Coordinated Entry System Steering Committee
September 4, 2024

Agenda

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

2. **Coordinated Entry System (CES) Updates –** Andrew Crowe, Committee Chair

   - **Individual CES –** Tianna Terry, Individual CES Manager, Friendship Shelter

   - **Family CES –** Jocelyn Morales, Senior Family System Specialist, Family System Administrator

   - **Veteran Registry –** James Bacon, CES Staff Specialist, Office of Care Coordination

   - **Transitional Aged Youth Registry –** James Bacon, CES Staff Specialist, Office of Care Coordination

   - **Survivor CES –** Sarah Jones, CoC Manager, Office of Care Coordination

   - **Virtual Front Door –** Amy Arambulo, Director, Community Impact, OC United Way

3. **CES Agency Administrators Update–** James Bacon, CES Staff Specialist Office of Care Coordination

4. **Survivor CES (SCES) Assessments Discussion–** Sarah Jones, CoC Manager and Julia Davis, CES Staff Specialist, Office of Care Coordination

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

6. **Next Meeting:** Wednesday, September 4, 2024, from 2:00 p.m. – 3:00 p.m.

Public Comments

Welcome and Introductions

CES Updates
Andrew Crowe, Chair

Individual CES Dashboard

7,026
Active Households in the CES Project

241	181
Households without Assessment	Households Pending (matched)
1328	1568
Households Assessed, not on Community Queue	Active in CES, Removed from Community Queue
3,570	61
Households on the Community Queue	Enrolled in Housing Project, Pending Permanent Housing

Family CES Dashboard

509
Active Households in the CES Project

14	14
Households without Assessment	Households Pending (matched)
10	25
Households Assessed, not on Community Queue	Active in FCES, Removed from Community Queue
407	31
Households on the Community Queue	Enrolled in Housing Project, Pending Permanent Housing

6

as of 8/30/24

Individual Coordinated Entry System Monthly Report

July 2024
Program year beginning 7/1/2024
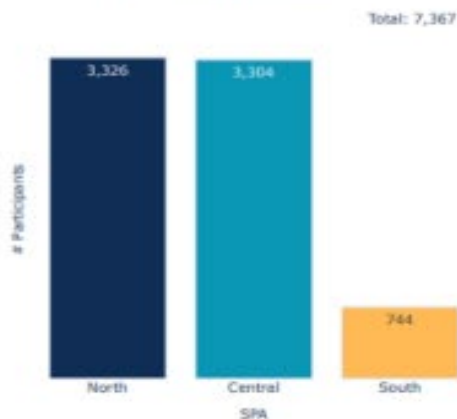
 # Participants Housed
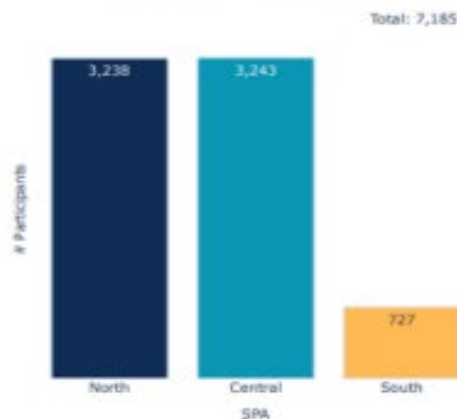**44**
Goal: 1,300
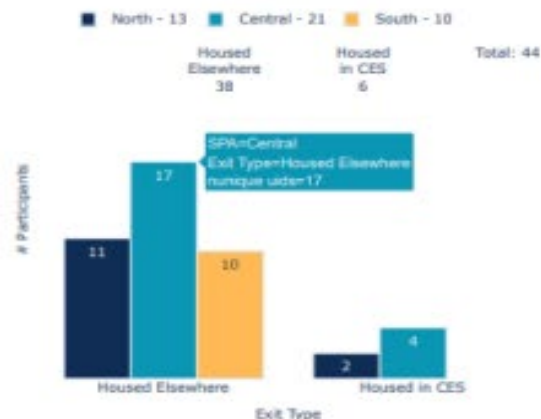
1d. % Housed Elsewhere
0.5%
Goal: 10%

