



Civic Center Update

NOVEMBER 2016

Changes to the Civic Center Update

The Civic Center Update is currently a weekly compilation of Health Care Agency, OC Community Resources and Social Service Agency activities, resources, and services provided to the homeless population in the Civic Center. It is intended to provide a snapshot of activities and in-progress plans that continue to meet the Board of Supervisor’s directive to increase County resources.

The Civic Center Update is transitioning to be a monthly newsletter, in which we will be able to highlight successes, celebrate progress toward ending homelessness, and the positive impacts of the activities, resources and services provided to the homeless population in the Civic Center.

Please feel free to contact Susan Price, Director of Care Coordination, or Department Directors for any further clarification that may be needed.



Mobile Response Vehicle Outreach

The MRV is deployed to The Courtyard every Thursday. 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. Below is a brief summary of the requests received:

Date	10/6	10/13	10/20	10/27
Inquiries for services	70	85	77	108
Type of Request				
Medi-Cal Applications	4	10	5	6
CalFresh Applications	9	13	8	15
General Relief Applications	12	15	11	17
CalWORKs Application	1	0	1	2
Inter-County Transfers	0	11	2	2
EBT Card Distribution	9	19	15	22
Beneficiary Identification Cards Distribution (Medi-Cal card)	7	7	8	9
Redeterminations	6	3	4	6
Bus Passes	6	15	12	19

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 coordinates with Public Health nurses and SSA to link participants to health services and register for benefit programs.
- BHS is working directly with Santa Ana Police Department and the Sheriff's Department to provide support and follow up to any homeless participants they encounter.
- BHS Outreach 7 Engagement staff reported 347 outreach contacts in the Civic Center between October 11 and October 14.
- During this period, engagement with Civic Center residents resulted in 29 referrals for services being made and an additional six confirmed linkages to services.
- From August 5, 2015, through October 14, 2016, BHS staffing in the Civic Center resulted in 17,647 outreach contacts. Over this period, 978 confirmed linkages to services resulted from engagement with Civic Center residents. The top linkage categories include behavioral health services, health care services/benefits, legal services, housing and entitlement programs.



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-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.

Behavioral Health Services

The Courtyard

- Behavioral Health Services (BHS) staffing includes four staff members working Monday through Friday, 8:30 am to 5:00 pm.
- BHS is coordinating services with other outreach teams, Midnight Mission, Public Health and SSA.
- BHS Centralized Assessment Team reported 34 contacts resulting in three hospitalizations (two of which were voluntary) and four community-based crisis interventions. The crisis interventions resulted in two confirmed linkages to BHS outpatient clinics and one to a Full Service Partnership.

For the second week of operation between October 11 and October 14:

- BHS Outreach & Engagement staff reported 245 outreach contacts resulting in 30 referrals for services and an additional 12 confirmed linkages to services. The top linkage categories include behavioral health services, legal services, housing, entitlement programs and employment services.

Week	10/3 – 10/7	10/10 – 10/14
CHAT - H		
Brief Encounters with Referrals/Linkages	19	16
Intensive Encounters with Case Management	11	18
Total Weekly Client Contacts Duplicated	30	36
Behavioral Health Services		
Total Street Outreach Contacts	369	347
Total Referrals	35	29
Total Linkages	8	6
Total One Way Rides	0	0

The Courtyard

400 W. Santa Ana Blvd., Santa Ana, CA

On September 26, 2016, the Board of Supervisors gave direction to staff to transform the Santa Ana Transit Terminal into a Transitional Homeless Shelter within 30 days. The Santa Ana Transit Terminal, now called The Courtyard, opened its doors with a soft opening on Wednesday, October 5, 2016, with lunch services. Since then the month of October has been a month of many firsts.

The Courtyard is a service center where County resources, nonprofit agencies, community and faith-based groups come together to provide resources to homeless individuals from the Civic Center. At night, The Courtyard is a low-barrier, low-threshold emergency shelter location where individuals are provided with mats and blankets to sleep and be safe.

In its first month of operation, The Courtyard has tripled its number of overnight stays, and more than doubled the number of nonprofits, community and faith-based agencies providing services at The Courtyard.

