COORDINATED ENTRY SYSTEM FOR SURVIVORS
Victim Service Provider Training

OC INDIVIDUAL
COORDINATED ENTRY SYSTEM

Table of Contents

- Best Practices
- What is CES?
- How CES Works
- CES Housing Opportunities
- Orange County CES Systems and Registries
- Service Planning Areas (SPA) Breakdown in Orange County
- What is Orange County SCES
- Workflow from Assessment to Match
- SCES Match Timeline
- Eligibility
- Prioritization
- SCES Forms
- Post-Match Procedures and SCES Exits
- CoC and SCES Systems Meetings and Committees
- Common Terms and Acronyms
- Victim Service Provider Requirements

OC INDIVIDUAL
COORDINATED ENTRY SYSTEM

Best Practices

Safety and Confidentiality: Ensuring survivor anonymity and secure data handling.

Survivor-Centered Approach: Prioritizing survivor choice and self-determination.

Housing First Principles: is an approach that prioritizes connecting people experiencing homelessness to housing as quickly as possible to end their homelessness. Housing fist prioritizes client choice in the housing process and supportive service participation.

Equity and Accessibility: Ensuring fair and equal access to housing opportunities.

Harm Reduction: Harm reduction is a person-centered approach that focuses on minimizing the negative impacts of substance use and high-risk behaviors without requiring abstinence. In the context of domestic violence and homelessness, it supports survivors by prioritizing safety, dignity, and non-judgmental access to housing and services.

Trauma Informed Care: Trauma-Informed Care is an approach that recognizes the impact of trauma and prioritizes healing, safety, and trust. In homeless services, it ensures support is sensitive to survivors' experiences by promoting safety, offering choice, and avoiding re-traumatization.

What is CES?

The Coordinated Entry System (CES) is a Housing and Urban Development (HUD)- mandated regional system designed to streamline the process of connecting individuals and families experiencing homelessness to housing and emergency shelter. CES aims to provide an efficient, equitable, and person-centered approach to accessing resources. CES acts as a "no-wrong-door" system, ensuring that people experiencing homelessness can access help regardless of where they first seek assistance.

The goal of the Coordinated Entry System (CES) is to effectively connect individuals and families experiencing homelessness or at risk of homelessness to appropriate services and housing interventions to address and end homelessness in Orange County through:

- Dynamic prioritization
- Collaborative coordination
- Intentional resource utilization
- Equitable resource distribution
- Regional service planning area prioritization

OC INDIVIDUAL
COORDINATED ENTRY SYSTEM
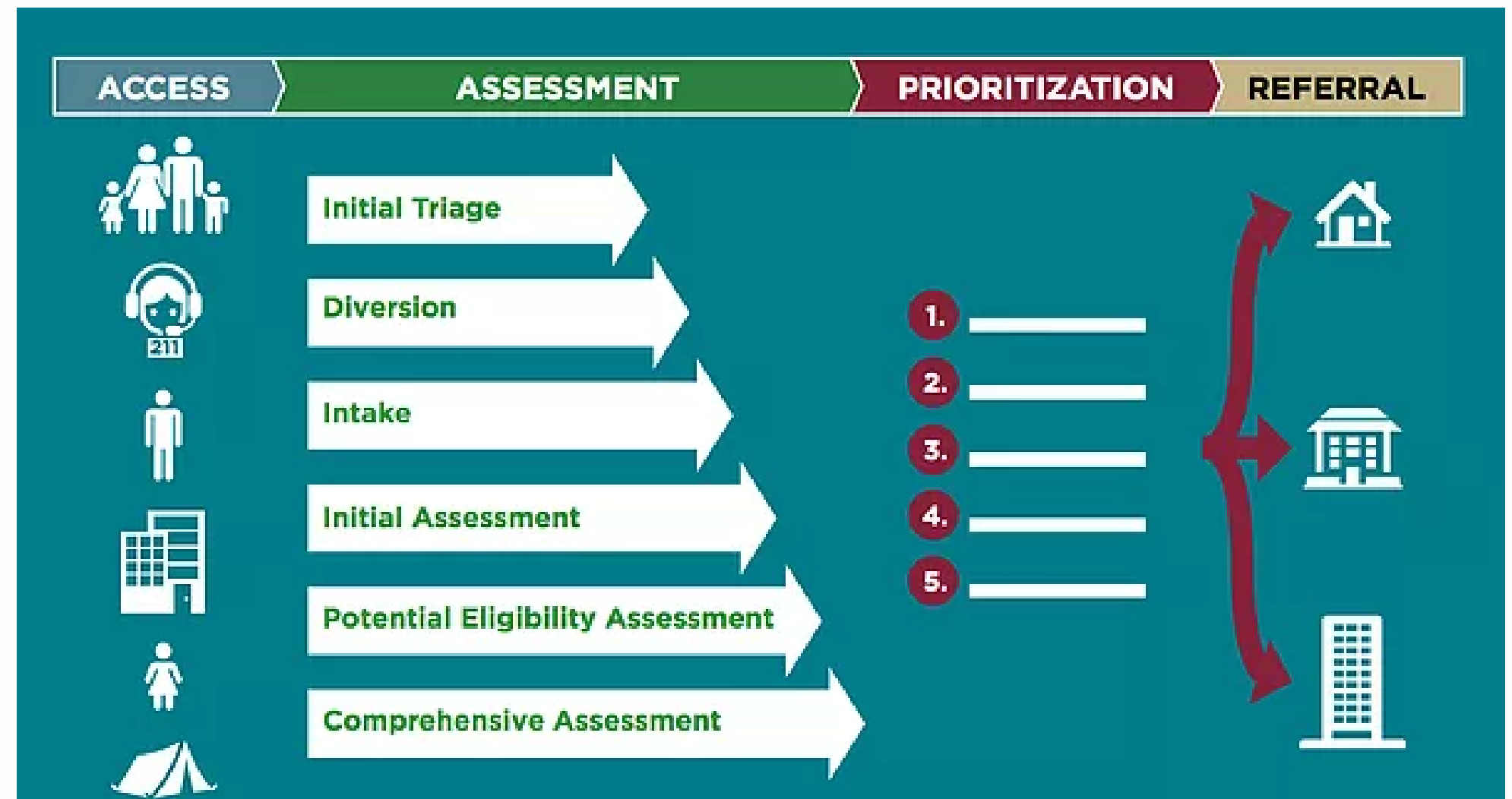
How CES Works

