



**Coordinated Entry Steering Committee  
September 6, 2023**

# Agenda

**Call To Order – Christina Weckerly, Committee Chair**

**Welcome and Introductions**

**Public Comments**

- 1. Coordinated Entry System (CES) Updates – Rebecca Ricketts, CES Manager, Care Coordination**
  - **CES Updates**
  - **Housing Gap Analysis**
- 2. Public Housing Authority (PHA) Universal Application – Rebecca Ricketts, CES Manager, Care Coordination**
- 3. Lived Experience Advisory Committee Recommendations – Felicia Boehringer, Continuum of Care Administrator, Office of Care Coordination**
- 4. CES Policies and Procedures Update – Rebecca Ricketts, CES Manager, Office of Care Coordination**
- 5. Next Meeting: November 1, 2023, from 2:00 p.m. – 3:00 p.m.**

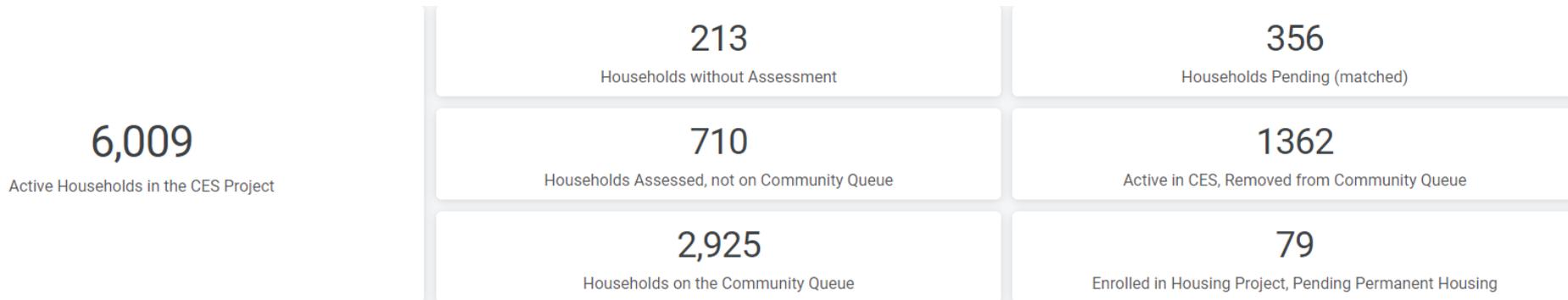
**Welcome and Introductions  
&  
Public Comments**

# **Coordinated Entry System Updates**

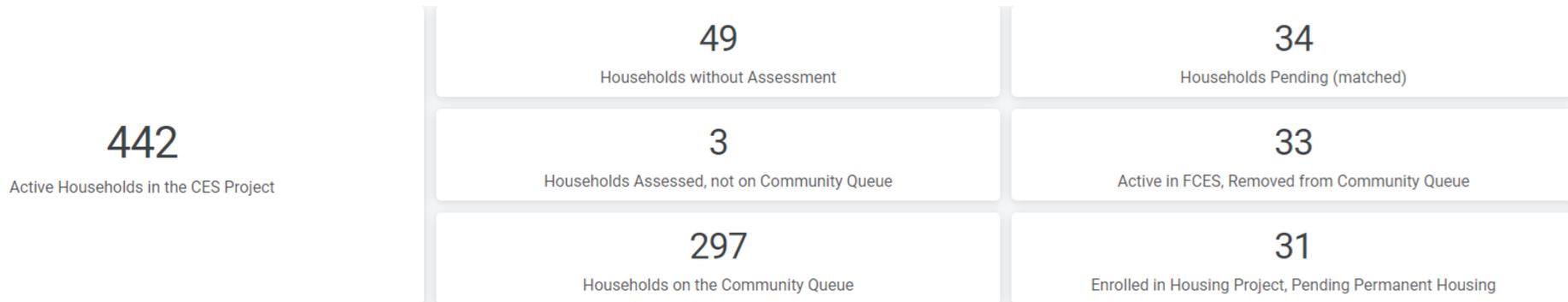
Rebecca Ricketts, CES Manager,  
Office Of Care Coordination

# Business Calendar – Item #2

## Individual CES Dashboard



## Family CES Dashboard



# Business Calendar – Item #2

## Veteran Registry Dashboard

### Homeless Veterans on Veteran Registry



### Inflow vs. Outflow by Month



Currently, there are 270 veterans on the Veteran Registry including 257 veterans experiencing homelessness. In the previous 12 months, 172 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 5% increase in the number of veterans experiencing homelessness in Orange County.

