



**Policies, Procedures and Standards
Committee
January 11, 2022**

Welcome and Introductions

Maricela Rios-Faust

Policies, Procedures and Standards (PPS)

Committee Chair

Public Comments

Maricela Rios-Faust

PPS Committee Chair

Continuum of Care (CoC) Updates

Zulima Lundy, CoC Manager

Agenda Item #3

Coordinated Entry System Policy and Procedures Recommended Changes

- Proposed policy changes were brought to the PPS Committee on December 14, 2021
- PPS Committee members requested additional opportunities to provide feedback
- CoC to meet with local jurisdictions to gather and incorporate additional feedback

Agenda Item #3

PPS Committee Membership

- The PPS Committee is chaired by the Vice Chair of Orange County Continuum of Care (CoC) Board
- Additional PP Committee membership is comprised of the chairs of any ongoing committee as well as no fewer than one and no more than two At Large Members of the CoC Board
- The CoC Board officer election will be held at the January 19, 2022 CoC Board Meeting

Agenda Item #3

2022 PIT Count

- Recruitment is open for Team Captains, Field Surveyors, and Deployment Center Volunteers
- Upcoming Volunteer Trainings:
 - Thursday, January 20, 2022, 6 p.m. to 8 p.m.
 - Friday, January 21, 2022, 9 a.m. to 11 a.m.
 - Friday, January 21, 2022, 2 p.m. to 4 p.m.
 - Saturday, January 22, 2022, 8 a.m. to 10 a.m.

To inquire about ways to support, email info@everyonecountsoc.org or visit <https://www.everyonecountsoc.org/>

Expression of Interest Forms
lik.bio/everyonecountsoc



Homeless Management Information System (HMIS)

Erin DeRycke, 211OC

Proposed Changes – HMIS Policies and Procedures

January 11, 2022

Key Terms and Acronyms

- Added definitions
 - Chronically Homeless
 - Project Type definitions
 - ‘Other’ projects in HMIS
 - Federal Funding Source definitions
 - ESG
 - VASH
 - Emergency Shelter Tracking Method
 - Policies, Procedures, and Standards (PPS) Committee
 - Longitudinal Systems Analysis (LSA)
 - System Performance Measures

Participating Agency Requirements

- Section g.b and c: HMIS User Fees (increased cost from previous year)
 - 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, based on the fee structure detailed below:
 - 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 in addition to any user fees they may incur. This applies to all Access Points, whether or not they are required to participate in HMIS. The \$200 fee will apply to agencies regardless of the number of Coordinated Entry Systems they are participants in.
- Section g.d: Agency Administrator policy
 - Agencies are allowed up to two active Agency Administrators at a time. Agencies will be allowed an additional Agency Administrator for every 700 active enrollments at the end of the calendar year. Agencies that require additional Agency Administrators in addition to those outlined in this policy must pay the set-up and ongoing user fees for those accounts, and can contact 211OC for an invoice.



Participating Agency Requirements

- Section h.a: Participation in Data Quality Report Cards
 - All agencies participating in HMIS are included in the HMIS Data Quality Report Cards published on a quarterly basis. Review the Data Quality Monitoring and Reporting Process section of the Data Quality Plan for details regarding this process.
- Section h.b: Participation in Project Performance Reports
 - Agencies with Street Outreach, Emergency Shelter, Transitional Housing, Rapid Re-Housing, or Permanent Supportive Housing/Other Permanent Housing projects are included in the Project Performance reports published on a monthly basis. Review the Orange County CoC Project Performance Overview document for more details on this process.

Participating Agency Requirements

- Section i: Minimum Participation Requirements

- Comply with Orange County's minimum participation requirements for HMIS usage. 211OC will conduct a quarterly review to ensure all agencies are meeting the minimum participation requirements. If any of the following are true at the time of the review, the agency will have one month to rectify the issue. If the issue is not resolved after one month the HMIS Agency Access Working Group will be notified to determine whether or not the agency should continue to have access to HMIS. If the agency is found to not meet the minimum participation requirements during the quarterly review at least three times in a year the HMIS Agency Access Working Group will also be notified.
 - Agency does not have at least one active user.
 - Agency does not have at least one active enrollment.
 - Agency does not have activity in HMIS in the past 30 days. Activity includes enrollments, services, assessments, files, or exits.
 - Agency did not submit the HIC and/or PIT for appropriate project types.
 - Agency does not have at least one Agency Administrator that is an active HMIS user.
 - Agency has not had staff representation for at least one User Meeting during the previous quarter.

- Section j: Failure to meet Participating Agency Requirements

- Organizations found to not meet one or more of the guidelines above may be contacted by the HMIS Lead Agency to discuss the appropriateness of the agency's continued participation in the OC HMIS, the HMIS Lead may inform the HMIS Access Ad Hoc to determine the appropriateness of the agency's continued participation in the OC HMIS, and the organization may have HMIS Access revoked.

