NORTH ORANGE COUNTY
PUBLIC SAFETY COLLABORATIVE

To encourage service coordination and improve data quality, the Collaborative rolled out a digital shelter bed reservation system across fifteen agencies to collect data at the **point of work**.

The following data is generated by Outreach Grid.

The Collaborative Network

15 Participating Agencies
- 11 cities
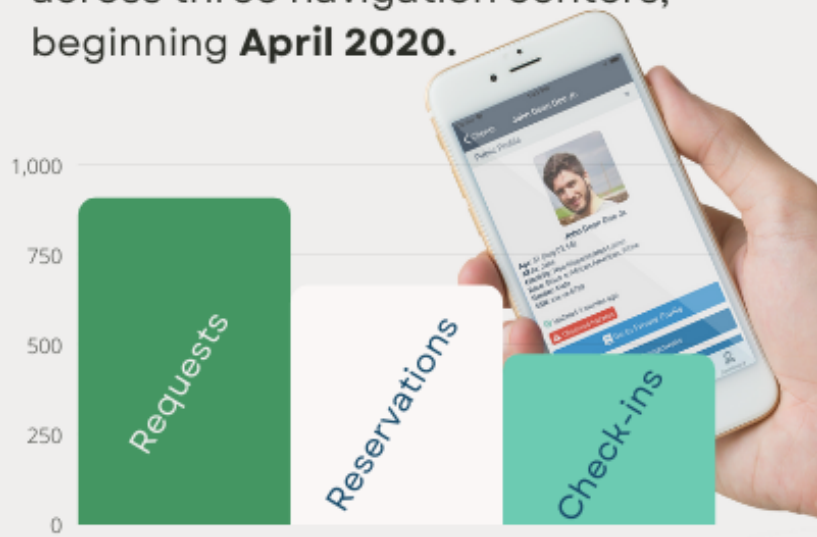- 4 homeless services providers

339 shelter beds online

Shelter Bed Digital Reservations

The Collaborative implemented digital shelter bed reservations across three navigation centers, beginning **April 2020.**

Requests

Reservations

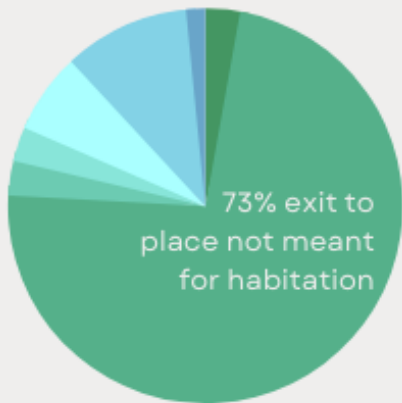Check-ins

10m

Less than 10 minutes response time

For service agencies to get a shelter bed reservation for clients

More than 900 requests to date

About 900 beds requested, 660 reservations confirmed, and 475 clients checked-in. All reservations are linked to unique client records.

Outcomes

73% exit to place not meant for habitation

- ● Place not meant for habitation **(73%)**
- ● Subsidized living situation **(10.3%)**
- ● Friends & family **(6.6%)**
- ● Medical facility **(2.8%)**
- ● Jail, prison, or juvenile detention **(2.8%)**
- ● Non-subsidized living situation **(2.8%)**
- ● Transitional housing **(1.6%)**

Outcome results are tracked per stay.
Data set excludes stays where an exit interview was not conducted.

Median Client Stay

115d
(Fullerton)

51.1d
(Placentia)

26.2d
(Buena Park)

Service Usage

Most clients (86%) stay once at a navigation center. The **highest utilizers** (staying more than six times) comprise 1.7% of all clients.

96% utilized just 1 shelter
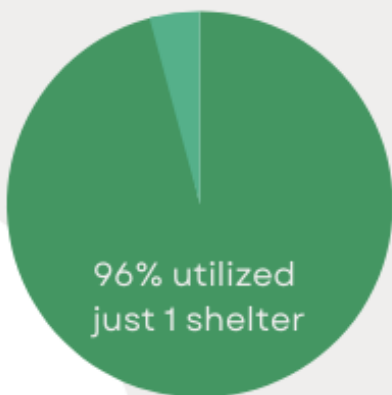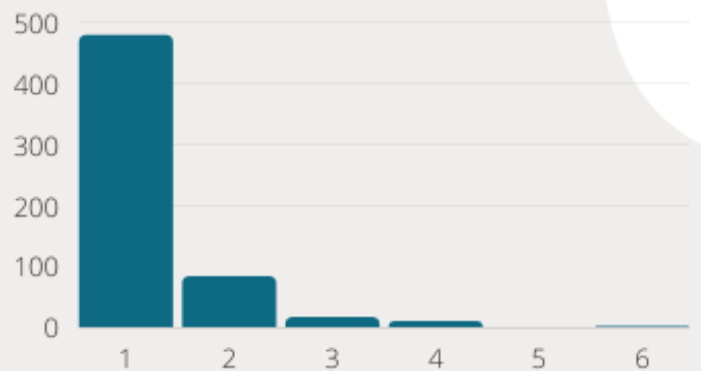
- ● 1 shelter
- ● 2 shelters
- ● 3 shelters

Network Usage

96% of clients utilized only one navigation center. 4% of clients utilized two. None utilized all three.

References

OUTREACH GRID

Updated Oct. 12, 2021

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