



**Policies, Procedures and Standards
Committee Meeting
April 9, 2024**

Welcome and Introductions

Nishtha Mohendra

Policies, Procedures and Standards (PPS)

Committee Chair

Public Comments

Consent Calendar

Consent Calendar – Item #1

Recommended Action

1. Approve the PPS Committee Meeting Minutes from February 13, 2024.

Business Calendar

Orange County CoC Code of Conduct and Conflict of Interest Policy and Procedure Recommendations

Felicia Boehringer, CoC Administrator, Office of Care
Coordination; Sarah Jones, CoC Manager,
Office of Care Coordination and
CoC Code of Conduct Ad Hoc Membership

**Orange County CoC
Code of Conduct**

Business Calendar – Item #1

CoC Code of Conduct

- At the September 11, 2023, meeting, the CoC Board established the Code of Conduct Ad Hoc (Ad Hoc) to develop and recommend a code of conduct policy and procedure for the CoC Board and committee meetings.
- Prior to the annual review of the Orange County CoC Governance Charter (Charter), it was noted that the Charter does not include a code of conduct for CoC General members and public participating in meetings of the CoC.
- As such, there was an identified need to develop a code of conduct that would also be applicable to attendees of CoC Board, committee, and other CoC related meetings.
- The Ad Hoc met four times from October through December 2023 and included participation from Ami Rowland, Maricela Rios-Faust, and Robert “Santa Bob” Morse.

Business Calendar – Item #1

CoC Code of Conduct

- Upon initial review of the code of conduct section in the Charter, the Ad Hoc proposed a format that could serve as a printed document to be referenced at meetings of the CoC.
- To support the vision of the Ad Hoc, the Office of Care Coordination saw the expansion of the code of conduct section could best be reflected in the form of an attachment to the Charter.
- The Ad Hoc proposed a structure for the Orange County CoC Code of Conduct that uplifted the core values found within the CoC Board Leadership Vision and Orange County Racial Equity Roadmap Final Brief produced by C4 Innovations, highlighting **equity, dignity, and safety**.



Business Calendar – Item #1

CoC Code of Conduct

- The Ad Hoc expressed the intention to expanding the applicability of the code of conduct section detailed in the Charter from CoC Board and committee members only, to be inclusive of CoC established ad hoc and working group members, Collaborative Applicant staff, CoC General Members and members of the public attending CoC meetings.
- The Office of Care Coordination worked with the Ad Hoc to ensure the Orange County CoC Code of Conduct includes a progressive response to violations, including disruptive behavior and/or verbal threats and/or physical threats of violence.
- Further, the Office of Care Coordination reviewed the Orange County CoC Code of Conduct and shared proposed revisions with the Ad Hoc from December 2023 through March 2024.
- *Attachment C* in the agenda packet details the Orange County CoC Code of Conduct.
- Approval of the Orange County CoC Code of Conduct policy and procedure will provide clarity of guidelines and core values of all CoC meetings, while also ensuring that the CoC meetings provide safety and security for those in attendance.

**Orange County CoC Conflict of
Interest Policy and Procedure**

CoC Conflict of Interest Policy and Procedure

- Through ongoing work with a U.S Department of Housing and Urban Development (HUD) technical assistance coach, the Office of Care Coordination as the Collaborative Applicant for the CoC, received guidance that a more robust conflict of interest policy and procedure would be beneficial for the members of the CoC Board and committees.
- Section V.B.7 of the Orange County CoC Governance Charter (Charter) currently describes the conflict of interest policy and recusal process for members of the CoC Board; however, there was no ongoing procedure for ensuring CoC Board and committee members were disclosing and documenting any conflicts of interest beyond self-disclosure within the meeting context.

7. Continuum of Care Board Conflict of Interest and Recusal Process

Members must comply with the conflict of interest and recusal process found in §578.95 Conflicts of interest in the HEARTH Act and any additional requirements per the Continuum of Care Board Governance Charter.

1. Conflict of Interest – Members of the CoC Board and any of its committees or subcommittees 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 County.

Business Calendar – Item #1

CoC Conflict of Interest Policy and Procedure

- During a CoC Board planning meeting, the Office of Care Coordination and the CoC Board officers' considerations for creating a more robust conflict of interest policy and disclosure (conflict of interest) form for members of the CoC Board and committees, ad hocs, and working groups.
- As the conflict of interest and code of conduct overlapped, the development of a more robust conflict of interest policy and procedure was tasked to the Ad Hoc.
- *Attachment D* in the agenda packet details the Orange County CoC Conflict of Interest Policy and Procedure created in partnership with the Ad Hoc.
- Additionally, minor changes to the Charter are being recommended to ensure consistency and include reference to the Orange County CoC Conflict of Interest Policy and Procedure and Orange County CoC Code of Conduct as attachments to the Charter.
- Approval of the Orange County CoC Conflict of Interest Policy and Procedure will create clear expectations for the CoC Board members and demonstrate the CoC's commitment to the highest standards of integrity, fairness, and conduct and will ensure that the CoC remains compliant with HUD expectations and regulations.

