



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
14:34:45 -08'00'

M. Aguirre

CLERK OF THE BOARD
COUNTY OF ORANGE
BOARD OF SUPERVISORS

2025 DEC 11 AM 9:16

RECEIVED

S28H

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 Contracts for Services Coordination
Districts: All Districts

Reason Item is Supplemental: The Contracts for Services Coordination are 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 Contracts for Services Coordination cannot be delayed given that the Contractors are having to operationalize and implement the services as described in the Contracts of Services Coordination 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 homeless conditions in the community.

Concur: *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

2025 DEC 11 AM 9:16
CLERK OF THE BOARD
COUNTY OF ORANGE
BOARD OF SUPERVISORS
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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 14:33:32 -08'00'
Department Head Signature

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

SUBJECT: Approve Contracts for Services Coordination

CEO CONCUR <i>Maguire</i> Digitally signed by Michelle Aguirre Date: 2025.12.10 14:33:59 -08'00' CEO Signature	COUNTY COUNSEL REVIEW Approve agreements as to form <i>Action</i> DocuSigned 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:** \$1,128,793 **Annual Cost:** FY 2026-27 \$2,053,652

Staffing Impact: No **# of Positions:** **Sole Source:** No

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 Friendship Shelter, Inc. for Services Coordination for Individuals and Transitional Aged Youth in the South Service Planning Area in an amount not to exceed \$1,033,205, effective December 16, 2025, through June 30, 2027, renewable for three additional one-year terms.
2. Authorize the County Procurement Officer or Deputized designee to execute Contract with Orangewood Foundation for Services Coordination for Transitional Aged Youth in the North and Central Service Planning Areas in an amount not to exceed \$949,240, effective December 16, 2025, through June 30, 2027, renewable for three and a half additional one-year terms.

3. Authorize the County Procurement Officer or Deputized designee to execute Contract with The Hub OC for Services Coordination for Individuals and Families in the North and Central Service Planning Areas in an amount not to exceed \$1,200,000, effective December 16, 2025, through June 30, 2027, renewable for three and a half additional one-year terms.
4. Pursuant to Contract Policy Manual Section 3.3-113, 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 Contracts for Services Coordination will provide individuals, families and transitional aged youth experiencing homelessness in Orange County with access comprehensive case management and linkages to resources that promote placement into housing and housing stability.

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 for the HHAP Program on behalf of the Orange County Continuum of Care (CoC). The Office of Care Coordination also serves as the administrative entity for the HHAP Program on behalf of the County.

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 eight (8) respondents to the RFP for Program A: Services Coordination and three (3) respondents to the RFP for Program A: Services Coordination for TAY. 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 with the providers and recommends award of contracts to Friendship Shelter Inc. (Friendship Shelter), The Hub OC for Services Coordination, and Friendship Shelter and Orangewood Foundation for Services Coordination for TAY. See Attachment G for RFP Evaluation Criteria and Summarized Score Sheet.

Program A: Services Coordination Respondent Scores

Respondent	Aggregate Scores
Friendship Shelter	2,181
The Hub OC	2,166
Orange County's United Way	2,133

Volunteers of America of Los Angeles	2,080
Thomas House Temporary Shelter	2,008
Orange County Asian and Pacific Islander Community Alliance, Inc.	1,980
HOPE Center of Orange County	1,828
Mercy House Living Centers	1,818

Program A: Services Coordination for TAY Respondent Scores

Respondent	Aggregate Scores
Orangewood Foundation	2,224
Friendship Shelter	2,119
Orange County Asian and Pacific Islander Community Alliance, Inc.	1,937

Notices of Intent to Award were issued on November 18, 2025. No protests were received from other RFP respondents.

Scope of Services:

Under the proposed Contracts, the Services Coordination and Services Coordination for TAY (Programs) will provide Services Coordination to individuals, families and TAY experiencing homelessness in Orange County (Participants). The Programs will be low-barrier and facilitate connections to the most appropriate services and resources across the System of Care including intensive case management services that focus on linkage to healthcare, shelter, basic needs, benefits advocacy, employment resources, and permanent housing.

