



Coordinated Entry System Steering Committee July 3, 2024

Agenda

Call To Order – Andrew Crowe, Committee Chair

- 1. Welcome and Introductions** – Andrew Crowe, Committee Chair
- 2. Coordinated Entry System (CES) Updates** – Felicia Boehringer, CoC Administrator, Office of Care Coordination
 - **Individual CES** – Tianna Terry, Individual CES Manager, Friendship Shelter
 - **Family CES** – Carrie Buck, Executive Director, and Jocelyn Morales, Senior Family System Specialist, Family Solutions Collaborative
 - **Veteran Registry** – James Bacon, CES Staff Specialist, Office of Care Coordination
 - **Transitional Aged Youth Registry** – James Bacon, CES Staff Specialist, Office of Care Coordination
 - **Survivor CES** – Sarah Jones, CoC Manager, Office of Care Coordination
 - **Virtual Front Door** – Amy Arambulo, Director, Community Impact, OC United Way
- 3. CES Housing Assessment Recommendations** – James Bacon, CES Staff Specialist Office of Care Coordination
- 4. CES Bed Reservation Assessment Changes** – James Bacon, CES Staff Specialist Office of Care Coordination
- 5. CES Training Discussion** – Aubrey Sitler, Consultant, AC Strategies
- 6. CoC Updates** – Felicia Boehringer, CoC Administrator, Office of Care Coordination
- 7. Next Meeting:** Wednesday, September 4, 2024, from 2:00 p.m. – 3:00 p.m.

Welcome and Introductions

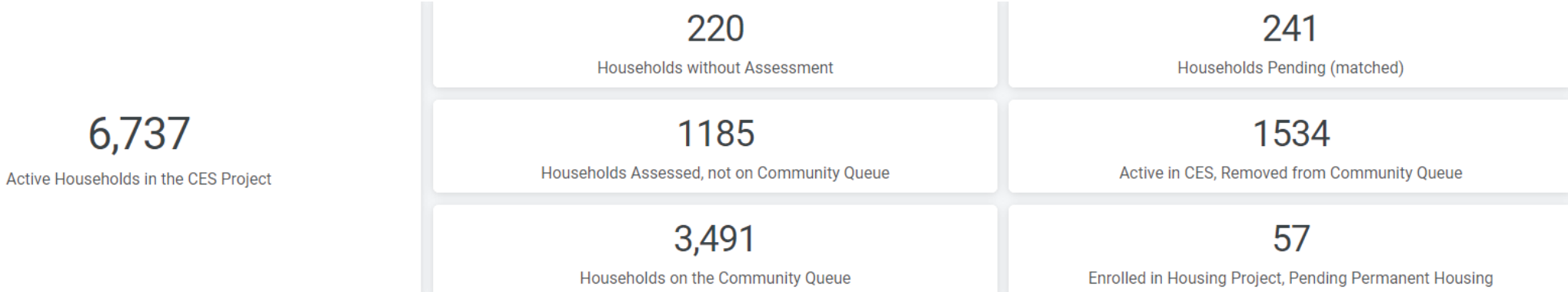
Public Comments

CES Updates

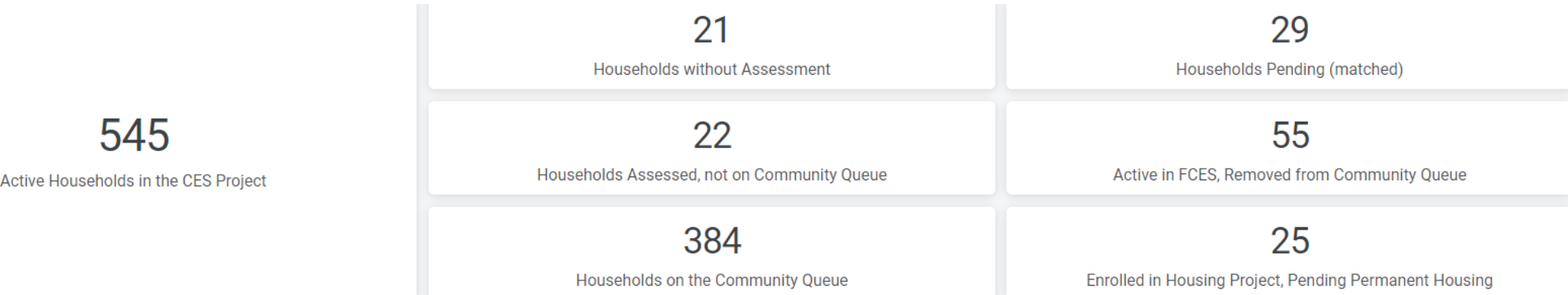
Felicia Boehringer, CoC Administrator,
Office of Care Coordination

