



THE QUARTERLY UPDATE

January - March 2024

Welcome to the Office of Care Coordination's newsletter. Included in this issue are staff and state funding updates, the 2024 Point In Time Count, Continuum of Care Board, Coordinated Entry System and Shelter Updates.

Office of Care Coordination Updates

Office of Care Coordination Staffing Updates

Grants and Programs Analyst

Tully MacKay-Tisbert joined the Office of Care Coordination in February 2024. He holds a Bachelor's Degree in Anthropology from the University of Hawai'i at Hilo and a master's degree in applied anthropology from California State University, Long Beach. His graduate course work emphasized qualitative approaches to program evaluation and policy analysis, while his ethnographic thesis research focused on homelessness and supportive housing. Since 2008, Tully has gained a depth of experience in direct service, program management, and grants, working with organizations serving the most vulnerable people experiencing homelessness in both Orange and Los Angeles counties. He has specialized in building rapport with hard-to-reach individuals with co-occurring disorders, leading multidisciplinary supportive housing teams while implementing a housing first approach and utilizing ground-level experience to contextualize the grants process. Tully is excited to be a part of the Office of Care Coordination to support a system that truly improves the lives of the most vulnerable in the community.

Special Projects Specialist

Josie Mendez joined the Office of Care Coordination as the Special Projects Specialist in March 2024. Josie graduated from UC Irvine with a bachelor's degree in criminology, law, and society. Josie has worked in the nonprofit sector for the past five years, with 4 of those years spent at organizations focused on addressing family homelessness. Josie has worked in various administrative and compliance roles, and recently worked to administer Rapid Re-housing Programs and Homeless Prevention Programs. Josie is excited to join the Office of Care Coordination and be part of a team that is making positive changes within the community.

Office of Care Coordination Updates (continued)

Release of Request for Proposal

Homelessness Prevention and Stabilization Pilot Program

On March 21, 2024, the Office of Care Coordination released a Request for Proposals to invite qualified organizations to submit proposals to provide a Homeless Prevention and Stabilization Pilot (HPSP) program. The HPSP program will provide short-term homelessness prevention and financial intervention combined with intensive case management services, supporting households to achieve financial and housing stability. Household served by this program will be at risk of homelessness or experiencing a housing crisis. These households will be assisted with payment of rental arrears, assistance with utilities, and linkage to community resources aimed at long-term housing retention. The HPSP program is an initiative of Supervisor Vicente Sarmiento, Second District, that was unanimously supported by the Board of Supervisors and aims to invest in Homelessness Prevention, the first pillar of the Commission to End Homelessness' Homeless Service System Pillars Report, by targeting households who face imminent eviction and providing the support and resources to keep them stably housed. Proposals are due on April 11, 2024, with service commencement date of June 1, 2024. The Office of Care Coordination is looking forward to working with providers to support successful implementation of the HPSP program.

State Funding Updates

Emergency Solutions Grant Award

On November 11, 2023, the State Department of Housing and Community Development (HCD) announced the 2023 Emergency Solutions Grant (ESG) program award to the County of Orange in the amount of \$610,401. The Board of Supervisors voted unanimously to accept this award on December 19, 2023. On March 27, 2024, the Office of Care Coordination was notified by HCD that the 2023 award was ready for signing and acceptance. On August 15, 2023, HCD announced the release of the 2023 ESG Program Notice of Funding Availability (NOFA) for the Continuum of Care allocation with an allocation amount of \$610,401 to Orange County Continuum of Care. This allocation includes the County retaining 10% for grant administration and 90% for homeless service eligible activities such as rapid rehousing, emergency shelter, and homeless prevention.

Homeless Housing, Assistance and Prevention (HHAP) Round 5 Application

On March 27, 2024, the Office of Care Coordination submitted the Homeless Housing, Assistance, and Prevention (HHAP) Round 5 application to the California Interagency Council on Homelessness. As the Administrative Entity for the Orange County Continuum of Care (CoC) and the County of Orange (County), the Office of Care Coordination submitted the application on behalf of the Orange County CoC and the County. The application process involved coordinated collaborative efforts with the cities of Anaheim, Irvine, and Santa Ana. The HHAP program provides grant funds to support regional coordination and capacity building to address immediate homelessness challenges in the community. Eligible recipients of HHAP funds include counties, CoCs, and large cities. HHAP Rounds 1-4 have been instrumental in bolstering our collective ability to respond to the complex needs of people experiencing homelessness throughout Orange County. HHAP Round 5 is a \$1 billion grant program authorized by Section 17 of AB 129, which was signed into law by Governor Gavin Newsom on July 10, 2023. The Round 5 NOFA was released on September 29, 2023, with the objective of providing recipients with flexible funding to continue efforts to improve regional and systems coordination to prevent and end homelessness in their communities. State priorities for HHAP Round 5 include sustaining existing investments towards the long-term sustainability of housing and supportive services and prioritizing permanent housing solutions.