Without CES, accessing housing can be confusing, overwhelming, and complicated.

WITHOUT CES

WITH CES

Connect with Housing & Supports

Navigate

Assess
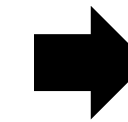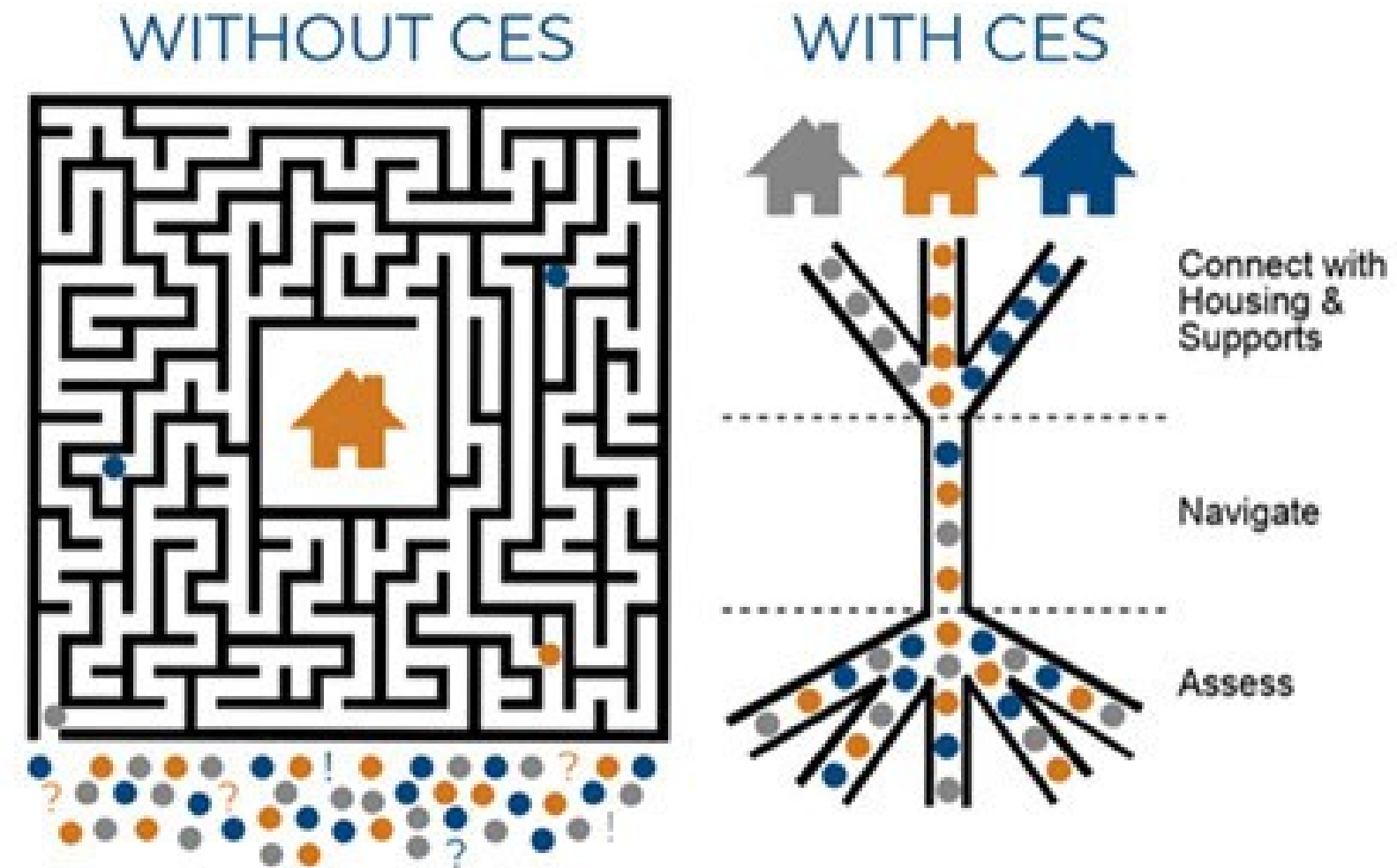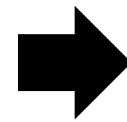
With CES, accessing housing is streamlined into equitable, transparent, and easy-to-follow steps.

