

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 shows the OC CEOs website with the following elements:

- OCgov.com logo and social media icons (Facebook, Twitter, Instagram, YouTube) at the top right.
- Navigation menu with tabs: CARE COORDINATION, CHIEF OPERATING OFFICE, FINANCE OFFICE, GOVERNMENT & COMMUNITY RELATIONS, HUMAN RESOURCE SERVICES, INFORMATION TECHNOLOGY, REAL ESTATE.
- Section header: **CES Partner Documents and Resources**
- List of links:
 - [CES Documents/Trainings](#)
 - [HMIS Documents](#)
- Section header: **Policies and Procedures**
- List of links:
 - [Coordinated Entry System Policies and Procedures](#)
- Section header: **Contact**
- 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, Documented Disability [LoH]*

Group 3: *Literal Homelessness, no documented disability [LoH]*

Group 4: *At-Risk of Homelessness*



Basic CQ Prioritization

Statu	SPA	CH Doc
Chronic Ho	North	CH

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

Disability V	North	DC

Group 2: Literal Homelessness, Documented Disability by [LoH]

No Disabil	North	NO

Group 3: Literal Homelessness, no documented Disability by [LoH]

At Risk of I	Central	At Risk - DCV
At Risk of I	Central	At Risk - DCV
At Risk of I	Central	At Risk - DCV
At Risk of I	Central	At Risk - DCV

Group 4: At- risk of homelessness

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 ?

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