



**Policies, Procedures and Standards
Committee Meeting
December 12, 2023**

Welcome and Introductions

Becks Heyhoe

Policies, Procedures and Standards (PPS)

Committee Chair

Public Comments

Business Calendar

**Coordinated Entry System (CES) Policies and
Procedures Recommended Changes**

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

Business Calendar – Item #1

CES Policies and Procedures

Background and Overview

- In **July 2021**, CES partnered with victim service providers (VSP) in Orange County to facilitate referrals for survivors to the Emergency Housing Voucher program.
- In **September 2022**, the CoC Board approved the Office of Care Coordination, as the CES Lead, to apply for a Domestic Violence (DV) Bonus Project through the FY2022 CoC Program Notice of Funding Opportunity (NOFO) to develop a robust component of CES for DV survivors.
- In **March 2023**, the CoC Program Awards announced the successful application for the expansion and award of funds for CES for DV Survivors beginning **July 1, 2023**.
- From **May to August 2023**, Homebase, a national technical assistance provider in the field of housing and homelessness, worked with a DV Survivor Stakeholder ad hoc and facilitated listening sessions with survivors to draft CES policies and procedures for DV survivors.

Business Calendar – Item #1

CES Policies and Procedures

Survivor Feedback Received

- The key findings and recommendations received from survivors during listening sessions facilitated by Homebase are listed below.
 1. The system is not responsive to the urgency of the survivor's situation.
 2. Staff at homeless service provider agencies (excluding VSP) did not treat survivors with sensitivity.
 3. VSP delivered quick, empathetic care and services.
 4. Survivors should be connected with a VSP as quickly as possible.
 5. More training is needed for staff, system leaders, funders, and law enforcement on trauma-informed care, cultural humility, motivational interviewing, and empathy when working with survivors.

Business Calendar – Item #1

CES Policies and Procedures

Review and Approval Process

- The public feedback period for the revised draft of the CES Policies and Procedures occurred from **September 12, 2023, through September 27, 2023**. Public feedback was received during public listening session and in writing.
 - ❖ During the public feedback period, the Office of Care Coordination hosted two public listening sessions via Microsoft Teams on Wednesday, September 13, 2023, in the evening, and Monday, September 18, 2023, during business hours.
- The proposed changes to the CES Policies and Procedures were presented and approved at the PPS Committee on **Tuesday, October 10, 2023**.
- On **October 25, 2023**, proposed changes to the CES Policies and Procedures were presented to the CoC Board.
- The CoC Board received public comment related to the recommended action and voted to continue the agenda item regarding approval of the draft CES Policies and Procedures to allow time for the Office of Care Coordination to engage with VSP on additional feedback.

Business Calendar – Item #1

CES Policies and Procedures

Updated Revisions

- Following the additional feedback provided by the VSP, the Office of Care Coordination met with the VSP to receive further feedback and edits to the draft CES Policies and Procedures.
- The Office of Care Coordination provided an additional two weeks for VSP to share additional feedback. Feedback received from the public and VSP is included as an attachment in the agenda packet ([see Attachment C](#)).
- Additionally, as approved by the CES Steering Committee, the Office of Care Coordination convened a Survivor Assessment Tool Ad Hoc for three meetings in November to recommend revisions to the Survivor Assessment Tool. The updated assessment is included as an attachment in the agenda packet ([see Attachment D](#)).
- The Office of Care Coordination worked to integrate the feedback and update the revised CES Policies and Procedures accordingly through each stage of the review and feedback process.

CES Policies and Procedures

Updated Revisions

- Following feedback received, a draft CES Policies and Procedures detailing the recommended changes were presented at the special meeting of the Domestic Violence Committee on **November 28, 2023**.
- The Domestic Violence Committee reviewed the changes to the CES Policies and Procedures, specifically the inclusion of CES for Survivors and the Survivor Assessment Tool, offering integral insight and discussion to the review process.
- If approved by the PPS Committee membership, the CES Policies and Procedures will be presented at the **December 20, 2023**, meeting of the CoC Board for final approval.

Business Calendar – Item #1

CES Policies and Procedures

Recommended Changes

- CES for Survivors
 - ❖ Incorporate CES for Survivors into the CES Policies and Procedures, including the key components of CES: access, assessment, prioritization and referral.
- Assessment Updates
 - ❖ Adopt the use of the following CES assessments ([see Attachment D](#)): Pre-Assessment Screening, Shelter Assessment, Housing Assessment, Survivor Assessment, Stepping Up Assessment, Moving On Assessment and Prevention Assessment.
- Establish a Disaster Prioritization Policy
 - ❖ Add a policy for prioritizing resources in the event of a local, state or national disaster.
- Adopt Clarifying Language
 - ❖ Clarify language related to expanding resources available through CES, definitions and regulations, roles and responsibilities, the use of case conferencing, and exits from CES.

Business Calendar – Item #1

Recommended Action

- a. Approve revised CES Policy and Procedures including CES for Survivors, assessment updates, a disaster prioritization policy and clarifying language, as recommended by the CES Steering Committee and Domestic Violence Committee, for review and approval by the Orange County CoC Board.

Continuum of Care Updates

Sarah Jones, CoC Manager,
Office of Care Coordination

Business Calendar – Item #2

CoC Board Nomination and Election

- Each year, the CoC Board establishes a Nominating Ad Hoc to support the annual CoC Governance Charter review and CoC Board nomination and election process.
- At the **October 25, 2023**, meeting, the CoC Board membership approved the CoC Board Governance Charter revisions, as recommended by the by the CoC Nominating Ad Hoc.
- The approved revisions include a minimum number of people with specific identities/experiences, including people who are Black, Indigenous or Native American, People of Color (BIPOC), and Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, and Asexual (LGBTQIA+), disabled, neurodivergent, and/or older adults.
- By January 2025, the makeup of the CoC Board shall include at least the minimum number of people of the identities, experiences, and backgrounds to reflect the diversity of identities and experiences more wholly within Orange County.

