

2020 REPORT

Collaboration with Orange County Housing & Community Development led to unprecedented expansion

4 Direct Service Programs Added in 2020

PROGRAM	DESCRIPTION	STARTED	FTEs
Housing Helpline	Coordinated entry point for people seeking housing and homeless services	April 2020	2 fulltime, 2 temp
Housing Access Coordinator	Working with landlords to make units available for people at very low incomes	April 2020	1
Rapid Re-housing	Short-term rental assistance and services	April 2020	2
Street Outreach, Harm Reduction & Deflection*	Connections to housing and services for people living unsheltered	October 2020	3

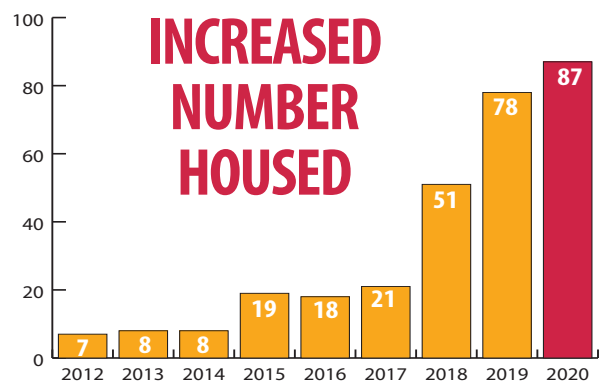
*Partnership with OC Criminal Justice Resource Department

Housing Helpline Contacts Increased Dramatically during COVID-19

MONTH	# HOUSEHOLDS	# CALLS	# EMAILS
April	113	210	5
May	350	617	116
June	391	1005	293
July	365	915	598
August	507	1527	1579
September	628	1459	955
October	587	1335	1032
November	571	1328	1224
December	667	1518	1263
2020 TOTAL	4179	9914	7065

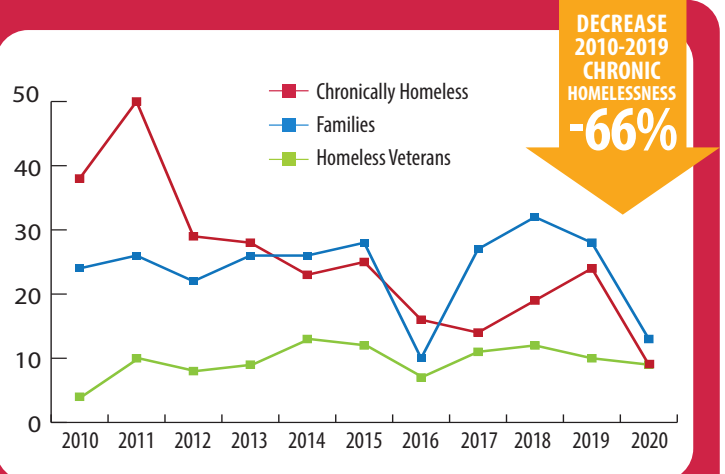
87 VULNERABLE
HOUSEHOLDS
HOUSED IN
2020

294
HOUSED SINCE 2012



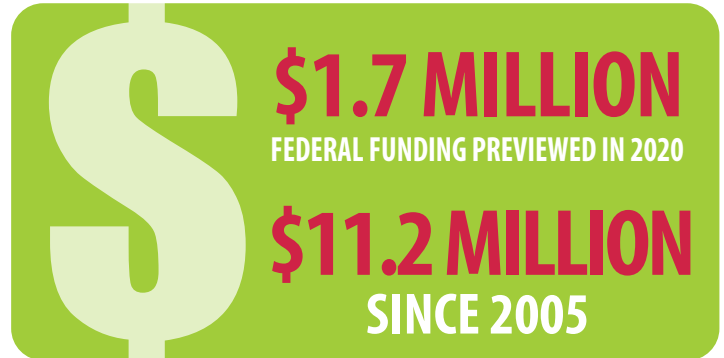
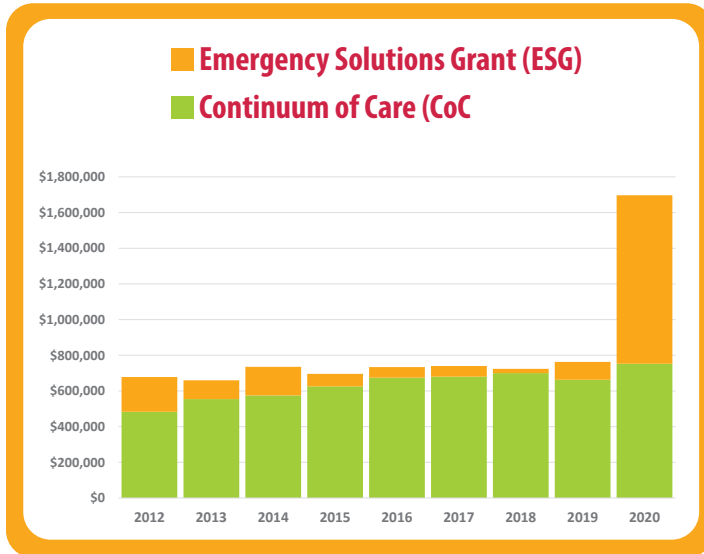
SPECIAL POPULATIONS

