ORANGE COUNTY CONTINUUM OF CARE
POLICIES, PROCEDURES and STANDARDS COMMITTEE
Tuesday, August 15, 2023
11:00 a.m. – 12:00 p.m.

> **Location:**
> **Virtually on Teams**
> **Meeting Link: Click Here**
> **Meeting ID: 255 961 398 574**
> **Passcode: Va85iy**

Committee Chair: Becks Heyhoe, Orange County United Way

Committee Members:
Judson Brown, City of Santa Ana
Christina Weckerly Ramirez, OC Health Care Agency
Dr. Shauntina Sorrells, Orangewood Foundation
Eric Richardson, Volunteers of America
Nishtha Mohendra, Families Forward
Robert Morse, Individual
Maricela Rios-Faust, Human Options

AGENDA

Welcome and Introductions – Becks Heyhoe, Chair

Public Comments – Members of the public may address the Policies, Procedures and Standards (PPS) Committee 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 PPS Committee. Members of the public may address the PPS Committee with public comments on agenda items after the PPS Committee 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. In order to address the PPS Committee, members of the public are to enter their name and agenda item number in the chat box to be placed in a queue. PPS Committee staff will call your name in the order listed in the chat box.

CONSENT CALENDAR

1. Approve the PPS Committee Meeting Minutes from February 14, 2023.
2. Approve the PPS Committee Meeting Minutes from June 13, 2023.

BUSINESS CALENDAR

1. **Homeless Management Information System (HMIS) Minimum Participation Requirements for Public Housing Authorities** – Sarah Jones, Continuum of Care (CoC) Manager, Office of Care Coordination
   a. Recommend the HMIS minimum participation requirements for Public Housing Authorities for review and approval by the Orange County CoC Board.

2. **CoC Nominating and Selection Process Review Ad Hoc Recommendation** – Felicia Boehringer, CoC Administrator, Office of Care Coordination, and CoC Nominating and Selection Process Review Ad Hoc
   a. Update on the CoC Nominating and Selection Process Review Ad Hoc's review of the recommendations provided by the 2022 CoC Nominating Committee.
   b. Approve drafted CoC Board Candidate Interest Packet for the 2023 CoC Board Seat Nomination and Election as recommended by the CoC Nominating and Selection Process Review Ad Hoc.

3. **HMIS Access Working Group Member Appointment Procedure** – Sarah Jones, CoC Manager, Office of Care Coordination
   a. Approve vacancy procedure and desired qualifications for HMIS Access Working Group members.

4. **Orange County HMIS Policies and Procedures**– Sarah Jones, CoC Manager, Office of Care Coordination
   a. Discussion on Agency Access as detailed in the HMIS Policies and Procedures, as it relates to law enforcement.

5. **Continuum of Care Updates** – Sarah Jones, CoC Manager, Office of Care Coordination

6. **Adjournment to**: Regular meeting on September 12, 2023, 3:30 p.m. – 5:00 p.m.

Policies, Procedures and Standards Committee

Meeting Date: February 14, 2023
Meeting Time: 3:30 p.m. – 5:00 p.m.
Meeting Link: Click here to join the meeting
Meeting ID: 255 961 398 574
Passcode: Va85iy
Or call in (audio only): +1 949-543-0845
Phone Conference ID: 355 139 686#

Committee Chair: Becks Heyhoe
Committee Members: Judson Brown, Dawn Price, Christina Weckerly-Ramirez

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MINUTES

Welcome and Introductions – Becks Heyhoe, Chair

    a. Chair Becks Heyhoe called the meeting to order at 3:34 PM.
    b. Roll Call
        i. Present: Becks Heyhoe, Judson Brown, Dawn Price, and Christina Weckerly-Ramirez

CONSENT CALENDAR

1. **Approve the Policies, Procedures and Standards (PPS) Committee Meeting Minutes from November 8, 2022.**

Dawn Price motioned to approve the items on the Consent Calendar. Judson Brown seconded the motion. Chair Becks Heyhoe, Judson Brown, Dawn Price, and Christina Weckerly-Ramirez voted yes. Motion passed unanimously.

