ORANGE COUNTY
CONTINUUM OF CARE BOARD
MEETING
Wednesday, March 22, 2023
2:00 p.m. – 4:00 p.m.

> **Location:**
>
> **County Administration South (CAS) Building**
>
> **Conference Center**
>
> **425 West Santa Ana Blvd. Room 104/106**
>
> **Santa Ana, CA 92701-4599**
>
> **Click Here for parking information.**

AGENDA

Board Members

Nichole Gideon, Individual
Elida Sanchez, OC Department of Education
Eric Richardson, Volunteers of America
Nishtha Mohendra, Families Forward
Judson Brown, City of Santa Ana
Maricela Rios-Faust, Human Options
Dr. Shauntina Sorrells, Orangewood Foundation [Secretary]
Christina Weckerly Ramirez, Health Care Agency
Jason Phillips, Individual

Kelly Bruno-Nelson, CalOptima Health
Dawn Price, Friendship Shelter [Chair]
George Searcy, Jamboree Housing
Sandra Lozeau, City of Anaheim
Melanie McQueen, PATH
Robert "Santa Bob" Morse, Individual
Ami Rowland, Covenant House California
Becks Heyhoe, OC United Way [Vice Chair]
Tim Shaw, Individual

* In compliance with the Americans with Disabilities Act, and County Language Access Policy, those requiring accommodation and/or interpreter services for this meeting should notify the Office of Care Coordination 72 hours prior to the meeting at (714) 834-5000 or email CareCoordination@ocgov.com. Requests received less than 72 hours prior to the meeting will still receive every effort to reasonably fulfill within the time provided. *

Call to Order – Dawn Price, Chair

Board Member Roll Call – Dr. Shauntina Sorrells, Secretary

Public Comments: Members of the public may address the Continuum of Care (CoC) Board on items listed within this agenda or matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board. Members of the public may address the CoC Board with public comments on agenda items in the business calendar after the CoC Board member discussion. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes.

To address the CoC Board, members of the public are to complete a Request to Address the CoC Board form prior to the beginning of each agenda item and submit it to CoC Board staff. Staff will call your name in the order received.

Members of the public may also submit public comment by emailing CareCoordination@ocgov.com. All comments submitted via email at least 60 minutes before the start of the CoC Board meeting will be distributed to the CoC Board members for their consideration and all comments will be added to the administrative records of the meeting. Please include "CoC Board Meeting Comment" in the email subject line.

<u>Board Member Comments:</u> Members of the CoC Board may provide comments on matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board.

<u>CONSENT CALENDAR</u>
All matters are approved by one motion unless pulled by a Board Member for discussion or separate action. The CoC Board requests that only pertinent information be discussed during this time.

1. Approve CoC Board Meeting Minutes from February 22, 2023

<u>BUSINESS CALENDAR</u>

1. **FY 2023 CoC Program Notice of Funding Opportunity (NOFO)** – Sarah Jones, CoC Manager, Office of Care Coordination
   a. Appoint Larry Smith, Nadia Atalah, Jason Phillips, Kelly Bruno-Nelson and Elida Sanchez to the 2023 CoC NOFO Ad Hoc.
   b. Appoint Sandra Lozeau as an alternate member to the 2023 CoC NOFO Ad Hoc to participate should an appointed member be conflicted or unable to continue as an ad hoc member.

2. **Orange County Homeless Management Information System Data Quality Plan** – Erin DeRycke, Vice President, Data Analytics, 2-1-1 Orange County, and Becks Heyhoe, Vice Chair and Chair of the Policy, Procedures and Standards Committee.
   a. Provide further details on the proposed Orange County HMIS Data Quality Plan.
   b. Approve the recommended Orange County Homeless Management Information System Data Quality Plan as recommended by the Policy, Procedures and Standards Committee.

3. **CalOptima Health Housing and Homelessness Incentive Program Update** – Danielle Cameron, Director of Program Development, CalAIM, CalOptima Health
   a. Overview of CalOptima Health's grant-funded activities and collaborative projects with the Office of Care Coordination and Orange County CoC.

4. **Orange County Homelessness Updates** – Zulima Lundy, Director of Operations, and Sarah Jones, CoC Manager, Office of Care Coordination
   a. System of Care Update
   b. Continuum of Care Update

5. **Next Meeting:** Wednesday, April 26, 2023, from 2:00 p.m. – 4:00 p.m.

ORANGE COUNTY
CONTINUUM OF CARE BOARD
MEETING
Wednesday, February 22, 2023
2:00 p.m. – 4:00 p.m.

Location:

County Administration South (CAS) Building

Conference Center

425 West Santa Ana Blvd. Room 104/106

Santa Ana, CA 92701-4599

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MINUTES

Board Members

Nichole Gideon, Individual	Kelly Bruno-Nelson, CalOptima Health
Elida Sanchez, OC Department of Education	Dawn Price, Friendship Shelter [Chair]
Eric Richardson, Volunteers of America	George Searcy, Jamboree Housing
Nishtha Mohendra, Families Forward	Sandra Lozeau, City of Anaheim
Judson Brown, City of Santa Ana	Melanie McQueen, PATH
Maricela Rios-Faust, Human Options	Robert "Santa Bob" Morse, Individual
Dr. Shauntina Sorrells, Orangewood Foundation [Secretary]	Ami Rowland, Covenant House California
	Becks Heyhoe, OC United Way [Vice Chair]
Christina Weckerly Ramirez, Health Care Agency	Tim Shaw, Individual
Jason Phillips, Individual	

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Call to Order – Dawn Price, Chair

Chair Dawn Price called the meeting to order at 2:06 p.m.

