



Lake County  
Continuum of Care  
CA-529

Strategic Plan

2020

## Vision Statement

The Lake County Continuum of Care is a coordinating group that aligns resources to facilitate solutions to end homelessness in our community.

## Our Mission

Our mission is to align programs and resources to facilitate solutions to end homelessness in our community. Through cross-sectional partnerships and shared resources, our team of dedicated organizations and individuals has a bold goal, to end homelessness in Lake County.

## Values

At the Lake County Continuum of Care we take our name seriously. The agencies and individuals that make up our continuum share the following values, and truly CARE:

- **Collaboration** – we work together to address homelessness and housing insecurity in our community.
- **Accountability**- we value being good stewards of the resources, trust and relationships given to us by our partners, funders, and the people we serve.
- **Respect** – we respect diversity of opinion, programming and each individual.
- **Empowerment** – we believe in the individual capability of those we serve to help them obtain independence and decide their own future.

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# General Summary

## Executive Summary

The Housing Urban Development Continuum of Care program is designed to provide housing services for sheltered and unsheltered homeless people.

The CoC primary purpose, under the Program interim rule 24 CFR part 578.1 is to:

1. Promote community-wide commitment to the goal of ending homelessness;
2. Provide funding for efforts by nonprofit providers, State, and local government to re-house homeless individuals ( including unaccompanied youth) and families, while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness;
3. Promote access to and effective utilization of mainstream programs by homeless individuals and families; and
4. Optimize self-sufficiency among individuals and families experiencing homelessness.

The purpose of Lake Continuum of Care (LCCoC) is to establish a network of community agencies, working together collaboratively, with the goal of ending homelessness. Working together, with this common goal, we can leverage our resources strategically to quickly house our homeless and offer services to best address their needs.

### **LCCoC Structural Priorities**

- Finalize HMIS Contract with New Provider
- Centralized Coordinated Entry System
- Establish Procedures for LCCoC Grant Funding Process and Evaluation
- Expand LCCoC Membership and Participation in Committees

### **LCCoC Ending Homlessness Priorities**

- Have a Shelter in the south shore/City of Clearlake Area
- Have a Shelter in the north shore/Lakeport Area
- Support for Rental Assistance Programs for Homeless

With our guiding priority of ending homelessness in our community, the LCCoC is dedicated to preventing homelessness and providing shelter to those who are homeless. Through our actions and the implementation of our strategies we will achieve our priorities. Annually we will provide a progress report, do an needs assessment and make recommendations for addendums to our plan, to be approved by the LCCoC membership.

## **Program Planning Summary**

The Lake County Continuum of Care was established by a local body of dedicated stakeholders to address the needs of the local homeless population. Our small rural county has taken many steps to strengthen our vision to serve the homeless population. We first partnered with Dos Rios Continuum of Care in 2011. To better serve our community and mission Lake County, CA created its own Continuum of Care in 2012.

Partnerships have been critical in setting up the Continuum of Care and building the foundation for its success today. Administrative agencies that helped build the capacity of the LCCoC include the Lake County Department of Social Services and Adventist Health Clear Lake. Lake County Behavioral Health currently serves as the LCCoC Administrative Collaborative Applicant.

### **Administrative Entity**

While the LCCoC consists of multiple agencies that serve as the primary decision makers for the organization, the LCCoC Administrative Entity's role is to meet reporting requirements and provide financial oversight, as set forth by the U.S. Department of Housing and Urban Development (HUD).

The Administrative Entity, the Collaborative Applicant, is Behavioral Health. As the Collaborative Applicant, Behavioral Health also provides staffing to support the LCCoC, its members, and to implement HUD-related programs, services and data collection, such as the Homeless Management Information System (HMIS), Coordinated Entry System (CES) and the annual Point -in-Time Count.

### **CoC Membership**

The LCCoC body meets monthly. Membership includes twenty-nine organizations, with fifty-five members and 5 concerned citizens of Lake County. Members are responsible for planning community services for our homeless population and assist in the structure and governance of the LCCoC by annually reviewing and approving the organizations bylaws and governance charter, which are being condensed into one governing document the Governing Bylaws. Currently LCCoC has a total of six committees, with designated roles and responsibilities.

## LCCoC Membership Organizations

Organization Name	Organization Type
Lake County Department of Social Services	Local Government Agency
Lake County Behavioral Health	Local Government Agency
Employment Development Department	Government Agency
Adventist Health Clearlake	Health/Hospital
Sutter Lakeside Hospital	Health/Hospital
Partnership Health Plan	Health
Lake County Board of Supervisors	Local Government
Mendocino Community Health Clinics	Health/Hospital
Veterans Affairs	Government Agency
Veterans Resource Center for America	Government Agency
Lake County Office of Education	Schools
Upper Lake School District	Schools
Hope Rising	Non-Profit
Hope Harbor Warming Center	Non-Profit
North Coast Opportunities	Non-Profit
Lake Family Resource Center	Non-Profit
Redwood Community Services	Non-Profit
Restoration House	Non-Profit
Redwood Coast Regional Center	Non-Profit
Rural Communities Housing Development	Non-Profit
Vista Safe RX	Health
Praises of Zion Church	Faith-Based Community
Kelseyville Unified Methodist Church	Faith-Based Community
Konocti Senior Support	Non-Profit
Kids and Family Counseling	Community
Any Positive Change	Non-Profit
Paragon	Non-Profit
Cornerstone	Non-Profit
Sunrise Special Services	Non-Profit
Homeless Representative	
Community Members at Large	

## **Lake County CoC Committees**

LCCoC members are encouraged to participate in committees. Committees form the foundation of our Lake County Continuum of Care. Each committee has a chairperson who is elected and is a member of the Executive Committee. The LCCoC Committees include:

- Executive Committee
- Strategic Planning Committee
- Homeless Management Information System Committee & Coordinated Entry Survey/Point-in-Time Committee
- Performance Review Committee
- Interfaith Committee

The Executive Committee meets monthly and as needed, to work on organizational goals. The additional committees meet as often as necessary to fulfill their obligations to the LCCoC. Each committee is detailed in our Governing Bylaws and essential for the operation of our LCCoC.

