



COUNTY OF ORANGE
OFFICE OF CARE
COORDINATION

Coordinated Entry System (CES)
Steering Committee Meeting
September 3, 2025

1. **CES Updates** – Daniel Garcia, CES Administrator, Office of Care Coordination
 - a. Individual CES – Tianna Terry, Individual CES Manager, Friendship Shelter
 - b. Family CES – Liz Valadez, Family System Specialist, Family Solutions Collaborative
 - c. Survivor CES – Tianna Terry, Individual CES Manager, Friendship Shelter
 - d. Veteran Registry – James Bacon, CES Staff Specialist, Office of Care Coordination
 - e. Transitional Aged Youth Registry – Julia Davis, CES Staff Specialist, Office of Care Coordination
 - f. Virtual Front Door – Delia Van Kampen, Director, Operations, 2-1-1 Orange County, Orange County United Way
2. **CES 2-for-1 Match Policy** – Daniel Garcia, CES Administrator, Office of Care Coordination
 - a. Approve the proposed CES 2-for-1 Match Policy for review and approval by the Lived Experience Advisory Committee (LEAC).
3. **CES Policies & Procedures** – Daniel Garcia, CES Administrator, Office of Care Coordination
 - a. Approve revised CES Policies and Procedures, including the removal of shelter status from the prioritization schema, updates to formatting, and other clarifying language, for review and approval by the (LEAC).
4. **CoC Updates** – Felicia Boehringer, Interim CoC Manager, Office of Care Coordination

Next Meeting: November 5, 2025, from 2:00 p.m. – 3:30p.m., in-person at OCHA, located at 1501 E St Andrew Pl, 1st Floor, Conference Room A, Santa Ana, CA 92705

Public Comments

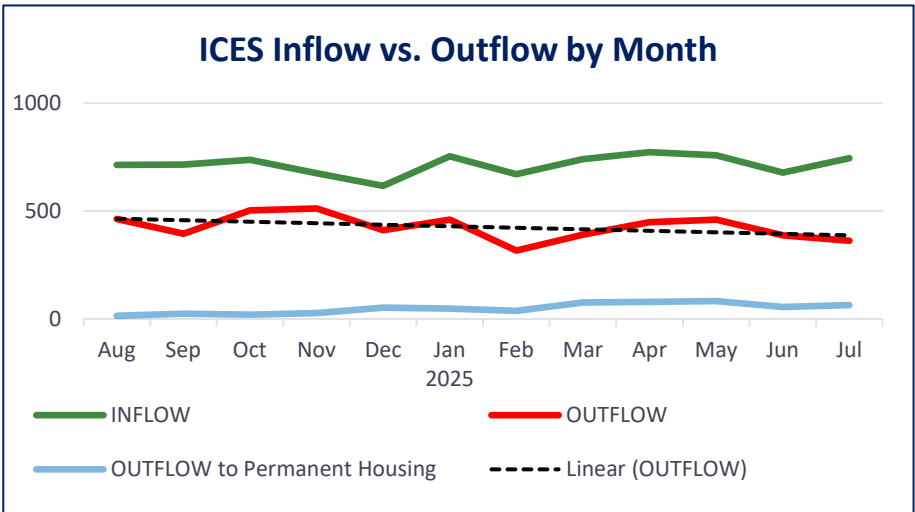
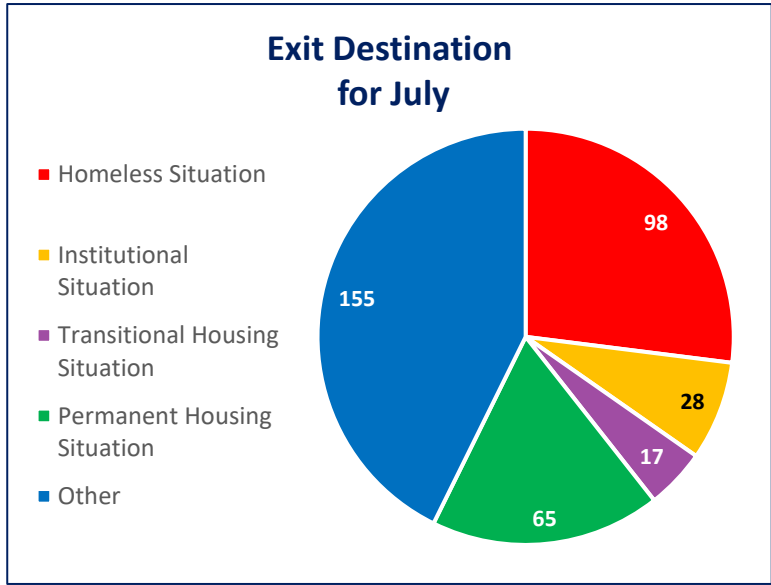
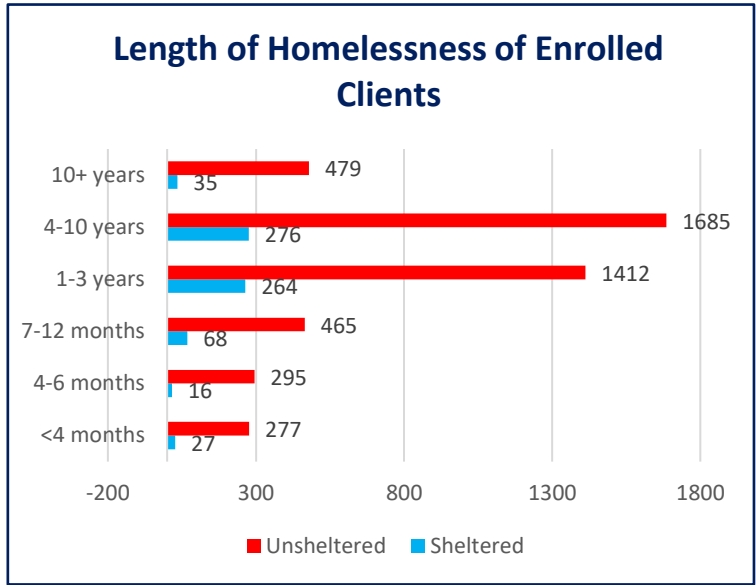
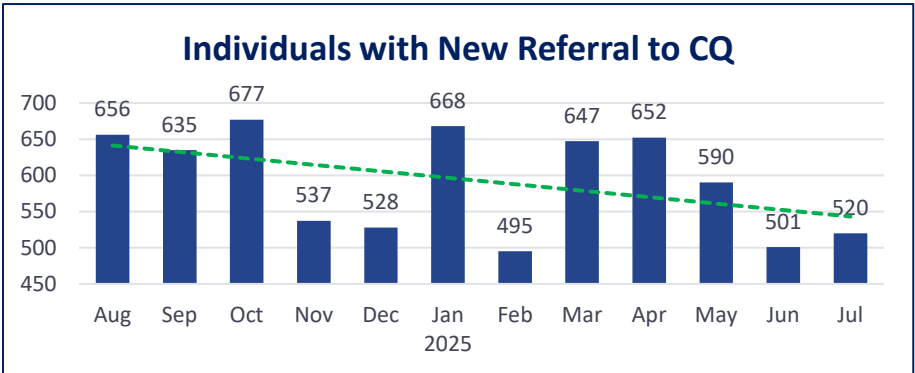
CES Updates
Daniel Garcia,
CES Administrator,
Office of Care Coordination

