Orange County
Continuum of Care Board Meeting
February 22, 2023

Public Comments

Board Member Comments

Consent Calendar

Consent Calendar

1. Approve CoC Board Meeting Minutes from January 25, 2023

Business Calendar

2023 CoC Board Appointments

Zulima Lundy, Director of Operations,
Office of Care Coordination

Committee Chairs

- The Orange County Continuum of Care (CoC) committees are chaired by designated representatives of the Orange County CoC Board membership to ensure the sustained vision and support of CoC initiatives.

- At the January 25, 2023, meeting of the CoC Board, the Housing Opportunities Committee and Coordinated Entry System (CES) Steering Committee governance charters, along with the other CoC committee governance charters, were approved by the CoC Board.

- The committee governance charters provided clarification on the terms of the committee chairs aligning with the CoC Board member term, which applies to the following chairs who were re-elected in December 2022 to continue serving as CoC Board members:
  a. Judson Brown, Chair of the Housing Opportunities Committee
  b. Christina Weckerly-Ramirez, Chair of the CES Steering Committee

- Both chairs will need to be appointed for their current term to remain active and continue the work of their respective committees

Business Calendar – Item #1

Policies, Procedures and Standards Committee Membership

- The Policies, Procedures and Standards (PPS) Committee membership is being appointed for the upcoming term due to appointment of new committee chairs and former members completing their terms.

- As outlined in the PPS Committee Governance Charter approved on January 25, 2023, the PPS Committee membership shall be comprised of the Chairs of any ongoing CoC Board Committees, as well no fewer than one and no more than two at large CoC Board members. The PPS Committee members being recommended for appointment include:

    i. Judson Brown, Chair of the Housing Opportunities Committee;

    ii. Christina Weckerly-Ramirez, Chair of the Coordinated Entry System (CES) Steering Committee

    iii. Dr. Shauntina Sorrells, Chair of the Transitional Age Youth (TAY) Collaborative Committee

    iv. Eric Richardson, Chair of the Veterans Committee

    v. Nishtha Mohendra, Chair of the Service Provider Forum

- The CoC Board is also being asked to appoint Robert "Santa Bob" Morse as an at-large representative to the PPS Committee.

CoC Committee Appointments

Housing Opportunities Committee Chair

- The Housing Opportunities Committee shall be chaired by a member of the CoC Board and shall serve for the duration of their term on the CoC Board.
- Meets every other month for a planning meeting with the Office of Care Coordination.
- Will support in bringing committee recommendations or presentations to the CoC Board as appropriate.

CES Steering Committee Chair

- The CES Steering Committee shall be chaired by a member of the CoC Board and shall serve for the duration of their term on the CoC Board.
- Meets every other month for a planning meeting with the Office of Care Coordination.
- Will support in bringing committee recommendations or presentations to the CoC board as appropriate.

Policies, Procedures and Standards Committee Membership

- Additional membership shall be comprised of the chairs of any ongoing CoC Board Committees, as well as no fewer than one and no more than two at large board members.
- The PPS Committee is responsible for recommending any committees, workgroups, and ad hoc groups necessary for the proper and efficient functioning of the Orange County CoC.

Recommended Actions

a. Appoint CoC Committee Chairs and Membership:
    i. Appoint Christina Weckerly-Ramirez to Chair the Coordinated Entry System (CES) Committee
    ii. Appoint Judson Brown to Chair the Housing Opportunities Committee
b. Appoint the following CoC Committee Chair membership to the Policies, Procedures, and Standards (PPS) Committee:
    i. Judson Brown, Chair of the Housing Opportunities Committee;
    ii. Christina Weckerly-Ramirez, Chair of the CES Steering Committee;
    iii. Dr. Shauntina Sorrells, Chair of the Transitional Age Youth Collaborative Committee;
    iv. Eric Richardson, Chair of the Veterans Committee, and
    v. Nishtha Mohendra, Chair of the Service Provider Forum.
c. Appoint Robert "Santa Bob" Morse as an at-large representative to the PPS Committee.

Policies, Procedures and Standards (PPS) Committee Recommendations

Zulima Lundy, Director of Operations,

Office of Care Coordination; Erin DeRycke, Vice President of Data Analytics, 211OC; and Becks Heyhoe, Vice Chair

Business Calendar – Item #2

Orange County Homeless Management Information System (HMIS) Data Quality Plan

- 2-1-1 Orange County (211OC) as the Homeless Management Information System (HMIS) Lead for the Orange County Continuum of Care (CoC), has developed the Orange County HMIS Data Quality Plan (Data Quality Plan) for all agencies participating in the OC HMIS.

- The purpose of the Data Quality Plan is to provide a centralized document that all agencies can access and can be used as a tool to improve data quality for the agency and OC HMIS as a whole.

- The proposed HMIS Data Quality Plan was presented to the PPS Committee membership on Tuesday, February 14, 2023. The PPS Committee took action to recommend that the Data Quality Plan be presented to the CoC Board for approval.
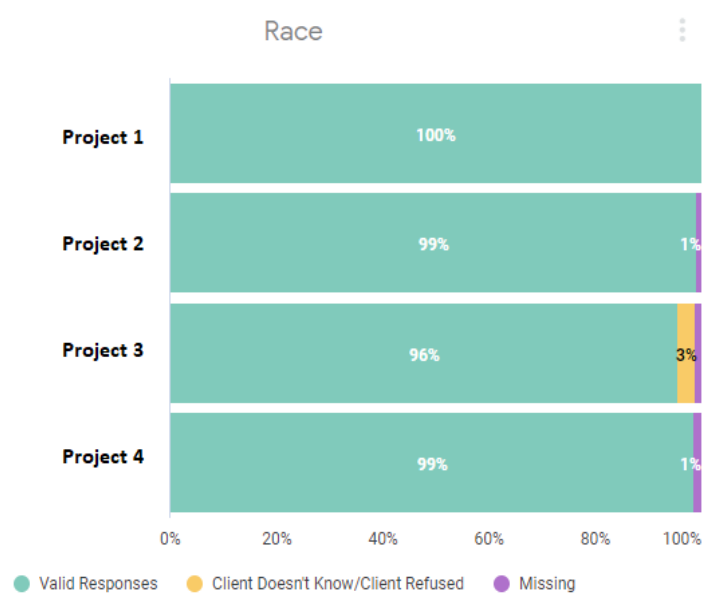
HMIS Data Quality Plan: Timeline

