



COUNTY OF ORANGE
OFFICE OF CARE
COORDINATION

Policies, Procedures and Standards
(PPS) Committee Meeting
February 10, 2026

Welcome and Introductions

Nishtha Mohendra, Chair

Public Comments

Consent Calendar

Consent Calendar

Recommended Actions

1. Approve the PPS Committee Special Meeting Minutes from November 10, 2026.
2. Approve the 2026 PPS Committee meeting calendar.

2025 PPS Committee Successes

The action items referenced here were subsequently reviewed and approved at a later Continuum of Care (CoC) Board meeting. The items listed in this document may not reflect the exact final actions adopted. For the official, approved recommendations, please refer to the [CoC Board Webpage](#).

2025 PPS Committee Successes

January

- **Coordinated Entry System (CES) for Survivors Assessment Tools**
 - ❖ Approved revised CES Pre-Assessment Screening and CES Survivor Assessment tools.

May

- **Homeless Management Information System (HMIS) Policies and Procedures**
 - ❖ Approved revisions to the HMIS Policies and Procedures, inclusive of the Client Records Request, Data Use and Disclosure, Data Integration, Data Release policies, as well as updates to the Client Consent Form, Grievance Form, and Privacy Notice.

August

- **CoC Board Member Terms**
 - ❖ Approved CoC Board Member term policy to be incorporated in the CoC Governance Charter.

2025 PPS Committee Successes

October

- **Orange County CoC Governance Charter Revisions**
 - ❖ Approved recommended changes recommended by the 2025 CoC Nominating Ad Hoc and Collaborative Applicant.
- **CES Policies and Procedures**
 - ❖ Approved revised CES Policies and Procedures, including the removal of shelter status from the prioritization schema, updates to formatting, and other clarifying language.

November

- **CES 2-for-1 Match Policy**
 - ❖ Approved proposed 2-for-1 Match Policy

Business Calendar

HMIS Data Quality Policy Discussion

Erin DeRycke, Director, Data Analytics

**2-1-1 Orange County (211OC), Orange County United
Way and Felicia Boehringer, Interim CoC Manager,
Office of Care Coordination**

System Performance Measures Process

- The System Performance Measures (SPM) report is required to be submitted by HUD on an annual basis, and is due March 4th
- HUD uses data from the performance measures as selection criteria to award grants under the CoC Program
- Data Quality process:
 - Sent out quarterly Data Quality reports
 - Hosted LSA & SPM Office Hours – September 2025
 - Sent out LSA & SPM data for review – October 2025
 - Sent 2nd round of LSA & SPM data for review – November 2025
 - Offered support with one-on-one meeting November 2025 – January 2026
 - Identified agencies with most corrections needed for extra support – December 2025

Current SPM Performance



Positive Change from Previous Report

- Measure 2: Returns to Homelessness
- Measure 3.2: Number of People Experiencing Homelessness
- Measure 4.1 – 4.3: Employment and Income Growth for Stayers
- Measure 4.5 & 4.6: Employment and Income Growth for Leavers
- Measure 5: Number of People who Became Homeless for the First Time
- Measure 7a1: Successful Exits from Street Outreach



Get Connected. Get Help.™

Negative Change from Previous Report



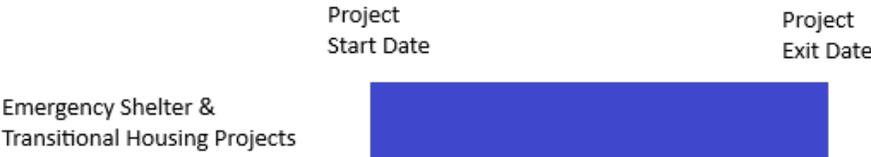
- Measure 1: Length of Time People Experience Homelessness
- Measure 4.4: Employment and Income Growth for Leavers
- Measure 7b1: PH Exits from Emergency Shelter, Transitional Housing, & Rapid Re-Housing
- Measure 7b2: Retention or Exit to Permanent Housing



