

ORANGE COUNTY  
CONTINUUM OF CARE BOARD  
Wednesday, October 25, 2023  
2:00 p.m. – 4:00 p.m.

**Location:**  
**County Administration South (CAS) Building**  
**Conference Center**  
**425 West Santa Ana Blvd. Room 104/106**  
**Santa Ana, CA 92701-4599**  
[Click Here](#) for parking information.

## AGENDA

### Board Members

Nichole Gideon, Individual  
Eric Richardson, Volunteers of America  
Nishtha Mohendra, Families Forward  
Judson Brown, City of Santa Ana  
Maricela Rios-Faust, Human Options  
Dr. Shauntina Sorrells, Samueli Foundation  
[Secretary]  
Christina Weckerly Ramirez, Health Care Agency  
Jason Phillips, Individual

Kelly Bruno-Nelson, CalOptima Health  
Dawn Price, Friendship Shelter [Chair]  
George Searcy, City of Irvine  
Sandra Lozeau, City of Anaheim  
Melanie McQueen, PATH  
Robert “Santa Bob” Morse, Individual  
Ami Rowland, Covenant House California  
Becks Heyhoe, OC United Way [Vice Chair]  
Tim Shaw, Individual

\* In compliance with the Americans with Disabilities Act, and County Language Access Policy, those requiring accommodation and/or interpreter services for this meeting should notify the Office of Care Coordination 72 hours prior to the meeting at (714) 834-5000 or email [CareCoordination@ocgov.com](mailto:CareCoordination@ocgov.com). Requests received less than 72 hours prior to the meeting will still receive every effort to reasonably fulfill within the time provided. \*

**Call to Order** – Dawn Price, Chair

**Board Member Roll Call** – Dr. Shauntina Sorrells, Secretary

**Public Comments:** Members of the public may address the Continuum of Care (CoC) Board 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 CoC Board. Members of the public may address the CoC Board with public comments on agenda items in the business calendar after the agenda item presentation. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes.

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**Board Member Comments:** Members of the CoC Board may provide comments on matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board.

### **CONSENT CALENDAR**

*All matters are approved by one motion unless pulled by a Board Member for discussion or separate action. The CoC Board requests that only pertinent information be discussed during this time.*

1. **Approve CoC Board Special Meeting Minutes from September 11, 2023**
2. **Agencies and Jurisdictions Approved for Homeless Management Information System (HMIS) Access**
  - a. Receive and file list of agencies and jurisdictions approved for HMIS access from July 22, 2023, through October 20, 2023.

### **BUSINESS CALENDAR**

1. **Domestic Violence Awareness Month** – Maricela Rios-Faust, Chief Executive Officer, Human Options and Domestic Violence Committee Chair; and Julia Moreno, Residential Case Manager Supervisor, Human Options
  - a. Update regarding the Domestic Violence Committee
  - b. Presentation on the Intersection of Homelessness and Domestic Violence
2. **Policies, Procedures and Standards (PPS) Committee** – Sarah Jones, CoC Manager, Office of Care Coordination and Becks Heyhoe, Vice Chair and PPS Committee Chair
  - a. Update on Homeless Management Information System (HMIS) Agency Access Policy as it relates to law enforcement, as detailed in the HMIS Policies and Procedures.
  - b. Approve revised Coordinated Entry System (CES) Policy and Procedures including CES for Domestic Violence Survivors, assessment updates, a disaster prioritization policy and clarifying language, as recommended by the PPS Committee.
3. **2023 CoC Nominating Committee Recommendation and Update** – Dawn Price, Chair; Becks Heyhoe, Vice Chair; Dr. Shauntina Sorrells, Secretary; Sarah Jones, CoC Manager, Office of Care Coordination and CoC Nominating Committee Membership
  - a. Approve the recommended changes to the CoC Board composition, nominating and selection process detailed in the Orange County CoC Governance Charter, as recommended by the CoC Nominating Committee.
  - b. Discuss next steps for the CoC Board nominating and selection process.
4. **Funding Recommendations** – Sarah Jones, CoC Manager, Office of Care Coordination
  - a. Approve the following funding recommendations for Rapid Rehousing Services:
    - i. Covenant House California for Rapid Rehousing Services for Transitional Aged Youth for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$79,207.67 to be funded by State of California Emergency Solutions Grant (State ESG).
    - ii. Families Forward for Rapid Rehousing Services for Families for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$320,359.16 to be funded by Homeless Housing, Assistance and Prevention (HHAP) - CoC Round 1 and 3 and State ESG.

- iii. People Assisting the Homeless (PATH) for Rapid Rehousing Services for Individuals for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$79,207.66 to be funded by State ESG.
    - b. Approve the following funding recommendations for Emergency Shelter Operations and Services:
      - i. Covenant House California for Emergency Shelter Operations and Services for Transitional Aged Youth for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$261,599.88 to be funded by HHAP-CoC Round 1 and 3 and State ESG.
      - ii. Interval House for Emergency Shelter Operations and Services for Domestic Violence Survivors for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$125,000 to be funded by HHAP-CoC Round 3 and State ESG.
      - iii. Mercy House Living Centers (Mercy House) for Emergency Shelter Operations and Services for Individuals in the North Service Planning Area for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$150,000 to be funded by HHAP-CoC Round 3 and State ESG.
      - iv. Friendship Shelter, Inc. for Emergency Shelter Operations and Services for Individuals in the South Service Planning Area for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$175,000 to be funded by HHAP-CoC Round 1 and State ESG.
      - v. Pathways of Hope for Emergency Shelter Operations and Services for Families in the North Service Planning Area for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$225,000 to be funded by HHAP-CoC Round 3 and State ESG.
      - vi. Illumination Foundation for Emergency Shelter Operations and Services for Families in the North and Central Service Planning Areas for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$225,000 to be funded by HHAP-CoC Round 1 and 3 and State ESG.
      - vii. Mercy House for Emergency Shelter Operations and Services for Families in the Central Service Planning Area for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$250,000 to be funded by HHAP-CoC Round 3 and State ESG.
      - viii. Family Assistance Ministries for Emergency Shelter Operations and Services for Families in the South Service Planning Area for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$200,000 to be funded by HHAP-CoC Round 1 and State ESG.
5. **2024 Orange County Point In Time Count Update** – Sarah Jones, CoC Manager, Office of Care Coordination and Matt Bates, Vice President, City Net
6. **HMIS Data Request** – Becks Heyhoe, Executive Director of United to End Homelessness, Orange County United Way, Vice Chair and PPS Committee Chair; Eric Richardson, Associate Director for Housing, Volunteers of America, and Veterans Committee Chair
- a. Approve Orange County’s United Way’s HMIS data request for the period of January 1, 2022, through November 1, 2023, to be used at the State of Veterans Homelessness Event, a public presentation, in November 2023.
  - b. Approve Orange County’s United Way’s HMIS data request for Coordinated Entry System data on November 1, 2023, to be used for public presentation as part of the Orange County’s United Way’s Hunger and Homelessness Awareness Week in November 2023.
7. **Orange County Homelessness Updates** – Zulima Lundy, Director of Operations and Sarah Jones, CoC Manager, Office of Care Coordination
- a. System of Care
  - b. Continuum of Care

**8. Next Meeting:** Wednesday, November 15, 2023, from 2:00 p.m. – 4:00 p.m.

ORANGE COUNTY  
CONTINUUM OF CARE BOARD  
SPECIAL MEETING  
Monday, September 11, 2023  
9:30 a.m. – 11:00 a.m.

**Location:**  
**County Administration South (CAS) Building**  
**Conference Center**  
**425 West Santa Ana Blvd. Room 104/106**  
**Santa Ana, CA 92701-4599**  
[Click Here](#) for parking information.

## MINUTES

### Board Members

Nichole Gideon, Individual  
Eric Richardson, Volunteers of America  
Nishtha Mohendra, Families Forward  
Judson Brown, City of Santa Ana  
Maricela Rios-Faust, Human Options  
Dr. Shauntina Sorrells, Orangewood Foundation  
[Secretary]  
Christina Weckerly Ramirez, Health Care Agency  
Jason Phillips, Individual

Kelly Bruno-Nelson, CalOptima Health  
Dawn Price, Friendship Shelter [Chair]  
George Searcy, Jamboree Housing  
Sandra Lozeau, City of Anaheim  
Melanie McQueen, PATH  
Robert “Santa Bob” Morse, Individual  
Ami Rowland, Covenant House California  
Becks Heyhoe, OC United Way [Vice Chair]  
Tim Shaw, Individual

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**Call to Order** – Becks Heyhoe, Vice Chair

Vice Chair Becks Heyhoe called the meeting to order at 9:34 a.m.

**Board Member Roll Call** – Dr. Shauntina Sorrells, Secretary

Present: Nichole Gideon, Eric Richardson, Nishtha Mohendra, Judson Brown, Maricela Rios-Faust, Dr. Shauntina Sorrells, Christina Weckerly Ramirez, Jason Phillips, Kelly Bruno-Nelson, Sandra Lozeau, Melanie McQueen, Robert “Santa Bob” Morse, Ami Rowland, Becks Heyhoe, and Tim Shaw.

Absent Excused: Dawn Price

Christina Weckerly Ramirez, Kelly Bruno Nelson, and Melanie McQueen arrived at the meeting after the Board Member Roll Call was completed and before Public Comments concluded.

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- Peter Warner shared that hospitals are discharging patients who are experiencing homelessness at Amtrak locations and asked that the CoC Board should consider looking into that problem.

**Board Member Comments:** Members of the CoC Board may provide comments on matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board.

- Eric Richardson shared that he has been asked to present at the Veterans Affairs (VA) Conference in November 2023 and will emphasize two elements in his presentation, the first being that the Orange County CoC has a veteran representative on the CoC Board and the second being the collaborative approach of targeted outreach for veterans experiencing unsheltered homelessness.

## **BUSINESS CALENDAR**

- 1. Homeless Management Information System (HMIS) Lead Agency Appointment** – Sarah Jones, CoC Manager, Office of Care Coordination; Susan B. Parks, President and CEO of Orange County's United Way and Karen Williams, President and CEO of 2-1-1 Orange County

On July 1, 2023, Orange County's United Way dba Orange County United Way (United Way) acquired People for Irvine Community Health dba 2-1-1 Orange County (211OC). 211OC will function as a department within United Way and continues to oversee the Orange County CoC's HMIS. United Way and 211OC have been in contact with the United States Department of Housing and Urban Development (HUD) since May 2023 regarding the transfer of the HMIS grant agreement given the acquisition. On August 29, 2023, HUD provided guidance to United Way to apply for the HMIS grant during the FY2023 CoC Program Notice of Funding Opportunity (NOFO), as such the Orange County CoC is being asked to take action to designate United Way as the HMIS Lead for the Orange County CoC.

### Public Comments:

- Peter Warner stated that when the contract is finalized, that contracts should have operators with proper licensing.
- Paul Hyek shared that many individuals who are experiencing homelessness do not have telephones to call 211 and when they do, they get put on hold. Paul Hyek suggested that people with lived experience of homelessness should have opportunities to work in the 211-call center.

CoC Board Comments:

- Sandra Lozeau inquired on the fees that cities experience when exporting data from 211 and asked for clarification.
- Nishtha Mohendra thanked the presenters for coming and explaining the acquisition process. Nishtha Mohendra stated that she was excited for the transition and for the forces to be doubled.
- Robert “Santa Bob” Morse inquired on whether United Way would be ready for the updated 2024 HMIS Standards by October 1, 2023.

Recommended Action b: Appoint Orange County United Way as the HMIS Lead Agency for the Orange County CoC.

Maricela Rios-Faust motioned to approve Recommended Action b. Robert “Santa Bob” Morse seconded the motion. Nichole Gideon, Eric Richardson, Nishtha Mohendra, Maricela Rios-Faust, Dr. Shauntina Sorrells, Christina Weckerly Ramirez, Jason Phillips, Kelly Bruno-Nelson, Sandra Lozeau, Melanie McQueen, Robert “Santa Bob” Morse, and Ami Rowland voted yes. Judson Brown, George Searcy, Becks Heyhoe, and Tim Shaw recused themselves during discussion and abstained from voting. The motion passed.

**2. FY2023 CoC Program Notice of Funding Opportunity (NOFO) – Sarah Jones, CoC Manager, Office of Care Coordination**

The Orange County CoC is eligible to apply for an estimated amount of \$2,138,876 in CoC Bonus Funding and an estimated \$2,076,061 in Domestic Violence (DV) Bonus funding. Renewal project applications for the CoC NOFO were due on August 16, 2023, and proposals in response to the Request for Proposals (RFP) for CoC Bonus, DV Bonus and Reallocation Funding were due on August 24, 2023. Renewal projects were reviewed by the CoC NOFO Ad Hoc, while the CoC Bonus, DV Bonus and Reallocation project proposals were reviewed by the Review Panels comprised of non-conflicted members.

The CoC Bonus and Reallocation Review Panel recommended Families Forward’s rapid rehousing project proposal called Rapid Rehousing for Families in the amount of \$579,869 for the reallocation funding and Friendship Shelter’s permanent supportive housing project proposal called Henderson House Permanent Supportive Housing Expansion in the amount of \$ 2,138,876 for the CoC Bonus funding for inclusion in the Orange County CoC Program NOFO Application.

The members of the DV Bonus Review Panel reviewed two proposals based on the scoring criteria as outlined in the RFP and approved by the CoC Board. The DV Bonus Review Panel recommended Interval House’s joint transitional housing and permanent housing – rapid rehousing project proposal called Domestic Violence Transitional Housing – Rapid Rehousing Expansion Program in the amount of \$2,076,061 for the DV Bonus funding and inclusion in the Orange County CoC Program NOFO Application.

At the same time, the CoC NOFO Ad Hoc and the Office of Care Coordination, as the CoC Collaborative Applicant, developed an updated FY2023 CoC Project Ranking and Tiering Policy. By utilizing this project ranking and tiering policy, all renewal, transition, and new projects were able to be scored and ranked, as noted in the agenda attachments.

Public Comment:

- Peter Warner stated that favorable operators must be selected for shelter operations and inquired when the next CoC Board meeting would be.

CoC Board Discussion:

- Judson Brown shared that for next year’s NOFO process, Orange County Housing Authority (OCHA) should be involved in the discussion in the Tiering process. Judson Brown emphasized unused funds criteria and stated that when those conversations take place can ensure that projects that will fully utilize funds are being prioritized.

Recommended Actions:

- a. Approve the selection of proposals submitted in response to the FY2023 CoC Bonus, DV Bonus and Reallocation RFP as recommended by the two RFP Review Panels – one for CoC Bonus and Reallocation proposals and one for DV Bonus proposals – for inclusion in the FY2023 Orange County CoC Program NOFO Application.
  - i. Friendship Shelter, Inc’s. permanent supportive housing project proposal called Henderson House Permanent Supportive Housing Expansion in the amount of \$2,138,876 as part of the CoC Bonus.
  - ii. Families Forward’s rapid rehousing project proposal called Rapid Rehousing for Families in the amount of \$579,869 as part of the reallocation funding.
  - iii. Interval House’s joint transitional housing and permanent housing – rapid rehousing project proposal called Domestic Violence Transitional Housing – Rapid Rehousing Expansion Program in the amount of \$2,076,061 as part of the DV Bonus.
- b. Approve the CoC Project Ranking and Tiering Policy as recommended by the CoC NOFO Ad Hoc.
- c. Approve the CoC Project Priority Listing, including all renewal and new projects, to be included in the Orange County CoC’s FY2023 CoC Program NOFO Application as recommended by the CoC NOFO Ad Hoc.

George Searcy motioned to approve the recommended action a.i. Robert “Santa Bob” Morse seconded the motion. Nichole Gideon, Eric Richardson, Judson Brown, Dr. Shauntina Sorrells, Christina Weckerly Ramirez, Jason Phillips, Kelly Bruno-Nelson, George Searcy, Sandra Lozeau, Robert “Santa Bob” Morse, Ami Rowland, and Tim Shaw voted yes. Nishtha Mohendra, Maricela Rios-Faust, Melanie McQueen, and Becks Heyhoe recused themselves during discussion and abstained from voting. The motion passed.

Robert “Santa Bob” Morse motioned to approve the recommended action a.ii. Kelly Bruno-Nelson seconded the motion. Nichole Gideon, Eric Richardson, Judson Brown, Dr. Shauntina Sorrells, Christina Weckerly Ramirez, Jason Phillips, Kelly Bruno-Nelson, George Searcy, Sandra Lozeau, Robert “Santa Bob” Morse, Ami Rowland, and Tim Shaw voted yes. Nishtha Mohendra, Maricela Rios-Faust, Melanie McQueen, and Becks Heyhoe recused themselves during discussion and abstained from voting. The motion passed.

Robert “Santa Bob” Morse motioned to approve the recommended action a.iii. Nicole Gideon seconded the motion. Nichole Gideon, Eric Richardson, Judson Brown, Dr. Shauntina Sorrells, Christina Weckerly Ramirez, Jason Phillips, Kelly Bruno-Nelson, George Searcy, Sandra Lozeau, Robert “Santa Bob” Morse, Ami Rowland, and Tim Shaw voted yes. Nishtha Mohendra, Maricela Rios-Faust, Melanie McQueen, and Becks Heyhoe recused themselves during discussion and abstained from voting. The motion passed.

Robert “Santa Bob” Morse motioned to approve recommended actions b and c. Eric Richardson seconded the motion. Nichole Gideon, Eric Richardson, Judson Brown, Dr. Shauntina Sorrells, Christina Weckerly Ramirez, Jason Phillips, Kelly Bruno-Nelson, George Searcy, Sandra Lozeau, Robert “Santa Bob” Morse, Ami Rowland, and Tim Shaw voted yes. Nishtha Mohendra, Maricela Rios-Faust, Melanie McQueen, and Becks Heyhoe recused themselves during discussion and abstained from voting. The motion passed.



**3. CoC Board Meeting Code of Conduct Ad Hoc** – Sarah Jones, CoC Manager, Office of Care Coordination; Becks Heyhoe, Vice Chair and Dr. Shauntina Sorrells, Secretary

In accordance with the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act requirements prescribed by the U.S. Department of Housing and Urban Development (HUD), the Orange County CoC Governance Charter includes a code of conduct and recusal process for the CoC Board, its chair(s) and any person acting on behalf of the CoC Board. Currently, the CoC Governance Charter does not include a code of conduct for members of the public participating in public meetings of the CoC, as such, a need has been presented to develop a CoC Board Meeting Code of Conduct.

Public Comment:

- Peter Warner stated that the CoC Board should consider allowing people from the public to provide presentations, similar to other meetings that follow Robert Rules of Orders and the Brown Act.

CoC Board Discussion:

- Tim Shaw inquired on the approaches that other communities have taken as a model for public participation because the CoC Board as opposed to other bodies, has funding authority and it is one of the few places that the public can come and learn. Tim Shaw stated that he hopes that the CoC Board would have a process that encourages more public participation.
- Maricela Rios-Faust inquired if there was an option for the public to listen into the meetings virtually and suggested virtual platforms for consideration.

Recommended Action a: Establish an ad hoc to develop and recommend code of conduct for the Orange County CoC Board meetings, considering the Brown Act and other local policies.

Tim Shaw motioned to approve the recommended action. Maricela Rios-Faust seconded the motion. The motion passed with unanimous consent.

**4. 2023 CoC Nominating Committee** – Sarah Jones, CoC Manager, Office of Care Coordination; Becks Heyhoe, Vice Chair and Dr. Shauntina Sorrells, Secretary

As outlined in the Orange County CoC Governance Charter, the Office of Care Coordination as the Collaborative Applicant for the Orange County CoC is recommending establishing a CoC Nominating Committee to support the annual review of the CoC Governance Charter and CoC Board election process for the seats expiring December 31, 2023.

Public Comments:

- Peter Warner shared a list of names for consideration for the CoC Nominating Committee.
- Paul Hyek suggested that the CoC Board has representation from the Orange County Transportation Authority and the Board of Supervisors. Paul Hyek shared a list of suggestions for the CoC Board such as bringing people with lived experience.

CoC Board Discussion:

- Tim Shaw inquired as to how many members should comprise the CoC Nominating Committee and the mixture of non-board members and board members. Tim Shaw stated that it is important to have a mix to gain outside perspective.
- Sandra Lozeau asked if the CoC Nominating Committee would be shifting some of the current seats.
- Robert “Santa Bob” Morse suggested representation from people with lived experience.
- Nicole Gideon inquired on the seats that will be filled during the upcoming election process.

Recommended Action a: Establish the 2023 CoC Nominating Committee to support Nomination and Election for the CoC Board, including the review of the CoC Board composition, qualifications and nomination and election process detailed within the CoC Board Governance Charter.

Tim Shaw motioned to approve the recommended action item. Christina Weckerly Ramirez seconded the motion. The motion passed with unanimous consent.

Dr. Sorrells motioned to adjourn the meeting. George Searcy seconded the motion. The motion passed with unanimous consent.

5. **Next Meeting:** Wednesday, September 27, 2023, from 2:00 p.m. – 4:00 p.m.

**Date:** October 25, 2023

**Subject:** Agencies and Jurisdictions Approved for Homeless Management Information System (HMIS) Access

**Recommended Action:**

- a. Receive and file list of agencies and jurisdictions approved for HMIS access from July 22, 2023, through October 20, 2023.

**Background and Analysis**

On June 23, 2021, the Orange County CoC Board approved the recommendation to appoint membership to a HMIS Access Working Group to support the implementation of the updated HMIS Access and Minimum Participation Policy. The HMIS Access Working Group meets monthly with the HMIS Lead and the Office of Care Coordination to review HMIS Access Applications and has continued to refine the process for facilitating equitable review of applications received.

At the May 25, 2022, meeting of the CoC Board, the CoC Board membership requested that the agencies and jurisdictions approved for HMIS access be reported to the CoC Board on a recurring basis. The following agencies and jurisdictions have been approved for HMIS access by the HMIS Access Working Group during the time period of July 22, 2023, through October 20, 2023:

- City of San Juan Capistrano
- The Ohlone Tribe of Carmel First Settlers of Chino Ca Inc
- OC Public Defender's Office (data entry access)
- City of Newport Beach
- Church World Service
- Asian American Senior Citizens Service Center

The Office of Care Coordination, in partnership with the HMIS Lead and the HMIS Access Working Group, will continue providing quarterly updates to the CoC Board to report on new agencies approved for HMIS access.

**Date:** October 25, 2023

**Subject:** Policies, Procedures and Standards (PPS) Committee

**Recommended Action:**

- b. Approve revised Coordinated Entry System (CES) Policy and Procedures including CES for Domestic Violence Survivors, assessment updates, a disaster prioritization policy and clarifying language, as recommended by the PPS Committee.

**Background and Analysis**

The CES Policies and Procedures were last revised and approved by the Orange County Continuum of Care (CoC) Board on September 28, 2022. Since then, the CES has continued to evolve and improve in response to community needs and feedback, including lessons learned through implementation of the Emergency Housing Voucher program.

In September 2022, the CoC Board approved the Office of Care Coordination, as the CES Lead, to apply for a Domestic Violence (DV) Bonus Project through the FY2022 CoC Program Notice of Funding Opportunity (NOFO) to develop a robust component of CES for survivors of domestic violence, dating violence, sexual assault, or stalking that are defined as experiencing homelessness (24 CFR 578.3). In March 2023, HUD announced the awards of the CES DV Bonus Project with the grant starting July 1, 2023. In response, the Office of Care Coordination contracted with Homebase, a national technical assistance provider in the field of housing and homelessness, to work with a DV Survivor Stakeholder Ad Hoc to draft CES policies and procedures for survivors of domestic violence, dating violence, sexual assault, or stalking. The development of the revised policies and procedures included intentional outreach and involvement of survivors and others with lived expertise, including members of the Lived Experience Advisory Committee.

Homebase also conducted two listening sessions with survivors to elicit feedback on the Homeless Service System for survivors in Orange County. The key finding and recommendations from survivors are listed below.

1. The system is not responsive to the urgency of the survivor’s situation.
2. Staff at homeless service provider agencies (meaning, excluding victim service provider agencies) did not treat survivors with sensitivity.
3. Victim service providers delivered quick, empathetic care and services.
4. Survivors should be connected with a victim service provider as quickly as possible.
5. More training is needed for staff, system leaders, funders, and law enforcement on trauma-informed care, cultural humility, motivational interviewing, and empathy when dealing with survivors.

In addition to developing and integrating CES policies and procedures for survivors, the CES Policies and Procedures were revised to incorporate assessment updates, a disaster prioritization policy, and clarifying language. The assessments specified in the updated CES Policies and Procedures includes the Pre-

Assessment Screening, Shelter Assessment, Housing Assessment, Survivor Assessment, Stepping Up Assessment, Moving On Assessment and Prevention Assessment (all assessments are included as part of **Attachment D**). The proposed disaster prioritization policy will provide CES with a mechanism for prioritizing resources in the event of a local, state, or national disaster. The proposed clarifying language is related to expanding resources available through CES, definitions and regulations, roles and responsibilities, the use of case conferencing, and exits from CES.

On September 6, 2023, an update on the CES Policies and Procedures was presented to the CES Steering Committee. At this meeting, the Office of Care Coordination provided an overview of the timeline of activities for review, feedback, and approval for the revised CES Policies and Procedures, as well as highlighted updates that would be included in the revised CES Policies and Procedures. On September 12, 2023, the public review and feedback period began and an updated draft of the CES Policies and Procedures were made available on the CES webpage and distributed to the CoC Board, Lived Experience Advisory Committee, CoC distribution list, all CES partners and the Homelessness, Domestic Violence, Sexual Assault Task Force of the Orange County Family Violence Council. As part of the public feedback process, the Office of Care Coordination hosted two public listening sessions via Microsoft Teams on Wednesday, September 13, 2023, in the evening, and Monday, September 18, 2023, during business hours. Public feedback was invited through the listening sessions and through written feedback via email to [CoordinatedEntry@ocgov.com](mailto:CoordinatedEntry@ocgov.com), until September 27, 2023. The Office of Care Coordination has worked to integrate the feedback and update the revised CES Policies and Procedures accordingly through each stage of the review and feedback process. The public feedback received is included as **Attachment C**.

The draft CES Policies and Procedures were presented to and approved by the PPS Committee to be recommended to the CoC Board for final approval on October 10, 2023. Additionally, at the inaugural meeting of the Domestic Violence Committee on October 17, 2023, the Office of Care Coordination provided an update on the recommended change to the CES Policies and Procedures, including the timeline of engagement with survivors. The Office of Care Coordination also invited the Domestic Violence Committee to the October 25, 2023, meeting of the CoC Board, to be present for the presentation of the item and offer public comment.

The draft CES Policies and Procedures detailing the recommended changes are being presented to the CoC Board for approval. Approval of the revised CES Policies and Procedures will allow for the CES to operate more inclusively for survivors, rapidly respond to disaster situations and provide additional clarity in CES Policies and Procedures.

## **Attachments**

Attachment A – CES Policies and Procedures – Redlined Version

Attachment B – CES Policies and Procedures – Clean Version

Attachment C – CES Policies and Procedures Feedback Received

Attachment D – CES Assessments



## COORDINATED ENTRY SYSTEM POLICIES AND PROCEDURES

Date Approved by Continuum of Care Board: ~~September 28, 2022~~TBD

### GOAL

The goal of the Coordinated Entry System (CES) is to effectively connect individuals and families experiencing homelessness or at risk of homelessness to appropriate services and housing interventions to address and end homelessness in Orange County through:

- dynamic prioritization
- collaborative coordination
- intentional resource utilization
- equitable resource distribution
- regional service planning area prioritization

CES is required to incorporate all programs funded through the Continuum of Care (CoC) and the Emergency Solutions Grants (ESG). Other services, shelter and housing program receiving funding other than CoC and ESG funding may voluntarily participate in CES. While the goal is to incorporate as many homeless service programs as possible, including supportive services, shelter and housing, into CES, not all supportive service, shelter or housing programs participate in CES.