- November 2022: HMIS Working group met twice to discuss draft Data Quality Plan

- December 2022: Data Quality Plan presented to Data & Performance Management Committee

- December 2022: Data Quality Plan sent to HMIS users for feedback period

211
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HMIS Data Quality Plan

- Help users understand the different components of data quality

- Standardize the data quality monitoring and reporting process

- Establish policies for data quality incentives and enforcements

- Provider users with tools to manage their agency's data quality

211
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Data Completeness

Required data is known and documented
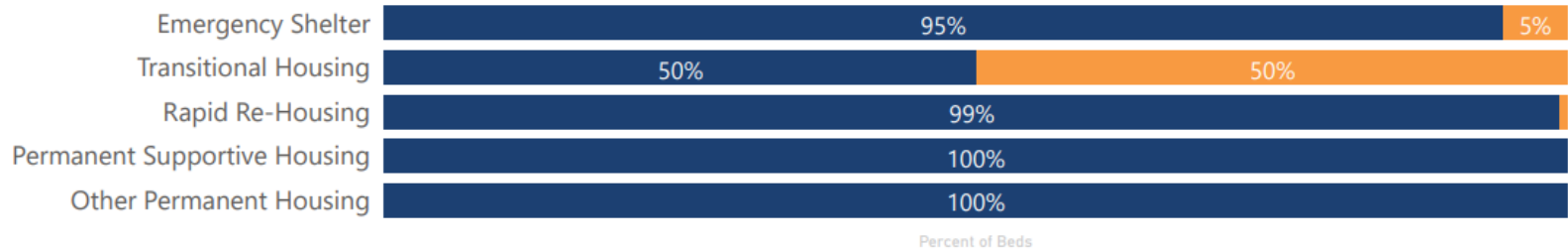
Data Coverage

Homeless Services Providers within the CoC's geographic coverage area enter all homeless clients' information into the OC HMIS

HMIS Participation *Excludes under development, overflow, seasonal, and domestic violence beds.*
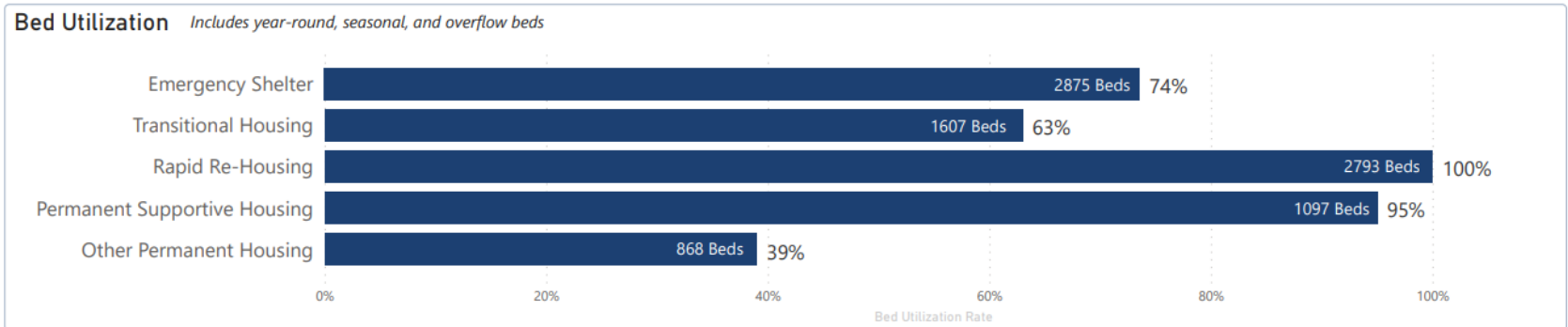
● HMIS Participating ● Not Participating

	HMIS Participating	Not Participating
Emergency Shelter	95%	5%
Transitional Housing	50%	50%
Rapid Re-Housing	99%	
Permanent Supportive Housing	100%	
Other Permanent Housing	100%	

Percent of Beds

Source: 2022 HIC Overview

2·1·1 Orange County

Bed Utilization

Total number of occupied homeless beds within the HMIS divided by the total number of homeless beds within the CoC's geographic coverage area
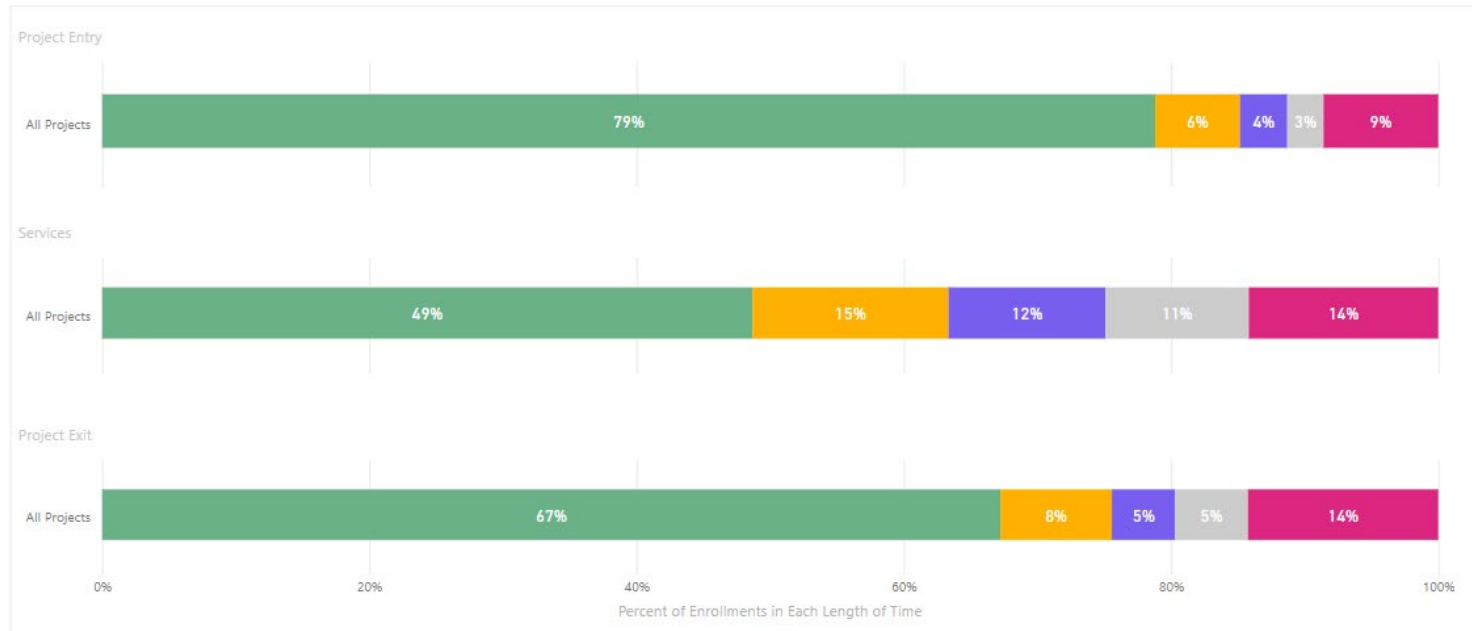
Bed Utilization *Includes year-round, seasonal, and overflow beds*