Additionally The Courtyard offers:

- Showers
- Laundry
- Cell phone charging stations
- Storage of large items
- Snacks and meals
- Movies and board games



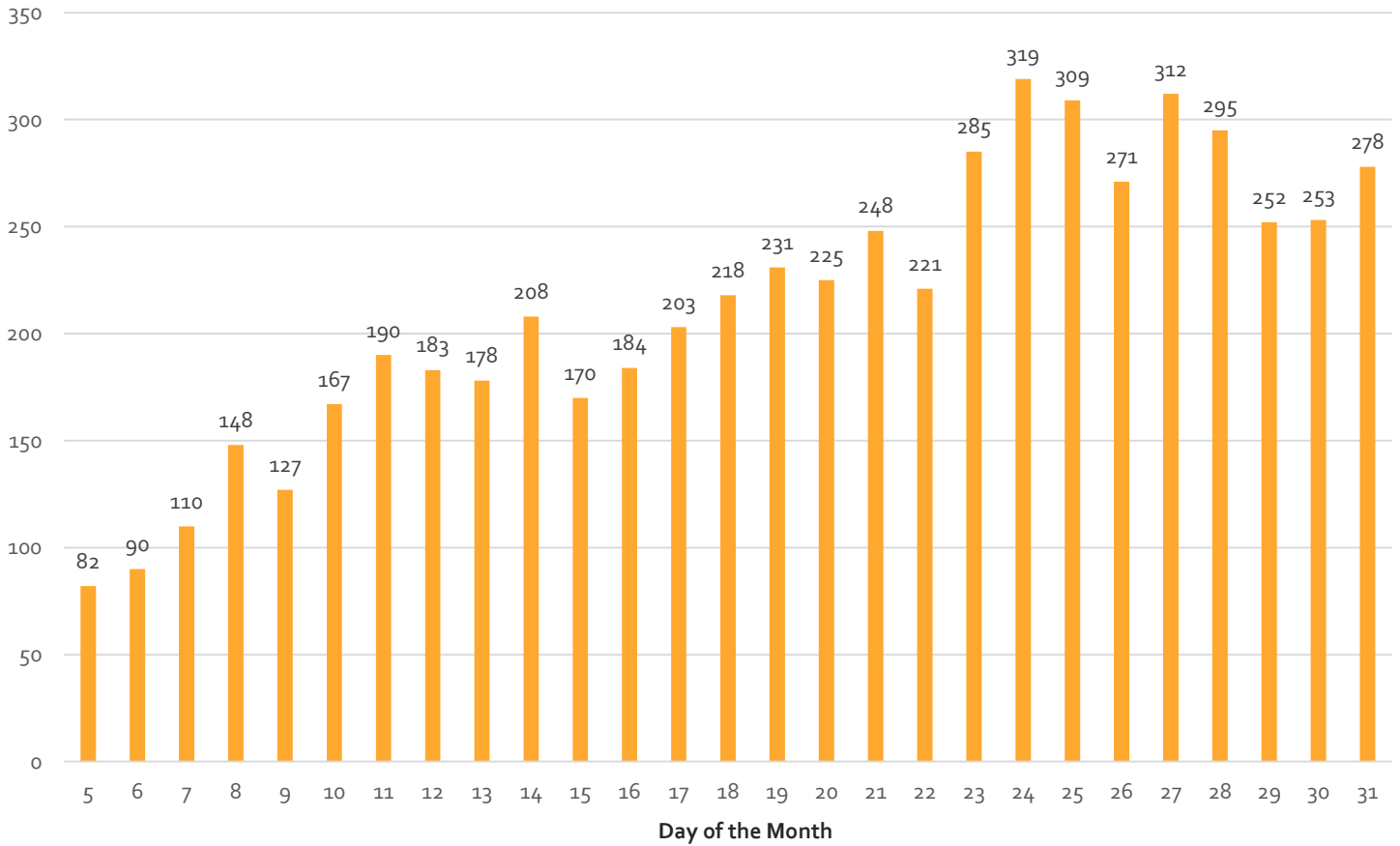
The Midnight Mission is the operator of The Courtyard. They operate The Courtyard in a unique form that allows them to outreach to the homeless community. The overarching program is aimed at helping break the cycle of homelessness by gradually moving individuals into services over time through regular daily outreach. Through the Program they continue to establish trust, allowing them to reach those who were once thought to be unreachable.



