



**Policies, Procedures and Standards  
Committee Meeting  
May 14, 2024**

# **Welcome and Introductions**

Nishtha Mohendra

Policies, Procedures and Standards (PPS)

Committee Chair

# Public Comments

# Consent Calendar

# Consent Calendar – Item #1

## Recommended Actions

1. Approve the PPS Committee Meeting Minutes from February 13, 2024.
2. Approve the PPS Committee Meeting Minutes from April 9, 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 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.

**Coordinated Entry System (CES)  
Housing Assessment Recommendation**

Sarah Jones, CoC Manager,  
Office of Care Coordination

# Business Calendar – Item #2

## CES Housing Assessment Recommendation

- The Office of Care Coordination, as the CES Lead for the Orange County CoC, received feedback from people participating in CES, CES Access Points, housing providers, shelter providers, and CES Administrators with the recommendation of adding updated descriptions to the housing interest options and additional questions regarding accessibility.
- In response to the feedback, the CES Housing Assessment was revised to incorporate housing opportunity descriptions and accessibility questions.
- Proposed changes include:
  - Description of housing interest options
  - Addition of accessibility questions

# Business Calendar – Item #2

## OF THE HOUSING OPPORTUNITIES THE HOUSEHOLD IS ELIGIBLE FOR, WHICH OF THE FOLLOWING HOUSING TYPES IS THE HOUSEHOLD INTERESTED IN?



**Rapid Re-Housing (RRH)** provides time-limited rental assistance paired with time-limited supportive services. There is no minimum income requirements for participating in RRH. The goal of RRH is to increase or maintain income to be able to keep paying rent after the rental assistance ends.

1. Rapid Re-Housing  Yes  No



**Housing Choice Voucher (HCV)** includes ongoing rental assistance with limited to no supportive services.

2. Housing Choice Voucher  Yes  No



**Permanent Supportive Housing (PSH)** provides ongoing rental assistance with intensive ongoing supportive services. Participation in supportive services is voluntary. Households experiencing chronic homelessness are primarily prioritized for PSH.

3. Permanent Supportive Housing  Yes  No



## ACCESSIBILITY NEEDS

If you, or anyone in your household, have a disability, you may need accessible housing. This may mean you need ramps or wider entrances, space for medical equipment or a wheelchair, or special light switches, electrical outlets, and other fixtures.

If you, or anyone in your household, need accessible housing, you will only be considered for housing options that can meet your needs. There will be more housing options available to you if accessibility is not a concern.

These questions are about some common needs. If you have needs not covered by these questions, please list them at the end of the assessment.

1. Do you require a mobility accessible unit due to a physical disability?  Yes  No

2. Do you require a sensory accessible unit due to loss of hearing or sight?  Yes  No

3. Do you require some accommodations but not all the features of an accessible unit?  Yes  No

Please indicate your needs below:

a. no stairs  Yes  No

b. grab bars  Yes  No

c. seat in tub or shower  Yes  No

d. other  Yes  No If other, please specify \_\_\_\_\_

4. Is there anything else about your accessibility needs that we should know?

# Business Calendar – Item #2

## CES Housing Assessment Recommendation

- On May 1, 2024, the updated CES Housing Assessment was presented to both the Lived Experience Advisory Committee (LEAC) and the CES Steering Committee for review.
- On May 2, 2024, the public review and feedback period began and an updated draft of the Housing Assessment was distributed to the CoC distribution list and all CES partners. Public feedback was invited through written feedback via email to [CoordinatedEntry@ocgov.com](mailto:CoordinatedEntry@ocgov.com), until May 10, 2024.
- The draft of the updated CES Housing Assessment detailing the recommended revisions is being presented to the PPS Committee for approval.
- If approved, the CES Housing Assessment will be presented at the May 22, 2024, CoC Board meeting for final approval.

# Business Calendar – Item #2

## Recommended Action

- a. Approve updated CES Housing Assessment, including the addition of housing opportunity descriptions and accessibility questions, to be recommended to the CoC Board for approval.

## **CoC Updates**

Sarah Jones, CoC Manager,  
Office of Care Coordination

# Business Calendar – Item #3

## CoC 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

## CoC Governance Charter Review

- At the April 9, 2024, PPS Committee meeting, the Office of Care Coordination and PPS Committee Chair, Nishtha Mohendra, facilitated discussion on 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 the review of the CoC Governance Charter.
- Through further planning with the CoC Board officers and PPS Committee Chair, it was determined that it would be most beneficial to have the ad hoc established by the CoC Board.
- A recommendation to establish a CoC Governance Charter Review Ad Hoc will be presented at the CoC Board meeting on May 22, 2024 for review and approval.