Category	Beds	Rate
Emergency Shelter	2875 Beds	74%
Transitional Housing	1607 Beds	63%
Rapid Re-Housing	2793 Beds	100%
Permanent Supportive Housing	1097 Beds	95%
Other Permanent Housing	868 Beds	39%

Bed Utilization Rate

Source:

Data Timeliness

Data is collected in HMIS and available when it is needed

● 0 to 3 Days ● 4 to 7 Days ● 8 to 15 Days ● 16 to 30 Days ● +31 Days

Project Entry

All Projects: 79% | 6% | 4% | 3% | 9%

Services

All Projects: 49% | 15% | 12% | 11% | 14%

Project Exit

All Projects: 67% | 8% | 5% | 5% | 14%

0% — 20% — 40% — 60% — 80% — 100%

Percent of Enrollments in Each Length of Time

Source: Q3 DQ Report Cards

Data Accuracy

Data entered in HMIS represents the real information about the clients that are served in the projects contributing data to the system and the services that are provided to clients
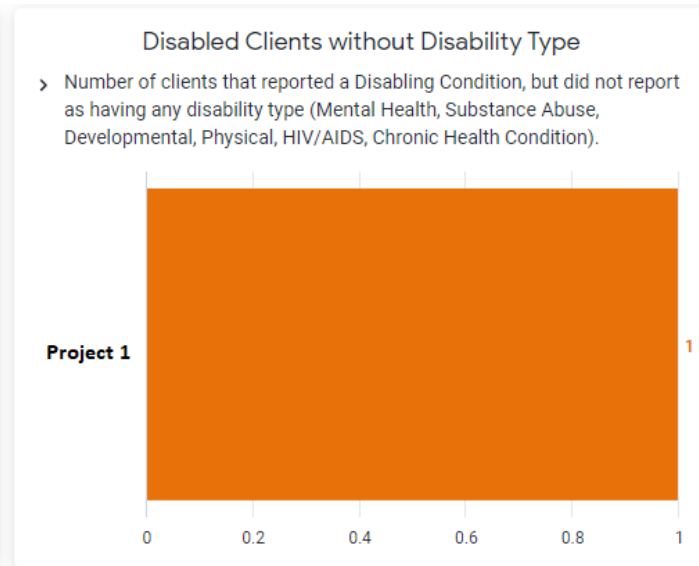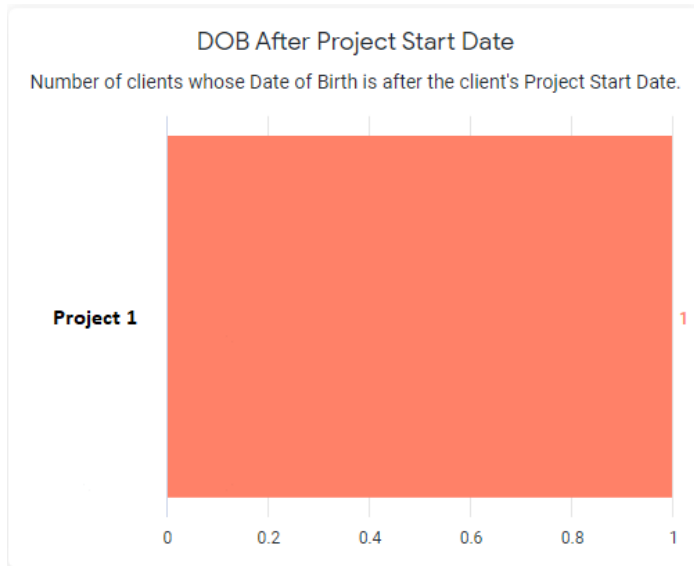
Data Consistency

Data is equivalent in the way it is collected and stored among all the Homeless Services Providers that participate in the OC HMIS

Data Element: 3.10 Project Start Date
Determines when a client begins to participate in a project.

Determining when exactly a client is considered to have begun participating in a project varies by project type.

Ask things like...
- **Street Outreach:** When was the first contact with the client made?
- **Emergency Shelter:** When was the first night that the client stayed in the shelter?
  - **Night-by-night Shelters:** *Unless the client has not returned to the shelter in the last 90 days, the client will remained enrolled.*
- **Transitional Housing:** When did the client move into the unit? When was the first night they slept in the residence?
- **Permanent Housing, including Rapid Rehousing:** When was the client accepted into the project? Acceptance into a Permanent Housing project is determined when the following events take place:
  - Information given by the client, or the referral, indicate that the client will meet the criteria for admission, and;
  - The client has indicated that they want to be housed by this project, and;
  - The client is able to access services and housing through the project. The expectation is that the project has housing opening or expects to have availability in a reasonably short amount of time.
- **Services Only, Day Shelter, Homeless Prevention, Coordinated Entry:** When did the client begin working with the project and receiving services?

