



**COUNTY OF ORANGE**  
**OFFICE OF CARE**  
**COORDINATION**

**Orange County**  
**Service Provider Forum**  
**February 19, 2026**

## **Welcome and Introductions**

Melanie McQueen, Chair and  
Jason Phillips, Vice Chair

## Introductions

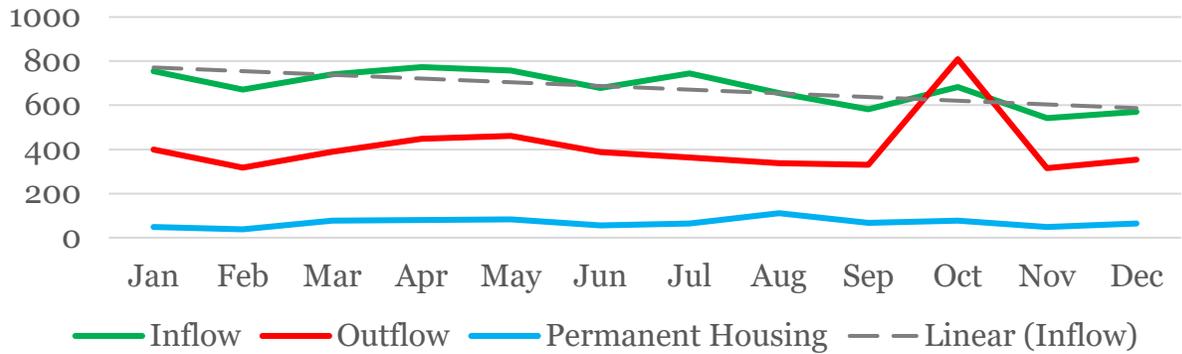
- Those in attendance are invited to introduce themselves.
- Please share your:
  1. Name/Pronouns
  2. Title or Role
  3. Agency or Affiliation (if applicable)

# Coordinated Entry System (CES) Updates

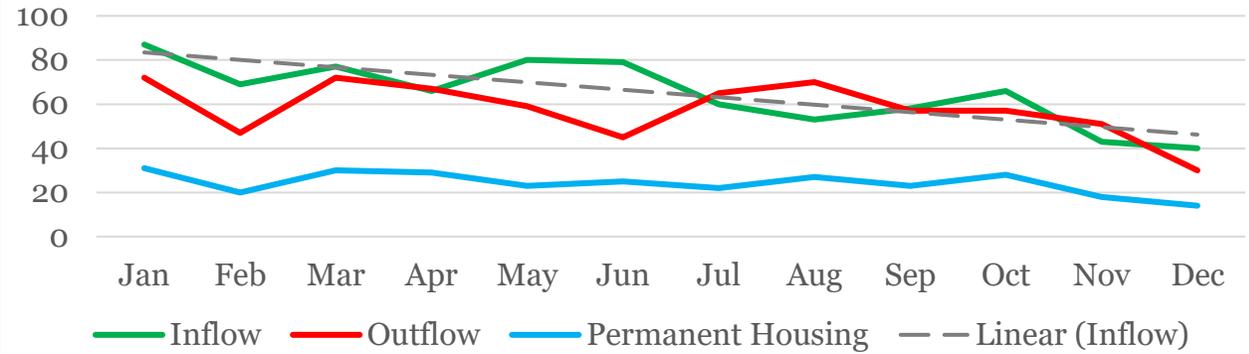
Daniel Garcia, CES Administrator,  
Office of Care Coordination

