



**Policies, Procedures and Standards
Committee
February 14, 2023**

Welcome and Introductions

Becks Heyhoe

Policies, Procedures and Standards (PPS)

Committee Chair

Public Comments

Consent Calendar

Consent Calendar – Item #1

Recommended Action

- a. Approve the PPS Committee Meeting Minutes from November 8, 2022.

Business Calendar

Orange County HMIS Data Quality Plan

**Erin DeRycke, Vice President of Data
Analytics, 211OC**

HMIS Data Quality Plan: Timeline

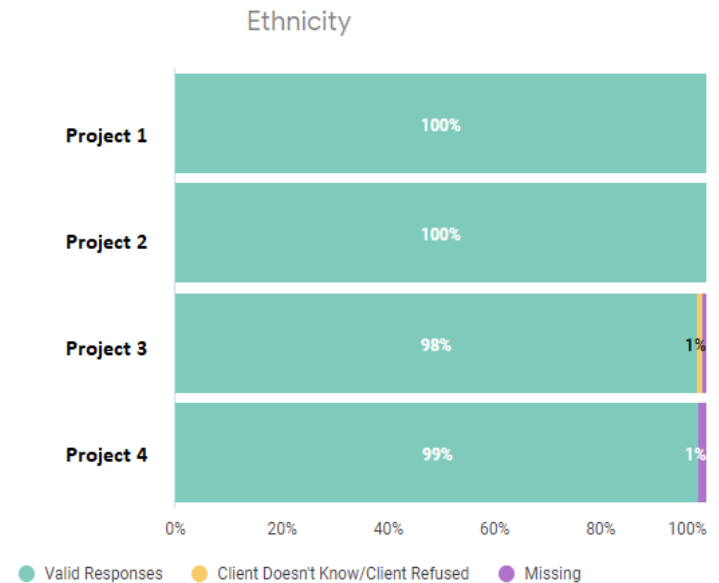
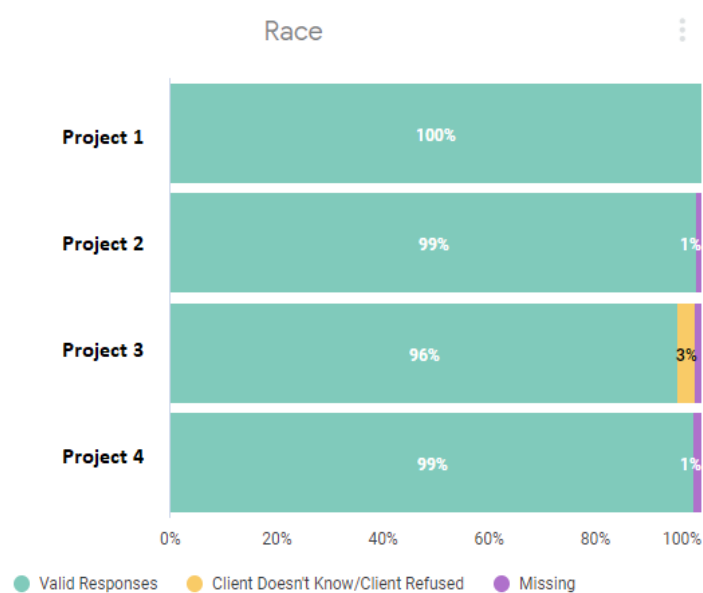
- November 2022: HMIS Working group met twice to discuss draft Data Quality Plan
- December 2022: Data Quality Plan presented to Data & Performance Management Committee
- December 2022: Data Quality Plan sent to HMIS users for feedback period

HMIS Data Quality Plan

- Help users understand the different components of data quality
- Standardize the data quality monitoring and reporting process
- Establish policies for data quality incentives and enforcements
- Provider users with tools to manage their agency's data quality

Data Completeness

Required data is known and documented



Source: UDE Data Completeness Dashboard

Data Coverage

Homeless Services Providers within the CoC's geographic coverage area enter all homeless clients' information into the OC HMIS