Business Calendar – Item #2

Individual CES Dashboard



Family CES Dashboard





Since July 1st, 2023, **10,843** individuals have been served by the ICES program.

Altogether, **991** individuals were housed since July 1st, with **318** individuals Housed via CES and **684** (69%) Housed Elsewhere or Diverted from the system.

On average, it takes **532** days (approx. 1.5 years) after an individual is enrolled in CES to be housed. Once referred to the CQ, the average length of time between the referral to housing is **198** days (approx. 6.5 months)

The ICES program served **475** Transitional Aged Youth (18 - 24) and **486** self-identified veterans year to date.

2416 individuals experiencing chronic homelessness were served by the ICES program.

The number of individuals who were enrolled but not yet referred to the community queue is **1096**.

We had **3432** individuals on our community queue last month.

The average length of homelessness for those enrolled this fiscal year is **59** months.





Family Homelessness in OC, CA – May 2024

Families Currently Experiencing Homelessness

737



Homeless adults

319



Homeless children
age 0-5

631



Homeless children
age 6-17



523 Total Families Receiving Family CES Services

Data as of June 3rd

809

Family Service Request
Forms Received

113

Families Waiting
for Shelter



18

Families Reconnected
to Support System to
Resolve Homelessness



13

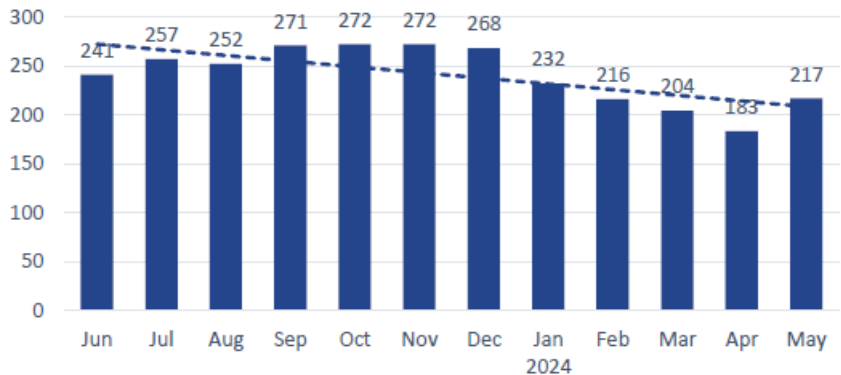
Families Who Moved
into Housing

*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.

