FAQ Question	FAQ Answer
How are individuals prioritized and matched to the shelter opportunities in the Shelter Bed Reservation System?	The Coordinated Entry System (CES) Policies and Procedures are approved by the Continuum of Care Board (CoC). CES prioritizes individuals experiencing chronic homelessness by length of homelessness, then those who are not experiencing chronic homelessness by disabling condition, length of homelessness and shelter status. Additionally, regional service planning area (SPA) prioritization is taken into consideration for all shelter opportunities.
Is there a bed reservation list we can access to check client's spot on the list and to better understand when can we expect a match?	The Shelter Bed Reservation Community Queue is not a waiting list, and the community queue often changes on a daily basis depending on the individuals placed on and removed from the community queue. An exact number on the Community Queue or a time frame as to when a participant may be matched cannot be provided. A match is not guaranteed.
Why is my client's Shelter Bed Reservation Referral expired?	Participants that have not had any activity in HMIS in the previous seven (7) days will automatically be removed from the Shelter Bed Reservation Community Queue on the morning of the 7th day and the referral will show as expired.
What shelters are currently participating in the Shelter Bed Reservation for Individuals?	The shelters currently participating in the Shelter Bed Reservation System are Huntington Beach Oasis and Anaheim North Harbor operated by American Family Housing, Yale Navigation Center operated by People Assisting the Homeless (PATH) and Bridges at Kraemer Place operated by Mercy House Living Centers.
What are the eligibility criteria to get matched to shelter?	Participants must be experiencing literal homelessness as defined by the U.S. Department of Housing and Urban Development (HUD). However, each shelter site may have additional eligibility criteria such as felony warrants or sex offender status. At this time, all current shelters participating in the Shelter Bed Reservation System for Individuals do not accept participants with active felony warrants or registered sex offenders.
What documentation is needed to qualify for the Shelter Bed Reservation Community Queue?	The household must have Verification of Homelessness or Chronic Homelessness uploaded to the homeless management information system (HMIS). Verification of Homelessness must be uploaded to HMIS prior to referring the household to the Shelter Bed Reservation System. CES documents can be found at: https://ceo.ocgov.com/page/ces-partner-documents-and-resources
How do I refer someone to the Shelter Bed Reservation System?	Please review the Individual Bed Reservation System Information Session PowerPoint on the Shelter Bed Reservation System webpage that includes an overview of the Individual Shelter Bed Reservation System, as well as the step-by-step process of the steps in HMIS. For additional resources, 211OC has a Knowledge Base with articles on Adding Households to the Bed Reservation Community Queue, as well as a Bed Reservation Overview.
How do I keep a client active on the Shelter Bed Reservation Community Queue?	The "Needs Bed Reservation Assistance" service is required to be included on the Shelter Bed Reservation System Community Queue and the service must be updated, at minimum, on a weekly basis upon confirmation that the household remains interested in shelter opportunities to ensure that households remain active on the Shelter Bed Reservation Community Queue. Please reference the section "Confirm the Household still needs Bed Reservation Assistance" in the Adding Households to the Bed Reservation Community Queue knowledge base article for more details.

What do a I do if the Shelter Bed Reservation System referral expired and the participant remains interested in shelter?	The participant can be re-referred to the Shelter Bed Reservation Community Queue from the previously completed Shelter Bed Reservation Assessment or by completing a new Shelter Bed Reservation Assessment if the participant's information has changed. A new "Needs Bed Reservation Assistance" service must also be entered in HMIS.
My participant has accessibility needs. How do I reflect that information?	For any participants that require mobility or sensory accommodations, please ensure that following questions are answered on the Shelter Bed Reservation Assessment and include any special needs information in the available textbox: Do you require a mobility accessible unit due to a physical disability? Do you require a sensory accessible unit due to loss of hearing or sight?
My participant is unable to climb a top bunk bed space or has other special needs. How do I reflect that information?	For any participants that require accommodations, please update the following questions on the Shelter Bed Reservation Assessment: • Does the household require any special accommodations? • If yes, please describe: Some examples of special accommodations: • Cannot climb top bunk • Only interested in a bed for a couple • Nonbinary and prefers female/male bed • Has limited mobility but is open to any shelter opportunity
Are there shelter opportunities through the Shelter Bed Reservation System for couples or households that include more than one adult?	There are shelter opportunities available through the Shelter Bed Reservation System for couples or other households of more than one adult regardless of marital status or household composition. This includes married and unmarried couples, same sex partners, and parent with an adult child. When group reservations are unavailable, participants will be considered for single bed reservations unless their Shelter Bed Reservation System Assessment specifies that they are only interested in a group bed reservation.
How will I know if a participant was matched to shelter?	The Matchmaker will send an email to the Shelter Provider and Access Point Care Team notifying them of the match that was made and the next steps. The participant, Access Point and Shelter Provider will have 72 hours to complete the shelter intake. The Access Point and Shelter Provider should work collaboratively to contact the participant to schedule an intake as soon as possible. If there is no contact after the 72-hour period, the referral will be denied by the Shelter Provider, and the shelter bed opportunity will be re-matched.
How are you measuring success of the Shelter Bed Reservation System?	The Shelter Bed Reservation System is reviewed monthly against the following thresholds: • Average Days Between Adding Household to the Queue and a Match: 7 days or less • Average Days Between Match and Shelter Enrollment: 2 days or less • Percent of Completed Referrals: 75% • Average Number of Referrals Needed to Place a Household: 1.2 referrals or less In addition, we monitor many other metrics, including bed utilization rates, average days beds remain open and reasons for incomplete matches.

If you have additional questions about the Shelter Bed Reservation System, please contact coordinatedentry@ocgov.com.