

Individual Coordinated Entry System: Prioritization



CES Prioritization Policy

Orange County CES Prioritization Policies can be found on OC CEOs webpage under the Office of Care Coordination tab:



The screenshot displays the OC CEOs website. At the top, the OCgov.com logo is centered, with social media icons for Facebook, Twitter, Instagram, and YouTube on the right. Below the logo is a navigation bar with the following tabs: CARE COORDINATION, CHIEF OPERATING OFFICE, FINANCE OFFICE, GOVERNMENT & COMMUNITY RELATIONS, HUMAN RESOURCE SERVICES, INFORMATION TECHNOLOGY, and REAL ESTATE. A search icon is located to the right of the REAL ESTATE tab. The main content area is titled "CES Partner Documents and Resources" and contains a list of links: "CES Documents/Trainings" and "HMIS Documents". Below this list is a section titled "Policies and Procedures" which contains a link to "Coordinated Entry System Policies and Procedures". An arrow points to this link. Below the "Policies and Procedures" section is a "Contact" section with the text: "For additional information about the Coordinated Entry System, email CoordinatedEntry@ocgov.com."

Defining Prioritization

Prioritization: How the Community Queue is to sorted to show participants in order of their length of homeless, homeless status and program eligibility

Eligibility: Requirement for a CES Referral (“match”)

Preference = Required for Housing Program, but not for Match



OC ICES Prioritization Groupings

Group 1: *Chronic Homelessness by [LoH]*

Group 2: *Literal Homelessness, Sheltered, Disabled by [LoH]*

Group 3: *Literal Homelessness, Unsheltered, Disabled by [LoH]*

Group 4: *Literal Homelessness, Unsheltered, Not Disabled by [LoH]*

Group 5: *At-Risk of Homelessness*

Basic CQ Prioritization

Central	CH	5694	Emergency Shelter –
Central	CH	5633	Emergency Shelter –
Central	CH	5419	Street Outreach
Central	CH	5299	Emergency Shelter –
North	CH	256	Emergency Shelter –
North	CH	220	Street Outreach
South	CH	206	
North	CH	182	Services Only, Street
North	CH	181	Street Outreach
North	CH	179	Emergency Shelter –
North	CH	155	Street Outreach
North	CH	130	Street Outreach
North	CH	105	Services Only
North	CH	72	
North	CH	63	
North	CH	52	Emergency Shelter –
North	CH	49	
North	CH	5	Street Outreach
Central	DC	485	Sheltered
Central	DC	373	Sheltered
Central	DC	12330	Emergency Unsheltered
Central	DC	7976	Emergency Unsheltered

Central	NO	1348	Sheltered
Central	NO	878	Sheltered

Group 1: Chronic Homelessness by Length of Homelessness[LOH]

Group 2: Literal Homelessness, Sheltered, Disabled by [LoH]
Group 3: Literal Homelessness, Unsheltered, Disabled by [LoH]

Group 4: Literal Homelessness, Unsheltered, Not Disabled by [LoH]

What are some things that can effect prioritization?

ICES Enrollment or Documentation Issues:

- “Start Date of Current Episode” from ICES Enrollment Screen
- Missing or incomplete Documentation

Housing Program Requirement:

- City Tie Requirements by Housing Program
- Age Requirements by Housing Program
- Disability Type Requirements by Housing Program
- MHSA Eligibility

How to ensure participant is being prioritized correctly on the CQ:



ICES Enrollment or Documentation Issues:

- “Start Date of Current Episode” from ICES Enrollment Screen accurately reflects the most recent episode of homelessness.
- Ensure the participant has documentation uploaded to verify the Length of Homelessness being reported in the ICES Enrollment.
- City Ties are accurately being reflected in the ICES Enrollment
 - EX: School or Employment City Ties (Garden Grove, Santa Ana, Anaheim)
- Disabling Condition Questions are accurately reflected in the ICES Enrollment.
 - EX: Yes for Mental Health allows participants to meet pre-eligibility requirements for MHSA requiring housing opportunities.
 - Review MHSA Certification Steps Training located on the OC ICES Website for official steps on a participant becoming MHSA Certified.

Questions ?



Home Meetings **Training & Documents** FAQs Meet The Team

Training Materials

The Individual Coordinated Entry System team has compiled recordings of past trainings facilitated by the team, as well as frequently used documents, to assist partnering agencies in onboarding new staff to the ICES system.



Contact information for ICES Administrators can be found on the OC ICES Website.
Further training materials for the ICES can be found on the OC ICES Website.

BED RESERVATION	CES DOCUMENTS	CES RESOURCES	DOCUMENTATION	DYNAMIC MATCHING	MHSA CERTIFIC
PRIORITIZATION	SURVIVORS COORDINATED ENTRY	TRAINING			

OCICES.ORG

Support

