

Continuum of Care Homeless Provider Forum Health Care Providers for our Homeless

**June 4th, 2015
9:00 a.m. – 11:00 a.m.**

Location

Covenant Presbyterian Church, St. Andrew's Hall
1855 Orange Olive Road, Orange 92865

Co-Chairs

Cruz Rios III, Veteran's First
La Shawn Hye, Project HOPE Alliance

Minutes

Welcome

- Cruz Rios III and La Shawn Hye, Co-Chairs, Homeless Provider Forum

Continuum of Care Updates

- HUD initiated the 2015 Continuum of Care (CoC) funding cycle in February. The Ad Hoc and staff have been meeting in preparation for the NOFA.
- The Commission to End Homelessness Board approved preliminary recommendations which will be developed throughout the process and finalized once the NOFA is released by HUD. The recommendations included process and reallocation options that were identified in the HUD registration notice.
- The LOI application process with the providers is under way. Staff are finalizing the review of the renewal submittals and will be meeting with the Ad Hoc to review the outcome of this initial process, Part I Agency Administrative Review. Agencies will be notified of the next step once decisions have been made and the NOFA is released.

Coordinated Entry Updates

- Email has been sent out to HUD funded PSH providers letting them know that starting January 22nd, they can begin entering their OPEN bed inventory into our Coordinated Entry (CE) module. Additional information will follow.
- Street outreach component of CE is being further developed and strengthened. The Health Care Agency will begin the first phase of street outreach by July 1st, 2015.
- Pre-Screening Tool is being developed to screen for client's prevention and diversion.
- Policies (prioritization, Admission & Refusal, and Access/Barriers) to be sent out to Executive Directors and the Policy Workgroup for their review and comments, and then submitted to the Commission to End Homelessness for their approval.

Announcements

- Family Assistance Ministries is hiring a part-time case manager and a Program Manager for more information email info@family-assistance.org.
- OCAPICA Youth Employment program helps youth become job ready and obtain temporary work experience. The program is up to individuals up to 24 years of age.
- VA CRRC has a walk-in resource center for at-risk and homeless veterans and their families. They can assist with establishing VA eligibility, veteran's benefits, housing, legal id, employment, financial assistance and referrals, bus passes and transportation. For more information contact Jean Willis at 714-568-9811 or jean.willis@va.gov.

- The AIDS Service Foundation has a Housing Resource Guide that may be obtained by emailing George Smith, Director of Housing and Benefits at gsmith@ocasf.org.
- Grandma’s House of Hope is hiring for a Development Manager.

Introductions of Panel

- Cruz Rios III and La Shawn Hye, Co-Chairs, Homeless Provider Forum

“Spotlight” Panel of Agencies

- **Shahab Mirzaean, Community Health Worker, Latino Health Access**

- Latino Health Access serves everyone, not just Latinos.
- Latino Health Access works to serve the homeless community and has partnerships with the Civic Center Roundtable, Mercy House, and Illumination Foundation.
- Promotores utilize personal experience to assist clients to realize self-worth.
- Latino Health Access offers parenting classes, youth group for adolescents to discover their own personal powers, diabetes awareness and learning how to live a more healthy life.

- **Mariam Harris & Brandi Collison, National Alliance on Mental Illness Orange County**

- NAMI OC was founded in 19803. NAMI OC works with the mentally ill, which may range from depression, to anxiety, to PTSD, and the serious and persistent mental illness.
- Recent estimates say that 25 to 30% of the homeless population have some sort of mental illness. It is also thought that this estimate is on the low side.
- NAMI OC operates a warmline. A warmline is an emotional support line, not as escalated as a suicide line, and also offers referrals to mental health resources.
- NAMI OC is funded by OC Behavioral Health and is the only warmline with an 18-hour operation.

- **Judy Itturriaga, AOABHS Residential Care & Housing**

- Prop 63 has created new housing options in Orange County for those who have mental illness. There are housing programs for individuals with substance abuse disorders.
- Shelter Plus Care is available for those who are seriously and persistently mentally ill and dual diagnosis. 625 units are leased to clients through HUD-funded programs. It is a complicated process to navigate. Shelter Plus Care offers independent housing paired with assistance from a care coordinator.
- [Click here to see How Housing Fits Presentation.](#)

- **Jason Austin, Behavior Health Navigation, OC Health Care Agency**

- Prop 63, the mental health service act has set in motion increased funding for mental health which means new programs are being developed and there has been an increase in program promotion.
- OCLinks is a helpline, internet-based, and webchat. Any service within Behavioral Health for children or adults, for drug abuse or substance abuse and much more is included in the database. OCLinks has over 200 different programs that they can refer people to based on their need. OCLinks is staffed by clinicians and can accommodate any language.
- OCLinks contracts with many different community agencies in the County to facilitate the delivery of services.
- [Click here to view OCLinks Presentation.](#)

- **Ed Gerber, Executive Director, Lestonnac Free Clinic**

- Not in attendance.