These policies and procedures cover referrals for all resources available through CES, including:

- all CoC- and ESG-funded programs, including survivor dedicated resources
- local and state funded programs required to participate in CES
- any resources that voluntarily participate in CES

### CES DOCUMENTS AND REGULATIONS

The below policies and procedures replace all previous versions of the Coordinated Entry System (CES) policies and procedures and are intended to ensure that CES and all agencies participating in the Orange County CES comply with the following federal regulations required for all coordinated entry systems:

HUD Coordinated Entry Notice CPD-17-01 - Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System: This Notice establishes new requirements that CoC and ESG programs must meet regarding participation in CES.

HUD Prioritization Notice CPD-16-11 – Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing: This Notice establishes a recommended order of priority for CoC-funded permanent supportive

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housing to serve households experiencing chronic homelessness with the most severe service needs first.

Continuum of Care (CoC) Program Interim Rule 24 CFR 578: The CoC program interim rule provides guidance on the regulatory implementation of the CoC Program, including CES.

Emergency Solutions Grants Interim Rule 24 CFR 576: The ESG interim rule provides guidance on the regulatory implementation of the ESG Program, including the use of CES.

McKinney-Vento Homeless Assistance Act, As Amended by S. 896 Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009: McKinney-Vento and the HEARTH Act establish a definition of homelessness and consolidated three HUD programs into a single program known as the CoC Program.

Criteria and Recordkeeping Requirements for Definition of Homelessness and Homeless Definition Final Rule: The Homeless Definition Final Rule defines homelessness and record keeping requirements, including the use of third-party verification and self-certification of homelessness.

Defining Chronically Homeless Final Rule: This rule establishes a definition of chronic homelessness and record keeping requirements, including the use of third-party verification and self-certification of homelessness and sources of verification of disabling conditions.

HUD Equal Access rule: 24 CFR 5: This rule ensures equal access to programs and shelters administered by HUD in accordance with their gender identity, sexual orientation, or marital status.

Homeless Management Information Systems (HMIS) Data Standards: These documents describe the standardized data collection and the documentation requirements for the programming and use of all HMIS and comparable data systems.

### **COMMON TERMS AND DEFINITIONS**

**Access Point** refers to the point of entry into CES for households experiencing homelessness or at risk of homelessness.

**Bed Reservation System Assessment** is a standardized process for determining a household's shelter needs and interests.

**Case Conferencing** involves exchanging information between service providers participating in CES to enhance service coordination, minimize duplication in services and expedite access to services when needed and available. The case conferencing is aimed at ensuring that individuals and families being prioritized for a housing resource per the CES policy can have their service needs adequately met and the housing resource is an appropriate match.

**Continuum of Care (CoC)** is a regional or local planning body that coordinates housing and service funding for individuals and families experiencing homelessness. The CoC strategizes the community plan to organize and deliver housing and services to meet the specific needs of people who are experiencing homelessness as they move to stable housing and maximize self-sufficiency.

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**Diversion** in CES refers to problem-solving strategies used to reduce the length of time that people experience homelessness by accessing alternatives to entering emergency shelter or living in places not meant for human habitation.

**Emergency Shelter** means any facility with the primary purpose of providing temporary shelter for people experiencing homelessness which does not require participant to sign leases or occupancy agreements.

**Episode of Homelessness** is a period of time that an individual or family is experiencing homelessness as defined in the homeless definition included in Attachment A. Episodes of homelessness are separated by permanent or temporary housing of at least seven nights or stays in an institution of 90 days or more.

**Homeless Management Information System (HMIS)** refers to the United States Department of Housing and Urban Development mandated database used to collect participant-level data on the provision of housing and services to individuals and families experiencing homelessness, as well as individuals and families at risk of homelessness. HMIS is required to follow data standards established by the United States Department of Housing and Urban Development.

**Homeless Prevention** is services and/or financial assistance to prevent people from experiencing homelessness.

**Housing** means community-based housing without a designated length of stay and includes permanent supportive housing and rapid rehousing.

**Housing Assessment** is a standardized process of determining a household's permanent housing and service needs and interests.

**Housing First** is an approach that prioritizes connecting people experiencing homelessness to housing as quickly as possible to end their homelessness. Housing first prioritizes client choice in the housing process and supportive service participation.

**Interim Housing** is a type of emergency shelter that provides temporary shelter for people experiencing homelessness, meet basic needs such as food, safety, and hygiene, and be supported to see and obtain housing.

**Permanent Supportive Housing (PSH)** is housing that includes supportive service to assist formerly homeless individuals and families with a disabling condition to live independently and maintain housing stability.

**Rapid rehousing (RRH)** is housing with time limited rental assistance and supportive services to assist individuals and families experiencing homelessness, with or without a disabling condition, move as quickly as possible into housing and maintain housing stability. For RRH opportunities, the maximum amount of rent that a participant may pay can be up to 100% of the rental amount. In general, the goal will be that participants pay no more than 50% of their income in rent at RRH program completion.

**Service Planning Area (SPA)** is a regional sector within Orange County. The three geographic regions are the North, Central and South Service Planning Areas designated to improve service



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coordination and align resources among regional cities in Orange County. Reference the Planning section for the Service Planning Areas.

Shelter collectively refers to emergency shelter, including Interim Housing, and transitional housing. These are temporary living situations provided to meet basic needs while the individual or family experiencing homelessness does not have permanent housing.

Transitional Housing means temporary, supportive housing, where all participants have signed a lease or occupancy agreement, with the primary purpose of facilitating movement of individuals and families experiencing homelessness into permanent housing. Transitional housing is generally provided for a limited time period, from two weeks up to 24 months.

United States Department of Housing and Urban Development (HUD) is a cabinet-level agency that oversees federal programs designed to help Americans with their housing needs. HUD seeks to increase access to affordable housing.

### ROLES AND RESPONSIBILITIES

CES involves cross-system collaboration and communication between the CES lead agency, the CES virtual front door (VFD), CES access points, and Housing Providers.

#### CES LEADCES Lead

The CES lead agency, County of Orange, is empowered by the ~~Continuum of Care (CoC)~~ to manage the process of determining and updating the prioritization for all CoC funded ~~permanent supportive housing (PSH) and CoC and ESG funded rapid rehousing (RRH)~~ PSH, RRH, homeless prevention, interim housing and emergency shelter programs, including any survivor- dedicated resources as well as any other housing resources that voluntarily or are required locally or by the State to participate in the CES. The lead agency will work collaboratively with the CES Steering Committee, a committee of the CoC Board, to develop and review CES policies and procedures every five years, at minimum. The CES lead agency operates the CES based on the CoC Board approved CES policies and procedures.

The CES lead agency's responsibilities include:

- Facilitating referrals between CES for Individuals, Families and Survivors.
- Collecting CES data to report to HUD.
- Providing support to CES access points and Housing Providers participating in CES.

#### CES Virtual Front Door (VFD)

The CES VFD is contracted by the CES lead to develop and manage a VFD infrastructure, including the operation of a centralized information and referral process for connecting eligible households to a CES access point.

The CES VFD's responsibilities include:

- Facilitating referrals to CES access points for eligible households.
- Screening for sub-population specific service needs, including survivors, transitional aged youth (TAY), veterans, and family status.

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### CES Access Points

CES access points are homeless service providers in the community that serve as entry points into CES as well as offer additional assistance via referrals and other services to help support households experiencing a housing crisis. Access points include mobile street outreach teams, navigation centers, emergency shelters and supportive services agencies.

CES access point responsibilities include:

- Connect eligible households with CES through a standard assessment process.
- Offer additional services and resources to support with housing crisis needs.
- Represent the household's needs in CES.
- Maintain accurate and timely data in HMIS or a comparable database for survivors.

### Matchmakers

Matchmakers are CES Administrators that manage the CES prioritization and referral process. Matchmakers work collaboratively with access points and housing providers to support a successful referral process while prioritizing the most vulnerable households.

Matchmaker responsibilities include:

- Facilitating referrals for shelter, housing, and supportive services resources, including survivor-specific ESG- and CoC-funded resources.
- Facilitating referrals between CES for Individuals, Families and Survivors.
- Providing support to CES access points and Housing Providers participating in CES.

### Housing Providers

Housing Providers are agencies that provide resources for people at risk of homelessness or experiencing homelessness. Housing Provider resources include shelter, supportive services, homeless prevention assistance, rapid rehousing, permanent supportive housing and other permanent housing. All CoC- and ESG-funded programs are required to participate in CES as Housing Providers.

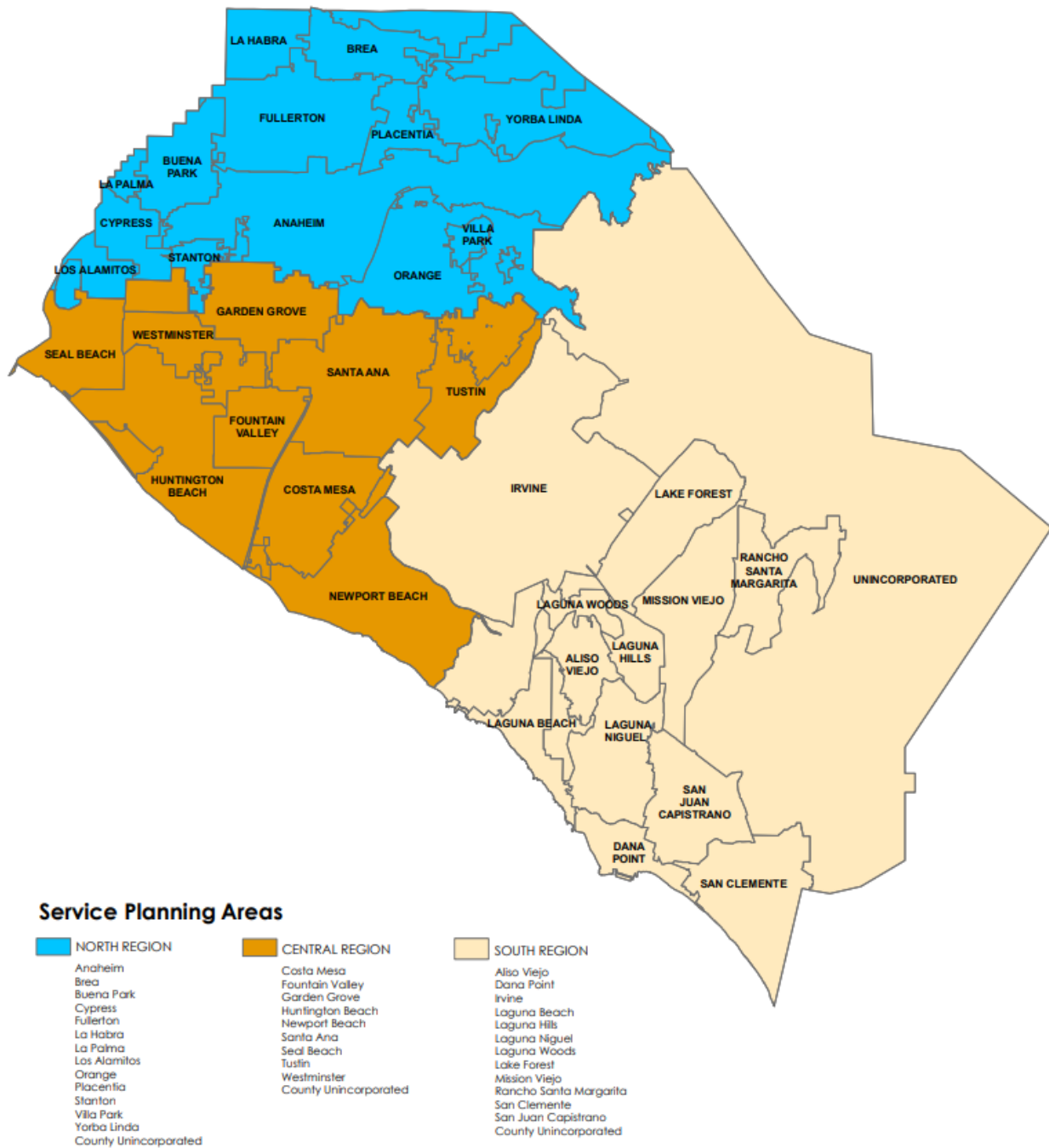
Housing Provider responsibilities include:

- Notifying CES through HMIS or a comparable database for survivors when a program has an opening and is able to accept referrals.
- Clearly communicate eligibility requirements for available resources.
- Accept referrals for the available resources exclusively through CES.
- Maintain accurate and timely data in HMIS or a comparable database for survivors.

## **PLANNING**

The Orange County CoC CES serves people experiencing homelessness in the CA-602 Orange County CoC, which covers the entire geographic area of Orange County. To ensure full coverage of Orange County's geographic area, the CoC utilizes Service Planning Areas SPAs to allow for targeted services and resource allocation and regional coordination.

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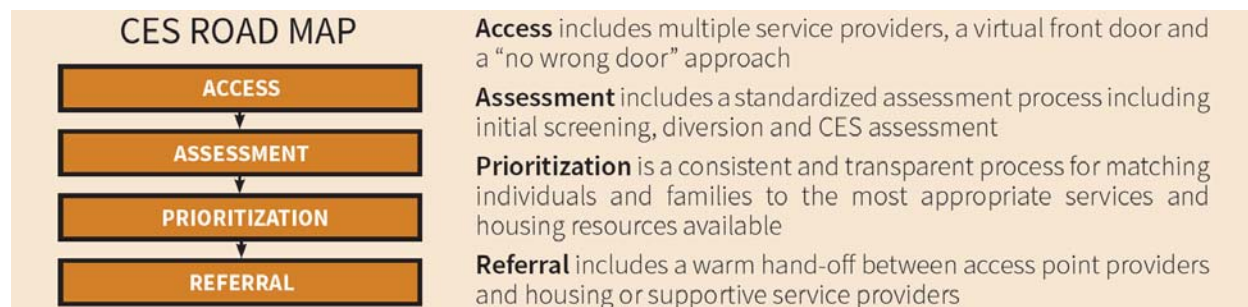


All households who meet the U.S. Department of Housing and Urban Development (HUD) HUD definition of homelessness or at risk of homelessness are eligible to participate in CES. For definitions, please see attachment Attachment A.

CES serves all individuals and families experiencing homelessness in Orange County regardless of race, color, national origin, religion, sexual orientation, gender identity, disability, age, sex, familial status, marital status, income, criminal record, or experience with domestic violence, dating violence, sexual assault or stalking.

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CES is dedicated to ensuring that households fleeing or attempting to flee domestic violence have safe, low-barrier, survivor-centered access to all resources available through CES. HUD defines “domestic violence” as including dating violence, sexual assault, stalking, and other dangerous or life-threatening conditions that relate to violence against the individual or family member that either takes place in, or they are afraid to return to, their primary nighttime residence (including human trafficking). These policies and procedures refer to this population collectively as “survivors.”



### ACCESS

The Orange County CES is operated so that individuals and families seeking housing or supportive services can easily access services. CES and available housing and supportive services are widely advertised throughout the CoC. Marketing strategies include digital and printed media. By displaying posters, flyers, and resource guides, participating agencies within each Service Planning Area SPA will support marketing efforts and mainstream partners such as libraries, schools, police stations, and community centers will be invited to support marketing efforts as well. In some cases, mainstream partners, such as U.S. Department of Veteran Affairs (VA), the Orange County Health Care Agencies (HCA) and Social Services Agency (SSA) Family Resource Centers, may serve as access points.

While marketing will encourage people who are part of a particular cohort to connect with particular access points for a referral to CES, everyone in need will be accommodated and assisted at any access point. All materials will be affirmatively marketed to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, marital status, criminal history, and those who are least likely to complete a CES Housing Assessment in the absence of special outreach. Marketing materials will also be provided in formats accessible to all individuals, including those with disabilities and Limited English Proficiency (LEP).

Prior to attaining access, individuals or families might encounter a referral partner - an entity or agency that can direct a person experiencing a housing crisis to a CES access point. Examples of referral partners include medical providers, law enforcement and public agencies such as Parks and Recreation and the Public Library. Though referral partners cannot directly connect individuals and families to CES, they play a critical, guiding role in connecting individuals and families to emergency services which serve as access points into CES.

Access to CES occurs after a person’s immediate crisis needs have been identified and their basic client information has been entered into the Homeless Management Information System (HMIS) HMIS or a comparable database for survivors. Throughout Orange County, an array of

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homeless service providers serves as access points. Access points include mobile street outreach teams, navigation centers, emergency shelters and a virtual front door. Access points are distributed geographically throughout the County in all three Service Planning Areas (North, Central, and South) and the virtual front door provides access 24 hours a day through a call center and online access.

To facilitate access to CES for veterans and people with disabilities, the VA and HCA are CES partners with the ability to conduct the standardized CES assessment and participate in the prioritization and referral process.

### Access Model

The Orange County CES is comprised of three systems: CES for Individuals, CES for Families and CES for Survivors. In addition, CES operates two by-name registries, a Veteran Registry for Veterans composed of veteran households with or without minor children participating in any of the three components of CES and a Transitional Aged Youth (TAY) Registry composed of all households with an adult head of household aged 18-24 years old with or without minor children participating in any of the three components of CES. All CES systems work collaboratively and follow all CES policies and procedures.

Orange County CoC embraces a Housing First approach and, as such, CES, offers services, shelter and housing to people experiencing homelessness without preconditions (such as sobriety, mental health treatment, or a minimum income threshold) or service participation requirements, such as sobriety or minimum income thresholds. In the The primary goals of the Housing First model are, rapid placement and stabilization in permanent housing are primary goals.

Orange County CES does not prohibit or create is intended to reduce barriers to available emergency services through streamlined and transparent access. In addition, people experiencing homelessness may access emergency services not participating in CES and, when immediate access to emergency services is available at emergency services that participate in CES, people may access emergency services during hours when CES intake and assessment processes are not operating and then be connected wot CES as soon as the intake and assessment processes are operating. Access to available emergency services are independent of the operating hours or coordinated intake and assessment processes for CES. Completing the standardized housing assessment Housing Assessment is not a requirement and no individual or family will be denied access to the crisis response system based on willingness to participate in the Housing Assessment assessment process. Regardless of people's willingness to complete the standardized CES Housing Assessment assessment, people will be warmly welcomed into emergency shelters and/or other emergency services, as available.

Although there are separate systems for individuals and, families and survivors, the Orange County CES offers a “no wrong door” approach with a standardized assessment at all access points. Initial standardized screening using a Pre-Assessment Screening tool at the VFD and each access point allows for immediate linkage to the appropriate subpopulation access point. CES ensures that veterans, TAY and survivors can access both subpopulation specific resources and non-dedicated resources referred through CES regardless of the access point where they present. This provides individuals and families experiencing homelessness a variety of avenues from which to access housing and supportive services, and no one is turned away.

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Individuals and families experiencing a housing crisis in Orange County have two ways to connect with CES:

### Virtual Access by Contacting the Virtual Front Door (VFD):

Individuals or families experiencing homelessness or at risk of experiencing homelessness can call 2-1-1 at any time, day or night, and will be connected with a certified multi-lingual referral specialist who can make referrals to appropriate emergency services based on individual and family service needs and Service Planning Area location. 211OC, as the CES VFD will also provide referrals to CES access points.

If the VFD referral specialists receive a call from a household that is experiencing homelessness or at risk of homelessness as defined by HUD, the VFD staff will screen the household for survivor, TAY and veteran status as well as household composition.

If the household identifies as including survivors, and requests to be quickly connected to survivor-specific housing options or other assistance for survivors (such as emergency shelter, counseling, etc.), VFD staff will make a warm handoff to a victim service provider serving as a CES access point. Survivors are not required to be referred to a victim service provider and may accept a referral to any appropriate CES access point if there is not a specific request for survivor-specific services.

If the head of household identifies as a TAY, VFD staff will provide referrals to CES access points that provide specialized TAY-specific services. TAY are not required to accept a referral to a TAY provider and may accept a referral to any appropriate CES access point if there is not a specific request for TAY-specific services.

If the household identifies as included a veteran, VFD staff will provide referrals to CES access points that provide specialized veteran-specific services. Veterans are not required to accept a referral to a veteran provider and may accept a referral to any appropriate CES access point if there is not a specific request for veteran-specific services.

If a household identifies as a family that includes minor children, the household will be referred to a family access point. If the household identifies as an adult-only household, the household will be referred to an individual access point. Family and individual access points include access points providing specialized subpopulation services for survivors, TAY and veterans and access points that provide generalized services for people experiencing homelessness or who are at risk of homelessness.

### Direct Access by Presenting at an Individual or Family Access Point:

Eligible households may access CES by connecting directly with a CES access point. All access points will screen all households for survivor, TAY and veteran status using the Pre-Assessment Screening tool and receive regular training on conducting these screenings in a survivor-centered, trauma-informed manner.

If the household identifies as including survivors, and requests to be connected to survivor-specific housing options or other assistance for survivors (such as emergency shelter, counseling, etc.), access point staff will immediately offer a referral to a victim service provider serving as a CES access point.



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~~Orange County CES does not prohibit or create barriers to available emergency services. Access to available emergency services are independent of the operating hours or coordinated intake and assessment processes for CES. Completing the standardized housing assessment is not a requirement and no individual or family will be denied access to the crisis response system based on willingness to participate in the assessment process. Regardless of people's willingness to complete the standardized CES assessment, people will be warmly welcomed into emergency shelters and/or other emergency services, as available.~~

### Accessibility

Orange County CES ensures that access points are accessible to all individuals and families, including those with disabilities and limited English proficiency. In cases where particular access points are inaccessible for participants for any reason including, but not limited to, structural barriers, language barriers, or transportation limitations, individuals and families will be accommodated at alternative access points or by a street outreach team with the appropriate auxiliary aids and services necessary to ensure effective communication and completion of the standardized assessment.

### Safety Planning

Individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking need specialized assistance that promotes and protects their confidentiality and safety. Therefore, while they will have unencumbered access to emergency services and CES, appropriate and prompt referrals to services, including hotlines, and emergency shelters specializing in domestic violence are critical. The following domestic violence resources are available in Orange County:

Human Options	877-854-3594
Interval House	714-891-8121
Laura's House	866-498-1511
Women Transitional Living Center	714-992-1931 877-531-5522
Sexual Assault Victim Services (North)	714-957-2737
Sexual Assault Victim Services (South)	949-831-9110
2-1-1 Orange County Helpline	211 949-646-4357 888-600-4357

~~Victim service providers are encouraged, but not required, to use CES and/or HMIS.~~

### Virtual Access

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~~Individuals or families experiencing homelessness or at risk of experiencing homelessness can call 2-1-1 at any time, day or night, and will be connected with a certified multi-lingual referral specialist who can make referrals to appropriate emergency services based on individual and family service needs and Service Planning Area location.~~

### ASSESSMENT

CES utilizes a standardized assessment process. The standardized CES assessment process is consistent across all access points including street outreach teams.

CES uses the following standardized assessment tools:

- Pre-Assessment Screening
- Shelter Assessment
- Housing Assessment
- Survivor Assessment
- Stepping Up Assessment
- Moving On Assessment
- Prevention Assessment

The Pre-Assessment Screening is completed to determine specialized services needs and guide referrals to appropriate subpopulation specific service providers.

The Shelter Assessment is completed to connect people with shelter opportunities available through CES and is used to collect information to assist with determining homelessness, vulnerability, accessibility needs and eligibility for shelter programs.

The standardized Housing aAssessment is completed to connect people with housing opportunities available through CES and is separated into sections which assist in determining homelessness, vulnerability, strengths, barriers and other criteria related to eligibility for housing programs. ~~The standardized CES assessment process is consistent across all access points including street outreach teams.~~

The Survivor Assessment is completed by victim service providers to assess for survivor survivor-dedicated resources available through CES for Survivors as well as resources available through CES for Individuals or Families. Only victim service providers can administer the Survivor Assessment which is used to submit de-identified vulnerability, housing interests and eligibility information to CES.

The Stepping Up Assessment is completed with households that are currently housed through a rapid rehousing program who need a more intensive housing intervention to maintain housing stability and is separated into two sections to collect information on eligibility and vulnerability.

The standardized Moving On Assessment is completed with household that are currently housed in a permanent supportive housing program who would like to be considered for a less intensive housing intervention and is separated into two sections to collect information on eligibility and housing stability.

The Prevention Assessment is completed with households at risk of homelessness and is separated into sections which assist in determining at risk of homelessness status, vulnerability and eligibility for homeless prevention resources.



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Prior to completing the standardized CES assessment process, access points assess and address immediate needs followed by efforts to prevent homelessness or divert from experiencing ongoing homelessness. Services, shelter and housing resources available through CES are limited, so access points will also assist individuals and families with identifying services, shelter and/or housing resources and solutions available outside of CES. If referrals to shelter resources available through CES are required, access point staff begin completing the Shelter Assessment. If referrals to housing resources available through CES are required, access point staff begin completing the ~~CES assessment~~Housing Assessment with the individual or family experiencing homelessness. The CES assessments may be completed during a single session or over time as immediate needs are addressed and rapport is developed between access point staff and the individuals or families experiencing homelessness or at risk of homelessness.

If an individual or family is in crisis and requires and chooses shelter, the following steps must be taken:

- First, provide triage including diversion and prevention;
- Then, connect the individual or family with shelter as needed and capacity allows and;
- Finally, follow up to complete the ~~CES assessment~~Housing Assessment process with consent.

Safety planning is done with all individuals and families who may be in danger or could be a danger to themselves or others including identifying appropriate supports and resources. These needs are uncovered through the assessment and responded to immediately to quickly offer appropriate referral linkages. Assessors will be trained on how to understand when a person is at risk of harming themselves or others and serve as mandated reporters so that they are equipped to call 911 when necessary or connect individuals or families to a local hospital for crisis supports.

CES assessments can and should be updated as contact information or life circumstances change to ensure a successful referral to an available shelter or housing resource and corresponding shelter or housing provider.

CES assessments are completed by access points in HMIS except for victim service providers who are prohibited from using HMIS. Victim service providers will use the following process to communicate the outcome of the Survivor Assessment to CES for prioritization and referral to both survivor-dedicated resources and resources accessed through CES for Individuals and Families:

- Assessors will submit de-identified assessment information to CES through Microsoft Forms. De-identified information will include:
  - A unique identifier that victim service provider staff will create and use to identify the household.
  - Eligibility and vulnerability information necessary to determine prioritization for available housing and resources.
  - Housing interests in order to make the most appropriate housing referrals based on the household's identified housing needs.

In support of the participant's self-determination and autonomy, CES participants are freely allowed to decide what information they provide during the assessment process, to refuse to answer assessment questions and to refuse housing and service options without retribution or limiting their access to other forms of assistance. Participants who decline to complete ~~the~~ CES

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assessments or provide incomplete information will be informed by the assessor that incomplete assessment information may limit housing opportunities if the incomplete questions are related to eligibility criteria for specific programs.

Unaccompanied minors (children ages 17 and younger) will be immediately connected to Casa Youth Shelter (800-914-2272) or Huntington Beach Youth Shelter (714-842-6600) for emergency shelter and supportive services. The standardized CES assessment may be completed with an unaccompanied minor, as appropriate.

Providers serving as access points have completed training on conducting the standardized CES assessments and entering data into HMIS or a comparable database for victim service providers. Updated training is provided at least annually. Ongoing support and training are available upon request and as resources permit.

The training covers CES policies and procedures including assessment procedures, prioritization, ~~housing referrals~~ referrals through CES, participant privacy, cultural humility and linguistic competency, safety planning and trauma-informed practices. Training resources are regularly reviewed and updated as needed but no less than once a year. Training is provided or coordinated by the County of Orange.