Rapid Rehousing (RRH)

Voucher (V)

Permanent Supportive Housing (PSH)

CES Housing Opportunities

TH   **V**   **RRH**   **PSH**

Different people need different opportunities.
- Not all people experiencing homelessness are the same.
- Not all housing interventions are the same.
- Not all people experiencing homelessness need to receive a housing intervention through CES.

Transitional Housing (TH) means temporary, supportive housing, where all participants have signed a lease or occupancy agreement, with the primary purpose of facilitating movement of individuals and families experiencing homelessness into permanent housing. Transitional housing is generally provided for a limited time period, from two weeks up to 24 months.

Voucher (V) All CES vouchers are awarded directly to the tenant and are targeted to people with low income. They prioritize individuals experiencing chronic homelessness. Tenants pay up to 30% of their income, though income is not required. Vouchers are not available to individuals with 290 status, manufacturing charges, or those who are undocumented. The tenant is listed on the lease.

Rapid Rehousing (RRH) Rapid Rehousing always includes time-limited rental assistance, housing navigation, light supportive services, and places the tenant on the lease. It may sometimes offer longer-term rental assistance (3 months to 2 years), intensive or light supportive services, and light housing navigation, with eligibility limited to those earning less than 30% of the Area Median Income (AMI). It never includes ongoing rental assistance or ongoing supportive services.

Permanent Supportive Housing (PSH) Permanent Supportive Housing (PSH) includes ongoing housing assistance and supportive services, with no income required. Tenants may not be on the lease and typically pay an occupancy fee of up to 30% of their income. PSH prioritizes individuals experiencing chronic homelessness and is offered in various formats, including scattered-site (tenant-based), single-site (tenant-based), and project-based vouchers. Project-based or single-site PSH is often suited for participants who have difficulty maintaining housing independently and benefit from 24/7 on-site supportive services.

Orange County CES Systems and Registries

OC INDIVIDUAL
COORDINATED ENTRY SYSTEM

The Coordinated Entry System in Orange County includes three CES systems—Individuals, Families, and Survivors—and two registries—Veterans and Transition-Aged Youth. All systems operate under the oversight of the Orange County CoC and follow its established policies and procedures.

Orange County CES Systems
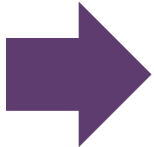
Individuals

ICES is a system that connects unaccompanied adults and households (18 and older) to housing and resources in Orange County.

Families

FCES is a system that serves households with at least one adult and one child, including those with a pregnant individual or individuals in the process of reunifying with a minor child, by connecting them to housing and resources in Orange County.

Survivors

SCES is a system that provides streamlined access to housing and supportive services for survivors of domestic violence, dating violence, sexual assault, and stalking who are experiencing homelessness or housing insecurity in Orange County.

*For more information contact your SCES Admin.

Orange County CES Registries

Veterans

The Veterans Registry connects eligible service members and Veterans to housing and resources in Orange County.

