



Civic Center Update

DECEMBER 2016



National Hunger & Homelessness Awareness Week

National Hunger & Homelessness Awareness Week is held each year the week before Thanksgiving. This year National Hunger & Homelessness Awareness Week was November 12 through 20. This week brings together community groups and faith-based organizations in the common cause to educate their communities about poverty, hunger, and homelessness in the United States and Orange County. It also offers the opportunity to participate in volunteer driven events, food drives, and collection of toiletries and winter garments for the local homeless shelters and drop-in centers.

In honor of National Hunger and Homelessness Awareness Week, the Bao Quang Temple distributed jackets, blankets, and other personal items at The Courtyard on Tuesday, November 20, 2016.



HUD's Visit to The Courtyard

On Wednesday, November 23, 2016, William Vasquez, Director of Community Planning and Development (CPD) from HUD's Los Angeles CPD Field Office came to Orange County to meet with Susan Price and take a tour of The Courtyard. Mr. Vasquez was impressed with the ingenuity of this effort, in response to the Civic Center crisis, to repurpose a space and create a safe environment for a very vulnerable population.



The Social Services Agency (SSA) deployed the Mobile Response Vehicle (MRV) to The Courtyard on four occasions during the month of November and received a total of 408 inquiries for service.

The services offered by the MRV and staff include eligibility determinations and re-determinations, as applicable, for CalFresh, Medi-Cal, General Relief, and Cal WORKs.

On November 10, 2016, SSA piloted a new set up at The Courtyard. SSA deployed staff and equipment to The Courtyard and set up using the third tent at The Courtyard and brought additional pop up tents to allow for more space for staff.

SSA's Mobile Response Vehicle was deployed on Tuesday, November 22 due to the Thanksgiving holiday. The change in schedule likely resulted in a decreased in total inquiries for services.

Date	11/3/2016	11/10/2016	11/17/2016	11/22/2016
Total Inquiries for Services *	120	97	121	70
Type of Request				
Medi-Cal applications	11	2	12	4
CalFresh applications	10	6	13	5
General Relief applications	19	15	20	10
CalWORKs applications	0	0	0	0
Inter-County Transfers	0	3	6	2
EBT Card Distribution	22	20	19	12
Beneficiary Identification Card Distribution (Medi-Cal card)	10	4	21	12
Redeterminations	10	0	3	2
Bus passes	11	12	19	18

* 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.

HOMELESS VETERAN MOVING HOME!

EM is a 72-year-old homeless veteran with disabilities and mobility limitations who recently moved to an apartment of his own due to the VA's Community Resource and Referral Center (CRRC) continued support. In July 2016, EM began to exhaust all his options. He stayed at The Salvation Army Hospitality House for the maximum amount of days and ended up going to The Courtyard upon its opening. EM was able to stay in one of the cubicles at The Courtyard because he was working with VA CRRC towards permanent housing. Due to The Courtyard's close proximity to the VA CRRC office, staff were able to walk over, check-in on him and provide him an update on his progress towards permanent housing. EM was also able to regularly access the service center at the VA CRRC and submit required documentation as he acquired it. EM was connected to United States Veterans Initiative in Long Beach for a permanent housing option that meet his needs.





Public Health

The Public Health Nursing Division continues to provide ongoing expanded services of the Comprehensive Health Assessment Team-Homeless (CHAT-H) at the Civic Center. Currently a Public Health Nurse (PHN) is there daily, Monday through Friday to assist clients with health needs and provide ongoing case management.

As Civic Center clients move out or are linked with new housing by other agencies, CHAT-H PHNs continue to follow them to provide case management for their health needs.

The Public Health Nursing Division:

- Administered 27 seasonal flu vaccines to Civic Center clients at The Courtyard on Thursday, October 20, 2016.
- Continues to partner with Illumination Foundation's Medical Clinic on the 2nd and 4th Wednesday of the month.
- **Has the majority of Civic Center client encounters at The Courtyard now because clients are residents of The Courtyard.**

CIVIC CENTER COUNT IS DOWN

On Wednesday, November 9, 2016 at 8:00 am HCA Behavioral Health Services Outreach & Engagement Team conducted a Civic Center count and found 192 individuals. This is a decrease of 269 individuals from the Civic Center Homeless Survey done on August 23, 2016.

