



**Coordinated Entry Steering Committee  
May 1st, 2024**

# Agenda

## Call To Order – Andrew Crowe, Committee Chair

1. **Welcome and Introductions – Andrew Crowe, Committee Chair**
2. **Coordinated Entry System (CES) Updates – Rebecca Ricketts, CES Manager, Care Coordination**
  - **Individual CES** – Tianna Terry, Individual CES Manager, Friendship Shelter
  - **Family CES** – Daniel Garcia, Program Manager, Family Solutions Collaborative
  - **Veteran Registry** – Rebecca Ricketts, CES Manager, Office of Care Coordination
  - **Transitional Aged Youth Registry** – Rebecca Ricketts, CES Manager, Office of Care Coordination
  - **Virtual Front Door** – Amy Arambulo, Director, Community Impact, OC United Way
3. **CES Assessment Recommendations– Rebecca Ricketts, CES Manager, Care Coordination**
4. **CES Dashboard Ad Hoc Updates – Erin DeRycke, Director, Data Analytics, United Way OC**
5. **CoC Updates – Felicia Boehringer, CoC Administrator, Office of Care Coordination**
6. **Next Meeting: Wednesday, July 3, 2024, from 2:00 p.m. – 3:00 p.m.**

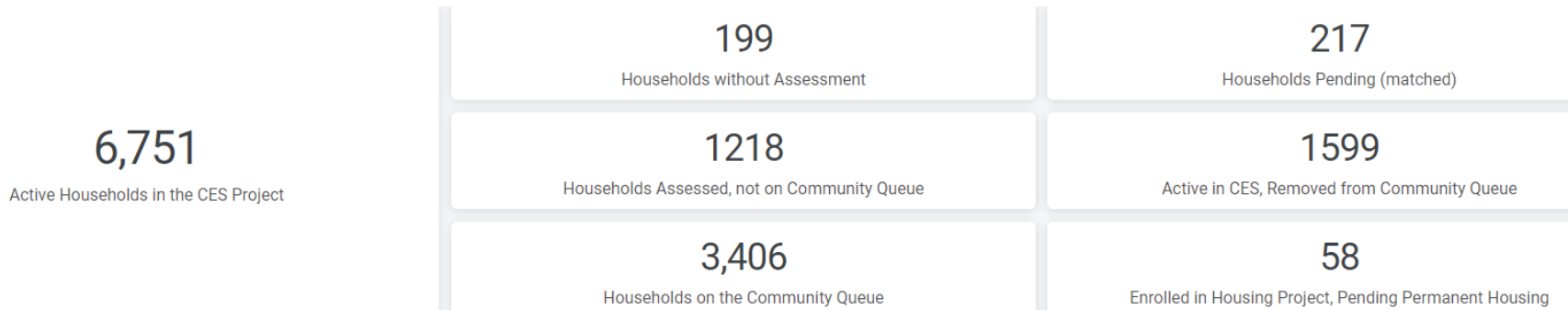
**Welcome and Introductions  
&  
Public Comments**

# **Coordinated Entry System (CES) Updates**

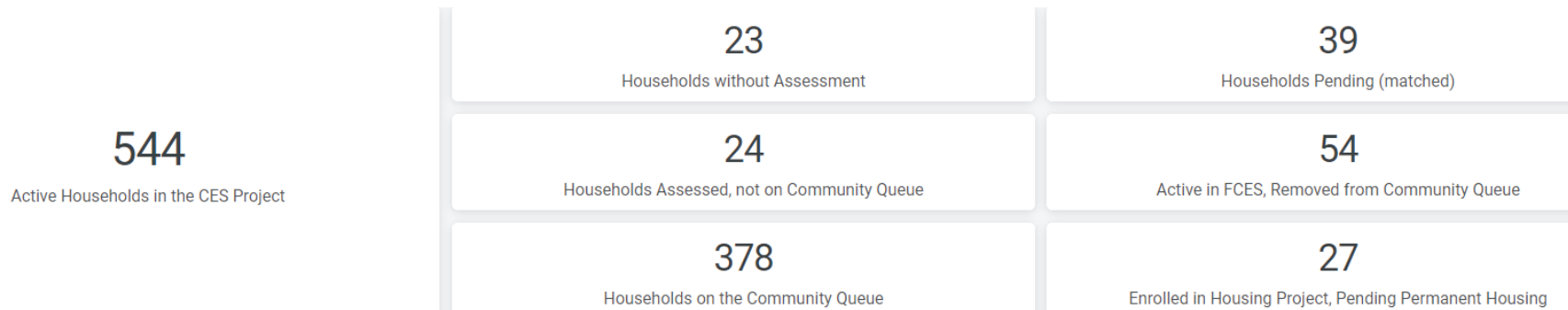
Rebecca Ricketts, CES Manager,  
Office Of Care Coordination

