



**Policies, Procedures and Standards
Committee Special Meeting
August 15, 2023**

Welcome and Introductions

Becks Heyhoe

Policies, Procedures and Standards (PPS)

Committee Chair

Public Comments

Consent Calendar

Consent Calendar – Item #1

Recommended Action

- a. Approve the PPS Committee Meeting Minutes from February 14, 2023.
- b. Approve the PPS Committee Meeting Minutes from June 13, 2023.

Business Calendar

**Homeless Management Information System
Minimum Participation Requirements for
Public Housing Authorities**

Sarah Jones, Continuum of Care (CoC) Manager,
Office of Care Coordination

Business Calendar – Item #1

Homeless Management Information System Minimum Participation Requirements for Public Housing Authorities

- The Orange County Homeless Management Information System (HMIS) Policies and Procedures outlines minimum standards of participation in the Orange County HMIS to ensure data quality and support general best practices.
- The HMIS Lead Agency for the Orange County CoC, will update the HMIS Policies and Procedures when necessary due to guidance from the U.S. Department of Housing and Urban Development (HUD) or local CoC changes and recommendations.
- Due to the different structure and requirements that Public Housing Authorities (PHAs) have for funding, there is already an established requirement for PHAs to report to HUD using the Inventory Management System/PIH Information Center (IMS/PIC).
- Currently in the Orange County CoC, PHAs are being reviewed under the same standard as other agencies participating in HMIS which creates a duplicative data entry burden on the PHA staff as data entry is occurring in both IMS/PIC and HMIS.
- As such, there has been an identified need to outline HMIS minimum participation requirements specifically for PHAs that would support their continued engagement in the Orange County CoC and Coordinated Entry System (CES) processes and reduce the burden of duplicative data entry.

Homeless Management Information System Minimum Participation Requirements for Public Housing Authorities

- At the June 13, 2023, PPS Committee meeting, the Office of Care Coordination as the Collaborative Applicant, provided an overview of the desire to alleviate the data entry burden on PHAs and review HMIS minimum participation requirements.
- Over the last few months, the Collaborative Applicate and HMIS Lead has met with the PHAs to discuss and address concerns regarding HMIS minimum participation requirements.
- The following PHAs in Orange County would be impacted by the proposed revisions:
 - ❖ Anaheim Housing Authority
 - ❖ Garden Grove Housing Authority
 - ❖ Orange County Housing Authority
 - ❖ Santa Ana Housing Authority

Homeless Management Information System Minimum Participation Requirements for Public Housing Authorities

- The Collaborative Applicant reviewed section “VI. Participating Agency Requirements” of Orange County HMIS Policies and Procedures and is proposing the following changes:
 - ❖ PHAs will not be required to comply with the minimum participation requirement, to have “activity in HMIS in the past 30 days”.
 - ❖ PHAs will not be required to complete Annual Assessments for clients in HMIS.
- With the revised policy and process changes, the outlined HMIS minimum participation requirements for PHAs that would support their continued engagement in the Orange County CoC and CES processes and reduce the duplicative data entry burden.

Recommended Action

- a. Recommend the HMIS minimum participation requirements for Public Housing Authorities for review and approval by the Orange County CoC Board.

**CoC Nominating and Selection Process
Review Ad Hoc Recommendation**

Felicia Boehringer, CoC Administrator,
Office of Care Coordination and CoC Nominating
and Selection Process Review Ad Hoc

CoC Nominating and Selection Process Review Ad Hoc Recommendation

- At the February 14, 2023, meeting, the PPS Committee membership approved the creation of the CoC Nominating and Selection Process Review Ad Hoc (Ad Hoc) to review CoC Board nomination and selection process recommendations provided by the 2022 CoC Nominating Committee.
- The Ad Hoc membership was inclusive of CoC Board members and previous candidates that could speak into the experience of the most recent CoC Board nomination and selection process, and included Christina Weckerly Ramirez, Elida Sanchez, Melanie McQueen and Jordan Hoiberg.
- The Office of Care Coordination and the Ad Hoc met on three separate occasions to review the 2022 CoC Nominating Committee Recommendations and identify goals for the upcoming CoC Board nomination and selection process, which included a desired focus on improving the 2022 CoC Board Candidate Interest Form.