Behavioral Health Services

Civic Center

- Behavioral Health Services (BHS) continuously provides two staff members working in the Civic Center Monday through Friday from 8:30 am to 5:00 pm.
- BHS Outreach & Engagement staff reported 1,620 Total Street Outreach Contacts in the Civic Center. The top linkage categories include behavioral health services, health care services/benefits, legal services, housing and entitlement programs.

The Courtyard

- Behavioral Health Services staffing includes four staff members working Monday through Friday from 8:30 am to 5:00 pm.
- BHS Outreach & Engagement staff reported 1,023 Total Street Outreach Contacts at The Courtyard.
- BHS Centralized Assessment Team staff reported 218 Total Contacts at The Courtyard.

Understanding the Data

The high Outreach & Engagement Total Street Outreach Contacts are an indication that staff are having a high number of initial contacts and connections with individuals at The Courtyard and at Civic Center. Outreach & Engagement involves building trusting relationships with individuals which results in individuals feeling safe with the outreach worker to the point that they are willing to follow through with connection to services. Once individuals have reached that point, it will be reflected in Total Linkages.

Week	10/17 – 10/21		10/24 – 10/28		10/31 – 11/4		11/7 – 11/10	
CHAT- H								
Brief Encounters with Referrals/Linkages	40		25		8		44	
Intensive Encounters with Case Management	15		16		17		23	
Total Weekly Client Contacts Duplicated	55		41		36		67	
Behavioral Health Services – Centralized Assessment Team								
Contacts	43		74		59		42	
Total Confirmed Linkages	17		5		3		4	
Community Based Crisis Interventions	2		7		2		1	
Voluntary Hospitalizations	2		0		1		0	
Behavioral Health Services – Outreach & Engagement								
Location	CC	TC	CC	TC	CC	TC	CC	TC
Total Street Outreach Contacts	343	273	318	281	379	226	580	243
Total Referrals	21	60	12	45	29	41	18	39
Total Linkages	3	28	4	18	9	21	5	16

*CC- Civic Center, TC – The Courtyard

Service Providers at The Courtyard

The Courtyard Partnership Meeting

City Net held two Partnership Meetings on Tuesday, November 15, 2016 with volunteers and service providers to discuss the ongoing efforts and collaboration at The Courtyard. One meeting was held in the morning at First Presbyterian Church of Santa Ana and the second in the evening at Newsong Church in Santa Ana. Both meetings were well attended, with over thirty nonprofits, community, and faith-based organizations represented.

The meetings included an overview of The Courtyard, planning process for Thanksgiving and upcoming holiday season, and meal providers' opportunities to access food from the OC Food Bank and Health Care Agency Safe Food Handling Education free of charge. Individuals in attendance were encouraged to ask questions and share ideas on how to better collaborate and serve the population at The Courtyard. By the end of the meetings, City Net had identified additional groups to partner for meal provision and volunteerism.

Illumination Foundation Mobile Medical Clinic

Illumination Foundation brought their Mobile Medical Clinic to The Courtyard in partnership with OCHA's Comprehensive Health Assessment Team – Homeless (CHAT – H) on two occasions during the month of November and served 39 clients.

On November 9, 2016, there were 22 medical encounters with 11 clients who received medical examination services.

On November 23, 2016, there were 17 medical encounters with 12 clients who received medical examination services.



Public Defender's Office

The Public Defender's Office changed their hours at The Courtyard from the morning, 9:00am to 12:00pm, to the afternoon, 1:00pm to 4:00pm, after they determined they would be able to help a greater number of people at this time.

The Public Defender's Office looks up each client who asks for services to see if they are eligible for relief under Proposition 47. For those that are eligible, they assist them in filling out the Proposition 47 paperwork and getting them connected to the Proposition 47 teams so the proper paperwork can be filed with the Court.

Clients who are seeking to clear-up their criminal records are given New Leaf packets. Staff explains to clients the expungement process and begins the process with them.

The Public Defender's Office operates at The Courtyard with the principle that no task is too big, if they have the ability and resources to help, they commit to assisting the client in what they are asking for in a timely manner. While at The Courtyard the Public Defender's Office has been able to help refer clients to additional legal aid, mental health services, and anger management counseling.