HMIS Participation *Excludes under development, overflow, seasonal, and domestic violence beds.*

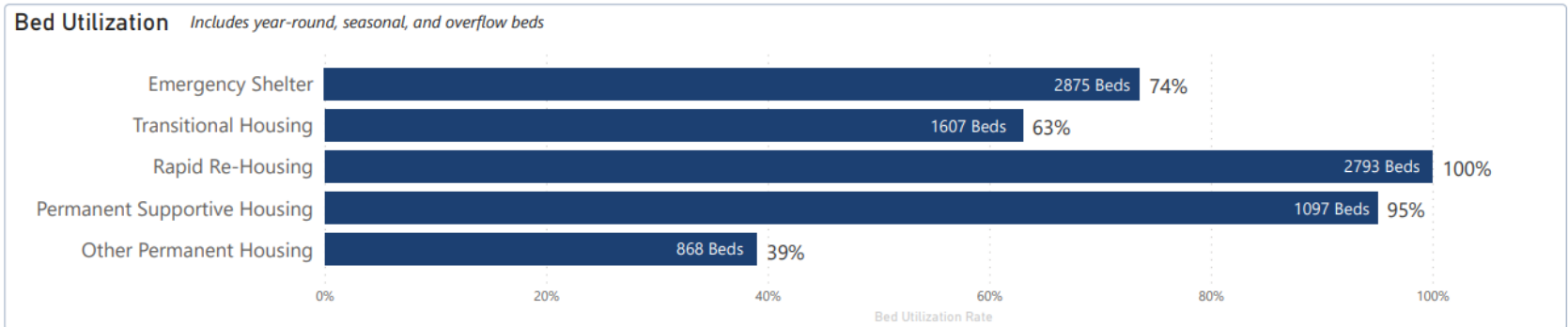
● HMIS Participating ● Not Participating



Source: [2022 HIC Overview](#)

Bed Utilization

Total number of occupied homeless beds within the HMIS divided by the total number of homeless beds within the CoC's geographic coverage area

