



**Orange County
Continuum of Care Board
January 19, 2022**

Orange County Homelessness Updates

Doug Becht, Director, Office of Care Coordination

Zulima Lundy, CoC Manager

System of Care Update

Doug Becht, Director, Office of Care Coordination

Business Calendar – Item #1

Orange County Cold Weather Armory Emergency Shelter Program

The Orange County Cold Weather Armory Emergency Shelter program provides shelter for individuals experiencing homelessness at the National Guard Armory in Santa Ana.

Location: 612 East Warner Ave., Santa Ana, CA

No walk-ups are permitted

This program is for adults only, age 18 and older.

Bus Pick-up Locations:

- Pick Up #1 – Arriving at 5:15 p.m. Departing at 5:30 p.m. Flower & Civic Center , Santa Ana. On Flower (east side of street), between 6th Street and Civic Center Drive
- Pick Up #2 – Arriving at 6:15 p.m. Departing at 6:30 p.m. On Walnut near 1st Street (across the street from the Social Services Agency)

For more details contact the cold weather emergency shelter site: (213) 220-5636

Business Calendar – Item #1

Project Roomkey

- The County of Orange continues to operate temporary isolation shelters services for individuals and families experiencing homelessness who are COVID-19 sick or symptomatic
- Total capacity to serve is 150 persons
- Referrals into the program are made by the Public Health Services, hospitals, shelters, street outreach teams, and law enforcement

Business Calendar – Item #1

COVID-19 Vaccination Efforts

- The Office of Care Coordination is working with Public Health Services and two Federally Qualified Health Centers on vaccination efforts for those experiencing homelessness
 - **Families Together of Orange County**
661 W. 1st Street, Tustin, CA 92780
Monday – Friday from 9 a.m. to 4:30 p.m.
 - **Share Our Selves**
1550 Superior Avenue, Costa Mesa, CA 92627
Monday – Friday from 9 a.m. to 4:30 p.m.

Business Calendar – Item #1

The State of California's Emergency Rental Assistance (ERA) Program is referred to as CA COVID-19 Rent Relief or Housing is Key.

- Orange County tenants with rental arrears and/or past due utility bills are encouraged to apply for assistance.
- Landlords are also encouraged to apply.
- Priority for households that have an income of 50 percent or below of the Area Median Income (AMI).



Continuum of Care (CoC) Updates

Zulima Lundy, Continuum of Care Manager

Welcome to our New CoC Board Members!

Nikki Buckstead

Eric Richardson

Elida Sanchez

Dr. Shauntina Sorrells

Business Calendar – Item #1

HOME-ARP Updates

The \$5 billion in HOME Investment Partnerships American Rescue Plan Program (HOME-ARP) funding provides HOME grantees, in collaboration with other community stakeholders, a chance to make targeted, strategic investments in housing and other assistance for people experiencing homelessness and other vulnerable populations.

HOME-ARP Eligible Activities

- Production or Preservation of Affordable Housing
- Tenant-Based Rental Assistance (TBRA)
- Supportive Services, Homeless Prevention Services, and Housing Counseling
- Purchase and Development of Non-Congregate Shelter

Business Calendar – Item #1

HOME-ARP Updates

HOME jurisdictions are required to engage in the consultation with the CoC and public participation processes and develop a HOME-ARP allocation plan.

The following HOME-ARP Consultations have been scheduled

- December 2, 2021 – Anaheim and Santa Ana
- January 6, 2022 – Fullerton, Irvine, Huntington Beach
- Future meetings will be scheduled based on timeline of the jurisdiction's proposed project for the County of Orange, and Cities of Costa Mesa, Garden Grove, Orange and Westminster

The CoC at large is encouraged to participate in future project consultations to provide feedback as key stakeholders in Orange County.

