



Coordinated Entry Steering Committee
March 7, 2024

Agenda

Call To Order – Andrew Crow, Committee Chair

- 1. Welcome and Introductions – Andrew Crow, Committee Chair**
- 2. Coordinated Entry System (CES) Updates – Rebecca Ricketts, CES Manager, Care Coordination**
 - a. Individual CES** – Tianna Terry, Individual CES Manager, Friendship Shelter
 - b. Family CES** – Daniel Garcia, Program Manager, Family Solutions Collaborative
 - c. Veteran Registry** – Rebecca Ricketts, CES Manager, Office of Care Coordination
 - d. Transitional Aged Youth Registry** – Rebecca Ricketts, CES Manager, Office of Care Coordination
 - e. Survivor CES** – Rebecca Ricketts, CES Manager, Office of Care Coordination
 - f. Virtual Front Door** – Amy Arambulo, Director, Community Impact, OC United Way
- 3. CES Policies and Procedures Updates – Rebecca Ricketts, CES Manager, Office of Care Coordination**
- 4. CES Dashboard Ad Hoc Updates – Rebecca Ricketts, CES Manager, Office of Care Coordination**
- 5. CoC Updates – Felicia Boehringer, CoC Administrator, Office of Care Coordination**
- 6. Next Meeting: May 1, 2024, from 2:00 p.m. – 3:00 p.m. in person at 1501 E St Andrew Pl, Santa Ana, CA 92705**

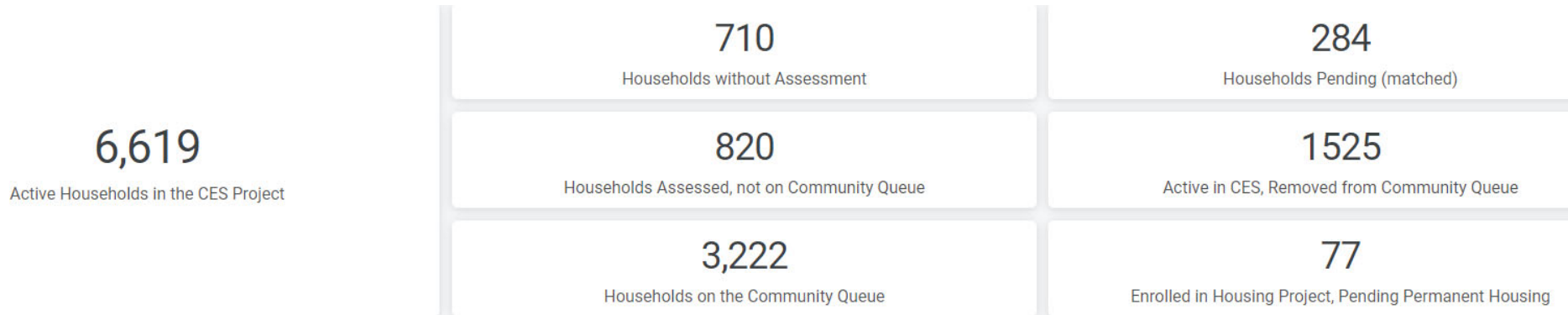
**Welcome and Introductions
&
Public Comments**

