



COUNTY OF ORANGE
OFFICE OF CARE
COORDINATION

Coordinated Entry System (CES)
Steering Committee Meeting
May 6, 2026

1. **CES RFP Timeline** – Andrew Crowe, Chair
2. **CES Dashboards**
 - a. **Individual CES** – Laura Alvarez, Individual CES Manager, Friendship Shelter
 - b. **Family CES** – Liz Valadez, Family System Specialist, Orange County United Way
 - c. **Survivor CES** – Laura Alvarez, Individual CES Manager, Friendship Shelter
 - d. **Veteran Registry** – James Bacon, CES Staff Specialist, Office of Care Coordination
 - e. **Transitional Aged Youth Registry** – James Bacon, 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
 - g. **Data Discussion and Feedback** – Daniel Garcia, CES Administrator, Office of Care Coordination
3. **CES Evaluation Update** – Tom Albanese, Project Lead, Element Consulting Group

Next Meeting: Wednesday, July 1, 2026, 2:00pm – 3:30pm

Public Comments

Coordinated Entry System Request for Proposals: Timeline

Andrew Crowe, Chair

CES Administrator for Individuals, Families, and Survivors Request for Proposals (RFP)

- The County of Orange's Office of Care Coordination released an RFP from qualified organizations for CES Administrator(s) for Individuals, Families, and Survivors of Domestic Violence (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 Survivors
- The RFP was released on February 4, 2026, at 4:48pm
- The RFP was closed on Friday March 6, 2026, at 5:00pm
- Currently, next steps on the RFP is pending direction

Individual CES

Laura Alvarez,
Individual CES Manager,
Friendship Shelter

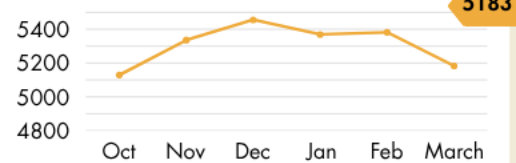
Individual CES - March 2026



New Enrollments



Total Individual Enrollments



MHSA Certified on CQ

677

Mental Health DC on CQ

1925

Adult-Only Households

5183

4%

including
Seniors (62+)

969

Chronically Homeless Households

2582

3%

Households on the CQ

3487

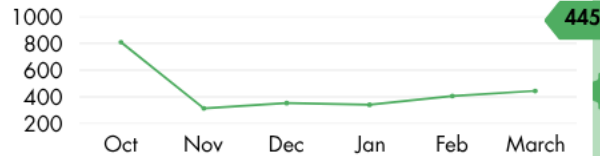
1%

Chronically Homeless Households on the CQ

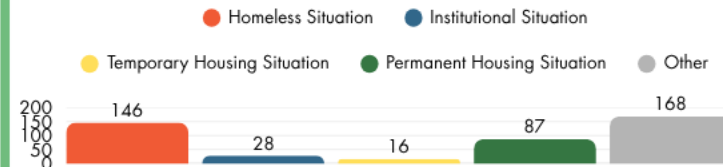
1766

0.5%

Exits



Exit Destinations for March



DATA ANALYSIS

During March, **643** households were enrolled into Individual CES.

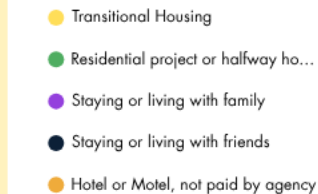
At the end of March, there were **5183** enrollments in Individual CES, an decrease of **199 (4%)** from February 2026. The number of chronically homeless households decreased by **78 (3%)**. There were **678** seniors on the CQ.

445 households were exited, including **87** who moved into permanent housing, and **16** exiting to a temporary housing destination.

In March, **40** housing referrals were made through Individual CES.

From April 1, 2025 – March 31, 2026, there have been **899** households that have moved into permanent housing.

