

**ORANGE COUNTY CONTINUUM OF CARE  
COORDINATED ENTRY SYSTEM STEERING COMMITTEE**

Wednesday, November 1, 2023  
2:00 p.m. – 3:00 p.m.

**Location:**  
**Microsoft Teams**  
**Meeting Link:**  
[Click here to join the meeting](#)  
**Meeting ID:** 279 724 734 205  
**Passcode:** XAmavQ  
**Call in (audio only):** +1 949-543-0845  
**Phone Conference ID:** 141 946 200#

**Committee Chair:** Christina Weckerly, Orange County Health Care Agency

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

**AGENDA**

**Call to Order** – Christina Weckerly Ramirez, Chair

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

- Maura Mikulec discussed Community Queue and inactivity. Maura Mikulec noted Bitfocus has auto functions but emphasized that system administrators can also configure and adjust the auto functions. Maura Mikulec expressed concerns on behalf of clients regarding the 90-day inactivity policy and advocated for this timeframe to be adjusted due to outreach workers being unable to keep in contact with individuals on Community

Queue. Maura Mikulec also asked if the average length of time on the Community Queue could be included on dashboards.

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

- Christina Weckerly Ramirez noted that she can share public comments and feedback with either the PPS or CoC Board in her report on behalf of the CES Steering Committee.

**2. CES Updates** – Rebecca Ricketts, CES Manager, Office of Care Coordination

**a. Individual CES** – Tianna Terry, Individual CES Manager, Friendship Shelter

- The Individual CES (ICES) reported having 6,317 active households in the CES Project. Of the active ICES households, 3,019 households were on the Community Queue awaiting housing.
- [ICES website](#) is live and ready for use. Trainings and resource materials to come, to support the community and ICES partners.
- The ICES administrative team will be having conversations around improving data quality.
- Community partner meeting was recently held to share updates and information.

**b. Family CES** – Jocelyn Morales, Senior Family System Specialist, Family Solutions Collaborative

- The Family CES (FCES) reported having 474 active households in the CES Project. Of the active FCES households, 318 households were on the Community Queue awaiting housing as of September 30, 2023.

**c. Veteran Registry** – Rebecca Ricketts, CES Manager, Office of Care Coordination

- Currently, there are 271 veterans experiencing homelessness on the Veteran Registry. During the last year (10/1/2022 – 9/30/2023), 154 veterans were housed.
- Most veterans on the Veteran Registry are eligible and interested in applying for U.S. Department of Housing and Urban Development Veteran Affairs Supportive Housing (HUD-VASH).

**d. Transitional Aged Youth (TAY) Registry** – Rebecca Ricketts, CES Manager, Office of Care Coordination

- Currently, there are 231 TAY on the TAY Registry. Of the active TAY households, 135 TAY households were on the Community Queue awaiting housing.
- Of the TAY households on the Community Queue, 60% are interested in rapid rehousing, 90% are interested in other permanent housing (ex. Housing Choice Voucher), and 50% are interested in permanent supportive housing.

**e. Virtual Front Door** – Amy Arambulo, Vice President of Community Impact, OC United Way

- Most calls to 2-1-1 OC for CES have been for ICES.
- For July to September 2023, 2-1-1 OC reported that there have been 2,496 calls for assistance, 741 warm handoffs, 463 new links to FCES Access Points and 260 reconnections to FCES Access Points and 24 connections to Veterans Access Points.

### Public Comment

- Helen Cameron expressed concern for the County's commitment to Housing First, as it appears that the focus is on emergency shelter based on the number of referrals to emergency shelter. Helen Cameron asked how people are getting housed as a homeless service system.

### **3. CES Policies and Procedures Updates** – Rebecca Ricketts, CES Manager, Office of Care Coordination

- Rebecca Ricketts provided an update on the CES Policies and Procedures. The draft CES Policies and Procedures were available for public feedback in September and approved by the PPS Committee in October. The proposed changes were continued by the CoC Board to a future meeting in response to public feedback received.
- The Office of Care Coordination will work with victim service providers and stakeholders to incorporate additional feedback into the draft CES Policies and Procedures. If there are significant changes proposed, an additional public feedback period would be opened.
- The Survivor Stakeholder Ad Hoc recommended creating an ad hoc to review and make recommendations on the Survivor Assessment Tool.
- The anticipated timeline is to bring the draft CES Policies and Procedures and Survivor Assessment Tool to the PPS Committee is December 12, 2023, and CoC Board on December 20, 2023.
- Christina Weckerly Ramirez acknowledged importance of feedback to consider from Survivor Stakeholder Ad Hoc.
- Christina Weckerly Ramirez tasked the Office of Care Coordination to create an ad hoc to review the Survivor Assessment Tool and make recommendations to the PPS Committee.

### Public Comment

- John Underwood asked when and where did Project Based Housing begin to supplement and even supplant the traditional tenant-based housing vouchers and what is the standing of people experiencing homelessness in the CES if they are separated from their project-based apartment vouchers due to a desired move or eviction.
- Helen Cameron stated the recommended action is a positive recommendation to receive valuable feedback from the Survivor Stakeholder Ad Hoc.
- Carrie Buck as Executive Director of the Family Solutions Collaborative (FSC) has been engaging membership on challenges experienced in the homeless service system and has heard from providers of the need for continued improvement in the system for survivors. Carrie expressed support of ad hoc being created.