Individual CES

Tianna Terry,
Individual CES Manager,
Friendship Shelter

Individual Coordinated Entry System (ICES) Dashboard

Adult Only Households 5541	Chronically Homeless Households 2753	Households on the CQ 3722	Chronically Homeless Households on the CQ 1928	Households Pending 150	Households Housed 08/24-07/25 596	<p>Currently, there are 5,541 adult-only households enrolled into Individual CES. This is increased by 63 from last month. The number of CH homeless households increased by 53.</p> <p>From August 1st, 2024 - July 31, 2025, there have been 596 households that have moved into permanent housing.</p>
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	Aug	Sep	Oct	Nov	Dec	Jan 2025	Feb	Mar	Apr	May	Jun	Jul	Total
INFLOW	714	715	738	676	617	754	671	740	773	758	679	745	8580
OUTFLOW	464	395	504	512	412	460	317	390	448	461	388	363	5114
OUTFLOW to Permanent Housing	15	24	20	28	52	48	38	77	80	83	56	65	586
OUTFLOW exceeded INFLOW													
Individuals with New Referral to CQ	656	635	677	537	528	668	495	647	652	590	501	520	

Family CES

Liz Valadez,

Family System Specialist,
Orange County United Way



Family Homelessness in OC, CA – July 2025

Families Currently Experiencing Homelessness



373 Total Families Receiving Family CES Services

Data as of August 1st



*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.

Survivor CES

Tianna Terry,
Individual CES Manager,
Friendship Shelter

Coordinated Entry System for Survivors (SCES) Dashboard

There are currently **153** households active in the CES for Survivors program, with **126** households on the Community Queue.

On the CQ, there are **27** households who are only interested in survivor-dedicated resources and **122** households that are interested in all opportunities and included on the ICES/FCES CQ.

*There have been only **two exits** for the month of July with **unknown exit destinations**.*