Source: OC HMIS Data Element Cheat Sheet: Profile Creation and Project Enrollment

Data Quality Monitoring & Reporting Process

Quarters	Step 1 211OC Sends Data Quality Corrections to Agency Administrators	Step 2 Agencies correct Data Quality errors and missing information in HMIS	Step 3 211OC publishes Data Quality Report Cards
Q1: 1/1 – 3/31	April 5th	April 18th	April 30th
Q2: 4/1/ – 6/30	July 5th	July 18th	July 30th
Q3: 7/1/ – 9/30	October 5th	October 18th	October 30th
Q4: 10/1 – 12/31	January 5th	January 18th	January 30th

211
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Incentives

- Agencies with projects that met data quality thresholds for all four quarters in the calendar year will be shared with the CoC Board and published on the ochmis.org website

  - 100 projects (26%) met their data quality thresholds in each of the last four quarters

Enforcements

- Projects with at least four data elements under 80% in any quarter will receive technical support from 211OC
  - Q4 2021: 6 projects
  - Q1 2022: 7 projects
  - Q2 2022: 8 projects
  - Q3 2022: 8 projects

- Projects whose average data quality score is less than 80% for all four quarters in the calendar year will be put on a performance improvement plan
  - 2 projects had an average data quality score less than 80% in each of the past four quarters

Enforcements

- If the project does not meet the performance improvement goals by the agreed upon deadline:
  - Projects not required to participate in HMIS will be removed, and will be eligible to re-apply for access after 3 months
  - Projects receiving CoC and/or ESG funding will be shared with ESG funders and the CoC Board
  - Agencies with projects on a performance improvement plan are not eligible to apply for new funding opportunities approved by the CoC Board

Next Steps

- Approval from the CoC Board

- Communication to the OC HMIS Participating Agencies notifying the CoC Board's approval of the OC HMIS Data Quality Plan and next steps for their projects and agency

211
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Business Calendar – Item #2

Recommended Action

a. Approve the recommended Orange County HMIS Data Quality Plan.

Racial Equity Framework Update
Felicia Boehringer, CoC Administrator,
Office of Care Coordination

Business Calendar – Item #3

Orange County CoC Racial Equity Roadmap

- The development of the Racial Equity Roadmap took place in three phases, from December 2021 through December 2022:

  - ❖ Phase 1: Assessment and Learning
  - ❖ Phase 2: Action Planning and Continued Learning
  - ❖ Phase 3: Implementation Support and Sustainability

- Phase 3 of the Racial Equity Roadmap initiative concluded with a working draft of the Racial Equity Roadmap Action Plan and recommendations from C4 Innovations on how to implement and sustain the collaboratively designed goals and strategies.

Stakeholders involved in the initiative include:

CoC Collaborative Applicant
Homeless Management Information System (HMIS) Lead Agency
Coordinated Entry System (CES) Lead Agency and Administrators
People with Lived Experience
CoC Board Members
Local System Leaders
Service Providers

Business Calendar – Item #3

Racial Equity Roadmap Action Plan

- The Results Academy Team, Office of Care Coordination, HMIS Lead Agency and CES Administrators collaboratively created the final working draft of the Racial Equity Roadmap Action Plan

- The CoC Board membership, CoC service providers and adjacent partners must take ownership in implementing prioritized strategies for the Racial Equity Roadmap Action Plan to be effective.

- The established areas of focus and prioritized strategies are being shared to provide an overview of the Racial Equity Roadmap Action Plan

- Specific action steps will still need to be prioritized and assigned to a specific entity for implementation

Business Calendar – Item #3

Racial Equity Roadmap Action Plan

1 **System Improvements**
- Create streamlined and trauma-informed documentation processes
- Implement a people-centered, holistic, trauma-informed case management model standard
- Address racial disparities in housing access and outcomes

2 **Culture Shift**
- Strengthen capacity and support of staff to become racial equity, trauma-informed practitioners
- Equitable representation of lived experience across all positions in the system
- Align racial equity strategies with the objectives of the Leadership Vision

3 **Funding and Resource Allocation**
- Prioritize resources/funding to strengthen the infrastructure for racial equity work
- Allocate funding and resources in ways that support staff retention
- Allocate resources to address identified service system gaps

4 **Partnerships with Adjacent Systems & Community Providers**
- Identify aligned contributions of adjacent systems, community stakeholders, and service providers around shared common goals
- Streamline access to resources and standardize processes to create linkages to community services

5 **Analysis**
- Ensure data processes are trauma-informed
- Utilize disaggregated quantitative data and qualitative data for Continued Quality Improvement and Accountability
- Utilize data to monitor progress towards racial equity objectives

Business Calendar – Item #3

Racial Equity Roadmap and Recommendations for Implementation and Sustainability

- C4 Innovations provided the Racial Equity Roadmap and Recommendations for Implementation and Sustainability final brief to the Office of Care Coordination and Orange County CoC.

- The document highlights specific areas of the Racial Equity Roadmap Action Plan that need further development and provides recommendations to address technical and adaptive leadership challenges.

- It should be noted, C4 Innovations applies the three pillars of the Racial Equity Design and Implementation (REDI) framework when shaping their approach:

  1. Culture Shift
  2. Centering Lived Experience
  3. Implementation of Anti-Racist Practices, Policies, Tools and Frameworks

Racial Equity Roadmap and Recommendations for Implementation and Sustainability

1. Authentic Engagement of Partners with Lived Experience
   - <u>Challenge</u>: Need for more flexibility in how partners with lived experience can be paid for time and knowledge.
   - <u>Recommendation</u>: Identify a local nonprofit or partner that can compensate people with lived experience in various ways that best meet their needs

2. Shared Power and Decision-Making with Black/African American Stakeholders
   - <u>Challenge</u>: Black and/or African American households are the most overrepresented demographic group experiencing homelessness when comparing the racial and ethnic population distributions in Census data to Point In Time (PIT) count data from 2019.
   - <u>Recommendation</u>: Increase representation of Black/African American stakeholders in every part of the process to advance racial equity.

3. Multiple Equity Initiatives
   - <u>Challenge</u>: There are several collaboratives working independently from one another in Orange County to promote and advance equity in the healthcare and homeless service systems.
   - <u>Recommendation</u>: Align the Orange County CoC Racial Equity Roadmap/Action Plan with the objectives of other racial equity initiatives, including the CoC Board Leadership Vision.