OC INDIVIDUAL COORDINATED ENTRY SYSTEM

 # Completed Referrals
15

1a. # Participants Served YTD by SPA

Total: 7,367

- North: 3,326
- Central: 3,304
- South: 744

1b. # Households Served YTD by SPA

Total: 7,185

- North: 3,238
- Central: 3,243
- South: 727

1c. # Participants Housed YTD

■ North - 13 ■ Central - 21 ■ South - 10

Housed Elsewhere 38   Housed in CES 6   Total: 44

SPA=Central
Exit Type=Housed Elsewhere
numique uate=17

Housed Elsewhere: North 11, Central 17, South 10
Housed in CES: North 2, Central 4

2ab. Length of time between Enrollment Date and Housed Date (days)

Average	Median
456	359
Goal: 232	

3ab. Length of time between Enrollment Date and Assessment Date (days)

Average	Median
131	0

 # TAY served YTD
281

 # Veterans served YTD
255

 # CH served YTD
1731

3cd. Length of time between Assessment Date and Referral to Community Queue (days)

Average	Median
78	0

5a. Functional zero for Transitional Age Youth for July

■ Enrollment ■ Exit

- Enrollment: 27
- Exit: 39
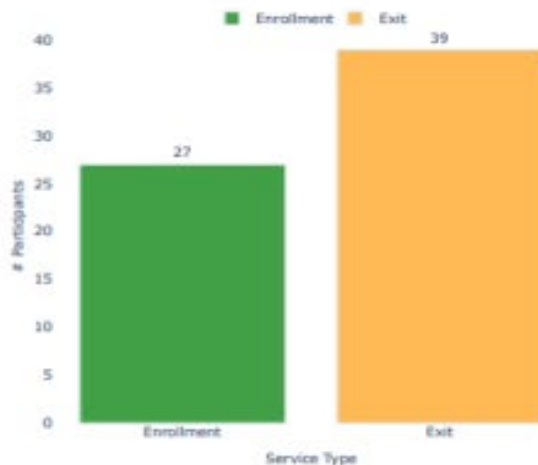
5b. Functional zero for veterans

■ Enrollment ■ Exit

- Enrollment: 36
- Exit: 24
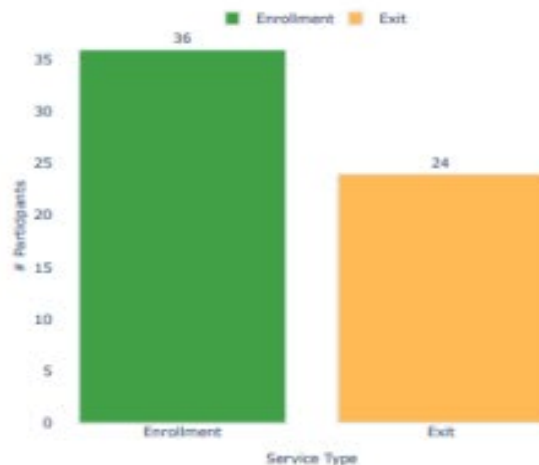
5c. Functional zero for those experiencing Chronic Homelessness – July only

■ Enrollment ■ Exit

- Enrollment: 61
- Exit: 69

3ef. Length of time between Referral to Community Queue and Referral to Housing (days)

Average	Median
198	118

3gh. Length of time between Referral to Housing and Exit Date (days)

Average	Median
270	238

Family CES

Veteran Registry Dashboard

Homeless Veterans on Veteran Registry

Currently, there are 241 veterans experiencing homelessness on the Veteran Registry. In the previous 12 months, 165 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 4% decrease in the number of veterans experiencing homelesness in Orange County.
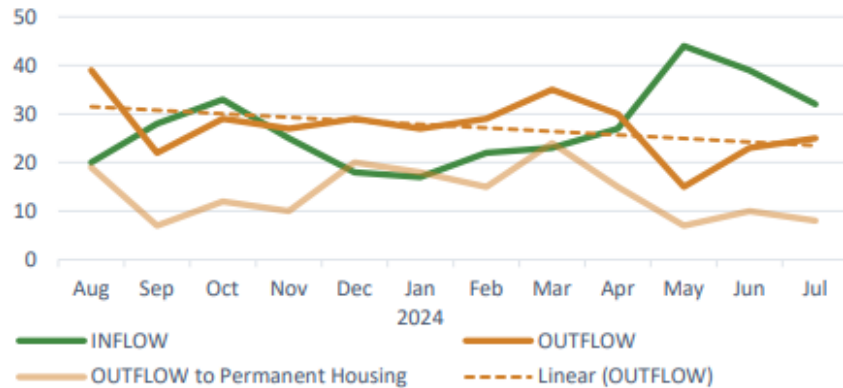
Homeless Veterans	Veterans Housed
241	**165**
	8/1/23-7/31/24