Survivors in CES Project

153

Survivor Households on CQ

126

Survivor Households Pending

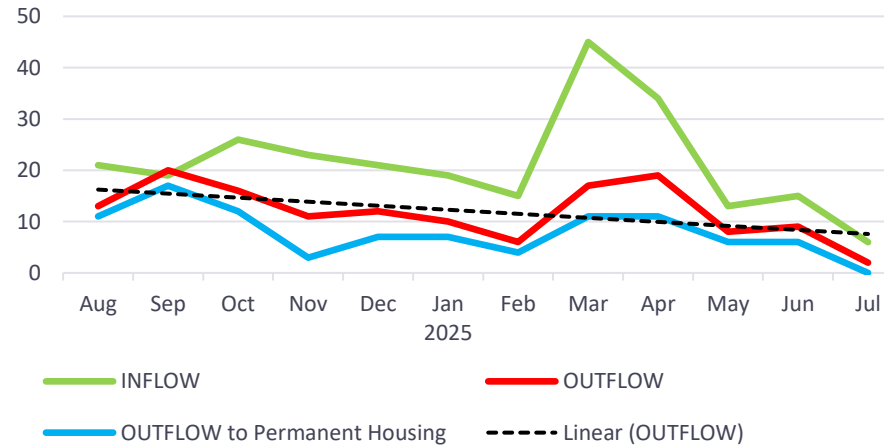
27

Survivor Households Exited

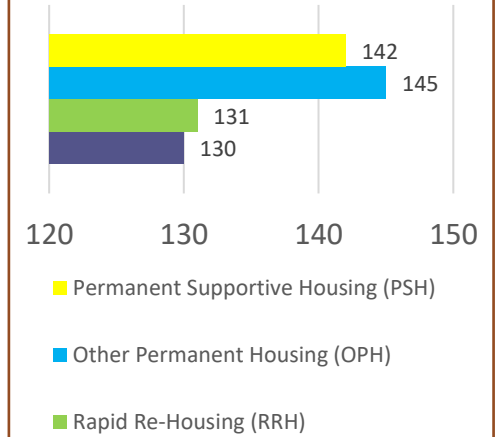
143

08/24-07/25

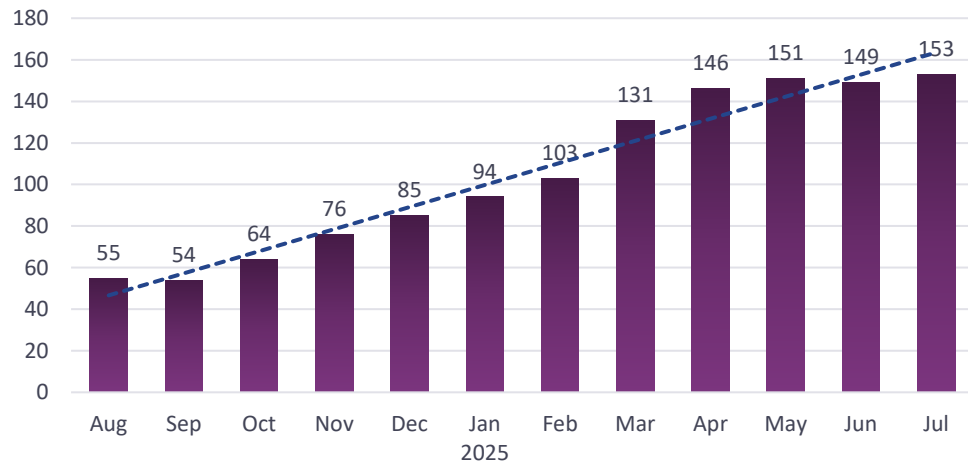
INFLOW vs. OUTFLOW by Month



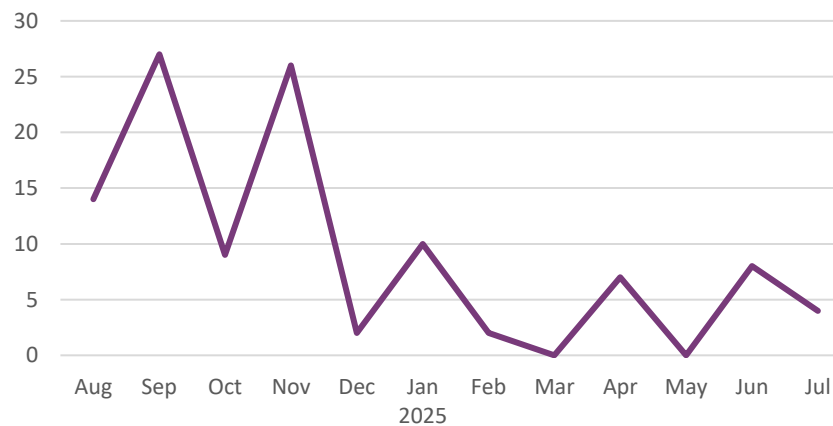
Housing Interests



Survivors in SCES



DV Housing Opportunities 08/24 - 07/25



Exit Destinations For July



10

Veteran Registry

James Bacon,
CES Staff Specialist,
Office of Care Coordination

Veteran Registry Dashboard

Veterans in CES

228

Chronically Homeless Veterans in CES

89

Veterans Pending Housing

20

Veterans Housed

186

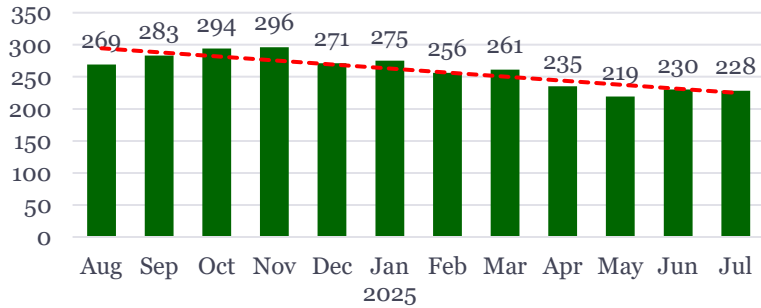
8/1/24-7/31/25

As of July 31, 2025, there are **228** veterans experiencing homelessness on the Veteran Registry. This decreased by **2** in June including a decrease of **5** CH Veterans in CES.

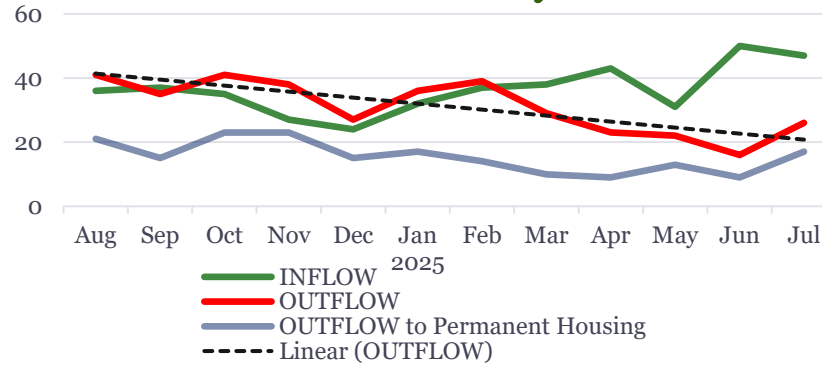
Over 30 agencies, including the VA CRRC, outreach providers, and shelter providers, continue to meet weekly to coordinate housing and services for veterans experiencing homelessness in the County.

In the past 12 months, there has been a **15%** decrease in the number of veterans experiencing homelessness in Orange County.

