



**Policies, Procedures and Standards  
Committee  
March 8, 2022**

## **Welcome and Introductions**

Becks Heyhoe

Policies, Procedures and Standards (PPS)

Committee Chair

## **Public Comments**

Becks Heyhoe

PPS Committee Chair

# Continuum of Care (CoC) Updates

Zulima Lundy, CoC Manager

# Agenda Item #3

## Homelessness Action Plan

- The Office of Care Coordination has contracted with Homebase Consulting Group to develop a local Homelessness Action Plan for Orange County.
- The Homelessness Action Plan is a requirement of the Homeless Housing, Assistance and Prevention Program (HHAP) Round 3 grant application.
- The local Homelessness Action Plan must include:
  - A local landscape analysis that assesses the current number of people experiencing homelessness and existing programs and funding which address homelessness.
  - Identification of the number of individuals and families served, including demographic information and intervention types provided.
  - Identification of all funds, including state, federal and local funds, currently being used, and budgeted to be used, to provide housing and homelessness-related services.

# Agenda Item #3

## Homelessness Action Plan

- The Homelessness Action Plan requires goals and strategies informed by the landscape analysis and inclusion of metrics:
  - Reducing the number of persons experiencing homelessness;
  - Reducing the number of persons who become homeless for the first time;
  - Increasing the number of people exiting homelessness into permanent housing;
  - Reducing the length of time persons remain homeless;
  - Reducing the number of persons who return to homelessness after exiting homelessness to permanent housing; and
  - Increasing successful placements from street outreach.

# Agenda Item #3

## Homelessness Action Plan Timeline

- The Office of Care Coordination and Homebase populating data tables to inform the development of goals and strategies.
- Consultation sessions with CoC Board, Commission to End Homelessness members, PPS Committee and Lived Experience Advisory Committee (LEAC).
- Approval process for the Homelessness Action Plan
  - Commission to End Homelessness (April 20)
  - CoC Board (April 27)
  - Board of Supervisors (June 7)
- Final HHAP-3 applications are due June 30, 2022, and an approved local HAP must be included with the submittal.

# Agenda Item #3

## Consent Calendar

- The PPS Committee will be adding a Consent Calendar to future meeting agendas to approve prior meeting minutes.
- A Consent Calendar allows for the PPS Committee to approve items that do not need any further discussion and are routine procedures.
- The meeting minutes will be distributed with the agenda packet in advance of the meeting with sufficient time to be read by all PPS Committee members.



# Agenda Item #3

## Committee Charter Review

- CoC Committees are governed by committee charters that outline the structure, purpose, membership and facilitation of committees and meetings.
- The Ralph M. Brown Act requirements apply to the public meetings of the CoC Board and its committees to ensure an equitable and democratic decision-making process.
- As part of an assessment for uniformity within the CoC Committee governance, the Office of Care Coordination and the PPS Committee Chair have acknowledged an opportunity for a review of the CoC Committee Charters
- This item will be further discussed in March

# Agenda Item #3

## Request for Proposals

- Regional Street Outreach and Care Coordination Services Request for Proposals

Seeking proposals from qualified organizations to provide Regional Street Outreach and Care Coordination Services for Individuals (Project A) and Care Coordination Services for Families (Project B).

**Bid Title:** Regional Street Outreach and Care Coordination Services

**Bid Number:** 042-2183405-JB

**Bid Starts:** February 22, 2022, at 5:49 p.m.

**Bid Ends:** March 22, 2022, at 4:00 p.m.

For more information, visit the following link: [Regional Street Outreach and Care Coordination Services](#)

# Agenda Item #3

## Commission to End Homelessness Recruitment

The Orange County Office of Care Coordination is accepting applications from Orange County residents for six (6) seats on the Commission:

1. One business representative
2. One individual who served, or serves, as a City Manager or an elected official in the Central Service Planning Area.
3. One individual who served, or serves, as a City Manager or an elected official in the South Service Planning Area.
4. One philanthropic leader.
5. One representative of the faith-based community.
6. One member who is at-large.

Visit the [Commission to End Homelessness webpage](#) to download the [Recruitment Application Packet](#).