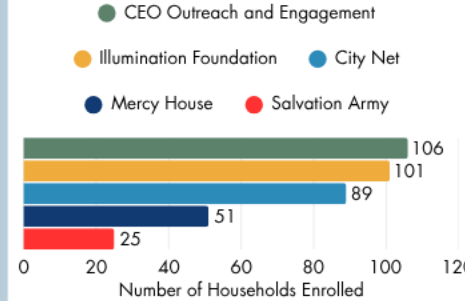
Temporary Destinations



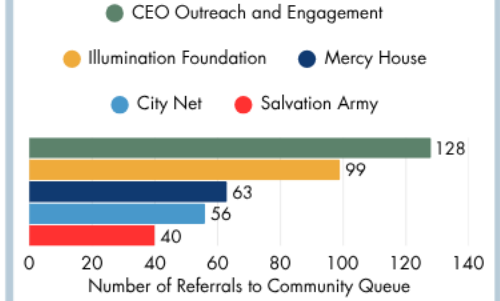
Permanent Destinations



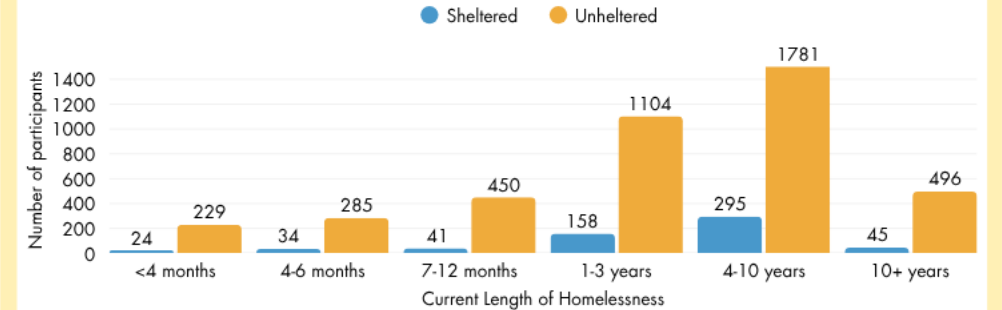
New Enrollments by Access Point - Top 5



New CQ Referrals by Access Point - Top 5



Length of Homelessness of Enrolled Participants



Housing Referrals Made:

40

Rental by client, with ongoing subsidy

58

Permanent Supportive Housing

22

Rental by client, with no ongoing subsidy

20

Family CES

Liz Valadez,
Family System Specialist,
Orange County United Way

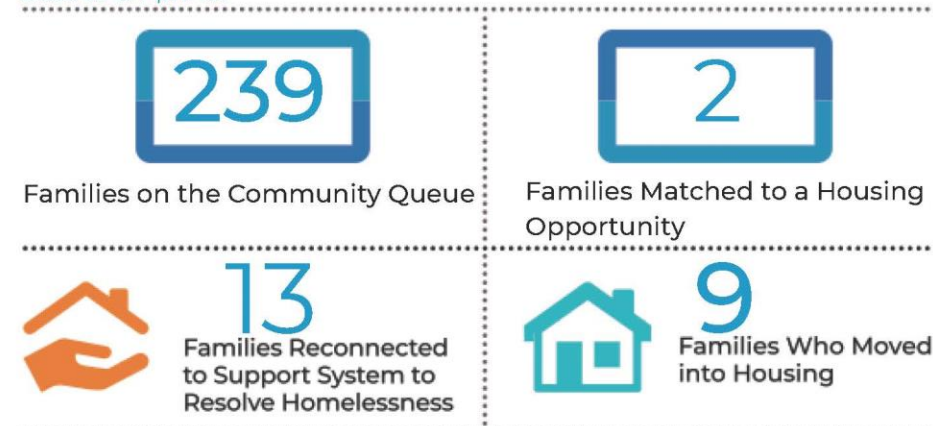
Family Homelessness in OC, CA – March 2026

Families Currently Experiencing Homelessness



344 Total Families Receiving Family CES Services

Data as of April 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.

