

**ORANGE COUNTY CONTINUUM OF CARE (COC)
POLICIES, PROCEDURES AND STANDARDS COMMITTEE**

Tuesday, February 13, 2024

3:30 p.m. – 5:00 p.m.

Location:
Virtually on Teams
Meeting Link: [Click Here](#)
Meeting ID: 221 984 888 398
Passcode: j3ny59
Or call in (audio only): +1 949-543-0845
Phone Conference ID: 161 360 726#

Committee Chair: Dr. Shauntina Sorrells, Vice Chair of the CoC Board

Committee Members:

Judson Brown, City of Santa Ana
Andrew Crowe, Scholarship Prep
Becks Heyhoe, OC United Way
Nishtha Mohendra, Families Forward
Robert “Santa Bob” Morse, Individual
Maricela Rios-Faust, Human Options
Ami Rowland, Covenant House California

AGENDA

Welcome and Introductions – Dr. Shauntina Sorrells, Chair

Public Comments – Members of the public may address the Policies, Procedures and Standards (PPS) Committee 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 PPS Committee. Members of the public may address the PPS Committee with public comments on agenda items after the agenda item presentation. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes. In order to address the PPS Committee, members of the public are to enter their name and agenda item number in the chat box to be placed in a queue. PPS Committee staff will call your name in the order listed in the chat box.

CONSENT CALENDAR

1. Approve the PPS Committee Meeting Minutes from September 12, 2023.
2. Approve the PPS Committee Meeting Minutes from October 10, 2023.
3. Approve the PPS Committee Meeting Minutes from December 12, 2023.

BUSINESS CALENDAR

1. **PPS Committee Charter Recommended Changes** – Sarah Jones, CoC Manager, Office of Care Coordination
 - a. Approve recommended changes to PPS Committee Charter, especially Section 5 detailing Chair and Vice Chair and Section 6 detailing Membership, for approval to the CoC Board.
 - b. Review and discuss Section 6 detailing Membership as outlined within the PPS Committee Charter.
2. **Homeless Management Information Systems (HMIS) Policies and Procedures Working Group Update** – Erin DeRycke, Director, Data Analytics, 2-1-1 Orange County, Orange County United Way
3. **CoC Updates** – Sarah Jones, CoC Manager, Office of Care Coordination

Adjournment to: Regular meeting on March 12, 2024.

**ORANGE COUNTY CONTINUUM OF CARE
POLICIES, PROCEDURES and STANDARDS COMMITTEE**

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



Committee Chair: Becks Heyhoe, Orange County United Way

Committee Members:

Judson Brown, City of Santa Ana
Nishtha Mohendra, Families Forward
Robert “Santa Bob” Morse, Individual
Eric Richardson, Volunteers of America
Maricela Rios-Faust, Human Options
Dr. Shauntina Sorrells, Orangewood Foundation
Christina Weckerly Ramirez, OC Health Care Agency

MINUTES

Welcome and Introductions – Becks Heyhoe, Chair

1. Chair Becks Heyhoe called the meeting to order at 3:31 p.m.
2. Roll Call
 - i. Present: Chair Becks Heyhoe, Judson Brown, Christina Weckerly Ramirez, Robert “Santa Bob” Morse, and Nishtha Mohendra
 - ii. Absent Excused: Maricela Rios Faust and Dr. Shauntina Sorrells
 - iii. Eric Richardson arrived at the meeting during Consent Calendar.

Public Comments – Members of the public may address the Policies, Procedures and Standards (PPS) Committee 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 PPS Committee. Members of the public may address the PPS Committee with public comments on agenda items after the PPS Committee 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. In order to address the PPS Committee, members of the public are to enter their name and agenda item number in the chat box to be placed in a queue. PPS Committee staff will call your name in the order listed in the chat box.

Chair Becks Heyhoe shared that there have been some changes made to the meeting process. There will be the presentation of the agenda item and following the presentation, members of the public may address the PPS Committee with public comments. Afterward, any conflicted members will be asked to recuse themselves and then there will be committee member discussion and comments, as well as any associated action. After a motion has been approved or rejected, the recused Committee members will be asked to rejoin for the next agenda item.

Public Comments:

- Terry Rains, from Westminster in Central Service Planning Area (SPA), shared that she has spoken before many different legislative bodies and expressed that she was not used to the way the CoC and its committees take public comments on agenda items, such as having public comments come after the discussion. Terry Rains expressed that she would appreciate the change to the meeting process that was spoken about by Chair Becks Heyhoe.

PPS Committee Member Comment:

- Robert “Santa Bob” Morse inquired on the process of how recusal works for virtual meetings.