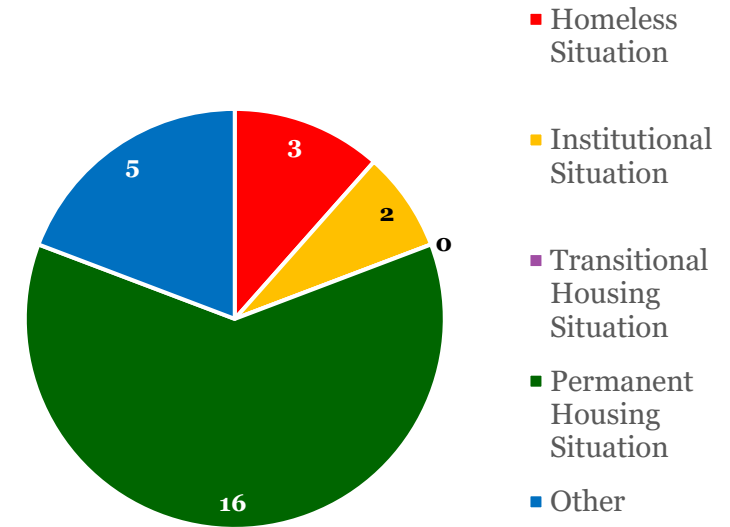
Homeless Veterans on Veteran Registry



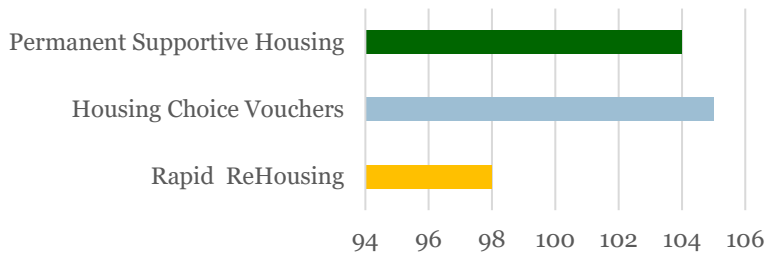
Inflow vs. Outflow by Month



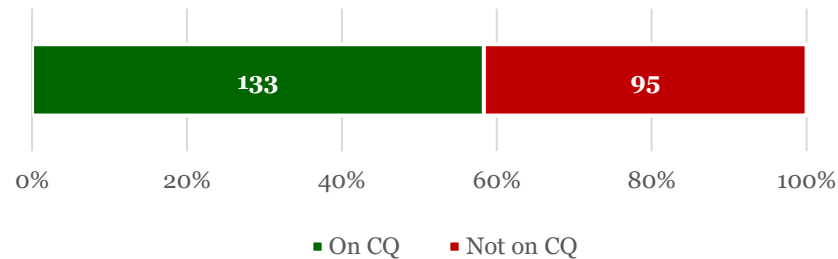
Exit Destinations For July



Veteran Housing Interests



Community Queue Status



As of 08/01/2025

Transitional Aged Youth Registry

Julia Davis,
CES Staff Specialist,
Office of Care Coordination

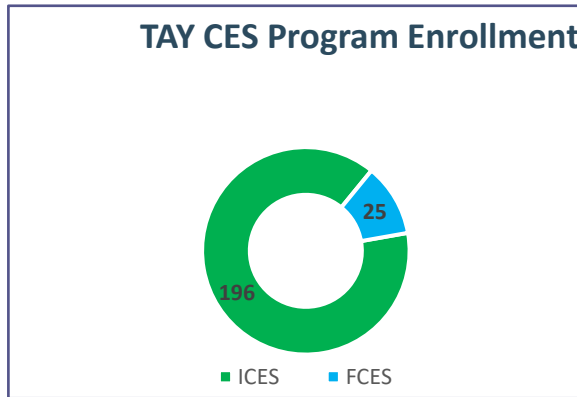
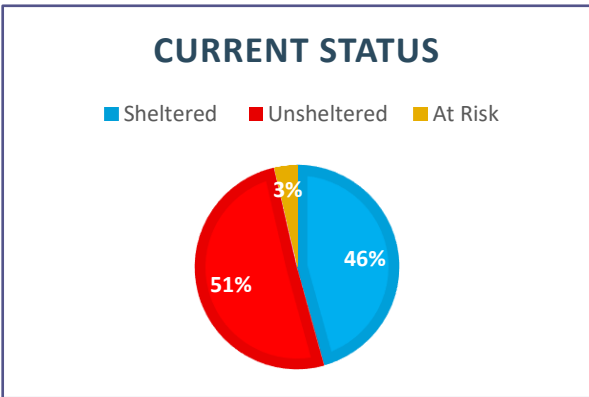
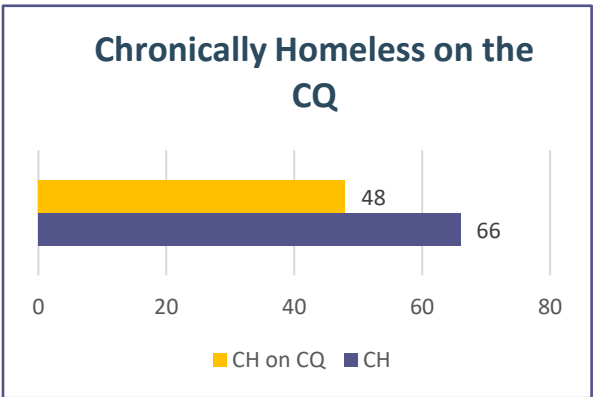
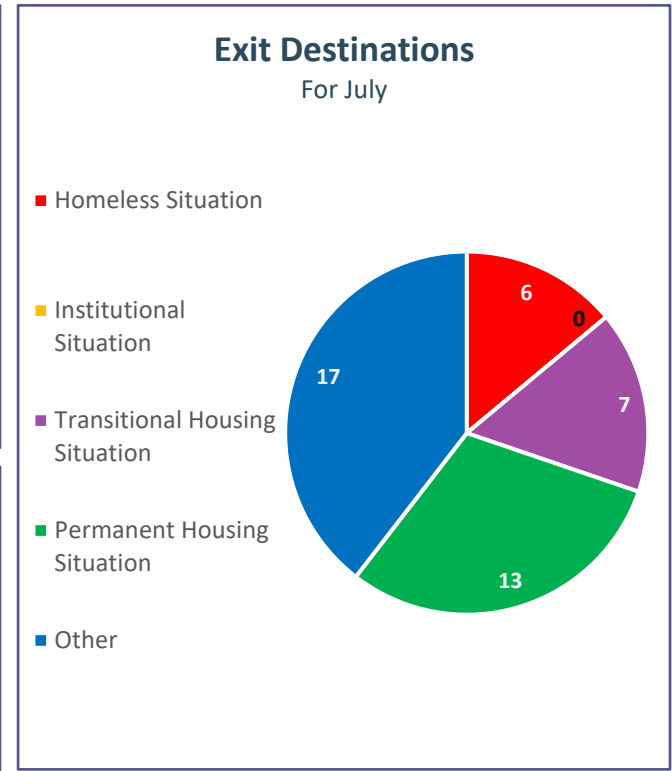
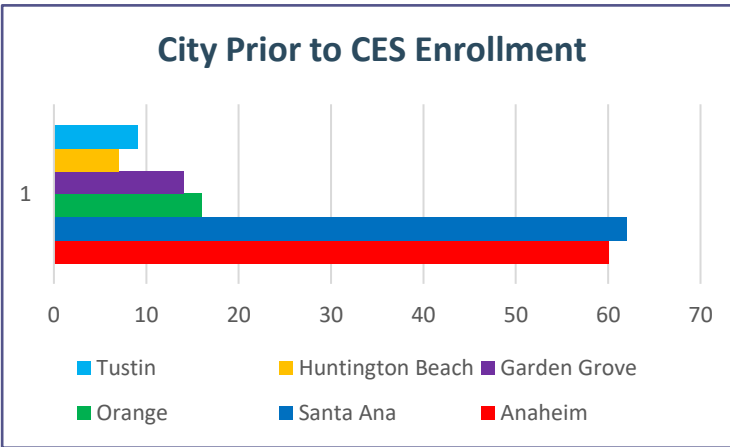
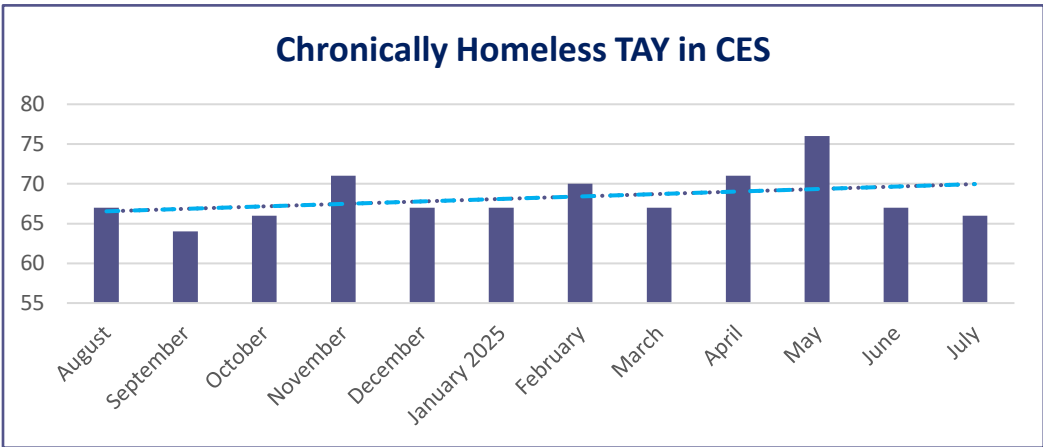
Transitional Aged Youth (TAY) Registry Dashboard

Active TAY in a CES Project	TAY Households on the CQ	TAY Households not on CQ	TAY Households Pending (matched)
221	140	81	3

Currently, there are **221** households in the TAY subpopulation that are enrolled in a CES program. Of those households, there are only **140** TAY households that have had their Housing Interests assessed and are on the Community Queue.

There are **66** TAY households experiencing chronic homelessness, which decreased by **1** from June.

118 TAY households report having a disabling condition, and **102** households are experiencing mental health conditions.



