ORANGE COUNTY CONTINUUM OF CARE
COORDINATED ENTRY SYSTEM (CES) STEERING COMMITTEE

Wednesday, September 6, 2023

2:00 p.m. – 3:00 p.m.

> **Location: Microsoft Teams**
> **Meeting ID: 282 437 183 317**
> **Passcode: TTg4Wd**

Committee Chair: Christina Weckerly Ramirez, OC Health Care Agency (HCA)

Purpose: The CES Steering Committee will function as an advisory group to the Continuum of Care (CoC) Board and the Policies, Procedures and Standards (PPS) Committee to align its efforts to those of the Orange County CoC Board Vision including but not limited to reviewing CES policies and procedures for process review, policy formation, assessment of current policies and procedures and formation and conduct of committees in the service of the CoC, CES and Homeless Management Information System (HMIS). The CES Steering Committee will support the CoC Board with policy development, supporting strategic implementation of the CES and evaluating the efficiency and effectiveness of CES.

AGENDA

Call to Order – Christina Weckerly Ramirez, Chair

Welcome and Introductions – Christina Weckerly Ramirez, Chair

Public Comments – Members of the public may address the CES Steering Committee on items listed within this agenda or matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CES Steering Committee. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes. In order to address the CES Steering Committee, members of the public are to enter their name and agenda item number in the chat box to be placed in a queue. Staff will call your name in the order listed in the chat box.

1. **Welcome and Introductions –** Christina Weckerly Ramirez, Chair

2. **Coordinated Entry System Updates –** Rebecca Ricketts, CES Manager, Office of Care Coordination
   a. **CES Updates**
      i. The Individual Coordinated Entry System (ICES) reported having 6,009 active households in the CES Project. Of the active ICES households, 2,925 households were on the Community Queue awaiting housing.
      ii. The Family Coordinated Entry System (FCES) reported having 442 active households in the CES Project. Of the active FCES households, 297 households were on the Community Queue awaiting housing.
      iii. Currently, there are 257 veterans experiencing homelessness on the Veteran Registry. During the last year (8/1/2022 – 7/31/2023), 172 veterans were housed.
      iv. There continues to be an increased inflow of Transitional Aged Youth (TAY). Currently, there are 231 active households in the CES project. Of the active households, 141 are on the Community Queue awaiting housing.
      v. During August, the Virtual Front Door (VFD) made 1,174 referrals to CES Access Points.
   b. **Housing Gap Analysis**

i. The Housing Gap Analysis was conducted for the last fiscal year, July 1, 2022 – June 30, 2023.

ii. During this program year, one in 10 households that accessed CES received a housing referral from CES to an available housing opportunity.

iii. There was an 87% (6,396) gap in available housing opportunities. There were 7,369 unduplicated households were served of which 973 were connected to housing.

iv. By Population

1. For ICES, there was an 88% housing resource gap. There were 6,535 unduplicated households served of which 780 were connected to housing.

2. For FCES, there was a 77% housing resource gap. There were 834 unduplicated households served of which 193 were connected to housing.

v. The following graph shows the Housing Interest captured across populations as of August 11, 2023:

	Individuals	Families	Households	%
Rapid Rehousing	1,424	259	1,683	51%
Other Permanent Housing	1,473	44	1,517	46%
Permanent Supportive Housing	83	1	84	3%
Unknown	27		27	1%

vi. The Housing Interest Assessment is folded into the intake process, the assessment reports the lowest intervention the households have identified as the minimum necessary housing intervention that will end their homelessness.

c. **Public Comment and Questions**

i. Is the Housing Interest Assessment reporting what the household is interested in and what they are eligible for?

1. The numbers are reported by what the lowest intervention the household is interested in. For example, if a household selected Rapid Rehousing and Permanent Supportive House then we would report this as one count for Rapid Rehousing and zero counts for Permanent Supportive Housing. Housing eligibility is not considered in the housing interest.

ii. A public member commented that it was interesting to see how many households have indicated interest in Rapid Rehousing because during the CES Match meetings a lot of people decline Rapid Rehousing opportunities.

d. **Recommended Next Steps**

i. There has been discussion in this committee, as well as others, to have CES data be reported in a standardized way to streamline the message. To address this, there is a recommendation is to establish an ad hoc to review CES data and reports to propose a standardized CES Dashboard.

ii. Christina Weckerly Ramirez tasked the Office of Care Coordination to create an ad hoc and report back the recommendations during the next CES Steering Committee.

iii. In addition, with the Office of Care Coordination recruitment for ad hoc members, volunteers can email the CES inbox at coordinatedentry@ocgov.com to express interest in being part of this ad hoc and meeting attendees were invited to volunteer during the meeting.

iv. The following meeting participants asked to be included in this ad hoc:

1. Sarah McClellan – Pathways of Hope
2. Roxana Garcia – Family Solutions Collaborative
3. Hannah Mittelman– Friendship Shelter
4. Kellee Fritzal – HOPE Center of Orange County

3. **Public Housing Authority (PHA) Universal Application –** Rebecca Ricketts, CES Manager, Office of Care Coordination
   a. CES has partnered with the four PHAs in Orange County, to create a PHA Universal Application for applicants matched through CES to tenant-based or project-based housing opportunities. The goal in this application was to streamline the process of all community service providers and minimize the versions of applications available for service providers. Over 300 CES partners attended the training sessions that were hosted by CES and the PHA in August. There will be an office hour session on September 20, 2023, for CES partners to address any additional questions.

