COORDINATED ENTRY SYSTEM (CES) for Participants

What is CES?

The Coordinated Entry System (CES) is a standardized process to prioritize households experiencing homelessness with the highest vulnerabilities to limited housing opportunities. CES uses multiple Community Queues (CQs) for adult only households (individuals), families (with a minor child, pregnant person, or in the process of reunification with a minor child), and survivors of domestic violence. CES also has specific lists for Veterans and Transitional Age Youth, who also still remain on the general Community Queue they were referred to. Participants are connected to CES through Access Point partners.

After being entered into CES, what can I expect?

- Once entered into CES, you are encouraged to remain in contact with the CES Access Point in order to work towards obtaining documents necessary for housing, such as identification (ID or DL, Birth Certificate, social security card, etc.), income documents, proof of city residency, and other for any potential match.
- Once all documents are collected, remain in contact with the CES Access Point for no less than once every 90 days to stay enrolled in CES.
- **Because households are frequently added to or removed from CES, and the amount of housing opportunities vary, there is no time-table or guarantee of a match that can be shared.**
- If you receive a match, which Access Points accept initially on your behalf based on the housing preferences you tell them, you should be informed shortly after. Then, you will be given the opportunity to either decline or start the application/eligibility process. If you accept, your Access Point will connect you with the Housing Provider to start the application process.

What if I have a problem with my Access Point?

- If you experience any challenges with your CES Access Point, you should first attempt to resolve the issue with that CES Access Point, by contacting that CES Access Point and requesting to file a grievance and following the agency's established internal grievance processes.
- If the grievance cannot be resolved after going through the CES Access Point's grievance process, please contact CoordinatedEntry@ceo.oc.gov for further assistance.
- To report a concern with how a CES Access Point has handled data in HMIS, please review the HMIS privacy and grievance forms at OCHMIS.org

Can I switch CES Access Points?

You can always request to work with a different CES Access Point whether you already work with another agency that serves as an CES Access Point, or want to seek out services from another agency that you are more comfortable with.

How is the CES Community Queue Prioritized?

The Community Queue is prioritized and filtered based on the CES Prioritization in the CES Policies and Procedures as adopted by the Orange County Continuum of Care Board, and collected during CES enrollment and assessment, which considers the following factors:

1. **Chronic homelessness** - based on having a disability and length of homelessness (over 1 year continuously or 4 separate occasions over the last three years adding up to at least 12 months total)
2. **Disability status** - CES does not require you to be unemployed or receiving disability payments, only that you have a disability of indefinite or permanent duration that makes life more difficult and that housing would improve your situation.
3. **Length of homelessness** - Calculated from "date current episode of homelessness began" in intake
4. **Program eligibility criteria** - can include what city you live in or have other ties to (work, school, receiving disability-related services there), Senior status (for 65+ communities), Veteran status, household size, mental health disability status

See the QR code below for more detailed definitions of Disability and Chronic Homelessness.

What are my options for housing outside of CES?

Some housing options outside of CES include:

- Receiving assistance with security deposits or other move-in costs from family, friends, and/or community- based organizations.
- Working to obtain employment or other ongoing income to pay rent.
- Figuring out ways to stay with family locally or in other areas, even if it's only for a short time.
- Getting connected to other resources that do not take referrals from CES. See the QR code below for examples of some of these resources

Participant Responsibilities

- Participate in the assessment process
- Fill out application and other documents
- Assist Access Points in connecting with other parties to collect documentation, which could include medical providers, government agencies (DMV, Social Security, etc.)
- Maintain regular contact with the Access Point. Participants are automatically removed from the Community Queue (CQ) after 90 days of no activity
- Update Access Points on changes to housing status, contact information, location (city), disability status, and other relevant information

Access Point Responsibilities

- Serve people experiencing homelessness fairly
- Assess participants, enter them in HMIS , and refer them to the CES Community Queue (CQ)
- Assist participants with gathering documents, before and after any match
- Maintain regular contact with participants and provide support throughout the process (filling out forms)
- Respond to and address participant grievances and concerns
- Record updates from client on housing status, location, disability status, and other relevant information

More Information

Use the shortened link or QR code to the right and click "Access as Guest" to access the full FAQs about CES and other general resources for Orange County.

bit.ly/CESFAQs