Each agency participating in CES will assign up to two staff as CES Agency Administrators. Agency Administrators will be required to attend an annual training provided or coordinated by the County of Orange for CES Agency Administrators. Agency Administrators are responsible for communication and training for all CES users and assessors within their organization. Agency Administrators are also responsible for quality assurance of assessments and communication with the County of Orange regarding staffing changes.

### **PRIORITIZATION**

When the need for services is greater than resources available, CES utilizes an established prioritization schema approved by the CoC Board to connect individuals and families experiencing homelessness or at risk of homelessness with shelter, housing and supportive services available through CES. ~~CES has no authority over services, shelter and housing programs that do not participate in CES. Services available through CES include some, but not all, housing navigation and stabilization services. Shelter opportunities available through CES include some, but not all, of the emergency shelter, interim housing and transitional housing operating in Orange County.~~ Housing opportunities available through CES include some, but not all, Permanent Supportive Housing, Housing Choice Vouchers, Rapid Rehousing, and other housing opportunities ~~as they become available~~. At minimum, all CoC and ~~Emergency Solutions Grants (ESG)~~ funded services, shelter and housing opportunities will prioritize individuals and families with the most urgent and severe needs on the CES prioritization list following the prioritization process described below who are eligible for the service, shelter or housing opportunity available through. Other service, shelter or housing resources will be encouraged, but not required, to participate in CES if privately or alternatively funded.

The Orange County CES is integrated into the emergency response services in Orange County to meet basic needs, including emergency shelters, interim housing and transitional shelters. Individuals and families experiencing homelessness or at risk of homelessness should work with emergency service providers and/or call 2-1-1 to receive an initial referral to emergency services. Emergency-Participating emergency response services will utilize the Orange County CES to

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connect individuals and families experiencing homelessness with ~~available services, shelter and housing opportunities~~ available through CES by completing the Shelter Assessment and/or the Housing Assessment.

In addition, some shelters in Orange County receive referrals through CES. CES will prioritize individuals and families for shelter opportunities available through CES using the prioritization process described below.

Prevention and diversion services are a critical part of CES and may occur prior to ~~engaging~~ incompleting the CES assessments or during the process of participating in CES for individuals and families experiencing homelessness or at risk of homelessness. Prevention and diversion are key components of CES that should be utilized in case management and housing plans for all individuals and families experiencing homelessness or at risk of homelessness in Orange County. Some, but not all, prevention and diversion services are available through CES. Individuals and ~~Families~~ families at risk of homelessness and in need of homeless prevention services, should dial 2-1-1 to receive a referral to available homeless prevention services. In instances where there are no appropriate prevention referrals, 2-1-1 will attempt to connect participants to alternate resources.

CES prioritization is a dynamic process. For all services, shelter and housing opportunities available through CES, CES will prioritize individuals and families with the longest length of homelessness in the community as collected in HMIS following the most recent HMIS Data Standards and highest service needs as determined using CES program intake, the standardized CES assessments tools and case conferencing amongst the CES participating agencies, as needed and appropriate. The case conferencing occurring with CES participating agencies is aimed at ensuring the individuals and families are prioritized per the CES policy for services, shelter and housing opportunities appropriate to their service needs according to their current circumstances. A regional Service Planning Area SPA distribution prioritization based on the most recent finalized point in time count is used to distribute non-geographically designated County resources by Service Planning Area SPA to avoid forcing individuals or families to move long distances unless by participant choice.

The primary factors considered during prioritization ~~is~~ are chronic homelessness as defined in 24 CR 578.3, length of the current episode of homelessness and permanent disabling conditions as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(9)). The current episode of homelessness starts when the individual or family begins experiencing homelessness as defined in Attachment A after residing in permanent or temporary housing for at least seven nights or staying in an institution for 90 days or more. Another factor in the prioritization process is connection to shelter, which is aimed at increasing system flow and maximizing limited shelter and housing resources. The sole prioritization factor for households experiencing chronic homelessness will be length of the current episode of homelessness. For households experiencing literal homelessness and not chronic homelessness, the prioritization factors are length of the current episode of homelessness, disabling conditions and shelter status. Exceptions to the prioritization may be made through case conferencing amongst the CES participating agencies and as appropriate to meet specialized client needs and agreed to through consensus by the CES participating agencies. In addition, case conferencing amongst the CES participating agencies will be employed to ensure ~~housing~~ resources are aligned to client needs and promote effective resource utilization.

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All services, shelter and housing opportunities available through CES, except survivor-specific resources, will prioritize chronically homeless individuals and families as defined in 24 CFR 578.3 that are the most appropriate and eligible referral to the available resource. Chronically homeless individuals and families with the longest length of the current episode of homelessness and with the most significant service needs will be prioritized over chronically homeless individuals and families with shorter lengths of homelessness and less significant needs following the prioritization process described above. Case conferencing amongst the CES participating agencies will occur as needed to ensure that the available resource best meets the needs of the individual or family being prioritized by the CES prioritization policy.

Survivor-specific resources will prioritize survivors with the highest score on the Survivor Assessment who are interested and eligible for the available survivor-specific housing resource.

Housing opportunities provided by public housing authorities that are not funded through the CoC (ex. Housing Choice Vouchers) and receiving referrals through CES will be prioritized by CES in compliance with the administrative plan for each public housing authority jurisdiction. Prioritization and case conferencing amongst the CES participating agencies will be used to refer individuals and families who are the most appropriate referral to the available resource.

Tenant-based and project-based PSH tenants are permitted to move between PSH opportunities and/or graduate to HCVs, as available and eligible. Movement between PSH opportunities is determined and agreed upon by the housing providers. Rapid rehousing participants and permanent supportive housing tenants eligible to complete the Stepping Up and Moving On Assessments are prioritized for housing opportunities available through CES. Households with the highest score on the Moving On Assessment will be prioritized first followed by households with the highest score on the Stepping Up Assessment. Moving On Assessments with the highest score will be prioritized for all housing opportunities available through CES in order to increase access to permanent supportive housing for people experiencing chronic homelessness with severe service needs. Vacancies created through tenant movement must be refilled through CES using CES prioritization criteria.

Housing opportunities that serve a specific target population may receive referrals of that target population. To target a specific population outside of existing practices and community standards, housing providers must provide documentation to CES of receipt of funding that specifies the funder-defined targeting criteria prior to receiving a referral. Housing providers with targeted housing opportunities will receive referrals from CES that meet the stated targeting criteria, following the system wide prioritization policy for matches.

Participants remain enrolled in CES until the participant is permanently housed, opts out of participating in CES, or becomes inactive. Participants will be made inactive in CES when exited from access point services or on the prioritization list after 90 days of non-engagement with access points or HMIS participating agencies as documented in HMIS or the comparable database for victim service providers. Participants are removed from the prioritization list for shelter referrals available through CES when exited from CES or after 7 days of non-engagement with an access point or HMIS participating agencies as documented in HMIS. Participants are removed from the prioritization list for services and housing opportunities when exited from CES or after 90 days of non-engagement with access points or HMIS participating agencies as documented in HMIS.

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**Scenario 1:** CES receives 5 HCVs for non-elderly individuals. Based on the 2022 Point in Time results, homeless households were distributed throughout Orange County's Service Planning Areas as follows: 42% North, 47% Central, and 10% South. Therefore, the vouchers will be designated as follows: two (2) for the North Service Planning Area, two (2) for the Central Service Planning Area, and one (1) for the South Service Planning Area. Individuals experiencing chronic homelessness with the longest lengths of homelessness are matched to these opportunities. If no individuals experiencing chronic homelessness are available, sheltered individuals with a disabling condition and the longest length of homelessness will be considered followed by unsheltered individuals with a disabling condition and the longest length of homelessness. If no individuals with a disabling condition are available, sheltered individuals with the longest length of homelessness will be considered followed by unsheltered individuals with the longest length of homelessness.

**Scenario 2:** A project-based PSH unit becomes available in the North Service Planning Area for a family. Families experiencing chronic homelessness with the longest length of homelessness from the North Service Planning Area are considered first for this opportunity. If no families experiencing chronic homelessness from the North Service Planning Area are available, families experiencing chronic homelessness from any Service Planning Area will be considered.

**Scenario 3:** A RRH opportunity becomes available for homeless individuals. Individuals experiencing chronic homelessness with the longest length of homelessness are matched to these opportunities. If no individuals experiencing chronic homelessness are available, sheltered individuals with a disabling condition with the longest length of homelessness will be considered followed by unsheltered individuals with a disabling condition with the longest length of homelessness. If no individuals with a disabling condition are available, sheltered individuals with the longest length of homelessness will be considered followed by unsheltered individuals with the longest length of homelessness.

### Disaster Prioritization

CES seeks to be a strong and effective partner to our community in the event of a local, state or national disaster. The County of Orange, as the CES lead, reserves the right to focus all resources available through CES to affected populations who are eligible for the available resource. In these situations, CES may modify the prioritization policy to prioritize households impacted by the disaster using the prioritization process described above.

### **REFERRAL**

Service, shelter and Housing providers participating in CES share available service, shelter and housing opportunities through HMIS or a comparable database selected by the County of Orange. Service opportunities are matched as needed based on availability and the housing resource identified. Shelter opportunities are matched daily during business hours as opportunities become available. Housing opportunities are discussed weekly at the Housing Placement Match Meetings (HPMM) and matched to eligible individuals and families as prioritized by the prioritization schema. The meetings are attended by participating access points, referral partners and housing providers. All information shared at the HPMM is private and confidential. To attend the HPMM, attendees are required to review client privacy and confidentiality requirements and attest to complying with the privacy and confidentiality requirements. Victim service providers are not required to attend the HPMM. Survivors prioritized through CES for Individuals or Families will be considered for all resources available through CES for which they are interested and eligible.



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Referrals will be provided by email to the access point and the housing provider.

Upon referral to service, shelter and housing opportunities, access points will continue to support participants throughout the housing-intake and placement process and, ideally, for a month or more after housing placement to ensure housing stability is achieved.

Upon referral to service, shelter and housing opportunities, service, shelter and housing providers will provide an overview of program expectations including the share of rent and utility costs to participants if applicable and maintain regular communication with access point staff and CES. ~~For RRH opportunities, the maximum amount of rent that a participant may pay can be up to 100% of the rental amount. In general, the goal will be that participants pay no more than 50% of their income in rent at RRH program completion.~~

When an individual or family declines a service, shelter or housing referral, the participant is returned to the prioritization list and remains on the prioritization list for a new service, shelter or housing referral. The individual or family will continue to be prioritized for available service, shelter or housing resources following the prioritization process previously described.

Housing-Service, shelter and housing providers may deny a referral from CES under any of the following circumstances:

- Inappropriate referral (ex. Accessibility needs cannot be met)
- Ineligible referral (ex. New-new intake information fails to meet eligibility requirements)
- Participant obtained other permanent housing
- Participant is unresponsive after multiple contact attempts to all available contact information

Referrals denied by service, shelter and housing providers must be made in writing if not matched through HMIS or electronically in HMIS and include the reason for denying the referral as well as any information obtained during the referral process that ensures accurate participant information and helps improve future referral processes.

When an individual or family is denied by service, shelter or housing providers, the participant is returned to the prioritization list and remains on the prioritization list for a new service, shelter or housing referral. The individual or family will continue to be prioritized for available service, shelter or housing resources following the prioritization process previously described.

Housing-Service, shelter and housing provider denials may be contested by conference between the service, shelter or housing provider, the referring agency and the County of Orange. The referred individual or family may also be involved as able and appropriate.

### **EMERGENCY TRANSFER REQUEST POLICY**

Per the Violence Against Women Act (VAWA), any household who is a victim of domestic violence, dating violence, human trafficking, sexual assault, or stalking can request an emergency transfer under the following circumstances:

- a. A sexual assault occurred on the premises of their HUD-funded housing program; or

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- b. Who reasonably believed that they are imminently threatened by harm from further domestic violence, dating violence, sexual assault, stalking, or human trafficking if they remain in that designated HUD-Funded dwelling.

A request for an emergency transfer, under these circumstances, does not guarantee immediate placement, but participants who qualify for an emergency transfer will be given a priority referral over all other applications for the next available, safe unit through CES for which they qualify.

If a household is currently enrolled in a HUD-funded housing program and requests an emergency transfer, the household must follow the housing agency's internal emergency transfer housing process. If the housing program is unable to accommodate the emergency transfer request, the housing program may request an emergency transfer via CES.

### PRIVACY AND DATA MANAGEMENT

CES, as an extension of HMIS, is required to comply with all HMIS policies and procedures. All agency staff participating in CES are required to sign and comply with all HMIS policies and procedures. Victim service providers are not required to use CES for emergency services and cannot participate in HMIS. Victim service providers partnering with CES are required to use a comparable database managed by the CES lead.

During CES assessment, assessors are required to obtain participant consent to disclose their information. As needed, consent may be obtained verbally but, ideally, consent will be provided in writing or electronically. When participants consent to disclose their information, they enhance the ability of CES to assess needs and make appropriate housing referrals. If consent is not obtained, services will not be denied.

In the case that full consent is not obtained, please note these special instructions: Do not enter personal identifiable information into HMIS. HMIS will automatically generate an anonymous ID. Please retain at least the first page of the CES assessment part I with the HMIS ID and participant name for your records and future housing referrals.

### GRIEVANCE PROCESS

At any time during the coordinated entry process, participants have the right to file a complaint, should they feel that CES has not complied with the nondiscrimination and equal opportunity provisions of Federal civil rights law, fair housing laws and requirements, or the CES policies and procedures. During assessment, all CES participants will be provided with the process for filing a complaint. All complaints will be addressed in a timely and fair manner. The following contacts are provided to participants for the purpose of addressing discrimination or grievance concerns:

- For grievances with ~~Coordinated Entry System~~CES policies and procedures, contact Orange County Community Resources at [CoordinatedEntry@ochca.com](mailto:CoordinatedEntry@ochca.com) [CoordinatedEntry@ocgov.com](mailto:CoordinatedEntry@ocgov.com).
- For service provider related complaints, grievance should be directed to the appropriate service provider for resolution.
- For shelter and housing program related complaints, grievances should be directed to the appropriate shelter or housing provider for resolution.
- To file a discrimination complaint, contact the Department of Housing and Urban Development through the online portal: [https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/online-complaint](https://www.hud.gov/program_offices/fair_housing_equal_opp/online-complaint)

## EVALUATION

CES will be regularly evaluated to analyze effectiveness and to identify areas for improvement. System performance metrics will be examined semi-annually, at minimum, to monitor adherence to system benchmarks. Length of time on priority list, placement rates, and returns to homelessness are sample metrics that will be used to understand system capacity and determine where additional resources are needed.

In addition, feedback will be solicited from CES participants and participating agencies through feedback surveys and focus groups. Participating agencies will be surveyed at least annually and focus group feedback opportunities will also be provided annually to solicit consumer feedback. Annually, all participants who utilize CES will be offered the chance to complete a feedback survey and/or participate in focus group feedback sessions held at geographically dispersed locations. The focus groups and surveys will cover all domains of the coordinated entry process, including intake, assessment and referral, and will be used to gauge participant and agency perception of system quality and effectiveness.

The County of Orange, as the lead CES agency, will collect participant and agency evaluations and analyze system performance. The information collected will be used to recommend updates to CES, in consultation with a committee of relevant stakeholders. This committee will meet at least annually to adopt and implement system changes.

For the purpose of the evaluation, data analyzed will be de-identified, and feedback will not require a name or other identifiable information. This will be used to ensure participant and participating agency privacy during the evaluation process.



**~~CES DOCUMENTS AND REGULATIONS~~**

~~The above policies and procedures replace all previous versions of the Coordinated Entry System (CES) policies and procedures and are intended to ensure that all agencies participating in the Orange County CES comply with the following regulations:~~

~~HUD Coordinated Entry Notice CPD-17-01 – Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System~~

~~HUD Prioritization Notice CPD-16-11 – Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing~~

~~Continuum of Care (CoC) Program Interim Rule 24 CFR 578~~

~~Emergency Solutions Grants Interim Rule 24 CFR 576~~

~~HUD Equal Access rule: 24 CFR 5~~

**ATTACHMENT A**

**Chronic Homelessness Definition**

HUD published the **Defining Chronically Homeless Final Rule** clarifying the definition of chronic homelessness. The definition of chronically homeless is:

- A homeless individual with a disability as defined in section 401(9) of the McKinney-Vento Assistance Act (42 U.S.C. 11360(9)), who:
  - Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter, and
  - Has been homeless and living as described for at least 12 months\* or on at least 4 separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described.
- An individual who has been residing in an institutional care facility, including jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria of this definition before entering that facility\*\*; or
- A family with an adult head of household (or, if there is no adult in the family, a minor head of household) who meets all of the criteria of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

\*A “break” in homeless is considered to be 7 or more nights.

\*\*An individual residing in an institutional care facility for less than 90 days does not constitute a break in homelessness.

**—Homeless Definition**

Information on the definition of homeless can be found on HUD Exchange at <https://www.hudexchange.info/resource/1928/hearth-defining-homeless-final-rule/> and is summarized below. The following four homeless categories are eligible to participate in CES.

**Category 1. Literally Homeless**

Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- Has a primary nighttime residence that is a public or private place not meant for human habitation;
- Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs);  
or
- Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

**Category 2. Imminent Risk of Homelessness**

Individual or family who will imminently lose their primary nighttime residence, provided that:

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- Residence will be lost within 14 days of the date of application for homeless assistance;
- No subsequent residence has been identified; and
- The individual or family lacks the resources or support networks needed to obtain other permanent housing

### **Category 3.** Homeless under other Federal statutes

Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:

- Are defined as homeless under the other listed federal statutes;
- Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application;
- Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and
- Can be expected to continue in such status for an extended period of time due to special needs or barriers

### **Category 4.** Fleeing/Attempting to Flee Domestic Violence

Any individual or family who:

- Is fleeing, or is attempting to flee, domestic violence;
- Has no other residence; and
- Lacks the resources or support networks to obtain other permanent housing

### **At Risk of Homelessness Definition**

Information on the definition of at risk of homelessness can be found on HUD Exchange at <https://www.hudexchange.info/resource/1927/hearth-esg-program-and-consolidated-plan-conforming-amendments/> and is summarized below. The following three at risk of homelessness categories are eligible to participate in CES.

### **Category 1. Individuals and Families**

An individual or family who:

- Has an annual income below 30% of median family income for the area; and
- Does not have sufficient resources or support networks immediately available to prevent them from moving to an emergency shelter or another place defined in Category 1 of the “homeless” definition; and
- Meets one of the following conditions:
  - Has moved because of economic reasons 2 or more times during the 60 days immediately preceding the application for assistance; or
  - Is living in the home of another because of economic hardship; or
  - Has been notified that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance; or
  - Lives in a hotel or motel and the cost is not paid for by a charitable organization or by Federal, State, or local government programs for low-income individuals; or

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- Lives in an SRO or efficiency apartment unit in which there reside more than 2 persons or lives in a larger housing unit in which there reside more than one and a half persons per room; or
- Is exiting a publicly funded institution or system of care; or
- Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient's approved Con Plan.

### **Category 2. Unaccompanied Children and Youth**

A child or youth who does not qualify as homeless under the homeless definition but qualifies as homeless under another Federal statute.

### **Category 3. Families with Children and Youth**

An unaccompanied youth who does not qualify as homeless under the homeless definition but qualifies as homeless under section 725(2) of the McKinney-Vento Homeless Assistance Act, and the parent(s) or guardian(s) or that child or youth if living with him or her.



## **COORDINATED ENTRY SYSTEM POLICIES AND PROCEDURES**

Date Approved by Continuum of Care Board: TBD

### **GOAL**

The goal of the Coordinated Entry System (CES) is to effectively connect individuals and families experiencing homelessness or at risk of homelessness to appropriate services and housing interventions to address and end homelessness in Orange County through:

- dynamic prioritization
- collaborative coordination
- intentional resource utilization
- equitable resource distribution
- regional service planning area prioritization

CES is required to incorporate all programs funded through the Continuum of Care (CoC) and the Emergency Solutions Grants (ESG). Other services, shelter and housing program receiving funding other than CoC and ESG funding may voluntarily participate in CES. While the goal is to incorporate as many homeless service programs as possible, including supportive services, shelter and housing, into CES, not all supportive service, shelter or housing programs participate in CES.

These policies and procedures cover referrals for all resources available through CES, including:

- all CoC- and ESG-funded programs, including survivor dedicated resources
- local and state funded programs required to participate in CES
- any resources that voluntarily participate in CES

### **CES DOCUMENTS AND REGULATIONS**

The below policies and procedures replace all previous versions of the Coordinated Entry System (CES) policies and procedures and are intended to ensure that CES and all agencies participating in the Orange County CES comply with the following federal regulations required for all coordinated entry systems:

[HUD Coordinated Entry Notice CPD-17-01 - Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System: This Notice establishes new requirements that CoC and ESG programs must meet regarding participation in CES.](#)

[HUD Prioritization Notice CPD-16-11 – Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing: This Notice establishes a recommended order of priority for CoC-funded permanent supportive](#)

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[housing to serve households experiencing chronic homelessness with the most severe service needs first.](#)

[Continuum of Care \(CoC\) Program Interim Rule 24 CFR 578: The CoC program interim rule provides guidance on the regulatory implementation of the CoC Program, including CES.](#)

[Emergency Solutions Grants Interim Rule 24 CFR 576: The ESG interim rule provides guidance on the regulatory implementation of the ESG Program, including the use of CES.](#)

[McKinney-Vento Homeless Assistance Act, As Amended by S. 896 Homeless Emergency Assistance and Rapid Transition to Housing \(HEARTH\) Act of 2009: McKinney-Vento and the HEARTH Act establish a definition of homelessness and consolidated three HUD programs into a single program known as the CoC Program.](#)

[Criteria and Recordkeeping Requirements for Definition of Homelessness and Homeless Definition Final Rule: The Homeless Definition Final Rule defines homelessness and record keeping requirements, including the use of third-party verification and self-certification of homelessness.](#)

[Defining Chronically Homeless Final Rule: This rule establishes a definition of chronic homelessness and record keeping requirements, including the use of third-party verification and self-certification of homelessness and sources of verification of disabling conditions.](#)

[HUD Equal Access rule: 24 CFR 5: This rule ensures equal access to programs and shelters administered by HUD in accordance with their gender identity, sexual orientation, or marital status.](#)

[Homeless Management Information Systems \(HMIS\) Data Standards: These documents describe the standardized data collection and the documentation requirements for the programming and use of all HMIS and comparable data systems.](#)

### **COMMON TERMS AND DEFINITIONS**

**Access Point** refers to the point of entry into CES for households experiencing homelessness or at risk of homelessness.

**Bed Reservation System Assessment** is a standardized process for determining a household's shelter needs and interests.

**Case Conferencing** involves exchanging information between service providers participating in CES to enhance service coordination, minimize duplication in services and expedite access to services when needed and available. The case conferencing is aimed at ensuring that individuals and families being prioritized for a housing resource per the CES policy can have their service needs adequately met and the housing resource is an appropriate match.

**Continuum of Care (CoC)** is a regional or local planning body that coordinates housing and service funding for individuals and families experiencing homelessness. The CoC strategizes the community plan to organize and deliver housing and services to meet the specific needs of people who are experiencing homelessness as they move to stable housing and maximize self-sufficiency.

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**Diversion** in CES refers to problem-solving strategies used to reduce the length of time that people experience homelessness by accessing alternatives to entering emergency shelter or living in places not meant for human habitation.

**Emergency Shelter** means any facility with the primary purpose of providing temporary shelter for people experiencing homelessness which does not require participant to sign leases or occupancy agreements.

**Episode of Homelessness** is a period of time that an individual or family is experiencing homelessness as defined in the homeless definition included in Attachment A. Episodes of homelessness are separated by permanent or temporary housing of at least seven nights or stays in an institution of 90 days or more.

**Homeless Management Information System (HMIS)** refers to the United States Department of Housing and Urban Development mandated database used to collect participant-level data on the provision of housing and services to individuals and families experiencing homelessness, as well as individuals and families at risk of homelessness. HMIS is required to follow data standards established by the United States Department of Housing and Urban Development.

**Homeless Prevention** is services and/or financial assistance to prevent people from experiencing homelessness.

**Housing** means community-based housing without a designated length of stay and includes permanent supportive housing and rapid rehousing.

**Housing Assessment** is a standardized process of determining a household's permanent housing and service needs and interests.

**Housing First** is an approach that prioritizes connecting people experiencing homelessness to housing as quickly as possible to end their homelessness. Housing first prioritizes client choice in the housing process and supportive service participation.

**Interim Housing** is a type of emergency shelter that provides temporary shelter for people experiencing homelessness, meet basic needs such as food, safety, and hygiene, and be supported to see and obtain housing.

**Permanent Supportive Housing (PSH)** is housing that includes supportive service to assist formerly homeless individuals and families with a disabling condition to live independently and maintain housing stability.

**Rapid rehousing (RRH)** is housing with time limited rental assistance and supportive services to assist individuals and families experiencing homelessness, with or without a disabling condition, move as quickly as possible into housing and maintain housing stability. For RRH opportunities, the maximum amount of rent that a participant may pay can be up to 100% of the rental amount. In general, the goal will be that participants pay no more than 50% of their income in rent at RRH program completion.

**Service Planning Area (SPA)** is a regional sector within Orange County. The three geographic regions are the North, Central and South Service Planning Areas designated to improve service

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coordination and align resources among regional cities in Orange County. Reference the Planning section for the Service Planning Areas.

**Shelter** collectively refers to emergency shelter, including Interim Housing, and transitional housing. These are temporary living situations provided to meet basic needs while the individual or family experiencing homelessness does not have permanent housing.

**Transitional Housing** means temporary, supportive housing, where all participants have signed a lease or occupancy agreement, with the primary purpose of facilitating movement of individuals and families experiencing homelessness into permanent housing. Transitional housing is generally provided for a limited time period, from two weeks up to 24 months.

**United States Department of Housing and Urban Development (HUD)** is a cabinet-level agency that oversees federal programs designed to help Americans with their housing needs. HUD seeks to increase access to affordable housing.

### **ROLES AND RESPONSIBILITIES**

CES involves cross-system collaboration and communication between the CES lead agency, the CES virtual front door (VFD), CES access points, and Housing Providers.

#### CES Lead

The CES lead agency, County of Orange, is empowered by the CoC to manage the process of determining and updating the prioritization for all CoC funded PSH, RRH, homeless prevention, interim housing and emergency shelter programs, including any survivor- dedicated resources as well as any other housing resources that voluntarily or are required locally or by the State to participate in the CES. The lead agency will work collaboratively with the CES Steering Committee, a committee of the CoC Board, to develop and review CES policies and procedures every five years, at minimum. The CES lead agency operates the CES based on the CoC Board approved CES policies and procedures.

The CES lead agency's responsibilities include:

- Facilitating referrals between CES for Individuals, Families and Survivors.
- Collecting CES data to report to HUD.
- Providing support to CES access points and Housing Providers participating in CES.

#### CES Virtual Front Door (VFD)

The CES VFD is contracted by the CES lead to develop and manage a VFD infrastructure, including the operation of a centralized information and referral process for connecting eligible households to a CES access point.

The CES VFD's responsibilities include:

- Facilitating referrals to CES access points for eligible households.
- Screening for sub-population specific service needs, including survivors, transitional aged youth (TAY), veterans, and family status.



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### CES Access Points

CES access points are homeless service providers in the community that serve as entry points into CES as well as offer additional assistance via referrals and other services to help support households experiencing a housing crisis. Access points include mobile street outreach teams, navigation centers, emergency shelters and supportive services agencies.