# Business Calendar – Item #2

## Individual CES Dashboard



## Family CES Dashboard



# Business Calendar – Item #2



**Total participants currently on the ICES CQ: 3406**



Number of seniors (62+) on the CQ: **639**



Participants whose housing desires include RRH: **1543**



Participants whose housing desires include a Voucher: **3177**



Participants whose housing desires include PSH: **3027**

*\*All figures reflect current community queue data.*

# Business Calendar – Item #2



Family Homelessness in OC, CA – March 2024

## Families Currently Experiencing Homelessness

713



Homeless adults

314



Homeless children  
age 0-5

612



Homeless children  
age 6-17



517 Total Families Receiving Family CES Services

Data as of April 1<sup>st</sup>

605

Family Service Request  
Forms Received

106

Families Waiting  
for Shelter



21

Families Reconnected  
to Support System to  
Resolve Homelessness



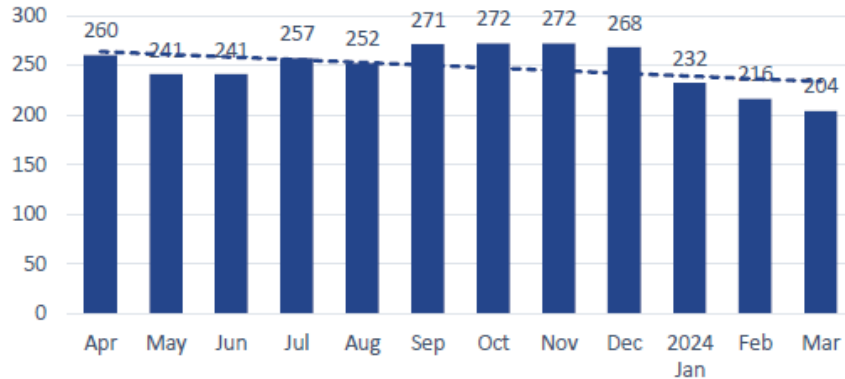
14

Families Who Moved  
into Housing

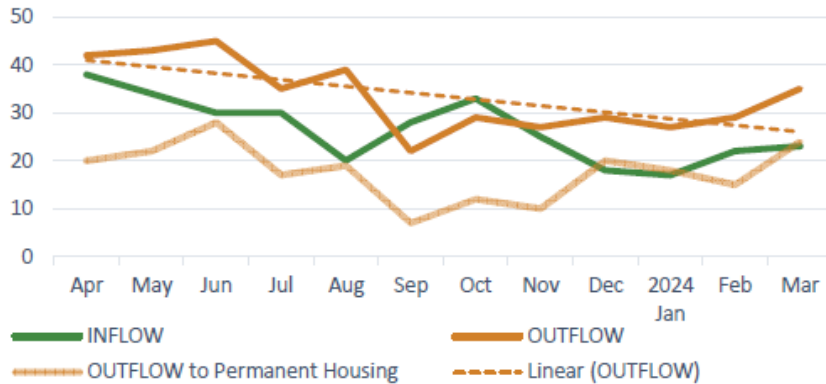
\*Shelters: emergency shelter, motel/pod by third party, etc. \*Unsheltered: not meant for habitation including car, tent, street \*\*Other living situations: institutional settings, at-risk of homelessness, etc.

# Veteran Registry Dashboard

## Homeless Veterans on Veteran Registry



## Inflow vs. Outflow by Month



Currently, there are 204 veterans experiencing homelessness on the Veteran Registry. In the previous 12 months, 212 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 22% decrease in the number of veterans experiencing homelessness in Orange County.