Homeless Veterans

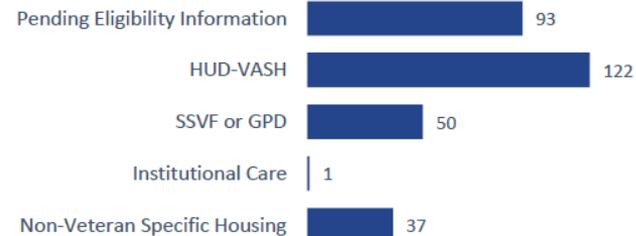
**257**

Veterans Housed

**172**

8/1/22-7/31/23

### Permanent Housing Plan

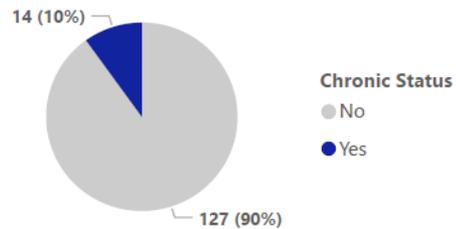


	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Total
<b>INFLOW</b>	54	35	52	28	21	15	23	33	38	34	30	30	393
<b>OUTFLOW</b>	40	36	43	41	15	38	23	31	21	23	30	17	358
<b>OUTFLOW to Permanent Housing</b>	21	15	19	16	5	22	14	17	6	11	17	9	172
<b>OUTFLOW exceeded INFLOW</b>		✓		✓		✓							
<b>Homeless Veterans on Veteran Registry</b>	245	244	242	239	244	238	235	239	260	241	241	257	

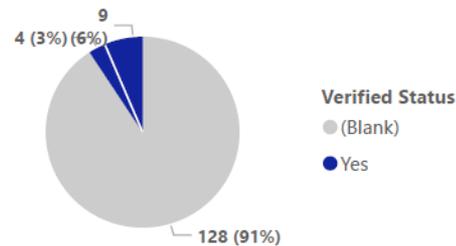
# Business Calendar – Item #2

## Transitional Aged Youth (TAY) Registry Overview: September 2023

### Chronic Homeless Status - Self Identified



### Verified CH/Disabling Verification



### Housing Interest

Housing Intervention ● Permanent Supportive Housing or Other Permanent Housing ● Rapid Rehousing

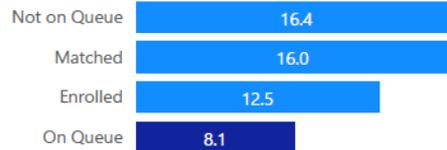


### Household Composition

CES Project ● Family CES ● Individual CES



### Average of LOH by CES Status (months)



10

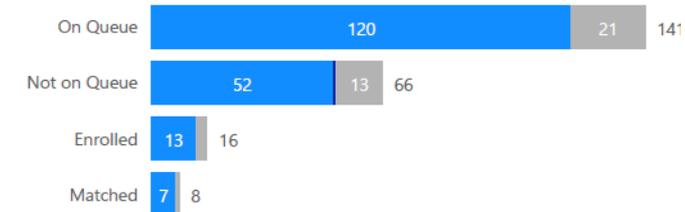
# of Households Housed (July - Sept.)

10

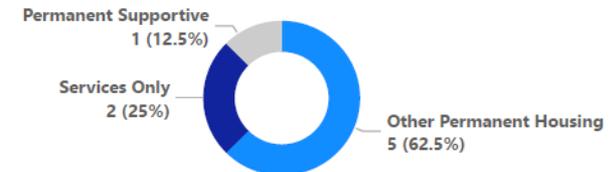
# of Participants Housed (July - Sept.)

