



Coordinated Entry Steering Committee

January 18, 2023

Agenda

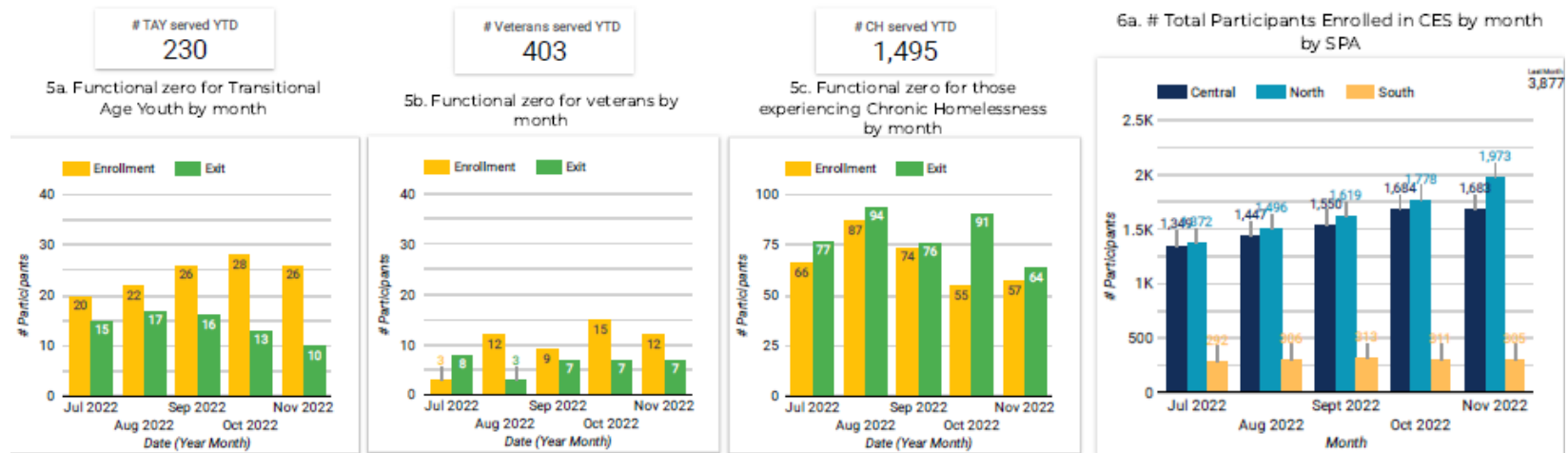
- 1. Call To Order – Christina Weckerly, Committee Chair**
- 2. Welcome and Introductions**
- 3. Coordinated Entry System (CES) Updates**
 - a. Individuals – Tianna Terry, Individual CES Assistant Manager, Friendship Shelter**
 - b. Families – Roxana Garcia, Family System Specialist, Family Solutions Collaborative**
 - c. Veterans – Rebecca Ricketts, CES Manager, County Executive Office**
 - d. Transitional Aged Youth (TAY) – Mayra Vargas, CES Staff Specialist, County Executive Office**
 - e. Virtual Front Door – Amy Arambulo, Vice President of Community Impact, 211 Orange County**
- 4. CES Policies and Procedures Update – Rebecca Ricketts, CES Manager, County Executive Office**
- 5. CES Referral Workshop Update – Rebecca Ricketts, CES Manager, County Executive Office**
- 6. CES Dashboards – Rebecca Ricketts, CES Manager, County Executive Office**
- 7. 2022 Reflections and 2023 Vision – Christina Weckerly, Committee Chair**
- 8. Next Meeting: March 1, 2023, from 2:00 p.m. – 3:00 p.m.**

Individual Coordinated Entry System (CES) Updates

**Tianna Terry, Individual CES Assistant Manager,
Friendship Shelter**

ICES December Report

Although ICES is at 76% of housing goal YTD (502/663), the number of people enrolled continues to climb for all populations except CH