Progress Towards
Ending Chronic
Homelessness In
Orange County

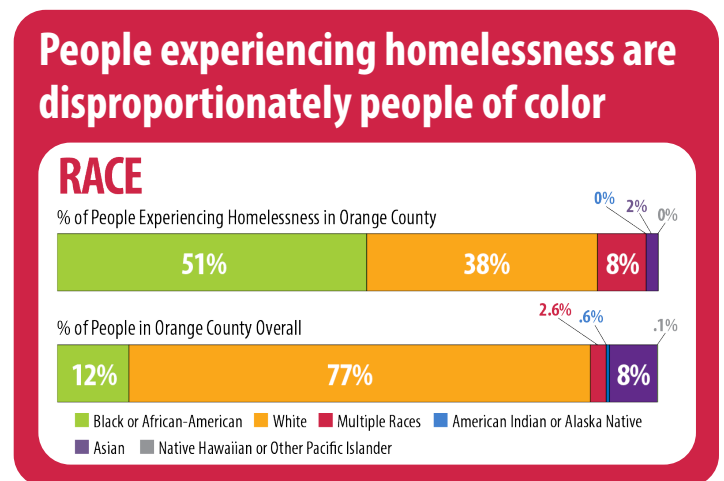
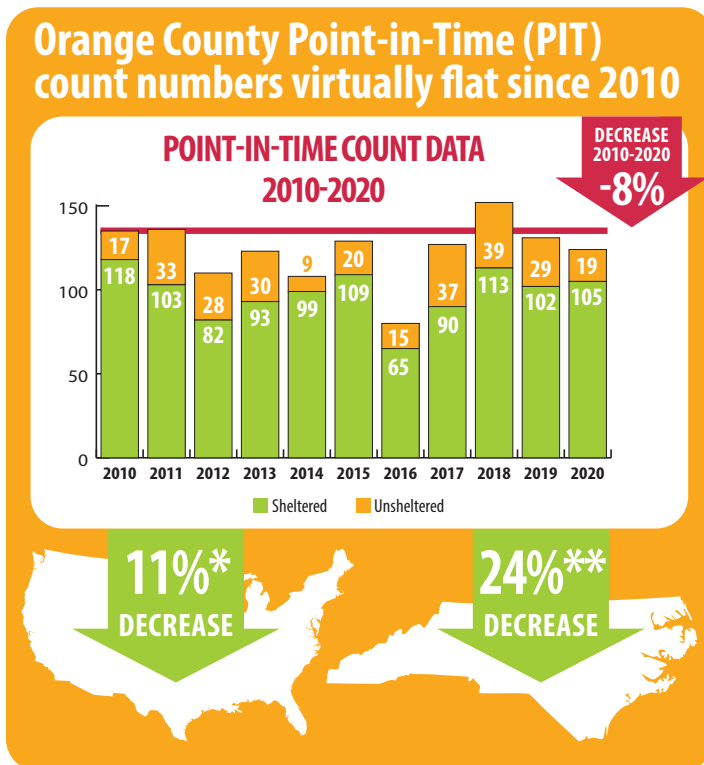
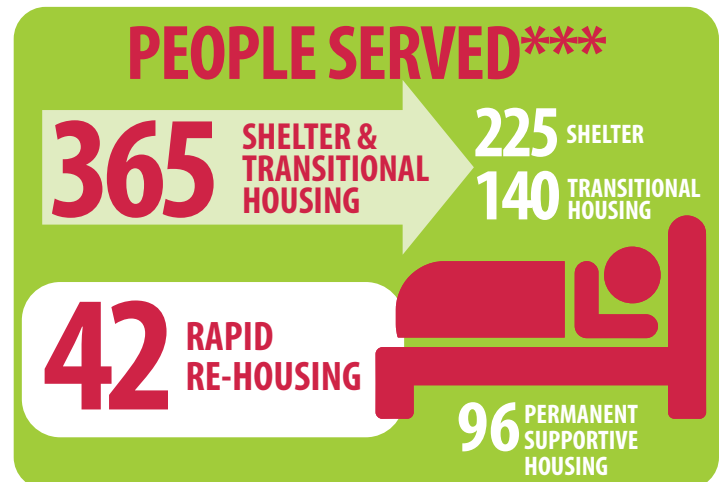




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**ONLINE RESOURCE DATABASE:
OCCONNECT.INFO**



*-11% Decrease Nationwide (Tot '19: 567,715. Tot '10: 637,007) <https://www.hudexchange.info/programs/coc/coc-homeless-populations-and-subpopulations-reports>

**24% decrease statewide, 2010-2019 <https://www.nceh.org/media/files/files/7bd752c5/2019-nc-pit-infographic.pdf>

***FY2020 System Performance Measures

For more information about homelessness in Orange County, contact **Corey Root**, croot@orangecountyinc.gov, (919) 245-2496.