Business Calendar – Item #1

Recommended Actions

- a. Approve the Orange County CoC Code of Conduct as recommended by the Code of Conduct Ad Hoc, to be recommended to the CoC Board for approval.
- b. Approve the Orange County CoC Conflict of Interest Policy and Procedure as recommended by the Code of Conduct Ad Hoc, to be recommended to the CoC Board for approval.
- c. Approve revisions to the Orange County CoC Governance Charter to incorporate the Orange County CoC Code of Conduct and the Orange County CoC Conflict of Interest Policy and Procedure, to be recommended to the CoC Board for approval

**Orange County HMIS User Fees
Presentation**

Erin DeRycke, Director,
Data Analytics, 2-1-1 Orange County,
Orange County United Way and
Sarah Jones, CoC Manager,
Office of Care Coordination



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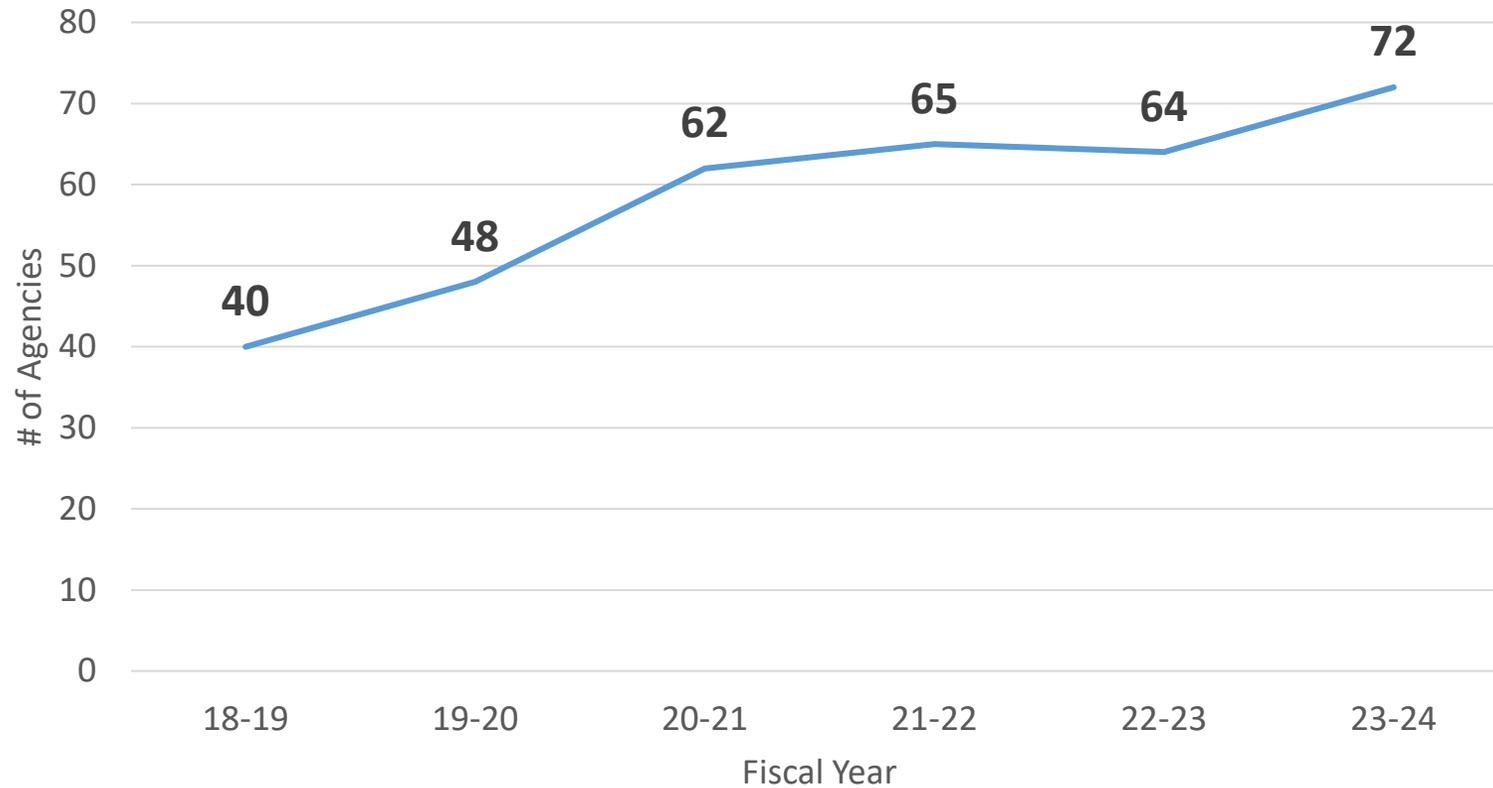