Business Calendar – Item #1

Emergency Housing Vouchers (EHV) Update

	Allocation	Referrals	Vouchers Issued	Leased
Anaheim Housing Authority	278	280	186	30
Garden Grove Housing Authority	117	125	86	15
Orange County Housing Authority	557	427	354	46
Santa Ana Housing Authority	89	87	50	5
TOTAL	1041	919	676	96

Data updated 1-18-2022

Business Calendar – Item #1

Funding Opportunities

City of Santa Ana and Santa Ana Housing Authority Affordable Housing Development Request for Proposals

- Proposed developments may be for acquisition and/or rehabilitation of eligible properties for rental or and /or ownership housing; acquisition and conversion of non-residential property to multifamily rental housing units; and/or new construction of housing units for rental housing and /or ownership housing
- Bid Number: RFP #21-136
- Bid Starts: December 8, 2021
- Bid Ends: February 28, 2022, at 5:00 p.m.
- For more information, visit the following link
<https://pbsystem.planetbids.com/portal/20137/bo/bo-search>

Business Calendar – Item #1

Funding Opportunities

North SPA COVID-19 Homeless Response Services

- The OC Health Care Agency, Office of Care Coordination is seeking proposals from qualified organizations to provide North Service Planning Area (SPA) COVID-19 Homeless Response Services.
- The primary goal of this program is to provide street-based case management and housing navigation services to individuals experiencing homelessness in the North SPA to secure permanent housing placement for the individuals served.
- The RFP is available on BidSync and proposed projects must be submitted by January 31, 2022 at 3:00 PM

Bid Title: North SPA COVID-19 Homeless Response Services

Bid Number: 042-217601-BD

Bid Starts: December 22, 2021, at 10:54 a.m. PST

Bid Ends: January 31, 2022, at 3:00 p.m. PST

- For more information, visit the following link: [North SPA COVID-19 Homeless Response Services](#)
- All questions and inquiries related to this RFP must be directed to the assigned Procurement Administrator, Brittany Davis via email at bdavis@ochca.com.

Business Calendar – Item #1

Racial Equity Roadmap Level-Setting Sessions

- C4 Innovations is facilitating three level-setting sessions as the next phase in the Racial Equity Roadmap process.
- These sessions aim to build upon the knowledge of acknowledging racism within local systems and addressing inequities with anti-racist strategies and practices.
- The first level-setting session was held on Thursday, January 13, 2022
- Upcoming sessions:

Racial Equity Level-Setting Session 2

Date: Thursday, January 20, 2022

Time: 1:00 p.m. - 2:30 p.m.

Join the Zoom meeting:

<https://c4innovates.zoom.us/j/3629635736>

Meeting ID: 362 963 5736

Racial Equity Level-Setting Session 3

Date: Tuesday, February 1, 2022

Time: 10:00 a.m. - 11:30 a.m.

Join the Zoom meeting:

<https://c4innovates.zoom.us/j/3629635736>

Meeting ID: 362 963 5736

Business Calendar – Item #1

CoC Program Registration Updates

- The SNAPS Office of the U.S. Department of Housing and Urban Development (HUD) announced an updated Continuum of Care (CoC) Registration Notice.
- A copy of the updated CoC Registration Notice (CPD-22-02) has been posted in the [HUDClips webpage](#) and will also be posted in the [CoC Competition webpage](#) on HUD's website.
- HUD will post the FY 2022 CoC Program Registration Detailed Instructions and Navigational Guide on the [CoC Competition webpage](#) after Registration opens. This Guide provides step-by-step instructions on how to complete the CoC Registration process.
- Visit the CoC Competition webpage on HUD's website for more information: https://www.hud.gov/program_offices/comm_planning/coc/competition or email CoCNOFO@hud.gov with further questions

Business Calendar – Item #1

2021 CoC Year in Review

Initiatives

- CoC Needs Assessment
- Racial Equity Analysis and Roadmap Community Kick-Off
- Coordinated Entry System (CES)
- 2022 Point In Time (PIT) Count Planning
- Data Quality and System Performance

Business Calendar – Item #1

2021 CoC Year in Review

Funding

- Homeless Emergency Aid Program (HEAP) and California Emergency Solutions and Housing (CESH) service contract renewals
- State Emergency Solutions Grant COVID-19 (ESG-CV) Rounds 1 and 2 Funding for Rapid Rehousing
- Project C – COVID-19 Responsive Homeless Services Funding

Funding Opportunities

- Submitted Consolidated Application to HUD for the 2021 CoC Notice of Funding Opportunity (NOFO)
- North Service Planning Area Request for Proposal

Business Calendar – Item #1

2021 CoC Year in Review

Trainings Offered

- Critical Time Intervention Training – *Carolyn Hanesworth*
- Domestic Violence Training for Service Providers – *Human Options*
- HUD Equal Access Rules – *Dr. Deme Hill*
- Best Practices for Serving LGBTQ+ Persons – *LGBTQ Center Long Beach*
- Social Services Agency (SSA) Public Benefits Training – *OC SSA*