BUSINESS CALENDAR

1. **Orange County HMIS Data Quality Plan** – Erin DeRycke, Vice President of Data Analytics, 211OC

Erin DeRycke provided an overview of the development and feedback process of the Orange County HMIS Data Quality Plan (Data Quality Plan). The purpose of the Data Quality Plan is to provide a centralized document that all agencies can access and can be used as a tool to improve data quality for the agency and OC HMIS as a whole. The Data Quality Plan includes an overview of the different components of data quality and how users can review their agency's data quality for each component. The Data Quality Plan attachment in the PPS Committee Agenda Packet also includes the established quarterly data quality monitoring and review process led by 211OC, as well as incentives and enforcements for the Data Quality Plan.

Recommended Action: Approve the recommended Orange County HMIS Data Quality Plan

Dawn Price motioned to approve the recommended action. Judson Brown seconded the motion. Chair Becks Heyhoe, Judson Brown, Dawn Price, and Christina Weckerly-Ramirez voted yes. Motion passed unanimously.

PPS Committee Member Comments:
- Dawn Price inquired on the next steps for a streamlined process of bringing the information to the CoC Board due to limited time during the CoC Board meetings. Dawn Price also shared from a provider perspective that some smaller projects may have a brief problem when starting new projects due to the learning curves and they should be provided some opportunity internally to resolve data quality concerns before the information becomes public.
- Judson Brown asked if the HMIS working group and the Data and Performance Management Committee considered informing the CoC Board of the projects that are on performance improvement plans, in addition to the incentive of acknowledging projects that are meeting data quality threshold.
- Christina Weckerly-Ramirez commented that reinforcements are really substantial and asked for more detail regarding the technical support and deadlines surrounding performance quality improvement.

2. **Continuum of Care (CoC) Nominating Committee Recommendations** – Becks Heyhoe, Chair and CoC Nominating Committee

   Zulima Lundy provided background on the CoC Nomination process. During the September 28, 2022, meeting of the CoC Board, the CoC Board approved the appointment of the CoC Nominating Committee to complete an annual review of the CoC Board Governance Charter and support with the CoC nominating and election process for expiring seats. In December 2022, CoC Nominating Committee provided recommendations to the Office of Care Coordination for consideration during future CoC Board election cycles. Representatives from the CoC Nominating Committee, including Chair Becks Heyhoe, David Gillanders and Elida Sanchez, presented these recommendations to the PPS Committee.

   Recommended Action: Approve creation of an Ad Hoc to review CoC Board nomination and election process recommendations.

   Dawn Price motioned to approve the recommended action. Christina Weckerly-Ramirez seconded the motion. Chair Becks Heyhoe, Judson Brown, Dawn Price, and Christina Weckerly-Ramirez voted yes. Motion passed unanimously.

   PPS Committee Member Comments:
   - Christina Weckerly-Ramirez thanked the CoC Nominating Committee for their recommendations and suggested asking for a rubric to identify skills and qualities to evaluate interested candidates.
   - Chair Becks Heyhoe shared that she hopes the ad hoc can assist and look at other areas of improvement.
   - Dawn Price thanked for CoC Nominating Committee for bringing their recommendations to the PPS Committee.

3. **CoC Update** – Zulima Lundy, Director of Operations, Office of Care Coordination and Felicia Boehringer, CoC Administrator

   Zulima Lundy provided the following updates:

