



COUNTY OF ORANGE
OFFICE OF CARE
COORDINATION

Orange County
Service Provider Forum
May 21, 2026

Welcome and Introductions

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)

Provider Highlight: AltaMed

Nathalie Bedolla, Street Medicine Program Manager, and Maria Sanchez, Community Health Worker (CHW) Supervisor, AltaMed

Our Mission and Vision

Mission

To eliminate disparities in health care access and outcomes by providing superior quality health and human services through an integrated world-class service delivery system for Latino, multi-ethnic and underserved communities in Southern California.

Vision

To be the leading community-based provider of quality health care and human services.

Core Values

- Patients always come first.
- Employees are our most valuable asset.
- Encourage process excellence and innovation for quality outcomes.
- Promote wellness and advocate for strong and healthy communities.
- Integrity, honesty and respect in all of our endeavors.
- Commitment to teamwork.



Fast Facts

500,000



patients served annually

2.89 Million



annual visits in clinic and virtual

5,001



PACE Members

1 in 10



Medi-Cal patients in California receive their care at AltaMed

1 in 5



Medi-Cal patients in LA County receive their care at AltaMed

Fast Facts



54

Hospital
Contracts



103

Non-Contracted
Hospitals



14

Health Plan
Contracts



576,804

Managed
Care Lives

Fast Facts – Workforce



5,200+ Total Employees

Total Providers
(Employed and contracted)

- 783 Primary Care Providers
- 2,586 Specialists
- 150 Fellows and Residents

Service Delivery System

Primary Care – 51 sites

- Pediatrics
- Senior Care
- Complex Care
- Women's Health
- Family Medicine
- Health Education
- Laboratory
- Radiology Services
- Urgent Care

Dental Care – 14 sites

- Restorative Services
- Preventative Services
- Extractions
- Examinations and X-Rays
- 6 Oral Health Units (Satellite/Portable)
– limited scope

Mobile Health Clinics – 10 sites

Youth Services – 3 sites

Clinician Home Visit Program

- Four clinical teams serving more than 550 chronically ill patients at home

Pharmacy Services – 12 sites

- Online refills and text reminders
- Price matching
- Same day delivery

Behavioral Health – 18 sites

- Individual Psychosocial Therapy

HIV Services – 4 sites

- Hepatitis C Treatment
- HIV Prevention and Testing
- Mental Health, Case Management

Onsite Specialty Care*

Pediatric: Neurology, Urology, Dermatology, Gastroenterology, Orthopedics, Ophthalmology, Allergy/Immunology, Cardiology

Adult: Psychiatry, Podiatry, Dermatology, Sports Medicine

* Available at select primary care sites

PACE – 11 Centers & 4 ACS

- Primary Medical Care
- Basic Dental Care
- Case Management
- Audiology
- Vision Care
- Hospitalization
- Speech Therapy
- Physical Therapy
- Occupational Therapy
- Laboratory and X-Ray
- Transportation
- Home Care
- Podiatry
- Pharmacy
- Behavioral Health

Viva Gold – 5 sites

Health Care delivery for senior patients.

- Concierge Service Center
- Senior Care Team
- On-site pharmacy
- Facilities designed for older adults

AltaMed Foundation

Established in 1987, the AltaMed Foundation serves as the volunteer leadership body for AltaMed fundraising efforts.

The Foundation supports the strategic plan of AltaMed Health Services Corporation, in its mission to increase access to comprehensive health and human services and reduce health care disparities in communities across Southern California.

The Foundation is committed to maximizing the impact of philanthropic investments it receives through education, community programs and services that proactively address the social determinants of health.



AltaMed Institute for Health Equity

Established in 2017, the AltaMed Institute for Health Equity has become an incubator for launching research in underserved communities in collaboration with CHLA, RAND, UCLA, USC as well as innovative new service programs in the following areas:

Research

Identifying and studying the needs of the community from an FQHC perspective.

Health Care Workforce

Training the next generation of culturally responsive health care professionals.

Patients

Providing compassionate, affordable, high-quality health care without exceptions.

Community

Engaging, empowering, and elevating civically engaged patient communities.

Visibility

Amplifying the voice of the unseen, unheard, and marginalized communities.

Introduction to the Program of All-inclusive Care for the Elderly

PACE is a capitated (full-risk) comprehensive program.

Provides comprehensive medical and social services to certain frail, community-dwelling elderly individuals.

The goal of PACE is to **keep participants out of a nursing home as long as possible**. If at some point it is in the best interest of the participant to receive care in a nursing home

Program Highlights:

- 11 PACE Centers in LA and OC Counties
- 2 centers and 4 ACS in Orange County:
 - Anaheim
 - Santa Ana
- Currently serve nearly 500 participants in Orange County

Who qualifies for PACE?



- ❑ 55 years or older
- ❑ Must Live within the service area of the PACE approved Zip Codes (must have a place to reside in)
- ❑ Must be Certified by the state to meet the need for skilled nursing home level of care
- ❑ Must be Able to live safely in the community with the help of PACE services

*Having Medi-Cal is **NOT** a requirement but will be subject to out-of-pocket share of cost.*

Interdisciplinary team



Coverage

Examples of covered services include:

- Adult Day Health Center
- Transportation
- In-home support
- Durable Medical Equip
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Hospice Care
- Dental
- Vision
- Meals
- Podiatry
- Psychiatry
- Emergency Services
- In Pt/Out Pt Care
- SNF Placement
- Labs and X-Rays
- Physician Services
- Nursing Services
- Case Management
- Medications
- Periodic Health Assessments
- Clinic Services
- In-home Health & Support

THANK YOU

Coordinated Entry System (CES) Evaluation
Tom Albanese, LSW, Project Lead, Element
Consulting Group, LLC



Orange County Continuum of Care (CoC)

