<div align="center">

ORANGE COUNTY
CONTINUUM OF CARE BOARD
Wednesday, August 23, 2023
2:00 p.m. – 4:00 p.m.

</div>

Location:

County Administration South (CAS) Building

Conference Center

425 West Santa Ana Blvd. Room 104/106

Santa Ana, CA 92701-4599

[Click Here](#) for parking information.

AGENDA

<div align="center">

<u>Board Members</u>

</div>

Nichole Gideon, Individual	Kelly Bruno-Nelson, CalOptima Health
Eric Richardson, Volunteers of America	Dawn Price, Friendship Shelter [Chair]
Nishtha Mohendra, Families Forward	George Searcy, Jamboree Housing
Judson Brown, City of Santa Ana	Sandra Lozeau, City of Anaheim
Maricela Rios-Faust, Human Options	Melanie McQueen, PATH
Dr. Shauntina Sorrells, Orangewood Foundation [Secretary]	Robert "Santa Bob" Morse, Individual
	Ami Rowland, Covenant House California
Christina Weckerly Ramirez, Health Care Agency	Becks Heyhoe, OC United Way [Vice Chair]
Jason Phillips, Individual	Tim Shaw, Individual

<u>* In compliance with the Americans with Disabilities Act, and County Language Access Policy, those requiring accommodation and/or interpreter services for this meeting should notify the Office of Care Coordination 72 hours prior to the meeting at (714) 834-5000 or email CareCoordination@ocgov.com. Requests received less than 72 hours prior to the meeting will still receive every effort to reasonably fulfill within the time provided. *</u>

<u>Call to Order</u> – Dawn Price, Chair

<u>Board Member Roll Call</u> – Dr. Shauntina Sorrells, Secretary

<u>Public Comments</u>: Members of the public may address the Continuum of Care (CoC) Board on items listed within this agenda or matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board. Members of the public may address the CoC Board with public comments on agenda items in the business calendar after the CoC Board member discussion. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes.

To address the CoC Board, members of the public are to complete a Request to Address the CoC Board form prior to the beginning of each agenda item and submit it to CoC Board staff. Staff will call your name in the order received.

Members of the public may also submit public comment by emailing CareCoordination@ocgov.com. All comments submitted via email at least 60 minutes before the start of the CoC Board meeting will be distributed to the CoC Board members for their consideration and all comments will be added to the administrative records of the meeting. Please include "CoC Board Meeting Comment" in the email subject line.

Board Member Comments: Members of the CoC Board may provide comments on matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board.

CONSENT CALENDAR
All matters are approved by one motion unless pulled by a Board Member for discussion or separate action. The CoC Board requests that only pertinent information be discussed during this time.

1. Approve CoC Board Meeting Minutes from July 26, 2023

BUSINESS CALENDAR

1. Policies, Procedures and Standards (PPS) Committee Updates and Recommendations – Sarah Jones, CoC Manager, Office of Care Coordination and Becks Heyhoe, CoC Board Vice Chair and PPS Committee Chair
   a. Update on recommendations from the CoC Nominating and Selection Process Review Ad Hoc.
   b. Update on discussion on Agency Access as detailed in the Homeless Management Information System (HMIS) Policies and Procedures, as it relates to law enforcement.
   c. Approve the HMIS minimum participation requirements for Public Housing Authorities, as recommended by the PPS Committee.
   d. Approve the appointment procedure and desired qualifications for HMIS Access Working Group members, as recommended by the PPS Committee.

2. FY2023 CoC Program Notice of Funding Opportunity (NOFO) – Sarah Jones, CoC Manager, Office of Care Coordination
   a. Update on the local competition process.
   b. Overview of updates to the FY2023 CoC Renewal Project Scoring and Rating Criteria.

3. Commission to End Homelessness Update – Maricela Rios-Faust and Robert Morse, CoC Board Representatives on the Commission to End Homelessness

4. Orange County Homelessness Updates – Zulima Lundy, Director of Operations, and Sarah Jones, CoC Manager, Office of Care Coordination
   a. System of Care Update
   b. Continuum of Care Update

5. Special Meeting: Monday, September 11, 2023, from 9:30 a.m. – 11:00 a.m.

<div align="center">

ORANGE COUNTY
CONTINUUM OF CARE BOARD
Wednesday, July 26, 2023
2:00 p.m. – 4:00 p.m.

</div>

<div align="center">

Location:

County Administration South (CAS) Building

Conference Center

425 West Santa Ana Blvd. Room 104/106

Santa Ana, CA 92701-4599

[Click Here](#) **for parking information.**

</div>

<div align="center">

MINUTES

Board Members

</div>

Nichole Gideon, Individual	Kelly Bruno-Nelson, CalOptima Health
Eric Richardson, Volunteers of America	Dawn Price, Friendship Shelter [Chair]
Nishtha Mohendra, Families Forward	George Searcy, Jamboree Housing
Judson Brown, City of Santa Ana	Sandra Lozeau, City of Anaheim
Maricela Rios-Faust, Human Options	Melanie McQueen, PATH
Dr. Shauntina Sorrells, Orangewood Foundation [Secretary]	Robert "Santa Bob" Morse, Individual
	Ami Rowland, Covenant House California
Christina Weckerly Ramirez, Health Care Agency	Becks Heyhoe, OC United Way [Vice Chair]
Jason Phillips, Individual	Tim Shaw, Individual

* In compliance with the Americans with Disabilities Act, and County Language Access Policy, those requiring accommodation and/or interpreter services for this meeting should notify the Office of Care Coordination 72 hours prior to the meeting at (714) 834-5000 or email CareCoordination@ocgov.com. Requests received less than 72 hours prior to the meeting will still receive every effort to reasonably fulfill within the time provided. *

Call to Order – Dawn Price, Chair

Chair Dawn Price called the meeting to order at 2:03 p.m.

