABLING CONDITIONS

*Some individuals may identify with more than one subpopulation

Subpopulations

CHRONIC HOMELESSNESS

UNSHELTERED

52.88%

790 Individuals

SHELTERED

25.73%

212 Individuals

DOMESTIC VIOLENCE*

9.91%

148 Individuals

8.50%

70 Individuals

Disabling Conditions

DEVELOPMENTAL DISABILITY

15.39%

230 Individuals

5.34%

44 Individuals

HIV/AIDS

1.20%

18 Individuals

1.58%

13 Individuals

MENTAL HEALTH ISSUES

25.90%

387 Individuals

28.03%

231 Individuals

PHYSICAL DISABILITY

32.59%

487 Individuals

15.90%

131 Individuals

SUBSTANCE USE ISSUES

33.40%

499 Individuals

23.30%

192 Individuals

1,494 UNSHELTERED ADULTS
824 SHELTERED ADULTS



887 UNSHELTERED INDIVIDUALS SURVEYED



JAN 2018 - JAN 2019

**324 (36.53%) Individuals
Reported Experiencing
Homelessness For The First
Time In The Past 12 Months**

**155 (17.47%) Individuals
Reported A Vehicle* As
Their Current Sleeping
Location**



***A vehicle is defined as a car, truck,
van or non-functioning recreational
vehicle**



887 UNSHELTERED INDIVIDUALS SURVEYED

52.09%
462 Individuals

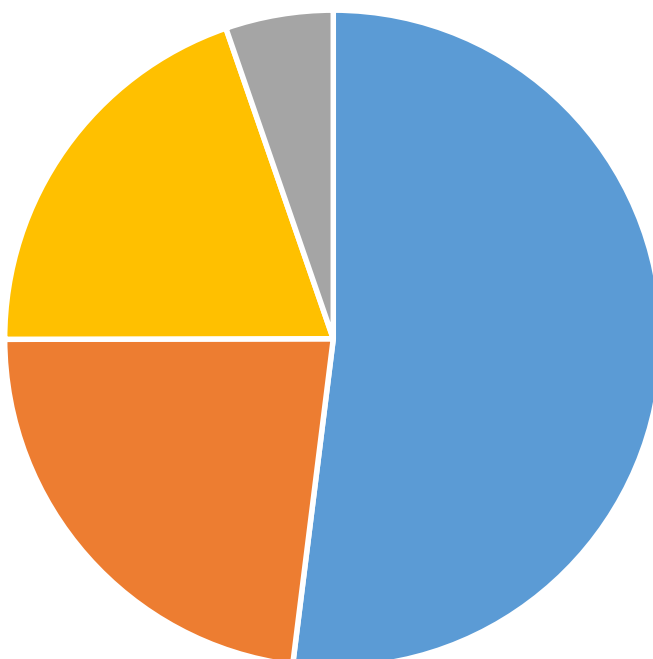
HAVE FAMILY IN ORANGE COUNTY

54.90%
487 Individuals

**ATTENDING OR HAVE ATTENDED
SCHOOL IN ORANGE COUNTY**

71.70%
636 Individuals

**CURRENTLY WORKING OR HAVE EVER
WORKED IN ORANGE COUNTY**



CURRENT EMPLOYMENT STATUS

Unemployed

461 Individuals (51.97%)

Full-Time, Part-Time, Seasonally Employed
204 Individuals (23.00%)

Retired, Disabled

175 Individuals (19.73%)

Did Not Answer

47 Individuals (5.30%)



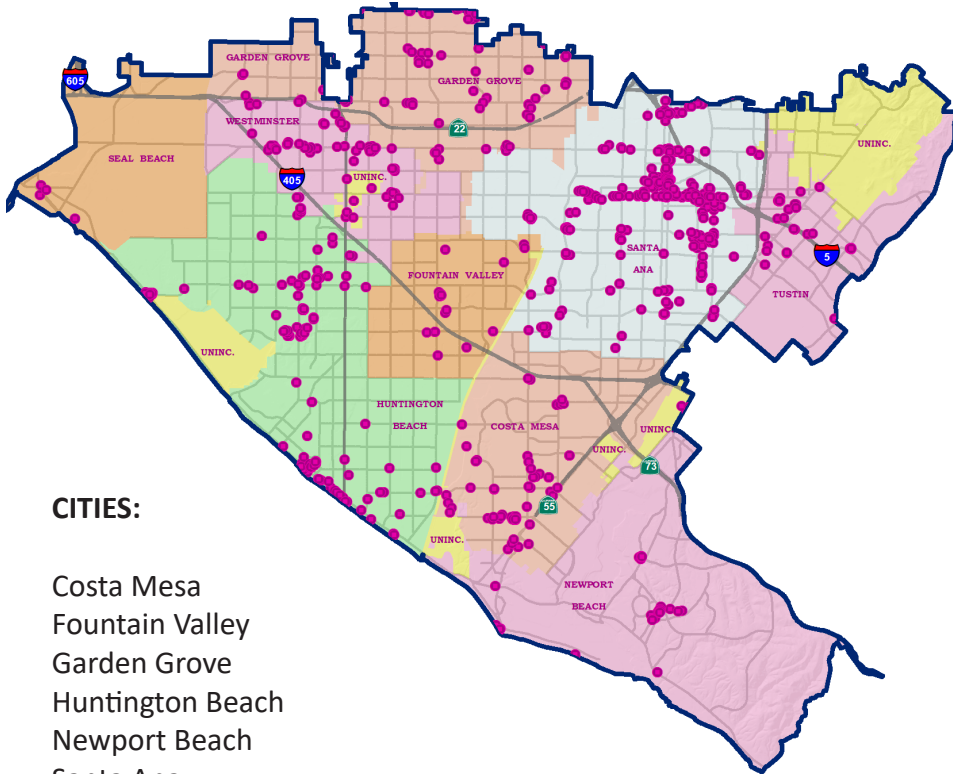
EVERYONE COUNTS

CENTRAL SERVICE PLANNING AREA



EVERYONE COUNTS

Central Service Planning Area
2019 POINT IN TIME



CITIES:

Costa Mesa
Fountain Valley
Garden Grove
Huntington Beach
Newport Beach
Santa Ana
Seal Beach
Tustin
Westminster
County Unincorporated

1,827 UNSHELTERED TOTAL

162 VETERANS

101 UNSHELTERED | 61 SHELTERED

Individuals who served in the
U.S. Armed Forces, National
Guard or Reserves

**129 TRANSITIONAL
AGED YOUTH**

63 UNSHELTERED | 66 SHELTERED

Individuals ages 18 to 24

321 SENIORS

174 UNSHELTERED | 147 SHELTERED

Individuals ages 62 and
older

Population	Description	Unsheltered (1,827)	Sheltered (1,505)	TOTAL (3,332)
Individuals	Individuals ages 18+	1,706	1,023	2,729
Families	Households with at least one adult and one child	30 FAMILIES 121 persons in households: 44 Adults 77 Children	149 FAMILIES 477 persons in households: 182 Adults 295 Children	179 FAMILIES 598 persons in households: 226 Adults 372 Children
Unaccompanied Youth	Minors (17 and younger without parent/guardian)	0	5	5



Central Service Planning Area
2019 POINT IN TIME COUNT
CITY BY CITY

TOTAL

CITY	UNSHELTERED	SHELTERED	TOTAL
Costa Mesa	187	6	193
Fountain Valley	28	14	42
Garden Grove	163	62	225
Huntington Beach	289	60	349
Newport Beach	64	0	64
Santa Ana	830	939	1,769
Seal Beach	8	0	8
Tustin	95	264	359
Westminster	159	25	184
County Unincorporated	4	31	35
Unknown Location/Domestic Violence Programs	N/A	104	104
CENTRAL SERVICE PLANNING AREA	1,827	1,505	3,332

INDIVIDUALS

CITY	UNSHELTERED	SHELTERED	TOTAL
Costa Mesa	178	3	181
Fountain Valley	28	0	28
Garden Grove	149	13	162
Huntington Beach	271	5	276
Newport Beach	62	0	62
Santa Ana	795	868	1,663
Seal Beach	8	0	8
Tustin	71	81	152
Westminster	143	21	164
County Unincorporated	4	31	35
Unknown Location/Domestic Violence Programs	0	1	1
CENTRAL SERVICE PLANNING AREA	1,709	1,023	2,732

FAMILIES

CITY	UNSHELTERED	SHELTERED	TOTAL
Costa Mesa	9	3	12
Fountain Valley	0	14	14
Garden Grove	14	49	63
Huntington Beach	18	50	68
Newport Beach	2	0	2
Santa Ana	35	71	106
Seal Beach	0	0	0
Tustin	24	183	207
Westminster	16	4	20
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	0	103	103
CENTRAL SERVICE PLANNING AREA	118	477	595



VETERANS

CITY	UNSHELTERED	SHELTERED	TOTAL
Costa Mesa	20	0	20
Fountain Valley	0	0	0
Garden Grove	7	0	7
Huntington Beach	16	1	17
Newport Beach	4	0	4
Santa Ana	40	43	83
Seal Beach	0	0	0
Tustin	5	16	21
Westminster	9	1	10
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	0	0	0
CENTRAL SERVICE PLANNING AREA	101	61	162

TRANSITIONAL AGED YOUTH

CITY	UNSHELTERED	SHELTERED	TOTAL
Costa Mesa	4	1	5
Fountain Valley	1	1	2
Garden Grove	4	4	8
Huntington Beach	12	2	14
Newport Beach	0	0	0
Santa Ana	33	33	66
Seal Beach	0	0	0
Tustin	1	13	14
Westminster	6	10	16
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	2	2	4
CENTRAL SERVICE PLANNING AREA	63	66	129

SENIORS

CITY	UNSHELTERED	SHELTERED	TOTAL
Costa Mesa	23	0	23
Fountain Valley	2	0	2
Garden Grove	15	0	15
Huntington Beach	23	1	24
Newport Beach	9	0	9
Santa Ana	69	138	207
Seal Beach	1	0	1
Tustin	13	1	14
Westminster	14	7	21
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	5	0	5
CENTRAL SERVICE PLANNING AREA	174	147	321



EVERYONE COUNTS

Central Service Planning Area DEMOGRAPHICS

AGE

	UNSHELTERED	SHELTERED
Under 18	4.21% 77 Individuals	19.93% 300 Individuals
18-24	3.45% 63 Individuals	4.39% 66 Individuals
25-39	29.83% 545 Individuals	23.92% 360 Individuals
40-49	26.00% 475 Individuals	15.48% 233 Individuals
50-54	13.41% 245 Individuals	11.69% 176 Individuals
55-61	13.57% 248 Individuals	13.56% 204 Individuals
62+	9.52% 174 Individuals	9.77% 147 Individuals
Unknown*		1.26% 19 Individuals

RACE

	UNSHELTERED	SHELTERED
American Indian or Alaska Native	2.19% 40 Individuals	4.05% 61 Individuals
Asian	4.60% 84 Individuals	4.78% 72 Individuals
Black or African American	8.21% 150 Individuals	14.09% 212 Individuals
Native Hawaiian or other Pacific Islander	1.26% 23 Individuals	1.13% 17 Individuals
White	71.87% 1,313 Individuals	72.29% 1,088 Individuals
Multiple Races or Other	11.88% 217 Individuals	3.65% 55 Individuals

GENDER

	UNSHELTERED	SHELTERED
Female	25.45% 465 Individuals	44.85% 675 Individuals
Male	74.33% 1,358 Individuals	55.02% 828 Individuals
Transgender	0.11% 2 Individuals	0.07% 1 Individual
Gender Non-Conforming	0.11% 2 Individuals	0.07% 1 Individual

ETHNICITY

	UNSHELTERED	SHELTERED
Hispanic or Latino	35.30% 645 Individuals	40.66% 612 Individuals
Non-Hispanic or Non-Latino	64.69% 1,182 Individuals	59.34% 893 Individuals

*One Domestic Violence Provider provided the ages of clients in ranges: under 18, 18 to 24 and 25 and older. There were 19 clients in the 25 and older range.



AGE OF CHILDREN

	UNSHelterED	SHelterED
Under 1	9.09% 7 Children	4.41% 13 Children
1-5	24.68% 19 Children	36.27% 107 Children
6-12	42.86% 33 Children	31.53% 93 Children
13-17	20.78% 16 Children	12.88% 38 Children
Unknown*	2.60% 2 Children	14.91% 44 Children

SCHOOL ENROLLMENT



Of the 77 unsheltered children, 53 were school aged children. 98.11 percent (52 out of 53) of school aged children were enrolled in school.

FAMILY COMPOSITION

	UNSHelterED	SHelterED
TWO PARENT FAMILY	40.00% 12 Families	18.79% 28 Families
ONE PARENT FAMILY		
Single Mother	60.00% 18 Families	81.21% 121 Families
Single Father	50.00% 15 Families	77.18% 115 Families
	10.00% 3 Families	4.03% 6 Families



EVERYONE COUNTS

Central Service Planning Area SUBPOPULATIONS & DISABLING CONDITIONS

Some individuals may identify with more than one subpopulation

Subpopulations

CHRONIC HOMELESSNESS

UNSHELTERED

52.91%

926 Individuals

SHELTERED

26.56%

320 Individuals

DOMESTIC VIOLENCE*

8.00%

140 Individuals

7.80%

94 Individuals

Disabling Conditions

DEVELOPMENTAL DISABILITY

12.69%

222 Individuals

4.98%

60 Individuals

HIV/AIDS

2.46%

43 Individuals

2.07%

25 Individuals

MENTAL HEALTH ISSUES

27.60%

483 Individuals

32.95%

397 Individuals

PHYSICAL DISABILITY

29.88%

523 Individuals

13.53%

163 Individuals

SUBSTANCE USE ISSUES

34.97%

612 Individuals

29.79%

359 Individuals

1,750 UNSHELTERED ADULTS

1,205 SHELTERED ADULTS



985 UNSHELTERED INDIVIDUALS SURVEYED



JAN 2018 - JAN 2019

**402 (40.81%) Individuals
Reported Experiencing
Homelessness For The First
Time In The Past 12 Months**

**187 (18.98%) Individuals
Reported A Vehicle* As
Their Current Sleeping
Location**



***A vehicle is defined as a car, truck,
van or non-functioning recreational
vehicle**



985 UNSHELTERED INDIVIDUALS SURVEYED

52.49%

517 Individuals

HAVE FAMILY IN ORANGE COUNTY

50.15%

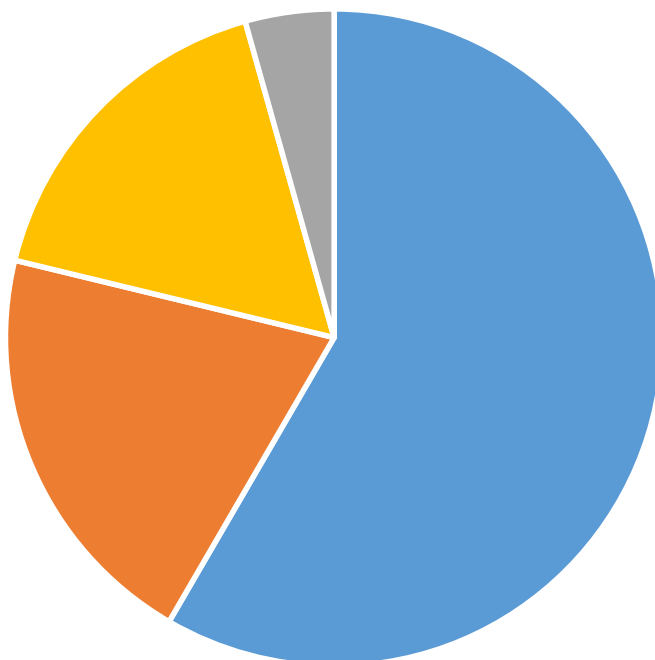
494 Individuals

**ATTENDING OR HAVE ATTENDED
SCHOOL IN ORANGE COUNTY**

73.81%

727 Individuals

**CURRENTLY WORKING OR HAVE EVER
WORKED IN ORANGE COUNTY**



CURRENT EMPLOYMENT STATUS

Unemployed

575 Individuals (58.38%)

Full-Time, Part-Time, Seasonally Employed

201 Individuals (20.41%)

Retired, Disabled

166 Individuals (16.85%)

Did Not Answer

43 Individuals (4.37%)



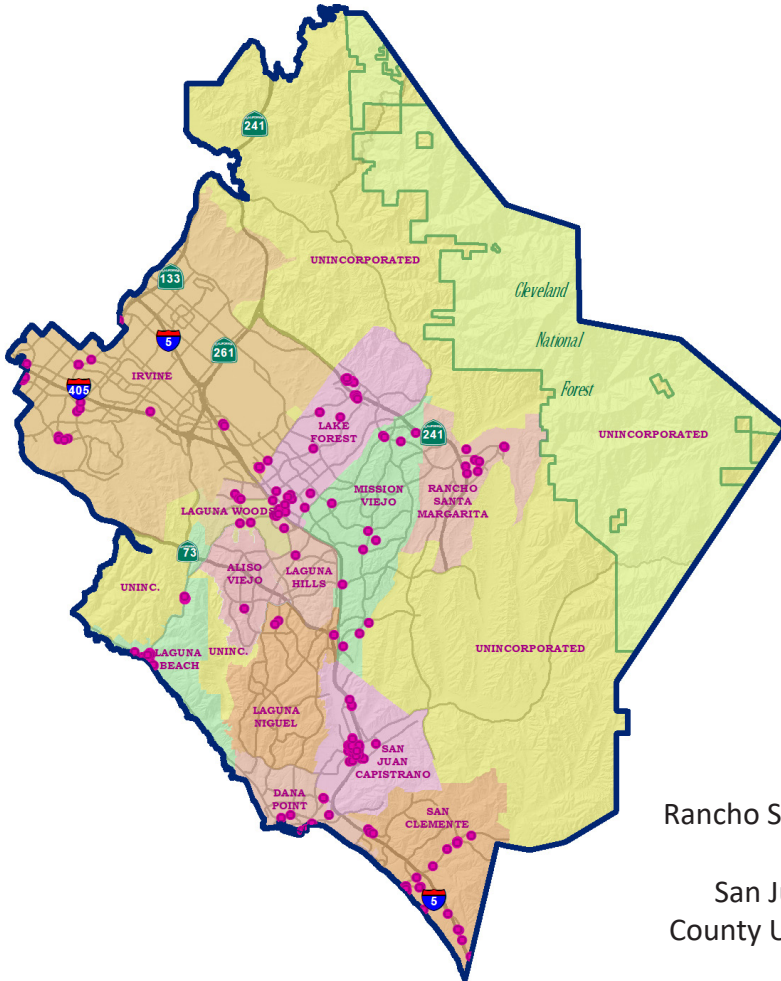
EVERYONE COUNTS

SOUTH SERVICE PLANNING AREA



EVERYONE COUNTS

South Service Planning Area
2019 POINT IN TIME



CITIES:

Aliso Viejo
Dana Point
Irvine
Laguna Beach
Laguna Hills
Laguna Niguel
Laguna Woods
Lake Forest
Mission Viejo
Rancho Santa Margarita
San Clemente
San Juan Capistrano
County Unincorporated

538 UNSHELTERED TOTAL

36 VETERANS

33 UNSHELTERED | 3 SHELTERED

Individuals who served in the
U.S. Armed Forces, National
Guard or Reserves

**44 TRANSITIONAL
AGE YOUTH**

36 UNSHELTERED | 8 SHELTERED

Individuals ages 18 to 24

78 SENIORS

53 UNSHELTERED | 25 SHELTERED

Individuals ages 62 and
older

Population	Description	Unsheltered (538)	Sheltered (225)	TOTAL (763)
Individuals	Individuals ages 18+	428	90	518
Families	Households with at least one adult and one child	35 FAMILIES 109 persons in households: 42 Adults 67 Children	40 FAMILIES 135 persons in households: 46 Adults 89 Children	75 FAMILIES 244 persons in households: 88 Adults 156 Children
Unaccompanied Youth	Minors (17 and younger without parent/guardian)	1	0	1



South Service Planning Area 2019 POINT IN TIME COUNT CITY BY CITY

TOTAL

CITY	UNSHELTERED	SHELTERED	TOTAL
Aliso Viejo	1	0	1
Dana Point	32	0	32
Irvine	127	3	130
Laguna Beach	71	76	147
Laguna Hills	24	0	24
Laguna Niguel	7	3	10
Laguna Woods	5	0	5
Lake Forest	76	36	112
Mission Viejo	22	9	31
Rancho Santa Margarita	15	0	15
San Clemente	96	49	145
San Juan Capistrano	62	0	62
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	N/A	49	49
SOUTH SERVICE PLANNING AREA	538	225	763

INDIVIDUALS

CITY	UNSHELTERED	SHELTERED	TOTAL
Aliso Viejo	1	0	1
Dana Point	30	0	30
Irvine	72	0	72
Laguna Beach	71	76	147
Laguna Hills	22	0	22
Laguna Niguel	4	0	4
Laguna Woods	5	0	5
Lake Forest	59	0	59
Mission Viejo	18	0	18
Rancho Santa Margarita	9	0	9
San Clemente	78	8	86
San Juan Capistrano	57	0	57
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	0	6	6
SOUTH SERVICE PLANNING AREA	426	90	516

FAMILIES

CITY	UNSHELTERED	SHELTERED	TOTAL
Aliso Viejo	0	0	0
Dana Point	2	0	2
Irvine	55	3	58
Laguna Beach	0	0	0
Laguna Hills	2	0	2
Laguna Niguel	3	3	6
Laguna Woods	0	0	0
Lake Forest	17	36	53
Mission Viejo	4	9	13
Rancho Santa Margarita	6	0	6
San Clemente	18	41	59
San Juan Capistrano	4	0	4
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	0	43	43
SOUTH SERVICE PLANNING AREA	111	135	246



South Service Planning Area 2019 POINT IN TIME COUNT CITY BY CITY

VETERANS

CITY	UNSHELTERED	SHELTERED	TOTAL
Aliso Viejo	1	0	1
Dana Point	5	0	5
Irvine	6	0	6
Laguna Beach	6	3	9
Laguna Hills	2	0	2
Laguna Niguel	0	0	0
Laguna Woods	0	0	0
Lake Forest	4	0	4
Mission Viejo	2	0	2
Rancho Santa Margarita	0	0	0
San Clemente	6	0	6
San Juan Capistrano	1	0	1
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	0	0	0
SOUTH SERVICE PLANNING AREA	33	3	36

TRANSITIONAL AGED YOUTH

CITY	UNSHELTERED	SHELTERED	TOTAL
Aliso Viejo	0	0	0
Dana Point	2	0	2
Irvine	7	0	7
Laguna Beach	2	2	4
Laguna Hills	1	0	1
Laguna Niguel	0	0	0
Laguna Woods	0	0	0
Lake Forest	4	0	4
Mission Viejo	3	0	3
Rancho Santa Margarita	2	0	2
San Clemente	9	0	9
San Juan Capistrano	5	0	5
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	1	6	7
SOUTH SERVICE PLANNING AREA	36	8	44

SENIORS

CITY	UNSHELTERED	SHELTERED	TOTAL
Aliso Viejo	0	0	0
Dana Point	1	0	1
Irvine	15	0	15
Laguna Beach	13	23	36
Laguna Hills	8	0	8
Laguna Niguel	1	0	1
Laguna Woods	2	0	2
Lake Forest	4	0	4
Mission Viejo	1	0	1
Rancho Santa Margarita	0	0	0
San Clemente	4	1	5
San Juan Capistrano	2	0	2
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	2	1	3
SOUTH SERVICE PLANNING AREA	53	25	78¹



EVERYONE COUNTS

South Service Planning Area DEMOGRAPHICS

AGE

	UNSHELTERED	SHELTERED
Under 18	12.64% 68 Individuals	39.56% 89 Individuals
18-24	6.69% 36 Individuals	3.56% 8 Individuals
25-39	25.84% 139 Individuals	24.00% 54 Individuals
40-49	18.96% 102 Individuals	9.33% 21 Individuals
50-54	13.75% 74 Individuals	6.22% 14 Individuals
55-61	12.27% 66 Individuals	6.22% 14 Individuals
62+	9.85% 53 Individuals	11.11% 25 Individuals

RACE

	UNSHELTERED	SHELTERED
American Indian or Alaska Native	0.74% 4 Individuals	0.00% 0 Individuals
Asian	0.93% 5 Individuals	3.11% 7 Individuals
Black or African American	7.99% 43 Individuals	12.89% 29 Individuals
Native Hawaiian or other Pacific Islander	1.12% 6 Individuals	1.33% 3 Individuals
White	79.74% 429 Individuals	77.33% 174 Individuals
Multiple Races or Other	9.48% 51 Individuals	5.33% 12 Individuals

GENDER

	UNSHELTERED	SHELTERED
Female	28.07% 151 Individuals	55.11% 124 Individuals
Male	71.75% 386 Individuals	44.89% 101 Individuals
Transgender	0.00% 0 Individuals	0.00% 0 Individuals
Gender Non-Conforming	0.19% 1 Individuals	0.00% 0 Individuals

ETHNICITY

	UNSHELTERED	SHELTERED
Hispanic or Latin	26.95% 145 Individuals	34.22% 77 Individuals
Non-Hispanic or Non-Latin	73.05% 393 Individuals	65.78% 148 Individuals



AGE OF CHILDREN

	UNSHeltered	SHeltered
Under 1	2.98% 2 Children	4.49% 4 Children
1-5	32.84% 22 Children	40.45% 36 Children
6-12	34.33% 23 Children	39.33% 35 Children
13-17	29.85% 20 Children	15.73% 14 Children
Unknown	0.00% 0 Children	0.00% 0 Children

SCHOOL ENROLLMENT



Of the 67 unsheltered children, 47 were school aged children. 100.00 percent (47 out of 47) of school aged children were enrolled in school.

FAMILY COMPOSITION

	UNSHeltered	SHeltered
TWO PARENT FAMILY	25.71% 9 Families	20.22% 72 Families
ONE PARENT FAMILY		
Single Mother	74.29% 26 Families	79.78% 34 Families
Single Father	62.86% 22 Families	76.12% 34 Families
	11.43% 4 Families	0.00% 0 Families



EVERYONE COUNTS

South Service Planning Area SUBPOPULATIONS & DISABLING CONDITIONS

Some individuals may identify with more than one subpopulation

Subpopulations

CHRONIC HOMELESSNESS

UNSHELTERED

45.96%

216 Individuals

SHELTERED

27.21%

37 Individuals

DOMESTIC VIOLENCE*

13.83%

65 Individuals

15.44%

21 Individuals

Disabling Conditions

DEVELOPMENTAL DISABILITY

14.68%

69 Individuals

0.74%

1 Individuals

HIV/AIDS

1.27%

6 Individuals

0.74%

1 Individuals

MENTAL HEALTH ISSUES

26.81%

126 Individuals

35.29%

48 Individuals

PHYSICAL DISABILITY

31.49%

148 Individuals

19.85%

27 Individuals

SUBSTANCE USE ISSUES

30.21%

142 Individuals

19.12%

26 Individuals

470 UNSHELTERED INDIVIDUALS

136 SHELTERED INDIVIDUALS



274 UNSHELTERED INDIVIDUALS SURVEYED



JAN 2018 - JAN 2019

**93 (33.94%) Individuals
Reported Experiencing
Homelessness For The First
Time In The Past 12 Months**

**85 (31.02%) Individuals
Reported A Vehicle* As
Their Current Sleeping
Location**



***A vehicle is defined as a car, truck, van
or non-functioning recreational vehicle**



274 UNSHELTERED INDIVIDUALS SURVEYED

47.08%

129 Individuals

HAVE FAMILY IN ORANGE COUNTY

47.08%

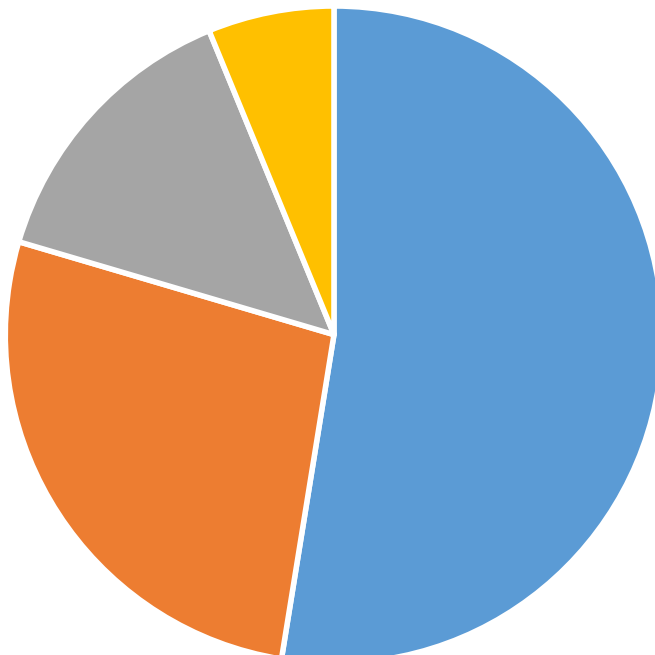
129 Individuals

**ATTENDING OR HAVE ATTENDED
SCHOOL IN ORANGE COUNTY**

67.15%

184 Individuals

**CURRENTLY WORKING OR HAVE EVER
WORKED IN ORANGE COUNTY**



CURRENT EMPLOYMENT STATUS

Unemployed

144 Individuals (52.55%)

Full-Time, Part-Time, Seasonally Employed

74 Individuals (27.01%)

Retired, Disabled

39 Individuals (14.23%)

Did Not Answer

17 Individuals (6.20%)



EVERYONE COUNTS

INDIVIDUALS

Individuals age 18 and older and are experiencing homelessness as single adults or in households comprised of multiple adults.



