

**ORANGE COUNTY CONTINUUM OF CARE
COORDINATED ENTRY SYSTEM STEERING COMMITTEE**

Wednesday, May 7, 2025
2:00 p.m. – 3:00 p.m.

Location:
Orange County Housing Authority
1501 East Saint Andrew Place,
Conference Room A, Santa Ana, CA 92705
[Click Here](#) for parking information.

Virtual Meeting Option:
Zoom Meeting Link: [Click here for meeting link](#)
Join by phone: +1 669 444 9171
Webinar ID: 981 5056 2103

Listen-in option only

Committee Chair: Andrew Crowe, Scholarship Schools

Purpose: The Coordinated Entry System (CES) Steering Committee will function as an advisory group to the Continuum of Care (CoC) Board and Policy, Procedures and Standards (PPS) Committee to align its efforts to those of the Orange County CoC Board Vision including but not limited to reviewing CES policies and procedures for process review, policy formation, assessment of current policies and procedures and formation and conduct of committees in the service of the CoC, CES and Homeless Management Information System (HMIS). The CES Steering Committee will support the CoC Board with policy development, supporting strategic implementation of the CES and evaluating the efficiency and effectiveness of CES.

MEETING MINUTES

Call to Order – Andrew Crowe, Chair

Public Comments – Members of the public may address the CES Steering Committee on items listed within this agenda or matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CES Steering Committee. Members of the public may address the CES Steering Committee with public comments on agenda items after the agenda item presentation. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes.

In order to address the CES Steering Committee, members of the public are to complete a Request to Address the Committee form prior to the beginning of each agenda item and submit it to Continuum of Care (CoC) staff. Staff will call your name in the order received.

Members of the public may also submit public comment by emailing CareCoordination@ocgov.com. All comments submitted via email or at least 24 hours before the start of the meeting will be distributed to the CES Steering Committee members and all comments will be added to the administrative records of the meeting. Please include “CES Steering Committee Meeting Comment” in the email subject line.

BUSINESS CALENDAR

1. Welcome and Introductions – Andrew Crowe, Chair

- a. The CES Committee Chair Andrew Crowe welcomed meeting attendees.

2. Orange County Housing Process Presentation – Doug Becht, Director, Office of Care Coordination.

- Doug Becht, Director of the Office of Care Coordination (OCC), shared that during the Spring and Summer of 2024, various groups had voiced complaints and concerns about CES and the housing processes, and shared reservations about future participation in PSH and CES. The OCC investigated these concerns and began meeting with the concerned groups to identify problems, tracking every match and existing vacancies through CES, and reviewing the complete housing processes.
- Doug Becht shared findings that indicated that the housing process has many stakeholders with various responsibilities and shared housing workflows for Buena Esperanza and the Orchard as examples.
- Beginning July 1, 2024, the OCC began efforts to track all matches made through CES and captured 25 different data points. Data on the overall success rates, time taken for determination, referrals by Access Points, and match results were captured and shared.
- Doug Becht shared background information on 2-for-1 matches, the practice of multiple referrals for a single housing opportunity. This practice does not directly go against approved CoC CES Policies and Procedures, but it may go against trauma-informed care and the housing first practice. The Office of Care Coordination would like to consider a formal multiple match policy and update the requirements for the Community Queue where common housing documentation is required.
- Paul Kaiser, Vice Chair, Lived Experience Advisory Committee, expressed disagreement with 2-for-1 matches and shared personal experiences with the housing process. Paul recommended that CES should only match 1-for-1, and that a discussion be had with applicable CES partners.
- Doug Becht expressed agreement with Paul Kaiser and the need to mitigate these concerns before considering 2-for-1 matches. In addition, Doug expressed that there is a political piece to this issue and shared examples where there is a lack of knowledge surrounding CES processes.
- Chair Andrew Crowe invited attendees to share thoughts on the 2-for-1 practice.
- Mia Ferreira, from Friendship Shelter, would consider allowing 2-for-1 matches due to some bottlenecks existing in the housing process.
- Jocelyn Morales, from Orange County United Way, Family Solutions Collaborative, shared that 2-for-1 matches should not continue until some of the concerns are addressed.