Board Member Roll Call – Dr. Shauntina Sorrells, Secretary

Present: Nichole Gideon, Eric Richardson, Nishtha Mohendra, Judson Brown, Maricela Rios-Faust, Dr. Shauntina Sorrells, Jason Phillips, Dawn Price, Sandra Lozeau, Robert "Santa Bob" Morse, Ami Rowland, Becks Heyhoe, and Tim Shaw.

Absent Excused: Christina Weckerly Ramirez, Kelly Bruno-Nelson, and Melanie McQueen.

Absent: George Searcy

<u>Public Comments</u>: Members of the public may address the Continuum of Care (CoC) Board on items listed within this agenda or matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board. Members of the public may address the CoC Board with public comments on agenda items in the business calendar after the CoC Board member discussion. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes.

To address the CoC Board, members of the public are to complete a Request to Address the CoC Board form prior to the beginning of each agenda item and submit it to CoC Board staff. Staff will call your name in the order received.

Members of the public may also submit public comment by emailing CareCoordination@ocgov.com. All comments submitted via email at least 60 minutes before the start of the CoC Board meeting will be distributed to the CoC Board members for their consideration and all comments will be added to the administrative records of the meeting. Please include "CoC Board Meeting Comment" in the email subject line.

- No public comments.

<u>Board Member Comments:</u> Members of the CoC Board may provide comments on matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board.

- Judson Brown commented on the importance of housing choice vouchers along with the utilization rates and noted that the U.S. Department of Housing and Urban Development (HUD) Office of Public and Indian Housing (PIH) published Notice PIH 2023-13 which addresses collaboration of Public Housing Agencies (PHAs) and CoCs and provides updated guidance on the screening policies regarding criminal activity, substance use, and eligibility. Judson Brown stated that the CoC Board should be addressing these topics and having presentations on these topics.
- Jason Phillips emphasized that in doing this work, especially when making decisions that impact people, one should always remember the reason why one started in the work. Jason Phillips read the 33 names of the people who have died "Without a Fixed Abode" in June 2023.
- Robert "Santa Bob" Morse shared that the County of Orange approved the Travel Lodge Project Homekey conversion which will add 72 more Permanent Supportive Housing (PSH) units.
- Chair Dawn Price thanked everyone in advance for their attention and thanked Elida Sanchez for her service as a CoC Board member.

<u>CONSENT CALENDAR</u>
All matters are approved by one motion unless pulled by a Board Member for discussion or separate action. The CoC Board requests that only pertinent information be discussed during this time.

1. Approve CoC Board Meeting Minutes from May 31, 2023

2. Approve CoC Board Meeting Minutes from June 28, 2023

3. Agencies and Jurisdictions Approved for Homeless Management Information System (HMIS) Access
    a. Receive and file list of agencies and jurisdictions approved for HMIS access from April 22, 2023, through July 21, 2023

Robert "Santa Bob" Morse motioned to approve the items on the Consent Calendar. Maricela Rios-Faust seconded the motion. The motion passed with unanimous consent.

BUSINESS CALENDAR

1. **2024 Point in Time** – Sarah Jones, CoC Manager, Office of Care Coordination

HUD requires that CoC's across the nation complete a biennial unsheltered count and an annual sheltered count of all people experiencing homelessness in the community at a single point in time during the last 10 days of January. HUD provides the guidelines on how to conduct the Point In Time Count as well as detail the data points to be collected, including but not limited to households' demographic information such as single adults, families, and specific subpopulations, including veterans, victims of domestic violence and youth, as well as the incidence of certain characteristics or conditions among the homeless population such as chronic homelessness and disabling conditions.

CoC Board Members Comments:

- Vice Chair Becks Heyhoe inquired on the CalOptima Health funding for the Point In Time Count and on the plan for the subpopulations.
- Maricela Rios-Faust asked that survivors of domestic violence be considered as subpopulation and to consider the Domestic Violence Committee for the 2024 Point In Time Count Planning Ad Hoc.

Public Comment:

- Paul Hyek encouraged everyone to attend Orange County Transportation Authority (OCTA) board meetings and shared that Los Angeles – San Diego – San Luis Obispo Rail Corridor (LOSSAN) would like to relocate homeless individuals living on the railroad tracks. Paul Hyek also shared interest on the Move On position and expressed that Mercy House Bridges at Kraemer Place is involved in unlawful activity.

Recommended Action B: Approve the Office of Care Coordination, as the CoC Collaborative Applicant, conduct a 2024 Point in Time Count of sheltered and unsheltered persons experiencing homelessness in Orange County.

