



AGENDA STAFF REPORT

Control: 26001292

MEETING DATE: 06/23/2026

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: Amendment for Professional & Technical Support and Information & Referral

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 \$828,000
Staffing Impact: No	Funding Source: See Financial Impact	Sole Source: Yes
Current Fiscal Year Revenue: N/A	Section	County Audit in Last 3 years: No
Levine Act Review Completed? Yes		
Prior Board Action: 6/24/2025 #75, 6/25/2024 #61		

RECOMMENDED ACTION(S):

Authorize the County Procurement Officer or Deputized designee to execute Amendment No. 2 to Contract with Orange County's United Way dba Orange County United Way for Professional & Technical Support and Information & Referral Services to renew and amend the Contract in an amount not to exceed \$828,000, effective July 1, 2026, through June 30, 2027, for a revised cumulative total amount not to exceed \$2,460,224, effective July 1, 2024, through June 30, 2027.

SUMMARY:

Approval of Amendment No. 2 to the Contract with Orange County's United Way dba Orange County United Way will support the ongoing operations of the 2-1-1 Information and Referral Call Center Services and provide key technical assistance and operational support of the Continuum of Care as required by the U.S. Department of Housing and Urban Development, including the management of the Homeless Management Information System, the Coordinated Entry System support, and compensation for people with lived experience of homelessness.

BACKGROUND INFORMATION:

Orange County's United Way dba Orange County United Way (OCUW) is a 501(c)(3) organization officially incorporated in 1975, starting from a 1924 charter. OCUW's mission is to improve lives in Orange

County by addressing education, financial stability, health and housing. OCUW serves people in all of Orange County and collaborates with nonprofit agencies, corporate partners, and donors to address and meet the needs of the community. OCUW also utilizes funds from private foundations, pursues grant opportunities, establishes fee-for-service contracts, and secures individual donations to fully fund the 2-1-1 Contact Call Center operation. OCUW acquired People for Irvine Community Health dba 2-1-1-Orange County (211OC) on July 1, 2023, and assumed all 211OC activities and staff, ensuring continued services for the 2-1-1 Information and Referral Call Center which covers the Orange County geographic jurisdiction and provides information and referral services for health and human services; the Continuum of Care (CoC) Program technical assistance and operational support, the Orange County Homeless Management Information System (HMIS); and the Coordinated Entry System (CES) Virtual Front Door (VFD) and support.

With the designation of the 2-1-1 telephone number OCUW operates the only Contact Call Center that provides comprehensive health and human services non-emergency information and referrals in Orange County. Additionally, as the designated Orange County CoC HMIS Lead Agency and the need for coordination between HMIS and CES, OCUW is the only agency that can support the County’s implementation of CES to provide access to those experiencing homelessness utilizing a no wrong door approach and meet the U.S. Department of Housing and Urban Development (HUD) requirements and mandates. OCUW’s infrastructure, including expertise in finance, technology, operations, human resources, development, uniquely positions OCUW as the only provider to be able to execute the desired scope of work for professional and technical support and information and referral contract.

Prior Board of Supervisors (Board) Actions

Board Date	Contract or Amendment Number	Term	Maximum Obligation	Board Action
6/25/2024	Contract MA-017-24011100 for Professional & Technical Support and Information & Referral Services	July 1, 2024, through June 30, 2025	\$639,524	Approved as Recommended
6/25/2025	Amendment No. 1 to renew the contract, and amend the scope of work, budget and staffing plan	July 1, 2024, through June 30, 2026	\$1,623,224	Approved as Recommended

The Board is being asked to authorize the County Procurement Officer or Deputized designee to execute Amendment No. 2 to Contract with Orange County's United Way dba Orange County United Way for Professional & Technical Support and Information & Referral Services.

Scope of Services

The Scope of Services for the Amendment to the Contract with OCUW can be broken down into two large components: Information and Referral Services and CoC Technical Assistance and Operational Support.

Information and Referral Services

OCUW will maintain the 2-1-1 Information and Referral Call Center and continue to provide critical health and human services and support information to residents in need of shelter, housing, employment, childcare, food, physical and behavioral health services and a broad range of other human services. Through the Contract, OCUW will receive funding to support the operations of the contact call center, the Public Resource Database (PRD), support the County’s disaster preparedness strategy and report on countywide trends of services.

CoC Technical Assistance and Operational Support

The goal of the CoC Technical Assistance and Operational Support aims to support the Orange County CoC in meeting the requirements of HUD to continuously work to improve system performance and reduce the number of people experiencing homelessness in its jurisdiction.

