



AGENDA STAFF REPORT

Control: 26001077

MEETING DATE: 04/28/2026

LEGAL ENTITY TAKING ACTION: Board of Supervisors

BOARD OF SUPERVISORS DISTRICT(S): All Districts

SUBMITTING AGENCY/DEPARTMENT: County Executive Office

DEPARTMENT CONTACT PERSON(S): Douglas Becht, 714-834-5000
Zulima Lundy, 714-834-6805

SUBJECT: Renewal Contracts for Regional Care Coordination Services

CEO CONCUR	COUNTY COUNSEL REVIEW	CLERK OF THE BOARD
Concur	Approve agreement to form	DISCUSSION
		3 Votes Board Majority

Budgeted: N/A	Current Year Cost: N/A	Annual Cost: FY 2026-27 \$3,400,000
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Staffing Impact: No	Funding Source: State: 100%	Sole Source: No
Current Fiscal Year Revenue: N/A		County Audit in Last 3 years: No

Levine Act Review

Completed? Yes

Prior Board Action: 1/28/2025 #30, 5/7/2024 #30, 11/7/2023 #12, 9/13/2022 #15

RECOMMENDED ACTION(S):

1. Authorize the County Procurement Officer or Deputized designee to execute Amendment No. 9 to Contract with Volunteers of America Los Angeles for Regional Care Coordination Services in the North Service Planning Area to renew and increase the Contract in an amount not to exceed \$2,200,000, effective July 1, 2026, through June 30, 2027, for a revised cumulative total amount not to exceed \$11,113,026, effective October 15, 2022, through June 30, 2027.
2. Authorize the County Procurement Officer or Deputized designee to execute Amendment No. 5 to Contract with Friendship Shelter, Inc. for Regional Care Coordination Services in the South Service Planning Area to renew and increase the Contract in an amount not to exceed \$1,200,000, effective July 1, 2026, through June 30, 2027, for a revised cumulative total amount not to exceed \$3,912,498, effective December 15, 2023, through June 30, 2027.

SUMMARY:

Approval of the Amendments to renew the Contracts for Regional Care Coordination Services will provide targeted outreach services that help respond to and address the unsheltered homeless conditions and provide comprehensive care coordination in the North and South Service Planning Areas.

BACKGROUND INFORMATION:

Regional Care Coordination Services help to engage and serve individuals experiencing unsheltered homelessness in each Service Planning Area (SPA) and work to provide comprehensive care coordination. Volunteers of America Los Angeles (VOALA) and Friendship Shelter, Inc. (Friendship Shelter) work with the County of Orange’s (County) Office of Care Coordination, their respective cities and local stakeholders to identify individuals experiencing unsheltered homeless conditions in the community that would benefit from disability application assistance and robust care coordination to address their barriers to permanent housing and stability.

Regional Care Coordination Services provide comprehensive assistance to individuals experiencing homelessness by linking them to the variety of resources designed to address the complex needs of this population and adopt a "whatever it takes" approach to reduce and eliminate barriers to service engagement and participation. This care coordination is provided to the participants as they navigate through the County's Systems of Care - Behavioral Health, Healthcare, Housing, Community Corrections, and Benefits and Support Services - to access appropriate services and through successful placement in permanent housing with appropriate supportive services to ensure sustainability.

Prior Board of Supervisors (Board) Actions

Board Date	Contract	Term	Maximum Obligation	Action
September 13, 2022	Contract with VOALA for Regional Care Coordination Services in North SPA	October 15, 2022, through June 30, 2024	\$3,579,692	Approved as Recommended
November 7, 2023	Contract with Friendship Shelter for Regional Care Coordination Services in South SPA	December 15, 2023, through June 30, 2025	\$1,577,497	Approved as Recommended
N/A	Amendment No. 1 to Contract with VOALA to update administrating agency and contract number	October 15, 2022, through June 30, 2024	N/A	DPA Delegated Authority Administrative
N/A	Amendment No. 2 to Contract with VOALA to amend budget	October 15, 2022, through June 30, 2024	N/A	DPA Delegated Authority Administrative
N/A	Amendment No. 3 to Contract with VOALA to amend staffing	October 15, 2022, through June 30, 2024	N/A	DPA Delegated Authority Administrative
May 7, 2024	Amendment No. 4 to renew Contract with VOALA and amend budget, staffing and performance metrics	July 1,2024, through June 30, 2026	\$8,913,026	Approved as Recommended
N/A	Amendment No. 5 to Contract with VOALA to amend budget	July 1,2024, through June 30, 2026	N/A	DPA Delegated Authority Administrative
N/A	Amendment No. 6 to Contract with VOALA to amend budget and staffing table	July 1,2024, through June 30, 2026	N/A	DPA Delegated Authority Administrative
N/A	Amendment No. 7 to Contract with VOALA to amend budget	July 1,2024, through June 30, 2026	N/A	DPA Delegated Authority Administrative
N/A	Amendment No. 8 to Contract with VOALA to amend budget	July 1,2024, through June 30, 2026	N/A	DPA Delegated Authority Administrative