4. **Lived Experience Advisory Committee Recommendations** - Felicia Boehringer, Continuum of Care Administrator
   a. The members of the Lived Experience Advisory Committee (LEAC) met to discuss recommendations to improve the CES Policies and Procedures for those experiencing homelessness within the Orange County CoC.
      i. **Recommendation #1:** Explore revising the CES Policies and Procedures to allow CES participants to remain active on the prioritization list for more than 90 days of nonengagement.
      ii. **Recommendation #2:** Provide regular training on CES policies, procedures and processes to homeless service providers, Access Points and community partners informed by the perspective of people with lived expertise.
      iii. **Recommendation #3:** Strengthen the Orange County CoC approach to engaging partners to expand available CES Access Points and include creative, non-traditional Access Points.

      The LEAC is open to continued dialogue with the CES Steering Committee regarding next steps addressing the recommendations that will be shared. The LEAC Co-chair, Paul Kaiser, expressed interest in providing CES Access Points with additional education and training regarding the 90-day policy if it cannot be removed. Paul also noted that the housing authority sends out annual letters of interest that are used to determine interested households.

   b. **Committee Comments:**
      i. Christina Weckerly Ramirez suggested consolidating recommendations #1 and #2 because they both pertain to a training concern. This suggested was approved by Paul.
      ii. It was suggested that members from the LEAC be invited into the ad hoc to ensure that the concerns they have expressed are addressed.
      iii. The third recommendation will be moving forward with additional discussion with the members of the LEAC and putting this item as an agenda topic for further discussion during a future CES Steering Committee meeting to discuss questions such as, what are the current gaps in access? How can our committee work to engage additional stakeholders?

   c. **Recommended Next Steps**
      i. The Office of Care Coordination will recruit volunteers for an ad hoc, to discuss the training recommendations, in addition to accepting volunteers during the meeting and by email to CoordinatedEntry@ocgov.com.
      ii. The following attendees volunteered to be on this ad hoc:
         1. Shannon Lamb – Salvation Army
         2. Tianna Terry – Friendship Shelter
         3. Sarah McClellan (or representative) – Pathways of Hope

5. **CES Policies and Procedures Updates –** Rebecca Ricketts, CES Manager, Office of Care Coordination
   a. A brief timeline of the CES Policies and Procedures:

i. **September 2022** – The CES Policies and Procedures were last approved, which incorporated the Emergency Transfer Request policy and updated assessment and prioritization policy to discontinue the use of the VI-SPDAT.
ii. **May to August 2023** – Homebase, a national technical assistance provider in the field of housing and homelessness, worked with a Survivor Stakeholder ad hoc and facilitated listening sessions with survivors to draft CES policies and procedures for survivors.
iii. **September 2023** – CES policies and procedures will be posted on or before September 13, 2023, for public feedback. Updates to the CES Policies and Procedures will include:
1. Recommendations from the Survivor Stakeholder Ad Hoc and Survivor listening sessions
2. Integration of Moving On and Stepping Up
3. Adoption of a disaster prioritization policy
4. Clarifying language

b. The following chart details the timeline the Office of Care Coordination has been using to carry the recommendations forward, with the goal of presenting the CES Policies and Procedures to the CoC Board during the October meeting.

Date	Activity
June 16, 2023	Phase 1: Survivor Stakeholder Ad Hoc Meeting #1
June 23, 2023	Phase 1: Survivor Stakeholder Ad Hoc Meeting #2
June 30, 2023	Phase 1: Survivor Stakeholder Ad Hoc Meeting #3
July 5, 2023	CES Steering Committee Meeting (roll-out)
July 7, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #1
July 21, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #2
July 28, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #3
August 4, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #4
August 11, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #5
August 17, 2023	Lived Experience Feedback Session #1
August 22, 2023	Lived Experience Feedback Session #2
August 25, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #6
September 6, 2023	CES Steering Committee Meeting (policy recommendation)
September 13, 2023	Public Feedback Period Begins
September 13, 2023	Public Listening Session #1
September 18, 2023	Public Listening Session #2
September 27, 2023	Public Feedback Period Ends
October 10, 2023	CoC Policies, Procedures and Standards Committee Meeting
October 25, 2023	CoC Board Meeting

c. The Office of Care Coordination will be hosting two public listening sessions in September. The public listening sessions will provide a chance to learn about the proposed changes to the CES Policies and provide feedback. Feedback may also be provided in writing during the public feedback period to CoordinatedEntry@ocgov.com.
i. **Public Listening Session #1**
Date: Wednesday, September 13, 2023
Time: 5:00 p.m. - 6:00 p.m.
Click here to join the meeting
Meeting ID: 237 943 248 821
Password: NKJcEb
ii. **Public Listening Session #2**
Date: Monday, September 18, 2023
Time: 11:00 a.m. - 12:00 p.m.
Click here to join the meeting

Meeting ID: 237 772 435 06
Password:NC7Ggu

Next Meeting: Wednesday, November 01, 2023, from 2:00 p.m. – 3:00 p.m.