Business Calendar – Item #2

CoC Nominating and Selection Process Review Ad Hoc Recommendation

- The Ad Hoc expressed a desire to ensure the process of becoming a CoC Board member is accessible and equitable, keeping in mind people with lived expertise of homelessness and those who are engaging leadership in the Orange County CoC in new ways.
 - ❖ i.e. eliminating the requirement for a resume submission, as well as reducing CoC-specific jargon and including clear language
- A revised CoC Board Candidate Interest Packet has been drafted, which includes additional information on the CoC Board Member responsibilities and qualifications, details on the nominating and selection process and targeted questions that seek to gain insight on the candidate's expertise and interest in serving.
- On July 11, 2023, a draft of the CoC Board Candidate Interest Packet was provided to the Lived Experience Advisory Committee (LEAC) for review and feedback.
- The LEAC membership provided positive feedback to the revised CoC Board Candidate Interest Packet, specifically noting that the questions feel more accessible and approachable, requesting candidates share experience and interest in serving on the CoC Board is a better option that requiring a resume submission and inclusion of the CoC Vision, and questions is a great addition.

Business Calendar – Item #2

Responses to the 2022 CoC Nominating Committee Recommendations

- Though the Ad Hoc primarily focused on the revision of the CoC Board Candidate Interest Packet, robust discussion was had on the entirety of the 2022 CoC Nominating Committee recommendations, which is briefly summarized below.
 1. Align and define expectations and role clarity for CoC Board Members, the CoC Nominating Committee and the Office of Care Coordination.
 - a. **Ad Hoc Response: Expectations and roles clarified in the revised CoC Board Candidate Interest Packet. Consider developing a CoC Board Nomination and Selection process workflow and timeline to be used as an educational guide for the potential candidates, the CoC Nominating Committee and CoC General Membership.**
 2. Schedule and engage CoC Nominating Committee meetings a month in advance of the interview process to allow for the CoC Nominating Committee to learn the goals of the CoC Board in recruitment and nomination, identify missing representation, call out board member qualities/skills and system representation that is desired in new candidates, and align goals and strategy for interview process between CoC, CoC Nominating Committee and the Office of Care Coordination.
 - a. **Ad Hoc Response: Consider adding to a CoC Board agenda before nominating and selection process to understand what areas of expertise are desired for At-Large seats and align goals and strategies for the interview process. Detail can be further reflected in the CoC Board Nomination and Selection process workflow and timeline.**

Business Calendar – Item #2

Responses to the 2022 CoC Nominating Committee Recommendations

3. Review current voting process and information provided to members voting to ensure that ballot includes substantive candidate information.
 - a. **Ad Hoc Response: Revised CoC Board Candidate Interest Packet includes additional information on the voting process and questions hope to illicit more detailed candidate information.**
4. Consider creating a short video that describes the role of the CoC, clarifies the role of the CoC Board, sets forth the individual expectations of those serving, and shares the vision and mission of the CoC Board to be disseminated with the initial call for applicants.
 - a. **Ad Hoc Response: Determine who would take lead on carrying out this task. Consider reaching out to film school students and create a video series that includes testimonies from former CoC Board Members to demonstrate expectations.**
5. Review the need for further revisions to the CoC Governance Charter as it pertains to the role of the CoC Nominating Committee and the application and nomination process.
 - a. **Ad Hoc Response: This recommendation would best be navigated by the CoC Board leadership comprising of CoC Board Chair, CoC Board Vice Chair, and the CoC Board Secretary and CoC Board.**

Business Calendar – Item #2

Additional Items for Further Consideration

- The Ad Hoc also discussed additional items for further consideration during the 2023 CoC Board Nominating and Selection Process.
- These items are detailed in Business Calendar Agenda Item 2 Attachment B and are summarized below.
 1. Adding specific interview questions for candidates.
 2. Developing a more robust CoC Board member orientation process for new CoC Board members.
 3. Connecting new CoC Board members to existing CoC Board members to offer mentorship and further orientation to the CoC Board.
- For today's meeting, the PPS Committee is being asked to consider approving the drafted CoC Board Candidate Interest Packet for the 2023 CoC Board Seat Nomination and Election.

