

# Office of Care Coordination Newsletter JUNE 2018



## Resources for the Development of the System of Care

On June 12, 2018, the Board of Supervisors took significant actions in addressing homelessness, including:

- Approval of the Housing Funding Strategy
- Approval of Mental Health Services Act \$70.5 Million Spending Plan
- Shelter Crisis Declared to Position County of State Funds

The **Housing Funding Strategy** has the goal of producing 2,700 units of supportive housing with the additional need for 2,700 units of affordable housing options for individuals and families experiencing homelessness. The County will work with all 34 cities to align regional policies to prioritize supportive housing for local and regional resources, including helping leverage federal, state and local funding.

The **Mental Health Services Act (MHSA) \$70.5 Million Spending Plan** includes four recommended strategies:

1. Identify 11 current housing projects in the pipeline across the county that have been awarded or applied for funding through OC Community

Resources' (OCCR) Notice of Funding Availability (NOFA), the Special Needs Housing Program (SNHP), or both. The Board's commitment of \$13 million will allow these projects to proceed to the development and construction phases, resulting in 451 units – 310 permanent supportive housing and 141 affordable housing units.

2. Allocate additional funds to California Housing Finance Agency (CALHFA) under the SNHP program.
3. Open a continuous Request for Information (RFI) to coordinate creation of additional permanent supportive housing. OCCR has been charged to advise on financial plans for each project to ensure funding and coordination with County housing strategy.
4. Given the County investments in the creation of housing for homeless populations through this initiative, housing referral preference will be granted to the Orange County Continuum of Care Coordinated Entry System. This assists homeless

persons who meet project-specific eligibility criteria (Veterans, Serious Mental Illness, Seniors, etc.) and are prioritized within the Service Planning Area of a project's location. The Coordinated Entry System will ensure effective response coordination while aligning with the objective of reducing homelessness regionally.

The **Shelter Crisis Declaration** from the County of Orange will make it eligible to receive one-time Emergency Homelessness Aid Block Grant from the State to address homelessness through the construction or operation of emergency shelters, rapid rehousing, homelessness prevention services and other currently unspecified activities. The Homelessness Emergency Aid Program is to be allocated based on 2017 Point In Time Count results and expected to be \$15.5 million for the County and approximately \$5 million for both Anaheim and Santa Ana.

To read these documents please visit:  
[www.ocgov.com/gov/ceo/care/docs](http://www.ocgov.com/gov/ceo/care/docs)

## Building Momentum with the Health Care Agency Behavioral Health Services

### Homeless Bridge Housing Services - \$4,571,750

On May 22, 2018, the Board of Supervisors approved a Homeless Bridge Housing Services contract with Grandma's House of Hope and Friendship Shelter. This will provide housing resources to adults and families who are experiencing homelessness with at least one adult or member of the household who is diagnosed with serious mental illness and/or substance use disorder. Grandma's House of Hope and Friendship Shelter will assist individuals and families in the program to access housing programs including Continuum of Care permanent supportive housing, rapid rehousing programs, assist individuals and families locating rental units and negotiating leases to secure housing.

### Recovery Residence Services \$2,400,000

On May 22, 2018, the Board of Supervisors approved Recovery Residence Services contracts to provide a safe and drug-free housing option for individuals experiencing homelessness who are 18 years of age and older with a substance use disorder. Their programs are a stepping-stone toward an individual reclaiming their life and connecting to needed services.

### Supportive Housing for Homeless Individuals - \$1,600,200

On May 8, 2018, the Board of Supervisors approved a six-month contract with Illumination Foundation to increase access to supportive housing and assist homeless individuals onto the pathway toward housing. With this contract, Illumination Foundation will establish multidisciplinary teams including nurses, clinicians, substance abuse counselors, peers, site aides, case managers, housing navigators and drivers to provide wraparound services to homeless individuals. At minimum 60 homeless individuals will be served at any given

time. Health Care Agency Outreach & Engagement will work with Illumination Foundation to provide referrals of individuals into the program who are struggling with mental health and/or substance use issues and/or physical disability.

### Housing Navigation Services \$1,587,192

On January 23, 2018, the Board of Supervisors approved a contract with Colette's Children's Home from March 2018 to June 2020 to provide Housing Navigation Services.

