

TEN-YEAR PLAN TO END HOMELESSNESS STATUS REPORT (June 2012 – December 2013)

The 2012-2013 Status Report covers the third year of the Ten-Year Plan to End Homelessness.

The following is an update on the Commission to End Homelessness' progress to date, organized under the chronology as set forth in the Implementation Schedule of the Ten-Year Plan. The report summarizes implementation by phase and provides additional detail covering current 2012-2013 activities and accomplishments.

Detailed Accomplishments and Progress by Phase

Phase I: Year 1 (2010-2011)

<i>Activity</i>	<i>Related Goal(s)</i>
<i>Establish Governing Body and Organizational Structure</i>	<i>(Goal 8)</i>
<i>Expand Homeless Information System (HMIS)</i> <i>This goal is continuous and additional activity for 2012-2013 is covered later in this report.</i>	<i>(Goal 7)</i>
<i>Improve Data Collection Methods</i> <i>This goal is continuous and additional activity for 2012-2013 is covered later in this report.</i>	<i>(Goal 7)</i>
<i>Continue Support of Some Existing Services</i> <i>Support for Existing Services continues in all Phases.</i>	<i>(ALL)</i>

- Accomplishments provided for Phase I in prior Annual Report.
- Commission to End Homelessness Established in 2010
- Initial HMIS Expansion completed. Additional progress reported in Phases II and III.
- Data Collection Methods Improved via HMIS: Additional progress reported in Phases II and III.
- Support of Existing Services continues in all Phases: Additional progress reported in Phases II and III.

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Phase II: Years 2 and 3 (2011-2013)

<u>Activity</u>	<u>Related Goal(s)</u>
<i>Initiate New Prevention Strategies</i>	<i>(Goal 1)</i>
<i>Implement Rapid Re-Housing</i>	<i>(Goal 5)</i>
<i>Complete County-Wide Implementation of HMIS</i>	<i>(Goal 7)</i>
<i>Launch a Centralized Intake</i>	<i>(Goals 2&7)</i>
<i>Develop Cost Estimates for the Nine Goals</i>	<i>(ALL)</i>

Prevention Strategies

Implementation Group #1 (Prevention/Outreach to Homeless and At-Risk) completed the following:

- Implementation Group #1 has focused on universal principles on services, eligibility, definitions, and best practices including:
 - Identifying an inventory of current prevention activities including a survey of 26 agencies administering approximately 109 programs throughout the County.
 - Development of a common definition of ‘success’ as determined by whether a client is still stably housed and if the HMIS database system does not indicate program entry dates for emergency shelter, transitional shelter, or rapid re-housing programs.
 - Determining measurements of success which includes agency and countywide data pulled from a database (HMIS).
 - The establishment of recommendations for common eligibility standards for Orange County prevention programs.
 - Developed a list of Existing Access Centers (Outreach) in Orange County in collaboration with 211 OC and other stakeholders
- City of Santa Ana allocated \$55,000 in Federal Emergency Solutions Grant funding for homeless prevention and \$80,000 for Street Outreach.

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Rapid Re-housing

- In 2013, County Board of Supervisors approved \$500,000 for HOME Tenant Based Rental Assistance and \$66,964 in Emergency Solutions Grant funds to continue Rapid Rehousing efforts. In addition, in 2013, United Way of Orange County issued an RFP to provide \$500,000 for Housing/Rapid Re-housing activities. Program structures developed from best practices learned from implementation and expenditure of \$10.9 million in Homeless Prevention/Rapid Re-housing Program (HPRP) funds that were previously allocated to the County and OC cities through Economic Stimulus Funds.
- Rapid Re-housing Subcommittee has completed the following:
 - Developed common definitions of rapid rehousing and transitional housing
 - Created broader base of knowledge across providers
 - Facilitated collaboration with property managers
 - Families Forward developed a Tenant Guide
- OC Partnership conducted an analysis and developed a Performance Improvement Calculator (PIC), a tool that provides an analysis and roadmap of measurement criteria and focuses on the cost effectiveness and housing effectiveness of Rapid Re-Housing programs.
- Grant Award of \$2 million to Volunteers of America through OC Community Services partnership support for VA Supportive Services for Veteran Families (SSVF) funding. Grant award for program services to include rapid rehousing, homeless prevention, employment services, legal services, etc.
- The Cities of Anaheim, Santa Ana, Garden Grove and the County of Orange allocated over \$600,000 in Federal Emergency Solutions Grant funds for Rapid Rehousing activities.

