



**SUPPLEMENTAL AGENDA ITEM  
AGENDA STAFF REPORT**

**Control: 26001254**

**MEETING DATE:** 05/05/2026  
**LEGAL ENTITY TAKING ACTION:** Board of Supervisors  
**BOARD OF SUPERVISORS DISTRICT(S):** All Districts  
**SUBMITTING AGENCY/DEPARTMENT:** County Executive Office  
**DEPARTMENT CONTACT PERSON(S):** Douglas Becht, 714-834-5000  
 Zulima Lundy, 714-834-6805

**REASON ITEM IS SUPPLEMENTAL:** This Agenda Staff Report and attachments were finalized after the filing deadline to the Clerk of the Board due to the timing release of the request for proposals ranking results and procedural timelines associated with the protest and appeal periods following the publication of the ranking results.

**JUSTIFICATION:** Approval at the May 5, 2026, Board of Supervisors’ meeting is necessary to avoid delays in executing a contract with a start date of June 1, 2026, to ensure a proper transition period should there be a change in Administrators. Deferring this item could delay services that play a critical role in shelter placement, or connections to supportive services and permanent housing opportunities; ultimately, impacting service delivery to households experiencing homelessness.

**SUBJECT:** Approve Model Contract for Coordinated Entry System Administrator(s)

| <b>CEO CONCUR</b> | <b>COUNTY COUNSEL REVIEW</b> | <b>CLERK OF THE BOARD</b>            |
|-------------------|------------------------------|--------------------------------------|
| Concur            | Approve agreement to form    | DISCUSSION<br>3 Votes Board Majority |

|   |                                     |  |
|---|-------------------------------------|--|
| <b>Budgeted:</b> Yes                    | <b>Current Year Cost:</b> \$100,000 | <b>Annual Cost:</b> FY 2026-27:<br>\$1,100,000<br>FY 2027-28: \$1,100,000<br>FY 2028-29: \$1,100,000 |
| <b>Staffing Impact:</b> No              | <b>Funding Source:</b> FED: 100%    | <b>Sole Source:</b> No   |
| <b>Current Fiscal Year Revenue:</b> N/A |                                     | <b>County Audit in Last 3 years:</b> No  |

**Levine Act Review Completed?** Yes

**Prior Board Action:** N/A

**RECOMMENDED ACTION(S):**

1. Select and approve a Respondent and Alternate Respondent from the Solicitation Ranking Results list of respondents in Attachment C resulting from Request for Proposal No. 017-2984502-SSP for Coordinated Entry System Administrator(s) for Individuals, Families and Survivors of Domestic Violence.

2. Approve Model Contract for Coordinated Entry System (CES) Administrator(s) for Individuals, Families and Survivors of Domestic Violence and delegate authority to the County Procurement Officer, or their Deputized designee, to negotiate and execute the approved Contract(s) without substantive changes with the Respondent selected by the Board of Supervisors, in an amount not to exceed \$1,100,000 annually for all components of the CES, for a cumulative total not to exceed \$3,400,000, for the term beginning June 1, 2026, through June 30, 2029, and renewable for two additional one-year terms. Should negotiations with the selected Respondent fail, authorize the County Procurement Officer, or their authorized designee, to terminate negotiations with the Selected Respondent and proceed to negotiate and execute the approved Contract without substantive changes with the Alternate Respondent selected by the Board of Supervisors.
3. Pursuant to Contract Policy Manual Section 3.3-113, authorize the County Procurement Officer or Deputized designee to exercise a contingency contract cost increase, not to exceed a total of 10 percent of the Contract amount for the first year of the Contract, for the entire term of the Contract, including renewals, and within the scope of work set forth in the Contract. The use of this contingency cost interest is subject to approval requirements established by the County Procurement Officer.