Coordinated Entry System (CES) Updates

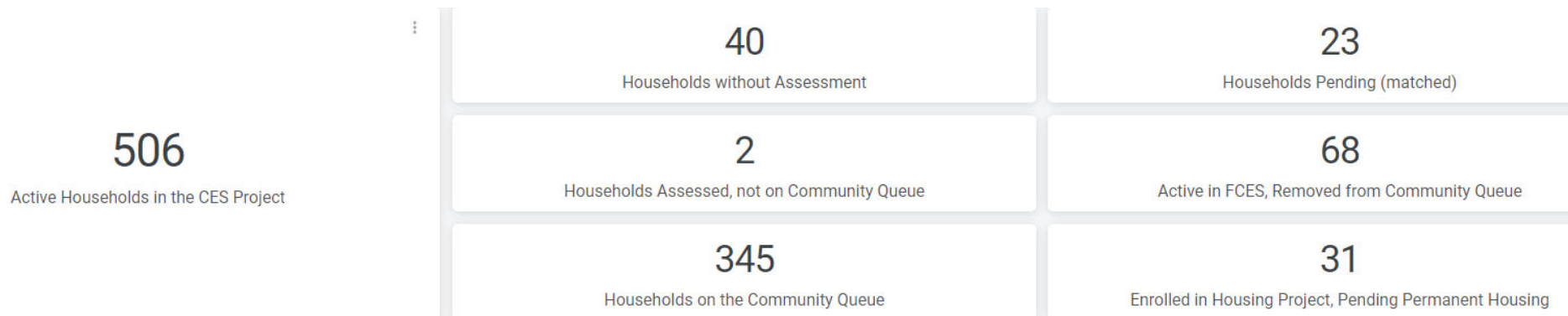
**Rebecca Ricketts, CES Manager,
Office Of Care Coordination**

Business Calendar – Item #2

Individual CES Dashboard



Family CES Dashboard



Business Calendar – Item #2



Family Homelessness in OC, CA – January 2024

Families Currently Experiencing Homelessness



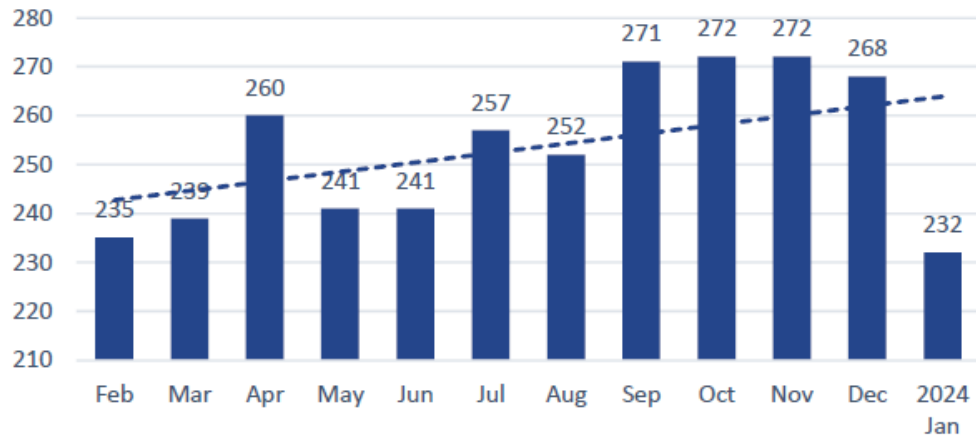
478 Total Families Receiving Family CES Services

Data as of February 1st

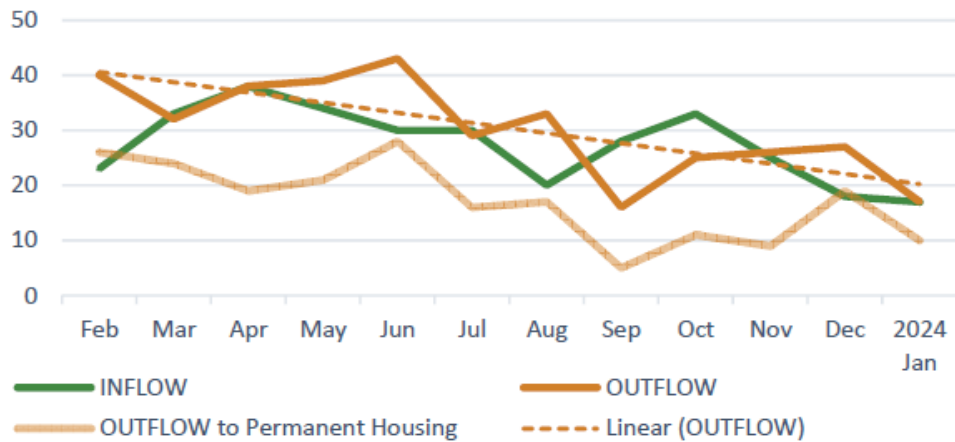


Veteran Registry Dashboard

Homeless Veterans on Veteran Registry



Inflow vs. Outflow by Month



Currently, there are 232 veterans on the Veteran Registry. In the previous 12 months, 205 veterans have been housed in permanent, stable housing. Over 30 agencies, including the VA Community Resource and Referral Center, outreach providers, and shelter providers, continue to meet weekly to coordinate housing and services for veterans experiencing homelessness in Orange County. In the past 12 months, there has been a 1% decrease in the number of veterans experiencing homelessness in Orange County.

