

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.

Access Point CES Exits

To ensure accurate data quality, Access Points are required to exit Households from the CQ *and* CES Program Enrollment within a 6-day period.

Review the following before removing a participant from the CQ and exiting from CES program enrollment:

- Access Points should add/remove themselves from the Household's Care Team in HMIS when services with participant begin/end
- If a Household is active with other APs, DO NOT exit without consulting. Instead, Access Points should reach out to the other APs to notify and change the assigned Access Point in the CES enrollment.

Access Points will remove a Household from the CQ and exit from the CES program enrollment for reasons including, but not limited to, the following:

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 of Orange County, CA
4. Household is housed **outside** of CES*
 - a. *Reminder: Access Points should not exit a household from a CES Program Enrollment when a household is housed through CES.
5. Household declines participation in CES.

For more details on CQ removal and ICES Program Exit:

[Knowledge Base article "Removing Households from the Community Queue"](#)

[Knowledge Base article "Exiting Clients from a Project"](#)

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.

For more details on how to exit Households for Housing Providers:

[Knowledge Base article "Community Queue for Housing Agencies- Exiting CES"](#)