CES access point responsibilities include:

- Connect eligible households with CES through a standard assessment process.
- Offer additional services and resources to support with housing crisis needs.
- Represent the household's needs in CES.
- Maintain accurate and timely data in HMIS or a comparable database for survivors.

### Matchmakers

Matchmakers are CES Administrators that manage the CES prioritization and referral process. Matchmakers work collaboratively with access points and housing providers to support a successful referral process while prioritizing the most vulnerable households.

Matchmaker responsibilities include:

- Facilitating referrals for shelter, housing, and supportive services resources, including survivor-specific ESG- and CoC-funded resources.
- Facilitating referrals between CES for Individuals, Families and Survivors.
- Providing support to CES access points and Housing Providers participating in CES.

### Housing Providers

Housing Providers are agencies that provide resources for people at risk of homelessness or experiencing homelessness. Housing Provider resources include shelter, supportive services, homeless prevention assistance, rapid rehousing, permanent supportive housing and other permanent housing. All CoC- and ESG-funded programs are required to participate in CES as Housing Providers.

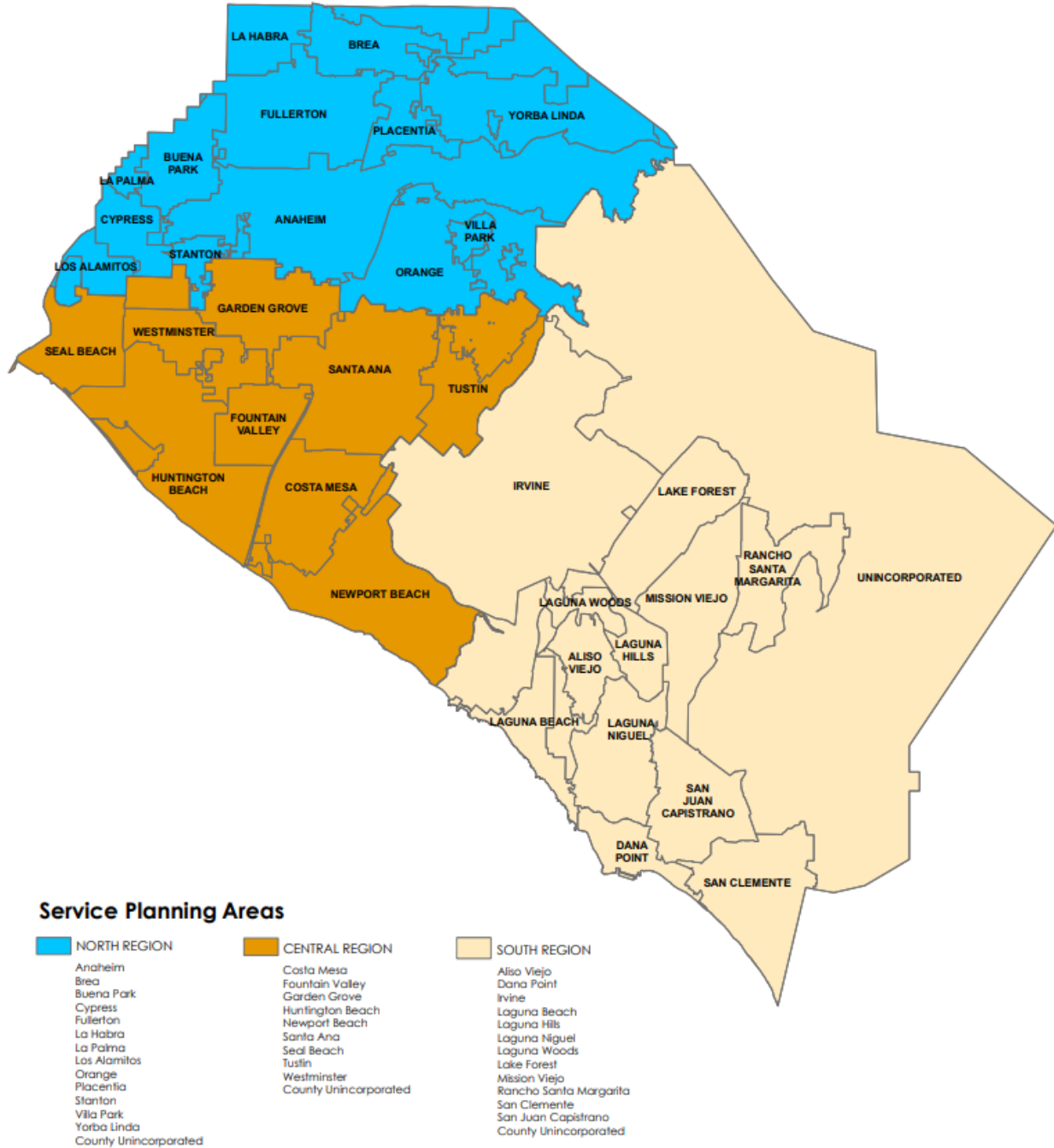
Housing Provider responsibilities include:

- Notifying CES through HMIS or a comparable database for survivors when a program has an opening and is able to accept referrals.
- Clearly communicate eligibility requirements for available resources.
- Accept referrals for the available resources exclusively through CES.
- Maintain accurate and timely data in HMIS or a comparable database for survivors.

## **PLANNING**

The Orange County CoC CES serves people experiencing homelessness in the CA-602 Orange County CoC, which covers the entire geographic area of Orange County. To ensure full coverage of Orange County's geographic area, the CoC utilizes SPAs to allow for targeted services and resource allocation and regional coordination.

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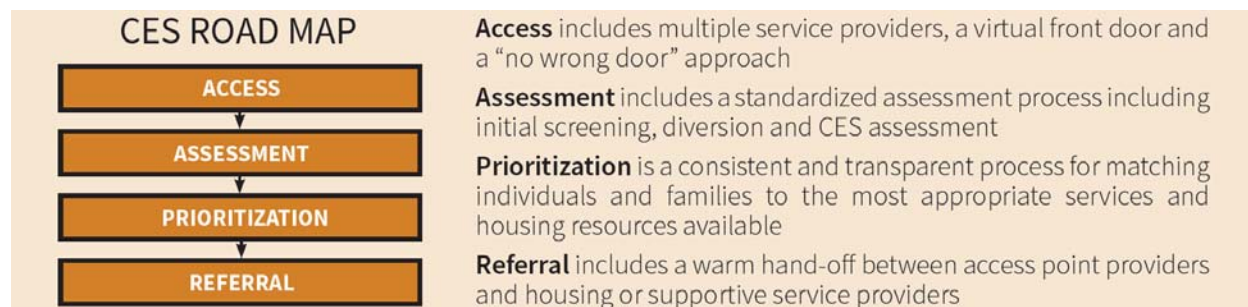


All households who meet the HUD definition of homelessness or at risk of homelessness are eligible to participate in CES. For definitions, please see Attachment A.

CES serves all individuals and families experiencing homelessness in Orange County regardless of race, color, national origin, religion, sexual orientation, gender identity, disability, age, sex, familial status, marital status, income, criminal record, or experience with domestic violence, dating violence, sexual assault or stalking.

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CES is dedicated to ensuring that households fleeing or attempting to flee domestic violence have safe, low-barrier, survivor-centered access to all resources available through CES. HUD defines “domestic violence” as including dating violence, sexual assault, stalking, and other dangerous or life-threatening conditions that relate to violence against the individual or family member that either takes place in, or they are afraid to return to, their primary nighttime residence (including human trafficking). These policies and procedures refer to this population collectively as “survivors.”



### ACCESS

The Orange County CES is operated so that individuals and families seeking housing or supportive services can easily access services. CES and available housing and supportive services are widely advertised throughout the CoC. Marketing strategies include digital and printed media. By displaying posters, flyers, and resource guides, participating agencies within each SPA will support marketing efforts and mainstream partners such as libraries, schools, police stations, and community centers will be invited to support marketing efforts as well. In some cases, mainstream partners, such as U.S. Department of Veteran Affairs (VA), the Orange County Health Care Agencies (HCA) and Social Services Agency (SSA) Family Resource Centers, may serve as access points.

While marketing will encourage people who are part of a particular cohort to connect with particular access points for a referral to CES, everyone in need will be accommodated and assisted at any access point. All materials will be affirmatively marketed to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, marital status, criminal history, and those who are least likely to complete a CES Housing Assessment in the absence of special outreach. Marketing materials will also be provided in formats accessible to all individuals, including those with disabilities and Limited English Proficiency (LEP).

Prior to attaining access, individuals or families might encounter a referral partner - an entity or agency that can direct a person experiencing a housing crisis to a CES access point. Examples of referral partners include medical providers, law enforcement and public agencies such as Parks and Recreation and the Public Library. Though referral partners cannot directly connect individuals and families to CES, they play a critical, guiding role in connecting individuals and families to emergency services which serve as access points into CES.

Access to CES occurs after a person’s immediate crisis needs have been identified and their basic client information has been entered into HMIS or a comparable database for survivors. Throughout Orange County, an array of homeless service providers serves as access points. Access points include mobile street outreach teams, navigation centers, emergency shelters and

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a virtual front door. Access points are distributed geographically throughout the County in all three Service Planning Areas (North, Central, and South) and the virtual front door provides access 24 hours a day through a call center and online access.

To facilitate access to CES for veterans and people with disabilities, the VA and HCA are CES partners with the ability to conduct the standardized CES assessment and participate in the prioritization and referral process.

### Access Model

The Orange County CES is comprised of three systems: CES for Individuals, CES for Families and CES for Survivors. In addition, CES operates two by-name registries, a Veteran Registry for Veterans composed of veteran households with or without minor children participating in any of the three components of CES and a Transitional Aged Youth (TAY) Registry composed of all households with an adult head of household aged 18-24 years old with or without minor children participating in any of the three components of CES. All CES systems work collaboratively and follow all CES policies and procedures.

Orange County CoC embraces a Housing First approach and, as such, CES, offers services, shelter and housing to people experiencing homelessness without preconditions (such as sobriety, mental health treatment, or a minimum income threshold) or service participation requirements, such as sobriety or minimum income thresholds. The primary goals of the Housing First model are, rapid placement and stabilization in permanent housing.

Orange County CES is intended to reduce barriers to available emergency services through streamlined and transparent access. In addition, people experiencing homelessness may access emergency services not participating in CES and, when immediate access to emergency services is available at emergency services that participate in CES, people may access emergency services during hours when CES intake and assessment processes are not operating and then be connected wot CES as soon as the intake and assessment processes are operating. Completing the standardized Housing Assessment is not a requirement and no individual or family will be denied access to the crisis response system based on willingness to participate in the Housing Assessment process. Regardless of people's willingness to complete the standardized CES Housing Assessment, people will be warmly welcomed into emergency shelters and/or other emergency services, as available.

Although there are separate systems for individuals, families and survivors, the Orange County CES offers a "no wrong door" approach with a standardized assessment at all access points. Initial standardized screening using a Pre-Assessment Screening tool at the VFD and each access point allows for immediate linkage to the appropriate subpopulation access point. CES ensures that veterans, TAY and survivors can access both subpopulation specific resources and non-dedicated resources referred through CES regardless of the access point where they present. This provides individuals and families experiencing homelessness a variety of avenues from which to access housing and supportive services, and no one is turned away.

Individuals and families experiencing a housing crisis in Orange County have two ways to connect with CES:

#### Virtual Access by Contacting the Virtual Front Door (VFD):

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Individuals or families experiencing homelessness or at risk of experiencing homelessness can call 2-1-1 at any time, day or night, and will be connected with a certified multi-lingual referral specialist who can make referrals to appropriate emergency services based on individual and family service needs and Service Planning Area location. 211OC, as the CES VFD will also provide referrals to CES access points.

If the VFD referral specialists receive a call from a household that is experiencing homelessness or at risk of homelessness as defined by HUD, the VFD staff will screen the household for survivor, TAY and veteran status as well as household composition.

If the household identifies as including survivors, and requests to be quickly connected to survivor-specific housing options or other assistance for survivors (such as emergency shelter, counseling, etc.), VFD staff will make a warm handoff to a victim service provider serving as a CES access point. Survivors are not required to be referred to a victim service provider and may accept a referral to any appropriate CES access point if there is not a specific request for survivor-specific services.

If the head of household identifies as a TAY, VFD staff will provide referrals to CES access points that provide specialized TAY-specific services. TAY are not required to accept a referral to a TAY provider and may accept a referral to any appropriate CES access point if there is not a specific request for TAY-specific services.

If the household identifies as included a veteran, VFD staff will provide referrals to CES access points that provide specialized veteran-specific services. Veterans are not required to accept a referral to a veteran provider and may accept a referral to any appropriate CES access point if there is not a specific request for veteran-specific services.

If a household identifies as a family that includes minor children, the household will be referred to a family access point. If the household identifies as an adult-only household, the household will be referred to an individual access point. Family and individual access points include access points providing specialized subpopulation services for survivors, TAY and veterans and access points that provide generalized services for people experiencing homelessness or who are at risk of homelessness.

### Direct Access by Presenting at an Individual or Family Access Point:

Eligible households may access CES by connecting directly with a CES access point. All access points will screen all households for survivor, TAY and veteran status using the Pre-Assessment Screening tool and receive regular training on conducting these screenings in a survivor-centered, trauma-informed manner.

If the household identifies as including survivors, and requests to be connected to survivor-specific housing options or other assistance for survivors (such as emergency shelter, counseling, etc.), access point staff will immediately offer a referral to a victim service provider serving as a CES access point.

### Accessibility

Orange County CES ensures that access points are accessible to all individuals and families, including those with disabilities and limited English proficiency. In cases where particular access points are inaccessible for participants for any reason including, but not limited to, structural

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barriers, language barriers, or transportation limitations, individuals and families will be accommodated at alternative access points or by a street outreach team with the appropriate auxiliary aids and services necessary to ensure effective communication and completion of the standardized assessment.

### Safety Planning

Individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking need specialized assistance that promotes and protects their confidentiality and safety. Therefore, while they will have unencumbered access to emergency services and CES, appropriate and prompt referrals to services, including hotlines, and emergency shelters specializing in domestic violence are critical. The following domestic violence resources are available in Orange County:

Human Options	877-854-3594
Interval House	714-891-8121
Laura's House	866-498-1511
Women Transitional Living Center	714-992-1931 877-531-5522
Sexual Assault Victim Services (North)	714-957-2737
Sexual Assault Victim Services (South)	949-831-9110
2-1-1 Orange County Helpline	211 949-646-4357 888-600-4357

### **ASSESSMENT**

CES utilizes a standardized assessment process. The standardized CES assessment process is consistent across all access points including street outreach teams. CES uses the following standardized assessment tools:

- Pre-Assessment Screening
- Shelter Assessment
- Housing Assessment
- Survivor Assessment
- Stepping Up Assessment
- Moving On Assessment
- Prevention Assessment

The Pre-Assessment Screening is completed to determine specialized services needs and guide referrals to appropriate subpopulation specific service providers.



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The Shelter Assessment is completed to connect people with shelter opportunities available through CES and is used to collect information to assist with determining homelessness, vulnerability, accessibility needs and eligibility for shelter programs.

The standardized Housing Assessment is completed to connect people with housing opportunities available through CES and is separated into sections which assist in determining homelessness, vulnerability, strengths, barriers and other criteria related to eligibility for housing programs.

The Survivor Assessment is completed by victim service providers to assess for survivor survivor-dedicated resources available through CES for Survivors as well as resources available through CES for Individuals or Families. Only victim service providers can administer the Survivor Assessment which is used to submit de-identified vulnerability, housing interests and eligibility information to CES.

The Stepping Up Assessment is completed with households that are currently housed through a rapid rehousing program who need a more intensive housing intervention to maintain housing stability and is separated into two sections to collect information on eligibility and vulnerability.

The standardized Moving On Assessment is completed with household that are currently housed in a permanent supportive housing program who would like to be considered for a less intensive housing intervention and is separated into two sections to collect information on eligibility and housing stability.

The Prevention Assessment is completed with households at risk of homelessness and is separated into sections which assist in determining at risk of homelessness status, vulnerability and eligibility for homeless prevention resources.

Prior to completing the standardized CES assessment process, access points assess and address immediate needs followed by efforts to prevent homelessness or divert from experiencing ongoing homelessness. Services, shelter and housing resources available through CES are limited, so access points will also assist individuals and families with identifying services, shelter and/or housing resources and solutions available outside of CES. If referrals to shelter resources available through CES are required, access point staff begin completing the Shelter Assessment. If referrals to housing resources available through CES are required, access point staff begin completing the Housing Assessment with the individual or family experiencing homelessness. The CES assessments may be completed during a single session or over time as immediate needs are addressed and rapport is developed between access point staff and the individuals or families experiencing homelessness or at risk of homelessness.

If an individual or family is in crisis and requires and chooses shelter, the following steps must be taken:

- First, provide triage including diversion and prevention;
- Then, connect the individual or family with shelter as needed and capacity allows and;
- Finally, follow up to complete the Housing Assessment process with consent.

Safety planning is done with all individuals and families who may be in danger or could be a danger to themselves or others including identifying appropriate supports and resources. These needs are uncovered through the assessment and responded to immediately to quickly offer appropriate referral linkages. Assessors will be trained on how to understand when a person is at risk of harming themselves or others and serve as mandated reporters so that they are equipped to call 911 when necessary or connect individuals or families to a local hospital for crisis supports.

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CES assessments can and should be updated as contact information or life circumstances change to ensure a successful referral to an available shelter or housing resource and corresponding shelter or housing provider.

CES assessments are completed by access points in HMIS except for victim service providers who are prohibited from using HMIS. Victim service providers will use the following process to communicate the outcome of the Survivor Assessment to CES for prioritization and referral to both survivor-dedicated resources and resources accessed through CES for Individuals and Families:

- Assessors will submit de-identified assessment information to CES through Microsoft Forms. De-identified information will include:
  - A unique identifier that victim service provider staff will create and use to identify the household.
  - Eligibility and vulnerability information necessary to determine prioritization for available housing and resources.
  - Housing interests in order to make the most appropriate housing referrals based on the household's identified housing needs.

In support of the participant's self-determination and autonomy, CES participants are freely allowed to decide what information they provide during the assessment process, to refuse to answer assessment questions and to refuse housing and service options without retribution or limiting their access to other forms of assistance. Participants who decline to complete CES assessments or provide incomplete information will be informed by the assessor that incomplete assessment information may limit housing opportunities if the incomplete questions are related to eligibility criteria for specific programs.

Unaccompanied minors (children ages 17 and younger) will be immediately connected to Casa Youth Shelter (800-914-2272) or Huntington Beach Youth Shelter (714-842-6600) for emergency shelter and supportive services. The standardized CES assessment may be completed with an unaccompanied minor, as appropriate.

Providers serving as access points have completed training on conducting the standardized CES assessments and entering data into HMIS or a comparable database for victim service providers. Updated training is provided at least annually. Ongoing support and training are available upon request and as resources permit.

The training covers CES policies and procedures including assessment procedures, prioritization, referrals through CES, participant privacy, cultural humility and linguistic competency, safety planning and trauma-informed practices. Training resources are regularly reviewed and updated as needed but no less than once a year. Training is provided or coordinated by the County of Orange.

Each agency participating in CES will assign up to two staff as CES Agency Administrators. Agency Administrators will be required to attend an annual training provided or coordinated by the County of Orange for CES Agency Administrators. Agency Administrators are responsible for communication and training for all CES users and assessors within their organization. Agency Administrators are also responsible for quality assurance of assessments and communication with the County of Orange regarding staffing changes.



### **PRIORITIZATION**

When the need for services is greater than resources available, CES utilizes an established prioritization schema approved by the CoC Board to connect individuals and families experiencing homelessness or at risk of homelessness with shelter, housing and supportive services available through CES. CES has no authority over services, shelter and housing programs that do not participate in CES. Services available through CES include some, but not all, housing navigation and stabilization services. Shelter opportunities available through CES include some, but not all, of the emergency shelter, interim housing and transitional housing operating in Orange County. Housing opportunities available through CES include some, but not all, Permanent Supportive Housing, Housing Choice Vouchers, Rapid Rehousing, and other housing opportunities. At minimum, all CoC and ESG funded services, shelter and housing will prioritize individuals and families with the most urgent and severe needs on the CES prioritization list following the prioritization process described below who are eligible for the service, shelter or housing opportunity available through. Other service, shelter or housing resources will be encouraged, but not required, to participate in CES if privately or alternatively funded.

The Orange County CES is integrated into the emergency response services in Orange County to meet basic needs, including emergency shelters, interim housing and transitional shelters. Individuals and families experiencing homelessness or at risk of homelessness should work with emergency service providers and/or call 2-1-1 to receive an initial referral to emergency services. Participating emergency response services will utilize the Orange County CES to connect individuals and families experiencing homelessness with services, shelter and housing opportunities available through CES by completing the Shelter Assessment and/or the Housing Assessment.

In addition, some shelters in Orange County receive referrals through CES. CES will prioritize individuals and families for shelter opportunities available through CES using the prioritization process described below.

Prevention and diversion services are a critical part of CES and may occur prior to completing the CES assessments or during the process of participating in CES for individuals and families experiencing homelessness or at risk of homelessness. Prevention and diversion are key components of CES that should be utilized in case management and housing plans for all individuals and families experiencing homelessness or at risk of homelessness in Orange County. Some, but not all, prevention and diversion services are available through CES. Individuals and families at risk of homelessness and in need of homeless prevention services, should dial 2-1-1 to receive a referral to available homeless prevention services. In instances where there are no appropriate prevention referrals, 2-1-1 will attempt to connect participants to alternate resources.

CES prioritization is a dynamic process. For all services, shelter and housing opportunities available through CES, CES will prioritize individuals and families with the longest length of homelessness in the community as collected in HMIS following the most recent HMIS Data Standards and highest service needs as determined using CES program intake, the standardized CES assessments and case conferencing amongst the CES participating agencies, as needed and appropriate. The case conferencing occurring with CES participating agencies is aimed at ensuring the individuals and families are prioritized per the CES policy for services, shelter and housing opportunities appropriate to their service needs according to their current circumstances. A regional SPA distribution prioritization based on the most recent finalized point in time count is

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used to distribute non-geographically designated resources by SPA to avoid forcing individuals or families to move long distances unless by participant choice.

The primary factors considered during prioritization are chronic homelessness as defined in 24 CFR 578.3, length of the current episode of homelessness and permanent disabling conditions as defined in section 401(9) of the McKinney-Vento Homeless Assistance Act ([42 U.S.C. 11360\(9\)](#)). The current episode of homelessness starts when the individual or family begins experiencing homelessness as defined in Attachment A after residing in permanent or temporary housing for at least seven nights or staying in an institution for 90 days or more. Another factor in the prioritization process is connection to shelter, which is aimed at increasing system flow and maximizing limited shelter and housing resources. The sole prioritization factor for households experiencing chronic homelessness will be length of the current episode of homelessness. For households experiencing literal homelessness and not chronic homelessness, the prioritization factors are length of the current episode of homelessness, disabling conditions and shelter status. Exceptions to the prioritization may be made through case conferencing amongst the CES participating agencies as appropriate to meet specialized client needs and agreed to through consensus by the CES participating agencies. In addition, case conferencing amongst the CES participating agencies will be employed to ensure resources are aligned to client needs and promote effective resource utilization.

All services, shelter and housing opportunities available through CES, except survivor-specific resources, will prioritize chronically homeless individuals and families as defined in 24 CFR 578.3 that are the most appropriate and eligible referral to the available resource. Chronically homeless individuals and families with the longest length of the current episode of homelessness and with the most significant service needs will be prioritized over chronically homeless individuals and families with shorter lengths of homelessness and less significant needs following the prioritization process described above. Case conferencing amongst the CES participating agencies will occur as needed to ensure that the available resource best meets the needs of the individual or family being prioritized by the CES prioritization policy.

Survivor-specific resources will prioritize survivors with the highest score on the Survivor Assessment who are interested and eligible for the available survivor-specific housing resource.

Housing opportunities provided by public housing authorities that are not funded through the CoC (ex. Housing Choice Vouchers) and receiving referrals through CES will be prioritized by CES in compliance with the administrative plan for each public housing authority jurisdiction. Prioritization and case conferencing amongst the CES participating agencies will be used to refer individuals and families who are the most appropriate referral to the available resource.

Tenant-based and project-based PSH tenants are permitted to move between PSH opportunities and/or graduate to HCVs, as available and eligible. Movement between PSH opportunities is determined and agreed upon by the housing providers. Rapid rehousing participants and permanent supportive housing tenants eligible to complete the Stepping Up and Moving On Assessments are prioritized for housing opportunities available through CES. Households with the highest score on the Moving On Assessment will be prioritized first followed by households with the highest score on the Stepping Up Assessment. Moving On Assessments with the highest score will be prioritized for all housing opportunities available through CES in order to increase access to permanent supportive housing for people experiencing chronic homelessness with severe service needs. Vacancies created through tenant movement must be refilled through CES using CES prioritization criteria.

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Housing opportunities that serve a specific target population may receive referrals of that target population. To target a specific population outside of existing practices and community standards, housing providers must provide documentation to CES of receipt of funding that specifies the funder-defined targeting criteria prior to receiving a referral. Housing providers with targeted housing opportunities will receive referrals from CES that meet the stated targeting criteria, following the system wide prioritization policy for matches.

Participants remain enrolled in CES until the participant is permanently housed, opts out of participating in CES, or becomes inactive. Participants will be made inactive in CES when exited from access point services or after 90 days of non-engagement with access points or HMIS participating agencies as documented in HMIS or the comparable database for victim service providers. Participants are removed from the prioritization list for shelter referrals available through CES when exited from CES or after 7 days of non-engagement with an access point or HMIS participating agencies as documented in HMIS. Participants are removed from the prioritization list for services and housing opportunities when exited from CES or after 90 days of non-engagement with access points or HMIS participating agencies as documented in HMIS.

**Scenario 1:** CES receives 5 HCVs for non-elderly individuals. Based on the 2022 Point in Time results, homeless households were distributed throughout Orange County's Service Planning Areas as follows: 42% North, 47% Central, and 10% South. Therefore, the vouchers will be designated as follows: two (2) for the North Service Planning Area, two (2) for the Central Service Planning Area, and one (1) for the South Service Planning Area. Individuals experiencing chronic homelessness with the longest lengths of homelessness are matched to these opportunities. If no individuals experiencing chronic homelessness are available, sheltered individuals with a disabling condition and the longest length of homelessness will be considered followed by unsheltered individuals with a disabling condition and the longest length of homelessness. If no individuals with a disabling condition are available, sheltered individuals with the longest length of homelessness will be considered followed by unsheltered individuals with the longest length of homelessness.

**Scenario 2:** A project-based PSH unit becomes available in the North Service Planning Area for a family. Families experiencing chronic homelessness with the longest length of homelessness from the North Service Planning Area are considered first for this opportunity. If no families experiencing chronic homelessness from the North Service Planning Area are available, families experiencing chronic homelessness from any Service Planning Area will be considered.

**Scenario 3:** A RRH opportunity becomes available for homeless individuals. Individuals experiencing chronic homelessness with the longest length of homelessness are matched to these opportunities. If no individuals experiencing chronic homelessness are available, sheltered individuals with a disabling condition with the longest length of homelessness will be considered followed by unsheltered individuals with a disabling condition with the longest length of homelessness. If no individuals with a disabling condition are available, sheltered individuals with the longest length of homelessness will be considered followed by unsheltered individuals with the longest length of homelessness.

### Disaster Prioritization

CES seeks to be a strong and effective partner to our community in the event of a local, state or national disaster. The County of Orange, as the CES lead, reserves the right to focus all

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resources available through CES to affected populations who are eligible for the available resource. In these situations, CES may modify the prioritization policy to prioritize households impacted by the disaster using the prioritization process described above.