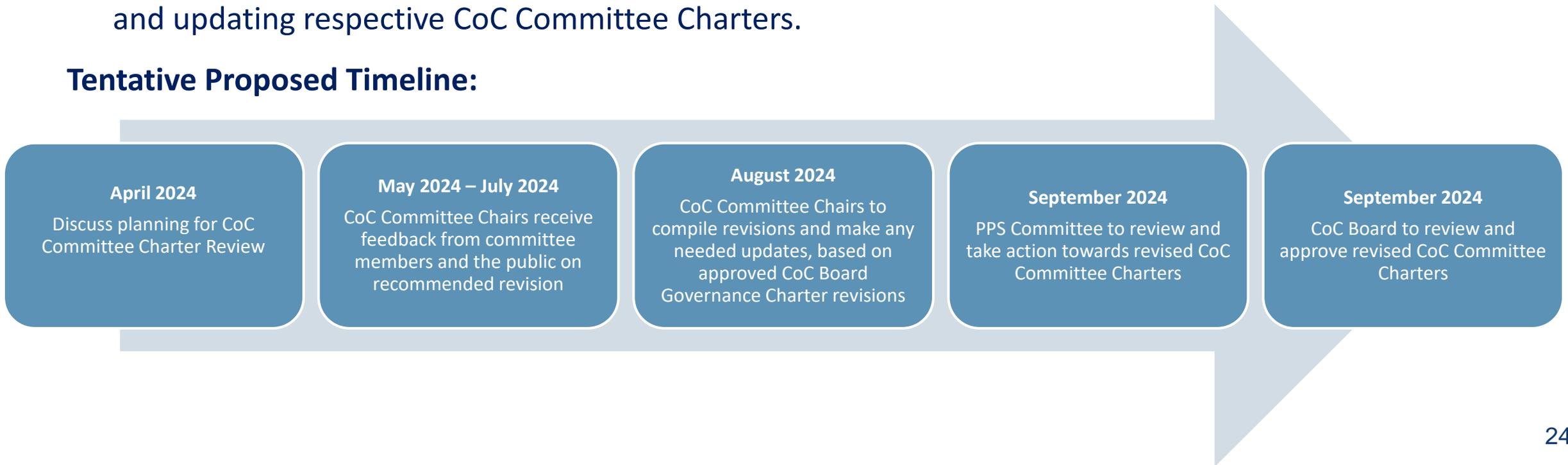


# Business Calendar – Item #3

## CoC Committee Charters Review

- In addition to review of the CoC Governance Charter, the CoC Board has expressed a desire to review and update CoC Committee Charters.
- In Calendar Year 2024, the Office of Care Coordination plans to support in facilitating a review of all 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:



# Business Calendar – Item #3

## Coordinator for Coordinated Entry System (CES) for Survivors Request for Proposals (RFP)

- The County of Orange's Office of Care Coordination is seeking proposals from qualified organizations to serve as the Coordinator for the CES for Survivors for all three Service Planning Areas (SPA) - North, Central, and South - in Orange County.
- The CES for Survivors Lead will promote regional service coordination within and across SPAs, ensure alignment with the CES requirements, and lead strategic imitative and collaborative efforts that facilitates access to the System of Care, primarily housing resources.
- The CES for Survivors Lead will also support in the implementation of diversion and solution-focused problem-solving strategies to decrease the length of time people experiencing homelessness and maximize the appropriate use of available housing resources within each SPA and countywide.
- 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.
  - ❖ **Project Title:** Coordinator for Coordinated Entry System for Survivors
  - ❖ **Project ID:** RFP-017-2603003-JM
  - ❖ **Release Date:** Thursday, May 9, 2024
  - ❖ **Due Date:** Thursday, May 30, 2024, at 2:00 p.m.
- For more information, visit the following link: [Coordinator for Coordinated Entry System for Survivors RFP](#)

# Business Calendar – Item #3

## Orange County 2024 Point in Time (PIT) Count

- The County of Orange and Orange County Continuum of Care conducted the 2024 PIT Count during the week of January 22, 2024, as required biennially by the U.S. Department of Housing and Urban Development (HUD). The sheltered count took place on the night of Monday, January 22, 2024, and the unsheltered count occurred between Tuesday, January 23, 2024, through January 25, 2024.
- **Data Summary:** The 2024 PIT Count Data Summary can be found at the [Care Coordination – Additional Documents webpage](https://ceo.ocgov.com/sites/ceo/files/2024-05/2024%20Point%20In%20Time%20Count%20Summary%20FINAL.pdf) at the following link:  
<https://ceo.ocgov.com/sites/ceo/files/2024-05/2024%20Point%20In%20Time%20Count%20Summary%20FINAL.pdf>



# Business Calendar – Item #3

## Upcoming Meetings

- **Service Provider Forum (IN PERSON):** Thursday, May 16, 2024, from 9:00 a.m. – 11:00 a.m.
  - ❖ Location: Orange County Housing Authority, 1501 East Saint Andrew Place, Santa Ana, CA 92705
- **Veterans Committee (IN PERSON):** Thursday, May 16, 2024, from 2:00 p.m. – 3:30 p.m.
  - ❖ Location: Orange County United Way, 18012 Mitchell South, Irvine, CA 92614
- **CoC Board (IN PERSON):** Wednesday, May 22, 2024, from 2:00 p.m. – 5:00 p.m.
  - ❖ Location: County Administration South (CAS) County Conference Center, 425 West Santa Ana Blvd. Room 104/106, Santa Ana, CA 92701-4599

# Business Calendar – Item #3

## 2024 VAWA and Survivor Housing Community Conversations

- HUD is hosting a series of community conversations focused on successfully implementing the Violence Against Women Act (VAWA) and survivor-centered housing at the system, project, and human levels. Each conversation will feature a diverse panel of system leaders, project staff, and people with lived experiences from both the homelessness response and victim services worlds.

Title	Date and Time	Join Link
HMIS and Data-Sharing for Victim Services Providers and Survivors	May 16, 2024 1:00 - 2:30 PM EDT	<a href="#">Join the Webinar</a>
Coordinated Entry and Housing Problem-Solving for Survivors	June 27, 2024 1:00 - 2:30 PM EDT	<i>Coming Soon</i>

- For any questions on the VAWA and Survivor Housing Community Conversations, please email [trainings@hudexchange.info](mailto:trainings@hudexchange.info)

## **Next Meeting:**

June 11, 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.