Collaborative Court

The Courtyard will be hosting its first Collaborative Court on December 21, 2016. Participants will be asked to arrive at 1:00 pm to meet with their attorney and partners, similar to how Collaborative Court session typically operates. Preparations are underway and details are still being finalized. Look for more details in the January Issue of the Civic Center Newsletter.

Homeless Outreach Court has asked SSA to provide services at The Courtyard on Tuesday, December 21, 2016. For that week, SSA will be deploying staff and equipment only to set up at a tent at The Courtyard from 1:00 pm to 4:00 pm and deploying the MRV for their regular Thursday deployment that week, on December 22, 2016.



PUBLIC DEFENDER'S OFFICE SUCCESS

An individual had an outstanding warrant on an open misdemeanor vehicle violation case. The warrant had been out for approximately five years. Although the underlying issue had been fixed, individual was too afraid to go to court to resolve it. The Individual connected with the Public Defender's Office where he was encouraged to attend court the next morning. The individual's case was pulled, the warrant recalled, the misdemeanor was dismissed and the individual pled to a traffic infraction.

The individual shared that was the most help he had received in the last few years that actually lead to progress in addressing the outstanding warrant and is hopeful that this facilitates his placement into permanent housing.

Service Providers at The Courtyard

WE Faith Collaboration Event

WE Faith Collaboration brings together interfaith leaders, community members, non-profit organizations, advocates, and volunteers who are committed to ending homelessness in Downtown Santa Ana.

On Saturday, November 19, 2016, WE Faith Collaboration had an event at The Courtyard. Approximately 50 volunteers completed a number of projects that included:

- Packing lunch bags with non-perishable items from existing donations
- Assembling and installing shelving in the donation rooms
- Organizing clothing donations by size and gender to be readily available for The Courtyard residents
- Picking up trash and debris inside and around The Courtyard and The Civic Center
- Nurses provided basic medical care
- Hair stylist provided haircuts

Additionally, We Faith Collaboration also donated packed non-perishable lunches and hygiene items to The Courtyard.



Guest Chef Program

This program provides breakfast from 7:00am to 9:00am, lunch from 11:30am to 1:0pm, and dinner from 4:30pm to 6:30pm to clients from The Courtyard. Individuals and groups are partnering to serve the meals the residents of The Courtyard.

- Average number of meals served in November:
 - 259 for breakfast
 - 318 for lunch
 - 351 for dinner
- 30 nonprofit, community, and faith-based groups are regular Guest Chef at The Courtyard and continue to provide meals at The Courtyard.
- 23 new nonprofit, community, and faith-based groups have served as first time Guest Chef at The Courtyard during the month of November.

Thanksgiving

City Net received a number of inquiries and calls for holiday service opportunities especially as Thanksgiving Day was approaching.

On Wednesday, November 23, 2016, four groups – Emmaus Church, Islamic Society of Orange County, Good Shepherd, and a business holiday feast – served dinner at The Courtyard. Orange County United Way organized a group of volunteers to come to The Courtyard to working on pending projects and distribute donations to guests.

On Thursday, November 24, 2016, the residents of The Courtyard had an eventful day. Family and friends of the residents came to pick up their loved ones for a Thanksgiving Feast at home. For many this had been the first time

they had been reunited with their families in a long time.

No One Left Behind provided a Thanksgiving Feast for lunch with turkey, potatoes and stuffing. In the evening, Orange County Rescue Mission served a Chili dinner that was accompanied by a volunteer deejay playing music, which was enjoyed by all.



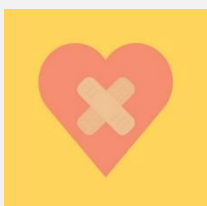
RELOCATION TO MASSACHUSETTS

A homeless gentleman from Buena Park stayed at The Courtyard seeking respite from the streets. The gentleman contacted the Buena Park Homeless Liaison Officer he had been working with prior to The Courtyard. The Officer connected the gentleman with City Net Case Management staff and were able to get in touch with the gentleman's mother in Massachusetts. By the end of the week, the gentleman was reunited with his mother in Massachusetts. The officer came to The Courtyard to pick up the gentleman, transported him to the Artic in Anaheim, and confirmed his identity so he could board the train.

HEALING HEART

A public health nurse assisted a client who is resident of The Courtyard in receiving the needed medical follow-up after a hospitalization due to heart problems. The nurse linked the client with a primary doctor within walking distance from The Courtyard, and with appropriate consent, shared important information about medical needs with the medical staff. The client was started on medication and now reports "feeling much better."