Racial Equity Roadmap and Recommendations for Implementation and Sustainability

4. Building Buy-In
   - Challenge: Currently, the Action Plan still has many recommended action steps without any responsible parties identified to lead the work
   - Recommendation: Share the plan with stakeholders across the CoC, consider hosting an Equity Summit/Convening, and further engage partners through surveys and/or listening sessions.

5. Culture Shift
   - Challenge: Difficulty to create inclusive spaces for authentic engagement due to structure and formality of CoC Board meetings and cautious of mandating a series of trainings for frontline providers.
   - Recommendation: Consider additional coaching sessions or consulting support for CoC Board around the CoC governance structure to embed racial equity principles and continue identifying resources and funding to support culture shifts.

6. Accountability Structure
   - Challenge: There needs to be identified champions who lead the work of racial equity for the Orange County CoC, as well as a community-wide sense of accountability.
   - Recommendation: Facilitate an Equity Implementation Working Session or retreat for the CoC Board, create accountability pathways, identify system performance measures specific to racial equity and create ongoing working group or subcommittee focused on racial equity efforts.

Next Steps

- The CoC Board membership will need to determine who will "champion" the continued racial equity efforts for the CoC (i.e. working group or committee)

- As C4 Innovations notes, working towards racial equity is a long-term commitment, and at times, the work may need to pause or even take a few steps back before it can move forward again.

- Implementation to achieve maximum impact will require:

  ❖ Public accountability and community-wide ownership

  ❖ A process to collect ongoing feedback and work through challenges and barriers

  ❖ Full integration of people with lived experience

  ❖ Acknowledging that there will be a need for ongoing evaluation of impact and course correction

FY2022 System Performance Measures Report

Erin DeRycke, Vice President of Data Analytics, 211OC
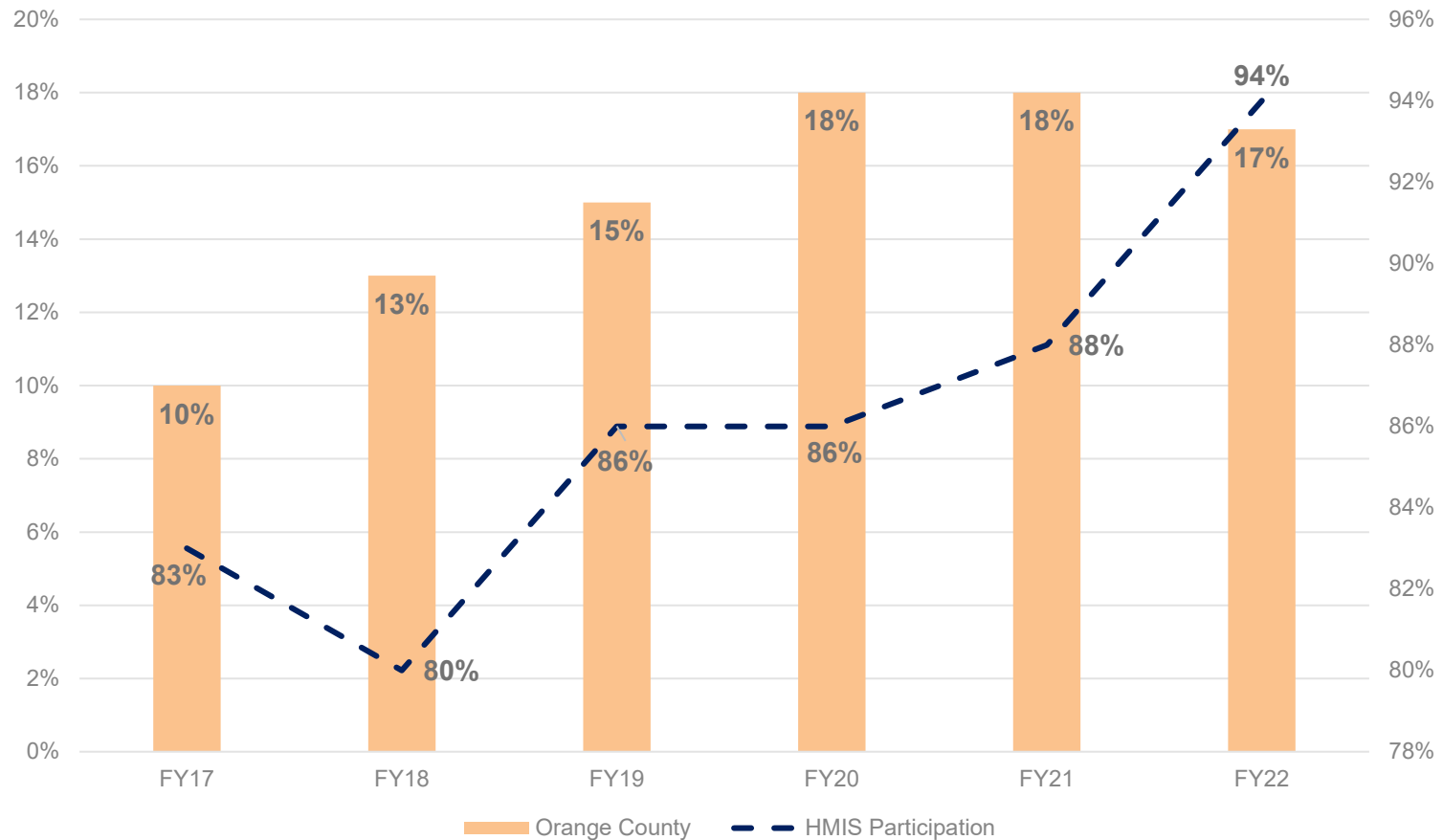
System Performance Measures (SPM)

- HUD requires CoCs to measure their performance as a homeless response system on an annual basis

- HMIS Project Types: Safe Haven, Street Outreach, Emergency Shelter, Transitional Housing, and Permanent Housing (including Permanent Supportive Housing, Rapid Rehousing, and Other Permanent Housing)

- Reporting Period: 10/1/21 – 9/30/22

- Submitted to HUD February 2023

Year-Over-Year Comparison

- Includes SPM submission data from FY2015 - FY2023

- Orange boxes: performance comparison with other CoCs nationally and locally

- Teal boxes: context for measures that may be impacted by data quality

Highlights

Clients returning to homelessness after being permanently housed has increased 7% since FY17, but this is likely due to more data being available in HMIS.