Homeless Veterans

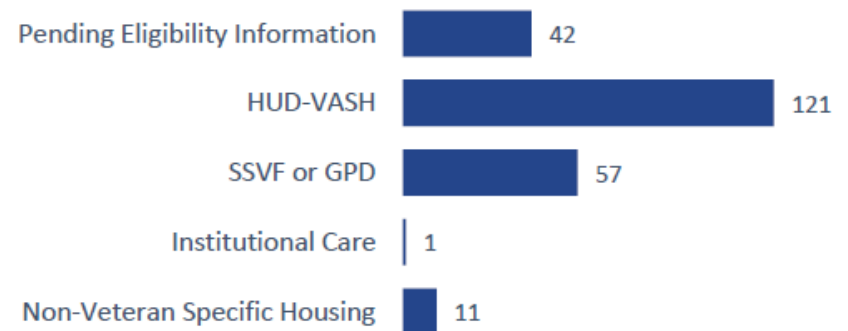
232

Veterans Housed

205

2/1/23-1/31/24

Permanent Housing Plan



	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Total	
INFLOW	23	33	38	34	30	30	20	28	33	25	18	17	329	
OUTFLOW	40	32	38	39	43	29	33	16	25	26	27	17	365	
OUTFLOW to Permanent Housing	26	24	19	21	28	16	17	5	11	9	19	10	205	
OUTFLOW exceeded INFLOW	✓			✓	✓		✓			✓	✓		✓	
Homeless Veterans on Veteran Registry	235	239	260	241	241	257	252	271	272	272	268	232		

Business Calendar – Item #2

Transitional Aged Youth CES Dashboard

251 Active TAY in the CES Project	85 TAY Households not on Community Queue
	156 TAY Households on the Community Queue
	10 TAY Households Pending (matched)