Personally introducing a client to the medical clinic staff establishes a positive, lasting relationship, and helps ensure that effective treatment is received. The nurse will continue to follow-up with this client in the weeks ahead with the goal of effective management of the client's cardiac condition so that future hospitalizations can be avoided, if possible.



Successes to Celebrate

19

Individuals were connected to permanent housing options since the opening of The Courtyard.

18

Residents of The Courtyard are employed.

Home for the Holidays

Client PW is a veteran that had been homeless in the Civic Center since 2012 after separating from his family. He was recently able to reconnect with his niece, who lives in Minnesota. His niece was eager to help her uncle, get him off the streets and welcome him into her home. Health Care Agency's Behavioral Health Services Outreach & Engagement Team and City Net partnered up to help PW be relocated and reunited. PW got home just in time to celebrate Thanksgiving with his loved ones for the first time in four years.

Texas is Home Now!

Client JF moved to California in pursuit of new opportunities. Unfortunately, due to a number of events the opportunities did not become realities and he became homeless in November 2013. After an ongoing struggle with alcoholism and drug addiction JF sought drug and alcohol treatment at a rehabilitation facility in South County. Upon completing the program he had nowhere else to go and after hearing about The Courtyard through word of mouth made his way to Santa Ana.

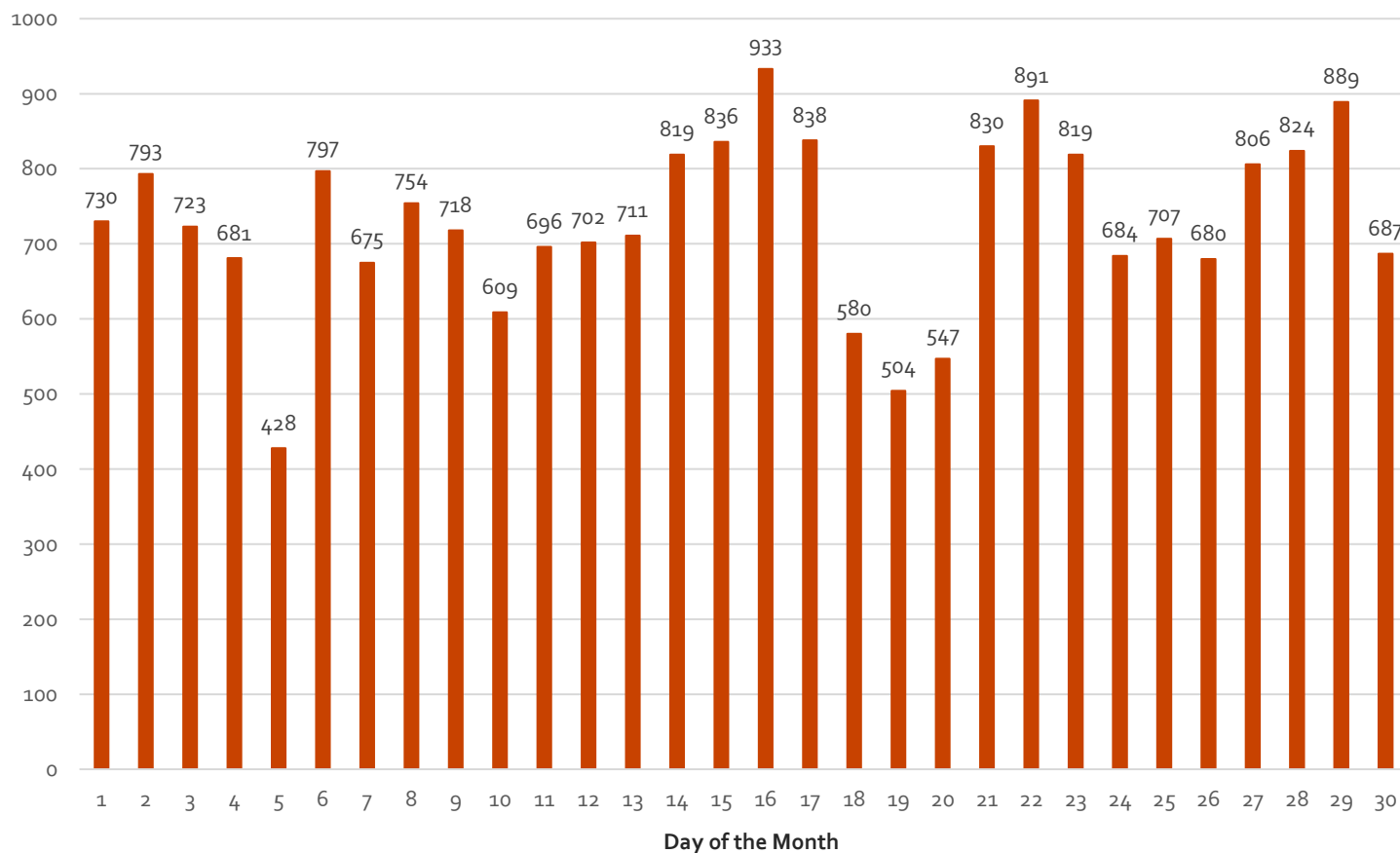
JF became a resident of The Courtyard and took advantage of the showers, laundry facilities, and service providers including Health Care Agency – Behavioral Health – Outreach & Engagement Team and City Net. Outreach & Engagement and City Net worked together to determine if relocation back home and reunification with his family was an option for JF. After some intensive case management and phone calls home it was confirmed JF was going to relocate to his family in Texas. Thanks to the We Faith Collaboration, JF got a haircut at The Courtyard before he went home!