88

VETERANS

Individuals who served in the
U.S. Armed Forces, National
Guard or Reserves

75

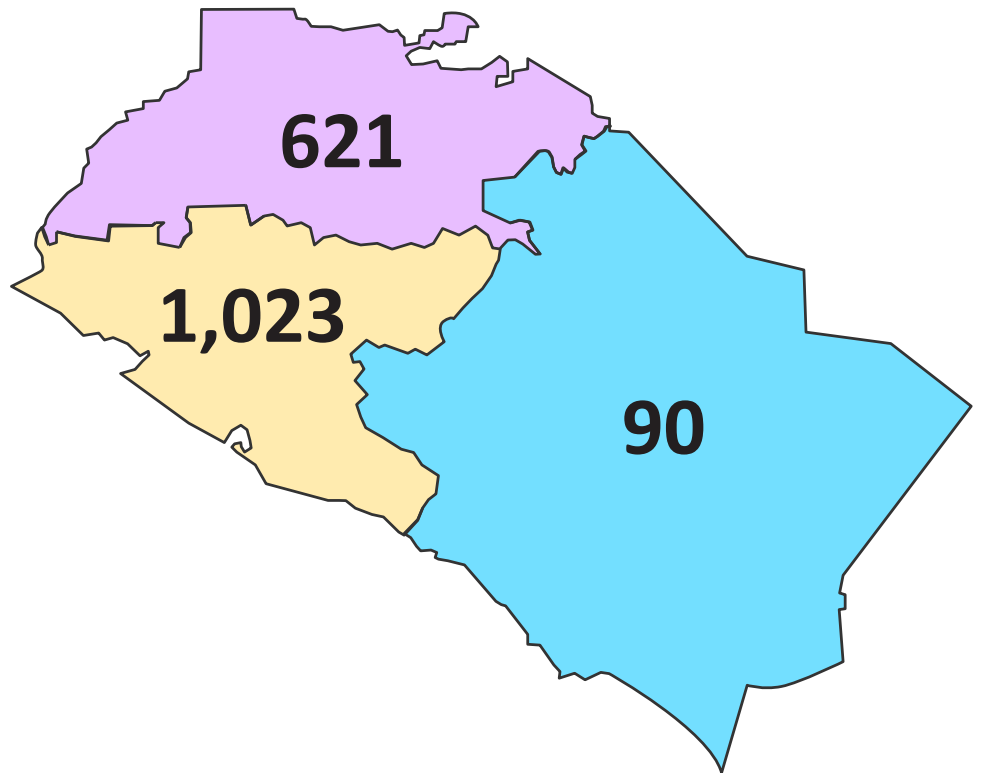
TRANSITIONAL AGED YOUTH

Individuals ages 18 to 24

251

SENIORS

Individuals ages 62 and older



1,734

SHELTERED TOTAL

KEY FINDINGS

More than half of sheltered and unsheltered individuals were between ages 25 and 19. Largest age group for individuals was ages 25 to 39 and the next largest age group was 40 to 49.

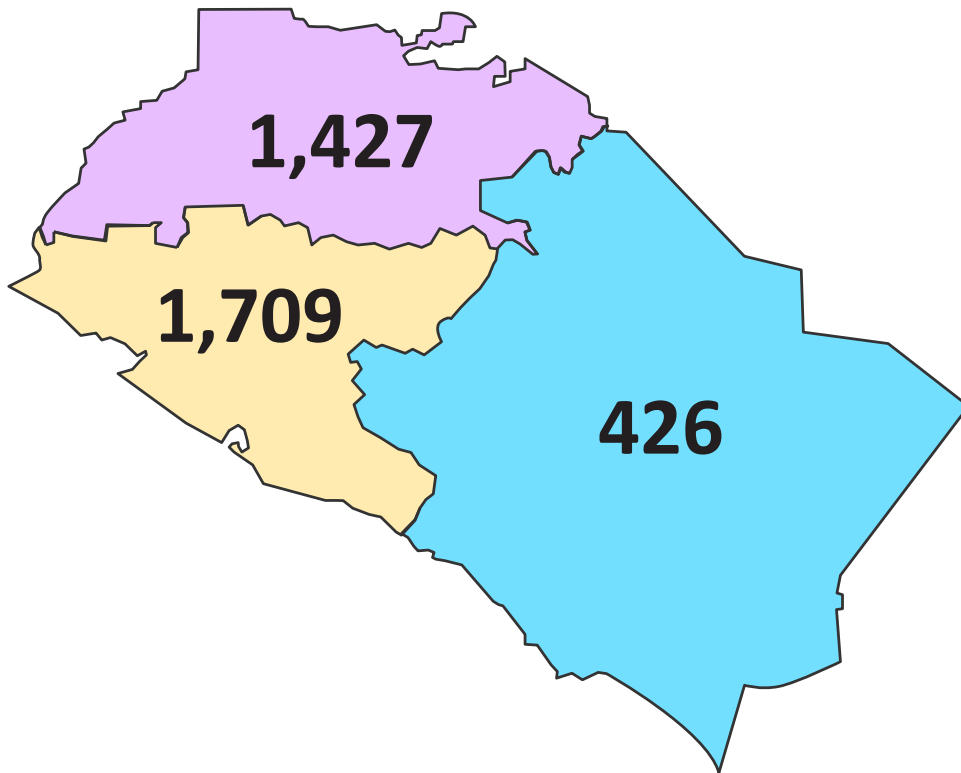
Nearly half (46.47 percent) of sheltered and unsheltered individuals are chronically homeless.

Over half of the unsheltered individuals had community ties to Orange County.



EVERYONE COUNTS

Individuals UNSHELTERED COUNT



3,562
UNSHELTERED TOTAL

206

VETERANS

Individuals who served in the
U.S. Armed Forces, National
Guard or Reserves

152

TRANSITIONAL AGED YOUTH

Individuals ages 18 to 24

357

SENIORS

Individuals ages 62 and older





AGE

	UNSHeltered	SHeltered
18-24	4.24% 151 Individuals	4.32% 75 Individuals
25-39	29.84% 1,063 Individuals	23.01% 399 Individuals
40-49	24.68% 879 Individuals	20.07% 348 Individuals
50-54	15.13% 539 Individuals	15.11% 262 Individuals
55-61	16.09% 573 Individuals	21.86% 379 Individuals
62+	10.02% 357 Individuals	14.48% 251 Individuals
Unknown		1.15% 20 Individuals

RACE

	UNSHeltered	SHeltered
American Indian or Alaska Native	1.91% 68 Individuals	6.23% 108 Individuals
Asian	3.43% 122 Individuals	2.99% 52 Individuals
Black or African American	7.77% 277 Individuals	12.75% 221 Individuals
Native Hawaiian or other Pacific Islander	1.40% 50 Individuals	1.21% 21 Individuals
White	72.80% 2,593 Individuals	73.53% 1,275 Individuals
Multiple Races or Other	12.69% 452 Individuals	3.29% 57 Individuals

GENDER

	UNSHeltered	SHeltered
Female	25.89% 922 Individuals	38.46% 667 Individuals
Male	73.86% 2,631 Individuals	61.25% 1,062 Individuals
Transgender	0.11% 4 Individuals	0.17% 3 Individuals
Gender Non-Conforming	0.14% 5 Individuals	0.12% 2 Individuals

ETHNICITY

	UNSHeltered	SHeltered
Hispanic or Latino	31.61% 1,126 Individuals	31.55% 547 Individuals
Non-Hispanic or Non-Latino	68.39% 2,436 Individuals	68.45% 1,187 Individuals



EVERYONE COUNTS

Individuals SUBPOPULATIONS & DISABLING CONDITIONS

Some individuals may identify with more than one subpopulation

Subpopulations

CHRONIC HOMELESSNESS

UNSHELTERED

53.73%

1,914 Individuals

SHELTERED

31.66%

549 Individuals

DOMESTIC VIOLENCE*

9.29%

331 Individuals

5.71%

99 Individuals

DEVELOPMENTAL DISABILITY

14.29%

509 Individuals

5.77%

100 Individuals

HIV/AIDS

1.82%

65 Individuals

2.08%

36 Individuals

MENTAL HEALTH ISSUES

27.40%

976 Individuals

35.64%

618 Individuals

PHYSICAL DISABILITY

31.81%

1,133 Individuals

17.70%

307 Individuals

SUBSTANCE USE ISSUES

34.90%

1,243 Individuals

28.66%

497 Individuals

3,562 UNSHELTERED INDIVIDUALS
1,734 SHELTERED INDIVIDUALS

Disabling Conditions



1,994 UNSHELTERED INDIVIDUALS SURVEYED



**747 (37.46%) individuals
reported experiencing
homelessness for the first
time in the past 12 months.**

JAN 2018 - JAN 2019

.....

**326 (16.35%) individuals
reported a vehicle* as
their current sleeping
location.**



***A vehicle is defined as a car, truck, van
or non-functioning recreational vehicle**



REPORTED CITY WHERE MOST TIME SPENT WHILE HOMELESS

City in North Service Planning Area
759 Individuals (38.06%)

City in Central Service Planning Area
862 Individuals (43.23%)

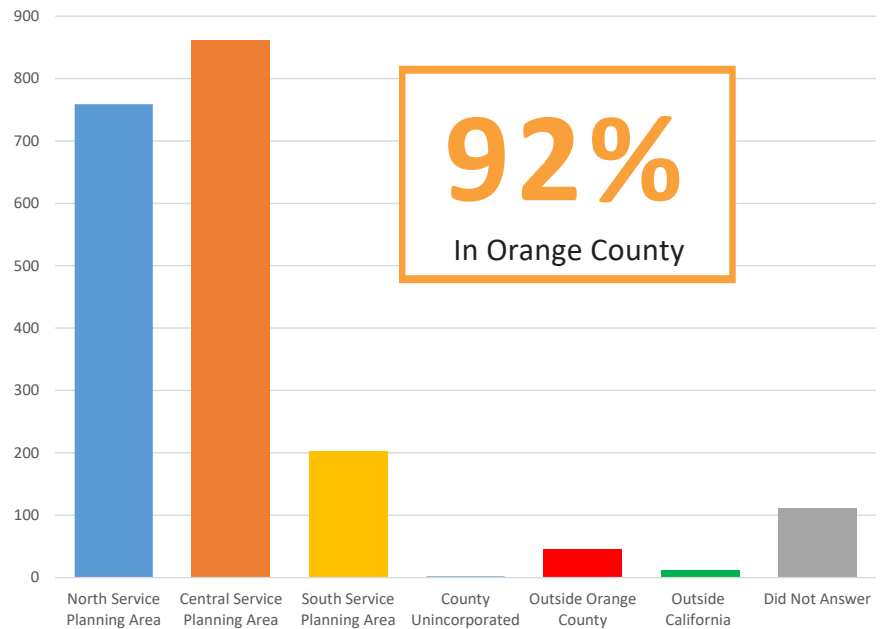
City in South Service Planning Area
203 Individuals (10.18%)

County Unincorporated
2 Individuals (0.10%)

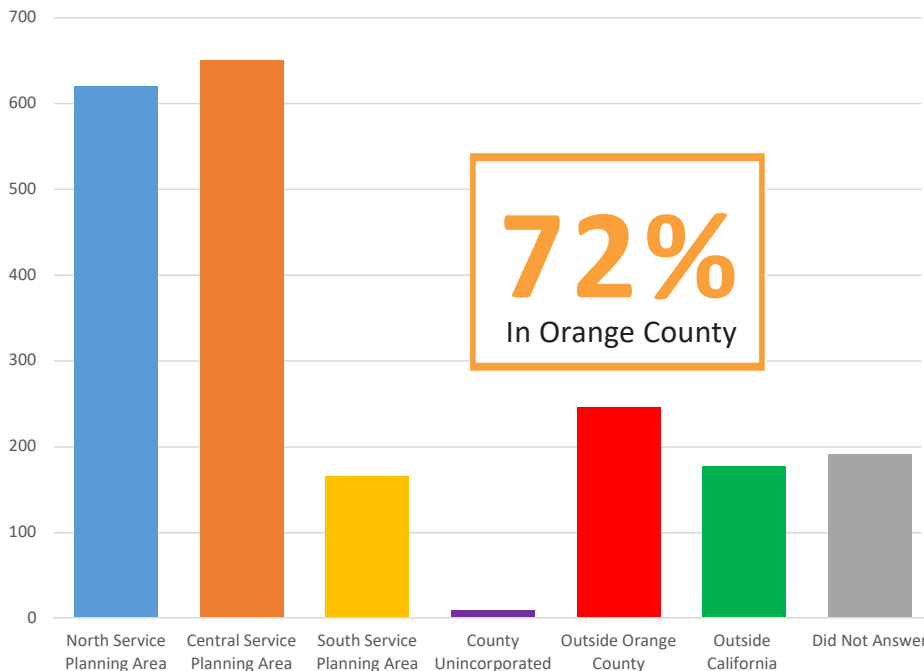
Outside Orange County
45 Individuals (2.26%)

Outside California
12 Individuals (0.60%)

Did Not Answer
111 Individuals (5.57%)



REPORTED CITY OF LAST PERMANENT ADDRESS



City in North Service Planning Area
619 Individuals (31.04%)

City in Central Service Planning Area
650 Individuals (32.60%)

City in South Service Planning Area
165 Individuals (8.27%)

County Unincorporated
9 Individuals (0.45%)

Outside Orange County
245 Individuals (12.29%)

Outside California
176 Individuals (8.83%)

Did Not Answer
130 Individuals (6.52%)



EVERYONE COUNTS

Individuals COMMUNITY TIES: UNSHELTERED ADULTS

51.20%

1,021 Individuals

HAVE FAMILY IN ORANGE COUNTY

51.30%

1,023 Individuals

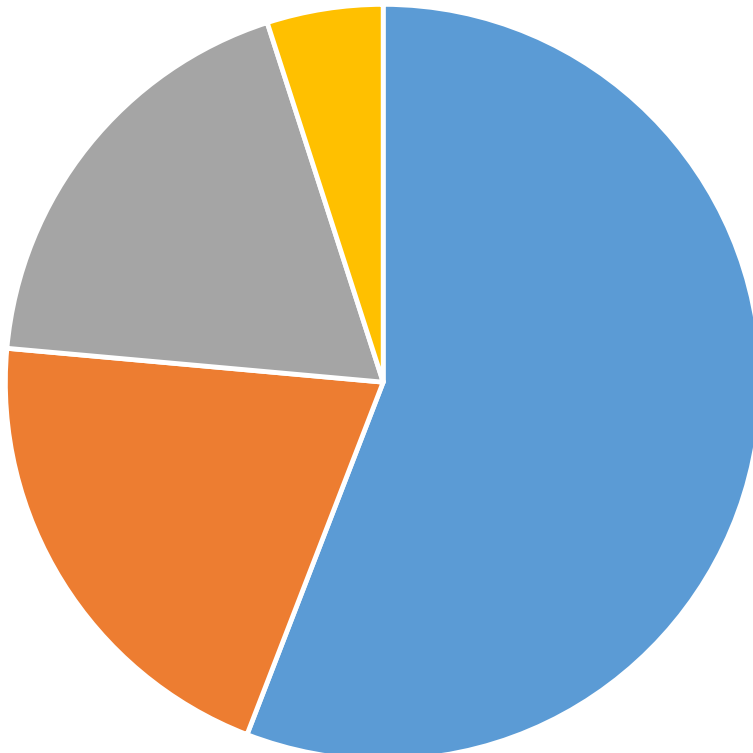
ATTENDING OR HAVE ATTENDED
SCHOOL IN ORANGE COUNTY

71.77%

1,431 Individuals

CURRENTLY WORKING OR HAVE EVER
WORKED IN ORANGE COUNTY

CURRENT EMPLOYMENT STATUS



Unemployed

1,114 Individuals (55.87%)

Full-Time, Part-Time, Seasonally Employed
410 Individuals (20.56%)

Retired, Disabled

371 Individuals (18.61%)

Did Not Answer

99 Individuals (4.96%)



EVERYONE COUNTS

Individuals 2019 POINT IN TIME COUNT CITY BY CITY

CITY	UNSHELTERED	SHELTERED	TOTAL
Anaheim	625	429	1,054
Brea	30	0	30
Buena Park	117	70	187
Cypress	35	0	35
Fullerton	289	88	377
La Habra	38	0	38
La Palma	6	0	6
Los Alamitos	1	3	4
Orange	163	19	182
Placentia	53	7	60
Stanton	67	1	68
Villa Park	0	0	0
Yorba Linda	1	0	1
County Unincorporated	2	0	2
Unknown Location/Domestic Violence Programs	N/A	4	4
NORTH SERVICE PLANNING AREA	1,427	621	2,048

CITY	UNSHELTERED	SHELTERED	TOTAL
Costa Mesa	178	3	181
Fountain Valley	28	0	28
Garden Grove	149	13	162
Huntington Beach	271	5	276
Newport Beach	62	0	62
Santa Ana	795	868	1,663
Seal Beach	8	0	8
Tustin	71	81	152
Westminster	143	21	164
County Unincorporated	4	31	35
Unknown Location/Domestic Violence Programs	0	1	1
CENTRAL SERVICE PLANNING AREA	1,709	1,023	2,732

CITY	UNSHELTERED	SHELTERED	TOTAL
Aliso Viejo	1	0	1
Dana Point	30	0	30
Irvine	72	0	72
Laguna Beach	71	76	147
Laguna Hills	22	0	22
Laguna Niguel	4	0	4
Laguna Woods	5	0	5
Lake Forest	59	0	59
Mission Viejo	18	0	18
Rancho Santa Margarita	9	0	9
San Clemente	78	8	86
San Juan Capistrano	57	0	57
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	N/A	6	6
SOUTH SERVICE PLANNING AREA	426	90	516



EVERYONE COUNTS

FAMILIES

Households with at least one adult and one minor child.



EVERYONE COUNTS

Families SHELTERED COUNT

11

VETERANS

Individuals who served in the U.S. Armed Forces, National Guard or Reserves

42

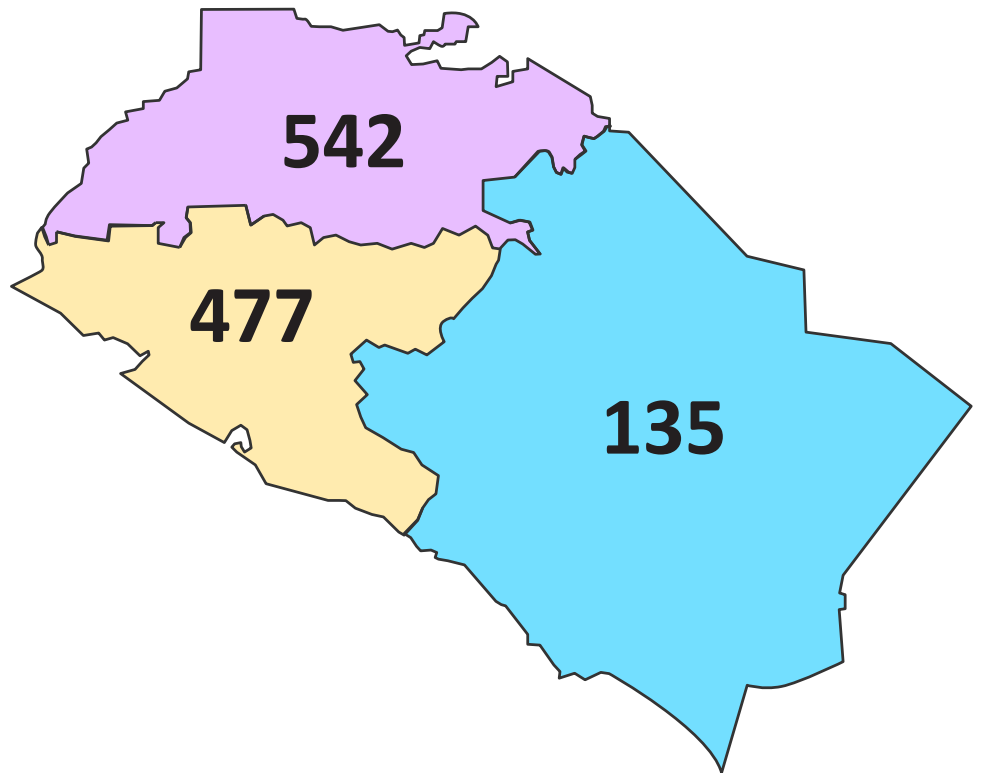
TRANSITIONAL AGED YOUTH

Individuals ages 18 to 24

4

SENIORS

Individuals ages 62 and older



1,154
SHELTERED TOTAL

KEY FINDINGS

There were 466 families experiencing sheltered and unsheltered homelessness on the night of the 2019 Point In Time. Of these 356 were sheltered and 110 were unsheltered.

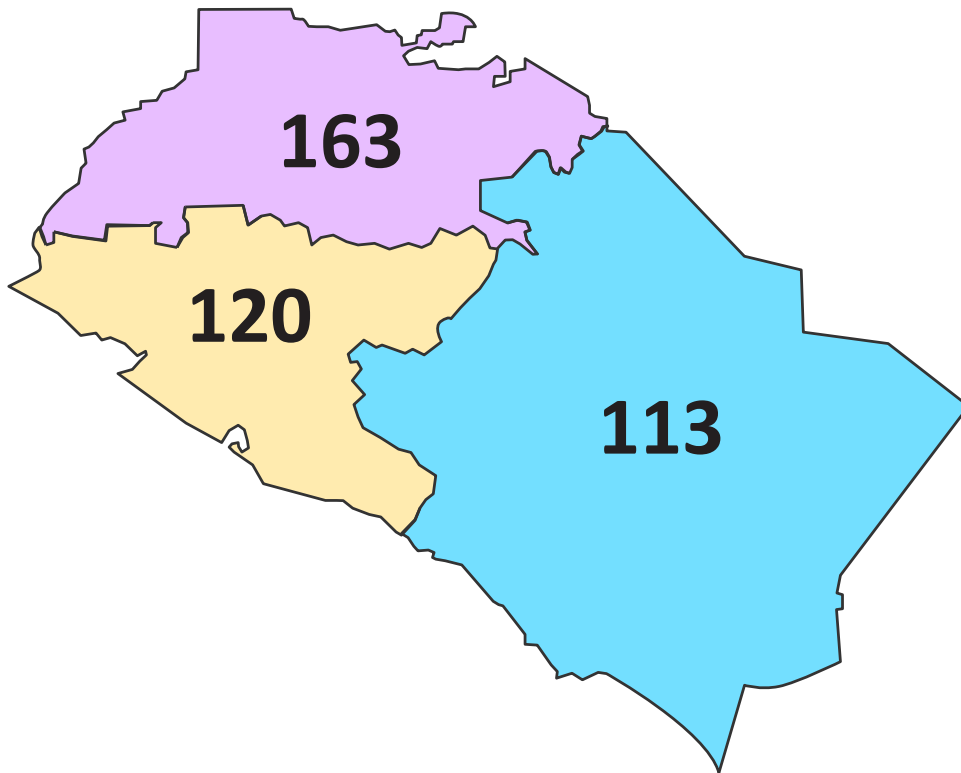
The 466 families included 1,154 sheltered adults and children and 396 unsheltered adults and children for a total of 1,550 persons.

One-parent families made up 80.1 percent of sheltered families and 61.82 percent of unsheltered families. The majority of one-parent families had a female head of household.



EVERYONE COUNTS

Families UNSHELTERED COUNT



396
UNSHELTERED TOTAL

6

VETERANS

Individuals who served in the U.S. Armed Forces, National Guard or Reserves

7

TRANSITIONAL AGED YOUTH

Individuals ages 18 to 24

0

SENIORS

Individuals ages 62 and older

FAMILY FOCUSED EFFORT

Family focused effort was implemented for the 2019 Point In Time County and Survey by the OC Family Solutions Collaborative. Traditionally in previous Point In Time, the number of families identified as experiencing unsheltered homelessness was very low and not representative of the population in need of housing and supportive services. To have a more comprehensive and robust count of families, the participating agencies of the OC Family Solutions Collaborative outreached to families experiencing unsheltered homelessness.

The following family service providers made this effort possible:

- City Net
- Colette's Children's Home
- Families Forward
- Family Assistance Ministries
- HIS House
- Illumination Foundation
- OC Family Solutions Collaborative
- Pathways of Hope
- Serving People in Need
- South County Outreach



EVERYONE COUNTS

Families DEMOGRAPHICS

AGE

UNSHELTERED

SHELTERED

Under 18

61.62%

244 Individuals

62.56%

722 Individuals

18-24

1.77%

7 Individuals

3.64%

42 Individuals

25-39

22.73%

90 Individuals

22.44%

259 Individuals

40-49

9.34%

37 Individuals

6.76%

78 Individuals

50-54

3.28%

13 Individuals

1.73%

20 Individuals

55-61

1.26%

5 Individuals

0.78%

9 Individuals

62+

0.00%

0 Individuals

0.35%

4 Individuals

Unknown*

1.73%

20 Individuals

RACE

UNSHELTERED

SHELTERED

American Indian
or Alaska Native

1.52%

6 Individuals

0.35%

4 Individuals

Asian

0.25%

1 Individuals

3.64%

42 Individuals

Black or
African American

14.14%

56 Individuals

18.37%

212 Individuals

Native Hawaiian or
other Pacific Islander

4.04%

16 Individuals

1.21%

14 Individuals

White

71.97%

285 Individuals

71.06%

820 Individuals

Multiple Races or
Other

8.08%

32 Individuals

5.37%

62 Individuals

GENDER

UNSHELTERED

SHELTERED

Female

54.04%

214 Individuals

62.82%

725 Individuals

Male

45.96%

182 Individuals

37.18%

429 Individuals

Transgender

0.00%

0 Individuals

0.00%

0 Individuals

Gender

Non-Conforming

0.00%

0 Individuals

0.00%

0 Individuals

ETHNICITY

UNSHELTERED

SHELTERED

Hispanic or
Latino

57.07%

226 Individuals

49.83%

575 Individuals

Non-Hispanic or
Non-Latino

42.93%

170 Individuals

50.17%

579 Individuals

*One Domestic Violence Provider provided the ages of clients in ranges: under 18, 18 to 24 and 25 and older. There were 20 clients in the 25 and older range.



AGE OF CHILDREN

	UNSHelterED	SHelterED
Under 1	5.74% 14 Children	5.96% 43 Children
1-5	22.13% 54 Children	35.18% 254 Children
6-12	36.07% 88 Children	37.40% 270 Children
13-17	29.92% 73 Children	14.68% 106 Children
Unknown*	6.14% 15 Children	6.79% 49 Children

SCHOOL ENROLLMENT



Of the 244 unsheltered children, 163 were school aged children. 96.93 percent (158 out of 163) of school aged children were enrolled in school.