- Tianna Terry, from Friendship Shelter, shared that 2-for-1 matches are in a grey area, it is challenging to track, and there are concerns with pulling multiple clients off the Community Queue.
- Robert “Santa Bob” Morse, Chair, Lived Experience Advisory Committee, disagreed with 2-for-1 matches, recommended creating a plan to mitigate concerns before moving forward, and inquired who would be taking the first step in creating a plan.
- James Bacon, CES Staff Specialist, OCC, added that 2-for-1 matches also require double the resources and staff time to process.
- Chair Andrew Crowe recommended that a plan be drafted and brought back to the CES Steering Committee in July.

3. CES Policies and Procedures

Updates – Daniel Garcia, CES Administrator, Office of Care Coordination

- Daniel Garcia, CES Administrator, OCC, shared that the CES Policies and Procedures will be revised and drafted to be brought to the CES Steering Committee for review and feedback.
- Felicia Boehringer, CoC Administrator, OCC, shared background information on the 90-day Inactivity Policy included in the CES Policies and Procedures. The goal and intention of this policy is to maintain an accurate, up-to-date prioritization list of participants actively seeking housing and supportive services and promote an effective, efficient system that will reduce delays in referrals and connections to resources. However, members from the Lived Experience Advisory Committee (LEAC) have noted that the policy may penalize individuals for factors outside their control, create additional barriers to getting connected to housing, and add more layers of bureaucracy within CES.
- During the September 4, 2024, LEAC Meeting, the OCC and Vice Chair Paul Kaiser facilitated a discussion on the purpose and impact of the 90-Day Inactivity Policy on participants enrolled on the CES Community Queue, emphasizing the importance of active engagement with clients and training for case managers. The LEAC membership approved Vice Chair Paul Kaiser to represent the LEAC at the CES Steering Committee Meeting to recommend a review of the CES Policies and Procedures and explore potential policy revisions.
- Paul Kaiser suggested extending the 90-day rule and developing a policy where Access Points would need to advise clients on the importance of maintaining contact. Paul shared some potential barriers to contacting case managers and agreed that training was important and mentioned the communication breakdown with agencies working with housing.
- Mia Ferreira inquired about the next steps in reviewing and revising the policies. Mia also expressed the importance of training and to be careful about inflating the numbers with the 90-day rule.
- Sarah Jones, CoC Manager, OCC, shared the process to revise and draft the new CES Policies and Procedures. Sarah shared that Access Points should be responsible and are expected to engage clients and attempt contact.

- Doug Becht agreed that the Access Points and case managers hold the responsibility to maintain contact.
- Chair Andrew Crowe shared experience and inquired what the best way to share what is going well with CES. Andrew closed the meeting and gives action item for attendees to review the 2-for-1 matches.

4. CES Updates – Daniel Garcia, CES Administrator, Office of Care Coordination

Due to time restrictions, Business Calendar item 4 was not presented.

- Individual CES** – Tianna Terry, Individual CES Manager, Friendship Shelter
- Family CES** – Jocelyn Morales, Family System Manager, Family Solutions Collaborative
- Survivor CES** – Regjinay Tate, Survivor CES Administrator, Friendship Shelter
- Veteran Registry** – James Bacon, CES Staff Specialist, Office of Care Coordination
- Transitional Aged Youth Registry** – Julia Davis, CES Staff Specialist, Office of Care Coordination
- Virtual Front Door** – Amy Arambulo, Director, Community Impact, OC United Way

5. CoC Updates – Felicia Boehringer, CoC Administrator, Office of Care Coordination

Due to time restrictions, Business Calendar item 5 was not presented.

Next Meeting: July 2, 2025, from 2:00 p.m. – 3:00 p.m., in-person at Orange County Housing Authority, Conference Room A, located at 1501 E St Andrew Pl, Santa Ana, CA 92705