- 1. CoC Planning and Support Activities:** Support the HUD Notice of Funding Opportunity CoC Application Process, OCUW will provide relevant CoC system wide and CoC project level performance data for the CoC application. OCUW will provide leadership and direct the provision of services needed to complete the annual HIC and Sheltered PIT Count. As well as oversee development and operations of the Compensation Program.
- 2. Designated HMIS Lead:** OCUW will collect, evaluate and provide data that is required to monitor the Orange County CoC system performance and complete needed HUD reports such as the System Performance Reports, Point In Time Count, Housing Inventory Count and Longitudinal System Analysis. OCUW will also work with the Office of Care Coordination to improve HMIS utilization and functionality by providing technical support to over 50 agencies and will maintain and provide technical support for the live bed management system for the emergency shelter system.
- 3. CES Virtual Front Door and Support:** OCUW will provide technical assistance for the CES program in HMIS and operate the Virtual Front Door (VFD) component of CES. The VFD provides a no wrong door approach of CES that allows individuals, families, veterans, and transitional aged youth seeking housing resources to be connected to dedicated OCUW call center staff to link with a CES Access Point. As well as assist with ongoing implementation of the CES Module, including expansion to include CES for Survivors.
- 4. CES for Survivors:** OCUW will manage and support the operations of the CES for Survivors module in BitFocus Clarity, conduct onboarding for Survivor providers and victim service providers with robust training and technical assistance joining CES. As well as provide ongoing maintenance of the CES Module, as needed, within the HMIS software.
- 5. Compensation for People with Lived Experience:** OCUW coordinates the provision of financial compensation to people with lived experience partnering with the County and the Orange County CoC, Board and its related committees, working groups, and/or ad hocs. This includes coordination of participants, managing financial compensation, technical assistance and program administration.

The agreed upon Scopes of Work and Services outlined in the proposed Amendment is in alignment with the Outreach and Supportive Services Pillar's best practices, guiding principles and commitments as detailed in the Homeless Service System Pillar Report created by the Commission to Address Homelessness.

Performance Outcomes

As part of the Professional and Technical Support Services contract, OCUW will provide quarterly reports detailing the VFD referrals and warm hand offs to CES access points, as well as services calls received at the Contact Call Center and unique searches on the PRD and online portal.

Measure	*FY 2025-2026
VFD referrals to CES access points	8,962

VFD warm hand offs to CES access points	1,811
Inbound calls requesting services answered by the Contact Call Center	71,956
Unique Searches on the PRD and Online Portal	180,363

*Note: Reflect metrics from July 1, 2025, through March 31, 2026

OCUW performance has been confirmed as satisfactory and adequate progress and technical assistance has been provided for each of the above listed activities. The County will continue to evaluate OCUW over the course of the next year on their ability to continue operating the Compensation for People with Lived Experience program and maintenance of the CES, including the Survivors specific efforts. The County Procurement Office has verified there are no concerns that must be addressed with respect to the contractor’s ownership/name, litigation status or conflicts with County interests. The appropriate due diligence has been conducted and the non-profit(s) has been verified to be in good standing. This Contract does not include subcontractors. See Attachment B for Contract Summary Form. The Orange County Preference Policy is not applicable to this amendment. The nonprofit is in good standing.

Approval of the Recommended actions will support the County in maintaining vital infrastructure for homeless programs performance tracking and work to improve serve delivery in the homeless response system. Additionally, approval of this item will provide information and referral for a broad range of human services, health care and mental health services in Orange County.

FINANCIAL IMPACT:

Appropriations for this Contract will be included in Budget Control 018 FY 2026-27 Budget.

This Contract will be funded by:

Federal: 42% Continuum of Care (CoC) Program

State: 24% Homeless Housing, Assistance and Prevention (HHAP) Program allocated to the Orange County CoC.

General Fund: 34%

The proposed Contract include provisions that the contract is contingent upon the availability of funds and inclusion of sufficient funds in the budget approved by the Board for each fiscal year the Contract remain in effect or operation. In the event such funding is terminated or reduced, the County may terminate this Contract, reduce the County’s maximum obligation or modify the Contract without penalty.

STAFFING IMPACT:

N/A

REVIEWING AGENCIES/DEPARTMENTS:

N/A

ATTACHMENTS:

Attachment A - Amendment No. 2 to Contract MA-017-24011100

Attachment B - Contract Summary Form - MA-017-24011100