CONSENT CALENDAR

1. Approve the PPS Committee Meeting Minutes from August 15, 2023.

Eric Richardson motioned to approve the item. Nishtha Mohendra seconded the motion. Chair Becks Heyhoe, Judson Brown, Christina Weckerly Ramirez, Eric Richardson, Nishtha Mohendra, and Robert “Santa Bob” Morse voted yes. Motion passed.

BUSINESS CALENDAR

1. Orange County Homeless Management Information System (HMIS) Policies and Procedures – Sarah Jones, Continuum of Care (CoC) Manager, Office of Care Coordination

Sarah Jones provided background on the Orange County HMIS Policies and Procedures as it relates to Agency Access and law enforcement. At the March 22, 2023, meeting of the CoC Board, feedback on access to the Shelter Bed Reservation System within HMIS was provided by several law enforcement agencies. To support better dialogue and conversation between the Office of Care Coordination, the CoC Board and law enforcement a meeting was held on Friday, May 12, 2023. The feedback from the March 22, 2023, meeting was shared with the Lived Experience Advisory Committee on May 2, 2023, for discussion. At the August 15, 2023, PPS Committee meeting, the PPS Committee membership engaged in discussion on Agency Access as detailed in the HMIS Policies and Procedures, as it relates to law enforcement and there were suggestions from the PPS Committee membership to bring back the agenda item for further discussion. At the August 23, 2023, CoC Board meeting, the Office of Care Coordination provided a breakdown and differentiation of items that are within the County of Orange (County) purview and those which fall under the Orange County CoC purview as it relates to the discussion on the Shelter Bed Reservation System and HMIS Access.

Recommended Action: Recommend affirmation of the current Agency Access policy, as detailed in the HMIS Policies and Procedures. Eric Richardson motioned to approve the recommended action. Nishtha Mohendra seconded the motion. Upon further discussion, a substitute motion was introduced by Judson Brown.

Substitute Motion: Direct staff to create a method for direct referrals for Shelter Bed Reservation System or to create a law enforcement access to Shelter Bed Reservation System outside of HMIS.

Judson Brown motioned to approve the substitute motion. Robert “Santa Bob” Morse seconded the motion. Judson Brown and Robert Morse voted yes. Chair Becks Heyhoe, Christina Weckerly Ramirez, Eric Richardson, and Nishtha Mohendra voted no. Motion did not carry.

Amended Recommended Action: Recommend affirmation of the current Agency Access Policy as detailed in the HMIS Policies and Procedures and direct staff to create a method for direct referrals for the Shelter Bed Reservation System or to create law enforcement access to Shelter Bed Reservation System outside of HMIS.

Nishtha Mohendra motioned to approve the amended recommended action. Eric Richardson seconded the motion. Chair Becks Heyhoe, Judson Brown, Christina Weckerly Ramirez, Eric Richardson, Nishtha Mohendra, and Robert "Santa Bob" Morse voted yes. Motion passed.

Public Comments:

- Terry Rains, from Westminster, referenced the 2022 Point In Time Count data regarding the number of people experiencing unsheltered homelessness in Central SPA and expressed concern that there were only ten out of 425 beds at Yale Navigation Center that were allocated to law enforcement agencies. Terry Rains expressed disappointment that employees of the law enforcement agencies, including Homeless Liaison Officers (HLOs) and civilian outreach workers, do not have access to the Coordinated Entry System (CES) and Shelter Bed Reservation System within HMIS. Terry Rains quoted information from last month's PPS Committee meeting and highlighted that the Recommendation Item 1b is to affirm and uphold the current Agency Access Policy. Terry Rains suggested that access can be carved out for the CES and Shelter Bed Reservation System in HMIS, or a separate system can be created and integrated with HMIS. Terry Rains stated that while she values the feedback from the Lived Experience Advisory Committee, a decision must be made that will benefit all sides of this issue, and excluding law enforcement is wrong.
- Beck Levin, with Dayle McIntosh Center, shared information about their organization and the services they provide. Beck Levin shared their professional experience working with police departments (PD). Beck Levin stated that they did not think that bringing law enforcement into a situation where there are highly vulnerable individuals is recommended and situations would be much better served by social workers and civilians. Beck Levin expressed the importance of cultural competency or humility to serve the community in this manner and that law enforcement set-aside beds should be allocated to social services.
- Terri Eggers from the City of Santa Ana expressed support for HLOs to be allowed access to the Shelter Bed Reservation System. Terri Eggers explained that when an individual accepts shelter, quick action must be taken and the requirement to reach out to Outreach & Engagement (O&E) for them to enter the client onto the bed reservation system does not accommodate the need and is time consuming.
- Roland Perez, a HLO from Westminster PD, expressed gratitude for the time to discuss this issue and expressed dissatisfaction with the recommended action, since there has not been an in-depth discussion to solve this issue by working together. Roland Perez explained the limited beds available for law enforcement agencies and emphasized the need for a better solution to address homelessness. Roland Perez shared that generalizations on law enforcement officers not being competent are unfortunate. Roland Perez shared personal experiences working with certain subpopulations.
- Dawn Price, Chair of the CoC Board, shared her experience and commented that the CoC considers law enforcement as critical partners for success. Dawn Price shared that Friendship Shelter's Emergency Shelter has five beds for law enforcement that operate separately from the Shelter Bed Reservation System, which works well in their community and provides direct access for law enforcement. Dawn Price clarified the Shelter Bed Reservation System is not immediate access to a shelter bed, but a process over a period of days to identify people needing shelter beds versus how long they have been homeless and other demographic criteria that would indicate who has the greatest need for those beds available. Dawn Price stated that as CoC Board members there are responsibilities to balance issues, including the need to partner with important resources and the very important responsibility to protect HMIS data which is private information of the people experiencing homelessness. Dawn Price expressed understanding that it is disappointing for law enforcement to hear, but that is where she has been in the past and she supports the continued affirmation of this policy because of those circumstances.
- Connie Schonert with the OC Probation Department stated that when many are talking about law enforcement and keep referencing the police department, they are failing to recognize the work that the OC Probation Department does and the access that was taken away from them to be able