From Emergency Room to Bedroom

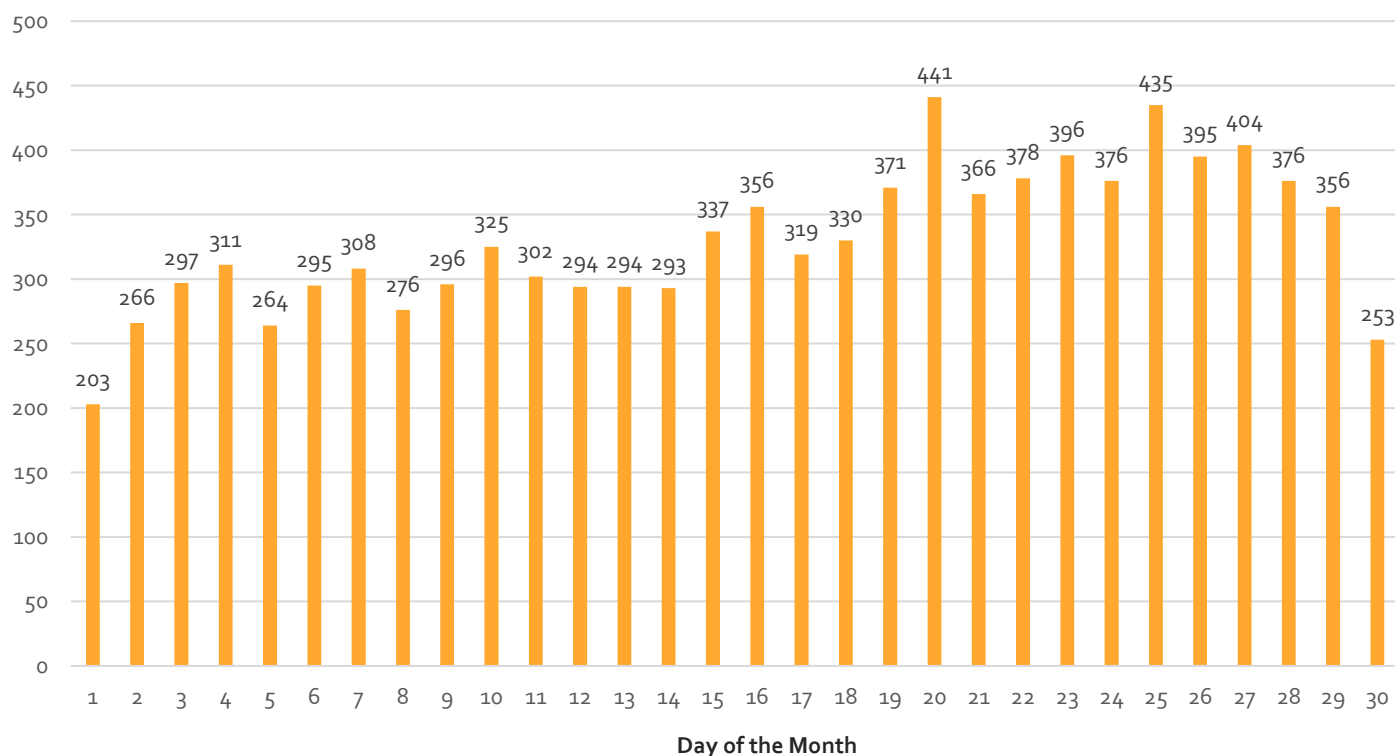
Client ER had been homeless since 2014 and has been struggling with chronic health issues. Following his most recent visit to the hospital's emergency room, he sought shelter at The Courtyard. The Health Care Agency staff onsite at The Courtyard was able to contact his mother and share ER's situation. The mother willingly opened the doors to her home allowing ER to stay with her so he could have a safe place to recover and get back on his feet. City Net, with the support of the faith community, was able to purchase his bus ticket home the day before Thanksgiving.