Legend: Orange County (bars) — HMIS Participation (dashed line)

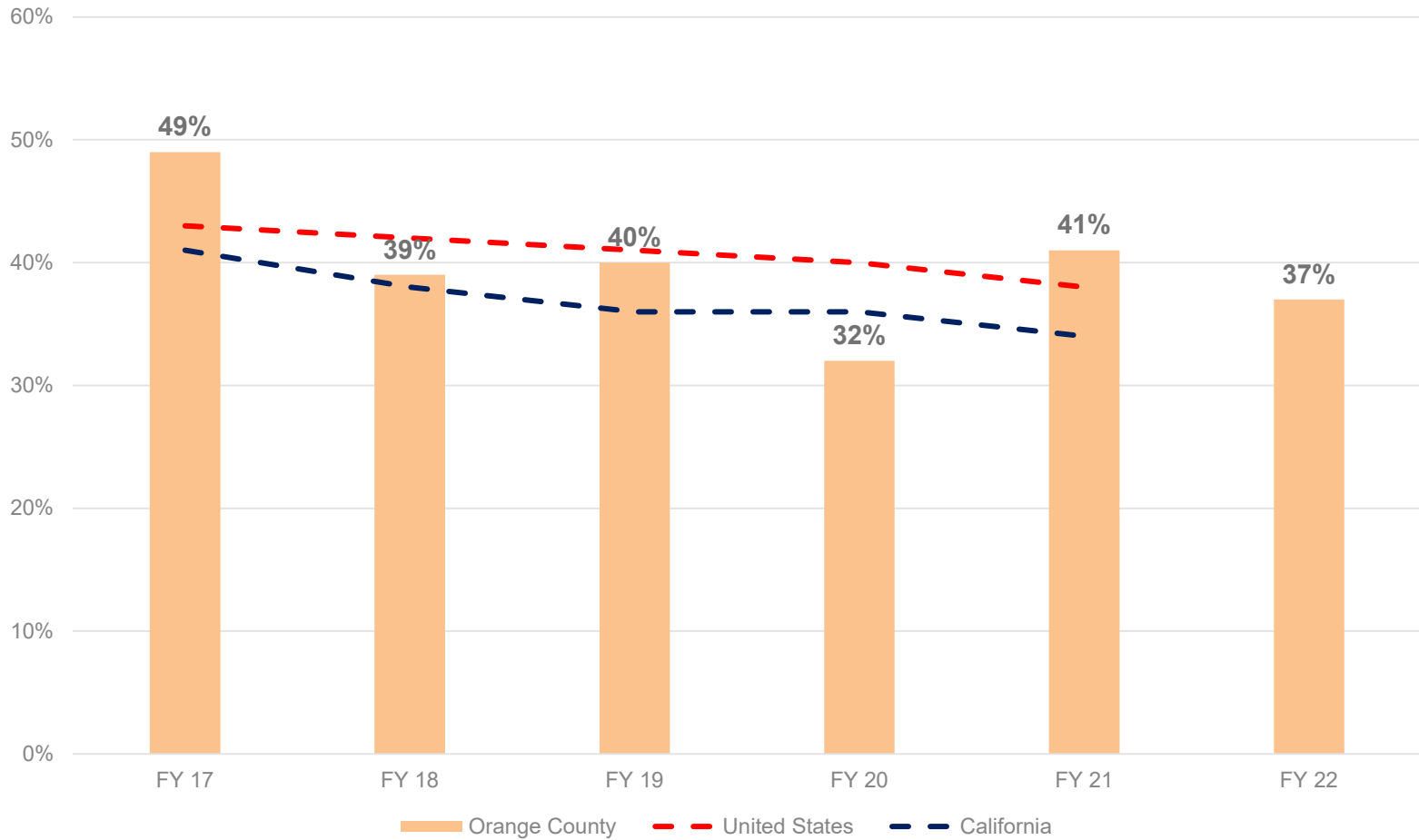|	FY17	FY18	FY19	FY20	FY21	FY22
Orange County	10%	13%	15%	18%	18%	17%
HMIS Participation	83%	80%	86%	86%	88%	94%

