

# Individual Coordinated Entry System Monthly Report

March 2024  
Program year beginning 7/1/2023

# Participants Housed  
**818**  
Goal: 1,300

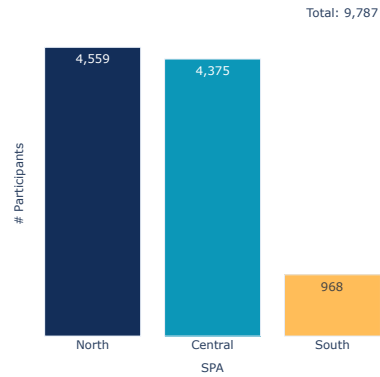
1d. % Housed Elsewhere  
**7.7%**  
Goal: 10%



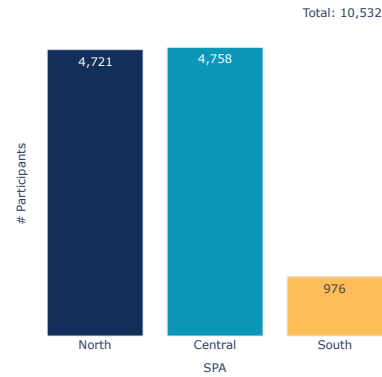
# Completed Referrals

**349**

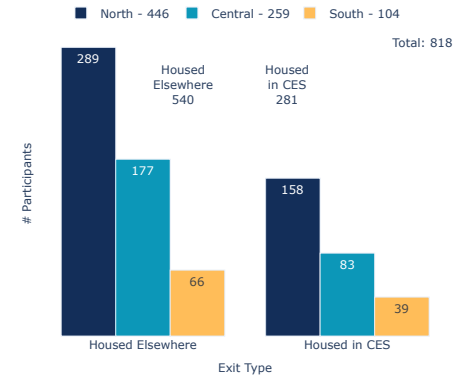
1a. # Participants Served YTD by SPA



1b. # Households Served YTD by SPA



1c. # Participants Housed YTD



2ab. Length of time between Enrollment Date and Housed Date (days)

Average  
**426**  
Goal: 232

Median  
**366**

3ab. Length of time between Enrollment Date and Assessment Date (days)

Average  
**118**

Median  
**0**

# TAY served YTD  
**427**

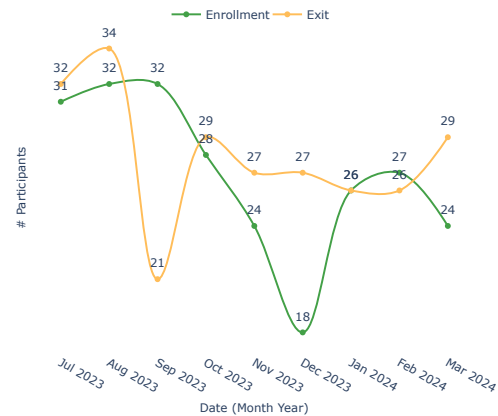
# Veterans served YTD  
**417**

# CH served YTD  
**2194**

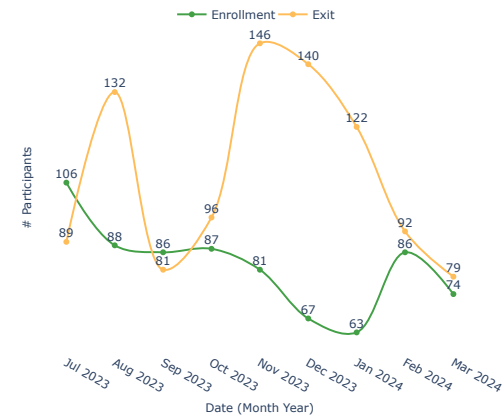
5a. Functional zero for Transitional Age Youth by month



5b. Functional zero for veterans by month



5c. Functional zero for those experiencing Chronic Homelessness by month



3cd. Length of time between Assessment Date and Referral to Community Queue (days)

Average  
**41**

Median  
**0**

3ef. Length of time between Referral to Community Queue and Referral to Housing (days)

Average  
**174**

Median  
**137**

3gh. Length of time between Referral to Housing and Exit Date (days)