Permanent Housing Plan

Pending Eligibility Information	153
HUD-VASH	72
SSVF or GPD	15
Institutional Care	0
Non-Veteran Specific Housing	1

Inflow vs. Outflow by Month

INFLOW — OUTFLOW — OUTFLOW to Permanent Housing — Linear (OUTFLOW)
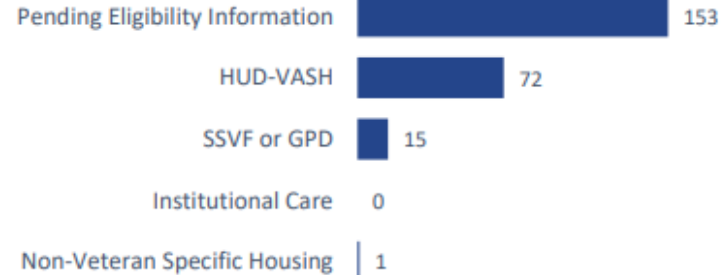
	Aug	Sep	Oct	Nov	Dec	Jan 2024	Feb	Mar	Apr	May	Jun	Jul	Total	
INFLOW	20	28	33	25	18	17	22	23	27	44	39	32	**328**	
OUTFLOW	39	22	29	27	29	27	29	35	30	15	23	25	**330**	
OUTFLOW to Permanent Housing	19	7	12	10	20	18	15	24	15	7	10	8	**165**	
OUTFLOW exceeded INFLOW	✓			✓	✓	✓	✓	✓	✓			✓		
Homeless Veterans on Veteran Registry	252	271	272	272	268	232	216	204	183	217	231	241		

as of 8/2/2024

Transitional Aged Youth Registry

Transitional Aged Youth CES Dashboard

110

TAY Households not on Community Queue

251

Active TAY in the CES Project

141

TAY Households on the Community Queue

4

TAY Households Pending (matched)

Housing Interests	Households	%
Rapid Rehousing	98	70%
Other Permanent Housing	117	83%
Permanent Supportive Housing	88	62%
TOTAL HOUSEHOLDS ASSESSED		

as of 8/30/2024

Survivor CES

Survivor CES Dashboard

45

Active Survivors in the CES Project

24

Survivor Households on the Community Queue

21

Survivor Households Exited

21

Survivor Households Pending (matched)

Housing Interests	Households	%
Transitional Housing – Rapid Rehousing	62	94%
Rapid Rehousing	52	79%
Other Permanent Housing	50	76%
Permanent Supportive Housing	47	71%
TOTAL HOUSEHOLDS ASSESSED	**66**	

as of 8/30/26

Virtual Front Door Housing Data
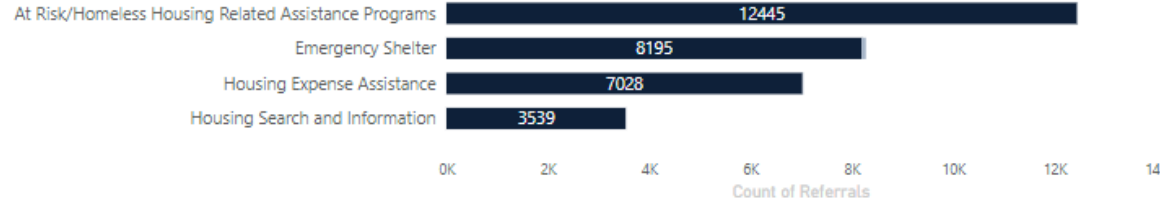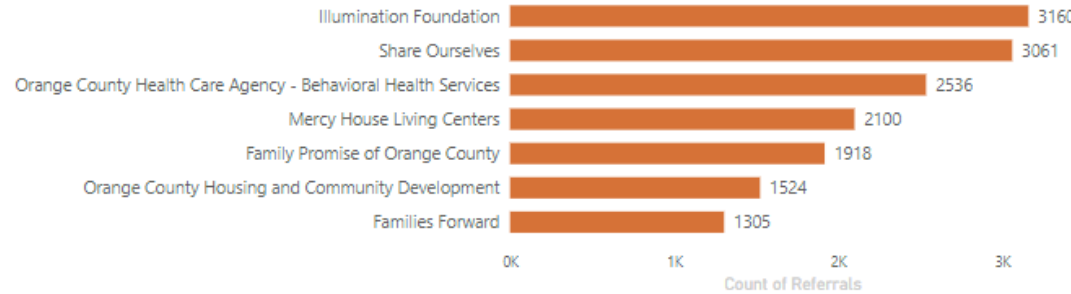
All Housing Contact Information

