



August 2017

On behalf of the 2-1-1 Orange County (211OC) staff and Board of Directors, I am pleased to submit the 2017 Orange County Homeless Count & Survey Report, based on the Point in Time (PIT) Count & Survey conducted on the night of January 27, 2017 to the morning on January 28, 2017. As you are aware, we had a very robust PIT operation this year, with a 40% increase in volunteers (for a total of 1,184 people); a 47% increase in number of mapped areas; and 20 of 34 Orange County cities opted in to receive city level reports.

While conducting the PIT and submitting the results to the U.S. Department of Housing and Urban Development (HUD) is a requirement in order for our community agencies to receive \$22.3 Million in funding to help house those in need, it's important to remember that it's only a snapshot of the work done in our community to solve the issue of homelessness. The PIT information reported to HUD covers the unsheltered persons counted on the morning on January 28<sup>th</sup>, plus those individuals and families who were sheltered in either Emergency Shelters or in Transitional Housing projects on the night of January 27<sup>th</sup>. The culmination of this information is found in the attached report.

What the report *does not* cover are those who are housed in Permanent Housing programs. There has been a concerted effort under way in Orange County during the past two years to focus on those in greatest need, i.e. the chronically homeless population as defined by HUD. These programs include permanent supportive housing (PSH) and rapid rehousing (RRH), as well as funding for planning and the Coordinated Entry System (CES), which matches our homeless individuals and families to PSH and RRH, as well as directing people to Emergency Shelters. With the addition of The Courtyard and Bridges at Kraemer Place, we have additional Emergency Shelter capacity that was greatly needed.

During the past two years (June 2015 – April 2017), the Orange County Continuum of Care Street Outreach Teams and service providers, via the Coordinated Entry System, have:

- connected to 908 families and 2,094 individuals for vulnerability assessments;
- diverted 78 families and 32 individuals away from homelessness;
- placed 66 families and 232 individuals in PSH/RRH programs;
- matched 179 families and 337 individuals to available PSH/RRH programs;
- helped an additional 302 families and 1,123 individuals to get the paperwork needed prior to being matched to housing (proof of disability, verification of homelessness, etc.); of this group 55% have pulled their documents together and are considered "document ready."

In addition, between October 2015 and September 2016, 1,023 persons were moved to self-sufficiency from RRH programs to permanent housing. The community has also made great strides in increasing the Permanent Supportive Housing unit capacity, meaning that individuals who have a disability (either physical or mental) are provided with housing and wrap around support services. PSH capacity growth as reported in the OC annual Housing Inventory Count **increased from 2,392 beds in 2016 to 2,663 beds in 2017.**

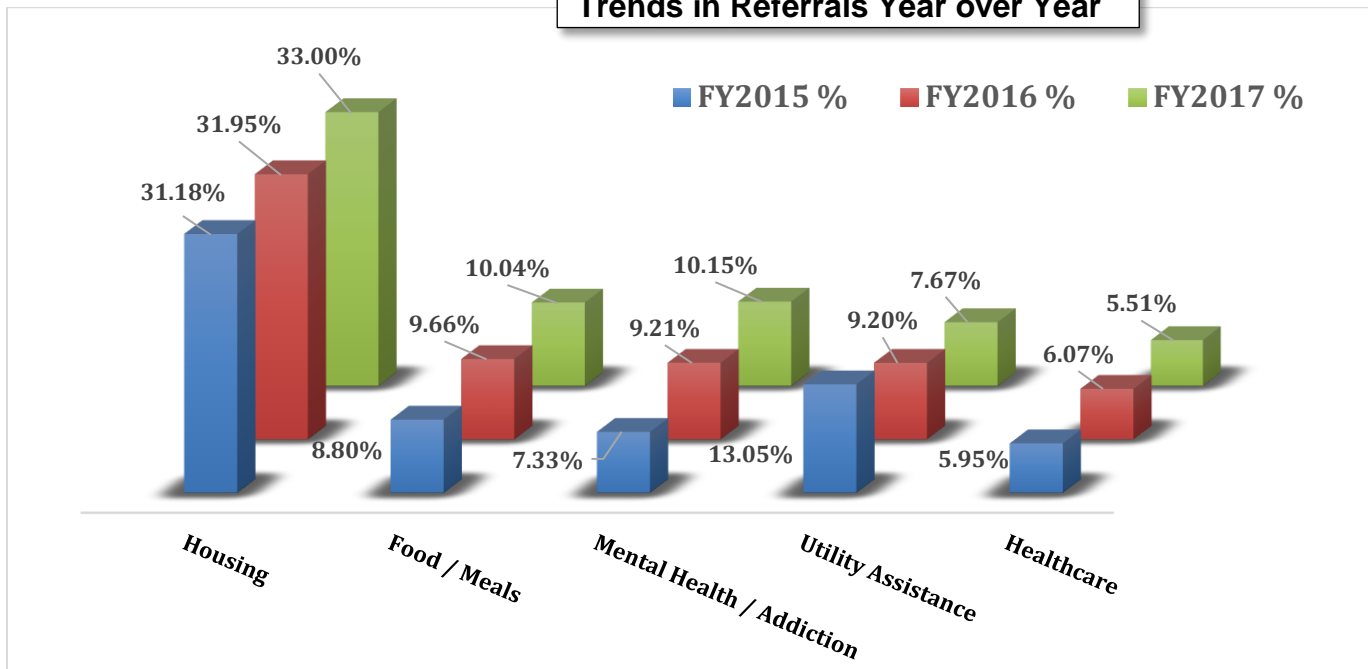
211OC has a unique vantage point at looking at the community, by sitting at the intersection of the issue of homelessness in Orange County. Part of the reason for this is that 211OC gathers data as the Homeless



Management Information System (HMIS) lead, the CES lead, and the PIT lead, as well as operating the Orange County 2-1-1 Information & Referral helpline. The 2-1-1 helpline allows us to identify how many people are looking for resources on a daily basis.

In the past two years, we have seen an **increase of 11%** in total number of people looking for some sort of assistance, with 33% of these individuals looking for **housing assistance** (whether rental assistance, affordable housing, shelters, etc.). We have also seen 10% of all calls/web searches focused on the need for **food assistance** and over 10% of the calls looking for **mental health or addiction** help. This last group has increased the greatest amount year over year.

### Trends in Referrals Year over Year



All of these numbers show that there continues to be a need for help in our community. It’s best to prevent people from falling into homelessness, and things like food, rental assistance and utility assistance greatly helps.

Here at 211OC, we believe that when people get linked to resources, they do better...**and when they do better, the community is stronger.**

We appreciate the participation of the whole community in the 2017 Point in Time Count & Survey, and look forward to continuing to work alongside all of you to solve the issue of homelessness in Orange County.

Sincerely,

Karen Williams  
President and CEO  
2-1-1 Orange County