Under the direction of the Health Care Agency, Colette's Children's Home will provide Housing Navigator Services to identify and negotiate affordable housing opportunities for those living with mental illness. The project is expected to identify at least 45 available housing units annually. It is expected that participants in this program will increase their readiness for permanent supportive housing and be linked with an available unit. Upon placement, they will also be successfully linked with a peer mentor, a case manager, and/or outreach and engagement for ongoing support to sustain their housing.

## ACC-OC Permanent Supportive Housing Tour



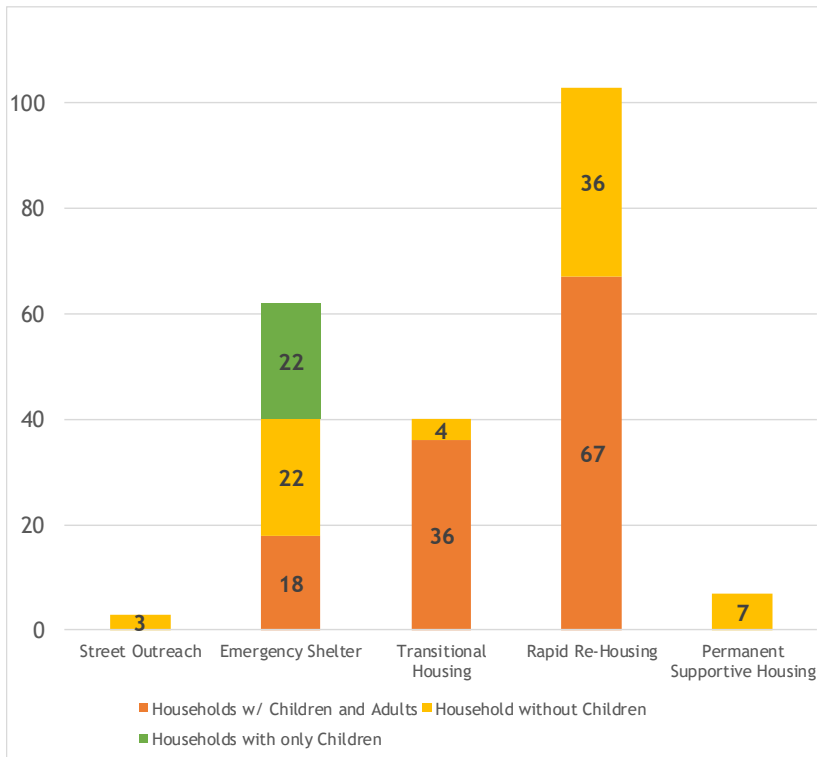
On June 14, 2018, the Association of California Cities – Orange County (ACCOC) hosted approximately 50 individuals, including city leaders and staff, on a tour of permanent supportive housing (PSH) residences across Orange County. The tour served as an opportunity to educate individuals in attendance on the PSH and how they integrate into the surrounding community by providing quality housing and wraparound services.

The tour included stops at:

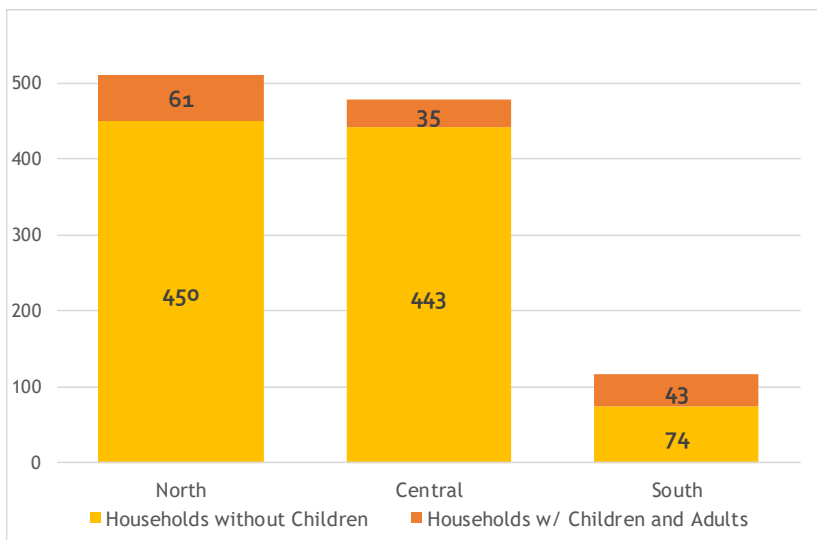
- Family Care Center, an emergency shelter for families in Orange;
- Rockwood Apartments, a 70-unit multi-family housing development in Anaheim serving former homeless families and individuals with severe and persistent mental illness;
- The Orchard, an innovative project involving the rehabilitation of a Santa Ana motel to provide 71 furnished studio and one-bedroom units for chronically homeless individuals and small families;
- Doria Apartment Homes, featuring affordable housing apartments designated for workforce families and 20 apartments for formerly homeless individuals living with mental illness located in Irvine.