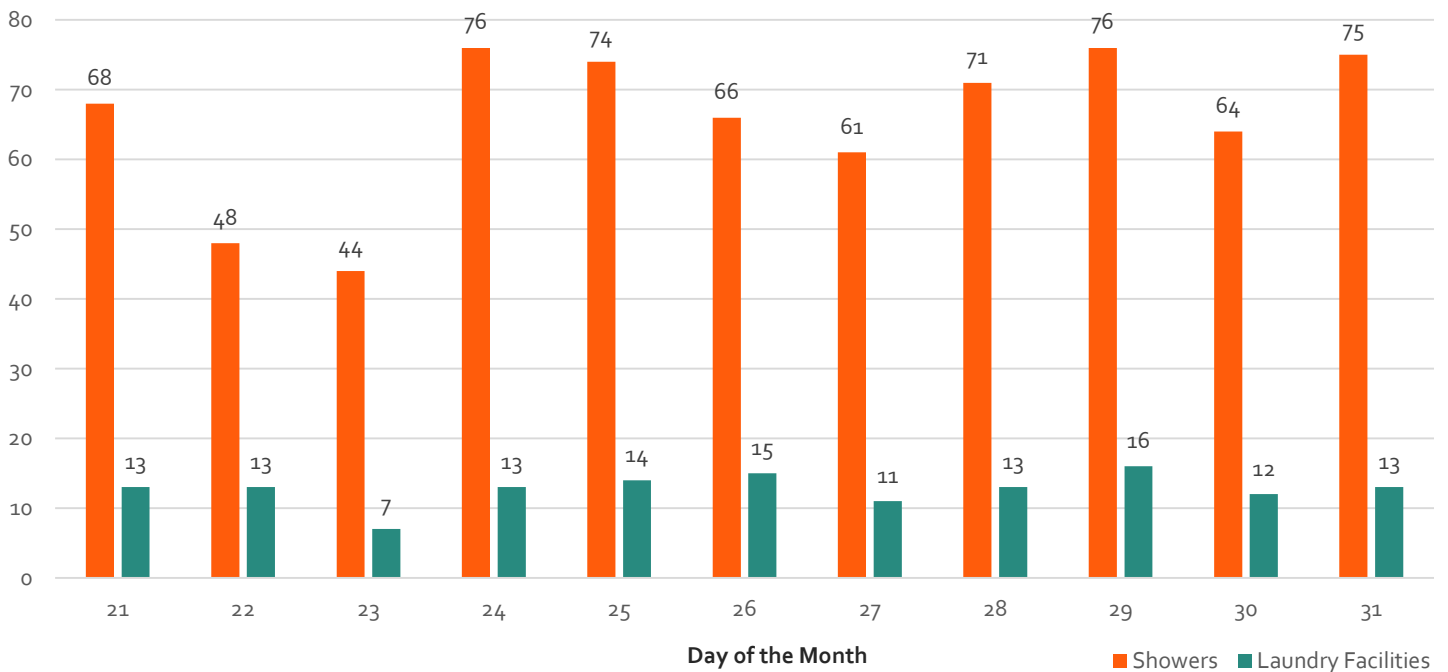
City Net establishes, facilitates and provides backbone leadership to nonprofit organizations, civic organizations, business, homeless neighbors and the faith community. City Net helps them all work together on shared goals, a common agenda, and mutually reinforcing activities. City Net is coordinating the Guest Chef program at The Courtyard, by organizing the current feedings and inviting them into the dedicated meal service area. City Net is also facilitating the request and collection of donations to help the ongoing operations of The Courtyard. A weekly email is being sent to their mailing list that details some urgent and immediate donations needed as well as ongoing donations sought. To learn more about needed donations or volunteer opportunities please contact 714-494-9419 or email volunteer@citynet.org.

Courtyard Statistics

Number of Persons utilizing Safe Sleep Program at The Courtyard



Number of Persons utilizing Available Facilities from October 21 to 31



Service Providers at The Courtyard

WISE Place for Women

Friday mornings at 10:00 am, WISE Place for Women will lead a Women Empowerment Group at The Courtyard. The group will focus on boundaries, self-esteem, and self-care. WISE for Women will utilize their Women Empowerment group as an initial point of engagement, will provide information regarding their housing programs and provide housing resources as appropriate. The first meeting was Friday, October 28, with five participants.

Illumination Foundation Medical Clinic

On Wednesday, October 26, Illumination Foundation brought their Medical Clinic to The Courtyard. Their hope is to be able to provide medical services at The Courtyard on the second and fourth Wednesday of the month.

- 10 clients were seen in the span of three hours.
- Various conditions were treated including wound care, feet issues, medication requests, and various pain issues.
- Illumination Foundation noted the need for durable medical equipment, such as walkers and wheelchairs. A needs inventory list is being compiled to be shared with City Net.