**SUMMARY:**

Approval of the Model Contract for Coordinated Entry System Administrator(s) and authorization of the County Procurement Officer or their authorized designee to negotiate and execute the Contract(s) with the Selected Respondent(s) will facilitate a participant-centered process that streamlines access to the most appropriate services and housing interventions for, Individuals, Families, and Survivors of Domestic Violence experiencing homelessness or at risk of homelessness in Orange County.

**BACKGROUND INFORMATION:**

The County of Orange (County) first began to operate as the Coordinated Entry System (CES) lead on February 18, 2018, after the Continuum of Care (CoC) Board voted to transition the U.S. Department of Housing and Urban Development (HUD) CoC Program grant from People for Irvine Community Health DBA 2-1-1 Orange County to the County.

The CES is a requirement of CoC Program and provides a standardized prioritization process to access emergency shelter, permanent housing, and supportive services resources to assist individuals, families, and survivors of domestic violence (survivors), who are experiencing homelessness or at risk of homelessness throughout Orange County. Households are assessed using a standard and objective assessment that identifies their length of homelessness, vulnerability, and barriers to housing. This information is used to prioritize access to available temporary and permanent housing interventions and supportive services as these become available.

On February 4, 2026, the Office of Care Coordination issued a Request for Proposals (RFP) to seek qualified providers to serve as the CES Administrators for Individuals, Families and Survivors. The RFP solicited three program components:

1. Program A: CES Administrator for Individuals
2. Program B: CES Administrator for Families
3. Program C: CES Administrator for Survivors

A total of seven proposals were received by the solicitation deadline of March 6, 2026. Six proposals were deemed responsive, and one proposal was deemed non-responsive. The following is a breakdown of responsive proposals submitted by program component:

1. Program A: CES Administrator for Individuals: two proposals
2. Program B: CES Administrator for Families: two proposals
3. Program C: CES Administrator for Survivors: two proposals

Responsive proposals were evaluated utilizing the evaluation criteria listed in Attachment B. A five-member panel with expertise in homeless service programs administration and operational knowledge of CES evaluated the proposals. The panel was comprised of three external panelists, one panelist from the Office of Care Coordination, and one panelist from the OC Housing Authority.

A Notice of Solicitation Ranking Results was issued on March 26, 2026; see Attachment C.

**Program A: CES Administrator for Individuals**

| <b>Respondent</b>                             | <b>Score</b> |
|---|--------------|
| PATH  | 2,418        |
| Friendship Shelter, Inc. (Friendship Shelter) | 2,355        |

**Program B: CES Administrator for Families**

| <b>Respondent</b>   | <b>Score</b> |
|---|--------------|
| PATH  | 2,453        |
| Orange County’s United Way dba Orange County United Way (OC United Way) | 2,288        |

**Program C: CES Administrator for Survivors**

| <b>Respondent</b>        | <b>Score</b> |
|--------------------------|--------------|
| PATH                     | 2,486        |
| Friendship Shelter, Inc. | 2,405        |

Protests were received from Friendship Shelter for both Program A and C and OC United Way for Program B. After careful review of each protest, both protests were denied.

Appeals were received from Friendship Shelter for both Program A and C and OC United Way for Program B. After careful review of each appeal, both appeals were denied.

**SCOPE OF SERVICES:**

The scope of services for the CES Administrators for Individuals, Families and Survivors, as detailed in the Model Contract (Attachment A), will focus on promoting robust service coordination within and across Service Planning Areas (SPAs), ensure alignment with the CES requirements, and lead strategic initiative and collaborative efforts that facilitate access to the Homeless Service System, primarily housing resources. This will be completed through five key competency areas, further detailed below:

1. **Leadership** to ensure the CES component for (Individuals, Families, and Survivors) operates with an efficient, clear, and consistent process across the County. These activities include supporting CES expansion by engaging new partners, providing training and technical assistance, working with regional leadership to improve system performance, conducting program evaluation, and soliciting feedback from stakeholders.