# Homelessness in Lake County, California

## Background

Lake County, CA is a mountainous rural county with approximately 64,000 residents living within 1,258 square miles. In the center of our county we have one of the oldest lakes in Northern America, Clear Lake. There are two incorporated cities and thirteen unincorporated communities in our county. The two cities and most of the unincorporated towns are located around the lake. The lake is both a blessing and an obstacle when it comes to travel and connectivity. We are an isolated county with only three minor highways. Our county was established in 1861 and is the home of seven tribes of Pomo and Lake Miwok Native Americans.

Lake County, CA has suffered natural disasters continuously for the past five years, with the lake flooding and several devastating fires. We have lost approximately 2000 homes in the past five years from wildfires. We have not yet regained the housing that was lost, and these events made many residents chronically homeless.

2015 Rocky Fire 69,000 acres burned, 43 homes and 53 Outbuildings  
2015 Jerusalem Fire 25,118 acres burned, 6 homes and 21 Outbuildings  
2015 Valley Fire 76,067 acres burned, 1,955 structures destroyed  
2016 Clayton Fire 3,929 acres burned, 300 buildings  
2017 Sulfur Fire 2,207 acres burned, 162 structures destroyed  
2018 Pawnee Fire 15,185 acres burned, 22 structures  
2018 Mendocino Complex Fire, the Ranch and River Fires combined  
for a total of 459,123 acres burned with 157 homes destroyed, with most of both fires in Lake County

## Geographic Populations and Economic Landscape

Lake County's population on July 1, 2019 was estimated at 64,386. Our 2010 Census count was 64,665 residents. We have more elderly residents over the age of 65 (22.7%), then we have youth under the age of 18 (21%). The racial percentages of the population are: white 69.7%, Hispanic or Latino 21.3%, Native America 4.4% and black 2.1%. The U.S. Census estimates from 2014-2018 that we have a cumulative 5,053 Veterans residing in Lake County, CA. The Census also estimates we have 13.9% residents under the age of 65 with a disability. Lake County has a 18.4% poverty rate, which is higher than the California state rate of 12.8%. Lake County has a median income of \$42,475 compared to the state median of \$71,228. Our per capita income is \$25,404, and the per capita for California is \$35,021. Lake County is one of the poorest and unhealthiest counties in the state.

Lake County, CA with its limitations of employment opportunities, insufficient transportation, isolation, stagnant growth and poverty is experiencing more housing insecurity and homelessness. This has been compounded by five years of natural disasters and now the COVID-19 pandemic. Before COVID19 Lake County had a 5.8% unemployment rate. In April 2020, our unemployment rate increased to 16.7%, due to COVID-19. In May our rate was 15.4%. Lake County's economy is based on tourism and agriculture. Service sector jobs tend to pay lower wages. One third of our economy is self-employed. With COVID19 the impact on economy will be very detrimental.

## Homeless population

When identifying people experiencing homelessness we use the following definition:

The McKinney-Vento Homeless Assistance Act as Amended by S. 896 The Homeless Emergency Assistance and Rapid Transition Housing (HEARTH) Act of 2009

SEC. 103. [42 USC 11302]. GENERAL DEFINITION OF HOMELESS INDIVIDUAL.

(a) IN GENERAL.—For purposes of this Act, the term “homeless”, “homeless individual”, and “homeless person” means—

- (1) an individual or family who lacks a fixed, regular, and adequate nighttime residence;
- (2) an individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
- (3) an individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing);
- (4) an individual who resided in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resided;
- (5) an individual or family who—
  - (A) will imminently lose their housing, including housing they own, rent, or live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, as evidenced by—
    - (i) a court order resulting from an eviction action that notifies the individual or family that they must leave within 14 days;
    - (ii) the individual or family having a primary nighttime residence that is a room in a hotel or motel and where they lack the resources necessary to reside there for more than 14 days; or
    - (iii) credible evidence indicating that the owner or renter of the housing will not allow the individual or family to stay for more than 14 days, and any oral statement from an individual or family seeking homeless assistance that is found to be credible shall be considered credible evidence for purposes of this clause;

In identifying our homeless population, the Lake County CoC annually administers the Point-in-Time Homeless Survey during the last week of January. The 2020 date was

January 27th and 527 individuals were counted as experiencing homelessness. In January 2018 553 people were identified as homeless and in January 2019, after the biggest fire in California’s history, the Mendocino Complex Fire, our count dropped to 397.

*This year we added a local question in our PIT count survey. We asked on question #27 “Did any of the Lake County or other fires make you homeless?”*

*Of the 332 surveys which answered this question, 177 people answered yes.*

*This was followed up with, “Did a specific fire cause you to be homeless?”*

*107 of 177 answered this question.*

- Mendocino Complex.....38
- Valley Fire.....33
- Sulphur Fire.....18
- Clayton Fire.....7
- Rocky/Jerusalem Fires.....6
- Pawnee Fire.....1
- Other Fires (Tubbs, Camp etc.) .....4

2020 PIT Survey Demographics								
	Total/Sur./Obs.	Male	Female	Other	<18	18-24	25-55	55+
<b>Clearlake</b>	226/139/24	118	94	4	7	19	153	27
<b>Clrlke Oaks</b>	32/22/1	20	9	0	0	0	21	8
<b>Kelseyville</b>	12/9/0	6	6	1	1	1	10	0
<b>Lakeport</b>	84/51/7	52	33	13	12	11	39	21
<b>Lower Lake</b>	9/8/1	6	3	0	0	0	4	9
<b>Lucerne</b>	76/53/3	45	29	9	7	3	50	12
<b>Middletown</b>	37/13/6	15	11	3	0	0	13	11
<b>Nice</b>	18/16/0	13	5	0	0	2	9	7
<b>Upperlake</b>	28/21/1	20	9	0	2	2	17	8