Business Calendar – Item #2

CoC Board Nomination and Election

- The Office of Care Coordination and Nominating Ad Hoc, on behalf of the Orange County CoC, are facilitating the annual CoC Board nomination and election process.
- The CoC is looking to select a range of **seven (7) to eleven (11) members** for the current election process.
- The CoC Board election period closed **today, December 12, at 12 p.m.** and the Nominating Ad Hoc will be reviewing and confirming the election results on Wednesday, December 13, 2023.
- Elected CoC Board candidates will be presented on **Wednesday, December 20, 2023**, for ratification by the CoC Board.

Business Calendar – Item #2

Timeline

DATE*	TIMELINE ACTIVITY
November 8, 2023	Nomination period opens
November 9, 2023	Orange County CoC Board Nomination and Election Process Informational Session for the CoC General Membership
November 17, 2023	Nomination period closes
November 20, 2023	Candidate Interest Forms are due New and Updated CoC General Membership Forms due
November 27 – December 1, 2023	Candidate Interviews facilitated by CoC Nominating Ad Hoc
December 5, 2023	CoC Nominating Ad Hoc to recommend candidates for election by the CoC General Membership
December 6, 2023	Virtual Candidate Meet and Greet Voting period opens
December 12, 2023	Voting period closes at 12:00 p.m.
December 20, 2023	Elected candidates are presented to the CoC Board for ratification



EVERYONE
COUNTS
2024 Point In Time

Everyone Counts OC Dates

Central Service Planning Area	North Service Planning Area	South Service Planning Area
Tuesday, Jan 23, 2024	Wednesday, Jan 24, 2024	Thursday, Jan 25, 2024

Deployment Centers - Central SPA

Tuesday, January 23, 2024



County Administration South
601 N Ross St, Santa Ana, CA 92701



Freedom Hall
16801 Euclid St, Fountain Valley, CA 92708

Deployment Centers - North SPA

Wednesday, January 24, 2024



Fullerton Public Library
353 W Commonwealth Ave
Fullerton, CA 92832



Orange County Social Services Agency
(SSA) Anaheim Regional Center
3320 E La Palma Ave, Anaheim, CA 92806

Deployment Centers - South SPA

Thursday, January 25, 2024



El Toro Library
24672 Raymond Way,
Lake Forest, CA 92630



Laguna Niguel Library
30341 Crown Valley Pkwy,
Laguna Niguel, CA 92677

Volunteer Opportunities

Team Captains:

- Responsible for building and leading a team of two to three surveyors in the field.
- Responsible for navigating maps, knowing emergency and safety protocols, and understanding the Survey123 smartphone application and Survey/forms.
- Required to attend a two-hour live or video conference training.

Field Surveyors:

- To be placed within a team consisting of a Team Captain and up to three additional Field Surveyors.
- Required to complete training either live or via pre-recorded training.

Deployment Center Volunteers:

- Will assist with setting up or cleaning up the Deployment Center in increments of two-hour shifts.
- Will assist with greeting field volunteers and guests, providing vehicle traffic control, distributing T-shirts and mapping supplies, receiving supplies when field volunteers return from their shift and help with clean-up duties.

Live, In-Person Training Sessions

In-person trainings will be hosted in each Service Planning Area (SPA).

South SPA

Date: Wednesday, January 10, 2024

Time: 12:00p.m. – 2:00 p.m.

Location: El Toro Public Library – 24672 Raymond Way, Lake Forest, CA 92630

North SPA

Date: Thursday, January 11, 2024

Time: 5:00 p.m. – 7:00 p.m.

Location: Fullerton Public Library – 353 W Commonwealth Ave, Fullerton, CA 92832

Central SPA

Date: Saturday - January 13, 2024

Time: 9:00 a.m. – 11:00 a.m.

Location: Norma Hertzog Community Center – 1845 Park Ave, Costa Mesa, CA 92627

Virtual Training Sessions

- Live, online trainings will be hosted on the following dates and times.
 - Tuesday, January 16, 2024, 12:00 p.m. – 2:00 p.m.
 - Wednesday, January 17, 2024, 5:00 p.m. – 7:00 p.m.
- The online training sessions above will be recorded and posted for volunteers to access via the [Everyone Counts OC](#) website beginning Thursday, January 18, 2024.

How You Can Help

Volunteer Recruitment

- Spread the word about the event
- Encourage your staff to volunteer during the event
- Sign up early

Volunteer Sign-Up:

- To volunteer to count in the Central Service Planning Area count: [Click here](#)
- To volunteer to count in the North Service Planning Area: [Click here](#)
- To volunteer to count in the South Service Planning Area: [Click here](#)



How You Can Help

Donations

- We are looking for the following donations:
 - Snack or hygiene kit donations
 - Gift card or incentive donations
 - Other donations
- Contact Erin Kaufman, Community Resource Mobilization Manager, at Info@everyoneCountsOC.org if you are interested in supporting with donations.



www.EveryoneCountsOC.org

Email: Info@everyoneCountsOC.org

Instagram: [@EveryoneCountsOC](https://www.instagram.com/EveryoneCountsOC)

X (Twitter): [@OCPIP](https://twitter.com/OCPIP)

[#EveryoneCountsOC](https://www.instagram.com/EveryoneCountsOC)

Next Meeting:

To be determined (pending 2024 CoC Board and
Committee Meeting calendar approval)

