



Coordinated Entry System (CES) Agency Agreement Form

The County of Orange (County) is the Lead CES Agency. The County has partnered with 2-1-1 Orange County (211OC) to operate the CES Virtual Front Door, Family Solutions Collaborative (FSC) to operate Family CES and Friendship Shelter (FSI) to operate Individual CES. CES is fully implemented in a Homeless Management Information System (HMIS) and agencies participating in CES are required to follow all HMIS policies and procedures.

The goal of CES is to connect individuals and families at-risk of homelessness or experiencing homelessness to appropriate services, shelter and housing interventions to secure permanent and stable housing in Orange County. For CES to achieve a sustainable, efficient system, it is necessary that strong partnerships are formed with CES Access Points, supportive services agencies, and Shelter and Housing Providers.

Access Points are agencies that serve as the entry points to CES as well as offer additional assistance via referrals and other services to help support households experiencing a housing crisis. Access Points can range from navigation centers, emergency shelters, food pantries, street outreach programs and more.

Supportive Services Agencies provide specialized supportive services to assist with finding and keeping stable, permanent housing. Supportive services include housing navigation, housing stabilization, and housing location services.

Shelter and Housing Providers are agencies that provide shelter or housing resources for people at risk of homelessness or experiencing homelessness. Housing resources include shelter, supportive services, homelessness prevention assistance, rapid rehousing, permanent supportive housing and other permanent housing.

The purpose of this form will be to detail the minimum requirements and expectations of Access Points and Housing Providers as well as to outline the process to express interest in participating in CES as an Access Point or a Housing Provider. All CES participating agencies are required to comply with the OC CES policies and procedures approved by the Continuum of Care Board.

Access Point Requirements

1. Each Access Point must send at least one agency representative to the weekly Match Meeting to represent the housing needs of the agency's participants, and will attend every special population meeting (Veterans, Families, Individuals, or Transitional Aged Youth) as applicable to their participants.
2. All CES participating Access Points staff must obtain both HMIS and CES authorization prior to discussing a household's Personal Identifying Information (PII).
3. CES is a housing focused, person centered process. Access Points are expected to uphold these practices and embrace Housing First principles.
4. All Access Points must be HMIS participating agencies with full access and comply with all HMIS Policies and Procedures. In addition, staff will be required to complete CES HMIS training prior to gaining access to the CES project.
5. Access Points will be expected to maintain accurate and timely data in HMIS including, but not limited to:
 - a. Creating client profiles
 - b. Enrolling households into CES
 - c. Conducting CES Assessments
 - d. Adding and removing households to and from the community queue
 - e. Exiting households from CES
 - f. Updating the Access Point information as necessary
 - g. Updating Case Managers in the Care Team in HMIS
 - h. Updating the Current Living Situation

6. Access Points will be required to correct their own data quality issues as needed.
7. Access Points must communicate regularly and proactively with CES Administrators and Housing Providers.
8. Access Points will be required to have their agency's information on the 2-1-1 resource database along with any programs that would be open for referrals from 2-1-1. Access Point information will be verified and updated annually.
9. (Optional) Access Points are encouraged to attend CES Steering Committee meetings to discuss CES related policies and procedures.

Supportive Services Provider, Shelter Provider and Housing Provider Requirements (Provider)

1. Providers must send an agency representative to the weekly Match Meeting when requesting referrals.
2. All CES participating Provider staff must obtain both HMIS and CES authorization prior to discussing a household's Personal Identifying Information (PII).
3. CES is a housing focused, person centered process. Providers are expected to uphold these practices and embrace Housing First principles.
4. All Providers must be HMIS participating agencies with full access and comply with all HMIS Policies and Procedures. In addition, Staff will be required to complete CES HMIS training prior to gaining access to the CES project.
5. Providers must provide documentation of eligibility requirements to CES Administrators.
6. Providers will be expected to maintain accurate and timely data in HMIS including, but not limited to:
 - a. Creating service, shelter and housing opportunities when requesting referrals
 - b. Managing CES referrals
 - c. Enrolling households into supportive service, shelter or housing programs
 - d. Exiting households from CES
 - e. Deleting referral opportunities, as needed
7. Providers will be required to correct their own data quality issues as needed.
8. Providers must communicate regularly and proactively with CES Administrators and Access Points.
9. (Optional) Providers are encouraged to attend CES Steering Committee meetings to discuss CES related policies and procedures.

The signature of the Executive Director or other authorized representative of this Agency indicates acceptance of the participation requirements stated above. Upon final execution and completion of training requirements, this Agency will become a CES participating agency and granted access to CES.

Executive Director / Authorized Representative Name (Print)

Executive Director / Authorized Representative Signature

Date

Agency

The signature of the CES Administrator indicates that they agree and recommend this Agency to become a CES participating agency and granted access to CES. A signature indicates that they CES Administrator has completed the initial onboarding meeting with the Agency.

CES Administrator Name (Print)

CES Administrator Signature

Date

Agency

The signature of the CES Lead indicates that the Agency is approved to become a CES participating agency.

CES Lead Name (Print)

CES Lead Signature

Date

County of Orange

Agency

Please submit the signed CES Agency Agreement Form and Agency Set-Up Form to coordinatedentry@ocgov.com.

Access Points: Please complete the Service Information Form to create your agency's Coordinated Entry System Access Point program: <https://www.211oc.org/content/Services-Form.html>.



Coordinated Entry System (CES)

Agency Set-Up Form

Organization Name:

Address:

Agency Phone Number:

Administrative Contact:

Phone Number:

Job Title:

Email:

What role within CES is your agency interested in? CES Access Point CES Provider

What Service Planning Area does your organization serve? North Central South

Please describe your target population?

Access Points:

If you are interested in being an Access Point, are you interested in being a closed or open access point?

Open access point will assist anyone with completing the CES assessment or provide a warm hand-off to an appropriate access point to meet the household's needs. Closed access points will assist anyone enrolled in their program to complete the CES assessment.

Closed Open

If you are interested in being an Access Point, how should potential CES participants contact your Access Point?

Appointment Walk-In Outreach

Provider:

What type of provider?

Supportive Services Shelter Rapid Re-Housing Permanent and Supportive Housing

Other Permanent Housing Other: _____