### **REFERRAL**

Service, shelter and housing providers participating in CES share available service, shelter and housing opportunities through HMIS or a comparable database selected by the County of Orange. Service opportunities are matched as needed based on availability and the housing resource identified. Shelter opportunities are matched daily during business hours as opportunities become available. Housing opportunities are discussed weekly at the Housing Placement Match Meetings (HPMM) and matched to eligible individuals and families as prioritized by the prioritization schema. The meetings are attended by participating access points, referral partners and housing providers. All information shared at the HPMM is private and confidential. To attend the HPMM, attendees are required to review client privacy and confidentiality requirements and attest to complying with the privacy and confidentiality requirements. Victim service providers are not required to attend the HPMM. Survivors prioritized through CES for Individuals or Families will be considered for all resources available through CES for which they are interested and eligible.

Referrals will be provided by email to the access point and the housing provider.

Upon referral to service, shelter and housing opportunities, access points will continue to support participants throughout the intake and placement process and, ideally, for a month or more after housing placement to ensure housing stability is achieved.

Upon referral to service, shelter and housing opportunities, service, shelter and housing providers will provide an overview of program expectations including the share of rent and utility costs to participants if applicable and maintain regular communication with access point staff and CES.

When an individual or family declines a service, shelter or housing referral, the participant is returned to the prioritization list and remains on the prioritization list for a new service, shelter or housing referral. The individual or family will continue to be prioritized for available service, shelter or housing resources following the prioritization process previously described.

Service, shelter and housing providers may deny a referral from CES under any of the following circumstances:

- Inappropriate referral (ex. Accessibility needs cannot be met)
- Ineligible referral (ex. new intake information fails to meet eligibility requirements)
- Participant obtained other permanent housing
- Participant is unresponsive after multiple contact attempts to all available contact information

Referrals denied by service, shelter and housing providers must be made in writing if not matched through HMIS or electronically in HMIS and include the reason for denying the referral as well as any information obtained during the referral process that ensures accurate participant information and helps improve future referral processes.

When an individual or family is denied by service, shelter or housing providers, the participant is returned to the prioritization list and remains on the prioritization list for a new service, shelter or

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housing referral. The individual or family will continue to be prioritized for available service, shelter or housing resources following the prioritization process previously described.

Service, shelter and housing provider denials may be contested by conference between the service, shelter or housing provider, the referring agency and the County of Orange. The referred individual or family may also be involved as able and appropriate.

### **EMERGENCY TRANSFER REQUEST POLICY**

Per the Violence Against Women Act (VAWA), any household who is a victim of domestic violence, dating violence, human trafficking, sexual assault, or stalking can request an emergency transfer under the following circumstances:

- a. A sexual assault occurred on the premises of their HUD-funded housing program; or
- b. Who reasonably believed that they are imminently threatened by harm from further domestic violence, dating violence, sexual assault, stalking, or human trafficking if they remain in that designated HUD-Funded dwelling.

A request for an emergency transfer, under these circumstances, does not guarantee immediate placement, but participants who qualify for an emergency transfer will be given a priority referral over all other applications for the next available, safe unit through CES for which they qualify.

If a household is currently enrolled in a HUD-funded housing program and requests an emergency transfer, the household must follow the housing agency's internal emergency transfer housing process. If the housing program is unable to accommodate the emergency transfer request, the housing program may request an emergency transfer via CES.

### **PRIVACY AND DATA MANAGEMENT**

CES, as an extension of HMIS, is required to comply with all HMIS policies and procedures. All agency staff participating in CES are required to sign and comply with all HMIS policies and procedures. Victim service providers are not required to use CES for emergency services and cannot participate in HMIS. Victim service providers partnering with CES are required to use a comparable database managed by the CES lead.

During CES assessment, assessors are required to obtain participant consent to disclose their information. As needed, consent may be obtained verbally but, ideally, consent will be provided in writing or electronically. When participants consent to disclose their information, they enhance the ability of CES to assess needs and make appropriate housing referrals. If consent is not obtained, services will not be denied.

In the case that full consent is not obtained, please note these special instructions: Do not enter personal identifiable information into HMIS. HMIS will automatically generate an anonymous ID. Please retain at least the first page of the CES assessment part I with the HMIS ID and participant name for your records and future housing referrals.

### **GRIEVANCE PROCESS**

At any time during the coordinated entry process, participants have the right to file a complaint, should they feel that CES has not complied with the nondiscrimination and equal opportunity provisions of Federal civil rights law, fair housing laws and requirements, or the CES policies and procedures. During assessment, all CES participants will be provided with the process for filing a

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complaint. All complaints will be addressed in a timely and fair manner. The following contacts are provided to participants for the purpose of addressing discrimination or grievance concerns:

- For grievances with CES policies and procedures, contact Orange County Community Resources at [CoordinatedEntry@ocgov.com](mailto:CoordinatedEntry@ocgov.com).
- For service provider related complaints, grievance should be directed to the appropriate service provider for resolution.
- For shelter and housing program related complaints, grievances should be directed to the appropriate shelter or housing provider for resolution.
- To file a discrimination complaint, contact the Department of Housing and Urban Development through the online portal: [https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/online-complaint](https://www.hud.gov/program_offices/fair_housing_equal_opp/online-complaint)

### **EVALUATION**

CES will be regularly evaluated to analyze effectiveness and to identify areas for improvement. System performance metrics will be examined semi-annually, at minimum, to monitor adherence to system benchmarks. Length of time on priority list, placement rates, and returns to homelessness are sample metrics that will be used to understand system capacity and determine where additional resources are needed.

In addition, feedback will be solicited from CES participants and participating agencies through feedback surveys and focus groups. Participating agencies will be surveyed at least annually and focus group feedback opportunities will also be provided annually to solicit consumer feedback. Annually, all participants who utilize CES will be offered the chance to complete a feedback survey and/or participate in focus group feedback sessions held at geographically dispersed locations. The focus groups and surveys will cover all domains of the coordinated entry process, including intake, assessment and referral, and will be used to gauge participant and agency perception of system quality and effectiveness.

The County of Orange, as the lead CES agency, will collect participant and agency evaluations and analyze system performance. The information collected will be used to recommend updates to CES, in consultation with a committee of relevant stakeholders. This committee will meet at least annually to adopt and implement system changes.

For the purpose of the evaluation, data analyzed will be de-identified, and feedback will not require a name or other identifiable information. This will be used to ensure participant and participating agency privacy during the evaluation process.



## ATTACHMENT A

### Chronic Homelessness Definition

HUD published the [Defining Chronically Homeless Final Rule](#) clarifying the definition of chronic homelessness. The definition of chronically homeless is:

- A homeless individual with a disability as defined in section 401(9) of the McKinney-Vento Assistance Act (42 U.S.C. 11360(9)), who:
  - Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter, and
  - Has been homeless and living as described for at least 12 months\* or on at least 4 separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness separating the occasions included at least 7 consecutive nights of not living as described.
- An individual who has been residing in an institutional care facility, including jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria of this definition before entering that facility\*\*; or
- A family with an adult head of household (or, if there is no adult in the family, a minor head of household) who meets all of the criteria of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

\*A “break” in homeless is considered to be 7 or more nights.

\*\*An individual residing in an institutional care facility for less than 90 days does not constitute a break in homelessness.

### Homeless Definition

Information on the definition of homeless can be found on HUD Exchange at <https://www.hudexchange.info/resource/1928/hearth-defining-homeless-final-rule/> and is summarized below. The following four homeless categories are eligible to participate in CES.

#### Category 1. Literally Homeless

Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- Has a primary nighttime residence that is a public or private place not meant for human habitation;
- Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs);  
or
- Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

#### Category 2. Imminent Risk of Homelessness

Individual or family who will imminently lose their primary nighttime residence, provided that:

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- Residence will be lost within 14 days of the date of application for homeless assistance;
- No subsequent residence has been identified; and
- The individual or family lacks the resources or support networks needed to obtain other permanent housing

### **Category 3.** Homeless under other Federal statutes

Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:

- Are defined as homeless under the other listed federal statutes;
- Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application;
- Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and
- Can be expected to continue in such status for an extended period of time due to special needs or barriers

### **Category 4.** Fleeing/Attempting to Flee Domestic Violence

Any individual or family who:

- Is fleeing, or is attempting to flee, domestic violence;
- Has no other residence; and
- Lacks the resources or support networks to obtain other permanent housing

### **At Risk of Homelessness Definition**

Information on the definition of at risk of homelessness can be found on HUD Exchange at <https://www.hudexchange.info/resource/1927/hearth-esg-program-and-consolidated-plan-conforming-amendments/> and is summarized below. The following three at risk of homelessness categories are eligible to participate in CES.

### **Category 1.** Individuals and Families

An individual or family who:

- Has an annual income below 30% of median family income for the area; and
- Does not have sufficient resources or support networks immediately available to prevent them from moving to an emergency shelter or another place defined in Category 1 of the “homeless” definition; and
- Meets one of the following conditions:
  - Has moved because of economic reasons 2 or more times during the 60 days immediately preceding the application for assistance; or
  - Is living in the home of another because of economic hardship; or
  - Has been notified that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance; or
  - Lives in a hotel or motel and the cost is not paid for by a charitable organization or by Federal, State, or local government programs for low-income individuals; or



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- Lives in an SRO or efficiency apartment unit in which there reside more than 2 persons or lives in a larger housing unit in which there reside more than one and a half persons per room; or
- Is exiting a publicly funded institution or system of care; or
- Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient's approved Con Plan.

### **Category 2.** Unaccompanied Children and Youth

A child or youth who does not qualify as homeless under the homeless definition but qualifies as homeless under another Federal statute.

### **Category 3.** Families with Children and Youth

An unaccompanied youth who does not qualify as homeless under the homeless definition but qualifies as homeless under section 725(2) of the McKinney-Vento Homeless Assistance Act, and the parent(s) or guardian(s) or that child or youth if living with him or her.

## Item 2. Attachment C

### 2023 CES POLICY FEEDBACK & QUESTIONS

The CES draft policies were available for public review and feedback from September 12<sup>th</sup> through September 27<sup>th</sup>. In addition, public listening sessions were facilitated on September 13<sup>th</sup> and September 18<sup>th</sup>. The feedback below was received in writing and during the public listening sessions.

#### CES FOR SURVIVORS

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I am excited about the work that was done through the domestic violence stakeholder committee.

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How can the access points offer immediate referrals to a victim service provider serving as a CES access point? Is there a list of approved victim service provider access points for CES or is it the same victim service providers that are recommend through 211OC and other platforms?

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Will Coordinated Entry be moving toward a survivor-centric case conferencing space now that we will have a component of CES for Survivors. Will it be integrated into all the systems, or will it be separate?

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Will housing opportunities for survivors be separated for this population?

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Do households that are interested in survivor resources need to connect with a victim service provider to access these resources?

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How will the survivor workflow look like?

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Will there be training provided to CES access points once these policies are approved?

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#### ASSESSMENT

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Will the survivor assessment be provided to domestic violence victims that are currently in the shelters?

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#### DISASTER POLICY

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I'm glad to hear about the flexibility that Coordinated Entry has in accommodating for disasters such as the recent hurricane.

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#### CLARIFYING LANGUAGE

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I am curious about the roadmap, especially regarding the referral stage. What are the consequences for the PSH tenant in an apartment placement situation where they find themselves in a project based as opposed to tenant based. Many people I work with don't understand their section 8 housing placement and are confused by their status under "project-based voucher status" and are afraid if they

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## Item 2. Attachment C

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are evicted, they will lose their voucher. I would like clarification on the referral and assessment process. For those who are under project based as opposed to tenant based, where do they stand in terms of their status and qualifications for moving up?

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The policy is very comprehensive and well written. I have the following suggestions for consideration:

1. Over the past year there has been an increase in available services to support people who experience homelessness – including Cal Aim for enhanced care management, recuperative care, housing navigation and housing deposits. Later this year, Care Courts will be implemented. How are these services integrated into the CES for improved coordination and prioritization?
  2. Is there the potential for the CoC to require all shelters and navigation centers to participate in the CES?
  3. Is there an opportunity to create by-name directories for families and for individuals within the CoC?
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### OTHER

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Are project-based vouchers trending more prominently with developers and public/private partners who are participating in the ownership of the projects themselves (ex. American Family Housing)? What is the reason for allowing project-based vouchers when the tenants themselves are left exposed in the event they are evicted or leave the apartment setting? It sounds like the project-based vouchers are a way of expediting housing placement for those who may not have been able to work through the lengthy steps to attaining a tenant-based voucher. So, the one year becomes a trial period for people to establish their stability to work toward a tenant-based voucher? Of the four housing authorities, a percentage of their vouchers will be assigned to project based. Are there any metrics on percentage for each of the housing authorities?

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As people gain their placements, it greatly helps when there is access for tenants to rely on a program where household needs are provided daily/weekly or as needed for them for daily living. Hopefully the roadmap will help. Under CalOptima, there is such a program where a tenant signs on and is generally provided a stipend or allotment to buy furniture, cleaning supplies, etc. but some of these individuals are having difficulty getting what they need. Something is promised by case management/apartment management but the client's access to it is highly restricted. They are provided with some things, but they are not specific to what they really request or have a real need for. Can this be addressed in the new CES roadmap in any stage of the apartment living?

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Are there other sources of funding other than CalOptima for housing stability needs?

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## Pre-Assessment Screening

# Pre-Assessment Screening

The goal of the Pre-Assessment Screening is to help the CES Virtual Front Door and access points identify whether the individual or family **may be or may have been** a victim or survivor of domestic violence (as defined by HUD) so that staff can offer a referral to victim service providers and/or CES for survivors.

- These questions are intended for adults over age 18.
- Questions should be asked in a private one-on-one setting.

## Introduction

If any urgent safety needs are identified prior to beginning the Pre-Assessment Screening, immediately offer a connection to the local police or a Domestic Violence Hotline. Prior to beginning the Pre-Assessment Screening, provide a brief explanation of the Pre-Assessment Screening.

### Sample Script

*To learn more about your housing situation, I want to ask you some questions about whether you feel safe or are in danger right now. These are questions that I ask everyone because these issues are very common, and I want to ensure that you are connected to services that best fit your individual needs. Based on your answers, I may offer you referrals to specific resources. It is always your choice where you accept a referral to work with another program or continue talking to me about your housing situation. Your answers will not affect your eligibility for housing assistance. You will have the same ability to access housing as anyone else regardless of how you answer these questions.*

*Anything you share today remains confidential. I will not call the police or do anything with this information that you don't want me to do. **DISCLOSE ANY MANDATED REPORTER EXCEPTIONS***

*Do you have any questions for me?*

## Pre-Assessment Screening

Some people find themselves feeling unsafe at home or the place they are currently staying. Do any of the following apply to you or anyone in your household?

- Currently staying with, trying to leave, or used to stay with someone who threatens you or another family member; OR
- Anyone you stay with or used to stay with has hit, choked, or physically hurt you or a family member; OR
- Anyone you stay with or used to stay with has forced you or a family member to do something sexually that you did not want to do; OR
- Anyone you stay with or used to stay with controls your access to money; OR
- Anyone you stay with or used to stay with controls, monitors, or harms you using any form of technology (social media, text message, email, location monitoring, etc.)

Yes  No  Client refused  Client doesn't know  Data not collected

**If yes, offer help calling one of the 24 hour Domestic Violence hotlines below:**

Human Options (877)854-3594

Laura's House (866)498-1511

Interval House (714)891-8121

Radiant Futures (877)531-5522

## Tenant Self - Assessment

Some people are being forced by others to trade sex in exchange for money, shelter, or other items. Is this something happening to you?

Yes  No  Client refused  Client doesn't know  Data not collected

**If yes, offer help calling one of the 24 hour Domestic Violence hotlines below:**

Human Options (877)854-3594

Laura's House (866)498-1511

Interval House (714)891-8121

Radiant Futures (877)531-5522

Some people are being forced by others to trade work in exchange for shelter or other items. Is this something happening to you?

Yes  No  Client refused  Client doesn't know  Data not collected

**If yes, offer help calling one of the 24 hour Domestic Violence hotlines below:**

Human Options (877)854-3594

Laura's House (866)498-1511

Interval House (714)891-8121

Radiant Futures (877)531-5522

Is there anything else you would like to share about your safety at home or the place where you're currently staying?

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## For Reference: HUD DEFINITIONS

### **Definition of Homelessness: Category 4**

Any individual or family who is fleeing, or attempting to flee, domestic violence; has no other residency; and lacks the resources or support networks to obtain permanent housing.

### **Definition of Domestic Violence**

"Domestic Violence" includes dating violence, sexual assault, stalking, and other dangerous life-threatening conditions that relate to violence against the individual or family member that either takes place in, or him or they are afraid to return to, their primary nighttime residency (including human trafficking).

VAWA's 2022 Reauthorization expanded the definition of "domestic violence" to include any felony or misdemeanor crimes committed by a current or former spouse or intimate partner pursuant to domestic violence laws in jurisdiction receiving grant funding; or the use or attempted use of physical/sexual abuse, or any other coercive behavior used to maintain verbal, psychological, economic, or technological abuse. The abuser can be anyone who is a current or former spouse, intimate partner of the survivor, or a person in the position of a spouse/intimate partner of the survivor; is living with or who has lived with the survivor as a spouse or intimate partner; or commits acts against youth or adult survivor who is protected from acts defined by the jurisdiction's family or domestic violence laws.

Economic abuse is behavior that is coercive, deceptive, or unreasonably controls/restrains a person's ability to acquire, use, or maintain economic resources; restricting a person's access to money, assets, credit, or financial information; unfairly using a person's personal economic resources for one's own advantage; or exerting undue influence over a person's financial economic behavioral or decisions, including exploiting powers of attorney, guardianship, or conservatorship.

Technological abuse is an act or pattern of behavior that occurs within domestic violence, sexual assault, dating violence, or stalking, and is intended to harm, threaten, intimidate, control, stalk, harass, impersonate, exploit, or monitor another person using any form of technology (i.e. social media, "revenge porn," emails, WhatsApp messages/texts, location trackers).

## Shelter Assessment



# Coordinated Entry System (CES) Bed Reservation Assessment

Client Name: \_\_\_\_\_

HMIS ID: \_\_\_\_\_

Staff Name: \_\_\_\_\_

Access Point: \_\_\_\_\_

1. Assessment Date: (MM/DD/YYYY) \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

2. Assessment Level:  Crisis Needs Assessment  Housing Needs Assessment

3. Assessment Location (City): \_\_\_\_\_

4. Assessment Type:  Phone  Virtual  In Person

Has anyone in your household ever been convicted of a felony?

a. **If yes**, how long ago did this felony occur?

1 -11 months ago

1 - 5 years ago

More than 5 years ago

b. Is this felony considered violent?  Yes  No

5. Does anyone in the household currently have an open warrant?

Yes  No

6. Is any adult in the household a registered sex offender?

Yes  No

7. Does anyone in the household require any special accommodations?

Yes  No

7a. **If yes**, please describe the required accommodation? (Ex: Requires lower bunk, elevator access, etc...)



8. Does the household include any of the following?

- Pets    If so, how many? \_\_\_\_\_
- Service Animals    If so, how many? \_\_\_\_\_
- Emotional Support Animals    If so, how many? \_\_\_\_\_

9. Which of the following shelter types are you interested in (select all that apply)?

- Communal Shelter
- Non-Communal Shelter

10. Do you require a mobility accessible unit due to a physical disability?

- Yes                       No

11. Do you require a sensory accessible unit due to loss of hearing or sight?

- Yes                       No



# Family Bed Reservation Assessment

Client Name: \_\_\_\_\_ HMIS ID: \_\_\_\_\_

Staff Name: \_\_\_\_\_ Access Point: \_\_\_\_\_

## Assessment Information

Assessment Date (MM/DD/YYYY): \_\_\_\_/\_\_\_\_/\_\_\_\_

Assessment Location (City): \_\_\_\_\_

Assessment Type:  Phone  Virtual  In Person

Assessment Level:  Crisis Needs Assessment  Housing Needs Assessment

1. Which SPA is your household willing to be sheltered in? \_\_\_\_ North SPA \_\_\_\_ South SPA

1a. If "Yes" to South SPA, Is your household willing to be sheltered in San Clemente? \_\_\_\_ Yes \_\_\_\_ No

2. Has anyone in your household ever been convicted of a felony? \_\_\_\_ Yes \_\_\_\_ No

If Yes: 2a. How long ago did this felony occur?

\_\_\_\_ 1 - 11 months ago

\_\_\_\_ 1 - 5 years ago

\_\_\_\_ More than 5 years ago

2b. Is this felony considered violent? \_\_\_\_ Yes \_\_\_\_ No

3. Is any adult in the household a registered sex offender? \_\_\_\_ Yes \_\_\_\_ No

4. Does the household require any special accommodations? \_\_\_\_ Yes \_\_\_\_ No

4a. If Yes, please describe:



- 5. Does your household currently include a child ages 0-5 years old?  Yes  No
- 6. Is anyone in the household currently pregnant?  Yes  No
- 7. Is this household willing to go to a communal shelter?  Yes  No
- 8. Is this household willing to go to a shared shelter?  Yes  No
- 9. Does anyone in this household currently have an open warrant?  Yes  No
- 10. Do any children that will be staying in the shelter with you have a disability?  Yes  No
- 11. Do you have at least 50% custody of at least one child that will be housed with you?  Yes  No
- 12. Do you have full custody of at least one child that will be housed with you?  Yes  No
- 13. Does the household include any of the following?  Yes  No
  - Pets: If so, how many? \_\_\_\_\_
  - Service Animals: If so, how many? \_\_\_\_\_
  - Emotional Support Animals: If so, how many? \_\_\_\_\_
- 13a. If the household does include any animals, do all animals in the household have proper documentation and shots?  Yes  No
- 14. Do you require a mobility accessible unit due to a physical disability?  Yes  No
- 15. Do you require a sensory accessible unit due to loss of hearing or sight?  Yes  No

*\*\*\* Reminder: After entering the Bed Reservation Assessment into HMIS, please ensure the family is referred to the Bed Reservation Queue and the 'Needs Bed Reservation Assistance' service is inputted. \*\*\**

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**If you have questions or need technical assistance, please contact the Family Solutions Collaborative via email at [FamilyCES@oc-fsc.org](mailto:FamilyCES@oc-fsc.org).**

## Housing Assessment

Client Name: \_\_\_\_\_



**Coordinated Entry Housing Needs Assessment**

**PRE-ASSESSMENT**

Assessment Date (MM/DD/YYYY): \_\_\_\_/\_\_\_\_/\_\_\_\_

Assessment City Location: \_\_\_\_\_

Assessment Type:  Phone  Virtual  In Person

Assessment Level:  Crisis Needs Assessment  Housing Needs Assessment

Is this client a veteran?  Yes  No

**IF THE PERSON ANSWERED YES, COMPLETE THE VETERAN COORDINATED ENTRY ASSESSMENT.**

**OF THE HOUSING OPPORTUNITIES THE HOUSEHOLD IS ELIGIBLE FOR, WHICH OF THE FOLLOWING HOUSING TYPES IS THE HOUSEHOLD INTERESTED IN?**

1.) Rapid Re-Housing  Yes  No

2.) Housing Choice Voucher  Yes  No

3.) Permanent Supportive Housing  Yes  No

**SELECTING THE PRIVATE CHECKBOX MEANS ONLY USERS WITH ACCESS TO THE CURRENTLY SELECTED AGENCY WILL BE ABLE TO SEE THIS ASSESSMENT**

Is this client private?  Yes  No

# Coordinated Entry Housing Needs Assessment for Families



Head of Household Name: \_\_\_\_\_

## Assessment Information

Assessment Date (MM/DD/YYYY): \_\_\_\_/\_\_\_\_/\_\_\_\_

Assessment Location (City): \_\_\_\_\_

Assessment Type:  Phone  Virtual  In Person

Assessment Level:  Crisis Needs Assessment  Housing Needs Assessment

Is anyone in the household a veteran?  Yes  No

**IF THE PERSON ANSWERED 'YES' DO NOT COMPLETE THE ASSESSMENT.** See below for next steps on how to proceed:

*If your agency serves as a Veteran Access Point, complete the Veteran Coordinated Entry Assessment with the family.*

*If your agency is **NOT** a Veteran Access Point, please direct the family to call 2-1-1 and request to be connected to a Veteran Access Point.*

## Housing Interest Information

Of the Housing Opportunities the household is eligible for, which of the following housing types is the household interested in?

- Rapid Re-Housing
- Housing Choice Voucher
- Permanent Supportive Housing

## Private

Selecting the private checkbox means only users with access to the currently selected agency will be able to see this assessment.

Private

## Survivor Assessment

# SURVIVOR ASSESSMENT TOOL

This tool will help determine risk and prioritize resources to the most vulnerable households that are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking or human trafficking. When used for prioritization, information shared in this assessment tool will be de-identified and only shared with consent.

## SURVIVOR INFORMATION

FULL NAME: \_\_\_\_\_ UNIQUE ID: \_\_\_\_\_

## VICTIM SERVICE PROVIDER INFORMATION

ADVOCATE NAME: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

AGENCY NAME: \_\_\_\_\_ EMAIL: \_\_\_\_\_

## ELIGIBILITY REQUIREMENT

Y / N Is survivor fleeing, or is attempting to flee, domestic violence as defined by HUD?

Y / N Does survivor have any other safe residence?

Y / N Does survivor lack the resources to obtain other safe permanent housing?

Please complete the assessment below with the Survivor.