2020 PIT Survey Demographics								
	Vets	Foster Care	Domestic Violence	1 <sup>st</sup> Time Homeless	Average Years Homeless	Avg. yrs in Lake County	Relatives in Lake County	Non-Habitat
<b>Clearlake</b>	17	42	20	71	2.83	15.86	96	179
<b>Clrlke Oaks</b>	3	4	1	8	5.28	16.34	9	19
<b>Kelseyville</b>	0	2	1	5	8.4	26.18	4	6
<b>Lakeport</b>	12	12	11	39	2.71	9.43	31	45
<b>Lower Lake</b>	0	2	0	3	4.02	13.33	6	0
<b>Lucerne</b>	6	12	11	32	2.5	18.88	31	41
<b>Middletown</b>	1	2	3	4	3.64	12.79	5	18
<b>Nice</b>	1	2	2	9	4.64	18.10	8	13
<b>Upperlake</b>	1	4	1	11	4.66	30.93	17	27

The January 2020 PIT count survey also reveals race and ethnicity data  
 Lake County Totals Include:

Adults - 529	Under Age 18 - 49	Total Count 578
<b>Ethnicity</b>	<b>Number of People</b>	<b>Percentages</b>
Hispanic/Latino	47	8.1
Non-Hispanic	387	67
Don't Know/Refused	144	24.9
<b>Race</b>	<b>Number of People</b>	<b>Percentages</b>
American Indian/Alaskan	60	10.4
Black/African American	16	2.8
Native Hawaiian/Pacific Is.	8	1.4
Asian	2	0.3
White	369	63.8
Don't Know/Refused/Other	124	21.4

The point-in-time count reflects just a snapshot for the number of homeless. When it comes to identifying the homeless population, we use consistent reliable data, that reveals the true nature of Lake County's homeless population. We receive annual data from the California Longitudinal Student Achievement Data System (CALPADS) and utilize Partnership Health Plan (PHP) data, which administers Medi-Cal in Lake County. Every year we find 8% to 10% of our student population qualifies as homeless under the McKinney-Vento Act. Partnership Health Plan, working with Adventist Health Clear Lake and Sutter Lakeside, our two local hospitals, are now asking patients their residential status and identifying high numbers of people, 5% of our population, who are experiencing homelessness.

### Partnership Health Plan (PHP) PIT Count Data

Number of Identified Homeless in Lake County (unduplicated)

Age	Male	Female	Total	Percent
<b>0-5 y.o.</b>	124	106	230	7%
<b>6-12 y.o.</b>	113	114	227	7%
<b>12-18 y.o.</b>	98	115	213	6%
<b>19-21 y.o.</b>	79	99	178	5%
<b>22-44 y.o.</b>	962	667	1629	48%
<b>45-64 y.o.</b>	488	330	818	24%
<b>65 + y.o.</b>	42	33	75	2%
<b>Total</b>	<b>1906</b>	<b>1464</b>	<b>3370</b>	<b>100%</b>

## Students Identified Under the McKinney-Vento Act

	PreK	KN	GR1	GR2	GR3	GR4	GR5	GR6	GR7	GR8	GR9	GR10	GR11	GR12	Total
Lake County Office of Ed.	0	0	0	0	0	1	0	0	0	2	2	0	0	1	6
Kelseyville Un.	0	5	3	3	5	3	4	12	13	15	4	7	8	3	85
Konocti Un.	0	61	47	49	28	30	34	21	27	32	28	31	25	17	430
Lakeport Un.	0	6	8	4	11	8	3	8	9	8	3	3	5	5	81
Lucerne Ele.	1	13	6	5	5	7	3	3	5	2	0	0	0	0	50
Middletown Unified	0	5	1	3	5	11	8	3	7	7	6	5	5	8	74
Upper Lake Unified	0	4	3	3	2	2	2	11	4	6	4	5	4	4	54
2018-2019	Total														780

AUTHORIZING DISTRICT	Double-Up	Hotel or Motel	Shelter	No-Shelter	Total
Lake County Office of Ed.		0	0	0	0
Kelseyville Unified	73	0	7	5	85
Konocti Unified	405	4	14	7	430
Lakeport Unified	69	10	1	1	81
Lucerne Elementary	43	0	3	4	50
Middletown Unified	59	0	10	5	74
Upper Lake Unified	39	3	5	7	54
2018-2019 CALPADS	Total				774

The Migrant Education Program tracks students who have farm worker parent/parents. These numbers reflect individual students and not of families:

- Kelseyville Unified School District – 145 students
- Konocti Unified School District – 219 students
- Lakeport School District – 52 students
- Lucerne Elementary School District – 14 students
- Middletown Unified School District – 5 students
- Upper Lake Unified School District – 17 students

Farm workers younger than 22 years of age also qualify for Migrant Education services (Out-of-School Youth) and annually Lake County enrolls between 30 to 50 youth.

The number of migrant farm workers has been decreasing. Studies from the USDA National Agriculture Statistics Service (NASS) 2016, show that 80 percent of hired crop farm workers are not migrant, but considered settled, meaning that they work in a single location within 75 miles of their home. 5% are “follow the crop” farm workers.

The 2017 census reported that Lake County, CA had 1,172 total migrant workers. This reflects a significant decrease from 2000, when the Migrant and Seasonal Farm Worker Enumeration Profiles Study for California estimated 5,181 migrant and seasonal farm workers in Lake County.