HMIS User Requirements

- Section a.c: HMIS Task List

- Agency Staff and Agency Administrator users must complete the following trainings:
 - HMIS Part 1 Training – Covers the history and purpose of HMIS and the contents of the OC HMIS Policies and Procedures handbook.
 - HMIS Part 2 Training – Covers HMIS functionality, HUD definitions, key terms, and data quality best practices.
 - HMIS Task List – A list of tasks to be completed by the user in the Clarity Training Site to assess what the user has learned.

- Section b: Read Only Access

- Read Only users must complete the following training:
 - HMIS Part 1 Training – Covers the history and purpose of HMIS and the contents of the OC HMIS Policies and Procedures handbook.

- Section c: CES Access

- Users requesting CES access must complete the following training in addition to the trainings mentioned in part A of this section.
 - HMIS Coordinated Entry Training – Includes an overview of the different roles involved in the Coordinated Entry process, and a review of the HMIS functionality needed for each role.

Technical Standards

- Section b and c: Updated/simplified with latest BitFocus requirements
 - The most recent version of the following web browsers are supported for accessing HMIS:
 - Google Chrome
 - Microsoft Edge
 - Mozilla Firefox
 - Apple Safari
 - An internet connection is required to access HMIS, and is the sole responsibility of the participating agency.
- Section d: Included instructions for locking screens
 - All screens must lock within 5 minutes of inactivity and point to the computer terminal or mobile device login page upon subsequent activity. Users should manually lock their screen when they leave their device unattended.
 - Windows: Press the Windows + L keys on the keyboard
 - Mobile device: Briefly press the Power button
 - Mac: Press Control + Command + Q keys on the keyboard
- Removed requirement for each user to have their own log-in to access computer terminal or mobile device

Privacy

- Section b.c.: Decreased length of time HMIS accounts will remain active without use from 6 months to 2 months
 - If an HMIS User does not log into HMIS for 60 days, the HMIS account will be locked automatically. The user will receive a notification two (2) calendar days prior to the account being locked. If an account is locked due to inactivity, the user will be required to complete the trainings outlined in the HMIS User Requirements section as well as any other trainings required by the HMIS Lead Agency to regain access to HMIS.
- Section c.b: Updated HMIS Vendor section to incorporate updated back-up procedures from BitFocus
 - The vendor will perform daily and weekly backups to prevent loss of data.
 - Backups will be stored both onsite and offsite. All standard security and privacy precautions apply to offsite storage. The offsite storage facility is equipped with surge protectors and natural disaster protective measures.

Privacy

- Section d.a.iii: Copies of consent forms must be available in HMIS through electronic signature or PDF upload
 - In order for client records to be shared in HMIS, clients must consent to share their data with other agencies participating in HMIS.
 - If the agency's first interaction with the client is over the phone, or otherwise not in person, clients can verbally consent to share their data. However, during the first in person meeting with the client the agency must ask the client to sign the **Client Consent to Share Protected Personal Information form** to continue sharing their data in HMIS.
 - Agency staff must explain the form to clients and how their information is used and viewed.
 - The form can be digitally signed in HMIS, or the agency can print a physical copy of the form for the client to sign. If the client signs a physical copy, the agency is required to upload the signed consent form to HMIS. If the agency chooses to keep physical files, they must be stored in a secure location.
- Section e: Client Record Requests
 - Clients may inspect and obtain a copy of their data as entered in HMIS.
 - This includes the data on the client's Profile screen, the client's Release of Information, the client's enrollment history in any projects that participate in HMIS, and a list of all client documents uploaded into HMIS.
 - Clients may submit the request to any agency participating in OC HMIS that they have been served by in the past.
 - An Agency Administrator at the agency is responsible for submitting a ticket to the HMIS Help Desk to request the Client Record Request Dashboard for the client within five (5) business days of the request except where exempted by state and federal law.
 - At the time of the request, the Agency Administrator must decide with the client an appropriate method for the client to receive their dashboard that does not violate the privacy of the client's data.
 - The HMIS Help Desk will respond to the request as outlined in the HMIS Help Desk Policies section.
 - An Agency Administrator at the agency is required to review the dashboard with the client upon request.
 - No client shall have access to another client's data for any reason, except for parents or guardians of a minor requesting their minor child's records.