N/A	Amendment No. 1 to Contract with Friendship Shelter to amend budget	December 15, 2023, through June 30, 2026	N/A	DPA Delegated Authority Administrative
N/A	Amendment No. 2 to Contract with Friendship Shelter to amend budget and staffing table	December 15, 2023, through June 30, 2026	N/A	DPA Delegated Authority Administrative
January 28, 2025	Amendment No. 3 to renew Contract with Friendship Shelter and amend budget, staffing and performance metrics	December 15, 2023, through June 30, 2026	\$3,912,497	Approved as Recommended

The proposed Amendments will renew Regional Care Coordination Services for individuals experiencing homelessness in the North and South SPAs for one additional year, from July 1, 2026, to June 30, 2027. During the renewal term, VOALA will provide Regional Care Coordination Services in the North SPA and Friendship Shelter will provide Regional Care Coordination Services in the South SPA.

Scope of Services:

The Regional Care Coordination Services are designed to provide comprehensive care coordination with the goal of assisting individuals to increase their income and secure permanent housing. The Regional Care Coordination Services includes the following service elements:

1. Coordinate with OC Outreach & Engagement (O&E) to determine areas for targeted outreach and engagement to build relationships that provide care coordination and support in accessing services, mainstream services, homeless service programs and other resources.
2. Intake and assessment to determine the history of participation in other homeless service programs and collection of needed or missing information.
3. Case management services to ensure proper care coordination to address the needs of participants with a focus on providing support and identifying permanent housing options.
4. Disability benefits advocacy to support participants in filing complete and timely applications and appeals, represent individuals at administrative hearings and establish good working relationships with the Social Security Administration services providers as needed to ensure adequate representation utilizing the SSI/SSDI Outreach, Access and Recovery (SOAR) model.
5. Housing navigation services to support the participant in identifying available housing units and resources, completing needed forms and applications for housing.
6. Coordinate and collaborate with the other components of the System of Care, Orange County Continuum of Care and key stakeholders throughout the SPA to employ a multidisciplinary approach to assist participants in accessing services and/or programs.
7. Participate in the Care Plus Program and assist in the engagement of high utilizers of County services by gathering consent and expeditiously connecting participants to the correct service or resource cohesively by facilitating transportation.

The agreed upon Scope of Services outlined in the proposed Amendments are in alignment with the Outreach and Supportive Services, Shelter and Housing Pillars' best practices, guiding principles and commitments as detailed in the Homeless Service System Pillar Report as recommended by the Commission to Address Homelessness.

Performance Metrics:

As part of the Amendment, VOALA will provide Regional Care Coordination Services to a minimum of 200 unduplicated participants in the North SPA, and Friendship Shelter will provide Regional Care Coordination Services to a minimum of 90 unduplicated participants in the South SPA during the one-year term. The target goals for the performance metrics are detailed below.

From July 1, 2024, to March 1, 2026, VOALA achieved the following performance outcomes:

Metric	Goal	FY 24-25	FY 25-26
80 Percent of participants will have an Individualized Housing and Service Plan (IHSP) within thirty (30) calendar days of program enrollment	80%	99%	100%
90 Percent of participants will be connected to the Coordinated Entry System (CES) within thirty (30) calendar days of program enrollment	90%	96%	100%
50 Percent of participants who have a disability will have submitted a disability benefit application or appeal within 150 days of program enrollment	50%	71%	88%
40 Percent of submitted disability benefit applications will be approved	40%	83%	83%
30 Percent of participants will enroll into to an emergency shelter or temporary housing destination while enrolled in the program	30%	42%	18%
30 Percent of participants will transition to a permanent housing destination	30%	6%	6%
50 Percent of participants who moved into a permanent housing destination will do so within 120 days of enrollment to the program	50%	100%	60%
50 Percent of participants will have an increased income at program exit	50%	14%	3%