Coordinated Entry System (CES) Evaluation

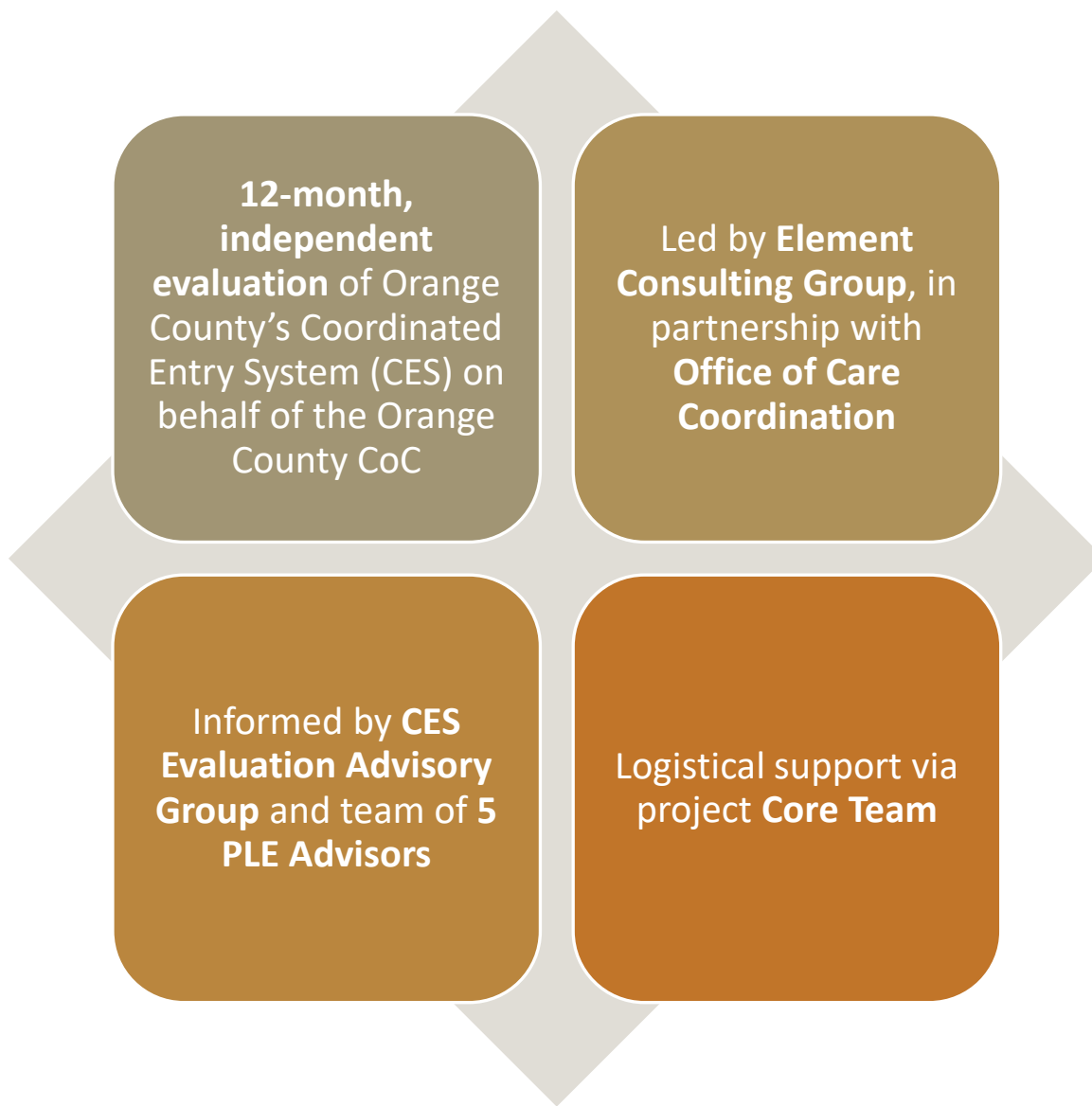
Service Provider Forum Update

May 21, 2026

Tom Albanese, Principal/Founder, Element Consulting Group, LLC

Element Team

- **Tom Albanese**, LSW, Project Lead, **Element Consulting Group, LLC**
- **Lianna Barbu**, Principal Evaluator, OnPoint Solutions, LLC
- **Tanesha Travis**, Community Engagement Co-Lead, TSTJ Consulting, LLC
- **Heather Dion**, Community Engagement Co-Lead, Principle Strategic Advisors, LLC
- **Brooke Spellman**, Principal Investigator/Quality Assurance, Spellman Strategies, Inc.
- **Matt White**, Project Advisor, Housing Innovations, Inc.



CES Evaluation Recap

Focus Areas

- **CES Compliance:** Compliance with HUD & CoC requirements across **CES core functions**
Access • Assessment • Prioritization • Referral • Direct Assistance
- **CES Effectiveness & Experiences:** Impact and performance of CES overall and for different subpopulations
- **CES Advancements & Innovations:** Opportunities for optimization and improvements, especially for disproportionately affected populations



How Results Will Be Used

- Identify **actionable improvements** to CES policies and workflows
- Identify opportunities to *further develop* **CES connections with other community systems and resources**
- Inform **CoC leadership and partner decision-making**
- Establish a **framework for ongoing CES evaluation and learning**

Major Milestones

<p>January–February 2026</p>	<p>Planning & Setup</p> <ul style="list-style-type: none"> ✓ Finalize project workplan, stakeholder engagement and evaluation plan ✓ Establish Core Team and Evaluation Advisory Group <ul style="list-style-type: none"> • CES Evaluation Advisory Group Meeting 1: 2/5/2026 • Element Site Visit: 2/23/2026 – 2/27/2026
<p>February – August 2026</p>	<p>Engagement & Analysis</p> <ul style="list-style-type: none"> ✓ HMIS analysis, system mapping, and modeling ✓ Phase 1 Stakeholder Engagement (qualitative data collection): April-May 2026 <ul style="list-style-type: none"> • CES Evaluation Advisory Group Meeting 2: 4/6/2026 • Element Site Visit: 5/11/2026 – 5/15/2026 • CES Evaluation Advisory Group Meeting 3: 6/4/2026
<p>May – November 2026</p>	<p>Findings & Recommendations</p> <ul style="list-style-type: none"> ✓ Validate/finalize findings & recommendations ✓ Phase 2 Stakeholder Engagement (qualitative data collection): July-August 2026 ✓ Final draft evaluation report, implementation roadmap review <ul style="list-style-type: none"> • CES Evaluation Advisory Group Meeting 4: August/September 2026 (preliminary findings/recommendations) • CES Evaluation Advisory Group Meeting 5: October 2026 (final findings/recommendations) • CoC CES Steering Committee & CoC Board meetings: November 2026



Stakeholder Engagement Approach

Phase 1: Focus Groups, Interviews & Surveys

- **Focus Groups (in-person and virtual)**
 - **People with Lived Experience** – Unsheltered, sheltered, PSH/RRH
 - **Providers** – Frontline staff (unsheltered, sheltered, PSH/RRH)
 - **Adjacent System Partners (4)** – Criminal justice, healthcare, aging, workforce
- **Key Informant Interviews (~20)**
 - **CES Staff** – 1-1 and group interviews, process mapping
 - **System leaders and key stakeholders**
- **Survey**
 - Online survey open to **all CoC stakeholders & community members through 5/22/2026**

CES Evaluation Survey

Orange County Continuum of
Care: Stakeholder Survey



THANK YOU!



Provider Highlight: Dayle McIntosh Center

Marisol Johnson, Lead Housing and Transitions
Coordinator, Dayle McIntosh Center for the Disabled



DAYLE MCINTOSH
— CENTER —

Dayle McIntosh Center (DMC) for the Disabled

Overview Presentation

About Dayle McIntosh Center



Mission, "Access and equity, by and for, people with disabilities and older adults."

Vision, ""People with disabilities and older adults will have equal opportunity to lead their lives as they choose."

We are a Center for Independent Living.



Programs and Services

Independent Living Skills

Blind/Low Vision Services – in-home training and services provided for individuals who have lost some or all of their vision.

Deaf Services – daily living and self-advocacy skills in American Sign Language, by and for the D/deaf.

Youth Transitions – helping young people with disabilities prepare for adult-life through group activities lead by role models with disabilities.

Veterans – offers Veterans of all ages the chance to access personalized Home and Community-Based Services such as assistance with personal care and daily activities like bathing, dressing, and meal preparation, as well as those facing isolation or caregiver challenges.



Assistive Technology – identifying and demonstrating tools, equipment and devices that can help people with disabilities live independently and a computer lab with adaptive software.

Reuse Program - durable medical equipment such as wheelchairs, walkers, canes, and other assistive devices for donation to individuals, who cannot afford to purchase such items or who do not have coverage under their health insurance for AT.

Mobility Training – hands-on training in learning to use the public bus, including planning a trip and practicing travel routes with safety in mind.

Personal Assistant Services – support with recruiting and interviewing care attendants which meet individual needs of personal care and housekeeping.

Aging and Disability Resource Connection - assists older adults and people with disabilities to plan long-term care, learn about available resources, and access the supports they need to live independently.





Home Access – home modification such as ramps, grab bars, toilet seat risers, pole supports, and more - designed to help people navigate areas of their home with grace, ease, and safety.

Community Transition Services – coordination of tasks necessary to relocate individuals who are in nursing homes and want to move back into the community.

Housing Assistance – CalAIM services through CalOptima, navigating housing options and maintaining sustainable housing solutions that align with the individual's needs. Housing workshops



DAYLE MCINTOSH
— CENTER —

Dayle McIntosh Center (DMC) for the Disabled

714-621-3300

<https://daylemc.org>

**Hearing from Service Providers: Processes for
Gathering Staff and Participant Feedback**

Jason Phillips, Vice Chair and
Felicia Boehringer, CoC Administrator,
Office of Care Coordination

Business Calendar – Item #5

Processes for Gathering Staff and Participant Feedback: CoC Strategic Plan

- **December 2024:** The Orange County Continuum of Care (CoC) Board approved the CoC Strategic Plan as a living framework.
- **September 2025:** CoC Board approved recommended **Strategies** to be prioritized during Year 1 of the CoC Strategic Plan implementation, from 10/1/25 – 9/30/26
- There are eight (8) prioritized Year 1 **Strategies**
- Today, we are asking for your participation related to the **Strategy** focused on **gathering data on people’s experiences of the system**, both at the staff and client level



Business Calendar – Item #5

Strategy 5: Improve Data Collection and Analysis



STRATEGY

Focus on developing 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.