Employment and Mainstream Benefits

Goal 6-Ensure that people have the right resources, programs and services to remain housed.

(Identify and enhance employment and training that enables homeless adults and youth to secure living wage jobs/ Increase coordination of mainstream benefits and services provided by government programs)

- In support of Goal 6, the Employment and Mainstream Benefits Subcommittee was formed in Spring 2012 to help bring effective employment and mainstream resources to the homeless system of care.
- The Employment and Mainstream Benefits Subcommittee has completed the following:
 - A resource matrix identifying current programs including eligibility requirements and clients served.
 - Identified barriers to employment and the needs and challenges of the homeless populations in OC.
 - A gaps analysis to identify where resources do not exist or are not properly aligned.
 - Researched best practices.

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- Collaborated with OC Partnership and the Santa Ana Office of the Social Security Administration to provide free training sessions consisting of a brief overview of all Social Security programs, including eligibility requirements of the Social Security disability program and the Supplemental Security Income disability program and discussion of the most efficient way to submit claims and how service providers can help address issues unique to homeless clients/applicants.
 - Initiated briefings with service providers and Orange County Transportation Authority to address affordability of bus service with special emphasis on employment-related mobility and access to those with disabilities.
 - Facilitated presentations and training sessions from Workforce Investment Act One-Stop Employment Center providers and other related providers in preparing the at-risk and homeless population for prospective employment and/or to address underemployment issues.
 - Initiated contact with the County Clerk/Recorder's Office to evaluate opportunities for streamlining processes/procedures for obtaining documents required for identification & employment.
- OC Community Services/Community Investment Division:
 - Facilitated Workforce Investment Act (WIA) 101 training sessions at One-Stop Employment Centers to improve program connections with service providers.
 - Provided information and resources to service providers to address unemployment and/or underemployment issues of the at-risk and homeless population.
 - Implemented new strategies for WIA Youth programs to address issues facing emancipating youth.
 - Strengthen linkages with Orange County Housing Authority to effectively target at-risk youth populations.
 - Supported grant proposal development by non-profits service providers with technical assistance, labor market information and employment/training programs design.
 - Incorporated at-risk and homeless youth as a target population for upcoming WIA Youth Programs request for proposals.

County-wide Implementation of HMIS

- Implementation Group # 4 (Improve Data System/Advocate for Community Support/Social Policy/system Change) and Data Subcommittee have accomplished the following:
 - Initiated research project led by Dr. Ellen Lee of Cal State Fullerton, to be completed May 2014. Planning meeting with research departments from OC universities/colleges.
 - Reviewed Vulnerability indices for the Coordinated Assessment/Coordinated Intake (CA/CI) program.
 - Released a Survey Monkey to the providers and funders to see what data should be a priority.
 - HMIS Bed Coverage increased by 1% from 2011 to 2013.
 - HMIS participation increased by 5% from 2011 to 2013.
 - 10 new agencies reporting in the HMIS system in 2012 and 2013.

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- Reached 100% usable data from HMIS for the Annual Homeless Assessment Report (AHAR) submitted to the U.S. Department of Housing and Urban Development (HUD). (The Annual Homeless Assessment Report (AHAR) is a report to the U.S. Congress on the extent and nature of homelessness in America. The report is prepared by the Department of Housing and Urban Development (HUD) and provides nationwide estimates of homelessness, including information about the demographic characteristics of homeless persons, service use patterns, and the capacity to house homeless persons).
- Significant Improvement in Data Quality including– Overall improvement with Universal Data Elements (client data) and also large improvements in Program Descriptor Data Elements (data about agencies and programs).
- Conducted a Homeless System Performance Measurement analysis for 23 agencies representing 60 programs.
- HMIS currently has 41 agencies participating (reporting information in HMIS) representing 144 active projects/programs serving homeless throughout Orange County.

2013 Point in Time Count

- Formation of Point in Time Count Ad Hoc Committee and successful completion of 2013 Point in Time Count, Survey, and Housing Inventory Chart. Decrease in number of homeless from 6,929 in 2011 to 4,251 in 2013.
- The private, faith based and non-profit community provided funding and volunteers to support a more robust 2013 Point in Time Count.
- Private and Non-profit Funders provided \$40,000 to support the Point in Time Count.
- 127 homeless persons and 623 homeless service providers and community volunteers were deployed from five (5) deployment centers on the morning of January 26, 2013.

