

Policies, Procedures and Standards Committee

Meeting Date: December 14, 2021

Meeting Time: 3:30 p.m. – 5:00 p.m.

Meeting Link: <https://ocgov.webex.com/ocgov/j.php?MTID=m7250105216e73c4b3af375e1d3bf86a3>

Meeting Number: 2452 589 9627

Passcode: pps112

Phone: +1-213-306-3065

Committee Chair: Maricela Rios-Faust

Committee Members: Matt Bates, Judson Brown, Natalie Bui, Patti Long, Christina Weckerly-Ramirez

Minutes

1. **Welcome and Introductions** – Chair Maricela Rios-Faust
 - a. Chair Maricela Rios-Faust called the meeting to order at 3:30 p.m.
 - b. Roll call
 - i. Present: Maricela Rios-Faust, Matt Bates, Judson Brown, Natalie Bui, Patti Long, and Christina Weckerly-Ramirez
2. **Public Comments**
 - a. No public comments.
3. **Continuum of Care (CoC) and Homeless Management Information System (HMIS) Updates** – Zulima Lundy, CoC Manager and Erin DeRycke, 211OC
 - a. Zulima Lundy reviewed upcoming items for the Policies, Procedures and Standards (PPS) Committee to discuss and achieve in 2022, including updating the membership of the PPS Committee, Racial Equity Roadmap, follow up on the CoC Needs Assessment, and review of the Emergency Solutions Grant (ESG) minimum standards.
 - b. Zulima Lundy provided information on the status of the Ad-Hoc and Working Groups, including the North Orange County Public Safety Task Force Data working group and the HMIS Working Group that originated from the PPS Committee.
 - c. Erin DeRycke presented the following updates as a part of the HMIS 2021 Wrap-Up:
 - i. The HMIS User Fees Policy was approved by the PPS Committee and the CoC Board in December 2020. The policy was implemented in January 2021 and fees were collected in March 2021. Fees will be charged at the beginning of every calendar year and are based on the number of active users at the agency at the end of the calendar year. An updated policy recommendation and fee structure will be presented to the PPS Committee in January 2022 given the change in HMIS users.
 - ii. The CoC Dashboard was approved by the PPS Committee in December 2020 and the CoC Board in February 2021. The CoC Dashboard includes demographic and performance data from HMIS, demographics and needs data from the 211OC Contact Center, and Virtual

Front Door data. The CoC Dashboard is published on a quarterly basis and is available at the [OCHMIS website](#).

- iii. The HMIS Access Policy was approved by the PPS Committee in May 2021 and the CoC Board in May 2021. Since implementation, 21 agencies have submitted applications (16 approved, 4 denied, 1 pending). The HMIS Access Working Group is discussing an appeals process that may be presented to the PPS Committee in January 2022.
 - iv. The HMIS Minimum Participation Requirements Policy was approved by the PPS Committee in May 2021 and the CoC Board in May 2021. 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.
 - v. The CoC Board requested annual review plan for the HMIS Policies and Procedures in May 2021 and the recommended plan was approved by the PPS Committee in July 2021. The HMIS Working Group has met five times thus far to review the HMIS Policies and Procedures and is expected to share an updated document with the PPS Committee in January 2022.
 - vi. Erin DeRycke and Zulima Lundy shared information about the timeline and next steps as it relates to the HMIS Policies and Procedures Review, including engagement of the Lived Experience Advisory Committee and a future presentation to the PPS Committee and CoC Board.
- d. PPS Committee Member Comments:
- i. Matt Bates inquired about why more agencies do not participate in HMIS and if the cost to participate is a barrier for smaller organizations. Zulima Lundy expressed the importance of taking into account the administrative commitment and engagement of agencies as HMIS is time intensive and important to the CoC. Erin DeRycke expressed that the cost burden of smaller organizations was considered during the development of the proposed policy and fees are dependent on agency size.
- e. Public Comments:
- i. Susan Price from City of Costa Mesa inquired about how the local HMIS is being impacted by the State requirements that HMIS must be used for all State funding sources such as HomeKey, Senate Bill 2 funding, and Homeless Housing, Assistance and Prevention (HHAP) program. Zulima Lundy expressed that there has been a large increase in HMIS users, causing a higher demand for technical assistance and ongoing support by the HMIS Lead. Erin DeRycke stated that in the past two years the number of HMIS participating agencies increased by 35 percent, the number of projects in HMIS increased by 72 percent, and total users increased by 124 percent.
- a. **Coordinated Entry System (CES) Policy and Procedures Recommended Changes** – Zulima Lundy, CoC Manager and Rebecca Ricketts, CES Coordinator
- a. Zulima Lundy provided an overview of the CES Policies and Procedures recommended changes, including the Homebase evaluation of the Orange County CES, development process of the recommended changes, and public review and feedback process.
 - b. Rebecca Ricketts reviewed the proposed policy changes, including emergency transfer request, assessment, and prioritization.