Family Coordinated Entry System (CES) Updates

**Roxanna Garcia, Family System Specialist, Family
Solutions Collaborative**



Family Homelessness in OC, CA – December 2022

Families Currently Experiencing Homelessness

671



Homeless adults

285



Homeless children
age 0-5

600



Homeless children
age 6-17



216
Families in
Shelters*



244
Unsheltered
Families*



26
Families in Other*
Living Situations

486

Total Families Receiving Family CES Services

*Data as of December 31***

704

Family Service Request
Forms Received

27

Families Waiting
for Shelter



11

Families Reconnected
to Support System to
Resolve Homelessness



18

Families Who Moved
into Housing

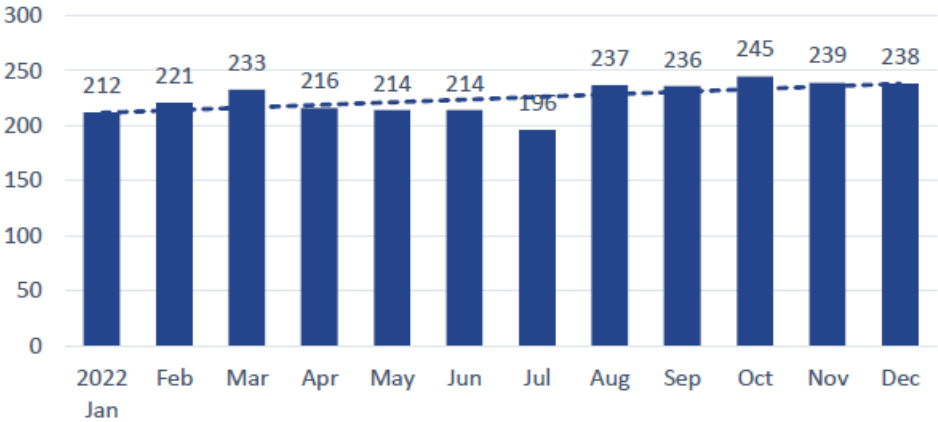
*Shelters: emergency shelter, motel paid by third party, etc. **Unsheltered: not meant for habitation including car, tent, street. *Other living situations: institutional settings, at-risk of homelessness, etc.

Veteran Registry Updates

Rebecca Ricketts, CES Manager, County Executive
Office

Veteran Registry Dashboard

Homeless Veterans on Veteran Registry



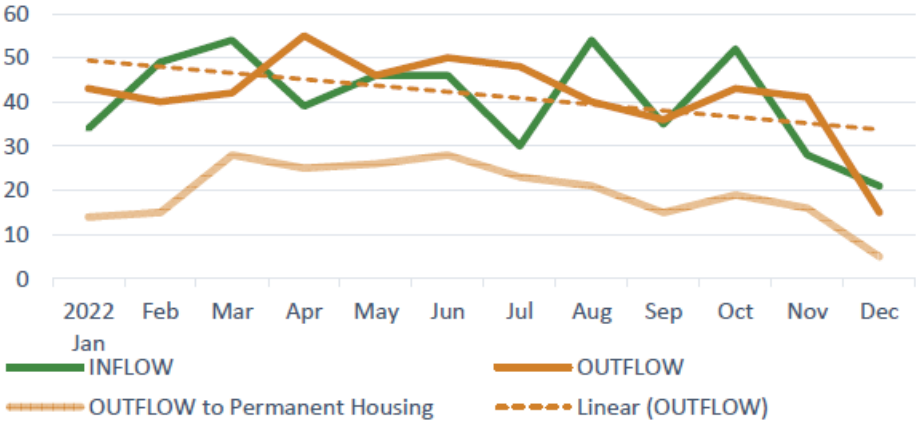
Currently, there are 276 veterans on the Veteran Registry including 238 veterans experiencing homelessness. In the previous 12 months, 235 veterans have been housed in permanent, stable housing. Over 30 agencies, including the VA Community Resource and Referral Center, outreach providers, and shelter providers, continue to meet weekly to coordinate housing and services for veterans experiencing homelessness in Orange County. In the past 12 months, there has been a 12% increase in the number of veterans experiencing homelessness in Orange County.

Homeless Veterans
238

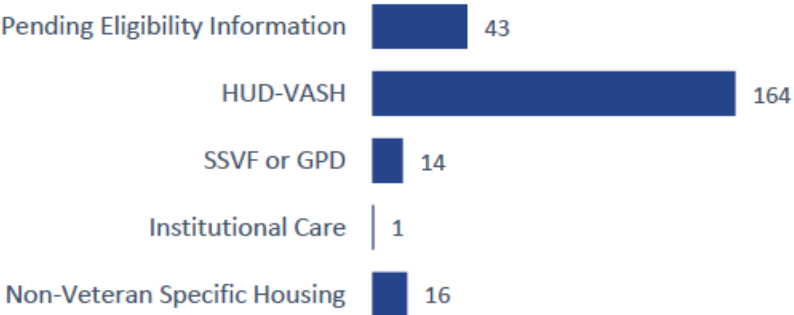
Veterans Housed
235

1/1/22-12/31/22

Inflow vs. Outflow by Month



Permanent Housing Plan



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	
INFLOW	34	49	54	39	46	46	30	54	35	52	28	21	488	
OUTFLOW	43	40	42	55	46	50	48	40	36	43	41	15	499	
OUTFLOW to Permanent Housing	14	15	28	25	26	28	23	21	15	19	16	5	235	
OUTFLOW exceeded INFLOW	✓			✓		✓	✓		✓		✓		✓	
Homeless Veterans on Veteran Registry	212	221	233	216	214	214	196	237	236	245	239	238		