# Service Challenges in Lake County

## Housing Vacancy Rates

Lake County, CA has a significant housing shortage. Without an adequate supply of housing units, we simply have no homes for people to live. The lack of housing, combined with the low average household income equates to residents unable to locate affordable housing. U.S. Census information reveals in 2000 we had 810 vacant rental units and 535 vacant units in 2010. The 2010 Census also revealed that 60% of the housing in Lake County was 30 years old, which would make the unit 40 years old in 2020. Many of our structures are deteriorating rapidly. In 2002 Lake County completed a countywide housing condition survey. It found that 67% of our housing units required some form of rehabilitation. The study was done by Connerly & Associates and funded by a Community Development Block Grant.

### Total Housing Units in Unincorporated Portions of Lake County

Year	Single Family Units	Multiple Family Units	Mobile Homes	Total Housing Units	Annual Unit Change	Annual Percentage Change
1990	12,546	862	5,954	19,362	n/a	n/a
1995	14,081	984	6,505	21,570	255	1.2%
2000	15,321	851	6,355	22,527	515	2.3%
2005	16,352	869	6,368	23,589	287	1.2%
2010	18,854	1,189	5,019	25,062	1,473	6.2%
2015	19,030	1,189	5,004	25,223	161	0.6%

Source: California Department of Finance, Demographic Research Unit

Available rental units are hard for low-income residents to afford, as shown in the next graph for Lake County, CA rental prices.

Home Size	2018 Rental Amount (Rentdata.org)
Studio / Efficiency Unit	583
1 Bedroom	705
2 Bedroom	914
3 Bedroom	1,330
4 Bedroom	1,474

Our CalWORKS families cannot afford Lake County current rental prices. The income chart for CalWorks shows a huge disparity for income and housing costs.

### CalWORKS Region 2 Cash Payments

Family Size	Exempt	Nonexempt
1	576	520
2	739	661
3	934	834
4	1,122	1,007
5	1,316	1,180

## Homeless Assistance Needs

Our county has a high need for more emergency shelters and transitional housing. Lake County has operated one warming center emergency shelter which fills to capacity and its location can be an obstacle for the majority of our homeless population to utilize, due to its location. We currently have a housing project called New Digs funded by the CA Emergency Solution Grant, which runs low or out of funding annually. The following HUD graph indicates the number of beds reported for Lake County last year.

### Continuum of Care Homeless Assistance Programs Housing Inventory Count Report-Lake County CoC

	Family Units	Family Beds	Adult-only Beds	Child-Only Beds	Total Yr-Round-Beds	Seasonal	Overflow/Voucher	Subset of Total Bed Inventory		
								Chronic Beds	Veteran Beds	Youth Beds
<b>Emergency, Safe Haven and Transitional Housing</b>	<b>9</b>	<b>38</b>	<b>15</b>	<b>0</b>	<b>53</b>	<b>24</b>	<b>0</b>	<b>n/a</b>	<b>0</b>	<b>0</b>
Emergency Shelter	8	25	5	0	30	24	0	n/a	0	0
Transitional Housing	1	13	10	0	23	n/a	n/a	n/a	0	0
<b>Grand Total</b>	<b>9</b>	<b>38</b>	<b>15</b>	<b>0</b>	<b>53</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

The Hope Harbor Warming Center sheltered Lake County’s homeless this past winter. The shelter operated in Lakeport, CA under the City of Lakeport’s Emergency Shelter ordinance, LMC17.28.010:EE. This shelter served 24 individuals.

Last year, the Harbor Warming Center served 140 residents during the season. Guests were provided an evening meal and a to-go bag of food in the morning, for a total of 1,822 meals. Lake County Transit Authority provided \$1,515 worth of transportation service.

# Resource Assistance for Our Homeless

## Housing Resources for our Homeless

If a client has an immediate need for emergency shelter and has a child under 18, the Lake County Department of Social Services offers CalWORKS Temporary Homeless Assistance. (THA). CalWORKS THA can offer up to 16 consecutive days in a motel, in a 12-month period. CalWORKS also helps fund and refers clients to the North Coast Opportunities New Digs Transition Housing Program. CalWorks information:

### JULY 2018 – JUNE 2019 HOMELESS ASSISTANCE APPLICATIONS

	Distinct Count
Homeless – Perm	41
Homeless – Temp	283
Total	324

**TOTAL PERMANENT HA PAID = \$35,824.50**

**TOTAL TEMPORARY HA PAID = \$168,225.00**

For the 2019 Family Stabilization program, which data had to be gathered manually and shows some different details:

**2019 FSP Hotel Stay:** Total: 4 Households: 6 Adults, 8 Children

**2019 FSP Cases who received Rental Assistance Only:** Total: 1 Households: 1 Adults, 1 Child

**2019 FSP Cases who received Utility Assistance Only** Total: 4 Households: 7 Adults, 12 Children

**2019 FSP Cases who received both Rental (& or Deposit) & Utility Assistance** Total: 9 Households: 10 Adults, 23 Child

### North Coast Opportunities (NCO) New Digs Housing Program

The New Digs Program is the main rental assistance program in Lake County, CA helping families maintain or establish housing. The CalWORKS Housing Support Program (HSP) refers to the NCO New Digs Program, which offers a housing case manager and NCO has a homeless Navigator to assist our programs find eligible housing units. NCO also received ESG - Emergency Solutions Grant funding for the New Digs Rapid Rehousing Program.

### Lake County Behavioral Health Department

Lake County Behavioral Health offers housing for residents who are homeless and need case managed care with substance abuse disorders (SUDS) or with mental health

disorders. Our Lake County Behavioral Health offers permanent housing subsidies, currently assisting 29 people. LCBH also provides transitional housing, assisting 7 currently. Last year they served 93 homeless individuals through their SUDS and behavioral health programs.

#### Substance-Use Disability Services Redwood Community Services

Redwood Community Services offers treatment programs for perinatal women, that focuses on prevention and intervention.

TULE House is an eight-bed residential treatment program.