Click here for a glossary of housing taxonomy definitions

Housing Needs by Referral Type

NeedWasUnmet ● Met ● Unmet

At Risk/Homeless Housing Related Assistance Programs	12445
Emergency Shelter	8195
Housing Expense Assistance	7028
Housing Search and Information	3539

Count of Referrals

Referrals by Agency

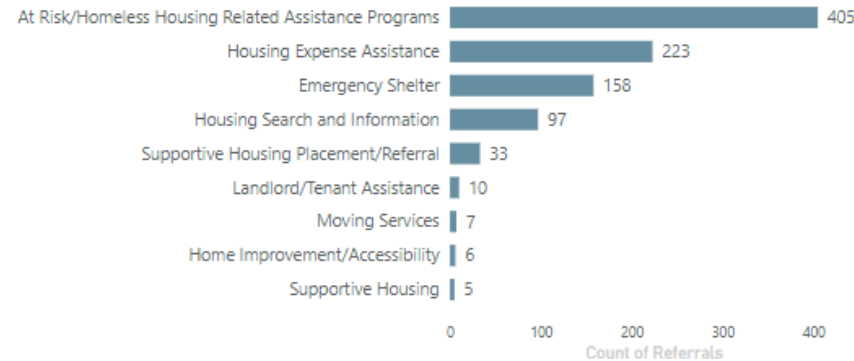|	
Illumination Foundation	3160
Share Ourselves	3061
Orange County Health Care Agency - Behavioral Health Services	2536
Mercy House Living Centers	2100
Family Promise of Orange County	1918
Orange County Housing and Community Development	1524
Families Forward	1305

Count of Referrals

Veteran Information

Veteran Contacts with Housing Needs

1013

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

At Risk/Homeless Housing Related Assistance Programs	405
Housing Expense Assistance	223
Emergency Shelter	158
Housing Search and Information	97
Supportive Housing Placement/Referral	33
Landlord/Tenant Assistance	10
Moving Services	7
Home Improvement/Accessibility	6
Supportive Housing	5

Count of Referrals

Crisis, Critical & Vulnerable Calls

● Crisis ● Critical ● Vulnerable

80%	11%	9%

Homeless Contact Information

Homeless Contact Household Type

Individual	4348
Family	2634

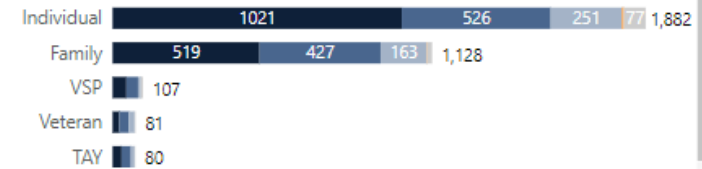Count of Contacts

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

Individual	1021	526	251	77	1,882
Family	519	427	163		1,128
VSP	107				
Veteran	81				
TAY	80				

Count of Calls

Homeless Contacts With HMIS Profiles

● Family Coordinated Entry Assistance
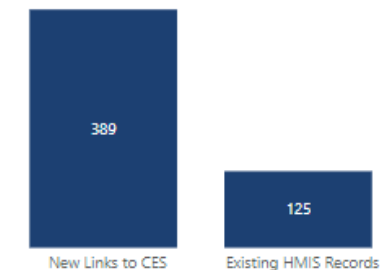
New Links to CES	389
Existing HMIS Records	125

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CES Agency Administrators Update