to work in assessing and reserving beds for clients. Connie Schonert shared that the OC Probation Department is being lumped into the definition of law enforcement agencies.

- Carrie Buck, Executive Director for the Family Solutions Collaborative (FSC), shared that the FSC operates the Shelter Bed Reservation System for families. Carrie Buck echoed Dawn Price's comments. Carrie Buck shared statistics on the Shelter Bed Reservation for families. Carrie Buck noted the Shelter Bed Reservation System considers everybody and their circumstances regardless of where they are and who is referring them. Carrie Buck shared that clients have concerns about the ability for law enforcement to have HMIS access and support keeping HMIS Policy and Procedures, as written.
- Amy Lazari, the Central SPA administrator for CES, shared about her role in completing referrals for the emergency shelter beds across the different SPAs. Amy Lazari echoed Dawn Price and Carrie Buck and remarked on the expansive administrative portion involved. Amy Lazari expressed that this process is very demanding and time consuming for the person that is referring to the Shelter Bed Reservation System.

PPS Committee Member Comment:

- Robert "Santa Bob" Morse shared that when asking about the consequences of misuse of HMIS during the August CoC Board meeting, he was told that there is no way of knowing if someone misuses HMIS. Robert "Santa Bob" Morse conducted research, reviewed the HMIS standards and shared that the technical standards are supposed to protect privacy and security standards based on HIPAA standards. Robert "Santa Bob" Morse inquired on the security of HMIS and misuse. Robert "Santa Bob" Morse inquired about consequences if the Shelter Bed Reservation System cannot be separated due to software limitations. Robert "Santa Bob" Morse inquired if working with a software solution company can be explored.
- Judson Brown commented that the main issue to address is the feedback from law enforcement agencies regarding the Shelter Bed Reservation System. Judson Brown recommended a friendly amendment to the recommended action. Judson expressed that the City of Santa Ana trusts HLOs as public servants and the benefits of partnering with HLOs. Judson Brown stated that the Shelter Bed Reservation System is integrated into HMIS, and that the HMIS Policy and Procedures is under the purview of the CoC. Judson Brown stated there must be Shelter Bed Reservation Systems that exist outside of HMIS in other CoCs and concluded that there is a different way to look at this issue and for a solution. Judson Brown shared his past investment and passion for the Shelter Bed Reservation System and shared the disappointment that members of the community who assist people experiencing homelessness on a daily basis, are unable to participate. Judson Brown urged staff to find a solution. Judson Brown expressed the need to be responsive.
- Christina Weckerly Ramirez shared appreciation for the level of engagement everyone has had in the conversation to address barriers and promote access to shelter for clients. Christina Weckerly Ramirez agreed that HMIS access should be limited because of the perception by clients. Christina Weckerly Ramirez also expressed that as a system, law enforcement agencies are key partners in addressing homelessness and she does not want to disenfranchise these partners. Christina Weckerly Ramirez suggested to focus on finding a solution that allows law enforcement to be part of the solution to decrease barriers and meet the needs of the clients. Christina Weckerly Ramirez stated that the role of the PPS Committee is to look at the policy and recommended that the Office of Care Coordination look at the Shelter Bed Reservation System and find a solution that meets the needs of law enforcement partners. Christina Weckerly Ramirez requested clarification and inquired about Judson Brown's substitute motion.
- Nishtha Mohendra commented on the importance of what the PPS Committee is trying to establish and noted the issue at hand is bigger than HMIS access. Nishtha Mohendra encouraged the PPS Committee to partner with the Office of Care Coordination and law enforcement agencies, including OC Probation, to best achieve the shared goals. Nishtha Mohendra shared that HMIS is not best designed to meet the needs and challenges that are being expressed. Nishtha Mohendra expressed hope that a creative and alternative solution can be brought forth on what needs to happen as far as the recommended action. Nishtha Mohendra acknowledged the efforts