WHAT THIS MEANS

As part of Year 1, the CoC Board is seeking to gather information (data) on existing feedback structures within agencies to inform standard feedback collection methods for the CoC.



WHERE YOU COME IN

Today, we want to hear from you.

Business Calendar – Item #5

Hearing From You: Process for Gathering Staff and Participant Feedback

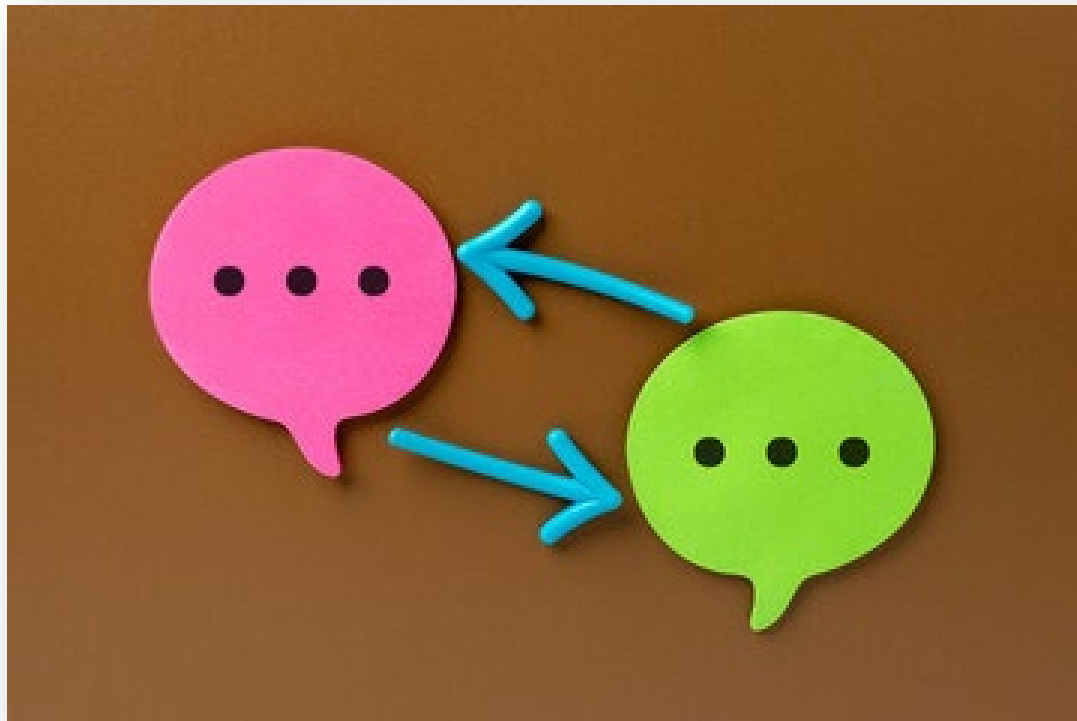
- We will use Mentimeter for the next part of our discussion.
- We have seven (7) questions to go through.
- Please grab your phone:
 - Scan the QR code, or
 - Go to Menti.com and type in **7258 2692** , or
 - Tap here: <https://www.menti.com/alk7kfpdeosw>

SCAN HERE



Business Calendar – Item #5

Next Steps



- Will review feedback from today's session with Melanie McQueen, Chair of the Service Provider Forum and Strategy Owner
- May provide additional requests for feedback

CoC Updates

Felicia Boehringer, CoC Administrator and
Daniel Garcia, CES Administrator, Office of Care Coordination;
and Erin DeRycke, Director, Data Analytics, 2-1-1 Orange
County (211OC), Orange County United Way

CoC

**Felicia Boehringer, CoC Administrator,
Office of Care Coordination**

Business Calendar – Item #6

Join the Orange County Youth Action Board!

- Recruitment for the Youth Action Board (YAB) has begun!
- The Orange County CoC established a YAB, and Orange County United Way's United to End Homelessness is partnering with the Office of Care Coordination to launch the YAB.
- **How do I apply?** Interested youth can attend an upcoming information session to learn more and get support with the application process:
 - **Virtual: TODAY** May 21, 2026, from 3:00 PM-4:00 PM on Zoom. Register [here](#).
 - **Application link:** The Youth Action Board application can be found [here](#). Applications are **due by May 25, 2026**.
- **Questions?** Marina Garcia will be coordinating the YAB. You can reach them in the following ways:
 - Call/Text: 949-477-4513
 - Email: MarinaG@UnitedWayOC.org



Join the Youth Action Board

If you've experienced housing instability in Orange County, the Youth Action Board might be for you. Attend an upcoming info session to learn how it works and how you can get involved.



What is the Youth Action Board?

A group of young adults with lived experience of homelessness or housing insecurity who come together to:

- Share perspectives with community leaders and decision-makers
- Improve programs and services for youth
- Advocate for solutions to homelessness



Why Join & What You'll Receive

- Get paid for your time and help shape decisions that impact youth services
- Build leadership skills through training, mentorship, and real-world experiences
- Join a supportive space where your lived experience is valued
- Assistance available for help with transportation, childcare, and technology
- It's a great way to boost your resume



Who Should Apply

- Young adults (18–24) in Orange County with lived experience of housing instability
- Able to commit to one year of participation and attend regular meetings (1–3 per month)
- Have a passion for improving lives of youth facing homelessness



Attend an Info Session

Learn what it's like to be part of the Youth Action Board, ask questions, and decide if it's the right fit for you.

Tuesday, May 19, 2026
6:00 p.m. to 7:00 p.m.

Orangewood Foundation
1575 17th St, Santa Ana, CA 92705
Enjoy dinner on us at 5:30 p.m.

[RSVP »](#)

Thursday, May 21, 2026
3:00 p.m. to 4:00 p.m.

Online via Zoom

[RSVP »](#)

Business Calendar – Item #6

FY 2025 CoC Program Quarter 1 Award Announcement

- On March 31, 2026, HUD [announced](#) \$349,205,436 in FY 2025 CoC Program renewal funding for 622 eligible renewal projects nationwide that expired in the first calendar quarter of 2026, in accordance with the Consolidated Appropriations Act, 2026.
- For **Quarter 1 awards**, the **Orange County CoC received \$2,509,363**.
- The award announcement was inclusive of the following Orange County CoC projects:

Applicant	Project Name	Project Type	Awarded
Serving People In Need, Inc. (SPIN)	CoC Rapid Re-Housing (RRH) 2023	RRH	\$731,787
Orange County Housing Authority	Jackson Aisle Continuum of Care TRA 2024 Renewal Project	PSH	\$528,250
American Family Housing	Permanent Housing Collaborative FY2024	PSH	\$1,249,326

Business Calendar – Item #6

FY 2025 CoC Program Quarter 2 Award Announcement

- On April 27, 2026, HUD [announced](#) \$1,094,870,517 in FY 2025 CoC Program renewal funding for 1,826 eligible renewal projects that expired in the second calendar quarter of 2026, in accordance with the Consolidated Appropriations Act, 2026.
- For **Quarter 2 awards**, the **Orange County CoC received \$12,053,541**.
- This award encompasses 1 rapid rehousing project and 3 permanent supportive housing projects. The award also includes the Homeless Management Information System (HMIS), Coordinated Entry System (CES), and CoC Planning grants, which provide key infrastructure and support for the Orange County CoC.