# Continuum of Care Statistics May 2018

Clients Placed in Permanent Housing Situations during the month by Household Type  
**Total: 215**



Number of Households that Need Housing on the Coordinated Entry Prioritization List by Service Planning Area  
**Total: 1,106**



## CalOptima Grant Opportunity Announcement

CalOptima is proud to provide dollars to the community through the Intergovernmental Transfer (IGT) program. Over the past six years, IGT funds have made a significant impact on the health of Medi-Cal members, and now two additional IGT community grant opportunities are available — IGT 5 and IGT 6/7. The grants must provide services to CalOptima members, but they cannot be used for Medi-Cal contracted services.

### IGT 5

IGT 5 makes available \$14.4 million to programs and services in any of the eight priority areas, through a process that includes Request for Information and Request for Proposals. The eight priority areas are listed below:

- 1) Adult mental health services
- 2) Mental health/socialization services for older adults
- 3) Mental health/developmental services for children
- 4) Nutrition education and fitness program for children
- 5) Medi-Cal benefits education and outreach
- 6) Primary care services and social determinants of health programs
- 7) Adult dental services
- 8) Children’s dental services

The **IGT 5 RFI** is due on **July 9, 2018 at 5pm**. The **RFP** will be released on **September 7, 2018** and the responses are due **October 5, 2018**. The grants will be awarded December 6, 2019. The organization does not have to submit an RFI response to respond to the RFP.

### IGT 6/7

IGT 6/7 makes available \$23.6 million to programs and services in any of the three priority areas: opioid and other substance overuse, children’s mental health, and homeless health. CalOptima will be proposing the distribution of \$10 million in IGT 6/7 funding to the County of Orange to address the current homeless health crisis. The remaining \$13.6 million will be available for the community through grants in the three priority areas.

The **IGT 6/7 RFP** will be released on **August 3, 2018** and the responses are due **September 14, 2018**. The grants will be awarded December 6, 2018.

You may view details about these grant opportunities and find links to CalOptima’s online submission system at <https://www.caloptima.org/CommunityGrants>.



In April 2018, the Social Services Agency (SSA) deployed staff to Bridges at Kraemer Place three times and its Mobile Response Vehicle (MRV) to the Courtyard Transitional Center four times. In May 2018, SSA deployed staff to Bridges at Kraemer Place twice and its MRV to the Courtyard Transitional Center five times.

SSA received 1,327 inquiries for services, including eligibility determinations and re-determinations, as applicable for CalFresh, Medi-Cal, CalWORKs and General Relief.

The chart below provides a brief summary of the SSA program requests received.

Location	Courtyard Transitional Center		Bridges at Kraemer Place	
	April	May	April	May
<b>Total Inquiries for Services</b>	312	393	45	33
<b>Type of Request*</b>				
CalFresh Applications	52	49	7	3
General Relief Applications	64	80	12	1
Medi-Cal Applications	22	24	5	0
CalWORKs Applications	0	0	0	0
Inter-County Transfers	18	13	1	1
EBT Card Distribution	52	77	0	2
Bus Passes	57	77	6	0
Beneficiary Identification Card Distribution (Medi-Cal card)	43	43	4	2
Redeterminations	15	26	2	4

\*This does not add up to the total number of inquiries as the total number of inquiries reflects each individual that approached SSA staff, regardless of the inquiry.