Homeless Veterans

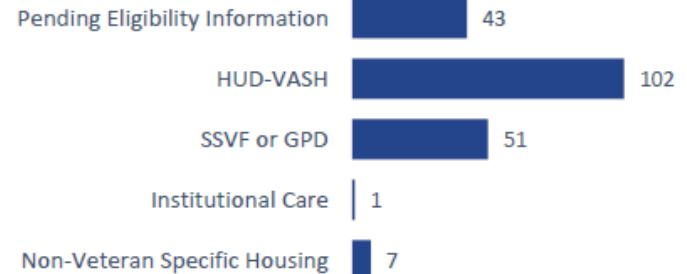
**204**

Veterans Housed

**212**

4/1/23-3/31/24

## Permanent Housing Plan



2024

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>INFLOW</b>	38	34	30	30	20	28	33	25	18	17	22	23	318
<b>OUTFLOW</b>	42	43	45	35	39	22	29	27	29	27	29	35	402
<b>OUTFLOW to Permanent Housing</b>	20	22	28	17	19	7	12	10	20	18	15	24	212
<b>OUTFLOW exceeded INFLOW</b>	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓
<b>Homeless Veterans on Veteran Registry</b>	260	241	241	257	252	271	272	272	268	232	216	204	



# Business Calendar – Item #2

## Transitional Aged Youth CES Dashboard

<b>262</b> Active TAY in the CES Project	<b>122</b> TAY Households not on Community Queue
	<b>140</b> TAY Households on the Community Queue
	<b>12</b> TAY Households Pending (matched)

<b>Housing Interests</b>	<b>Households</b>	<b>%</b>
Rapid Rehousing	100	71%
Other Permanent Housing	115	82%
Permanent Supportive Housing	75	54%
<b>TOTAL HOUSEHOLDS ASSESSED</b>	<b>140</b>	

# Business Calendar – Item #2

## Survivor CES Dashboard

**8**

Active Survivors in the CES Project

**8**

Survivor Households on the Community Queue

**2**

Survivor Households Pending (matched)

<b>Housing Interests</b>	<b>Households</b>	<b>%</b>
Transitional Housing – Rapid Rehousing	8	100%
Rapid Rehousing	8	100%
Other Permanent Housing	8	100%
Permanent Supportive Housing	8	100%
<b>TOTAL HOUSEHOLDS ASSESSED</b>	<b>8</b>	

# Virtual Front Door Housing Data

01/01/24 - 03/31/24

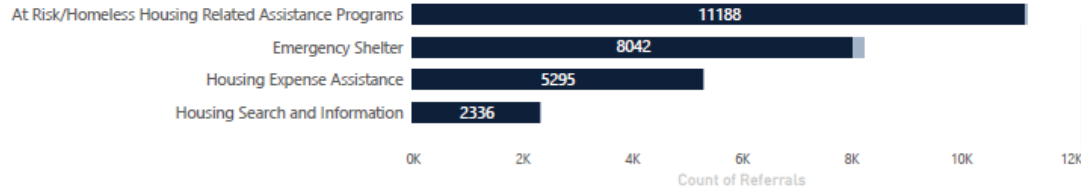
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## All Housing Contact Information

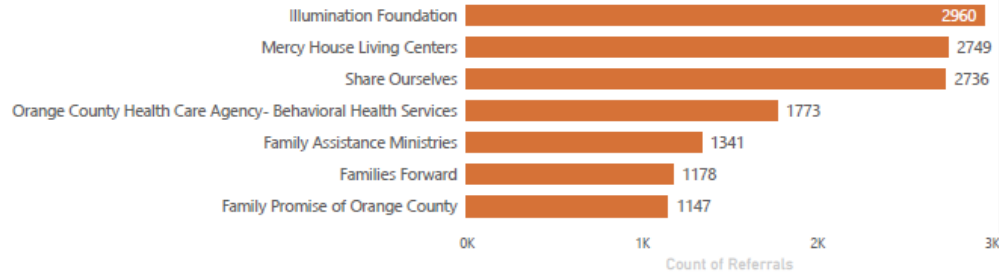
[Click here](#) for a glossary of housing taxonomy definitions