As of 08/01/2025

Virtual Front Door

Delia Van Kampen, Director, Operations,
2-1-1 Orange County,
Orange County United Way

Virtual Front Door Housing Data

04/01/25 - 06/30/25

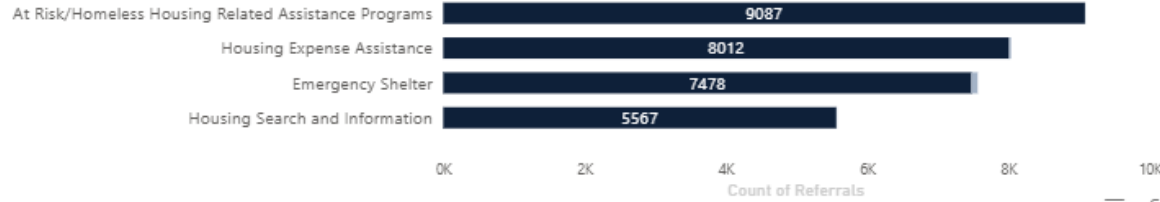
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All Housing Contact Information

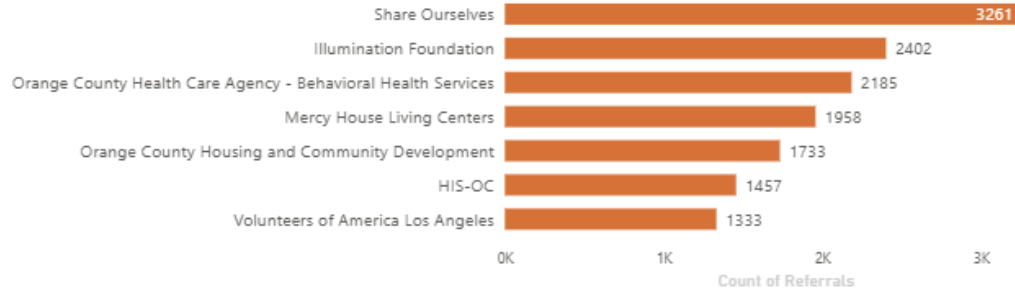
[Click here](#) for a glossary of housing taxonomy definitions

Housing Needs by Referral Type

NeedWasUnmet ● Met ● Unmet



Referrals by Agency



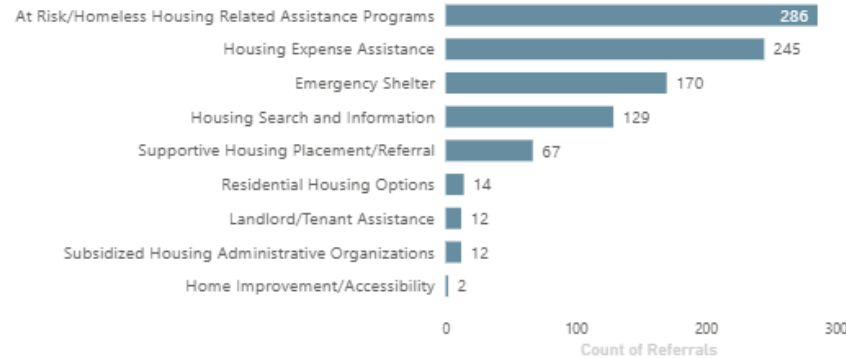
Veteran Information

Veteran Contacts with Housing Needs

963

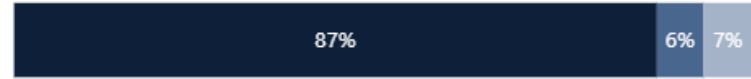
Veterans who contact 211 can opt in to care coordination for specialized navigation through the veteran program landscape. The Veteran Care Coordinator gathers intake information, provides initial I&R resources, makes a warm hand-off to a peer navigator, conducts follow-up, and provides intake through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

Veteran Housing Needs by Referral Type



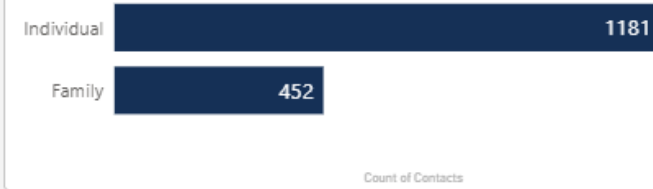
Crisis, Critical & Vulnerable Calls

● Crisis ● Critical ● Vulnerable



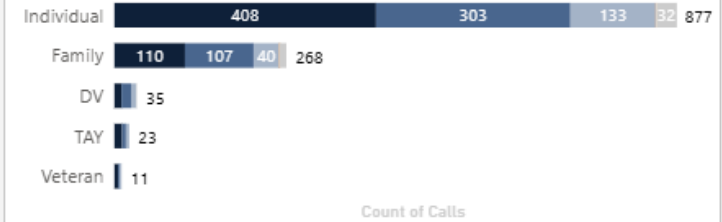
Homeless Contact Information

Homeless Contact Household Type



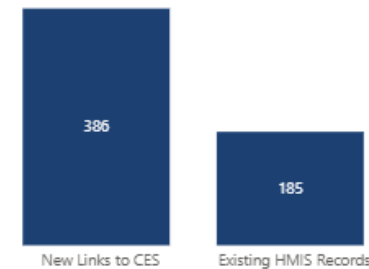
Referrals to Access Points For Homeless Contacts

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



Homeless Contacts With HMIS Profiles

● Family Coordinated Entry Assistance



CES 2-for-1 Match Policy

Daniel Garcia,
CES Administrator,
Office of Care Coordination

Background

- The Office of Care Coordination, as the Coordinated Entry System (CES) Lead for the Orange County Continuum of Care (CoC), utilizes the CES Policies and Procedures to guide the prioritization and match process to connect households to housing through CES. Typically, this includes matching a single household, to a single unit.
- However, circumstances exist where housing providers have requested multiple or 2-for-1 matches (i.e., longstanding vacancies, to meet financing deadlines for new properties at the end of the lease-up process).
- While no formal policy or guidance currently exists within the CES Policies and Procedures, the Office of Care Coordination, as the CES Lead, proposed a 2-for-1 Match Policy (Policy) which was presented during the July 9, 2025, CES Steering Committee to meet the requests of some local Public Housing Authorities.
- The Policy was developed and proposed for housing providers that wish to opt-in to this process.

Background

- The Policy documents the situations in which the Office of Care Coordination will consider a 2-for-1 match request, including:
 - A unit has been vacant a specified amount of time, and;
 - To meet financing and other deadlines near the end of initial lease-up for new properties.
- The Policy outlines requirements around these requests, including:
 - Confirmed agreement from all stake-holders in the process to emphasize consensus and collaboration, and;
 - Enabling households to make informed choices about accepting a secondary match and submission of a form confirming their choice to be a secondary match.

Revisions

- The public feedback period was open from July 10 – July 25, 2025.
- The Office of Care Coordination made the following changes based on the feedback received:
 - Both the Primary and Secondary matches can have the applications reviewed concurrently.
 - In the event that both matches become fully approved, the Secondary match is not allowed to be returned to the Community Queue, unless requested by the Secondary match.
 - If the Secondary match does not request to be returned to the Community Queue, the requesting housing provider must provide the Secondary match a housing opportunity in their respective housing inventory within 45 days.

