



County Executive Office

Memorandum

December 10, 2025

To: Clerk of the Board of Supervisors
From: Michelle Aguirre, County Executive Officer
Subject: Supplemental Request According to Board Rule 21

Digitally signed by Michelle Aguirre Date: 2025.12.10 14:43:46 -08'00'

CLERK OF THE BOARD OF SUPERVISORS COUNTY OF ORANGE BOARD OF SUPERVISORS

2025 DEC 11 AM 9:14

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The County Executive Office is requesting a Supplemental Agenda Staff Report for the December 16, 2025, Board Hearing.

Agency: County Executive Office, Office of Care Coordination
Subject: Approve Contract for Prevention and Shelter Diversion
Districts: All Districts

Reason Item is Supplemental: The Contract for Prevention and Shelter Diversion is being presented as Supplemental to the Board of Supervisors (Board) as a result of extensive contract negotiations, in support of meeting funding source expenditure and obligations, and following the Orange County Continuum of Care Board's approval at the December 5, 2025, meeting. This Agenda Staff Report and attachments were finalized after the filing deadline to the Clerk of the Board"

Justification: The Contract for Prevention and Shelter Diversion cannot be delayed given that the Contractor has to operationalize and implement the services as described in the Contract of Prevention and Shelter Diversion in an expedited timeline to ensure funding source expenditures are met. Failure to meet these expenditure milestones, jeopardizes state funding and limits the County's ability to respond to the needs of households at risk of homelessness and support households in remaining stably housed.

Concur: [Signature of Doug Chaffee]
Doug Chaffee, Chair of the Board of Supervisors

cc: Board of Supervisors
County Executive Office
County Counsel



SUPPLEMENTAL AGENDA ITEM AGENDA STAFF REPORT

MEETING DATE: 12/16/25

LEGAL ENTITY TAKING ACTION: Board of Supervisors

BOARD OF SUPERVISORS

DISTRICT(S): All Districts

SUBMITTING AGENCY/DEPARTMENT: County Executive Office

DEPARTMENT HEAD REVIEW: *Maguire*
Digitally signed by Michelle Aguirre
Date: 2025.12.10 14:42:38 -08'00'
Department Head Signature

DEPARTMENT CONTACT PERSON(S): Douglas Becht (714) 834-2323
Zulima Lundy (714) 834-6805

RECEIVED
 2025 DEC 11 AM 9:14
 CLERK OF THE BOARD
 COUNTY OF ORANGE
 BOARD OF SUPERVISORS

SUBJECT: Approve Contract for Prevention and Shelter Diversion

CEO CONCUR Digitally signed by Michelle Aguirre Date: 2025.12.10 14:42:18 -08'00' <i>Maguire</i> CEO Signature	COUNTY COUNSEL REVIEW Approve agreements as to form Action Digitally signed by Christopher Anderson County Counsel Signature	CLERK OF THE BOARD Choose an item. Choose an item.
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Budgeted: No **Current Year Cost:** \$394,548 **Annual Cost:** FY 2026-27 \$745,580

Staffing Impact: No **# of Positions:** **Sole Source:** N/A

Current Fiscal Year Revenue: N/A

Funding Source: State: 100% (HHAP) **County Audit in last 3 years:** No

Levine Act Review Completed: Yes

Prior Board Action: N/A

RECOMMENDED ACTION(S)

1. Authorize the County Procurement Officer or Deputized designee to execute Contract with Volunteers of America of Los Angeles for Prevention and Shelter Diversion in an amount not to exceed \$1,140,128, effective December 16, 2025, through June 30, 2027, renewable for three and a half additional one-year terms.
2. Pursuant to Contract Policy Manual Section 3.3-224, authorize the County Procurement Officer or Deputized designee to exercise a contingency contract cost increase, not to exceed a total of 10 percent of the Contract amount for the first year of the Contract, for the entire term of the Contract, including renewals, and within the scope of work set forth in each Contract. The use of this contingency cost interest is subject to approval requirement established by the County Procurement.

SUMMARY:

Approval of the Contract for Prevention and Shelter Diversion will provide individuals and families at risk of homelessness in Orange County with access to comprehensive homelessness prevention services, including financial assistance and case management, to maintain their permanent housing.

BACKGROUND INFORMATION:

The Homeless Housing, Assistance and Prevention (HHAP) Program was established by the State of California to provide local jurisdictions with funds to support regional coordination and expand or develop a unified response to homelessness, and funding to continue the efforts to end homelessness through permanent housing and supportive services informed by best practices.

The County of Orange's (County) Office of Care Coordination serves as the administrative entity and collaborative applicant for the HHAP Program on behalf of the Orange County Continuum of Care (CoC).