James Bacon, CES Staff Specialist,

Office of Care Coordination

Business Calendar – Item #3

CES Agency Administrators

- To support streamlining communication around CES, ensure agencies are making efforts to meet the requirements outlined in the **CES Agency Agreements**, and facilitate a quick and successful post-match eligibility process, the Office of Care Coordination is seeking to confirm CES Agency Administrators for all agencies participating in CES

- All agencies participating in CES must complete a CES Agency Agreement

- The Office of Care Coordination will be reaching out directly to each agency to either complete the CES Agency Agreement and/or ensure your CES Agency Administrator contact information is updated with the following information of identified **primary** and **back-up CES Administrators**:
  - ❖ Name
  - ❖ Title
  - ❖ Contact information

- Staff selected to be CES Administrators should have current HMIS and CES access and the ability to develop and implement internal procedures to meet these requirements

- **Any changes to the CES Agency Administrator must be communicated** to the Office of Care Coordination and updated on an agency's CES Agency Agreement form

Business Calendar – Item #3

CES Agency Agreement

CES Participating Agency Requirements

- Each CES Access Point, Supportive Services Provider, Shelter Provider or Housing Provider must:
  - ❖ Have at least one agency representative at weekly Match Meetings and special population meeting (Veterans, Families, Individuals, or Transitional Aged Youth) to represent the housing needs of the agency's participants.
  - ❖ Obtain both HMIS and CES authorization prior to discussing a household's Personal Identifying Information (PII).
  - ❖ Uphold Housing First principles and practices.
  - ❖ HMIS participating agencies with full access and comply with all HMIS Policies and Procedures.
  - ❖ Complete CES HMIS training prior to gaining access to the CES project.

CES Agency Agreement

CES Participating Agency Requirements (continued)

- Each CES Access Point, Supportive Services Provider, Shelter Provider or Housing Provider must:
  - ❖ Maintain accurate and timely data in HMIS including, but not limited to:
    - o Creating client profiles
    - o Enrolling households into CES
    - o Conducting CES Assessments
    - o Adding and removing households to and from the community queue
    - o Exiting households from CES
    - o Updating the Access Point information as necessary
    - o Updating Case Managers in the Care Team in HMIS
    - o Updating the Current Living Situation
  - ❖ Correct data quality issues as needed
  - ❖ Communicate regularly and proactively with CES Administrators and Housing Providers.
  - ❖ CES participating agencies information will be verified and updated annually.
  - ❖ Access Points will have agency's information on the 2-1-1 resource database along with any programs that would be open for referrals from 2-1-1.
  - ❖ (Optional) CES participating agencies are encouraged to attend CES Steering Committee meetings to discuss CES related policies and procedures.

Survivor CES Updated Documents
Julia Davis, CES Staff Specialist,
Office of Care Coordination

Updated Pre-Assessment Screening

Tenant Self - Assessment

Some people are being forced by others to trade sex in exchange for money, shelter, or other items. Is this something that is happening to you?

☐ Yes ☐ No ☐ Client refused ☐ Client doesn't know ☐ Data not collected

If yes, offer help calling one of the 24 hour Domestic Violence hotlines below:

Human Options (877)854-3594	Laura's House (866)498-1511
Interval House (714)891-8121	Radiant Futures (877)531-5522

Some people are being forced by others to trade work in exchange for shelter or other items. Is this something happening to you?

☐ Yes ☐ No ☐ Client refused ☐ Client doesn't know ☐ Data not collected

If yes, offer help calling one of the 24 hour Domestic Violence hotlines below:

Human Options (877)854-3594	Laura's House (866)498-1511
Interval House (714)891-8121	Radiant Futures (877)531-5522

CES for Survivors Eligibility

CES for Survivors is a program that provides survivor-specific resources to the most vulnerable survivors and any information shared will be deidentified and only shared with consent.

1. Are you fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking as defined by HUD?   ☐Yes ☐No
2. You have no other safe residence.   ☐Yes ☐No
3. Do you lack the resources to obtain other permanent housing?   ☐Yes ☐No

If the answer is *YES* to **all of the above**, you are eligible to be enrolled in CES for Survivors and can be referred to a partnering victim service provider.

CES Victim Service Provider Partners include:

WISEPlace	Human Options	Interval House
(714) 542-3577	(877)854-3594	714-891-8121 ext 300

Is there anything else you would like to share about your safety at home or the place where you're currently staying?

