



**Orange County Continuum of Care
Domestic Violence Committee
November 28, 2023**

Meeting Agenda

1. Coordinated Entry System (CES) Policies and Procedures – Sarah Jones, CoC Manager, Office of Care Coordination
 - a. Overview of the proposed changes to the CES Policies and Procedures, including CES for Survivors, assessment updates, a disaster prioritization policy, clarifying language, and additional feedback and edits as provided by the victim service providers.
 - b. Approve the recommend changes to the CES Policies and Procedures for review and approval by the Policies, Procedures and Standards Committee.
2. Orange County 2024 Point In Time Count Update – Sarah Jones, CoC Manager, Office of Care Coordination and Molly Schaner, Census Supervisor, City Net

Next Meeting: Tuesday, December 19, 2023, from 9:00 a.m. – 10:00 a.m.

Business Calendar

**Coordinated Entry System (CES)
Policies and Procedures**

Sarah Jones, CoC Manager,
Office of Care Coordination

Business Calendar – Item #1

CES Policies and Procedures

Background and Overview

- In **July 2021**, CES partnered with victim service providers (VSP) in Orange County to facilitate referrals for survivors to the Emergency Housing Voucher program.
- In **September 2022**, the Continuum of Care (CoC) Board approved the Office of Care Coordination, as the CES Lead, to apply for a Domestic Violence (DV) Bonus Project through the FY2022 CoC Program Notice of Funding Opportunity (NOFO) to develop a robust component of CES for DV survivors.
- In **March 2023**, the CoC Program Awards announced the successful application for the expansion and award of funds for CES for DV Survivors beginning **July 1, 2023**.
- From **May to August 2023**, Homebase, a national technical assistance provider in the field of housing and homelessness, worked with a DV Survivor Stakeholder ad hoc and facilitated listening sessions with survivors to draft CES policies and procedures for DV survivors.

Business Calendar – Item #1

CES Policies and Procedures

Survivor Feedback Received

- The key findings and recommendations received from survivors during listening sessions facilitated by Homebase are listed below.
 1. The system is not responsive to the urgency of the survivor's situation.
 2. Staff at homeless service provider agencies (excluding VSP) did not treat survivors with sensitivity.
 3. VSP delivered quick, empathetic care and services.
 4. Survivors should be connected with a VSP as quickly as possible.
 5. More training is needed for staff, system leaders, funders, and law enforcement on trauma-informed care, cultural humility, motivational interviewing, and empathy when working with survivors.

Business Calendar – Item #1

CES Policies and Procedures

Review and Approval Process

- The public feedback period for the revised draft of the CES Policies and Procedures occurred from **September 12, 2023, through September 27, 2023**. Public feedback was received during public listening session and in writing.
 - ❖ During the public feedback period, the Office of Care Coordination hosted two public listening sessions via Microsoft Teams on Wednesday, September 13, 2023, in the evening, and Monday, September 18, 2023, during business hours.
- The proposed changes to the CES Policies and Procedures were presented and approved at the Policy, Procedures and Standards (PPS) Committee on Tuesday, October 10, 2023.
- On October 25, 2023, proposed changes to the CES Policies and Procedures were presented to the CoC Board.
- The CoC Board received public comment related to the recommended action and voted to continue the agenda item regarding approval of the draft CES Policies and Procedures to allow time for the Office of Care Coordination to engage with VSP on additional feedback.

Business Calendar – Item #1

CES Policies and Procedures

Updated Revisions

- Following the additional feedback provided by the VSP, the Office of Care Coordination met with the VSP to receive further feedback and edits to the draft CES Policies and Procedures.
- The Office of Care Coordination provided an additional two weeks for VSP to share additional feedback. Feedback received from the public and VSP is included as an attachment in the agenda packet ([see Attachment C](#)).
- Additionally, as approved by the CES Steering Committee, the Office of Care Coordination convened a Survivor Assessment Tool Ad Hoc for three meetings in November to recommend revisions to the Survivor Assessment Tool. The updated assessment is included as an attachment in the agenda packet ([see Attachment D](#)).
- The Office of Care Coordination worked to integrate the feedback and update the revised CES Policies and Procedures accordingly through each stage of the review and feedback process.

Business Calendar – Item #1

CES Policies and Procedures

Recommended Changes

- CES for Survivors
 - ❖ Incorporate CES for Survivors into the CES Policies and Procedures, including the key components of CES: access, assessment, prioritization and referral.
- Assessment Updates
 - ❖ Adopt the use of the following CES assessments ([see Attachment D](#)): Pre-Assessment Screening, Shelter Assessment, Housing Assessment, Survivor Assessment, Stepping Up Assessment, Moving On Assessment and Prevention Assessment.
- Establish a Disaster Prioritization Policy
 - ❖ Add a policy for prioritizing resources in the event of a local, state or national disaster.
- Adopt Clarifying Language
 - ❖ Clarify language related to expanding resources available through CES, definitions and regulations, roles and responsibilities, the use of case conferencing, and exits from CES.

