

**ORANGE COUNTY CONTINUUM OF CARE
POLICIES, PROCEDURES AND STANDARDS COMMITTEE
MEETING**

Tuesday, February 10, 2026
3:30 p.m. – 5:00 p.m.

Location:
County Administration South (CAS)
Multipurpose Room
601 N. Ross St., Rooms 104/106
Santa Ana, CA 92701-4599
[Click Here](#) for parking information.

Virtual Meeting Option*:
Zoom Meeting Link: [Click here for meeting link](#)
Join by phone: +1 669 444 9171
Meeting ID: 953 0688 4695

Committee Chair: Nishtha Mohendra, Families Forward

Committee Members:

Judson Brown, City of Santa Ana
Andrew Crowe, Scholarship Prep
Nichole Gideon, Individual
Melanie McQueen, PATH
Dr. Tiffany Mitchell, Orangewood Foundation
Robert “Santa Bob” Morse, Individual
Maricela Rios-Faust, Human Options

MINUTES

In compliance with the Americans with Disabilities Act, and County Language Access Policy, those requiring accommodation and/or interpreter services for this meeting should notify the Office of Care Coordination 72 hours prior to the meeting at (714) 834-5000 or email CareCoordination@ceo.oc.gov. Requests received less than 72 hours prior to the meeting will still receive every effort to reasonably fulfill within the time provided.

Welcome and Introductions – Nishtha Mohendra, Chair

Interim Continuum of Care Manager, Felicia Boehringer, called the meeting to order at 3:40 p.m.

Present: Andrew Crowe, Nichole Gideon, Melanie McQueen, Nishtha Mohendra, Dr. Tiffany Mitchell, Robert Morse, and Maricela Rios Faust.

Absent Excused: Judson Brown

Nishtha Mohendra arrived at 3:43 pm before Business Calendar Item 1. Maricela Rios-Faust and Nichole Gideon joined during Business Calendar Item 1.

Andrew Crowe left during Business Calendar Item 1.

Request for Virtual Participation

The Brown Act allows exceptions for members of legislative bodies to participate remotely under two specified circumstances: (1) "Just Cause" or (2) "Emergency Circumstances". At least a quorum of the Committee must be participating in-person for the exception(s) to be voted on and enacted. Following the presentation of Business Calendar Item 1, Chair Nishtha Mohendra referenced a request for Maricela Rios-Faust to join virtually due to "Just Cause."

Recommended Action: Allow Maricela Rios-Faust to participate remotely for today's Policies, Procedures and Standards (PPS) Committee Meeting.

Andrew Crowe motioned to approve the Recommended Action to allow Maricela Rios-Faust to participate remotely. Melanie McQueen seconded the motion. Chair Nishtha Mohendra issued a voice vote. Motion passed.

Following the Committee Discussion of Business Calendar Item 1, Chair Nishtha Mohendra referenced a request for Nichole Gideon to join virtually due to "Just Cause."

Recommended Action: Allow Nichole Gideon to participate remotely for today's PPS Committee Meeting.

Robert "Santa Bob" Morse motioned to approve the Recommended Action to allow Nichole Gideon to participate remotely. Dr. Tiffany Mitchell seconded the motion. Chair Nishtha Mohendra issued a voice vote. Motion passed.

Public Comments – Members of the public may address the 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. Public comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes. Members of the public utilizing interpreter services will be given double the amount of time to provide public comment.

To address the PPS Committee during the Public Comment period, members of the public are to complete a Request to Address the Committee form prior to the beginning of each agenda item and submit it to Continuum of Care (CoC) staff. Staff will call your name in the order received.

Members of the public may also submit public comment by emailing CareCoordination@ceo.oc.gov. All comments submitted via email at least 24 hours before the start of the meeting will be distributed to the PPS Committee members and all comments will be added to the administrative records of the meeting. Please include "PPS Committee Meeting Comment" in the email subject line.

CONSENT CALENDAR

1. Approve the PPS Committee Special Meeting minutes from November 10, 2025.
2. Approve the 2026 PPS Committee meeting calendar.

Robert “Santa Bob” Morse motioned to approve the Consent Calendar. Melanie McQueen seconded the motion. Chair Nishtha Mohendra issued a voice vote. No nays, no abstentions. The motion passed.

BUSINESS CALENDAR

1. **Homeless Management Information System (HMIS) 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

Due to time restrictions, Business Calendar Item 1 was moved to Item 2 on the agenda.

Erin DeRyke discussed the development of a potential policy to support with improved data quality for the Orange County CoC, specifically as it relates to recorded data of the approximate start date of homelessness. Erin DeRyke highlighted the importance of data quality, reviewed the current data quality process, and explained positive and negative changes shown in Orange County’s System Performance Measures. Erin DeRyke detailed how the length of homelessness is determined, the trend of increasing lengths of homelessness, and discussed options for how to possibly address data quality concerns related to this, including strategies of nearby CoCs.

Committee Discussion:

- Andrew Crowe asked if length of homelessness includes time experiencing homelessness outside of Orange County. Andrew Crowe highlighted a strategy being used by other CoCs of reporting to the CoCs governing board when there are specific agencies with data quality issues to maintain accountability and highlighted the importance of prioritizing training and education on key system performance measures.
- Melanie McQueen asked what field the data is being pulled from, whether the data is being carried over from prior program enrollments, and if prior program enrollments could be used as a reference point when verifying data. Melanie McQueen suggested using monthly contract meetings to address data quality concerns with providers and outreaching to program leadership instead of HMIS administrators. Melanie McQueen supported having a group discussion with the Service Provider Forum to determine how the question is being addressed within various agencies.
- Dr. Tiffany Mitchell asked for the number of individuals with active projects showing that are showing a length of homelessness over 25 years, and how data could be corrected for those who are no longer active with a program. Dr. Tiffany Mitchell asked how the question is phrased and whether the clients understand the definition of homelessness as determined by the U.S. Department of Housing and Urban Development (HUD), including breaks in homelessness.
- Robert “Santa Bob” Morse asked how data can be made more accurate and highlighted that those with lived experience may have a different understanding of a break in homelessness.
- Chair Nishtha Mohendra suggested explaining the impact of this data and making the changes mentioned to the data before the deadline to avoid a negative impact on system performance measures.
- Maricela Rios-Faust suggested starting with the 182 individuals with a length of homelessness over 25 years to determine accuracy and developing a policy/procedure based on that process

before reviewing those with a length of homelessness over 15 years. Maricela Rios-Faust emphasized that maintaining accurate data is a key component of assessing local systems and can speak to people's lived experiences interacting with these systems.

- Nichole Gideon discussed the documented history of homelessness versus self-certification of homelessness.

2. CoC Updates – Jasmin Miranda, Interim CoC Administrator, Office of Care Coordination

Due to time restrictions, Business Calendar Item 2 was moved to Item 1 on the agenda.

Jasmin Miranda provided reminders of the upcoming Same Day Solutions Fair, transitional rent webinars hosted by Homebase, and upcoming meetings. Jasmin Miranda also provided information on the open Coordinated Entry System (CES) Request For Proposals.

Committee Discussion:

- Dr. Tiffany Mitchell inquired about hosting a future Same Day Solutions Fair event.
- Andrew Crowe expressed appreciation for the advanced notice of the Same Day Solutions Fair and mentioned it gives agencies additional time to outreach with their clients.

Adjournment to: *Regular meeting on 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*