Board Member Roll Call – Dr. Shauntina Sorrells, Secretary

Present: Nichole Gideon, Elida Sanchez, Nishtha Mohendra, Judson Brown, Maricela Rios-Faust, Dr. Shauntina Sorrells, Christina Weckerly Ramirez, Jason Phillips, Kelly Bruno-Nelson, Dawn Price, George Searcy, Sandra Lozeau, Melanie McQueen, Robert "Santa Bob" Morse, Ami Rowland, Becks Heyhoe, Tim Shaw

Absent Excused: Eric Richardson

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- Paul Hyek emphasized the importance of unit inspections for housing choice voucher holders and the need for local transportation options near project- based housing units. Paul Hyek also inquired on the new office location of the Orange County Housing Authority.

Board Member Comments: Members of the CoC Board may provide comments on matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board.

- Judson Brown highlighted project-based voucher metrics and emphasized the need to encourage the four Public Housing Authorities (PHAs) – Orange County Housing Authority, Anaheim Housing Authority, Santa Ana Housing Authority, and Garden Grove Housing Authority – to allocate project-based vouchers for Permanent Supportive Housing (PSH) to fulfill the goals of the Orange County Housing Funding Strategy. Judson Brown also shared that April is Affordable and Fair Housing Month and expressed appreciation for everyone who plans to join the event being hosted by the City of Irvine.

CONSENT CALENDAR
All matters are approved by one motion unless pulled by a Board Member for discussion or separate action. The CoC Board requests that only pertinent information be discussed during this time.

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

Robert "Santa Bob" Morse motioned to approve the item on the Consent Calendar. Vice Chair Becks Heyhoe seconded the motion. The motion passed with unanimous consent.

BUSINESS CALENDAR

1. 2023 CoC Board Appointments – Zulima Lundy, Director of Operations, Office of Care Coordination

The Orange County CoC Board and its committees are chaired by designated representatives to ensure the sustained vision and support of CoC Board initiatives. Zulima Lundy provided background noting that the governance charter revisions regarding committee chairs terms prompted the need to re-appoint committee chairs. Additionally, Zulima Lundy explained that the Policies, Procedures and Standards (PPS) Committee membership was being appointed due to appointment of new committee Chairs and former CoC Board members completing their terms.

Recommended Action:
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

Maricela Rios-Faust motioned to approve Recommended Action a. Vice Chair Becks Heyhoe seconded the motion. The motion passed with unanimous consent.

Recommended Actions:
b. Appoint the following CoC Committee Chair membership to the 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.

Sandra Lozeau motioned to approve Recommended Actions b and c. Tim Shaw seconded the motion. The motion passed with unanimous consent.

2. **Policies, Procedures and Standard (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

Zulima Lundy provided a brief background on the PPS Committee recommendation that was presented and approved at the PPS Committee meeting on February 14, 2023. Erin DeRycke provided an overview of the review and development of the Orange County Homeless Management Information System (HMIS) Data Quality Plan (Data Quality Plan). 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 Orange County HMIS. The Data Quality Plan includes an overview of the different components of data quality and how users can review their agency's data quality for each component.

Recommended Action:
a. Approve the recommended Orange County HMIS Data Quality Plan.

George Searcy motioned to delay voting on the recommended action until staff bring the item back for further analysis. Maricela Rios-Faust seconded the motion The motion to delay the vote for the recommended action was approved with unanimous consent.

Board Member Comments:
- Sandra Lozeau asked for clarification as to how a project gets removed from the improvement plan and suggested changes to the language for enforcements.
- George Searcy inquired on the metric that 100 (26%) of projects met the data quality thresholds in each of the last four quarters and shared that the number seemed low.
- Kelly Bruno-Nelson inquired about the rest of the agencies who may not be getting technical assistance.
- Maricela Rios-Faust inquired on how the data performance plans look like for renewal funding and inquired on agencies like Domestic Violence or Legal Aid Services that may not be in HMIS are evaluated.

- Nishtha Mohendra asked for clarification on the Rapid Rehousing Bed Utilization and asked in regard to the potential enforcements, as recommended.
- Tim Shaw shared his concerned and noted the needed to address a system level problem. Tim Shaw suggested a further analysis. Additionally, Tim Shaw inquired on the capacity of staff to provide technical assistance to all agencies who do not meet the data quality threshold.
- Christina Weckerly-Ramirez asked for more detail as to how the data technical support would look like.
- Secretary Dr. Shauntina Sorrells inquired as to how the CoC is ensuring equity across all agencies.
- Melanie McQueen commented that before jumping to enforcements, there needs to be a better understanding on the reasons behind data incompleteness.
- Chair Dawn Price suggested adding an appeal process for the enforcements.

3. **Racial Equity Framework Update** – Felicia Boehringer, CoC Administrator, Office of Care Coordination

Felicia Boehringer provided an overview of the Orange County CoC Racial Equity Roadmap and how the development of the Racial Equity Roadmap took place in three phases from December 2021 through December 2022. 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. Specific action steps will still need to be prioritized and assigned to a specific entity for implementation, therefore, 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.