# CES Inflow and Outflow

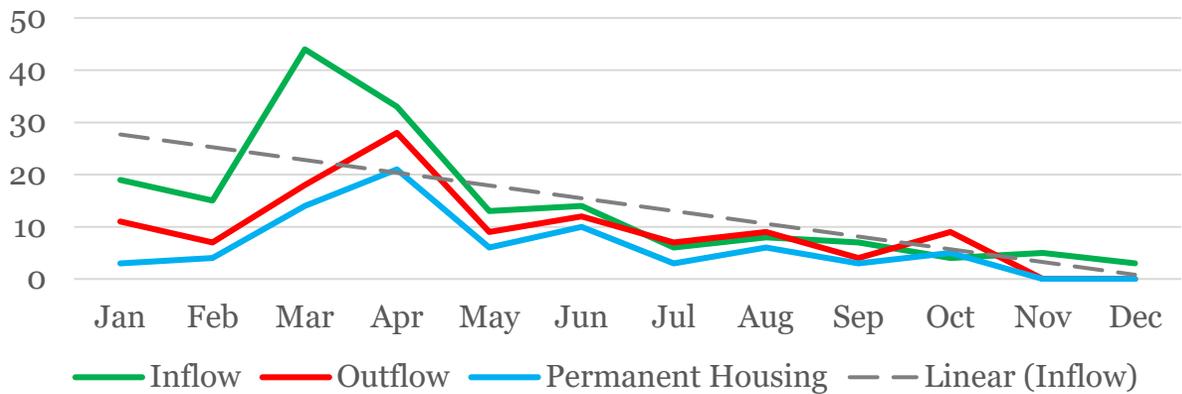
## ICES Inflow vs Outflow by Month (2025)



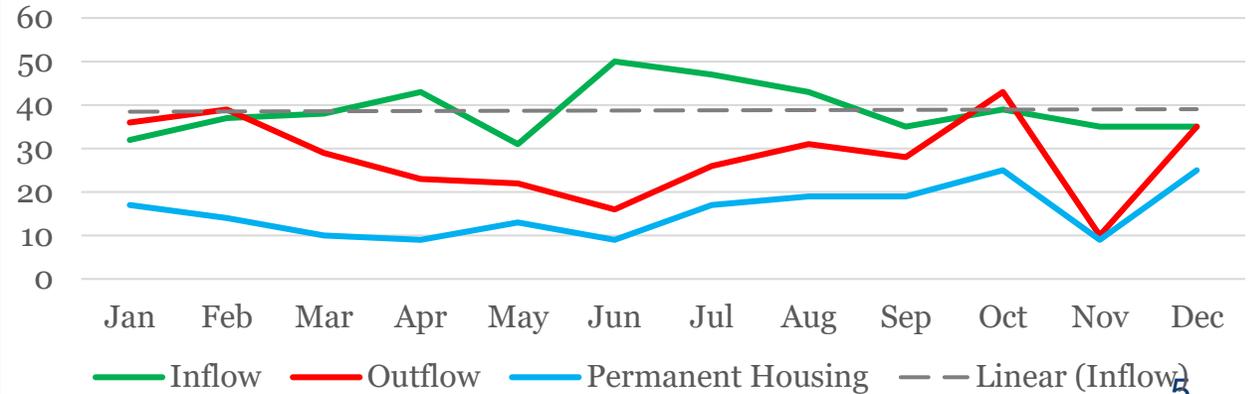
## FCES Inflow vs Outflow by Month (2025)



## SCES Inflow vs Outflow by Month (2025)



## Veteran Inflow vs Outflow by Month (2025)



# CES Subpopulation Dashboards



Subpopulation	Households on the Community Queue	Chronically Homeless Households on the Community Queue	Temporary or Permanent Exit Destination (December 2025)	Households Housed (Calendar Year 2025)
Individual CES (ICES)	3,482	1,735	11 – Temporary 64 – Permanent	816
Family CES (FCES)	215	40	3 – Temporary 14 – Permanent	290
CES for Survivors (SCES)	113	73	No exits	75
Veteran Registry	138	49	0 – Temporary 25 – Permanent	186
Transitional Aged Youth (TAY) Registry	98	35	2 – Temporary 7 - Permanent	95

## CES Policies and Procedures – Updates

- In October 2025, updates were made to the CES Policies and Procedures:
  - Explaining 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
- The Office of Care Coordination (OCC) worked with Andrew Crowe, as the CES Steering Committee Chair, to confirm that the feedback and recommendations from the committee discussion were accurately reflected in the revised draft of the CES Policies and Procedures, before being approved by the Lived Experience Advisory Committee, The Policies, Procedures, and Standards (PSS) Committee, and then the Continuum of Care (CoC) Board.