Recommended Action

- b. Approve drafted CoC Board Candidate Interest Packet for the 2023 CoC Board Seat Nomination and Election as recommended by the CoC Nominating and Selection Process Review Ad Hoc.

**HMIS Access Working Group
Member Appointment Procedure**

Sarah Jones, CoC Manager,
Office of Care Coordination

HMIS Access Working Group Member Appointment Procedure

- The HMIS Access Working Group meets monthly or as needed to review HMIS Access Applications and agencies not meeting the HMIS minimum participation requirements. As well as continued to refine the process for facilitating equitable review of applications received.
- The HMIS Access Working Group, facilitated by the HMIS Lead Agency and the Office of Care Coordination as the CoC Collaborative Applicant, currently includes members Nishtha Mohendra, Analisa Andrus and Linda Ly.
- In February 2023, the Office of Care Coordination was notified that HMIS Access Working Group member, Deby Wolford, had transitioned to a different role and agency, creating a vacancy in the HMIS Access Working Group.
- This led to discussion around how to best standardize the recruitment and appointment of new members to the HMIS Access Working Group.

HMIS Access Working Group Member Appointment Procedure

- Currently, the Orange County HMIS Policies and Procedures states that, “the HMIS Access Ad Hoc will be comprised of two to three CoC members appointed by the CoC Board membership, the CoC Collaborative Applicant and the HMIS Lead”.
- Further detail on the procedure for appointing new members, including desired qualifications, is needed to support with filling vacancies in the working group.
- Additionally, the HMIS Policies and Procedures will be updated to reflect the new naming convention from HMIS Access Ad Hoc to HMIS Access Working Group.
- Utilizing the feedback received from the PPS Committee members at the PPS Committee meeting on June 13, 2023, the Office of Care Coordination drafted the vacancy procedure and the desired qualifications for HMIS Access Working Group members.

HMIS Access Working Group Member Appointment Procedure

- The Office of Care Coordination shared the drafted vacancy procedure and qualifications with the current HMIS Access Working Group for discussion and feedback.
- The HMIS Access Working Group provided feedback on the composition of membership and asked that the membership be increased from two to three members to three to four members, which would reconcile the procedure to align with the HMIS Access Working Group recommendation to increase the number of members.
- Further, the HMIS Access Working Group had feedback on the vacancy procedure and recommended that membership be opened for interest from the CoC General Membership, as well as through invite and recruitment.

HMIS Access Working Group Member Appointment Procedure

Appointment Procedure (Orange County HMIS Policies and Procedures Section V.d.):

- The HMIS Access Working Group will be comprised of three to four Continuum of Care (CoC) General Members selected by the current HMIS Access Working Group members, the CoC Collaborative Applicant and the HMIS Lead, and appointed by the CoC Board. The HMIS Access Working Group will meet monthly or on an as-needed basis for the purposes of evaluating HMIS Access Applications.

HMIS Access Working Group Member Vacancy Procedure

Vacancy Procedure

- When vacancies occur, the Office of Care Coordination as the CoC Collaborative Applicant will send an email via the CoC distribution list notifying CoC General Membership of vacancies in the HMIS Access Working Group and soliciting interested participants. Additionally, as needed, the HMIS Access Working Group, CoC Collaborative Applicant and the HMIS Lead will outreach to qualified CoC General Members individually to solicit interested participants. The CoC will confirm interested CoC from General Members to be considered for the HMIS Access Working Group. The HMIS Access Working Group, the CoC Collaborative Applicant and the HMIS Lead will then review all interested candidates to select the most qualified member(s) for the working group to be recommended to the CoC Board for appointment.