FAMILY COMPOSITION

	UNSHelterED	SHelterED
TWO PARENT FAMILY	38.18% 42 Families	20.22% 72 Families
ONE PARENT FAMILY	61.82% 68 Families	79.78% 284 Families
Single Mother	51.82% 57 Families	76.12% 271 Families
Single Father	10.00% 11 Families	3.65% 13 Families



EVERYONE COUNTS

Adults in Families SUBPOPULATIONS & DISABLING CONDITIONS

Some adults in families may identify with more than one subpopulation

Subpopulations

	UNSHELTERED	SHELTERED
CHRONIC HOMELESSNESS	11.84% 18 Individuals	4.63% 20 Individuals
DOMESTIC VIOLENCE*	13.16% 20 Individuals	19.91% 86 Individuals

Disabling Conditions

DEVELOPMENTAL DISABILITY	7.89% 12 Individuals	1.16% 5 Individuals
HIV/AIDS	1.32% 2 Individuals	0.69% 3 Individuals
MENTAL HEALTH ISSUES	13.16% 20 Individuals	13.43% 58 Individuals
PHYSICAL DISABILITY	16.45% 25 Individuals	3.24% 14 Individuals
SUBSTANCE USE ISSUES	6.58% 10 Individuals	18.52% 80 Individuals

152 UNSHELTERED ADULTS IN FAMILIES
432 SHELTERED ADULTS IN FAMILIES



110 UNSHELTERED FAMILIES SURVEYED



JAN 2018 - JAN 2019

**51 (46.36%) Families
Reported Experiencing
Homelessness For The First
Time In The Past 12 Months**

**70 (63.63%) of Families
Reported A Vehicle* As
Their Current Sleeping
Location**



***A Vehicle Is Defined As A Car, Truck, Van
Or Non-Functioning Recreational Vehicle**



REPORTED CITY WHERE MOST TIME SPENT WHILE HOMELESS

City in North Service Planning Area
43 Families (39.09%)

City in Central Service Planning Area
28 Families (25.45%)

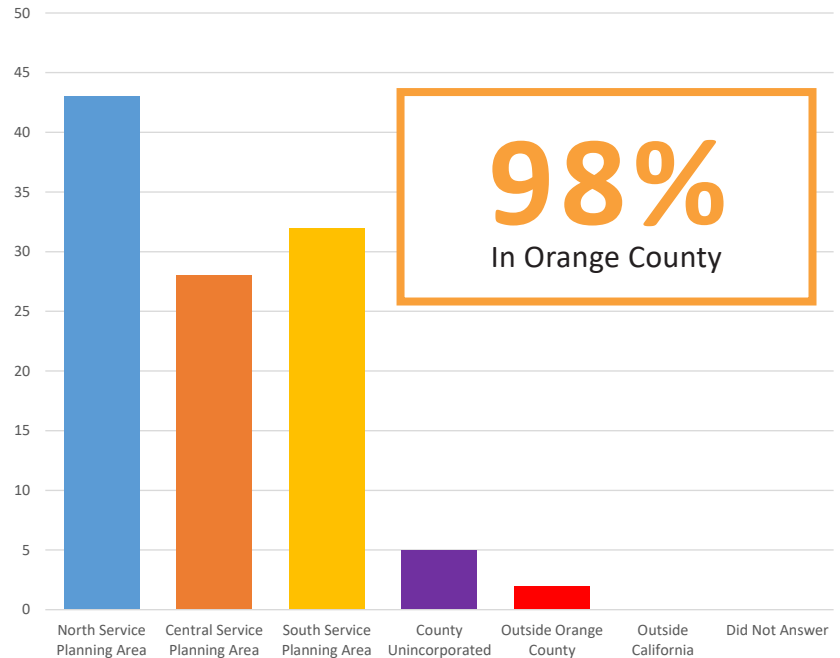
City in South Service Planning Area
32 Families (29.09%)

County Unincorporated
5 Families (4.55%)

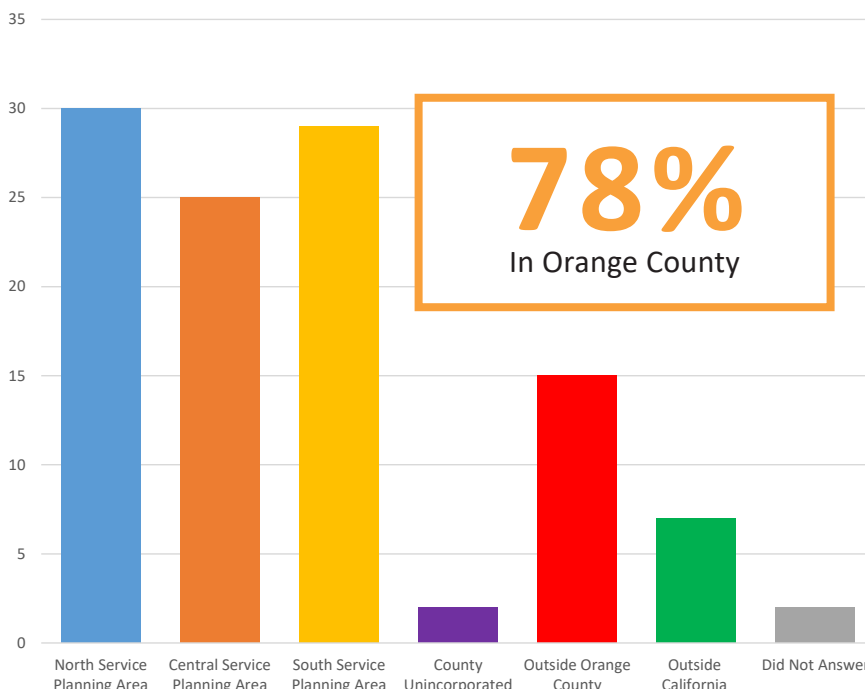
Outside Orange County
2 Families (1.82%)

Outside California
0 Families (0.00%)

Did Not Answer
0 Families (0.00%)



REPORTED CITY OF LAST PERMANENT ADDRESS



City in North Service Planning Area
30 Families (27.27%)

City in Central Service Planning Area
25 Families (22.73%)

City in South Service Planning Area
29 Families (26.36%)

County Unincorporated
2 Families (1.82%)

Outside Orange County
15 Families (13.64%)

Outside California
7 Families (6.36%)

Did Not Answer
2 Families (1.82%)



152 UNSHELTERED ADULTS COMPRISE 110 UNSHELTERED FAMILIES

61.84%

94 Individuals

HAVE FAMILY IN ORANGE COUNTY

60.53%

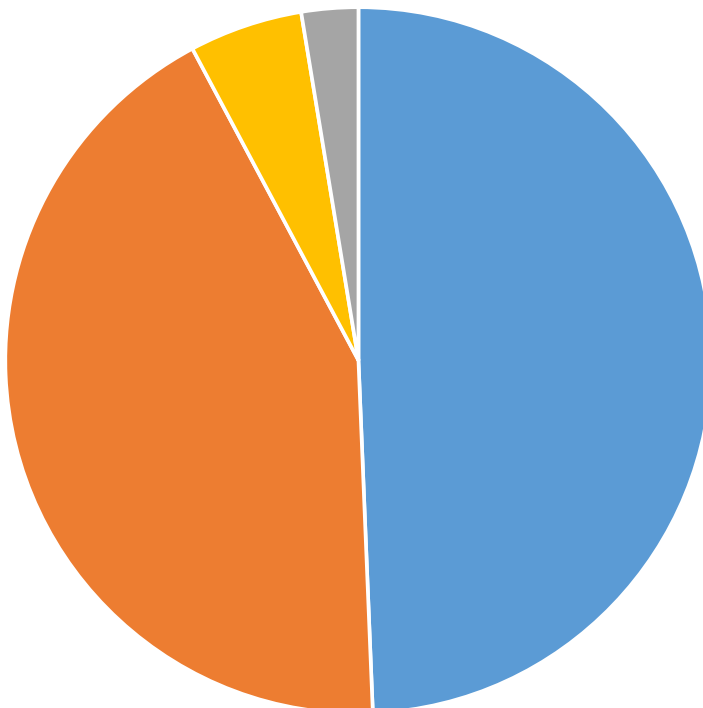
92 Individuals

**ATTENDING OR HAVE ATTENDED
SCHOOL IN ORANGE COUNTY**

78.29%

119 Individuals

**CURRENTLY WORKING OR HAVE EVER
WORKED IN ORANGE COUNTY**



CURRENT EMPLOYMENT STATUS

Unemployed

76 Individuals (50.00%)

Full-Time, Part-Time, Seasonally Employed

66 Individuals (43.42%)

Retired, Disabled

8 Individuals (5.26%)

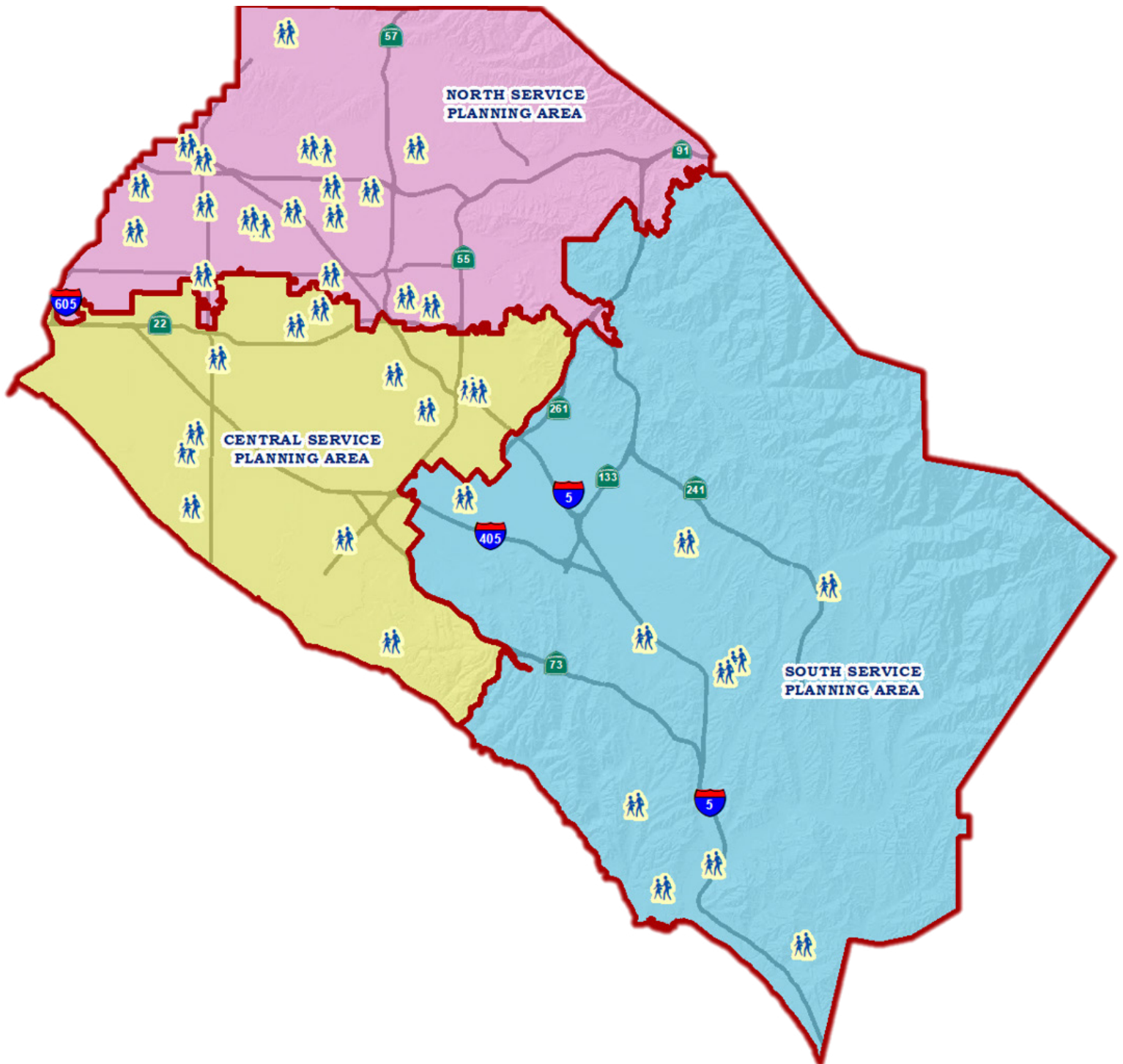
Did Not Answer

4 Individuals (2.63%)



EVERYONE COUNTS

Families
2019 POINT IN TIME COUNT





EVERYONE COUNTS

Families 2019 POINT IN TIME COUNT CITY BY CITY

CITY	UNSHELTERED	SHELTERED	TOTAL
Anaheim	69	79	148
Brea	0	0	0
Buena Park	25	75	100
Cypress	4	0	4
Fullerton	18	77	95
La Habra	7	0	7
La Palma	3	0	3
Los Alamitos	0	12	12
Orange	29	129	158
Placentia	2	101	103
Stanton	4	44	43
Villa Park	0	0	0
Yorba Linda	0	0	0
County Unincorporated	6	0	6
Unknown Location/Domestic Violence Programs	0	25	25
NORTH SERVICE PLANNING AREA	169	542	711

CITY	UNSHELTERED	SHELTERED	TOTAL
Costa Mesa	9	3	12
Fountain Valley	0	14	14
Garden Grove	14	49	63
Huntington Beach	18	50	68
Newport Beach	2	0	2
Santa Ana	35	71	106
Seal Beach	0	0	0
Tustin	24	183	207
Westminster	16	4	20
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	0	103	103
CENTRAL SERVICE PLANNING AREA	118	477	595

CITY	UNSHELTERED	SHELTERED	TOTAL
Aliso Viejo	0	0	0
Dana Point	2	0	2
Irvine	55	3	58
Laguna Beach	0	0	0
Laguna Hills	2	0	2
Laguna Niguel	3	3	6
Laguna Woods	0	0	0
Lake Forest	17	36	53
Mission Viejo	4	9	13
Rancho Santa Margarita	6	0	6
San Clemente	18	41	59
San Juan Capistrano	4	0	4
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	0	43	43
SOUTH SERVICE PLANNING AREA	111	135	246



EVERYONE COUNTS

TRANSITIONAL AGE YOUTH

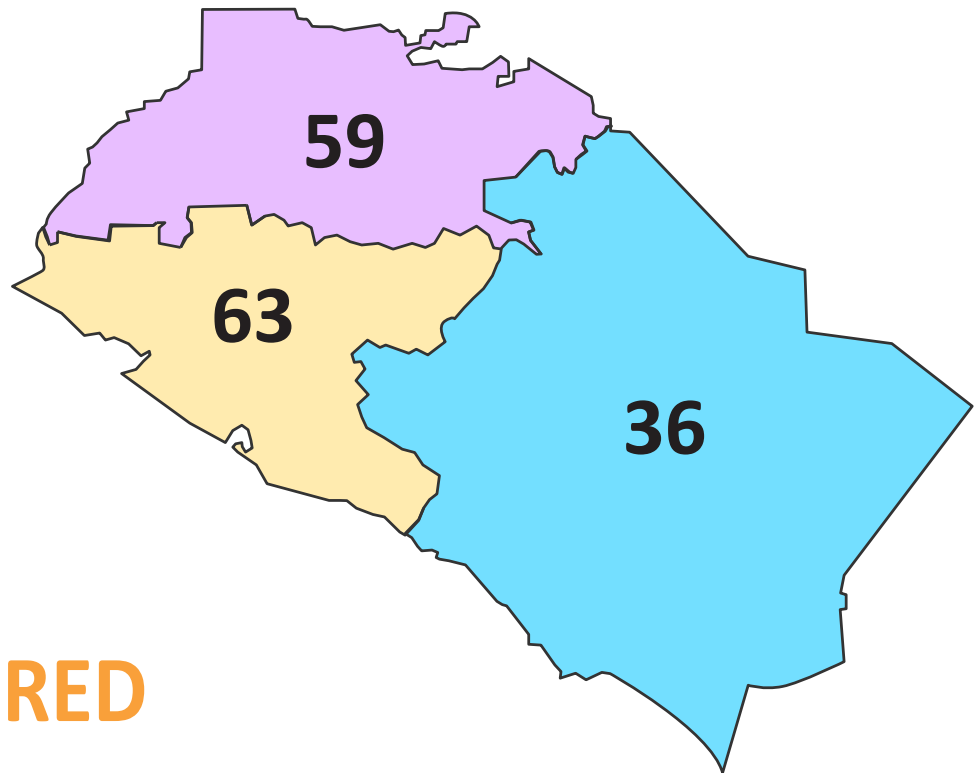
Individuals age 18 to 24.



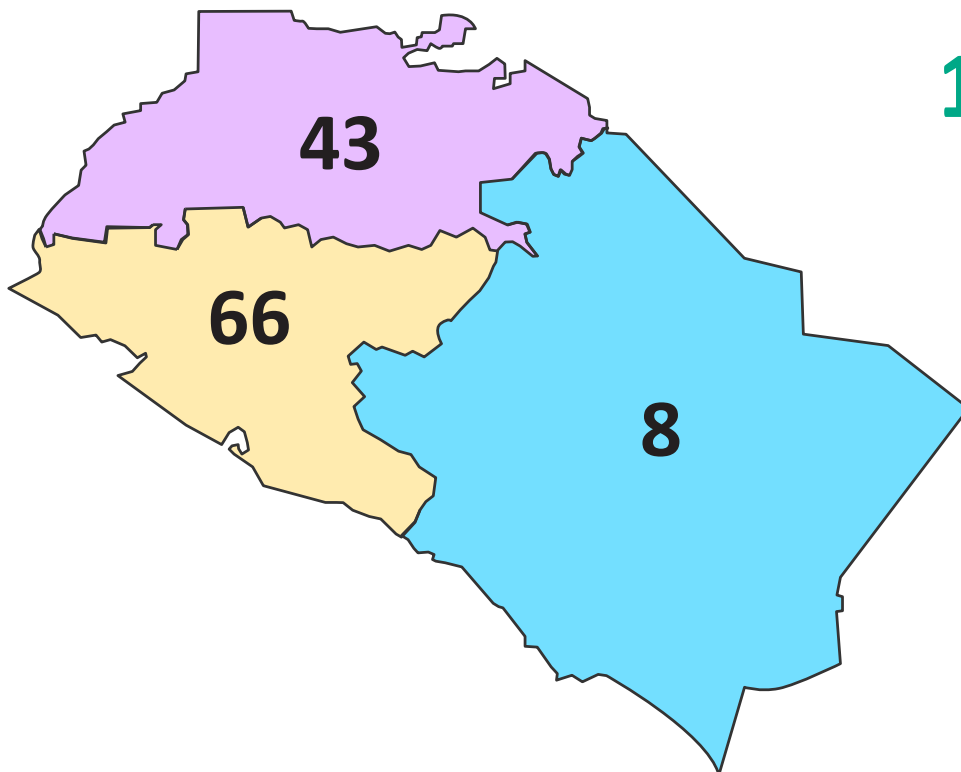
2

VETERANS

Individuals who served in the
U.S. Armed Forces, national
Guard or Reserves



158 UNSHELTERED



117 SHELTERED

0

VETERANS

Individuals who served in the
U.S. Armed Forces, National
Guard or Reserves



RACE

	UNSHELTERED	SHELTERED
American Indian or Alaska Native	1.27% 2 Individuals	0.85% 1 Individual
Asian	3.16% 5 Individuals	3.42% 4 Individuals
Black or African American	8.23% 13 Individuals	21.37% 25 Individuals
Native Hawaiian or other Pacific Islande	3.16% 5 Individuals	0.85% 1 Individual
White	66.46% 105 Individuals	66.67% 78 Individuals
Multiple Races or Other	17.72% 28 Individuals	5.98% 7 Individuals
Unknown		0.85% 1 Individual

GENDER

	UNSHELTERED	SHELTERED
Female	22.15% 35 Individuals	51.28% 60 Individuals
Male	77.85% 123 Individuals	48.72% 57 Individuals
Transgender	0.00% 0 Individuals	0.00% 0 Individuals
Gender Non-Conforming	0.00% 0 Individuals	0.00% 0 Individuals

ETHNICITY

	UNSHELTERED	SHELTERED
Hispanic or Latin	43.67% 69 Individuals	46.15% 54 Individuals
Non-Hispanic or Non-Latin	56.33% 89 Individuals	53.85% 63 Individuals



EVERYONE COUNTS

Transitional Age Youths SUBPOPULATIONS & DISABLING CONDITIONS

Some individuals may identify with more than one subpopulation

Subpopulations

CHRONIC HOMELESSNESS

UNSHELTERED

13.29%

21 Individuals

SHELTERED

9.40%

11 Individuals

DOMESTIC VIOLENCE*

12.66%

20 Individuals

11.11%

13 Individuals

DEVELOPMENTAL DISABILITY

10.76%

17 Individuals

3.42%

4 Individuals

Disabling Conditions

HIV/AIDS

2.53%

4 Individuals

1.71%

2 Individuals

MENTAL HEALTH ISSUES

17.72%

28 Individuals

10.26%

12 Individuals

PHYSICAL DISABILITY

8.23%

13 Individuals

3.42%

4 Individuals

SUBSTANCE USE ISSUES

35.44%

56 Individuals

17.95%

21 Individuals

158 UNSHELTERED TRANSITIONAL AGE YOUTH

117 SHELTERED TRANSITIONAL AGE YOUTH



85 UNSHELTERED TRANSITIONAL AGE YOUTH SURVEYED



JAN 2018 - JAN 2019

**34 (40.00%) Transitional
Age Youth Reported
Experiencing
Homelessness For The First
Time In The Past 12 Months**

**16 (18.82%) Transitional
Aged Youth Reported A
Vehicle* As Their
Current Sleeping
Location**



***A Vehicle Is Defined As A Car, Truck, Van
Or Non-Functioning Recreational Vehicle**



REPORTED CITY WHERE MOST TIME SPENT WHILE HOMELESS

City in North Service Planning Area
34 Individuals (40.00%)

City in Central Service Planning Area
25 Individuals (29.41%)

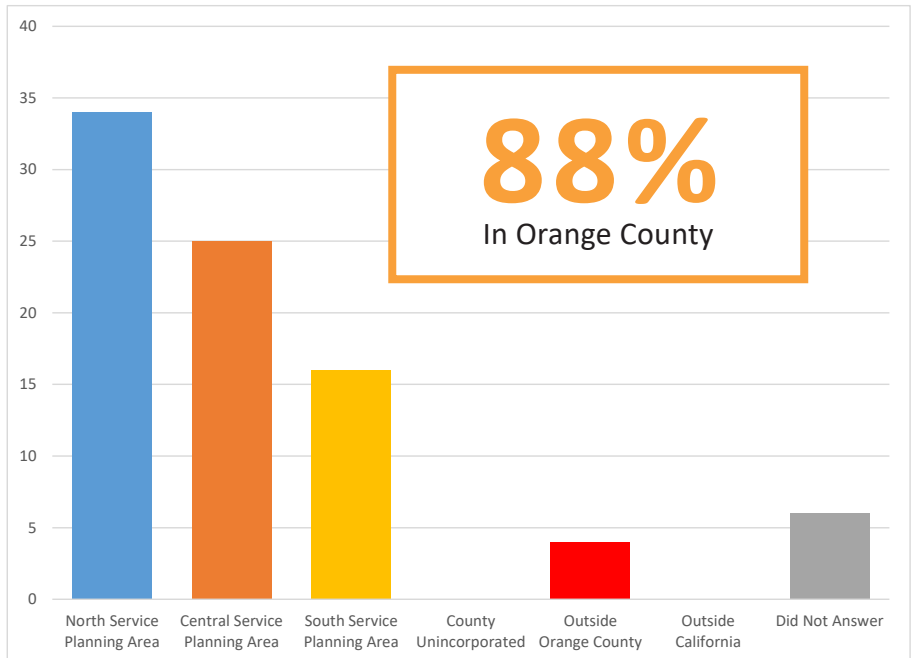
City in South Service Planning Area
16 Individuals (18.82%)

County Unincorporated
0 Individuals (0.00%)

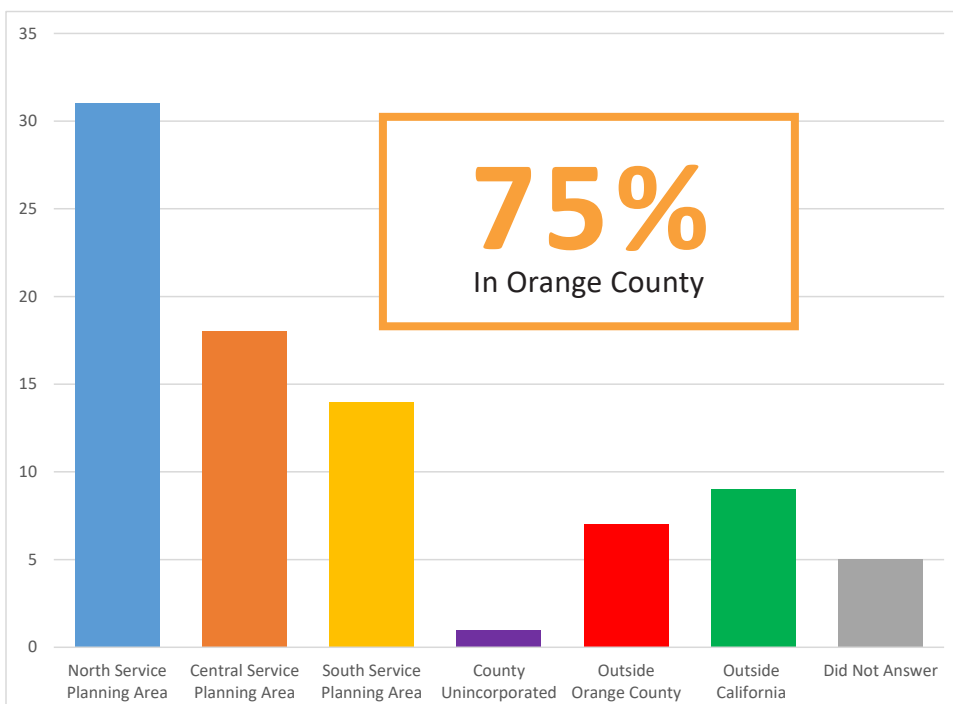
Outside Orange County
4 Individuals (4.71%)

Outside California
0 Individuals (0.00%)

Did Not Answer
6 Individuals (7.06%)



REPORTED CITY OF LAST PERMANENT ADDRESS



City in North Service Planning Area
31 Individuals (36.47%)

City in Central Service Planning Area
18 Individuals (21.18%)

City in South Service Planning Area
14 Individuals (16.47%)

County Unincorporated
1 Individuals (1.18%)

Outside Orange County
7 Individuals (8.24%)

Outside California
9 Individuals (10.59%)

Did Not Answer
5 Individuals (5.88%)



58.82%

50 Individuals

HAVE FAMILY IN ORANGE COUNTY

70.59%

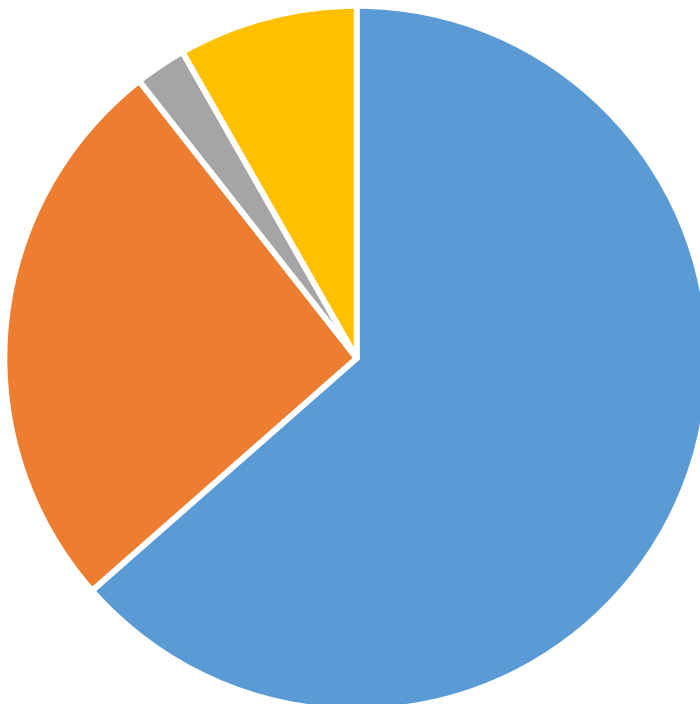
60 Individuals

ATTENDING OR HAVE ATTENDED
SCHOOL IN ORANGE COUNTY

60.00%

51 Individuals

CURRENTLY WORKING OR HAVE EVER
WORKED IN ORANGE COUNTY



CURRENT EMPLOYMENT STATUS

Unemployed

54 Individuals (63.53%)

Full-Time, Part-Time, Seasonally Employed

22 Individuals (25.88%)

Retired, Disabled

2 Individuals (2.35%)

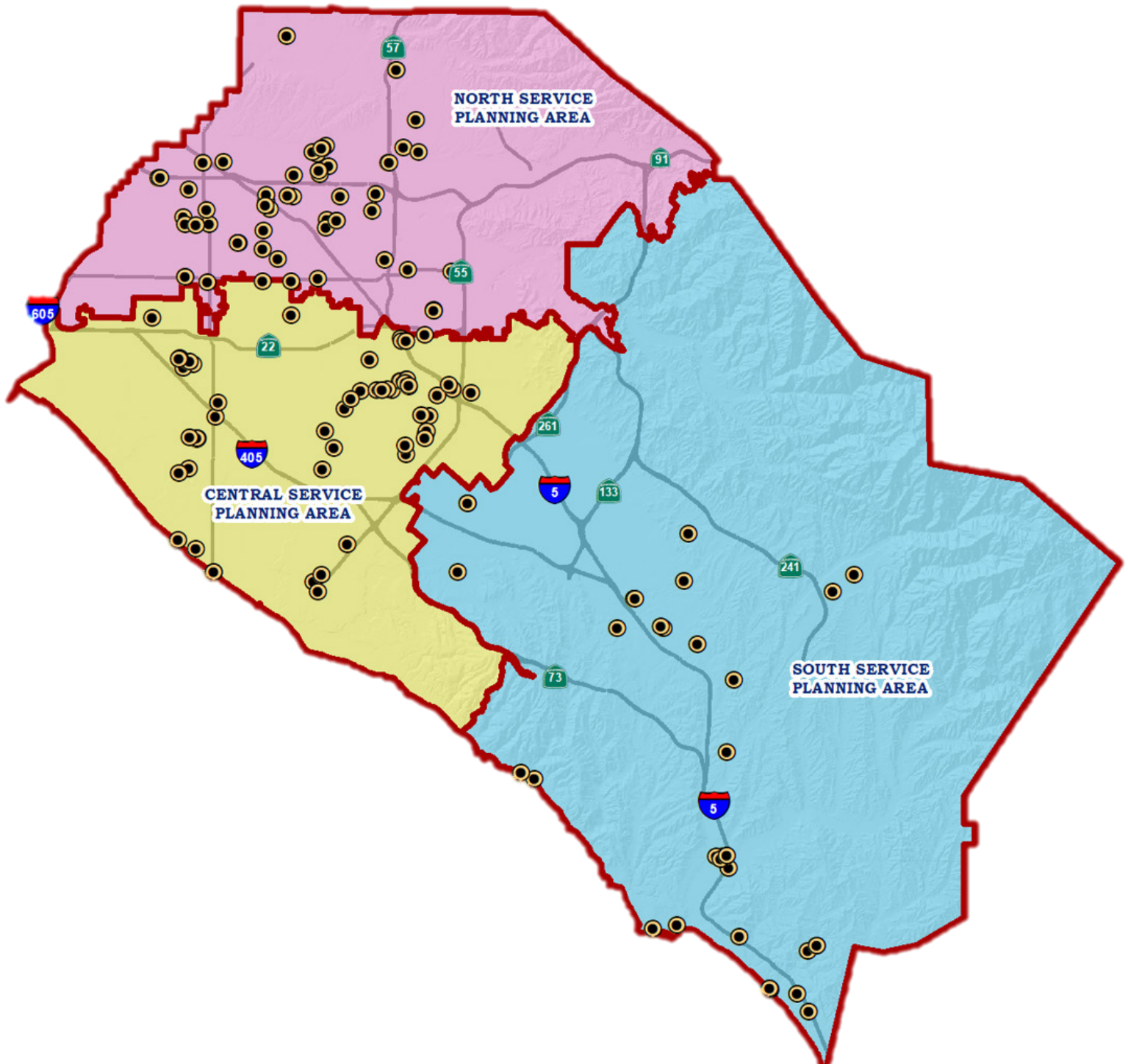
Did Not Answer

7 Individuals (8.24%)



EVERYONE COUNTS

Transitional Age Youth
2019 POINT IN TIME COUNT





CITY	UNSHELTERED	SHELTERED	TOTAL
Anaheim	24	17	41
Brea	2	0	2
Buena Park	7	1	8
Cypress	0	0	0
Fullerton	10	4	14
La Habra	1	0	1
La Palma	0	0	0
Los Alamitos	0	1	1
Orange	5	14	19
Placentia	5	2	7
Stanton	3	2	5
Villa Park	0	0	0
Yorba Linda	0	0	0
County Unincorporated	1	0	1
Unknown Location/Domestic Violence Programs	1	2	3
NORTH SERVICE PLANNING AREA	59	43	102

CITY	UNSHELTERED	SHELTERED	TOTAL
Costa Mesa	4	1	5
Fountain Valley	1	1	2
Garden Grove	4	4	8
Huntington Beach	12	2	14
Newport Beach	0	0	0
Santa Ana	33	33	66
Seal Beach	0	0	0
Tustin	1	13	14
Westminster	6	10	16
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	2	2	4
CENTRAL SERVICE PLANNING AREA	63	66	129

CITY	UNSHELTERED	SHELTERED	TOTAL
Aliso Viejo	0	0	0
Dana Point	2	0	2
Irvine	7	0	7
Laguna Beach	2	2	4
Laguna Hills	1	0	1
Laguna Niguel	0	0	0
Laguna Woods	0	0	0
Lake Forest	4	0	4
Mission Viejo	3	0	3
Rancho Santa Margarita	2	0	2
San Clemente	9	0	9
San Juan Capistrano	5	0	5
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	1	6	7
SOUTH SERVICE PLANNING AREA	36	8	44



EVERYONE COUNTS

SENIORS

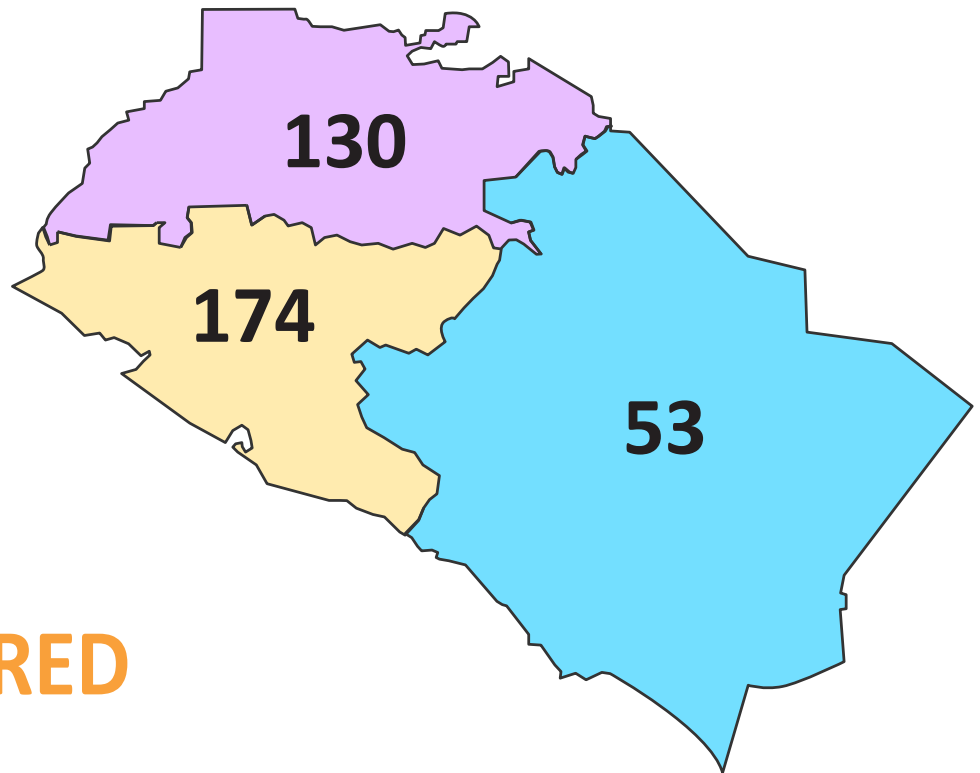
Individuals age 62 and older.