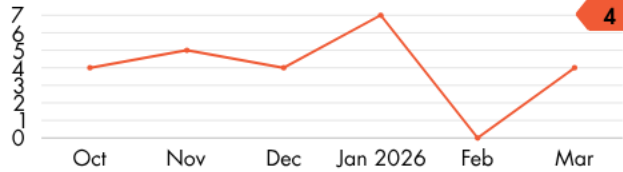
Survivor CES

Laura Alvarez,
Individual CES Manager,
Friendship Shelter

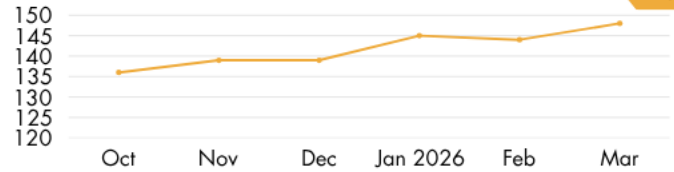
Survivor CES - March 2026



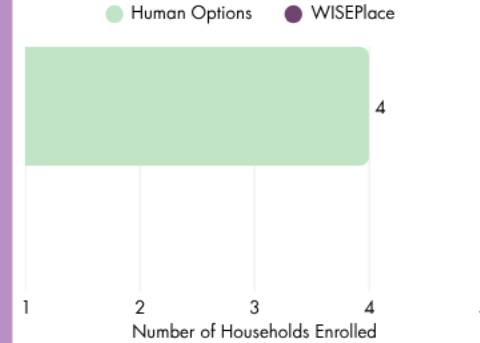
New Enrollments



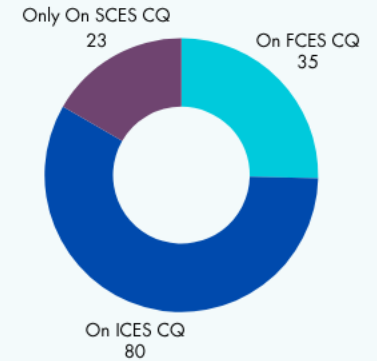
Total Survivor Enrollments



Referrals by Access Point for January



Survivor Queue Preference



Survivor Households

148 ▲ 2%

including
Adults 148
Children 74
Veterans 10
TAY 15

Chronically Homeless Survivor Households

69

Survivor Households on the CQ

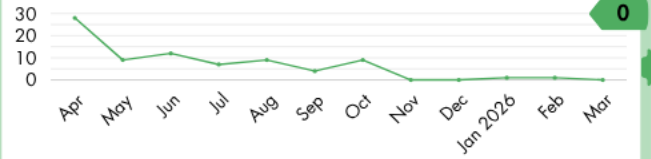
138 ▲ 2%

including
Adults 138
Children 63

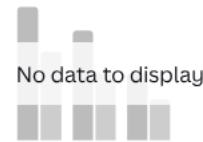
Chronically Homeless Survivor Households on the CQ

65 -

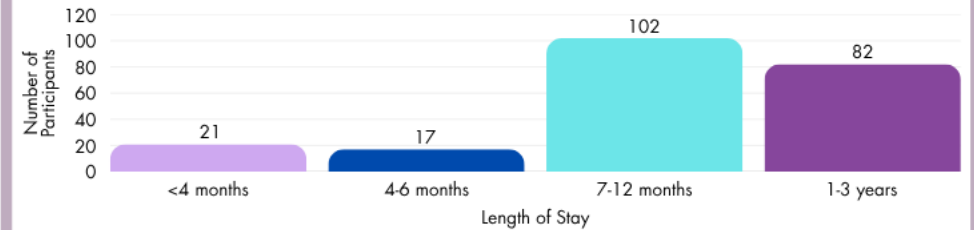
Exits



Exit Destinations for January



Length of Stay in SCES Program



DATA ANALYSIS

During March, 4 households were enrolled into Survivor CES.

At the end of March, there were 148 households enrolled, an increase of 4 (2%) from February. The number of chronically homeless households stayed the same.

There were 7 Senior (62+) households in SCES, with all Senior households on the Community Queue.

During March, no household were exited, with 5 households with a pending referral.