TAY

TAY (Transitional Age Youth) Registry: Connects households with members aged 18–24 to housing and supportive services through Orange County's Coordinated Entry System.
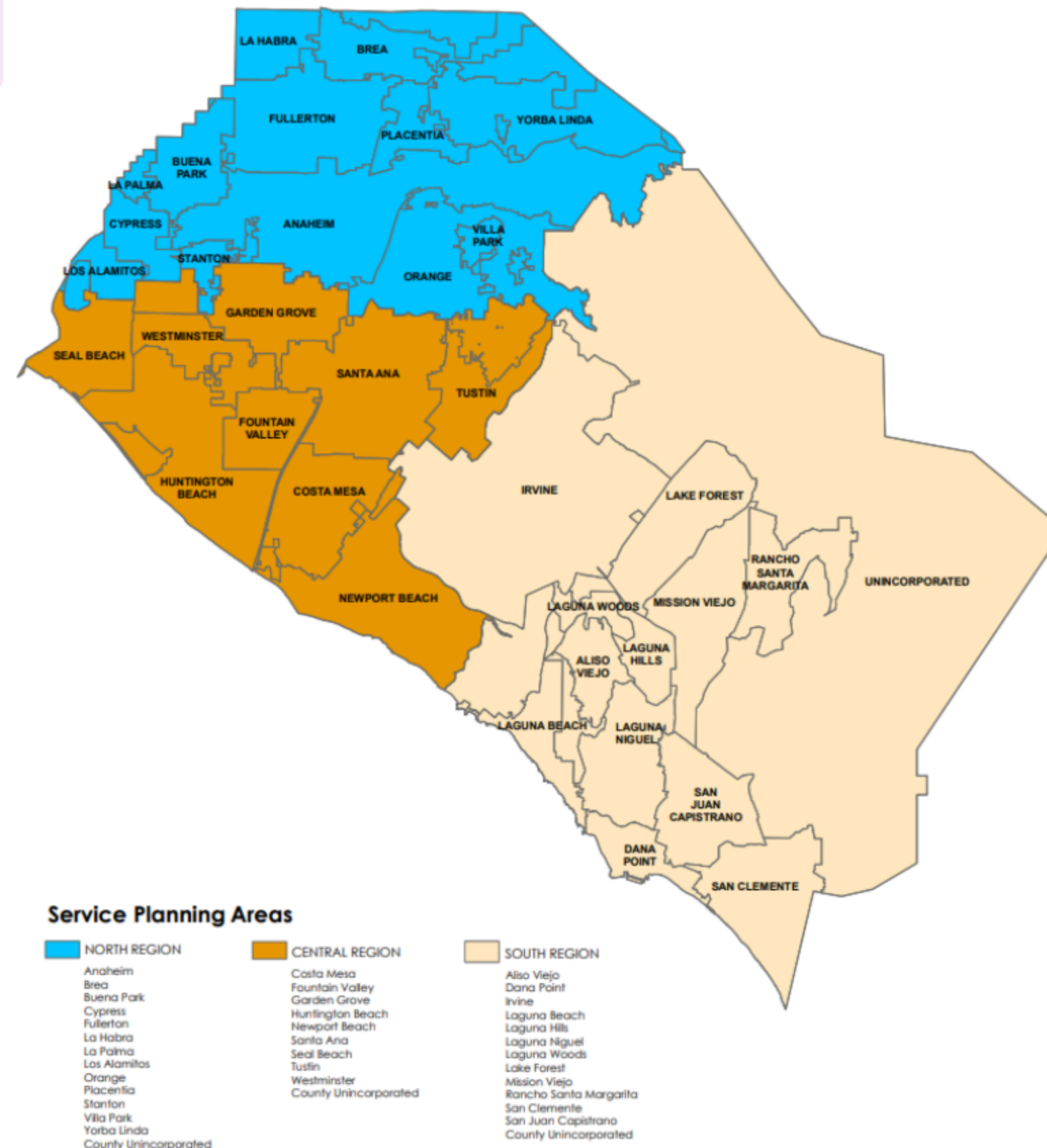
Interested in ICES/FCES CQ?

Survivor households may be eligible and prioritized for the Individual Coordinated Entry System (ICES) CQ or the Family Coordinated Entry System (FCES) CQ. Housing opportunities can be accessed through those systems in addition to the SCES.

Service Planning Areas (SPA) Breakdown in Orange County

OC INDIVIDUAL
COORDINATED ENTRY SYSTEM

Service Planning Area (SPA) is a regional sector within Orange County. The three geographic regions are North, Central and South SPA designated to improve service coordination and align resources among regional cities in Orange County.

Service Planning Areas

| NORTH REGION	CENTRAL REGION	SOUTH REGION
Anaheim	Costa Mesa	Aliso Viejo
Brea	Fountain Valley	Dana Point
Buena Park	Garden Grove	Irvine
Cypress	Huntington Beach	Laguna Beach
Fullerton	Newport Beach	Laguna Hills
La Habra	Santa Ana	Laguna Niguel
La Palma	Seal Beach	Laguna Woods
Los Alamitos	Tustin	Lake Forest
Orange	Westminster	Mission Viejo
Placentia	County Unincorporated	Rancho Santa Margarita
Stanton		San Clemente
Villa Park		San Juan Capistrano
Yorba Linda		County Unincorporated
County Unincorporated		

What is Orange County SCES

The **Orange County Survivors Coordinated Entry System (SCES)** is a system designed to provide streamlined access to housing and supportive services for survivors of domestic violence, dating violence, sexual assault, and stalking who are experiencing homelessness or housing insecurity in Orange County.

The **Department of Housing and Urban Development (HUD)** defines "domestic violence" as including dating violence, sexual assault, stalking, and other dangerous or life-threatening conditions that relate to violence against the individual or family member that either takes place in, or him or her afraid to return to, their primary nighttime residence (including human trafficking).

The **Individual Coordinated Entry Team (ICES)** at Friendship Shelter partners with Orange County's Office of Care Coordination to administer SCES in Orange County.