# Business Calendar – Item #2

## 2-for-1 Match Policy (Policy)

- Typically, CES matches 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).
- OCC as the CES Lead, developed a draft 2-for-1 Match Policy (Policy) for housing providers that wish to opt-in to this process as the practice began to be used more frequently in 2024 and early 2025 at the request of some of the Public Housing Authorities.
- Feedback from received by community partners and incorporated by the OCC around lease-up and turnover process.
- The Policy was approved by the CES Steering Committee, Lived Experience Advisory Committee, and the PPS Committee, from September to October 2025.
- Ultimately, the Policy was approved by the CoC Board in November 2025 as a time-limited pilot for up to six (6) months, inclusive of a review at three (3) months.

**Provider Highlight: Patriots and Paws**

Penny Lambright,  
Founder and Chairman of the Board,  
Patriots and Paws

# Business Calendar – Item #3



**Spotlighting System Performance in the Continuum of  
Care (CoC): CoC Strategic Plan Implementation and  
Homeless Management Information System (HMIS)  
Data Quality**

Melanie McQueen, Chair; Jason Phillips, Vice Chair; Erin DeRycke, 2-1-1 Orange County (211OC), Orange County United Way; and Felicia Boehringer, Interim CoC Manager, Office of Care Coordination

# Business Calendar – Item #4

## CoC Strategic Plan Implementation

- **Strategy 5 – Improve Data Collection and Analysis**
  - Develop and implement data collection and analysis processes that seek to hear people’s experiences in the system, understand holistic system performance, and address gaps in our understanding of people’s experiences and outcomes
- This strategy underlies overall system and project performance goals, as it will help the CoC understand and identify opportunities to improve how people experience program and system policies and processes, leading to improved system performance (e.g., system exits and system returns)
- Focus for today’s session is System Performance Measures (SPM) and specifically the length of time people experience homelessness

## Getting to Know You

- Before we dive into the conversation, we want to get a sense of who is in the room!
- Join the Menti poll by scanning the QR code, going to <https://www.menti.com/alvi8uz2n2ui>, or using the indicated code

Join at menti.com | use code 4314 8228



# System Performance Measures Overview

- CoCs are required to measure their performance annually as a coordinated system and submit the results to the Department of Housing & Urban Development (HUD)
- System Performance Measures (SPM) allow the CoC to evaluate and improve their performance as a whole
- HUD uses data from the performance measures as selection criteria to award grants under the CoC Program
  - HUD will determine which performance measures are most appropriate and constructive as selection criteria
  - HUD will evaluate how CoCs are improving their performance from year to year, and will take into account unique circumstances and conditions of the CoC
  - Results of the SPM evaluation is incorporated into the CoC application score