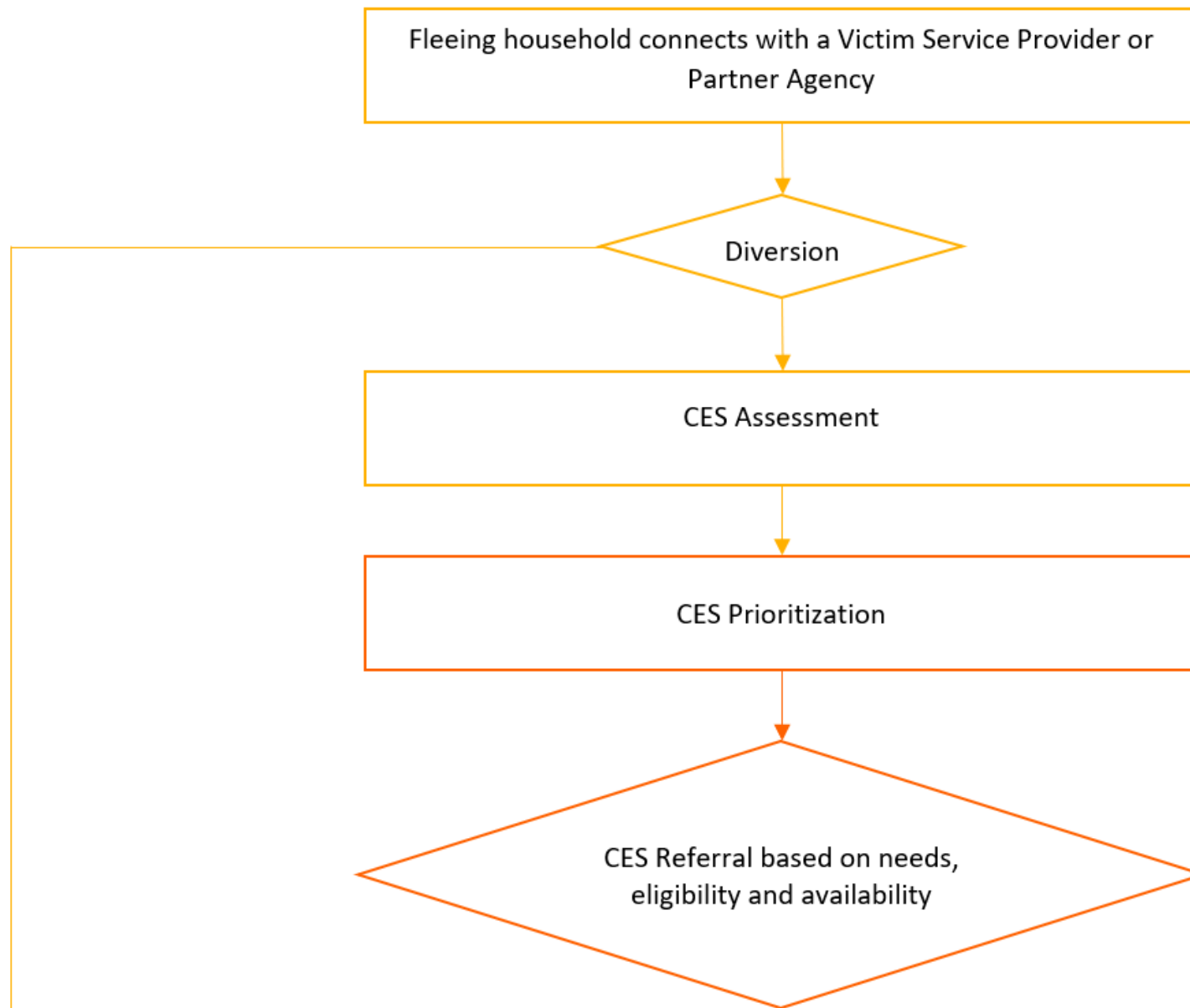
Housing Interests	Households	%
Rapid Rehousing	111	71%
Other Permanent Housing	129	83%
Permanent Supportive Housing	80	51%
TOTAL HOUSEHOLDS ASSESSED	156	