Client Record Request Dashboard

Client Profile	
First Name	Black
Middle Name	
Last Name	Widow
Suffix	∅
Name Data Quality	Full name reported
Date of Birth Date	1988-09-05
DoB Data Quality	Full DOB Reported
SSN	000-00-0000
SSN Data Quality	Client doesn't know
Ethnicity	Hispanic/Latin(a)(o)(x)
Gender	Female
Race	American Indian, Alaska Native, or Indigenous
Veteran Status	Yes
Branch of Military	Army
Discharge Status	Honorable
Year Entered Military Service	2010
Year Separated from Military Service	2013
Theatre - Afghanistan OEF	Yes
Theatre - Iraq OIF	Yes
Theatre - Iraq OND	No
Theatre - Korean War	No
Theatre - Other	No
Theatre - Persian Gulf ODS	No
Theatre - Vietnam War	No
Theatre - World War II	No

Release of Information	
Agency Name	Orange County United Way
Documentation	Electronic Signature
Start Date	2018-05-17
End Date	2025-05-17
Permission	Yes

Enrollment History			
Agency Name	Name	Project Start Date	Project Exit Date
Erin's Agency	Erin's Transitional Housing	2021-10-20	∅
OC Training Agency	Non-Federally Funded Homeless Prevention Training Project	2021-05-26	∅
County of Orange	Individual Coordinated Entry System	2021-04-14	∅
Family Solutions Collaborative	Family Coordinated Entry	2021-03-26	∅
Orange County United Way	WelcomeHomeOC	2019-10-01	∅
System	Family Shelter	2019-08-08	2019-09-06
Erin's Agency	CFCOC ES Test	2018-06-15	∅
Mercy House	Regina House Emergency	2018-06-15	∅
Erin's Agency	ESG Street Outreach	2018-05-01	∅

Client Documentation				
Agency Uploaded	Client File Category	Client File Name	Client File Other Name	Last Updated Date
Orange County United Way	WelcomeHomeOC	Moving Cost Reimbursement	Moving Cost Reimbursement	2020-02-12
Orange County United Way	WelcomeHomeOC	Rental Application	Rental Application	2020-02-12



Data Release Matrix

Data Request Criteria	HMIS Participating Agency		Entity Does not Participate in HMIS		CoC Board Sub-Committee/Work Group		CES Administrators ¹	
	Approved	Needs Approval	Approved	Needs Approval	Approved	Needs Approval	Approved	Needs Approval
Aggregate system level data	X			X	X		X	
Program Descriptor data ²		X		X	X		X	
Client-level data ³		X		X		X		X
Ongoing data requests	X			X		X	X	
For use as research		X		X	X			X
For media release		X		X		X		X
For other public use		X		X		X		X

¹ CES Administrators include the Agency Administrators at agencies that have been contracted by the CES Lead to manage and facilitate the Coordinated Entry System in HMIS.

² Project descriptor data elements (PDDE) are intended to identify the organization, specific project, and project details for each project participating in HMIS. Approved entities may request PDDE for any projects in HMIS.

³ Requests from CES Administrators and CoC Board Sub-Committees or Work Groups for client-level information should be submitted through the HMIS Help Desk, and will be reviewed and approved by the CoC Manager, the CES Lead, and the HMIS Lead.

Data Release

- Data Request Matrix updated to include the following items:
 - Column for CES Administrators
 - Program Descriptor Data Elements
 - De-identified client level data changed to all client-level data
 - Client-level data requested by CES Administrators or CoC Board Sub-Committees or Work Groups will be reviewed by the CoC Manager, CES Lead, and HMIS Lead

Grievance Form

If you feel a violation of your rights as an HMIS client has occurred or you disagree with a decision made about your "Protected HMIS Information" you may complete this form. Complete this form only after you have exhausted the grievance procedures at the agency you have a grievance with. **It is against the law for any agency to take retaliatory action against you if you file this grievance. You can expect a response within 30 days via the method of your choice.**

Grievances may be submitted to the OC HMIS team by either of the following methods:

- Call the HMIS team at (714) 589-2360
- Send this form to:

2-1-1 Orange County
Attn: HMIS Department
1505 E 17th Street Suite 108
Santa Ana, CA 92705

Your Name: _____ Date of Grievance: _____

Best Way to Contact You: Phone Mailing Address
 Email Case Manager/Advocate

Your Phone Number: _____ Your Email Address: _____

Your Mailing Address: _____

Case Manager/Advocate Contact Information (optional)

Name: _____ Email Address: _____

Phone Number: _____ Agency: _____

Grievance Information

Name of Individual who violated your privacy rights Name of Agency who violated your privacy rights

Brief description of grievance (what happened):



Grievance Form

- Updated to allow clients to call HMIS Help Desk in addition to sending form through mail
- Added case manager/advocate contact information