Courtyard Statistics

Daily Entries at The Courtyard (Duplicate)



Number of Persons Utilizing Safe Sleep Program at The Courtyard



The Courtyard Thanks You!

The Courtyard and its partners are overwhelmed with gratitude for the ongoing support of the community and those who have responded to the opportunity to help The Courtyard residents.

The donations that have been received to date have allowed The Courtyard residents to have warm clothes for the winter months ahead, including jackets, hand-knitted beanies and scarfs, blankets, socks, slippers and shoes. The donations have also allowed The Courtyard residents to enjoy movies throughout the day, read books from the lending library cart with a selection of over 200 books, and play board games.



Doris Starling – Program Manager at The Courtyard

The Courtyard's Ongoing Needs

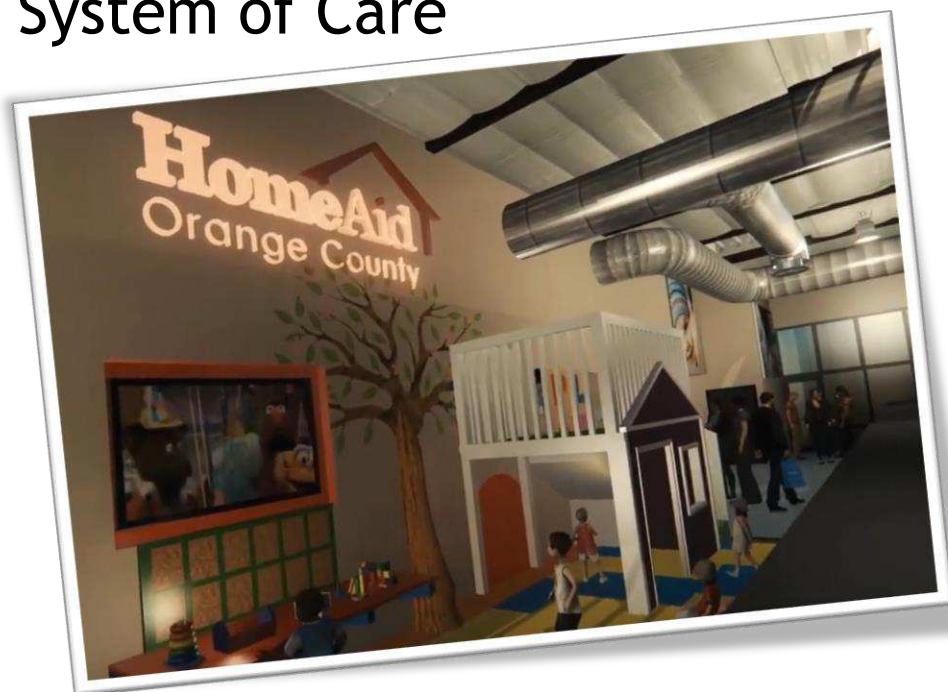
City Net who coordinated the Guest Chef program at The Courtyard and facilitates the collection of donations to help the ongoing operations of The Courtyard maintain a Needs List. If you are interested in donating items to the Courtyard, below is a list of ongoing supplies needed at The Courtyard. You may deliver items to The Courtyard – 400 W. Santa Ana Blvd., Santa Ana, CA, 92702. Staff at the front desk can receive items between 7:00am and 7:00 pm every day. Donation receipts are available upon request. The Courtyard staff will distribute items to guest as needed.