Average  
**151**

Median  
**122**

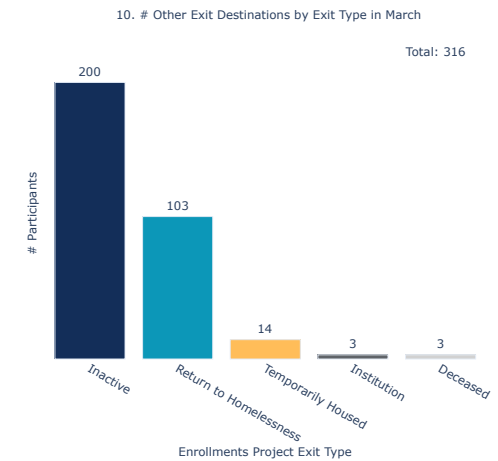
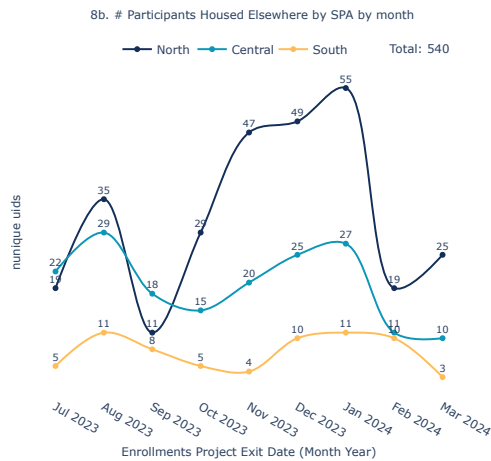
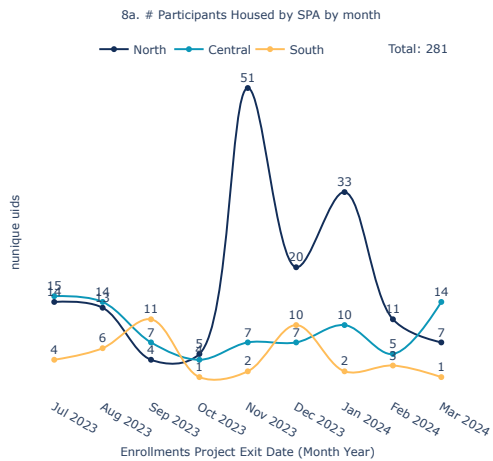
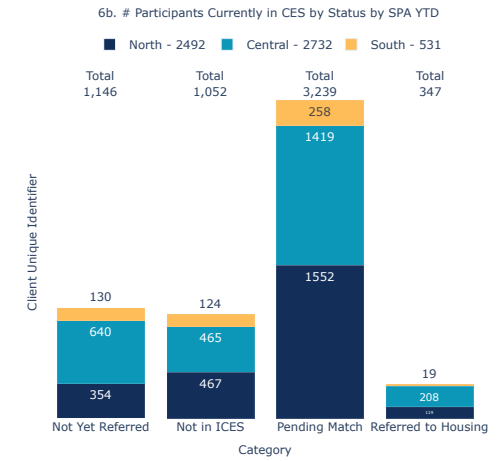
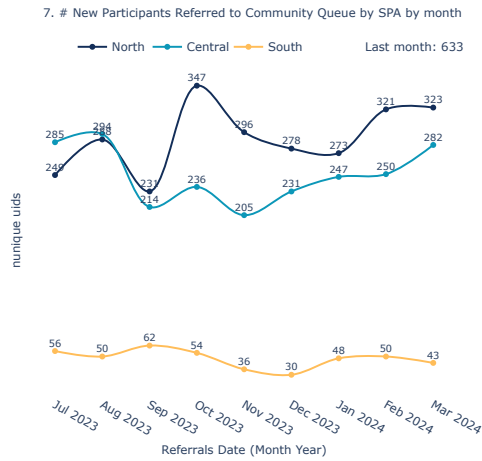
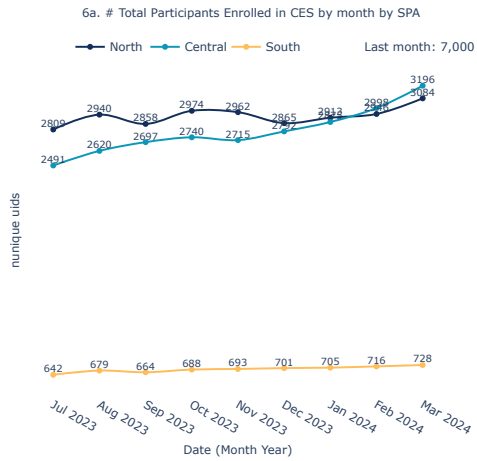
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9ab. Length of Homelessness (months)  
for current CES participants

Average  
**60**

Median  
**39**



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## Descriptions:

\*Note: Totals in most charts now include any individuals enrolled in ICES

1ab. Since July 1st, 2023, 9,787 individuals have been served by the ICES program. Similarly, 10,532 households were served by the ICES program year to date. Ideally, only one person per household will be enrolled in the CES program and appear on the queue. This number could be skewed due to individuals being enrolled in several households over time.

