

## Policies, Procedures and Standards Committee

---

Meeting Date: March 8, 2022

Meeting Time: 3:30 p.m. – 5:00 p.m.

Meeting Link: <https://ocgov.webex.com/ocgov/j.php?MTID=m7250105216e73c4b3af375e1d3bf86a3>

Meeting Number: 2452 589 9627

Passcode: pps112

Phone: +1-213-306-3065

**Committee Chair:** Becks Heyhoe

**Committee Members:** Matt Bates, Judson Brown, Patti Long, Dawn Price, Christina Weckerly-Ramirez

---

### Minutes

1. **Welcome and Introductions** – Chair Becks Heyhoe
  - a. Chair Becks Heyhoe called the meeting to order at 3:30 p.m.
  - b. Roll call
    - i. Present: Becks Heyhoe, Matt Bates, Judson Brown, Patti Long, and Christina Weckerly-Ramirez
    - ii. Absent Excused: Dawn Price
2. **Public Comments**
  - a. No public comments.
3. **Continuum of Care Updates** – Zulima Lundy, Continuum of Care (CoC) Manager
  - a. Zulima Lundy provided an overview of the Homelessness Action Plan (HAP), including the goals, strategies, and next steps. The Office of Care Coordination has contracted with Homebase Consulting Group to develop the local HAP for Orange County, which is a requirement of the Homeless Housing, Assistance and Prevention Program (HHAP) Round 3 grant application and will assist in developing helpful strategies and evaluation methods for the homeless response system in Orange County.
  - b. Zulima Lundy reviewed the plan to add a Consent Calendar to future meeting PPS Committee agendas to approve prior meeting minutes. The draft meeting minutes will be distributed with the agenda packet in advance of the meeting to be read by PPS Committee members and CoC stakeholders.
  - c. Zulima Lundy provided updates the plan to create uniformity among the CoC Board and Committees by completing a Committee Charter review. This item will be further discussed with CoC Board at the March 23, 2022, meeting.

- d. Zulima Lundy provided information on the Regional Street Outreach and Care Coordination Services Request for Proposals (RFP). More information about this funding opportunity can be found [here](#).
- e. Zulima Lundy provided information about open seats on the Commission to End Homelessness. The Office of Care Coordination is accepting applications from Orange County residents for six (6) seats on the Commission to End Homelessness. More information about the Commission to End Homelessness can be found [here](#).
- f. Public Comments:
  - i. Kelle Fritzel commented that it is important for local jurisdictions be able to provide input on the funding of the Regional Street Outreach and Care Coordination Services RFP.

#### 4. **North Orange County Collaborative Request Update**

- a. Zulima Lundy provided an update on the North Orange County (NOC) Collaborative request, including the recommended next steps for the data sharing request and the role of the Ad Hoc and working group moving forward. The policy and process will be developed and reviewed in collaboration with Outreach Grid, NOC Collaborative, 2-1-1 Orange County (211OC), as well as the Ad Hoc and working group and then brought to the PPS Committee for recommended action.
- b. PPS Committee Member Comments:
  - i. Judson Brown commented that pursuing the NOC Collaborative request may not be the most effective use of time, stating that county-wide efforts should be prioritized.
  - ii. Matt Bates commented that Outreach Grid and the NOC Collaborative should be responsible for developing the policies and procedures, emphasizing the significant time commitment needed of the Office of Care Coordination and 211OC to field this request and future requests of this kind.
- c. Public Comments:
  - i. Soo Kang expressed the benefits of completing the data sharing requests, including the development of streamlined processes for future requests.

#### 5. **Homeless Management Information System (HMIS) Policies and Procedures** – Zulima Lundy, CoC Manager and Erin DeRycke, 211OC

- a. Zulima Lundy provided an update on the HMIS Agency Access Appeals Policy and Process. The process proposes that 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.

- b. Recommended Action: Approve the inclusion of the Agency Access Appeals Policy and Process to the HMIS Policies and Procedures
  - i. Judson Brown motioned to approve the recommended action. Matt Bates seconded the motion. Motion passed unanimously.
- 6. **Coordinated Entry System (CES) Policy and Procedures** – Zulima Lundy, CoC Manager
  - a. Zulima Lundy provided background and overview of the proposed changes to the CES Policies and Procedures, including the evaluation of the CES completed by Homebase, public engagement efforts, local jurisdiction engagement efforts, and proposed next steps.
  - b. Christina Weckerly-Ramirez motioned to vote on each portion of the recommended action separately. Matt Bates seconded the motion. Motion passed unanimously.
  - c. 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.
      - o Public Comments:
        - a. Maggie Downs inquired about what is considered a safe housing opportunity under the proposed updates to the CES Policy and Procedures.
        - o Matt Bates made a motion to approve Recommended Action A. Christina Weckerly-Ramirez seconded. Motion passed unanimously.
  - d. Recommended Action B: Approve the recommended changes of the CES Policy and Procedures to the CoC Board, including:
    - i. 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.
      - o PPS Committee Member Comments:
        - a. Judson Brown inquired about what HMIS data will be used to determine priority with the elimination of the VI-SPDAT. Zulima Lundy noted that length of homelessness and disabling condition are collected during the HMIS intake process and will be utilized to determine priority.
        - b. Christina Weckerly-Ramirez expressed concerns about individuals self-reporting length of homelessness and the need for emphasis on appropriate verification and documentation processes.
        - c. Christina Weckerly-Ramirez recommended utilizing the “Plan-Do-Study-Act” (PDSA) method as a way to analyze changes to the CES Policies and Procedures once they are implemented.