## TENANT SELF - ASSESSMENT

	1	2	3	SCORE
Housing Stability	Needs less than 12 months of financial and advocacy assistance	Needs 12-23 months of financial and advocacy assistance	Needs 24 months or more of financial and advocacy assistance	
Other Barriers	0-1 additional barriers	2 additional barriers	3 or more additional barriers	
Current Income	Household income is less than 50% AMI	Household income is less than 30% AMI	Household income is less than 15% AMI	
Income Potential	Household is likely to increase their income in the next 12 months	Household is unlikely to increase their income in the next 12 months	Household is on fixed income and has limited ability to increase their income	
TOTAL				

Description of other barriers and extenuating circumstances that make this referral a high priority per Advocate's professional recommendation: \_\_\_\_\_

ASSESSMENT COMPLETED BY: \_\_\_\_\_ ASSESSMENT DATE: \_\_\_\_\_



# CLIENT INTAKE

**Age**     18-24 yrs old     25-54 yrs old     55-61 yrs old     62+ yrs     Client doesn't know     Client refused

**Veteran**     No     Yes     Client doesn't know     Client refused

**Does your household include any minor children?**     Yes     No     Client doesn't know     Client Refused

**Is anyone in the household currently pregnant?**     Yes     No     Client doesn't know     Client Refused

**Are you in the process of reunifying with any minor children?**     Yes     No

**Total Household Size** (*Including yourself, how many people are in your household?*) \_\_\_\_\_

## PRIOR LIVING SITUATION

<b>Type of Residence 3.917A</b> ( <i>Type of living arrangement on the night before entering this project</i> )	
<b>HOMELESS SITUATION</b>	
<input type="checkbox"/> Place not meant for human habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside) <input type="checkbox"/> Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter <input type="checkbox"/> Safe Haven	
<b>INSTITUTIONAL SITUATION</b>	
<input type="checkbox"/> Foster care home or foster care group home <input type="checkbox"/> Hospital or other residential non-psychiatric medical facility <input type="checkbox"/> Jail, prison or juvenile detention facility	<input type="checkbox"/> Long-term care facility or nursing home <input type="checkbox"/> Psychiatric hospital or other psychiatric facility <input type="checkbox"/> Substance abuse treatment facility or detox center
<b>TRANSITIONAL &amp; PERMANENT HOUSING SITUATION</b>	
<input type="checkbox"/> Residential project or halfway house with no homeless criteria <input type="checkbox"/> Hotel or motel paid for without emergency shelter voucher <input type="checkbox"/> Transitional housing for homeless persons (including Homeless Youth) <input type="checkbox"/> Host Home (non-crisis) <input type="checkbox"/> Staying or living in a friend's room, apartment, or house <input type="checkbox"/> Staying or living in a family member's room, apartment, or house <input type="checkbox"/> Rental by client, with GPD TIP subsidy <input type="checkbox"/> Rental by client, with VASH housing subsidy <input type="checkbox"/> Permanent housing (other than RRH) for formerly homeless persons	<input type="checkbox"/> Rental by client, with RRH or equivalent subsidy <input type="checkbox"/> Rental by client, with HCV voucher (tenant or project based) <input type="checkbox"/> Rental by client in a public housing unit <input type="checkbox"/> Rental by client, no ongoing housing subsidy <input type="checkbox"/> Rental by client, with other ongoing housing subsidy <input type="checkbox"/> Owned by client, with ongoing housing subsidy <input type="checkbox"/> Owned by client, no ongoing housing subsidy <input type="checkbox"/> Client doesn't know <input type="checkbox"/> Client refused <input type="checkbox"/> Data not collected
<b>Length of Stay in Prior Living Situation</b> ( <i>How long ago did the client start staying in that Type of Residence</i> )	
<input type="checkbox"/> One night or less <input type="checkbox"/> Two to six nights <input type="checkbox"/> One week or more, but less than a month	<input type="checkbox"/> One month or more, but less than 90 days <input type="checkbox"/> 90 days or more, but less than a year <input type="checkbox"/> One year or longer
<input type="checkbox"/> Client doesn't know <input type="checkbox"/> Client refused <input type="checkbox"/> Data not collected	

If Client's Type of Residence is any of the Institutional Situation options:

<b>Length of Stay Less than 90 days?</b> ( <i>Indicate if the stay in the institutional setting they lived in immediately prior to project entry was less than 90 days</i> )	<input type="checkbox"/> Yes <input type="checkbox"/> No
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If 'Length of Stay Less than 90 days' is YES:

<b>On the night before - stayed on streets, ES, or Safe Haven?</b> ( <i>On the night before the client's stay of less than 90 days in an institutional setting, were they on the streets, in an Emergency Shelter or in a Safe Haven?</i> )	<input type="checkbox"/> Yes <input type="checkbox"/> No
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<b>Approximate Date Homelessness Started</b> <i>(Approximate date the client's <b>current</b> episode of homelessness began)</i>	<div style="display: flex; align-items: center; justify-content: center; gap: 20px;"> <div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div> <div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div> <span style="font-size: 24px;">-</span> <div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div> <div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div> <span style="font-size: 24px;">-</span> <div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div> <div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div> <div style="border: 1px solid black; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center;"> </div> </div>
<b>Number of times the client has been on the streets, in ES, or Safe Haven in the past three years including today</b> <i>(Regardless of where they stayed last night)</i>	
<input type="checkbox"/> One time <input type="checkbox"/> Three times <input type="checkbox"/> Client doesn't know <input type="checkbox"/> Data not collected <input type="checkbox"/> Two times <input type="checkbox"/> Four or more times <input type="checkbox"/> Client refused	
<b>Total number of months homeless on the streets, in ES, or Safe Haven in the past three years</b>	
<input type="checkbox"/> One month <input type="checkbox"/> Five months <input type="checkbox"/> Nine months <input type="checkbox"/> More than 12 months <input type="checkbox"/> Two months <input type="checkbox"/> Six months <input type="checkbox"/> Ten months <input type="checkbox"/> Client doesn't know <input type="checkbox"/> Three months <input type="checkbox"/> Seven months <input type="checkbox"/> Eleven months <input type="checkbox"/> Client refused <input type="checkbox"/> Four months <input type="checkbox"/> Eight months <input type="checkbox"/> Twelve months <input type="checkbox"/> Data not collected	

**DISABLING CONDITIONS AND BARRIERS**

<b>Do you have a disabling condition?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Client doesn't know <input type="checkbox"/> Client refused <input type="checkbox"/> Data not collected
<b>Do you have a physical disability?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Client doesn't know <input type="checkbox"/> Client refused <input type="checkbox"/> Data not collected
<i>If yes for Physical Disability,</i> <b>Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Client doesn't know <input type="checkbox"/> Client refused <input type="checkbox"/> Data not collected
<b>Do you have a developmental disability?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Client doesn't know <input type="checkbox"/> Client refused <input type="checkbox"/> Data not collected
<b>Do you have a chronic health condition?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Client doesn't know <input type="checkbox"/> Client refused <input type="checkbox"/> Data not collected
<i>If yes for Chronic Health Condition,</i> <b>Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Client doesn't know <input type="checkbox"/> Client refused <input type="checkbox"/> Data not collected
<b>Have you been diagnosed with AIDS or have you tested positive for HIV?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Client doesn't know <input type="checkbox"/> Client refused <input type="checkbox"/> Data not collected
<b>Do you have a mental health problem?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Client doesn't know <input type="checkbox"/> Client refused <input type="checkbox"/> Data not collected
<i>If yes for Mental Health Problem,</i> <b>Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Client doesn't know <input type="checkbox"/> Client refused <input type="checkbox"/> Data not collected
<b>Do you have a substance abuse problem?</b>	
<input type="checkbox"/> No <input type="checkbox"/> Drug Abuse <input type="checkbox"/> Client doesn't know <input type="checkbox"/> Data not collected <input type="checkbox"/> Alcohol Abuse <input type="checkbox"/> Both Alcohol and Drug <input type="checkbox"/> Client refused	
<i>If you have any Substance Abuse Problem,</i> <b>Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> Client doesn't know <input type="checkbox"/> No <input type="checkbox"/> Client refused <input type="checkbox"/> Data not collected

**PRIOR CITY**

*The last city in which the client was permanently housed prior to entry into this project*

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**What city were you in immediately prior to entry into this project?**  
*The city in which the client spent the night prior to entry into this project*

<input type="checkbox"/> Aliso Viejo	<input type="checkbox"/> Huntington Beach	<input type="checkbox"/> Newport Beach	<input type="checkbox"/> Westminster
<input type="checkbox"/> Anaheim	<input type="checkbox"/> Irvine	<input type="checkbox"/> Orange	<input type="checkbox"/> Yorba Linda
<input type="checkbox"/> Brea	<input type="checkbox"/> La Habra	<input type="checkbox"/> Placentia	<input type="checkbox"/> Unincorporated Orange County
<input type="checkbox"/> Buena Park	<input type="checkbox"/> La Palma	<input type="checkbox"/> Rancho Santa Margarita	<input type="checkbox"/> Outside Orange County, but in California
<input type="checkbox"/> Costa Mesa	<input type="checkbox"/> Laguna Beach	<input type="checkbox"/> San Clemente	<input type="checkbox"/> Outside of California
<input type="checkbox"/> Cypress	<input type="checkbox"/> Laguna Hills	<input type="checkbox"/> San Juan Capistrano	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Dana Point	<input type="checkbox"/> Laguna Niguel	<input type="checkbox"/> Santa Ana	<input type="checkbox"/> Client refused
<input type="checkbox"/> El Modena	<input type="checkbox"/> Laguna Woods	<input type="checkbox"/> Seal Beach	<input type="checkbox"/> Data not collected
<input type="checkbox"/> Fountain Valley	<input type="checkbox"/> Lake Forest	<input type="checkbox"/> Stanton	
<input type="checkbox"/> Fullerton	<input type="checkbox"/> Los Alamitos	<input type="checkbox"/> Tustin	
<input type="checkbox"/> Garden Grove	<input type="checkbox"/> Mission Viejo	<input type="checkbox"/> Villa Park	

**Which access point is serving this household?**

<input type="checkbox"/> Human Options	<input type="checkbox"/> Laura's House	<input type="checkbox"/> WisePlace
<input type="checkbox"/> Interval House	<input type="checkbox"/> Radiant Futures	

**Of the housing opportunities the household is eligible for, which of the following housing types is the household interested in?**

**Transitional Housing-Rapid Re-Housing (TH-RRH)** provides time-limited rental assistance paired with time-limited supportive services. There is no minimum income requirement for participating in TH-RRH. The goal of TH-RRH is to increase or maintain income to be able to keep paying rent after the rental assistance ends. This is the only survivor specific housing resource available through CES.

Transitional Housing-Rapid Re-Housing  Yes  No

**Rapid Re-Housing (RRH)** provides time-limited rental assistance paired with time-limited supportive services. There is no minimum income requirement for participating in RRH. The goal of RRH is to increase or maintain income to be able to keep paying rent after the rental assistance ends.

Rapid Re-Housing  Yes  No

**Other Permanent Housing (OPH)** includes ongoing rental assistance with tenant paying 30% of their income towards housing. This housing assistance comes with limited to no supportive services.

Other Permanent Housing  Yes  No

**Permanent Supportive Housing** provides ongoing rental assistance with intensive ongoing supportive services. Participation in supportive services is voluntary. Household experiencing chronic homelessness are primarily prioritized for PSH.

Permanent Supportive Housing  Yes  No

Please submit the completed assessment information to this form [HERE](#).

**(Update/Insert shortened link)**

Please email [coordinatedentry@ocgov.com](mailto:coordinatedentry@ocgov.com) with any questions.

## Stepping Up Assessment

# Stepping Up Assessment Tool

Stepping Up is a request to transfer from rapid rehousing to a higher level of support to meet the household's needs to maintain housing stability. For example, if rapid rehousing is not providing the appropriate level of financial assistance necessary to maintain housing stability, please complete this assessment to request a higher level of rental assistance.

## Applicant Information

**Full Name:** \_\_\_\_\_ **DOB:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_

**Address Line 2:** \_\_\_\_\_ **State:** CALIFORNIA

**Email:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

## Service Provider Information

**Case Manager Name:** \_\_\_\_\_ **Contact Information:** \_\_\_\_\_

**Agency Name:** \_\_\_\_\_ **Housing Program Name:** \_\_\_\_\_

**This is an emergency transfer request: Y / N**

## Eligibility Requirement

- Y / N** Current Housing Program Receives Referrals from Orange County Coordinated Entry System
- Y / N** Is Not a Lifetime Registered Sex - Offender
- Y / N** Have Not Been Convicted of Manufacturing Meth in Public Housing
- Y / N** Does Not Have a Current Warrant
- Y / N** Does Not Have Any Current Rent Violations
- Y / N** Does Not Owe Any Public Housing Agency or the Property Management Company
- Y / N** At least one member of the household is a citizen or has eligible immigration status

*If you answered "Yes" to all of the above questions, please complete the assessment.*

Note: While mixed status households are eligible, rental assistance will only be provided for US citizens or household members with appropriate immigration status. This may make your housing unaffordable.

## Checklist

- Stepping Up Assessment
- Housing Authority Intake Packet and Supporting Documents

## Stepping Up Assessment

	<b>1</b>	<b>2</b>	<b>3</b>	<b>Score</b>
Income Amount	Household income is less than 50% AMI	Household income is less than 30% AMI	Household income is less than 15% AMI	
Income Potential	Household is likely to increase their income through employment and/or benefits in the next 12 months	Household is unlikely to increase their income through employment and/or benefits in the next 12 months	Household is on fixed income and has limited ability to increase their income	
Rent Payment	All rent is past due for the past three months	Partial rent is past due for the past three months	No rent is past due for the past three months	
Utilities	Household does not have sufficient income to meet basic needs and pay for utilities	Household has sufficient income to meet basic needs and pay for reduced cost utilities	Household has sufficient income to meet basic needs and pay for utilities	
Lease Compliance	Household has had more than 2 lease violations in the past three months	Household has had 1-2 lease violations in the past three months	Household has not had any lease violations in the past three months	
Disabling Condition	None of the household members have a permanent disabling condition		At least one household member has a permanent disabling condition	
Service Needs	Household is not connected with any services in the community	Household is connected with some services, but there are other services that they need	Household is connected with the services they need in the community such as primary health care provider, mental health services, childcare services or other specialized services	
<b>TOTAL</b>				

## Moving On Assessment



# Moving On Assessment Tool

Moving on is a choice to move on from permanent supportive housing while still receiving rental assistance. The client must be voluntarily moving on from the program. Please complete this self- assessment with your case manager to see if moving on is a good option for you.

## Applicant Information

Full Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

Address Line 2: \_\_\_\_\_ State: CALIFORNIA

Email: \_\_\_\_\_ Phone Number: \_\_\_\_\_

## Service Provider Information

Case Manager Name: \_\_\_\_\_ Contact Information: \_\_\_\_\_

Agency Name: \_\_\_\_\_ Housing Program Name: \_\_\_\_\_

This is an emergency transfer request: Y / N

## Eligibility Requirement

- Y / N Current Housing Program Receives Referrals from Orange County Coordinated Entry System
- Y / N Living in Current Housing Program for At Least 1 Year
- Y / N Is Not a Lifetime Registered Sex - Offender
- Y / N Have Not Been Convicted of Manufacturing Meth in Public Housing
- Y / N Do Not Have a Current Warrant
- Y / N Do Not Have Any Current Rent Violations
- Y / N Do Not Owe Any Public Housing Agency or the Property Management Company
- Y / N At least one member of the household is a citizen or has eligible immigration status

*If you answered "Yes" to all of the above questions, please complete the self assessment below with your case manager and ask your case manager to complete the service provider information above.*

Note: While mixed status households are eligible, rental assistance will only be provided for US citizens or household members with appropriate immigration status. This may make your housing unaffordable.

## Checklist

- Moving On Assessment
- Housing Authority Intake Packet and Supporting Documents

**Tenant Self - Assessment**

	<b>1</b>	<b>2</b>	<b>3</b>	<b>Score</b>
Rent Payment	I have paid rent on time less than 6 times in the last 12 months	I have paid rent on time 6-11 times in the last 12 months	I have paid rent on time every month in the last 12 months or my portion of the rent is \$0	
Utility Bills	I have paid my utility bills on time less than 6 times in the last 12 months	I have paid my utility bills on time 6-11 times in the last 12 months	I have paid all of my utility bills in the last 12 months or utilities are included in my rent	
Income	I have not had any income through employment or benefits for the past 12 months	I have had unstable income through employment or benefits for the past 12 months	I have had stable income through employment or benefits for the past 12 months	
Community Living	I have had more than 2 police visits or landlord complaints in the past 12 months	I have had 1-2 police visits or landlord complaints in the past 12 months	I have not had any police visits or landlord complaints in the past 12 months	
Community Services	I am not connected with any services and I have not had any contact with my primary health care provider in the past 12 months	I am connected with some services, but there are other services that I need	I am connected with the services I need in the community such as a primary health care provider, mental health services or other specialized services	
Housing Stability	I am not confident that I can maintain stable housing	I am somewhat confident that I can maintain stable housing	I am very confident that I can maintain stable housing	
<b>TOTAL</b>				

\_\_\_\_\_  
**Tenant Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Service Provider Signature**

\_\_\_\_\_  
**Date**

## Prevention Assessment

# Prevention Assessment Tool

Please complete this assessment with the household that is interested in obtaining Prevention Aid. After answering the questions on the assessment, go through the threshold criteria with the household to see if any apply to them. Scores less than 12 points will not be eligible for assistance at this time.

.....  
**First Name:** \_\_\_\_\_ **Last Name:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **City:** \_\_\_\_\_

**Address Line 2:** \_\_\_\_\_ **State:** CALIFORNIA

.....  
**1. Do you rent?**

Yes

No

**2. Can you pay rent next month?**

Yes

No

**3. Are you behind on rent?**

Yes

How many months behind on rent are you (months)? \_\_\_\_\_

What is your monthly rent? \_\_\_\_\_

Owed Rent Total: \_\_\_\_\_

No

**4. Is your name on the rental agreement or lease?**

Yes

No

**5. Do you receive any housing subsidy?**

Yes

No

**6. Have you received an eviction notice?**

Yes

Date on the notice received? \_\_\_\_\_

No

<b>Threshold Criteria</b>	<b>POINT VALUE</b>
<input type="checkbox"/> Has moved because of economic factors 2 or more times in the last 60 days	3
<input type="checkbox"/> Household with dependent children 0-17	3
<input type="checkbox"/> Household with current pregnant woman	3
<input type="checkbox"/> Housing will be lost within 14 days	3
<input type="checkbox"/> Housing will be lost within 21 days	3
<input type="checkbox"/> Domestic violence or abuse in household	3
<input type="checkbox"/> Household is under 50% AMI ( <a href="https://www.hudexchange.info/resource/5334/cdbg-income-limits/">https://www.hudexchange.info/resource/5334/cdbg-income-limits/</a> )	3
<input type="checkbox"/> Household with a senior, 65 years or older	2
<input type="checkbox"/> Household with an individual convicted of a felony	2
<input type="checkbox"/> Someone in the household has a mental or physical disability and/or circumstances that affect housing	2
<input type="checkbox"/> History of previous evictions	2
<input type="checkbox"/> Sudden and significant loss of income, employment, cash benefits and/or sudden increase in expenses due to medical or family emergencies	2
<input type="checkbox"/> Have been out of work for 3+ Months	2
<input type="checkbox"/> Applied for shelter and spent at least one night during the prior 60 days literally homeless	2
<input type="checkbox"/> Rental and/or utility arrears	1
<b>TOTAL POINTS</b> <i>(Scores &lt;12 are ineligible for services.)</i>	

**Date:** October 25, 2023

**Subject:** 2023 Continuum of Care (CoC) Nominating Committee Recommendation and Update

**Recommended Action:**

- a. Approve the recommended changes to the CoC Board composition, nominating and selection process detailed in the Orange County CoC Governance Charter, as recommended by the CoC Nominating Committee.

**Background and Analysis**

Each year, the Orange County CoC Board establishes a CoC Nominating Committee to support the annual review of the Orange County CoC Governance Charter (Charter) and facilitate the CoC Board selection process for the CoC Board seats expiring in December. During the September 11, 2023, special meeting, the CoC Board approved the recommendation to establish the 2023 CoC Nominating Committee to facilitate the annual Charter review and nominating and selection process. The Office of Care Coordination and CoC Board leadership partnered with a technical assistance provider through the California Interagency Council on Homelessness Racial Equity Action Lab (CA REAL) with a goal to align with recommendations from the C4 Innovations racial equity assessment of the Orange County CoC and increase diversity and representation within the CoC Board.

The CoC Board assisted in intentionally recruiting nine (9) people to serve on the CoC Nominating Committee. The final membership of the CoC Nominating Committee was confirmed by the CoC Board Chair, Vice Chair and Secretary. The CoC Nominating Committee includes two (2) current CoC Board Members that are not up for re-election as well as additional members, including CoC General Members and non-CoC General Members, representing different entities of the homeless service system. The CoC Nominating Committee membership includes Francesca Cappellini, Public Law Center; Andrew Castillo, Illumination Foundation; Rhiannon Doscher, Multi-Ethnic Collaborative of Community Agencies (MECCA); Madelynn Hirneise, Families Forward; Beck Levin, Dayle McIntosh Center for the Disabled; Robert “Santa Bob” Morse, Lived Experience Advisory Committee and CoC Board member; Christina Weckerly Ramirez, OC Health Care Agency and CoC Board member; Camille Saye, People Assisting the Homeless (PATH); and Tianna Terry, Friendship Shelter. The CoC Nominating Committee convened four times in October 2023 to review, discuss, and update the relevant sections of the current Charter, with the support of the Office of Care Coordination and the technical assistance provider. The CoC Nominating Committee had robust discussion regarding the need for ensuring that the CoC Board selection process is equitable and accessible. Section V.B.2 – Section V.B.4 of the Charter was reviewed in detail, and the CoC Nominating Committee is recommending the proposed redlines as detailed in **Attachment A**.

The following is a summary of the proposed changes:

**Section V.B.2. CoC Board Composition**

- Changed total number of CoC Board seats from 19 to an odd number between 17 and 21.
- Removed minimum number of years of experience required for CoC Board membership and Officer eligibility.

- Removed designated seats and replaced this section with minimum number of people who have specified identities, experiences, and backgrounds.
- At least 30% of the CoC Board must have current or past lived experience of homelessness. As a part of this, the Lived Experience Advisory Committee (LEAC) will be able to elect one person with lived experience from the LEAC to represent them on the CoC Board.
- Minimum number of people with specific identities/experiences, including people who are Black, Indigenous or Native American, People of Color (BIPOC), and Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, and Asexual (LGBTQIA+), disabled, neurodivergent, and/or older adults.
- Minimum number of people who have military service experience or military service family experience.
- Minimum number of survivors of domestic violence (DV).
- Required personal or professional connections to key partners and systems without prescribing someone as a designated seat for partners or systems.
- The nominating and selection process will include a tool that tallies votes and ensures representation from each of these desired identities, experiences, and backgrounds.

#### Section V.B.3 CoC Board Selection Process

- Renaming of the Nominating Committee to Nominating Ad Hoc
- Removed language regarding the “inaugural board”.
- Revised language around the Nominating Committee’s composition and process.
- Updated the nominating and selection timeline.

#### Section V.B.4 CoC Board Qualifications

- Added language around commitment to end homelessness using best practices and ensuring compensation for people with lived experience.
- Updated language to reflect CoC Board composition changes.
- Clarified language for phrases that were unspecific.
- Specified connections to other parts of the Charter (e.g., requirement to comply with Conflict of Interest and recusal processes).
- Specified commitment to furthering equity and inclusion.
- Added requirement to participate in ad hocs, working group or committees.
- Added requirement to attend at least 75% of committee meetings

The CoC Board is being asked to review and take action on the recommended items related to the revisions of the Orange County CoC Governance Charter. If approved, the recommended changes will be implemented for this year’s CoC nominating and selection process, with guiding principles and benchmarks for building a more representative CoC Board membership by January 2025.

#### Attachments

- Attachment A - CoC Board Membership Composition, CoC Board Selection Process, and CoC Board Qualifications – Redline Version
- Attachment B - CoC Board Membership Composition, CoC Board Selection Process, and CoC Board Qualifications – Clean Version

## Orange County CoC Governance Charter: Proposed Revisions

### 1. Continuum of Care Board Composition

The CoC Board is comprised of an odd number of members, between ~~nineteen (19)~~ ~~seventeen (17)~~ to twenty-one (21) members in total, who are elected by the voting General Membership. A quorum consists of ~~ten (10)~~ fifty percent (50%) plus one (+1) voting members present. The CoC Board shall be comprised of members that provide a well-balanced perspective from multiple sectors with multiple identities, experiences, and backgrounds to best lead the response to homelessness in the Orange County CoC. ~~Additionally, the CoC Board membership shall include representation of persons of different races, ethnicities and backgrounds.~~

The CoC Board designations are:

- a. The CoC Board includes three (3) Officers, who shall be elected by the CoC Board each year. These positions include: ~~CoC Board Officers must have extensive experience (7 to 10 years) in the homeless service field, and/or functions of the Continuum of Care.~~
  - i. Chair: ~~Responsible for leading the monthly CoC Board meetings and Responsible for facilitating the work of the Orange County CoC, as determined in this Charter.~~
  - ii. Vice-Chair: ~~Responsible for chairing~~ ~~Responsible for Chairing~~ CoC Board meetings in the absence of Chair or when Chair must recuse himself/herself/themself
  - iii. Secretary: ~~Responsible for tracking attendance and motions for CoC Board meetings, reviewing the draft CoC Board meeting minutes, and chairing CoC Board meetings in the absence of both the Chair and Vice Chair, or when Chair and Vice Chair must recuse themselves.~~
- b. The CoC Board shall have an odd number of members with ~~seventeen (17) to~~ twenty-one (21) total CoC Board member seats in any given year. By January 2025, the makeup of the CoC Board shall include at least the following number of people with each of these identities, experiences, and backgrounds. One person may represent more than one of these identities, experiences, and backgrounds.
- i. People who have experienced homelessness or housing instability. By January 2025, at least 30% of the CoC Board must be comprised of people with lived experience, though the CoC Board can prioritize including more in any given year. In January 2024, the Board must include at least 4 people with lived experience. This includes:
1. One (1) seat will be determined by the Lived Experience Advisory Committee (LEAC). This could be the LEAC chair or someone else.
2. It is important to the CoC Board that people with lived experience represent an array of household and age makeups. However, because some people with lived experience may not want to disclose that experience publicly, there are no required seats for people from specific household types or age groups. Ideally, the



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Board is recommended but not required to include at least one person from each of the following groups:

- a. Lived experience of homelessness as a Transitional Age Youth (TAY) in the last 5 years
- b. Lived experience of homelessness as a single adult
- c. Lived experience of homelessness with their family
- d. Lived experience of homelessness as an older adult

ii. People with identities and experiences that reflect the diversity of the CoC. By January 2025, the CoC Board must include at least the following number of people with each of the following identities or experiences. This includes Board members who have and have not experienced homelessness:

1. Black [at least two (2)]
2. Indigenous or Native American [at least two (2)]
3. Person of Color (including but not limited to people who are: Asian, Asian-American, Pacific Islander, Native Hawaiian, Latino/a/e/x, Central American, South American, Caribbean, Middle Eastern, North African) [at least three (3)]
4. LGBTQIA+ [at least two (2)], including at least one (1) person who identifies as LGBTQIA+ based on their:
  - a. Sexual orientation: Lesbian, gay, bi, queer+
  - b. Gender identity: Trans, non-binary, intersex, non-conforming+
5. Disabled and/or neurodivergent [at least two (2)]
6. Veteran/military service experience or part of a veteran/military service family [at least one (1)]
7. Experience of ~~Domestic Violence—DV~~/intimate partner ~~interpersonal~~ violence [at least one (1)]
8. Older adult [at least one (1)]

iii. People with personal or professional experience with:

1. Veteran/military service-focused agency [at least one (1)]
2. Emergency Solutions Grant (ESG) Program funded agency or recipient agency [at least one (1)]
3. Public Housing Agency (PHA) [at least one (1)]
4. Domestic violence agency [at least one (1)]
5. Education field / McKinney-Vento liaison [at least one (1)]
6. Behavioral health field [at least one (1)]
7. Faith-based organization or community [at least one (1)]
8. Health care field [at least one (1)]
9. Affordable housing development background ~~and expertise~~ [at least one (1)]
10. People with experience with the following parts of the system. Ideally, the CoC Board will include members who represent all parts

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of the system, but at minimum the CoC Board must include members who represent at least three (3) of the following:

- a. Diversion
- b. Street Outreach
- c. Prevention
- d. Emergency Shelter
- e. Rapid Rehousing
- f. Permanent Supportive Housing
- g. ~~Transition Aged Youth (TAY)-TAY Agency~~
- h. Family Agency

~~b. There are six (6) required categories of CoC Board Members as described by the HEARTH Act. The Orange County CoC Board will have one seat for each category. The following six (6) seats, with the exception of the seat for a person with current or past lived experience of homelessness, must be filled with persons with at minimum three (3) years of experience in their related field of representation and seat category. The seat for a person with current or past lived experience of homelessness is to be held by someone with meaningful experience and/or expertise to contribute to the Orange County CoC.~~

- ~~— One (1) seat for person with current or past lived experience of homelessness~~
- ~~— One (1) seat for Education / McKinney Vento representative~~
- ~~— One (1) seat for Veteran or veteran service agency representative~~
- ~~— One (1) seat for Emergency Solutions Grant (ESG) Program funded agency or recipient agent~~
- ~~— One (1) seat for Public Housing Agency (PHA) representative~~
- ~~— One (1) seat for Domestic Violence Agency representative~~

~~i. There are two (2) Designated Seats for the CoC Board Members. These Designated Seats will be representative of the main populations in the Orange County Coordinated Entry System. The Designated Seats must be filled with persons with at minimum three (3) years of experience working with the subpopulation in the delivery of homeless services.~~

- ~~— One (1) seat for the expertise on homeless services of Families~~
- ~~— One (1) seat for the expertise on homeless services of Transitional Aged Youth (TAY)~~

~~l. There are eleven (11) seats for At-Large CoC Board Members. The At-Large Seats should be representative of the relevant organizations and subpopulations set forth in the membership section of this Governance Charter.~~

- ~~— The CoC Board will prioritize the following areas of expertise/experience for nine (9) of the At-Large Seats to ensure a well-balanced perspective from multiple sectors to best lead the response to homelessness in the Orange County CoC. The following nine (9) seats must be filled with persons with at~~

## Item 3. Attachment A

~~minimum three (3) years of experience in their related field of representation and seat category.~~

~~0. One (1) seat for Behavioral Health background and expertise~~

~~0. One (1) seat for Faith-Based Representation~~

~~0. One (1) seat for Health Care background and expertise~~

~~0. One (1) seat for affordable housing development background and expertise~~

~~0. Five (5) seats for expertise on homeless services and/or subpopulation focus~~

~~→ Black, Indigenous, and People of Color (BIPOC)~~

~~→ Diversion~~

~~→ Emergency Shelter~~

~~→ Individuals~~

~~→ LGBTQ~~

~~→ People with disabilities~~

~~→ Permanent Supportive Housing~~

~~→ Prevention~~

~~→ Rapid Rehousing~~

~~→ Street Outreach~~

~~→ Older Adults~~

~~→ The remaining two (2) At Large Seats will not be prescribed a priority area of expertise/experience.~~

~~0. The Orange County CoC encourages participation from interested stakeholders and sectors, including but not limited to businesses, universities and colleges, law enforcement, criminal justice system, persons with current or past lived experience of homelessness.~~

~~0. The At Large Seats are to bring additional levels of experience that compliments and augments the CoC Board perspective and expertise.~~

### gg.c. Continuum of Care Board Support

- i. Collaborative Applicant – As the Collaborative Applicant the Continuum of Care Manager and/or other County of Orange staff will facilitate the Continuum of Care Board business and will utilize resources to continue the development of the CoC system.
- ii. HMIS Lead Agency – The HMIS Lead Agency will assist the Collaborative Applicant in providing CoC utilization, performance and gaps data and regional Service Planning Area resource information to the CoC Board.
- iii. Coordinated Entry System Lead Agency – The Coordinated Entry System Lead Agency will assist the Collaborative Applicant in providing performance and gaps data information to the CoC Board.