Recommended Action C: Establish the 2024 Point in Time Count Planning Ad Hoc

Nishtha Mohendra motioned to approve Recommended Actions B and C. Vice Chair Becks Heyhoe seconded the motion. The motion passed with unanimous consent.

2. **FY2023 CoC Program Notice of Funding Opportunity (NOFO)** – Sarah Jones, CoC Manager, Office of Care Coordination

Sarah Jones provided an overview of the FY2023 CoC Program NOFO, noting that the HUD is making approximately $3.1 billion in competitive funding available, including at least $52 million available for Domestic Violence, Dating Violence, Sexual Assault, and Stalking Bonus (DV Bonus) projects. The submission deadline for the FY2023 CoC Program NOFO is September 28, 2023, at 5:00 p.m. Pacific Daylight Time (PDT).

The Office of Care Coordination as the Collaborative Applicant facilitated six meetings of the CoC NOFO Ad Hoc. On July 13, 2023, the CoC NOFO Ad Hoc convened to discuss the CoC Board feedback on the FY2023 CoC Renewal Project Scoring and Rating Criteria approved at the June 28, 2023, CoC Board meeting; determine priorities for the CoC Bonus, DV Bonus and Reallocation projects; recommend the CoC Bonus, DV Bonus and Reallocation Scoring and Rating Criteria; and discuss funding reallocation.

CoC Board Members Comments:

- Secretary Dr. Shauntina Sorrells inquired if the CoC Program NOFO required letter from people with lived experience would come from the Lived Experience Advisory Committee (LEAC). Secretary Dr. Shauntina Sorrells noted the LEAC currently does not have Transitional Aged Youth (TAY) representation and emphasized that there should TAY representation as part of the letter to be signed.
- Judson Brown inquired on the Families Forward's Rapid Rehousing (RRH) project being recommended for reallocation and whether there was consideration to transition the project from RRH to PSH. Judson Brown also requested clarification on the action item for the Request for Proposals (RFP) review panel.
- Vice Chair Becks Heyhoe inquired if the reallocated funding would be utilized to create a project serving families in general.
- Tim Shaw asked if the Families Forward's RRH project being recommended for reallocation was impacted by the COVID-19 pandemic.
- Nishtha Mohendra commented on the review panel for DV Bonus RFPs and pondered on the level of context and understanding that is provided to the review panel regarding serving survivors of domestic violence as part of the onboarding.

Public Comments:

- David Gillanders, Executive Director at Pathways of Hope, shared background on Pathways of Hope's renewal project and hopes that the recommended scoring and rating strategy for Transition Projects allows more renewal projects to come forward and be comfortable with transitioning project types as it is opportunity to pivot in the response to homelessness. David Gillanders noted that when considering projects for the DV Bonus funding there should be an option to provide services for women experiencing unsheltered chronic homelessness who are under the daily threat of sexual violence as many CoCs have a paradigm of a stereotypical DV situation, and there are many other factors and vulnerabilities that need to be considered.
- Madelynn Hirneise, Chief Executive Officer at Families Forward, shared background on the Families Forward's RRH project and provided an update on how families have been impacted by the COVID-19 pandemic. Madelynn Hirneise advocated for the need to support families experiencing homelessness and at risk of homelessness. Madelynn Hirneise also stated that Families Forward looks to reapply for CoC Program funding, as there is a need for resources such as Rapid Rehousing and homelessness prevention for families.
- Denise stated that she has experienced chronic homelessness for over five (5) years and has not been able to receive assistance. Denise requested assistance from the CoC Board.
- Peter Warren shared a resource for free meals and suggested that some of the CoC Program projects should convert a hotel into a PSH project that serves families. Peter Warren noted the City of Anaheim's Tampico project and suggested that part of the CoC Program NOFO funding is used for shelters.
- Jordan Hoiberg, Director of Housing Services at Illumination Foundation, commended the CoC Board for the subpopulation approach and suggested that the Older Adults age range for the CoC Bonus and Reallocation Funding RFP be changed from 62 to 55 because according to data, people experiencing homelessness experience accelerated aging.

Recommended Action C: CoC Renewal Funding
   i.   Approve scoring and rating strategy for Transition Projects that have not yet completed a full grant term to be evaluated using only the applicable scoring criteria from the approved FY2023 CoC Renewal Scoring and Rating Criteria, as recommended by the CoC NOFO Ad Hoc.

Robert "Santa Bob" Morse motioned to approve Recommended Action C. Eric Richardson seconded the motion. The motion passed with unanimous consent.

Recommended Actions D: CoC Reallocation Recommendations
i.   Approve the reallocation of $579,869 in funding from the Families Forward's Rapid Rehousing Project during the FY2023 CoC Program NOFO.
ii. Approve the CoC NOFO Ad Hoc recommendation to utilize the reallocated funding to solicit new Rapid Re-Housing and Permanent Supportive Housing project proposals that serve Families (households with at least one minor child and one adult).