HMIS User Fee Analysis

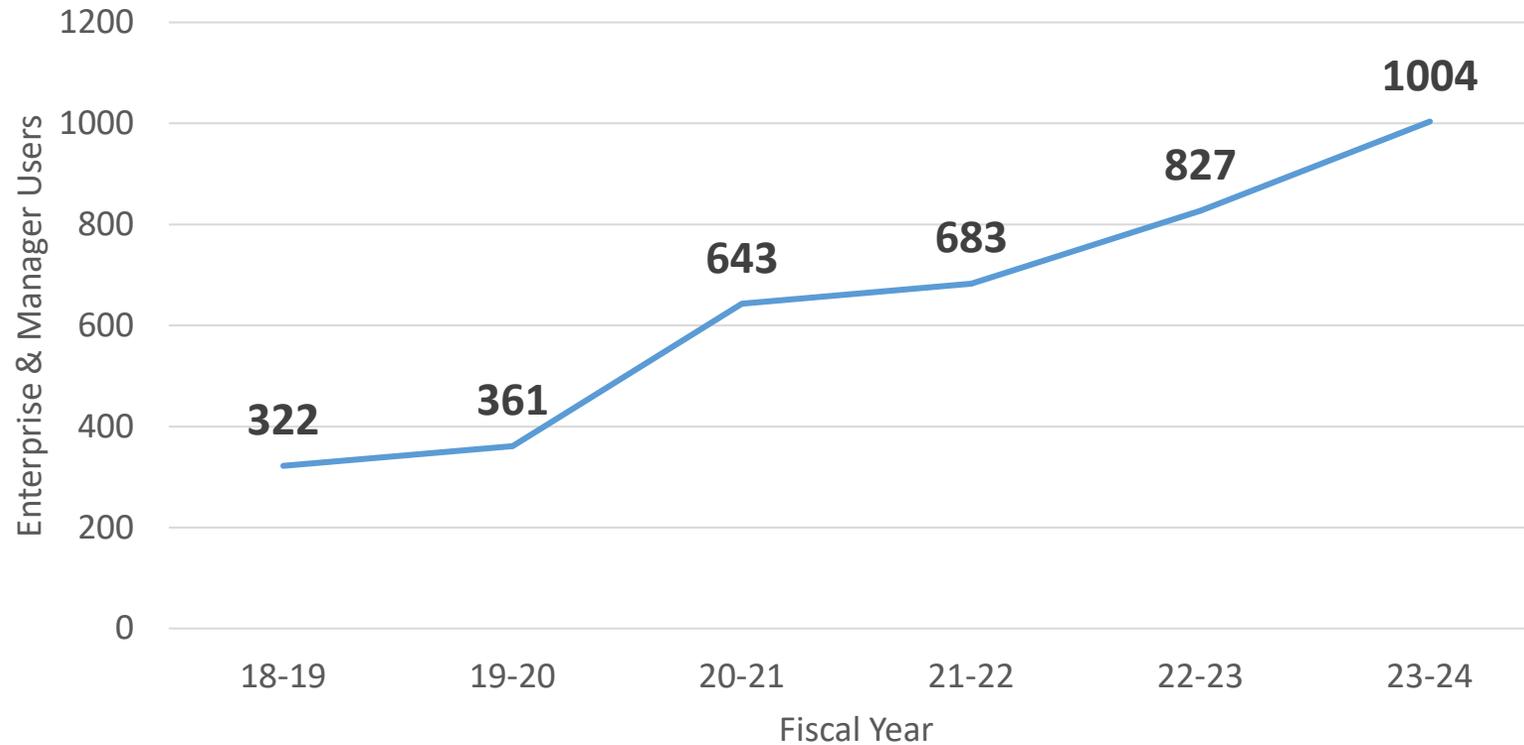
Background

- OC HMIS Software Vendor (Bitfocus) charges fees per user and per agency
- Agencies participating in HMIS have increased 80% since FY18-19
- Users participating in HMIS have increased 212% since FY18-19
- Recurring expenses have increased 158% since FY18-19
- HMIS User Fees were added to the Policies and Procedures and approved by the CoC Board in December 2020

HMIS Participating Agencies



HMIS Enterprise & Manager Users



Bitfocus License Structure

User Role	Set-up Fee*	Monthly Fee
Enterprise Users (Standard User)	\$175.00	\$26.52
Manager (Agency Administrators)	\$250.00	\$42.44
System Administrators (HMIS Team)	\$300.00	\$159.14
Agencies		\$10.30

*Set-up fees charged every time a new “seat” is added, not every time a user account is created



