



**Policies, Procedures and Standards  
Committee  
December 14, 2021**

## **Welcome and Introductions**

Maricela Rios-Faust

Policies, Procedures and Standards (PPS)

Committee Chair

## **Public Comments**

Maricela Rios-Faust

PPS Committee Chair

# **Continuum of Care (CoC) and Homeless Management Information System (HMIS) Updates**

Zulima Lundy, CoC Manager

Erin DeRycke, 211OC

# Agenda Item #3

## Looking Ahead to 2022

- Membership of PPS Committee
- Racial Equity Roadmap
- Follow up on CoC Needs Assessment
- Review of Emergency Solutions Grant (ESG) Minimum Standards

# Agenda Item #3

## Ad Hoc and Working Groups

- North Orange County Public Safety Task Force Data
- HMIS Working Groups
  - Access and Minimum Participation
  - Policies and Procedures Review

# HMIS 2021 Wrap-Up

December 14, 2021

# HMIS User Fees

- Policy approved by the PPS Committee and the CoC Board in December 2020
- The policy requires agencies that receive state and/or federal funding that requires HMIS participation to be charged an annual fee based on the number of active users at the agency at the end of the calendar year.
- The policy was implemented in January, and fees were collected in March.
- Fees will be charged at the beginning of every calendar year.
- Will be providing an updated policy recommendation and fee structure in January 2022.

# CoC Dashboard

- Approved by the PPS Committee in December 2020 and the CoC Board in February 2021
- Includes demographic and performance data from HMIS, demographics and needs data from the 211OC Contact Center, and Virtual Front Door data
- Dashboard is published on a quarterly basis and is available on the [OCHMIS website](#)
- 211OC is exploring how to best incorporate filters for subpopulations, including Transitional Aged Youth, Domestic Violence Survivors and Veterans

# Agency Access Policy

- Policy approved by the PPS Committee in May 2021 and the CoC Board in May 2021
- The policy states that agencies that receive funding that requires HMIS participation and/or agencies with beds that target homeless clients are approved to access HMIS. Agencies that do not meet either of these criteria must submit an Agency Access Application and be approved by the HMIS Access Working Group to gain access to HMIS.
- Since implementation, 21 agencies have submitted applications (16 approved, 4 denied, 1 pending)

# Minimum Participation Requirements Policy

- Policy approved by the PPS Committee in May 2021 and the CoC Board in May 2021
- The policy states that in order for agencies to have access to HMIS they must contribute data to HMIS. The policy also establishes guidelines for minimum participation requirements.
- A quarterly review plan was discussed with the Data and Performance Management Committee, and an updated policy has been drafted for inclusion in the HMIS Policies and Procedures. The quarterly review will begin upon approval by the CoC Board.

# HMIS Policies and Procedures & Data Quality Plan

- CoC Board requested annual review plan for the HMIS Policies and Procedures in May 2021; the recommended plan was approved by the PPS Committee in July 2021
- HMIS Working Group was created to complete detailed review of HMIS Policies and Procedures and HMIS Data Quality Plan
- HMIS Working Group has met five times so far to review the HMIS Policies and Procedures; expected to share updated document in January
- The group will start review on the HMIS Data Quality Plan when the Policies and Procedures is completed

# HMIS Policies & Procedures Review Timeline and Next Steps

- 12/9/21: Presented to Data and Performance Management Committee
  - Draft Policies and Procedures sent to HMIS Agency Administrators for review, feedback due 12/30/21
- January 2022: Present to Policies, Procedures, and Standards Committee for approval
  - Draft Policies and Procedures will be sent to committee members for review, feedback due 1/13/22
- January/February 2022: Present to CoC Board for approval

# **Coordinated Entry System (CES) Policy and Procedures Recommended Changes**

Zulima Lundy, CoC Manager

Rebecca Ricketts, CES Manager

# CES Policies Update



coordinated  
ENTRY SYSTEM

12/14/2021

# Background & Overview



- CES policies were last approved September 11, 2019.
  - Incorporated Shelter Priority
  - Focus on Dynamic Prioritization and Case Conferencing
  - Establish resource allocation by Service Planning Area
  
- The Violence Against Women Act (VAWA) protects survivors of domestic violence, dating violence, human trafficking, sexual assault, or stalking.
  - Requirement of the CoC Program

# Background & Overview



- **May to June 2021** – Homebase, a national technical assistance provider in the fields of housing and homelessness, completed an evaluation of the OC Coordinated Entry System.
- **July to September 2021** – CES Administrators for the three components of CES reviewed the evaluation findings and recommendations to develop a proposal to update the CES assessment and prioritization policies.