Launch Centralized Intake

- Coordinated Assessment and Centralized Intake (CA/CI) Subcommittee formed with leadership from United Way of Orange County.
- Early 2012, a planning session was held at United Way with 40+ community leaders (service providers, private and public funders) to discuss different CA/CI options.
- Beginning in late spring 2012, a small group convened to research best practices of CA/CI systems around the country. This group was led by United Way management and staff, and included several service providers.
- In February 2013, Abt Associates (HUD consultant and consultant to Los Angeles on their CA/CI program) met with this group to discuss CA/CI options. In April 2013, a full community subcommittee was convened by United Way to review CA/CI draft plan created by the small group and to begin work on the planning process. The decision was to focus the CA/CI pilot on families with children.

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- In May 2013, United Way underwrote the presentation/trip to Orange County by Kevin Finn, Executive Director of Strategies to End Homelessness for Cincinnati and Hamilton County, to the community subcommittee.
- Over the next several months, the subcommittee broke into smaller work groups to evaluate issues such as what type of Vulnerability Index should be used; screening questions to make sure that the most vulnerable would be served; follow-up with other communities 1-2 years into the process.
- A budget was created in October 2013 by 2-1-1 Orange County for the pilot program, and to date grant requests have been submitted for \$450,000 in funding, including a CA/CI Program Director position funded by United Way. In addition, other private funders have indicated a willingness to help underwrite the balance of the pilot, with actual funding requests to be made in January 2014.

Develop Cost Estimates for the Nine Goals

- OC Partnership contracted with Focus Strategies to submit confidential budget data from agencies participating in HMIS for Emergency, Transitional, Permanent Supportive Housing and Rapid Rehousing Programs to assess current costs of implementing these strategies and program performance. A blend of private funding and HUD funding used for this analysis as the first step in right-sizing the homeless system of care.
- September 27, 2013 Commission workshop conducted to discuss the cost of programs and alignment and investment of existing funding in the goals and strategies of the Ten-Year plan.
- Cal State Fullerton/Health Science Department and Community Advisory Board-Homeless Issues is conducting a cost analysis/data study on the public service cost of homelessness to police, fire (paramedic), parks and recreation, and public works maintenance in Orange County.
- Cal State Fullerton/Health Science Department and Community Advisory Board-Homeless Issues conducted a Homeless Health Needs Assessment in early 2013, with a final report to be presented to the Commission to End Homelessness in early 2014.

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Phase III: Years 3 and 4 (2013-2015)

<i>Activity</i>	<i>Related Goal(s)</i>
<i>Establish year-round emergency center(s)</i>	<i>(Goal 3)</i>
<i>Strengthen the transitional housing system/ Make strategic improvements in the transitional housing system</i>	<i>(Goal 4)</i>
<i>Continue to Implement Prevention Strategies</i>	<i>(Goal 1)</i>
<i>Continue to Implement Rapid Re-Housing Strategies</i>	<i>(Goal 5)</i>

Establish Year-Round Emergency Center(s)

Year-Round Emergency Center Efforts

- In 2013, the County identified \$4.5 million in local 15B CEO Public Finance funds to support the development of year-round emergency shelters and multi-service centers in OC.
- In January 2013, the Board of Supervisors approved due diligence costs and a Purchase and Sale Agreement in the amount of \$3.2 million for a year-round emergency shelter/multi-service center site in the City of Fullerton.
- Significant efforts led by Supervisor Shawn Nelson to locate a site in the City of Fullerton resulted in many community meetings and forums to educate stakeholders on the need for year-round emergency shelter and the value of the proposed site on State College. Site ultimately was not approved by the City of Fullerton City Council.
- OC Community Services applied for and was awarded \$600,000 in Community Development Block Grant (CDBG) for emergency shelter acquisition/rehabilitation.
- Under the leadership of Supervisor Shawn Nelson and Supervisor Janet Nguyen, the County is continuing efforts to locate emergency shelter/multi-service center sites in the City of Anaheim/City of Fullerton and City of Santa Ana.
- Through leadership of Supervisor John Moorlach, County staff met with members of the Balboa Yacht Club (BYC) regarding their offer to swap property currently leased to the BYC by the County OC Parks for property they would acquire for the purposes of a year-round emergency shelter. Staff pursued amendment to current State law to allow for the land swap, however, the State Lands Commission did not grant approval.
- A survey was facilitated by 2nd District Supervisor John Moorlach's staff, 4th District Supervisor Shawn Nelson's staff, and CEO staff to collect information from County Departments for potential services and requirements for providing services to be offered at the Year Round Emergency Shelter/Multi-Service Center once completed. Several different County Agencies participated and completed the survey—Health Care Agency, Social Services Agency, Probation, Public Defender, Child Support Services, and OC Community Services.