Board Member Comments:
- Secretary Dr. Shauntina Sorrells inquired if the characteristics of the White supremacy culture had been shared with the CoC Board.
- Tim Shaw expressed gratitude with the Racial Equity Framework development process and suggested to others to work with C4 Innovations.
- Chair Dawn Price shared that this Racial Equity Framework are learnings that the full CoC Board can learn from.

4. **FY2022 System Performance Measures Report** – Erin DeRycke, Vice President, Data Analytics, 2-1-1 Orange County

Erin DeRycke provided information on the System Performance Measures (SPM) Report, including data on total persons experiencing sheltered homelessness, households with increased income, and households experiencing homelessness for the first time homelessness. The SPM Report allows CoCs to regularly measure their progress in meeting the needs of people experiencing homelessness in their community and to report this progress to the U.S. Department of Housing and Urban Development (HUD). The SPM is pulled from the HMIS and submitted to HUD annually by CoCs around the country. The reporting period for all SPM report aligns with the federal fiscal year from October 1st to September 30th.

CoC Board Member Comments:
- George Searcy inquired on the "New permanent housing opportunities have allowed more clients experiencing homelessness to be served for the first time" statement.
- Jason Phillips asked for clarification on the 2,638 number of clients experiencing homelessness to be served for the first time.

5. **Orange County Homelessness Updates** – Zulima Lundy, Director of Operations, and Felicia Boehringer, CoC Administrator

a. **System of Care Updates** – Zulima Lundy provided the following System of Care Updates:
- Commission to End Homelessness Representatives: At the February 15, 2023, Commission to End Homelessness meeting, the Commissioners appointed CoC Board representatives, Robert "Santa Bob" Morse, and Maricela Rios-Faust.
- 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 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. For more information, visit the following link: Homeless PIT Count Professional Services
- Orange County Cold Weather Emergency Shelter: The Orange County Cold Weather Emergency Shelter is open and provides shelter for individuals experiencing homelessness at the Independence Park Gymnasium in partnership with the City of Fullerton and PATH. The Orange County Cold Weather Emergency Shelter flyer can be found at the link: https://ceo.ocgov.com/sites/ceo/files/2023-02/OC%20Cold%20Weather%20Flyer%201.27.2023%20updated_0.pdf

b. **Continuum of Care Updates** – Felicia Boehringer provided the following Continuum of Care Updates:
- HUD's 2022 Violence Against Women Act (VAWA) Interim Guidance: On January 4, 2023, 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.
- CalOptima Health 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 CoC Board, to fund critical activities. CalOptima Health is planning to bring a presentation to the CoC Board in March 2023, for review.
- 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.
- Training Opportunity: The Office of Care Coordination has a training opportunity titled Housing First Training for Shelter Providers facilitated by Dusty Olson, HUD Technical Assistance Coach with Abt. Associates on Wednesday, March 8, 2023, from 8:30 a.m. to 12:30 p.m. at the County Administration South (CAS) Building Conference Center Room 104/106 located at 425 West Santa Ana Blvd, Santa Ana, CA 9270.

Secretary Shauntina Sorrells motioned to adjourn the meeting. Vice Chair Becks Heyhoe seconded the motion. The motion passed with unanimous consent.

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

Date: March 22, 2023

Subject: FY 2023 CoC Program Notice of Funding Opportunity (NOFO)

Recommended Actions:

a. Appoint Larry Smith, Nadia Atalah, Jason Phillips, Kelly Bruno-Nelson and Elida Sanchez to the 2023 CoC NOFO Ad Hoc.
b. Appoint Sandra Lozeau as an alternate member to the 2023 CoC NOFO Ad Hoc to participate should an appointed member be conflicted or unable to continue as an ad hoc member.

Background and Analysis

Each year, the U.S. Department of Housing and Urban Development (HUD) releases a Notice of Funding Opportunity (NOFO) that allows CoCs nationwide to apply for competitive funding. The upcoming Fiscal Year (FY) 2023 CoC Program NOFO is anticipated to be released by HUD in Spring 2023. In preparation for the release of the FY 2023 CoC Program NOFO, the Office of Care Coordination as the Collaborative Applicant for the Orange County CoC is seeking approval from the CoC Board to appoint the recommended 2023 CoC NOFO Ad Hoc.

The CoC Board is tasked with appointing a CoC NOFO Ad Hoc to support with the local competitive process to evaluate renewal project performance, establish funding priorities for new and reallocated funding, establish policies for reallocation and rating and tiering CoC projects. The CoC NOFO Ad Hoc is to be comprised of non-conflicted members and will be tasked with providing unbiased recommendations to the CoC Board around the FY 2023 CoC Program NOFO local process.

Recommended membership for the CoC NOFO Ad Hoc includes Larry Smith, Nadia Atalah, Jason Phillips, Kelly Bruno-Nelson, and Elida Sanchez. The CoC Board is also being asked to approve Sandra Lozeau as an alternate member, should an appointed CoC NOFO Ad Hoc member be conflicted or unable to continue participation due to extenuating circumstances. Appointing of the CoC NOFO Ad Hoc membership and one alternate member will allow the Office of Care Coordination to facilitate an effective application process as the Orange County CoC Collaborative Applicant and support the Orange County CoC in applying for renewal and potential bonus funding.

