

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

Wednesday, July 3, 2024  
2:00 p.m. – 3:00 p.m.

**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.

**MINUTES**

**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](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.

**Comments:**

- There were no public comments.

## **BUSINESS CALENDAR**

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

- **The CES Committee Chair Andrew Crowe welcome meeting attendees and adjured the meeting.**

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

- **Individual CES (ICES)** – Tianna Terry, Individual CES Manager, Friendship Shelter
  - As of June 26, 2024, there were 6,751 households were active in ICES, and of these, 3,491 households were currently on the ICES community queue. 241 were matched to a housing opportunity and pending an eligibility decision.
  - From July 1, 2023, to July 1, 2024, 10,843 individuals were served through ICES. 991 individuals were housed, with 318 being housed from CES matches and 684 diverted to other housing options.
- **Family CES (FCES)** – Carrie Buck, Executive Director, and Jocelyn Morales, Senior Family System Specialist, Family Solutions Collaborative
  - As of June 26, 2024, 545 households were active in FCES. Of these, 384 were on the community queue and 29 were matched to an opportunity and pending an eligibility decision.
  - 113 families were waiting for shelter on the FCES Bed Reservation Queue.
- **Veteran Registry** – James Bacon, CES Staff Specialist, Office of Care Coordination
  - As of June 14, 2024, there were 221 veterans experiencing homelessness on the Veteran Registry. In the previous 12 months, 192 veterans were housed.
  - Most veterans on the registry are eligible and interested in applying to U.S. Department of Housing and Urban Development Veteran Affairs
  - Supportive Housing (HUD-VASH).
- **Transitional Aged Youth (TAY) Registry** – James Bacon, CES Staff Specialist, Office of Care Coordination
  - As of June 21, 2024, there were 258 active TAY households in the TAY registry. Of these, 152 were on the Community Queue awaiting housing.
  - Of the TAY households on the Community Queue, 68% are interested in Rapid Rehousing (RRH), 56% are interested in Permanent Supportive Housing (PSH), 84% are interested in other permanent housing (ex. Housing Choice Voucher)
- **Survivor CES (SCES)** – Felicia Boehringer, CoC Administrator, Office of Care Coordination
  - In Sarah's absence, Felicia Boehringer from the Office of Care Coordination gave an update on survivor CES. 31 survivors are active in the project, and 8 are currently matched to opportunities.
  - Due to ongoing concerns about reporting and data entry, the Office of Care Coordination is looking into third party platforms to operate a parallel SCES system in.
- **Virtual Front Door** – Amy Arambulo, Director, Community Impact, OC United Way

- Amy Arambulo gave an update on recent call volume from Virtual Front Door.

**Comments:**

- Nishtha Mohendra from Families Forward asked why the SCES needed a third-party system. Office of Care Coordination staff answered that the reason is to comply with the Violence Against Women Act (VAWA) requirement that agencies serving survivors cannot enter participant data into HMIS.
- An attendee suggested the Office of Care Coordination explore utilizing platforms similar to Salesforce.

**3. CES Housing Assessment Recommendations** – James Bacon, CES Staff Specialist, Office of Care Coordination and Andrew Crowe, Chair

James Bacon gave context that an updated version of the CES Housing Assessment, which requests participant housing interests to support matching to housing opportunities through CES, was presented to the Policies, Procedures, and Standards (PPS) Committee at the May 14, 2024, meeting. The PPS Committee approved the addition of accessibility needs questions to proceed to the CoC Board for approval, but requested additional edits and clarity on the housing opportunity descriptions portion of the assessment before it could be moved forward to the CoC Board for approval. The Office of Care Coordination and Andrew Crowe, Chair, committed to return to the CES Steering Committee with the PPS Committee feedback to explore additional revisions to the housing opportunity descriptions.

Incorporating that feedback as well as the feedback from the Lived Experience Advisory Committee and the public during the open feedback period, the program choices section was retitled to “Housing Interest Survey”, language was added indicating clearly that participants will only be considered for the program types that they choose. The housing descriptions were also changed to provide clearer and more consistent language on program requirements, structure, and goals.

**Comments:**

- Nishtha Mohendra from Families Forward suggesting adding links to reference guides on how to use the assessment.
- Chair Andrew Crowe suggested adding a table comparing the options.
- Jocelyn Morales from Family Solutions Collaborative suggesting adding more information about eligibility requirements.
- Tianna Terry from Friendship Shelter gave feedback about how overexpressing interest on the assessment can cause delays in match meetings, particularly in matching Rapid-Rehousing opportunities, as well as feedback that many participants could choose Permanent Supportive Housing but not be eligible for it.
- An attendee asked about whether the assessment information can be updated within HMIS at any given time.
- The CES Steering Committee recommended to approve the updated CES Housing Assessment, including adding housing opportunity descriptions, for review and approval by the PPS Committee, with the amendment that staff will explore revising the housing opportunity descriptions to be in a table format.

#### **4. CES Bed Reservation Assessment Changes** – James Bacon, CES Staff Specialist, Office of Care Coordination

James Bacon provided an overview of the CES Bed Reservation recommended changes. As a response to meetings with shelter providers and other partners from the CES Bed Reservation System, the Office of Care Coordination recommends adding more specific accessibility needs and household composition questions to the assessment. Proposed changes to the CES Bed Reservation Assessment will further support the process of prioritizing households on the Bed Reservation queue for shelter opportunities.

#### **Comments:**

- Carrie Buck from the Family Solutions Collaborative asked if this would change the Family Bed Reservation assessment as well, which is slightly different. Carrie Buck provided feedback that the question on the ability to use a top bunk wouldn't be necessary for the family shelters, and that the question around seeking shelter with another person would be more applicable for families if it asked the number of people in the household.
- Chair Andrew Crowe suggested to change the order of questions, so all accessibility and household details questions are grouped together.
- The CES Steering Committee attendees agreed that editing the household composition question as well as reordering the questions is recommended.
- The CES Steering Committee attendees agreed that removing the bunk bed question for the Family CES Bed Reservation Assessment will appropriately tailor the assessment for families.
- The CES Steering Committee approved the recommended changes to the CES Bed Reservation Assessment, including ADA and household questions, for immediate use, with the amendment to direct the Office of Care Coordination staff incorporate feedback to revise assessment questions.

#### **5. CES Training Discussion** – Aubrey Sitler, Consultant, AC Strategies

Aubrey Sitler introduced herself virtually and explained her role in the upcoming CES Training Project to create a Learning Management System both centralizing and updating training for the CES in Orange County. She invited anyone with feedback to fill out the survey [here](#). Aubrey Sitler also stated that in the process, she will support with any potential necessary updates to the CES policies and procedures that may arise.

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

- Felicia Boehringer provided updates around upcoming CoC Board and Committee meetings, as well as an update on round 6 of Homeless Housing, Assistance and Prevention (HHAP) funding being announced in the Governor's budget for FY2024-2025.
- Felicia Boehringer invited anyone with feedback or recommendations for the Service Provider Forum to fill out the survey [here](#).

**Next Meeting:** Wednesday, September 4, 2024, from 2:00 p.m. – 3:00 p.m., in-person at 1501 E St Andrew Pl, Santa Ana, CA 92705