Business Calendar – Item #1

2021 CoC Year in Review

Committees

- Policies, Procedures and Standards (PPS) Committee
- Housing Opportunities Committee
- Coordinated Entry System (CES) Steering Committee
- Transitional Aged Youth (TAY) Committee
- Lived Experience Advisory Committee

Working Groups

- HMIS Access Working Group
- HMIS Policies and Procedures Review Working Group

Ad Hocs

- CoC Vision Ad Hoc
- Longitudinal System Analysis (LSA) Ad Hoc
- CoC NOFO Ad Hoc
- North Orange County Public Safety Task Force Request Ad Hoc

Business Calendar – Item #1

2021 CoC Year in Review

The CoC Board is entering into a new year with continued vision, as approved at the December 2021 Board Meeting:

- By the end of Calendar Year 2024, the CoC Board will confidently make the following statements about the CoC's impact:
 - i. Permanently house those experiencing homelessness;
 - ii. Ensuring an efficient, dignified system;
 - iii. Promote an equitable and just system;
 - iv. Drive systemwide engagement and collaboration; and
 - v. Strengthen regional leadership and accountability.

Brown Act Update

Approval for Continued Teleconferencing

Zulima Lundy, CoC Manager

Business Calendar – Item #2

Background

- The **Ralph M. Brown Act** requires that most deliberations and actions of public boards, committees, and commissions (“BCCs”) be conducted and taken openly. Prior to the COVID-19 emergency, this required meetings of BCCs to be held in person, with teleconferencing by a member allowed only under limited circumstances.
- On **June 11, 2021**, the Governor issued Executive Order N-08-21, waiving certain provisions of the Brown Act and authorizing BCCs to hold public meetings virtually. The Executive Order specified that those waivers remain valid through September 30, 2021.
- On **September 16, 2021**, the Governor signed into law Assembly Bill 361 (AB 361), amending the Brown Act to allow BCCs to continue virtual meetings until January 1, 2024, but with less flexibility than afforded by the Executive Order. AB 361 adds a new subsection (e) to Government Code Section 54953, laying out the requirements for such meetings.

Business Calendar – Item #2

Background

- **AB 361** notes that virtual meetings must take place during a proclaimed state of emergency where State or local officials have imposed or recommended measures to promote social distancing, or during a proclaimed state of emergency where the BCC determines by majority vote that meeting in person would present imminent risks to the health or safety of attendees.
- If the BCC determines that holding virtual meetings is in the best interest, it shall make the following findings **every 30 days thereafter**:
 1. Review and reconsider the circumstances of the state of emergency.
 2. Find that the state of emergency continues to directly impact the ability of the members to meet safely in person. [or] State or local officials continue to impose or recommend measures to promote social distancing.

Business Calendar – Item #2

Recommended Action

- Determination in accordance with AB 361 Section 3(e)(3) that, while the state of emergency due to the COVID-19 pandemic, as originally proclaimed by the Governor on March 4, 2020, remains active and/or state or local officials have imposed or recommended measures to promote social distancing, the Orange County CoC Board has reconsidered the circumstances of the state of emergency and has determined that the state of emergency continues to directly impact the ability of the members to meet safely in person and/or state or local officials continue to impose or recommend measures to promote social distancing.

CoC Board Appointments

Zulima Lundy, CoC Manager

Business Calendar – Item #3

2022 CoC Board Appointments

- The Orange County Continuum of Care (CoC) Board and its subcommittees are chaired by designated representatives to ensure the sustained vision and support of CoC Board initiatives.
- At the first meeting of each calendar year, the CoC Board will elect the Board Officers (Chair, Vice-Chair and Secretary) to serve for one-year terms.
- Following the election of the CoC Board Officers, the CoC Board Vice Chair will be responsible for chairing the Policies, Procedures and Standards (PPS) Committee.
- Additionally, the following representatives will also be appointed during today's meeting:
 - i. Coordinated Entry System (CES) Committee Chair
 - ii. Policies, Procedures and Standards Committee Members
 - iii. Orange County Housing Finance Trust Advisory Board Member

Business Calendar – Item #3

CoC Board Officers

CoC Board Chair

- Responsible for facilitating the work of the Orange County Continuum of Care (CoC)
- In partnership with CoC Board and the Office of Care Coordination:
 - Coordinate the CoC federal programs and State homeless service grants
 - Set goals and priorities for ending homelessness in Orange County

CoC Board Vice Chair

- Responsible for Chairing CoC Board meetings in the absence of Chair or when Chair must recuse himself/herself
- Meet monthly with Chair and Office of Care Coordination to discuss the work of the CoC and plan for upcoming meetings of the CoC.