- d. Patti Long emphasized the importance comparing data from previous prioritization policies to newly implemented policies in the future.
- e. Matt Bates emphasized the risk of re-traumatization as well as the marginalization of people of color with use of the VI-SPDAT and commented that the benefits of the VI-SPDAT do not outweigh the risks.
- Public Comments:
  - a. Larry Haynes expressed concerns about individuals self-reporting length of homelessness.
  - b. Maggie Downs requested that the updated CES Policies and Procedures recognize the growing population of seniors and disabled individuals experiencing homelessness.
  - c. Terry Eggers inquired if length of homelessness and disabling condition are held at the same priority in determining vulnerability, and if length of homelessness only includes time spent in Orange County.
- Matt Bates motioned to approve Recommended Action B. Patti Long seconded the motion. Judson Brown abstained. Becks Heyhoe and Christina Weckerly-Ramirez voted yes. Motion was approved.
- e. Recommended Action C: Approve the recommended changes of the CES Policy and Procedures to the CoC Board, including:
  - i. 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.
  - PPS Committee Comments:
    - a. Judson Brown stated that the City of Santa Ana stands with other cities in not supporting the elimination of the shelter preference in the recommended CES Policies and Procedures.
    - b. Matt Bates stated that many clients are unable to access the shelter system due to geographical ties or other reasons, leaving vulnerable clients without access to housing opportunities. Matt Bates resonated with the points being stated by shelter operators and emphasized the need for compromise from a procedural standpoint.
    - c. Patti Long stated that creating shelter flow was the original intent of the current CES Policies and Procedures and noted that data does not show that the shelter preference has had a large impact on shelter flow and that those who are engaged in shelter will likely still have an advantage accessing housing opportunities.

- d. Christina Weckerly Ramirez emphasized that the intent of the CES Policies and Procedures is to offer opportunities to the most vulnerable individuals experiencing homelessness, encouraging the use of creative solutions.
- e. Becks Heyhoe suggested the formation of a working group specific to shelter preference to identify data points for future evaluation and a potential compromise.
- f. Judson Brown stated that the City of Santa Ana is in favor of the formation of a working group specific to shelter preference to identify data points and a potential compromise. Judson Brown continued that the evaluation of the CES completed by Homebase may not take into account the dramatic changes in policies that Orange County has undergone in the past couple of years relating to homelessness.
- g. Patti Long inquired about the additional feedback gathered at the March 3, 2022, meeting with local jurisdictions.
- h. Judson Brown stated that one of the solutions that was discussed at the March 3, 2022, meeting is offering 50% preference for those in shelters and 50% preference for those that are unsheltered.
- o. Public Comments:
  - a. Ken Domer with the City Laguna Beach provided the following written comment: "The City of Laguna Beach is opposed to discontinuation of shelter preference as proposed. This action further disincentivizes cities from doing what is right and providing first line shelters while penalizing those cities and regional groups who have done what is right. I'm sorry but I have a 4:30 meeting, but iii as proposed is not right and should not be approved."
  - b. Kellee Fritzel stated that the City of Fullerton is not in agreement with Recommended Action C, noting the importance of incorporating the feedback discussed in discussion with local jurisdictions.
  - c. Larry Haynes stated that many staff members at Mercy House are divided on Recommended Action C, noting that it is important to utilize Housing First principles while taking into account equity and access. Larry Haynes continued that it is important to recognize that cities have made major investments, and expressed the importance of engaging public partners to work together to make the current system better.
  - d. Albert Ramirez stated that the City of Anaheim is not in agreement with Recommended Action C, noting that the City of Anaheim has invested heavily in the shelter system.
  - e. Liz Graham commented that the shelter prioritization can cause an additional barrier in an already high-barrier system.

- Becks motioned to not move on Recommended Action C and create a working group to have further discussions with a wide group of stakeholders. Judson Brown seconded the motion. Motion passed unanimously.

7. **Adjournment to:** Regular meeting on April 12, 2022, 3:30 p.m. – 5:00 p.m.