## 2. Continuum of Care Board Selection Process

~~The inaugural CoC Board Members will be elected by the voting General Membership in December and seated in January of the new year.~~

### Item 3. Attachment A

- ~~a. The Voting General Membership shall be informed when the nomination period opens and closes. Interested candidates must express their interest and provide any needed information to support the voting process.~~
- ~~b. The Voting General membership will vote on the nominees, after they are interviewed by the CoC Nominating Committee and confirmed to meet the minimum qualifications related years of experience and knowledge.~~
- ~~c. The nominees with the highest votes will comprise the CoC Board.~~

~~For the subsequent selection, In advance of each term expiration, of the following steps are to be completed to select new CoC Board Members: , in advance of the term expiration, the following activities and steps are to be completed:~~

- ~~a. A Nominating Committee Ad Hoc of at least six (6) people comprised of three (3) to five (5) Voting General Members will be appointed annually by the CoC Board Chair, and confirmed by the CoC Board.~~
  - ~~i. At least one (1) member of the Nominating Committee Ad Hoc will be a CoC Board member whose seat is not up for election.~~
  - ~~ii. At least one (1) member of the Nominating Committee Ad Hoc will be a Voting General Member or represent an organization that has a Voting General Member.~~
  - ~~iii. At least four (4) members of the Nominating Committee Ad Hoc will not be current CoC Board members.~~
- ~~b. The Nominating Committee Ad Hoc will review the CoC Governance Charter (Charter) and make any proposed revisions needed to ensure the CoC Board composition, selection process, and qualifications align with the community's priorities and the identities, background, and experiences of key partners, including people with lived experience, in the community. The Nominating Committee Ad Hoc will review the most recently available data to do provide due diligence to ensure that the CoC Board membership identity, background, and experience recommendations align with current trends in who experiences homelessness in Orange County. The recommended Governance Charter changes will go to the CoC Board to for approval. In the event that Should the CoC Board provide feedback or recommendations to the proposed changes, does not approve the changes, the Nominating Committee Ad Hoc will review feedback and incorporate the CoC Board recommendations into the Charter to inform the nomination and election process. In the event that the Nominating Ad Hoc is not in agreement with the CoC Board feedback and recommendations to the Charter, the Nominating Ad Hoc will submit a new version of the Charter for the CoC Board to review and approve. The Nominating Committee and CoC Board must come to agreement on these parts of the Charter before the rest of the CoC Board nomination and election process can move moves forward.~~
- ~~c. The Nominating Committee Ad Hoc will support the Collaborative Applicant in outreach to potential CoC Board candidates to make them aware of the upcoming CoC Board seat election. These outreach efforts will help ensure adequate representation of subpopulations identities, backgrounds, and experiences listed in the CoC Board composition.~~

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- ~~b.d.~~ d. The Voting General Membership will be notified of the nomination period, start and end, as well as the process to nominate a candidate or express interest in being a candidate.
- ~~e.e.~~ e. The Nominating ~~Committee~~ Ad Hoc will support the Collaborative Applicant in reviewing submitted applications, and verifying qualifications and identities, background, and experience/~~expertise~~ of all candidates who apply to serve as CoC Board Members or Officers. The Nominating Ad -Hoc will interview all applicants who appear to meet minimum qualifications and refer all applicants whom they verify to meet minimum qualifications to the CoC General Membership as qualified candidates or a specific seat.
- f. The CoC General Membership will vote by secret ballot on the slate of interested and qualified candidates ~~(that have been previously vetted by the Nominating Committee)~~. The Nominating Ad Hoc will utilize a prioritization tool that identifies candidates with the highest votes and ensures desired representation of various identities, experiences, and backgrounds for the CoC Board membership. The selected candidates will be presented to the CoC Board for ratification.
- ~~e.g.~~ g. The Lived Experience Advisory Committee (LEAC) will select one person to represent them on the CoC Board. The CoC General Membership will not vote on this person's participation on the CoC Board.
- ~~e.h.~~ h. The same process as outlined above in items a. through ~~ef.~~ will be completed to fill any vacancies left by a member before the expiration of the term of that member, should the designated CoC Board composition require their seat to be filled. Appointments made to fill a vacancy left by a member before the expiration of the term of that member shall be for the remaining term of that member.
- ~~f.i.~~ i. The traditional nominating and election timeline is as follows:
- i. August/September – CoC Board Chair appoints Nominating Committee Ad Hoc
  - ii. September/October – Nominating Com-Ad Hoc convenes to review and update sections of the Charter that pertain to the CoC Board composition, selection process, and qualifications
  - iii. October/November – Nominating Committee ~~convenes and~~ Ad Hoc outreaches to potential CoC Board candidates. The Nominating Committee Ad Hoc will interview eligible CoC Board candidates who meet criteria.
  - iv. November/December – Candidates who moved forward based on their interview are presented to the CoC General Membership for voting/election.
  - v. December – ~~The~~ CoC Board ratifies slate of elected candidates by the CoC General membership.
  - vi. January – CoC Board seating takes place. Outgoing CoC Board and Board staff will provide “training and orientation” for incoming CoC Board.
- ~~g.i.~~ i. At the first meeting of the calendar year, the CoC Board will elect the Board Officers (Chair, Vice-Chair and Secretary) to serve for one-year (1) terms. CoC Board Officers may serve for more than one (1) term.

### Item 3. Attachment A

#### 3. Continuum of Care Board Qualifications

3. \_\_\_\_\_

All CoC Board members must bring a commitment to the work to end homelessness using best practices adopted locally. CoC Board members with lived experience of homelessness who are not also representing a local organization will be compensated for their time and expertise using the CoC's current compensation methods and rates.

a. 1. \_\_\_\_\_ The Orange ~~CoCounty Continuum of Care~~ Board Members and Officers are selected to represent various constituencies identities and personal and professional backgrounds, experiences, and entities. As a whole, the Board should:

- i. Be diverse and reflect the identities, backgrounds, and experiences of people who experience homelessness in Orange County, including philosophical and socio-economic diversity;
- ii. Have complementary skill sets;
- iii. Represent a balance of community stakeholders-partners in the region; and
- ~~d.~~ Be able Willingness to network-collaborate with other potential CoC Board Members and bring in new leaders.

iv. \_\_\_\_\_

~~a.~~ Willingness and ability to consistently attend meetings.

2. \_\_\_\_\_ Potential and current CoC Board Members must be current voting General Members who demonstrate:

b. \_\_\_\_\_

- a.i. A high level of ethical behavior, including compliance with the Conflict of Interest and Recusal process as defined in this Charter;
- ii. Working knowledge of, ~~and~~ compassion about, and commitment to:
  - ~~1.~~ ending-addressing homelessness;
  - ~~0.~~ furthering equity and inclusion within the CoC Board and across the CoC's work.

2. \_\_\_\_\_

~~iii.~~ Leadership and collaborative spirit in the best interest of the Orange County CoC.

iii. \_\_\_\_\_

~~—~~ Willingness and ability to consistently attend meetings and participate in Committees.

~~d.~~ iv. \_\_\_\_\_

c. 3. \_\_\_\_\_ All CoC Board members must attend at least seventy-five percent (75%) of meetings each year and not be absent for three (3) consecutive meetings in order to remain in good standing. All CoC Board members must also participate in at least one (1) committee, working group, or ad-hoc, and attend at least seventy-five percent (75%) of committee meetings. Board Members and Officers failing to meet the attendance standard will be subject to removal by majority vote fifty percent plus one (50% + 1) of the CoC Board.

# Orange County CoC - CA - 602 Governance Charter

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**Introduction:** In accordance with the Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (the “HEARTH Act”) which was enacted into law on May 20, 2009, the Orange County Continuum of Care in consultation with the Collaborative Applicant (County of Orange), Continuum of Care and Emergency Solution Grant funded agencies and Homeless Management Information System (“HMIS”) Lead Agency has developed a governance charter which includes procedures and policies needed to comply with the HEARTH Act requirements as prescribed by U.S. Department of Housing and Urban Development (HUD); and a code of conduct and recusal process for the board, its chair(s), and any person acting on behalf of the board.

In addition to HEARTH Act compliance and in alignment with the Regional System of Care, the Continuum of Care (“CoC”) will operate to enhance, inform and implement services addressing the complex case management and housing needs of individuals and families experiencing homelessness in Orange County. Services supported by the Orange County CoC will also demonstrate best practices and evidence-based practices ensuring a client-centered approach, client choice and client rights and responsibilities are clear and service standards are consistently met.

The Orange County CoC designates the County of Orange as the collaborative applicant and fiscal entity for administering planning and funding for homelessness assistance program throughout the Orange County CoC.

### **I. Name:**

The technical name of the organization is CoC CA-602 hereinafter referred to as the “Orange County CoC”.

### **II. Geographic Boundaries:**

The Orange County CoC covers all the geography within the boundaries of Orange County, including its 34 cities and unincorporated areas as regionalized within North, Central and South Service Planning Areas.

### **III. Purpose:**

The Orange County CoC serves as the locally-designated primary decision-making group whose purpose and scope is to implement the Continuum of Care program (the “CoC”) which is authorized by subtitle C of title IV of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11381-11389). As noted in CFR 24 Part 578.1 Purpose and scope of the HEARTH Act, the program is designed to:

- A. Promote communitywide commitment to the goal of ending homelessness through regional coordination and collaboration;
- B. Advocate for funding and resources to end homelessness and provide funding for proven efforts by nonprofit providers and local governments to quickly rehouse people experiencing homelessness, while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness;
- C. Promote access to and effective utilization of mainstream programs by homeless individuals and families; and



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- D. Promote implementation of best practices and evidence-based approaches to homeless programming and services.

### **IV. Responsibilities of the Orange County CoC**

The four major responsibilities of the Orange County CoC consists of:

1. Operating the Continuum of Care,
2. Designating and operating an HMIS for the Continuum of Care,
3. Planning for the Continuum of Care, and
4. Preparing an application for funds which is in accordance with § 578.7 Responsibilities of the Continuum of Care and in the HEARTH Act and § 578.79.

#### **A. Operating the Continuum of Care.**

The Orange County CoC will:

1. Hold meetings of the full membership, with published agendas, at least semi-annually;
2. Make a public invitation for new members to join available within the geographic area at least annually;
3. Adopt and follow a written process to select a board to act on behalf of the CoC. The process must be reviewed, updated, and approved by the CoC at least every five (5) years;
4. Establish committees, subcommittees and ad hoc groups to address specific functions of the Orange County CoC, as needed;
5. Work with the Collaborative Applicant to develop and update annually a governance charter, which will include all procedures and policies needed to comply with HUD mandates, HEARTH Act regulations and a code of conduct and recusal process for the board, its chair(s), and any person acting on behalf of the board;
6. Consult with recipients and subrecipients to establish performance targets appropriate for population and program type, monitor Continuum of Care and Emergency Solutions Grant funded agencies performance, evaluate outcomes, and take action to address poor performers;
7. Evaluate outcomes of projects funded under the Emergency Solutions Grants program and the Continuum of Care program, and report performance measures to HUD as required;
8. In consultation with recipients of Emergency Solutions Grants program funds within the geographic area, establish and operate a Coordinated Entry System that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services. The CoC must maintain specific policy to guide the operation of the Coordinated Entry System on how its system addresses the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from nonvictim service providers in compliance with any requirements established by HUD Notice; and

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9. In consultation with recipients of Emergency Solutions Grants program funds within the geographic area, establish and consistently follow written standards for providing Continuum of Care assistance. At a minimum, these written standards must include:
  - a. Policies and procedures for evaluating individuals' and families' eligibility for assistance;
  - b. Policies and procedures for determining and prioritizing which eligible individuals and families will receive transitional housing assistance;
  - c. Policies and procedures for determining and prioritizing which eligible individuals and families will receive rapid rehousing assistance;
  - d. Standards for determining what percentage or amount of rent each program participant must pay while receiving rapid rehousing assistance;
  - e. Policies and procedures for determining and prioritizing which eligible individuals and families will receive permanent supportive housing assistance; and
  - f. Where the CoC is designated a high-performing community, as described in Subpart G, policies and procedures set forth in 24 CFR 576.400(e)(vi), (e)(vii), (e)(viii), and (e)(ix).

#### B. Designating and operating a Homeless Management Information System.

The Orange County CoC will:

1. Designate a single Homeless Management Information System (HMIS) for the geographic area;
2. Designate an eligible applicant to manage the CoC's HMIS, which will be known as the HMIS Lead;
3. Review, revise and approve a privacy plan, security plan, and data quality plan for the CoC HMIS;
4. Ensure consistent participation of recipients and subrecipients in the HMIS;
5. Ensure the HMIS is administered in compliance with requirements prescribed by HUD;
6. Ensure the HMIS operates efficiently and effectively to promote HUD funded and non-funded agency participation, system coordination, and utilization and performance is achieved; and
7. Ensure that HMIS captures the Coordinated Entry System Core Elements of Access, Assessment, Prioritization and Referral through program participation by recipients and subrecipients.

#### C. Continuum of Care Policies, Procedures and Standards

The Orange County CoC will:

1. Have a Policies, Procedures and Standards Committee that meets at least two times a year or as needed for the review of policies, procedures and standards of the Orange County Continuum of Care;

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2. Have its various committees, subcommittees, and ad hocs proposed drafts, revisions and/or updates to policies, procedures and/ or standards be submitted to the Policies, Procedures and Standards Committee;
3. Have all proposed policies, procedures and standards reviewed and vetted by the Policies and Standards Committee to ensure adherence to the HEARTH Act, HUD Notices and regulations, best practices and evidenced-based approaches, prior to being presented to the CoC Board for adoption; and
4. Engage the public, including homeless and formerly homeless individuals, in policy and standards development and/or revisions that affect the operations of the CoC and ESG funded programs.

#### D. Continuum of Care Planning.

The Orange County CoC and the Collaborative Applicant (County of Orange) will develop a plan that includes:

1. Coordinating the implementation of a housing and service system within its geographic area that meets the needs of the homeless individuals, including unaccompanied youth, and families. At a minimum, this system encompasses the following:
  - a. Outreach, engagement, and assessment;
  - b. Shelter, housing, and supportive services;
  - c. Prevention and diversion strategies.
2. Planning for and conducting an annual shelter homeless count and a biennial unsheltered homeless count by Service Planning Area that meets the following requirements:
  - a. Homeless persons who are living in a place not designed or ordinarily used as a regular sleeping accommodation for humans must be counted as unsheltered homeless persons;
  - b. Persons living in emergency shelters and transitional housing projects must be counted as sheltered homeless persons; and
  - c. Other requirements established by HUD Notice or to meet local objectives.
3. The HMIS Lead Agency will assist the Collaborative Applicant in conducting an annual gaps analysis of the homeless needs and services available within the geographic area and/or Service Planning Areas;
4. Providing information required to complete the Consolidated Plan(s) within the CoC's geographic area;
5. Consulting with State and local government Emergency Solutions Grants program recipients within the CoC's geographic area on the plan for allocating Emergency Solutions Grants program funds and reporting on and evaluating the performance of

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Emergency Solutions Grants program recipients and subrecipients. Emergency Solutions Grant entitlements include:

- County of Orange
- Santa Ana
- Anaheim
- Garden Grove

#### E. Annual Competitive Application for Continuum of Care Funding

The Orange County CoC will:

1. Design, operate, and follow a collaborative process for the development of applications and approve the submission of applications in response to a Notice of Funding Availability (NOFA) published by HUD;
2. Establish priorities for funding proposals to meet needs within in the geographic area;
3. Support the Collaborative Applicant in compiling the required application information from all projects within the geographic area that the CoC has selected for funding; and
4. Retains all of its responsibilities, even if it designates one or more eligible applicants other than itself to apply for funds on behalf of the CoC. This includes approving the CoC application.

#### V. **Orange County CoC Structure:**

The operations and management of the Orange County CoC and its responsibilities are structured in four segments.

##### A. CoC Collaborative Applicant and Fiscal Agent

The Orange County CoC designates the County of Orange as Collaborative Applicant and Planning Grant recipient for homelessness assistance programs throughout the Orange County CoC. The County of Orange will comply with the provisions of 24 CFR 578.7, including coordinating with the development of the CoC system, CoC planning, Coordinated Entry System, HMIS and the support of the various functions and activities as required by the HEARTH Act.

In addition, the Orange County CoC Board designates the County of Orange as administrative and fiscal entity for homeless funding to support the development of the System of Care. The County of Orange is the administrative and fiscal entity for state and local funding from homeless programming that designates the CoC as the eligible applicant and requires the local government entity to be the fiscal agent.

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### B. Orange County CoC Board

As noted in §578.5(b) of the HEARTH Act, “The Continuum of Care must establish a board to act on behalf of the Continuum using the process established as a requirement by § 578.7(a)(3) and must comply with the conflict-of-interest requirements at § 578.95(b).”

The Continuum of Care Board is therefore acting on behalf of the members of the Orange County CoC. To this end, the Orange County CoC will strategically comprise a governing board that represents the stakeholder groups enumerated in the HEARTH Act which require the CoC Board to be representative of relevant organizations and of projects serving homeless subpopulations within Orange County, including at least one (1) homeless or formerly homeless individual.

#### 1. Continuum of Care Board Responsibilities

The Continuum of Care Board will:

- a. Conduct the hands-on work and facilitate the committees, subcommittees and ad hoc groups of the Orange County CoC. Every member of the CoC Board must serve on a minimum of one committee;
- b. Build community awareness of the needs of all homeless and at-risk populations identified in the county;
- c. Ensure, to the greatest extent possible, access to services by the subpopulations enumerated in this charter;
- d. Ensure relevant organizations and projects serving various homeless and at risk subpopulations are represented in the planning and decision-making for the overall coordination of homeless services Continuum of Care;
- e. Ensure Regional Coordination and collaborative work across the CoC through the use of the Coordinated Entry System;
- f. Coordinate the CoC Programs and set goals and priorities for ending homelessness in Orange County;
- g. Approve Orange County CoC policies as recommended by service providers and/or Committees;
- h. Create committees, subcommittees and ad hoc groups necessary for the proper and efficient functioning of the Orange County CoC, including the CoC program Notice of Funding Opportunity (NOFO); and
- i. Dissolve committees, subcommittees and ad hoc groups, if they are determined to be unnecessary for the proper and efficient functioning of the Orange County CoC.

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### 2. Continuum of Care Board Composition

The CoC Board is comprised of an odd number of members, between seventeen (17) to twenty-one (21) members in total, who are elected by the voting General Membership. A quorum consists of fifty percent (50%) plus one (+1) voting members present. The CoC Board shall be comprised of members that provide a well-balanced perspective with multiple identities, experiences, and backgrounds to best lead the response to homelessness in the Orange County CoC.

The CoC Board designations are:

- a. The CoC Board includes three (3) Officers, who shall be elected by the CoC Board each year. These positions include:
  - i. Chair: Responsible for leading the monthly CoC Board meetings and facilitating the work of the Orange County CoC, as determined in this Charter.
  - ii. Vice-Chair: Responsible for chairing CoC Board meetings in the absence of Chair or when Chair must recuse themselves
  - iii. Secretary: Responsible for tracking attendance and motions for CoC Board meetings, reviewing the draft CoC Board meeting minutes, and chairing CoC Board meetings in the absence of both the Chair and Vice Chair, or when Chair and Vice Chair must recuse themselves
  
- b. The CoC Board shall have an odd number of members with seventeen (17) to twenty-one (21) total CoC Board member seats in any given year. By January 2025, the makeup of the CoC Board shall include at least the following number of people with each of these identities, experiences, and backgrounds. One person may represent more than one of these identities, experiences, and backgrounds.
  - i. People who have experienced homelessness or housing instability. By January 2025, at least 30% of the CoC Board must be comprised of people with lived experience, though the CoC Board can prioritize including more in any given year. In January 2024, the Board must include at least 4 people with lived experience. This includes:
    1. One (1) seat will be determined by the Lived Experience Advisory Committee (LEAC). This could be the LEAC chair or someone else.
    2. It is important to the CoC Board that people with lived experience represent an array of household and age makeups. However, because some people with lived experience may not want to disclose that experience publicly, there are no required seats for people from specific household types or age groups. Ideally, the Board is recommended but not required to include at least one person from each of the following groups:
      - a. Lived experience of homelessness as a Transitional Age Youth (TAY) in the last 5 years
      - b. Lived experience of homelessness as a single adult
      - c. Lived experience of homelessness with their family

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- d. Lived experience of homelessness as an older adult
- ii. People with identities and experiences that reflect the diversity of the CoC. By January 2025, the CoC Board must include at least the following number of people with each of the following identities or experiences. This includes Board members who have and have not experienced homelessness:
  1. Black [at least two (2)]
  2. Indigenous or Native American [at least two (2)]
  3. Person of Color (including but not limited to people who are: Asian, Asian-American, Pacific Islander, Native Hawaiian, Latino/a/e/x, Central American, South American, Caribbean, Middle Eastern, North African) [at least three (3)]
  4. LGBTQIA+ [at least two (2)], including at least one (1) person who identifies as LGBTQIA+ based on their:
    - a. Sexual orientation: Lesbian, gay, bi, queer+
    - b. Gender identity: Trans, non-binary, intersex, non-conforming+
  5. Disabled and/or neurodivergent [at least two (2)]
  6. Veteran/military service experience or part of a veteran/military service family [at least one (1)]
  7. Experience of domestic violence/intimate partner violence [at least one (1)]
  8. Older adult [at least one (1)]
- iii. People with personal or professional experience with:
  1. Veteran/military service-focused agency [at least one (1)]
  2. Emergency Solutions Grant (ESG) Program funded agency or recipient agency [at least one (1)]
  3. Public Housing Agency (PHA) [at least one (1)]
  4. Domestic violence agency [at least one (1)]
  5. Education field / McKinney-Vento liaison [at least one (1)]
  6. Behavioral health field [at least one (1)]
  7. Faith-based organization or community [at least one (1)]
  8. Health care field [at least one (1)]
  9. Affordable housing development background [at least one (1)]
  10. People with experience with the following parts of the system. Ideally, the CoC Board will include members who represent all parts of the system, but at minimum the CoC Board must include members who represent at least three (3) of the following:
    - a. Diversion
    - b. Street Outreach
    - c. Prevention
    - d. Emergency Shelter
    - e. Rapid Rehousing
    - f. Permanent Supportive Housing

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- g. TAY Agency
- h. Family Agency

#### c. Continuum of Care Board Support

- i. Collaborative Applicant – As the Collaborative Applicant the Continuum of Care Manager and/or other County of Orange staff will facilitate the Continuum of Care Board business and will utilize resources to continue the development of the CoC system.
- ii. HMIS Lead Agency – The HMIS Lead Agency will assist the Collaborative Applicant in providing CoC utilization, performance and gaps data and regional Service Planning Area resource information to the CoC Board.
- iii. Coordinated Entry System Lead Agency – The Coordinated Entry System Lead Agency will assist the Collaborative Applicant in providing performance and gaps data information to the CoC Board.

### 3. Continuum of Care Board Selection Process

In advance of each term expiration, the following steps are to be completed to select new CoC Board Members:

- a. A Nominating Ad Hoc of at least six (6) people will be appointed annually by the CoC Board Chair.
  - i. At least one (1) member of the Nominating Ad Hoc will be a CoC Board member whose seat is not up for election.
  - ii. At least one (1) member of the Nominating Ad Hoc will be a Voting General Member or represent an organization that has a Voting General Member.
  - iii. At least four (4) members of the Nominating Ad Hoc will not be current CoC Board members.
- b. The Nominating Ad Hoc will review the CoC Governance Charter (Charter) and make any proposed revisions needed to ensure the CoC Board composition, selection process, and qualifications align with the community's priorities and the identities, background, and experiences of key partners, including people with lived experience, in the community. The Nominating Ad Hoc will review the most recently available data to provide due diligence to ensure that the CoC Board membership identity, background, and experience recommendations align with current trends in who experiences homelessness in Orange County. The recommended Charter changes will go to the CoC Board for approval. Should the CoC Board provide feedback or recommendations to the proposed changes, the Nominating Ad Hoc will review feedback and incorporate the CoC Board recommendations into the Charter to inform the nomination and election process. In the event that the Nominating Ad Hoc is not in agreement with the CoC Board feedback and recommendations to the Charter, the Nominating Ad Hoc will submit a new version of the Charter for the CoC Board to review and approve before the rest of the CoC Board nomination and election process moves forward.
- c. The Nominating Ad Hoc will support the Collaborative Applicant in outreach to potential CoC Board candidates to make them aware of the upcoming CoC Board



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election. These outreach efforts will help ensure adequate representation of identities, backgrounds, and experiences listed in the CoC Board composition.