OC Veterans Service Office

The OC Veterans Service Office conducts regular outreach at The Courtyard and Civic Center on Fridays. During the month of October, staff connected with 14 self-identified veterans.

Guest Chef

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

- 20 of 21 meal slots have been filled with a Guest Chef.
- We are currently looking for a Guest Chef to serve Sunday Dinner.
- 36 nonprofit, community, and faith-based groups have provided meals at The Courtyard.
- Donations of snacks and nonperishable food items include bottled water, canned goods, chips, walnuts, Craisins, M&Ms, and granola bars.

Public Defender

The Public Defender's Office will be on-site at The Courtyard Mondays, Wednesdays, and Fridays from 9:00 am to 12:00 pm. On the morning of Wednesday, October 26, was the first day the Public Defender provided services at The Courtyard. They were able to assist about 10 people the first day regarding the following categories:

- Interview and referral to Homeless Court
- Provided a notary for legal documents
- Expungement assistance
- General criminal counsel
- Assistance with obtaining birth certificates
- Help with Supplemental Security Income

A number of people approached staff to learn more about the services offered and expressed interest in returning.

Calendar of Services for November

Monday	Tuesday	Wednesday	Thursday	Friday
<p align="right">1</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 12pm OC Public Defender</p>	<p align="right">2</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement</p>	<p align="right">3</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am-12pm OC Public Defender</p>	<p align="right">4</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 3pm Social Service Agency – CalFresh, General Relief, Medi-Cal 9am – 12pm OC Bar and Legal Aid 3:30 – 6:30pm Hurtt Mobile Clinic</p>	<p align="right">5</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 12pm OC Public Defender 10am WISE Place - Women's Empowerment Group 11am – 1pm OC Veteran Service Office</p>
<p align="right">7</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 12pm OC Public Defender</p>	<p align="right">8</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement</p>	<p align="right">9</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 12pm OC Public Defender 9am – 12pm Illumination Foundation – Medical Unit</p>	<p align="right">10</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 3pm Social Service Agency – CalFresh, General Relief, Medi-Cal 9am – 12pm OC Bar and Legal Aid 3:30 – 6:30pm Hurtt Mobile Clinic</p>	<p align="right">11</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 12pm OC Public Defender 10am WISE Place - Women's Empowerment Group 11am – 1pm OC Veteran Service Office</p>
<p align="right">14</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 12pm OC Public Defender</p>	<p align="right">15</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement</p>	<p align="right">16</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 12pm OC Public Defender</p>	<p align="right">17</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 3pm Social Service Agency – CalFresh, General Relief, Medi-Cal 9am – 12pm OC Bar and Legal Aid 3:30 – 6:30pm Hurtt Mobile Clinic</p>	<p align="right">18</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 12pm OC Public Defender 10am WISE Place - Women's Empowerment Group 11am – 1pm OC Veteran Service Office</p>
<p align="right">21</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 12pm OC Public Defender</p>	<p align="right">22</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement</p>	<p align="right">23</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 12pm OC Public Defender 9am – 12pm Illumination Foundation – Medical Unit</p>	<p align="right">24</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 3pm Social Service Agency – CalFresh, General Relief, Medi-Cal 9am – 12pm OC Bar and Legal Aid 3:30 – 6:30pm Hurtt Mobile Clinic</p>	<p align="right">25</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 12pm OC Public Defender 10am WISE Place - Women's Empowerment Group 11am – 1pm OC Veteran Service Office</p>
<p align="right">28</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 12pm OC Public Defender</p>	<p align="right">29</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement</p>	<p align="right">30</p> <p>8:30 – 5pm HCA – CAT and Outreach & Engagement 9am – 12pm OC Public Defender</p>	<p align="right">1</p>	<p align="right">2</p>

Successes to Celebrate

19-YEAR-OLD MALE

A 19 year old male approached a case manager from City Net at The Courtyard. He was asking if he could utilize her cell phone to make a call to go back home. The case manager began talking to him to learn more about his situation and helped him make the call. He called his grandfather who lives locally in Orange County. The grandfather was overjoyed to hear from his grandson and obtained the address to the Courtyard. Within 20 minutes, the grandfather had arrived and was taking the young man home.

