Policies, Procedures and Standards Committee
August 8, 2022

Welcome and Introductions

Becks Heyhoe

Policies, Procedures and Standards (PPS) Committee Chair

Public Comments

Becks Heyhoe

PPS Committee Chair

Consent Calendar

Becks Heyhoe

PPS Committee Chair

Orange County Continuum of Care (CoC) Data Integration Policy

Zulima Lundy, Director of Operations

Erin DeRycke, 211OC

Business Calendar – Item #1

Background

- At the January 19, 2022, meeting of the CoC Board, the CoC Board approved the redefined recommendation from the PPS Committee and the Ad Hoc for the North Orange County Public Safety Collaborative (NOCPSC) request.

- The Working Group was comprised of the HMIS Lead, HMIS Administrators and representatives with technical backgrounds on data sharing mechanisms

- Throughout the process of meeting from March to July 2022, the Working Group identified how the policy could serve in a broader capacity for data integration requests presented to the Orange County CoC and drafted a proposed policy and procedure for the Ad Hoc to review.
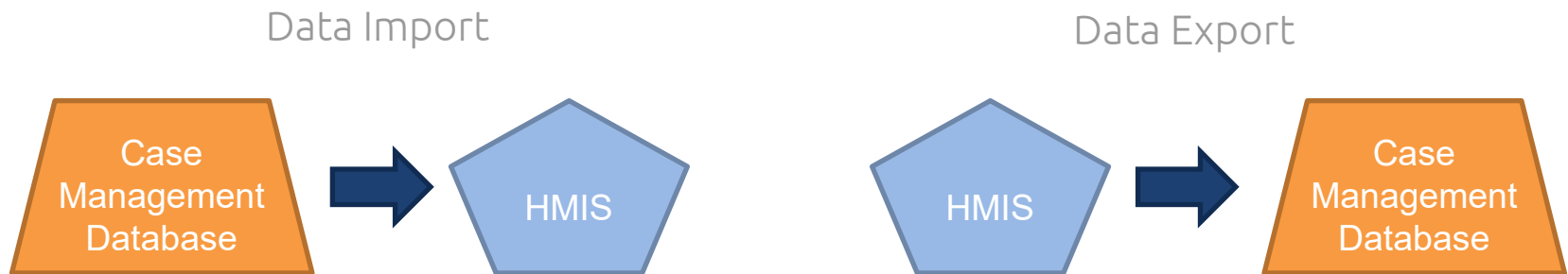
Data Integration Policy

- The Ad Hoc reconvened on July 5, 2022, to review a draft of the recommended data integration policy, as well as discuss outstanding questions and considerations from the Working Group.

- 2-1-1 Orange County (211OC) as the HMIS Lead in partnership with the Office of Care Coordination revised the draft policy and created a Memorandum of Understanding (MOU) template based on feedback from the Ad Hoc that requires agencies to note specifics around data requested

Data Integration

- Data integration is the process of exporting data from one data system and importing it into another.

Data Import

Data Export

Case Management Database → HMIS

HMIS → Case Management Database

Data Integration

- Data integrations may be manual or automated

- Large investment of time from HMIS Lead and requesting agency/database vendor both for implementation and ongoing maintenance

- All data integrations should improve care coordination for clients

Data Import Considerations

- Data import into HMIS should only occur if the requesting agency and/or database has:
  - Good data quality
  - Technically sophisticated staff with capacity
  - A large number of records
  - Minimal changes to their workflow

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Orange County

Data Import/Export Request Form

- Overview/purpose of request

- Population of clients

- Frequency

- Number of records

- Data elements

- How will this data integration improve care coordination for clients?

Agency/Vendor Review

- Imports
    - Review completeness and accuracy of data elements to be imported
    - Review consent forms to ensure clients consent to share data in HMIS

- Exports
    - Review data storage practices
    - Review security of software
    - Review agencies/users with access
    - Review access roles/data sharing
    - Review client privacy practices

Data Breach Incident Report

- Describe the nature of the data breach

- What client data is impacted by this breach?

- What has your agency done to resolve the data breach that occurred?

Items for Approval

- New: Data Integration Policy

- New: Data Integration MOU

- Update: Client Consent Form

- New: Data Breach Policy

Business Calendar – Item #1

Recommended Action

a. Recommend the Orange County CoC Data Integration Policy and Memorandum of Understanding (MOU) for review and approval to the Orange County CoC Board.