Transitional Aged Youth Coordinated Entry System (CES) Updates

Mayra Vargas, CES Staff Specialist, County
Executive Office

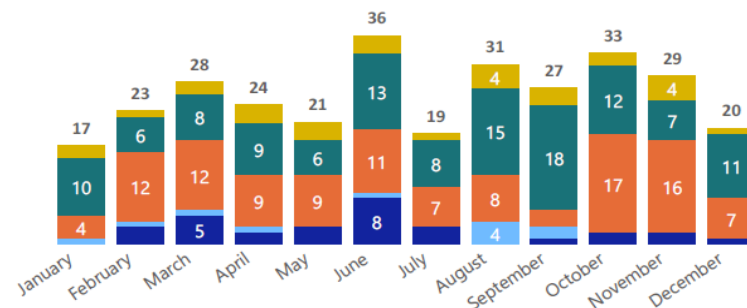
Business Calendar – Item #3

As of January 6, 2023:

- **235 TAY Households in CES**
 - 132 on Queue/ 51 not on Queue
 - 33 Pending Match
 - 19 Enrolled in Housing Project
- **66% of Matches are to Vouchers**
- **Inflow outnumbering outflow due to lack of resources**
 - 41% interested in RRH
 - 97% interested in HCV
 - 53% interested in PSH
- **123 TAY households housed in 2022, 206 total members in those households**
- **Inflow outnumbered outflow every month in 2022**

Housed by Exit Destination

Destination ● Homeless ● Institutional ● Other ● Permanent ● Temporary



Virtual Front Door Coordinated Entry System (CES) Updates

Amy Arambulo, Vice President of Community
Impact, 211 Orange County

Virtual Front Door Housing Data

10/01/22 - 12/31/22
No filtering is available on this page

2-1-1

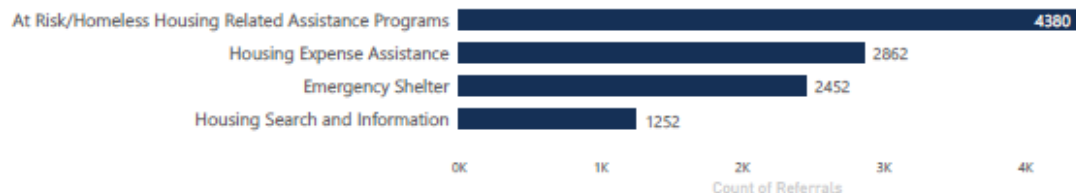
Orange County

All Housing Contact Information

[Click here](#) for a glossary of housing taxonomy definitions

Housing Needs by Referral Type

Need Was ● Met



Referrals by Agency



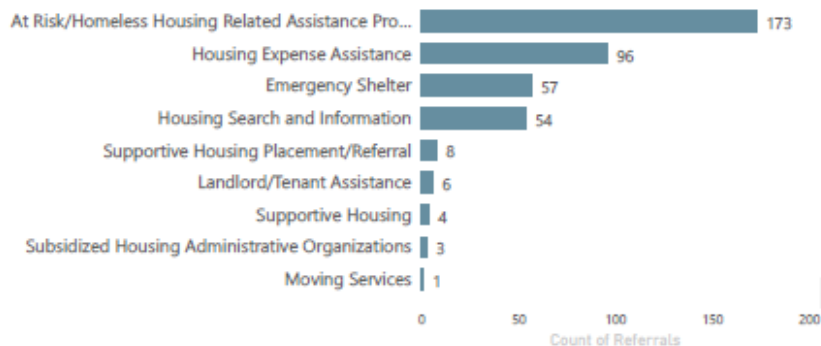
Veteran Information

Veteran Contacts with Housing Needs

351

Veterans who contact 211 can opt in to care coordination for specialized navigation through the veteran program landscape. The Veteran Care Coordinator gathers intake information, provides initial I&R resources, makes a warm hand-off to a peer navigator, conducts follow-up, and provides intake through closed-loop case management reporting across all veteran agencies.

