# Coordinated Entry System (CES) Exits for Access Points and Housing Providers in HMIS

It is the responsibility of both the Access Point and Housing Provider to exit households from CES Community Queue (CQ) and CES program enrollment when appropriate.

Please refer to the following information for guidance on when and how to complete this process.

## Access Point CES Exits

**To ensure accurate data quality, Access Points are required to exit households from the CQ *and/or* CES Program Enrollment within a 14-day period.**

**Access Points will remove a household from the CQ for the following reasons:**
1. No contact for 30 days or more with at least 3 documented outreach attempts.
2. Residing in an institution for an indeterminate length of time (e.g., incarceration, care facility, hospitalization).

**Access Points will remove a household from the CQ *and* exit from the CES program enrollment for the following reasons:**
1. No contact for 90 days or more.
2. Residing in an institution for 90 days or more (e.g., incarceration, care facility, hospitalization).
3. Household has relocated outside outside of Orange County, CA
4. Household is housed **outside** of CES*
5. Household declines participation in CES

*Reminder: **Access Points** should not exit a household from a CES Program Enrollment when a household **is** housed through CES.

**Link:** Knowledge Base article "Removing Households from the Community Queue"

## Housing Provider CES Exits

**The Housing Provider will exit a household from a CES program enrollment once the HMIS referral status is updated to be "Housed" to complete the referral process.**

The housing provider will exit the household on HMIS based on the "Housed" date—the date of lease signing and a confirmed move-in date.

**Link:** Knowledge Base article "Community Queue for Housing Agencies- Exiting CES"

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