CoC Board Secretary

- Responsible for chairing CoC Board meetings in the absence of both the Chair and Vice Chair, or when Chair and Vice Chair must recuse themselves
- Responsible for calling roll and tracking attendance at CoC Board meetings

Business Calendar – Item #3

CoC Committee Appointments

Coordinated Entry System (CES) Committee Chair

- The CES Committee shall be chaired by a CoC Board Member appointed by the CoC Board for a two-year term, ensuring continuity and alignment with the CoC Board.
- The CES Committee Chair will work with the CES Lead Agency to update the CES policies and Procedures and support the proper and efficient functioning of the CES.

Policies, Procedures and Standards Committee Members

- Additional membership shall be comprised of the chairs of any ongoing CoC Board Committees, as well as no fewer than one and no more than two at large board members.
- At large members shall be nominated by the CoC Board annually upon completion of the CoC Board Officer elections, with the exception of the first year.

Business Calendar – Item #3

Orange County Housing Finance Trust Advisory Board Member

- On September 15, 2021, the Orange County Housing Finance Trust (OCHFT) adopted Bylaws detailing the creation of an Advisory Board. The Bylaws detail that one of the seven members of the Advisory Board will be a member who also serves on the Orange County CoC Board.
- On November 17, 2021, the CoC Board was presented with the recommended action to appoint CoC Board Member to the Orange County Housing Finance Trust (OCHFT) Advisory Board to advise the OC Housing Finance Trust Board of Directors.
- The CoC Board motioned to defer appointing an OCHFT Advisory Board representative until the January 2022 meeting of the CoC Board.
- Appointing a CoC Board Member to the Advisory Board will add value, bringing knowledge of funded homeless services and programs into the OCHFT conversation to finance the development of affordable and permanent supportive housing units in a holistic and regional approach of ending homelessness in Orange County advise the OC Housing Finance Trust Board of Directors.

Business Calendar – Item #3

Commission to End Homelessness Representative

- Non-voting members of the Commission to End Homelessness shall have the following terms of office and only serve while a member of the Continuum of Care Board:
 - All non-voting members will have two-year terms; terms of office may be renewed at the discretion of the Commission. Maximum term will be (four terms) eight years.
 - A member, who has not been reappointed or replaced at the expiration of his/ her term, shall serve as a member of the Commission until reappointed or replaced by the Commission.

Business Calendar – Item #3

Recommended Actions

- a. Elect CoC Board Officers for the upcoming term:
 - i. Appoint the Chair
 - ii. Appoint the Vice Chair
 - iii. Appoint the Secretary
- b. Appoint CoC Committee Chairs and Membership:
 - i. Appoint a Chair to the Coordinated Entry System (CES) Committee
 - ii. Appoint CoC Board Members to the Policies, Procedures and Standards Committee
 - iii. Appoint a CoC Board Member to the Orange County Housing Finance Trust Advisory Board to advise the OC Housing Finance Trust Board of Directors
- c. Recommend a CoC Board Member to the CoC Representative seat for the Commission to End Homelessness.

Policies, Procedures and Standards Committee Recommendations

Zulima Lundy, CoC Manager

Erin DeRycke, 211OC

Maricela Rios-Faust, Vice Chair

HMIS Policies and Procedures Review Process

- HMIS Working Group was created to complete detailed review of HMIS Policies and Procedures and HMIS Data Quality Plan
- HMIS Working Group met six times to review the HMIS Policies and Procedures
- Proposed changes were sent to all HMIS Agency Administrators and Executive Directors for review and feedback
- Proposed changes were shared at the following meetings:
 - Lived Experience Advisory Committee
 - Data and Performance Management meeting
 - Policies, Procedures, and Standards Committee

HMIS Policies and Procedures: New Sections/Documents

- Help Desk Policies
- HMIS User Access Roles
- Agency Access Policy
 - The HMIS Access Working Group has discussed ideas regarding an appeals process or secondary review for agencies whose application is not approved.
 - Proposed appeals process or secondary review will be brought to the CoC Board officers for discussion and a future recommendation will be brought to the PPS Committee at a later date.
- Project Performance – New Goals
 - Goal 11 - Receive Referrals from the Coordinated Entry System
 - Goal 12 - Limit the Referrals from the Coordinated Entry System that are Denied by Housing Providers
 - Goal 13 - Accept Matches from the Coordinated Entry System Quickly
 - Goal 14 - Successfully Match Households to a Housing Provider