April 2024 HMIS Software Costs Paid by OCUW

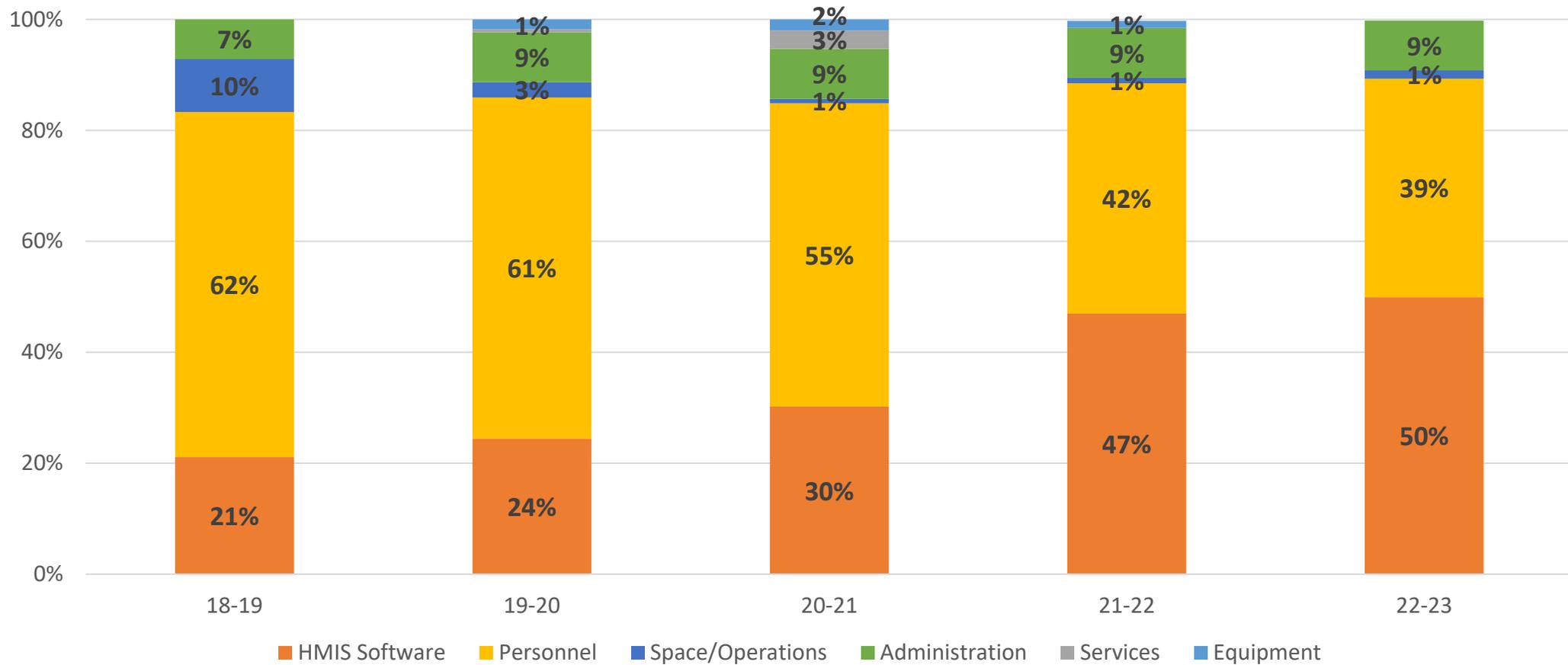
Enterprise Users (888)	\$23,549.76
Manager Users (133)	\$5,644.52
System Administrator (9)	\$1,432.26
Agency Seats (25)*	\$257.50
Platform License	\$530.45
Training Site	\$221.06
Data Integration Tool	\$636.54
Looker Licenses (5)**	\$515.00
Total	\$32,787.09

*Agency seats were not originally charged by Bitfocus. The 25 seats only reflect new agencies added since the change in the contract.

**8 Looker licenses were provided without charge to HMIS staff. 5 paid accounts represent 2 agencies paying for 4 licenses and 1 license for HMIS staff

CoC Contract Budget

CoC Contract: \$650,575



OC Agency Fee Policy

- Agencies that receive state and/or federal funding that require HMIS participation will be charged for the number of licenses the agency has active at the end of the calendar year
 - 1 – 5 users: \$750 annually
 - 6 – 24 users: \$2,750 annually
 - 25 or more users: \$3,500 annually
- Agencies that are Coordinated Entry Access Points will be charged an annual fee of \$200 whether or not they are required to participate in HMIS
- Agencies pay fees at the beginning of each calendar year

