Coordinated Entry System (CES) Steering Committee

Meeting Date: March 1, 2023
Meeting Time: 2:00 p.m. – 3:00 p.m.
Meeting Link: Click here to join the meeting
Meeting ID: 282 242 283 123
Passcode: QqKdod

Agenda

1. **Call To Order** – Christina Weckerly, Committee Chair

2. **Welcome and Introductions** – Christina Weckerly, Committee Chair

3. **Coordinated Entry System (CES) Updates:**

   a. Individuals – Tianna Terry, Individuals CES Assistant Manager, Friendship Shelter
      - CES for Individuals has completed referrals to Casa Paloma and the new housing development is now fully leased up.
      - As of today, March 1, 2023, the Shelter Bed Reservation System for Individuals has expanded to include Yale and Bridges.
      - In addition to the expansion, the Shelter Bed Reservation Assessment has been updated to include questions about accessibility needs to maximize utilization of available accessible shelter beds.
      - Discussion/Question
        1. Anyone with questions pertaining to the Shelter Bed Reservation System can submit them to coordinatedentry@ocgov.com.
        2. General information on the Shelter Bed Reservation System is able here.
        3. Christina Weckerly noted that Orange County Outreach and Engagement (OC O&E) will not be completing the Bed Reservation Assessment over the phone. OC O&E generally does not provide services over the phone, if participants are interested, they must meet OC O&E in person. OC O&E will be able to go to where participants are located.
   b. Families – Roxana Garcia, Family System Specialist, Family Solutions Collaborative (FSC)
      - As of January 31, 2023, FSC shared the following data:
        1. 685 total families active in CES
        2. 202 families currently in shelter, 258 not in shelter and 27 families in "other" housing situations
      - FSC continues to see an increase in demand for services.
      - 11 families were diverted, and 17 families moved into housing since January 31, 2023.

c. Veterans – Rebecca Ricketts, CES Manager, County Executive Office
   - There are currently 238 veterans currently experiencing homelessness in Orange County.
   - There has been an increase in veterans experiencing homelessness compared to last year.
   - 243 veterans were housed in 2022.
   - Most veterans on the Veteran Registry are HUD-VASH eligible.
   - There has been an overall decrease in veteran homelessness since 2019 which is aligned with nation-wide trends.
d. Transitional Aged Youth – Mayra Vargas, CES Staff Specialist, County Executive Office
   - As of March 1, 2023, there were 242 TAY households active in CES, with the following breakdown:
     1. 150 households on the Community Queue;
     2. 52 households not on the Community Queue;
     3. 29 households currently matched to housing opportunities;
     4. 11 households currently enrolled in a housing project;
   - The TAY on the Queue report the following interest in housing:
     1. 67 Rapid Rehousing
     2. 71 Permanent Supportive Housing
     3. 143 Housing Choice Voucher
   - TAY exits destination for this year:
     1. Homeless Situation – 12
     2. Data not collected – 20
     3. Rental by Client – 11
     4. Staying with Family/Friends – 4
     5. Institutional Situation - 3
e. Virtual Front Door – Amy Arambulo, Vice President of Community Impact, 2-1-1 Orange County
   - Housing and shelter resource calls accounted for 50% of total calls to 2-1-1.
   - Of these, many referrals were to CES Access Points, Emergency Shelters, and Prevention/Housing Expense Assistance.
   - It was also noted that there has been an increase in calls for TAY resources. It used to be about 30 calls a month but in the last few months, this has jumped to an average of around 100.
   - Additional agencies were added to the GetHelpOC program.
     1. There was a total of 70 referrals made. 28% of the referrals were noted to have been marked as not having capacity or being able to provide another organization to meet their need.
        a. Of the 28% of unfulfilled referrals, 80% were for housing needs.
        b. Of the 70 calls, 60% were assisted with resources.

- To learn more about GetHelpOC, get a demo, or if an organization is interested in participating in this program please contact Amy Arambulo, 714-589-2350, AArambulo@211.oc.org

4. **Data Highlight** – Rebecca, Ricketts, CES Manager, County Executive Office

   a. New CES dashboards developed by BitFocus, the developer of the Homeless Management Information System in Orange County, were reviewed and discussed.
   b. Question/ Discussion
      - Rosa Prado, with Irvine Valley College, wanted to know if our systems currently collect information specifically on college aged CES participants.
      - It was noted that CES does not collect that data at this point. It was asked what the purpose and intention behind collecting this information would be. It was mentioned that collecting this information would need to be for a purpose. Alejandra Colo agreed that this could provide an opportunity for CES partners to work closer with local educational systems.
      - Rebecca Ricketts will connect with some college staff and provide an overview of the CES process and assistance available.
      - Any organizations interested in becoming part of CES or if they would like to learn more about CES, please reach out to CoordinatedEntry@ocgov.com or visit https://ceo.ocgov.com/care-coordination/homeless-services/coordinated-entry-system.
      - Rebecca Ricketts highlighted the days to housing and noted that the roll out of the CES Referral Standards will be actively attempting to work on decreasing the days between referral and housing move-in.
      - The committee was asked what barriers they were coming across after a match had been completed? What are some of the successes they have experienced? These barriers can be something this committee communicates with the CoC Board to help address.

5. **2023 Vision Themes** – Christina Weckerly, CES Manager, County Executive Office

   a. Christina Weckerly summarized three themes identified during the previous CES Steering Committee meeting:
      - Data
      - Onboarding and Training Needs
        1. It was recognized that CES onboarding is extremely difficult on providers, and it requires a lot of mentoring. The committee was asked to think through the types of trainings that they would like to be provided that may help with this onboarding process.
        2. Mayra Vargas shared that the Lived Experience Advisory Committee (LEAC) had mentioned wanting to work with this committee on a shared list of recommended trainings. Christina noted that this is something that she would be interested in, and asked to learn more offline as to what this could look like.

- Policies and Procedures
  1. Christina Weckerly asked what policies this committee would like to explore.
  2. Members were asked to send in suggestions to Christina Weckerly, Rebecca Ricketts, or to the CES email (CoordinatedEntry@ocgov.com).
  b. Discussion
- Manuel Escamilla, with the Office of Sarmiento, had questions about data on income and connection to benefits.
  1. Rebecca Ricketts noted that income varies among the households participating in CES, ranging from 0-50% area median income.
  2. It was noted that this could be something that would benefit looking at under the Housing Opportunities Committee.

6. **Next Meeting:** May 3, 2023, 2:00 p.m. – 3:00 p.m.