<https://www.familyolutionscollaborative.org/help/>

Veteran Registry Dashboard

Homeless Veterans on Veteran Registry

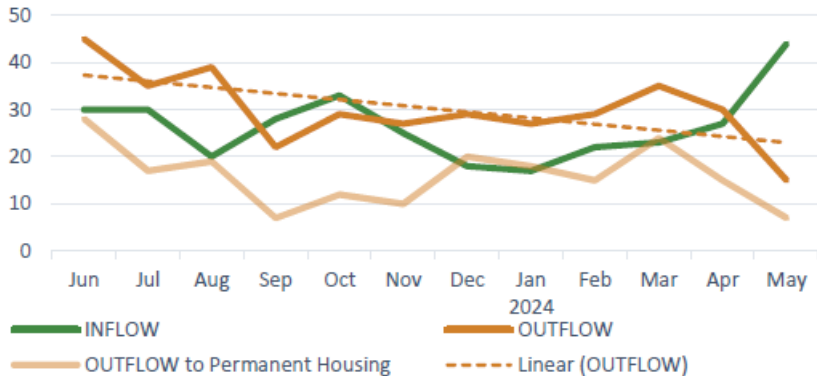


Currently, there are 221 veterans experiencing homelessness on the Veteran Registry. In the previous 12 months, 192 veterans have been housed in permanent, stable housing. Over 30 agencies, including the VA Community Resource and Referral Center, outreach providers, and shelter providers, continue to meet weekly to coordinate housing and services for veterans experiencing homelessness in Orange County. In the past 12 months, there has been a 10% decrease in the number of veterans experiencing homelessness in Orange County.

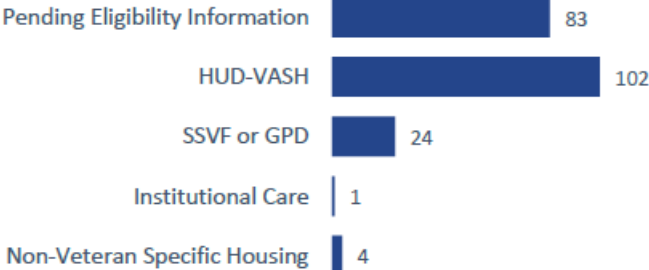
Homeless Veterans
221

Veterans Housed
192
6/1/23-5/31/24

Inflow vs. Outflow by Month

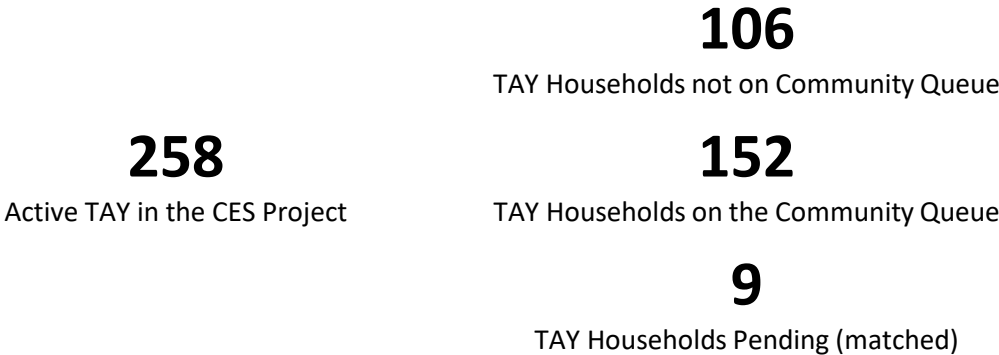


Permanent Housing Plan



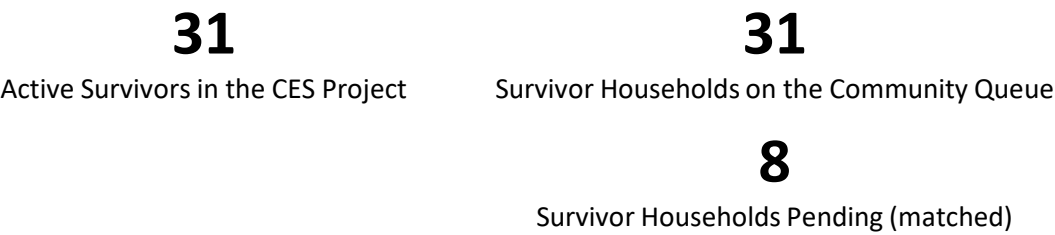
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Total	
INFLOW	30	30	20	28	33	25	18	17	22	23	27	44	317	↑
OUTFLOW	45	35	39	22	29	27	29	27	29	35	30	15	362	↑
OUTFLOW to Permanent Housing	28	17	19	7	12	10	20	18	15	24	15	7	192	↑
OUTFLOW exceeded INFLOW	✓	✓	✓			✓	✓	✓	✓	✓	✓		✓	
Homeless Veterans on Veteran Registry	241	257	252	271	272	272	268	232	216	204	183	217		