REUNITED IN BALTIMORE, MARYLAND

A middle aged gentleman arrived at The Courtyard having recently been released from the hospital. The Midnight Mission Engagement staff were assisting him in completing the intake and making him as comfortable as possible given his fragile state. In the conversation, the gentleman shared he had family in Baltimore, Maryland, who would be likely to help him but he had not had the opportunity to reach out to them. The Midnight Mission staff helped him make the phone call to Maryland. The family from Maryland engaged the help of a local family friend to offer immediate help to the gentleman. The local family friend came to The Courtyard that same afternoon to pick up the gentleman, bought him a plane ticket to get him on his way to Maryland. The Midnight Mission was happy to facilitate this for him.



Kimberly

Kimberly came to The Courtyard during its second week of operations to learn more about the program. She had been terrified to sleep on the streets and when she heard about the Safe Sleep Program she was happy to know there was an alternative.

Kimberly shared that since the very beginning The Midnight Mission staff have been warm and comforting, making her feel safe for the first time in a long time. Kimberly has been in awe of the community support and commitment to providing services to the individuals staying at The Courtyard.

She took notice of these services and began to approach providers as soon as they walked through the gate to learn about who they were, what they did and why they were at The Courtyard.

Since her stay at The Courtyard, Kimberly has been able to accomplish a number of things that have helped in her self-confidence and furthered her on the path to self-sufficiency.

- OC Health Care Agency – Behavioral Health Services – Outreach & Engagement, helped her make an appointment to alcohol and drug outpatient services. She now goes there two times a week for treatment.
- She regularly attends Narcotics Anonymous and Alcoholics Anonymous groups to help her with her sobriety.
- A local Catholic Church helped her establish residency in Orange County, helped her obtain her birth certificate from out of state, and receive a copy of her Social Security card.

- Social Services Agency – MRV provided her with a voucher to obtain a free identification card. Now that she has received her identification card she is looking forward to connecting to mainstream benefits.

Kimberly became a volunteer at The Courtyard and would be part of the Welcoming Committee, help individuals get connected to services, and help with the ongoing operations of The Courtyard. Kimberly said volunteering made her feel happy and gave her a purpose. The Midnight Mission took notice, and she was surprised to know they did.

Today, Kimberly is part of The Midnight Mission staff. She submitted her resume to Doris, Program Manager of The Midnight Mission, and was hired. Since beginning her employment, Kimberly has learned how to establish boundaries and keep those lines from blurring, and how to de-escalate and remain calm during difficult situations.

Kimberly's goal is to continue improving herself to be the best she can and to be reunited with her parents and children. In the future, she hopes to one day operate a nonprofit that focuses on helping those who fall through the cracks to make a difference and let them know they matter.



Successes to Celebrate

First Person Housed from The Courtyard

Illumination Foundation housed a client, V.E., from The Courtyard; it was nothing short of a team effort. After connecting with HCA's Mental Health Engagement and Outreach team, an Illumination Foundation Case Manager, Outreach Coordinator, and Housing Developer all went out to meet V.E. at The Courtyard to do an initial assessment, intake, and begin conversations around her desired housing. When the team arrived, V.E.

was already waiting for them, personal belongings packed, and ready to move without hearing about the opportunities Illumination Foundation had for her to choose from. Illumination Foundation's team discussed their move-in ready Micro-Community as a bridge housing option until they find her an independent unit of her choice. V.E. was unsure so the Illumination Foundation team offered to take her on a site tour of the Micro-

Community house to give her a better idea of what the environment would be like before she said yes or no. Once seeing the house and hearing about the services that she would be provided with once moving in, V.E. said yes and she moved in the very same day. Since, V.E. has been struggling with some health issues but has the support of the Illumination Foundation team to make sure she gets the care she needs.

The Orchard

The Orange County Register published the article, "Blighted Santa Ana motel to be 71 apartments for homeless," on October 27, 2016. The article highlights the first motel converted into a large-scale permanent supportive housing in Santa Ana for chronic homeless individuals. Community Development Partners, a private company purchased the motel in December and will be renovating it into a more modern design. Tenants of The Orchard will receive supportive services from a local nonprofit, Mercy House, which has experience operating permanent supportive housing projects. [Click here](#) to read full article on *The Orange County Register*.



Orange County Bar Association - Stands Up For The Homeless



On the morning of Saturday, October 22, 2016, the Orange County Bar Association (OCBA) Homeless Task Force Co-Chairs Todd Friedland and Larisa Dinsmoor headed up a group of more than 50 OCBA volunteers in conjunction with Veterans Legal Institute, Legal Aid Society of Orange County, Public Law Center, and others at The Courtyard to assist the homeless community with their legal needs. Find more event information by [clicking here](#).