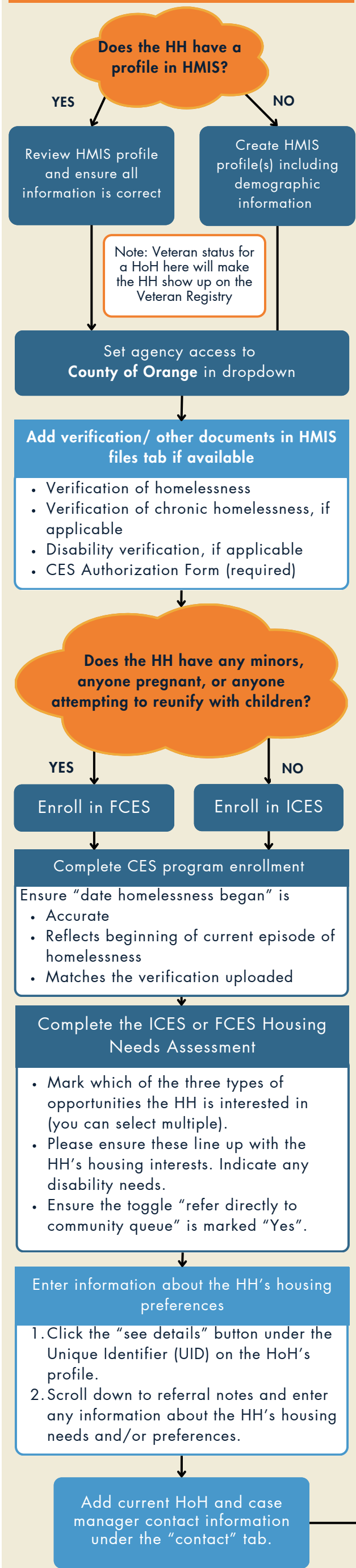


# Coordinated Entry System (CES) Reference Guide



## Placing a HH on the CES Community Queue



**CES:** Coordinated Entry System  
**CQ:** Community Queue  
**HH:** Household

**HMIS:** Homeless Management Information System  
**HoH:** Head of Household  
**SPA:** Service Planning Area

**VSP:** Victim Service Provider  
**TAY:** Transitional Age Youth

## Acronym Definitions

## What is CES?

CES connects people experiencing or at-risk of homelessness to available shelter, housing, and supportive service opportunities.

CES:

- Is managed by the County of Orange, Office of Care Coordination
- Includes a network of service providers operating **Access Points** for people experiencing or at-risk of homelessness in Orange County. These providers also conduct **CES Assessments**.
  - The Individual, Family, and Survivor components of CES are administered by contracted partners that assist with matching during Match Meetings.
- **Prioritizes** people with the most severe needs and **matches** them with available shelter, housing and/or supportive services by using a standardized and transparent method.
  - This prioritization list of people in HHs is called the Community Queue (CQ)
  - The most important prioritization factors include chronic homelessness status, length of homelessness, & disability status.

Access

Assessment

Prioritization

Referral / Matching

## Components of CES

### Individual CES (ICES)

**Includes:** Adult only HHs (age 18+)

**Meeting Schedule:**

**North SPA:** Wed. at 11 AM

**Central SPA:** Tues. at 11 AM

**South SPA:** Thurs. at 11 AM

**Office Hours (all SPAs):** Wed. 1pm, Thu. 1pm

**Contact:**

[CoordinatedEntry@ceo.oc.gov](mailto:CoordinatedEntry@ceo.oc.gov)

### Family CES (FCES)

**Includes:** HHs with at least one adult and one child, including:

- HHs with a pregnant person
- Someone in the process of family reunification with a minor child

**Meeting Schedule:** Tues. at 1:30 PM

**Contact:**

[CoordinatedEntry@ceo.oc.gov](mailto:CoordinatedEntry@ceo.oc.gov)

### Survivor CES (SCES)

**Includes:** HHs experiencing or fleeing domestic violence served by VSPs

**Eligibility:** Any individual or family who is fleeing, or attempting to flee, domestic violence; has no other residence; and lacks the resources or support to obtain permanent housing

**Meeting Schedule:** Matches sent via email.

**Contact:** [CoordinatedEntry@ocgov.com](mailto:CoordinatedEntry@ocgov.com)

### TAY Registry

**The TAY Registry includes** households where the head of household is aged 18-24, with or without minor children

**Attend TAY Registry Meetings at 9am virtually on Tuesdays** if your HH is in the age range to accept any applicable matches.

**Contact** [CoordinatedEntry@ceo.oc.gov](mailto:CoordinatedEntry@ceo.oc.gov) with any questions.

### Veteran Registry

**The Veteran Registry includes** any HH on the CES CQ with a "yes" for HoH's Veteran status in HMIS. **Add** years of service, discharge status, theater of operations, branch, DD214 if available.

**Before match,** connect Veteran(s) with the Santa Ana VA Community Referral and Resource Center at 844-838-8300 to be screened to confirm eligible Veteran status.

**Attend the Veteran Registry Meetings at 9:30 AM virtually on Tuesdays** if your HH appears on the list.

**Contact** [CoordinatedEntry@ceo.oc.gov](mailto:CoordinatedEntry@ceo.oc.gov) with any questions.

## CES Process

### Weekly Virtual Match Meetings

- CQs are sent out weekly for these weekly Match Meetings where the administrators will discuss HHs and attempt to match the highest priority HHs on the Community Queue to any available opportunities.
- It's important to attend Match Meetings if your HH is on the CQ because a provider needs to confirm the match is a good fit **otherwise your HH will be skipped**.
- In addition, the Match Meetings typically have a **strengths-based case conferencing component**.

### Shelter Bed Reservation System

If your HH is on the Family or Individual Community Queue, and has current contact information and a recent current living assessment, **you can refer them to the family or individual Bed Reservation Community Queue if they are interested in shelter. Matches are made daily and you must be able to reach your HH within 72 hours to schedule an intake.**

Add the Needs Bed Reservation Service

Complete the Bed Reservation Assessment and note any specialized needs

Add the Needs Bed Reservation Service every 7 days to confirm continued interest in shelter

### NOTE FOR ALL ACCESS POINTS: Survivor Pre-Assessment Tool

All Access Points should use the **Survivor Pre-Assessment Tool** to screen all new HHs to identify survivors of domestic violence and human trafficking (survivors) and offer them the choice of a warm hand-off to a VSP to be placed on the SCES community queue, or remaining with the existing Access Point. If the HH wants to be transferred to a VSP, the Access Point should help the survivor call one of the hotlines and provide privacy for the call.

### Following Up / Keeping HHs on the CQ

- Stay engaged with HHs.
- Attend the applicable Match Meeting and/or Registry Meeting (above) to advocate for HHs
- Maintain the HH's status in the CQ by doing one of the following, at least every 90 days, to avoid automatic removal:
  - Add a note to the HoH's profile
  - Do a "check-in" on the referral page,
  - Update the Current Living Situation Assessment.
  - Remove HHs from the CQ when necessary due to HH being housed or exited.
- Add/remove yourself from a HH's Care Team in HMIS when you begin or stop working with a HH.
- Re-refer HHs to the CQ if their housing interest categories change.
- Add any new information about location or housing preferences to their CES referral notes
- Continue to assist HH in obtaining additional documents (e.g., Social Security Card, Driver's License / State ID, Birth Certificate, income verification, homelessness / disabling condition verification documents)
- Accept matches if they align with HH's housing, shelter, and/or supportive services preferences and needs.



Resource Library  
[bit.ly/occeslibrary](https://bit.ly/occeslibrary)