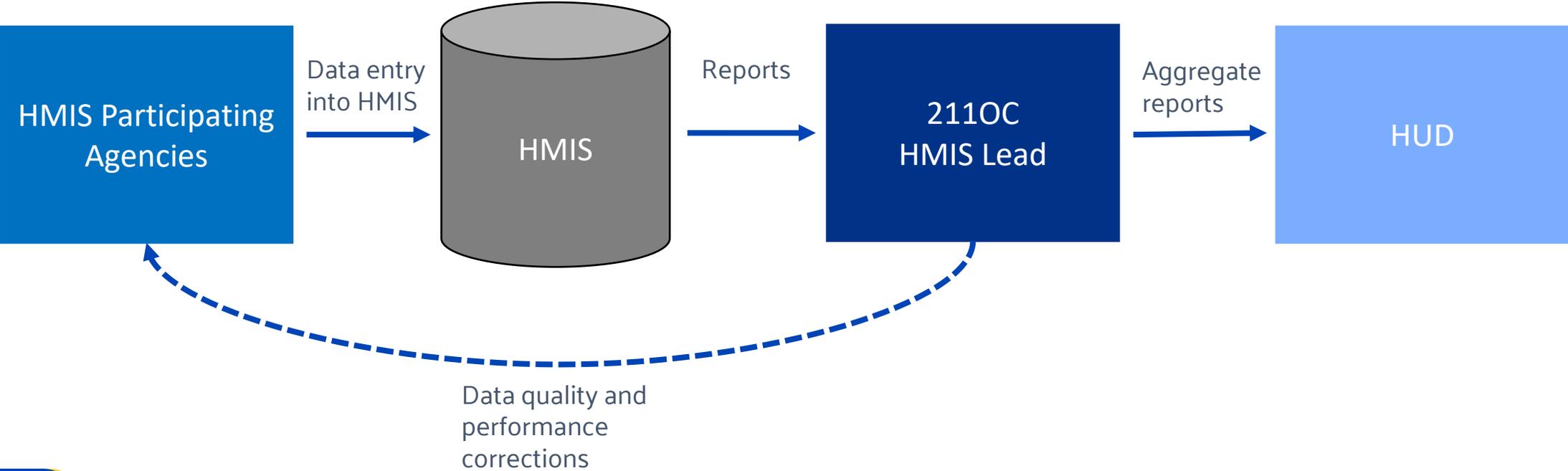
# System Performance Measures Process

To ensure the Orange County CoC submits the most accurate and competitive SPM data, 211OC:

- Sent out quarterly Data Quality reports
- Hosted Office Hours – September 2025
- Sent out SPM data for review – October 2025
- Sent 2nd round of SPM data for review – November 2025
- Offered support with one-on-one meeting November 2025 – January 2026
- Identified agencies with most corrections needed for extra support – December 2025

# HMIS Data Entry Process

HMIS data entry impacts the funding the CoC receives to address homelessness in OC



## Current SPM Performance



### Positive Change from Previous Report

- Measure 2: Returns to Homelessness
- Measure 3.2: Number of People Experiencing Homelessness
- Measure 4.1 – 4.3: Employment and Income Growth for Stayers
- Measure 4.5 & 4.6: Employment and Income Growth for Leavers
- Measure 5: Number of People who Became Homeless for the First Time
- Measure 7a1: Successful Exits from Street Outreach