Transitional Aged Youth CES Dashboard



Housing Interests	Households	%
Rapid Rehousing	103	68%
Other Permanent Housing	128	84%
Permanent Supportive Housing	85	56%
TOTAL HOUSEHOLDS ASSESSED	152	

Survivor CES Dashboard



Housing Interests	Households	%
Transitional Housing – Rapid Rehousing	32	97%
Rapid Rehousing	33	100%
Other Permanent Housing	33	100%
Permanent Supportive Housing	32	97%
TOTAL HOUSEHOLDS ASSESSED	33	

Virtual Front Door Housing Data

01/01/24 - 03/31/24

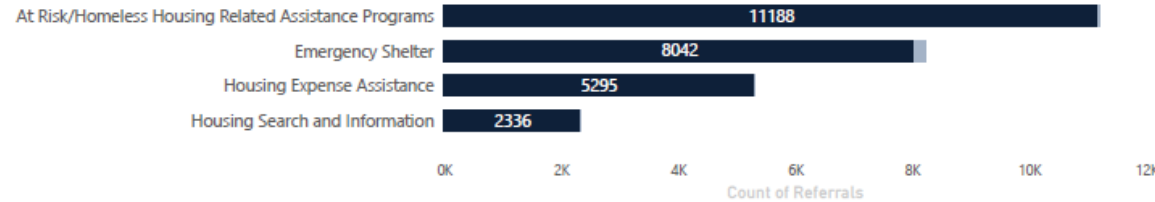
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All Housing Contact Information

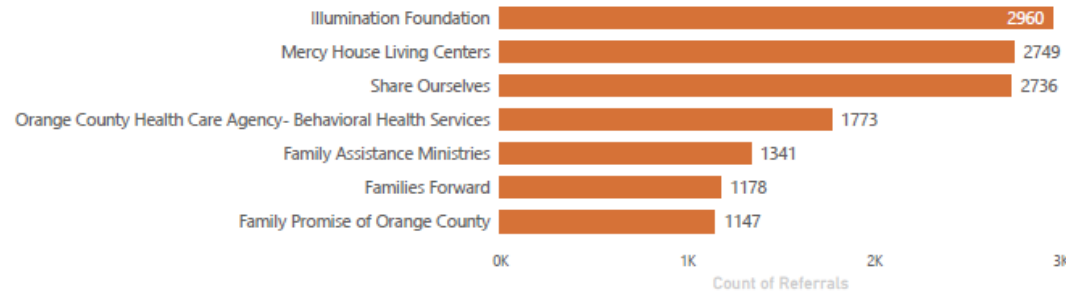
[Click here](#) for a glossary of housing taxonomy definitions