### CES Status - Living Situation

Living Situation ● Homeless Situation ● Permanent Situation ● Temporary Situatic

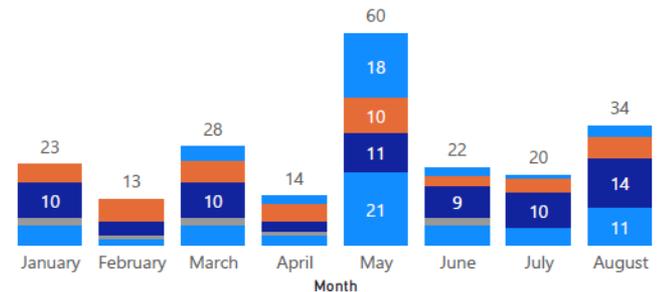


### Matched by Project Type



### Exits by Housing Destination

Destination ● Homeless ● Institutional ● Other ● Permanent ● Temporary



# Business Calendar – Item #2

## Virtual Front Door Housing Data

04/01/23 - 06/30/23

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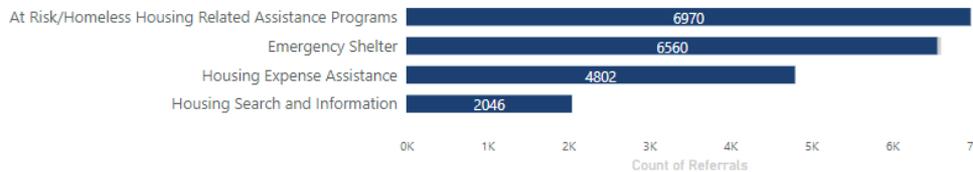


### All Housing Contact Information

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

#### Housing Needs by Referral Type

Updated NeedWasUnmet ● Met ● Unmet



#### Referrals by Agency



### Veteran Information

#### Veteran Contacts with Housing Needs

357

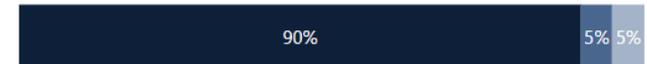
Veterans who contact 211 can opt in to care coordination for specialized navigation through the veteran program landscape. The Veteran Care Coordinator gathers intake information, provides initial I&R resources, makes a warm hand-off to a peer navigator, conducts follow-up, and provides intake through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

#### Veteran Housing Needs by Referral Type



### Crisis, Critical & Vulnerable Calls

● Crisis ● Critical ● Vulnerable



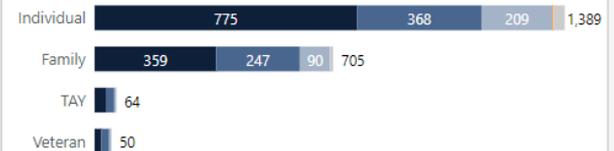
### Homeless Contact Information

#### Homeless Contact Household Type



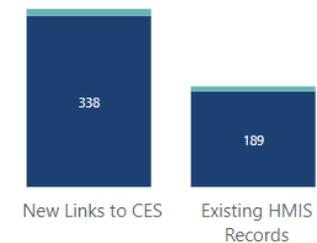
#### Referrals to Access Points For Homeless Contacts

Hover to see detailed counts of each agency referred to SPA ● North ● Central ● South ● Outside OC ● Unknown



### Homeless Contacts With HMIS Profiles

● Family Coordinated Entry Assistance ● Veteran Coordinated Entry Assistance



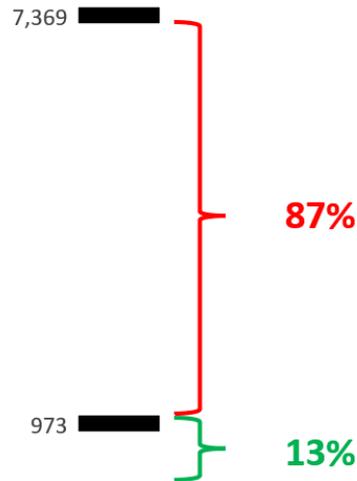
# Business Calendar – Item #2

## Housing Gap Analysis

July 1, 2022 to June 30, 2023

### Need vs Referrals for CES

During the 2022-2023 program year,  
**1 in 10**  
 households that accessed CES received a housing referral from CES to an available housing opportunity. There was a  
**87% (6,396) gap**  
 in available housing opportunities.