taken to get a coordinated best practice access to shelters. Nishtha encouraged the PPS Committee to not lose sight of a coordinated manner so there is system flow and a sense of best practice in the PPS Committee's efforts. Nishtha Mohendra encouraged the PPS Committee to consider the feedback received directly from the families, clients, and individuals. Nishtha Mohendra inquired about the meeting process. Nishtha Mohendra requested Judson Brown consider a friendly addition to the recommended action. Nishtha Mohendra expressed respect and appreciation for Judson Brown's plan and the consideration of the friendly amendment.

- Eric Richardson agreed with Dawn Price, Christina Weckerly Ramirez, and Nishtha Mohendra. Eric Richardson stated the Shelter Bed Reservation System does not provide HLOs immediate access to beds and noted that people can be in the Shelter Bed Reservation System for a long period of time. Eric Richardson suggested the Office Care Coordination to review the bed set asides for law enforcement and review utilization. Eric Richardson requested a review of what the recommended action was regarding the HMIS Policies and Procedures.
- Chair Becks Heyhoe recognized Dawn Price, Chair of the CoC Board, to speak during PPS Committee member comments. Dawn Price clarified the motion process and provided guidance regarding facilitating the voting process and further discussion. Chair Becks Heyhoe provided clarification on the distinct roles and purview of the County of Orange and the Orange County CoC. Chair Becks Heyhoe stated that original recommended action is very much about HMIS Policies and Procedures, and access to HMIS is in the jurisdiction of the CoC. Chair Becks Heyhoe noted that the substitute amendment, it is veering into areas that are not within the jurisdiction of the CoC. Chair Becks Heyhoe explained that staff can be directed to look into this again and staff can also be directed to work with the HMIS Lead to explore any potential new solutions.

2. 2023 CoC Board Nomination and Selection Process Update – Becks Heyhoe, Chair and Sarah Jones, CoC Manager, Office of Care Coordination

Felicia Boehringer provided highlights of the CoC Board Nomination and Selection Process, including the current election timeline outlined in the CoC Board Governance Charter. The Office of Care Coordination and CoC Board leadership are receiving technical assistance support from the California Interagency Council on Homelessness Racial Equity Action Lab (CA REAL). The goal of the 2023 CoC Board Nominating and Selection Process is to conduct outreach and recruitment to bring a more diverse, representative people to the table to review and update the nomination process, term limits, and makeup of the CoC Board, as detailed in the CoC Board Governance Charter.

Chair Becks Heyhoe provided information about the 2023 CoC Nomination Committee. As the CoC Board has approved the establishment of the 2023 CoC Nominating Committee, the PPS Committee membership is being asked to support with outreach and identifying potential candidates. The goal of the 2023 CoC Nomination Committee is to add more diversity to the CoC Board to accurately reflect the people and populations being served. If there is interest in serving on the CoC Nominating Committee, email the Office of Care Coordination a CareCoordination@ocgov.com with the subject line "CoC Nominating Committee" and an interest form will be provided for completion.

3. Continuum of Care Updates – Sarah Jones, CoC Manager, Office of Care Coordination

Due to limited time, the CoC Updates were not shared verbally but are available in the PowerPoint Presentation uploaded online.

4. Adjournment to: Regular meeting on October 10, 2023, 3:30 p.m. – 5:00 p.m.

**ORANGE COUNTY CONTINUUM OF CARE
POLICIES, PROCEDURES and STANDARDS COMMITTEE**

Tuesday, October 10, 2023
3:30 p.m. – 5:00 p.m.



