**OC INDIVIDUAL**
COORDINATED ENTRY SYSTEM

# 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:**



OCgov.com

| ceo | CARE COORDINATION | CHIEF OPERATING OFFICE | FINANCE OFFICE | GOVERNMENT & COMMUNITY RELATIONS | HUMAN RESOURCE SERVICES | INFORMATION TECHNOLOGY | REAL ESTATE |

## CES Partner Documents and Resources

- CES Documents/Trainings
- HMIS Documents

## Policies and Procedures

- Coordinated Entry System Policies and Procedures

## Contact

For additional information about the Coordinated Entry System, email CoordinatedEntry@ocgov.com.

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# 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")
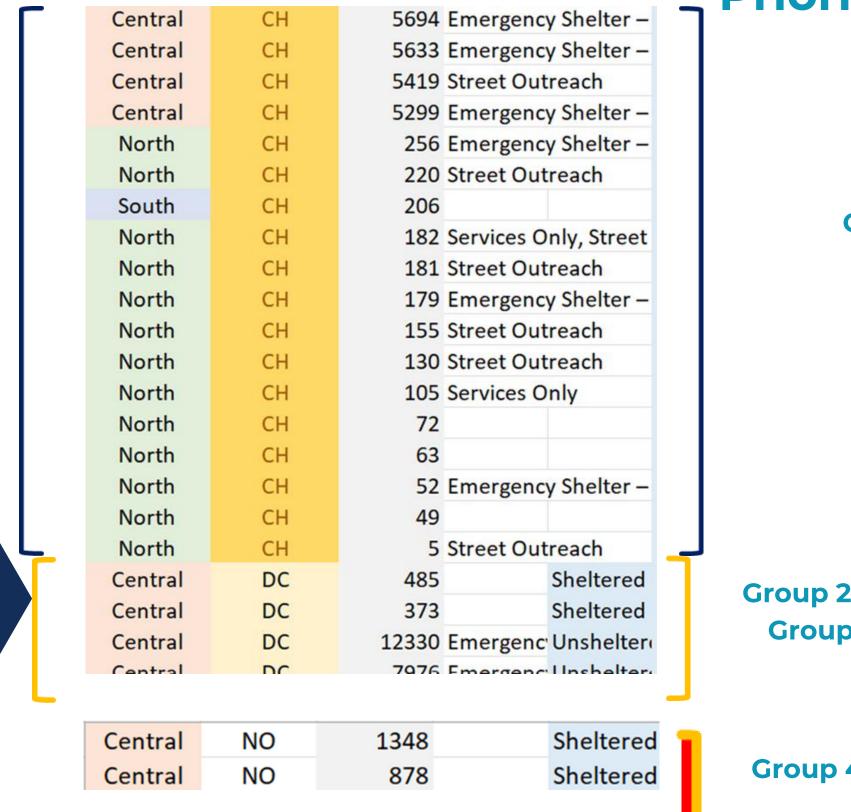
**Preference** = Required for Housing Program, but not for Match

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# 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*

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# 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 | Emergenc | Unsheltere |
| Central | DC | 7976 | Emergenc | Unsheltere |
| Central | NO | 1348 | | Sheltered |
| Central | NO | 878 | | Sheltered |

**Group 1: Chronic Homelessness by Length of Homelessne[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]**

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# 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 prioritzed correctly on the CQ:

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**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?



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.

**OCICES.ORG**