- **Continuum of Care Manager Update**: Zulima Lundy announced that Sarah Jones has been promoted to the Continuum of Care Manager position.
- **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. 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 Governance Charters can be found listed on the CoC webpage at the link: https://ceo.ocgov.com/continuum-care
- **2023 Homeless Survey:** The Office of Care Coordination, in collaboration with the Commission to End Homelessness, will be conducting 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 unsheltered Point In Time Count, to gain a better understanding of the current population experiencing unsheltered homelessness.
- **Unsheltered and Rural Homelessness (Special NOFO) Funding Awarded:** On February 2, 2023, the U.S. 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. 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.
- **Homeless Point In Time 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 Count Professional Services. The primary goal of the Homeless Point In Time Count Professional Services is to assist the Office of Care Coordination in the planning, implementation, and reporting services for the Homeless Point In Time Count. For more information, visit the following link: Homeless Point In Time Count Professional Services
- **Orange County Cold Weather Emergency Shelter:** The Orange County Cold Weather Emergency Shelter is open and provides shelter for individuals experiencing homelessness at the Independence Park Gymnasium in Fullerton. The Orange County Cold Weather Emergency Shelter flyer can be found at the link: https://ceo.ocgov.com/sites/ceo/files/2023-02/OC%20Cold%20Weather%20Flyer%201.27.2023%20updated_0.pdf

Felicia Boehringer provided the following updates:

- **Racial Equity Roadmap Update**: 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.

Public Comments:
- Rebecca Kovacs-Stein shared that advocates are excited to hear about the Orange County Cold Weather Emergency Shelter but there has been difficulty finding one of the shuttles stops and suggested to add one more shuttle stop at the North end of La Palma Park because it would be helpful. Rebecca Kovacs-Stein also inquired if the Special NOFO application is

available   to   the   public   and   whether   it   can   be   shared.

4. **Adjournment to**: Regular meeting on March 14, 2023, 3:30 p.m. – 5:00 p.m.

ORANGE COUNTY CONTINUUM OF CARE
POLICIES, PROCEDURES and STANDARDS COMMITTEE

Tuesday, June 13, 2023

3:30 p.m. – 5:00 p.m.

> **Location:**
> **Virtually on Teams**
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Committee Chair: Becks Heyhoe, Orange County United Way

Committee Members:
Judson Brown, City of Santa Ana
Christina Weckerly Ramirez, OC Health Care Agency
Dr. Shauntina Sorrells, Orangewood Foundation
Eric Richardson, Volunteers of America
Nishtha Mohendra, Families Forward
Robert "Santa Bob" Morse, Individual

MINUTES

Welcome and Introductions – Becks Heyhoe, Chair

a. Chair Becks Heyhoe called the meeting to order at 3:31 p.m.
b. Roll Call
    i. Present: Chair Becks Heyhoe, Judson Brown, Christina Weckerly Ramirez, Dr. Shauntina Sorrells, Nishtha Mohendra, and Robert "Santa Bob" Morse
    ii. Absent Excused: Eric Richardson

Public Comments – Members of the public may address the Policies, Procedures and Standards (PPS) Committee 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 PPS Committee. Members of the public may address the PPS Committee with public comments on agenda items after the PPS Committee 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. In order to address the PPS Committee, members of the public are to enter their name and agenda item number in the chat box to be placed in a queue. PPS Committee staff will call your name in the order listed in the chat box.

CONSENT CALENDAR

1. **Approve the PPS Committee Meeting Minutes from February 14, 2023.**

    Judson Brown motioned to approve the item on the Consent Calendar. Weckerly Ramirez seconded the motion. Chair Becks Heyhoe, Judson Brown, and Christina Weckerly Ramirez voted yes. Dr. Shauntina Sorrells, Nishtha Mohendra, and Robert "Santa Bob" Morse abstained. Motion did not carry.

BUSINESS CALENDAR

1. **Data Homeless Management Information System Minimum Participation Requirements for Public Housing Authorities –** Sarah Jones, Continuum of Care (CoC) Manager, Office of Care Coordination and Elizabeth Duong, 2-1-1 Orange County

    The Orange County Homeless Management Information System (HMIS) Policies and Procedures outlines minimum standards of participation in the Orange County HMIS to ensure data quality and support general best practice. Due to the different structure and requirements that Public Housing Authorities (PHAs) have for funding, there is an established requirement for PHA's to report to the U.S. Department of Housing and Urban Development (HUD), the Office of Care Coordination is considering revisions to the HMIS minimum participation requirements for PHAs.