HMIS Access Working Group Member Desired Qualifications

Qualifications

- Individual must belong to an agency that is an Orange County CoC General Member or be an Individual General Member
- At least two (2) years of experience with HMIS preferred
- At least two (2) years of experience with the Orange County homeless service system
- Works collaboratively with team members and can provide constructive feedback
- Ability to make informed decisions based on objective analysis of available information
- Desire to positively impact the Orange County homeless system
- Understanding of the Orange County CoC's responsibility of promoting access and effective utilization of mainstream programs

Recommended Action

- a. Recommend vacancy procedure and desired qualifications for HMIS Access Working Group members for approval by the CoC Board membership.

Orange County HMIS Policies and Procedures

Sarah Jones, CoC Manager,
Office of Care Coordination

Business Calendar – Item #4

Orange County HMIS Policies and Procedures

- The HMIS Access Participation Requirement policy development and approval timeline included the following:
 - ❖ The HMIS Access and Participation Requirement Policy was discussed during the PPS Committee on March 2021, April 2021, and May 2021.
 - ❖ The feedback and comment period for the HMIS Access and Participation Requirement Policy took place from April 13, 2021, to April 27, 2021.
 - ❖ At the May 11, 2021, meeting of the PPS Committee meeting, the PPS Committee voted to approve the HMIS Access and Participation Requirement Policy.
 - ❖ At the May 26, 2021, meeting of the CoC Board, the CoC Board approved the HMIS Access and Minimum Participation Requirements Policy.
- The CoC-Board approved policy states:
 - ❖ “Organizations receiving funding that requires HMIS participation will be given data entry access, but this does not necessarily include data sharing with other agencies. Law enforcement agencies and legal service providers receiving funding that requires HMIS participation will be given data entry access only.” (HMIS Policies and Procedures, Section V.b.b.i.)

Business Calendar – Item #4

Orange County HMIS Policies and Procedures

- At the March 22, 2023, meeting of the CoC Board, the CoC Board received public comments regarding the HMIS Policies and Procedures and an interest from law enforcement in coordinating to best serve people experiencing homelessness.
- Feedback was shared specifically related to accessing the Individual Shelter Bed Reservation System, operated by the County of Orange, which currently functions within the HMIS to refer individuals to County shelters, Home Key, Bridges at Kraemer Place, Yale Navigation Center.
- To support a discussion on HMIS Policies and Procedures and to better improve coordination between Law Enforcement and the Orange County CoC, the Office of Care Coordination in partnership with the CoC Board hosted a meeting on Friday, May 12, 2023, to address Law Enforcement concerns and feedback previously shared.
- From this meeting, a commitment was made to raise law enforcement concerns to the PPS Committee for discussion.
- Additionally, 10 set aside beds were designated for law enforcement at Yale Navigation Center to support continued access to shelter beds and 20 set aside beds for law enforcement were previously established at Bridges at Kramer Place shelter.

Business Calendar – Item #4

Orange County HMIS Policies and Procedures

- Law enforcement concerns were also shared with the LEAC on May 2, 2023, for discussion and feedback as it relates to the current HMIS Policies and Procedures.
- Many of the LEAC members shared concerns of law enforcement having full HMIS access beyond the current data entry.
- The LEAC members did note the importance of exploring additional strategies for supporting law enforcement and outreach workers with having the ability to refer into shelter and prioritize getting people off the streets.
- The PPS Committee membership is being asked to engage in discussion on Agency Access as detailed in the HMIS Policies and Procedures, as it relates to law enforcement.

Continuum of Care Updates

**Sarah Jones, CoC Manager, Office of Care
Coordination**

Business Calendar – Item #5

FY 2023 CoC Program Notice of Funding Opportunity (NOFO)

NOFO Release

- HUD released the CoC NOFO Competition on Wednesday, July 5, 2023.

Funding Available Nationwide:

- CoC Program – \$2,662,000,000
- Domestic Violence (DV) Bonus – \$52,000,000
- Youth Homelessness Demonstration Program (YHDP) – \$80,000,000
- A portion of funds will be available for CoC Renewal Projects and CoC Bonus Projects.