New Sections/Documents

- Help Desk Policies pg. 11
 - HMIS Help Desk hours are Monday through Friday from 9AM to 5PM, excluding holidays.
 - Only designated Agency Administrators may submit requests for technical support to the HMIS Help Desk. The methods of contacting the HMIS Help Desk are below. Agency Administrators should not directly contact individual members of the HMIS team.
 - HMIS Help Desk phone number 714-589-2360
 - HMIS Help Desk website <http://ochmis.211oc.happyfox.com/home>
 - HMIS Staff strives to answer all technical support tickets within three (3) business days, but workload, holidays and number of available staff may delay response. Agency Administrators are responsible for raising technical issues in a timely manner, keeping in mind that their request may not be solved same day.
 - Client identifying information should never be sent to the [HMIS Help Desk](#). This includes but is not limited to: First Names, Last Names, Dates of Birth, or Social Security Numbers. If you need to discuss a specific client only the client's HMIS unique ID should be sent. Agency Administrators who repeatedly submit client identifying information to the [HMIS Help Desk](#) may be subject to corrective action.
- Agency Access Policy pg. 12
 - Appeals Process

New Sections/Documents

- HMIS User Access Roles pg. 16
 - Users with access to HMIS will be assigned one of the following access roles. Access roles control the level and type of access the user has to functionality within the OC HMIS.
 - Agency Staff: Users with this access have the ability to add and edit client profiles, enrollments, services, and exits, as well as the ability to run client-level, canned, and ad hoc reports. This level of access is the most common in OC HMIS.
 - Agency Administrator: Users with this access have the same abilities as Agency Staff users, as well as the ability to delete enrollments, services, files, and location data at the user's Primary Agency.
 - Read Only: Users with this access can view client profiles, enrollments, services, and exits, but cannot add or edit data, and they cannot run canned or ad hoc reports.
 - CES Access: Agency Staff or Agency Administrator users can also be given CES access. Users with CES access have access to the Referrals page, which includes adding clients to the Community Queue, adding and editing housing opportunities, and reviewing or denying matches to housing opportunities.

New Sections/Documents

- Project Performance Overview

	Street Outreach	Emergency Shelter	Transitional Housing	Rapid Re-Housing	PSH-OPH <small>Permanent Supportive Housing & Other Permanent Housing</small>	Homeless Prevention
Month Presented at Data Meeting	August	January	December	May	October	March
Reporting Period	6/1 - 5/31	11/1 - 10/31	10/1 - 9/30	3/1 - 2/28	8/1 - 7/31	1/1 - 12/31
Month Presented at Data Meeting	February	July	June	November	April	September
Reporting Period	12/1 - 11/30	5/1 - 4/30	4/1 - 3/31	9/1 - 8/31	2/1 - 1/31	7/1 - 6/30

Goal 6 - Help Adults Increase Their Income while Enrolled in the Project

Goal: Projects focus on helping clients increase* their income over the course of their enrollment.

*Note: Homeless Prevention project enrollments count as a positive contribution to this measure if clients increase or *maintain* their income.

Goal 6's applicable project types and targets:

Emergency Shelter	Transitional Housing	Rapid Re-Housing	PSH-OPH	Homeless Prevention
>=10%	>=12%	>=40%	>=65%	>=45%

Universe: Adults who are still active in the project as of the end of the reporting period and have a length of stay of at least 365 days.

This measure compares the client's total monthly income at Project Entry to the latest total income reported during the enrollment.

New Sections/Documents

- Project Performance Overview – New Goals
 - Goal 11 - Receive Referrals from the Coordinated Entry System
 - Goal 12 - Limit the Referrals from the Coordinated Entry System that are Denied by Housing Providers
 - Goal 13 - Accept Matches from the Coordinated Entry System Quickly
 - Goal 14 - Successfully Match Households to a Housing Provider

Next Steps

- Approval from Policies, Procedures, and Standards Committee
- Final HMIS Policies and Procedures will be presented to the CoC Board for approval in February

Agenda Item #4

Homeless Management Information System (HMIS)

Recommended Action:

- Approve the recommended updates to the HMIS Policies and Procedures.
- Take action in support of the HMIS Lead (2-1-1 Orange County) entering into a multiyear contract with the HMIS Vendor (BitFocus).

Recommendation for the North Orange County Public Safety Task Force Request

Zulima Lundy, CoC Manager

Agenda Item #5

Recommendation for the North Orange County Public Safety Task Force Request

Recommended Action:

- a. Ad Hoc recommends redefining the request with the following principles and within the following parameters:
 - Preservation of HMIS integrity is paramount
 - Supports the aim of linking individuals experiencing homelessness to appropriate resources and are therefore proposing that this collaboration could focus on integration with Coordinated Entry System (CES).
 - Encourage participation in HMIS through the current established processes in the HMIS Policies and Procedures for the entry of data that may be valuable to the Orange County CoC
 - Mechanism of implementation will require further thought and potential policy and process.

Agenda Item #5

Next Meeting:

February 8, 2022, 3:30 p.m. – 5:00 p.m.