FY 2024 Orange County Continuum of Care Program Funding Summary

Project Components referenced below are as follows: Permanent Supportive Housing (PSH), Rapid Rehousing (RRH), Joint Transitional Housing and Permanent Housing/Rapid Rehousing (Joint TH & PH-RRH), Supportive Services Only (SSO) and Homeless Management Information System (HMIS)

Agency	Project Name	Start Date	End Date	Project Component	Annual Renewal Amount	
Q1	American Family Housing	Permanent Housing Collaborative FY2024	1/1/2025	12/31/2025	PSH	\$1,144,063
	Orange County Housing Authority	Jackson Aisle Continuum of Care TRA 2024 Renewal Project	2/1/2025	1/31/2026	PSH	\$478,138
	<i>Serving People In Need, Inc.</i>	<i>CoC Rapid Re-Housing 2023</i>	<i>12/1/2024</i>	<i>11/30/2025*</i>	RRH	\$668,258
Q2	Orange County Housing Authority	#1 Consolidated Continuum of Care TRA 2024 Renewal Project	6/1/2025	5/31/2026	PSH	\$5,636,939
	County of Orange	Coordinated Entry System SSO Grant 2024	7/1/2025	6/30/2026	SSO	\$1,576,249
	Orange County United Way	HMIS Consolidated Community Support NOFO 2024	7/1/2025	6/30/2026	HMIS	\$691,976
	Families Forward	Rapid Rehousing for Families	7/1/2025	6/30/2026	RRH	\$686,663
	Mercy House Living Centers	Mills End and PSH Leasing Consolidation	7/1/2025	6/30/2026	PSH	\$689,061
	Mercy House Living Centers	Aqua PSH	7/1/2025	6/30/2026	PSH	\$331,413
	Interval House	Rapid Rehousing Program	8/1/2025	7/31/2026	RRH	\$302,387
	Mercy House Living Centers	OC PSH Collaboration Project II - Expansion	8/1/2025	7/31/2026	PSH	\$2,755,224
	Interval House	Domestic Violence Transitional Housing- Rapid Rehousing Program	8/1/2025	7/31/2026	Joint TH & PH-RRH	\$1,173,352
	Mercy House Living Centers	OC PSH Collaboration Project	8/1/2025	7/31/2026	PSH	\$4,328,557
Orange County Housing Authority	#3 Consolidated Continuum of Care TRA 2024 Renewal Project	9/1/2025	8/31/2026	PSH	\$1,189,035	
Orange County Housing Authority	#2 Consolidated Continuum of Care TRA 2024 Renewal Project	9/1/2025	8/31/2026	PSH	\$2,446,028	
Illumination Foundation	Stanton Multi-Service Center 2024	10/1/2025	9/30/2026	PSH	\$561,027	
Human Options, Inc.	DV Bonus Project	10/1/2025	9/30/2026	Joint TH & PH-RRH	\$2,003,427	
Illumination Foundation	Street2Home OC Expansion	10/1/2025	9/30/2026	PSH	\$2,283,599	
Pathways of Hope	FY24 Reallocation - PSH for Seniors	10/1/2025	9/30/2026	PSH	\$258,988	
Mercy House Living Centers	Mercy House -CoC Leasing - Renewal	11/1/2025	10/31/2026	PSH	\$644,398	
Pathways of Hope	PSH for Families	11/1/2025	10/31/2026	PSH	\$417,475	
Orange County Housing Authority	#4 Consolidated Continuum of Care TRA 2024 Renewal Project	12/1/2025	11/30/2026	PSH	\$2,904,126	
Friendship Shelter, Inc.	Henderson House Permanent Supportive Housing	12/1/2025	11/30/2026	PSH	\$746,453	
TOTAL					\$33,248,578**	

*Awarded during FY23 competition, extended grant term to 3/31/2026

** Excludes SPIN Rapid Rehousing project, awarded through FY2023 competition

Business Calendar – Item #6

Resources to Stay Informed

- NAEH v. HUD litigation updates: <https://www.courtlistener.com/docket/71978322/national-alliance-to-end-homelessness-v-united-states-department-of/>
- NAEH CEO Corner and blog posts: <https://endhomelessness.org/blog/>
- Sign up for NAEH Alliance Advocacy Alerts: <https://endhomelessness.org/action/>
- Subscribe to email listservs with helpful updates:
 - NAEH: <https://endhomelessness.org/>
 - National Homelessness Law Center: <https://homelesslaw.org/subscribe/>
 - National Network for Youth: [Click here](#)
- NAEH [Contingency Planning Toolkit](#):
 - [Project Considerations Checklist](#)
 - Guide for [Communicating with Tenants During Funding Uncertainty or Possible Service Disruptions](#)

Business Calendar – Item #2

Upcoming Meetings

May 2026

Monday	Tuesday	Wednesday	Thursday	Friday
				1
4	5	6	7	8
		LEAC CES Steering Committee	TAY Collaborative Committee	
11	12	13	14	15
	PPS Committee			
18	19	20	21	22
			Service Provider Forum	
25	26	27	28	29
		CoC Board		

June 2026

Monday	Tuesday	Wednesday	Thursday	Friday
1	2	3	4	5
		LEAC	DV Committee	
8	9	10	11	12
	PPS Committee	Housing Opportunities Committee		
15	16	17	18	19
22	23	24	25	26
		CoC Board		
29	30			

Please visit the [Orange County CoC webpage](#) for the full calendar of CoC Board and CoC Committee meetings, including details related to the location and Zoom webinar link, if available. **Note:** Regular meeting agendas are posted at least 72 hours in advance in accordance with the Brown Act. Presentations are posted following the meeting.

Business Calendar – Item #6

Remember to Keep your Individual and Agency General Membership Updated!

- The CoC Governance Charter identifies that each Individual Member and Agency that is a General Member of the CoC will be allowed one vote for the CoC Board election.
- The CoC Governance Charter states that a CoC Board member must be CoC General Member, either as an organization or individual. There is still time to become a CoC General Member if you are interested in applying for the CoC Board.
- You can view the [CoC General Membership roster](#) on the [CoC General Membership webpage](#).
- If you or your organization is not a General Member and wants to become one, please inform the Office of Care Coordination of your interest and fill out the [application](#).
- If your agency needs to update your authorized representatives for your agency, please submit an updated [application](#) to the Office of Care Coordination.
- **CoC General Membership Applications are also located on the resource table.**