Committee Chair: Becks Heyhoe, Orange County United Way

Committee Members:

Judson Brown, City of Santa Ana
Nishtha Mohendra, Families Forward
Robert “Santa Bob” Morse, Individual
Eric Richardson, Volunteers of America
Maricela Rios-Faust, Human Options
Dr. Shauntina Sorrells, Orangewood Foundation
Christina Weckerly Ramirez, OC Health Care Agency

MINUTES

Welcome and Introductions – Becks Heyhoe, Chair

- a. Chair Becks Heyhoe called the meeting to order at 3:33 p.m.
- b. Roll Call
 - i. Present: Chair Becks Heyhoe, Dr. Shauntina Sorrells, Robert “Santa Bob” Morse, and Nishtha Mohendra
 - ii. Absent Excused: Judson Brown, Christina Weckerly Ramirez, and Maricela Rios-Faust
 - iii. Eric Richardson arrived at the meeting before the Business Calendar.

Public Comments – Members of the public may address the Policies, Procedures and Standards (PPS) Committee 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 PPS Committee. Members of the public may address the PPS Committee with public comments on agenda items after the agenda presentation. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes. In order to address the PPS Committee, members of the public are to enter their name and agenda item number in the chat box to be placed in a queue. PPS Committee staff will call your name in the order listed in the chat box.

BUSINESS CALENDAR

1. **Coordinated Entry System (CES) Policies and Procedures Recommended Changes** – Sarah Jones, Continuum of Care (CoC) Manager, Office of Care Coordination

Sarah Jones provided background and overview on the CES Policies and Procedures. From May to August 2023, a national technical assistance provider, Homebase, worked with a Domestic Violence

(DV) Survivor Stakeholder ad hoc and facilitated listening sessions with survivors to draft CES policies and procedures for survivors. The public feedback period for the revised draft of the CES Policies and Procedures occurred from September 12 through September 27, 2023. During the public feedback period, the Office of Care Coordination hosted two public listening sessions on September 13, 2023, and September 18, 2023. From the survivor feedback received, the recommended changes consist of incorporating CES for Survivors into the CES Policies and Procedures, adopting the use of revised CES assessments that are specific to survivors, establishing a policy for prioritizing resources in the event of a disaster, and adopting clarifying language related to CES and CES procedures.

Recommended Action a: Approve the recommended changes to the CES Policies and Procedures, including CES for Survivors, assessment updates, a disaster prioritization policy and clarifying language, for review and approval by the Orange County CoC Board.

Robert “Santa Bob” Morse motioned to approve the recommended item. Dr. Shauntina Sorrells seconded the motion. Chair Becks Heyhoe, Dr. Shauntina Sorrells, Eric Richardson, Nishtha Mohendra, and Robert “Santa Bob” Morse voted yes. Motion passed.

PPS Committee Member Comment:

- Nishtha Mohendra inquired about the timeline of implementation.

2. **CoC Updates** – Sarah Jones, CoC Manager, Office of Care Coordination

Sarah Jones provided the following CoC Updates:

- **FY 2023 CoC Notice of Funding Opportunity (NOFO):** The U.S. Department of Housing and Urban Development (HUD) released the CoC NOFO Competition on July 5, 2023. HUD made approximately \$2.7 billion in competitive funding available nationwide, including funds available for Domestic Violence (DV) Bonus, Youth Homeless Demonstration Program (YHDP), and funds for CoC Renewal and CoC Bonus Projects. For the Orange County CoC, approximately \$30.5 million was made available for the Estimated Annual Renewal Demand (ARD), as well as funds for the CoC Bonus, DV Bonus, and CoC Planning. On Wednesday, September 27, 2023, the Office of Care Coordination posted a final version of the Consolidated Application and Priority Listing E-Snaps document on the FY 2023 CoC Program NOFO Webpage and the Orange County CoC submitted the final FY 2023 Orange County CoC Consolidated Application and Project Priority Listing to HUD.
- **Youth Homelessness Demonstration Program (YHDP) Funding:** On September 20, 2023, HUD announced the award of \$60 million to 16 communities under the Youth Homelessness Demonstration Program (YHDP). This funding will help the awarded communities to develop and implement a coordinated community approach to preventing and ending youth homelessness through a wide range of housing programs. Though the Orange County CoC was not awarded YHDP funding, the CoC plans to continue applying for future opportunities to serve more youth experiencing homelessness.
- **FY 2024 HMIS Data Standards Updates:** HUD has released updates to the FY 2024 Homeless Management Information System (HMIS) Data Standards, which includes updates to the Coordinated Entry System data collection requirements announced on July 10, 2023. The FY 2024 HMIS Data Standards provide the requirements for the programming and use of all HMIS and comparable database systems and went into effect the beginning of October 2023. The FY 2024 HMIS Data Standards resources are now available on the HUD Exchange website.
- **National Standards for the Physical Inspection of Real Estate (NSPIRE) Updates:** On May 10, 2023, HUD published updates to the NSPIRE, that are used to assess whether housing meets minimum quality standards to qualify for assistance with HUD funds. On September 18, 2023, HUD published Federal Register Notice: Economic Growth Regulatory Relief and Consumer Protection Act: Implementation of National Standards for the Physical Inspection of Real Estate; Extension of Compliance Date. This notice extends the compliance date for HUD’s

NSPIRE final rule for Community Planning and Development (CPD) programs, HOME Investment Partnerships Program (HOME), Housing Trust Fund (HTF), Housing Opportunities for Persons With AIDS (HOPWA), Emergency Solution Grants (ESG), and CoC programs until October 1, 2024.