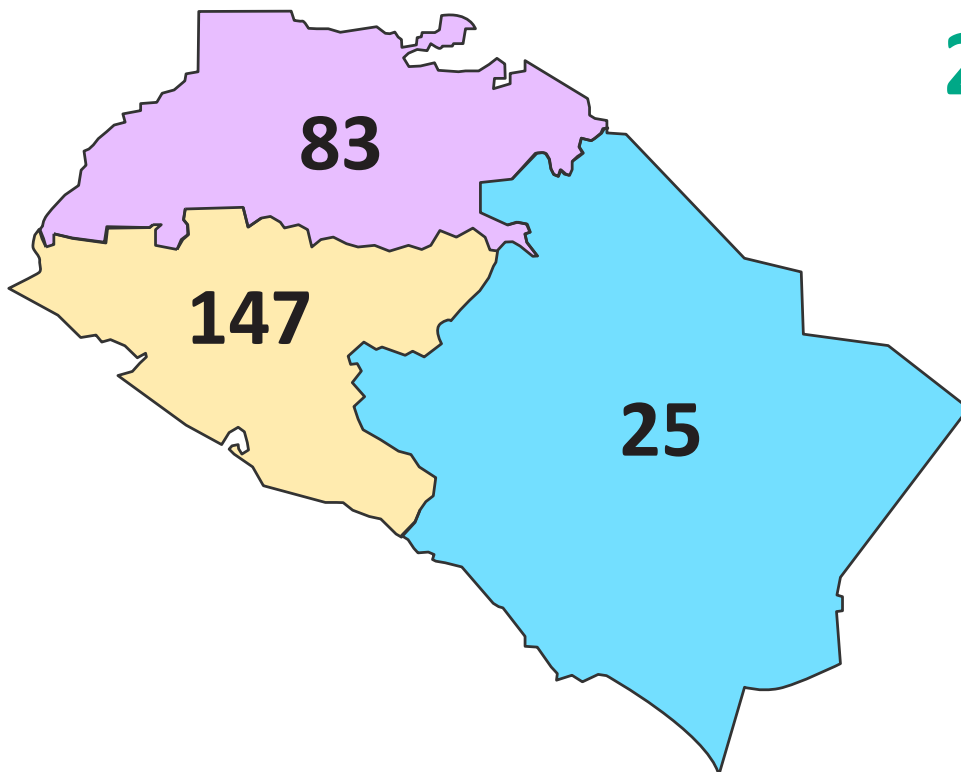
61

VETERANS

Individuals who served in the U.S. Armed Forces, National Guard or Reserves



357 UNSHELTERED



255 SHELTERED

25

VETERANS

Individuals who served in the U.S. Armed Forces, National Guard or Reserves



EVERYONE COUNTS

Seniors SUBPOPULATIONS & DISABLING CONDITIONS

Some individuals may identify with more than one subpopulation

Subpopulations

CHRONIC HOMELESSNESS

UNSHELTERED

55.74%

199 Individuals

SHELTERED

39.22%

100 Individuals

DOMESTIC VIOLENCE*

6.72%

24 Individuals

3.14%

8 Individuals

Disabling Conditions

DEVELOPMENTAL DISABILITY

17.09%

61 Individuals

3.53%

9 Individuals

HIV/AIDS

0.84%

3 Individuals

1.57%

4 Individuals

MENTAL HEALTH ISSUES

17.65%

63 Individuals

19.61%

50 Individuals

PHYSICAL DISABILITY

47.62%

170 Individuals

32.94%

84 Individuals

SUBSTANCE USE ISSUES

19.61%

70 Individuals

5.88%

15 Individuals

357 UNSHELTERED SENIORS
255 SHELTERED SENIORS



RACE

	UNSHELTERED	SHELTERED
American Indian or Alaska Native	1.96% 7 Individuals	5.10% 13 Individuals
Asian	3.36% 12 Individuals	5.10% 13 Individuals
Black or African American	8.68% 31 Individuals	13.33% 34 Individuals
Native Hawaiian or other Pacific Islander	1.96% 7 Individuals	1.18% 3 Individuals
White	75.35% 269 Individuals	72.94% 186 Individuals
Multiple Races or Other	8.68% 31 Individuals	2.35% 6 Individuals

GENDER

	UNSHELTERED	SHELTERED
Female	22.69% 81 Individuals	41.96% 107 Individuals
Male	77.31% 276 Individuals	57.65% 147 Individuals
Transgender	0.00% 0 Individuals	0.00% 0 Individuals
Gender Non-Conforming	0.00% 0 Individuals	0.39% 1 Individuals

ETHNICITY

	UNSHELTERED	SHELTERED
Hispanic or Latino	20.73% 74 Individuals	20.78% 53 Individuals
Non-Hispanic or Non-Latino	79.27% 283 Individuals	79.22% 202 Individuals



250 UNSHELTERED SENIORS SURVEYED



JAN 2018 - JAN 2019

**84 (33.60%) Seniors
Reported Experiencing
Homelessness For The First
Time In The Past 12
Months**

**77 (30.80%) Seniors
Reported A Vehicle* As
Their Current Sleeping
Location**

***A vehicle is defined as a car, truck, van
or non-functioning recreational vehicle**





REPORTED CITY WHERE MOST TIME SPENT WHILE HOMELESS

City in North Service Planning Area
81 Individuals (32.40%)

City in Central Service Planning Area
113 Individuals (45.20%)

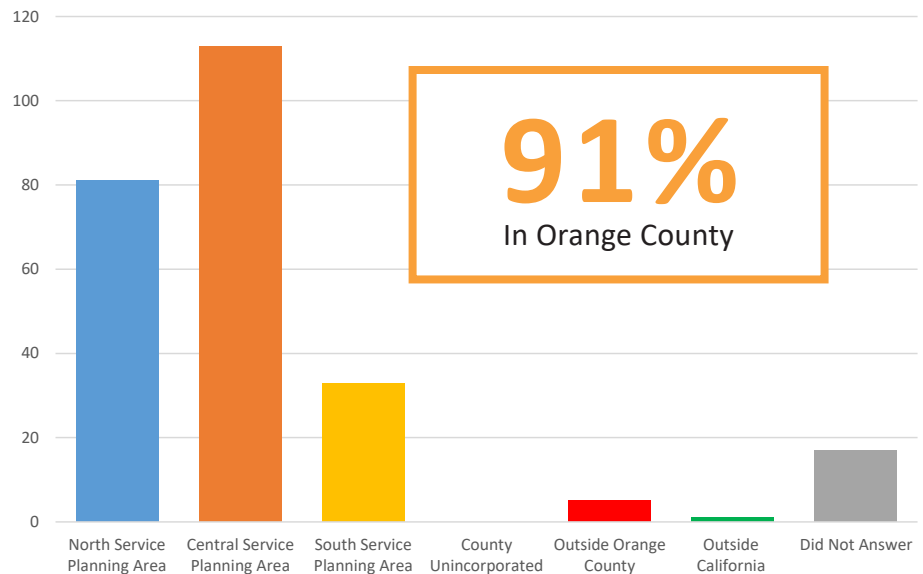
City in South Service Planning Area
33 Individuals (13.20%)

County Unincorporated
0 Individuals (0.00%)

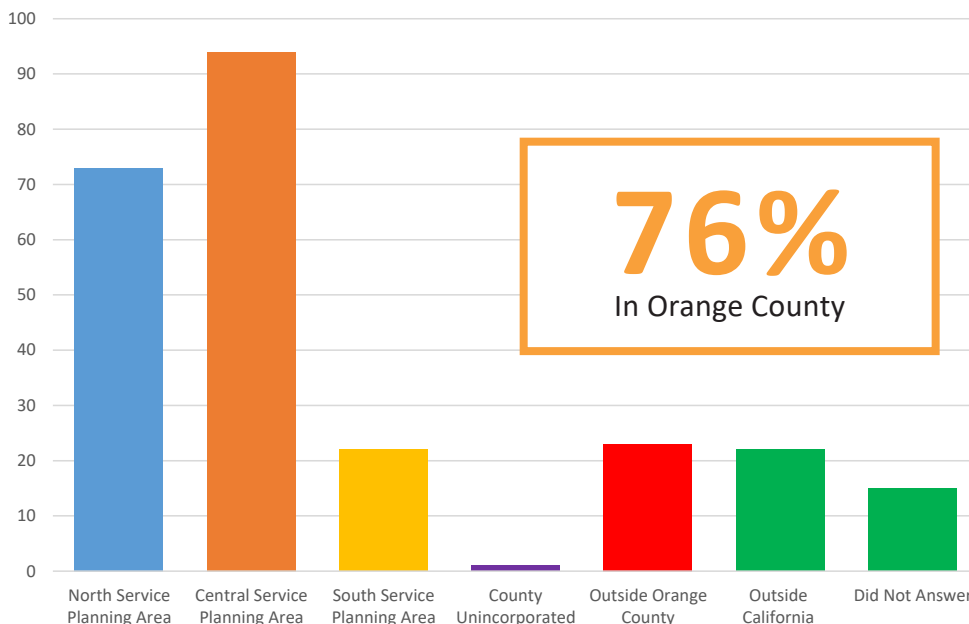
Outside Orange County
5 Individuals (2.00%)

Outside California
1 Individuals (0.40%)

Did Not Answer
17 Individuals (6.80%)



REPORTED CITY OF LAST PERMANENT ADDRESS



City in North Service Planning Area
73 Individuals (29.20%)

City in Central Service Planning Area
94 Individuals (37.60%)

City in South Service Planning Area
22 Individuals (8.80%)

County Unincorporated
1 Individuals (0.40%)

Outside Orange County
23 Individuals (9.20%)

Outside California
22 Individuals (8.80%)

Did Not Answer
15 Individuals (6.00%)



46.40%

116 Individuals

HAVE FAMILY IN ORANGE COUNTY

44.00%

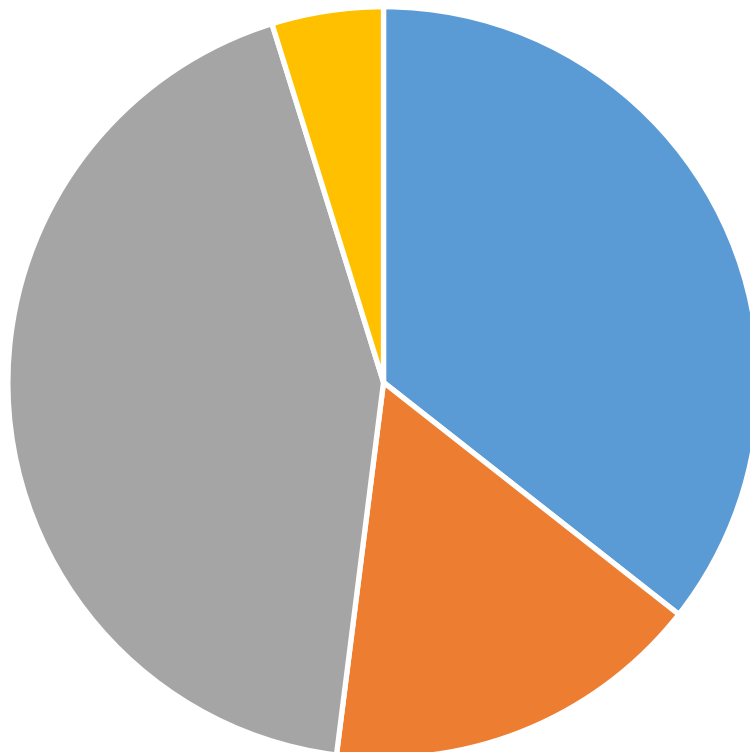
110 Individuals

ATTENDING OR HAVE ATTENDED
SCHOOL IN ORANGE COUNTY

75.20%

188 Individuals

CURRENTLY WORKING OR HAVE EVER
WORKED IN ORANGE COUNTY



CURRENT EMPLOYMENT STATUS

Unemployed

89 Individuals (35.60%)

Full-Time, Part-Time, Seasonally Employed

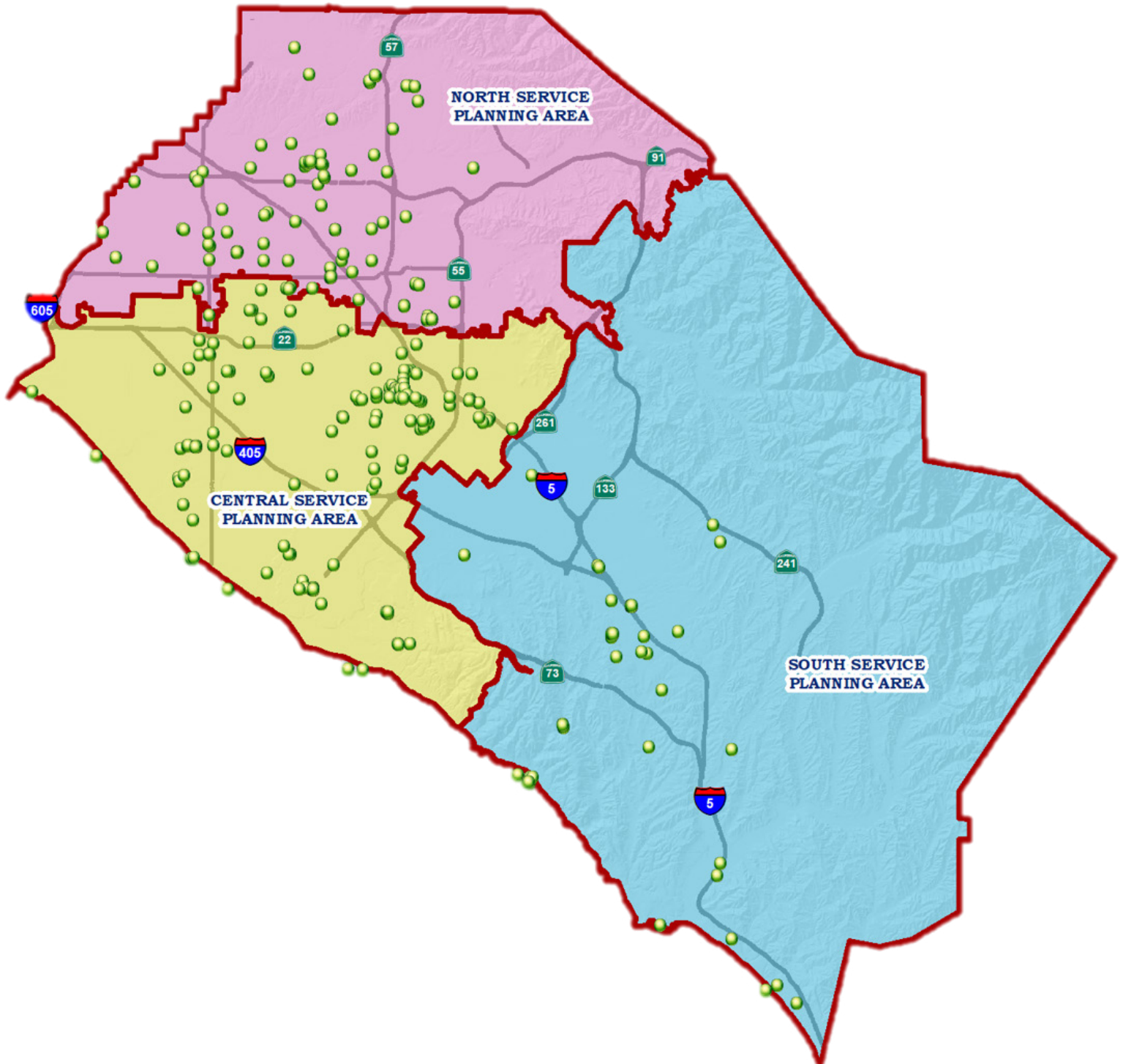
41 Individuals (16.40%)

Retired, Disabled

108 Individuals (43.20%)

Did Not Answer

12 Individuals (4.80%)





EVERYONE COUNTS

Seniors 2019 POINT IN TIME COUNT CITY BY CITY

CITY	UNSHELTERED	SHELTERED	TOTAL
Anaheim	39	60	99
Brea	8	0	8
Buena Park	9	8	17
Cypress	4	0	4
Fullerton	31	13	44
La Habra	1	0	1
La Palma	1	0	1
Los Alamitos	0	0	0
Orange	28	1	29
Placentia	3	0	3
Stanton	2	0	2
Villa Park	0	0	0
Yorba Linda	0	0	0
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	4	1	5
NORTH SERVICE PLANNING AREA	130	83	213

CITY	UNSHELTERED	SHELTERED	TOTAL
Costa Mesa	23	0	23
Fountain Valley	2	0	2
Garden Grove	15	0	15
Huntington Beach	23	1	24
Newport Beach	9	0	9
Santa Ana	69	138	207
Seal Beach	1	0	1
Tustin	13	1	14
Westminster	14	7	21
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	5	0	5
CENTRAL SERVICE PLANNING AREA	174	147	321

CITY	UNSHELTERED	SHELTERED	TOTAL
Aliso Viejo	0	0	0
Dana Point	1	0	1
Irvine	15	0	15
Laguna Beach	13	23	36
Laguna Hills	8	0	8
Laguna Niguel	1	0	1
Laguna Woods	2	0	2
Lake Forest	4	0	4
Mission Viejo	1	0	1
Rancho Santa Margarita	0	0	0
San Clemente	4	1	5
San Juan Capistrano	2	0	2
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	2	1	3
SOUTH SERVICE PLANNING AREA	53	25	78



EVERYONE COUNTS

VETERANS

Individuals who served in the U.S. Armed Forces, National Guard or Reserves



0

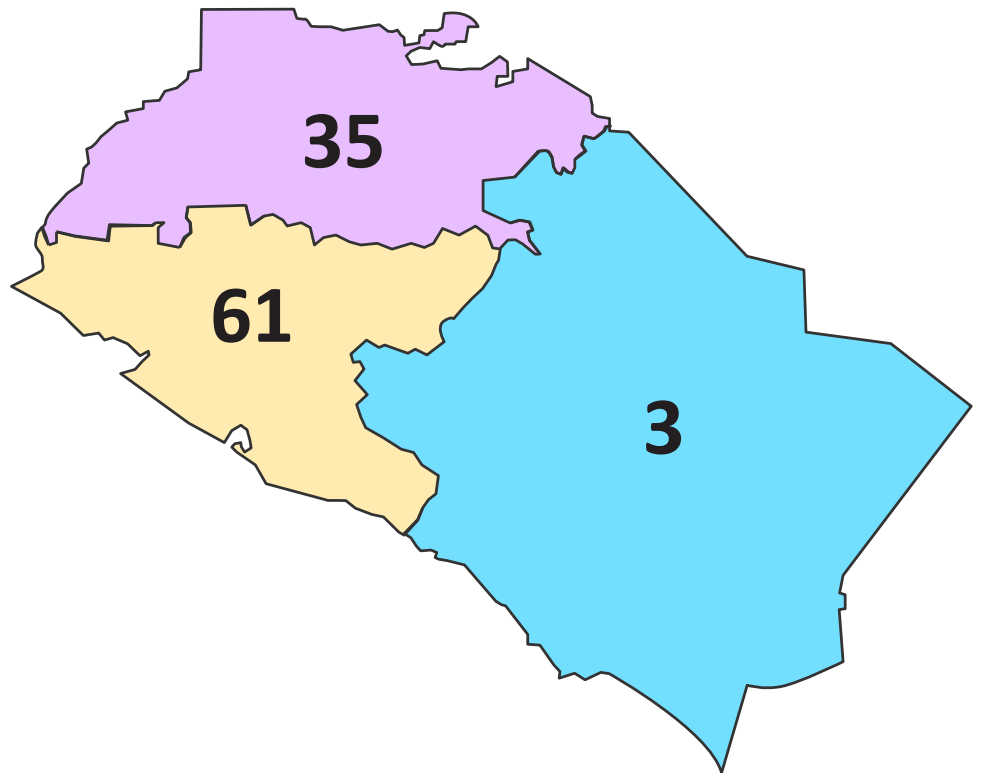
TRANSITIONAL AGED YOUTH

Individuals ages 18 to 24

25

SENIORS

Individuals ages 62 and older



99

SHELTERED TOTAL

KEY FINDINGS

The results of the 2019 Point In Time reflect the actual number of veterans experiencing homelessness identified in Orange County as no stratified sampling was applied to the observation surveys.

The majority (89.71 percents) of veterans experiencing homelessness are male.

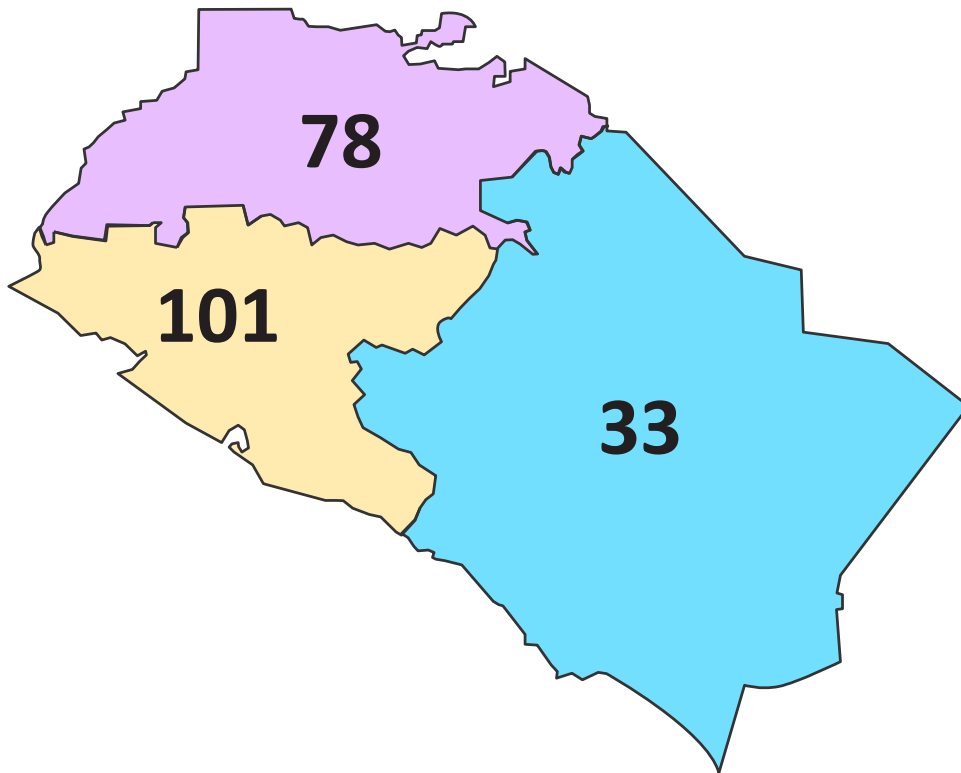
Over half (54.66 percent) of the veterans experiencing homelessness were age 55 and older.

Nearly half (46.30 percent) of veterans experiencing homelessness are chronically homeless.



EVERYONE COUNTS

Veterans UNSHELTERED COUNT



212
UNSHELTERED TOTAL

2

**TRANSITIONAL
AGED YOUTH**

Individuals ages 18 to 24

61

SENIORS

Individuals ages 62 and older

VETERAN FOCUSED EFFORT

The 2019 Point In Time effort provided Orange County an opportunity to outreach to all veterans experiencing homelessness and reconcile the Veteran Registry through voluntary participation. During the sheltered and unsheltered count, veterans were asked to provide additional personal identifying information, which was used to reconcile with the current Veteran Registry and provide street outreach teams with needed contact and frequent location information for subsequent connection to supportive services and housing resources.

The recorded identifying information included 13 data elements which were determined to be most needed in confirming veteran status and potential benefit and housing program eligibility in partnership with the VA local office and veteran service providers.

There were 95 unsheltered veterans who provided this additional information during the 2019 Point In Time.