H.O.M.E – Healthy Opportunities for Mothering Experiences – offers moms with 1 to 2 children a sober living environment.

#### RCS Nurturing Education and Skills Training

The Nest is a transition living program for 18-25-year-old pregnant or parenting individuals and/or couples. This home program has specific requirements.

#### Lake Family Resource Center Freedom House

The Freedom House is Lake County's domestic violence shelter and accepts individuals and/or parent with a child or children.

#### Adventist Health Restoration House

Restoration House is a 10 bed facility for individuals 18 years of age or older who have a complex medical need requiring housing. This is medical housing with specifications, is for individuals who need a place to heal.

#### Hope Rising Hope Center

The Hope Center is a transitional housing facility that will offer housing and services for 20 adults 18 and older. This center is Lake County's first facility offering transition housing and will be opening by the end of 2020.

#### People Services, Inc Konocti Connections

People Services, Inc is a 501(C)3 Nonprofit that started in 1981 serving people with disabilities. Their supported living services program, Konocti Connections, helps support consumers with quality care, implementing Pro-Act principles.

#### Hope Harbor Warming Center

The warming center ran from December to March 17, 2020, when it started the conversion to our COVID-19 shelter. It had the capacity to serve 24 in house, allowed for cars to park in shelter and provided a warm meal and bagged breakfast.

#### COVID-19 Housing

The Hope Harbor COVID Shelter offered shelter in place for Lake County homeless residence in a congregate setting. This shelter housed 40 residents. Currently Elijah House has opened a COVID Shelter, at the closed juvenile hall property. Lake County RoomKey Project was set up for any person who may have COVID-19 or is high risk for complications of the virus, or homeless. This is a temporary housing assistance at local motels to keep at-risk individuals safe and secluded.

#### Sunrise Special Services Foundation

Sunrise Special Services is a new homeless outreach program and will offer flexible housing subsidy funds. This is funded through CESH allocated funds.

#### Lake County College Students Rental Assistance

Lake County Office of Education is administering this Homeless Emergency Aid Program (HEAP) grant, which will help subsidize rent for 12 homeless college students.

There are currently three permanent housing programs in Lake County. We have Habitat for Humanity, Rural Communities Housing Development Corporation and Wildfire Survivors Disaster Case Management. These programs require a stable income and are directed towards low to moderate incomes.

#### Migrant Farmworker Housing

Rural Communities Housing Development Corporation Developed Rental Housing for farmworkers in Kelseyville, with 40 rental units at the Oak Hill Apartments.

Migrant families can also obtain low cost housing at the Kelseyville Apartments, USDA TTY #711, which has 54 Rental units for migrant farmworkers.

#### Lake County Native American Tribal Housing Programs

The Native American population make up 4.4% of Lake County's population, but counted for 10.4% of the PIT count for people experiencing homelessness. Housing programs are offered by the tribes in Lake County, only for tribal members.

Big Valley Rancheria Housing assists BVR members with: Rental rehabilitation, 21 rental units, (adding 4 senior living units), tenant rental deposit assistance, safety and security services and enhancements.

Elem Indian Colony Pomo offers housing assistance with: down payment assistance, off reservation housing, rent, and rent to own and lease option housing.

Habematolel Pomo of Upper Lake assists members with: Homeowners rehabilitation assistance program, disaster emergency home repair program, homebuyer assistance program and student rental assistance program.

Koi Nation of Northern California Lower Lake Rancheria, Pomo of Sonoma County has Their tribal government Offices based in Santa Rosa, CA.

Middletown Rancheria assists tribal members with Indian Housing Block Grant funds through a variety of programs that include housing rehabilitation and temporary rental or mortgage payments.

Robinson Rancheria Housing Department Assistance Programs offer: Rental assistance, relocation assistance, down payment assistance, on reservation home repair program and off reservation home repair program.

Scotts Valley Band of Pomo offers tribal members housing supportive services.

## **Service Resources for our Homeless**

### The U.S. Department of Veterans Affairs

#### Health Care for Homeless Veterans (HCHV) Program

The foundation of the HCHV program is the provision of outreach services to Veterans who are homeless. The central goal of the HCHV program is to reduce homelessness among Veterans by conducting outreach to those who are the most vulnerable and who are not currently receiving VA services, and then engaging them in treatment and rehabilitation as well as in other VA programs and non-VA community programs that provide prevention and support services.

HCHV programs provide outreach services; care, treatment, and rehabilitative services, including case management services; and therapeutic transitional housing assistance. HCHV functions as a mechanism to contract with providers for community-based residential treatment for homeless Veterans. In Lake County the homeless residential HCHV programs are Hilltop Recovery Center, Ukiah Recovery Center and Interfaith Shelter Network. Another aspect of HCHV is Coordinated Entry. The purpose of HCHV Coordinated Entry is to work closely with the local Continuums to Care to provide seamless services for people that are experiencing homelessness, actively participate in the local plans to end Veterans homelessness, as well as conducting and leading the coordination of outreach services to homeless Veterans.

The HCHV program is vital for providing a gateway to VA and community-based supportive services for eligible Veterans who are homeless. This includes ensuring that chronically homeless Veterans and/or those with serious mental health diagnoses can be placed in community-based programs that provide quality housing and services that meet the needs of these special populations.

HCHV also coordinates with the Supportive Services for Veteran Families (SSVF) program. The Supportive Services for Veterans Families (SSVF) Program provides supportive services grants to non-profit organizations to coordinate and provide supportive services

to very low-income Veteran families who are at risk of becoming homeless or are homeless. North Bay Veterans Resource Center is Lake County's SSVF program. North Bay Veterans Resource Center assists eligible Veterans and their families with temporary financial assistance, short term case management, help with obtaining other benefits to avoid homelessness including rental and utility arrears, child care and housing counseling services.