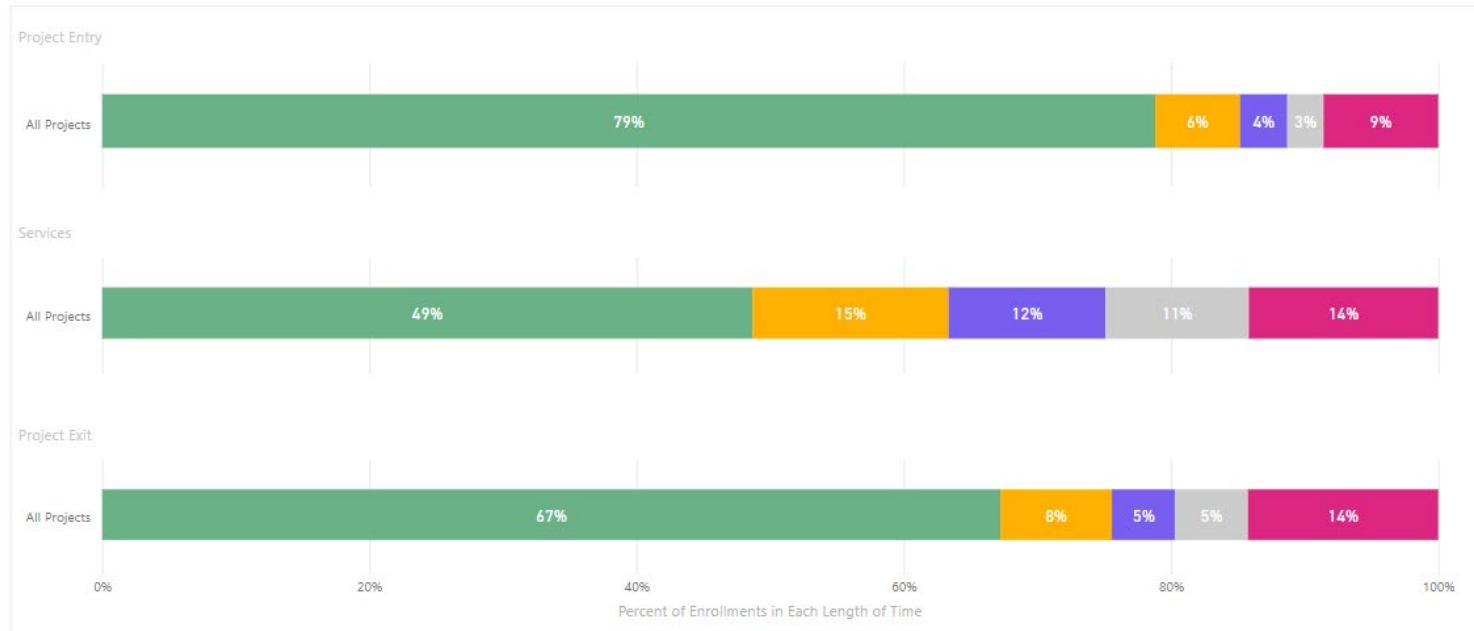


Source: [2022 HIC Overview](#)

Data Timeliness

Data is collected in HMIS and available when it is needed

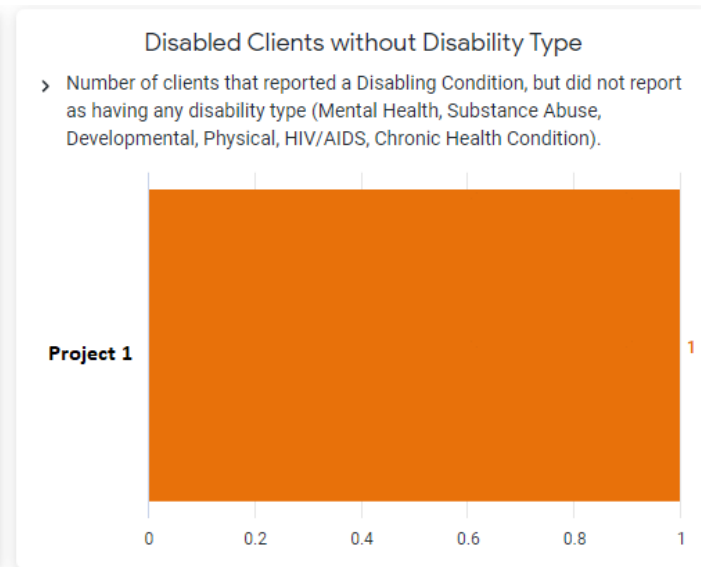
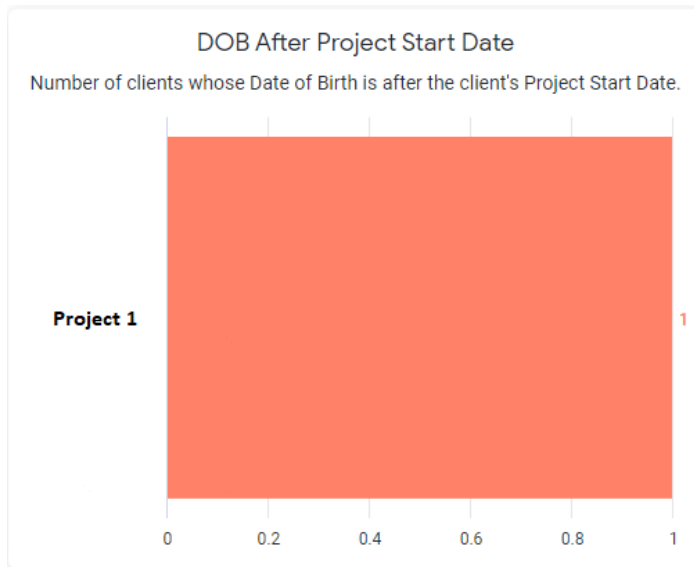
● 0 to 3 Days ● 4 to 7 Days ● 8 to 15 Days ● 16 to 30 Days ● +31 Days



Source: [Q3 DQ Report Cards](#)

Data Accuracy

Data entered in HMIS represents the real information about the clients that are served in the projects contributing data to the system and the services that are provided to clients



Source: Data Accuracy Dashboard

Data Consistency

Data is equivalent in the way it is collected and stored among all the Homeless Services Providers that participate in the OC HMIS

Data Element: 3.10 Project Start Date

Determines when a client begins to participate in a project.