AGE

	UNSHELTERED	SHELTERED
18-24	0.94% 2 Individuals	0.00% 0 Individuals
25-39	14.62% 31 Individuals	24.25% 24 Individuals
40-49	17.45% 37 Individuals	15.15% 15 Individuals
50-54	10.38% 22 Individuals	10.10% 10 Individuals
55-61	27.83% 59 Individuals	25.25% 25 Individuals
62+	28.77% 61 Individuals	25.25% 25 Individuals

RACE

	UNSHELTERED	SHELTERED
American Indian or Alaska Native	3.30% 7 Individuals	3.03% 3 Individuals
Asian	2.83% 6 Individuals	3.03% 3 Individuals
Black or African American	7.08% 15 Individuals	20.20% 20 Individuals
Native Hawaiian or other Pacific Islander	2.83% 6 Individuals	3.03% 3 Individuals
White	74.06% 157 Individuals	67.68% 67 Individuals
Multiple Races or Other	9.91% 21 Individuals	3.03% 3 Individuals

GENDER

	UNSHELTERED	SHELTERED
Female	7.55% 16 Individuals	14.14% 14 Individuals
Male	91.98% 195 Individuals	84.85% 84 Individuals
Transgender	0.00% 0 Individuals	0.00% 0 Individuals
Gender Non-Conforming	0.47% 1 Individual	1.01% 1 Individual

ETHNICITY

	UNSHELTERED	SHELTERED
Hispanic or Latino	19.34% 41 Individuals	16.16% 16 Individuals
Non-Hispanic or Non-Latino	80.66% 171 Individuals	83.84% 83 Individuals



EVERYONE COUNTS

Veterans SUBPOPULATIONS & DISABLING CONDITIONS

Some individuals may identify with more than one subpopulation

Subpopulations

CHRONIC HOMELESSNESS

UNSHELTERED

52.83%

112 Individuals

SHELTERED

32.32%

32 Individuals

DOMESTIC VIOLENCE*

8.49%

18 Individuals

3.03%

3 Individuals

Disabling Conditions

DEVELOPMENTAL DISABILITY

16.51%

35 Individuals

8.08%

8 Individuals

HIV/AIDS

3.30%

7 Individuals

3.03%

3 Individuals

MENTAL HEALTH ISSUES

23.11%

49 Individuals

20.20%

20 Individuals

PHYSICAL DISABILITY

37.26%

79 Individuals

20.20%

20 Individuals

SUBSTANCE USE ISSUES

30.19%

64 Individuals

19.19%

19 Individuals

212 UNSHELTERED VETERANS
99 SHELTERED VETERANS



212 UNSHELTERED VETERANS SURVEYED



JAN 2018 - JAN 2019

**74 Veterans
(34.91%) reported
experiencing homelessness
for the first time in the
past 12 months**

**34 (16.04%) Veterans
reported a vehicle* as
their current sleeping
location.**



***A vehicle is defined as a car, truck, van
or non-functioning recreational vehicle.**



REPORTED CITY WHERE MOST TIME SPENT WHILE HOMELESS

City in North Service Planning Area
69 Individuals (32.55%)

City in Central Service Planning Area
93 Individuals (43.87%)

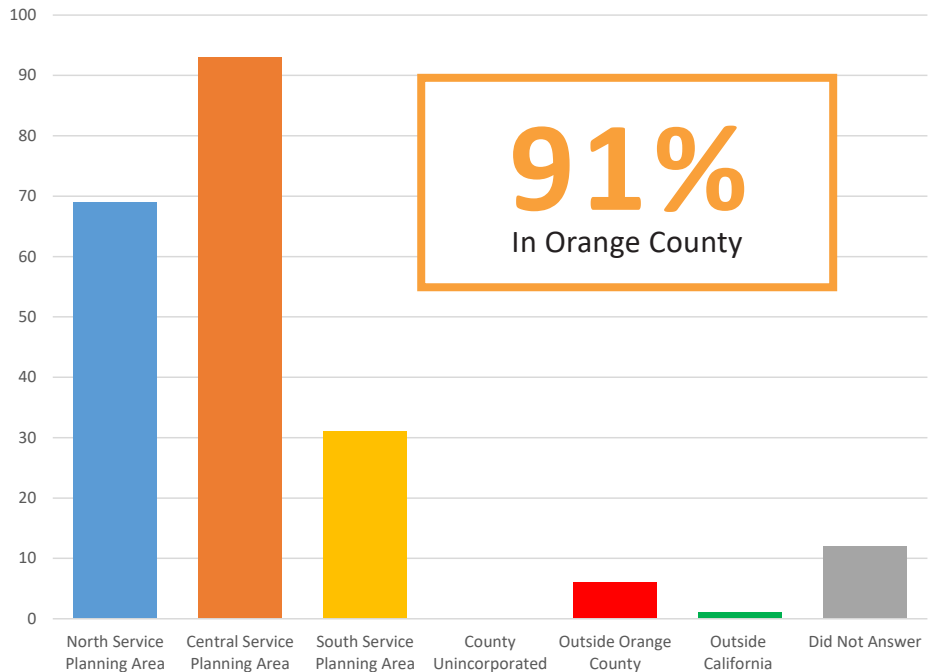
City in South Service Planning Area
31 Individuals (14.62%)

County Unincorporated
0 Individuals (0.00%)

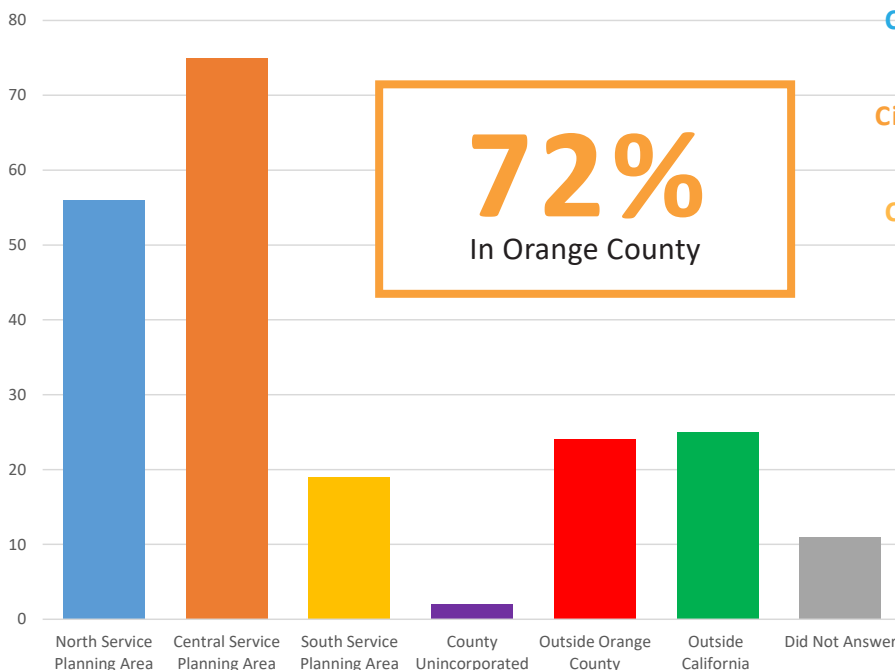
Outside Orange County
6 Individuals (2.83%)

Outside California
1 Individual (0.47%)

Did Not Answer
12 Individuals (5.66%)



REPORTED CITY OF LAST PERMANENT ADDRESS



City in North Service Planning Area
56 Individuals (26.42%)

City in Central Service Planning Area
75 Individuals (35.38%)

City in South Service Planning Area
19 Individuals (8.96%)

County Unincorporated
2 Individuals (0.94%)

Outside Orange County
24 Individuals (11.32%)

Outside California
25 Individuals (11.79%)

Did Not Answer
11 Individuals
(5.19%)



EVERYONE COUNTS

Veterans COMMUNITY TIES: UNSHELTERED ADULTS

43.40%

92 Individuals

HAVE FAMILY IN ORANGE COUNTY

46.23%

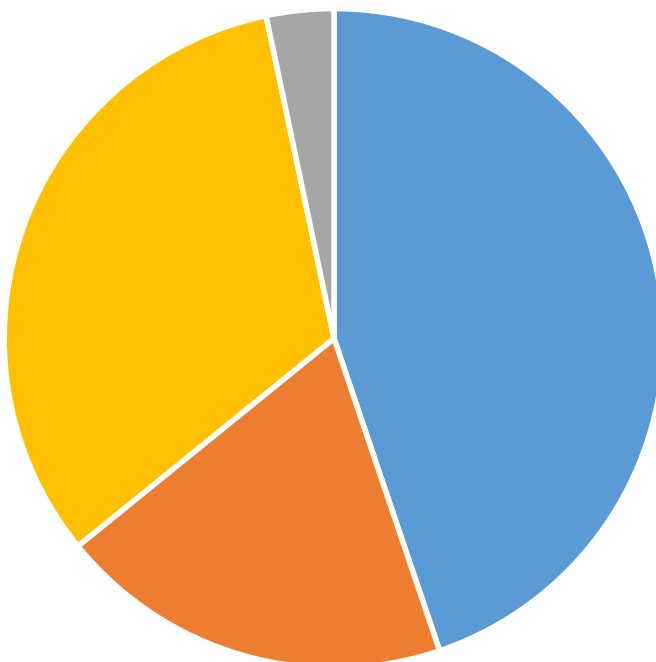
98 Individuals

**ATTENDING OR HAVE ATTENDED
SCHOOL IN ORANGE COUNTY**

73.58%

156 Individuals

**CURRENTLY WORKING OR HAVE EVER
WORKED IN ORANGE COUNTY**



CURRENT EMPLOYMENT STATUS

Unemployed

95 Individuals (44.81%)

Full-Time, Part-Time, Seasonally Employed

41 Individuals (19.34%)

Retired, Disabled

69 Individuals (32.55%)

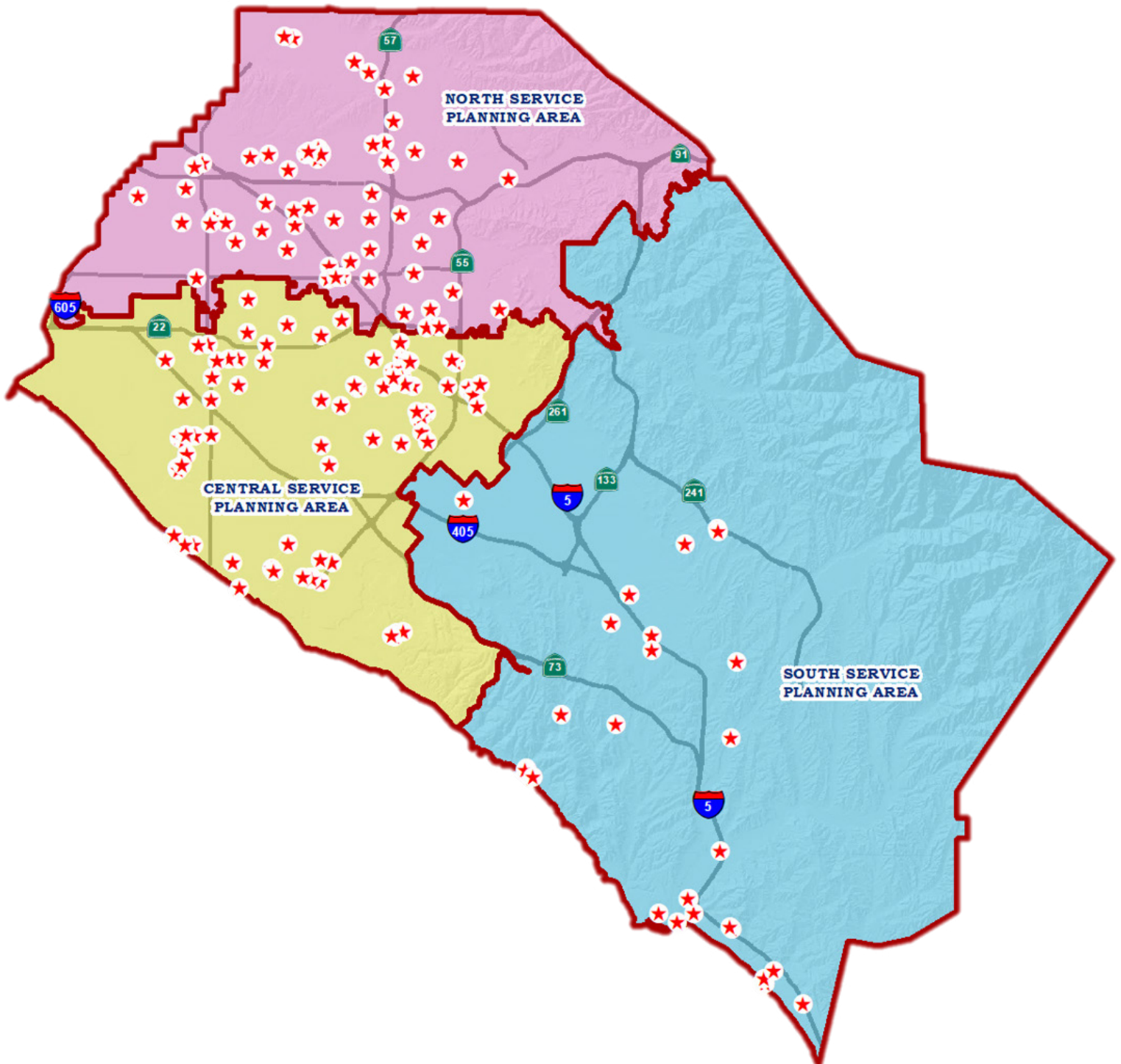
Did Not Answer

7 Individuals (3.30%)



EVERYONE COUNTS

Veterans
2019 POINT IN TIME COUNT





EVERYONE COUNTS

Veterans 2019 POINT IN TIME COUNT CITY BY CITY

CITY	UNSHELTERED	SHELTERED	TOTAL
Anaheim	33	25	58
Brea	3	0	3
Buena Park	5	2	7
Cypress	0	0	0
Fullerton	15	4	19
La Habra	2	0	2
La Palma	1	0	1
Los Alamitos	0	0	0
Orange	14	2	16
Placentia	4	1	5
Stanton	1	0	1
Villa Park	0	0	0
Yorba Linda	0	0	0
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	0	1	1
NORTH SERVICE PLANNING AREA	78	35	113

CITY	UNSHELTERED	SHELTERED	TOTAL
Costa Mesa	20	0	20
Fountain Valley	0	0	0
Garden Grove	7	0	7
Huntington Beach	16	1	17
Newport Beach	4	0	4
Santa Ana	40	43	83
Seal Beach	0	0	0
Tustin	5	16	21
Westminster	9	1	10
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	0	0	0
CENTRAL SERVICE PLANNING AREA	101	61	162

CITY	UNSHELTERED	SHELTERED	TOTAL
Aliso Viejo	1	0	1
Dana Point	5	0	5
Irvine	6	0	6
Laguna Beach	6	3	9
Laguna Hills	2	0	2
Laguna Niguel	0	0	0
Laguna Woods	0	0	0
Lake Forest	4	0	4
Mission Viejo	2	0	2
Rancho Santa Margarita	0	0	0
San Clemente	6	0	6
San Juan Capistrano	1	0	1
County Unincorporated	0	0	0
Unknown Location/Domestic Violence Programs	0	0	0
SOUTH SERVICE PLANNING AREA	33	3	36

Methodology for Unsheltered Count

Developing Survey Instrument for the Unsheltered Surveyed-Based Count

The unsheltered count incorporated the use of ESRI Survey123 technology, an ArcGIS smartphone application, which mapped the locations where individuals were counted and surveyed. The application included a locally developed 28-question survey that focused on basic demographic information, subpopulation data, disabling conditions, and other information related to community ties. The application incorporated the use of complex conditional logic to capture vital information based on the recorded responses allowing for linking household members such as partners, spouses and children.

Volunteers were instructed to interview each individual experiencing homelessness they encountered as they canvassed the areas of their map segment, including the noted hot spot locations. The volunteers were able to interview the person using the 28-question survey (Appendix B) with a standardized set of responses. Individuals experiencing homelessness were given the option to decline answering any question at any time and were thanked for their participation. A GIS pin populated the map at the location where the survey was completed for each person interviewed during this process.

If the volunteer interviewing a person experiencing homelessness felt uncomfortable with the surroundings or if the person experiencing homelessness was asleep or did not want to be interviewed, volunteers were instructed to collect demographic data based on their observations. These observations would provide the best “guesstimate” for the following questions (Appendix C):

1. What is the person’s gender?
2. What is the person’s age group (various age groups were listed)?
3. What is their race?
4. Is the person Hispanic or Latino?

HUD states that when using survey instruments,

- A. “Continuums of Care should consider whether adding multiple additional questions creates a survey that is prohibitively long and difficult to administer”;
- B. Continuums of Care “must first ensure they are collecting the data required by HUD when developing their survey instruments”; and
- C. Continuums of Care “should carefully consider whether additional data collection beyond the HUD-required elements will result in an undue burden on provider staff and homeless persons and hinder the data quality of the HUD-required elements.”²

Thus, while developing the count and survey instrument for the unsheltered surveyed-based count, the questions were limited as follows:

- Questions 1 – 22 ensured that the data required for the unique identifier and by HUD was collected; and
- A limited number of other questions relating to community ties and employment history were included, which were questions 23 to 28:
 - In what city did you last have a permanent address?
 - In what city do you spend the most time while homeless?
 - Do you have family who lives in Orange County?
 - Have you ever attended or currently attend school in Orange County?
 - Have you ever worked or currently work in Orange County?
 - Which of the following best describes your employment situation?

² *Ibid.*; page 9.

Subpopulations Specific Efforts for the Unsheltered Count Families

The OC Family Solutions Collaborative is a coalition of the leading family service nonprofits in Orange County and was formed to streamline the process for homeless families to be connected to the services and housing resources. The OC Family Solutions Collaborative also leads the family component of the Coordinated Entry System and as such have a clear connection to the families experiencing homelessness in Orange County. Traditionally, the results of the Point In Time are not representative of the unsheltered families because the population is either hidden or difficult to identify during the traditional street count processes. To have a more comprehensive and accurate count of families experiencing homelessness, the participating agencies of the OC Family Solutions Collaborative outreached to families known to them as currently experiencing unsheltered homelessness (Appendix G).

The following family service nonprofits from the OC Family Solutions Collaborative made this subpopulation specific effort possible:

- HIS House
- Pathways of Hope
- Illumination Foundation
- Colette's Children's Home
- Serving People in Need
- Families Forward
- South County Outreach
- Family Assistance Ministries
- City Net
- OC Family Solutions Collaborative

Veterans

The 2019 Point In Time effort provided Orange County an opportunity to outreach to all veterans experiencing homelessness and reconcile the existing Veteran Registry through voluntary participation.

Homeless veterans staying in emergency shelters and transitional housing programs on the night of Tuesday, January 22, 2019, were counted as experiencing sheltered homelessness. Homeless veterans encountered on the streets the mornings or evenings of Wednesday, January 23 and Thursday, January 24, 2019, were counted as experiencing unsheltered or street-level homelessness. In both instances, the veteran was asked to provide additional personal identifying information and provide permission to reconcile with the current Veteran Registry and provide street outreach teams with needed contact and frequent location information for subsequent linkages to supportive services and housing resources.

The recorded identifying information included 13 data elements (Appendix D) which were determined to be most needed in confirming veteran status and potential benefit and housing program eligibility in partnership with the Veterans Administration Healthcare System in Long Beach and to coordinate with Veteran service providers. There were 95 veterans who provided this additional information during the 2019 Point In Time.

It is important to note that during the 2019 Point In Time determination of veteran status was based on self-report by answering affirmatively to any of the two following questions:

- Have you served in the United States Armed Forces (Army, Navy, Air Force, Marine Corps, or Coast Guard)?
- Were you ever called into active duty as a member of the National Guard or as a Reservist?

For the purposes of the Veteran Registry, a veteran is anyone who served in the armed forces, including persons who served on active duty from the military reserves or the National Guard, regardless of how long they served or the type of discharge received.

Field Data Collection and Mapping

City Net mapping experts worked in collaboration with law enforcement and homeless service providers to determine where homeless activity was within each of the 34 cities. Throughout the month of October 2018, data was collected through the use of police ride along trips and homeless hotspot reviews. The ArcGIS program, a spatial database, was used to pinpoint and outline hotspot locations within the county. This data was shared with OC Public Works to create maps of the county jurisdiction.

Through the months of November 2018 to January 2019, City Net mapping experts followed up with each city's Homeless Liaison Officer(s) and/or homeless street outreach staff to update maps with recent homeless activity. In the weeks leading up to 2019 Point In Time, all Orange County law enforcement agencies, including Police Chiefs and Homeless Liaison Officers, were briefed on expectations of the unsheltered count events by City Net Staff. This effort was facilitated through an open forum meeting that was coordinated in the weeks leading up to the Point In Time. The meeting was an opportunity for law enforcement to have their questions answered and to determine their level of participation during the event. Law Enforcement agencies were encouraged to participate, provide safety and access to police-restricted locations (e.g., flood control channels or railroad tracks).

City Net and 2-1-1 Orange County (211OC) assisted in field-testing the hotspot maps in early January 2019. 211OC deployed teams to review hotspot locations and provide feedback from the testing sessions. After maps were tested, feedback was provided and incorporated into the finalization of maps where possible.

Additionally, Orange County (OC) Parks and California State Parks staff were also contacted and briefed on Point In Time in anticipation of volunteers canvassing the areas. Mapping experts collaborated with OC Parks to determine where homeless activity was within each park. During the events, OC Parks and California State Parks allowed volunteers to park free when surveying the area.

A total of 239 maps covered all the known hotspot locations, areas where individuals experiencing homelessness were known to reside, based on these pre-planning efforts to identify hotspots locations across Orange County. Below is the breakdown of number of detailed maps per Service Planning Area:

- North Service Planning Area – 82 maps
- Central Service Planning Area – 102 maps
- South Service Planning Area – 55 maps

Deployment Centers

For the 2019 Point In Time, five deployment centers were established as volunteer headquarters for the Unsheltered Count process. These locations were geographically distributed throughout Orange County, which made access to the surrounding communities more convenient for volunteers as they canvassed their maps and completed the count and survey. Each deployment center had a big screen television or projector and monitor set up that displayed the countywide map with the Service Planning Areas outlined that also showed the live tabulation of GIS map pins as surveys were completed across the County. The display included a dashboard that tallied the number of Transitional Age Youth (individuals ages 18 to 24), Seniors (individuals ages 62 and older) and Veterans (Individuals who have served in the U.S. Armed Forces) that had been counted by volunteers utilizing the Survey123 application. The deployment locations were hosted by the selected organizations that typically function as program service sites to assist individuals and/or families at risk of homelessness or experiencing homelessness.

Each deployment center welcomed hundreds of volunteers checking in for their shifts to support the 2019 Point In Time efforts. On the first unsheltered count deployment day there were two shifts, in the early morning from 5 to 9 am and in the late evening from 7 to 11 pm. On Wednesday, January 23, all maps were canvased by the volunteer teams deployed at each shift. On the second unsheltered count day of Thursday, January 24, City Net targeted the deployment of volunteer teams to all the map areas where the prior day's volunteer count teams had reported not fully canvassing or completing their count areas.

Each deployment center was set up with various stations that would ensure volunteers had all the needed materials and supplies to canvas the community, provided assistance downloading and accessing the Survey123 application, obtaining a T-Shirt with the 2019 Point In Time logo as the uniform for the day, gathering the donated supplies of hygiene kits and bus passes to distribute to the individuals experiencing homelessness who would be counted and surveyed. The operations of the deployment centers were facilitated by City Net staff, County staff and deployment center team volunteers that assisted in various responsibilities for the successful execution of the 2019 Point In Time count efforts.

Table 2. Deployment Center Locations

Supervisory District	City Maps Being Deployed from Center
First District: OC Community Resources 1300 S. Grand Ave., Santa Ana, CA 92705	Garden Grove, Orange, Santa Ana and Villa Park
Second District: Colette's Children's Home 7372 Prince Dr., Huntington Beach, CA 92647	Costa Mesa, Fountain Valley, Huntington Beach, Newport Beach, Seal Beach and Westminster
Third District: South County Outreach 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
Fourth District: Magnolia Baptist Church 720 S. Magnolia Ave., Anaheim, CA 92804	Anaheim, Brea, Buena Park, Cypress, Fullerton, La Habra, La Palma, Los Alamitos, Placentia, Stanton and Yorba Linda
Fifth District: Family Assistance Ministries 1030 Calle Negocio, San Clemente, CA 92673	Dana Point, San Clemente and San Juan Capistrano

Volunteer Deployment

Volunteer teams of two to six persons were deployed to assigned cities with a map packet detailing hotspot locations to complete observational data collection and survey individuals experiencing homelessness. The teams were instructed to stay within their assigned map grid boundaries and to drive or walk their maps at least twice to ensure that all hotspots were thoroughly canvassed. Volunteer teams were paired with individuals who were experienced Point In Time volunteers and/or a homeless service provider professionals familiar with the specific region to which they were deployed. City Net Outreach Specialists were also deployed to survey the community without a map packet with previously identified hotspot locations.

Volunteer teams were trained to administer surveys through the ArcGIS mobile application, Survey123. The mobile application GIS tagged each completed survey or observation with the exact locations of where the survey or observation took place. Unsheltered paper surveys were utilized by volunteer teams as a failsafe option and at certain service-location points throughout Orange County (e.g., Mary's Kitchen, Courtyard Transitional Center for the daily meal program). In addition, the County of Orange utilized the unsheltered count events to gather Veteran Registry data, which was collected on a separate paper form.

Field Team Supplies

Incentives Distributed to People Experiencing Homelessness Contacted During the Count

The County of Orange and City Net worked with community members to donate supplies and prepare approximately 5,000 hygiene kits and 5,000 bus passes for the 2019 Unsheltered Point In Time.

The hygiene kits consisted of chapstick, travel size lotion or hand sanitizer, travel size tissues, a pair of socks or a beanie, a letter of compassion, and a resource guide in correspondence with the Service Planning Area in which the individual was encountered. Two local agencies were able to donate approximately 50 percent of the necessary kits. Faith-based organizations, community members and business employees assisted with donating and assembling the



remaining kits. These kits were then distributed to each deployment center based on the anticipated need. The hygiene kits were utilized as a conversation starter for Field volunteers, and were a token of thoughtfulness shared with any individual experiencing homelessness who was encountered on the Count days.

Additionally, City Net collaborated with partnering agencies to obtain one-day bus passes. These were provided to individuals experiencing homelessness who participated in the 2019 Point In Time survey.

T-Shirts

City Net collaborated with the County of Orange to design the T-shirts with two different colored shirts chosen to be able to distinguish people within the Deployment Centers. Green shirts were given to Field Surveyors and Team Captains. Gray shirts were given to Deployment Center volunteers. T-shirt colors were important for this event to distinguish the different volunteer positions and to identify the Field Teams while canvassing map segments in every city, in addition to ensuring the broader community was aware of the event.

Clipboards

Before each team was deployed, a clipboard clearly labeled with event/date fields was assigned to the team captain. The clipboards contained:

- Field Team Contact Information sheet (two copies: one for the Deployment Center and one for the Field Team)
- Field Team Instructions specific to each deployment center with the hotline number (Appendix F)
- Maps (with a plastic sheet protector in case of rain)
- Unsheltered Paper Surveys (Appendix B)
- Observation Paper Surveys Appendix C)
- Veteran Registry Update Forms (Appendix D)
- Manilla envelope for completed paper surveys, observation forms and Veteran Registry Update Forms
- Small plastic bag with five pens
- Five phone-size plastic bags (in case of rain)

Countywide Communication: A Team Effort

The 2019 Point In Time brand and initiative *Everyone Counts OC* was implemented by the County's Office of Care Coordination and the County Executive Office's (CEO) Communications Team. The *Everyone Counts OC* initiative was developed in an effort to educate and empower the community to become informed and participate in the 2019 Point In Time. The Communications Team identified key County leadership to be the point of contact for all media inquiries and coordination, although most of the media involvement was pre-arranged by the CEO Communications Team for the days of the count process.

The *Everyone Counts OC* initiative utilized the following web-based assets:

- Website: www.everyonecountsoc.org
- Facebook: @EveryoneCountsOC
- Instagram: @EveryoneCountsOC
- Twitter: @OCPIT

In partnership with the County's CEO Communications Team, City Net worked to develop web-based content that was housed on the *Everyone Counts OC* website and social media accounts. Other materials developed included:

- Volunteer recruitment flyers (Appendix E)
- Deployment center signage
- Platform specific social media content (including recruitment videos, educational and training videos, videos in which individual reflected on the experience of the unsheltered count)

Community Engagement and Volunteerism

Between September 2018 and January 2019, City Net facilitated community engagement efforts, which resulted to the recruitment of more than 1,000 volunteers. In addition, City Net organized partnering agencies to participate in the count (see Appendix H). *Everyone Counts OC* was an initiative that served as an educational and community engagement platform. In addition, it served as a tool to continue work on strengthening the Orange County Continuum of Care system of services for those experiencing homelessness. The biennial unsheltered count processes required by HUD is an extraordinary opportunity to outreach to every person experiencing homelessness in the jurisdiction, while educating the community regarding the faces of homelessness.

Volunteer recruitment began in the fall of 2018. City Net community coordinators contacted local universities, colleges, nonprofits, community members, businesses, homeless advocacy groups and collaborative and faith-based organizations to promote the available volunteering opportunities for the 2019 Point In Time. City Net recruitment specialists reached out to city specific service providers by attending collaborative meetings and various community events as well as identifying additional potential partners that can assist in supporting the efforts. Additionally, City Net attended council meetings in all 34 cities to provide information on the 2019 Point In Time and promote awareness, interest and participation from each community.

To manage volunteerism and communicate with registered volunteers City Net utilized VolunteerHub, a volunteer database. The database tracked the number of volunteers registering for each position and tracked their preferred city for volunteering or for surveying areas of the county that they were more familiar with. VolunteerHub was also utilized as a way for volunteers to access details involving the event such as location, check-in time and description of volunteer positions.

Volunteer Descriptions

Volunteer opportunities were made available for those who wanted to go out into the field to count and survey individuals experiencing homelessness. Volunteer opportunities were also made available for those who wanted to support the check-in and -out process for field volunteers at deployment centers.

Field Count and Survey Teams

Field Surveyor Team Captains: The team captain led a team of two to four surveyors in the field. They were responsible for navigating maps, knowing emergency protocols and understanding the Survey123 Application. The majority of Field Surveyor Team Captains consisted of experienced service provider staff, including community and outreach experts. Field Surveyor Team Captains attended an in-person training and were 18 years of age or older.

Field Surveyors: Field Surveyors were assigned to a team captain and surveyed individuals experiencing homelessness. These volunteers were placed within a team consisting of a team captain and additional field surveyors. Field surveyors were required to complete a virtual training, or attend the in-person training. All field surveyors were 18 years of age or older.

Videographers and Photographers: A hired outside agency was responsible for capturing stills, B-rolls, and interviews of the field team activities, volunteer experiences, and fieldwork. All videographers and photographers were 18 years of age or older.

Deployment Center Teams

Deployment Center Host Leads and Host Team Members: Volunteers assisted with setting up the deployment center, managing the food area, greeting field volunteers/guests, distributing T-shirts, making thank-you cards for field volunteers, and helping clean up.

A/V and Technical Support: Volunteers were responsible for setting up and taking down presentation technology such as projector screens, microphones and laptops/computers for PowerPoint presentations, and were the point people for troubleshooting any A/V or technology issues that arose.

Videographers and Photographers: Volunteer videographers and photographers were responsible for capturing stills, B-roll, interviews of the deployment center activities, volunteer experiences and fieldwork. All videographers and photographers were 18 years of age or older.

Volunteer Trainings

In-Person Trainings

The Field Surveyor Team Captain volunteers were recruited from homeless service providers (Appendix H) with the goal to ensure each street team was led by an experienced Team captain. The two-hour in-person training reviewed additional safety precautions and details for the event. While the curriculum was designed for Team Captains, Field Surveyors and all other event volunteers were invited and encouraged to attend. This was to accommodate individuals who were interested in additional information, as well as those who preferred in-person learning to the online training module. Trainings were offered in each Service Planning Area four times to accommodate both weekday, weekends, early morning and evening schedule (Appendix E).

Online Trainings

A total of six online training modules were available in the month of January and covered all the needed information for the 2019 Point In Time Count and volunteer participation. Volunteers were required to take a quiz after each training to demonstrate their mastery of the training content.

General Volunteer Training Modules

Three of the six training modules were for all volunteers to complete and provided an overview of the 2019 Point In Time, what to expect, description of volunteer roles and a quiz to confirm general understanding of the materials. The general volunteer trainings were required for Deployment Center Host Leads, Deployment Center Host Team Members, A/V and Technical Support, Deployment Center Videographers and Photographers, Field Surveyor Team captains, and Field Surveyors.

Field Surveyor Volunteer Training Modules

The other three training modules covered specific details and processes for the Field Survey Volunteers. These included information on how to read the maps to be canvassed, how to access and administer the survey, an overview of the questions to be asked of individuals experiencing homelessness, tips on interactions and what to expect and safety review. The Field Surveyor Volunteer trainings and completion of the quiz were required for Field Surveyor Team Captains and Field Surveyors.

Volunteerism by the Numbers

A total of 1,167 Community volunteers, nonprofit and faith-based service providers including representatives from law enforcement, all 34 cities and County government made the 2019 Point In Time count possible. Of these, there were 60 volunteers who participated in two of the four shifts, two volunteers who participated in three of the four shifts and four volunteers who participated in all four shifts for the 2019 Point In Time. This translates to over 6,600 hours of manpower through the number and types of volunteer shifts completed, as the various shifts had different time commitments.