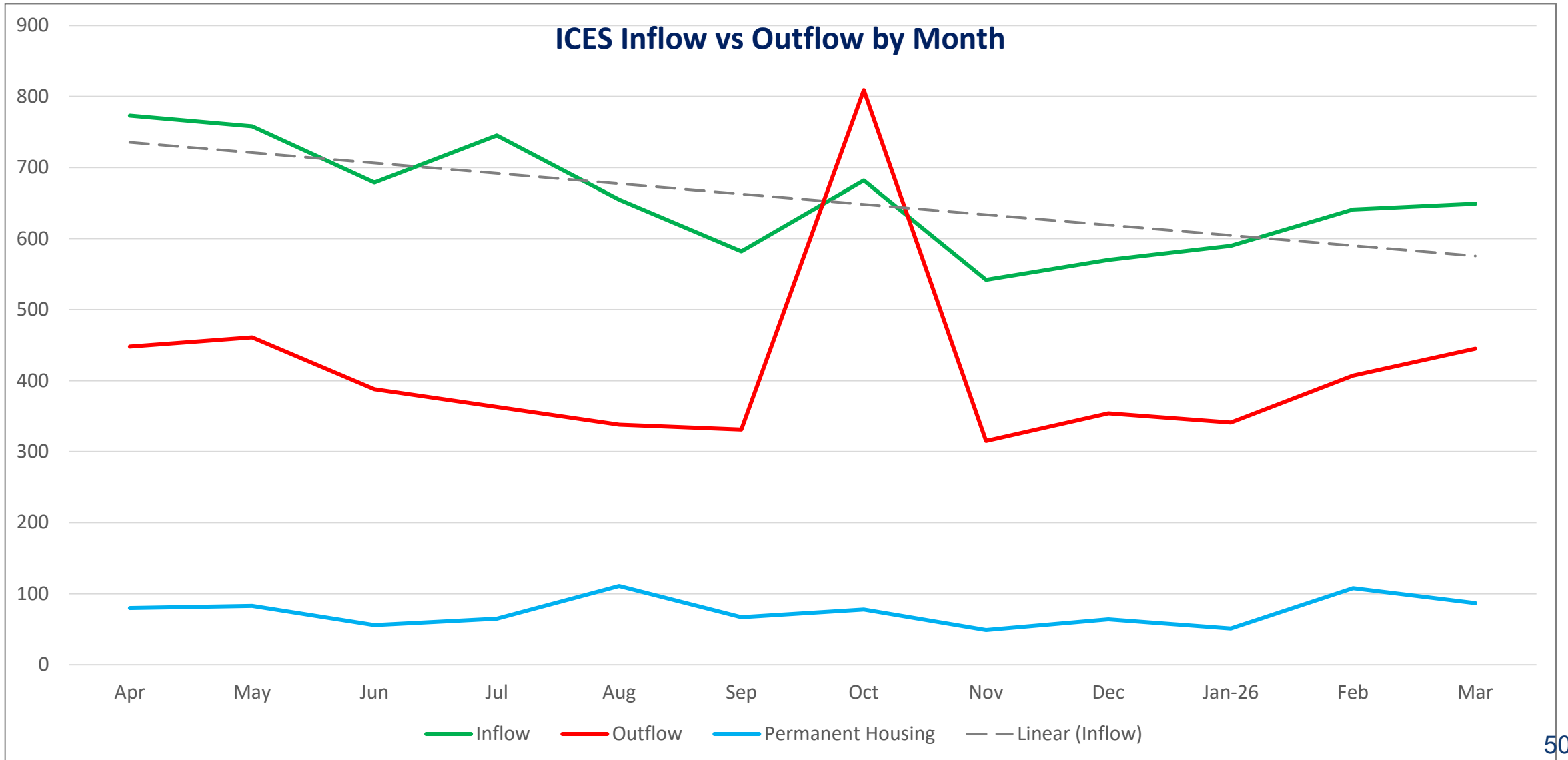
Please contact the Office of Care Coordination with any questions at