Maricela Rios-Faust motioned to approve Recommended Action D. Vice Chair Becks Heyhoe seconded the motion. Eric Richardson, Judson Brown, Maricela Rios-Faust, Dr. Shauntina Sorrells, Jason Phillips, Dawn Price, Sandra Lozeau, Robert "Santa Bob" Morse, Ami Rowland, and Becks Heyhoe voted yes. Nichole Gideon, Nishtha Mohendra and Tim Shaw abstained. Motion passed.

Recommended Actions E: CoC Bonus and Reallocation Funding Request for Proposals
i.   Approve the Office of Care Coordination as the Collaborative Applicant for the Orange County CoC to create and issue a CoC Bonus and Reallocation Request for Proposals to solicit new Rapid Rehousing and Permanent Supportive Housing projects that primarily serve households with severe service needs or designate a minimum percentage of units to any of the following special populations, including Families (households with at least one minor child and one adult), Transitional Age Youth (ages 18 – 24), Individual (adult only households) experiencing chronic homelessness and Older Adults (ages 62 and older) as recommended by the CoC NOFO Ad Hoc.
ii. Establish a non-conflicted review panel to evaluate proposals received in response to the issued Request for Proposals.
iii. Approve FY2023 CoC Bonus and Reallocation Scoring and Rating Criteria to evaluate proposals as submitted in response to the Request for Proposals.

Robert "Santa Bob" Morse motioned to approve Recommended Action E. Sandra Lozeau seconded the motion. The motioned passed with unanimous consent.

Recommended Actions F: Domestic Violence (DV) Bonus Funding
i.   Approve the Office of Care Coordination as the Collaborative Applicant for the Orange County CoC to create and issue a DV Bonus Request for Proposals to solicit new Rapid Rehousing and Joint Transitional Housing and Permanent Housing – Rapid Rehousing (Joint TH-RRH) projects as recommended by the CoC NOFO Ad Hoc.
ii. Establish a non-conflicted review panel to evaluate proposals received in response to the Request for Proposals.
iii. Approve the FY2023 DV Bonus Scoring and Rating Criteria to evaluate proposals as submitted in response to the Request for Proposals.

Nishtha Mohendra motioned to approve Recommended Action F. Vice Chair Becks Heyhoe seconded the motion. The motion passed with unanimous consent.

3. **CoC Committee Updates** – CoC Committee Chairs

    a. **Policies, Procedures and Standards (PPS) Committee** – Vice Chair Becks Heyhoe stated that the last PPS Committee Meeting took place in June 2023 and the PPS Committee discussed HMIS Minimum Participation Requirements for PHAs, as well as the need to standardize the appointment of new

members to the HMIS Access Working Group. Lastly, the PPS Committee received an update from the CoC Nominating and Selection Process Review Ad Hoc.

b. **Housing Opportunities Committee** – Judson Brown stated that the Housing Opportunities Committee continues to consolidate information on efforts to provide housing opportunities in the CoC. This includes sharing information Project Homekey updates, Federal and State updates, and other information. At the last meeting, CalOptima Health provided an update on the Notice of Funding Opportunity Round 2 for Capital Projects.

c. **Service Provider Forum** – Nishtha Mohendra stated that the Service Provider Forum has been meeting once a quarter. During the last Service Provider Forum hosted in Tustin, approximately 80 to 90 people attended the meeting and joined breakout sessions to discuss the TAY population, review TAY data, and share challenges.

d. **Lived Experience Advisory Committee** – Nichole Gideon shared that during the last meeting, the LEAC received a Coordinated Entry System (CES) training to provide a better understanding of CES. The goal is to have the LEAC members become actively involved in other CoC committees.

e. **Transitional Age Youth (TAY) Collaborative Committee** – Secretary Dr. Shauntina Sorrells shared that the TAY Collaborative Committee continues to meet every other month and in the most recent meeting, a Vice Chair was voted into the role. The Youth Action Board (YAB) members created a flyer to recruit more youth and the youth will begin joining other CoC Committee meetings.

f. **Veterans Committee** – Eric Richardson shared that the Veterans Committee has been working on two main actions: 1. review the Veteran Registry and 2. to provide targeted outreach to veterans of older age and veterans with more than 10 years of homelessness. Eric Richardson stated that coordination with providers to provide targeted outreach to veterans has begun.

g. **Domestic Violence Committee** – Maricela Rios-Faust stated that work has taken place to develop an interest form for the DV Committee and revise the Governance Charter to include feedback received from the CoC Board. There is a goal to have the interest form and Governance Charter finalized soon, as the first meeting for the DV Committee will be in September 2023 or at the latest October 2023 during DV Awareness month.

4. **Orange County Homelessness Updates** – Doug Becht, Director of Care Coordination; Zulima Lundy, Director of Operations; and Felicia Boehringer, CoC Administrator, Office of Care Coordination

a. **System of Care Updates** – Doug Becht and Zulima Lundy provided the following System of Care Updates:

- Doug Becht provided updates for the upcoming Commission to End Homelessness meeting on August 16, 2023. The Commission to End Homelessness meeting will have a presentation from guest speaker Tianna Moore regarding University of California, San Francisco (UCSF)'s recently released study titled "The California Statewide Study of People Experiencing Homelessness". Additionally, Doug Becht shared context regarding the 2023 Homelessness Survey and stated that the results from the survey will be released in Fall 2023.