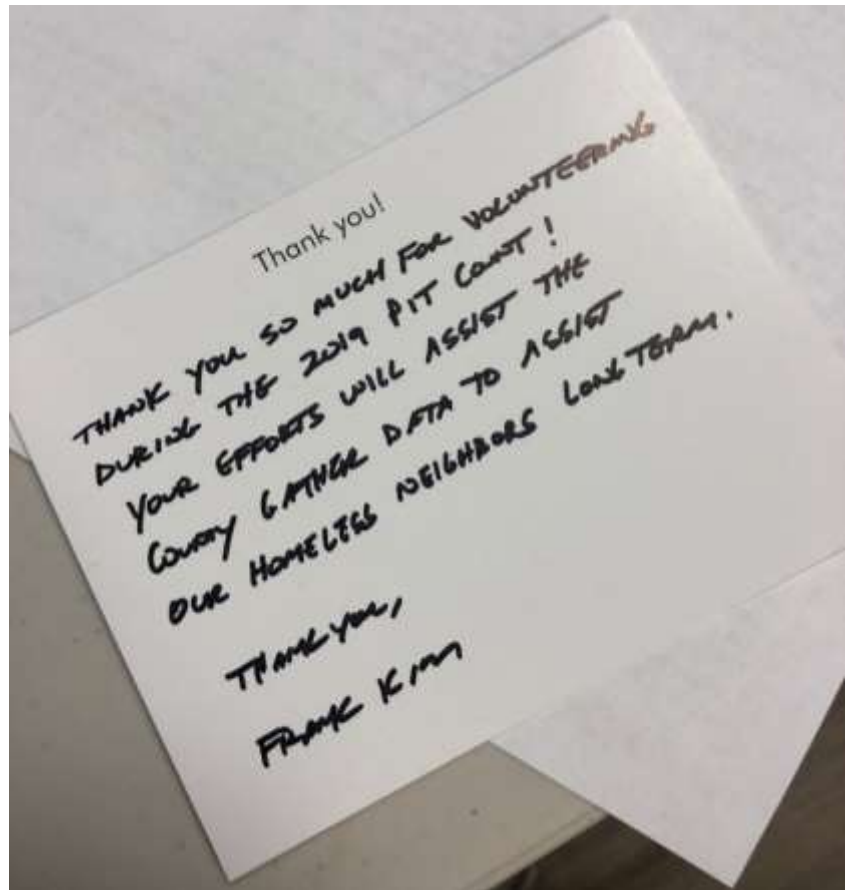
Thank You Cards

Volunteers

All participants of the 2019 Point in Time events received a small thank you card at the completion of their volunteer experience. The cards were designed using the *Everyone Counts OC* logo. During surveying hours, deployment center volunteers were instructed to write a thank you note on the cards, using a script provided. These cards were given to all involved volunteers as a way of showing gratitude and appreciation.

Deployment Centers and Partners

Thank you cards and sentiments were delivered to all deployment centers, training sites, law enforcement agencies and collaborative partners. City Net is continuing to share appreciation at city, regional and community meetings to acknowledge members who participated and promoted the 2019 Point In Time.



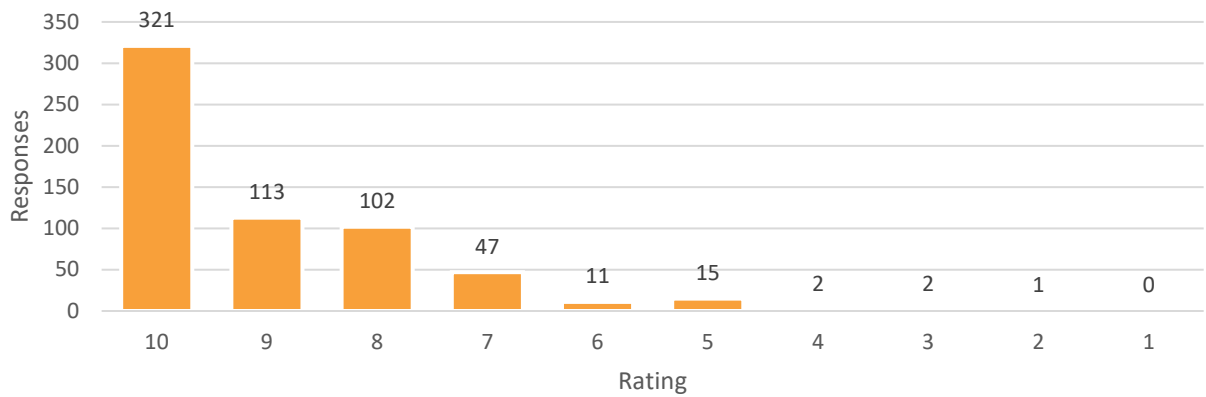
Volunteer Experience

Volunteers were asked to complete a Feedback Form at the end of their volunteer shift. This Feedback Form included a Likert Scale to rate the volunteer experience and open-ended questions to identify areas of improvement and comparison to previous Point In Time count efforts (Appendix I).

A total of 631 volunteers completed at least one portion of the Feedback Form.

On a scale of 1-10 with one being Not Good and 10 being Very Good, what would you rate your volunteer experience during this event?

Figure 1. Volunteer Ratings of Volunteer Experience in 2019 Point In Time



Volunteer Feedback

Staff

- “Experience was great, great knowledgeable staff that enjoy and have a passion for what they do.”
- “I liked being with an experienced team leader who I think really taught me how to interact and talk to homeless people.”

Team Captain

- “Tammy, Brigitte and Alejandra (OCHA Outreach and Engagement) were really knowledgeable and were fantastic to work with. They are all County Workers. Please make kudos for them.”

Training

- “I liked the training module and the effectiveness/efficiency at getting us deployed and keeping us safe.”
- “Loved how prepared we were.”

Survey123, Smartphone Application

- “Very well organized, great app...”
- “I like the ease of using the app for surveys.”

Law Enforcement

- “We worked with deputies (this year) and were more successful.”
- “Having the police escort was AWESOME he knew where to take us and his presence was invaluable.”

Maps

- “I also found it helpful to have an actual address to type in (the) GPS.”

Deployment Centers

- “I liked the organization and orientation.”
- “It was extremely organized, tasks and supplies were assigned to every person.”

Interactions with People Experiencing Homelessness

- “It was an eye opening experience to view the hardship close up.”
- “I liked going out into the community and providing some sort of direct help.”
- “(I liked) the outreach, and truly getting understanding of people in need of resources.”

- “(The count) allowed me to explore Irvine and care for my community with others who also shared the same goal.”
- “The opportunity to go into the community and see the impact of homelessness”
- “I liked speaking to the people and finding out their stories.”
- “This event was so insightful. It was great to meet and talk to homeless neighbors in the community.”
- “The contacts and education through conversation are so great.”
- “Great event! Impacted my life and taught me so much about my community.”
- “Definitely will do it again. So cool-opened my eyes!”

Comparative Experiences

- "This year's PIT count was dramatically better. The systems of organization were superb, technology was better utilized and Dr. Fieldhouse and team including Chelsea deserve high praise and recognition fantastic job well done, handwritten thank you were a nice extra touch."
- “Better with (the) app, staff deployment was great”
- “The application made it easier than my previous experience”
- “Awesome, like the app, bus passes were a big hit”
- “Better organized! Loved the online training”
- “Way better organized and better technology. Great job City Net and Orange County”
- “This is my 8th Point in Time! Loved the use of technology, everything at Huntington Beach went great.”
- “Like larger area grid and re-visiting over and over to not miss people”
- “We worked with deputies and were more successful”

Data Analysis: Unsheltered Count

Implementing the new methodology required several activities to ensure an accurate unsheltered count and survey process and data analysis process with several components, including:

- Survey-based count;
- Observation-based count;
- Paper surveys;
- GIS Mapping Approaches;
- Surveys disallowed;
- Deduplication process.

Survey-Based Count

The unsheltered survey-based count was designed to both count and survey persons who were experiencing homelessness at the same time. The Survey123 smartphone application contained the locally designed 28-survey questions for the 2019 Point In Time and incorporated complex conditional logic to capture demographic, subpopulation and disabling conditions information if the individual encountered was willing to participate. The Survey123 also expanded the survey to include questions relating to partners, spouses and children who were also experiencing unsheltered homelessness.

Of the 3,714 adults counted as unsheltered, 2,146 or 57.78 percent completed the full survey. Adults surveyed provided basic demographic information such as gender, age, race, ethnicity, disabling conditions, and other information relating to community ties and employment status.

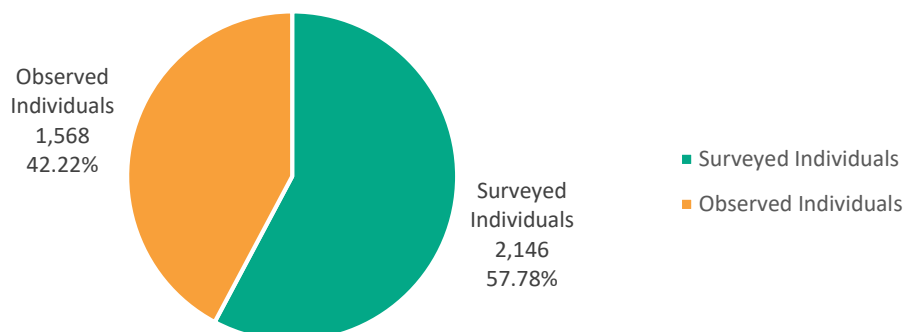
Observation-Based Count

The remaining 1,568 or 42.21 percent of individuals were observed and a full survey was not completed for various reasons such as the person experiencing homelessness declined to complete a survey, was sleeping or otherwise unable to complete the survey.

Counters were instructed to try to interview each person experiencing homelessness, including adults and unaccompanied minors (youth under age 18), that they counted. If the person experiencing homelessness was asleep or did not want to be interviewed, counters were instructed to capture demographic information they could observe. The Survey123 included complex conditional logic that allowed accounting for these occurrences. Counters were then instructed through the smartphone application to give their best “guesstimate” for the following questions:

- What is the person’s gender?
- What is the person’s age group (various age groups were listed)?
- What is their race?
- Is the person Hispanic or Latino?

Figure 2. Unsheltered Adults – Surveys versus Observations



Paper Surveys

Paper surveys were available in minimally utilized during the unsheltered count in cases where technology was interrupted or at service locations counting food program recipients that were homeless and where the Family Solutions Collaborative effort to count unsheltered families was occurring. The paper surveys provided a failsafe approach during the unsheltered count in the instance that a cell phone ran out of battery, did not have signal to access the internet or the application was not working appropriately.

Counters and surveyors completed 307 unsheltered paper survey (Appendix B is a sample of the paper survey) and observation only forms (Appendix C is a sample of the observation only forms). The paper surveys and observation only forms were collected, organized, counted and reviewed by County and City Net staff. The forms were then entered into the ArcGIS desktop survey system, Survey123, in order for the data to be consistently recorded in the format of the electronic data captured by surveyors. During the data analysis, the paper surveys were entered into the ArcGIS desktop survey system and the GIS location was determined based on established criteria.

GIS Mapping Approaches

The GIS mapping capacity of Survey123 provided an opportunity to map each interaction where a survey was completed or an individual experiencing homelessness was observed. The implementation of the GIS mapping technology did pose limitations on the location where the individual or family experiencing homelessness was encountered a where a paper survey was utilized. To address this issue, the following criteria was established:

- **Mapping to City Hall Address:**
 - If a paper survey or observation form was completed, the city or map number noted on the form as completed by the volunteer team was utilized to reassign the survey response to the GIS location of the City Hall. This provided a standardize approach at reassigning GIS location as opposed a random location assignment.
 - During the survey, persons experiencing homelessness were asked to identify the city where they spend most of their time while homeless. The response provided by the person experiencing homelessness was then used to reassign the survey response to the GIS location of the City Hall. This provided a standardized approach at reassigning GIS location as opposed to a random location assignment.
- **Service Location or Deployment Center:**
 - If the volunteer team did not note the city or map in the paper survey or observation form, the service location or deployment center where the paper survey or observation form was collected was used to reassign to the GIS location to the service location or deployment center.
 - If the individual experiencing homelessness did not provide a response to the question where they identify the city where they spend more of their time while homeless, the service location or deployment center where the paper survey or observation form was collected was used to reassign to the GIS location to the service location or deployment center.

As counters and surveyors returned from the field having canvassed the area in their maps, deployment center staff and volunteers ensured that all electronic surveys had been submitted and were not still pending in the Survey123 application. In the instances where surveys had been pending, the GIS location of the survey automatically updated to map to the deployment center upon submission. Based on information available in the survey, the GIS location was able to be updated to the City Hall address based on the city or map number recorded.

Additionally, it is important to note that the service and/or survey location in these instances does not necessarily correspond to the city in which the person was experiencing homelessness. Selecting the City Hall as the GIS location for paper surveys provided the necessary consistency in the GIS Mapping required to tabulate the final results in all categories. As such, any GIS pin mapped to City Hall or deployment center location may be considered an identifier for paper surveys. The GIS mapping criteria that was established to complete the results tabulation may be considered a limitation to using the ArcGIS Software platform in these specific scenarios.

Disallowed Surveys: Homeless by HUD Definition Not Met

Some completed surveys were disallowed after reviewing the collected information that was provided by the individual surveyed. The answers were deemed ineligible based on the U.S. Department of HUD definition of homeless status. For example, an individual who answered no to the question asking, “Were you homeless Tuesday night, January 22, 2019?” or described their sleeping location to be a location that must not be counted per HUD requirements and guidelines. 63 surveys were disallowed due to being ineligible based on the HUD definition of homeless status.

Deduplication

Deduplication criteria was established to ensure that persons were not counted more than once. Specific criteria were applied to persons who were surveyed and persons who were observed.

Deduplication Criteria for Persons Who Were Surveyed

A unique identifier was created for each adult counted, which consisted of the first two initials of their first name, first two initials of their last name, gender, age, ethnicity and race. For example, a unique identifier of ABDEM40YESW would mean that the person’s first name began with the initials AB, last name began with the initials DE, the person was male, and age 40. “Yes” means that the person was Hispanic or Latino because ethnicity is defined as Hispanic or Latino or non-Hispanic or Latino, and “W” means that the person was white.

If the same unique identifier appeared more than once, the person would only be counted once with the following exceptions:

- If one person had a spouse/partner and/or child(ren) and the other did not; and
- If one person was counted in one city and the other person was counted in a different city if the time-stamped count that was submitted for each person was within 30 minutes of one another.

77 Individuals participated in the survey multiple times. As such, the 77 surveys that were deemed duplicative were disallowed. The duplication rate for full surveys was 3.46 percent.

Deduplication Criteria for Persons Who Were Observed

The deduplication rate for persons who were surveyed was 3.46 percent based on the criteria noted above. The same deduplication rate was applied to the total number of persons who were observed as experiencing homelessness in each city and county unincorporated areas. Thus, the deduplication rate of 3.46 percent was applied to the total number of persons counted by observation in each city.

Stratified Sampling

Because 42.26 percent of the individuals were counted through observation, a stratified sampling approach was used with the Full Survey records of 57.74 percent to estimate the total number of adults experiencing homelessness who met the following subpopulation and disabling conditions:

- Chronically homeless households;

- Adults with serious mental illness;
- Adults with a physical disability of lasting duration;
- Adults with a developmental disability of lasting duration;
- Adults with a substance use disorder; and
- Adults currently experiencing homelessness due to fleeing domestic violence, dating violence, sexual assault, human trafficking or stalking.

Stratified sampling was used because the questions used to determine the number of adults within one of the subpopulations noted above were answered by 2,146 or 57.78 percent of the 3,714 adults counted as unsheltered. The remaining adults, 1,568 or 42.21 percent, were observed, and as previously noted, only their gender, age, ethnicity and race were recorded.

In order to determine, for example, the total number of adults with a physical disability of lasting duration, the following steps were completed:

- The total number of unsheltered adults who were surveyed were broken down by city and county unincorporated area;
- The total number of the adults who answered “yes” when asked if they have a long-lasting physical disability was broken down by city and county unincorporated area;
- The total number of adults who answered “yes” for a given city was divided into the total number of unsheltered adults who were surveyed for the same given city, which determined the percentage of adults who answered “yes” when asked if they have a long-lasting physical disability (same was done for county unincorporated area);
- The total number of unsheltered adults who were observed were broken down by city and county unincorporated area;
- The same percentage of surveyed adults who answered “yes” when asked if they have a long-lasting physical disability was applied to the total number of unsheltered adults who were observed for each city and county unincorporated area; and
- The totals for each city and unincorporated area were added together to determine the countywide total of adults with a long-lasting physical disability.

Based on the stratified sampling described above, the table below notes a total of 30 surveyed and observed adults with a long-lasting disability in a given city.

Table 3. Adults with a Physical Disability for a Given City

Total number of unsheltered adults surveyed in given city	100
Total number of unsheltered adults who were surveyed and answered “yes”	20
Percent of unsheltered adults surveyed who answered “yes”	20%
Sub-total of surveyed adults with a physical disability:	20
Total number of unsheltered adults observed recorded through observation surveys in same given city	50
Apply the same percent of “yes” from unsheltered adults who were surveyed to the unsheltered adults observed	20%
Sub-total of observed adults with a physical disability:	10
Total of surveyed and observed adults with a physical disability for a given city:	30

The above stratified sampling methodology was utilized for the following subpopulations and disabling conditions to determine the countywide totals for Orange County:

- Chronic homelessness
- Domestic Violence
- Substance use issues
- Physical disability
- Mental health issues
- Developmental disability
- Domestic violence
- HIV/AIDS

The above methodology was not utilized for the veterans subpopulation nor for the local community questions regarding last place of sleeping location, first time homeless, employment and community ties. The data reported for these items illustrate the percentages based on the answers received by individuals and families experiencing homelessness who provided answers. As such, there is also the inclusion of the “Did not answer” category.

Methodology for Sheltered Count

Preparing for the Sheltered Point In Time Count

Preparation for the 2019 Sheltered Point In Time Count and Survey (2019 Point In Time) included determining local process and requirements for data collection, developing data collection tools for all homeless service agencies, developing training materials to assist in the data collection process and communicating to the agencies to ensure timely participation.

In the months leading up to the 2019 Point In Time, the planning team determined that in addition to the data elements required to be collected by U.S. Department of HUD, additional data was to be collected during the Sheltered Count. These data fields included state of birth or country of birth if the individual was not born within the United States, employment status, and city of residence prior to project entry.

2-1-1 Orange County (211OC) is the Homeless Management Information System (HMIS) lead for the Orange County Continuum of Care. 211OC added the state and country of birth, and employment status fields to HMIS for Emergency Shelter and Transitional Housing projects in December 2018 to ensure that the agencies had enough time to collect this data prior to the night of January 22, 2019. City of residence prior to project entry was already a collected data point in HMIS per locally established requirements. 211OC created the 2019 Sheltered Point In Time: Client Data Report that included all of the data elements required by HUD, as well as the additional fields that were required locally. 211OC ran this report for all Emergency Shelter and Transitional Housing projects in HMIS, and sent the agencies their data with missing responses and incorrect household designations highlighted so the agencies could complete corrections in HMIS prior to the Sheltered Count. The agencies were also provided with workflow instructions to guide them in completing their sheltered count submissions.

The Point In Time Answer Form served as the survey submission for non-HMIS participating projects and was created in Excel. This survey is comprised of questions to capture household, demographics, subpopulation and disabling conditions data mandated by the U.S. Department of HUD's 2018 HIC (Housing Inventory Chart) and PIT (Point In Time) Data Collection Notice as well as the additional questions required locally. 211OC created two Sheltered Point In Time Survey versions to allow for electronic or manual collection of data.

211OC developed a 2019 Housing Inventory Chart and Sheltered Point In Time webpage that included all forms developed by 211OC to aid in the Housing Inventory Chart and Point In Time data collection process, training materials, guidance released by HUD, and important due dates in the Housing Inventory Chart and Point In Time data collection process. This page also includes a recording of a training webinar held January 14, 2019, which covered the Point In Time definition, the collection and submission process, and a detailed explanation of each question and response option on the survey. This webpage served as a comprehensive resource for the agencies participating in the 2019 Housing Inventory Chart and Sheltered Point In Time.

To encourage participation, the process for the 2019 Sheltered Point In Time was discussed at the Shelter Committee meeting in December 2018 and the December Continuum of Care Executive Director's meeting. 211OC also provided regular updates on the Housing Inventory Chart and Sheltered Point In Time process during all HMIS User Meetings held from December until May. Finally, 211OC regularly emailed all agencies participating in the Sheltered Point In Time with reminders and due dates.

Simultaneously, 211OC was also preparing to complete the Housing Inventory Chart to comply with requirements established by HUD. The Housing Inventory Chart provide a snapshot of the Orange County Continuum of Care's inventory of housing resources. These housing resources include emergency shelter, transitional housing, rapid rehousing, permanent supportive housing and other permanent housing that

are dedicated to serve people who are homeless and specific subpopulations. Completing the Housing Inventory Chart allows Orange County to better understand the available resources in the community.

Executing the Sheltered Point In Time

The Sheltered Point In Time was conducted on Tuesday, January 22, 2019. Emergency Shelter and Transitional Housing projects participating in HMIS submitted the 2019 Sheltered Point In Time: Client Data Report, while those projects not participating in HMIS submitted the Point In Time Answer Form. All forms and reports were due to 211OC by end of day Friday, January 25, 2019. Thereafter, 211OC worked with agency representatives to ensure the accuracy of the submissions, including alignment of data with HUD standards and HMIS records, until all forms were finalized. Throughout the revision process, 211OC offered “open office sessions” to agency representatives as either in-person or virtual meetings to finalize submissions.

Once all surveys were finalized, the forms and reports submitted by each agency were consolidated into one master spreadsheet. During this process, responses were standardized across all data elements, unique Household IDs were created and data was added to capture the city clients were located in on the night of the Point In Time. Then, data was aggregated into summary numbers to be submitted to HUD via the Homelessness Data Exchange website (HDX). This included minimal statistical sampling of gender, ethnicity and race values to account for missing data in these fields.

The 2019 Sheltered Point In Time numbers are based on surveys received from 32 Orange County homeless provider agencies regarding clients served on the night of January 22, 2019. Final Sheltered Point In Time numbers were tabulated from 76 different Emergency Shelter and Transitional Housing projects targeting homeless clients in Orange County. Point In Time data was received from 99 percent of the projects expected to provide a response.

Table 4. Sheltered Count and Bed Occupancy

Year	2019 Point In Time Sheltered people	Vacant Beds	Total Beds*	Average Occupancy
Shelter Inventory	2,899	775	3,674	78.9%
Emergency Shelter	2,011	528	2,539	79.2%
Transitional Shelter	888	247	1,135	78.2%

Table 5. 2019 Housing Inventory Chart for Orange County

Household Type	Individuals	Families	TOTAL
ES and TH			
Emergency Shelters (ES)	1,798 400 Seasonal	590	2,388
Transitional Housing (TH)	319	816	1,135
Permanent Housing – RRH, PSH and OPH			
Rapid Rehousing (RRH)	159	615	774
Permanent Supportive Housing (PSH)	1,711	516	2,227
Other Permanent Housing (OPH)	88	16	104
TOTAL	4,075	2,553	6,628

Data Analysis: Sheltered Count

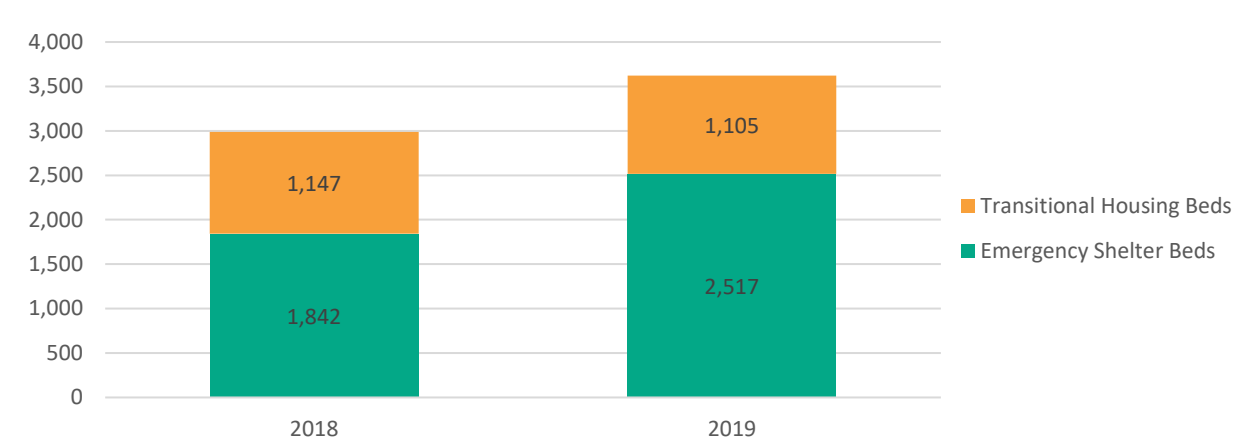
The collected data from the Sheltered Count was consistently recorded and provided a robust data set for further analysis. The analysis for the results of the sheltered count was completed by 211OC with guidance from HUB for Urban Initiatives.

Change in Emergency Shelter and Transitional Housing Beds

Approximate Clients Served with 2019 Beds

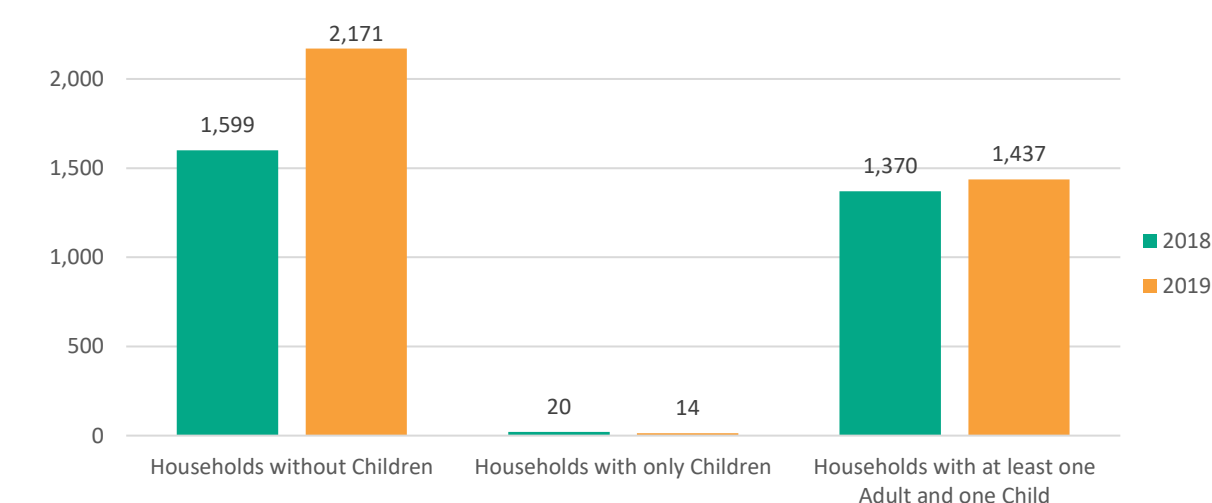
Since the last Housing Inventory Chart and Sheltered Point In Time conducted on January 26, 2018, there has been a net increase of 633 beds in Emergency Shelter and Transitional Housing projects. The figure below shows an increase of 675 Emergency Shelter beds and a decrease of 42 Transitional Housing beds³.

Figure 3. Increase in Shelter Beds from 2018 to 2019



The majority (90 percent) of the new beds added between 2018 and 2019 were for clients in households without children (Individuals). Between 2018 and 2019, beds for households without children increased 35.77 percent, while beds for households with at least one adult and one child (families) increased 4.89 percent, and beds for households with only children (unaccompanied minors) declined by 30 percent.

Figure 4. Change in Beds by Household Type

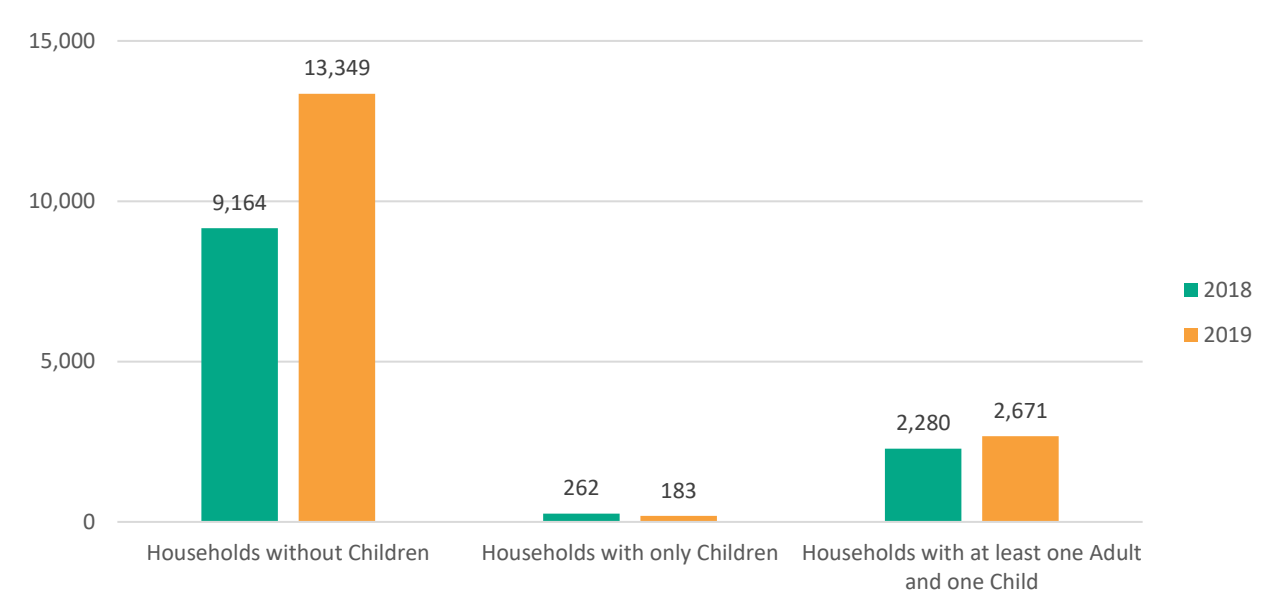


³ For this analysis, beds marked as under development on the 2018 or 2019 Housing Inventory Chart were excluded, while overflow beds were included.