### **4. CES Training Ad Hoc Updates/Recommendations** – Rebecca Ricketts, CES Manager, Office of Care Coordination

- Rebecca Ricketts provided an overview of the recommendations from the CES Training Ad Hoc, including a vision and values statement as well as the following training topic recommendations: CES 101, Customer Service Training, Community Events, Assessment Training, HMIS Data Entry, CES Policies and Procedures, CES Agency Administrator Training. The CES Training Ad Hoc also recommended the development of a CES

operational guide. Rebecca Ricketts acknowledged attendees on meeting who participated on ad hoc and invited Chair Christina Weckerly Ramirez to open conversation for further comments from the CES Training Ad Hoc.

- Christina Weckerly Ramirez asked for additional information on the CES Training Ad Hoc recommendation for Community Events and asked for comments from the CES Training Ad Hoc.
- Rebecca Ricketts noted this is to ensure partners and community members who engage people experiencing homelessness, but are not formal CES partners, can be informed on CES and provided knowledge on how to link people to CES (i.e. Homeless Liaison Officers, librarians, school liaisons).
- Jackie Martinez, Jamboree Housing, who participated in ad hoc and shared the importance of and value in educating partners that do not work in the homeless service system or as CES access points. Jackie Martinez noted that having a standardized training that can be shared with external and internal stakeholders is valuable and needed.
- Christina Weckerly Ramirez asked about increasing capacity of service providers in providing CES as a service (i.e., skill/professional development, baseline knowledge).
- Rebecca Ricketts stated three main trends in the CES Training Ad Hoc discussions: 1) Training to reach a broad range of people; 2) Building capacity in customer service – acknowledging need for effective communication and collaboration across system; 3) Building tools and resources related to policies and procedures – being person centered and supported within structure of policies and procedures.
- Christina Weckerly Ramirez expressed concerns for trauma informed and cultural humility training under CES Policies and Procedures and the availability of these trainings.
- Rebecca Ricketts shared that training resources can be added to a “living training document.” The CES Training Ad Hoc recommended that these concepts should be integrated into all trainings, which is why foundational skills such as trauma informed services and cultural humility training are not included as separate training topics.

### Public Comment

- Helen Cameron commented that these training concepts should be shared with groups such as the Behavioral Health Advisory Board. Helen Cameron noted there continues to be a disconnect in the System of Care and these solutions should be shared particularly given the Mental Health Services Act modernization proposals.
- Paul Kaiser noted that he made recommendations for training and 90-day inactivity policy in the Homeless Management Information System (HMIS). Paul Kaiser noted that additional training for community partners can be valuable and communication on 90-day inactivity policy is needed. Paul Kaiser also supported the recommendation for a policy change related to 90-day inactivity policy. Paul Kaiser identified the Community Events as an opportunity for CES Access Point representatives to make quick linkages.
- Rebecca Kovacs-Stein stated she does not agree with Paul’s comment. Rebecca Kovacs-Stein noted training is needed and acknowledging high turnover in case managers.
- Maura Mikulec provided comment on the Community Events.
- Carrie Buck stated that FSC provides technical assistance to FCES Access Points to support providers.

**5. CES Dashboard Ad Hoc Updates/Recommendations** – Rebecca Ricketts, CES Manager, Office of Care Coordination

- Rebecca Ricketts provided a summary of the activities of the CES Dashboard Ad Hoc to date. The CES Dashboard Ad Hoc will continue to meet and provide recommendations to the CES Steering Committee meeting at a future meeting.

Public Comment

- Maura Mikulec expressed gratitude for Rebecca the housing gaps analysis shared by Rebecca Ricketts during a previous CES Steering Committee meeting. Maura Mikulec asked if it was included in the dashboard, as this is valuable for the public. Maura Mikulec noted the housing gaps analysis could be used at Community Events or trainings to inform narratives of the homeless service system. Maura Mikulec shared that Orange County United Way will be hosting Homelessness 101 training and there is a desire to share information broadly related to housing and service needs.

**6. CoC Updates** – Felicia Boehringer, CoC Administrator, Office of Care Coordination

- Felicia Boehringer shared that the Office of Care Coordination is seeking qualified applicants for the position of CES Staff Specialist. Interested and eligible applicants can view the job listing and apply for the position at <https://www.governmentjobs.com/careers/oc>.
- An update was provided on the fiscal year (FY) 2024 HMIS Data Standards, which includes updates to the CES data collection requirements that went into effect on October 1, 2023.
- Felicia Boehringer provided an update on the 2024 Point In Time Count that will be completed during the last ten days of January. More information about the 2024 Point In Time Count will be available soon.
- Christina Weckerly Ramirez encouraged people to participate in the 2024 Point In Time Count and encourage others to participate as well.

Public Comment

- No public comment.

**Next Meeting:** Wednesday, January 3, 2024, from 2:00 p.m. – 3:00 p.m.