## Increasing Housing Stability

- 99 individuals exited to permanent housing from Bridges at Kraemer Place
- 363 individuals have increased their housing stability from Courtyard Transitional Center
- 23 women have increased their housing stability from SAFE Place at WISE Place





ORANGE COUNTY  
Community Resources

## Successes to Celebrate

### Connecting to Services

A 38-year-old male experiencing homelessness had been living at the Plaza of the Flags for over a year due to family separation. He first came to the Courtyard Transitional Center in April 2018. There he started working with City Net case management who helped him contact OC Links for referral and linkage to a behavioral health outpatient program. City Net helped him coordinate transportation to and from his appointment to help him access the services he needed. He is currently looking for employment and hopes to reunite with his family.



Orange County | Behavioral Health Information & Referrals

**855-OC-Links**  
(625-4657)

### Improving Health and Wellbeing

A Public Health Nurse (PHN) assisted an individual at the Courtyard Transitional Center in obtaining needed surgery to improve their health and wellbeing. The PHN developed a trusting relationship with the individual, provided transportation to medical appointments, and accompanied the individual to medical appointments. With the PHN's encouragement and assistance, the individual had the necessary surgery. The PHN will continue to provide support as needed in the future.

### Veteran Found His Way Home

An Army veteran experiencing homelessness was first referred to the Courtyard Transitional Center in early January 2018. There he worked with The Midnight Mission case management team to connect with the on-site supportive services. In May 2018, he was prioritized for a U.S. Department of Housing and Urban Development (HUD) Veterans Affairs Supportive Housing (VASH) voucher. With the help of the Veterans Affairs of Long Beach and Volunteers of America (VOA) he located a housing opportunity that would accept his voucher. Community members learned of his transition into housing and provided him with furniture and kitchenware needs, including pots, pans and utensils. Now that he is housed, the Army veteran is working towards addressing his health.

### Humanitarian Day

On June 9, 2018, the Intellect, Love, Mercy (ILM) Foundation coordinated Humanitarian Day, as a day of service to celebrate Ramadan. With the help of volunteers they assembled nearly 400 tote bags that each contained a notebook, t-shirt, hygiene kit, socks, pen and water bottles. In coordination with City Net and The Midnight Mission, approximately 350 bags were distributed to individuals staying at the Courtyard Transitional Center. The remaining bags will be distributed on an as needed basis for individuals accessing services at the Courtyard.





## Successes to Celebrate

### Bringing Home Baby

In September 2017, a couple first came to Bridges at Kraemer Place seeking a safe place to rest and work toward ending their homelessness. The woman was six months pregnant and her partner was recovering from surgery due to cancer. While in the shelter, the couple focused on developing and working their housing plan, maintaining their sobriety, and participating in weekly Narcotics Anonymous meetings. This couple took advantage of the on-site supportive services from OC Health Care Agency Comprehensive Health Assessment Team – Homeless (CHAT-H), Jobs for Life, and Career Wise. During their last week in the program, the woman gave birth to a healthy baby boy and was discharged from the hospital into the couple's new apartment with the help of Mercy House's rapid rehousing program. With the help of Hope 4 Restoration, a community organization, the new family received home furnishings and kitchen items to help them make their apartment into a home.

### Phase II Construction Complete

On Saturday, May 5, 2018, while construction was still underway, Bridges at Kraemer Place celebrated its first anniversary operating as an emergency shelter for 100 individuals experiencing homelessness. Having the ability to open Bridges at Kraemer Place in phases has allowed the County to shelter approximately 580 unduplicated individuals and help 99 individuals transition into permanent housing.

The completion of Phase II has doubled Bridges at Kraemer Place's capacity from 100 beds for single men and women to 200 beds. Additionally, it will allow for the facility to function as a multi-service center with a medical clinic, computer lab and space for local nonprofits and community organizations to provide services and classes.



### Working Together to Achieve Housing Goal

An elderly woman with disabilities entered Bridges at Kraemer Place the first night it opened on May 5, 2017. During her stay she was able to connect with several service providers, which included Adult Protective Services, OC Health Care Agency Comprehensive Health Assessment Team – Homeless (CHAT-H) and Behavioral Health Services, and Orange County Social Services. With their assistance she was able to connect with Social Security Administration to begin the enrollment process for the Representative Payee Program and coordinate and receive medical care, medication management and housing assistance. Through the assistance of Brea Police Department and Coast to Coast she achieved her housing goal.