Date: March 22, 2023

Subject: Orange County Homeless Management Information System Data Quality Plan

Recommended Action:

a. Approve the recommended Orange County Homeless Management Information System Data Quality Plan as recommended by the Policy, Procedures and Standards Committee.

Background and Analysis

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 Data Quality Plan (Attachment A) includes an overview of the different components of data quality and how users can review their agency's data quality for each component. The Data Quality Plan also includes the established quarterly data quality review process lead by 211OC, as well as incentives and enforcements for meeting or failing to meet the data quality threshold.

The Summary of the Tools and Reports for Data Quality Review (Attachment B) is a "cheat sheet" of reports and other tools users can access to support with improving their agency's data quality. This guide also includes details on where these reports and tools can be accessed.

In November 2022, the HMIS Working Group met twice to review and provide feedback on these documents. Most of the discussion from the group was regarding incentives and enforcements proposed in the Data Quality Plan. The updated documents were shared at the December 2022 Data and Performance Management Committee meeting. A draft of the Data Quality Plan for the Orange County HMIS was shared with all HMIS users for review and feedback, followed by a two-week feedback period held in December 2022.

The proposed HMIS Data Quality Plan was presented to the Policy, Procedures and Standards (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. At the February 22, 2023, meeting of the CoC Board, the Data Quality Plan was reviewed and discussed in depth. The CoC Board membership motioned to delay voting on the recommended action, requesting the Office of Care Coordination and 211OC staff bring the item to a future CoC Board meeting for further analysis. Further analysis was specifically requested regarding incentives, enforcements, data quality thresholds and the improvement plan process for agencies with data quality concerns.

The Data Quality Plan is returning to the CoC Board membership for approval of the recommended action with modification to the Data Quality Plan enforcements section, incorporating feedback received during the February 2023 meeting of the CoC Board. Specifically, the enforcements have been revised so that projects that have required technical support for four consecutive quarters would be shared with the CoC Board for review. Additionally, if an agency whose average data quality score is less than 80 percent for all four quarters in the calendar year chooses to apply for new funding, the agency will be asked to address the noted data quality issues in their funding application. This revision will allow the CoC Board membership and any funding application review panel membership to be informed on data quality concerns and make individual determinations for each agency. Further, rather than automatically removing a project with poor data quality whose agency is not required to participate in HMIS, the enforcement has been adjusted to have projects with data quality concerns across all four quarters be reviewed by the HMIS Agency Access Working Group for recommended action.

Attachments

Attachment A – Data Quality Plan for the Orange County HMIS
Attachment B – Summary of the Tools and Reports for Data Quality Review in the OC HMIS

Data Quality Plan for the Orange County HMIS

Ensuring high-quality data in the Orange County Continuum of Care Homeless Management Information System (OC HMIS) is crucial for understanding the scope of homelessness in our community, understanding its performance, and determining the appropriate strategies and resources to address this problem.

The following Data Quality Plan lays the framework, establishes parameters and processes, and outlines individual responsibilities to improve data quality across projects within the OC HMIS. The Data Quality Improvement Plan includes several key concepts that determine the reliability and the comprehensiveness of our community's data.

The key components that are encompassed under the concept of data quality are data completeness, data coverage, utilization, data timeliness, data accuracy, and data consistency.

Data Quality Components

Data Completeness

Data Completeness refers to the degree to which all required data is known and documented. Coverage and utilization are both forms of completeness. Data completeness is crucial in ensuring that the recorded information in the OC HMIS accurately represents the population served in projects within the community. Missing data causes information gaps that are detrimental to accurate analysis of the data collected about Orange County's population experiencing homelessness. Additionally, missing information makes it difficult to deduplicate the number of clients served in the community, which distorts our understanding of the extent to which Orange County residents experience homelessness.

Data completeness is achieved when all the required data elements are answered for all the clients enrolled in projects within the system. For this purpose, Homeless Services Providers should review the *Data Completeness Reports (Appendix A)*, the *Data Quality Corrections Report (Appendix C),* and the *Data Quality Report Cards Dashboard (Appendix E)* quarterly and should strive to complete missing information per this review as best as their ability.

There are two categories of data elements used in HMIS:

1. Universal Data Elements (UDE) - Required of all projects that participate in the OC HMIS.
2. Program Specific Data Elements (PSDE) - Requirements vary by project type and funding source.

The table below shows the current Data Completeness thresholds by project type for each type of data element collected in HMIS: Universal Data Elements, Program Specific Data Elements at Entry, and Program Specific Data Elements at Exit.

Project Type	UDE	PSDE Entry	PSDE Exit
Coordinated Entry	95%	N/A	N/A
Emergency Shelter	98%	96%	65%
Homeless Prevention	98%	96%	95%
Permanent Supportive Housing/ Other Permanent Housing	98%	96%	95%
Rapid Re-Housing	98%	96%	95%
Services Only	95%	90%	50%
Street Outreach	95%	90%	50%
Transitional Housing	98%	96%	95%

Table 1: Current Data Completeness Thresholds by Project Type

Data Coverage

Data Coverage refers to the degree to which all Homeless Services Providers within the CoC's geographic coverage area enter all homeless clients' information into the OC HMIS. Providers include those funded by the CoC and ESG Program, federal partner agencies, foundations, and private organizations.