OC INDIVIDUAL
COORDINATED ENTRY SYSTEM

Workflow from Assessment to Match

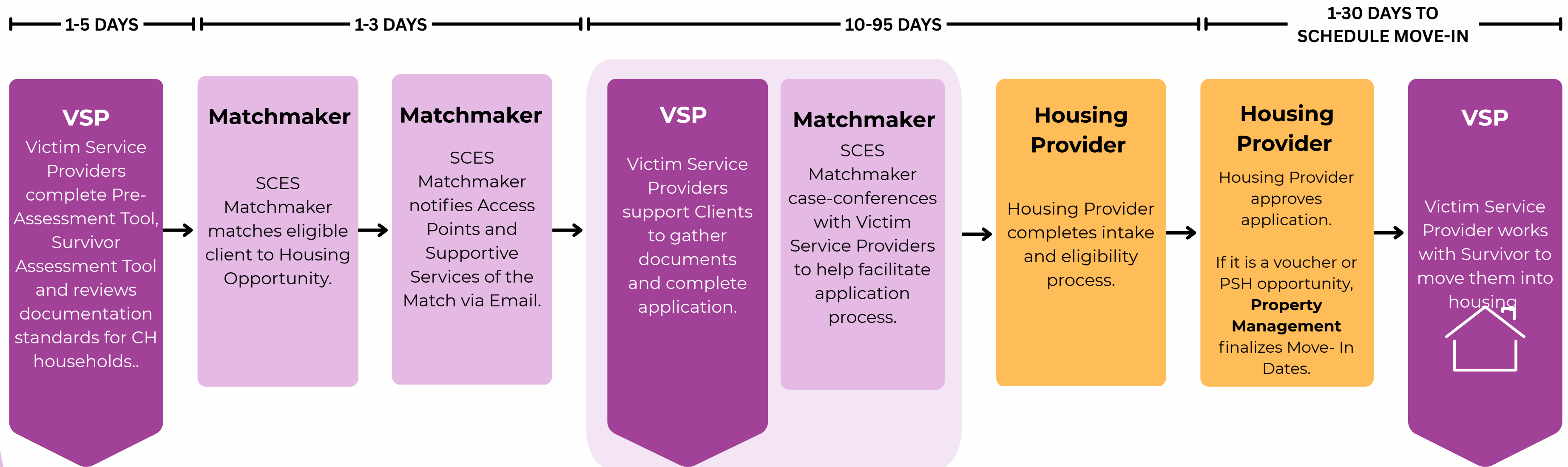**OC INDIVIDUAL COORDINATED ENTRY SYSTEM**
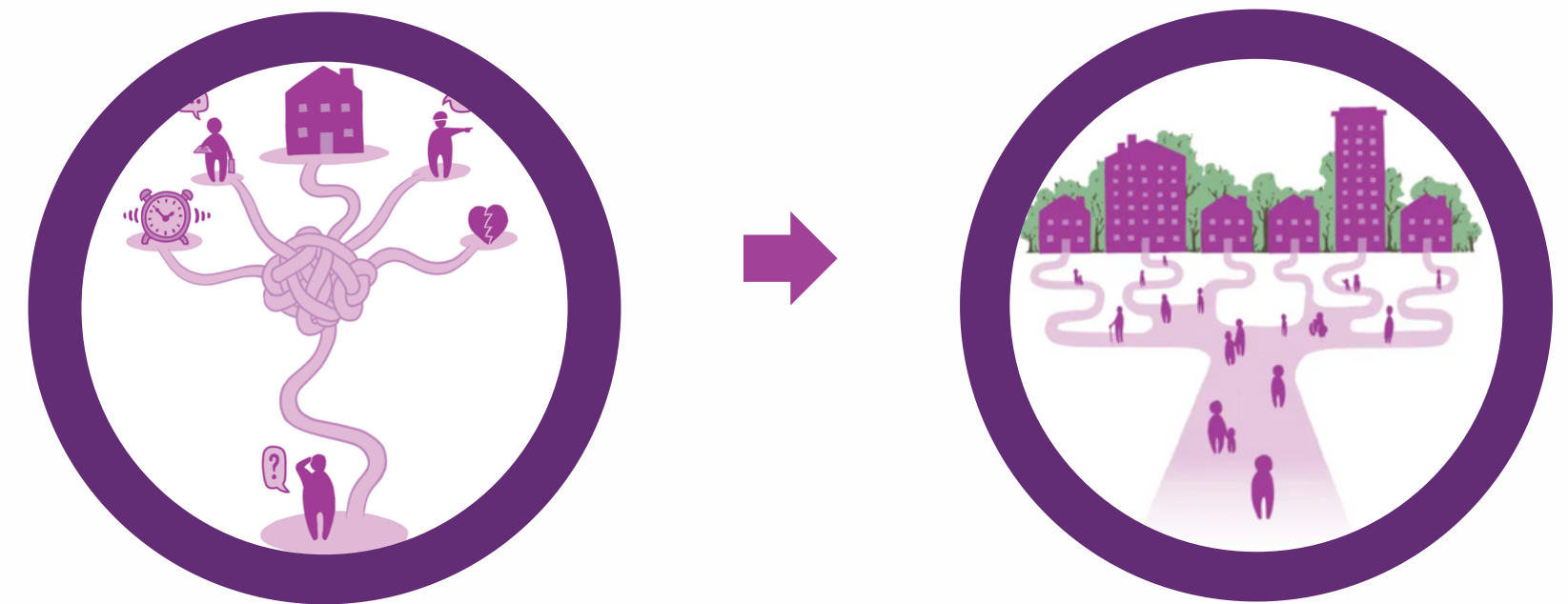
How VSP connects Survivor households to SCES

1 Survivor connects with VSP seeking housing via SCES.

2 VSP conducts a pre-screening and reviews documentation standards for CH households.

3 VSP completes client intake for SCES by completing the following:

- **CES Authorization Form**
- **Victim Service Provider Certification**
- **Survivor Assessment Tool**

4 Survivor is added to SCES/ ICES/ FCES Community Queue by CES Matchmaker.

5 Survivor is matched to VSP housing opportunity or Survivor is matched to ICES/FCES housing opportunity by the CES Matchmaker based on eligibility and prioritization.