Determining when exactly a client is considered to have begun participating in a project varies by project type.

Ask things like...

- **Street Outreach:** When was the first contact with the client made?
- **Emergency Shelter:** When was the first night that the client stayed in the shelter?
 - **Night-by-night Shelters:** *Unless the client has not returned to the shelter in the last 90 days, the client will remain enrolled.*
- **Transitional Housing:** When did the client move into the unit? When was the first night they slept in the residence?
- **Permanent Housing, including Rapid Rehousing:** When was the client accepted into the project? Acceptance into a Permanent Housing project is determined when the following events take place:
 - Information given by the client, or the referral, indicate that the client will meet the criteria for admission, and;
 - The client has indicated that they want to be housed by this project, and;
 - The client is able to access services and housing through the project. The expectation is that the project has housing opening or expects to have availability in a reasonably short amount of time.
- **Services Only, Day Shelter, Homeless Prevention, Coordinated Entry:** When did the client begin working with the project and receiving services?

Source: OC HMIS Data Element Cheat Sheet: Profile Creation and Project Enrollment

Data Quality Monitoring & Reporting Process

Quarters	Step 1 211OC Sends DQ Corrections to Agency Administrators	Step 2 Agencies correct DQ errors and missing information in HMIS	Step 3 211OC publishes Data Quality Report Cards
Q1: 1/1 – 3/31	April 5 th	April 18 th	April 30 th
Q2: 4/1/ – 6/30	July 5 th	July 18 th	July 30 th
Q3: 7/1/ – 9/30	October 5 th	October 18 th	October 30 th
Q4: 10/1 – 12/31	January 5 th	January 18 th	January 30 th

Incentives

- Agencies with projects that met data quality thresholds for all four quarters in the calendar year will be shared with the CoC Board and published on the ochmis.org website
 - 100 projects (26%) met their data quality thresholds in each of the last four quarters

Enforcements

- Projects with at least four data elements under 80% in any quarter will receive technical support from 211OC
 - Q4 2021: 6 projects
 - Q1 2022: 7 projects
 - Q2 2022: 8 projects
 - Q3 2022: 8 projects
- Projects whose average data quality score is less than 80% for all four quarters in the calendar year will be put on a performance improvement plan
 - 2 projects had an average data quality score less than 80% in each of the past four quarters

Enforcements

- If the project does not meet the performance improvement goals by the agreed upon deadline:
 - Projects not required to participate in HMIS will be removed, and will be eligible to re-apply for access after 3 months
 - Projects receiving CoC and/or ESG funding will be shared with ESG funders and the CoC Board
 - Agencies with projects on a performance improvement plan are not eligible to apply for new funding opportunities approved by the CoC Board

Next Steps

- Approval from the PPS Committee
- Approval from the CoC Board

Business Calendar – Item #1

Recommended Action

- a. Approve the recommended Orange County HMIS Data Quality Plan.

**Continuum of Care (CoC) Nominating
Committee Recommendations**

Becks Heyhoe, Chair and
CoC Nominating Committee

Business Calendar – Item #2

CoC Nominating Committee

- During the September 28, 2022, meeting of the CoC Board, the CoC Board membership approved the appointment of the CoC Nominating Committee to complete an annual review of the CoC Board Governance Charter and support with the CoC Board nominating and selection process.
- The CoC Nominating Committee was tasked with reviewing and recommending changes to the CoC Board Governance Charter and supporting the annual CoC Board nominating and election process for expiring seats.
- The CoC Nominating Committee was comprised of CoC General members and CoC Board members, including David Gillanders, Elida Sanchez, Jennifer Friend, Jack Toan, and Becks Heyhoe.
- At the November 8, 2022, PPS Committee meeting, the PPS Committee membership recommended the revised CoC Board Governance Charter be shared with the CoC Board membership for approval.