### Reaching His Potential

In January 2018, a man living along the Santa Ana River Trail first connected with a City Net case manager. Through the Flood Control Channel Engagement Initiative, he participated in the 30-day motel-sheltering program and transitioned into Bridges at Kraemer Place in April. The men shared that since he started working with City Net, his life "has been improving ever since he arrived at Bridges at Kraemer Place." At Bridges at Kraemer Place, he worked with Mercy House case managers and participated in employment readiness programs. He received a full time job offer with Assurance Wireless as a Lifeline phone distributor. His performance was outstanding and he surpassed every goal established by his supervisors. Within the first month, he received a promotion. With stable income, he is now working with the Mercy House Rapid Rehousing Program and a housing navigator to find an apartment. He is hopeful he will find an apartment that is close to work and is excited to keep improving his life.



# ORANGE COUNTY HOUSING FUNDING STRATEGY

## Supportive Housing is...

Affordable housing with voluntary support services for people who are homeless with specialized needs, like those with disabilities. The services are designed to build independent living skills and connect people with community-based services to promote self-sufficiency.

### Number of Unsheltered Individuals

# 4,792 TOTAL

UNSHELTERED



2,584

POINT-IN-TIME COUNT AS OF JANUARY 28, 2017

SHELTERED

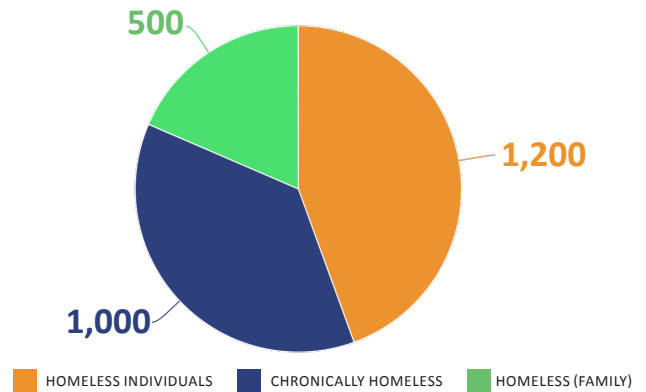


2,208

### Supportive Housing Need

## 2,700 SUPPORTIVE HOUSING UNIT GOAL

ESTIMATED NEED BY POPULATION



### Opportunities for Funding

In planning to create 2,700 units of supportive housing, there is a funding "gap" estimated at \$703 million for capital expenses and operating subsidies, along with an additional gap in resources to provide services in supportive housing.



CAPITAL EXPENSES  
= \$353M



RENTAL/OPERATING  
SUBSIDY GAP = \$350M

#### EXAMPLES OF EXISTING CAPITAL AND RENTAL/OPERATING FUNDS

**LOCAL CONTROL:** Housing Successor Agency, HOME Investment Partnerships Programs, Community Development Block Grant Program, Mental Health Services Act, and Project-Based Vouchers;

**STATE CONTROL:** Low-Income Housing Tax Credits, Veterans Housing and Homeless Prevention Program and Affordable Housing and Sustainable Communities Program

#### OPPORTUNITIES TO FURTHER FILL THE GAP

**STATE LEGISLATION:** California Senate Bill (SB) 2, No Place Like Home, SB 3, SB 912 and State Budget-Homeless Emergency Aid Block Grant funding