6 VSP completes required documentation with the Survivor and Housing Provider, and finalizes the match. This step can be arduous, complex and prolonged, so the VSP must follow up regularly with the Housing Provider, Matchmaker and Survivor until completion.

7 Survivor is housed and moves in.

How CES Access Points (ICES & FCES) Connect to SCES

1 CES Access Point will contact the VSP to complete a pre-assessment screening.

2 VSPs will screen all households for survivor status and eligibility for SCES using the Pre-Assessment Screening Tool.

3 If the household is eligible, the Access Point will inform the VSP whether the survivor wishes to be added to the ICES or FCES CQ in addition to the SCES CQ.

4 The VSP will begin the VSP workflow assessment to match as listed above.

SCES Match Timeline

1-5 DAYS — **1-3 DAYS** — **10-95 DAYS** — **1-30 DAYS TO SCHEDULE MOVE-IN**

VSP

Victim Service Providers complete Pre-Assessment Tool, Survivor Assessment Tool and reviews documentation standards for CH households..

Matchmaker

SCES Matchmaker matches eligible client to Housing Opportunity.

Matchmaker

SCES Matchmaker notifies Access Points and Supportive Services of the Match via Email.

VSP

Victim Service Providers support Clients to gather documents and complete application.

Matchmaker

SCES Matchmaker case-conferences with Victim Service Providers to help facilitate application process.

Housing Provider

Housing Provider completes intake and eligibility process.

Housing Provider

Housing Provider approves application.

If it is a voucher or PSH opportunity, **Property Management** finalizes Move-In Dates.

VSP

Victim Service Provider works with Survivor to move them into housing

OC INDIVIDUAL
COORDINATED ENTRY SYSTEM

Eligibility

To qualify for SCES, Survivors must meet the Category 4 HUD Definition of Homelessness, specifically:

- The survivor or family is fleeing or attempting to flee domestic violence.
- The survivor has no other residence.
- The survivor lacks the resources or support networks to obtain other permanent housing.

Additional Eligibility Requirements:

- The survivor must currently be receiving services or residing in Orange County.

OC INDIVIDUAL
COORDINATED ENTRY SYSTEM

Prioritization

CES for Survivors prioritizes individuals with the highest Tenant Self-Assessment scores on the Survivor Assessment Tool who are both eligible and interested in DV-specific housing. Scores range from 1 to 9, with a score of 9 being the highest. Those with higher scores are prioritized over lower scores for housing opportunities in SCES.

TENANT SELF - ASSESSMENT

	1	2	3	SCORE
Current Housing Situation	Stably housed	Unstable/Temporary housing	Homeless or currently in a shelter-based program	
Other Barriers	0-1 additional barriers	2 additional barriers	3 or more additional barriers	
Support System	Substantial support system	Moderate support system	Low/non-existent support system	
			TOTAL	

Permanent Supportive Housing (PSH) and Voucher (V)Prioritization and Eligibility

To qualify for PSH or V opportunities, survivors must meet HUD's definition of chronic homelessness and have all required documentation in place before being matched to a PSH or V opportunity.

The VSP must confirm that the survivor meets the chronic homelessness criteria and that all documentation has been collected, reviewed, and verified by the VSP prior to selecting "Yes" on the Survivor Assessment Tool question below.

Selecting "Yes" prioritizes the survivor's household for housing opportunities that serve individuals experiencing chronic homelessness, such as PSH and V.

The Orange County CoC prioritization for (PSH) or (V) matches requires verified chronic homelessness documentation prior to match.

Note: Some PSH opportunities require chronic homelessness as part of their eligibility criteria.

For more information on how to complete chronic homelessness documentation, please review our SCES Documentation Standards Training.

55

VSP confirms that the survivor meets HUD's definition of chronic homelessness and that all required documentation has been collected, reviewed, and verified:

○ Yes

○ No

OC INDIVIDUAL
COORDINATED ENTRY SYSTEM

SCES Forms

VSPs will manage SCES Forms and Exits by completing the following Microsoft Forms:

- **Survivor Assessment Tool**
- **Current Living Situation Form**
- **Referral Request Form**
- **Exit Form**

All SCES forms must be completed using Microsoft Forms via the **links** provided below or you can email your SCES Admin. Once submitted, each form will be automatically forwarded to the SCES team for review.

Survivor Assessment Tool

Current Living Situation Form

Referral Request Form

Exit Form

OC INDIVIDUAL
COORDINATED ENTRY SYSTEM

Post Match Procedures and SCES Exits

Post Match Procedures

Match Follow-Up Procedure for Victim Service Providers (VSP)

After a match is made through any Coordinated Entry System, it is expected that VSPs follow the match to completion. Please refer to the instructions below based on which system the opportunity comes from:

MATCHES MADE THROUGH SURVIVOR CES

Once a Survivor is matched to a SCES opportunity, the match is available to accept or decline for 14 days. During this period, the VSP is expected to make at least 3 contact attempts.