    PPS Committee Member Comments:
    *   Judson Brown shared that as the PHA representative seat on the CoC Board, he applauds the work that is being done. Judson Brown clarified details on the reporting elements and shared that the revisions will ensure that the PHAs and the CoC are streamlining efforts to better serve people experiencing homelessness.
    *   Nishtha Mohendra asked if there is an alternative to obtain the annual assessments.
    *   Christina Weckerly Ramirez noted that the reporting items are required by HUD which reflect the homeless service system. Christina Weckerly Ramirez inquired on the plan for reporting and also asked how the change of HMIS minimum participation requirements for PHAs impact outcome measures.

    Public Comment:
    *   Elizabeth Andrade noted that PHAs are seemingly meeting the 30-day activity and annual assessment standard, and asked if that can be an automatic inclusion for systems wide reporting.

2. **HMIS Access Working Group Member Appointment Procedure** – Sarah Jones, CoC Manager, Office of Care Coordination

    On June 23, 2021, the Orange County CoC Board approved the recommendation to appoint membership to a HMIS Access Working Group to support the implementation of the updated HMIS Access and Minimum Participation Policy. In February 2023, the Office of Care Coordination was notified that a HMIS Access Working Group member had transitioned to a different role and agency, creating a vacancy in the HMIS Access Working Group. This led to discussion on how to best standardize the recruitment and appointment process to HMIS Access Working Group members as the HMIS Policies and Procedures do not specify the member appointment procedure.

    PPS Committee Member Comments:
    *   Nishtha Mohendra shared her experience as part of the HMIS Access Working Group and stated that HMIS Access Working Group nominees should have a well-rounded idea of the bigger purpose of HMIS in the homeless service system and should think about how a HMIS Access Application benefits the homeless service system. Nishtha Mohendra noted that the membership for other groups can be open ended intentionally to be flexible during member recruitment.
    *   Christina Weckerly Ramirez suggested that a standardized procedure be created for the appointment of working group or ad hoc memberships. Christina Weckerly Ramirez also noted some strategies for outreach such as promoting on the CoC distribution list, keeping an interest list, and ensuring representation from target populations.

3. **CoC Nominating and Selection Process Review Ad Hoc Update** – Christina Weckerly Ramirez, CoC Nominating and Selection Process Review Ad Hoc member and Sarah Jones, CoC Manager, Office of Care Coordination

   At the February 14, 2023, meeting, the PPS Committee membership approved the creation of the CoC Nominating and Selection Process Review Ad Hoc to review CoC Board nomination and selection process and make recommendations to improve the process. Currently, the CoC Nominating and Selection Process Review Ad Hoc is drafting proposed revisions to the CoC Board Candidate Interest Form and a workflow to clarify the roles for CoC Board Members, the CoC Nominating Committee, and the Office of Care Coordination as the CoC Collaborative Applicant within the timeline of the CoC nominating and selection process as detailed in the CoC Governance Charter.

4. **Continuum of Care Updates** – Sarah Jones, CoC Manager, Office of Care Coordination

   Sarah Jones provided the following CoC Updates:
   - The upcoming Fiscal Year (FY) 2023 CoC Program Notice of Funding Opportunity (NOFO) is anticipated to be released by the HUD in early Summer 2023. The Office of Care Coordination, as the Collaborative Applicant, is planning to release the Agency Administrative Review portion of the CoC Renewal Application to CoC-Funded agencies in June. This will allow the application process to take place in parts prior to the FY2023 CoC Program NOFO release, with the hope of allowing CoC-Funded Agencies more time to complete each part of the application.
   - In April 2023, the Administration on Child, Youth, and Families' Family - Youth Services Bureau (FYSB) released NOFOs to support youth and young adults who are experiencing homelessness or housing instability. The NOFOS include FY 2023 Basic Center Program (BCP) NOFO, FY 2023 Street Outreach Program (SOP) NOFO, and FY 2023 Runaway Homeless Youth (RHY) Training, Technical Assistance and Capacity Building Center NOFO.
   - On May 15, 2023, HUD's Office of Policy Development and Research announced a new funding opportunity for institutions of higher education or nonprofit entities that train and support institutions of higher education to conduct research applying community-engaged research methods to address homelessness. The research funded under this NOFO will contribute to general knowledge on the topic of homelessness, as well as the programs and interventions.

