AGENDA STAFF REPORT

Control: 26001966

MEETING DATE:	11/17/2026
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, 714-834-2323 Zulima Lundy, 714-834-6805

SUBJECT: Amendment to Contract for Prevention and Shelter Diversion Services

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

Budgeted: Yes	**Current Year Cost:** $26,655	**Annual Cost:** FY 2027-28 $1,185,134
Staffing Impact: No		**Sole Source:** No
Current Fiscal Year Revenue: N/A	**Funding Source:** State: 100%	**County Audit in Last 3 years:** No
Levine Act Review Completed? Yes		
Prior Board Action: 12/16/2025 #S28F		

RECOMMENDED ACTION(S):

Authorize the County Procurement Officer or Deputized designee to execute Amendment No. 4 to Contract with Volunteers of America of Los Angeles for Prevention and Shelter Diversion Services to increase the Contract in an amount not to exceed $1,211,789, for a revised cumulative total amount not to exceed $2,351,917, effective January 1, 2027, and renew the Contract for an additional one-year term effective July 1, 2027, through June 30, 2028.

SUMMARY:

Approval of Amendment No. 4 to Contract with Volunteers of America of Los Angeles will provide additional individuals and families at risk of homelessness in Orange County with access to homelessness prevention services, including financial assistance and housing-focused case management, to maintain their permanent housing and achieve housing stability.

BACKGROUND INFORMATION:

Prevention and Shelter Diversion Services (Program) provides housing-focused case management services and homelessness prevention assistance to individuals and families at risk of experiencing homelessness and serve the North, Central and South Service Planning Areas (SPAs) of Orange County. The goal of the

Program is to prevent households from entering homelessness and support them in achieving housing stability by providing financial assistance, including emergency rental assistance and payment for past due utilities and related housing costs. The Program assists participants in accessing appropriate resources across the System of Care, including behavioral health, healthcare, benefits and mainstream services, to address service needs and ensure connections to supportive services. The Program follows Housing First principles and incorporates evidence-based approaches to address barriers and economic stability.

Prior Board of Supervisors (Board) Actions:

Board Date	Contract or Amendment	Term	Maximum Obligation	Board Action
12/16/2025	Contract with Volunteers of America of Los Angeles (VOALA) for Prevention and Shelter Diversion Services	December 16, 2025, to June 30, 2027	$1,140,128	Approved as Recommended
N/A	Amendment No. 1 to update contract provisions and term.	December 16, 2025, to June 30, 2027	N/A	Deputy Purchasing Agent (DPA) Delegated Authority Administrative
N/A	Amendment No. 2 to amend budget and staffing table.	December 16, 2025, to June 30, 2027	N/A	DPA Delegated Authority Administrative
N/A	Amendment No. 3 to amend budget and staffing table.	December 16, 2025, to June 30, 2027	N/A	DPA Delegated Authority Administrative

The proposed Amendment will renew the Program for one additional year, from July 1, 2027, to June 30, 2028.

Scope of Services:
The Scope of Services for the Program will at minimum includes the following activities to be provided by VOALA:

1. Implementation of a structured referral process that ensures accessibility and efficiency. This will include receiving referrals from homeless service providers and community-based organizations, as well as establishing clear timelines for subsequent engagement with potential participants and subsequent assessment and screening.
2. Implementation of an eligibility screening process that includes a problem-solving and diversion conversation and appropriately ensures participant is at risk of homelessness.
3. Intake and assessment to engage and enroll participant households in the Program and to ensure understanding of the history of participation in other homeless service assistance programs and collection of necessary demographic information.
4. Creation of an Individualized Housing and Service Plan (IHSP) to assess and re-evaluate the participant's service needs and make recommendations to appropriate and eligible housing and/or supportive services that best meets the participant's needs.
5. Engagement, negotiation, and advocacy with landlords to resolve issues that may arise around past due rent and/or eviction proceedings.