### Housing Needs by Referral Type

NeedWasUnmet ● Met ● Unmet



### Referrals by Agency



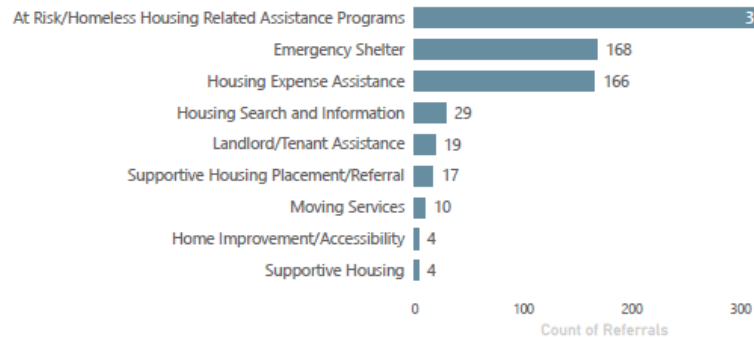
## Veteran Information

### Veteran Contacts with Housing Needs

832

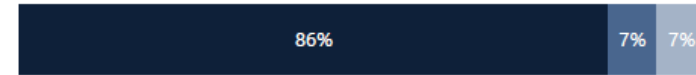
Veterans who contact 211 can opt in to care coordination for specialized navigation through the veteran program landscape. The Veteran Care Coordinator gathers intake information, provides initial I&R resources, makes a warm hand-off to a peer navigator, conducts follow-up, and provides intake through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

### Veteran Housing Needs by Referral Type



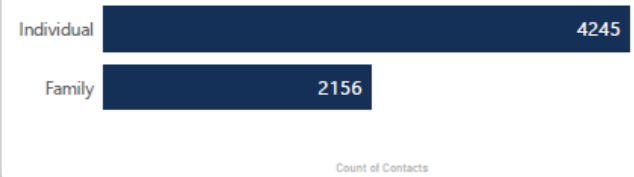
## Crisis, Critical & Vulnerable Calls

● Crisis ● Critical ● Vulnerable



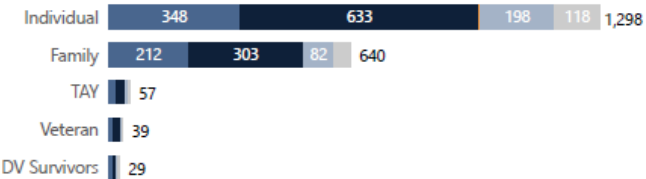
## Homeless Contact Information

### Homeless Contact Household Type



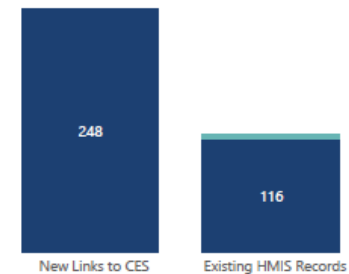
### Referrals to Access Points For Homeless Contacts

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



## Homeless Contacts With HMIS Profiles

● Family Coordinated Entry Assistance ● Veteran Coordinated Entry Assistance



**Coordinated Entry System (CES)  
Assessment Recommendations**

Rebecca Ricketts, CES Manager,  
Office Of Care Coordination

# Business Calendar – Item #3

- In response to feedback from people participating in CES, CES access points, Housing Providers and Shelter Providers, the CES Administrators recommend updating the CES Housing Assessment.
- Proposed changes:
  - Describe housing interest options
  - Add of accessibility questions

# Business Calendar – Item #3

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



**Rapid Re-Housing (RRH)** provides time-limited rental assistance paired with time-limited supportive services. There is no minimum income requirements 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.

1. Rapid Re-Housing  Yes  No



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

2. Housing Choice Voucher  Yes  No



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

3. Permanent Supportive Housing  Yes  No



## ACCESSIBILITY NEEDS

If you, or anyone in your household, have a disability, you may need accessible housing. This may mean you need ramps or wider entrances, space for medical equipment or a wheelchair, or special light switches, electrical outlets, and other fixtures.

If you, or anyone in your household, need accessible housing, you will only be considered for housing options that can meet your needs. There will be more housing options available to you if you do not need accessible housing.

These questions are about some common needs. If you have needs not covered by these questions, please list them at the end of the assessment.