On August 28, 2025, the Office of Care Coordination issued a Request for Proposals (RFP) to seek qualified providers for Services Coordination, Permanent Housing Delivery, and Prevention and Shelter Diversion Services to be funded with HHAP. The RFP solicited for three program components:

- a. Program A: Services Coordination and Services Coordination for Transitional Aged Youth (TAY)
- b. Program B: Permanent Housing Delivery and Permanent Housing Delivery for TAY
- c. Program C: Prevention and Shelter Diversion Services

There were seven (7) respondents to the RFP for Program C: Prevention and Shelter Diversion Services. A five-member panel with expertise in program design and administration evaluated the proposals and recommended award to the highest ranked proposers, whose proposal most met the needs and requirements set forth in the RFP. The Office of Care Coordination has completed successful negotiations and recommends award of contract to Volunteers of America of Los Angeles (VOALA) for Prevention and Shelter Diversion Services. See Attachment C for RFP Evaluation Criteria and Summarized Score Sheet.

Program C: Prevention and Shelter Diversion Respondent Scores

Respondent	Aggregate Scores
VOALA	2,272
People Assisting the Homeless (PATH)	2,242
Families Forward	2,226
Mercy House Living Centers	2,136
The Orange County Asian and Pacific Islander Community Alliance, Inc. (OCAPICA)	2,005
WISEPlace	1,980
Thomas House Temporary Shelter	1,936

The evaluation panel deemed the proposal submitted by VOALA to be responsive based on their experience and services to be provided and recommended the contract to be awarded. Notice of Intent to Award was issued on November 25, 2025. No protests were received from the other RFP respondents.

Scope of Services:

Under the proposed Contract, the Prevention and Shelter Diversion Services (Program) will provide case management services and homelessness prevention assistance to individuals and families at risk of experiencing homelessness and will serve the North, Central and South Service Planning Areas (SPAs) of

Orange County. The Program will combine direct financial prevention assistance with housing-focused case management to prevent households from entering homelessness and support them in achieving housing stability. The Program will assist participants in accessing appropriate resources across the System of Care, including behavioral health, healthcare, benefits and mainstream services. The Program will follow Housing First principles and incorporate evidence-based approaches to address barriers and economic stability.

The Program will include the following services at minimum:

- a. 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.
- b. Implementation of an eligibility screening process that includes a problem-solving and diversion conversation and appropriately ensures Participant is at risk of homelessness.
- c. 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.
- d. 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.
- e. Engagement, negotiation, and advocacy with landlords to resolve issues that may arise around past due rent and/or eviction proceedings.
- f. Housing navigation services, as needed for households in need of relocating, including support with identifying and securing an affordable and sustainable unit.
- g. 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.
- h. 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.
- i. Provision of financial assistance that prevents the household from entering homelessness, including rental arrears, rental assistance, utility arrears, utility assistance, and eviction prevention.

Performance Outcomes:

The outcome measures for the Program are detailed below.

- a. Assist a minimum of 100 eligible participant households by providing all components of the Program during the term of the contract
- b. 85 percent of participants will have an Individualized Housing and Service Plan within thirty (30) calendar days of program enrollment
- c. Of participants enrolled in the Program, 90 percent will retain housing at 12 months
- d. At minimum, 30 percent of participants will increase their income during program enrollment
- e. At minimum, 25 percent of participants will be referred to behavioral health services
- f. At minimum, 25 percent of participants will be referred to healthcare services
- g. At minimum, 15 percent of participants will be referred to substance use services
- h. At minimum, 15 percent of participants will be referred to mainstream benefits
- i. At minimum, 10 percent of participants will be referred to employment services

The Orange County CoC Board approved the recommended provider to provide Prevention and Shelter Diversion Services and to HHAP funding allocated to the at a special meeting of the CoC Board on December 5, 2025.

The agreed upon Scope of Services outlined in the Contract is in alignment with the Prevention and Housing Pillar's best practices, guiding principles and commitment as detailed in the Homeless Service System Pillar Report as approved by the Commission to Address Homelessness.

The Orange County Preference Policy is not applicable to this Contract Award. The appropriate due diligence has been conducted and the non-profit has been verified to be in good standing. The Office of Care Coordination has verified that there are no concerns that must be addressed in respect to VOALA's ownership/name, litigation status or conflicts with County interest. The Contract with VOALA does not include subcontractors or pass through to other providers. See Attachment B for the Contract Summary Form. An analysis was completed to verify the contract provides County with persons specially trained, experienced, expert and competent to perform the special services in accordance with the law.

The Contract is being submitted for the Board's approval less than 30 days prior to the start of the contract due to ongoing and extensive negotiations, funding source restrictions, and required Continuum of Care Board approval.

The Office of Care Coordination requests the Board approve the Contract with VOALA as referenced in the Recommended Actions above. Approval of Recommended Actions 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 appropriations for the Contract are included in FY 2025-26 Mid-Year Budget Adjustment Report (MBAR) for Office of Care Coordination, Budget Control 018 and will be offset by Transfers In from Care Coordination Fund, Fund 12L.

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.

STAFFING IMPACT:

N/A

ATTACHMENT(S):

- Attachment A – Contract with Volunteers of America of Los Angeles
- Attachment B – Contract Summary Form with Volunteers of America of Los Angeles
- Attachment C – RFP Evaluation Criteria and Summarized Score Sheets