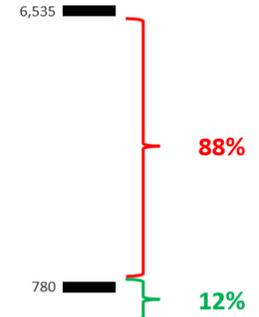


#### Unduplicated Households

Served	7,369
Referred to Housing	973

### Need vs Referrals for Individual CES

During the 2022-2023 program year,  
**1 in 10**  
 households that accessed CES received a housing referral from CES to an available housing opportunity. There was a  
**88% (5,755) gap**  
 in available housing opportunities.

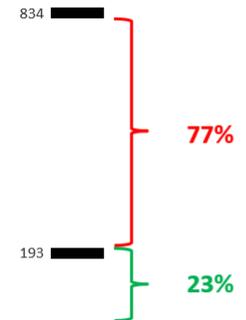


#### Unduplicated Households

Served	6,535
Referred to Housing	780

### Need vs Referrals for Family CES

During the 2022-2023 program year,  
**2 in 10**  
 households that accessed CES received a housing referral from CES to an available housing opportunity. There was a  
**77% (641) gap**  
 in available housing opportunities.



#### Unduplicated Households

Served	834
Referred to Housing	193

## Housing Interests

as of August 11, 2023

	Individuals	Families	Total Households	%
<b>Rapid Rehousing</b>	1,424	259	1,683	51%
<b>Other Permanent Housing</b>	1,473	44	1,517	46%
<b>Permanent Supportive Housing</b>	83	1	84	3%
<b>Unknown</b>	27		27	1%

# Business Calendar – Item #2

## Recommendation Action

1. Establish an ad hoc to review CES data and reports to propose a standardized CES dashboard.

**Public Housing Authority (PHA)  
Universal Application**

Rebecca Ricketts, CES Manager,  
Office of Care Coordination

## Business Calendar – Item #3

CES has partnered with the four public housing authorities in Orange County, to create a Public Housing Authority Universal Application for applicants matched through CES to tenant-based or project-based housing opportunities.

Over 300 CES partners participated in the two training and listening sessions hosted by CES and the public housing authorities in August.

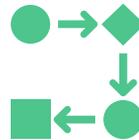
Office hours will be available on September 20<sup>th</sup> for CES partners.

# Business Calendar – Item #3



## Universal Application – For all PHA's

Anaheim Housing Authority  
Garden Grove Housing Authority  
Santa Ana Housing Authority  
Orange County Housing Authority



## Provide a streamlined process for all community service providers

General understanding of the application and documents needed



## Minimize the “versions” of applications available for service providers

Reducing the timeline for eligibility - PHA

# **Lived Experience Advisory Committee Recommendations**

Felicia Boehringer, Continuum of Care  
Administrator, Office of Care Coordination

# Business Calendar – Item #4

## Lived Experience Advisory Committee Recommendations

1. **Recommendation:** Explore revising the CES Policy and Procedures to allow CES participants to remain active on the prioritization list for more than 90 days of non-engagement.
  - a. Reasons for Recommendation:
    - Large percentage of CES participants will become inactive in a 90-day period
    - Lack of ability for individuals to communicate with case managers and outreach workers when living in unsheltered situations, putting unsheltered households at a disadvantage
    - Concerns about access to CES for individuals and families experiencing homelessness
    - Lack of education and information sharing about process for CES participants to remain active on the prioritization list, specifically unsheltered individuals and families
  - b. Recommended action for CES Steering Committee:
    - Establish an ad hoc to focus on CES Policy and Procedures 90-day inactivity policy, engage service providers, and/or further discuss with the CES Steering Committee.

# Business Calendar – Item #4

## Lived Experience Advisory Committee Recommendations

2. **Recommendation:** Provide regular training on CES policies, procedures and processes to homeless service providers, Access Points and community partners, informed by the perspective of people with lived expertise.
  - a. Reasons for Recommendation:
    - Inconsistent CES policy information shared by service providers and community partners.
    - Concerns about households becoming inactive on the CES prioritization list due to lack of training on CES Policy and Procedures
  - b. Recommended action for CES Steering Committee:
    - Establish an ad hoc to discuss CES policies, procedures and processes training design and facilitation ideas and/or further discuss with the CES Steering Committee.