### Service Resources for Homeless Veterans

The San Francisco Veterans Affairs Medical Center has three designated Homeless Programs Social Workers for Lake County that are based out of VA Santa Rosa Community Based Outpatient Clinic, a Coordinated Entry Specialist, an HCHV Social Worker and a Veterans Justice Outreach Coordinator (excluding HUD-VASH).

The Coordinated Entry Specialist ensures coordination of community wide services for Veterans experiencing homelessness. Specifically, the Coordinated Entry Specialist supports the VA Homeless Program by providing continuity of care for homeless Veterans between San Francisco Veterans Affairs Medical Center and community-based programs, as the Veteran transitions from homelessness into programs such as HCHV Contract Residential Housing (CRS), Residential Rehabilitation and Treatment Programs (RRTPs), and Grant Per Diem Programs (GPD) as well as directly to permanent housing through the Housing and Urban Development-Veterans Affairs Supportive Housing (HUD-VASH) Program, the Supportive Services for Veteran Families (SSVF), or other forms of housing in the community.

The HCHV Social Worker provides outreach to identify homeless Veterans encountered in encampments, shelters, drop in centers, and other community locations. The intent of outreach is to provide Veterans with information on resources such as housing assistance, medical and psychiatric inpatient and outpatient treatment programs, other community-based residential programs or social services, and entitlement providers with referral and linkage to indicated services. Additionally, the HCHV Social Worker provides clinical case management to plan and coordinate the homeless Veteran's care with the purpose of ultimately ending this Veteran's homelessness.

The Veterans Justice Outreach Coordinator is a component of VHA's homelessness prevention efforts. The purpose of the Veterans Justice Outreach Coordinator is to partner with the criminal justice system to identify Veterans who would benefit from treatment and other services. Additionally, the Veterans Justice Outreach Coordinator establishes Veterans Treatment Courts. In Lake County, the Veterans Justice Outreach Coordinator conducts a monthly Veterans Treatment Court. A multi-phased program through which justice involved Veterans are provided with *treatment* and other services that are monitored by a team. Treatment Courts offers an alternative to sentencing by ensuring that clinical treatment addresses the root cause of the Veteran's legal issues.

### Sunrise Special Services Foundation

Sunrise Services, starting this year, will operate a mobile outreach service. They will identify and offer support for emergency housing interventions. This mobile unit will be at scheduled identified sites throughout Lake County.

### North Coast Energy

North Coast Energy Home Energy Assistance Program HEAP provides payment assistance with home energy bills. People can apply one time per year and payment assistance varies depending on income. This program serves Lake County from their Ukiah office.

### Praises of Zion Homeless Assistance Program

This utility assistance is funded from a HEAP grant and is for homeless or at risk of becoming homeless, from shut off notices. Agencies working with homeless individuals may refer to this program. This program has a monthly cap and is funded through June 2021.

### Lake County Office of Education Homeless Children Services Grant

This HEAP funded grant helps families referred by schools with a wide range of supports. This grant is providing a homeless navigator, which schools can directly refer families. Supports include rental and storage deposits, locating rentals, rental fees, guardianship, and eviction/red tagged assistance.

### North Coast Opportunities

NCO has a Homeless Navigator, who works with landlords, to increase the number of rental units for the homeless population.

### Redwood Community Services

RCS runs Harbor on Main, a teen program that assists youth in Lake County. It offers youth a place to go for support, hygiene materials and meals.

### Pop Up Care Shower Project

This project was started with Project Restoration, but now is administered by the Interfaith Committee of the LCCoC. This mobile shower unit parks at different locations around the lake to offer homeless individuals a place to shower and receive site-based services, which vary at the different locations.

### Veterans Stand Down

The Veterans Stand Down in Lake County received funding with a HEAP grant. This annual outreach service provides veterans with supplies and multiple agency program supports. Lake County also offers veterans Vet Connect, a quarterly event, that offers support to vets. This is the 6<sup>th</sup> year these services have been offered our veterans.

# Lake County, CA Continuum of Care Priorities

## Structural Strategic Priorities

The LCCOC, through surveying our homeless and members, will be working on priorities to strengthen our organization and priorities for growth and improvement for housing and supportive services for people at risk or experiencing homelessness.

The LCCoC will develop and adopt the required policies and procedures (strategic plan, coordinated entry system and HMIS policies with full implementation, etc.) for HUD compliance and approval within 3 years. The strategic plan will provide a system by which the proposed shelters will eventually transition its residents into permanent housing; the system will include individual review of circumstances, referral to appropriate agencies for counseling, addiction rehabilitation, employment, etc. along with financial support as necessary.

<b>Lake County Continuum of Care Structural Strategic Priorities</b>	
<b>Objective # 1</b>	Finalize HMIS Contract with Apricot and data entry for 2019 - 2020
Actions	Expected
1.) The LCCoC will work with Decipher HMIS and Lake County Behavioral Health to finalize the Contract with Apricot.	Fall, 2020
2.) Lake County Behavioral Health will set up all agencies into Apricot and finish licensing requirements.	Fall, 2020
3.) Agencies will enter 2020 data into Apricot and any 2019 data that is needed for reporting.	Ongoing

<b>Objective # 2</b>	Develop a Coordinated Entry System. CoC Program Interim Rule 24 CFR 587.3 defines the actions needed for centralized coordination
Actions	Expected
1.) Form separate committee for CES	August 2020
2.) Design – 1. Services Focus, 2. Dynamic Prioritization with Housing Problem Solving and Journey Mapping and 3. Phased Implementation	Spring 2021 and Ongoing
3.) Create protocols for data security and Release of Information for clients.	Winter 2020-2021
4.) Address waitlists and client dismissal process.	Ongoing