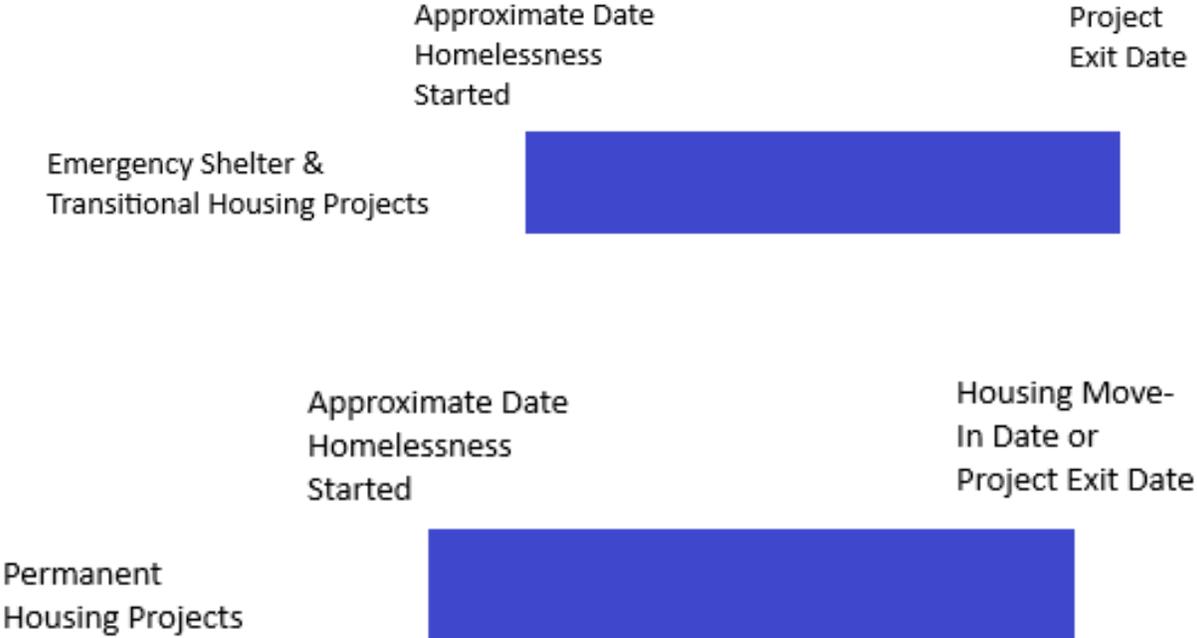


### Negative Change from Previous Report



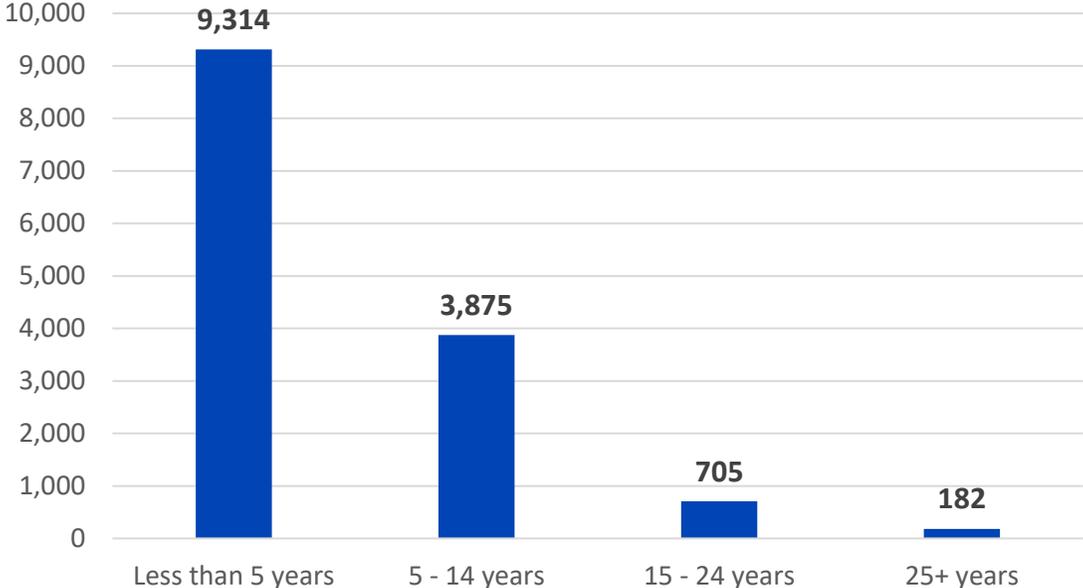
- Measure 1: Length of Time People Experience Homelessness
- Measure 4.4: Employment and Income Growth for Leavers
- Measure 7b1: Permanent Housing (PH) Exits from Emergency Shelter (ES), Transitional Housing (TH), & Rapid Re-Housing (RRH)
- Measure 7b2: Retention or Exit to PH

# Measure 1b: Length of stay in ES, TH, and PH Projects + Time Homeless Prior to Entry



# Approximate Date Homelessness Started

- The Approximate Date Homelessness Started field reflects the date the client’s **current** episode of homelessness began, and it is used in measure 1b of the System Performance Measures to determine how long a client has experienced homelessness
- After analyzing the enrollments in the reporting period, there are approximately 887 enrollments with a reported Approximate Date Homelessness Started that was before January 1<sup>st</sup>, 2010, meaning client’s current episode of homelessness is over 15 years
- Of those, approximately 182 enrollments had a reported Approximate Date Homelessness Started that was before January 1<sup>st</sup>, 2000, meaning client’s current episode of homelessness is over 25 years



# HMIS Data Quality Policy Development

- A goal of the CoC Strategic Plan is to improve the CoC's system performance
- These very old dates are causing the average Length of Homelessness for the CoC to increase, which is considered a negative result by HUD
- Negative results can directly impact the funding the CoC receives to address homelessness in OC
- It may be helpful for the CoC to consider an HMIS Data Quality Policy to address the Length of Homelessness data, in addition to the process for corrections outlined earlier