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- The County OC Community Services continues to provide \$48,000 in annual funding support to the City of Laguna Beach Emergency Shelter through annual CDBG funding and \$630,903 in annual CDBG, 15U, and ESG funding for the seasonal Armory Emergency Shelter Program.
- Through a diverse community effort, Implementation Group #2 (Improve Emergency Shelter/Transitional Housing) created a matrix of survey results on multi-service center services that includes 90 concepts that rank and prioritize services/activities that should be included in a multi-service center.
- HomeAid Orange County (HAOC) with Children and Families Commission of Orange County (CFCOC) released a Notice of Funding Availability Request for Proposal making available \$6,250,000 in Catalytic Investment Funds for the construction, or rehabilitation and initial operation of Emergency Shelters that will serve homeless families with children ages 0-5, within the borders of Orange County.

SB 2 Implementation and Coordination

- Establishment of SB2/City Managers and Planners subcommittee (“SB 2 Task Force) to discuss countywide standards for SB2 Zoning Code Amendments pertaining to siting and operation of emergency shelters “by-right” throughout the County.
- The SB2 Task Force made considerable progress in documenting the status of emergency shelter zoning code ordinances adopted or proposed in jurisdictions (OC cities/County) throughout Orange County. At this point in time, 33 of the 34 cities and the County have either adopted SB2 code provisions or set same for Public Hearing.
- The Task Force is working on compiling best practices and soliciting input from providers for shelter requirements and recommended guidelines for shelter management plans for standardization throughout Orange County including barriers to implementing the guidelines. This effort includes development of standardized Client Rules for those requiring emergency shelter.
- Approval of City of Santa Ana and pending approval of County SB2 Zoning Code Amendments both of which include one, 200 bed emergency shelter/multi-service allowed “by-right” in SB2 Zone areas.

Strengthen Transitional Housing System

- OC Community Services and 2-1-1/OC Partnership hosted a regional Retooling Workshop for all of the HUD funded providers on July 17, 2013 Joe Colletti, the County’s HUD consultant from Urban Initiatives, reviewed evidence-based practices and worked with providers to take an analytical look at the resources and funding that are currently being used to operate transitional housing program(s) and consider how these resources could be used differently and in alignment with best practices for ending homelessness. Focus areas included retooling to rapid re-housing or permanent supportive housing.

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- Through ongoing collaborative efforts of the Commission to End Homelessness, many transitional housing providers are evaluating strategies to lower program threshold requirements and improve outcomes including shorter shelter stays and quicker transitions to permanent housing.

Implementation Group #2 (Improve Emergency Shelter/Transitional Housing) has completed the following:

- Completed Multi-Service Center Baseline Services matrix consisting of over 90 services to potentially offer at an emergency shelter/multi-service center. These services are prioritized and ranked as mandatory/optional and whether they should be offered on-site or off-site.
- Completed Multi-Service Center/Emergency Housing Facility Site Selection Questions. This worksheet examines and proposes questions when evaluating potential sites for a shelter and includes questions related to site development, what is in the community, design and building uses, architectural design, client services/program and funding sustainability questions.

Continued Implementation of Prevention and Rapid Rehousing Strategies

- (See Phase II for accomplishments during 2012-13)

Phase IV: Years 5-10 (2015-2020)

<i>Activity</i>	<i>Related Goal(s)</i>
<i>Focus on Creation of Affordable Permanent Housing And Supportive Services</i>	<i>(Goals 5&6)</i>
<i>Continue Implementation of Previous Phases</i>	<i>(ALL)</i>

Creation of Affordable Permanent Housing and Supportive Services

- During this reporting period, OC Community Services and Health Care Agency facilitated completion of 28 units of Mental Health Services Act permanent supportive housing. An additional 55 units are under construction, 10 units with financial commitments in place, and 56 units in process for a total of 149 units in development to provide permanent supportive housing throughout OC. These projects resulted in the successful commitment of 100% of the \$33 million set-aside for Orange County in MHSA Housing funds.
- In 2013, the Orange County Housing Authority received an additional 100 Veterans Affairs Supportive Housing (VASH) vouchers to serve homeless veterans, bringing the total number of VASH Vouchers to 470.
- The Orange County Housing Authority continues implementation of the Shelter Plus Care supportive housing program that serves nearly 700 special needs homeless each month.