Estimated Funding Available to the Orange County CoC:

- Annual Renewal Demand (ARD) – \$30,555,374
- CoC Bonus – \$2,138,876
- DV Bonus – \$2,076,061
- CoC Planning – \$1,500,000

Application Due Date: September 28, 2023, at 5:00 p.m. PDT

Business Calendar – Item #5

FY 2023 CoC Program Notice of Funding Opportunity (NOFO)

Renewal Project Application

- On August 1, 2023, the County of Orange on behalf of the Orange County CoC made available FY 2023 CoC Renewal Project Application on the [FY 2023 CoC NOFO webpage](#).
 - ❖ Starts: August 1, 2023, at 7:14 p.m. (PDT)
 - ❖ Deadline: August 16, 2023, at 12:00 p.m. (PDT)

CoC Bonus, Domestic Violence (DV) Bonus, and Reallocation Projects Request for Proposals

- On August 4, 2023, the County of Orange on behalf of the Orange County CoC made available FY 2023 Request for Proposals for Continuum of Care Bonus, Domestic Violence Bonus and Reallocation Projects on the [FY 2023 CoC NOFO webpage](#).
 - ❖ Starts: August 4, 2023, at 4:54 p.m. (PDT)
 - ❖ Deadline: August 24, 2023, at 12:00 p.m. (PDT)

Business Calendar – Item #5

FY 2023 CoC Program Notice of Funding Opportunity (NOFO)

- The timeline below details internal dates of proposal and application submittals, as well as HUD deadlines.

DATE	ACTIVITY
August 1, 2023	Release of the FY2023 CoC Renewal Projects Application
August 4, 2023	Release of FY2022 RFP for CoC Bonus, DV Bonus and Reallocation Projects
August 16, 2023	CoC Renewal Project Applications due at 12:00 p.m. PDT.
August 24, 2023	CoC Bonus, DV Bonus and Reallocation Project Applications due at 12:00 p.m. PDT
August 29, 2023	Project Applications are required to be submitted to the CoC no later than 30 days before the application deadline.
September 13, 2023	Agencies notified in writing of inclusion of project acceptance, rejection, reduction and/or ranking by the Orange County CoC (Per HUD 15 days before deadline).
September 26, 2023	Consolidated Application posted on website for community review (Per HUD 2 days before application submission)
September 28, 2023	CoC NOFO Submission Deadline per HUD guidelines

Business Calendar – Item #5

Training Opportunity: National Standards for the Physical Inspection of Real Estate (NSPIRE).

The Office of Care Coordination will be hosting a training on the National Standards for the Physical Inspection of Real Estate (NSPIRE).

This training will provide an overview of the NSPIRE and important guidance for CoC and ESG grant recipients that have housing obligations. Please find details on the upcoming training below:

- **Date:** Thursday, September 14, 2023
- **Time:** 1:00 p.m. – 2:00 p.m.

This virtual training requires registration. Please register to attend by Wednesday, September 13, 2023.

- Registration Link: <https://zoom.us/meeting/register/tJMsduCqrT8jGNJfsFq-7-KZJzeOcC65YKrq>

Business Calendar – Item #5

Service Provider Forum

The Office of Care Coordination will be hosting the Service Provider Forum on a quarterly basis. The upcoming Service Provider Forum meeting is scheduled for Thursday, August 17, 2023, and will be hosted in-person.

Providers and community partners are invited to bring relevant resource flyers and program brochures to share with Service Provider Forum attendees. A dedicated time to share announcements on upcoming events or program updates will also be provided.

Please find details on the upcoming Service Provider Forum below:

- **Date:** Thursday, August 17, 2023
- **Time:** 9:00 a.m. to 11:00 a.m.
- **Location:** The Salvation Army Tustin Ranch Corps Fellowship Hall
- **Address:** 10200 Pioneer Road, Tustin, CA 92782

Next Meeting:

September 12, 2023, 3:30 p.m. – 5:00 p.m.