2. **System support and guidance** to enhance CES in collaboration with the Office of Care Coordination. These activities include facilitating consistent and equitable access to CES for Individuals, Families and Survivors through designated service providers, facilitating communication between CES partner agencies for continuity of care, ensuring uniform use of the CES assessment and data entry practices, and maintaining a transparent prioritization process aligned with the approved policies and procedures.
3. **Regional coordination** activities include ensuring active engagement of CES participants awaiting supportive services, emergency shelter, or permanent housing opportunities, coordinating efforts among multiple service providers, facilitating housing transfers when higher levels of care are needed, and tracking progress toward permanent housing while addressing barriers.
4. **Fostering system partnership and collaboration** across public and private agencies throughout all three (3) SPAs and countywide to support subpopulations with accessing services, shelter and housing from different sectors within the System of Care.
5. **Data analysis and evaluation** of CES to report impact and identify areas for improvement as it relates to outcomes, engagements and future policy development, as well as identify unique opportunities based on subpopulation or region.

The recommended Scope of Service outlined in the Model Contract is in alignment with the Outreach and Supportive Services Pillars' best practices, guiding principles and commitment as detailed in the Homeless Service System Pillar Report as approved by the Commission to Address Homelessness.

#### **PERFORMANCE OBJECTIVES:**

The CES Administrator(s) for Individuals, Families and Survivors will be required to meet certain performance objectives and report on CES operations on a monthly basis, including but not limited to:

1. Number of unduplicated households enrolled in the CES program;
2. Number of unduplicated households enrolled in the CES Community Queue by subpopulations;
3. Number of households that enroll in an emergency shelter bed made available through the CES Bed Reservation; and
4. Number of households that successfully transitioned to a permanent housing resource through CES

Together, these measures help the Office of Care Coordination understand system demand, track outcomes, and identify where additional resources or improvements may be needed.

The recommended Model Contract includes a one-month ramp up period, if needed, to support the recruiting of new staff and transition of administrative and programmatic operations in collaboration with the current administrators Friendship Shelter, and Orange County United Way. The proposed ramp-up period will minimize any disruptions to the CES and allow for continuity of care for all participants. The Office of Care Coordination will facilitate this process and work collaboratively with all stakeholders through any transition.

The Orange County Preference Policy is not applicable to this Contract Award. The appropriate due diligence has been conducted, and the non-profits have been verified to be in good standing. The County Procurement Office has verified that there are no concerns that must be addressed with respect to all Respondents' ownership/name, litigation status or conflicts with County interest. An analysis was completed to verify the Model Contract provides County with people specially trained, experienced, expert and competent to perform the special services in accordance with the law.

The Office of Care Coordination requests that the Board of Supervisors select and approve a Selected Respondent and Alternate Respondent from the Solicitation Ranking Results List in Attachment C, approve the Model Contract, and delegate authority to the County Procurement Officer, or their authorized designee, to negotiate and execute the approved Model Contract with the Selected Respondent as referenced in the Recommended Actions above. Approval of the recommended actions will continue to support the County's effort to build a responsive System of Care that meets the needs of different segments of the homeless population in accessing shelter, securing housing and increasing income.

**FINANCIAL IMPACT:**

The appropriations for the Contract were included in FY 2025-26 Mid-Year Budget Adjustment Report (MBAR) for Office of Care Coordination, Budget Control 018 and will be included in the budgeting process for future years.

The proposed Contract includes provisions allowing the County Executive Office (CEO) to terminate the Contract, reduce the level of services, and/or renegotiate the levels of services provided, as necessary. This includes a notice that allows CEO adequate time to transition or terminate services to clients, if necessary.

**Funding Source:**

100% Federally funded through HUD CoC Program, CES grant

**STAFFING IMPACT:**

N/A

**REVIEWING AGENCIES/DEPARTMENTS:**

N/A

**ATTACHMENTS:**

Attachment A - Model Contract (CES) Final

Attachment B - RFP Individual Scores Per Evaluation Criteria and Summarized Score Sheet

Attachment C - Solicitation Ranking Results List