The Programs will include the following services at minimum:

- a. Intake and assessment to engage and enroll Participants in the Program to ensure understanding of the history of participation in other homeless service assistance programs and collect necessary demographic information.
- b. 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.
- c. Function as an Access Point to support Participants in accessing the Coordinated Entry System (CES) through the completion of an assessment and the collection of required documentation to verify length of homelessness, homelessness status and/or disabling condition.
- d. Housing-focused case management services to support Participants with locating housing options that meet the Participant’s needs. Case management services will be focused on furthering the progress towards the goals and objectives as outlined in the IHSP. The IHSP will address alternate strategies to ensure that progress is not solely dependent on CES outcomes.
- e. Provision of field-based case management services support Participants in navigating and accessing resources, attending appointments related to their IHSP, and other appointments as needed for healthcare, behavioral health, substance use disorder treatment, benefits advocacy, temporary shelter, and other resources.
- f. Housing stabilization services once a participant is placed in permanent housing to support in sustaining stability and provide tenancy support.
- g. Ensure that Participants who are not connected to Medi-Cal and those who may not be eligible for California Advancing and Innovation Medi-Cal (CalAIM) have access to the services offered by the program. Support eligible Participants to enroll in CalAIM services.

- h. Case conference, coordinate and collaborate with the other components of the System of Care, Orange County CoC, and key stakeholders in Orange County to employ a multi-disciplinary approach to assisting the Participant in accessing services and./or programs
- i. Implementation of Services Coordination Problem Solving funding to provide flexible stabilizing support to Participants to overcome barriers to housing.

Each provider has a specific target population and number of households to be served, outlined in the table below.

Provider	Target Populations	Households to be Served
Friendship Shelter	TAY (individuals between the ages of 18 to 24), Individuals (adults ages 18 or older) and Older Adults (ages 62 and older) in the South SPA	200 households, including 45 TAY households and 30 Older Adults households
Orangewood Foundation	TAY (individuals between the ages of 18 to 24) in the North and Central SPAs	264 TAY households
The Hub OC	Individuals (adults ages 18 and older) and Families (households with at least one adult and one minor child) in the North and Central SPAs	170 households

Performance Outcomes:

The outcome measures for Services Coordination and Services Coordination for TAY are detailed below.

- a. 85 percent of participants will have an IHSP within thirty (30) calendar days of program enrollment
- b. 85 percent of participants will be connected to the CES within 30 days of program enrollment
- c. At minimum, 30 percent of participants will enroll in an emergency shelter or temporary housing destination while enrolled in the Program
- d. At minimum, 30 percent of participants will exit to a permanent housing destination
- e. Of participants placed in permanent housing, 85 percent will retain housing at 12 months
- f. At minimum, 25 percent of participants will be referred to behavioral health services
- g. At minimum, 25 percent of participants will be referred to healthcare services
- h. At minimum, 15 percent of participants will be referred to substance use services
- i. At minimum, 15 percent of participants will be referred to mainstream benefits

The Orange County CoC Board approved the recommended providers to provide Services Coordination and to receive HHAP funding allocated the CoC at a special meeting of the CoC Board on December 5, 2025. The Office of Care Coordination will also utilize available HHAP County funding to support the implementation of these Programs.

The agreed upon Scope of Services outlined in the Contracts are in alignment with the Outreach and Support Services and Housing Pillars’ 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 these Contract awards. The appropriate due diligence has been conducted and the non-profits have been verified to be in good standing. The Office of Care Coordination has verified that there are no concerns that must be addressed with respect to Subrecipient's ownership/name, litigation status or conflicts with County interests The Contract with Orangewood Foundation does include a subcontractor. The Contracts with Friendship Shelter and The Hub

OC do not include subcontractors or pass through to other providers. See Attachment D for the Contract Summary Forms. An analysis was completed to verify the Contracts provides County with persons specially trained, experienced, expert and competent to perform the special services in accordance with the law.

The Contracts are 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 timeline restrictions, and required Continuum of Care Board approval.

The Office of Care Coordination requests the Board approve the Contracts with Friendship Shelter, Orangewood Foundation, and The Hub OC 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 proposed Contracts include provisions allowing the County to terminate the Contracts, reduce the level of services, and/or renegotiate the levels of services provided, as necessary. This includes a notice that allows CEO adequate time to transition or terminate services to clients, if necessary.

STAFFING IMPACT:

N/A

ATTACHMENT(S):

- Attachment A – Contract with Friendship Shelter, Inc.
- Attachment B – Contract with Orangewood Foundation
- Attachment C – Contract with The Hub OC
- Attachment D – Contract Summary Form for Friendship Shelter, Inc.
- Attachment E – Contract Summary Form for Orangewood Foundation
- Attachment F – Contract Summary Form for The Hub OC
- Attachment G – RFP Evaluation Criteria and Summarized Score Sheets