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Implementation Group #3 (Permanent Housing/Resources to Remain Housed) completed the following:

- Coalition of current service providers is meeting regularly to review opportunities/challenges to establishment of additional affordable housing. This includes but is not limited to sharing of information on funding and partnership opportunities.
- The OC Community Services and 2-1-1/OC Partnership Retooling Workshop (referenced under *Strengthen Transitional Housing System*) focused on anticipated changes in HUD directives on Permanent Housing. The workshop was very well attended and the briefing has become the focus of continuing discussion on expanding permanent housing opportunities.

Continued Implementation of Previous Phases/Systems Change

- During the 19 month reporting period, the Health Care Agency allocated MHSAs/Other Federal/State funding of \$40,000 for the Homeless Point in Time Survey; approximately \$29,000,000 for full service partnerships which provide emergency housing and wrap around services for at-risk and homeless; and approximately \$2,500,000 for outreach and engagement services targeting the homeless.
- Applied for and received \$14.7 million in HUD Continuum of Care Homeless Assistance funds to support ongoing transitional housing, permanent housing and supportive services projects. Since 1996, the County's OC Community Services and 2-1-1/OC Partnership have facilitated the approval of \$170 million in these funds for the region of OC.
- The OC4Vets collaborative between the County OC Community Services and Health Care Agency was fully implemented. Through Mental Health Services Act funding, the Orange County Veterans Service Office has a multi-service center that provides at-risk and homeless veterans with services such as mental health, employment, claims benefit, emergency housing assistance, permanent housing assistance, and other critical services.
- In 2013, 2-1-1 Orange County and OC Partnership were merged to strengthen service integration, leverage resources, and to improve services in support of Orange County's Ten Year Plan to End Homelessness. The private funding community has expressed a willingness to expand support to this important support organization.
- In an effort to further engage the faith-based community on homeless issues, OC Community Services and 2-1-1/OC Partnership developed a model presentation to provide background on the Ten-Year Plan to End Homelessness and how faith-based communities can become partners in ending homelessness in OC. This presentation was conducted before several faith-based consortiums and presentations continue.
- OC Community Foundation Commissioned a needs assessment for the OC Veteran population, including the homeless veteran population. A final report is scheduled to be released June 2014

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- Interim Executive Director, Karen Roper, Commission to End Homelessness members Allan Roeder and Jim Palmer and Chairman of the Board Supervisors, Shawn Nelson, participated on a panel at the annual Association of California Cities- Orange County (ACC-OC) City Infrastructure Summit on May 30, 2013 regarding the Ten-Year Plan to End Homelessness. The panel presentation resulted in critical dialogue between Commission members, Board of Supervisors, Cities throughout Orange County and other stakeholders regarding Year-Round Emergency Shelter and other Ten-Year Plan initiatives.

Administration and Staff Support to the Plan

- In June 2012, Karen Roper was appointed as the Interim Executive Director of the Commission to End Homelessness.
- The Executive Committee recommended appointment of Karen Roper as Permanent Executive Director at their October 25, 2013 meeting and the full Commission will consider the appointment on December 6, 2013.
- The use of the Interim Executive Director since 2012 has included support from OC Community Services and 2-1-1/OC Partnership staff to assist in the administration (agendas, minutes, calendaring meetings, notifications, website management, etc.) of the Commission and its Implementing Groups, Subcommittees, and Ad Hoc Committees.
- In August 2012, the Board of Supervisors approved amendment to the County's contract with 2-1-1/OC Partnership to increase their contract for items related to the Commission to End Homelessness including staff support to the Commission.
- 2-1-1/OC Partnership has established a website that it maintains for the Commission including a master calendar of meetings and distribution of all agendas, minutes and notices of upcoming events and meetings.
- OC Community Services staff provides direct support to the Commission through development of agendas, completion of Commission minutes, review of Executive Committee minutes, attendance of Implementing Group and Subcommittee meetings in coordination with 2-1-1/OC Partnership staff.