



COUNTY OF ORANGE
OFFICE OF CARE
COORDINATION

Policies, Procedures and Standards
(PPS) Committee Meeting
May 12, 2026

Welcome and Introductions

Nishtha Mohendra, Chair

Public Comments

Consent Calendar

Consent Calendar

Recommended Actions

1. Approve the PPS Committee Meeting Minutes from April 14, 2026.

Business Calendar

**Continuum of Care (CoC) Grievance
Policy and Procedure**
Felicia Boehringer, CoC Administrator,
Office of Care Coordination

Business Calendar – Item #1

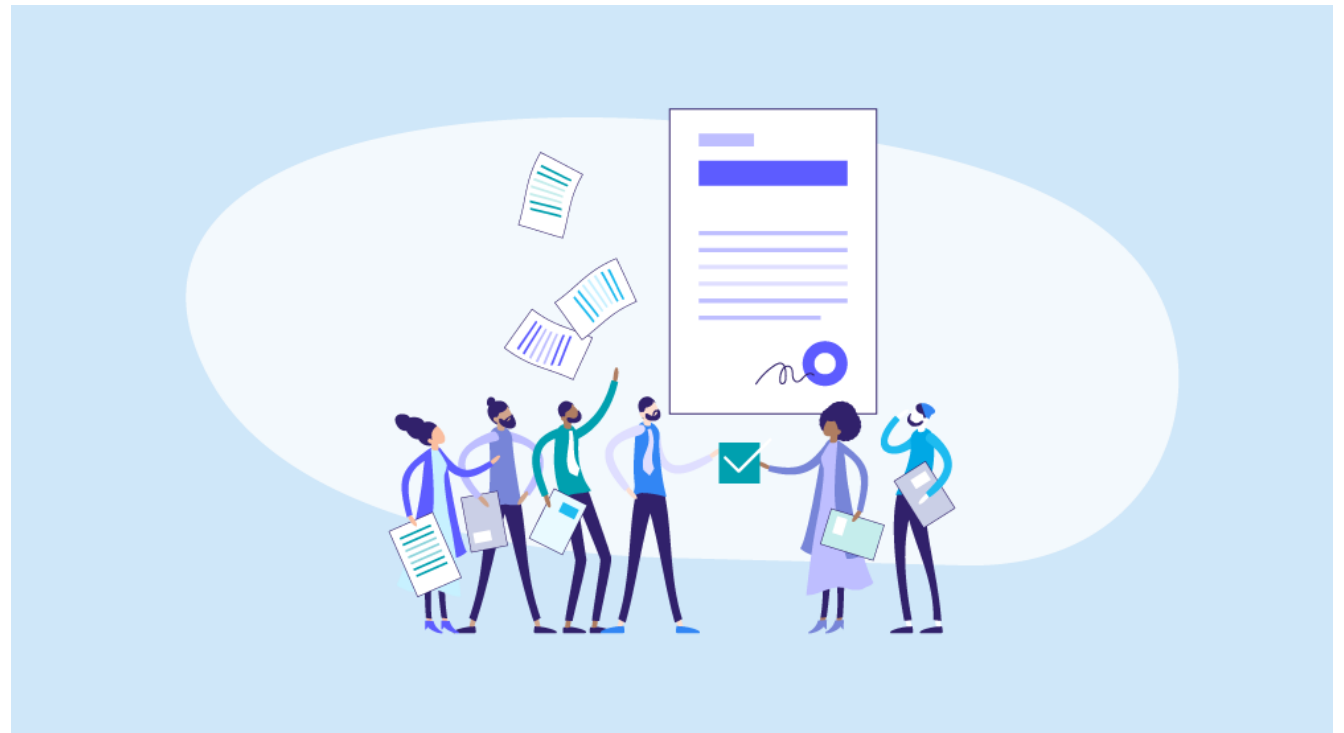
CoC Grievance Policy and Procedure

- U.S. Department of Housing and Urban Development (HUD) requires a formal grievance policies for all CoC Program-funded projects, including HMIS and CES
 - Individual agencies already maintain grievance procedures, but systemwide consistency is needed
- As the Office of Care Coordination (OCC) awaits the Fiscal Year (FY) 2026 Continuum of Care (CoC) Program Notice of Funding Opportunity (NOFO), potential funding uncertainties increases the need for a unified CoC-level policy.
- During the April 14, 2026, PPS Committee Meeting, discussion began around the need and desire for some type of system-level grievance policy and OCC reviewed the following:
 - Internal County grievance policies
 - Policies from other CoCs
 - Homebase’s [Grievance Policy FAQ](#) and similar resources.
- OCC drafted an initial CoC Grievance Policy and Procedure in **Item 1. Attachment A** and is seeking PPS Committee feedback and refinement.