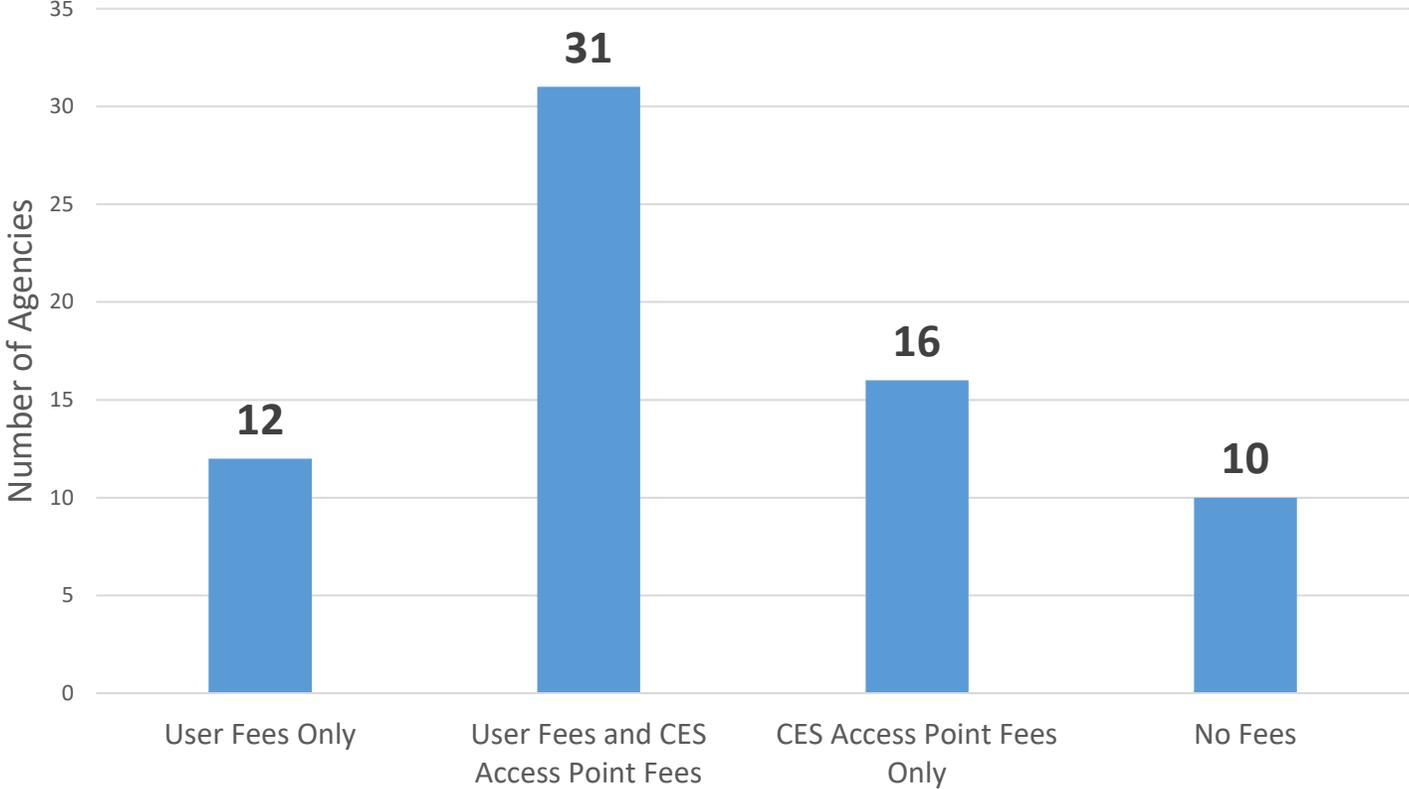
HMIS Policies and Procedures pg.15



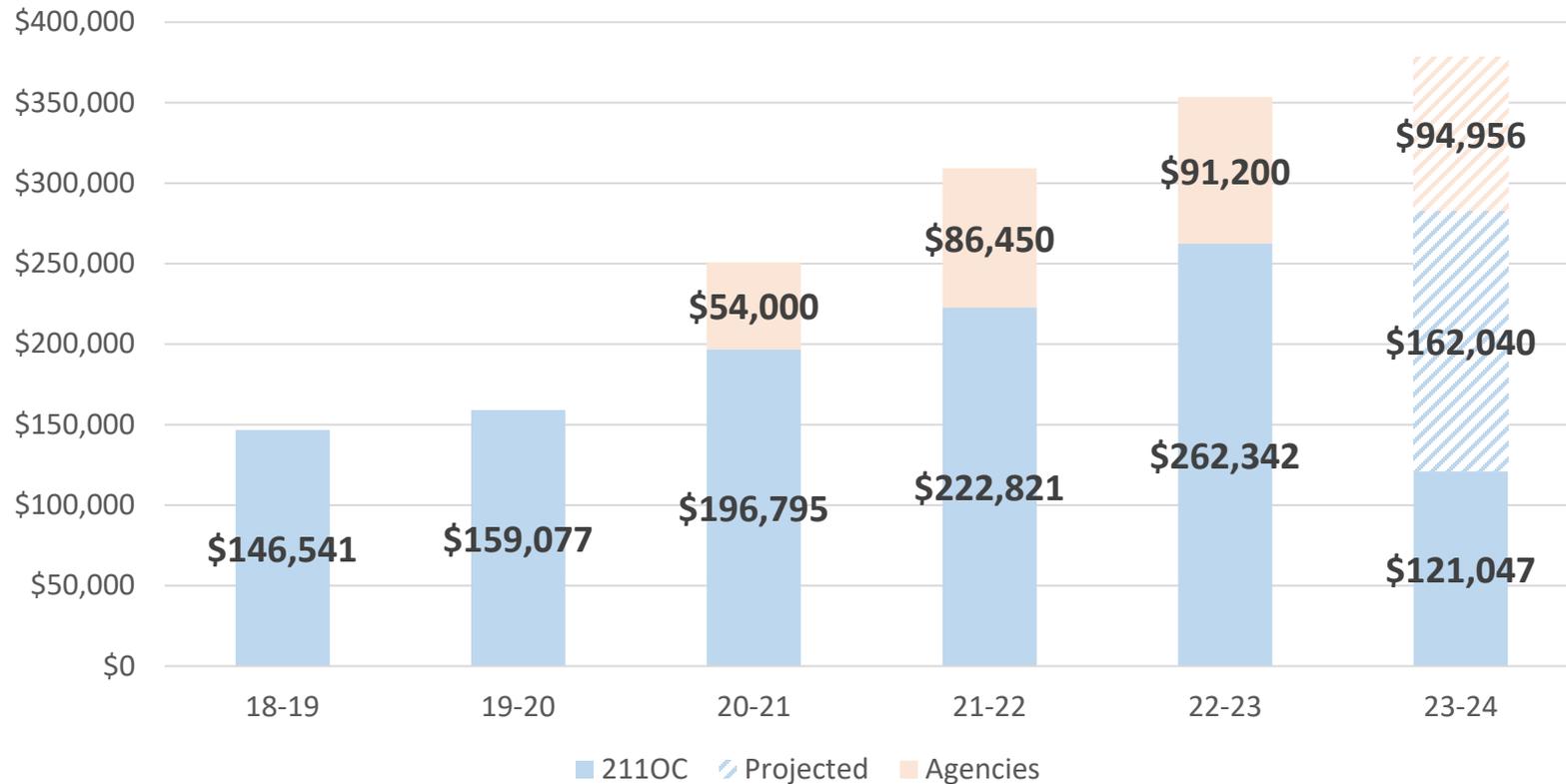
Methodology

Agency Name	Required to Participate in HMIS	User Accounts	Agency Administrator Accounts	Total Accounts	User Range	User Fee	CES Access Point Fee	Total Agency Fee
Agency 1	Yes	3	2	5	1-5 Users	\$750	\$200	\$ 950.00
Agency 2	Yes	47	2	49	25+ Users	\$3500	\$200	\$ 3,700.00
Agency 3	No	2	2	4	1-5 Users		\$200	\$ 200.00
Agency 4	No	5	1	6	6-24 Users			\$ -

2024 Agency Fees



HMIS Software Expenses



Next Steps

- Incorporate feedback from PPS Committee into HMIS Policies and Procedures
- HMIS Users feedback period – May
- Lived Experience Committee – May
- Policies, Procedures, and Standards Committee – June
- CoC Board – June
- Changes in the user fee policy would be applicable for January 2025 as fees are already being collected for 2024

Discussion

- Should the User Fee policy be updated?
- How should these rising costs be paid?

**CoC Board Governance Charter and
Committee Charters**

Sarah Jones, CoC Manager,
Office of Care Coordination and
Nishtha Mohendra, Chair

**PPS Committee Membership
Composition**

Business Calendar – Item #3

PPS Committee Membership Composition

- During Board member comments at the **January 17, 2024**, CoC Board meeting, a request was made to revise the PPS Committee Charter as follows:
 - ❖ Remove the requirement of the CoC Board Vice Chair to serve as PPS Committee Chair, as the CoC Board has created an unmanageable role for the CoC Board Vice Chair.
 - ❖ 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 committee members or CoC General Members to participate.