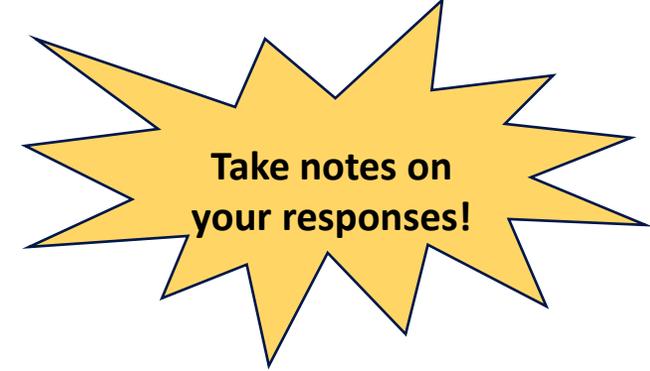
## HMIS Data Quality Proposed Solution

- The HMIS Lead could review the Approximate Date Homelessness Started field for all Emergency Shelter, Transitional Housing, and Permanent Housing projects active between October 1, 2024, and September 30, 2025, and if the Approximate Date Homelessness Started field occurs before January 1, 2000, the HMIS Lead could change this date to the client's Project Start Date for the enrollment, for approximately 182 enrollments
- This solution is proposed because it's highly improbable that a client's current episode of homelessness is over 25 years
- This solution would not impact eligibility for housing through the Coordinated Entry System (CES)

## Breakout Discussion

- Please create a group of 4-5
- Select 1 notetaker
- You will have 15 minutes to go through the discussion questions as a group
- We will come back together, then hear highlights from each group for each question

## Breakout Discussion



1. How do you collect the Approximate Date Homelessness Started field from clients?
2. Do you routinely review and update the Approximate Date Homelessness Started field during the client's initial enrollment into your project? What does this process look like?
3. When you receive a request to review a client's Approximate Date Homelessness Started, how do you confirm the data is accurate?
4. We have seen client records that indicate people have been unhoused without a break in homelessness (i.e. staying with friends/family for a week, hotel stay for a week, jail/hospital/institutional setting for 90+ days) for 25 years or more. In your experience, how likely is this scenario?
5. Is the proposed solution for the HMIS Lead to revise the Approximate Date Homelessness Started effective for ensuring HMIS data accuracy & quality?
6. Are there other strategies that should be implemented to improve data quality in HMIS for the Orange County CoC?

Join at [menti.com](https://menti.com) | use code 4314 8228

## Breakout Discussion: Debrief

- Let's come back together!
- One person from the group designated to add a highlight of your discussion to the Menti for each question
- Discuss next steps



## **CoC Updates**

Jasmin Miranda, Interim CoC Administrator,  
Office of Care Coordination

# Business Calendar – Item #6

## OC Same-Day Solutions Fair

- The Office of Care Coordination is scheduled to host the next OC Same-Day Solutions Fair on February 26, 2026, in partnership with HIS-OC.
- The Office of Care Coordination is working to schedule additional OC Same-Day Solutions Fair events in 2026.
- To host or participate in an upcoming OC Same-Day Solutions Fair, please contact the Office of Care Coordination.