PPS Committee Member Comment:

- Chair Becks Heyhoe expressed gratitude for the efforts put into the application for YHDP and shared it was the second year the Orange County CoC has applied. Though the CoC was not awarded the funding, Chair Becks Heyhoe shared that they are hopeful that with guidance from HUD and the experience of the past applications, the CoC will be better prepared for future applications to YHDP to better serve youth experiencing homelessness. Chair Becks Heyhoe expressed gratitude to the staff that contributed to the efforts to get the NOFO application submitted and acknowledged the time and hard work involved in meeting that deadline.

3. **Adjournment to:** Regular meeting on November 14, 2023, 3:30 p.m. – 5:00 p.m.

**ORANGE COUNTY CONTINUUM OF CARE
POLICIES, PROCEDURES and STANDARDS COMMITTEE**

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



Committee Chair: Becks Heyhoe, Orange County United Way

Committee Members:

Judson Brown, City of Santa Ana
Nishtha Mohendra, Families Forward
Robert “Santa Bob” Morse, Individual
Eric Richardson, Volunteers of America
Maricela Rios-Faust, Human Options
Dr. Shauntina Sorrells, Individual
Christina Weckerly Ramirez, OC Health Care Agency

MINUTES

Welcome and Introductions – Becks Heyhoe, Chair

1. Chair Becks Heyhoe called the meeting to order at 3:35 p.m.
2. Present:
 - i. Present: Chair Becks Heyhoe, Judson Brown, Nishtha Mohendra, Robert “Santa Bob” Morse, and Maricela Rios-Faust
 - ii. Absent Excused: Dr. Shauntina Sorrells
 - iii. Absent: Eric Richardson and Christina Weckerly Ramirez

Public Comments – Members of the public may address the Policies, Procedures and Standards (PPS) Committee 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 PPS Committee. Members of the public may address the PPS Committee with public comments on agenda items after the agenda item presentation. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes. In order to address the PPS Committee, members of the public are to enter their name and agenda item number in the chat box to be placed in a queue. PPS Committee staff will call your name in the order listed in the chat box.

- Maura Mikulec shared concern regarding people being dropped from the Community Queue when agency staff do not make changes within 90 days. Maura Mikulec suggested a list be provided to the agencies regarding clients that are near the 90 days mark with no changes. Maura Mikulec asked for follow up on the matter.

BUSINESS CALENDAR

1. Coordinated Entry System (CES) Policies and Procedures Recommended Changes – Sarah Jones, Continuum of Care (CoC) Manager, Office of Care Coordination

Sarah Jones provided background on the CES Policies and Procedures review and updating process. 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 Victim Service Providers (VSPs) on additional feedback. Following the additional feedback provided by the VSPs, the Office of Care Coordination met with the VSPs to receive further feedback and edits to the draft CES Policies and Procedures. 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. As approved by the CES Steering Committee, the Office of Care Coordination also convened a Survivor Assessment Tool Ad Hoc for three meetings in November to recommend revisions to the Survivor Assessment Tool. The Domestic Violence (DV) Committee reviewed the changes to the CES Policies and Procedures, specifically the inclusion of CES for Survivors and the Survivor Assessment Tool.

PPS Committee Comments:

- Maricela Rios-Faust noted that the VSPs are cautiously optimistic on the process and the hope that there would be open dialogue between the Office of Care Coordination and VSPs. Maricela Rios-Faust also shared that as a CoC, there is generally a commit to review the CES Policies and Procedures on an annual basis and stated that adjustments to the policies should be reviewed on a quarterly or semiannual basis. Maricela Rios-Faust stated that the annual review of CES Policies and Procedures should include the DV Committee.
- Nishtha Mohendra thanked Maricela Rios-Faust for her leadership in the DV Committee and shared that the DV Committee has had comprehensive and robust conversation regarding confidentiality and privacy protocols. Nishtha Mohendra stated that she hopes all recommendations from the DV Committee will continue to impact other populations and thanked the DV Committee for the job well done.
- Chair Becks Heyhoe inquired on the review of the CES Policies and Procedures and asked on the timeframe of review of the implementation of any CES Policies and Procedures changes.