OC is experiencing lower rates of homelessness than San Diego and Los Angeles counties, but higher rates of homelessness than Riverside and San Bernadino counties.
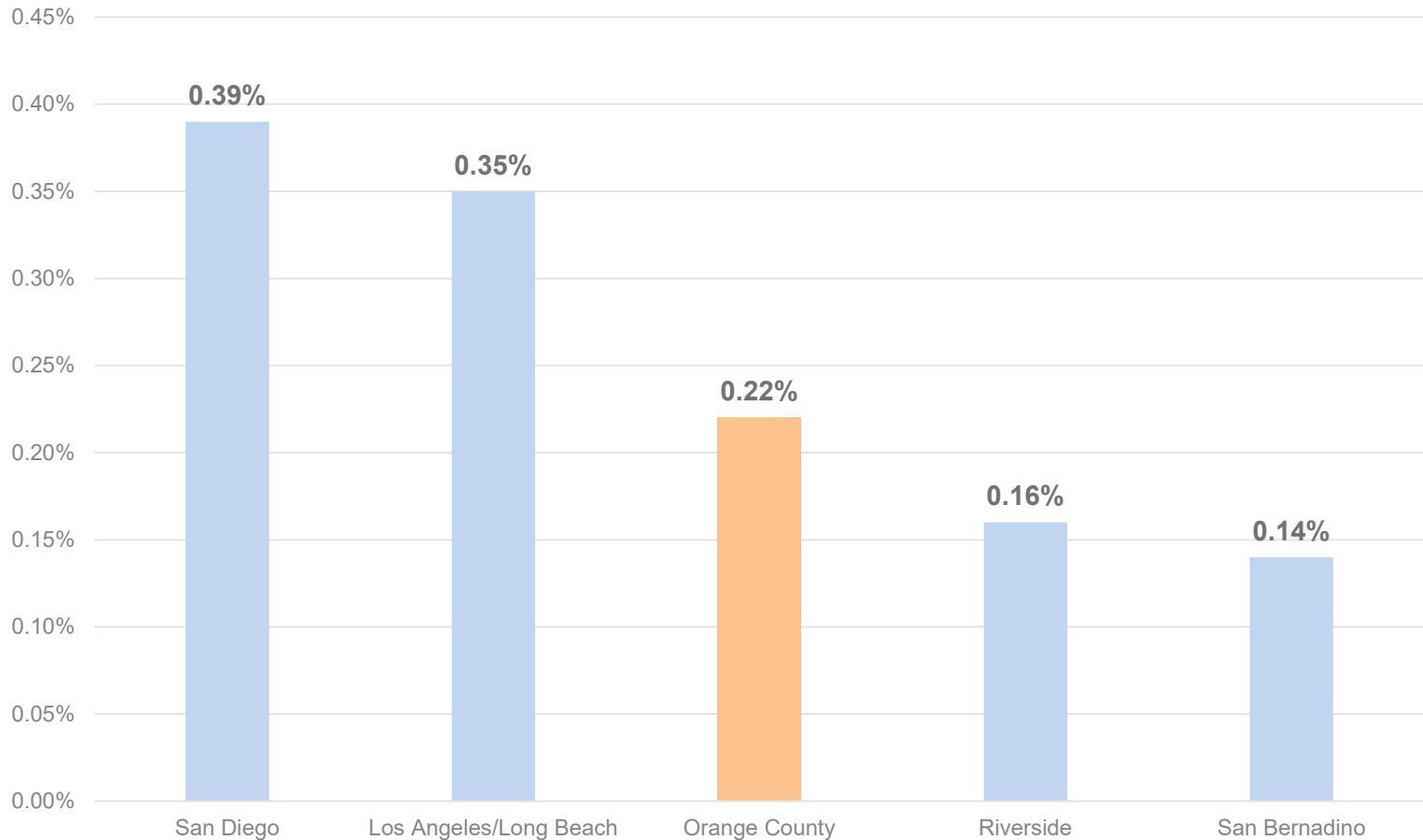
	San Diego	Los Angeles/Long Beach	Orange County	Riverside	San Bernadino
Rate	0.39%	0.35%	0.22%	0.16%	0.14%
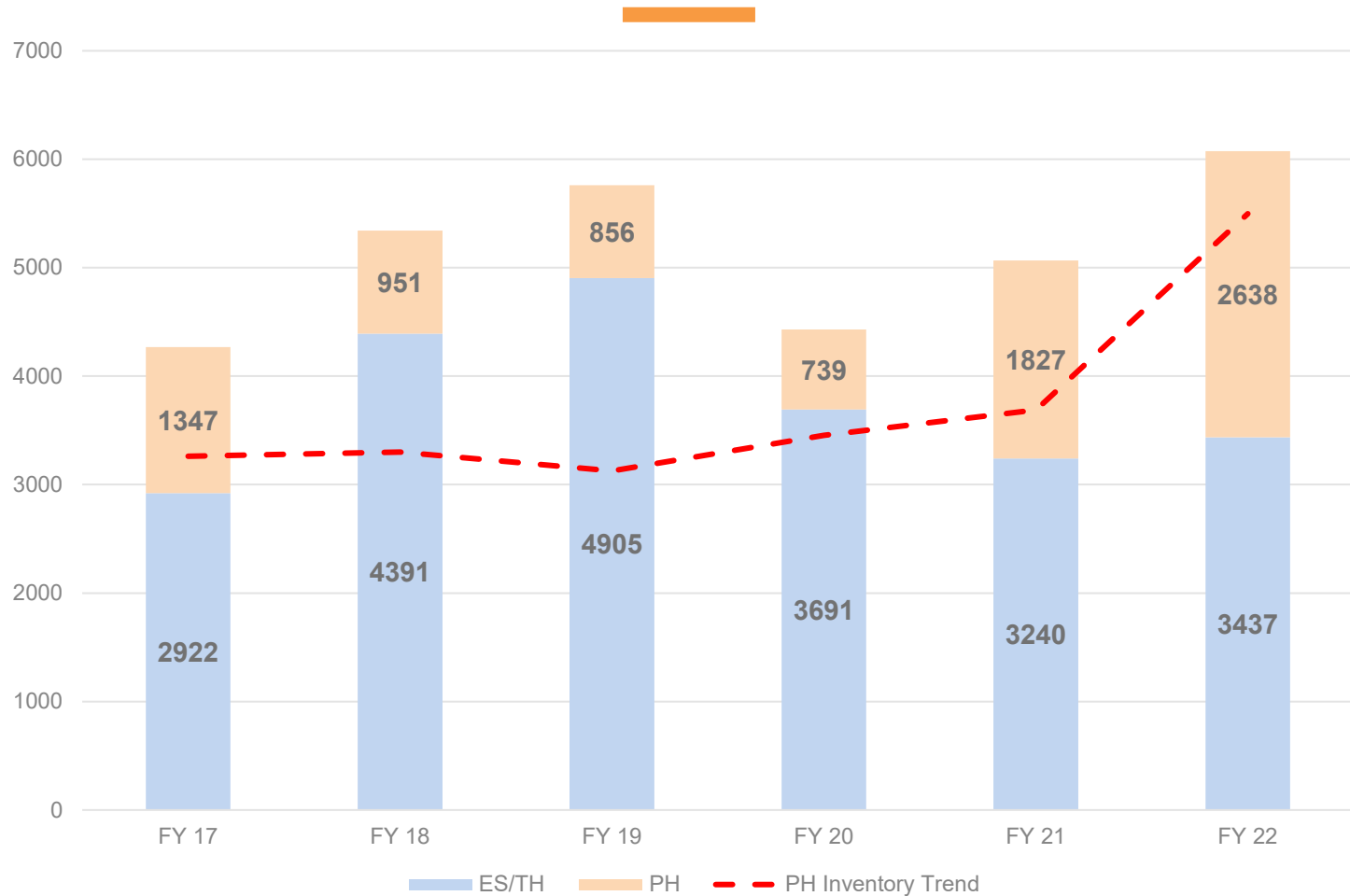
OC Emergency Shelter, Transitional Housing, and Rapid Re-Housing projects are generally more effective at exiting clients to permanent housing than projects across California.