COUNTY OF ORANGE

# SAME—DAY SOLUTIONS FAIR

Path to Progress

Thursday, February 26, 2026, 9am to 2pm  
849 Bradford Ave, Placentia, CA 92870

Located at Placentia Presbyterian Church

<h3>ENROLL</h3> <p>PUBLIC ASSISTANCE BENEFITS: CALFRESH, MEDI-CAL, GENERAL RELIEF, CALWORKS OC SOCIAL SERVICES AGENCY</p>	<h3>LINK</h3> <p>BEHAVIORAL HEALTH SERVICES, COMMUNITY HEALTH CLINICS, HEALTH ASSESSMENTS, SUPPORTIVE SERVICES, AND REGIONAL CARE COORDINATION SERVICES OC HEALTH CARE AGENCY VOALA</p>	<h3>REFERRAL</h3> <p>COMMUNITY-BASED RESOURCES AND PROGRAMS; AND ENHANCED CARE MANAGEMENT 2-1-1 ORANGE COUNTY HEALTHRIGHT 360 HIS-OC</p>
<h3>ACCESS</h3> <p>EMERGENCY SHELTER, HOUSING NAVIGATION, WORKFORCE DEVELOPMENT SERVICES, HAIRCUTS, AND PET WELLNESS SERVICES OC COMMUNITY RESOURCES OFFICE OF CARE COORDINATION REVIVAL HAIR, HEALTHCARE &amp; EMERGENCY ANIMAL RESCUE TEAM, ORANGE COUNTY ANIMAL ALLIES</p>	<h3>RECEIVE</h3> <p>POTENTIAL CHILD SUPPORT DEBT RELIEF, COPIES OF VITAL RECORDS, LOW COST CELLPHONE SERVICES, FLU VACCINES, AND DMV IDENTIFICATION CARD RENEWAL SERVICES OC CHILD SUPPORT SERVICES OC CLERK RECORDER MOBILITY UNITED OC HEALTH CARE AGENCY</p>	<h3>RESOLVE</h3> <p>WARRANTS AND CONNECT WITH HOMELESS COURT ATTORNEYS PRESENT TO HELP OC PUBLIC DEFENDER OC DISTRICT ATTORNEY</p>

SUPERVISOR  
Doug Chaffee  
COUNTY OF ORANGE,  
SUPERVISORIAL DISTRICT 4

DMV  
ORANGE COUNTY  
EMERGENCY ALERT  
2-1-1  
COUNTY OF ORANGE  
OFFICE OF CARE COORDINATION  
PLACENTIA  
CHILD SUPPORT SERVICES

ORANGE COUNTY CALIFORNIA  
PUBLIC DEFENDER  
HIS-OC  
OCSSA  
health  
OC Probation

ceo.oc.gov/office-care-coordination 714-834-5000

# Business Calendar – Item #6

## Coordinated Entry System (CES) Administrator for Individuals, Families, and Survivors Request for Proposals (RFP)

- The County of Orange’s Office of Care Coordination is soliciting proposals from qualified organizations for CES Administrator(s) for Individuals, Families, and Survivors.
- These services are divided into three related programs:
  - Program A - CES Administrator for Individuals
  - Program B - CES Administrator for Families
  - Program C - CES Administrator for Survivor of Domestic Violence
- ❖ **Bid Title:** Coordinated Entry System Administrator for Individuals, Families, and Survivors
- ❖ **Project ID:** 017-2984502-SSP
- ❖ **Release Date:** February 4, 2026, at 4:48 p.m.
- ❖ **Question Submission Deadline:** February 25, 2026, at 5:00 p.m.
- ❖ **Due Date:** Wednesday, March 4, 2026, at 5:00 p.m.
- For more information, visit the following link: [Coordinated Entry System Administrator for Individuals, Families, and Survivors RFP](#)

# Business Calendar – Item #6

## Peer Learning Opportunity facilitated by Homebase

### Homebase is facilitating a Peer Learning Series: Deep Dive on Transitional Rent



#### Deep Dive on Medi-Cal Transitional Rent: Peer Learning Series on Key Topics

##### About the Peer Learning Series

Join [Homebase](#) to go in-depth on Transitional Rent topics with your peers across the state. Each session will dig into a different topic, offering brief context-setting, short presentations from different communities, and a chance to brainstorm and problem solve with cross-sector peers and other communities.

##### Sign up for the first two topics today!

[Register here](#)

**Determining Eligibility and Making Referrals: Wednesday February 18<sup>th</sup>, 9:30-11PST.** Discuss how communities are approaching eligibility and referrals for Transitional Rent, coordinating with their local Coordinated Entry System, and streamlining the process.

**“Month 7” Planning: Thursday February 26<sup>th</sup>, 9:30-11PST.** Discuss what communities are planning to ensure Transitional Rent recipients remain housed after their six months of coverage ends, including: planning for Month 7 funding, what resources could be leveraged for Month 7 planning, and partnerships to explore to support Month 7 resources.