Continuum of Care Updates

Orange County 2024 Point In Time Count

The Point In Time Count is a count and survey of people experiencing homelessness on a given night during the last ten days in January. The Point In Time Count provides vital information that helps the County of Orange (County) and the Orange County Continuum of Care (CoC) better understand homelessness in the community and guides the response to homelessness.



The County and the Orange County CoC held the sheltered Point in Time Count the night of Monday, January 22, 2024, and the unsheltered count started the morning of Tuesday, January 23 through Thursday, January 25, 2024. The County contracted with City Net as project lead, to coordinate the mapping efforts and to lead coordination for the 2024 Point In Time Count in partnership with the Office of Care Coordination.



Teams of volunteers in the 2024 Point in Time Count from County Administration South in Santa Ana, California on Tuesday, January 23, 2024.

The Office of Care Coordination would like to extend their appreciation to every street outreach agency, homeless service provider, local experts, law enforcement agencies and volunteers that contributed to the Point In Time Count Efforts. Over 1,100 volunteers collectively contributed more than 4,000 hours of service, with 392 volunteers in the North Service Planning Area (SPA), 435 volunteers in the Central SPA, and 273 volunteers in the South SPA. Additionally, volunteers assembled over 6,000 hygiene kits and snack packs.

FY2023 CoC Program Award Announcement

On January 29, 2024, the U.S. Department of Housing and Urban Development (HUD) announced \$3.2 billion in Fiscal Year (FY) 2023 Continuum of Care (CoC) Notice of Funding Opportunity (NOFO) Competition Awards to approximately 7,000 local homeless housing and service programs across the United States and its territories. These CoC grants provide funding for efforts by nonprofit providers, states, and local governments to quickly rehouse individuals and families experiencing homelessness and provide support while minimizing the trauma and dislocation caused by homelessness.

The Orange County CoC has been awarded \$34,301,133 for FY 2023. The funding represents 24 renewal projects, including the Homeless Management Information System (HMIS) and Coordinated Entry System (CES) components, one new project awarded to Families Forward in the amount of \$615,485 created through reallocation, and the CoC Planning Grant. The \$2,245,759 increase in funding is due to an increase in the Fair Market Rent.

The Office of Care Coordination would like to extend their appreciation to the Orange County CoC Board, non-profit service providers and staff who worked long hours to submit the FY 2023 CoC Program Applications. We are grateful for your continued partnership in working towards ending homelessness in Orange County.

Coordinated Entry System Updates

Coordinated Entry System Policies and Procedures Updates Implemented

The new Coordinated Entry System (CES) Policies and Procedures that were approved by the Continuum of Care (CoC) Board at the December 2023, meeting of the CoC Board (and are available [here](#)) have now been implemented. These include a Disaster Prioritization Policy to respond to future local, national, and state disasters, as well as clarifying language throughout the document and approving assessments related to CES.

One of the most significant changes to the CES Policies and Procedures was the implementation of the CES For Survivors, to better serve survivors of domestic violence and human trafficking as a response to listening sessions and feedback from survivors. This allows CES access points and the Virtual Front Door (2-1-1) to identify survivors experiencing homelessness and offer them a warm handoff to a Victim Service Provider (VSP) that specifically serves this population.

The Office of Care Coordination began trainings in January 2024, for CES partners on how to identify survivors through the Pre-Assessment tool as well as with participating VSPs on how to refer to CES for Survivors. As of February 2024, VSP partners can now refer survivors to both CES for Survivors for survivor-specific housing resources, as well as offer the choice to be referred to the general CES Community Queue in a way that keeps their participation completely anonymous.

New Supportive Housing Projects Fully Leased Up

The Office of Care Coordination is proud to announce the Iluma Apartments in Stanton are now fully leased-up with seventy-one (71) households who were experiencing homelessness referred through the Coordinated Entry System (CES), and now receive permanent housing assistance and supportive services through Permanent Supportive Housing. Ten (10) of these units are reserved for households experiencing homelessness with at least one (1) member with a severe mental illness. The apartment complex was converted from the Stanton Inn and Suites as part of Project Homekey in partnership between the County of Orange, the City of Stanton, the State of California, and Jamboree Housing.

In addition, eight (8) units set aside to be referred through CES at the Mountain View Apartments in the City of Lake Forest are now fully leased up. These permanent supportive housing units were reserved for households experiencing homelessness with at least one member with a severe mental illness. The property is part of a partnership between the City of Lake Forest, the County of Orange, the State of California, National Core, and the Hope Through Housing Foundation.

If necessary, any vacancies for these units will be referred through CES.

