

Coordinated Entry System (CES) Steering Committee

Meeting Date: July 7, 2021

Meeting Time: 2:00 p.m. – 3:00 p.m.

Meeting Link: <https://ocgov.webex.com/ocgov/j.php?MTID=mb58cdee00ecd7524628ee6e3d1a83d90>

Meeting ID: +1 (213) 306-3065

Access Code: 177 113 8514

Password: 92701

Board Chair: Natalie Bui

Agenda

1. Call to Order

2. Welcome and Introductions – Natalie Bui, CES Steering Committee Chair

Natalie Bui introduced herself to the CES Steering Committee.

3. Public Comments

- a. Victoria Corbett from In Home Supportive Services (IHSS) shared that she has been unable to connect her client to a access point that would assist her client in navigating the CES.

4. Continuum of Care Update – Zulima Lundy, Continuum of Care Manager

- a. Zulima Lundy noted that the Office of Care Coordination has been working with the four Public Housing Authorities in Orange County to finalize the workflow with CES and begin referrals for the Emergency Housing Vouchers (EHV) as laid out by the public notice. The EHV are providing an opportunity to expand the functionality of CES, and as these pilot efforts are implemented the goal is to incorporate the lessons learned into policies and procedures. As more information is available, the Office of Care Coordination is committed to updating stakeholders, appropriately.
- b. Zulima Lundy also mentioned that Individual CES and the Veteran Registry is officially incorporated into HMIS.

5. Coordinated Entry System Updates

a. Individuals – Connor Stephenson, Individual CES Manager, Friendship Shelter

- i. Connor Stephenson shared an Individual CES update which provided an overview of CES staffing, timeline of deliverables from the last quarter, and current barriers being experienced.

b. Families – Katherine Rodriguez, Programs Manager, Family Solutions Collaborative (FSC)

- i. Katherine Rodriguez noted that there was an increase of households that have been added to the community queue; however the FSC have been able to keep up with the demand due to the increased housing resources. FSC has also been granted the Emergency Solutions Grant (State ESG-CV) funding which offers households longer term assistance through rapid rehousing.

c. Veterans – Rebecca Ricketts, CES Manager, OC Health Care Agency

- i. Rebecca Ricketts stated that the Veteran Registry being live in HMIS has changed the way in which veteran households move through the CES. Rebecca Ricketts also noted that although the number of veterans experiencing homelessness has increased, they have been able to become connected to Veteran-specific resources or other non-veteran housing resource.

d. Virtual Front Door – Amy Arambulo, Director of Community Programs, 2-1-1 Orange County (211OC)

- i. Amy Arambulo stated that in the last quarter there was a total of 2,041 calls to the Virtual Front Door. This is an overall increase of from last year. Of these calls, 2% were from veterans, 60% were individuals and 20% were families. 211OC is now providing warm handoffs to veterans. The Veteran I&R will search for veteran callers in the Homeless Management Information System (HMIS) and attempt to reconnect them to the CES Access Point or connect them to the appropriate CES Access Point.
- ii. Amy Arambulo also mentioned that 211OC is working with the Office of Care Coordination (OCC) to finalize a script in anticipation for EHV.
- iii. Lastly, Amy Arambulo announced that the Prevention Assistance Tool is now in HMIS, live on the CES project. There is a knowledge-based article on the OC HMIS site that details the steps for more information on the process.
- iv. Public Comment: Victoria Corbett wanted to know how this Continuum of Care (CoC) classifies transitional housing and if it receives prevention funding.
 1. Zulima Lundy clarified that transitional and homeless prevention is classified and funded differently.

6. Committee Membership Discussion

- a. Natalie Bui asked those in attendance for feedback on the CES membership and how the open seats should be filled while remaining diverse.
- b. Zulima Lundy suggested that the Office of Care Coordination will reach out to the previous membership to gauge their interest and identify areas where the CES Steering Committee can expand. This email will also ask what is the list of priorities that people have right now to ensure that each CES and steering committee efforts are aligned.

7. Next Meeting: September 1st, 2021 from 2:00 p.m. – 3:00 p.m.