Data Coverage is essential for a community as it allows it to understand the complete scope of efforts that have been deployed to house Orange County's residents experiencing homelessness. It also allows the community to align efforts and work collectively towards the same goal of preventing and ending homelessness in Orange County. Partial participation of homeless services providers in HMIS negatively affects the ability of the CoC to evaluate how the community is performing as a whole towards the goal of ending homelessness.

Data Coverage is achieved when all Homeless Services Providers of the community, regardless of the funding source, do participate in the OC HMIS and enter all the information from clients served by the entirety of their projects into the system. In the OC Continuum of Care, coverage data is collected and reviewed during the Housing Inventory Count (HIC) that is submitted to HUD every year. The coverage information is also submitted as part of the CoC application.

The current goal that Orange County has for data coverage is 85%. In order to reach that rate, partially participating and non-participating providers should be encouraged by the Continuum of Care to start collecting their information into the OC HMIS by emphasizing the benefits that using the system has for the success of their projects' operations and achievements of their goals.

Bed Utilization

Bed utilization refers to the degree to which the total number of homeless beds within the HMIS is recorded as occupied divided by the total number of homeless beds within the CoC's geographic coverage area. A bed utilization percentage between 50% and 105% is a good indicator of data quality as it is difficult to gauge the degree of quality in the system's information if the utilization rate is too low (below 50%) or too high (105%) without a reasonable explanation.

A proper utilization rate is important as it allows Orange County to optimize the usage of beds and units that are available for serving the homeless population. An optimal utilization rate can only be obtained when the number of beds recorded in HMIS is accurate, which requires providers to enter data into HMIS for every client they serve and exit these clients once they are no longer being served by their projects.

Bed and Unit Utilization is reviewed for all Homeless Services Providers' projects within the CoC geographic area annually in the Housing Inventory Count submission to HUD. Additionally, agencies can review their residential projects' utilization on the Project Performance Reports (PPR) that are published by 211OC twice a year for each project type. Moreover, utilization is reviewed as part of the CoC Application. Current thresholds by Project Type are specified in the table below.

Project Type	Utilization
Emergency Shelter	70%
Permanent Supportive Housing	95%
Other Permanent Housing	95%
Transitional Housing	80%

Table 2: Current Utilization Thresholds by Project Type

Data Timeliness

Data Timeliness refers to the degree to which the data is collected in HMIS and available when it is needed. Timely data entry is indispensable for the good performance of the system as it ensures data recorded in HMIS is the most current information on the clients served by participating projects. Up-to-date information can only be achieved when the clients' data is entered in HMIS as soon as it is collected. Entering data in a timely manner can reduce human error when too much time has elapsed between data collection and data entry.

It is expected for users of the OC HMIS to record intake, exit, and services information in HMIS within **three calendar days** of the client's actual Project Start, Project Exit, or Service Provision date, respectively. For this purpose, agencies should review the *Data Timeliness Reports (Appendix B)* and the *Data Timeliness* section of the *Data Quality Report Cards Dashboard (Appendix E)* so they can identify how many days on average does it take to record this data in the system for all projects. A minimum of quarterly reviews of these materials would facilitate the determination of strategies for reaching the timeliness goal of three days maximum between data collection from clients served and the data's entry into HMIS.

Data Accuracy

Data accuracy refers to the degree to which 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 accuracy depends on the client's ability to provide correct information and the intake worker's ability to document and enter the data accurately. Data accuracy in HMIS is hard to assess and measure as there is no standardized baseline of clients' accurate information.

Given the uniqueness of each agency's operation, all providers should establish their own process for monitoring the data they contribute to the OC HMIS to verify that it reflects clients' information accurately. For this purpose, it is recommended to take into consideration the following steps:

- Establish a simple process for HMIS users to report and correct errors as they are discovered.
- Emphasize to clients and intake staff that it is preferable to enter *"client doesn't know"* or *"data not collected"* than to enter inaccurate information.
- Provide clients with access to review and correct the personal information that has been entered in HMIS.
- Ensure clients' first and last names are spelled correctly and that dates of birth are properly verified by cross checking this information on clients' identification documents when possible.

To support the specific data accuracy monitoring process that each agency establishes, Agency Administrators (AAs) should review the *Data Accuracy Dashboard (Appendix F)* in HMIS. Additionally, to assess accuracy in the system, AAs should review the data issues flagged in the *Data Quality Corrections Report (Appendix C)* and displayed in the *Data Completeness and Accuracy* section of the *Data Quality Report Cards Dashboard (Appendix E).*

Data Consistency

Data consistency refers to the degree to which the data is equivalent in the way it is collected and stored among all the Homeless Services Providers that participate in the OC HMIS. In order to have consistency in the data, all HMIS users across all agencies need to have the same understanding of what is the clients' information that should be collected, the interpretation of this information, and how it should be collected and entered in the HMIS.

Having consistency in the way the data is entered in the system is crucial as it directly affects the accuracy of the clients' information. Furthermore, different interpretations of how to ask data entry questions, or what answers to those questions mean, lead to aggregate information that cannot be correctly interpreted and presented.