6. Housing navigation services, as needed for households in need of relocation, include support with identifying and securing an affordable and sustainable unit.
7. Housing-focused case management services to support participant households with developing the skills and resources to maintain their housing and prevent homelessness, including life skills development and budgeting.
8. Provision of case management services intended to help participants navigate and address barriers to housing stability including connections to employment services, job training, mainstream benefits, healthcare, behavioral health, legal aid, financial literacy services, and rental counseling. This includes field-based case management services, including home visits, to support participants in navigating and accessing resources, attending appointments related to their IHSP, attending housing-related and other appointments as needed.
9. Provision of financial assistance that prevents the household from entering homelessness, including rental arrears, rental assistance, utility arrears, utility assistance, and eviction prevention.

The agreed upon Scope of Services outlines in the proposed Amendment are in alignment with the Prevention and Housing Pillars' best practices, guiding principles and commitments as detailed in the Homeless Service System Pillar Report.

Performance Metrics:
From December 16, 2025, to August 31, 2026, VOALA achieved the following performance outcomes:

Metric	Goal	Actual
Participants will have an IHSP within thirty (30) calendar days of program enrollment	85%	94%
Participants will increase their income during program enrollment	30%	8%
Participants will be referred to mainstream benefits	15%	34%
Participants will be referred to employment services	10%	37%
*Participants will be referred to behavioral health services	25%	3%
*Participants will be referred to healthcare services	25%	0%
*Participants will be referred to substance use services	15%	0%
**Participants enrolled in the program will retain housing at twelve (12) months	90%	N/A

*VOALA demonstrated success in meeting or exceeding three of its performance measures, while the Office of Care Coordination is adjusting several other measures based on a better understanding of the unique needs and characteristics of the population served. As VOALA has worked closely with participants, they have seen that the population being served with this Program has demonstrated a need for economic resources that will result in an increase in income, such as referrals to benefits or employment services. However, the population being served has not consistently identified a need for referrals to behavioral health, healthcare, or substance use services in their IHSPs.

**One metric related to housing retention is not able to be reviewed as the Program has not yet been active for twelve (12) months.

As a result of these learnings, the proposed revised metrics better measure VOALA's expectations of getting households who have identified a need for services connected to those services. The proposed revised metrics also account for the understanding that the population being served has a greater need for economic resources and may not identify a need for referrals to other supportive services. The proposed revised

metrics will utilize the developed IHSPs to identify areas where participants are in need of referrals and increase the metric so that at minimum, 80 percent of participants who have identified a need in their IHSPs will be referred to that specific supportive service. If approved, the proposed revised metrics would go into effect upon execution of the Amendment to the Contract. The metric related to increased income is anticipated to increase as participants continue to receive services and successfully exit the Program

The request to renew the Program is being made before the Program has been active for twelve (12) months due to the identification of additional funding that can support the Program and a continued need for homelessness prevention services. The Office of Care Coordination continues to monitor performance outcomes closely and actively works with VOALA to review practices related to the program operations and implement strategies that will assist in improving performance outcomes.

The Contractor's 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 ownership/name, litigation status or conflicts with County of Orange (County) interests. An analysis was completed to determine whether the Contract provide the County with persons specially trained, experienced, expert and competent to perform the special services in accordance with the law. The Orange County Preference Policy is not applicable to this contract renewal. This contract does not currently include subcontractors or pass through to other providers. See Attachment B for Contract Summary Form. The non-profit has been verified to be in good standing.

The Office of Care Coordination requests the Board approve the Amendment of the Contract with VOALA as referenced in the Recommended Action above. Approval of the Recommended Action will 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 and increased income.

FINANCIAL IMPACT:
The increase in appropriations for FY 2026-27 of $26,555 will be absorbed within Office of Care Coordination, Budget Control 018, and will be offset by HHAP-County funding. The FY 2027-28 contract amount of $1,185,133 will be included in FY 2027-28 Budget. This contract has no impact on the County General Fund.

The proposed funding sources are:
State: 100% - Homeless Housing, Assistance and Prevention Program allocation for the County [HHAP County]

The Contract includes provisions allowing the County 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 the County adequate time to transition or terminate services to clients, if necessary. The Contract is contingent upon Board approval and sufficient annual funding. In the event the funding is reduced or eliminated, the County may terminate, reduce County's maximum obligation, or modify the Contract without penalty.

STAFFING IMPACT:
N/A

ATTACHMENTS:
Attachment A - Amendment No. 4 to Contract MA-017-26010686