Business Calendar – Item #2

CoC Nominating Committee Recommendations

- In December 2022, CoC Nominating Committee provided recommendations for consideration during future CoC Board election cycles, detailed below:
 - ❖ Align and define expectations and role clarity for CoC Board Members, the CoC Nominating Committee and the Office of Care Coordination.
 - ❖ Schedule and engage CoC Nominating Committee meetings a month in advance of the interview process to allow for the CoC Nominating Committee to learn the goals of the CoC Board in recruitment and nomination, identify missing representation, call out board member qualities/skills and system representation that is desired in new candidates, and align goals and strategy for interview process between CoC, CoC Nominating Committee and the Office of Care Coordination.

Business Calendar – Item #2

CoC Nominating Committee Recommendations

- ❖ Review current voting process and information provided to members voting to ensure that ballot includes substantive candidate information.
- ❖ Consider creating a short video that describes the role of the CoC, clarifies the role of the CoC Board, sets forth the individual expectations of those serving, and shares the vision and mission of the CoC Board to be disseminated with the initial call for applicants.
- ❖ Review the need for further revisions to the CoC Governance Charter as it pertains to the role of the CoC Nominating Committee and the application and nomination process.
- As a next step, the PPS Committee is being asked to consider approving the creation of an Ad Hoc to further review the recommendations of the CoC Nominating Committee.

Business Calendar – Item #2

Recommended Action

- a. Approve creation of an Ad Hoc to review CoC Board nomination and selection process recommendations.

CoC Update

Zulima Lundy, Director of Operations, and
Felicia Boehringer, CoC Administrator,
Office of Care Coordination

Business Calendar – Item #3

Revised PPS Committee Governance Charter

- In mid-2022, the Office of Care Coordination and the CoC Committee Chairs met to discuss CoC Committee governance charter feedback and recommendations for revisions.
- The PPS Committee Chair was asked to review the PPS Committee Governance Charter and provide feedback on potential revisions needed.
- A notable recommendation incorporated into the governance charter is the added option for CoC Committee Chairs to appoint a Vice Chair to support with the committee's efforts.
- All committee governance charters were revised to include language that aligns with the CoC Board Leadership Vision and commitment to racial equity efforts as part of the Racial Equity Roadmap action planning implementation.
- The PPS Committee membership will also be updated to include Chairs of the CoC Committees, as noted in the governance charter.

Business Calendar – Item #3

Racial Equity Roadmap Update

CoC Racial Equity Data Dashboard

- At the November 2022 PPS Committee Meeting, 211OC presented a draft of the CoC Racial Equity Data Dashboard for review and approval.
- The CoC Racial Equity Data Dashboard intends to measure progress towards advancing equity in outcomes across the Orange County CoC and was reviewed by C4 Innovations and the Office of Care Coordination as part of the Racial Equity Roadmap initiative.
- The PPS Committee membership recommended the CoC Racial Equity Data Dashboard be shared with the Results Academy Team for recommendations on how to make the dashboard more user-friendly and accessible for members of the public.
- Members of the Results Academy Team, the Office of Care Coordination, and CES Administrators met with 211OC on January 20, 2023, to review the dashboard and offer feedback.

Business Calendar – Item #3

Racial Equity Roadmap Update

CoC Racial Equity Data Dashboard

- 211OC is implementing feedback received and plans to provide a revised draft of the CoC Racial Equity Dashboard for review and recommendations.
- Once additional feedback is received, the CoC Racial Equity Data Dashboard will be shared with the CoC Board membership for approval.