- The PPS Committee first addressed the requirement of the CoC Board Vice Chair to serve as PPS Committee Chair, and approved revisions at the to the PPS Committee Charter that allowed for the CoC Board to appoint a CoC Board member to chair the PPS Committee.
- The CoC Board approved the changes to the PPS Committee Chair requirements at the **February 28, 2024**, meeting.

Business Calendar – Item #3

PPS Committee Membership Composition

- Today, the PPS Committee is being asked to discuss Section 6 of the PPS Committee Charter and consider if the expansion of membership is desired.
- The [PPS Committee Charter](#) notes the current membership composition:
 - ❖ Chair (Appointed by the CoC Board)
 - ❖ CoC Committee Chairs
 - ❖ No fewer than one and no more than two at-large CoC Board members
- It is important to note the following when considering revisions to the membership:
 - ❖ There are currently eight committees of the CoC
 - ❖ There is an intent to ensure members have a strong connection from the CoC Committees to the PPS Committee, as well as the PPS Committee to the CoC Board
 - ❖ The PPS Committee may not be comprised of a quorum of the CoC Board membership, which would be currently 11 or more CoC Board members.

Business Calendar – Item #3

Discussion: PPS Committee Membership Composition

- What are some ideas the PPS Committee should explore when considering opening the membership?
- If membership was opened up, who would the PPS Committee like to include?
- What are the pros and cons to opening membership outside of only CoC Committee Chairs?
- Does the PPS Committee recommend expanding and revising membership, so that it is not exclusive to CoC Committee chairs?