Business Calendar – Item #2

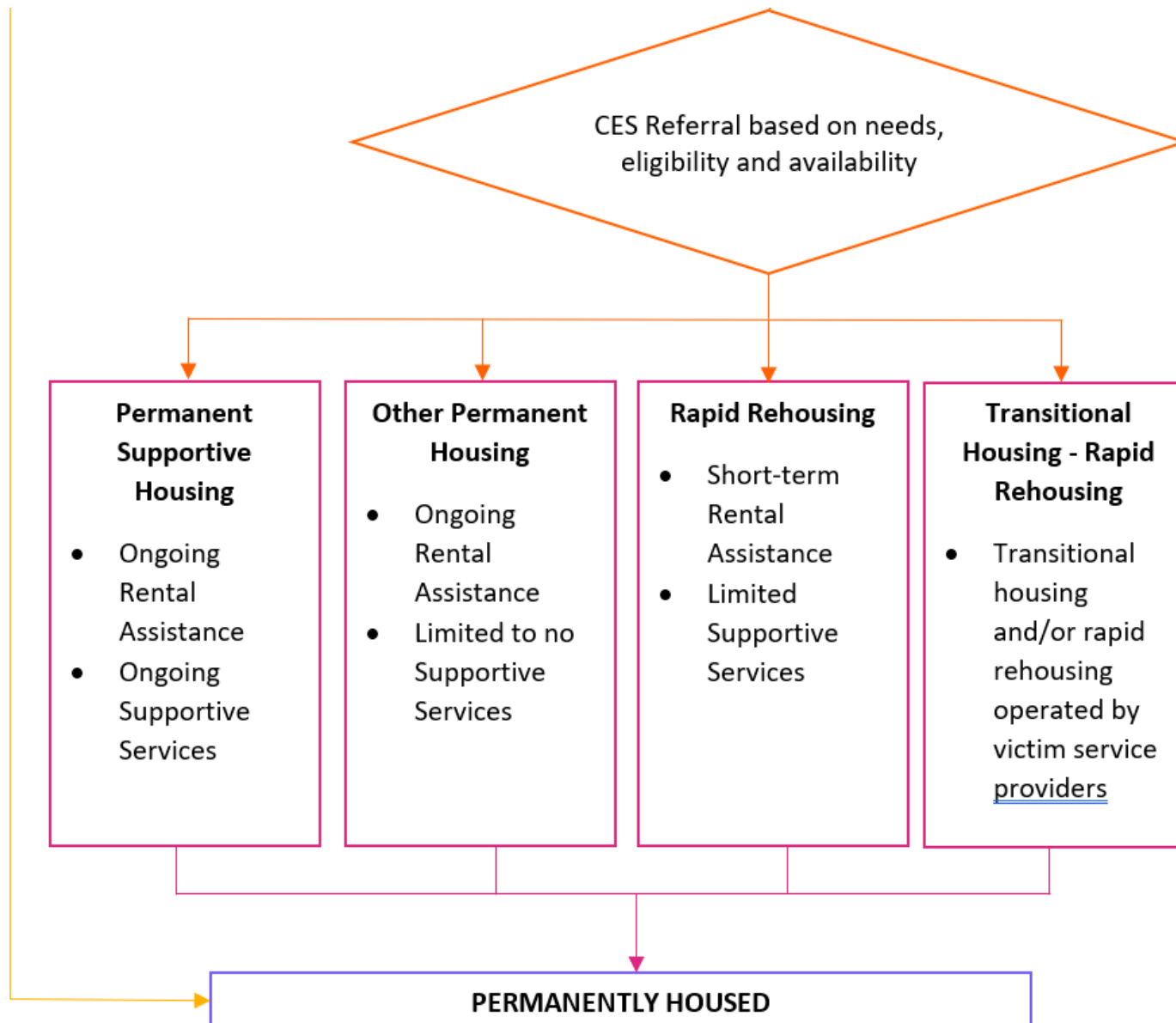
CES for Survivors

- The Office of Care Coordination worked closely with Homebase, a national technical assistance provider in the field of housing and homelessness, to facilitate a DV Survivor Stakeholder ad hoc and listening sessions with survivors to draft CES policies and procedures for DV survivors.
- After a public feedback period and an extensive review process, the CoC Board approved the updated CES Policies and Procedures on **December 20, 2023**.
- The Office of Care Coordination, as the CES Lead, began the implementation of CES for Survivors on **January 1, 2024**, including providing CES Partner training.
- Survivor Assessments began on **February 16, 2024**. No Survivor Assessments have been submitted to CES.
- Victim service providers are reporting that housing funds have largely been exhausted for the current program year, so survivor dedicated housing resources are extremely limited.

Business Calendar – Item #2



Business Calendar – Item #2



Business Calendar – Item #2

Virtual Front Door Housing Data

10/01/23 - 12/31/23

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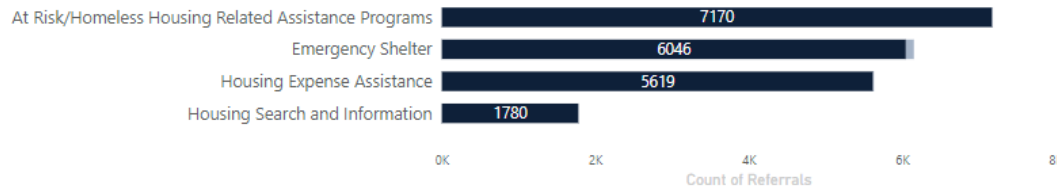