_____

_____

_____

_____

Updated Survivor Assessment Tool

SURVIVOR ASSESSMENT TOOL

This tool will help determine risk and prioritize resources to the most vulnerable survivors. When used for prioritization, information shared in this assessment tool will be de-identified and only shared with consent.

① SURVIVOR INFORMATION

FULL NAME: _____ UNIQUE ID: _____

VICTIM SERVICE PROVIDER INFORMATION

STAFF NAME: _____ PHONE NUMBER: _____

AGENCY NAME: _____ EMAIL: _____

ELIGIBILITY REQUIREMENT

Y / N Is survivor fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking as defined by HUD?

Y / N ~~Does survivor not have any other safe residence?~~ Survivor has no other safe residence.

Y / N Does survivor lack the resources to obtain other safe permanent housing?

② If all eligibility questions are "Y", please complete the assessment below.

TENANT SELF - ASSESSMENT

	1	2	3	SCORE
Current Housing Situation	Stably housed	Unstable/Temporary housing	Homeless or currently in a shelter-based program	
Other Barriers	0-1 additional barriers	2 additional barriers	3 or more additional barriers	
Support System	Substantial support system	Moderate support system	Low/non-existent support system	
			TOTAL	

Description of other barriers and extenuating circumstances that make this referral a high priority per the staff's professional recommendation: _____

_____

_____

ASSESSMENT COMPLETED BY: _____ ASSESSMENT DATE: _____

ACCESSIBILITY NEEDS

If you 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.

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 need accommodations due to a physical disability? ☐ Yes ☐ No

2. Do you need accommodations due to loss of hearing or sight? ☐ Yes ☐ No

3. Is there anything else about you or your accessibility needs that we should know?

_____

_____

_____

Discussion

Continuum of Care Update

Felicia Boehringer, CoC Administrator,
Office of Care Coordination

Business Calendar – Item #5

Youth Homelessness Demonstrate Program (YHDP) Round 8 Application Update

- The Office of Care Coordination in collaboration with the Transitional Age Youth (TAY) Collaborative Committee Chair, and Orange County United Way worked to complete the YHDP application.

- The YHDP Application was submitted on Tuesday August 27, 2024, prior to the deadline of Thursday, August 29, 2024.

- The Office of Care Coordination, on behalf of the Orange County CoC, would like to thank Orange County United Way, the TAY Collaborative Committee, CoC Board and other local partners for the collaboration involved in completing the YHDP Round 8 application.

📅	Due Date for Application: August 29, 2024
💵	Available funding amount $72,000,000
🏅	Expected to award 20 communities
🏛	Grant Terms — HUD will award projects for an initial term of 24-30 months.

Business Calendar – Item #5

CoC Builds (CoCBuilds) Notice of Funding Opportunity (NOFO)

- The U.S. Department of Housing and Urban Development (HUD) is making approximately $175 million in funding available through the CoCBuilds NOFO – a first-of-its-kind funding for new construction, acquisition, or rehabilitation of permanent supportive housing (PSH).

- Through one-time awards under the CoC program, the CoCBuilds NOFO will enable communities to develop new units of rental housing with supportive services for people experiencing homelessness.

- CoCBuilds grant terms may be two, three, four, or five years. Projects selected for conditional award must be able to:
    a. provide proof of site control (24 CFR 578.25) prior to execution of the grant agreement; and
    b. execute the grant agreement with HUD no later than September 1, 2025

- Review the CoCBuilds NOFO in more detail on HUD's website.

- Information on the Orange County CoC's local competition process can be found on the CoCBuilds NOFO webpage.

- The submission deadline for the CoCBuilds NOFO is **November 21, 2024, at 9:00 p.m. PDT**.

2022 Annual Homelessness Assessment Report (AHAR) Part 2

- In August 2024, HUD released the 2022 AHAR: Part 2, which compiles data from local administrative data collected by homeless services and reported to HUD to provide a national estimate of people who utilized shelter programs at some point during the Federal FY, October 1, 2021, through September 30, 2022. The 2022 AHAR Part 2 can be referenced here.

- Abt Global highlighted key data points:

  ❖ **Over 1.3 million people experienced homelessness in sheltered settings during 2022, a 14-percent increase over the previous year**. Part 2 reflects only national estimates of sheltered homelessness, so recent spikes in unsheltered homelessness across the country are not included in this 14 percent rise.