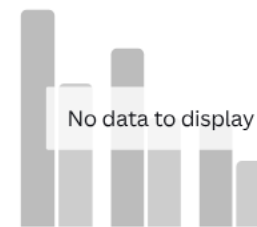
No housing opportunities were made available directly to SCES, however, Survivors were referred to one ICES housing opportunities.

From April 1, 2025 – March 31, 2026, there have been 55 Survivor households that have moved into permanent housing.

Temporary Destinations



Permanent Destinations



Housing Referrals Made: 1

Rental by client, with ongoing subsidy

0

Rental by client, with no ongoing subsidy

0

Of the 148 households who were in SCES, 35 households were interested in FCES housing opportunities and 80 households were interested in ICES housing opportunities.

23 Survivor households were only interested in SCES housing.

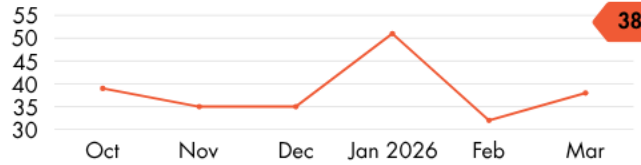
Veteran Registry

James Bacon,
CES Staff Specialist,
Office of Care Coordination

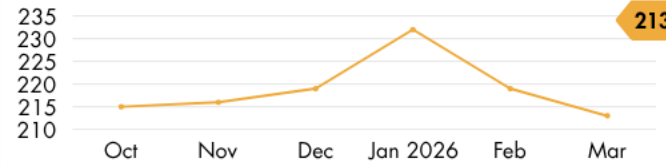
Veteran Registry - March 2026



New Enrollments



Total Veteran Enrollments



Veteran Households

213

3%

including
Seniors (62+)