All Housing Contact Information

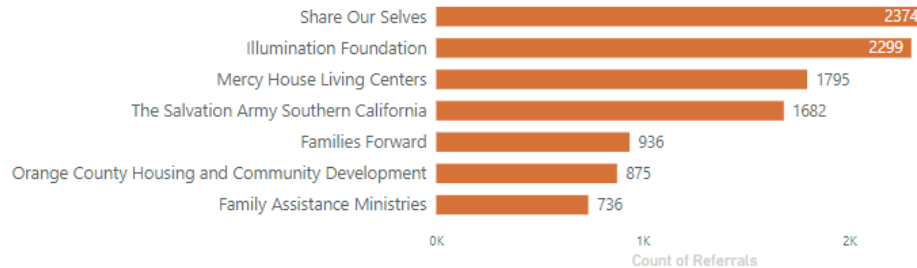
[Click here](#) for a glossary of housing taxonomy definitions

Housing Needs by Referral Type

Updated NeedWasUnmet ● Met ● Unmet



Referrals by Agency



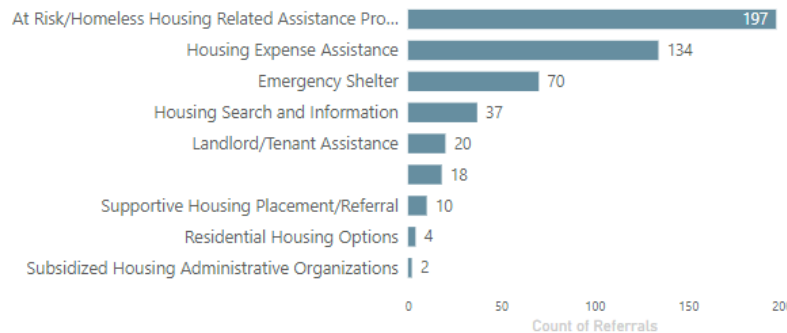
Veteran Information

Veteran Contacts with Housing Needs

496

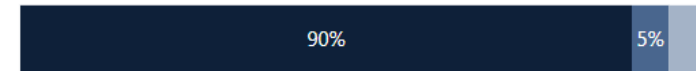
Veterans who contact 211 can opt in to care coordination for specialized navigation through the veteran program landscape. The Veteran Care Coordinator gathers intake information, provides initial I&R resources, makes a warm hand-off to a peer navigator, conducts follow-up, and provides intake through closed-loop case management reporting across all veteran agencies.

Veteran Housing Needs by Referral Type



Crisis, Critical & Vulnerable Calls

● Crisis ● Critical ● Vulnerable



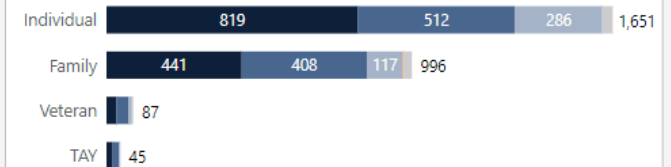
Homeless Contact Information

Homeless Contact Household Type



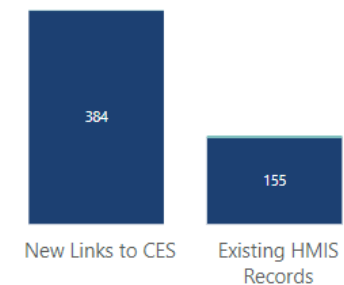
Referrals to Access Points For Homeless Contacts

Hover to see detailed counts of each agency referred to SPA ● North ● Central ● South ● Outside of OC ● Unknown



