Policies, Procedures and Standards Committee
March 9, 2021

Welcome and Introductions

Maricela Rios-Faust, Policies, Procedures and Standards (PPS) Committee Chair

PPS Committee Updates
Zulima Lundy, Continuum of Care (CoC) Manager

Agenda Item #2

PPS Committee Updates

- CoC Vision Ad Hoc

- Data Requests Submitted to the CoC Board

  - Eight requests to CoC Board from 2019 until present

  - Three requests completed

  - Four request ongoing

  - One not completed, will require new CoC Board approval

Overview of the Lived Experience Advisory Committee Charter

Zulima Lundy, CoC Manager

Agenda Item #3

Purpose

- Will function in an advisory capacity to the CoC Board

- Will have no direct policy-making authority but may make recommendations to the CoC Board on matters within its purview

- Is intended to ensure the perspectives of individuals with current and/or past lived experience are considered in the decision-making process

- Provides a way to share recommendations and feedback on the CoC and its programs and services

Responsibilities

- Supporting the development of policies and procedures which impact homeless services in Orange County.

- Ensuring that the CoC Board is supporting programs, policies and procedures that are mindful of and take into consideration the expertise of people with lived experience.

- Creating forums and other meetings to engage persons with lived experience in the community.

- Assisting in leading focus groups that provide feedback on the homeless response system and specific issues to the CoC Board.

Agenda Item #3

Chair and Membership

- The Chair of this committee will be the CoC Board member elected to serve in the seat designated for individuals with lived experience or formerly homeless

- The following representation within the Advisory Committee is highly desirable:

  - Individual who experienced homelessness within the North Service Planning Area

  - Individual who experienced homelessness within the Central Service Planning Area

  - Individual who experienced homelessness within the South Service Planning Area

  - Individual who experienced homelessness as part of a family (household with minor child)

  - Individual who served in the Armed Forces (veterans) and experienced homelessness

  - Individual who is ages 18 to 24 and experienced homelessness.

  - Individual who experienced homelessness as a result of Domestic Violence

  - Individual who represents the LGBTQ community and experienced homelessness

  - Individual who represents BIPOC (black, indigenous, and people of color)

HMIS Access and Agency Minimum Participating Requirements Policy Proposal

Zulima Lundy, CoC Manager

Erin DeRycke, 2-1-1 Orange County

HMIS Access and Agency Minimum Participation Requirements Policy Proposal

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Background

- When the HMIS User License Fee Policy was developed, one of the action items from that discussion was to also develop Minimum Participation Requirements for HMIS.

- Over the past couple years, interest in HMIS has increased among homeless service providers, as well as other providers that might also interact with individuals and families experiencing homelessness.

- The purpose of developing this policy is to ensure that HMIS is being used and accessed in a way that aligns with the CoC's needs and goals.

Minimum Participation Requirements
Data Entry Access

- Data entry access will be limited to agencies that serve individuals and families experiencing homelessness and/or at-risk of homelessness directly and will complete data entry into HMIS to track the assistance their clients are receiving.

- Agencies receiving funding that requires HMIS participation will be given data entry access, but this does not necessarily include Data Sharing with other agencies. See the Data Sharing slide for more information. Agencies may be required to show proof of an executed contract to be granted data entry access.

Minimum Participation Requirements Data Entry Access

- Agencies with data entry access are expected to contribute data to the HMIS on a consistent basis, and keep their data current. General guidelines suggest that agencies:
    - Have a minimum of one active enrollment at all times.
    - Have a minimum of one active HMIS User at all times.
    - Update at least one HMIS record (enrollment, service, update/annual assessment, file, exit) per month.
- Because of the diversity of needs represented by these agencies, the above guidelines are not intended to serve as literal directives. However, agencies with data entry access 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.
- Agencies with data entry access are subject to the HMIS User Fee Structure approved by the CoC Board.