Housing Needs by Referral Type

NeedWasUnmet ● Met ● Unmet



Referrals by Agency



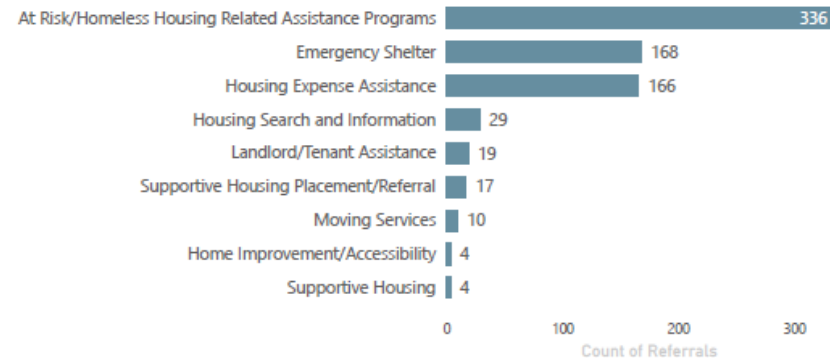
Veteran Information

Veteran Contacts with Housing Needs

832

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



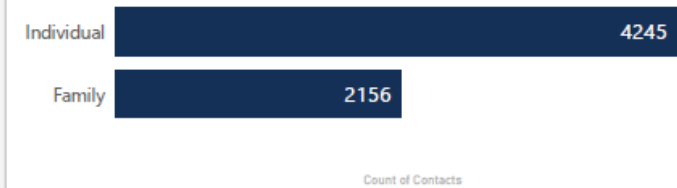
Crisis, Critical & Vulnerable Calls

● Crisis ● Critical ● Vulnerable



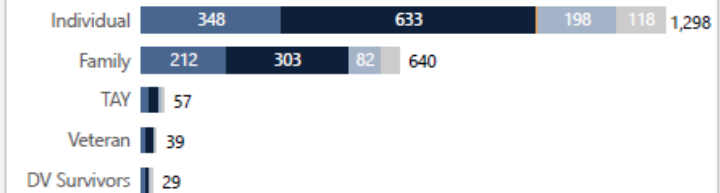
Homeless Contact Information

Homeless Contact Household Type



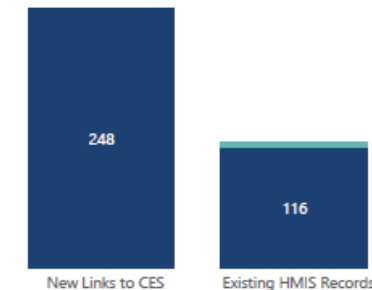
Referrals to Access Points For Homeless Contacts

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



Homeless Contacts With HMIS Profiles

● Family Coordinated Entry Assistance ● Veteran Coordinated Entry Assistance



CES Housing Assessment Recommendations

James Bacon, CES Staff Specialist,
Office of Care Coordination, and
Andrew Crowe, Chair

Business Calendar – Item #3

Housing Assessment Recommended Changes

- In response to feedback from people participating in CES, CES access points, Housing Providers and Shelter Providers, the CES Administrators recommend updating the CES Housing Assessment.
- Proposed changes:
 - ❖ The addition of accessibility questions – was recommended to the CoC Board at the May 22, 2024, meeting and was **approved**.
 - Updates to the Housing Assessment were implemented as of June 1, 2024.
 - ❖ Descriptions for housing interest options – were reviewed by the PPS Committee at the May 14, 2024, meeting and were **not approved**.
 - The PPS Committee membership recommended additional review of the housing interest option descriptions by the CES Steering Committee, to provide clearer and more consistent language
- The CES Steering Committee is being asked to review and discuss the additional proposed revisions to the housing interest options.

Client Name: _____



Coordinated Entry Housing Needs Assessment

PRE-ASSESSMENT

Assessment Date (MM/DD/YYYY): ____/____/____

Assessment City Location: _____

Assessment Type: ☐ Phone ☐ Virtual ☐ In Person

Assessment Level: ☐ Crisis Needs Assessment ☒ Housing Needs Assessment

OF THE HOUSING OPPORTUNITIES THE HOUSEHOLD IS ELIGIBLE FOR, WHICH OF THE FOLLOWING HOUSING TYPES IS THE HOUSEHOLD INTERESTED IN? HOUSING INTEREST

Please select which of the following types of housing opportunities you are interested in. You may select up to three, and you will only be considered for the types you select.

Rapid Re-Housing (RRH) ☐ Yes ☐ No

⚡ Rapid Re-Housing provides time-limited rental assistance paired with time-limited supportive services. There is no minimum income requirement for participating in RRH. The goal of RRH is to increase or maintain income to be able to keep paying rent after the rental assistance ends.

Housing Choice Voucher (HCV) ☐ Yes ☐ No

⚡ Housing Choice Voucher provides ongoing rental assistance with limited to no supportive services. There may be a required financial contribution from the participant. The goal of the HCV program is to help households obtain affordable housing.