In order to standardize and clarify the interpretation of the questions and response options associated with the data elements collected in HMIS, agencies should review the *Data Consistency Cheat Sheets (Appendix F)*. By studying these sheets, data entry staff will be able to have the same understanding of the information that each field is meant to collect. Additionally, HMIS users will know with certainty the impact that the responses to the data elements fields have on their projects' performance.

Data Quality Monitoring and Reporting Process

In order to ensure a high level of data quality in OC HMIS, it is necessary to establish individual responsibilities for Participating Agencies as well as the HMIS Lead/System Administrators.

The following section outlines the steps and specific actions to review and improve data quality in the OC HMIS. This process should be completed every quarter.

Step 1: 211 OC sends Data Quality Corrections to Agency Administrators

- 211OC generates the *Data Quality Correction Report* for all active projects in the OC HMIS for the previous quarter.
- 211OC sends Agency Administrators the *Data Quality Correction Report* which flags Data Completeness and Accuracy errors across fields associated with the Universal Data Elements (UDE) for active enrollments during the previous quarter.

Step 2: Agencies correct missing data/errors in HMIS

- Agencies complete missing information where possible and make appropriate corrections to the clients' enrollments in HMIS according to the DQ errors highlighted in the *Data Quality Correction Report*.
- Agencies review the *Data Quality Corrections Reference Guide* to see a description of the data quality errors highlighted in the report and see instructions on how to correct data issues.
- Victim Service Providers send 211OC Data Quality Exports of active enrollments in their projects during the previous quarter.

Step 3: 211OC runs and publishes Data Quality Report Cards

- 211OC publishes the *Data Quality Report Cards Dashboard* which assesses Data Completeness, Accuracy, and Timeliness for active enrollments during the previous quarter in all the projects participating in the OC HMIS.
- The *Data Quality Report Cards Dashboard* includes the percentage of data errors and valid responses for each UDE by project, the Average Data Completeness Score for each project, and the average number of days it takes agencies to record intake, exit, and services information in HMIS for each project.

In preparation for the data quality monitoring and reporting process, Agency Administrators should utilize the additional reports and tools that 211OC has made available to review the data quality in their projects. These reports and tools are explained further in the appendices of this document and are outlined in the *Summary of Tools and Reports for Data Quality Review* document.

Quarterly Due Dates

The following table specifies the timeframe for each step in the Data Quality Monitoring and Reporting Process.

Quarters	Step 1 211OC Sends DQ Corrections to Agency Administrators	Step 2 Agencies correct DQ 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

Table 3: Generic Quarterly Due Dates
The date will be changed to the first business day after dates that fall on a holiday or weekend

Incentives and Enforcements

This section describes the actions that the Orange County CoC will take in order to incentivize agencies to have high data quality, and the interventions needed to assist projects that have not been able to meet the data quality thresholds. The implementation of incentives and enforcements will allow the HMIS Lead to prioritize the projects that need to be assisted with additional technical support.

Incentives

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

Enforcements:

- Projects with at least four data elements under 80% in any quarter will receive technical support from 211OC.
- Projects targeted for technical support in 4 consecutive quarters will be shared with the CoC Board.
- If an agency applies for funding approved by the CoC Board and has projects targeted for technical support in at least 4 consecutive quarters, the agency will be required to address data quality issues in their application.
- Projects targeted for technical support in 4 consecutive quarters that are not receiving funding that requires HMIS participation will be reviewed by the Agency Access Working Group to determine the appropriateness of the project's continued HMIS participation.

Appendices

Appendix A: Data Completeness Reports

Completeness reports assess the degree to which all required data elements are answered in HMIS for all the clients to whom these data elements apply. It is recommended for Homeless Services Providers to run and review Completeness Reports quarterly in order to identify incomplete or missing information. The following reports are located in the Reports Page of HMIS, under the Data Analysis tab, Data Quality section.

- **Universal Data Elements (UDE) Completeness Report:**
  This report shows the client responses to the UDE defined by HUD in the HMIS Data Standards. These data elements are required to be collected by all projects participating in the OC HMIS, regardless of funding source.

- **Common Program Specific Data Elements (PSDE) Reports:**
  - **PSDE at Entry Completeness Report:**
    This report shows the client responses to the Common PSDE at Project Entry defined by HUD in the HMIS Data Standards. These data elements are collected across most HMIS Federal Partner programs at the start of the clients' enrollments.

  - **PSDE at Exit Completeness Report:**
    This report shows the client responses to the Common PSDE at Project Exit defined by HUD in the HMIS Data Standards. These data elements are collected across most HMIS Federal Partner programs at the end of the clients' enrollments.

- **Federal Partner Program Specific Data Elements:**
  The following reports show the client responses to the data elements developed by each Federal Partner defined by HUD in the HMIS Federal Partner Programs Manual. These data elements can be limited to one or two federal partner programs or a single component of one of the Federal Partner programs.

  - **HOPWA Specific Data Elements:**
    This report shows the client responses to the Federal Program Specific Data Elements that need to be collected by HOPWA funded projects as defined in the HOPWA Program HMIS Manual.

  - **PATH Specific Data Elements**
    This report shows the client responses to the Federal Program Specific Data Elements that need to be collected by PATH funded projects as defined in the PATH Program HMIS Manual.