Homeless Contacts With HMIS Profiles

● Family Coordinated Entry Assistance ● Veteran Coordinated Entry Assistance



CES Policies and Procedures Updates

Rebecca Ricketts, CES Manager,
Office of Care Coordination

Business Calendar – Item #3

CES Policies and Procedures Update

- Updated CES Policies and Procedures were approved by the Continuum of Care Board on **December 20, 2023**.
- CES began implementing the updated CES policies and procedures on **January 1, 2024**, including the updates below:
 - CES for Survivors
 - ❖ Incorporate CES for Survivors into the CES Policies and Procedures, including the key components of CES: access, assessment, prioritization and referral.
 - Assessment Updates
 - ❖ Adopt the use of the following CES assessments: Pre-Assessment Screening, Shelter Assessment, Housing Assessment, Survivor Assessment, Stepping Up Assessment, Moving On Assessment and Prevention Assessment.
 - Establish a Disaster Prioritization Policy
 - ❖ Add a policy for prioritizing resources in the event of a local, state or national disaster.
 - Adopt Clarifying Language
 - ❖ Clarify language related to expanding resources available through CES, definitions and regulations, roles and responsibilities, the use of case conferencing, and exits from CES.

CES Dashboard Ad Hoc Updates

Rebecca Ricketts, CES Manager,
Office of Care Coordination

Business Calendar – Item #4

CES Dashboard Ad Hoc

- The CES Dashboard Ad Hoc composed of representatives from CES partner agencies met in October and November, to review and discuss existing data and reports available for CES.
- The OC HMIS Lead, OC United Way, is working on developing the dashboard based on feedback from the CES Dashboard Ad Hoc.
- The CES Dashboard Ad Hoc will meet in March to review and discuss the draft dashboard.
- The CES Dashboard Ad Hoc will continue to report progress and recommendations to the CES Steering Committee.

Continuum of Care Update

**Felicia Boehringer, CoC Administrator,
Office of Care Coordination**

Business Calendar – Item #5

FY 2023 CoC Program Award Announcement

- On, January 29, 2024, HUD announced \$3.2 billion in Fiscal Year (FY) 2023 CoC Competition Awards to approximately 7,000 local homeless housing and service programs across the United States and its territories.
- The Orange County CoC has been awarded **\$34,301,133 for FY 2023**.
- The funding represents
 - ❖ 24 renewal projects, including the Homeless Management Information System (HMIS) and CES components
 - ❖ One new project awarded to Families Forward created through reallocation
 - ❖ CoC Planning Grant