- c. Zulima Lundy reviewed the next steps, which include integrating feedback provided by the PPS Committee into the updated draft CES Policy and Procedures, bringing recommended updates to the CoC Board for adoption, and beginning the implementation of changes in February 2021, starting with training for CES partners.
- d. Doug Becht, Acting Director for the Office of Care Coordination, emphasized the importance of the CES and the impact that these changes may have in the CoC. Doug Becht assured that staff is committed to measuring the impact of the proposed changes to ensure that the CES is aligned to fit a Housing-First model. Doug Becht highlighted that the goal is to create a system that encourages all stakeholders to make an investment in addressing homelessness so there is an equal responsibility for all to collectively contribute to housing solutions.
- e. PPS Committee Member Comments:
 - i. Patti Long inquired about the biggest concerns that were brought up through the feedback process. Zulima Lundy stated that those who participated in the Listening Sessions were heard and able to walk through the recommended CES policy and process, and the current policy addresses the concerns that were raised to the best degree.
 - ii. Patti Long inquired about concerns on how the length of homelessness is documented. Rebecca Ricketts stated that feedback on this topic was varied, and that the community is uncertain about how to proceed in that area. Rebecca Ricketts acknowledged that there is a need for ongoing training around the documentation of length of homelessness piece to ensure service providers are using the same methodology.
 - iii. Christina Weckerly-Ramirez expressed the need to have more time to review the materials and provide feedback and requested clarification on the action to be taken during today's meeting.
 - iv. Judson Brown stated that the City of Santa Ana does not support the draft policy as presented, particularly the discontinuation of the shelter preference. Judson Brown expressed concern that discontinuing the shelter preference would lead to inequity in the cities that are providing emergency shelter beds, would disincentivize individuals from seeking shelter, and provide more permanent supportive housing opportunities to cities that are not investing in housing solutions. Judson Brown expressed that shelter flow will be greatly impacted by the discontinuation of the shelter preference.
 - v. Christina Weckerly-Ramirez inquired about available data regarding shelter flow and the implementation of the shelter preference. Rebecca Ricketts stated that there was not a substantial impact on people accessing housing opportunities through shelters, and that approximately 60 percent of our housing opportunities currently go to individuals in shelter.
 - vi. Christina Weckerly-Ramirez stated that many of the most vulnerable individuals experiencing homelessness struggle in a congregate setting and will not access shelter, even though they are ready for housing.
 - vii. Patti Long inquired about the possibility of having a CoC Special Board meeting to discuss the potential impacts of this decision, noting that it is critical for shelter priority and how to determine length of homelessness to be discussed further.
- f. Public Comments:

- i. Jacky Trani stated that unsheltered individuals want housing and are too traumatized to go to shelters. Jacky Trani inquired what percentage of shelter beds are used, particularly in Huntington Beach.
- ii. Susan Price discussed the history and expansion of the shelter system in Orange County, noting the nine (9) cities that are currently hosting a shelter and emphasized the importance of not disincentivizing those cities and impacting shelter flow. Susan Price stated that it may be too soon for this policy shift given the current shelter system, having only been in place for five years, to use length of homelessness as the sole priority factor, and to consider splitting between length of homelessness and the shelter system.
- g. **Recommended Action:** Approve the recommended changes to the CES Policy and Procedures
 - i. No action taken by the PPS Committee. The Office of Care Coordination committed to exploring a special CoC Board Meeting for ongoing discussion.

4. Anti-Discrimination Policy Update – Zulima Lundy, CoC Manager

- a. 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.
- b. 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. Adoption of the policy would also support the CoC in complying with federal and state 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).
- c. **Recommended Action:** Approve the adoption of an updated Anti-Discrimination Policy for the Orange County CoC in accordance with the guidance from the U.S. Department of Housing and Urban Development and the State of California.
 - i. Judson Brown motioned to approve the recommended action. Matt Bates seconded the motion. Motion passed unanimously.

5. Motion to Adjourn: Meeting was adjourned at 4:54 p.m.

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