Emergency Shelter Projects

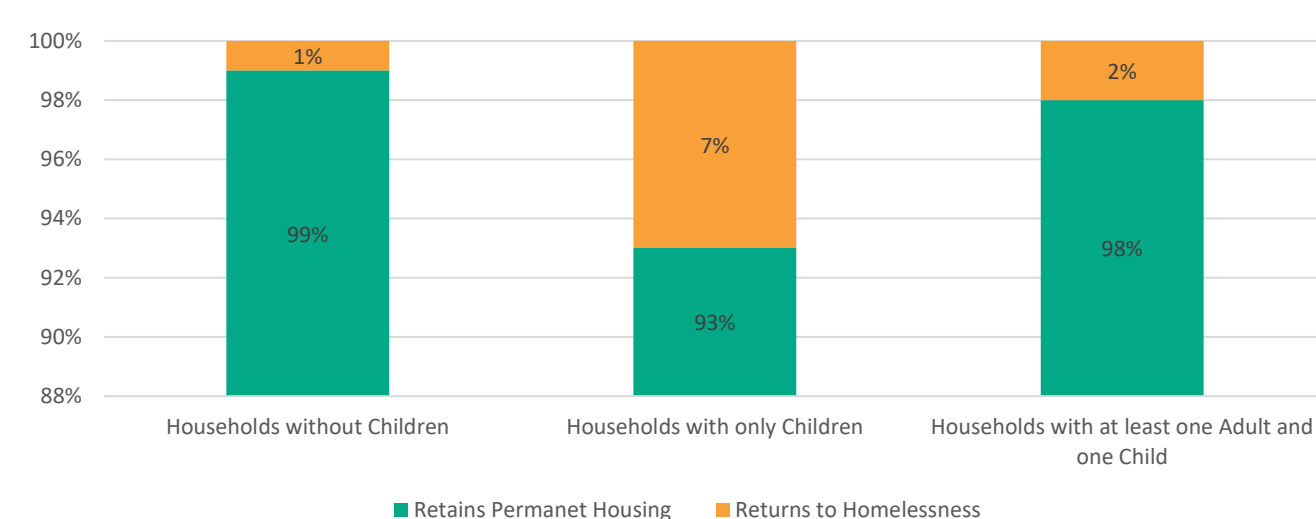
In 2018, the Orange County Continuum of Care served an estimated⁴ 11,706 clients⁵ in Emergency Shelter projects. In 2019, this figure is anticipated to rise to 16,203 due to the increase in Emergency Shelter beds.

Figure 5. Approximate Clients Served in Emergency Shelter Projects



When homeless individuals and families transition into permanent housing, the System Performance Report for Orange County demonstrates a high retention rate for the two-year period being evaluated. Of the 2,146 clients that will exit to permanent housing, 98.19 percent are projected to maintain their permanent housing.

Figure 6. Retention of Permanent Housing from Emergency Shelter



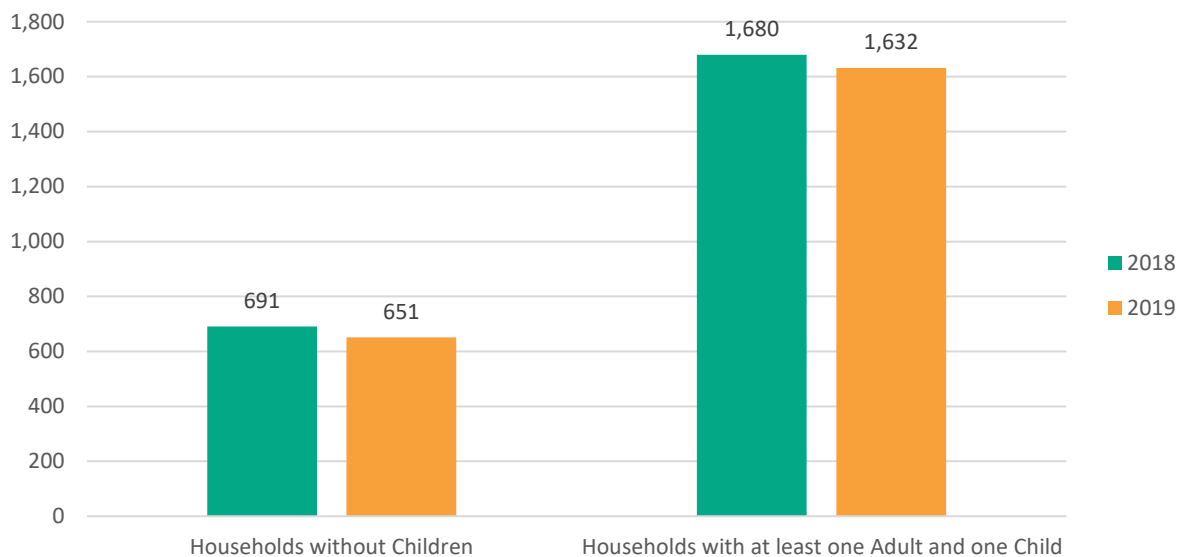
⁴ Approximation based on turnover rates for projects participating in HMIS.

⁵ This estimate includes both clients served in projects participating in HMIS, as well as those who do not. This estimate is not an unduplicated count of clients served, as clients may utilize beds at different projects throughout the year.

Transitional Housing Projects

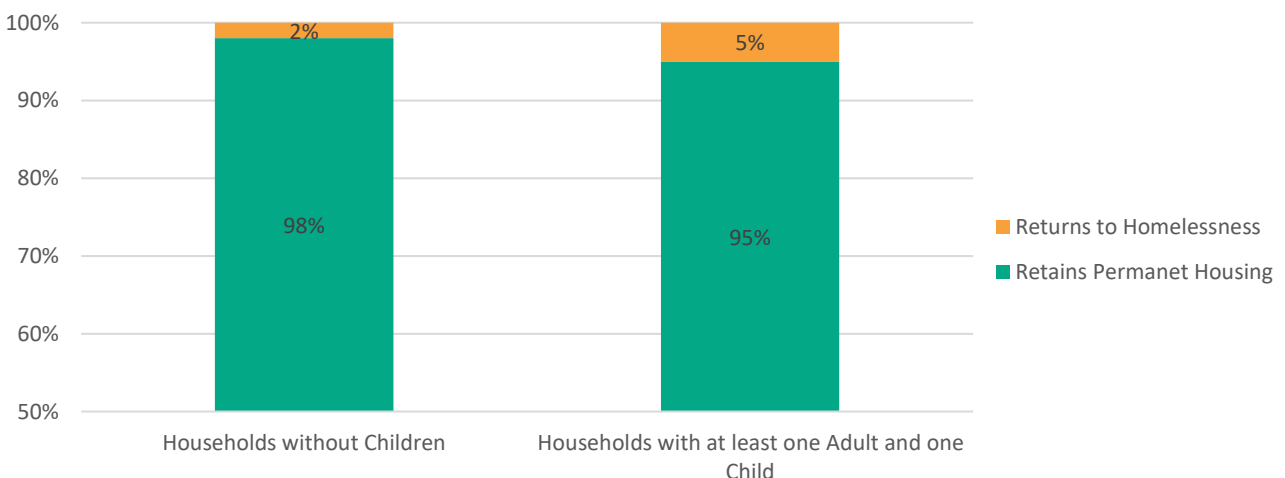
In contrast to Emergency Shelters, Transitional Housing projects are projected to serve 89 fewer clients due to the 42-bed decrease in Transitional Housing beds. This will equate to approximately⁶ 2,283 clients⁷ served in 2019.

Figure 7. Approximate Clients Served in Transitional Housing Projects



Similar to Emergency Shelters, individuals and families who transition to permanent housing from Transitional Housing demonstrate a high retention rate for the two-year period being evaluated by the System Performance Report. Of the 1,393 clients that will exit to permanent housing, 95.55 percent are projected to maintain their permanent housing.

Figure 8. Retention of Permanent Housing from Transitional Housing



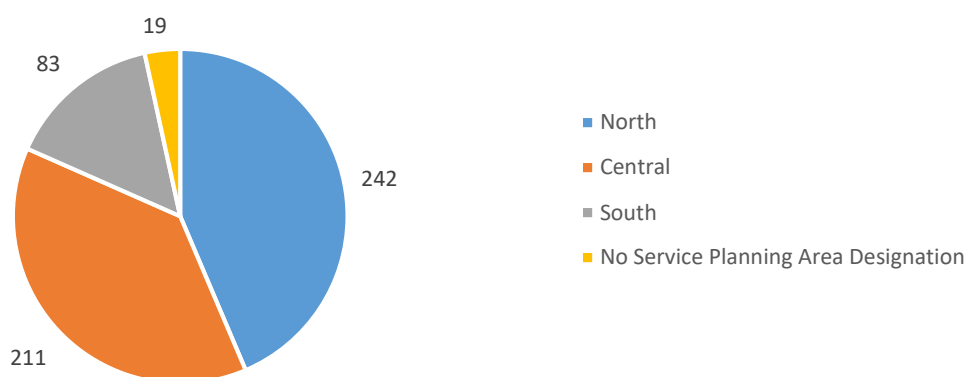
⁶ Approximation based on turnover rates for projects participating in HMIS.

⁷ This estimate includes clients served in projects participating in HMIS, as well as those that do not participate. Also, this estimate is not an unduplicated count of clients served, as a client may utilize beds at different projects throughout the course of a year.

Analysis of Unused Shelter Beds

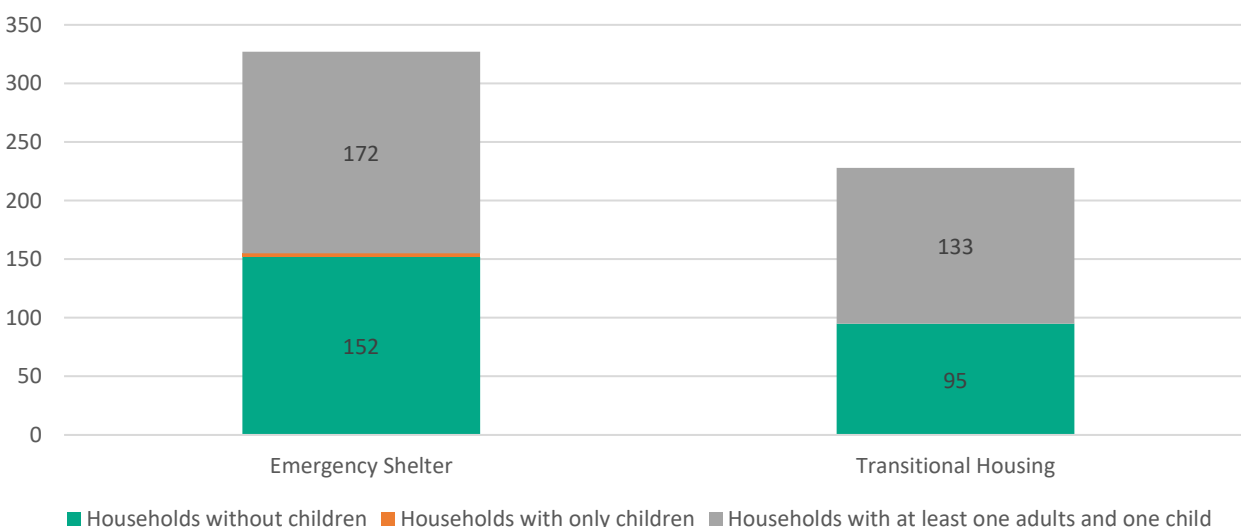
On the night of Tuesday, January 22, 2019, when the Housing Inventory Chart occupancy and Point In Time counts were conducted, 738 Emergency Shelter and Transitional Housing beds remained vacant. Of these, nearly one quarter (24.79 percent or 183) of the vacant beds were at the Armory Cold Weather Shelter Program with 111 empty beds at the Fullerton location and 72 empty beds at the Santa Ana location. The figure below includes a breakdown of the number of unused beds distributed by Service Planning Area⁸ excluding the beds of the Armory Cold Weather Shelter Program. When evaluating the number of unused beds, it is important to note that the Armory Cold Weather Shelter Program does not operate year-round.

Figure 9. Unused beds by Service Planning Area excluding Armory Cold Weather Shelter Program



The majority of the unused beds were Emergency Shelter beds (69.11 percent). The majority of the unused beds were for clients in households without children (58.3 percent), and most of these beds were available in Emergency Shelter projects.

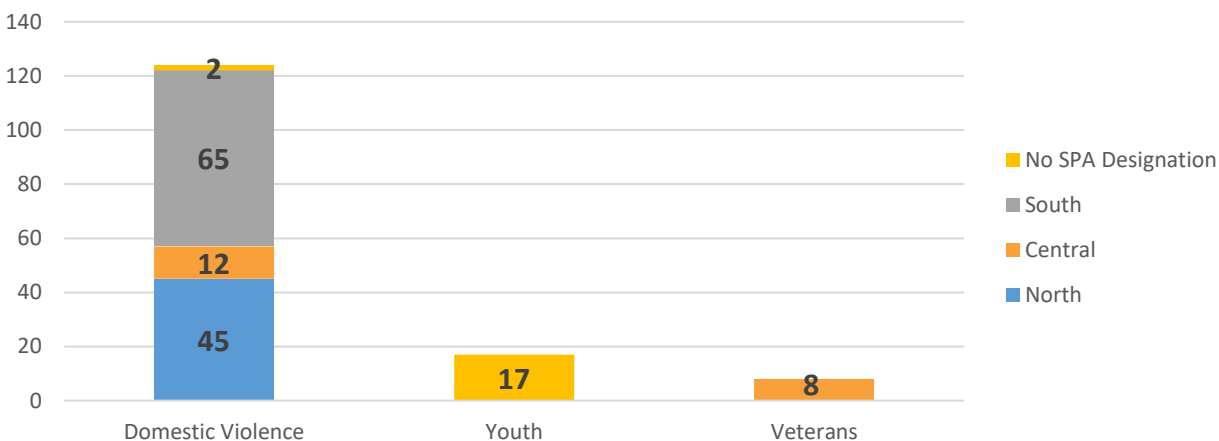
Figure 10. Composition of Unused Beds by Project Type



⁸ Beds with no Service Planning Area designation indicate beds in projects classified as Emergency Shelter with no set location, where clients can be served across the county using vouchers or other methods of payment for short-term temporary housing.

Of the 555 beds that remained unused on the night of the Point In Time, 124 beds (22.34 percent) were for clients experiencing domestic violence, which is the homeless subpopulation with the most unused beds. The majority of unused domestic violence beds were located in the South Service Planning Area (52.4 percent), followed by the North Service Planning Area (36.3 percent). All of the unused veteran beds⁹ were located in the Central Service Planning Area, and all of the unused youth beds¹⁰ were located in projects without a Service Planning Area designation.

Figure 11. Unused Special Population Beds



Beds may remain vacant on any given night for a number of reasons. Eligibility restrictions related to projects that serve specific household types (families vs. individuals), projects that only serve clients from certain cities or Service Planning Areas, subpopulations only such as youth, domestic violence, veterans are fairly common. The other issue relates to navigation and access barriers to knowing where there is available inventory in real time. This is an administrative priority to address in this cycle.

⁹ Beds dedicated to serve households where at least one household member has served on active duty in the Armed Forces of the United States.

¹⁰ Beds dedicated to serve households where all clients in the household are under the age of 25.

Appendix A – Glossary of Terms

The following definitions are either based on or quoted from the U.S. Department of Housing and Urban Development.

Adults – Individuals age 18 and older

Child – Individuals under age 18

Chronically Homeless Family – A family household with an adult head of household who meets the definition of a chronically homeless individual. If there is no adult in the family, the family would still be considered chronically homeless if a minor head of household meets all the criteria of a chronically homeless individual.

Chronically Homeless Person – A person who is homeless and lives in a place not meant for human habitation, a safe haven or in an emergency shelter; and has been homeless and living or residing in a place not meant for human habitation, a safe haven or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last three years where the combined length of time homeless in those occasions is at least 12 months; and has a disabling condition.

Note: When a household with one or more members includes an adult or child head of household who qualifies as chronically homeless, then all members of that household should be counted as a chronically homeless person in the applicable household type.

Continuum of Care – A local planning body responsible for coordinating the full range of homeless services in a geographic area, which may cover a city, county, metropolitan area, or an entire state.

Developmental Disability – A developmental disability means a severe, chronic disability that is attributed to a mental or physical impairment (or combination of physical and mental impairments) that occurs before 22 years of age and limits the capacity for independent living and economic self-sufficiency.

Disability – An individual with one or more of the following conditions:

- A physical, mental or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that is expected to be long continuing or of indefinite duration; substantially impedes the individual's ability to live independently; and could be improved by the provision of more suitable housing conditions.
- A developmental disability, as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002).
- The disease of Acquired Immunodeficiency Syndrome (AIDS) or any condition arising from the etiologic agency for Acquired Immunodeficiency Syndrome.

Emergency Shelter – A facility with the primary purpose of providing temporary shelter for people experiencing homelessness.

Extrapolation – Method used to estimate persons or conditions based on the assumption that existing trends are applicable.

Family – A household with at least one adult and one child.

HIV/AIDS – Includes adults who have been diagnosed with Acquired Immunodeficiency Syndrome (AIDS) and/or have tested positive for Human Immunodeficiency Virus (HIV).

Homeless Management Information System (HMIS) – Computerized data collection application designed to capture client-level information over time on the characteristics of service needs of individuals and families with children experiencing homelessness, while also protecting client confidentiality. Using this

information, HMIS generates an unduplicated count of clients served within a community's homeless services system.

Individuals – Adults experiencing an episode of homelessness who are not part of a household with minor children. Individuals are homeless as single adults, unaccompanied youth or in households comprised of multiple adults.

Parenting Youth – A youth who identifies as the parent or legal guardian of one or more children who are present with or sleeping in the same place as that youth parent, where there is no person over age 24 in the household.

Permanent Supportive Housing – A housing resource designed to provide rental assistance and supportive services on a long-term basis to people who formerly experienced chronic homelessness and/or have a disability.

Person Experiencing Homelessness

- An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangement (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state or local government programs for low-income individuals), or
- An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground
- It does not include individuals or people living in families who were living doubled-up, in hotels/motels, or an institutional setting.

Physical Disability – A health related condition or injury that is expected to be long continuing or of indefinite duration; substantially impedes the individual's ability to live independently.

Point In Time Count – An unduplicated one-night estimate of both sheltered and unsheltered populations experiencing homelessness. The one-night counts are conducted by Continuum of Care jurisdictions nationwide and occur during the last 10 days in January. The U.S. Department of Housing and Urban Development requires unsheltered counts every other year (odd number years) and sheltered counts annually.

Rapid Rehousing – A permanent housing resource that provides temporary rental assistance and supportive services to people experiencing homelessness, moving them quickly out of homelessness and into permanent housing.

Senior – Individual age 62 and older.

Stratified Sampling – A process in which the selection of a statistical sample of individuals is taken from a statistical population to estimate characteristics of the whole population.

Mental Health Issues – Includes adults with a severe and persistent mental illness or emotional impairment that seriously limits a person's ability to live independently. Adults with mental health issues must also meet the qualifications identified in the term for "disability" (e.g., "is expected to be long-continuing or indefinite duration").

Sheltered Homelessness – Refers to people who are staying in emergency shelters, transitional housing programs, or motel or hotel vouchers paid by third-party agencies such as nonprofits, religious organizations and local government agencies.

Substance Use Issues – Includes adults with a substance use issue (including alcohol, drug or both). Adults with substance use issues must also meet the qualifications identified in the term for “disability” (e.g., “is expected to be long-continuing or indefinite duration”).

Survivors of Domestic Violence – Includes adults who are currently experiencing homelessness because they are fleeing domestic violence, dating violence, sexual assault or stalking.

Transitional Age Youth – Individuals ages 18 to 24.

Transitional Housing – Provides people experiencing homelessness with a place to stay combined with supportive services for up to 24 months in order to help them overcome barriers to moving into and retaining permanent housing.

Unaccompanied Youth – Individuals under age 18 who are not accompanied by a parent or guardian and are not a parent presenting with or sleeping in the same place as his/her child(ren). Unaccompanied youth are single youth, youth couples and groups of youth presenting together as a household.


Unsheltered Homelessness – Refers to the condition of people whose primary nighttime location is a public or private place not designated for, or ordinarily used as, a regular sleeping accommodation for people (e.g., the streets, abandoned buildings, vehicles or parks).

Veteran – Refers to any person who served on active duty in the armed forces of the United States. This includes Reserves and National Guard members who were called up to active duty.

Victim Service Provider – A private nonprofit organization whose primary mission is to provide services to survivors of domestic violence, dating violence, sexual assault or stalking. This term includes rape crisis centers, battered women’s shelters, domestic violence transitional housing programs and other programs.

Youth – Individuals under age 25.

Appendix B – Paper Survey Questions Form for Unsheltered Count

 EVERYONE COUNTS 2019 Point In Time		Unsheltered Homeless Count Survey Questions Do not forget to complete questions on the back of this form Required Questions are indicated by *. Answers to questions in bold are needed to create a Unique ID, take your best "Guestimate" if the person does not answer that specific question.					
Surveyor's Name: _____		Surveyor's Contact #: _____					
City or Unincorporated Area: _____		Map #: _____					
Instructions – Record the answer to the question on right columns by writing in the answer, or the letter for the answer, circling Y for Yes, N for No, or DNA for Did Not Answer.		Person 1			Spouse/ Partner		
1. Were you homeless Tuesday, January 22, 2019 night?* (If answer is "no" stop survey – do not include in count)		Y	N	DNA	Y	N	DNA
2. Do you have a spouse or partner who is also homeless and living with you?* (A partner is a person you live with and share a common family life but are not joined in a traditional marriage.)		Y	N	DNA			
3. Do you have children under the age of 18 who are homeless and living with you today?*		Y	N	DNA			
3a. If yes, how many children are living with you today?*				DNA			DNA
4. Where did you sleep?* (Select the choice below that is closest to answer given.)		DNA			DNA		
A. Outdoors							
B. Airport							
C. Abandoned building							
D. Shelter or transitional housing program							
E. Motel or hotel paid by himself or herself (stop survey)							
F. Jail, hospital bed, or treatment program (stop survey)							
G. Board and care facility or group home (stop survey)							
H. Apartment/home of a family member or friend "doubled-up" or "couch surfing." (stop survey)							
I. Other: _____							
4a. If person slept in a vehicle, what kind?*		DNA			DNA		
A. Car							
B. Van							
C. Truck							
D. Camper		DNA			DNA		
E. RV (Recreational Vehicle) in which occupants do not have access to sewer, water, and electricity connections and/or in disrepair (e.g., holes, broken windows, flat tires, removed or broken siding)							
F. RV (Recreational Vehicle) with access to sewer, water, and electricity connections and not in disrepair							
5. First two initials of first name*:				DNA			DNA
6. First two initials of last name*:				DNA			DNA
7. What is your gender?*		DNA					
A. Female							
B. Male							
C. Transgender		DNA			DNA		
D. Gender Non-Conforming							
8. How old are you?*				DNA			DNA
8a. If age 13 – 17, are you unaccompanied?* Meaning not in the physical custody of a parent or guardian?		Y	N	DNA	Y	N	DNA
9. Ethnicity: Are you Hispanic or Latino?*		Y	N	DNA	Y	N	DNA
10. What is your race?*		DNA			DNA		
A. American Indian or Alaska Native							
B. Asian							
C. Black or African American							
D. Native Hawaiian or Pacific Islander		DNA			DNA		
E. White							
F. Multiple Races or Other							
11. What state were you born in?*		DNA			DNA		
Record the answer using the U.S. Postal Service state abbreviation for states and U.S. Territories.							
If born outside of the United States*, record the name of the country:							


Do not forget to complete questions on the back of this form

	Person 1			Spouse/ Partner		
12. Did you become homeless for the first time during the past 12 months?*	Y	N	DNA	Y	N	DNA
13. Have you been living in a shelter and/or on the streets, in abandoned buildings, or vehicle for the past year or more? *	Y	N	DNA	Y	N	DNA
14. Have you been living in a shelter and/or on the streets, in abandoned buildings, or vehicle at least four separate times the last three years including now?*	Y	N	DNA	Y	N	DNA
14a. If yes, was combined length of time 12 months or more?*	Y	N	DNA	Y	N	DNA
15. Do you have a long-lasting physical disability that makes it difficult for you to live independently?*	Y	N	DNA	Y	N	DNA
16. Do you have a long-lasting developmental disability that makes it difficult for you to live independently?*	Y	N	DNA	Y	N	DNA
17. Have you been diagnosed with AIDS and/or have tested positive for HIV?*	Y	N	DNA	Y	N	DNA
18. Do you have a serious mental illness or emotional impairment that seriously limits your ability to live independently?*	Y	N	DNA	Y	N	DNA
19. Do you have a substance use disorder that is ongoing and makes it difficult for you to live independently?*	Y	N	DNA	Y	N	DNA
20. Are you currently experiencing homelessness because you are fleeing domestic violence, dating violence, sexual assault, human trafficking or stalking?*	Y	N	DNA	Y	N	DNA
21. Have you served in the United States Armed Forces (Army, Navy, Air Force, Marine Corps, or Coast Guard)?*	Y	N	DNA	Y	N	DNA
22. Were you ever called into active duty as a member of the National Guard or as a Reservist?*	Y	N	DNA	Y	N	DNA
23. In what city did you last have a permanent address? A. Orange County City: _____ C. Outside of Orange County but within California B. County Unincorporated _____ D. Outside of California			DNA			DNA
24. In what city do you spend the most time while homeless? A. Orange County City: _____ B. County Unincorporated _____ C. Outside of Orange County			DNA			DNA
25. Do you have family who live in Orange County?	Y	N	DNA	Y	N	DNA
26. Are you currently attending school or have you ever attended school in Orange County?	Y	N	DNA	Y	N	DNA
27. Are you currently working or have you ever worked in Orange County?	Y	N	DNA	Y	N	DNA
28. Which of the following best describes your employment situation? Read each category and select from the options below: A. Full-time E. Retired B. Part-time F. Disabled C. Seasonal/temporary G. Other D. Unemployed H. Did not answer			DNA			DNA

Child Demographics – Provide the following information for each accompanied child.*

	Age of Child	Gender				Ethnicity		Race						Is the child enrolled in school?
		Female	Male	Transgender	Gender Non-Conforming	Non-Hispanic/Non-Latino	Hispanic/Latino	White	Black or African/American	Asian	American Indian or Alaskan Native	Native Hawaiian or Other Pacific Islander	Multiple Races or Other	
Child 1														
Child 2														
Child 3														
Child 4														
Child 5														
Child 6														
Child 7														
Child 8														

Appendix C – Paper Observation Forms for Unsheltered Count

	EVERYONE COUNTS 2019 Point In Time	Unsheltered Homeless Count OBSERVATION ONLY If the person is sleeping or unwilling to participate in the 2019 Point In Time, please complete the subsequent four questions based on your observations. Please give your best "guesstimate."
Team Captain's Name: _____ Contact Phone #: _____		
City or Unincorporated Area: _____ Team #: _____		
Survey Date: _____ Shift: _____		
Person #1		
1. What is the person's gender? <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/> Don't Know <input type="checkbox"/> Male <input type="checkbox"/> Gender Non-Conforming		
2. Age group of person. <input type="checkbox"/> Under 18 <input type="checkbox"/> 25 to 39 years old <input type="checkbox"/> 50 to 54 years old <input type="checkbox"/> 62 and older <input type="checkbox"/> 18 to 24 years old <input type="checkbox"/> 40 to 49 years old <input type="checkbox"/> 55 to 61 years old		
3. What is their race? <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Native Hawaiian or Pacific Islander <input type="checkbox"/> Asian <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> Multiple Races or Other		
4. Are they Hispanic or Latino? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Person #2		
1. What is the person's gender? <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/> Don't Know <input type="checkbox"/> Male <input type="checkbox"/> Gender Non-Conforming		
2. Age group of person. <input type="checkbox"/> Under 18 <input type="checkbox"/> 25 to 39 years old <input type="checkbox"/> 50 to 54 years old <input type="checkbox"/> 62 and older <input type="checkbox"/> 18 to 24 years old <input type="checkbox"/> 40 to 49 years old <input type="checkbox"/> 55 to 61 years old		
3. What is their race? <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Native Hawaiian or Pacific Islander <input type="checkbox"/> Asian <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> Multiple Races or Other		
4. Are they Hispanic or Latino? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Person #3		
1. What is the person's gender? <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/> Don't Know <input type="checkbox"/> Male <input type="checkbox"/> Gender Non-Conforming		
2. Age group of person. <input type="checkbox"/> Under 18 <input type="checkbox"/> 25 to 39 years old <input type="checkbox"/> 50 to 54 years old <input type="checkbox"/> 62 and older <input type="checkbox"/> 18 to 24 years old <input type="checkbox"/> 40 to 49 years old <input type="checkbox"/> 55 to 61 years old		
3. What is their race? <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Native Hawaiian or Pacific Islander <input type="checkbox"/> Asian <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> Multiple Races or Other		
4. Are they Hispanic or Latino? <input type="checkbox"/> Yes <input type="checkbox"/> No		

Appendix D – Veteran Registry Update Form



**EVERYONE
COUNTS**
2019 Point In Time

Veteran Registry Update Form

When a Veteran is encountered during the 2019 Point In Time Count, please ask for permission to collect the information below to update the Veteran Registry (also referred to as the By Name List). Updating the Veteran Registry will help us identify all veterans experiencing homelessness within Orange County, understand their housing needs and follow up with them to connect them to available resources.

Team Captain's Name: _____ Contact Phone #: _____

City or Unincorporated Area: _____ Team #: _____

Survey Date: _____ Shift: _____

Veteran #1

1. First Name	2. Middle Initial	3. Last Name
4. Date of Birth	5. Social Security Number	6. Branch of Military Service
7. Phone Number	8. Email Address	9. Other Ways to Contact Veteran
10. Have you, or have you been, enrolled in VA Healthcare?		<input type="radio"/> No <input type="radio"/> Yes
11. Are you connected to a Service Provider?		<input type="radio"/> No <input type="radio"/> Yes
11a. If Yes, who is the Service Provider? Name of Case Manager or Street Outreach Worker?		
12. Locations Veteran Frequents – address, cross streets, landmarks, map #		
13. Observations – Description of Veteran		

Veteran #2

1. First Name	2. Middle Initial	3. Last Name
4. Date of Birth	5. Social Security Number	6. Branch of Military Service
7. Phone Number	8. Email Address	9. Other Ways to Contact Veteran
10. Have you, or have you been, enrolled in VA Healthcare?		<input type="radio"/> No <input type="radio"/> Yes
11. Are you connected to a Service Provider?		<input type="radio"/> No <input type="radio"/> Yes
11a. If Yes, who is the Service Provider? Name of Case Manager or Street Outreach Worker?		
12. Locations Veteran Frequents – address, cross streets, landmarks, map #		
13. Observations – Description of Veteran		

Appendix E – Everyone Counts Fact Sheet

Let's Make Sure Everyone Counts In Orange County!



EVERYONE
COUNTS
2019 Point In Time

Fact Sheet

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 ten 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.