Veteran Housing Needs by Referral Type



Crisis, Critical & Vulnerable Calls

Hover to see detailed counts of each crisis type

● Crisis ● Critical ● Vulnerable

72%

16%

12%

Homeless Contact Information

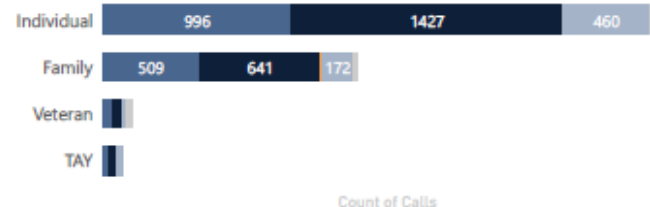
Homeless Contact Household Type



Referrals to Access Points For Homeless Contacts

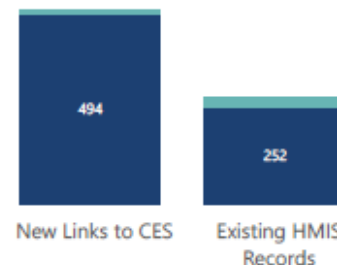
Hover to see detailed counts of each agency referred to

SPA ● Central ● North ● Outside OC ● South ● Unknown



Homeless Contacts With HMIS Profiles

● Family Coordinated Entry Assistance ● Veteran Coordinated Entry Assistance



CES Referral Workshop Updates

Rebecca Ricketts, CES Manager, County Executive
Office

Business Calendar – Item #4

- In February 2021, the Orange County CoC applied to participate in the **Coordinated Entry: Referral Best Practices Community Workshop** to receive technical assistance from HUD over 12-weeks.
- The goal was to make data-informed system refinements with an equity lens to ensure that people moved quickly through the CES referral process to permanent housing.
- Three participants were accepted from Orange County:
 - Rebecca Ricketts, CES Manager
 - Connor Stephenson, Individual CES Manager
 - Jackie Martinez, Director of Supportive Housing

Business Calendar – Item #4

- Project Outcome:
 - Referral Standards were developed and will be implemented in 2023 to clarify roles and responsibilities of CES partners.



- Project Goal:
 - Increase the rate of CES matches successfully enrolled into the permanent housing programs and decrease the length of time between the match date and the housing move in date by clarifying roles and responsibilities of the participants, CES Access Points, Matchmakers, and Housing Providers.

CES Dashboards

Rebecca Ricketts, CES Manager, County Executive
Office

Coordinated Entry: Currently on a Community Queue

Community Queue (CQ) Overview

3,108

Clients Currently on Community Queue ⓘ

3,054 Households

6

Clients Currently on a CQ Multiple Times ⓘ

141

Veterans Currently on CQ ⓘ

1,515

Chronically Homeless Clients Currently on CQ ⓘ

Youth Summary ⓘ

Unaccompanied Youth Clients

141

Parenting Youth Households

12

Older Adults/Seniors Summary ⓘ

Older Adults (Age 55 - 61)

572

Seniors (Age 62+)

527

Total Older Adults and Seniors

1,099

105

Average Length of Time (Days) on CQ ⓘ

Monthly Referrals to CQ ⓘ



Coordinated Entry: Enrollment Overview

Client Counts

Clients with an enrollment within the Analysis Period (default: last 365 days).