Revisions – Continued

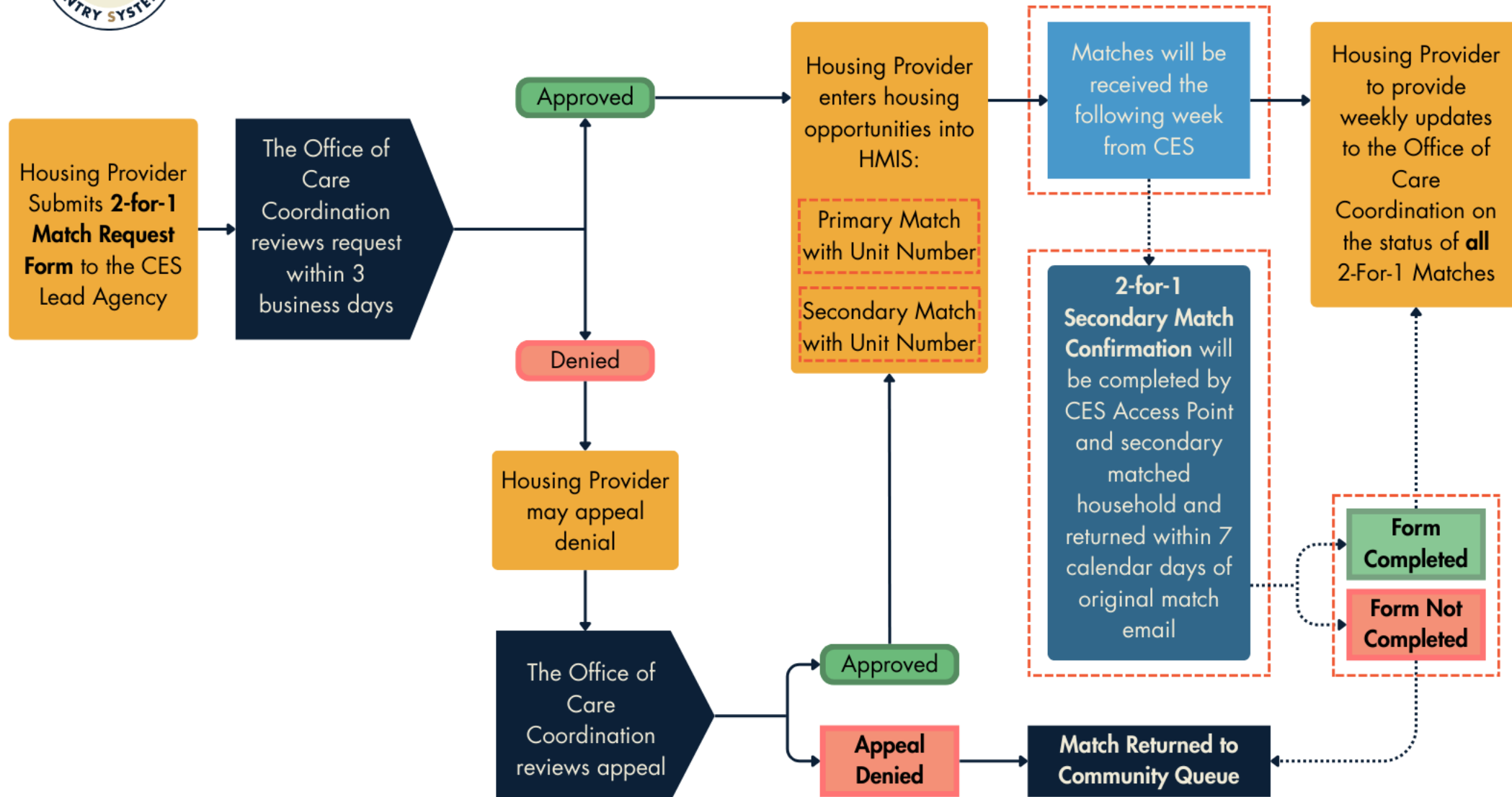
- The Office of Care Coordination made the following changes based on the feedback received:
 - Property has a unit(s) that is approaching the 120-day vacancy date. The request for a 2-for-1 match can only be submitted after the unit has been vacant for at minimum 60 days.
 - Changed from 90 days.
 - A newly opened property needs to achieve a specified occupancy rate by a specified date. The request for 2-for-1 match can only be submitted no earlier than 60 days before the specified date.
 - Changed from 45 days.