   PPS Committee Member Comments:
   - Judson Brown expressed gratitude for the update and noted that the timeline and updates for the CoC Program NOFO are helpful. Judson Brown shared that in previous years prior to the pandemic, he would emphasize on the Unspent Funds metric on the CoC Program NOFO Scoring Criteria and expressed that they may highlight that metric again during at the next CoC Board Meeting.

   Public Comment:
   - Maura Mikulec introduced themselves and emphasized the issue of people getting automatically dropped from Coordinated Entry System (CES) after 90 days of inactivity. Maura Mikulec shared their experience in the field and stated that they hope this committee can spearhead and look into this choice of the CES policy.

5. **Adjournment to**: July 11, 2023, 3:30 p.m. – 5:00 p.m.

Date: August 15, 2023

Subject: Homeless Management Information System (HMIS) Minimum Participation Requirements for Public Housing Authorities

Recommended Action:

a. Recommend the HMIS minimum participation requirements for Public Housing Authorities for review and approval by the Orange County CoC Board.

Background and Analysis

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. 2-1-1 Orange County (211OC) as 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) or local CoC changes and recommendations. The 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 Public Housing Authorities (PHAs) have for funding, there is already an established requirement for PHAs to report to HUD as PHAs must enter their data into Inventory Management System/PIH Information Center (IMS/PIC). Currently in the Orange County CoC, PHAs are being reviewed under the same 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 that would support their continued engagement in the Orange County CoC and Coordinated Entry System 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:

- PHA's will not be required to comply with the minimum participation requirement, to have "activity in HMIS in the past 30 days".
- PHA's 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.

Attachments
Attachment A – HMIS Minimum Participation Requirements – Redline Version
Attachment B – HMIS Minimum Participation Requirements – Clean Version

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

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

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          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.

Date: August 15, 2023

Subject: CoC Nominating and Selection Process Review Ad Hoc Recommendation

Recommended Action:

b. Approve drafted CoC Board Candidate Interest Packet for the 2023 CoC Board Seat Nomination and Election as recommended by the CoC Nominating and Selection Process Review Ad Hoc.

Background and Analysis

At the February 14, 2023, meeting of the Policies, Procedures and Standards (PPS) Committee, the PPS Committee membership approved the creation of the Continuum of Care (CoC) Nominating and Selection Process Review Ad Hoc (Ad Hoc) to review CoC Board nomination and selection process recommendations provided by the 2022 CoC Nominating Committee. The Ad Hoc membership was inclusive of CoC Board members and previous candidates that could speak into the experience of the most recent CoC Board nomination and selection process, and included Christina Weckerly Ramirez, Elida Sanchez, Melanie McQueen, and Jordan Hoiberg.

The Office of Care Coordination as the Collaborative Applicant and the Ad Hoc met on three separate occasions to review the 2022 CoC Nominating Committee Recommendations and identify goals for the upcoming CoC Board nomination and selection process, which included a desired focus on improving the 2022 CoC Board Candidate Interest Form. The Ad Hoc expressed a desire to ensure the process of becoming a CoC Board member is accessible and equitable, keeping in mind people with lived expertise of homelessness and those who are engaging leadership in the Orange County CoC in new ways. This resulted in eliminating the requirement for a resume submission, as well as reducing CoC-specific jargon and including clear language. A revised CoC Board Candidate Interest Packet has been drafted, which includes additional information on the CoC Board Member responsibilities and qualifications, details on the nominating and selection process and targeted questions that seek to gain insight on the candidates expertise and interest in serving.

