

# Coordinated Entry System Steering Committee

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**Meeting Date:** August 31, 2022

**Meeting Time:** 2:00 p.m. – 3:00 p.m.

**Location:** 500 City Parkway West, Suite 400, Orange CA 92868

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## Minutes

1. **Call to Order – Christina Weckerly, Orange County Health Care Agency**
2. **Welcome and Introductions – Christina Weckerly, Orange County Health Care Agency**
3. **Coordinated Entry System (CES) Updates**
  - a. **Individuals – Connor Stephenson, Individual CES Manager, Friendship Shelter**
    - i. Connor shared the following information with the CES Steering Committee:
      - There are 3,376 participants enrolled in the Individual CES project in HMIS.
      - 160 participants are not assessed.
      - 80 participants are assessed, but not on the Community Queue.
      - 1,815 participants are active on the Community Queue.
      - 372 participants are pending matches to housing opportunities.
    - ii. Connor also shared that the housing report has a small error, due to data being entered too late to appear during the reporting period.
  - b. **Families – Roxana Garcia, Family System Specialist, Family Solutions Collaborative (FSC)**
    - i. Roxana shared the following updates with the CES Steering Committee:
      - There are currently 593 adults in the Family CES project
        - a. 21% have a CES assessment.
        - b. 34% are currently matched to a housing opportunity.
      - There are over 200 households on the Community Queue, which is the highest it has been in three-years.
      - There has been a significant decrease of housing opportunities, as well as a highly competitive housing market which has caused very few households to successfully exit the CES project.
    - ii. FSC will begin to seek out additional housing opportunities outside of CES to help with the increased need.
    - iii. FSC has noted a big inflow of families connected to CalAIM enter CES.
    - iv. FSC also noted that the \$5,000 limit available through CalAIM is not enough since deposit costs can be \$9,000.
      - Connor Stephenson noted that not all CalAIM providers are HMIS participating agencies, so he is curious to know the true impact of these connections.
  - c. **Veterans - Rebecca Ricketts, CES Manager, County Executive Office**
    - i. Rebecca shared the following updates with the CES Steering Committee:
      - There are 225 veterans housed year-to-date.

- There are 223 veterans experiencing homelessness on the registry, as of the end of July.
    - July's inflow is slightly greater than the outflow out of the system, which indicates that veterans are also seeing the impacts of the housing shortage.
  - ii. Rebecca noted that veterans with HUD-VASH are struggling to lease up in the current housing market due to the Emergency Housing Vouchers (EHV) having higher payment standards and the low vacancy rate.
  - iii. Rebecca also mentioned that usually the Veteran Registry sees 20-30 participants being housed per month.
  - iv. Discussion
    - There was a discussion about educating households, who call asking about housing assistance programs, to inform them of the process a little more or to provide a more realistic expectation.
- d. Transitional Aged Youth (TAY) – Mayra Vargas, CES Staff Specialist, County Executive Office**
  - i. Mayra shared the following updates with the CES Steering Committee:
    - 33% of the TAY on the registry are interested in Rapid Rehousing Programs
    - 67% of the TAY on the registry are interested in a Housing Choice Voucher (HCV)
    - The TAY Registry is also experiencing the same issues as the other components of the system (lack of housing opportunities, high inflow over outflows, etc.)
    - Outflow for the TAY Registry has doubled in the last two months than what is typically observed.
- e. Virtual Front Door (VFD) – Erin DeRycke, Director CoC Data and Operations, 211OC**
  - i. Erin shared the following updates with the CES Steering Committee (data reflects information from the [Virtual Front Door from April – June](#)):
    - Over half the calls during Quarter 2 of 2022, 33,000 calls, were housing related.
    - Individual CES Access Points receive the majority of calls pertaining to CES Access, followed by Veterans and then TAY.
    - 573 new HMIS records have been created and linked to a CES Access Point to begin the CES process.
    - Callers continue to express frustration with not being able to access direct housing resources or lack of available housing resources.
    - 50% of all calls were for the VFD (including text messages, and website visits)
  - ii. Discussion
    - It was also noted that every CalAIM provider has been encouraged to become a CES Access Point. This has helped expand CES's capacity for access points, especially because some partners are non-traditional CES partners; thus, expanding homeless services through CalAIM funding.

#### **4. Shelter Preference Working Group Updates – Rebecca Ricketts, CES Manager**

- a. The working group has come to an agreement to recommend a hybrid option for matching housing opportunities.
  - i. Option 3: Chronic Homelessness (CH) Preference: CH status first, regardless of shelter status.
    - Priority Tiers:
      - a. People experiencing chronic homelessness
      - b. People in shelter with a disabling condition
      - c. People unsheltered with a disabling condition
      - d. People in a shelter without a disabling condition
      - e. People unsheltered without a disabling condition
- b. Timeline:
  - i. A public feedback period will follow this session and run through September 7, 2022.
  - ii. This recommendation will also be presented to the Lived Experience Advisory Committee (LEAC) for feedback and discussion.
  - iii. This recommendation will then be presented to the Policy and Procedure Steering Committee on September 13, 2022; if approved the recommendation will be presented to the CoC Board on September 28, 2022.

**5. Shelter Bed Reservation System Update – Jasmin Miranda, Staff Specialist, County Executive Office**

- a. The tentative launch date has been pushed back to October 2022, Jasmin will be providing this information to all contacts on the CES email list.
- b. If anyone has any questions regarding the Bed Reservation System, please send them to [coordinatedentry@ochca.com](mailto:coordinatedentry@ochca.com).
- c. There will be another update provided in the November meeting.

**6. Housing Interest Assessment – Rebecca Ricketts, CES Manager, County Executive Office**

- a. The Individual CES team took the lead on creating an updated Housing Interest Assessment.
- b. The Housing Interest Assessment was provided to all in attendance, and Rebecca asked that everyone provide feedback once they had time to review it.
- c. The assessment will be taken to the LEAC for feedback and will be completed as a pilot as part of CES.
- d. If the assessment is completed, this assessment will be used as a tool to add to the CES conversation. It will not affect anyone's CES referral or prioritization.
- e. The purpose of this assessment is to invite participants into a housing conversation and honoring participant's choice during the housing match and referral process.
- f. Discussion
  - i. It was suggested that there be a companion document that will explain what type of housing there are as well lowering the literacy level to at least 6<sup>th</sup> grade level.

**7. Next Meeting**

- a. November 2, 2022, from 2:00 p.m. – 3:00 p.m.
- b. 500 City Parkway West, Suite 400, Orange CA 92868