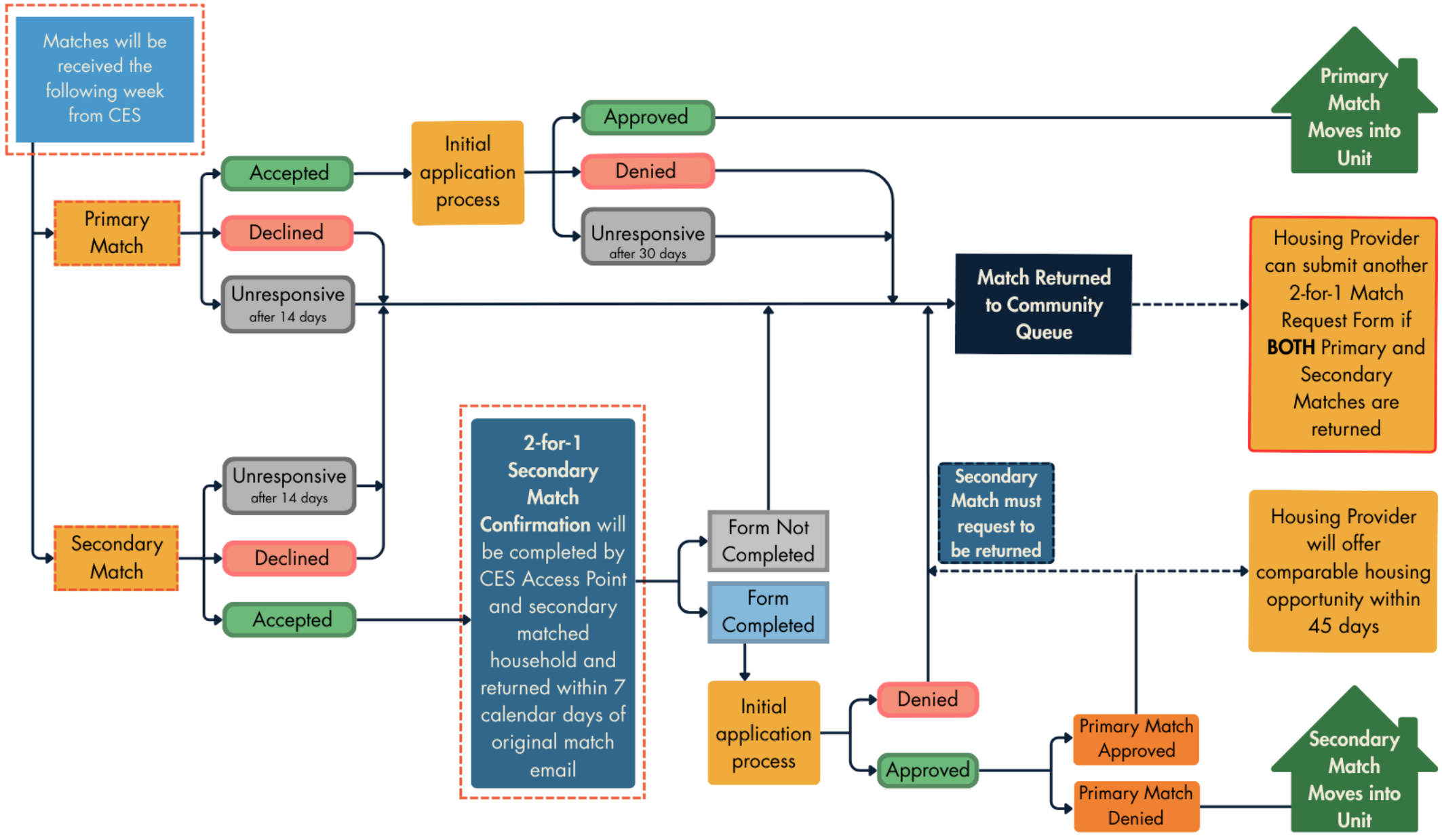
Proposed 2-for-1 Match Policy

- The proposed 2-for-1 Match Policy would establish the following criteria for the process:
 - Households must be designated as Primary and Secondary, and considered in that order
 - Another 2-for-1 match may only be requested by the housing provider after both households are returned to the CES Community Queue
 - Households may only be returned to the CES Community Queue upon denial, decline, or non-response (after 14 calendar days with no response after the match email)
 - Should either match become unresponsive after beginning the application process for 30 days, the match will be considered unresponsive
 - The 2-for-1 Match Request Form must be submitted by each applicable unit
 - A specific unit number must be entered into HMIS for each opportunity



2-for-1 Match Policy and Procedure





Recommended Action:

- Approve the proposed CES 2-for-1 Match Policy for review and approval by the Lived Experience Advisory Committee (LEAC).

CES Policies and Procedures

Daniel Garcia,
CES Administrator,
Office of Care Coordination

Business Calendar – Item #3

Background

- Continuums of Care (CoCs) are responsible for developing local policies governing CES – such as eligibility, prioritization, and engagement standards. The most recent version of the Orange County CES Policies and Procedures was approved by the CoC Board on December 12, 2023.
- At the May 7, 2025, CES Steering Committee meeting, the Office of Care Coordination provided an update that the CES Policies and Procedures was being reviewed for potential revisions.
- The Office of Care Coordination sent an updated version of the CES Policies and Procedures for public feedback from June 26, 2025 – July 6, 2025.
- During the July 9, 2025, CES Steering Committee meeting discussion on the updated CES Policies and Procedures centered on the removal of sheltered preference in the prioritization schema.

Business Calendar – Item #3

CES Policies and Procedures – Shelter Prioritization Background

- Prior to September 2022 the CES Policies and Procedures provided an overall prioritization preference for sheltered participants over unsheltered participants with a goal to increase system flow by moving participants from shelter to permanent housing and making new shelter opportunities available to others.
- On March 23, 2022, the CoC Board recommended a working group to examine the CES prioritization policy regarding shelter preference. Over several months, the Shelter Preference Working Group met to discuss the shelter preference and alternative policy recommendations.
- The working group recommended to prioritize people experiencing chronic homelessness by length of homelessness, then people experiencing literal homelessness by 1) length of homelessness, 2) disabling condition and 3) shelter status
- This removed the shelter preference only for households experiencing chronic homelessness, who are the highest prioritized group. This was unanimously approved by Policies, Procedures, and Standards Committee and the CoC Board in late 2022.

Business Calendar – Item #3

CES Policies and Procedures – Shelter Prioritization Background

- Shelter programs provide crucial services and are vital partners to the Orange County homeless response system.
- Concerns around shelter preference centered around ensuring the CES prioritization provided equitable access for the most vulnerable groups to housing and aligned with best practices.
- Those experiencing unsheltered homelessness face additional barrier to entering or staying in shelter. Participants with disabilities can face barriers in accessing shelters, and those in protected groups may experience or fear discrimination or violence in shelter settings. This is relevant for congregate shelters, which comprise the most availability of beds in Orange County.
- Several neighboring communities do not consider shelter status directly in prioritization but include being unsheltered as a factor that increases prioritization in vulnerability assessments.
- Other communities prioritize unsheltered participants overall due to an increased vulnerability.

Business Calendar – Item #3

CES Policies and Procedures – Shelter Prioritization Background

- Individual CES (July 2025)
- Households on the Community Queue: 3,722
- Chronically homeless households: 1,928 or 51.8%
- Family CES (July 2025)
- Households on the Community Queue: 302
- Chronically homeless households: 49 or 16.22%

Business Calendar – Item #3

Proposed Changes to CES Policies and Procedures

- Removal of shelter status from prioritization schema

Current Prioritization:

1. Households experiencing Chronic Homelessness
2. Households experiencing literal homelessness with a disability
 - A. Sheltered households
 - B. Unsheltered households
3. Households experiencing literal homelessness without a disability
 - A. Sheltered households
 - B. Unsheltered households
4. Households at-risk of homelessness

Proposed Prioritization:

1. Households experiencing Chronic Homelessness
2. Households experiencing literal homelessness with a disability
3. Households experiencing literal homelessness without a disability
4. Households at-risk of homelessness

Participants will be prioritized with the longest length of homelessness within each group.

Other program-specific eligibility criteria and/or prioritization factors, such as local preferences, may also apply to the overall prioritization.

Business Calendar – Item #3

Proposed Changes to CES Policies and Procedures – Continued

- Explain CES prioritization in depth
- Additional clarification on how Access Points can indicate the populations they serve
- Defining Open and Closed Access Points
- Clarifying language on grievance procedures and dynamic matches
- More information on emergency transfers due to concerns relating to domestic and other violence

Business Calendar – Item #3

Recommended Action:

- Approve the revised CES Policies and Procedures for review and approval by the Lived Experience Advisory Committee (LEAC).

CoC Updates
Felicia Boehringer,
Interim CoC Manager,
Office of Care Coordination

Business Calendar – Item #4

Federal News Updates

- On July 24, 2025, the White House issued an Executive Order about homelessness.
- The National Alliance to End Homelessness (NAEH) Alliance staff members have written short blog posts explaining various impacts and implications of the July 24 Executive Order on homelessness.
- Stay tuned for any additional information on the Executive Order through the NAEH CEO Corner newsletter.
- **Reminder:** Focusing on reliable sources of information from trusted media outlets and advocacy organizations is key.
- NAEH Newsletter and Email updates:
 - Subscribe on their website: <https://endhomelessness.org/>



AUG 26, 2025

CEO Corner: Week of August 25

Ann Oliva • 2 min

Business Calendar – Item #4

FY 2025 CoC Program Notice of Funding Opportunity (NOFO) Competition Updates

- In 2024, for the first time, the U.S. Department of Housing and Urban Development (HUD) issued a two-year CoC Program NOFO as authorized by the Consolidated Appropriations Act, 2024.
 - CoCs were only required to submit one CoC Consolidated Application to be applicable for FY 2024 and FY 2025 funds, along with the FY 2024 CoC Priority Listing.
- On July 3, 2025, HUD sent communication via the Office of Special Needs Assistance Programs (SNAPS) Competitions mailing list announcing the intention to publish a NOFO for 2025 CoC awards.
 - In the email, HUD invited CoCs to prepare for an application focused on **treatment and recovery, reducing unsheltered homelessness, reducing returns to homelessness, and increasing the earned income of participants.**
- For the previous former NOFOs, the LEAC previously provided a Support Letter for the NOFO.
- At this time, HUD has not released the NOFO for 2025 CoC awards. The Office of Care Coordination will provide updates as they arise.