CareCoordination@ceo.oc.gov or 714-834-5000

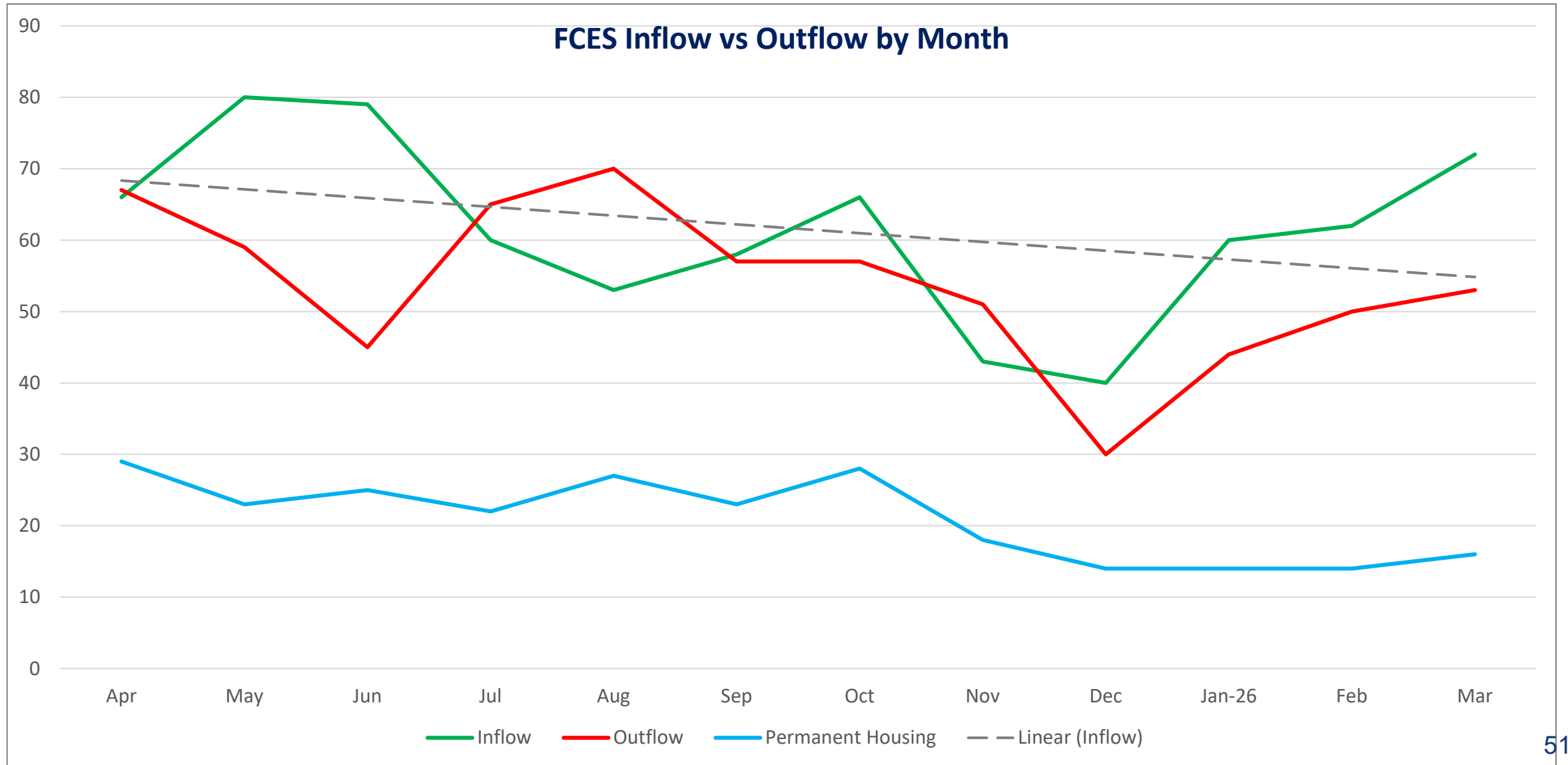
Coordinated Entry System (CES) Updates

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

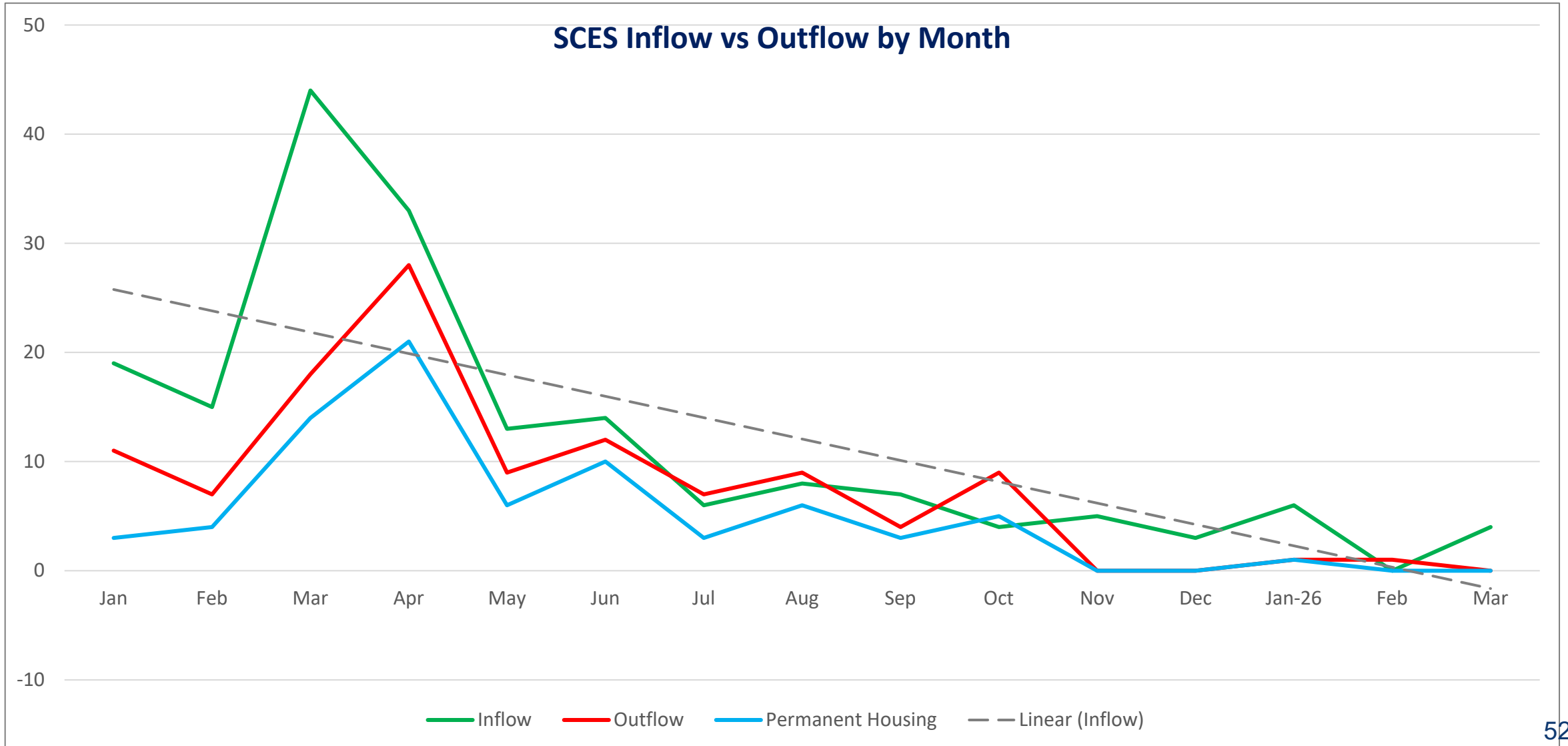
CES Inflow and Outflow – Individual CES (ICES)



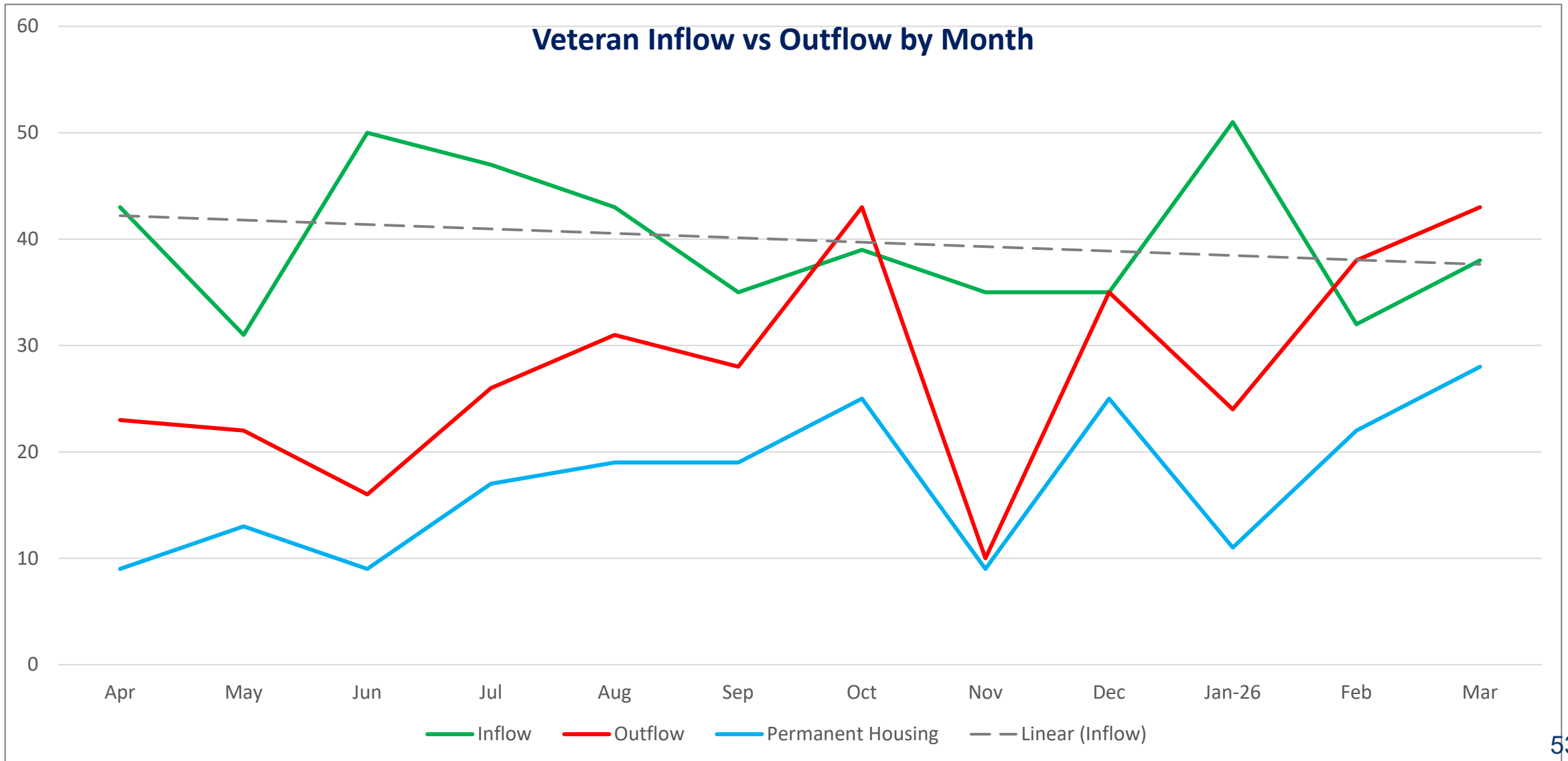
CES Inflow and Outflow – Family CES (FCES)



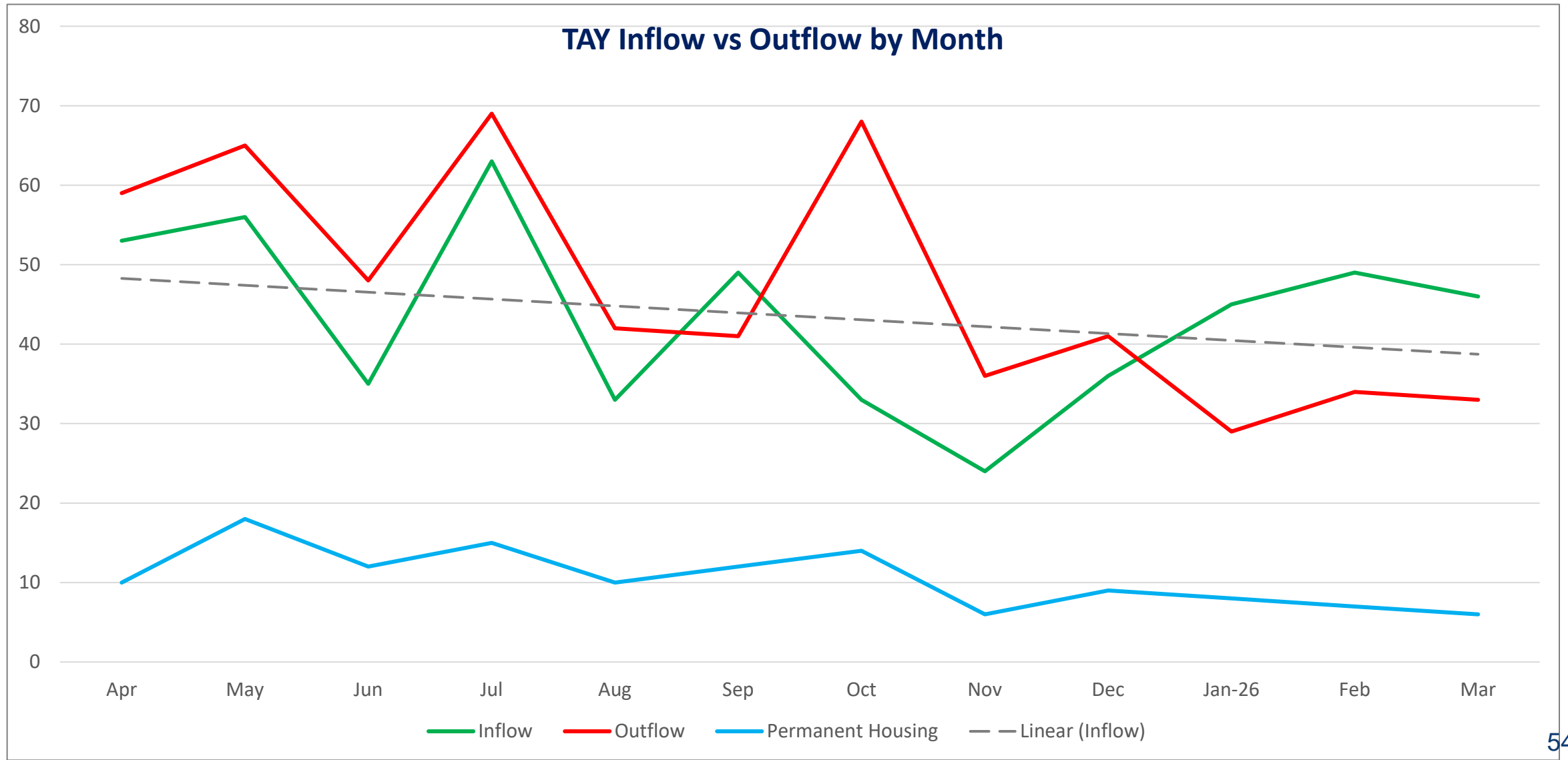
CES Inflow and Outflow – Survivor CES (SCES)