Project Performance Overview Document

	Street Outreach	Emergency Shelter	Transitional Housing	Rapid Re-Housing	PSH-OPH Permanent Supportive Housing & Other Permanent Housing	Homeless Prevention
Month Presented at Data Meeting	August	January	December	May	October	March
Reporting Period	6/1 - 5/31	11/1 - 10/31	10/1 - 9/30	3/1 - 2/28	8/1 - 7/31	1/1 - 12/31
Month Presented at Data Meeting	February	July	June	November	April	September
Reporting Period	12/1 - 11/30	5/1 - 4/30	4/1 - 3/31	9/1 - 8/31	2/1 - 1/31	7/1 - 6/30

Goal 6 - Help Adults Increase Their Income while Enrolled in the Project

Goal: Projects focus on helping clients increase* their income over the course of their enrollment.

*Note: Homeless Prevention project enrollments count as a positive contribution to this measure if clients increase *or maintain* their income.

Goal 6's applicable project types and targets:

Emergency Shelter	Transitional Housing	Rapid Re-Housing	PSH-OPH	Homeless Prevention
>=10%	>=12%	>=40%	>=65%	>=45%

Universe: Adults who are still active in the project as of the end of the reporting period and have a length of stay of at least 365 days.

This measure compares the client's total monthly income at Project Entry to the latest total income reported during the enrollment.

Next Steps

- Proposed changes to the HMIS Policies and Procedures presented to the CoC Board for approval
- Proposed HMIS Agency Access appeals process or secondary review will be brought to the CoC Board officers for discussion and a future recommendation will be brought to the PPS Committee at a later date.

BitFocus Contract Overview

- HMIS software contract with BitFocus is held by 211OC
- Cost of contract increases 3% every renewal period
- 211OC BOD has approved renewing contract for up to 5 years
- Cost savings for 5-year renewal: \$89,438
- Cost savings for 3-year renewal: \$26,299

Business Calendar – Item #4

North Orange County Public Safety Collaborative Request

- On August 10, 2021, the representatives from the North Orange County Public Safety Collaborative (NOCPSC) provided a presentation to the PPS Committee on their efforts to address homelessness in the North Service Planning Area and request to integrate Outreach Grid with the HMIS utilized by the Orange County CoC.
- The PPS established an Ad Hoc to review the request by the NOCPSC in more detail and return to the PPS Committee with a recommendation on how to best address the request.
- After an initial Ad Hoc meeting in September 2021, the Ad Hoc held a joint meeting with representatives from NOCPSC and Outreach Grid on October 25, 2021, to further discuss the request and gain additional insight and background
- The Ad Hoc had a final meeting on January 5, 2022, and arrived at a recommendation for the PPS Committee Meeting.
- The recommendation for the NOCPSC was presented to the PPS Committee on Tuesday, January 11, 2022, and approved with unanimous consent.

Business Calendar – Item #4

Recommended Actions

- a. Approve the recommended updates to the Homeless Management Information System (HMIS) Policies and Procedures.
- b. Take action in support of the HMIS Lead, 2-1-1 Orange County, entering into a multi-year contract with the HMIS Vendor, BitFocus.
- c. Approve the recommendation for the North Orange County Public Safety Collaborative request with the following principles and within the following parameters, as recommended by the Ad Hoc and the Policies, Procedures and Standards Committee:
 - 1. Preservation of HMIS integrity is paramount
 - 2. Supports the aim of linking individuals experiencing homelessness to appropriate resources and are therefore proposing that this collaboration could focus on integration with Coordinated Entry System (CES).
 - 3. Encourage participation in HMIS through the current established processes in the HMIS Policies and Procedures for the entry of data that may be valuable to the Orange County CoC.
 - 4. Mechanism of implementation will require further thought and potential policy and process.