**CoC Board Governance Charter and
Committee Charters**

Business Calendar – Item #3

Planning for CoC Board Governance Charter Review

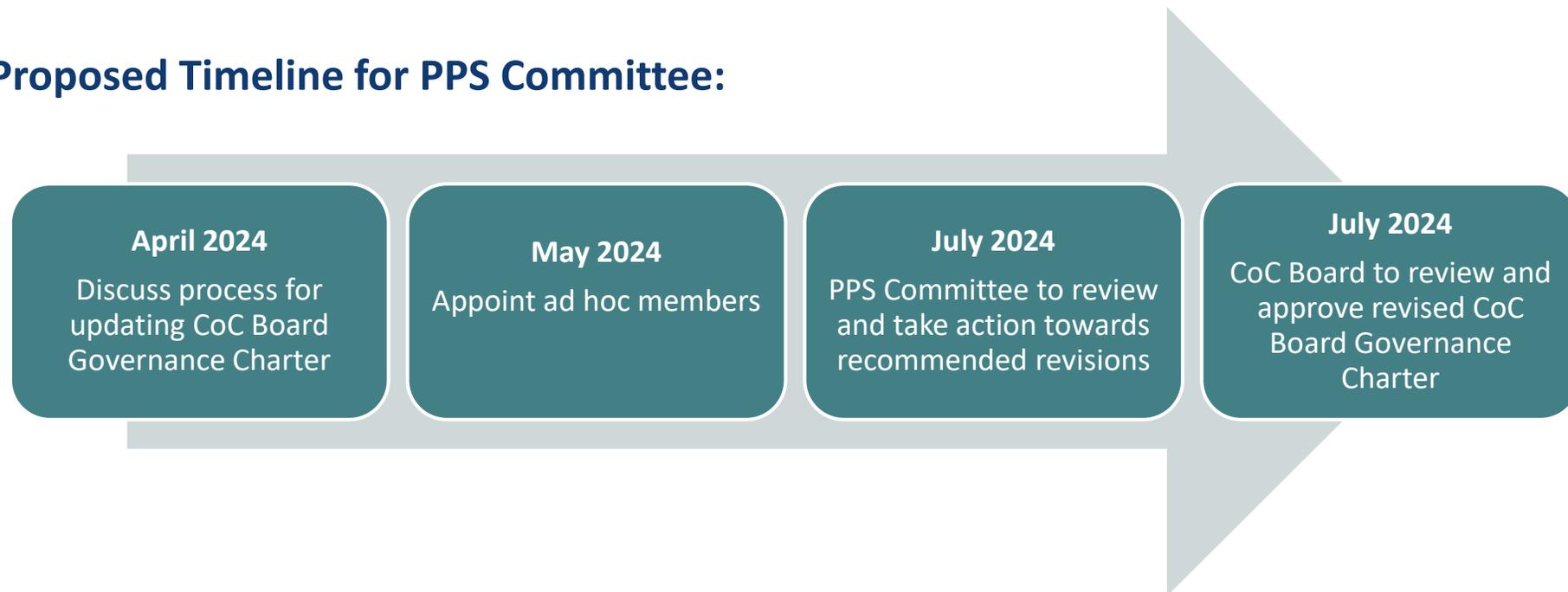
- The U.S. Department of Housing and Urban Development (HUD) mandates that each CoC develop and follow a governance charter that details and outlines the roles and responsibilities assigned by the CoC to the Board and all CoC committees.
- CoCs are to provide an annual review of their governance charters and provide any needed updates
- Each year, the Orange County CoC Board establishes a CoC Nominating Ad Hoc to support the annual review of the Orange County CoC Board Governance Charter and facilitate the CoC Board election process.
- Through feedback received from a HUD technical assistance coach and the CoC Board, the Office of Care Coordination noted that the Orange County CoC Board Governance Charter would need to undergo further revisions in Calendar Year 2024.

Business Calendar – Item #3

Planning for CoC Board Governance Charter Review

- The Office of Care Coordination met with the PPS Committee Chair, Nishtha Mohendra, to further plan for a review of the CoC Board Governance Charter.
- The PPS Committee is being asked to consider whether the appointment of an ad hoc, comprised of PPS Committee members and local partners invested in the work of the CoC, would be beneficial in supporting this task.

Tentative Proposed Timeline for PPS Committee:



Business Calendar – Item #3

Planning for CoC Committee Charters Review

- In addition to the CoC Board Governance Charter review, the CoC Board has expressed a desire to review and update CoC Committee Charters.
- At the October 25, 2023, meeting, the CoC Board approved revisions to the CoC Board Governance Charter, as recommended by the CoC Nominating Ad Hoc, which included the following changes:
 - ❖ Removed designated seats and replaced this section with minimum number of people who have specified identities, experiences, and backgrounds.
 - ❖ Required personal or professional connections to key partners and systems without prescribing someone as a designated seat for partners or systems.
 - ❖ Specified commitment to furthering equity and inclusion
 - ❖ and additional changes that are summarized [here](#).
- In Calendar Year 2024, the Office of Care Coordination plans to support the PPS Committee in facilitating a review of all CoC Committee Charters.