  - **RHY Specific Data Elements**
    This report shows the client responses to the Federal Program Specific Data Elements that need to be collected by RHY funded projects as defined in the RHY Program HMIS Manual.

  - **VA Specific Data Elements**
    This report shows the client responses to the Federal Program Specific Data Elements that need to be collected by VA funded projects as defined in the VA Program HMIS Manual.

Appendix B: Data Timeliness Reports

Timeliness reports show the time it takes for Homeless Services Providers to record intake, exit, and services information in the OC HMIS for each project on a client level. It is recommended to run and review these reports

every quarter in preparation for the Data Quality Report Cards publication. The following reports are located in the Reports Page of HMIS, under the Data Analysis tab, Data Quality section.

- Project Start Data Timeliness Report:
  This report shows the number of days taken to record Project Start data into HMIS for each client enrollment.

- Services Data Timeliness Report:
  This report shows the number of days taken to record Services data into HMIS for each client enrollment.

- Project Exit Data Timeliness Report:
  This report shows the number of days taken to record Project Exit data into HMIS for each client enrollment.

Appendix C: Data Quality Corrections Report

This report is sent quarterly by 211OC to all Homeless Services Providers that participate in the OC HMIS. The report flags Data Completeness and Data Accuracy errors across fields associated with the Universal Data Elements (UDE) for all projects. These errors are identified according to the HMIS Reporting Terminology Glossary released by HUD.

There are three types of errors highlighted in the report:

- Client doesn't know/Client Refused, highlighted in orange
- Missing Information, highlighted in gray
- Data Issues, highlighted in magenta

Agency Administrators should review this report, identify all the errors flagged for their projects, and complete and/or correct the appropriate fields for the appropriate client enrollments in HMIS. To identify data quality errors in the *Data Quality Correction Report*, each column in the spreadsheet should be filtered by the colors associated with each type of error. The filtering process pinpoints the exact responses that present errors as well as the clients that present these errors. Additionally, to facilitate the correction process Agency Administrators should review the Data Quality Corrections Reference Guide explained in the next appendix.

Appendix D: Data Quality Corrections Reference Guide

The Data Quality Corrections Reference Guide is available in the HMIS Data Quality section of the OC HMIS website. This guide describes what constitutes a data completeness and accuracy error for all the Universal Data Elements fields on the *Data Quality Corrections Report (Appendix C)*. Data completeness errors include responses such as client doesn't know, client refused, data not collected, and unanswered fields. Data accuracy issues include responses that are not valid for each data element according to the HUD Data Standards, as well as responses that present data incongruences.

Appendix E: Data Quality Report Cards Dashboard

The data quality report cards are published quarterly by 211OC. They are available on the HMIS Data Quality Report Cards page on the OC HMIS website. This dashboard assesses Data Completeness, Data Accuracy and Data Timeliness for all the projects participating in the OC HMIS. The Data Quality Report Cards are published after agencies make revisions and corrections on their data using the Data Quality Corrections Report.

The first tab of the dashboard, Data Completeness and Accuracy, shows the percentage of data errors and valid responses for each Universal Data Element (UDE) by project. A response is considered valid when it is in

accordance with the HUD Data Standards and it is different from "Client doesn't know", "Client Refused", and "Data not Collected." This tab also shows the Average Data Completeness Score for each project, which is a unique indicator of data completeness for each project, calculated by dividing the total valid responses that the project has across all the Universal Data Elements by the total clients that need an answer to each UDE.

The second tab of the dashboard, Data Timeliness, shows the average number of days it takes for homeless service providers to record intake, exit, and services information in HMIS for each project. The client-level data that contribute to the average timeliness calculations can be reviewed by the Agency Administrators by running the Data Timeliness Reports (See Appendix B).

Appendix F: Data Accuracy Dashboard

The Data Accuracy Dashboard is available to Agency Administrators in HMIS. Agency Administrators should review this dashboard monthly for all projects at their agency in order to identify and correct any client information that is not truthful or accurate. It is important for Agency Administrators to share the dashboard information with all case managers and data intake staff that are familiar with the client information of each project, so they can report any data in the dashboard that doesn't coincide with the real information of the clients they serve.

Appendix G: Data Consistency Cheat Sheets

The following Data Consistency Cheat Sheets are available on the OC HMIS website. They provide a detailed explanation of critical data elements that need to be collected by the Homeless Services Providers.

- HMIS Data Element Cheat Sheet: Profile Creation and Enrollment:
  This sheet gives guidance on how to collect and record client intake and project enrollment information in a standardized and consistent manner. It provides further explanation on the definition of intake and enrollment questions and response options. Additionally, it offers case managers questions they can use as guides to help collect certain data elements.

- HMIS Data Element Cheat Sheet: Exiting, Annual, and Status Assessments:
  This sheet gives guidance on how to collect client status updates and exit information in a standardized and consistent manner. It provides further explanation on the definition of the assessment and exit questions and response options. It also provides clarification on how to collect Project Exit Date and Destination by project type and lists examples of various scenarios.

- HMIS Data Elements and Reporting Guide:
  This sheet explains the way in which each data element affects project level and system-wise reports in the HMIS. It specifies the performance measure in which each data element is used and how missing or inaccurate data can yield data issues.