- **Dr. Charles Zahedi, DDS, PhD, Dentists for Veterans A Not-For-Profit Organization**

- Not in attendance.

• **Yolanda Castillo, Executive Director, National Fibromyalgia Association**

- Not in attendance.

Questions and Answers

- When people are referred to OCLinks, what housing resources are provided as referrals?
 - When an individual contacts OCLinks, she/he is screened by a clinician to determine what services the individual needs. Some programs have housing components embedded into them. The housing process, depending on the severity of the client may begin with outreach and engagement and then linked to other programs such as adult outpatient clinic. Sometimes the client is a candidate for Shelter Plus Care or FSP for more immediate housing. Since there are so many programs, the clinician responding to the call wants to ensure the individual gets connected to the right program and match what the person is ready for.
- With the limited resources in the County, how will you, as providers, work with coordinated entry?
 - Orange County Health care Agency is working with Orange County Community Resources and 211OC to be the first point of contact a street outreach. There is ongoing discussion as to how that will look.
 - NAMI OC as a warmline with over 2000 resources one of which included OCLinks. Aside from being a warmline, NAMI is an information and referral line which means that there is limited tracking of successful referrals. There is limited capacity to determine whether the individual got connected to the needed resources. It is important to note there is a higher need than resources available. NAMI OC is here to offer support and encouragement while individuals find what help they need.
 - Latino Health Access shared that individuals of the Civic Center Round Table are very well versed in the Coordinated Entry process. As a provider, Latino Health Access will continue to function as liaison, monitor the environment, and assess each individual. It is important to note that not all individuals react the same and each one has different needs.
- How can we get access to treatment beds?
 - There are different types of treatment beds available in the County. For example, some of these are for detoxification of alcohol or substance. The most streamline process is to contact OCLinks as the clinician serves as navigator to walk you through the process and put you in queue to the correct type of treatment bed.
 - Treatment beds are limited by funding sources and threshold criteria to be met by the individual. Prop 63 encourages prevention and early intervention. These type of services may have lower threshold criteria that would provide an individual assistance. You may also consider other community-based programs that offer counseling or supportive services.
 - There are some housing projects in development that could potentially serve as room and board with supportive services.
- Can you tell us more about the adult out-patient clinics?
 - There are six clinics in the County. They are all access/starting points to begin mental health treatment. The best option is to start by contacting OCLinks.
- What are the requirements to qualify for a substance abuse program?
 - Over the last year the clinics that offer mental health resources and substance abuse treatment have combined as there are many instances of dual diagnosis. Combining the treatment for both allows streamlined care and keeps the client from having to decide which treatment is better or should be sought out first.
 - The outreach and engagement team helps individuals receive TB test to assist them into qualifying for housing programs. The outreach and engagement team also links homeless individuals to other public health resources or community clinics.
 - When a homeless person is evaluated, they may be evaluated at any level. The evaluation would determine whether there is a need for hospitalization it means great eminent danger. There is no automated process that gets someone on a

waiting list, it is more based on need and resource availability. Following up with individuals is very difficult, especially when the individual is experiencing homelessness. It is best to try to get an individual to engage and receive help prior to the need for hospitalization, as that creates additional problems.

- Do you have to be Latino to access Latino Health Access?
 - No, you do not. Latino Health Access is open to everyone and offers services in Spanish, Farsi, Vietnamese, English, and Spanish. The only criteria to receive help is to ask us for help.
- What type of classes are offered by NAMI OC? Are they offered at a free?
 - The classes offered by NAMI OC are free of charge. There is a 10-week course for providers that is available by regions. The course touches on the jail and prison system and how to better help the community. There are classes for families who have a family-member with a mental health diagnosis. There is a peer-to-peer group so individuals can talk to others who have mental health diagnosis and lead stable lives.
- If a person has limited mobility (wheel chair bound), how do they access services?
 - As far as the County works, if an individual is not able to go into a facility for treatment or services, there are some programs that provide serviced in-home or field. No individual will be denied services because of a disability issue.
- Does your program offer transportation services?
 - Outreach and engagement team provides limited transportation programs. There is a program through HMSA that is in development and planning to launch next year that will assist with transportation.

Closing Remarks and Announcements

- Cruz Rios III and La Shawn Hye, Co-Chairs, Homeless Provider Forum
 - Think about the most influential person/agency in our community who is helping people in need. It is important to recognize those who go above and beyond to help those in need.

The next Continuum of Care Homeless Provider Forum is scheduled for

July 9th, 2015 from 9:00-11:00 am
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