On July 11, 2023, a draft of the CoC Board Candidate Interest Packet was provided to the Lived Experience Advisory Committee (LEAC) for review and feedback. The LEAC membership provided positive feedback to the revised CoC Board Candidate Interest Packet, specifically noting that the questions feel more accessible and approachable, requesting candidates share experience and interest in serving on the CoC Board is a better option that requiring a resume submission and inclusion of the CoC Vision, and questions is a great addition. Furthermore, the LEAC noted support for continuing to provide the CoC Board Candidate Interest Packet online and hosting interviews virtually because the process is overall more accessible for people with current or past lived experience of homelessness, which provided important feedback for consideration in future CoC Board election cycles.

Though the Ad Hoc primarily focused on the revision of the CoC Board Candidate Interest Packet, robust discussion was had on the entirety of the 2022 CoC Nominating Committee recommendations, which is briefly summarized below.

2022 CoC Nominating Committee Recommendations

1. Align and define expectations and role clarity for CoC Board Members, the CoC Nominating Committee and the Office of Care Coordination.
   a. <u>Ad Hoc Response</u>: Expectations and roles clarified in the revised CoC Board Candidate Interest Packet. Consider developing a CoC Board Nomination and Selection process workflow and timeline to be used as an educational guide for the potential candidates, the CoC Nominating Committee and CoC General Membership.

2. 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.
   a. <u>Ad Hoc Response</u>: Consider adding to a CoC Board agenda before nominating and selection process to understand what areas of expertise are desired for At-Large seats and align goals and strategies for the interview process. Detail is further reflected in the CoC Board Nomination and Selection process workflow and timeline.

3. Review current voting process and information provided to members voting to ensure that ballot includes substantive candidate information.
   a. <u>Ad Hoc Response</u>: Revised CoC Board Candidate Interest Packet includes additional information on the voting process and questions hope to illicit more detailed candidate information.

4. 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.
   a. <u>Ad Hoc Response</u>: Determine who would take lead on carrying out this task. Consider reaching out to film school students and create a video series that includes testimonies from former CoC Board Members to demonstrate expectations.

5. 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.
   a. <u>Ad Hoc Response</u>: This recommendation would best be navigated by the CoC Board leadership comprising of CoC Board Chair, CoC Board Vice Chair, and the CoC Board Secretary and CoC Board.

The Ad Hoc also discussed additional items for further consideration during the 2023 CoC Board Nominating and Selection Process, as detailed in Attachment B.

The PPS Committee is being asked to consider approving the drafted CoC Board Candidate Interest Packet for the 2023 CoC Board Seat Nomination and Election.

Attachments
Attachment A – CoC Board Candidate Interest Packet
Attachment B – Additional Items for Further Discussion and Consideration

CoC Board Purpose

Thank you for your interest in serving on the Orange County Continuum of Care (CoC) Board. The Orange County CoC Board is the governing body for the Orange County CoC whose purpose and scope is to implement the Continuum of Care Program. The Continuum of Care Program is authorized by Subtitle C of Title IV of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11381-11389). As noted in CFR 24 Part 578.1, the Continuum of Care program is designed to:

A. Promote a community-wide commitment to the goal of ending homelessness through Regional Coordination and collaboration.

B. Advocate for funding and resources to end homelessness and provide funding for proven efforts by nonprofit providers, States, and local governments to quickly rehouse people experiencing homelessness while minimizing the trauma and dislocation caused to individuals and families experiencing homelessness, and the communities impacted by homelessness.

C. Promote access to and effective utilization of mainstream programs by individuals and families experiencing homelessness.