Length of Homelessness Measure

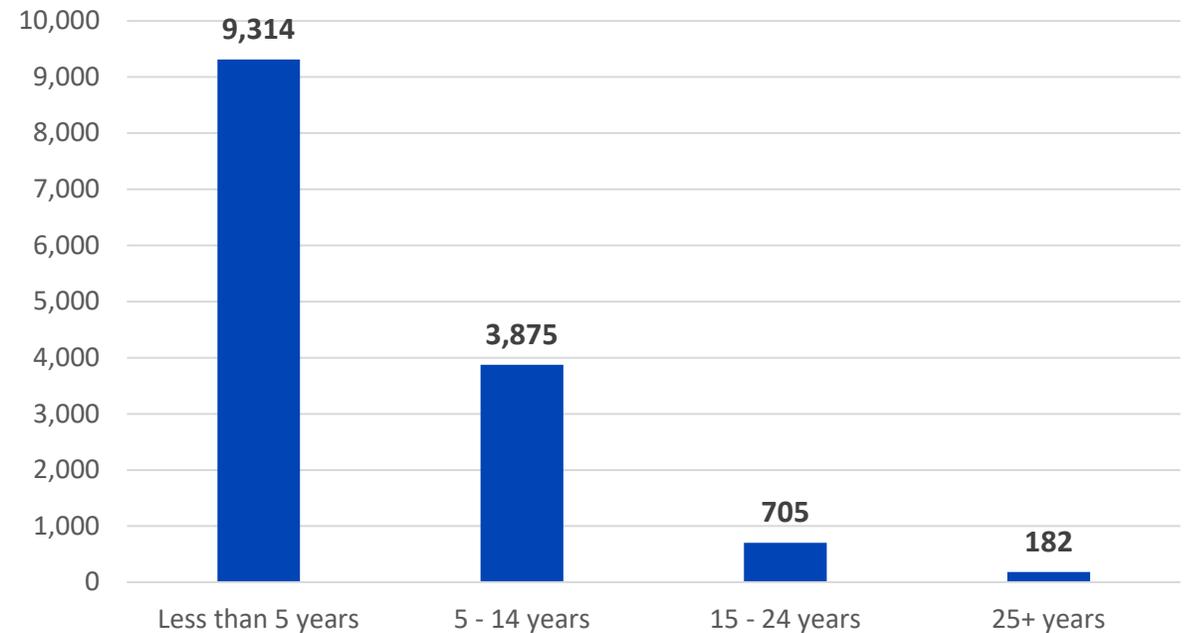
Measure 1a: Length of stay in ES and TH projects

Measure 1b: Length of stay in ES, TH, and PH projects + Time homeless prior to entry



Approximate Date Homelessness Started

- The self-reported date the client's current episode of homelessness began
- After analyzing the enrollments in the reporting period, there are approximately 887 enrollments with a reported Approximate Date Homelessness Started that was before January 1st, 2010
- These dates are causing the Length of Homelessness measure to continue rising



HMIS Data Quality Strategies and Policy Development

During the review of this year's SPM data, 211OC noted many records in the Approximate Date Homelessness Started field that dated far back. Below are the steps taken by 211OC to attempt to correct these errors with the HMIS participating agencies. Despite these efforts, many issues remain.

Orange County CoC

- Regular reminders/trainings during User Meetings regarding proper data collection
- Quarterly corrections sent to Agency Administrators
- Data Quality Report Cards published quarterly
- Annual corrections sent during SPM & LSA
- Data quality reference guides and knowledge base articles
- Data quality reports available in HMIS

Southern California CoCs

- County and city send notices to agencies with outstanding data issues with deadlines to correct the data or submit an action plan
- Report agencies with outstanding issues to Governing Board for transparency/awareness
- Targeted support with key agencies
- Monthly one-on-one meetings with each agency

HMIS Data Quality Strategies and Policy Development

- The Approximate Date Homelessness Started field reflects the date the client's current episode of homelessness began, and it is used in measure 1b of the System Performance Measures to determine how long a client has experienced homelessness.
- These very old dates are causing the average Length of Homelessness for the CoC to increase, which is considered a negative result by HUD.
- It may be helpful for the CoC to consider an HMIS Data Quality Policy to address this.
- The HMIS Lead could review the Approximate Date Homelessness Started field for all Emergency Shelter, Transitional Housing, and Permanent Housing projects active between October 1, 2024, and September 30, 2025, and if the Approximate Date Homelessness Started field occurs before January 1, 2000, the HMIS Lead will change this date to the client's Project Start Date for the enrollment.
- Impact: approximately 182 enrollments.

Discussion

- Is it likely for someone experiencing homelessness to be homeless without a break for 25 years or more?
- Should the HMIS Lead update Approximate Date Homelessness Started responses prior to 1/1/2000?
 - This would not impact eligibility for housing through the Coordinated Entry System
- Are there other strategies that should be implemented to improve data quality for the Orange County CoC?

CoC Updates

Jasmin Miranda, Interim CoC Administrator,
Office of Care Coordination

Business Calendar – Item #2

OC Same-Day Solutions Fair

- The Office of Care Coordination is scheduled to host the next OC Same-Day Solutions Fair on February 26, 2026, in partnership with Homeless Intervention Services of Orange County (HIS-OC).
- The Office of Care Coordination is working to schedule additional OC Same-Day Solutions Fair events in 2026.
- To host or participate in an upcoming OC Same-Day Solutions Fair, please contact the Office of Care Coordination.