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 DV Committee, for review and approval by the Orange County CoC Board.

Robert “Santa Bob” Morse motioned to approve the recommended action. Nishtha Mohendra seconded the motion. Chair Becks Heyhoe, Judson Brown, Nishtha Mohendra, Robert “Santa Bob” Morse, and Maricela Rios-Faust voted yes. Motion passed.

2. CoC Updates – Sarah Jones, CoC Manager, Office of Care Coordination

Sarah Jones provided the following CoC Updates:

- **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 seven (7) to eleven (11) members during the current election process. The CoC Board election period closed December 12, 2023, 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 at the Wednesday, December 20, 2023, meeting for ratification by the CoC Board.
- **2024 Orange County Point In Time Count Update:** The Point In Time Count is a count and survey of people experiencing homelessness on a given night during the last ten days in January. The count

provides vital information that helps the County of Orange and the Orange County CoC better understand homelessness in the community and guides the response to homelessness in Orange County. Opportunities to register to volunteer for the 2024 Point In Time count within your Service Planning Area are now open. To volunteer, please click [here](#) to sign up.

PPS Committee Comments:

- Chair Becks Heyhoe thanked the Nominating Ad Hoc and the changes they were able to bring to the CoC Nomination and Election process.
- 3. Adjournment to:** To be determined (pending 2024 CoC Board and Committee Meeting calendar approval)

Date: February 13, 2024

Subject: Policies, Procedures and Standards (PPS) Committee Charter Recommended Changes

Recommended Action:

- a. Approve recommended changes to PPS Committee Charter, especially Section 5 detailing Chair and Vice Chair and Section 6 detailing Membership, for approval to the CoC Board.

Background and Analysis

The current PPS Committee Charter was approved by the Continuum of Care (CoC) Board membership on January 25, 2023, along with other CoC Committee charters. Approved recommended changes included the added option for CoC Committee Chairs to appoint a Vice Chair to support with the committee's efforts, as well as language that aligns with the CoC Board Leadership Vision and commitment to racial equity efforts as part of the Racial Equity Roadmap action planning implementation. Currently, the PPS Committee Charter designates the CoC Board Vice Chair to serve as the PPS Committee Chair to ensure continuity and alignment with the CoC Board.

During Board member comments at the January 17, 2024, meeting of the CoC Board, former CoC Board Chair Dawn Price noted that the CoC Board has created an unmanageable role for the Vice Chair with a required delegation to Chair the PPS Committee. Further, she additionally noted that the designation of the Vice Chair to also serve as Chair of the PPS Committee did not support efforts to increase diversity and ensure sharing of power within the CoC Board and CoC Committee membership. A request was made to revise the PPS Committee Charter to remove the requirement of the CoC Board Vice Chair to serve as PPS Committee Chair and to also expand the membership of the PPS Committee so that it is not exclusive to CoC Committee chairs, allowing for opportunities for other CoC Board and/or CoC General Members to participate.

The Office of Care Coordination, as the Collaborative Applicant for the Orange County CoC, met with former PPS Committee Chair, Becks Heyhoe and current PPS Committee Chair, Dr. Shauntina Sorrells to discuss the recommended revisions to be presented at the PPS Committee in February 2024. It was determined to first propose revisions to the Chair and Vice Chair appointment procedures (Section 5), and to discuss desired membership for the PPS Committee at the meeting to allow time for additional input. The proposed revisions can be referenced in **Attachment A**. Proposed revision to the Vice Chair term are being recommended to ensure consistency with other CoC Committee charters.

Approval of the recommended changes to the PPS Committee Charter will allow for further diversity and power sharing within the decision-making roles of the PPS Committee and CoC Board. If approved, the recommended changes will be presented to the CoC Board membership at the February 28, 2024, meeting for approval, noting additional discussion and revisions related to the PPS Committee membership will be forthcoming.

Attachments

Attachment A – PPS Committee Charter – Redlined Version

Attachment B – PPS Committee Charter – Clean Version

Orange County Continuum of Care
Policies, Procedures and Standards Committee
Governance Charter

At the meeting dated October 23, 2019, the Continuum of Care (CoC) Board approved the creation of the Policies, Procedures and Standards Committee. The Policies, Procedures and Standards Committee was created to continuously review and advise the CoC Board on items related to the governing and committee structures, operational guidelines, decision-making protocols, appointment processes and other matters related to policies, procedures and standards related to the conduct and operation of the Orange County CoC and the CoC Board. This includes designating and assigning tasks to workgroups and ad hoc groups to improve project performance, assessments, and policies.

1. Name

The technical name is the Policies, Procedures and Standards Committee hereinafter referred to as the “PPS Committee”.