1. Do you require a mobility accessible unit due to a physical disability?  Yes  No

2. Do you require a sensory accessible unit due to loss of hearing or sight?  Yes  No

3. Do you need some accommodations but not all the features of an accessible unit?  Yes  No

a. no stairs  Yes  No

b. grab bars  Yes  No

c. seat in tub or shower  Yes  No

d. other  Yes  No If other, please specify \_\_\_\_\_

4. Is there anything else about your accessibility needs that we should know?

# Business Calendar – Item #3

## Anticipated Next Steps:

May 1, 2024 – Lived Experience Advisory Committee Meeting

May 1, 2024 – CES Steering Committee Meeting

May 1, 2024 to May 10, 2024 – Public Feedback Period

May 14, 2024 – Policies, Procedures and Standards Committee Meeting

May 22, 2024 – Continuum of Care Board Meeting

# Business Calendar – Item #3

## Recommendation:

1. Approve updated CES Housing Assessment, including adding housing opportunity descriptions and accessibility questions for review and approval by the Policies, Procedures and Standards Committee.



# **CES Dashboard Ad Hoc Updates**

Erin DeRycke, Director of Data Analytics, United  
Way OC

# Background

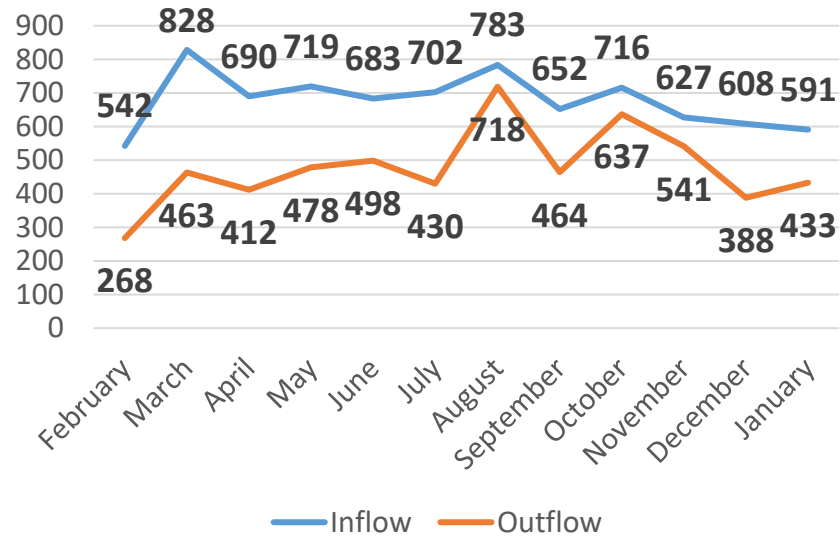
- CES Dashboard Ad Hoc was created to provide input on the development of a new CES Dashboard that would incorporate all CES components and standardize data
- Ad hoc met in October and November to discuss existing data, and in March to review proposed visualizations

# Dashboard Components

- Demographics
  - Age
  - Household Size
  - Household Composition
  - Disability
  - Disability Types
  - Chronically Homeless
  - Gender
  - Race/Ethnicity
  - SPA Prior to Entry