Permanent Supportive Housing (PSH) ☐ Yes ☐ No

⚡ Permanent Supportive Housing provides ongoing rental assistance with intensive ongoing supportive services. Participation in supportive services is voluntary. There may be a required financial contribution from the participant. The goal of PSH is to help households that face greater barriers obtain and keep affordable housing

ACCESSIBILITY NEEDS

If you, or anyone in your household, have a disability, you may need accessible housing. This may mean you need ramps or wider entrances, space for medical equipment or a wheelchair, or special light switches, electrical outlets, and other fixtures.

If you, or anyone in your household, need accessible housing, you will only be considered for housing options that can meet your needs. There will be more housing options available to you if accessibility is not a concern.

These questions are about some common needs. If you have needs not covered by these questions, please list them at the end of the assessment.

1. Do you require a mobility accessible unit due to a physical disability? ☐ Yes ☐ No

2. Do you require a sensory accessible unit due to loss of hearing or sight? ☐ Yes ☐ No

3. Do you require some accommodations but not all the features of an accessible unit? ☐ Yes ☐ No

Please indicate your needs below:

a. no stairs ☐ Yes ☐ No

b. grab bars ☐ Yes ☐ No

c. seat in tub or shower ☐ Yes ☐ No

d. other ☐ Yes ☐ No If other, please specify _____

4. Is there anything else about your accessibility needs that we should know?

SELECTING THE PRIVATE CHECKBOX MEANS ONLY USERS WITH ACCESS TO THE CURRENTLY SELECTED AGENCY WILL BE ABLE TO SEE THIS ASSESSMENT

Is this client private? ☐ Yes ☐ No

➡ = New changes

★ = Approved changes



Business Calendar – Item #3

Anticipated Next Steps:

- Bring the CES Housing Assessment as recommended by the CES Steering Committee to the August 2024 meeting of the PPS Committee for review and recommendation to the CoC Board.
- Bring the CES Housing Assessment as recommended by the CES Steering Committee and PPS Committee to the August meeting of the CoC Board.

Business Calendar – Item #3

Recommended Action:

- a. Approve updated CES Housing Assessment, including adding housing opportunity descriptions, for review and approval by the Policies, Procedures and Standards Committee.

CES Bed Reservation Assessment Changes

James Bacon, CES Staff Specialist,
Office of Care Coordination



Coordinated Entry System (CES) Bed Reservation Assessment

Client Name: _____ HMIS ID: _____

Staff Name: _____ Access Point: _____

1. Assessment Date: (MM/DD/YYYY) _____/_____/_____

2. Assessment Level: ☒ Crisis Needs Assessment ☐ Housing Needs Assessment

3. Assessment Location (City): _____

4. Assessment Type: ☐ Phone ☐ Virtual ☐ In Person

Has anyone in your household ever been convicted of a felony?

a. If yes, how long ago did this felony occur?

- ☐ 1 -11 months ago
☐ 1 - 5 years ago
☐ More than 5 years ago

b. Is this felony considered violent?

☐ Yes ☐ No

5. Does anyone in the household currently have an open warrant?

☐ Yes ☐ No

5a. If Yes, does anyone in the household currently have an open felony warrant?

☐ Yes ☐ No

6. Is any adult in the household a registered sex offender?

☐ Yes ☐ No

7. Does anyone in the household require any special accommodations?

☐ Yes ☐ No

7a. If yes, please describe the required accommodation? (Ex: Requires lower bunk, elevator access, etc...)

8. Does the household include any of the following?

- ☐ Pets If so, how many? _____
☐ Service Animals If so, how many? _____
☐ Emotional Support Animals If so, how many? _____

9. Which of the following shelter types are you interested in (select all that apply)?

- ☐ Communal Shelter
☐ Non-Communal Shelter

10. Can you complete all of your activities of daily living (ADLs), (ex. feeding, toileting, transferring to or from a bed or a chair, grooming, bathing, walking, etc.)?

