

Coordinated Entry System Quick Guide

What is CES?

CES helps connect people experiencing or at-risk of experiencing homelessness with shelter providers, housing providers and supportive service agencies. CES is managed by the County of Orange and includes a network of service providers serving as access points for people experiencing homelessness in Orange County, as well as contracted Individual and Family Coordinated Entry partners which assist with matching. People with the most service needs are prioritized for available housing and services by CES using a standardized and transparent system. The most important factors include length of homelessness, disability status, and chronic homelessness status.

CES Road Map



CES for Survivors (SCES)

NOTE FOR ALL ACCESS POINTS:

As of Feb. 2024, all CES Access Points should use the Survivor Pre-Assessment Tool to screen all new clients to identify survivors of domestic violence and human trafficking and offer them a the choice of either a warm hand-off to a Victim Service Provider and being placed on the SCES queue for opportunities reserved for survivors, or remaining with the existing Access Point. If the survivor wants to be transferred to a Victim Service Provider, the access point staff should help the survivor call one of the hotlines on the tool and allow them privacy to talk to the hotline staff.

[Pre Assessment Tool](#)

CES for Survivors determines risk and prioritizes resources to the most vulnerable survivors. To connect someone to SCES as a Victim Service Provider, please refer to the guide below:

[Survivor Assessment Tool Submission Form](#)

[Survivor Assessment Tool Guide](#)

How to enroll clients:

To enroll a client into the Individual or Family CES CQ, you must enroll them into CES in HMIS and complete the housing needs assessment and upload homeless status and/or disability verifications. See more steps here: **FLOWCHART LINK**

Veterans

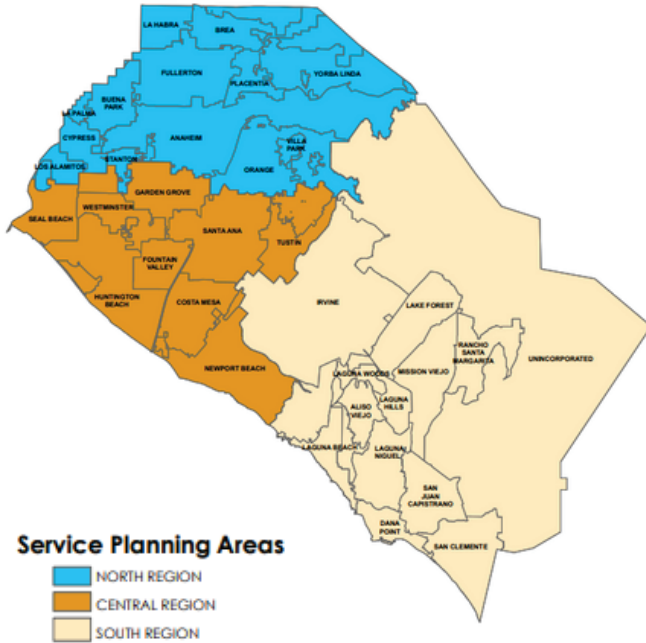
If your client is a veteran, please select the appropriate response for veteran status on their HMIS profile, and answer the extra veteran status questions (years of service, discharge status, theater of operations), enroll them in CES and attend the weekly Veteran Registry meeting.

In addition, you need to connect Veterans with the Santa Ana VA Community Referral and Resource Center at **844-838-8300** before they can be matched.

Transitional Age Youth (TAY)

If you enroll a household into either community queue with all members under 25, they will appear on the weekly TAY registry meetings. Please attend to represent your client and accept any applicable matches.





Full Size SPA Map

Individual CES

ces@friendshipshelter.org

South SPA: Thursdays at 10 AM

Central SPA: Tuesdays at 10:30 AM

North SPA: Wednesdays at 1 PM

Office Hours: Monday at 1PM

Family CES: Tuesdays at 1:30 PM

familyces@oc-fsc.org

Survivor CES: no match meetings

CoordinatedEntry@ocgov.com

TAY Registry: Tuesdays at 9 - 9:30 AM

CoordinatedEntry@ocgov.com

Veteran Registry : Tuesdays 9:30 AM - 10:30 AM

CoordinatedEntry@ocgov.com

Lists are sent out weekly for these weekly match meetings where the administrators will discuss clients and attempt to match the highest priority clients to any available opportunities. It's important to attend if your client is on the list because a provider needs to confirm the match is a good fit otherwise your client will be skipped. In addition, the match meetings typically have a strengths-based case conferencing component to help work through barriers in the clients housing progress.

Shelter Bed Reservation System

If your client is on the Family or Individual Community Queue, and has current contact information entered and a recent current living assessment, you can refer them to the family or individual Bed Reservation Community Queue if they are actively interested in shelter. Matches are made daily and you must be able to reach your client within 72 hours to schedule an intake.

1. Make sure you are toggled into the County of Orange Agency Access
2. Add the Needs Bed Reservation Service
3. Complete the Bed Reservation Assessment and note any specialized needs/accommodations
4. Add the Needs Bed Reservation Service every 7 days to confirm continued interest in shelter

Keeping Clients on the Queue

1. Attend the applicable match meetings (below) to advocate for your client and maintain the Community Queue referral by doing the following at least every 90 days to avoid automatic removal: adding a note to the head of household's profile, doing a "check-in" on the referral page, or updating the current living situation.
2. Remove households from the CQ when necessary due to being housed or exited. Add/remove yourself from a client's Care Team in HMIS when you stop or begin working with a client.