Business Calendar – Item #5

Total Annual Renewal Amount Awarded: \$32,801,133

Total CA-602 FY2023 Award Amount: \$34,301,133

CoC Planning Awarded: \$1,500,000

Project Ranking	Applicant Name	Project Name	Project Component	Total Applied	Total Awarded
1	Pathways of Hope	PSH for Families	PSH	\$346,067	\$371,107
2	Anaheim Supportive Housing, Inc.	Tyrol Plaza Senior Apartments	PSH	\$231,212	\$242,702
3	Mercy House Living Centers	OC PSH Collaboration Project II - Expansion	PSH	\$2,298,858	\$2,458,279
4	Orange County Housing Authority	#1 Consolidated Continuum of Care TRA 2023 Renewal Project	PSH	\$4,472,267	\$4,910,855
5	Serving People in Need	CoC Rapid Re-Housing 2023	RRH	\$629,234	\$668,258
6	Orange County Housing Authority	Jackson Aisle Continuum of Care TRA 2023 Renewal Project	PSH	\$389,050	\$422,110
7	Interval House	Rapid Rehousing Program	RRH	\$234,783	\$257,331
8	Interval House	Domestic Violence Transitional Housing- Rapid Rehousing Program	Joint TH-RRH	\$946,775	\$1,018,919
9	Friendship Shelter, Inc.	Friendship Shelter Rapid Re-Housing	RRH	\$362,421	\$392,481
10	Friendship Shelter, Inc.	Henderson House Permanent Supportive Housing	PSH	\$632,877	\$670,222
11	Illumination Foundation	Stanton Multi-Service Center	PSH	\$472,533	\$502,365
12	Orange County Housing Authority	#3 Consolidated Continuum of Care TRA 2023 Renewal Project	PSH	\$2,957,977	\$3,249,601
13	Illumination Foundation	Street2Home OC Expansion	PSH	\$1,956,881	\$2,060,842
14	Mercy House Living Centers	OC PSH Collaboration Project	PSH	\$3,641,354	\$3,874,353
15	Orange County Housing Authority	#2 Consolidated Continuum of Care TRA 2023 Renewal Project	PSH	\$1,938,248	\$2,129,192
16	Orange County Housing Authority	#4 Consolidated Continuum of Care TRA 2023 Renewal Project	PSH	\$2,304,462	\$2,529,678
17	Mercy House Living Centers	Aqua PSH	PSH	\$295,784	\$304,429
18	Mercy House Living Centers	Mills End and PSH Leasing Consolidation	PSH	\$574,790	\$614,034
19	American Family Housing	Permanent Housing 2 FY2023	PSH	\$593,107	\$627,053
20	Mercy House Living Centers	Mercy House - CoC Leasing - Renewal	PSH	\$539,006	\$575,240
21	American Family Housing	Permanent Housing Collaborative FY2023	PSH	\$384,629	\$403,927
22	County of Orange	Coordinated Entry System SSO Grant 2023	HMIS	\$1,481,239	\$1,481,239
23	Orange County's United Way (Orange County United Way)	HMIS Consolidated Community Support NOFO 2023	SSO-CES	\$650,575	\$650,575
24	Human Options	DV Bonus Project	Joint TH-RRH	\$82,369	\$82,369
			Tier 1 Total	\$28,445,805	\$30,497,161
	Human Options	DV Bonus Project	Joint TH-RRH	\$1,559,007	\$1,688,487
25	Families Forward	Rapid Rehousing for Families (Reallocation)	RRH	\$579,869	\$615,485
26	Interval House	Domestic Violence Transitional Housing - Rapid Rehousing Program (DV Bonus)	Joint TH-RRH	\$2,076,061	
27	Friendship Shelter, Inc.	Henderson House Permanent Supportive Housing Expansion (CoC Bonus)	PSH	\$2,138,876	
			Tier 2 Total	\$6,353,813	\$2,303,972
			CoC Application Total	\$34,770,311	\$32,801,133

Business Calendar – Item #5

FY 2023 CoC Program Competition Debriefing

CoC Application

- Orange County CoC Total Application Score: 158 points of 200 Total Points

Overall Scores for all CoCs

- Highest Score for any CoC: 185.5
- Lowest Score for any CoC: 54.4
- Median Score for all CoCs: 151.5

CoC Domestic Violence (DV) Bonus Score

- Orange County CoC Total DV Bonus Application Score: 83.2 points of 100 Total Points

Overall DV Bonus Scores for all CoCs

- Highest Score for any CoC: 94.98
- Lowest Score for any CoC: 34.79
- Median Score for all CoCs: 78.31

FY 2023 CoC Program Debriefing Office Hours

- The Office of Care Coordination attended the HUD-sponsored Office Hours that took place today, February 28, 2024, from 10:30 a.m. – 1:00 p.m., to debrief on the FY 2023 CoC Program Competition.

Business Calendar – Item #5

2024 Point In Time Count

- Thank you to all volunteers!
- A special thank you to CalOptima Health and Orange County United Way for their donations!
- Over 1,100 volunteers collectively contributed more than 4,000 hours of service, with 392 volunteers in the North Service Planning Area (SPA), 435 volunteers in the Central SPA, and 273 volunteers in the South SPA.
- Volunteers assembled over 6,000 hygiene kits and snack packs.
- The Office of Care Coordination expects the 2024 Point In Time Count results in early May.



Business Calendar – Item #5

Brown Act Update

- At this time, the CoC Board and all associated committees are to adhere to the Ralph M. Brown Act (Brown Act) requirements.
- The Office of Care Coordination received legal counsel and guidance that all committee meetings are to transition to being held in person, as the COVID-19 State of Emergency has ended and impacted allowance of continued teleconferencing without just cause and emergency circumstances.
- Moving forward, committee meetings will be held in-person while the Office of Care Coordination continues exploring additional opportunities to increased engagement.

Next Meeting

May 1, 2024, from 2:00 p.m. – 3:00 p.m.

In-Person at

1501 E. St Andrew Pl., Santa Ana, CA 92705