CES Inflow and Outflow – Veteran Registry



CES Inflow and Outflow – Transitional Aged Youth (TAY) Registry



CES Subpopulation Metrics



Subpopulation	Households on the Community Queue	Chronically Homeless Households on the Community Queue	Temporary or Permanent Exit Destination (March 2026)	Households Housed (April 2025 – March 2026)
Individual CES (ICES)	3,487	2,582	16 – Temporary 87 – Permanent	899
Family CES (FCES)	234	60	7 – Temporary 16 – Permanent	253
CES for Survivors (SCES)	138	69	No exits	55
Veteran Registry	132	91	0 – Temporary 28 – Permanent	206
Transitional Aged Youth (TAY) Registry	140	59	9 – Temporary 6 – Permanent	98

2-for-1 Match Policy: Evaluation Update

- The CoC Board approved a 2-for-1 Match Policy (Policy) on November 19, 2025, as a 6-month time limited pilot.
- The Policy has since expired as of May 19, 2026.
- At the April 14, 2026, Policies, Procedures and Standards (PPS) Committee meeting, Office of Care Coordination (OCC) provided an update on the implementation of the Policy, highlighting that a final review will be conducted following the end of the pilot.
- The PPS Committee recommended receiving feedback from stakeholders who has the ability to utilize the Policy to request a 2-for-1 match through the CES.
- OCC, as the CES lead agency, is seeking input from partners and participants who were or are interested in, interacted with, or were impacted by the pilot program and Policy.
- OCC sent out a survey via the CoC email distribution list on Monday, May 11, 2026. The Survey linked is included below and will remain open until May 26, 2026.
 - Click here: [2-for-1 Match Policy Pilot Survey](#)

**Homeless Management
Information System (HMIS)**

Erin DeRycke, Director, Data Analytics,
2-1-1 Orange County (211OC),
Orange County United Way

Background

- At the January 2026 CoC Board meeting, the HMIS Lead provided an update on the System Performance Measures (SPM) report, and noted that the Length of Homelessness measure has continued to increase year-over-year, resulting in points lost on the CoC Consolidated Application for CoC Program funding administered by the Department of Housing and Urban Development (HUD)
- This increase was largely due to clients that reported very old dates that their current episode of homelessness began, which is captured in the Approximate Date Homelessness Started (ADHS) field
- The initial proposal from the HMIS Lead was to target enrollments where clients said their current episode of homelessness was at least 25 years (ADHS prior to 1/1/2000), and the HMIS Lead would change these dates to the client's Project Start Date
- At the direction of the CoC Board, the HMIS Lead discussed the development of a data quality policy to correct this field with the Lived Experience Advisory Committee (LEAC); Policies, Procedures, and Standards (PPS) Committee; and the Service Provider Forum
- During the February CoC Board meeting, the HMIS Lead presented feedback from each committee, and the proposed HMIS data quality policy was approved by the Board.

CoC Committee Feedback

- Below is a summary of some key points that were shared by the LEAC, PPS Committee, and Service Provider Forum
 - The CoC committees were unsupportive of changing the client's ADHS to an arbitrary date
 - The HMIS Lead was asked to verify whether clients that reported an ADHS prior to 1/1/2000 was accurate
 - Most service providers stated that it was uncommon for a client's current episode of homelessness to be 25 years or more
 - More user training is needed to ensure accurate data is collected

Data Review

- The HMIS Lead reviewed the client histories for 112 clients that reported their current episode of homelessness was 25 years or more
- Of those 112 clients, the HMIS Lead determined that 97 (87%) of them had breaks in homelessness, which means the ADHS entered is incorrect
 - 60 clients (54%): The client reported a later date that their current episode of homelessness began in a previous enrollment
 - 12 clients (11%): The client had a permanent housing placement prior to the enrollment
 - 3 clients (3%): The client's Homelessness Verification or Chronic Homelessness Verification documentation lists a later date that their current episode of homelessness began
 - 22 clients (20%): The client reported being homeless multiple times in the past three years, and the client's HMIS history suggests breaks in homelessness