Business Calendar – Item #3

Planning for CoC Committee Charters Review

- The Office of Care Coordination recommends reviewing and approving recommended changes to the CoC Board Governance Charter first, as language of the CoC Board Governance Charter informs the CoC Committee Charters.
- CoC Committee Chairs are being asked to engage committee members to support with reviewing and updating respective CoC Committee Charters.

Tentative Proposed Timeline for PPS Committee:



Business Calendar – Item #3

Discussion: CoC Board Committee Charters and Governance Charters

- What steps can the PPS Committee take to ensure that the review and updating of CoC Committee Charters are inclusive and representative of the diverse stakeholders involved in the CoC?
- What mechanisms can be put in place to ensure transparency and accountability throughout the review and approval process of the CoC Board Governance Charter and Committee Charters?
- What strategies can be implemented to solicit meaningful input from stakeholders who may not be directly involved in the PPS Committee and/or CoC Board but are impacted by the decisions made regarding the governance and operation of the CoC?
- How can the PPS Committee promote ongoing communication and engagement among stakeholders following the approval of the revised CoC Board Governance Charter and Committee Charters to ensure continued alignment with the CoC's mission and goals?

CoC Updates

Sarah Jones, CoC Manager,
Office of Care Coordination

Business Calendar – Item #3

Homelessness Prevention and Stabilization Pilot Program Request for Proposals (RFP)

- The Office of Care Coordination is seeking proposals from qualified organizations to provide a Homelessness Prevention and Stabilization Pilot (HPSP) Program.
- HPSP Program services will be provided countywide for eligible households made up of individuals or families at-risk of homelessness or experiencing a housing crisis and assist with short-term (no longer than 12-months) financial intervention and robust case management.
- The Office of Care Coordination is seeking programs that can be operationalized quickly and leverage additional funds to expand the reach and impact of the program upon the target population. Proposers are encouraged to read the description of the project and all related information carefully.
 - ❖ **Bid Title:** Homelessness Prevention and Stabilization Pilot Program
 - ❖ **Bid Number:** RFP-017-2604003-CR
 - ❖ **Bid Starts:** March 21, 2024, at 5:28 p.m.
 - ❖ **Bid Ends:** April 11, 2024, at 2:00 p.m.
- For more information, visit the following link: [Homelessness Prevention and Stabilization Pilot RFP](#)

Business Calendar – Item #3

Development and Operations of a People with Lived Experience of Homelessness Financial Compensation Coordination Program Request for Information (RFI)

- The Office of Care Coordination as the Collaborative Applicant and Administrative Entity of the Orange County CoC has issued a RFI for the Development and Operations of a People with Lived Experience of Homelessness Financial Compensation Coordination Program.
- The CoC is seeking meaningful engagement with people with current or former lived experience of homelessness, which can include partnering with the CoC as members of the CoC Board or committees, and other relevant CoC initiatives.
- The Office of Care Coordination is seeking a partnership to support in coordination of financial compensation, program operations and development. The RFI could result in a partnership with one or more respondents providing one or more of the requested program activities.
 - ❖ **Project Title:** Development and Operations of a People with Lived Experience of Homelessness Financial Compensation Coordination Program
 - ❖ **Project ID:** RFI-017-2552105-JM
 - ❖ **Release Date:** April 1, 2024, at 5:11 p.m.
 - ❖ **Due Date:** April 19, 2024, at 2:00 p.m.
- For more information, visit the following link: [Development and Operations of a People with Lived Experience of Homelessness Financial Compensation Coordination Program RFI](#)

Business Calendar – Item #3

Upcoming CoC Meetings

- **Domestic Violence Committee** (IN PERSON): Tuesday, April 16, 2024, from 9:00 a.m. – 10:00 a.m.
 - ❖ Location: The Village at 17th Street Community Room, 1505 E. 17th Street, Suite 201, Santa Ana, CA 92705
- **Commission to End Homelessness** (IN PERSON): Wednesday, April 17, 2024, from 1:00 p.m. – 3:00 p.m.
 - ❖ Location: CAS County Conference Center, 425 West Santa Ana Blvd. Room 104/106, Santa Ana, CA 92701-4599
- **CoC Board** (IN PERSON): Wednesday, April 24, 2024, from 2:00 p.m. – 5:00 p.m.
 - ❖ Location: CAS County Conference Center, 425 West Santa Ana Blvd. Room 104/106, Santa Ana, CA 92701-4599
- **Coordinated Entry System Committee** (IN PERSON): Wednesday, May 1, 2024, from 2:00 p.m. – 3:00 p.m.
 - ❖ Location: 1501 E. St Andrew Pl., Santa Ana, CA 92705

Next Meeting:

May 14, 2024, 3:30 p.m. – 5:00 p.m.

Location: County Administration South (CAS)
Multipurpose Room 103/105

Address: 601 N. Ross St., Santa Ana, CA 92701.