### Partnerships Required



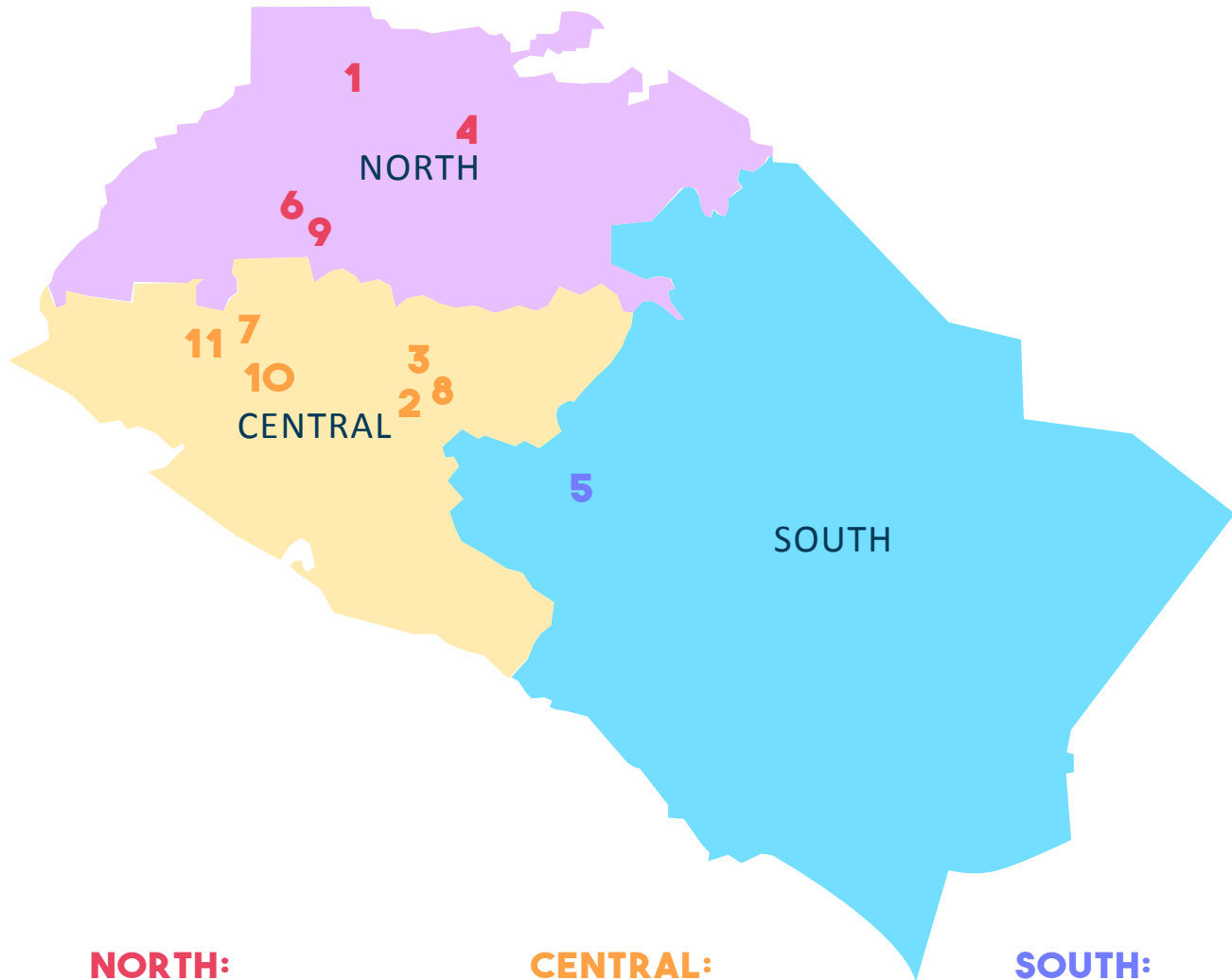
In order to achieve this goal, the County will collaborate with cities, nonprofits, housing developers and other community-based organizations to make supportive housing sustainable.



# ORANGE COUNTY

## SUPPORTIVE HOUSING STRATEGY

### Current Project Locations According to Service Planning Areas



#### **NORTH:**

- 1. Fullerton Motel Conversion (10)
- 4. Placentia Vets Village (50)
- 6. Jamboree PSH (70)
- 9. Anaheim Vets (TBD)

#### **CENTRAL:**

- 2. Santa Ana Vets Village (76)
- 3. Aqua (57)
- 7. Della Rosa (50)
- 8. Santa Ana Art Collective (58)
- 10. Midway City (TBD)
- 11. Westminster & Locus (TBD)

#### **SOUTH:**

- 5. Cypress Village (80)

**TOTAL NUMBER OF UNITS: 451**

**NUMBER OF UNITS FUNDED THROUGH MHSA/SNHP: 99**