- d. The Voting General Membership will be notified of the nomination period, start and end, as well as the process to nominate a candidate or express interest in being a candidate.
- e. The Nominating Ad Hoc will support the Collaborative Applicant in reviewing submitted applications and verifying qualifications and identities, background, and experience of all candidates who apply to serve as CoC Board Members or Officers. The Nominating Ad Hoc will interview all applicants who appear to meet minimum qualifications and refer all applicants whom they verify to meet minimum qualifications to the CoC General Membership as qualified candidates.
- f. The CoC General Membership will vote by secret ballot on the slate of qualified candidates. The Nominating Ad Hoc will utilize a prioritization tool that identifies candidates with the highest votes and ensures desired representation of various identities, experiences, and backgrounds for the CoC Board membership. The selected candidates will be presented to the CoC Board for ratification.
- g. The Lived Experience Advisory Committee (LEAC) will select one person to represent them on the CoC Board. The CoC General Membership will not vote on this person's participation on the CoC Board.
- h. The same process as outlined above in items a. through f. will be completed to fill any vacancies left by a member before the expiration of the term of that member, should the designated CoC Board composition require their seat to be filled. Appointments made to fill a vacancy left by a member before the expiration of the term of that member shall be for the remaining term of that member.
- i. The traditional nominating and election timeline is as follows:
  - i. August/September – CoC Board Chair appoints Nominating Ad Hoc
  - ii. September/October – Nominating Ad Hoc convenes to review and update sections of the Charter that pertain to the CoC Board composition, selection process, and qualifications
  - iii. October/November – Nominating Ad Hoc outreaches to potential CoC Board candidates. The Nominating Ad Hoc will interview eligible CoC Board candidates who meet criteria.
  - iv. November/December – Candidates who moved forward based on their interview are presented to the CoC General Membership for voting/election.
  - v. December – CoC Board ratifies slate of elected candidates by the CoC General membership.
  - vi. January – CoC Board seating takes place. Outgoing CoC Board and Board staff will provide training and orientation for incoming CoC Board.
- j. At the first meeting of the calendar year, the CoC Board will elect the Board Officers (Chair, Vice-Chair and Secretary) to serve for one-year (1) terms. CoC Board Officers may serve for more than one (1) term.

#### 4. Continuum of Care Board Qualifications

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All CoC Board members must bring a commitment to the work to end homelessness using best practices adopted locally. CoC Board members with lived experience of homelessness who are not also representing a local organization will be compensated for their time and expertise using the CoC's current compensation methods and rates.

1. The Orange CoC Board Members and Officers are selected to represent various identities and personal and professional backgrounds, experiences, and entities.

As a whole, the Board should:

- i. Be diverse and reflect the identities, backgrounds, and experiences of people who experience homelessness in Orange County;
- ii. Have complementary skill sets;
- iii. Represent a balance of community partners in the region; and
- iv. Willingness to collaborate with other potential CoC Board Members and bring in new leaders.

- b. Potential and current CoC Board Members must be current voting General Members who demonstrate:

- i. A high level of ethical behavior, including compliance with the Conflict of Interest and Recusal process as defined in this Charter;
- ii. Working knowledge of, compassion about, and commitment to:
  1. ending homelessness
  2. furthering equity and inclusion within the CoC Board and across the CoC's work.
- iii. Leadership and collaborative spirit in the best interest of the Orange County CoC.
- iv. Willingness and ability to consistently attend meetings and participate in Committees.

- c. All CoC Board members must attend at least seventy-five percent (75%) of meetings each year and not be absent for three (3) consecutive meetings in order to remain in good standing. All CoC Board members must also participate in at least one (1) committee, working group, or ad-hoc, and attend at least seventy-five percent (75%) of committee meetings. Board Members and Officers failing to meet the attendance standard will be subject to removal by majority vote fifty percent plus one (50% + 1) of the CoC Board.

#### 5. Continuum of Care Board Meetings

1. All meetings will be open to the public except as otherwise determined by the CoC Board. Any person who attends an Orange County CoC meeting may be asked by the CoC Board Chair to leave if the person is disruptive; if a conflict of interest applies; or if an agenda business item(s) is deemed by the CoC Board Chair to be of such nature that it involves only Orange County CoC closed session business.

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2. Robert's Rules of Order Abridged-Revised will guide the process during all meetings.
  3. An annual calendar of the CoC Board meetings will be recommended to the CoC Board for adoption at the CoC Board meeting in October and presented at the Service Provider Forum meeting in November. The CoC Board meetings calendar will be distributed to all members electronically and published on the County of Orange – Homeless Services website.
6. Continuum of Care Board Documentation
1. The Orange County CoC Board will conduct and transact business in a fair and transparent manner. To this end, the CoC Board will maintain records of all Orange County Continuum of Care agendas and minutes and make these available upon request.
  2. The Collaborative Applicant will keep record of all HEARTH Act policies, calendars, meeting minutes, and records.
7. Continuum of Care Board Conflict of Interest and Recusal Process  
Members must comply with the conflict of interest and recusal process found in §578.95 Conflicts of interest in the HEARTH Act and any additional requirements per the Continuum of Care Board Governance Charter.
1. Conflict of Interest – Members of the CoC Board and any of its committees or subcommittees shall abstain from voting on any issue in which they may be personally vested to avoid a conflict of interest in accordance with County, State and Federal laws, regulations and ordinances and shall refrain from engaging in any behavior that conflicts with the best interest of County.
    - a. Members of the CoC Board shall not vote nor attempt to influence any other Board member on a matter under consideration by the Board or any of its committees or subcommittees as follows:
      - i. Regarding the provision of services by such member (or by an entity that such member represents); or
      - ii. By providing direct financial benefit to such member or the immediate family of such member; or
      - iii. Engaging in any other activity determined by County, State or Federal law, regulations and ordinances to constitute a conflict of interest.
    - b. If a question arises as to whether a conflict exists that may prevent a member from voting, the Chairperson or designee may consult with designated County Staff to assist them in making that determination.

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- c. Neither the CoC Board nor any of its members shall promote, directly or indirectly, any political party, political candidate or political activity using the name, emblem or any other identifier of the CoC Board.
    - d. No assets or assistance provided by County to CoC Board shall be used for sectarian worship, instruction, or proselytization, except as otherwise permitted by law.
  2. Code of Conduct – The members of the CoC Board are entrusted with specific responsibilities related to use of public funds invested in addressing homelessness. Board Members are expected to observe the highest standards of ethical conduct in the execution of these responsibilities. In the performance of their duties, CoC Board Members are expected to carry out the mandate of the Orange County CoC to the best of their ability and to maintain the highest standards of integrity while interacting with other members of the Board, Orange County CoC representatives, service recipients, service providers, and the public.
    - a. The Orange County CoC prohibits the solicitation and acceptance of gifts or gratuities by the CoC Board, Ranking Committee, Voting Members, or employees and agents of the Collaborative Applicant from anyone who intends to receive personal benefit or preferential treatment. Violation of any portion of this code could subject a Voting Member to immediate termination from membership as determined by the CoC Board;
    - b. The Orange County CoC promotes impartiality in performing official duties and prohibits any activity representing a conflict of interest. Individuals should not act on a matter if a reasonable person who knew the circumstances of the situation could legitimately question fairness;
    - c. Officers, Voting Members and Committee Members shall:
      - i. Put forth honest effort in the performance of their duties;
      - ii. Not knowingly make unauthorized commitments or promises of any kind purporting to bind the Orange County CoC without previous CoC Board approval;
      - iii. Disclose waste, fraud, abuse and corruption to the appropriate authorities;
      - iv. Adhere to all laws and regulations that provide equal opportunity to all United States citizens regardless of race, color, religion, sex, gender, sexual orientation, national origin, age, or disability, or any other protected category;
      - v. Conduct themselves with courtesy and respect. Personal relationships should not result in special considerations that influence the

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performance of their official duties in a manner contrary to the interest of the broader Orange County CoC. CoC Board Members and Officers are expected to exercise adequate control and supervision over matters for which they are individually responsible.

- vi. Assure that the resources entrusted to them are used for conducting official business only. Members and Officers of the CoC Board must abide by the Conflict of Interest Policies established for CoC Board operations.
- vii. Protect any confidential information provided to, or generated by, the activities of the Orange County CoC; and
- viii. Not use confidential information of the Orange County CoC for any purpose or disclose such confidential information to any third party, except as necessary to perform their duties and responsibilities as members of the CoC Board.

- 3. Termination Policy - Any CoC Board Member, or the entire CoC Board, may be removed for cause by a two-thirds (2/3) vote of the Orange County CoC Voting Membership at a specially called meeting. Cause is constituted by a violation of the conflict of interest regulations or a violation of the Code of Conduct and ethics.

#### C. Orange County CoC General Membership

Membership is based upon organizations within the Geographic Area participating in the responsibilities of the Orange County CoC by having organizational representatives actively participate in CoC board, committees, and working groups.

As noted in § 578.5 Establishing the Continuum of Care. Relevant organizations will include:

“nonprofit homeless assistance providers, victim service providers, faith-based organizations, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, and organizations that serve veterans and homeless and formerly homeless individuals.”

Additionally, the Orange County CoC will strive to ensure representation from diverse and public agencies including those dedicated to behavior health, substance use recovery services, health, employment training and development, youth, the LGBTQ community, and housing and community development.

#### a. Nominations for Orange County CoC General Membership

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A public invitation within the Geographic Areas of the CoC will be extended annually for new members to join in accordance with the HEARTH Act as described in § 578.7 *Responsibilities of the Continuum of Care*.

b. General Membership Terms

There is no term limit. Membership, however, may be terminated by the Orange County CoC in accordance with subsection I. Removal below.

c. Continuum of Care Meetings

The Orange County CoC will hold meetings of the full membership with published agendas at least twice a year. The Orange County Service Provider Forum serves to facilitate CoC full membership meetings.

d. Quorum

A number equal to a majority of those belonging to the Orange County CoC will constitute a quorum for the transaction of business at any general membership meeting.

e. Voting

At all meetings, business items may be decided by arriving at a consensus. If a vote is necessary, all votes will be by voice or ballot at the will of the majority in attendance. The exception to this rule is a vote to elect CoC Board members, in this case a vote will be held by secret ballot. Each active organization will have one vote given by one representative even when more than one organizational representative is present. No active organization may vote on any item which presents a real or perceived conflict-of-interest.

f. Conflict of Interest

Members must comply with the conflict of interest and recusal process found in the § 578.95 Conflicts of interest of the Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act).

“(a) Procurement. For the procurement of property (goods, supplies, or equipment) and services, the recipient and its subrecipients must comply with the codes of conduct and conflict-of-interest requirements under 24 CFR 85.36 (for governments) and 24 CFR 84.42 (for private nonprofit organizations).

(b) Continuum of Care board members. No Continuum of Care board member may participate in or influence discussions or resulting decisions concerning the award of a grant or other financial benefits to the organization that the member represents.

(c) Organizational conflict. An organizational conflict of interest arises when, because of activities or relationships with other persons or organizations, the recipient or subrecipient is unable or potentially unable to render impartial assistance in the provision of any type or amount of assistance under this part, or

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when a covered person's, as in paragraph (d)(1) of this section, objectivity in performing work with respect to any activity assisted under this part is or might be otherwise impaired. Such an organizational conflict would arise when a board member of an applicant participates in decision of the applicant concerning the award of a grant, or provision of other financial benefits, to the organization that such member represents. It would also arise when an employee of a recipient or subrecipient participates in making rent reasonableness determinations under § 578.49(b)(2) and § 578.51(g) and housing quality inspections of property under § 578.75(b) that the recipient, subrecipient, or related entity owns.

(d) Other conflicts. For all other transactions and activities, the following restrictions apply:

(1) No covered person, meaning a person who is an employee, agent, consultant, officer, or elected or appointed official of the recipient or its subrecipients and who exercises or has exercised any functions or responsibilities with respect to activities assisted under this part, or who is in a position to participate in a decision-making process or gain inside information with regard to activities assisted under this part, may obtain a financial interest or benefit from an assisted activity, have a financial interest in any contract, subcontract, or agreement with respect to an assisted activity, or have a financial interest in the proceeds derived from an assisted activity, either for him or herself or for those with whom he or she has immediate family or business ties, during his or her tenure or during the one-year period following his or her tenure.

(2) Exceptions. Upon the written request of the recipient, HUD may grant an exception to the provisions of this section on a case-by-case basis, taking into account the cumulative effects of the criteria in paragraph (d)(2)(ii) of this section, provided that the recipient has satisfactorily met the threshold requirements of paragraph (d)(2)(ii) of this section.

(i) Threshold requirements. HUD will consider an exception only after the recipient has provided the following documentation:

(A) Disclosure of the nature of the conflict, accompanied by a written assurance, if the recipient is a government, that there has been public disclosure of the conflict and a description of how the public disclosure was made; and if the recipient is a private nonprofit organization, that the conflict has been disclosed in accordance with their written code of conduct or other conflict-of-interest policy; and

(B) An opinion of the recipient's attorney that the interest for which the exception is sought would not violate State or local law, or if the subrecipient is a private nonprofit organization, the exception would not violate the organization's internal policies.

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(ii) Factors to be considered for exceptions. In determining whether to grant a requested exception after the recipient has satisfactorily met the threshold requirements under paragraph (c)(3)(i) of this section, HUD must conclude that the exception will serve to further the purposes of the Continuum of Care program and the effective and efficient administration of the recipient's or subrecipient's project, taking into account the cumulative effect of the following factors, as applicable:

(A) Whether the exception would provide a significant cost benefit or an essential degree of expertise to the program or project that would otherwise not be available;

(B) Whether an opportunity was provided for open competitive bidding or negotiation;

(C) Whether the affected person has withdrawn from his or her functions, responsibilities, or the decision-making process with respect to the specific activity in question;

(D) Whether the interest or benefit was present before the affected person was in the position described in paragraph (c)(1) of this section;

(E) Whether undue hardship will result to the recipient, the subrecipient, or the person affected, when weighed against the public interest served by avoiding the prohibited conflict;

(F) Whether the person affected is a member of a group or class of persons intended to be the beneficiaries of the assisted activity, and the exception will permit such person to receive generally the same interests or benefits as are being made available or provided to the group or class; and

(G) Any other relevant considerations.

g. Removal

Any member of the Orange County CoC may be removed by a two-thirds majority of all organizations present during a scheduled meeting.

D. Collaboration with Commission to End Homelessness

The Commission to End Homelessness focuses on regional policy and implementation strategies, affordable housing development, data and gaps analysis, best practice research, social policy and systemic change to promote an effective response to homelessness within the County of Orange. The CoC Board will regularly provide information and recommendations around CoC funded homeless programs to the Commission to End Homelessness. This will ensure regional alignment of efforts to resolve homelessness.

1. The CoC Board will collaborate with the Commission to End Homelessness to:



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- a. Address gaps within the System of Care;
  - b. Strengthen operational performance;
  - c. Ensure regional access and alignment;
  - d. Receive expertise related to each System of Care component in support of the CoC System integration objectives; and
  - e. Identify, secure and prioritize funding opportunities that provide system enhancements within the five components of the System of Care” Community Corrections, Behavioral Health, Healthcare, housing, Benefits and Support Services.
2. The CoC Board will at least annually report to the Commission to End Homelessness on the progress of the Orange County CoC. These reports may include:
    - a. HUD System Performance Measures (SPM) Report
    - b. Housing Inventory Chart (HIC)
    - c. Gaps Analysis Reports
    - d. Point-in Time (PIT) Count (unsheltered biennially and sheltered annually)
    - e. Funding priorities, grants and funding awards from federal and state government
    - f. Any other reports requested by the Commission to End Homelessness to help further system of care policy recommendations and regional system development.
  3. The chairperson of the CoC Board and the Commission to End Homelessness may establish ad hoc committees to provide recommendations regarding time-limited tasks that support the goals of the Commission to End Homelessness and assist in the functions of the CoC Board.
  4. Non-conflicted Commission to End Homelessness members may participate on review panels concerning the award of a grant or other program funding related to the CoC when there is a conflict of interest among CoC Board members.

#### **VI. Continuum of Care Legal Entity**

The County of Orange is the Collaborative Applicant who will submit grants to HUD on behalf of the project applicants comprised in the Orange County CoC. All contracts funded by the CoC competition have direct contracts with HUD. Submission will be in compliance with § 578.9. The County of Orange is the designated administrative entity and fiscal agent for homeless services system funding awards that intersect with the CoC and the System of Care programs.

**VII. Public Statement and Media Policy**

In the interest of presenting a unified voice in the community, the Collaborative Applicant, County of Orange, is the designated spokespersons and media points of contact for the Orange County CoC for inquiries or official statements related to the Orange County CoC. Members will refrain from making public comments or speaking to the media on behalf of the Orange County CoC, unless the Collaborative Applicant determines that the interests of the Orange County CoC are best served by another member speaking on behalf of the group. When making public statements or speaking to the media on issues related to homelessness, Members will make clear, to the best of their ability, whether they are speaking in their own organization's/individual's name or on behalf of the Orange County CoC.

**Date:** October 25, 2023

**Subject:** Funding Recommendations

**Recommended Action:**

- a. Approve the following funding recommendations for Rapid Rehousing Services:
  - i. Covenant House California for Rapid Rehousing Services for Transitional Aged Youth for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$79,207.67 to be funded by State of California Emergency Solutions Grant (State ESG).
  - ii. Families Forward for Rapid Rehousing Services for Families for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$320,359.16 to be funded by Homeless Housing, Assistance and Prevention – Continuum of Care (HHAP-CoC) Round 1 and 3 and State ESG.
  - iii. People Assisting the Homeless (PATH) for Rapid Rehousing Services for Individuals for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$79,207.66 to be funded by State ESG.
- b. Approve the following funding recommendations for Emergency Shelter Operations and Services:
  - i. Covenant House California for Emergency Shelter Operations and Services for Transitional Aged Youth for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$261,599.88 to be funded by HHAP-CoC Round 1 and 3 and State ESG.
  - ii. Interval House for Emergency Shelter Operations and Services for Domestic Violence Survivors for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$125,000 to be funded by HHAP-CoC Round 3 and State ESG.
  - iii. Mercy House Living Centers (Mercy House) for Emergency Shelter Operations and Services for Individuals in the North Service Planning Area for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$150,000 to be funded by HHAP-CoC Round 3 and State ESG.
  - iv. Friendship Shelter, Inc. for Emergency Shelter Operations and Services for Individuals in the South Service Planning Area for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$175,000 to be funded by HHAP-CoC Round 1 and State ESG.
  - v. Pathways of Hope for Emergency Shelter Operations and Services for Families in the North Service Planning Area for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$225,000 to be funded by HHAP-CoC Round 3 and State ESG.
  - vi. Illumination Foundation for Emergency Shelter Operations and Services for Families in the North and Central Service Planning Areas for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$225,000 to be funded by HHAP-CoC Round 1 and 3 and State ESG.
  - vii. Mercy House for Emergency Shelter Operations and Services for Families in the Central Service Planning Area for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$250,000 to be funded by HHAP-CoC Round 3 and State ESG.
  - viii. Family Assistance Ministries for Emergency Shelter Operations and Services for Families in the South Service Planning Area for the term of July 1, 2024, to June 30, 2025, for an amount not to exceed \$200,000 to be funded by HHAP-CoC Round 1 and State ESG.

**Background and Analysis**

[Funding Recommendations for Rapid Rehousing Services](#)

On July 12, 2022, the Orange County Continuum of Care (CoC) Board approved the Rapid Rehousing Services recommendations to designate service providers to provide rapid rehousing services utilizing Homeless Housing, Assistance and Prevention (HHAP) CoC Round 1 and/or Round 3 funding. The primary goal of Rapid Rehousing Service projects is to help individuals (adult only households), Transitional Age Youth (TAY) and families (households with at least one adult and one minor child) experiencing homelessness countywide obtain secure, permanent, affordable housing quickly, increase self-sufficiency, and achieve long-term housing stability.

The Orange County CoC Board is being asked to approve the Rapid Rehousing Services funding recommendation for a new contract term of July 1, 2024, to June 30, 2025, in order to continue to help individuals, TAY, and families quickly exit homelessness to permanent housing. The total funding recommendations to be approved by the CoC Board for Rapid Rehousing Services projects and additional information are detailed in Table 1 below.

**Table 1**

<b>Agency</b>	<b>Population Focus</b>	<b>Contract Term</b>	<b>Funding Amount</b>
Covenant House California	Transitional Aged Youth	July 1, 2024, to June 30, 2025	\$79,207.67
Families Forward	Families	July 1, 2024, to June 30, 2025	\$320,359.16
PATH	Individuals	July 1, 2024, to June 30, 2025	\$79,207.66

In addition to HHAP Round 1 and 3 funding allocated to the Orange County CoC, the Office of Care Coordination will utilize State ESG to fund the Rapid Rehousing Services and maximize funding sources. Additionally, the Rapid Rehousing Services contracts will leverage and utilize other federal, state and/or local funds to support the projects.

Approval by the Orange County CoC Board for the funding recommendations for the Rapid Rehousing Services will allow the continuation of three population specific programs to be operated by Covenant House California, Families Forward and PATH. The focus of each Rapid Rehousing Service project will ensure considerations for special populations including transitional aged youth and families, as well as focus supportive service efforts across Service Planning Areas for individuals. If approval is received, the Office of Care Coordination as the Administrative Entity for the Orange County CoC will begin the contract renewal and negotiation process with the agencies and will work to confirm the total households to be served and performance outcomes.

[Funding Recommendations for Emergency Shelter Operations and Services](#)

On August 24, 2022, the Orange County CoC Board approved the Emergency Shelter Operations and Services recommendations to designate service providers to provide Emergency Shelter Operations and Services utilizing HHAP Round 1 and/or Round 3 funding. The primary goal of Emergency Shelter Operations and Services project is to help persons experiencing homelessness in Orange County, including individuals, families, TAY, and survivors of domestic violence (DV). The Emergency Shelter Operations and Services

projects will focus on shelter stabilization and provide robust support services that will assist participants in obtaining permanent housing and increased income.

The Orange County CoC Board is being asked to approve the Emergency Shelter Operations Services funding recommendations for a new contract term of July 1, 2024, to June 30, 2025, in order to continue the provision of shelter stabilization and robust support services. The total funding recommendations for Emergency Shelter Operations and Services projects and additional information are detailed in Table 2 below.

**Table 2**

<b>Agency</b>	<b>Population Focus</b>	<b>Contract Term</b>	<b>Funding Amount</b>
Covenant House California	Transitional Age Youth	July 1, 2024, to June 30, 2025	\$261,599.88
Interval House	DV Survivors	July 1, 2024, to June 30, 2025	\$125,000
Mercy House	Individuals	July 1, 2024, to June 30, 2025	\$150,000
Friendship Shelter, Inc.	Individuals	July 1, 2024, to June 30, 2025	\$175,000
Pathways of Hope	Families	July 1, 2024, to June 30, 2025	\$225,000
Illumination Foundation	Families	July 1, 2024, to June 30, 2025	\$225,000
Mercy House	Families	July 1, 2024, to June 30, 2025	\$250,000
Family Assistance Ministries	Families	July 1, 2024, to June 30, 2025	\$200,000

In addition to HHAP Round 1 and 3 funding allocated to the Orange County CoC, the Office of Care Coordination will utilize State ESG to fund the Emergency Shelter Operations and Services with the goal of maximizing funding sources. Additionally, the Emergency Shelter Operations and Services contracts will also leverage and utilize other funds to support the projects.

Approval by the Orange County CoC Board for the Emergency Shelter Operations and Services recommendations will allow the continuation of subpopulation specific programs to be operated by Covenant House California, Interval House, Mercy House, Friendship Shelter, Inc., Pathways of Hope, Illumination Foundation, and Family Assistance Ministries. The Emergency Shelter Operations and Services will assist participants experiencing homelessness in accessing the most appropriate services and resources across the Orange County System of Care, including behavioral health, healthcare, benefits and mainstream services, housing and navigation services for program application and enrollment processes. The focus of each Emergency Shelter Operations and Services project will ensure considerations for special populations including DV survivors, TAY, families, and individuals. If approval is received, the Office of Care Coordination as the Administrative Entity for the Orange County CoC will begin the contract renewal and negotiation process with the agencies and will work to confirm the total households to be served and performance outcomes.

**Date:** October 25, 2023

**Subject:** HMIS Data Request

**Recommended Action:**

- a. Approve Orange County's United Way's HMIS data request for the period of January 1, 2022, through November 1, 2023, to be used at the State of Veterans Homelessness Event, a public presentation, in November 2023.
- b. Approve Orange County's United Way's HMIS data request for Coordinated Entry System data on November 1, 2023, to be used for public presentation as part of the Orange County's United Way's Hunger and Homelessness Awareness Week in November 2023.

**Background and Analysis**

**Veteran Data**

As part of Hunger and Homelessness Awareness Week, Orange County's United Way is hosting the first State of Veterans Homelessness Event on November 3, 2023, and requesting data to be presented publicly at this event. The data will detail the current state of veteran homelessness in Orange County and will be used to highlight areas of community success in addressing veteran homelessness. Orange County's United Way has previously hosted two Annual State of Homelessness events for the last two years, and this is the first year of doing a specific focus on veteran homelessness. The event will feature speakers from the County of Orange, the Orange County Continuum of Care (CoC), the Department of Veterans Affairs and the Orange County Veterans and Military Family Collaborative.

The data requested is largely for the period of January 1, 2022, through November 1, 2023, or requested as snapshot as of November 1, 2023. Some of the data requested has previously been presented at CoC Board and Committee meetings, namely the Housing Opportunity Committee and the Veterans Committee.

The following information is being requested from the Orange County Veteran Registry:

1. Number of veteran households experiencing homelessness in Orange County per calendar year, 2022 and 2023.
2. Number of veteran households that positively and permanently resolved their housing crisis per calendar year, 2022 and (primarily looking for exits to permanent housing)
  - a. Number of veteran households that resolved their homelessness by:
    - i. Moving into Project-Based Permanent Supportive Housing (PSH) per calendar year, 2022 and 2023.
    - ii. Utilizing a tenant-based Veterans Affairs Supportive Housing (VASH) voucher per calendar year, 2022 and 2023.

The following information is being requested from the Orange County Veteran Registry, as a snapshot of Veteran homelessness on November 1, 2023:

1. Number of veterans are currently on the Veteran Registry.
2. Number of veterans on the Veteran Registry per Service Planning Area (SPA).
3. Age breakdown of veterans On the Veteran Registry, per HMIS data standards.
4. Veteran Household composition: Individual (adult-only household), families (households with at least one adult and one minor child)
5. Number of veterans experiencing sheltered homelessness and number of veterans expiring unsheltered homelessness
6. Number of veterans experiencing chronic homelessness.
7. Length of homelessness reported by veterans, broken down by the following categories:
  - a. Less than one year
  - b. One to two years
  - c. Three to nine years
  - d. 10 years or longer
8. Number of veterans who reported having a disabling condition.
9. Number of veterans who reported having a mental health condition.

The following information is being requested to share the results of a targeted outreach initiative to veterans experiencing unsheltered homelessness in Orange County being led by the Orange County CoC's Veteran Committee:

1. Results of the targeted outreach to veterans subpopulations - families, veteran head of household who is age 62 and older, and veterans who have experienced homelessness for more than ten (10) years.
  - a. Number of permanently housed veteran households per subpopulation.
  - b. Number of veteran households who are currently sheltered per subpopulation.
  - c. Number of veteran households removed from the Veteran Registry as a result of the targeted outreach.
  - d. Number of veteran households who engaged with case workers as part of the targeted outreach.

Approval of the data requested will support with Orange County's United Way's presentation at the State of Veterans Homelessness and highlight how the Orange County CoC has utilized data to streamline efforts for addressing veteran homelessness.

### Coordinated Entry System Data

As part of the Hunger and Homelessness Awareness Week, Orange County's United Way is also requesting a snapshot update of the Individual Coordinated Entry System (ICES) and Family Coordinated Entry System (FCES) data dashboards as of November 1, 2023.

The ICES and FCES data to be pulled Nov 1, 2023, includes the following data points:

1. Active Households in CES Project
2. Number of Households without Assessments
3. Number of Households Assessed, not on Community Queue
4. Number of Households on the Community Queue
5. Number of Households Pending (matched)
6. Number of Households Active in CES, Removed from Community Queue
7. Number of Households Enrolled in Housing Project, Pending Permanent Housing

Approval of the data requested will support with Orange County's United Way's activities related to Hunger and Homelessness Awareness Week, providing information to help inform the community about the individuals and families experiencing homelessness in Orange County.