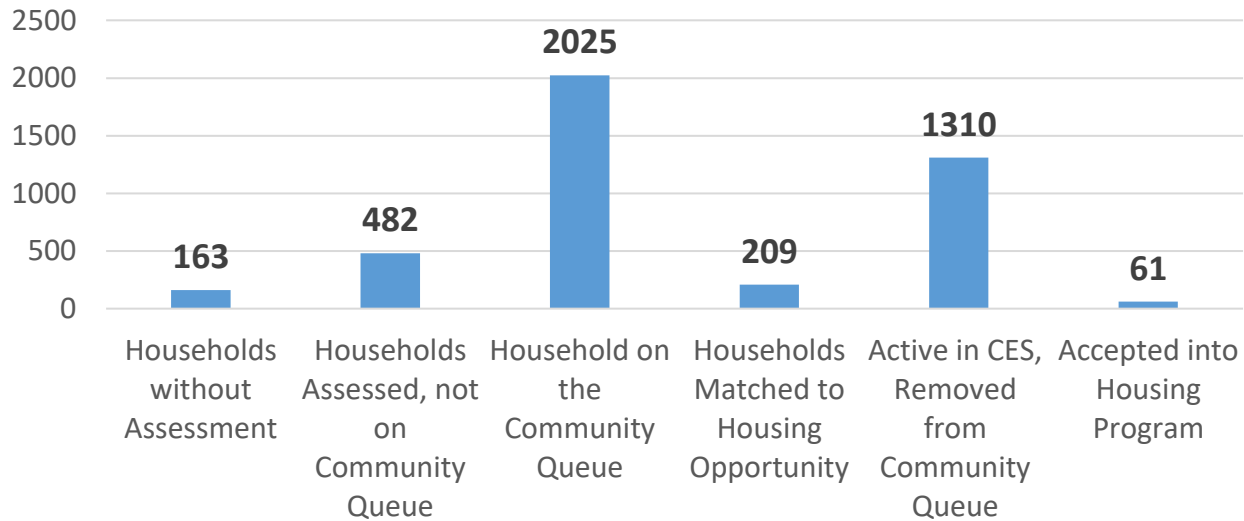
# Dashboard Components

- Inflow/Outflow



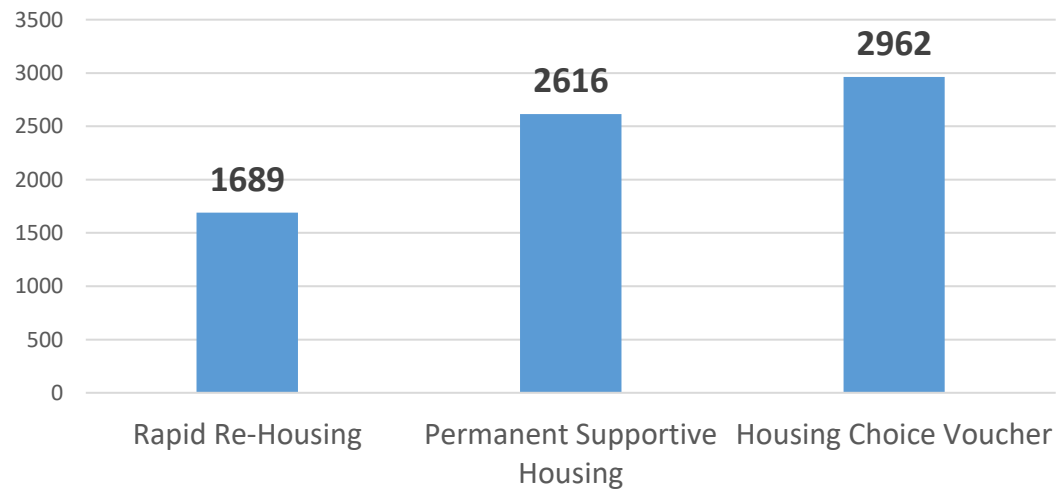
# Dashboard Components

- CES Status



# Dashboard Components

- Housing Plan

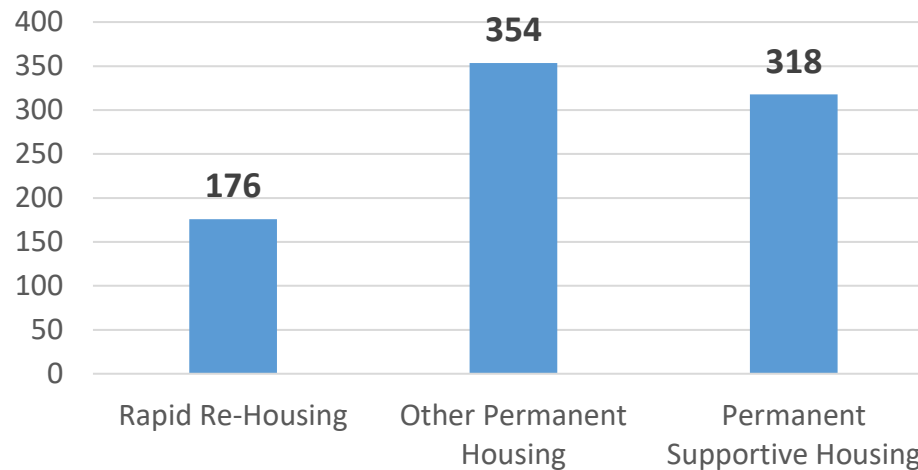


# Dashboard Components

- System Movement
  - Length of homelessness prior to CES enrollment
  - Days from enrollment to housing assessment
  - Days from assessment to housing community queue
  - Days from housing community queue to housing match
  - Days from housing match to move in date
  - Days on community queue without match
  - Days from enrollment to housing placement