# Background & Overview



- **November to December 2021** – CES draft policies were available for public review and feedback in writing and during multiple listening sessions.
  - November 3 – CES Steering Committee review of policy recommendation
  - November 17 – Update provided during CoC Board Meeting
  - November 18 – Listening Sessions with CES Partners and Public
  - November 30 – Deadline for written feedback
  - December 7 – Lived Experience Advisory Committee feedback
- **December 2021** – Feedback was integrated into the updated draft CES policies and presented at PPS Committee

# Proposed Policy Changes



## ■ Emergency Transfer Request:

- Add a policy for tenants who are victims of domestic violence, dating violence, human trafficking, sexual assault, or stalking to request an emergency transfer to another available, safe housing opportunity through CES.

## ■ Assessment:

- Replace the VI-SPDAT with data collected in the program entry screen:
  - Length of Homeless
  - Disabling Conditions

## ■ Prioritization:

- Primary factors will be length of homelessness, disability and chronic homelessness
- Discontinue the shelter preference
- Discontinue VI-SPDAT

# Prioritization Policy Framework



## Priority Population

CHRONIC HOMELESSNESS

PERMANENT DISABLING CONDITION

LENGTH OF HOMELESSNESS

### **Dynamic Prioritization**

Prioritization process is dynamic allowing flexibility to target household needs and maximize effective resource utilization.

### **Resource Distribution**

Resources are distributed by Service Planning Area based on the most recent point in time count.

# Next Steps



- **December 2021 to January 2022** – Integrate feedback provided by the PPS Committee into the updated draft CES Policy and Procedures
- **January 2022** – Recommended updates CES Policy and Procedures to the CoC Board for adoption
- **February 2022** – Begin implementation of changes, starting with training for CES partners

# CES Policy and Procedures Recommendation



## ▪ Attachments for reference:

- Attachment A - CES Policy and Procedures - Redline Version
- Attachment B - CES Policy and Procedures - Clean Version
- Attachment C - Homebase Report: CES Prioritization and Assessment Best Practices and Recommendations
- Attachment D - 2021 CES Policy Feedback and Questions

## ▪ Recommended action:

- Approve the recommended changes to the Coordinated Entry System (CES) Policy and Procedures.

# **Anti-Discrimination Policy Update**

Zulima Lundy, CoC Manager

# Agenda Item #5

## Anti-Discrimination Policy Update

- During the PPS Committee held on Tuesday, October 12, 2021, the PPS Committee took action to recommend the Anti-Discrimination Policy the Orange County CoC for approval and implementation.
- Additionally, the PPS Committee requested that the Office of Care Coordination review all applicable laws and regulations for the State of California related to anti-discrimination, equal access, and fair housing and make any necessary updates to the Anti-Discrimination Policy.
- The Office of Care Coordination committed to bringing an updated policy to the PPS Committee for review and feedback.

# Agenda Item #5

## Anti-Discrimination Policy Update

### Revised Policy

- The revised Anti-Discrimination Policy (Item V. Attachment A.) is being recommended to the Policies, Procedures, and Standards Committee for adoption.
- Adoption of the revised Anti-Discrimination Policy will support the Orange County CoC in ensuring all people experiencing homelessness have equal access to the housing and services necessary to end their homelessness.
- The policy would also support the CoC in complying with federal nondiscrimination and equal opportunity provisions, as codified in the Fair Housing Act, Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, Titles II & III of the Americans with Disabilities Act, HUD's Equal Access to Housing Rule and Gender Identity Final Rule, 24 CFR 5.100, 5.105(a)(2) and 5.106(b).

### Recommended Action:

- Approve the revised Anti-Discrimination Policy for the Orange County Continuum of Care (CoC), as requested by the Policies Procedures and Standards (PPS) committee.

# Agenda Item #5

## **Next Meeting:**

January 11, 2022, 3:30 p.m. – 5:00 p.m.