Shelter Updates

Annual Monitoring Update

The Office of Care Coordination completes annual monitoring of 14 shelter programs across Orange County to ensure compliance with the County of Orange Standards of Care for Emergency Shelter Providers (Standards of Care). These shelter programs are funded using a variety of funding streams including Homeless Housing Assistance and Prevention (HHAP), State Emergency Solutions Grant (ESG), Federal ESG and County General Funds. The purpose of the annual monitoring is to provide technical assistance to the program operators and review the program's services, operations and activities while also ensuring compliance with Federal and State funding regulations, as well as implementation and compliance with the Standards of Care. The monitoring provides an opportunity to confirm compliance with site habitability regulations and provide an in-depth review of the Standards of Care to ensure all policy and procedure obligations are in place for the administration and safe operations of the program. This includes an opportunity to address any concerns regarding the Standards of Care and provide guidance to correct any findings. The monitoring for FY2023-24 concluded in March 2024.

The Office of Care Coordination extends their gratitude to the following shelter providers and respective City jurisdictions for their continued cooperation during the monitoring process: American Family Housing, Covenant House, Family Assistance Ministries, Friendship Shelter, Illumination Foundation, Interval House, Jamboree Housing Corporation, Mercy House, PATH, Pathways of Hope, City of Placentia, and City of Buena Park.

Homekey Program

The State of California continues to work with eligible jurisdictions in the success of the Homekey Program by utilizing existing facilities such as hotels and motels and transforming them into permanent supportive housing. This innovative program has funded 250 projects throughout California, including six (6) in Orange County.

Homekey Round 1, the County of Orange (County) was awarded \$20,592,000 in Homekey Round 1 funds for acquisition/capital and operation of 132 units total at Stanton Inn and Suites and Tahiti Motel located in the City of Stanton. From March 2022 to January 2024, the Office of Care Coordination worked with the program operator to ramp down the program and begin the conversion phase from interim housing into permanent housing. From November 2020 to January 2024, the Program served 227 individuals experiencing homelessness in Orange County and transitioned 67% of those individuals to permanent housing opportunities.

On June 30, 2023, Stanton Inn and Suites successfully completed conversion into permanent supportive housing under the name of Iluma. The Tahiti Motel successfully completed conversion in January 2024 into permanent supportive housing under the name Clara Vista.

The Homekey Round 2 Program began services for participants in October 2022 at the HB Oasis location, operated by American Family Housing (AFH). The program has served 94 individuals since its opening, with 60% of participants exiting the program have successfully transitioned to a permanent housing opportunity. The program is currently in the conversion phase as the site goes through construction and rehabilitation to transition from interim housing to permanent supportive housing. As a part of that transition plan, the program participants have been relocated off site as AFH continues to provide housing focused services to ensure transitions to permanent housing opportunities.

Shelter Updates (continued)

Success Stories

Yale Navigation Center

We are thrilled to share the remarkable success story of a participant's journey through Yale Navigation Center. Arriving in November 2021, the participant, a dedicated veteran who bravely served our country, faced immense challenges due to uncontrollable circumstances, leading to losing his home in 2021. The participant was diagnosis with chronic obstructive pulmonary disease (COPD) which limited his ability to work due to constant medical appointments and hospitalization. During his time at the Yale Navigation Center, he was connected to case management and veteran services. Through these efforts, he was connected to a Permanent Supportive Housing program. In March 2024, he finally found his way back home to the welcoming embrace of Costa Mesa. There, he was warmly welcomed into a beautiful, brand-new community, securing for himself a cozy one-bedroom, one-bath sanctuary.

The transformation was nothing short of inspiring. Witnessing the participant regain his independence filled the hearts of everyone at Yale Navigation Center with indescribable joy. His success serves as a testament to the resilience of the human spirit and the power of community support. We celebrate this as a shining example of triumph over adversity and wish this participant continued happiness and fulfillment in their newfound home.

Huntington Beach Oasis

Before connecting with the Huntington Beach Oasis program, this participant faced homelessness, residing in her vehicle since 2019. In 2022, she took the opportunity to join the American Family Housing, Huntington Beach Oasis Program. While being enrolled, she engaged with case managers and providers to pursue her goal of attaining housing and managing her health needs. Enduring housing challenges over the years, she accessed programs like American Family Housing through her church and the Costa Mesa Community Center.

Despite adversity, she served as a mentor at her church, attended community college, and participated in free community events across Orange County. Working with her case manager at American Family Housing, along with her housing team, allowed her to acquire housing. In January 2024, she transitioned to her very first 1-bedroom apartment in Huntington Beach with the assistance of an Emergency Housing Voucher. She continues to thrive and find happiness in her apartment.

The Office of Care Coordination recognizes these stories as examples of community collaboration and the successes of our homeless system to connect people to services that will help address their goals.

For more information on the work of the Office of Care Coordination,
please contact carecoordination@ocgov.com