73

Chronically Homeless
Veteran Households

91

6%

Veteran Households
on CQ

132

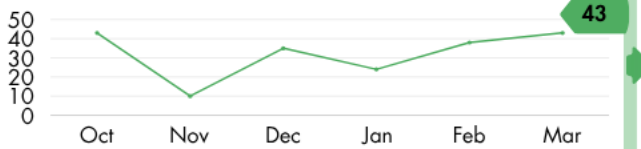
4%

Chronically Homeless
Veteran Households on CQ

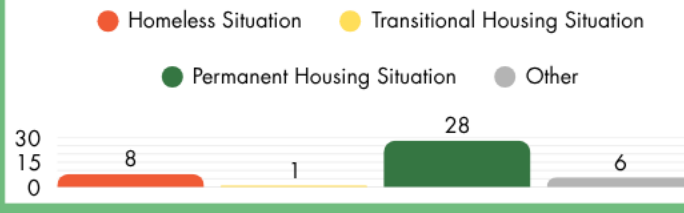
43

3%

Exits



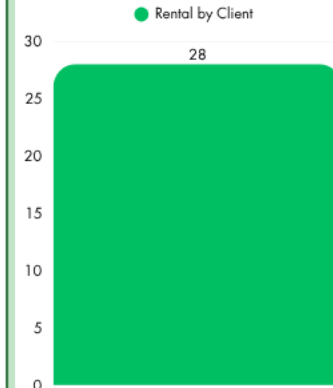
Exit Destinations for January



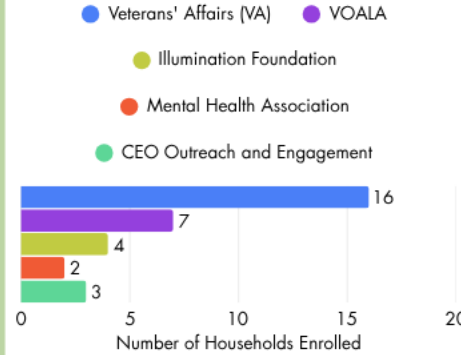
Temporary Destinations



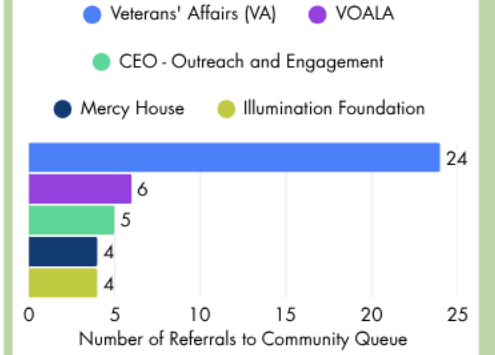
Permanent Destinations



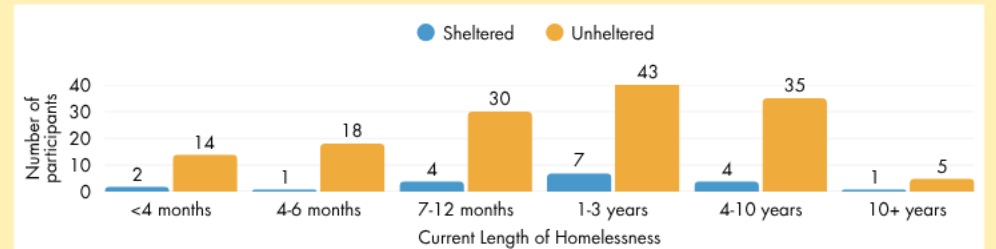
New Enrollments by Access Point - Top 5



New CQ Referrals by Access Point - Top 5



Length of Homelessness of Enrolled Participants



DATA ANALYSIS

During March, 29 households were enrolled into Individual CES and 4 households into Family CES, for a total of 33 Veteran household enrollments.

At the end of March, there were 213 Veteran household enrollments, a decrease of 6 (3%) from February. The number of chronically homeless households decreased by 6%.

During March, 43 Veteran households were exited, including 28 who moved into permanent housing.

During March, 15 housing referrals were made through the Veteran Registry.

From April 1, 2025 – March 31, 2026, there have been 206 Veteran households that have moved into permanent housing.

Housing Referrals Made:

15

Rental by client, with
ongoing subsidy

25

Rental by client, with
no ongoing subsidy

3

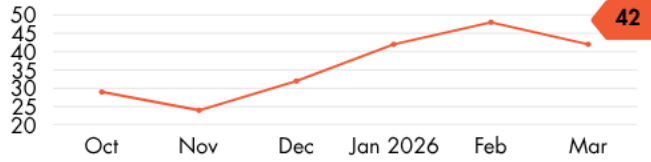
Transitional Aged Youth Registry

James Bacon,
CES Staff Specialist,
Office of Care Coordination

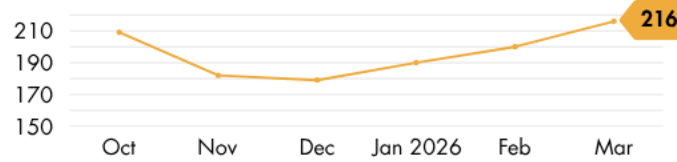
Transitional Aged Youth Registry - March 2026



New Enrollments



Total Households on the TAY Registry



TAY Households

216 ↑ 8%

including

HHs In ICES

194

HHs In FCES

22

Chronically Homeless TAY Households

59 ↑ 5%

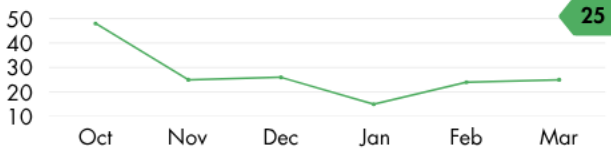
TAY Households on CQ

140 ↑ 11%

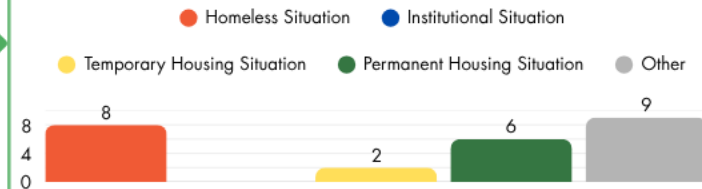
Chronically Homeless TAY Households on CQ