<b>Objective # 3</b>	Guidance and expert counsel for annual Consolidated Application and policies and procedures for LCCoC grant funded projects	
	Actions	Expected
	1.) Locate support for Behavioral Health for the Consolidated Application and for all HUD reporting.	Ongoing
	2.) Establish a grant process, starting with the application, acceptance of funds, distribution of funding, required data and reporting.	Fall 2020
	3.) For grant applicants provide grant oversight, assist with data and evaluation of the grantees project effectiveness.	Ongoing

<b>Objective # 4</b>	Expand CoC membership and encourage member participation in joining committees	
	Actions	Expected
	1.) Educate the community about the role and purpose of the Continuum of Care.	June 2022
	2.) Request that members join a committee and be more involved with the structuring of our CoC.	Ongoing

<b>Objective # 5</b>	The LCCoC will offer professional development, to enhance our community partners and members, on equity and capacity building, cultural competency and trauma-informed care with a focus on homelessness.	
	Actions	Expected
	1.) Offer professional development on equity and capacity building.	Spring – Summer 2021
	2.) Offer professional development on cultural competency for PIT volunteers and members of LCCoC.	Ongoing
	3.) Offer trauma-informed care training with a focus on trauma and homelessness.	Spring – Summer 2022

<b>Objective # 6</b>	Focus Group for Specific Targeted Populations and Strategize how to House these Populations	
	Actions	Expected
	1.) Hold a focus group session to identify and prioritize hard to serve populations of people experiencing homelessness or are at the highest risk of being homeless.	Fall 2021 or Spring 2022 In-person session after COVID 19
	2.) Create a detailed list from the focus group, brainstorm strategies and meet with county planners.	Summer 2022
	3.) Look for developers who will work with us with rural USDA and HUD funding to build housing for our focus group priorities.	Fall 2022

## Goals and Strategies in Ending Homelessness

The LCCoC will work towards the establishment of 2 shelters/navigation centers, with at least one becoming operational within the next 3 years. At this time, the LCCoC envisions each shelter will include at least 20 emergency shelter beds each, operating year-round, with 100 unduplicated individuals served. A 75 percent occupancy rate is anticipated, with heavier use over the winter months. Specifically, the LCCoC hopes to see by the **end of Year 1** a shelter open and operating at one end of the county with 20 shelter beds and navigation services provided for 100 individuals. Ten percent, or 10 individuals, will be placed into permanent housing situations. By the **end of Year 2**, the second shelter will open, doubling the Year 1 assistance numbers. By the **end of the Year 3** the LCCoC intends to raise its annual housing placement rate to 20 percent or 40 individuals between the two shelter locations.

<b>CCoC Goals and Strategies in Ending Homelessness</b>	
<b>Goal # 1</b>	LCCoC shall prioritize support for a shelter in the City of Clearlake Area
<b>Strategies</b>	<b>Expected</b>
1.) The LCCoC will prioritize funding, when available to support a shelter in the outhshore area	Annual on-going
2.) The LCCoC will support the shelter administrative agency with reporting requirements to HUD.	Annual on-going
3.) The LCCoC will support the shelter administrative agency on sustaining funding with local government bodies.	As needed

<b>Goal # 2</b>	LCCoC shall prioritize support for a shelter in the Lakeport/ Northshore Area
<b>Strategies</b>	<b>Expected</b>
1.) The LCCoC will prioritize funding, when available to support a shelter in the northshore area.	Annual on-going
2.) The LCCoC will support interested agencies in establishing a new shelter with community outreach efforts, focusing on increasing knowledge for community support of homeless housing projects.	As needed
3.) The LCCoC will support the shelter administrative agency with reporting requirements to HUD.	Annual on-going
4.) The LCCoC will support the shelter administrative agency on sustaining funding with local government bodies.	As needed

<b>Goal # 3</b>	Support Rental Assistance Programs for the Homeless, in Lake County
<b>Strategies</b>	<b>Expected</b>
1.) The LCCoC will prioritize funding, when available, to support rental	Annual On-going

programs for people experiencing homelessness.	
2.) The LCCoC will support program administrators with outreach to local landlords and real estate agents about rental programs.	As needed
3.) The LCCoC will support program reporting requirements for HUD	

# Appendix

## Focus on Needs Survey

On March 16, 2020 the Focus on Needs Survey was conducted at the Warming Shelter. Fourteen clients responded to the survey. The survey was also filled out by seven Restoration House residents. They shared the following information:

### Focus Needs Survey Results

#### **Biggest barrier to housing**

11 answered cost. Other barriers availability of housing, transportation, no pets allowed, time, rental history, having no job

#### **Communication**

All participants of the survey had a phone and that is how they received news

#### **Transportation**

Car - 4    Bus - 8    Bike - 1    Walk - 5    Other - Use of a driver - 2

#### **Housing Preference Type**

The majority answered studio or apartment with utilities included in the rent  
The second was their own home or apartment

#### **Responses for “How should the county spend money for the homeless”**

6 responded – having a year-round 7-day shelter

Motel vouchers x 3

Housing x 3

Rental Assistance x 2

Bus passes and a 7-day shelter with a later release time

Use the old Kmart building for Safe Spot larger 24-7 open shelter with showers

Use abandoned buildings as shelters



**Focus on Needs Survey**

*This survey is for people experiencing homelessness and housing insecurity. We want to give you a voice, so we can provide better services in our county.*

Do you have a phone you can call out and receive calls on?

\_\_\_\_\_

Please tell us how you communicate:

Receive Community News: \_\_\_\_\_

Family Communication: \_\_\_\_\_

Communicate with Agencies: Medical \_\_\_\_\_

Social Services: \_\_\_\_\_

Community Agencies: \_\_\_\_\_

What type of transportation do you use most often? \_\_\_\_\_

What is your biggest barrier in finding permanent housing?

\_\_\_\_\_

What type of housing is your preference? You can choose more than one and please number in order of your preference your.

