

**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)