41 ↑ 11%

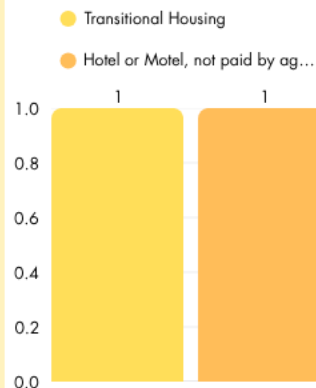
Exits



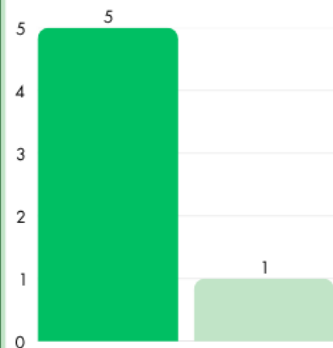
Exit Destinations for March



Temporary Destinations

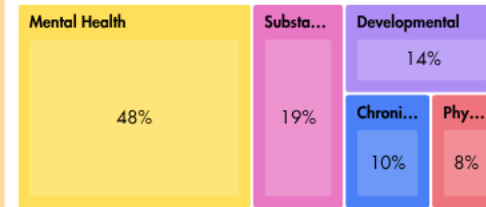


Rental by Client
Staying or living with family

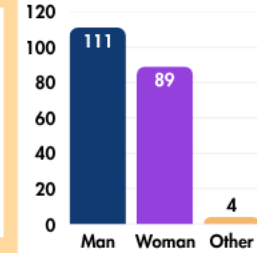


TAY Demographics

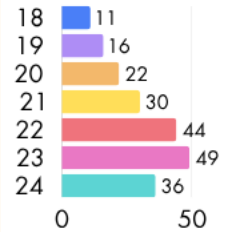
TAY HHs with a Disability: 59%



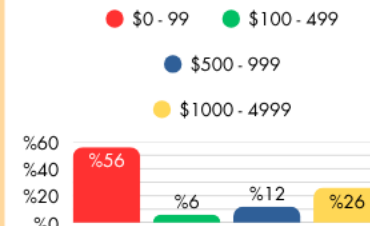
Gender



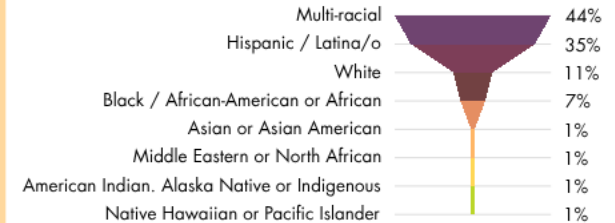
Age



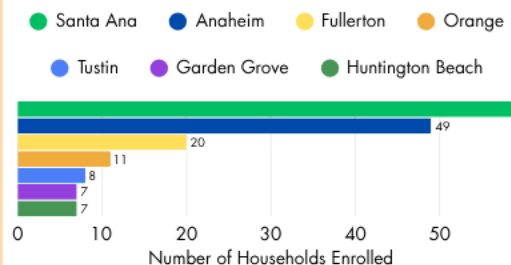
Total Income (monthly)



Race / Ethnicity



City Prior to CES Enrollment



Current Living Situation



Housing Referrals Made: 0

Rental by client, with ongoing subsidy: 3

Rental by client, with no ongoing subsidy: 2

*Data as of 04/01/2026

DATA ANALYSIS

During March, 42 TAY households were enrolled into CES. At the end of March, there were 216 TAY households enrolled, an increase of 16 (8%) from February. The number of chronically homeless TAY households increased by 3 (5%).

During March, 25 TAY households were exited, including 6 who moved into permanent housing, and 2 exiting to a temporary housing destination.

Of the 5 TAY households who moved into rental housing, 3 had ongoing rental assistance, and 2 did not have rental assistance.

During March, no TAY housing referrals were made.

From April 1, 2025 – March 31, 2026, there have been 98 TAY households that have moved into permanent housing.