Business Calendar – Item #1

Recommended Action

- b. Approve the recommend changes to the CES Policies and Procedures for review and approval by the Policies, Procedures and Standards Committee.

Orange County 2024 Point In Time Count Update

**Sarah Jones, CoC Manager and
Erin Kaufman**

**Community Resource Mobilization Manager,
City Net**



EVERYONE COUNTS

2024 Point In Time

Domestic Violence Committee Meeting
November 28, 2023

What is a Point In Time Count?

A National Movement. Everyone Counts OC is part of a national effort to better understand homelessness. The U.S. Department of Housing and Urban Development (HUD) requires all 400+ Continuum of Care jurisdictions across the nation to complete a biennial unsheltered count and an annual sheltered count of all individuals experiencing homelessness in the community at a single “point in time.”



**EVERYONE
COUNTS**
2024 Point In Time

Why do a Point In Time Count?

Everyone Counts OC is an opportunity to collect current information on homelessness in our community, including:

- Number of people experiencing homelessness in Orange County
- Where homeless neighbors are located
- Robust demographic information
- Subpopulation information on groups such as Veterans, TAY, and Families.



EVERYONE
COUNTS
2024 Point In Time

The Data is Useful

The survey data helps the Orange County CoC and the County of Orange respond more effectively to homelessness in Orange County.

With the collected data, the system of care can:

- Accurately assess the demographics and locations of those in need
- Make informed decisions on housing and shelter interventions (where, what types, and how many)
- Collaborate more closely—from coordinating street outreach and engagement to partnering on case management to shelter operation to housing and supportive services
- Advocate for state and federal dollars to fund interventions



Who is Involved?

- **County of Orange** – including County Executive Office, Health Care Agency, Social Services Agency, OC Community Resources, OC Parks, OC Public Works, OC Information & Technology, OC Sheriff's Department
- **City Net** – lead agency for unsheltered count
- **OC United Way (211OC)** – HMIS lead agency for sheltered count
- **Hub for Urban Initiatives** – HUD methodology and survey tool design
- **Orange County CoC**



Collaborative Effort

- **City and County government**
 - County of Orange
 - Local Law Enforcement
 - All 34 cities
- **Elected Officials**
 - Board of Supervisors
 - Mayors and City Council members
 - State and federal representatives
- **Homeless Service Providers**