1cd, 4. Altogether, 818 individuals were housed since July 1st, with 281 individuals Housed via CES and 540 (66%) Housed Elsewhere or Diverted from the system. The housing goal set for the ICES team is 1,300. The percent housed elsewhere out of all participants served YTD is 7.7%. The goal for the program is to have at least 10% of participants prevented or diverted from experiencing homelessness.

2ab. On average, it takes 426 days (Median = 366) after an individual is enrolled in CES to be housed. The goal set for the ICES team was less than 232 days.

3ab. The average length of time between enrollment and assessment is currently 118 days. This is often logged on the same day so the Median is 0.

3cd. The average length of time between the assessment date and referral to the community queue is 41 days (Median = 0). This number will likely decrease as users are trained on how to refer individuals to the queue and get them document ready as we have seen common errors and misunderstandings about the process.

3ef. The average length of time between the referral to the community queue and referral to housing is 174 days (Median = 137).

3gh. The average length of time between referral to housing and exit date is 151 days (Median = 122).

5ab. The ICES program served 427 Transitional Aged Youth (18 - 24) and 417 self-identified veterans year to date.

5c. Overall, 2194 individuals experiencing chronic homelessness were served by the ICES program. The criteria used to determine chronic homelessness includes verification of a disabling condition form and verification of the chronicity portion of the chronic homelessness definition.

6a. In total, 7000 individuals were enrolled in the ICES program last month. We hope to see this number grow to show that we are serving all adult individuals experiencing homelessness in Orange County (4,510 individuals were shown in the 2023 PIT - SPA breakdowns for Individuals are pending the full report).

6b. The number of individuals who were enrolled but not yet referred to the community queue is 1146. We had 3239 individuals on our community queue last month. The individuals currently referred to housing is 347. This month, we are also able to include the number of those on the By Name Lists for each SPA who are not enrolled in ICES which was 1052.

7. 633 individuals were referred to the community queue last month.

8ab, 10. Individual's exits have been displayed across three charts with the number housed via CES (281) those Housed Elsewhere (540) and those exiting for other reasons (316).

9ab. The average length of homelessness for those enrolled this fiscal year is 60 months (Median = 39).

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As we navigate the dynamic landscape of community growth, the ICES team remains steadfast in its commitment to optimizing resources and enhancing support structures. This month's report highlights several key initiatives and collaborations aimed at bolstering efficiency, improving service delivery, and fortifying our partnerships within the community.

In response to the burgeoning demands on ICES team resources, we successfully rolled out a new system aimed at channeling community engagement towards our Office Hours platform. This strategic move not only safeguards ICES team time and resources but also ensures that community members receive timely and focused support. The adoption of this system reflects our proactive approach to managing growth while maintaining service quality.

This month the team focused on the dedication of specific time slots within our Office Hours to address critical community needs, including third-party verification, chronic homelessness verification, and prioritization of the community queue. This initiative underscores our commitment to targeted assistance. By allocating resources where they are most needed, we are better equipped to address pressing issues and provide tailored solutions.

A significant milestone achieved this month was the restructuring of our Shelter Bed Reservation (SBR) operations. This initiative aimed to streamline processes, centralize communication channels and clarify responsibilities, resulting in heightened efficiency and accountability across the board. The revamped SBR framework empowers our team to navigate challenges more effectively and deliver seamless service to our stakeholders.

To address documentation challenges associated with chronic homelessness, we have embraced case conferencing individuals with documentation issues following match meetings. This collaborative strategy not only facilitates knowledge sharing and best practice dissemination but also enhances our ability to support access points in the journey toward housing for their participants.

As always the ICES Team is committed to fostering strong partnerships and open lines of communication with shelter providers for the benefit of the SBR. This month's Shelter Team & ICES Check-in sessions serve as valuable forums for information exchange, feedback gathering, and collaborative problem-solving. By maintaining close ties with our partners on the ground, we ensure alignment of goals, optimize resource utilization, and drive collective impact.

Collaboration with our partners at FCES continues to be instrumental in advancing our shared objectives. March saw our teams join forces as we move toward the Regional Partner meeting with the Housing Authorities. Furthermore, productive discussions led to the decision for ICES to administer SBR training to the ICES community in the upcoming months.

In conclusion, the achievements and initiatives outlined in this month's report underscore the proactive stance and collaborative spirit of the ICES team. By leveraging innovative strategies, nurturing partnerships, and prioritizing community needs, we are poised to navigate challenges, capitalize on opportunities, and sustainably meet the evolving demands of our dynamic ecosystem. Looking ahead, we remain committed to excellence, responsiveness, and impact, as we continue to serve and empower our community.