Virtual Front Door

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

Virtual Front Door Housing Data

1/01/26 -3/31/26

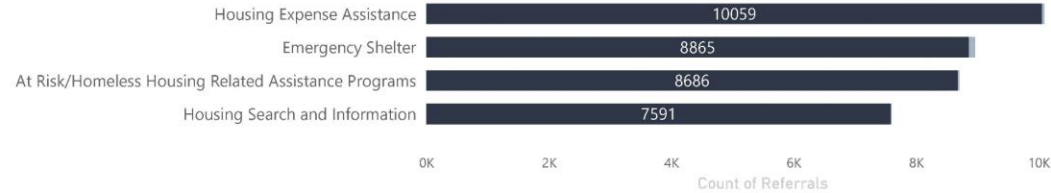
No filtering is available on this page

All Housing Contact Information

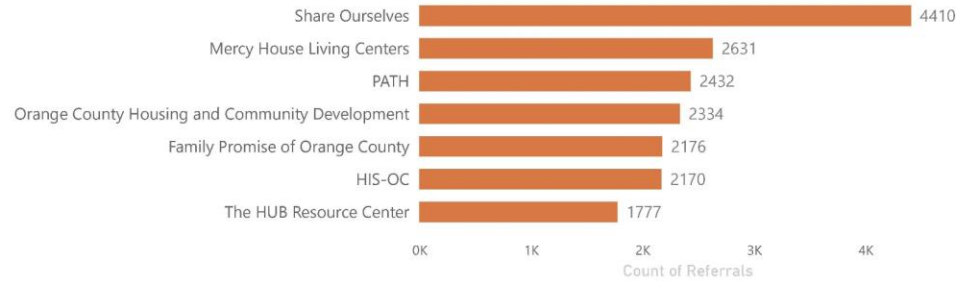
[Click here](#) for a glossary of housing taxonomy definitions

Housing Needs by Referral Type

NeedWasUnmet ● Met ● Unmet



Referrals by Agency



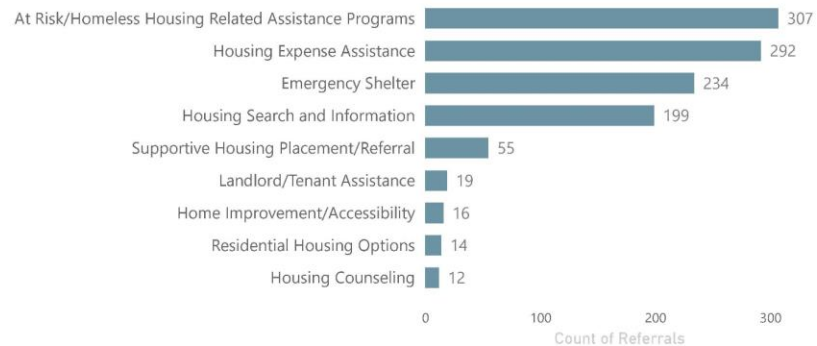
Veteran Information

Veteran Contacts with Housing Ne...

283

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

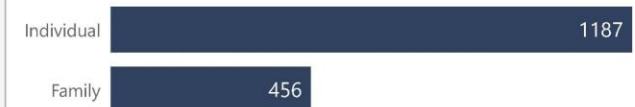
84%

7%

9%

Homeless Contact Information

Homeless Contact Household Type



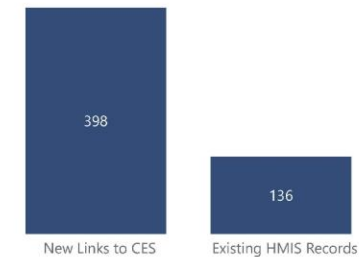
Referrals to Access Points For Homeless Contacts

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



Data Discussion and Feedback

Daniel Garcia, CES Administrator,
Office of Care Coordination

CES Evaluation Update

Tom Albanese, Element Consulting Group

Orange County Continuum of Care: Stakeholder Survey



Next Meeting:
Wednesday, July 1st, 2026
2:00pm – 3:30pm



COUNTY OF **ORANGE**
OFFICE OF CARE
COORDINATION