- Zulima Lundy shared that the Office of Care Coordination and Advance OC would like to partner with stakeholders to host a virtual focus group to gain a deeper understanding of the unique needs of older adults experiencing homelessness in Orange County, including those sheltered and unsheltered. Each participant will receive a gift card for their time and participation and the results of the survey will be used to support the development of Orange County's Master Plan for Aging.

b. **CoC Updates** – Felicia Boehringer provided the following CoC Updates:

- California Department of Housing & Community Development (HCD) is drafting state guidelines for Emergency Solutions Grant (ESG), which will replace the current ESG State

Regulations. HCD is seeking input via a survey and state-wide listening sessions. Your feedback and input into the development of the new ESG guidelines is requested. To access a short survey, please click here.

- The California Interagency Council on Homelessness (Cal ICH) has announced recruitment for Cal ICH's Lived Experience Advisory Board (LEAB). The Cal ICH LEAB will begin to meet monthly via Zoom in September 2023 and members will be compensated for their participation. To apply, please click here.

- Assembly Bill 1733 established the "DMV Free ID Policy", a fee waiver for people experiencing homelessness that need to obtain a certified copy of their birth record from the Department of Public Health or a state identification card from the Department of Motor Vehicles (DMV). Recent changes to the DMV Free ID Policy require CoCs to confirm CoC member agencies that are eligible to receive ID vouchers. Orange County CoC agencies providing direct services to people experiencing homelessness are encouraged to submit CoC general member applications to also gain access to this resource.

- The Office of Care Coordination is working with contracted service providers to lease-up the remaining Emergency Housing Vouchers (EHVs) as soon as possible to maximize housing stabilization services.

- The Office of Care Coordination will be hosting a Trauma Informed Care training on Thursday, August 10, 2023, from 1:30 p.m. to 3:00 p.m. Through this training, service providers will learn the basics of trauma and how it impacts the delivery of homeless services, understand the principles of trauma informed care, and identify ways to incorporate principles into service delivery practices.

Board Member Comments:

- Robert "Santa Bob" Morse shared that if someone is over the age of 62, they can obtain a free state identification regardless of living situation status.
- Judson Brown provided clarification on the process of property inspection and stated that PHAs take action when concerns arise.

Public Comments:

- Paul Hyek stated that all persons experiencing homelessness and senior citizen are able to obtain free state identifications (IDs) and stated a reduced fee or free ID card voucher are not needed.
- Peter Warren advocated for the need to ensure habitability standards are being met in units supported by housing choice vouchers. Peter Warren provided examples of deficiencies he had identified in a unit support by a housing choice voucher and asked for support in addressing these.

Tim Shaw motioned to adjourn the meeting. Vice Chair Becks Heyhoe seconded the motion. The motion passed with unanimous consent.

5. **Next Meeting:** Wednesday, August 23, 2023, from 2:00 p.m. – 4:00 p.m.

Date: August 23, 2023

Subject: Policies, Procedures and Standards (PPS) Committee Updates and Recommendations

Recommended Action:

c. Approve the Homeless Management Information System (HMIS) minimum participation requirements for Public Housing Authorities, as recommended by the PPS Committee.
d. Approve the appointment procedure and desired qualifications for HMIS Access Working Group members, as recommended by the PPS Committee.

Background and Analysis

HMIS Minimum Participation Requirements for Public Housing Authorities (PHAs)

The Orange County HMIS Policies and Procedures outlines minimum standards of participation in the Orange County HMIS to ensure data quality and support general best practices. The HMIS Lead for the Orange County Continuum of Care (CoC) updates the HMIS Policies and Procedures when necessary due to guidance from the U.S. Department of Housing and Urban Development (HUD) and/or local CoC changes and recommendations. Any proposed changes are presented to the CoC Board for review and approval before being adopted formally as part of the HMIS Policies and Procedures.

Due to the different structure and requirements that PHAs have for funding, there is already an established requirement for PHAs to report to HUD by utilizing the Inventory Management System/PIH Information Center (IMS/PIC). Currently in the Orange County CoC, PHAs are being reviewed under the same HMIS minimum participation requirement standard as other agencies participating in HMIS which creates a duplicative data entry burden on the PHA staff as data entry is occurring in both IMS/PIC and HMIS. As such, there has been an identified need to outline HMIS minimum participation requirements specifically for PHAs to support their continued engagement in the Orange County CoC and Coordinated Entry System (CES) processes and reduce the duplicative data entry.

Over the last few months, the Office of Care Coordination and HMIS Lead has met with the PHAs to discuss and address concerns regarding HMIS minimum participation requirements. At the June 13, 2023, PPS Committee meeting, the Office of Care Coordination provided an overview of the desire from PHAs to provide PHAs specific HMIS minimum participation requirements. The following PHAs in Orange County would be impacted by the proposed revisions: Anaheim Housing Authority, Garden Grove Housing Authority, Orange County Housing Authority, and Santa Ana Housing Authority. The following is a summary of the proposed changes in HMIS minimum participation requirements for PHAs:

- PHAs will not be required to comply with the minimum participation requirement, to have "activity in HMIS in the past 30 days".
- PHAs will not be required to complete Annual Assessments for clients in HMIS.