From July 1, 2024, to March 1, 2026, Friendship Shelter achieved the following performance outcomes:

Metric	Goal	FY 24-25	FY 25-26
90 Percent of participants will have an IHSP within thirty (30) calendar days of program enrollment	90%	96%	82%
90 Percent of participants will be connected to the CES within thirty (30) calendar days of program enrollment	90%	100%	100%
50 Percent of participants who have a disability will have submitted a disability benefit application or appeal within 150 days of program enrollment	50%	32%	60%
40 Percent of submitted disability benefit applications will be approved	40%	55%	45%
30 Percent of participants will enroll into to an emergency shelter or temporary housing destination while enrolled in the program	30%	54%	56%
30 Percent of participants will transition to a permanent housing destination	30%	18%	28%
50 Percent of participants who moved into a permanent housing destination will do so within 180 days of enrollment to the program	50%	60%	40%
50 Percent of participants will have an increased income at program exit	50%	41%	16%

VOALA is currently meeting or exceeding five of the outlined performance outcomes consistently over the period reviewed. Friendship Shelter is currently meeting or exceeding four of the outlined performance outcomes consistently over the period reviewed. Friendship Shelter and VOALA currently have not consistently achieved performance outcomes for three metrics including those related to permanent housing placement and increasing income. The metric for transitions to permanent housing is impacted by external factors including the housing market. There is currently a dearth of affordable housing available and limited resources for housing subsidies for a population that cannot afford market rents. In FY 25-26 to date, Friendship Shelter has made significant progress towards achieving this metric. VOALA is working to identify a variety of housing opportunities outside the mainstream housing market to identify alternative resources that could expand opportunities for participants. The metric for

increased income is calculated at program exit and is anticipated to increase as participants successfully exit the program.

VOALA is currently not meeting the performance metric related to temporary housing placements, however, VOALA did meet this metric in the previous year and expect to continue to see improvements in this metric in the next six months of the current contract term. Friendship Shelter is currently not meeting the performance metrics related to IHSP completion within 30 days of enrollment and permanent housing placement within 180 days of enrollment. However, they did meet these metrics in the previous year and expect to continue to see improvements in this metric in the next three months of the current contract term. The Office of Care Coordination continues to actively work with the contracted providers to review practices related to the program operations and implement strategies that will assist in improving performance outcomes. The Office of Care Coordination continues to monitor performance outcomes closely.

The Orange County Preference Policy is not applicable to these Contract renewals. The Contractors' performance has been confirmed as satisfactory. The County Procurement Office has verified there are no concerns that must be addressed with respect to Contractor's ownerships/names, litigation status or conflicts with County interests. The nonprofits have been verified to be in good standing. These Contracts do not currently include subcontractors or pass through to other contractors. See Attachments C and D for the Contract Summary Forms.

The Office of Care Coordination has worked to incorporate the Homeless Service System Pillars Attestations into the Amendment for the renewal of Contracts as detailed in the recommended actions, for the Outreach and Supportive Services, Shelter and Housing Pillars as applicable to the Regional Care Coordination Services being provided.

The Office of Care Coordination requests the Board approve the Amendments for the renewal of the Contracts with VOALA and Friendship Shelter as referenced in the Recommended Actions above. Approval of the Amendments will continue to support the County's effort to build a responsive System of Care that meets the needs of different segments of the homeless population in achieving housing stability.

FINANCIAL IMPACT:

Appropriations for this Contract will be included in Budget Control 018 for FY 2026-27 Budget Request. This Contract has no impact on the County General Fund.

The proposed funding sources are:

State: 100%

- Homeless Housing, Assistance Prevention allocation for the County [HHAP County 65%]
- Housing and Disability Advocacy Program [HDAP 35%]

The proposed Contracts includes provisions allowing the County Executive Office (CEO) to terminate the Contract, reduce the level of services, and/or renegotiate the levels of services provided, as necessary. This includes a notice that allows CEO adequate time to transition or terminate services to clients, if necessary.

STAFFING IMPACT:

N/A

ATTACHMENTS:

Attachment A - Amendment No. 9 to Contract MA-017-23011657 with VOALA

Attachment B - Amendment No. 5 to Contract MA-017-24010367 with Friendship Shelter

Attachment C - Contract Summary Form for MA-017-23011657

Attachment D - Contract Summary Form for MA-017-24010367