*Homebase will hold additional sessions on topics including Data Sharing & HMIS Integration, BHSA/BHBH and Transitional Rent, and more. Stay tuned!*

##### Recommended Audience

This series is intended for local providers and agencies who are or will be directly involved in Transitional Rent implementation, especially county Behavioral Health departments, managed care plans, homeless response Continuums of Care, and potential Transitional Rent providers.

Looking for more basic information on Transitional Rent? Attend our [Transitional Rent Fundamentals for Local Implementers: Webinar + Office Hours](#)

Reach out to [healthcare@homebaseccc.org](mailto:healthcare@homebaseccc.org) with questions.

### Topic: “Month 7” Planning

Discuss what communities are planning to ensure Transitional Rent recipients remain housed after their six months of coverage ends, including: planning for Month 7 funding, what resources could be leveraged for Month 7 planning, and partnerships to explore to support Month 7 resources.

*Registration is required. Please see details below.*

- Date: Thursday, February 26, 2026
- Time: 9:30 a.m. -11:00 a.m.
- Location: Zoom
- Register [here](#)

## Business Calendar – Item #6

### National Standards for the Physical Inspection of Real Estate (NSPIRE) Revised Compliance Date

- On September 30, 2025, published the notice titled, “Economic Growth Regulatory Relief and Consumer Protection Act: Implementation of National Standards for the Physical Inspection of Real Estate (NSPIRE); Extension of NSPIRE Compliance Date for CPD Programs” (FR-6086-N-11) in the Federal Register.
- The notice further extends the compliance date for HUD’s NSPIRE final rule for Emergency Solutions Grants (ESG), CoC, HOME Investment Partnerships Program (HOME), and the Housing Trust Fund (HTF) programs until **October 1st, 2026**.
- This third extension of the compliance date will allow recipients and grantees additional time to implement HUD’s NSPIRE standards. Additionally, HUD has determined that some types of units funded under the CoC and ESG programs may not meet certain requirements of the NSPIRE standards as they are applied to other HUD programs.
- HUD intends to publish standards specific to each of these programs before the compliance date.
- Please see the [Notice](#) for additional details on the compliance date extension.

# Business Calendar – Item #6

## Upcoming Meetings

- **CoC Board Meeting:** Wednesday, February 25, 2026, from 2:00 p.m. – 5:00 p.m.
  - ❖ Location: County Administration South (CAS) County Conference Center, 425 W. Santa Ana Blvd., Santa Ana, CA 92701
- **Lived Experience Advisory Committee:** Wednesday, March 4, 2026, from 10:00 a.m. – 11:30 a.m.
  - ❖ Location: Orange County United Way, 18012 Mitchell S, Irvine, CA 92614
- **CES Steering Committee:** Wednesday, March 4, 2026, from 2:00 p.m. – 3:30 p.m.
  - ❖ Location: Orange County Housing Authority (OCHA) Conference Room A, 1501 E. St. Andrew Pl, 1st Floor, Santa Ana, CA 92705
- **Transitional Aged Youth (TAY) Collaborative Committee:** Thursday, March 5, 2026, from 11:00 a.m. – 12:00 p.m.
  - ❖ Location: Orangewood Foundation Conference Room, 1575 E. 17th St., Santa Ana, CA 92705
- **Policies, Procedures and Standards Committee:** Tuesday, March 10, 2026, from 2:00 p.m. – 5:00 p.m.
  - ❖ Location: CAS County Administration South (CAS) Multipurpose Rooms 103/105, 601 N Ross St, Santa Ana, CA 92701

**Announcements, Closing Remarks  
and Questions**

Melanie McQueen, Chair

# Networking

*Thank you for joining!*

**Next Meeting:** Thursday, May 21, 2026,  
from 9:00 a.m. – 11:00 a.m.

**Location:** Orange County Housing Authority,  
1501 E. Saint Andrew Place, 1<sup>st</sup> Floor,  
Conference Room A, Santa Ana, CA 92705



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