The Office of Care Coordination reviewed section "VI. Participating Agency Requirements" of Orange County HMIS Policies and Procedures and recommends the proposed redlines as detailed in Attachment A.

At the August 15, 2023, meeting of the PPS Committee, the recommended HMIS minimum participation requirements for PHAs were approved by the PPS Committee membership for recommendation to the CoC Board. The revised section "VI. Participating Agency Requirements" of the Orange County HMIS Policies and Procedures detailing the recommended change is being presented to the CoC Board for approval. Please reference Attachment A for a redline version and Attachment B for a clean version. Approval of the HMIS minimum participation requirements for PHAs by the CoC Board will support PHAs continued engagement in the Orange County CoC and Coordinated Entry System processes and reduce the duplicative data entry.

HMIS Access Working Group Appointment Procedure

On June 23, 2021, the Orange County CoC Board approved the recommendation to appoint membership to the HMIS Access Working Group to support the implementation of the updated HMIS Access and Minimum Participation Policy. The HMIS Access Working Group meets monthly or as needed to review HMIS Access Applications and agencies not meeting the HMIS minimum participation requirements. The HMIS Access Working Group has continued to refine the process for facilitating equitable review of applications received. The HMIS Access Working Group, facilitated by the HMIS Lead and the Office of Care Coordination as the Collaborative Applicant, currently includes the following members: Nishtha Mohendra, Families Forward; Analisa Andrus, Friendship Shelter; and Linda Ly, City of Anaheim.

In February 2023, the Office of Care Coordination was notified that HMIS Access Working Group member, Deby Wolford, had transitioned to a different role and agency creating a vacancy in the HMIS Access Working Group. This led to discussion around how to best standardize the recruitment and appointment of new members to the HMIS Access Working Group. Currently, the Orange County HMIS Policies and Procedures states that, "the HMIS Access Ad Hoc will be comprised of two to three CoC members appointed by the CoC Board membership, the CoC Collaborative Applicant and the HMIS Lead". Further detail on the procedure for appointing new members, including desired qualifications, is needed to support with filling vacancies on the working group. Additionally, the HMIS Policies and Procedures will be updated to reflect the new naming convention from HMIS Access Ad Hoc to HMIS Access Working Group.

At the June 13, 2023, meeting of the PPS Committee, the Office of Care Coordination presented the HMIS Access Working Group Appointment Procedure as an agenda item to request recommendations from the PPS Committee to support the establishment of an appointment procedure following a vacancy and eligibility criteria for the HMIS Access Working Group membership. Utilizing the feedback received from the PPS Committee membership, the Office of Care Coordination drafted the appointment procedure following a vacancy and the desired qualifications for HMIS Access Working Group membership. The Office of Care Coordination shared the drafted procedure and qualifications with the current HMIS Access Working Group for discussion and feedback. The HMIS Access Working Group provided feedback on the composition of membership and asked that the membership be increased from two to three members to three to four members, which would reconcile the procedure to align with the HMIS Access Working Group recommendation to increase the number of members. Further, the HMIS Access Working Group had feedback on the appointment procedure and recommended that membership be opened for interest from the CoC General Membership, as well as through invite and recruitment.

A draft of the HMIS Access Working Group Appointment Procedure and Desired Qualifications was presented and approved at the PPS Committee on August 15, 2023. Approval of the HMIS Access Working Group Appointment Procedure and Desired Qualifications by the CoC Board will support in standardizing the recruitment and appointment of new members to the HMIS Access Working Group.

Attachments

Attachment A – HMIS Minimum Participation Requirements – Redline Version
Attachment B – HMIS Minimum Participation Requirements – Clean Version
Attachment C – HMIS Access Working Group Appointment Procedure and Desired Qualifications

HMIS Minimum Participation Requirements

VI.   Participating Agency Requirements

a. Submit an HMIS Participating Agency Agreement
   a. Participating agencies must submit an HMIS Participating Agency Agreement, signed by the agency's Executive Director with an original signature in blue ink (wet, not digital) before the agency and/or projects can be set up in HMIS.
   b. This document must be renewed annually with new agreements being signed during the annual HMIS Agency Audit.
b. Executive Directors must confirm the designation of an Agency Administrator and Backup Agency Administrator at the time of agency setup.
   a. If Agency Administrators or Backup Agency Administrators must be designated after initial agency setup, Executive Directors must contact the HMIS Lead ~~Agency (~~via the online HMIS Help Desk) to notify the HMIS Lead ~~Agency~~ of the new Agency Administrator or Backup Agency Administrator.
   b. The following information is required of all Agency Administrators and Backup Agency Administrators:
      i.   Full name.
      ii. Work email address. Personal emails will not be allowed. Shared email accounts are also not allowed.
      iii. Work phone number.
c. Comply with all federal, state and local government laws and regulations regarding data collection, and with all HMIS policies and procedures including the latest versions of the HMIS Data and Technical Standards Final Notice and the HMIS Data Standards Manual relating to the collection, storage, retrieval, and dissemination of client information when applicable to the project type and project funding.
d. When applicable, participating agencies may be obligated to comply with the Health Insurance Portability and Accountability Act ("HIPAA"), and/or with 42 CFR Part 2, regarding the confidentiality of substance use disorder patient records. Where possible, these agencies should comply with HIPAA, with 42 CFR Part 2, and with the HMIS Privacy Plan. If it is not possible to reconcile all of the applicable rules, then agencies should comply with the more stringent regulations. Agencies and programs are responsible for ensuring HIPAA and 42 CFR Part 2 compliance.
e. Abide by the Violence Against Women and Department of Justice Reauthorization Act of 2005 (VAWA).
f. Participate in an annual HMIS Agency Audit to ensure compliance with the HMIS Policies and Procedures. Review the Agency Audit Form for an overview of the items included in the audit. Please note that the audit form may change to accommodate changes in requirements.
   a. ~~211OC~~ HMIS Lead will audit all HMIS Participating Agencies on a yearly basis, regardless of funding source. The CoC Collaborative Applicant may also attend audits.
   b. ~~211OC~~ HMIS Lead will include the audit checklist in the scheduling email sent to the Agency Administrator two (2) weeks prior to the audit.