	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22
Orange County	49%	39%	40%	32%	41%	37%

Legend: Orange County — United States — California

Published Reports

Available at ochmis.org > Reports > HUD System Performance Reports

- [Year-Over-Year Comparison](#)

- [2021 – 2022 Submission](#)

Orange County Homelessness Updates
Zulima Lundy, Director of Operations, and Felicia Boehringer, CoC Administrator, Office of Care Coordination

System of Care Update
Zulima Lundy, Director of Operations, Office of Care Coordination

Commission to End Homelessness Representatives

- At the February 15, 2023, Commission to End Homelessness meeting, the Commissioners appointed the following CoC Board representatives:
  - ❖ Robert Morse
  - ❖ Maricela Rios-Faust

Business Calendar – Item #3

Homeless Point In Time (PIT) Count Request For Proposals

- The County of Orange's Office of Care Coordination is seeking proposals from qualified organizations to provide Homeless Point In Time (PIT) Count Professional Services. The primary goal of the Homeless PIT Count Professional Services is to assist the Office of Care Coordination in the planning, implementation, and reporting services for the Homeless PIT Count.

- The Homeless Point In Time Count Professional Services Request for Proposals is available on BidSync and proposals must be submitted by March 2, 2023, at 2:00 PM Pacific Time (PT).

    - ❖ Bid Title: Homeless Point In Time Count Professional Services
    - ❖ Bid Number: 017-23010762-CR
    - ❖ Bid Starts: February 6, 2023, at 12:27 p.m.
    - ❖ Bid Ends: March 2, 2023, at 2:00 p.m.

- For more information, visit the following link: Homeless Point In Time (PIT) Count Professional Services

Orange County Cold Weather Emergency Shelter

The Orange County Cold Weather Emergency Shelter provides shelter for individuals experiencing homelessness at the Independence Park Gymnasium in Fullerton.

- **Location:** Independence Park Gymnasium in Fullerton

- **Eligibility**: No walk-ups are permitted. This program is for adults only, age 18 and older.

Bus Pick-Up Location #1:

Fullerton Transportation Center on Santa Fe Ave

- Pick up time #1 – 4:45 p.m.

- Pick up time #2 – 5:45 p.m.

- Drop off time #3 – 7:00 a.m.

Bus Pick-Up Location #2:

Harbor Blvd & Orangethorpe Ave, bus stop near four corners of shopping center

- Pick up time #1 – 5:15 p.m.

- Pick up time #2 – 6:15 p.m.

- Drop off time #3 – 7:30 a.m.

For more details, contact the Cold Weather Emergency Shelter: (657) 520-9185

NOW OPEN

ORANGE COUNTY COLD WEATHER EMERGENCY SHELTER

Help spread the word!

PATH, in partnership with the County of Orange, is operating the Cold Weather Emergency Shelter beginning on February 1, 2023.

The Cold Weather Emergency Shelter services adults, ages 18 and older.

Located at Independence Park Gymnasium in Fullerton

Shelter must be accessed through designated shuttle pick-up locations.

Please scan the QR code for pick-up locations and additional information.

Office of **CARE CO⊙RDINATION** County Executive Office

PATH MAKING IT HOME

Continuum of Care Update
Felicia Boehringer, CoC Administrator,
Office of Care Coordination

HUD's 2022 Violence Against Women Act (VAWA) Interim Guidance

- On March 15, 2022, the 2022 Reauthorization of the Violence Against Women Act ("VAWA 2022") was enacted. VAWA 2022 included new housing protections for survivors of domestic violence, dating violence, sexual assault, and stalking ("survivors") that took effect on October 1, 2022.

- On January 4, 2023, the U.S. Department of Housing and Urban Development (HUD) published a notice in the Federal Register providing interim guidance to HUD's covered housing providers on implementing VAWA 2022.

- The notice includes a 60-day notice-and-comment period so that the public can comment on the contents of the notice and respond to specific questions posed by HUD concerning VAWA 2022 implementation.

- **The deadline for comments is March 6, 2023.**

- ESG and CoC grantees are highly encouraged to submit comments.

For more information on VAWA Right to Report Crime and Emergencies from One's Home, reference this fact sheet: Fact Sheet - VAWA Right to Report from Home for CDBG Recipients (hudexchange.info)

Business Calendar – Item #5

CalOptima Health: Office of Care Coordination Grant-Funded Activities and Collaborative Projects

- In December 2022, the CalOptima Health Board of Directors approved an investment in its partnership with the Orange County Office of Care Coordination, as the administrative entity for the Continuum of Care (CoC) Board, to fund critical activities including:

  - ❖ 2023 survey of person's experiencing homelessness
  - ❖ 2024 Point in Time Count
  - ❖ Stipends for the Lived Experience Committee and Youth Advisory Board
  - ❖ CalAIM Coordination and HMIS integration
  - ❖ CES Evolution.

- CalOptima Health is planning to bring a presentation to the CoC Board in March 2023 for review.

Business Calendar – Item #5

Emergency Housing Vouchers (EHV) Update

The Office of Care Coordination is working with contracted service providers to lease-up the remaining EHVs as soon as possible to maximize housing stabilization services.

	Allocation	Referrals	Vouchers Issued	Leased
Anaheim Housing Authority	278	276*	262	226
Garden Grove Housing Authority	117	119	111	99
Orange County Housing Authority	557	557	501	407
Santa Ana Housing Authority	89	105	105	75
TOTAL	**1,041**	**781**	**979**	**807**

Data updated 02-21-23
*Data updated 1-23-23

Business Calendar – Item #5

Training Opportunity

Housing First Training for Shelter Providers

Facilitated by Dusty Olson, HUD Technical Assistance Coach with Abt Associates

This training will provide essential tools and techniques for Housing First implementation in design and operation within shelter programs. The training will cover the services and structures necessary to ensure successful housing placements, housing retention and long-term stability.

- Date: Wednesday, March 8, 2023
- Time: 8:30 a.m. – 12:30 p.m.
- Location: County Administration South (CAS) Building Conference Center Room 104/106
- Address: 425 West Santa Ana Blvd, Santa Ana, CA 92701

Next Meeting:
Wednesday, March 22, 2023, from 2:00 p.m. – 4:00 p.m.