

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

Thursday, March 7, 2024

9:00 a.m. – 10:00 a.m.

**Location: Virtually on 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:** Andrew Crow, Scholarship Schools

**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** – Andrew Crow, 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. Members of the public may address the CES Steering Committee with public comments on agenda items 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.

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.

Members of the public may also submit public comment by emailing [CareCoordination@ocgov.com](mailto:CareCoordination@ocgov.com). All comments submitted via email or at least 24 hours before the start of the meeting will be distributed to the CES Steering Committee members and all comments will be added to the administrative records of the meeting. Please include “CES Steering Committee Meeting Comment” in the email subject line.

## Public Comment

- No public comment.

### **1. Welcome and Introductions** – Andrew Crow, Chair

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

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

- As of March 1st, Individual CES (ICES) had 6,619 active households in the CES Project. Of the active ICES households, 3,222 households were on the Community Queue awaiting housing. A summary of ICES data and outcomes was provided for the 2023-24 program year starting July 1, 2024.
- Due to significant growth in ICES and the need for ongoing technical assistance, CES partners are encouraged to attend ICES Office Hours to address questions and receive CES related support from the ICES Service Planning Area Administrators.
- 107 participants are currently waiting on the ICES bed reservation system for an emergency shelter referral. There are currently five emergency shelters participating in the ICES bed reservation system.

#### **b. Family CES** – Daniel Garcia, Program Manager, Family Solutions Collaborative

- The Family CES (FCES) reported having 506 active households in the CES Project. Of the active FCES households, 284 households were on the Community Queue awaiting housing. A summary of the FCES snapshot report for January 2024 was provided.
- 75 households are waiting on the FCES bed reservation system for an emergency shelter referral.

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

- Currently, there are 232 veterans experiencing homelessness on the Veteran Registry. From February 1, 2023, through January 31, 2024, 205 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 251 TAY households on the TAY Registry. Of the active TAY households, 156 TAY households were on the Community Queue awaiting housing.

- Of the TAY households on the Community Queue, 71% are interested in rapid rehousing, 83% are interested in other permanent housing (ex. Housing Choice Voucher), and 51% are interested in permanent supportive housing.

**e. Survivor CES**– Rebecca Ricketts, CES Manager, Office of Care Coordination

- CES Policies and Procedures for CES for Survivors of domestic violence and human trafficking (SCES) were approved in December 2023.
- SCES began accepting assessments on February 16, 2024, but no assessments have been submitted to SCES yet.
- There are currently no survivor-dedicated housing resources available.
- Survivors will be considered for housing resources not specifically dedicated to Survivors.
- An overview of the SCES workflow was reviewed.

**f. Virtual Front Door** – Amy Arambulo, Director, Community Impact, Orange County United Way (OCUW)

- 53% of total calls have been for housing needs, including over 2,739 referrals to CES access points from October 1, 2023 to December 31, 2023.
- OCUW will include referrals to SCES in the next quarterly report.

Public Comment

- No public comment.

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

- The updated CES Policies and Procedures were approved by the CoC Board on December 20, 2023, and were implemented starting January 1, 2024.
- The CES Steering Committee discussed how the disaster policy came about, including learning from efforts to respond to the COVID-19 pandemic and local disasters such as fires, floods, and other natural disasters.

Public Comment

- Mia Ferreira asked how feedback can be provided on the CES Policies and Procedures and how often CES Policies and Procedures are reviewed by the CES Steering Committee.

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

- The CES Dashboard Ad Hoc comprised of community partners continue to meet to discuss a standardized CES dashboard.
- The CES Dashboard Ad Hoc provided recommendations to the Orange County Homeless Management Information System (OC HMIS) Lead. The OC HMIS Lead is working on developing the dashboard for review by the CES Dashboard Ad Hoc.

## Public Comment

- No public comment.

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

- On January 29, 2024, U.S. Department of Housing and Urban Development (HUD) announced the FY2023 CoC Program funding, including the Orange County CoC award of \$34,301,133 .
- The Orange County 2024 Point and Time Count was completed in January 2024 and the results are expected to be released in mid-2024. 1,100 volunteers contributed more than 4,000 hours of service in support of the 2024 Point in Time Count.
- Due to the Brown Act, CoC Committees will transition to be held in person. The Office of Care Coordination will continue to explore additional opportunities to increase engagement.

## Public Comment

- Mia Ferreira asked about the Permanent Supportive Housing (PSH) Notice Of Funding Opportunity (NOFO) that will be issued by HUD.
- A comment in chat was made by John Underwood underscoring the importance of virtual meetings for accessibility.

**Next Meeting:** Wednesday, May 1, 2024, from 2:00 p.m. – 3:00 p.m. at 1501 East Saint Andrew Place, Santa Ana, CA 92705