

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

Wednesday, May 1, 2024
2:00 pm– 3:00 pm

Location:
Orange County Housing Authority
1501 East Saint Andrew
Place, Santa Ana, CA 92705
Parking is free of cost

Committee Chair: Andrew Crowe, 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 Crowe, 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 complete a Request to Address the Committee form prior to the beginning of each agenda item and submit it to Continuum of Care (CoC) staff. Staff will call your name in the order received.

Members of the public may also submit public comment by emailing 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.

AGENDA

May 1, 2024

BUSINESS CALENDAR

1. Welcome and Introductions – Andrew Crowe, Chair

- Felicia Boehringer, CoC Administrator, explained that Andrew was not available to attend due to personal matters and that she would be assisting in facilitating the meeting in his place.

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

- Individual CES – Tianna Terry, Individual CES Manager, Friendship Shelter
 - As of May 1st, Individual CES (ICES) had 6,751 active households in the CES. Of the active ICES households, 3,406 households were on the Community Queue awaiting housing. 217 were matched to housing opportunities and pending approval.
- Family CES – Daniel Garcia, Program Manager, Family Solutions Collaborative
 - The Family CES (FCES) reported having 544 active households in the CES Project.
 - Of the active FCES households, 378 households were on the Community Queue awaiting housing.
 - A summary of the FCES snapshot report for March 2024 was provided.
 - 106 households are waiting on the FCES bed reservation system for an emergency shelter referral.
- Veteran Registry – Rebecca Ricketts, CES Manager, Office of Care Coordination
 - Currently, there are 204 veterans experiencing homelessness on the Veteran Registry. In the 12 months prior to April 4, 2024, 212 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).
- Transitional Aged Youth (TAY) Registry – Rebecca Ricketts, CES Manager, Office of Care Coordination
 - Currently, there are 262 TAY households on the TAY Registry. Of the active TAY households, 140 TAY households were on the Community Queue awaiting

housing.

- Of the TAY households on the Community Queue, 71% are interested in rapid rehousing, 82% are interested in other permanent housing (ex. Housing Choice Voucher), and 54% are interested in permanent supportive housing.
- Survivor CES – Rebecca Ricketts, CES Manager, Office of Care Coordination
 - 8 survivors were on the new SCES Community Queue, and 2 survivor households were matched and pending approval for housing opportunities.
- Virtual Front Door – Amy Arambulo, Director, Community Impact, OC United Way
 - Gave an update on recent call volume from virtual front door, and an update that they were hiring additional housing intake staff.

3. CES Assessment Recommendations – Rebecca Ricketts, CES Manager, Office of Care Coordination

- Rebecca gave an overview of a proposed update to the CES Housing Needs assessment adding more specific language around Americans with Disabilities Act (ADA) accommodations and brief descriptions of the three types of housing assistance matches through CES.
- Rebecca shared feedback from the Lived Experience Advisory Board that potentially a scale could be added to the ADA accommodations question, or options that indicated whether an accommodation is required, preferred, or not necessary. This would allow a participant to be matched to opportunities that do not have accommodations rather than only be considered for opportunities with accommodations.
- Kristine DeLeon from Orange County Housing Authority (OCHA) gave feedback on the proposed description of Housing Choice Vouchers stating that not all participants in the Housing Choice Voucher pay 30 percent of their income, and perhaps the language could be changed to reflect that.
- Erin DeRycke from 211 gave feedback that the language could be changed to “may require financial contribution” to describe the program more accurately.

- Mia Ferreira from Friendship Shelter suggested the language around clients requesting ADA accommodations only being able to be matched to opportunities with accommodations be potentially altered to avoid sounding punitive.
- Rebecca shared that a public feedback period would be open from today until May 10th, and members of the public can send feedback on the proposed updated Housing Needs Assessment to CoordinatedEntry@ocgov.com. Feedback from today's meeting and the Lived Experience Advisory Committee will also be incorporated.

4. CES Dashboard Ad Hoc Updates – Erin DeRycke, Director, Data Analytics, Orange County United Way

- Erin DeRycke presented slides on sample elements of the draft CES dashboard, including elements showing CES status, inflow vs outflow, and demographic data. The next steps for the dashboard are to return to the CES Steering Committee in July, the Lived Experience Committee in July, the Policy, Procedures, the Standards Committee in July, and the general CoC Board in August.
- Mia Ferreira expressed gratitude and asked if there was a Service Planning Area (SPA) filter.
- Kristi DeLeon asked if the dashboard is dynamic.
- Rebecca gave feedback that the name of the SPA prior to entry field be changed to SPA at the time of entry, to be a more accurate description of the data.
- Mia Ferreira asked about indicators of CES success in the dashboard, such as percentage matched, and Erin responded that she would try to incorporate percentage data, as the match data is currently there but not as percentage as the total.
- Amy Lazari from Mercy House asked about incorporating enrollment to match timeline data.
- Santa Bob, CoC Board Member, asked if there was an age group filter,.
- Mia Ferreira asked about the location of the dashboard.

- Erin DeRycke stated the dashboard will be available on the 211OC website with the existing dashboards.
- Rebecca Ricketts stated this dashboard will potentially be integrated with the CoC dashboard.

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

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