Business Calendar – Item #4

2026 Point in Time (PIT) Count

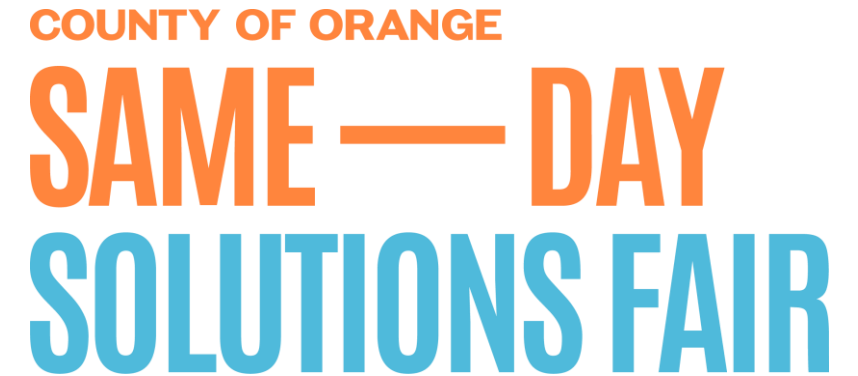
- HUD requires that CoCs across the nation complete a biennial unsheltered count and an annual sheltered count of all people experiencing homelessness in the community on a single point in time during the last 10 days of January.
- The Office of Care Coordination in partnership with the Orange County CoC conducts an unsheltered Point In Time count every two years in Orange County.
- In August 2025, the Office of Care Coordination met with City Net, the lead agency for unsheltered count, to plan for the 2026 PIT Count.
- The Office of Care Coordination has also started facilitating recruitment for the PIT Count Planning Ad Hoc, with meetings set to begin in early September.

2026 PIT Count Dates		
Tuesday, January 27, 2026	Wednesday, January 28, 2026	Thursday, January 29, 2026

Business Calendar – Item #4

OC Same-Day Solutions Fair

- Since the success of the first and second OC Same-Day Solutions Fair, the Office of Care Coordination has been working diligently to coordinate future event locations.
 - ❖ September 25 – Orange
 - ❖ November 20 – Placentia
- The Office of Care Coordination hosted the second Same-Day Solutions Fair in the City of Lake Forest on July 24, 2025.
 - ❖ Over 25 different organizations provided resources spanning mental health, substance use, housing, public benefits, basic needs, legal aid, and more.
- To host or participate in an upcoming Same-Day Solutions Fair, please contact the Office of Care Coordination.



Business Calendar – Item #4

OC Same-Day Solutions Fair Outcomes

- **120** unduplicated households participated in the OC Same-Day Solutions Fair, including 20 families (households with minor children).
- **585** service engagements and provisions occurred.
- **288** informational engagements occurred – meaning individuals engaged with the various organizations present to receive general information about available services.
- State Senator Dr. Steven Choi and representatives from cities of Lake Forest, Mission Viejo, Irvine, Laguna Woods and Laguna hills attended the OC Same-Day Solutions Fair.



Business Calendar – Item #4

Employment Opportunity: CoC Manager

- The Office of Care Coordination is seeking qualified applicants for the position of **CoC Manager (Business Services Manager)**.
- This recruitment will close on **September 21, 2025, at 11:59 p.m. (PDT)**.
- The CoC Manager for the Office of Care Coordination will be an experienced, dynamic manager who will coordinate the CoC, its Board, Committees and related initiatives in support for the CoC Program and the County of Orange's efforts to address homelessness.
- Please review the job listing and apply for the position at the [Job Posting Link](#).
- If you have any questions pertaining to this recruitment, please contact Joanna Xue at joanna.xue@ceo.oc.gov or (714) 834-7338.



The poster features a photograph of three business professionals (two women and one man) in an office setting, looking at a laptop and documents. The text is overlaid on the image. In the top right corner is the official seal of the County of Orange, California. The main text reads 'WE ARE HIRING!' in large, bold letters. Below that, it says 'Continuum of Care Manager' and '\$116,251.20 - \$161,012.80 Annually'. At the bottom, there is a green button with the text 'ocgov.com/jobs'.

WE ARE HIRING!

Continuum of Care Manager
\$116,251.20 - \$161,012.80 Annually

ocgov.com/jobs

Please assist us in sharing this employment opportunity with others!

Business Calendar – Item #4

Employment Opportunity: Staff Specialist – Extra Help

- The Office of Care Coordination is seeking qualified applicants to fill a **Staff Specialist – Extra Help position**.
- Extra Help or temporary/seasonal positions are estimated to last six months up to one year.
- Activities may include but are not limited to research, data collection and analysis, and compiling informational materials to share with the public.
- If you have any questions pertaining to this recruitment or if you are interested in the employment opportunity, please contact or submit your resume to Amanda Sanchez at amanda.sanchez@ceo.oc.gov.

RESPONSIBILITIES AND JOB DUTIES

- Provide administrative support to the Continuum of Care (CoC), Coordinated Entry (CES), and Special Projects teams.
- Develop and present community educational materials, newsletters, and/or presentations on data analysis.
- Assist in the application of federal, state, and local funding opportunities
- Support administration of meetings, including agendas, and coordination.
- Provide general contract assistance and technical support and work in collaboration with contracted service providers.
- Assist in the monitoring of Office of Care Coordination contracts, including preparation and review of monitoring checklists
- Financial monitoring, including invoice review and processing, and review of backup documentation to ensure compliance with funding regulations.
- Working with various organizational units to meet the Office of Care Coordination goals.
- Collaborate and with various levels of staff, including staff specialist, supervisors, managers, directors and colleagues in other County departments and agencies

Please assist us in sharing this employment opportunity with others!

Business Calendar – Item #4

Upcoming Meetings

- **Transitional-Aged Youth (TAY) Collaborative Committee:** Thursday, September 4, 2025, from 11:00 a.m. – 12:00 p.m.
 - ❖ Location: Orangewood Foundation Conference Room, 1575 E. 17th St., Santa Ana, CA 92705
- **Domestic Violence Committee (Special Meeting):** Thursday, September 18, 2025, from 9:00 a.m. – 10:30 a.m.
 - ❖ Location: The Village on 17th Street Community Room, 1505 17th St., Santa Ana, CA 92705

Next Meeting:

November 5, 2025, from 2:00 p.m. – 3:30p.m.,
in-person at OCHA, located at 1501 E St Andrew Pl,
1st Floor, Conference Room A, Santa Ana, CA 92705



COUNTY OF ORANGE
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