# Business Calendar – Item #4

## Lived Experience Advisory Committee Recommendations

3. **Recommendation:** Strengthen the Orange County Continuum of Care (CoC) approach to engaging partners to expand available Access Points and include creative, non-traditional Access Points.
  - a. Reasons for Recommendation:
    - Need for increased, diverse Access Points to make CES more accessible for individuals and families experiencing unsheltered homelessness
    - Specifically for survivors of domestic violence, explore adding Access Points in public spaces
  - b. Recommended action:
    - Establish an ad hoc to focus on approach to engaging partners to expand available Access Points and/or further discuss with the CES Steering Committee.

# Business Calendar – Item #4

## Recommended Actions

- The Lived Experience Advisory Committee is open to continued dialogue with the CES Steering Committee regarding next steps in addressing recommendations shared.
- As such, the recommended actions included the following
  1. Establish an ad hoc to focus on CES Policy and Procedures 90-day inactivity policy, engage service providers, and/or further discuss with the CES Steering Committee.
  2. Establish an ad hoc to discuss CES policies, procedures and processes training design and facilitation ideas and/or further discuss with the CES Steering Committee.
  3. Establish an ad hoc to focus on approach to engaging partners to expand available Access Points and/or further discuss with the CES Steering Committee.

# **CES Policies and Procedures Updates**

Rebecca Ricketts, CES Manager,  
Office of Care Coordination

# Business Calendar – Item #5

## CES Policies and Procedures Overview

- **September 2022** – CES Policies and Procedures were last approved.
  - Incorporated Emergency Transfer Request policy
  - Updated assessment and prioritization policy to discontinue the use of the VI-SPDAT
- **May to August 2023** – Homebase, a national technical assistance provider in the field of housing and homelessness, worked with a Survivor Stakeholder ad hoc and facilitated listening sessions with survivors to draft CES policies and procedures for survivors.
- **September 2023** – CES policies and procedures will be posted on or before September 13, 2023 for public feedback. Updates to the CES policies and procedures include:
  1. Recommendation from the Survivor Stakeholder Ad Hoc and Survivor listening sessions
  2. Integration of Moving On and Stepping Up
  3. Adoption of a disaster prioritization policy
  4. Clarifying language

# Business Calendar – Item #5

## Next Steps

Date	Activity
June 16, 2023	Phase 1: Survivor Stakeholder Ad Hoc Meeting #1
June 23, 2023	Phase 1: Survivor Stakeholder Ad Hoc Meeting #2
June 30, 2023	Phase 1: Survivor Stakeholder Ad Hoc Meeting #3
July 5, 2023	CES Steering Committee Meeting (roll-out)
July 7, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #1
July 21, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #2
July 28, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #3
August 4, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #4
August 11, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #5
August 17, 2023	Lived Experience Feedback Session #1
August 22, 2023	Lived Experience Feedback Session #2
August 25, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #6
September 6, 2023	CES Steering Committee Meeting (policy recommendation)
September 13, 2023	Public Feedback Period Begins
September 13, 2023	Public Listening Session #1
September 18, 2023	Public Listening Session #2
September 27, 2023	Public Feedback Period Ends
October 10, 2023	CoC Policies, Procedures and Standards Committee Meeting
October 25, 2023	CoC Board Meeting

# Business Calendar – Item #5

## Public Listening Sessions

The Office of Care Coordination will be hosting two public listening sessions in September. The public listening sessions will provide a chance to learn about the proposed changes to the CES polices and provide feedback. Feedback may also be provided in writing during the public feedback period to [coordinatedentry@ocgov.com](mailto:coordinatedentry@ocgov.com).

### **Public Listening Session #1**

**Date:** Wednesday, September 13, 2023

**Time:** 5:00 p.m. - 6:00 p.m.

**Join the listening session on Teams from your computer, tablet, or smartphone:**

[Click here to join the meeting](#)

**Meeting ID:** 237 943 248 821

**Password:** NKJcEb

### **Public Listening Session #2**

**Date:** Monday, September 18, 2023

**Time:** 11:00 a.m. - 12:00 p.m.

**Join the listening session on Teams from your computer, tablet, or smartphone:**

[Click here to join the meeting](#)

**Meeting ID:** 237 772 435 06

**Password:** NC7Ggu

## **Next Meeting**

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