Racial Equity Roadmap Action Plan

- Phase 3 of the Racial Equity Roadmap initiative concluded in December 2022, resulting in a final draft of the Racial Equity Roadmap Action Plan and C4 Innovation's recommendations for implementation and sustainability.
- A full update on the Racial Equity Roadmap will be presented at the CoC Board meeting on Wednesday, February 22, 2023, for those who wish to join.

Business Calendar – Item #3

2023 Homeless Survey

- The Office of Care Coordination, in collaboration with the Commission to End Homelessness, will be creating a 2023 Homeless Survey for individuals experiencing unsheltered homelessness in Orange County.
- The 2023 Homeless Survey will seek to gather information that is not as easily captured during the biennial Point In Time Count, to gain a better understanding of the current population experiencing unsheltered homelessness.
- This survey will likely be conducted in Spring 2023.

Business Calendar – Item #3

Unsheltered and Rural Homelessness (Special NOFO)

Funding Awarded

- On February 2, 2023, Department of Housing and Urban Development (HUD) announced the award of nearly \$315 million to 46 cities and localities across 30 states through the Special NOFO.
- This funding will help the awarded communities implement coordinated approaches to reduce the prevalence of unsheltered homelessness, and improve services, health outcomes, and housing stability among highly vulnerable unsheltered individuals and families.
- Though the Orange County CoC was not awarded Special NOFO funding, the application process was beneficial as future projects were identified that can be beneficial to the Orange County CoC if other funding opportunities are released.

Business Calendar – Item #3

Homeless Point In Time (PIT) Count Request For Proposals

- The County of Orange's Office of Care Coordination is seeking proposals from qualified organizations to provide Homeless Point In Time (PIT) Count Professional Services. The primary goal of the Homeless PIT Count Professional Services is to assist the Office of Care Coordination in the planning, implementation, and reporting services for the Homeless PIT Count.
- The Homeless Point In Time Count Professional Services Request for Proposals is available on [BidSync](#) and proposals must be submitted by March 2, 2023, at 2:00 PM Pacific Time (PT).
 - ❖ Bid Title: Homeless Point In Time Count Professional Services
 - ❖ Bid Number: 017-23010762-CR
 - ❖ Bid Starts: February 6, 2023, at 12:27 p.m.
 - ❖ Bid Ends: March 2, 2023, at 2:00 p.m.
- For more information, visit the following link: [Homeless Point In Time \(PIT\) Count Professional Services](#)

Business Calendar – Item #3

Orange County Cold Weather Emergency Shelter

The Orange County Cold Weather Emergency Shelter provides shelter for individuals experiencing homelessness at the Independence Park Gymnasium in Fullerton.

- **Location:** Independence Park Gymnasium in Fullerton
- **Eligibility:** No walk-ups are permitted. This program is for adults only, age 18 and older.

Bus Pick-Up Location #1:

Fullerton Transportation Center on Santa Fe Ave

- Pick up time #1 – 4:45 p.m.
- Pick up time #2 – 5:45 p.m.
- Drop off time #3 – 7:00 a.m.

Bus Pick-Up Location #2:

Harbor Blvd & Orangethorpe Ave, bus stop near four corners of shopping center

- Pick up time #1 – 5:15 p.m.
- Pick up time #2 – 6:15 p.m.
- Drop off time #3 – 7:30 a.m.

For more details, contact the Cold Weather Emergency Shelter: (657) 520-9185

Business Calendar – Item #3

Orange County Cold Weather Emergency Shelter

NOW OPEN

ORANGE COUNTY COLD WEATHER EMERGENCY SHELTER

Help spread the word!

PATH, in partnership with the County of Orange, is operating the Cold Weather Emergency Shelter beginning on February 1, 2023.

The Cold Weather Emergency Shelter services adults, ages 18 and older.



**Located at Independence
Park Gymnasium in Fullerton**

Shelter must be accessed through designated shuttle pick-up locations.



**Please scan the
QR code for
pick-up locations
and additional
information.**



Office of
CARE COORDINATION
County Executive Office



Public Comments

Next Meeting:

March 14, 2023, 3:30 p.m. – 5:00 p.m.