Read-Only Access for Non-Homeless Agencies

- Some providers do not target services for persons experiencing homelessness, but they may come in contact with clients that are experiencing homeless ness. This includes but is not limited to Police Departments, Medical Providers, Legal Service Providers, and other non-profit organizations.

- These agencies may request read-only accounts for access to view client historical data in HMIS.

- The agency must demonstrate a clear need for the access and that the access will improve service provision for clients. This should include:
  - Why the access is being requested
  - How the access will benefit the clients being served
  - How the client's privacy and confidentiality will be protected

- All requests will be submitted to the HMIS Lead and must be approved by the CoC Board.

Read-Only Access for Non-Homeless Agencies

- Private citizens not working for a Service Provider will not be given access to HMIS. They may submit a Data Request for approval by the CoC Board.

- Agencies granted read-only access are required to pay for their user licenses prior to being given access ($175 set-up fee & $300 annual fee per user)
  - This excludes Victim Service Providers (VSPs) that receive federal funding through CoC, ESG, or other federal programs, who may receive up to 3 licenses without payment

- The HMIS Lead reserves the right to remove access if the access is not being used to improve service provision for clients. Examples of unapproved uses of HMIS include but are not limited to:
  - Using HMIS data to track/find clients with warrants
  - Using HMIS data to build a lawsuit
  - Using data in HMIS as a reason to not serve a client (ie. substance abuse history, mental health issues, etc.)
  - Sharing client identifying data with persons or groups not permitted to access HMIS

Data Sharing for Non-Homeless Agencies

- The following data sharing policies will be applied to agencies with access to HMIS, whether that access is read-only or data entry.
  - Police Departments will not be given access to view a client's historical data in HMIS.
  - Legal Providers will not be given access to view a client's historical data in HMIS.
  - Medical Providers may be given access to view a client's historical data upon approval by the CoC Board.
  - Faith-Based or other volunteer groups not targeting homeless clients may be given access to view a client's historical data upon approval by the CoC Board.
- Any agencies that are given access to complete data entry at another agency will have the same data sharing access of that agency.
  - Ie. If a Police Department is completing data entry at Agency 1, and Agency 1 has access to view client historical data, Police Officers with access to Agency 1 will have access to view client historical data.

Historical Data

Enrollments

Service Name	Start Date	End Date
Erin's Transitional Housing Erin's Agency	12/08/2020	**Active**

Assessment

Service Name	Start Date	End Date					
						CCRT Test	
[OC Custom] Emergency Shelter Bed Reservation Assessment Bed Reservation ⓘ		11/04/2020				ESG Funded Emer	
				Family Coordinated Entry			
[OC Custom] Emergency Shelter Bed Reservation Assessment Family Solutions Collaborative ⓘ		10/07/2020		Family Solutions Collaborative	05/18/2020	**Active**	

Service Name	Start Date	End Date					
						CCRT Test	
[OC Custom] Emergency Shelter Bed Reservation Assessment Bed Reservation ⓘ		11/04/2020				ESG Funded Emergen	
				Referral : Community Queue			
[OC Custom] Emergency Shelter Bed Reservation Assessment Family Solutions Collaborative ⓘ		10/07/2020		Bed Reservation referral to Community Queue	11/04/2020	**Pending**	

Referrals

Service Name	Start Date	End Date
Referral: Erin's Transitional Housing Family Solutions Collaborative referral to Erin's Agency ⓘ	11/16/2020	**Pending**

Historical Data

Services

Coordinated Entry Access

- Agencies that would like to participate as an Access Point in the Coordinated Entry System (CES) must be approved by the CES Lead, depending on the population(s) the agency serves.
  - An Access Point completes the initial Enrollment and VI-SPDAT for clients, which allows them to be considered for housing opportunities.

- These agencies will be given data entry access and will be required to meet the Minimum Participation Requirements, as well as any reporting, data quality, data entry, or other requirements outlined by HUD, the CES Lead, or the HMIS Lead.

- Any agency with access to complete date entry for the Coordinated Entry System will have access to view client historical data.