

Coordinated Entry System (CES) Steering Committee

Meeting Date: January 18, 2023

Meeting Time: 2:00 p.m. – 3:00 p.m.

Meeting Link: [Click here to join the meeting](#)

Meeting ID: 298 196 874 613

Passcode: h6T2Ds

Agenda

1. **Call To Order** – Christina Weckerly, Committee Chair
2. **Welcome and Introductions** – Christina Weckerly, Committee Chair
3. **Coordinated Entry System (CES) Updates:**
 - a. Individuals – Tianna Terry, Individuals CES Assistant Manager, Friendship Shelter
 - The Individual Coordinated Entry System (ICES) noted that they are 76% (502/663) of their housing goal, year to date.
 - In addition, that the number of people enrolled continues to climb for all populations except for chronically homeless.
 - Year to date, ICES has served:
 1. 230 Transitional Aged Youth (TAY)
 2. 403 Veterans
 3. 1,495 Chronically Homeless
 - b. Families – Roxana Garcia, Family System Specialist, Family Solutions Collaborative
 - There has been an increase of unsheltered households entering the system as well as an increase of requests for services.
 - At the beginning of the year, Family Solutions Collaborative (FSC), was averaging about 200 requests for service forms, and mid-year it jumped to 400 forms. Now it is the highest it's been, and FSC is now regularly receiving an average of 700 forms.
 - c. Veterans – Rebecca Ricketts, CES Manager, County Executive Office
 - There were 235 veterans housed in 2022
 - Currently, there are 238 homeless veterans on the Veteran Registry; most of which are HUD VASH eligible.
 - In the past 12 months, there has been a 12% increase in the number of veterans experiencing homelessness.
 - d. Transitional Aged Youth – Mayra Vargas, CES Staff Specialist, County Executive Office
 - In 2022, 123 TAY households were exited to permanent housing; a total of 2026 members within those households
 - As of January 2023 there are 235 TAY active in CES

1. 132 on the Community Queue, 51 households not on the Community Queue
2. 33 pending enrollments (currently matched)
3. 19 enrolled in a housing project
- TAY are overwhelmingly interested in Housing Choice Voucher over any other housing opportunity
 1. 41% interested in rapid rehousing
 2. 53% interested in permanent supportive housing
 3. 97% interested in vouchers
- e. Virtual Front Door – Amy Arambulo, Vice President of Community Impact, 2-1-1 Orange County
 - Over half of the calls 2-1-1 received during this last quarter were related to housing and shelter.
 - There were over 4,000 referrals made to CES Access points, the majority being to Individual CES access points, followed by referrals to Family Access Points, then Veterans and finally TAY.
 - There were 494 calls that resulted in new links to CES, with them almost entirely being to FCES.

4. **CES Referral Workshop Update** – Rebecca Ricketts, CES Manager, County Executive Office

- a. In February 2021, our CoC applied to participate in the CES: Referral Best Practices Community Workshop to receive technical assistance from HUD over 12-weeks.
- b. The goal was to make data-informed system refinements with an equity lens to sure that people moved quickly through the CES referral process to permanent housing.
- c. Three participants were accepted from Orange County:
 - Rebecca Ricketts, CES Manager
 - Connor Stephenson, Individual CES Manager
 - Jackie Martinez, Director of Supportive Housing
- d. The outcome of this exercise was to implement Referral Standards that will clarify roles and responsibilities of CES partners (CES Access Points, Matchmakers, and Housing Providers).



- e. The goal of this project will be to increase the rate of CES matches that result in successful enrollments into permanent housing and decrease the length of time between the match date and the housing move-in date.
- f. *How will success be measured?*
 - CES Agency Administrators will review the pre-data before implementing the Referral Standards so there is a clear before-and after comparison of the data.

g. Will there be considerations in mind for housing providers that are providing limited resources, such as providing additional funding or has there been any effort to use CalAIM providers to access additional resources?

- Although increasing funding was not part of this discussion, CalAIM providers are being actively recruited to serve as CES Access Points and serve as a referral resource for housing navigation.

5. CES Dashboards – Rebecca Ricketts, CES Manager, County Executive Office

- a. There has been interest to have a standardized CES dashboard across all subpopulations. HMIS has recently published several CES dashboards that are currently available in HMIS as of last week.
- b. The following CES Dashboards are now available:
 - Community Queue Overview
 - Client Counts: Enrollment Overview
 - CES Process Review: Length of Time Overview
 - Referrals: Accepted and Completed
 - Referrals: Denied and Expired Referrals

6. 2022 Reflections and 2023 Vision – Christina Weckerly, Committee Chair

- a. The committee members shared the following as things they would like to see the committee do/continue to do:
 - See data by city regarding the number of individuals and households experiencing homelessness and the amount accessing services and shelter.
 - Have the committee do more work on system changes and more information on policy and procedures
 - Increased CES training/ Updates on CES policies
 - Receive information on where investments can be targeted to based on CES barriers/ needs
 - Assistance with CES onboarding processes

7. Next Meeting: March 1, 2023, 2:00 p.m. – 3:00 p.m.