D. Promote the implementation of best practices and evidence-based approaches to homeless programming and services.

CoC Board Nominating and Selection Process

The annual CoC Board nominating and selection process begins in September, with the CoC Board's appointment of the CoC Nominating Committee. After the nominating period is announced the CoC General Membership is given the opportunity to nominate candidates or self-nominate. The Office of Care Coordination supports with providing the Candidate Interest Form and confirming nominees are CoC General Members. Once the candidates have completed the Candidate Interest Form, the CoC Nominating Committee proceeds with interviewing each candidate and recommending candidates to move forward in the selection process. In November, candidates are presented to the CoC General Membership for voting/election. The candidates with the most votes are then presented to the CoC Board membership for ratification at the December CoC Board meeting and seated in January of the following year.

CoC Board Member Responsibilities and Qualifications

The Orange County CoC Board is charged with responsibilities and authorities on behalf of the General Members of the Orange County CoC. The Orange County CoC is comprised of a governing board that represents the stakeholder groups as detailed in the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act. CoC Board members are expected to:

1. Serve a two-year term on the CoC Board.

2. Consistently attend CoC Board meetings that occur every fourth Wednesday of the month. All Board members must attend at least seventy-five percent (75%) of meetings each year and not be absent for three (3) consecutive meetings in order to remain in good standing.

3. Be CoC General Members who demonstrate a high level of ethical behavior; working knowledge of and compassion about addressing homelessness; and leadership and collaborative spirit in the best interest of the Orange County CoC.

4. Conduct hands-on work of creating and facilitating the committees, subcommittees, and ad hoc groups of the Orange County CoC, including the CoC program Notice of Funding Opportunity (NOFO). Every member of the CoC

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Board must serve on a minimum of one committee and may be appointed to Chair a CoC Committee, depending on their seat representation.

5. Build community awareness of the needs of all homeless and at-risk populations identified in the county.
6. Ensure, to the greatest extent possible, access to services for subpopulations of focus identified by the CoC.
7. Ensure relevant organizations and projects serving various homeless and at-risk subpopulations are represented in the planning and decision-making for the overall coordination of homeless services for the CoC.
8. Ensure Regional Coordination and collaborative work across the CoC through the use of the Coordinated Entry System.
9. Coordinate the CoC Programs and set goals and priorities for ending homelessness in Orange County.
10. Approve Orange County CoC policies as recommended by service providers and/or Committees.

For additional information, please contact the Office of Care Coordination at (714) 834-5000 or via email at *CareCoordination@ocgov.com.*

Continuum of Care Board Candidate Interest Cover Page

The Orange County Office of Care Coordination is accepting applications for the Orange County Continuum of Care (CoC) Board expiring seats and seat vacancy. Please review information below and complete the Candidate Interest Form (Attachment A):

Expiring Seats

Selected candidates for the CoC Board will serve a two-year term on the Orange CoC Board.

- [INSERT SEAT VACANCIES]

Candidate Interest Form

Please submit completed Candidate Interest Form to the Office of Care Coordination at CareCoordination@ocgov.com with the subject line "CoC Board Candidate Interest Form" by [DATE].

Candidate Interviews

Candidate interviews will be held from MONTH DATE, through MONTH DATE 2023. Those applying are expected to be willing to schedule a 30-minute interview with the CoC Nominating Committee during this time frame.

Candidate Meet and Greet

Candidates who are recommended by the CoC Nominating Committee for selection by the CoC General Membership will be given an opportunity to share about themselves and their experience at a virtual Candidate Meet and Greet on MONTH DATE.

For additional information please contact the Office of Care Coordination at (714) 834-5000 or via email at CareCoordination@ocgov.com.

**ORANGE COUNTY
CONTINUUM OF CARE BOARD
CANDIDATE INTEREST FORM
ATTACHMENT A**

Date: _____

Name: _____

Agency: _____

1. Please select the seat(s) you are interested in filling (multiple seats may be selected, if your experience is represented in more than one area):
   - ☐ [INSERT SEAT VACANCIES]

2. Do you have any current conflicts of interest or previous ties to any agency that is a recipient or sub-recipient of Continuum of Care (CoC) funding in the Orange County CoC? (e.g., Current or former staff, Board member, volunteer or client/participant at a CoC-funded agency; relative of an employee at a CoC-funded agency, etc.) For a current list of CoC-funded agencies, please click here.