☐ Yes ☐ No

11. Can you climb up and down to a top bunk bed without any difficulties?

☐ Yes ☐ No

10-12. Do you require a mobility accessible unit placement due to a physical disability?

☐ Yes ☐ No

13. Are you the only person in your household seeking shelter?

☐ Yes ☐ No

If NO, Do you require a shelter referral at the same time as your other household members?

☐ Yes ☐ No

Business Calendar – Item #4

Recommendation:

- a. Approve recommended changes to CES Bed Reservation Assessment, including ADA and household questions, for immediate use.

CES Training Discussion

Aubrey Sitler, Consultant, AC Strategies

Continuum of Care Update

Felicia Boehringer, CoC Administrator,
Office of Care Coordination

Business Calendar – Item #6

Youth Homeless Demonstration Program (YHDP) NOFO

- On June 6, 2024, HUD announced the release of the FY 2023 YHDP Round 8 NOFO.
- Approximately \$72 million is available nationally to support selected communities in the development and implementation of a coordinated community approach to preventing and ending youth homelessness.
- The Office of Care Coordination plans to build upon the application submitted for YHDP Round 7 funding, to capture progress made towards youth engagement in decision-making for the Orange County CoC and strengthen overall application for YHDP funding.
- The Office of Care Coordination, as the Collaborative Applicant of the Orange County CoC, will work closely with the Transitional Age Youth (TAY) Collaborative Committee, Orange County United Way, youth-specific service providers, and local community partners to receive community feedback and submit the application on behalf of the Orange County CoC.
- **The YHDP application is due on August 29, 2024.**

Business Calendar – Item #6

Upcoming Meetings

- **Veterans Committee Special Meeting (IN PERSON):** Thursday, July 11, 2024, from 10:30 a.m. – 12:00 p.m.
 - ❖ Location: Orange County United Way, located at 18012 Mitchell S, Irvine, CA 92614
- **Transitional Aged Youth (TAY) Collaborative Committee Meeting (IN PERSON):** Friday, July 12, 2024, from 1:00 p.m. – 2:00 p.m.
 - ❖ Location: Orangewood Foundation, 1575 17th St, Santa Ana, CA 92705
- **CoC Board Meeting (IN PERSON):** Wednesday, July 24, 2024, from 2:00 p.m. – 5:00 p.m.
 - ❖ Location: County Administration South (CAS) Building Conference Center Rooms 104/106, 425 West Santa Ana Blvd., Santa Ana, CA 92701
 - ❖ Virtual listen-in option available
- **Policies, Procedures and Standards Committee Special Meeting (IN PERSON):** Wednesday, July 31, 2024, from 3:00 p.m. – 4:30 p.m.
 - ❖ Location: County Administration South (CAS) Multipurpose Rooms 103/105, 601 N Ross St, Santa Ana, CA 92701
 - ❖ Virtual listen-in option available

Business Calendar – Item #6

Service Provider Forum Content Recommendations

- Is there a topic or training you would like to have covered in this meeting?
- Do you have someone to recommend as a trainer or presenter?
- As key stakeholders in Orange County, we invite you to share your recommendations on content you would like to see included for the upcoming Service Provider Forum meetings via SurveyMonkey at the following link or QR code:
<https://www.surveymonkey.com/r/7C5CHP7>
- **Please complete the survey by Friday, July 19, 2024**



Scan to take the survey!

Business Calendar – Item #6

Homeless Housing, Assistance and Prevention (HHAP) Program Round 6

- HHAP Round 6 has been included in the final budget deal of the FY2024-25 Governor's Budget.
- \$1 billion in one-time assistance will provide local governments funding to combat the homelessness crisis - tied to increased accountability measures.
- A reimagined accountability unit will monitor the HHAP plans cities and counties submit and will ensure cooperation between various groups.
- The Office of Care Coordination will continue to provide updates as they arise.

Next Meeting:

Wednesday, September 4th, 2024, from
2:00 p.m. – 3:00 p.m., in person at OCHA,
1501 E St Andrew Pl, Santa Ana, CA 92705