\_\_\_\_\_ Campground/ trailer or tent

\_\_\_\_\_ Studio apartment with all utilities included in rent

\_\_\_\_\_ Shared Living Arrangement

\_\_\_\_\_ Sober Living Environment

\_\_\_\_\_ Single Family Apartment or home

With our limited resources, how do you want Lake County to spend money on homeless services? \_\_\_\_\_

\_\_\_\_\_

Do you have any suggestions for us, to better serve you?

\_\_\_\_\_

\_\_\_\_\_

Thank you

## **Prioritization Services Survey**

The LCCoC sent out a survey to members and community stakeholders, helping us to prioritize the LCCoC community efforts in ending homelessness. Along with this survey we included a comment section examining the strengths, weaknesses, opportunities, and threats (SWOT) to our LCCoC.

We used a survey format, with the presence of COVID-19 since we could not meet in person and utilize other options, such as walkabouts. Seventeen surveys were filled out in the allotted three-week period.

The survey was conducted to rank housing projects, to support homeless and housing insecure residents. Nine choices were offered, and each participant was to prioritize the choices, with their most important option being number 1 and assessing each option in their importance to number 9. This grading system would make the lowest score, the highest priority.

The findings prioritized:

- 1.) Permanent Shelter in the City of Clearlake Area (Score 34)
- 2.) Permanent Shelter in the Lakeport Area (Score 37)
- 3.) Support for Rental Assistance Programs (Score 51)
- 4.) Permanent Housing for Disabled (Score 55)
- 5.) Two options tied for fifth place – Permanent Housing for Veterans and Behavioral Health Clients (Both Scored 56)
- 6.) Two options tied for sixth place – Transition Age Youth (TAY) Permanent Shelter and TAY Permanent Housing (Both Scored 65)
- 7.) Combined Housing Unit (Score 72)

## **LCCoC Strengths, Weakness, Opportunities and Threats**

The SWOT comments are on the following pages. This community feedback will help strengthen our Lake County Continuum of Care in the year to come. The LCCoC Strategic Plan will report annually and update the LCCoC Community Goals and Actions.

**What do you believe is the biggest success of our LCCoC?**

Getting the TA to finally get our HMIS and be recognized by HUD.

Last year's HEAP and CESH grants and beginning HMIS.

Collaboration among community stakeholders

Ability to gather a large group of stakeholders

After many years, people are all on the same page and engaged.

So many decision makers are at the table. It's very exciting and I know moving forward we will be making positive changes.

The current collaboration

Continuing the shelter in Lakeport.

We are getting our CoC organized, so we can go after more funding

Currently am thrilled about the utility assistance. (housing first model)

Cooperative Group

I am fairly new to the COC but I see so many different teams working together for the same mission. Everyone works together to serve the needs of the community. I am proud to be a part of this committee :)

You don't have one yet; you need to hire a professional housing staff person to lead you into the future. But at least you have some local political will to do the right thing right now.

The collaboration of members and how everyone gets an opportunity to speak. Everyone is very welcoming.

Becoming compliant with the mandates to be a COC, working together as a team instead of separate entities, and making things happen in our community.

Community collaboration

## **What do you perceive as the biggest weakness of our LCCoC?**

Still young in formalization and find unpreparedness for recent funding opportunities

The information is difficult to understand and it feels like there's a need for a condensed version for members at large and the community to understand.

Communicating our vision to the community to garner additional support and collaboration.

Not having a functioning HMIS system in order to sustain HUD and other vital funding.

No dedicated staff - hard to fit in with other job/responsibility

Historically we have been Inexperienced. But that is changing.

Using phrases and abbreviations not understood/known by all, it would be helpful to have a list of descriptions for programs/proposed programs and frequently used terminology

Job assistance/job training

We need more professional volunteers for writing policies and procedures

The biggest organizations in the county monopolizing the LCCoC

Sustainability- continuous search/ applications for enhanced ongoing funding  
There just isn't enough housing and the COVID put us on hold.

No affordable housing professionals leading the organization -- the blind are leading the blind

With some members, I don't always know what they do to serve the community. I think it would be nice to have some kind of phone tree by organization, so we know what everyone does and am always educating on resources.

The biggest weakness that I see is that there is still a sense of competition between agencies and fear that they won't get their fair share of the money.

Not enough funding

## **What do you believe is the best opportunity for our LCCoC?**

If we had dedicated paid LCCOC staff

Developing strong committees so we can make movement to reaching our goals.

Opening Hope Center and communicating success stories to community.

Collaboration with community partners

Current availability of funds for homeless assistance

Getting Hope Center open-this will benefit community members, gain community trust and build momentum. Also local agencies as well as outside agencies/sponsors are more likely to help.

Then we get a second one in Lakeport opened up.

Provide job training/job assistance to all so they can learn to support themselves.

Working with Behavioral Health as our applicant agency

Racial and economic quality

Main entity to coordinate and decrease homelessness in our County

I think if we keep working together, we will make a huge impact in our community. We are a great team you're starting from the bottom

To keep applying for grants to make community events to educate others about the issue of Homelessness and to help those individuals. I also would love to see us work with more property owners to talk about opening units for our clients.

Hope Center

**What do you think is the biggest threat to our serving the community?**

Members wear many hats. LCCOC can result as a non priority for members

Members not having a shared understanding of the work needed to be done.

Silos.

Lack of addiction and adequate mental health services.

Cuts to many programs in the aftermath of the COVID-19 response

Failing or postponing the opening of the Hope Center.

Lack of job opportunities

Limited resources - including funding - to provide sustained services

Not enough to pull dollars into Lake, more important to utilize money for sustainability

Not enough funding for sustainability of current programs

Rent is not affordable for low income

"You don't know you don't know." PS: I'm not answering the priorities Question #1 because it is terribly incomplete and therefore misleading. A bad Strategic Plan can be worse than no plan.

Raising rental costs and limited places for employment.

The red tape that will be involved in opening these sites in the communities surrounding the lake, funding will also be a challenge.

Not having enough funding