**North Orange County Collaborative  
Request**

Zulima Lundy, CoC Manager

# Agenda Item #4

## North Orange County Collaborative Request

- At the January 19, 2022, meeting of the CoC Board, the CoC Board approved the redefined recommendation from the PPS Committee and the Ad Hoc for the North Orange County (NOC) Collaborative request.
- The Ad Hoc convened on February 15, 2022, to solidify the recommended next steps for the data sharing request and define the Ad Hoc's role moving forward.
- The Office of Care Coordination met with Outreach Grid on March 3, 2022, to discuss the redefined request as recommended by the Ad Hoc, PPS Committee membership and CoC Board.

# Agenda Item #4

## North Orange County Collaborative Request

### Next Steps

- The Ad Hoc proposed establishing a working group to develop the policy and process around the data sharing mechanisms between HMIS and Outreach Grid.
- The Office of Care Coordination is working with 211OC to establish a working group experienced in HMIS policy development and review.
- The policy and process will be developed and reviewed in collaboration with Outreach Grid, NOC Collaborative, 211OC, as well as the Ad Hoc and working group.
- The final drop of the policy and process will be presented to the PPS Committee for recommended action.

# Homeless Information Management System (HMIS) Policies and Procedures

Zulima Lundy, CoC Manager

Erin DeRycke, 211OC Director of CoC Data and Operations

# Agenda Item #5

## Homeless Management Information System (HMIS)

- The HMIS Agency Access Appeals Policy and Process proposes the following:
  - An initial Agency Access Process Review will be completed by 211OC if an appeal is filed by an organization.
  - If upon initial review it appears the HMIS Access Working Group did not follow the proper steps to review criteria for access to HIMS, a secondary review will be performed by a subset of the PPS Committee to arrive at a final determination on the decision.
  - This decision cannot be appealed, but agencies denied access to HMIS may re-apply in the future should their data needs and/or circumstances change.



# Agenda Item #5

## Homeless Management Information System (HMIS)

### Recommended Action:

- Approve the inclusion of the Agency Access Appeals Policy and Process to the HMIS Policies and Procedures

# Coordinated Entry System (CES) Policy and Procedures

Zulima Lundy, CoC Manager

# Agenda Item #6

## Coordinated Entry System (CES) Policy and Procedures

### Background and Overview

- **September 2019** – CES Policy and Procedures were last approved.
  - Incorporated shelter priority
  - Focus on dynamic prioritization and case conferencing
  - Establish resource allocation by Service Planning Area
- **May to June 2021** – Homebase, a national technical assistance provider in the field of housing and homelessness, completed an evaluation of the CES.
- **July to September 2021** – CES Administrators for the three components of CES reviewed the evaluation findings and recommendations to develop a proposal to update the CES assessment and prioritization policies.

# Agenda Item #6

## Coordinated Entry System (CES) Policy and Procedures

### Background and Overview

- **November to December 2021**– CES Policy and Procedures were last available for public review and feedback in writing and during multiple listening sessions
  - November 3 – CES Steering Committee review of policy recommendation
  - November 17 – Update provided during CoC Board Meeting
  - November 18 – Listening Sessions with CES Partners and Public
  - November 30 – Deadline for written feedback
  - December 7 – Lived Experience Advisory Committee feedback
- **December 2021** – PPS Committee considered draft CES Policy and Procedures and recommended additional stakeholder engagement

# Agenda Item #6

## Coordinated Entry System (CES) Policy and Procedures

### Background and Overview

- The Office of Care Coordination met with local jurisdictions on March 3, 2022, to gather additional feedback before bringing the recommended changes back to the PPS Committee.

# Agenda Item #6

## Coordinated Entry System (CES) Policy and Procedures

### Next Steps

- **March 2022** – Recommended updates CES Policy and Procedures to the CoC Board for adoption
- **April 2022** – Begin implementation of changes, starting with training for CES partners

# Agenda Item #6

## Recommendation for the Coordinated Entry System (CES) Policy and Procedures

### Recommended Action:

- a. Approve the recommended changes of the CES Policy and Procedures to the CoC Board, including:
  - i. Incorporating an Emergency Transfer Request for participants who are victims of domestic violence, dating violence, human trafficking, sexual assault, or stalking to request an emergency transfer to another available, safe housing opportunity through CES.
  - ii. Discontinuing the use of the VI-SPDAT assessment and utilizing data collected in the program entry screen, primarily focusing on length of homelessness and disabling condition.
  - iii. Updating the prioritization policy to remove the use of the VI-SPDAT score and discontinuing the shelter preference to instead focus on length of homelessness, disability and chronic homelessness.

# Agenda Item #5

## **Next Meeting:**

April 12, 2022, 3:30 p.m. – 5:00 p.m.