  ❖ **The number of family households experiencing homelessness increased by nearly 20 percent between 2021 and 2022, outpacing increases in homelessness among adult-only households (13%)**. Sheltered family homelessness increased while family poverty fell by 4 percent during the same period.

Business Calendar – Item #5

2022 Annual Homelessness Assessment Report (AHAR) Part 2

- ❖ **The number of older adults experiencing chronic homelessness continued to rise**: Approximately 10,000 more people over the age of 64 experienced sheltered homelessness in 2022, compared to 2021. The number of older adults who have a disability and have been homeless for long periods of time has increased by 83 percent since 2019 (which is the new baseline for comparison).

- ❖ **The large disparity in the number people of color experiencing homelessness persists**

  - o People identifying as **Black, African, or African American accounted for 39 percent of people experiencing sheltered homelessness, despite representing only 13 percent** of the overall U.S. population.

  - o Historically the Hispanic or Latina/e/o population has been under-represented among people experiencing sheltered homelessness, but that trend has reversed as the number of Hispanic people experiencing homelessness rose. In 2022, the Hispanic or Latina/e/o population accounted for 23 percent of people experiencing sheltered homelessness, up from 16 percent in 2019.

Business Calendar – Item #6

Training Opportunities

HUD's Equal Access Rule

The Office of Care Coordination will be hosting a training on the Equal Access Rule established by HUD. Through this training, service providers will learn how to effectively implement HUD's Equal Access Rule.

- **Date**: Monday, September 9, 2024
- **Time**: 10:00 a.m. - 11:00 a.m.
- **Meeting Link**: https://zoom.us/j/97023300938?pwd=9RDCxdd5Sc4H43k2opOb2mgP5jVBIj.1
- **Meeting ID**: 970 2330 0938
- **Passcode**: coc2024

Social Services Agency (SSA) Overview Presentation

The Orange County SSA will provide an overview on public benefits such as CalFresh, Medi-Cal and Health Care Programs, and more.

- **Date**: Thursday, September 12, 2024
- **Time**: 10:00 a.m. – 11:00 a.m.
- **Meeting Link**: https://zoom.us/j/99144429205?pwd=abDxPx824H8BqW4oc3aQWwqq7Ogh32.1
- **Meeting ID**: 991 4442 9205
- **Passcode**: 515606

If you have questions or difficulty accessing the trainings on Zoom, please email the Office of Care Coordination and CareCoordination@ocgov.com

Business Calendar – Item #6

Upcoming Meetings

- **Veterans Committee**: Thursday, September 19, 2024, from 2:00 p.m. – 3:30 p.m.

  - ❖ <u>Location</u>: Orange County United Way, 18012 Mitchell S, Irvine, CA 92614

- **Transitional Aged Youth Collaborative Committee Special Meeting**: Friday, September 20, 2024, from 1:00 p.m. – 2:00 p.m.

  - ❖ <u>Location</u>: Orangewood Foundation, 1575 17th Street, Santa Ana, CA 92705

- **CoC Board Meeting**: Wednesday, September 25, 2024, from 2:00 p.m. – 5:00 p.m.

  - ❖ Location: County Administration South (CAS) Building County Conference Center Rooms 104/106, 425 W. Santa Ana Blvd, Santa Ana, CA 92701

Business Calendar – Item #5

Remember to Keep your Individual and Agency General Membership Updated!

- The CoC Governance Charter identifies that each Individual Member and Agency that is a General Member of the CoC will be allowed one vote for the CoC Board election.

- The CoC Governance Charter states that a CoC Board member must be CoC General Member, either as an organization or individual. There is still time to become a CoC General Member if you are interested in applying for the CoC Board.

- You can view the CoC General Membership roster on the CoC General Membership webpage

- If you or your organization is not a General Member and wants to become one, please inform the Office of Care Coordination of your interest and fill out the application.

- If your agency needs to update your authorized representatives for your agency, please submit an updated application to the Office of Care Coordination.

Please contact the Office of Care Coordination with any questions at

CareCoordination@ocgov.com or 714-834-5000

Next Meeting:

Wednesday, November 6th, 2024, from
2:00 p.m. – 3:00 p.m., in person at OCHA,
1501 E St Andrew Pl, Santa Ana, CA 92705