Coordinated Entry System (CES) Policy and Procedures Shelter Priority Working Group Update

Zulima Lundy, Director of Operations

Coordinated Entry System (CES) Policy and Procedures Update

- On March 8, 2022, the PPS Committee approved two revisions to the CES Policy and Procedures:

  1. Incorporated an Emergency Transfer Request policy and

  2. Discontinued the use of the Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT).

- The third proposed policy revision was to discontinue the use of a shelter preference for the CES prioritization policy; however, the PPS Committee motioned for the creation of a working group to further discuss the proposed revision with a wider group of stakeholders.

Business Calendar – Item #2

Shelter Priority Working Group

- The Office of Care Coordination solicited interested agencies to participate in the creation of a working group to further explore the Shelter Priority.

- The working group began meeting regularly on June 2022, and has met three times to discuss, in length, all possible options as well as explore ways in which the options can impact people experiencing homelessness on the CES, in real time

- Working group membership consists of representatives from seven non-profit agencies and three cities:

  - ❖ Family Assistance Ministries

  - ❖ Orange County Health Care Agency – Mental Health and Recovery Services

  - ❖ Orange County United Way

  - ❖ Pathways of Hope

  - ❖ Share Our Selves

  - ❖ WisePlace

  - ❖ City of Fullerton

  - ❖ City of Costa Mesa

  - ❖ City of Santa Ana

Business Calendar – Item #2

Next Steps

- The working group is committed to arrive on an option which accounts for the needs of the Orange County Continuum of Care, as well as considers the needs of people experiencing homelessness, and the federal and state guidance related to CES.

- The Office of Care Coordination will bring this item to the PPS Committee membership for consideration at an upcoming meeting.

FY 2022 CoC Supplemental to Address Unsheltered and Rural Homelessness Notice of Funding Opportunity

Zulima Lundy, Director of Operations

Business Calendar – Item #3

CoC Special NOFO

- On June 22, 2022, the U.S. Department of Housing and Urban Development (HUD) released the Continuum of Care (CoC) Supplemental to Address Unsheltered and Rural Homelessness (Special NOFO)

- The Special NOFO is first-of-its-kind package of resources to address unsheltered homelessness and homeless encampments, including funds set aside specifically to address homelessness in rural communities

- HUD is making available $322 million to the CoC Program nationally, and the Orange County CoC eligible to apply for $19,846,82 funding during the Special NOFO

- The Orange County CoC Board in Collaboration with the County of Orange's Office of Care Coordination as the Administrative Entity is planning to submit an application to HUD.

Business Calendar – Item #3

CoC Special NOFO

- As part of the Collaborative Application process, CoC's are tasked with developing a CoC Plan to Address Individuals and Families Experiencing Homelessness with Severe Service Needs

- Severe service needs include:

  - ❖ Significant challenges or functional impairments (i.e. any physical, mental, developmental or behavioral health disabilities regardless of the type of disability) which require a significant level of support in order to maintain permanent housing

  - ❖ High utilization of crisis or emergency services to meet basic needs (i.e. emergency rooms, jails, and psychiatric facilities)

  - ❖ Currently living in an unsheltered situation or having a history of living in an unsheltered situation

  - ❖ Experiencing a vulnerability to illness or death

  - ❖ Having a risk of continued or repeated homelessness

  - ❖ Having a vulnerability to victimization, including physical assault, trafficking or sex work.

Business Calendar – Item #3

CoC Plan Feedback Session

- The Office of Care Coordination is seeking input from CoC stakeholders in the development of the CoC Plan to Address Individuals and Families Experiencing Homelessness with Severe Service Needs

- Throughout the next month, the Office of Care Coordination plans to solicit feedback in effort to draft a competitive application informed by stakeholders and community members of the Orange County CoC

Business Calendar – Item #3

CoC Plan Feedback Session

1. What strategies can be utilized within the Orange County CoC to better support individuals and families facing significant challenges or functional impairments, including any physical, mental, developmental, or behavioral health disabilities, obtain and maintain permanent housing?

2. How can the Orange County CoC improve support for unsheltered individuals and families who frequently use crisis or emergency services to meet their basic needs (i.e. emergency rooms, jails, and psychiatric facilities)?

3. What strategies can the Orange County CoC utilize to promote a collaborative approach to service delivery to improve the overall health and wellbeing of participants, as well as prioritize rapid placement and stabilization in permanent housing?

Next Meeting:

September 13, 2022, 3:30 p.m. – 5:00 p.m.