    c. Agencies are expected to be prepared for the audit by completing all items included in the scheduling email.

    d. An Agency Administrator must be present during the audit.

    e. Agencies and ~~211OC~~ HMIS Lead can request to reschedule the Agency Audit up to one (1) business day before the audit is scheduled. Requests to reschedule or cancellations that occur after that window has passed may be subject to corrective action.

    f. If any deficiencies are found in the audit, the agency and the ~~211OC~~ HMIS Lead staff person will agree upon a date that the issue should be resolved by. If the corrections are not made by the agreed upon date, the agency will be subject to corrective action.

g. Pay HMIS participation fees based upon CoC board approved fee structure.

    a. The HMIS User License Fee Policy is applicable to all agencies participating in the Orange County HMIS.

    b. 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:

        i. 1 – 5 users: $750 annually

        ii. 6 – 24 users: $2,750 annually

        iii. 25 or more users: $3,500 annually

    c. 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.

    d. 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~~ HMIS Lead for an invoice.

    e. If a user has access to multiple agencies in HMIS, only the agency where the user is employed will be charged.

    f. Agencies that are newly awarded funding that requires HMIS participation during the calendar year will be required to pay $500 prior to the awarded funding being implemented in HMIS.

h. Complete any reporting, data quality, data entry, or other requirements outlined by the U.S. Department of Housing and Urban Development (HUD), the Coordinated Entry System (CES) Lead, or the HMIS Lead. Agencies can work collaboratively with other HMIS participating agencies to complete reporting, data quality, data entry, or other requirements. The CES Lead and HMIS Lead will only request the minimum necessary data and reports.

    a. All agencies participating in HMIS are included in the HMIS Data Quality Report Cards published on a quarterly basis. The HMIS Data Quality Report Cards are created and posted by the HMIS Lead. Review the Data Quality Monitoring and Reporting Process section of the Data Quality Plan for details regarding this process.

    b. 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. The Project Performance reports are created

2

and posted by the HMIS Lead. Review the Orange County CoC Project Performance Overview document for more details on this process.

i. Comply with Orange County's minimum participation requirements for HMIS usage. ~~211OC~~ HMIS Lead 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.

    a. Agency does not have at least one active user.

    b. Agency does not have at least one active enrollment.

    c. Agency does not have activity in HMIS in the past 30 days. Activity includes enrollments, services, assessments, files, or exits. (This minimum participation requirement is not applicable to Public Housing Authorities)

    d. Agency did not submit the HIC and/or PIT for appropriate project types.

    e. Agency does not have at least one Agency Administrator that is an active HMIS user.

    f. Agency has not had staff representation for at least one User Meeting during the previous quarter.

j. 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 Minimum Participation Requirements

VI.   Participating Agency Requirements

a. Submit an HMIS Participating Agency Agreement
    a. Participating agencies must submit an HMIS Participating Agency Agreement, signed by the agency's Executive Director with an original signature in blue ink (wet, not digital) before the agency and/or projects can be set up in HMIS.
    b. This document must be renewed annually with new agreements being signed during the annual HMIS Agency Audit.
b. Executive Directors must confirm the designation of an Agency Administrator and Backup Agency Administrator at the time of agency setup.
    a. If Agency Administrators or Backup Agency Administrators must be designated after initial agency setup, Executive Directors must contact the HMIS Lead via the online HMIS Help Desk) to notify the HMIS Lead of the new Agency Administrator or Backup Agency Administrator.
    b. The following information is required of all Agency Administrators and Backup Agency Administrators:
        i.   Full name.
        ii. Work email address. Personal emails will not be allowed. Shared email accounts are also not allowed.
        iii. Work phone number.
c. Comply with all federal, state and local government laws and regulations regarding data collection, and with all HMIS policies and procedures including the latest versions of the HMIS Data and Technical Standards Final Notice and the HMIS Data Standards Manual relating to the collection, storage, retrieval, and dissemination of client information when applicable to the project type and project funding.
d. When applicable, participating agencies may be obligated to comply with the Health Insurance Portability and Accountability Act ("HIPAA"), and/or with 42 CFR Part 2, regarding the confidentiality of substance use disorder patient records. Where possible, these agencies should comply with HIPAA, with 42 CFR Part 2, and with the HMIS Privacy Plan. If it is not possible to reconcile all of the applicable rules, then agencies should comply with the more stringent regulations. Agencies and programs are responsible for ensuring HIPAA and 42 CFR Part 2 compliance.
e. Abide by the Violence Against Women and Department of Justice Reauthorization Act of 2005 (VAWA).
f. Participate in an annual HMIS Agency Audit to ensure compliance with the HMIS Policies and Procedures. Review the Agency Audit Form for an overview of the items included in the audit. Please note that the audit form may change to accommodate changes in requirements.
    a. HMIS Lead will audit all HMIS Participating Agencies on a yearly basis, regardless of funding source. The CoC Collaborative Applicant may also attend audits.
    b. HMIS Lead will include the audit checklist in the scheduling email sent to the Agency Administrator two (2) weeks prior to the audit.
    c. Agencies are expected to be prepared for the audit by completing all items included in the scheduling email.
    d. An Agency Administrator must be present during the audit.