Deployment Centers

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



EVERYONE COUNTS

2019 Point In Time

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 ten 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

2942 N Brea Blvd, Fullerton, CA 92835 (Room 120)

- Saturday, January 12, 2019 at 9 AM
- 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

- Saturday, January 12, 2019 at 9 AM
- 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

- Saturday, January 12, 2019 at 9 AM
- Wednesday, January 16, 2019 at 6:30 PM
- Thursday, January 17, 2019 at 8 AM
- Thursday, January 17, 2019 at 10 AM

TO LEARN MORE VISIT WWW.EVERYONECOUNTSOC.ORG

Appendix F – Everyone Counts Field Team Preparation Check List

Let's Make Sure Everyone Counts In Orange County!



**EVERYONE
COUNTS**
2019 Point In Time

Field Team Instructions

Team Package Contents

- ☐ 1-5 Hotspot Maps of your assigned section of the Service Planning Area
- ☐ Veteran Registry Update Form
(complete one for every veteran encountered)
- ☐ Field Team Contact Information
(2 copies: one to keep, one to turn in)
- ☐ Pens
- ☐ 5 Ziploc baggies for your phones in case of rain
- ☐ Manila envelope with back up paper surveys:
 - ☐ 2019 PIT Unsheltered Observation
 - ☐ 2019 PIT Unsheltered Survey
 - ☐ Manila envelope for completed paper surveys

Map Instructions

- The outlined section of the map identifies the region your team has been assigned. Please thoroughly survey within the outlined area.
- Work your way around the map visiting all hotspots.
- If time permits, complete all hotspot locations two times.
- Mark on your maps any uninhabited encampments or RVs that your team did not approach, so other teams can follow up.

Tips, Parking, and Safety

LOOK FOR Shopping carts, panhandling, encampments, collection of belongings, bus benches, behind shopping centers and buildings, planters, breezeways, stairwells, parking lots and structures, dumpster enclosures, bikes with attached carts and/or abundance of belongings, vehicles and RVs with excess items and/or windows covered.

PARKING Be aware of signage. Avoid non-parking areas, red zones, no stopping, handicapped spots, street-sweeping days, etc. For State and County parks, identify as 2019 Point In Time volunteers for access and parking.

SAFETY For any emergencies, contact 911.

- Stay with your group. Keep safety as your number one priority.
- Use your best judgement when engaging with individuals.
- Maintain safe personal boundaries.

TROUBLESHOOTING If the Survey123 app is not working properly, try these tips:

- Close and restart the Survey123 app
- Delete the survey, then re-download it by going to: <https://arcg.is/qbCPO>
- Uninstall the Survey123 app and reinstall it.
- Survey not sending? Wait for a few minutes then try to submit again or connect to a wi-fi source.

PRESS INQUIRIES? Refer them to the Everyone Counts OC Press Hotline: (714) 834-6203

TECHNICAL DIFFICULTIES OR OTHER ISSUES? Contact your deployment center hotline:
Magnolia Baptist Church: (657) 204-5331

Suggested Script

Hi, my name is [your name]. I'm a volunteer with Everyone Counts OC.

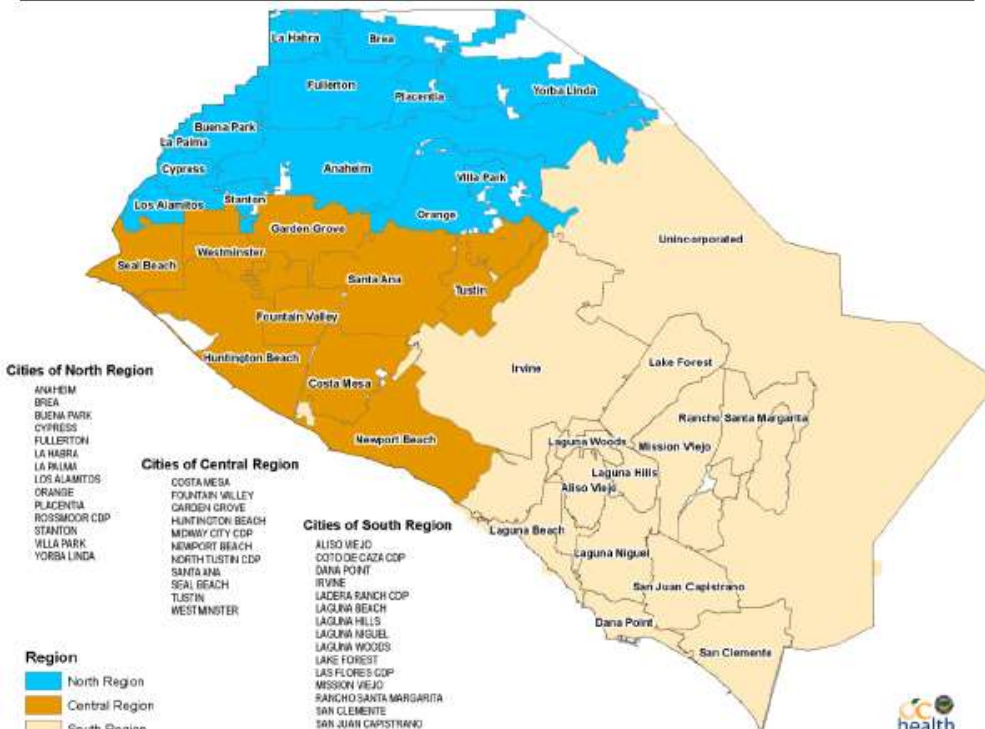
We're doing a survey of all our homeless neighbors throughout the county today. We'll be using the information to inform resources and services in Orange County to better address homelessness.

Would you be willing to answer a few questions? We're giving away care packets – including bus passes – to people who participate. You can always refuse to answer any question you don't want to answer.

Paper Survey Instructions

- Use the State Abbreviations list and Orange County Cities map when completing paper surveys as needed.
- If an individual refuses to give their initials, write XX on the line provided.
- If an individual refuses to give their age, estimate and write their age group:
 - Under 18
 - 18 to 24 years old
 - 25 to 39 years old
 - 40 to 49 years old
 - 50 to 54 years old
 - 55 to 61 years old
 - 62 and older
- If an individual answers "yes" to Question 21 or Question 22, complete the Veteran Registry Update Form.


State Abbreviations	
Alabama	AL
Alaska	AK
Arizona	AZ
Arkansas	AR
California	CA
Colorado	CO
Connecticut	CT
Delaware	DE
Florida	FL
Georgia	GA
Hawaii	HI
Idaho	ID
Illinois	IL
Indiana	IN
Iowa	IA
Kansas	KS
Kentucky	KY
Louisiana	LA
Maine	ME
Maryland	MD
Massachusetts	MA
Michigan	MI
Minnesota	MN
Mississippi	MS
Missouri	MO
Montana	MT
Nebraska	NE
Nevada	NV
New Hampshire	NH
New Jersey	NJ
New Mexico	NM
New York	NY
North Carolina	NC
North Dakota	ND
Ohio	OH
Oklahoma	OK
Oregon	OR
Pennsylvania	PA
Rhode Island	RI
South Carolina	SC
South Dakota	SD
Tennessee	TN
Texas	TX
Utah	UT
Vermont	VT
Virginia	VA
Washington	WA
West Virginia	WV
Wisconsin	WI
Wyoming	WY



Health Policy Research and Communication, May 2017

Appendix G – Everyone Counts Families Specific Effort Flyer

Let's Make Sure Everyone Counts In Orange County!



EVERYONE

COUNTS

2019 Point In Time

Families Specific Effort

What is the Point In Time Count?

The Point In Time is a biennial count of individuals and families experiencing homelessness. The count provides vital information that helps the County better understand homelessness in the community and guides the way the County and its partners respond to homelessness. It is important families experiencing homelessness are accurately represented in this count. Families experiencing homelessness are encouraged to participate by going to their local access point in person.

When?

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

Where?

Families experiencing homelessness are encouraged to make an appointment or walk-in to their nearest access point location to be surveyed. Access points are dispersed around Orange County to make access easier.

Access Points

NORTH	CENTRAL	SOUTH
<p>Pathways of Hope 611 S. Ford Ave. Fullerton, CA 92832 8:30 am – 5 pm (714) 680-6391 ext. 224</p>	<p>Collette's Children's Home 7372 Prince Drive Huntington Beach, CA 92647 9 am – 4 pm (714) 596-1380</p>	<p>Families Forward 8 Thomas Irvine, CA 92618 8 am – 6 pm (949) 552-2727 ext. 280</p>
<p>Illumination Foundation 7855 Katella Ave. Stanton, CA 90680 9 am – 5 pm (714) 507-2459</p>	<p>Serving People In Need 151 Kalmus Drive, No. H2 Costa Mesa, CA 92626 8:30 am – 7 pm Wednesday 8:30 am – 6 pm Thursday (714) 751-1101 ext. 11</p>	<p>Family Assistance Ministries 1030 Calle Negocio San Clemente, CA 92673 9 am – 8 pm (949) 492-8477</p>
<p>H.I.S. House 907 Bradford Ave. Placentia, CA 92870 9 am – 7 pm (714) 993-5774 ext. 226</p>		<p>South County Outreach 7 Whatney, Suite B Irvine, CA 92618 7 am – 7 pm (949) 380-8144 ext. 219</p>

Appendix H – Participating Agencies and Homeless Service Providers

1736 Family Crisis Center	Haven Health
2-1-1 Orange County	HIS House
Aldersgate United Methodist Church	Human Options
Alessmess Services	Illumination Foundation
Aliso Creek Ward	Interval House
American Family Housing	Irvine Company
Anaheim Christian Reformed Church	Irvine Rotary
Anaheim Collaborative	Jamboree Housing
Assistance League of Saddleback Valley	Jewish Collaborative of OC
Buena Park Collaborative	Jewish Federation and Family Services
Build Futures	Jewish Justice Advocates of Temple Beth El of South Orange County
California State University, Fullerton	Junior League of Orange County
California State University, Long Beach	Kaiser Permanente
Sociology Student Association	Key Club
Case Manager Brown Bag Collaborative	La Habra Collaborative
Child Guidance Center	Laguna Niguel Seventh-day Adventist Church
Christ Lutheran Church	Laura's House
City Net	Legal Aid Society of Orange County
City of Huntington Beach Homeless Task Force	Love Anaheim
City of Laguna Beach Housing & Human Services Committee	Magnolia Baptist Church
Colette's Children's Home	Mariners Church Mission life
Costa Mesa Network for Homeless Solutions	Mercy House
County of Orange	Mount Of Olives Lutheran Church
<ul style="list-style-type: none">• County Executive office• OC Community Resources• OC District Attorney• OC Health Care Agency<ul style="list-style-type: none">○ Outreach & Engagement○ OC4Vets○ CHAT-H• OC Public Defender• OC Public Works• Social Services Agency	Move More, Eat Healthy
Covenant Presbyterian Church	OC Gateway to Housing
Cushman & Wakefield	OC Goodwill
Eastside Christian Church	OC Rescue Mission
Emerging Leaders United Way	Olive Crest
Families Forward	Orange County Department of Education
Family Assistance Ministries	Orange County United Way
Family Solutions Collaborative	Orangewood Foundation
Fresh Beginnings Ministries	Our Lady Queen of Angels
Friendship Shelter	Pathways of Hope
Fullerton Collaborative	PEI-Genesis
Garden Grove Collaborative	PIMCO
Grandma's House of Hope	Placentia Collaborative
Habitat for Humanity of Orange County	Relove Church
	Rotary Club of Mission Viejo
	Rotary Club of Placentia
	Saddleback Church
	Saddleback College
	<ul style="list-style-type: none">• Alpha Gamma Sigma
	Santa Ana Watershed Project Authority
	Serving People In Need
	South County Outreach
	Sovereign Grace Church of Santa Ana

St. Jude Medical Center
 St. Mark Presbyterian Church
 St. Paul's Episcopal Church
 StandUp for Kids
 Support The Enlisted Project
 Tarsadia Foundation
 The Church of Jesus Christ of Latter Day Saints
 The Cursillo Movement
 The Orange County Asian and Pacific Islander
 Community Alliance
 The Salvation Army Orange County
 The Tri
 United to End Homelessness Leadership Council
 University of California Irvine

- UCI - Alpha Phi Omega
- Associated Students of UC Irvine
- Challenge for Charity

- Housing Security Commission
- Paul Merage School of Business
- Merage Veterans Association
- S.T.E.M for Humanity

Veterans Association
 Voit Real Estate
 Volunteers of America

- Buddy Bridge Orange County

 Waterfront Beach Resort
 We are Trellis Church
 Wells Fargo
 Westminster Junior Ambassadors
 Wise Place
 WTLC Ending the Cycle of Violence and
 Exploitation

Appendix I – Volunteer Feedback Form

2019 Point In Time count Feedback Form

Your experience and feedback is important to us, please complete this form and turn it in when you check-out.

First and Last Name (optional): _____

Email & Phone Number (optional): _____

Volunteer Position Title: _____

On a scale of 1-10 (1 being Not Good and 10 being Very Good), what would you rate your volunteer experience during the event?

1 2 3 4 5 6 7 8 9 10

If this is your first Point In Time count experience, what did you like about the event and what could we have done better?

If this was NOT your first Point In Time count experience, how does it compare to others that you have participated in the past?

COMMENTS:

We are excited that you were able to volunteer for the 2019 Point In Time count and look forward to reviewing your feedback.



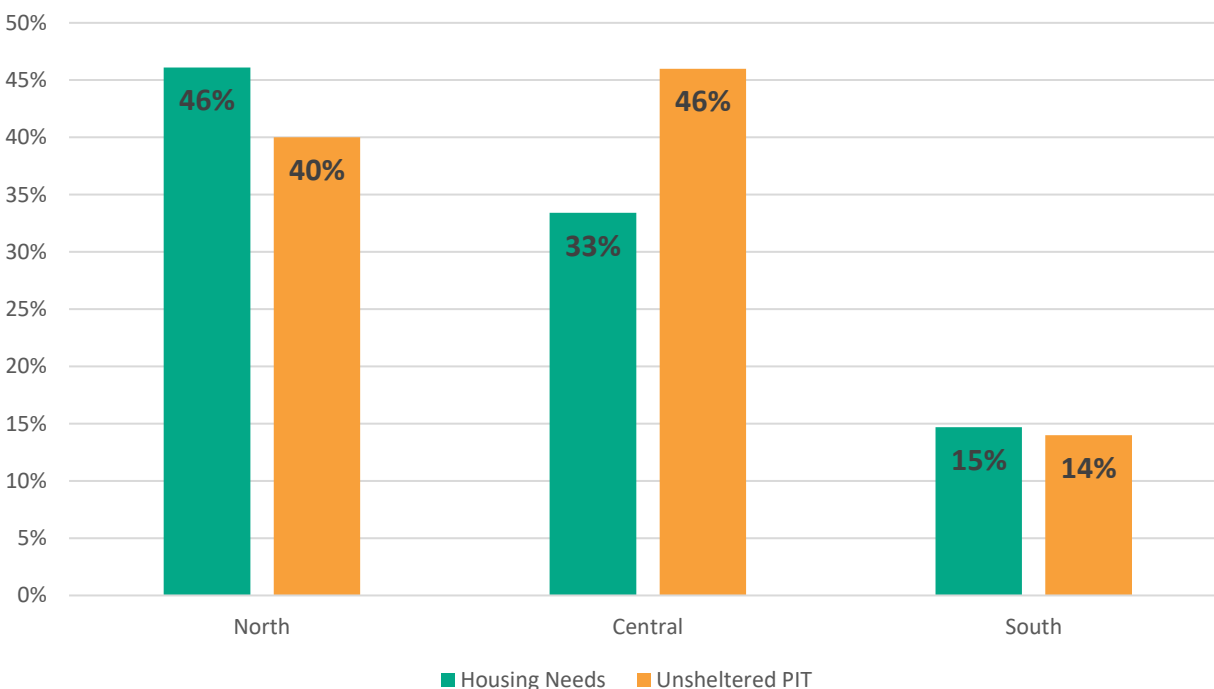
Appendix J - Analysis of Calls Received Regarding Housing to 211OC Call Center

2-1-1 Orange County (211OC) runs a comprehensive information and referral system; it is available 24 hours a day, seven days a week online and through a multi-lingual helpline. Since 1984, 211OC has referred residents to critical health and human services offered by local nonprofits and government agencies. 211OC is also the lead agency for the Orange County Homeless Management Information System (HMIS), and supports veteran intake for the Veterans Hub at the Tierney Center. For more information visit 211oc.org or call 2-1-1.

In 2018, over 485,000 needs were identified from over 85,000 individuals via calls, emails and texts, plus over 86,000 unique web searches to 211OC. Several agency programs handled by 211OC do not allow program specific information to be shared. However, of those who received general Information and Referral (I&R) assistance via phone, just over 165,000 needs from approximately 66,000 families and individuals were identified. Of these households, the largest request by far was for housing or housing related services¹¹, which accounted for 36.36 percent, or about 60,000, of the needs identified.

The figure below shows that most callers with needs related to housing called from the North Service Planning Area (46 percent), followed by 33 percent in the Central Service Planning Area, and 15 percent in South Service Planning Area¹². These percentages align fairly well with the percentage of persons counted in each Service Planning Area during the unsheltered Point in Time Count, with the biggest discrepancy being in the Central Service Planning Area (33 percent housing need calls vs. 46 percent clients counted on the Unsheltered Point In Time).

Figure A. Housing Needs versus unsheltered Point In Time Count

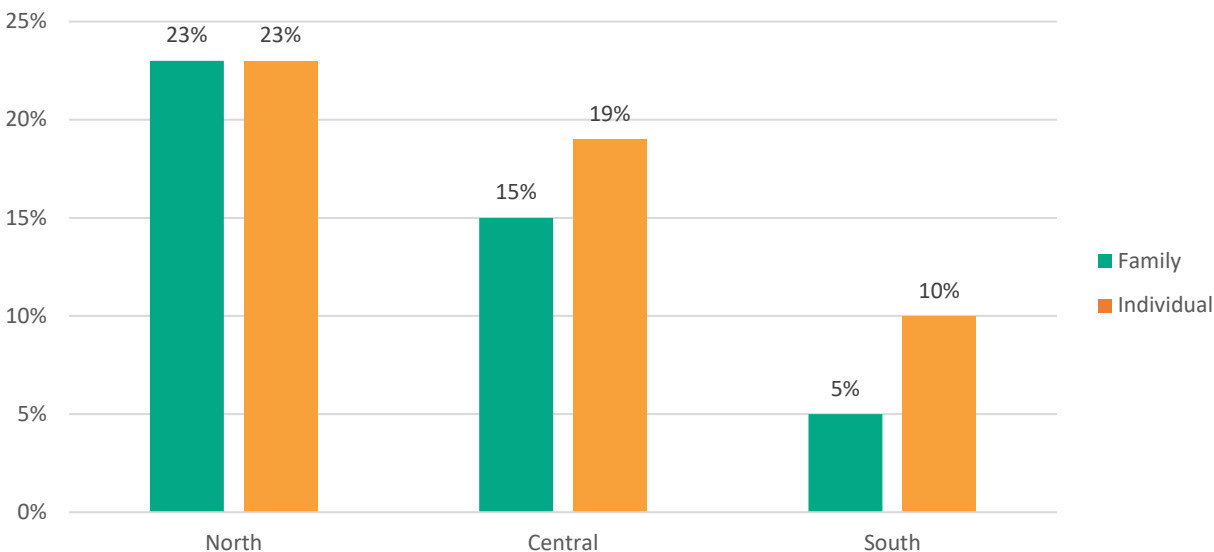


¹¹ Housing needs include but are not limited to shelters, permanent supportive housing, senior housing, single room occupancy and rental assistance.

¹² Throughout this analysis, the percentage of callers with housing needs may not equal 100 percent due to callers refusing to provide household type or city location at the time of the call.

The figure below shows the breakdown of housing needs by household type. The percentage of callers with housing needs is fairly even when comparing household types, with individuals (52 percent) calling for housing needs at a slightly higher rate than families (43 percent).

Figure B. Housing Needs by Caller Location



Callers with housing needs had a variety of other needs as well. The top five additional needs for these callers were:

1. Food/Meals (8.3 percent)¹³
2. Mental Health/Addictions (4.4 percent)¹⁴
3. Utility Assistance (4.3 percent)¹⁵
4. Legal, Consumer and Public Safety Services (3.0 percent)¹⁶
5. Individual, Family and Community Support (2.9 percent)¹⁷

Subpopulation Data for Callers with Housing Needs

The following figures are based on demographic sampling data collected by 211OC's Information & Referral Specialists at the time of the call.

Of the callers with housing needs in 2018, approximately 3,450 (5.9 percent) callers identified as being a veteran¹⁸. The figure below shows the percentage of veteran calls received by Service Planning Area and by household type. The majority of veteran callers were individuals (60 percent).

¹³ Food needs can include but are not limited to Cal-Fresh, food pantries, soup kitchens, and formula or baby food.

¹⁴ Requests for resources related to mental health or addictions can include inpatient/outpatient programs, assessment/screening/treatment, adult residential mental health treatment facilities, crisis lines, drop-in centers, and substance abuse support groups.

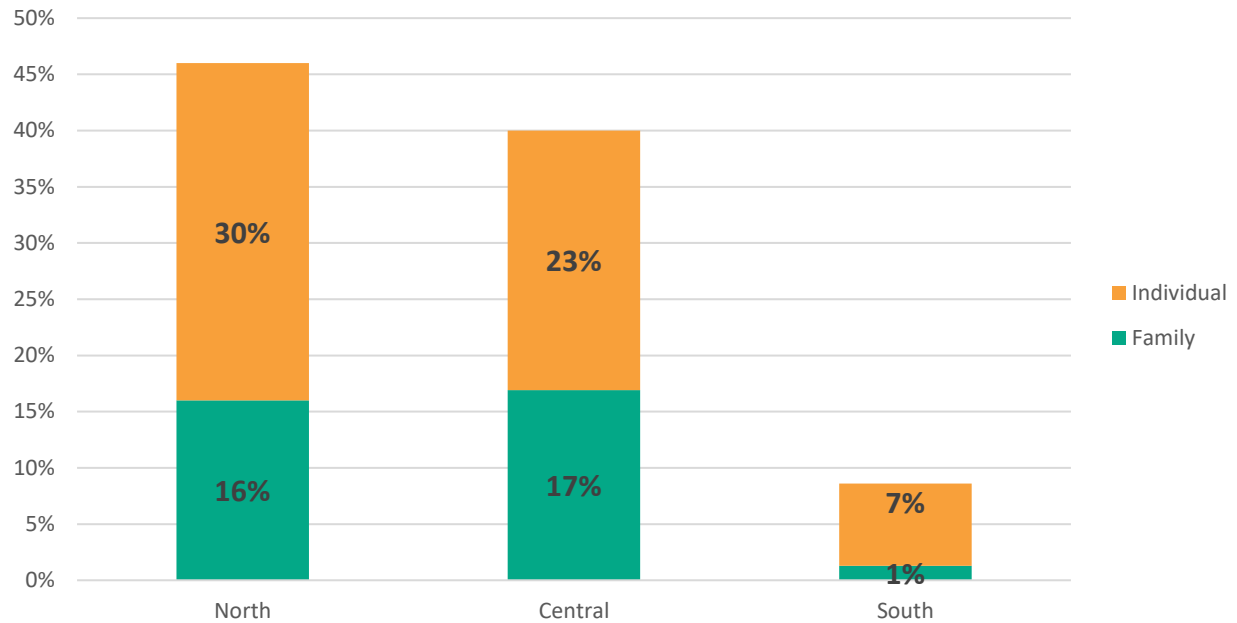
¹⁵ When a caller requests utility assistance, they are requesting financial assistance to prevent their utilities from being discontinued.

¹⁶ Legal, consumer, and public safety service needs can include but are not limited to legal aid, tenant rights, guardianship, bankruptcy, immigration/naturalization and fraud reporting.

¹⁷ Individual, Family and Community Support can include adult day programs, benefits screening, caregiver support, childcare, family based services, holiday programs, protective services and other programs available in the community.

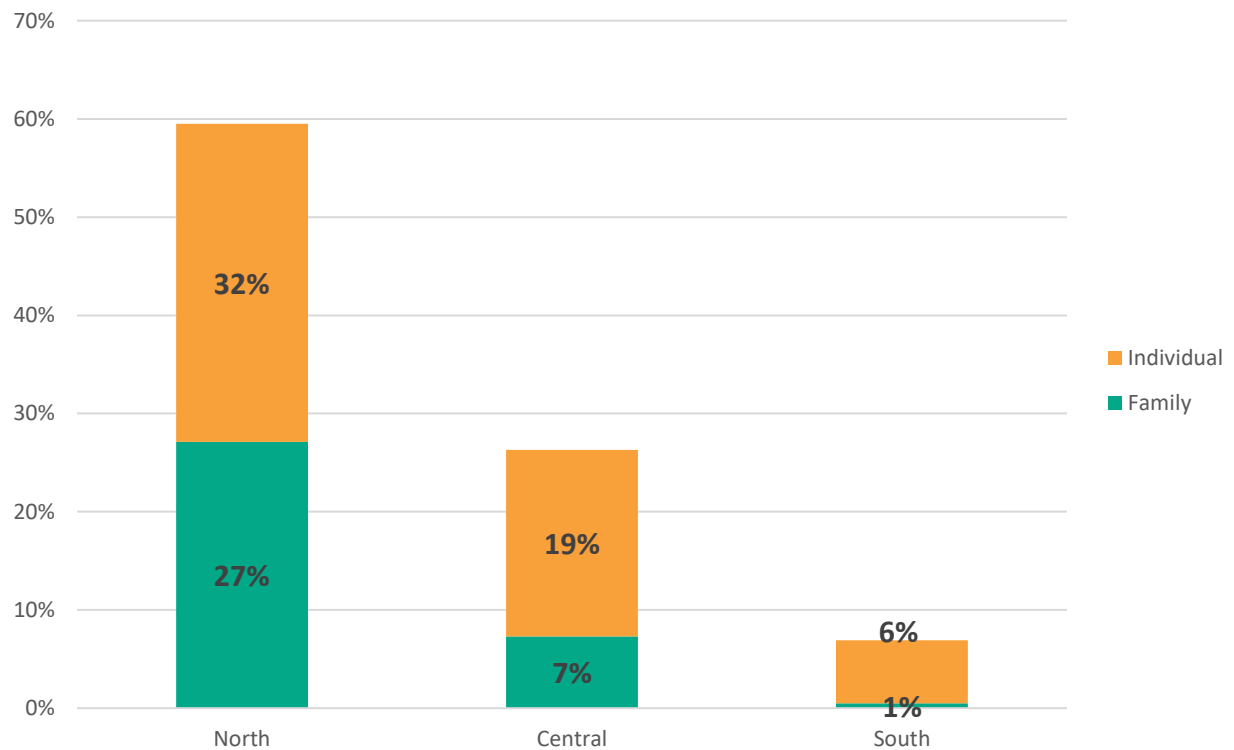
¹⁸ Veterans are self-identified by responding to the question "Have you or anyone in your family served in the U.S. Military?"

Figure C. Veterans with Housing Needs



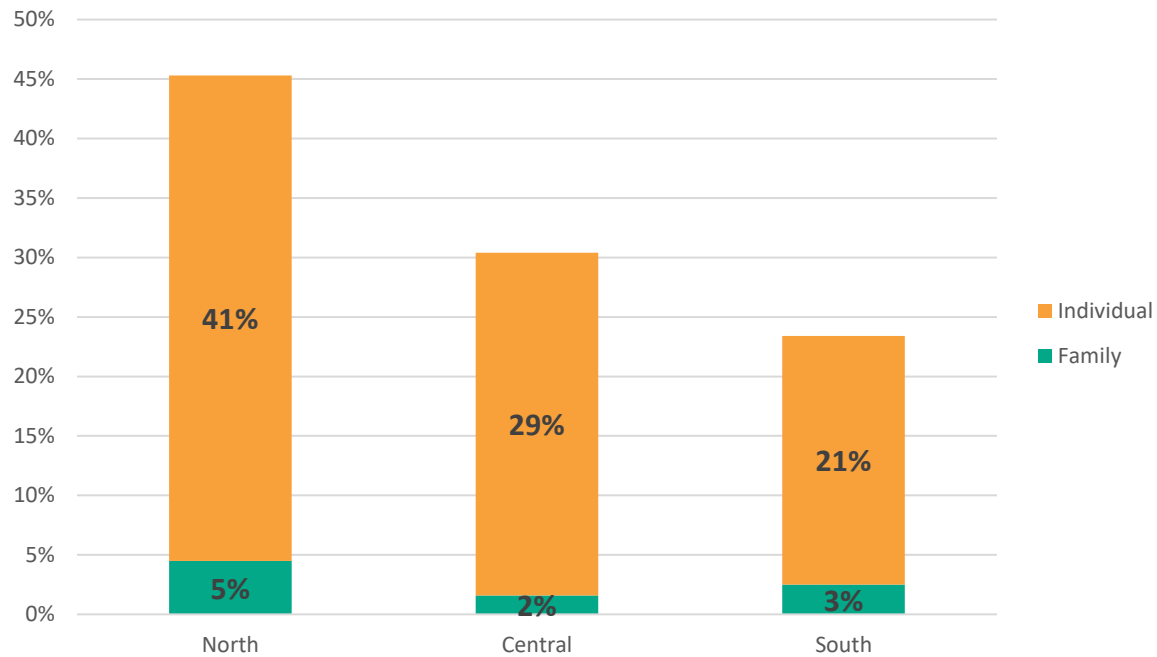
Approximately 5,940 (9.9 percent) callers with housing related needs were Transitional Age Youth, ages 18 to 24. The figure below shows that the majority of transitional age youth callers were in the North Service Planning Area (59 percent).

Figure D. Transitional Age Youth with Housing Needs



Approximately 3,780 callers with housing related needs were 65 years old or older¹⁹ (6.3 percent). The figure below shows that senior callers with housing needs are overwhelmingly unaccompanied individuals (91 percent), which speaks to the need for support that this population often needs.

Figure E. Seniors (Ages 65 and older) with Housing Needs



¹⁹ In the 211OC call center database, client ages are entered as age ranges. Senior data had to be pulled for clients aged 65 and older, instead of 62 and older as used throughout the Point In Time report.