   - ☐ Yes
   - ☐ No

   If yes, please describe the conflict(s) of interest:

3. Have you received support from your employer, agency, or the group which you represent?

   - ☐ Yes
   - ☐ No

   If yes, please provide further detail, including employer's name and job title, if applicable. If you are applying as an individual CoC General Member, please describe how you have received support from the group/seat you are representing:

4. What qualities, skills, and experience do you possess that would make you an effective CoC Board Member? Please describe how many years of experience you have in the seat(s) you are applying for.

5. The Calendar Year 2022-25 CoC Board Leadership Vision has the following strategic aims:
    - Permanently House those Experiencing Homelessness
    - Ensure an Efficient, Dignified System
    - Promote an Equitable, Just System
    - Drive System-Wide Engagement and Collaboration
    - Strengthen Regional Leadership and Accountability
    - Smartly Allocate Funds to Match the Greatest Needs

    a. Which strategic aim(s) resonate most with the qualities, skills, and/or experience you possess and where do you feel you could contribute the most to the success of the CoC?

    b. How will you promote and uphold the CoC Board Leadership Vision?

6. What do you believe are the two (2) most significant challenges when it comes to addressing homelessness in Orange County? Please include ideas for possible solutions to explore in addressing these challenges.

7. How will you ensure effective representation in the seat(s) you are applying for? (For example, how will you consult and share feedback on seat-related areas of interest?)

Please email completed **Candidate Interest Form** to CareCoordination@ocgov.com with the subject line "CoC Board Candidate Interest Form".

Item 2. Attachment B

CoC Nominating and Selection Process Review Ad Hoc
Additional Items for Further Discussion and Consideration

The CoC Nominating and Selection Process Review Ad Hoc discussed additional items for further consideration during the 2023 CoC Board Nominating and Selection Process, as detailed below.

1. Add the following interview questions for CoC Board candidates:
    a. How will you ensure effective representation in the seat you are applying for? For example, how will you consult and share feedback on the seat's areas of interest?
    b. What would you like to gain from this experience?
    c. Please describe the time, energy and resources you can provide to support the work of the CoC.

2. Develop a more robust CoC Board member orientation process for new CoC Board members that includes a revised CoC Board Member Reference Guide and training on the CoC Board Vision, current CoC Board priorities and initiatives, Brown Act 101 and how to meaningfully engage in CoC Board meetings, including logistics of participation and adhering to Robert's Rules of Order.

3. Connect new CoC Board members to existing CoC Board members to offer mentorship and further orientation to the CoC Board.

Date: August 15, 2023

Subject: HMIS Access Working Group Member Appointment Procedure

Recommended Action:

a. Approve vacancy procedure and desired qualifications for HMIS Access Working Group members.

Background and Analysis

On June 23, 2021, the Orange County Continuum of Care (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. As well as continued to refine the process for facilitating equitable review of applications received. The HMIS Access Working Group, facilitated by 2-1-1 Orange County (211OC) 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 Continuum of Care (CoC) members appointed by the CoC Board membership, the CoC Collaborative Applicant and the HMIS Lead," however, 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.

Utilizing the feedback received from the Policies, Procedures and Standards (PPS) Committee members at the PPS Committee meeting on June 13, 2023, the Office of Care Coordination drafted the vacancy procedure and the desired qualifications for HMIS Access Working Group members. The Office of Care Coordination shared the drafted vacancy 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 amount of members. Further, the HMIS Access Working Group had feedback on the vacancy procedure and recommended that membership be opened up for interest from the CoC General Membership, as well as through invite and recruitment.

Attachments
Attachment A – HMIS Access Working Group Vacancy Procedure and Desired Qualifications

HMIS Access Working Group Member Vacancy Procedure and Desired Qualifications

Appointment Procedure (Orange County HMIS Policies and Procedures Section V.d.):

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.

Vacancy Procedure:

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