- If there is **no response** from the Survivor after 14 days, the match will be automatically denied.
- If the Survivor **declines** the opportunity, please notify via email within 48 hours.
- If the Survivor is **no longer available or not interested** in any CES housing opportunities, please complete the CES Exit Form.
- If the Survivor **accepts the SCES opportunity**, the VSP will notify via email and coordinate between the Survivor and Housing Provider to move forward with the match.

MATCHES MADE THROUGH INDIVIDUAL/FAMILY CES

The VSP will receive a match email once a match is made which usually includes:
- match instructions
- match grid
- match documents

If the Survivor wishes to accept decline the match, please reply all to the match email to inform the Housing Provider.

VSPs are expected to follow and match instructions due dates, documents that need to be completed, and who to send the documents to.

Housing Providers expect timely document submission for all matches, including from survivors. Typical procedure is that **documents must be completed and submitted within 14 days to the Housing Provider**, however each opportunity may differ, so read the match instructions carefully.

VSPs accepting matches are expected to actively support participants through the housing process, including:

- Assisting with housing applications
- Supporting survivors in collecting necessary documentation
- Communicating with SCES Administrators and housing providers on match status, delays, or concerns
- Responding to SCES match emails within appropriate timeframes to confirm, decline, or request more time
- Attend Case Conferencing to provide updates to SCES staff regarding pending match statuses.

SCES Exits

Survivors remain enrolled in CES until the survivor is permanently housed, opts out of participating in CES, or becomes inactive. Survivors will automatically be removed from the SCES Community Queue after 90 days of inactivity.

If the survivor is no longer interested in resources through CES, an Exit Form should be completed.

Reasons to exit Survivors from SCES include:
- Survivor is Housed
- Survivor is not interested
- Survivor has not been in contact in 90 days

Once an Exit Form is completed, SCES staff will update the SCES Community Queue.

CoC and SCES Systems Meetings and Committees

SCES Facilitated Meetings

Case Conferencing: Reserved for reviewing and receiving updates on Pending Matches, Housing Interests, and Current Living Situations.

Office Hours: Reserved for SCES-related questions, including assessments, technical issues, survivor status updates, or other guidance.

CoC Facilitated Meetings

CES Steering Committee: VSPs are encouraged to attend CES Steering Committee meetings to provide input and stay informed on CES-related policies and procedures.

CoC Board Meeting: The Orange County Continuum of Care (CoC) Board is the governing body responsible for overseeing regional efforts to prevent and end homelessness. Composed of diverse stakeholders, the Board reviews policies, monitors system performance, ensures compliance with federal and local standards (including HMIS), and makes decisions on resource allocation and system improvements. VSPs are encouraged to attend CoC Board meetings as interested.

Orange County CoC Domestic Violence (DV) Committee: The CoC DV committee is a dedicated body focused on strengthening the homeless response system for survivors of domestic violence. The committee brings together DV service providers, advocates, and stakeholders to provide input, set goals, and recommend strategies that ensure CES and housing services are trauma-informed and survivor-centered. Through collaboration, training, and policy guidance, the DV Committee supports system improvements, fosters cross-sector partnerships, and incorporates survivor voices into countywide planning. VSPs are welcome to attend DV Committee meetings as members of the public.

For more information on any of the meetings listed, please email CoordinatedEntry@ocgov.com

OC INDIVIDUAL
COORDINATED ENTRY SYSTEM

Common Terms and Acronyms

CES

Means Coordinated Entry System and refers to the mechanism for allocating available housing units into a systematic resource targeting process designed to implement localized priorities for program participants. The CES covers the geographic area of the county and is regionally focused by Service Planning Areas, is easily accessed by individuals and families seeking housing and services.

Comparable/Parallel CES

An alternative CE process specifically designed to meet the specialized needs of people fleeing domestic violence.

Case Conferencing

Involves exchanging information between service providers participating in CES to enhance service coordination, minimize duplication in services and expedite access to services when needed and available. The case conferencing is aimed at ensuring that individuals and families being prioritized for a housing resource per the CES policy can have their service needs adequately met and the housing resource is an appropriate match.

Safety Planning

A unique strategy to help a survivor reduce the risks caused by a partner's abuse and control.

Community Queue (CQ)

Refers to a list of eligible participants generated from a standardized assessment. The CES Community Queue is used to refer households to shelter and permanent housing programs, including rapid rehousing and permanent supportive housing, in Orange County.

Trauma Informed Care (TIC)

A framework that involves understanding, recognizing, and responding to the impacts of trauma. TIC emphasizes physical, psychological and emotional safety; facilitates trauma survivors' ability to regain a sense of control over their own lives.

OC INDIVIDUAL
COORDINATED ENTRY SYSTEM

Common Terms and Acronyms, Continued.

Access Point

Access Point is a designated location or service provider within a community that serves as a point of entry into the CES, a system designed to connect individuals experiencing homelessness or at risk of homelessness with housing and supportive services. These access points act as a "front door" to the homeless services system, streamlining the process of connecting individuals with the resources they need.