12,088

Clients ⓘ

13,157 Enrollments

8,497

Clients Entered During Analysis Period ⓘ

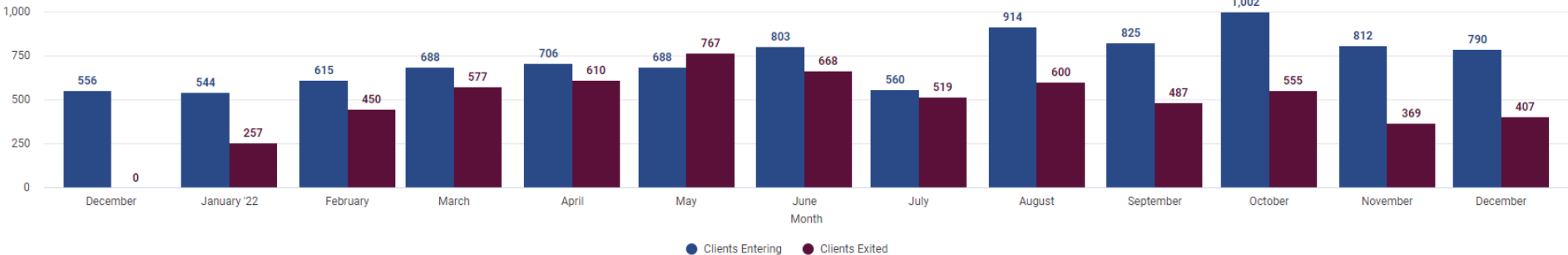
9,099 Enrollments

6,875

Clients Exited During Analysis Period ⓘ

7,276 Enrollments

Monthly CE Entry/Exit ⓘ



Coordinated Entry: Length of Time Overview

CE Process Review

CE Program Enrollment → CE Assessment → Referred to CQ → Reassigned to Program

9.8

Avg. LoT (Days): CE Project Start Date to First CE Assessment Date ⓘ

5,260 Unduplicated Assessed Clients

LoT: Assessment Date to Referred to Queue ⓘ

Avg. LoT (Days): Assessment Date to Referred to Queue

11.9

Unduplicated Clients

4,343

4,343 First-Time Referrals Sent to Queue

LoT: Referred to Queue to Program Referral ⓘ

Avg. LoT (Days): Referral added to Queue to Program Referral (Reassigned) Date

95.0

Unduplicated Clients Referred

1,701

2,964 Program Referrals Sent

LoT: Program Referral to Referral Connected HMD/Exit Date if Null HMiD ⓘ

Avg. LoT (Days): Program Referral (Reassigned Date) to Referral Connected Housing Move-in/Exit with No HMiD

160.0

447

Unduplicated Clients

497 Referral Connected Move-ins/Exits (No HMiD)

Coordinated Entry: Referrals - Accepted and Completed

Referred to Project Type ⓘ

Referred-to Project Type	Client Count	Referral Count
PH - Rapid Re-Housing	189	190
Emergency Shelter	157	157
PH - Housing Only	145	145
PH - Permanent Supportive Housing (disability required for entry)	58	58
Services Only	52	52
Other	9	9
PH - Housing with Services (no disability required for entry)	1	1
Totals	601	612

Annual Referral Comparisons

Annual Comparisons include referrals with a completed status within the analysis period.
Referral Counts include all referral methods. To limit referral method types, use the Referral Methods filter.
Applicable Filters: CoC Code, Assessment Name, Referring Agency, Referto Program Name, and Referral Method

Year to Date

167

Clients with a Referral YTD

174

Referrals YTD

Year Prior

121

Clients with a Completed Referral by This Date Last Year

123 Completed Referrals by This Date Last Year

3,346

All Clients with a Completed Referral Last Year

3,893 Total Completed Referrals Last Year

2 Years Prior

42

Clients with a Completed Referral by This Date 2 Years Ago

42 Completed Referrals by This Date 2 Years Ago

2,795

All Clients with a Completed Referral 2 Years Ago

3,348 Total Completed Referrals 2 Years Ago

Coordinated Entry: Referrals - Denied and Expired Referrals

Denied Reasons ⓘ

Referral Type	Denied Program Referrals
Denied Reason	Number of Referrals
Client refused services	116
Other	90
Voucher expired	78
Client did not show up or call	59
Lack of Eligibility	57
Referral time expired	54
Incorrect Match to Agency	33
Needs could not be met by program	32
Full Capacity/No Availability	22
Totals	576

Annual Referral Comparisons

Referral Counts include all referral methods. To limit referral method types, use the Referral Methods filter.

Applicable Filters: CoC Code, Referring Agency Name, Referto Agency CoC, Referto Program Name, Referral Status, Referral Method, and Project Type Code: Coordinated Entry

Year to Date

199

Clients with a Referral YTD

216

Referrals YTD

Year Prior

87

Clients with a Program Referral by This Date Last Year

93 Program Referrals by This Date Last Year

3,669

All Clients with a Program Referral Last Year

5,228 Total Program Referrals Last Year

2 Years Prior

17

Clients with a Program Referral by This Date 2 Years Ago

17 Program Referrals by This Date 2 Years Ago

3,858

All Clients with a Program Referral 2 Years Ago

6,047 Total Program Referrals 2 Years Ago

2022 Reflections and 2023 Vision

Christina Weckerly, Committee Chair

Next Meeting

March 1, 2023, from 2:00 p.m. – 3:00 p.m.