Summary of the Tools and Reports for Data Quality Review in the OC HMIS

The following table summarizes the tools and reports available for Agency Administrators (AA) to review Data Quality in the OC HMIS. These tools and reports are explained further in the Data Quality Plan for the Orange County HMIS.

Data Quality Component	Specific Tool/Report for Review	Available at	How should the tool/report be used?	Section on DQ Plan
COMPLETENESS	**Data Completeness Reports**	Available in HMIS, on the Reports Page > Data Analysis tab > Data Quality section.	Agency Administrators (AA) should run the *Data Completeness Reports,* as needed, to spot missing information in their projects' data. It is recommended to run and review Completeness Reports at least quarterly.	Appendix A
	Data Quality Corrections Report (Completeness section)	Sent by 211 OC HMIS quarterly to AA.	AA should review the *Data Quality Corrections Report* to identify completeness errors highlighted in the report, and complete missing information in Clarity accordingly. To facilitate the reviewing process, refer to the *Data Quality Corrections Reference Guide*, available in the OC HMIS website.	Appendix C Appendix D
	Data Quality Report Cards Dashboard (Completeness section)	Available quarterly in the OC HMIS website, HMIS Data Quality Report Cards page.	*The Data Quality Report Cards Dashboard* is compiled and published quarterly by 211OC. AA should review the *Data Completeness and Accuracy* tab of the dashboard to see the Average Data Completeness Score for each of their projects, as well as the percentage of completes errors by data element.	Appendix E
TIMELINESS	**Data Timeliness Reports**	Available in HMIS, on the Reports Page > Data Analysis tab > Data Quality section.	AA should run the *Data Timeliness Reports,* as needed, to see how long their agency takes to record intake, exit, and services data into HMIS for each client. It is recommended to run and review the *Data Timeliness Reports* at least quarterly.	Appendix B
	Data Quality Report Cards Dashboard (Timeliness section)	Available quarterly in the HMIS Data Quality report Cards page, of the OC HMIS website.	*Data Quality Report Cards Dashboard* is compiled and published quarterly by 211OC. AA should review the Data Timeliness tab of the dashboard to see the average number of days it takes the agency to record intake, exit, and services data into HMIS for each project.	Appendix E

Data Quality Component	Specific Tool/Report for Review	Available at	How should the tool/report be used?	Section on DQ Plan
ACCURACY	**Data Quality Corrections Report** (Data issues section)	Sent by 211 OC HMIS quarterly for AAs to review and make data issues corrections.	AA should review the *Data Quality Corrections Report* to identify data accuracy issues highlighted in the report and correct these invalid and incongruent responses in Clarity accordingly. To facilitate the reviewing process, refer to the *Data Quality Corrections Reference Guide*, Data Accuracy Issues column, available in OC HMIS website	Appendix C Appendix D
	Data Quality Report Cards Dashboard (Data issues section)	Compile by 211OC. Available quarterly in the OC HMIS website.	*The Data Quality Report Cards Dashboard* is compiled and published quarterly by 211OC. AA should review the *Data Completeness and Accuracy* tab of the dashboard to see the percentage of responses that present data accuracy issues by data element.	Appendix E
	Data Accuracy Dashboard	Available in HMIS, on the Reports Page > Data Analysis tab > Data Quality section.	AA should review the *Data Accuracy Dashboard* for all the projects at their agency to verify that the data entered in Clarity reflects the information of the clients they serve accurately and truthfully.	Appendix F
	Agency Accuracy Monitoring Process	Established autonomously by each Homeless Services Provider.	Agencies should establish their own process for monitoring the data they contribute to the OC HMIS to verify that data in the OC HMIS represents the real information of the clients they serve.	Accuracy section
CONSISTENCY	**Data Consistency Cheat Sheets:** **—Profile Creation and Enrollment** **—Exiting, Annual, and Status Assessments** **—Data Elements and Reporting Guide**	Available in OC HMIS website for all HMIS users to review	All HMIS users, especially the ones in charge of collecting and entering the data in HMIS, should review the Data Consistency Cheat Sheets to have the same understanding of the client information to be collected and the way it should be collected.	Appendix G

Last revision 12/2022

Date: March 22, 2023

Subject: Cal Optima Health Housing and Homelessness Incentive Program

Background and Analysis

Department of Health Care Services (DHCS) established the Housing and Homelessness Incentive Program (HHIP) that runs from January 1, 2022, to March 31, 2024. HHIP aims to improve health outcomes and access to whole person care services by addressing housing insecurity and instability as a social determinant of health for the Medi-Cal population.

CalOptima Health's Board of Directors approved the reallocation of $40.1 million from the Homeless Health Initiatives reserves to fund strategic investments aimed at kick-starting progress toward the HHIP metrics, which drive future incentive payments to CalOptima Health. To date, $12.4 million in incentives have been earned through HHIP ($4.1 million with the submission of the Local Homelessness Plan in June 2022 and $8.3 million for the submission of the Investment Plan).

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

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

Other projects where CalOptima Health seeks to partner with the Office of Care Coordination and the Orange County CoC are:

- Installation of free-standing kiosks at shelters and hotspots to provide individuals who access services at those locations with the opportunity to provide anonymous feedback.
- Mapping of the homeless service system to better understand the complex CoC and the journey of person's experiencing homelessness through that system.