Prioritization

Prioritization is the process by which resources are allocated to people experiencing homelessness in accordance with their level of need and/or vulnerability. For Survivor-Specific housing resources, CES will prioritize survivors with the highest score on the Survivor Assessment Tool.

Eligibility

Eligibility refers to meeting specific criteria related to homelessness or housing instability, typically involving individuals or families who are homeless or at risk and in need of housing and supportive services.

Continuum of Care (CoC)

The CoC is a regional or local planning body that coordinates housing and service funding for individuals and families experiencing homelessness. The CoC strategizes the community plan to organize and deliver housing and services to meet the specific needs of people who are experiencing homelessness as they move to stable housing and maximize self-sufficiency.

Matchmaker

The CES Matchmaker facilitates the matching of individuals experiencing homelessness with appropriate housing and support services. They work collaboratively with access points and housing providers to ensure a smooth referral process, prioritizing the most vulnerable households.

Victim Service Provider (VSP)

VSPs are the Survivor Access Points who refer survivors to the Survivors Coordinated Entry System.

OC INDIVIDUAL
COORDINATED ENTRY SYSTEM

Victim Service Provider Requirements

VSPs participating in Orange County's SCES serve as access points to connect survivors of domestic violence, human trafficking, and other forms of interpersonal violence to trauma-informed housing services. VSPs agree to follow specific requirements to ensure access to housing is safe, equitable, and survivor-centered.

1. Case Conferencing and Collaborative Meeting Participation

Each SCES Victim Service Provider Access Point must send at least one agency representative to SCES Case Conferencing, Office Hours, and other applicable collaborative meetings. Representatives are responsible for presenting the housing needs of their enrolled participants, confirming or declining housing matches, and supporting case coordination across systems.

2. Data Sharing Authorization and Survivor Confidentiality

All VSP staff must obtain SCES comparable database access authorization before discussing any Personally Identifying Information. Survivor PII shall only be shared with written, informed consent. SCES prioritizes safety, consent, and confidentiality in all data practices.

3. Housing-Focused and Survivor-Centered Approach

SCES is a housing-focused, person-centered system that upholds the principles of Housing First, Harm Reduction, and Trauma-Informed Care. VSPs are expected to prioritize survivor safety, choice, and self-determination while minimizing barriers to housing access throughout the SCES process.

4. Data Accuracy, Entry, and Timeliness
VSP Access Points are responsible for maintaining accurate and timely data using SCES forms and tools. This includes, but is not limited to:

- Completing Pre-Assessment Tools and SCES Survivor Assessments
- Entering and maintaining Current Living Situation (CLS) forms
- Submitting Referral Request Forms
- Completing SCES Exit Forms when a participant:
  - Household is no longer in contact with VSP
  - Household self-resolves their experience or episode of homelessness
  - Household is housed through SCES
  - Household is matched to housing outside of SCES
- Updating agency contact information and assigned Care Team members as necessary

5. Data Quality Review and Corrections

VSP Access Points must review and correct their agency's SCES data on a regular basis to ensure accuracy and alignment with SCES guidelines. This includes updates to participant records, enrollment status, housing progress, household exits, and staff assignments.

OC INDIVIDUAL
COORDINATED ENTRY SYSTEM

Victim Service Provider Requirements

6. Match Process Coordination and Housing Navigation

VSPs accepting SCES matches are expected to support participants throughout the housing navigation, housing application, and move-in process. Responsibilities include:

- Assisting survivors in completing housing applications
- Collecting and submitting required housing documentation
- Communicating proactively with SCES Administrators and Housing Providers about participant status
- Responding to SCES match notifications in a timely manner to confirm, decline, or request additional time

7. SCES Resource Participation

SCES VSP Access Points are encouraged but not required to ensure their agency's programs are listed accurately in the 2-1-1 Resource Database and reviewed annually. This ensures coordinated access and referral support across the system.

8. SCES Agency Administrator Designation

Each VSP Access Point must designate one SCES Agency Administrator and one backup who will be responsible for:

- Providing training and support to agency staff involved in SCES
- Reviewing agency data regularly and managing data quality
- Attending annual SCES Agency Administrator training
- Ensuring agency compliance with SCES and CES policies and procedures
- Serving as the main point of contact for SCES Administrators and Housing Providers for troubleshooting or support

9. Participation in CES Steering Committee

VSP Access Points are encouraged to participate in CES Steering Committee meetings to contribute to system-wide planning, ensure that survivor voices are represented, and remain informed about CES-related policy changes and procedures.

10. Core Responsibilities Summary

In addition to the items listed above, SCES VSP Access Points agree to:

- Conduct and submit Survivor Assessments using SCES-approved tools
- Assist participants in completing CES Authorization Forms and VSP Certifications
- Maintain active enrollment and survivor engagement
- Coordinate with survivors to respond to match offers in a timely manner
- Collect and support submission of housing documentation

Complete SCES Exit Forms accurately and in a timely manner

OC INDIVIDUAL
COORDINATED ENTRY SYSTEM

Questions? Let's Connect!

Thank you for participating!

Contact: CoordinatedEntry@ceo.oc.gov

OC INDIVIDUAL
COORDINATED ENTRY SYSTEM