Approved Policy

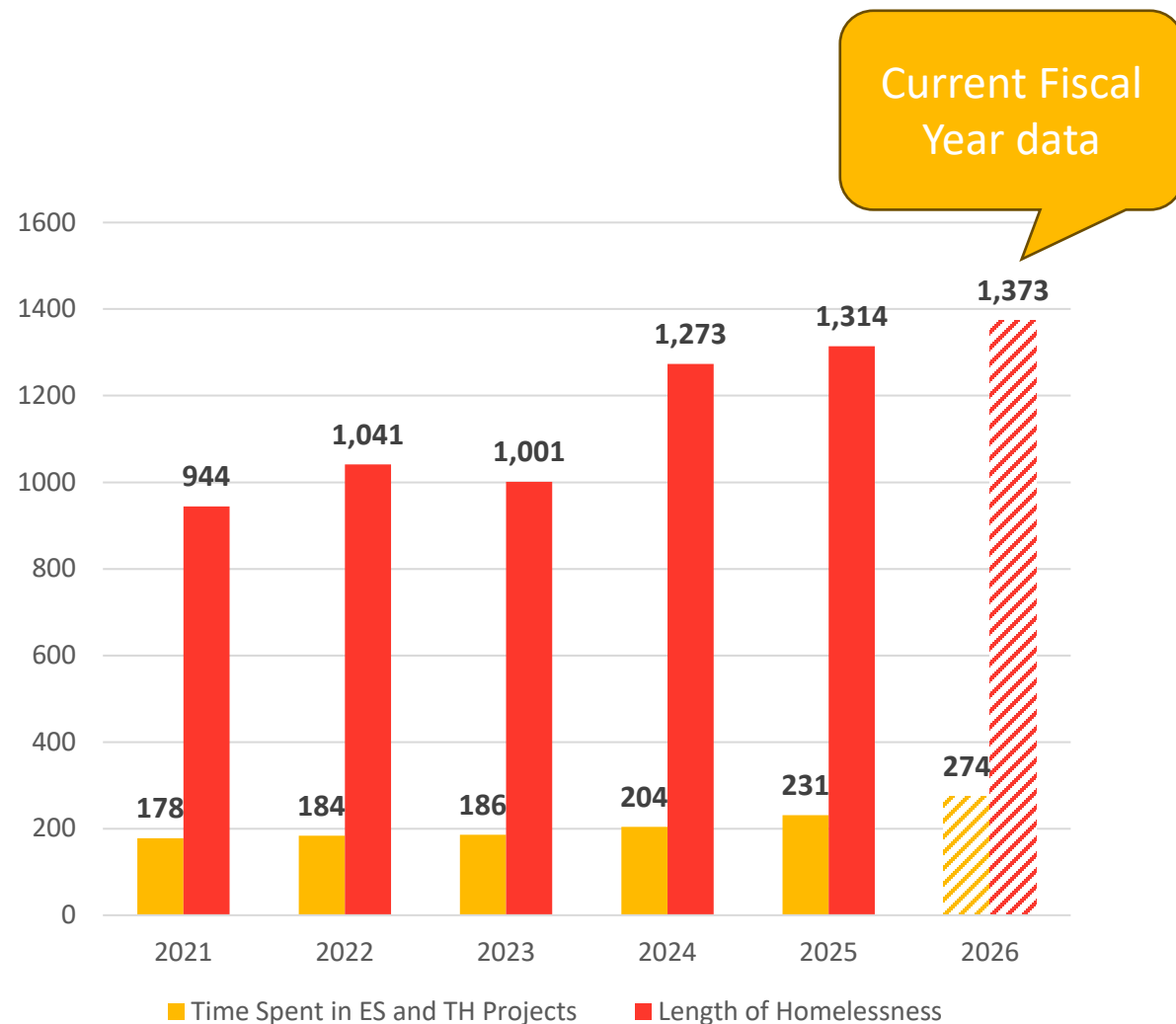
- The CoC Board approved the proposed HMIS data quality policy, as detailed in Item 4 of the [February 25, 2026, Board agenda packet](#).
- The policy directed the HMIS lead to identify client records with lengths of homelessness greater than 25 years indicated in the Approximate Date Homelessness Started (ADHS) field, and correct the ADHS field to a later date determined from the client's record, for the reasons listed below.
 - The client reported a later date that their current episode of homelessness began in a previous enrollment, signifying that the Approximate Date Homelessness Started in question is inaccurate.
 - The client had a permanent housing placement prior to the enrollment, which signifies a break in homelessness.
 - The client's Homelessness Verification or Chronic Homelessness Verification documentation lists a later date that their current episode of homelessness began, signifying that the Approximate Date Homelessness Started in question is inaccurate.
 - The client reported being homeless multiple times in the past three years, and the client's HMIS history suggests breaks in homelessness.

Implementation

- The HMIS Lead corrected data for Emergency Shelter, Transitional Housing, or Permanent Housing enrollments active during the SPM reporting period (10/1/24 – 9/30/25) that meet the policy criteria (approximately 97 enrollments)
- Corrections were made prior to the SPM submission on March 4th
- Data was not changed for enrollments where a later ADHS could not be identified
- Agencies were notified of the new ADHS date, and the reason for the change

Results

- Data was corrected, which did result in an improvement in the CoC score for the measure, but it was not an improvement from the previous fiscal year report
- This means the CoC will still lose points for this measure on the CoC Application
- LoH continues to rise for the current fiscal year, so more work is needed to improve this measure



FY25 – 26 SPM Data Clean-Up Strategy

Training

- Quarterly Data Quality training
- Reviewing Client History training
- Additional documentation and Federal Reporting web page
- Data collection guidance
- One-on-one meetings with agencies
- Office Hours

Data Clean-Up

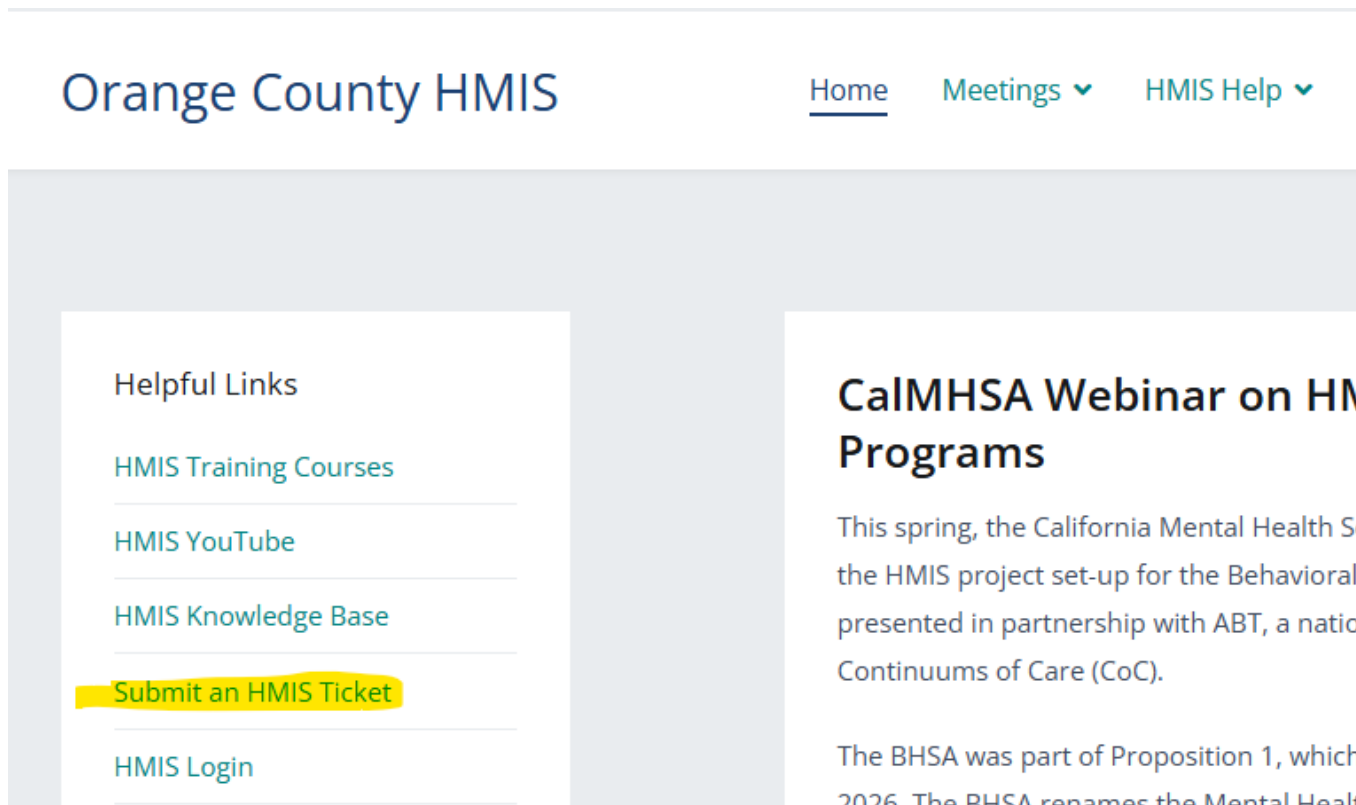
- Quarterly correction files
- Targeted support for agencies with a high number of corrections
- Multiple rounds of correction files during LSA & SPM season

Awareness

- Quarterly Data Quality Report Cards
- Data quality review during agency audits
- Updates to CoC Board on progress

Feedback Needed!

- We need your help!
- Submit ideas to the [HMIS Help Desk](https://ochmis.org) (ochmis.org)
 - Improvements to trainings
 - Data collection techniques
 - Data quality processes
 - Strategies to place households in permanent housing



**Announcements, Closing Remarks
and Questions**

Jason Phillips, Vice Chair

Networking

Thank you for joining!

Next Meeting: Thursday, August 20, 2026,
from 9:00 a.m. – 11:00 a.m.

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



COUNTY OF ORANGE
OFFICE OF CARE
COORDINATION