2022 Point In Time (PIT) Count Update

Zulima Lundy, CoC Manager

Matt Bates, City Net



**EVERYONE
COUNTS**

Important Date Change Announcement

- The Office of Care Coordination has received an exception from the U.S. Department of Housing and Urban Development (HUD) to conduct the 2022 Point In Time (PIT) Count during the last 10 days of February. The Orange County 2022 PIT Count will conduct the sheltered count the night of Monday, February 21, 2022, and the unsheltered count starting the morning of **Tuesday, February 22 through Thursday, February 24.**
- The Office of Care Coordination, which serves as the administrative lead for the Orange County Continuum of Care (CoC), consulted the County's Public Health Services, key community stakeholders and neighboring CoCs.
- The exception was due to the ongoing COVID-19 surge related to the Omicron variant. The Office Of Care Coordination wants to ensure an accurate count is conducted with the proper staffing and volunteers needed. As such, delaying the 2022 PIT Count to the last ten days of February will hopefully allow for the COVID-19 surge to pass and provide the necessary support for a robust and accurate unsheltered count.



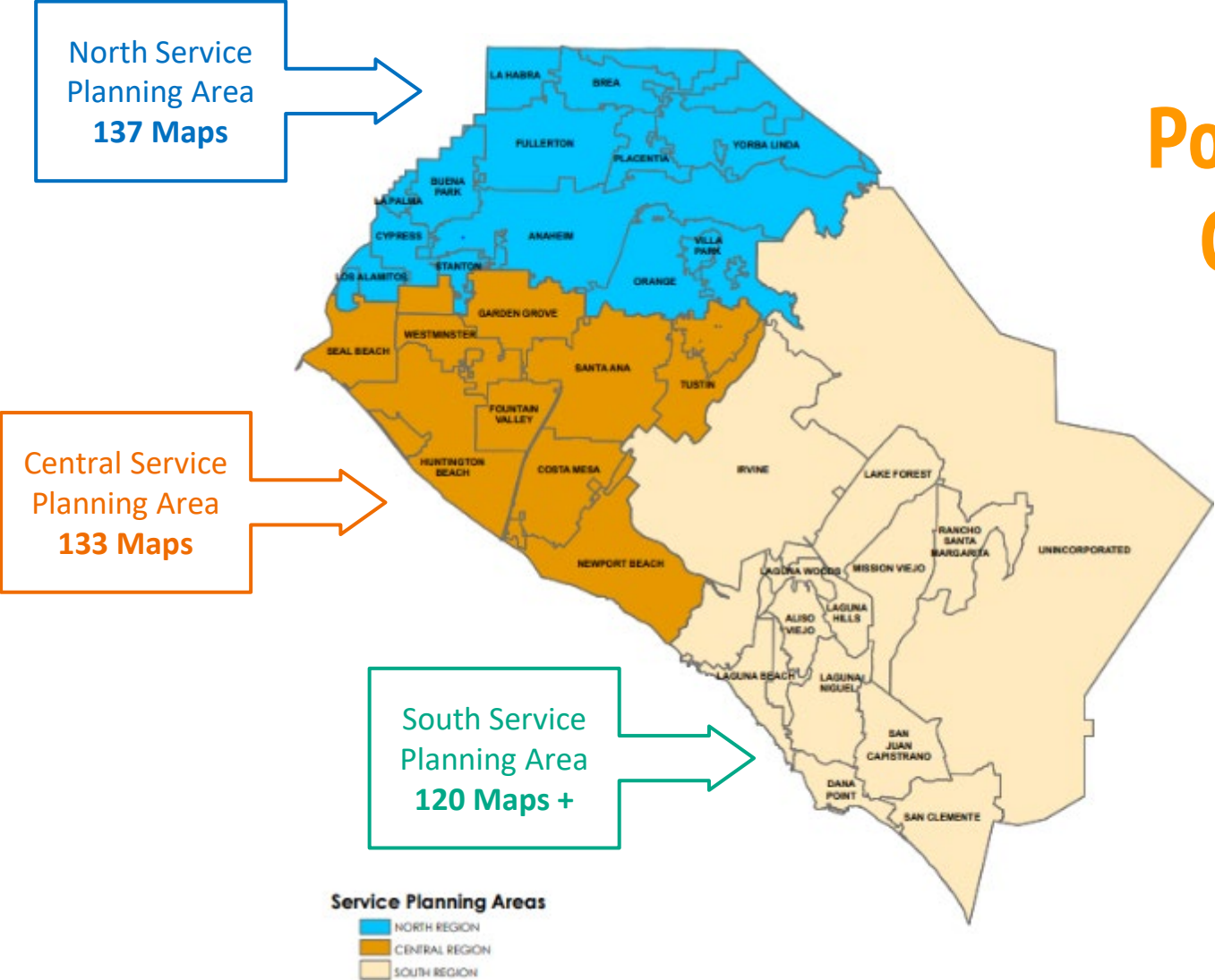
Everyone Counts OC Event Dates

Central Service Planning Area (SPA)	North Service Planning Area (SPA)	South Service Planning Area (SPA)
Tuesday, February 22, 2022	Wednesday, February 23, 2022	Thursday, February 24, 2022