Business Calendar – Item #1

Why a CoC Grievance Policy and Procedure Matters

- Ensures consistent expectations across all CoC-funded programs.
- Protects participant rights during service delivery.
- Supports transparency and accountability.
- Prepares the system for program closures or funding reductions.



Business Calendar – Item #1

Core Elements – Grievance and Termination Process

Core Elements to Consider	Grievance Process	Program Termination Procedure due to Program Closure
Policy Components	Policy will explain how participants can submit a grievance to the CoC-Program Funded Agency, what information to include, and where to send it. Policy will also detail an escalation process.	Policy will explain how Program Termination will be communicated to participants, in the event the CoC program-funded project is sunseting, and subsequent steps.
Timelines	Policies must outline the timeline for when the agency will acknowledge, investigate, and respond to a grievance.	Detail when and how agency will provide participants with a notice of program ending, after learning of upcoming program closure.
Access to Support	Participants can choose to have an advocate, support person, or attorney involved at any stage.	Provide information to local legal aid providers, for awareness of program closure.

Business Calendar – Item #1

Core Elements – Grievance and Termination Process

Core Elements to Consider	Grievance Process	Program Termination Procedure due to Program Closure
Service Continuation (when safe)	Participants should continue receiving services while an initial grievance and/or appeal is being reviewed. An exception to this practice is if there is an immediate health or safety concern.	Detail how resources will be provided to support prevention of returns to homelessness, inclusive of plan for case management and housing navigation services as available.
Escalation to Higher Decision-Making	Policy will describe when and how participants can escalate a grievance or appeal to a higher authority (i.e. grievance ad hoc, CoC Board, HUD). The policy will include who to contact and how to submit information.	Not applicable
Communication to Partnering Entities	Policy will describe how partnering entities will be made aware of grievance, as appropriate, for CoC Collaborative Applicant and CoC Board awareness.	Agency to make CoC Collaborative Applicant aware of program closure.

Business Calendar – Item #1

Discussion and Next Steps

- What feedback do you have on drafted CoC Grievance Policy and core elements to consider?
- Are there any elements of the drafted grievance process feel unclear or incomplete from a participant’s perspective?
- How should the CoC balance consistency across agencies with flexible individual programs need to operate effectively?
- Are the proposed steps for program termination sufficient to prevent participants from falling back into homelessness during a program closure?

OCC will take feedback from the PPS Committee and implement effective revisions to bring back for consideration at the June 9, 2026, PPS Committee Meeting



**Fiscal Year (FY) 2026 CoC Program Notice of
Funding Opportunity (NOFO) Planning**

Felicia Boehringer, CoC Administrator,
Office of Care Coordination

Business Calendar – Item #2

FY 2026 CoC Program NOFO Planning

- The Consolidated Appropriations Act, 2026 notes the following information, which is different from previous years:
 - A CoC Program **NOFO** in the amount of \$4,010,000,000 must be **released no later than June 1, 2026**
 - The **awards** of the NOFO must be made **no later than December 1, 2026**.
 - **Tier 1** would be set at **no less than 60%** of a CoC's annual renewal demand.
- The upcoming FY2026 CoC Program NOFO is anticipated to continue having the same goals, objectives, and other information noted in the [December 19, 2025, FY2025 Program NOFO](#) that was released for public review.
- On April 21, 2026, HUD posted the FY2026 CoC Program NOFO as a forecasted opportunity on Grants.gov.
 - Link to forecasted opportunity: [Click here](#)
 - Estimated release date: May 29, 2026
 - Estimated application due date: August 26, 2026

Business Calendar – Item #2

FY 2026 CoC Program NOFO Planning

- An estimated timeline is included below:

DATE	ACTIVITY
April 23, 2026	CoC Program Registration submission due to HUD
May 2026	Grant Inventory Worksheets (GIW) expected to be released by HUD
May 29, 2026	Anticipated release of FY 2026 CoC Program NOFO
August 26, 2026	Anticipated submission of FY 2026 CoC Program NOFO, including the Orange County CoC Consolidated Application and Priority Listing, inclusive of new and renewal projects applications

Business Calendar – Item #2

FY 2026 CoC Program NOFO Planning

- At the April 14, 2026, meeting of the PPS Committee, the PPS Committee expressed interest in providing guidance on framework, target population, and priorities for Street Outreach and Transitional Housing project types to help inform CoC Program NOFO Ad Hoc.
- Under the [December 19, 2025, FY2025 Program NOFO](#), Supportive Services Only (SSO) Standalone, SSO Street Outreach, and Transitional Housing are eligible project types.
 - Previously, these project types were not eligible under the CoC Program NOFO.
- There is a need to determine priorities and eligible project components
 - Supportive Services Only Standalone
 - Supportive Services Only Outreach
 - Transitional Housing

Business Calendar – Item #2

FY 2026 CoC Program NOFO Planning

Eligible activities/expenses for each project type are listed:

SSO Standalone/Street Outreach

- Acquisition, Rehabilitation, or Leasing of a space to provide supportive services,
- HMIS,
- Project Administration, and
- Supportive Services:
 - Annual Assessment of Services
 - Moving costs
 - Case management
 - Childcare
 - Education services
 - Employment assistance and job
 - Food
 - Housing search and counseling services
 - Legal services
 - Life skills training
 - Mental health services
 - Outpatient health services
 - Outreach services
 - Substance abuse treatment services
 - Transportation
 - Utility deposits

Transitional Housing

- Leasing Assistance,
- Rental Assistance (6 - 24 months),
- HMIS,
- Project Administration, and
- Supportive Services
 - Annual Assessment of Services
 - Moving costs
 - Case management
 - Childcare
 - Education services
 - Employment assistance and job
 - Food
 - Housing search and counseling services
 - Legal services
 - Life skills training
 - Mental health services
 - Outpatient health services
 - Outreach services
 - Substance abuse treatment services
 - Transportation
 - Utility deposits

Business Calendar – Item #2

FY 2026 CoC Program NOFO Planning

Discussion:

- For the new eligible project components (SSO Standalone, SSO Street Outreach, and Transitional Housing), does the PPS Committee have guidance for the CoC NOFO Ad Hoc for framework, target population, and priorities?
- Some considerations for priorities:
 - Population
 - Services
 - Service Planning Area (SPA) designations



CoC Updates

**Timothy Kirkconnell, CoC Manager,
Office of Care Coordination**

Business Calendar – Item #3

2-for-1 Match Policy: Evaluation Update

- The CoC Board approved a 2-for-1 Match Policy (Policy) on November 19, 2025, as a 6-month time limited pilot.
- At the April 14, 2026, PPS Committee meeting, OCC provided an update on the implementation of the Policy, highlighting that a final review will be conducted following the end of the pilot on May 19, 2026.
- The PPS Committee recommended receiving feedback from stakeholders who had the ability to utilize the Policy to request a 2-for-1 match through the Coordinated Entry System (CES).
- OCC, as the CES lead agency, is seeking input from partners and participants who were or are interested in, interacted with, or were impacted by the pilot program and Policy.
- OCC sent out a survey via the CoC email distribution list on Monday, May 11, 2026. The survey link is included below and will remain open until May 26, 2026.
 - Click here: [2-for-1 Match Policy Pilot Survey](#)

Business Calendar – Item #3

Coordinated Entry System (CES) Evaluation Survey

- The evaluation examines whether CES is effectively resolving housing crises, whether it improves the impact of housing and service interventions accessed via CES, and whether resources available through CES are appropriately aligned with community needs across subpopulations and regions.
- As part of the evaluation, please take a few moments to complete this voluntary and confidential [survey](#) to share your experience, insights and recommendations with the Element team. ***The survey will remain open until 5:00 p.m., Friday, May 22, 2026.***
- Additionally, for frontline staff who directly work with people experiencing homelessness, the survey asks if you are interested in participating in a virtual focus group to share additional insights and help identify opportunities for system improvement. Staff who indicate interest may be invited by Element to participate in a focus group.

Orange County Continuum of
Care: Stakeholder Survey



Next Meeting:

*June 9, 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*



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