Sheltered and Unsheltered Count

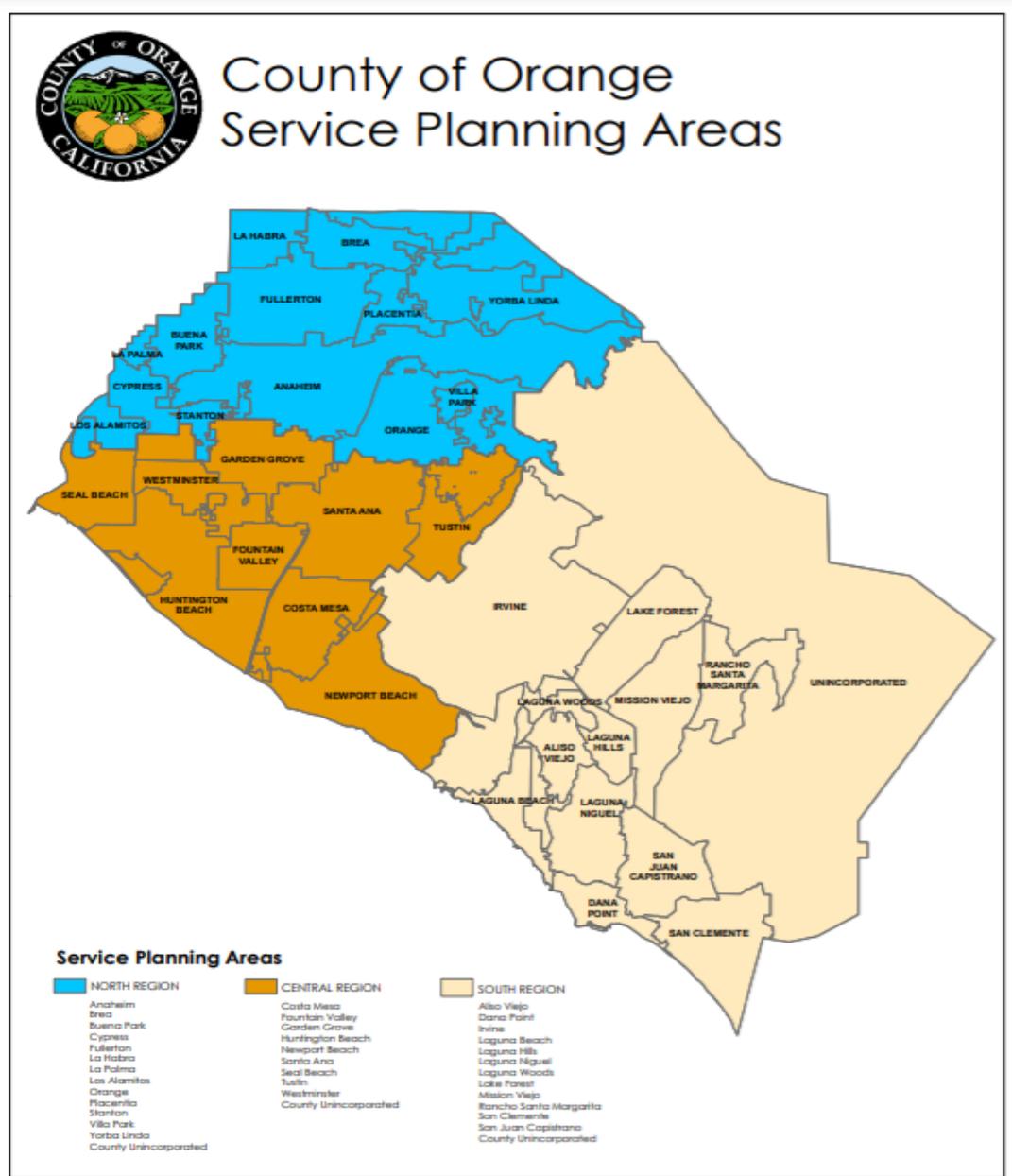
- **Sheltered Count:** sunset on Monday, January 22, 2024, to sunrise on Tuesday, January 23, 2024
- **Unsheltered Count:** Tuesday, January 23, 2024, to Thursday, January 25, 2024
 - Survey-based count, goal is to survey all people experiencing unsheltered homelessness
 - Volunteer surveyors visit pre-identified “hotspots” where people experiencing homelessness are expected to gather
 - Surveyors deployed from local deployment centers to all 34 cities, plus unincorporated areas (~400 maps in all)
 - Access centers for Families and Transitional Age Youth



Two Proposed Deployment Centers Per Service Planning Area (SPA)



**EVERYONE
COUNTS**
2024 Point In Time



Planning for the 2024 PIT Count

- The Office of Care Coordination and City Net has convened a 2024 PIT Count Planning Ad Hoc, representative
 - CoC Board members
 - Faith community
 - Local jurisdictions
 - Law enforcement
 - People with lived experience
 - Health care and behavioral health field
 - Service providers focusing on special populations



Everyone Counts OC Dates*

Central Service Planning Area	North Service Planning Area	South Service Planning Area
Tuesday, Jan 23, 2024	Wednesday, Jan 24, 2024	Thursday, Jan 25, 2024

** Dates of each SPA count are still being finalized*



**EVERYONE
COUNTS**
2024 Point In Time

How You Can Help

Volunteer Recruitment

- Spread the word about the event
- Encourage your staff to volunteer during the event
- Sign up early

Volunteer Sign-Up

- To volunteer to count in the Central Service Planning Area: [Click here](#)
- To volunteer to count in the North Service Planning Area: [Click here](#)
- To volunteer to count in the South Service Planning Area: [Click here](#)

Donations

- We are looking for the following donations:
 - Snack or hygiene kit donations
 - Gift card or incentive donations
 - Other donations



EVERYONE
COUNTS
2024 Point In Time

City Net Contacts

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Census Supervisor

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Erin Kaufman

Community Resource Mobilization Manager

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**EVERYONE
COUNTS**
2024 Point In Time

www.EveryoneCountsOC.org

Email: Info@everyoneCountsOC.org

Instagram [@EveryoneCountsOC](https://www.instagram.com/EveryoneCountsOC)

X (Twitter) [@0CPIT](https://twitter.com/0CPIT)

[#EveryoneCountsOC](https://www.facebook.com/EveryoneCountsOC)

Next Meeting:

Tuesday, December 19, 2023,
9:00 a.m. – 10:00 a.m.

Location: The Village at 17th Street
Address: 1505 E. 17th Street,
Suite 201, Santa Ana, CA 92705

CoC Board and CoC Committee Materials can be found
on the CoC webpage located at:

<https://ceo.ocgov.com/continuum-care>

For other inquiries, please contact the Office of Care
Coordination at CareCoordination@ocgov.com