COUNTY OF ORANGE

SAME—DAY SOLUTIONS FAIR

Path to Progress

Thursday, February 26, 2026, 9am to 2pm
849 Bradford Ave, Placentia, CA 92870

Located at Placentia Presbyterian Church

<h3>ENROLL</h3> <p>PUBLIC ASSISTANCE BENEFITS: CALFRESH, MEDI-CAL, GENERAL RELIEF, CALWORKS OC SOCIAL SERVICES AGENCY</p>	<h3>LINK</h3> <p>BEHAVIORAL HEALTH SERVICES, COMMUNITY HEALTH CLINICS, HEALTH ASSESSMENTS, SUPPORTIVE SERVICES, AND REGIONAL CARE COORDINATION SERVICES OC HEALTH CARE AGENCY VOALA</p>	<h3>REFERRAL</h3> <p>COMMUNITY-BASED RESOURCES AND PROGRAMS; AND ENHANCED CARE MANAGEMENT 2-1-1 ORANGE COUNTY HEALTHRIGHT 360 HIS-OC</p>
<h3>ACCESS</h3> <p>EMERGENCY SHELTER, HOUSING NAVIGATION, WORKFORCE DEVELOPMENT SERVICES, HAIRCUTS, AND PET WELLNESS SERVICES OC COMMUNITY RESOURCES OFFICE OF CARE COORDINATION REVIVAL HAIR, HEALTHCARE & EMERGENCY ANIMAL RESCUE TEAM, ORANGE COUNTY ANIMAL ALLIES</p>	<h3>RECEIVE</h3> <p>POTENTIAL CHILD SUPPORT DEBT RELIEF, COPIES OF VITAL RECORDS, LOW COST CELLPHONE SERVICES, FLU VACCINES, AND DMV IDENTIFICATION CARD RENEWAL SERVICES OC CHILD SUPPORT SERVICES OC CLERK RECORDER MOBILITY UNITED OC HEALTH CARE AGENCY</p>	<h3>RESOLVE</h3> <p>WARRANTS AND CONNECT WITH HOMELESS COURT ATTORNEYS PRESENT TO HELP OC PUBLIC DEFENDER OC DISTRICT ATTORNEY</p>



ceo.oc.gov/office-care-coordination 714-834-5000

Business Calendar – Item #2

Coordinated Entry System (CES) Administrator for Individuals, Families, and Survivors Request for Proposals (RFP)

- The County’s Office of Care is soliciting proposals from qualified organizations for CES Administrator(s) for Individuals, Families, and Survivors.
- These services are divided into three related programs:
 - Program A - CES Administrator for Individuals
 - Program B - CES Administrator for Families
 - Program C - CES Administrator for Survivor of Domestic Violence
- ❖ **Bid Title:** Coordinated Entry System Administrator for Individuals, Families, and Survivors
- ❖ **Project ID:** 017-2984502-SSP
- ❖ **Release Date:** February 4, 2026, at 4:48 p.m.
- ❖ **Question Submission Deadline:** February 25, 2026, at 5:00 p.m.
- ❖ **Due Date:** Wednesday, March 4, 2026, at 5:00 p.m.
- For more information, visit the following link: [Coordinated Entry System Administrator for Individuals, Families, and Survivors RFP](#)

Business Calendar – Item #2

Peer Learning Opportunities facilitated by Homebase

Homebase is facilitating a Peer Learning Series: Deep Dive on Transitional Rent

Topic: Determining Eligibility and Making Referrals

Discuss how communities are approaching eligibility and referrals for Transitional Rent, coordinating with their local CES, and streamlining the process.

Registration is required. Please see details below.

- Date: Wednesday, February 18, 2026
- Time: 9:30 a.m. -11:00 a.m.
- Location: Zoom
- Register [here](#)

Topic: “Month 7” Planning

Discuss what communities are planning to ensure Transitional Rent recipients remain housed after their six months of coverage ends, including: planning for Month 7 funding, what resources could be leveraged for Month 7 planning, and partnerships to explore to support Month 7 resources.

Registration is required. Please see details below.

- Date: Thursday, February 26, 2026
- Time: 9:30 a.m. -11:00 a.m.
- Location: Zoom
- Register [here](#)

Business Calendar – Item #2

Upcoming Meetings

- **Housing Opportunities Committee Meeting:** Wednesday, February 11, 2026, from 10:00 a.m. – 12:00 p.m.
 - ❖ Location: Orange County Housing Authority (OCHA), Conference Room A, 1501 E. St. Andrews, 1st Floor, Santa Ana, CA 92705.
- **Domestic Violence (DV) Committee Meeting:** Tuesday, February 17, 2026, from 9:00 a.m. – 10:30 a.m.
 - ❖ Location: The Village on 17th Street, Board Room, 1505 17th St., Santa Ana, CA 92705.
- **Commission to Address Homelessness Meeting:** Wednesday, February 18, 2026, from 1:00 p.m. – 3:00 p.m.
 - ❖ Location: County Administration North (CAN) Multipurpose Room 101, 400 W. Civic Center Dr., Santa Ana, 92701
- **Service Provider Forum Meeting:** Thursday, February 19, 2026, from 9:00 a.m. – 11:00 a.m.
 - ❖ Location: OCHA, Conference Room A, 1501 E. St. Andrews, 1st Floor, Santa Ana, CA 92705.
- **CoC Board Meeting:** Wednesday, February 25, 2026, from 2:00 p.m. – 5:00 p.m.
 - ❖ Location: County Administration South (CAS) County Conference Center, 425 W. Santa Ana Blvd., Santa Ana, CA 92701

Next Meeting:

*March 10, 2026, from 3:30 p.m. – 5:00 p.m.,
at CAS Multipurpose Rooms 103/105, located
at 601 N. Ross St., Santa Ana, CA 92701*



COUNTY OF ORANGE
OFFICE OF CARE
COORDINATION