# Dashboard Components

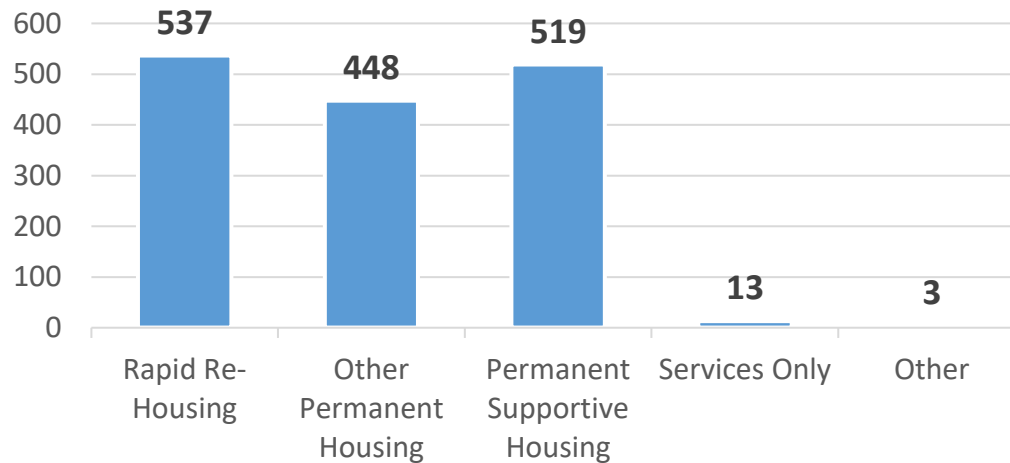
- Days in CES before Housing Placement





# Dashboard Components

- Housing Opportunities



# Filters

- CES Components (Individual, Family, Veteran, Youth)
- Reporting Period
- Demographics

# Next Steps

- Finalize dashboard for approval (dates may change)
  - CES Steering Committee – July
  - Lived Experience Committee – July
  - Policies, Procedures, and Standards Committee – July
  - CoC Board – August

# **Continuum of Care Update**

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

# Business Calendar – Item #5

## Planning for CoC Committee Charters Review

- The U.S. Department of Housing and Urban Development (HUD) mandates that each CoC develop and follow a governance charter that details and outlines the roles and responsibilities assigned by the CoC to the Board and all CoC committees.
- CoCs are to provide an annual review of their governance charters and provide any needed updates
- Each year, the Orange County CoC Board establishes a CoC Nominating Ad Hoc to support the annual review of the Orange County CoC Board Governance Charter and facilitate the CoC Board election process.
- Through feedback received from a HUD technical assistance coach and the CoC Board, the Office of Care Coordination noted that the Orange County CoC Board Governance Charter would need to undergo further revisions in Calendar Year 2024.

# Business Calendar – Item #5

## 2024 VAWA and Survivor Housing Community Conversations

- HUD is hosting a series of community conversations focused on successfully implementing the Violence Against Women Act (VAWA) and survivor-centered housing at the system, project, and human levels. Each conversation will feature a diverse panel of system leaders, project staff, and people with lived experiences from both the homelessness response and victim services worlds.

Title	Date and Time
Building a Better Emergency Transfer Plan	April 18, 2024 1:00 - 2:30 PM EDT
HMIS and Data-Sharing for Victim Services Providers and Survivors	May 16, 2024 1:00 - 2:30 PM EDT
Coordinated Entry and Housing Problem-Solving for Survivors	June 27, 2024 1:00 - 2:30 PM EDT

- For any questions on the VAWA and Survivor Housing Community Conversations, please email [trainings@hudexchange.info](mailto:trainings@hudexchange.info)

# **Next Meeting**

**Wednesday, July 3, 2024, from 2:00 p.m. – 3:00 p.m.,  
In-person at 1501 E St Andrew Pl, Santa Ana, CA 92705**