- Coffee
- Coffee cups
- Sugar
- Creamer
- Bottled water
- "Just add hot water" meals
- Granola bars
- Disposable plates
- Plastic utensils
- Gift Cards to Target, Dollar Store, fast food restaurants, etc.
- Bath towels (new or gently used)
- Blankets
- Laundry detergent
- Plastic gloves – Large
- Brown lunch bags
- 1 Gallo Ziploc Bags
- Printer Ink – HP #63 in black and tri color
- Undergarments for men and women – All sizes (new)
- Bus Passes

If you are interested in making a monetary donation, please make checks payable to City Net and send them to P.O. Box 90243, Long Beach, CA, 90809. Rest assured that every penny of tax-deductible donations designated for "Courtyard Guest" will be spent on resources for homeless neighbors.

For more information or if you are interested in volunteer opportunities at The Courtyard please email courtyard@citynet.org or call 714-494-9418.

System of Care



HomeAid OC Family Care Center

On Tuesday, November 15, 2016, HomeAid hosted the Start of Construction ceremony for HomeAid OC Family Care Center. The OC Family CareCenter will provide short term temporary housing to families in Orange County who find themselves without suitable housing. The Family CareCenter will be the first new facility in Orange County developed under the provisions of California's landmark Senate Bill 2 (2008. Passed March 27, 2012.). It will be open to families with at least one parent and one child under 18 years of age for a 45 day maximum stay within a 120 day period from 5:00 pm to 9:00 am daily. The Family Care Center is expected to serve between ten to 15 families at a time, with a maximum occupancy of 56 individuals. The facility will have semi-personal sleeping areas, restrooms, showers, laundry, dinner, and breakfast. [Click here](#) to view a video of home the building will be transformed.

Salvation Army Hospitality House

On Monday, November 21, 2016, The Salvation Army had a dedication ceremony for the newly rebuilt Hospitality House, a shelter for homeless men. For nearly a year, the Hospitality House underwent a \$6.5 million expansion to increase serving capacity from 50 to 75 men. It is now a two story building whose amenities include a full-service dining hall, clean clothes, showers, and laundry rooms, chapel, lounging areas for reading or watching television, and outdoor storage locker. Overnight stays started on Saturday, November 26, 2016, but residents of the Courtyard had an opportunity to participate in a soft opening on Friday through a direct referral process. Men are eligible to stay at the Hospitality House for 21 consecutive nights with 45 days in between stays. Men may be given the option to participate in additional step up programs that will support them during their search for employment and permanent housing.

Armory Emergency Shelters

The Armory Emergency Shelters operated by Mercy House will be opening on Monday, December 5, 2016. The Armory Emergency Shelter is a low threshold shelter that allows clients a warm and safe place to sleep, receive a warm meal, and an opportunity to shower. Clients can begin to enter the shelter by 6:30 pm in Santa Ana and 7:00 pm in Fullerton and must exit the shelter at 6:00 am each morning. For more information on the Armory Emergency Shelter program call 714-826-7188 ext. 131.

- Santa Ana Armory – serving families with minor children only – 612 E. Warner, Santa Ana
- Fullerton Armory – serving single adults – 400 S. Brookhurst, Fullerton



Calendar of Services for December *

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			1	2	3	4
			8am – 10am Illumination Foundation – Resource Referrals 8:30am – 5pm HCA – Outreach & Engagement, and Centralized Assessment Team 9am – 12pm OC Bar Association – Legal Services 9am – 3pm SSA – CalFresh, General Relief, Medi-Cal 11am – 1pm Sa Rang Community Church – Spiritual Guidance 3:30pm – 6:30 pm OC Rescue Mission – Medical Clinic	8am – 10am Illumination Foundation – Resource Referrals 8am – 12pm HCA – CHAT- T Public Health Nurses 8:30am – 5pm HCA – Outreach & Engagement, and Centralized Assessment Team 10am – 12pm WISE Place – Family Support 11am – 1pm OC Veteran Services Office – Referrals for Veterans 1pm – 4pm OC Public Defender's Office – Legal Services	8am – 10am Illumination Foundation – Resource Referrals	7am – 10am Illumination Foundation – Resource Referrals
5	6	7	8	9	10	11
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12	13	14	15	16	17	18
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26	27	28	29	30	31	
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*This schedule is subject to change.