2. Purpose

The PPS Committee will function as an advisory group to the CoC Board and align its efforts to those of the Orange County CoC Board Vision. This committee aligns with the intent of ensuring that the CoC has clearly documented policies and standards for process review, policy formation, assessment of current policies and procedures and formation and conduct of committees in the service of the CoC, Coordinated Entry System (CES) and Homeless Management Information System (HMIS). The PPS Committee will support with creating a clear structure for policy development and subsequent revisions, monitoring and vetting work done through committees, work groups and ad hoc groups will create efficiencies and improve the amount of work that the CoC Board can accomplish.

3. Responsibilities

The PPS Committee is responsible for the following functions:

- a. Recommending any committees, workgroups and ad hoc groups necessary for the proper and efficient functioning of the Orange County CoC and recommending dissolving any committees, workgroups and ad hoc groups, if they are determined to be unnecessary for the proper and efficient functioning of the Orange County CoC.
- b. Vetting all proposed policies arising from committees/workgroups to ensure adherence to the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act, U.S. Department of Housing and Urban Development (HUD) Notices and regulations, and evidence-based practices. The PPS Committee will then determine whether proposed policies and standards will be referred for additional input, recommended to the CoC Board for adoption through a consent item, or head for further conversation and vote by the full CoC Board.
- c. Establishing a clear standard for the level of care that agencies should provide by program type. This level of care and service delivery will support a minimum threshold and consistent practices across the CoC.
- d. Working with the CoC Collaborative Applicant (County of Orange) to update the CoC Board Governance Charter annually, which will include all procedures and policies needed to comply with HUD mandates and HEARTH Act regulations.
- e. Committing to advancing equity in the Orange County CoC, specifically addressing populations who have been most disproportionately impacted by homelessness, to ensure all people in Orange County experiencing homelessness and those at-risk will have equitable access to navigation, housing, and

Item 1. Attachment A

supportive services in ways that ensure equitable outcomes including overall well-being and long-term housing stability.

4. Recommendations

Matters referred to the PPS Committee by the CoC Committees or working groups shall be placed on the calendar for consideration and action at the first meeting of the PPS Committee after such reference. If there is an issue of importance to the PPS Committee, the PPS Committee may submit recommendations to the CoC Board for their consideration in coordination with the Collaborative applicant. The CoC Board may adopt, amend, or reject the recommendations of the PPS Committee

5. Chair and Vice Chair

The PPS Committee shall be chaired by ~~the CoC Board's Vice Chair~~ CoC Board Member appointed by the CoC Board, ensuring continuity and alignment with the CoC Board. The Chair will serve for the duration of their CoC Board term. The Chair may appoint a Vice Chair to support with the PPS Committee functions and assist with planning, facilitation, and coordination of the PPS Committee meetings. The Vice Chair must be selected from the PPS Committee membership as detailed below. The Vice Chair term will mirror the Chair's CoC Board term.

6. Membership

The PPS Committee membership shall be comprised of the ~~CoC Board's Vice Chair~~ PPS Committee Chair and 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 Chair and Vice Chair and members that chair any ongoing CoC Board Committees, shall remain on the PPS Committee so long as they hold their seat as Vice Chair of the CoC Board or Chair of any CoC Board Committees. At large members shall be nominated by the CoC Board annually upon completion of the CoC Board Officer elections, with the exception of the first year.

The PPS Committee is open to the CoC General membership and CoC-funded agencies for active and ongoing participation as the matters for consideration and action impact policies, procedures, and standards for the CoC.

7. Meeting Schedule

The PPS Committee shall meet on an as-needed basis but no less than every other month and meetings will be open to the public except as otherwise determined by the PPS Committee. Any person who attends a meeting may be asked by the PPS Chair to leave if the person is disruptive; if a conflict of interest applies; or if an agenda business item(s) is deemed by the PPS Chair to be of such nature that it involves only Orange County CoC closed session business.

8. Voting and Quorum

A quorum is necessary to conduct business and make recommendations. A quorum shall be constituted by the presence of a majority of more than 50% of the appointed members of the PPS Committee.

A majority vote of those members present and voting is required to take any action. Each member shall be entitled to one vote; no proxy votes will be accepted.

9. Conflict of Interest

Membership of the PPS Committee shall abstain from voting on any issue in which they may be personally vested to avoid a conflict of interest in accordance with County, State and Federal laws, regulations and ordinances and shall refrain from engaging in any behavior that conflicts with the best interest of CoC.

Orange County Continuum of Care
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Item 1. Attachment B

supportive services in ways that ensure equitable outcomes including overall well-being and long-term housing stability.

4. Recommendations

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