- For additional information about the 2022 Point In Time Count, including details on how to volunteer, please visit <https://www.everyonecountsoc.org/>.
- If you have any questions or need additional information, please feel free to contact the Office of Care Coordination at CareCoordination@ochca.com.



Point In Time Count Maps



COVID-19 Guidelines

- All participants (including law enforcement) will need to provide proof of being fully vaccinated for COVID-19 or provide a negative PCR test to ensure the safety of volunteers and of people being surveyed.
 - Two dose vaccines must have been completed within the past six months while a single dose vaccination must have been done within the past two months.
 - If it's been longer than six months or two months respectively, a booster is required.
 - PCR tests must be completed within 48 hours of the scheduled volunteer shift.
- PPE Gear
 - All participants must utilize PPE gear including masks for the duration of the event. Beginning at Deployment Center sites through conclusion of shift.



Key Dates

- **Additional 2022 Everyone Counts OC “Virtual Live” Volunteer Information Sessions -** <https://www.everyonecountsoc.org/information-session>
 - Thursday, January 20, 2022, from 1 p.m. to 2 p.m.
 - Friday, January 21, 2022, from 3 p.m. to 4 p.m.
- **“Virtual Live” Volunteer Trainings -** <https://www.everyonecountsoc.org/volunteer-training>
 - New Date - Friday, February 11, 2022, from 9 a.m. to 11 a.m.
 - New Date - Saturday, February 12, 2022, from 8 a.m. to 10 a.m.
 - New Date - Thursday, February 17, 2022, from 6 p.m. to 8 p.m.
 - New Date - Friday, February 18, 2022, from 2 p.m. to 4 p.m.



Communications Materials



- Website
- Everyone Counts OC Social Media Accounts
- Facebook/Instagram
- @EveryoneCountsOC & Twitter @OCPIT
- Virtual Volunteer Information Sessions
- Recorded and Shareable Information Sessions
- Fact Sheet
- Social Media Posts
- Personal Messages
- Flyers

Visit www.everyonecountsoc.org/2022-media-kit to download resources.



**EVERYONE
COUNTS**
2022 Point In Time

CoC Committee Updates

Lived Experience Advisory Committee: Tim Houchen, Chair

CES Steering Committee: Zulima Lundy, CoC Manager

Housing Opportunities Committee: Judson Brown, Chair

Transitional Aged Youth Committee: Becks Heyhoe, Chair

System of Care Data Integration System and Care Plus Program Update

Natalie Dempster, Data Integration Manager



Natalie Dempster

DATA INTEGRATION MANAGER, OFFICE OF CARE COORDINATION

Care Plus Program (CPP) overview

- Data integration solution to share client-level data and support enhanced care coordination for those accessing multiple County departments and services across Behavioral Health, Corrections, Healthcare, Housing, and Benefits and Support Services
- IBM Watson Care Manager combines real time client data from nine County databases to create a single Virtual Client Record, containing client demographics, information about service utilization and a two-year history of program participation
- Multi-Disciplinary Team (MDT) approach to 'high utilizer' homeless cohort: Health Care Agency, Social Services Agency, OC Community Resources, Probation Department and OC Sheriff's Department members

Who may benefit from the Care Plus Program?

- ❖ Repeated, chronic homelessness
- ❖ Diagnoses or Behavioral Health, co-occurring disorder symptomatic
- ❖ Repeat, short incarcerations
- ❖ Multiple Homeless Liaison Officer contacts
- ❖ Lapsed or denied social services benefits
- ❖ History of program (non) engagement

94 high utilizers experiencing homelessness case conferenced during 2021

Outcomes during enrollment include:

- ✓ 37% linked to CalFresh
- ✓ 26% linked to General Relief
- ✓ 11% accessed shelter / housing services programs
- ✓ Others connected to CES access points, Mental Health Crisis Stabilization Unit and Medi-Cal

CPP developments



- Potential other cohorts
- Rollout to external providers
- Shared care planning and goal setting
- Outcomes reporting