     e.   Agencies and HMIS Lead can request to reschedule the Agency Audit up to one (1) business day before the audit is scheduled. Requests to reschedule or cancellations that occur after that window has passed may be subject to corrective action.

     f.   If any deficiencies are found in the audit, the agency and the HMIS Lead staff person will agree upon a date that the issue should be resolved by. If the corrections are not made by the agreed upon date, the agency will be subject to corrective action.

g. Pay HMIS participation fees based upon CoC board approved fee structure.

     a.   The HMIS User License Fee Policy is applicable to all agencies participating in the Orange County HMIS.

     b.   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:

          i.   1 – 5 users: $750 annually

          ii.   6 – 24 users: $2,750 annually

          iii. 25 or more users: $3,500 annually

     c.   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.

     d.   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 HMIS Lead for an invoice.

     e.   If a user has access to multiple agencies in HMIS, only the agency where the user is employed will be charged.

     f.   Agencies that are newly awarded funding that requires HMIS participation during the calendar year will be required to pay $500 prior to the awarded funding being implemented in HMIS.

h. Complete any reporting, data quality, data entry, or other requirements outlined by the U.S. Department of Housing and Urban Development (HUD), the Coordinated Entry System (CES) Lead, or the HMIS Lead. Agencies can work collaboratively with other HMIS participating agencies to complete reporting, data quality, data entry, or other requirements. The CES Lead and HMIS Lead will only request the minimum necessary data and reports.

     a.   All agencies participating in HMIS are included in the HMIS Data Quality Report Cards published on a quarterly basis. The HMIS Data Quality Report Cards are created and posted by the HMIS Lead. Review the Data Quality Monitoring and Reporting Process section of the Data Quality Plan for details regarding this process.

     b.   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. The Project Performance reports are created and posted by the HMIS Lead. Review the Orange County CoC Project Performance Overview document for more details on this process.

i.   Comply with Orange County's minimum participation requirements for HMIS usage. HMIS Lead 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.

   a.   Agency does not have at least one active user.
   b.   Agency does not have at least one active enrollment.
   c.   Agency does not have activity in HMIS in the past 30 days. Activity includes enrollments, services, assessments, files, or exits. (This minimum participation requirement is not applicable to Public Housing Authorities)
   d.   Agency did not submit the HIC and/or PIT for appropriate project types.
   e.   Agency does not have at least one Agency Administrator that is an active HMIS user.
   f.   Agency has not had staff representation for at least one User Meeting during the previous quarter.

j.   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 Access Working Group Appointment Procedure and Desired Qualifications

Appointment Procedure:

The HMIS Access Working Group will be comprised of three to four Continuum of Care (CoC) General Members selected by the current HMIS Access Working Group members, the CoC Collaborative Applicant and the HMIS Lead, and appointed by the CoC Board. The HMIS Access Working Group will meet monthly or on an as-needed basis for the purposes of evaluating HMIS Access Applications.

When vacancies occur, the Office of Care Coordination as the CoC Collaborative Applicant will send an email via the CoC distribution list notifying CoC General Membership of vacancies in the HMIS Access Working Group and soliciting interested participants. Additionally, as needed, the HMIS Access Working Group, CoC Collaborative Applicant and the HMIS Lead will outreach to qualified CoC General Members individually to solicit interested participants. The CoC will confirm interested CoC from General Members to be considered for the HMIS Access Working Group. The HMIS Access Working Group, the CoC Collaborative Applicant and the HMIS Lead will then review all interested candidates to select the most qualified member(s) for the working group to be recommended to the CoC Board for appointment.

Qualifications:

- Individual must belong to an agency that is an Orange County CoC General Member or be an Individual General Member
- At least two (2) years of experience with the Homeless Management Information System (HMIS) preferred
- At least two (2) years of experience with the Orange County homeless service system
- Works collaboratively with team members and can provide constructive feedback
- Ability to make informed decisions based on objective analysis of available information
- Desire to positively impact the Orange County homeless system
- Understanding of the Orange County CoC's responsibility of promoting access and effective utilization of mainstream programs