

**ORANGE COUNTY CONTINUUM OF CARE  
POLICIES, PROCEDURES and STANDARDS COMMITTEE**

Tuesday, September 12, 2023  
3:30 p.m. – 5:00 p.m.



**Committee Chair:** Becks Heyhoe, Orange County United Way

**Committee Members:**

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

**MINUTES**

**Welcome and Introductions** – Becks Heyhoe, Chair

1. Chair Becks Heyhoe called the meeting to order at 3:31 p.m.
2. Roll Call
  - i. Present: Chair Becks Heyhoe, Judson Brown, Christina Weckerly Ramirez, Robert “Santa Bob” Morse, and Nishtha Mohendra
  - ii. Absent Excused: Maricela Rios Faust and Dr. Shauntina Sorrells
  - iii. Eric Richardson arrived at the meeting during Consent Calendar.

**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.

Chair Becks Heyhoe shared that there have been some changes made to the meeting process. There will be the presentation of the agenda item and following the presentation, members of the public may address the PPS Committee with public comments. Afterward, any conflicted members will be asked to recuse themselves and then there will be committee member discussion and comments, as well as any associated action. After a motion has been approved or rejected, the recused Committee members will be asked to rejoin for the next agenda item.

### Public Comments:

- Terry Rains, from Westminster in Central Service Planning Area (SPA), shared that she has spoken before many different legislative bodies and expressed that she was not used to the way the CoC and its committees take public comments on agenda items, such as having public comments come after the discussion. Terry Rains expressed that she would appreciate the change to the meeting process that was spoken about by Chair Becks Heyhoe.

### PPS Committee Member Comment:

- Robert “Santa Bob” Morse inquired on the process of how recusal works for virtual meetings.

### **CONSENT CALENDAR**

#### **1. Approve the PPS Committee Meeting Minutes from August 15, 2023.**

Eric Richardson motioned to approve the item. Nishtha Mohendra seconded the motion. Chair Becks Heyhoe, Judson Brown, Christina Weckerly Ramirez, Eric Richardson, Nishtha Mohendra, and Robert “Santa Bob” Morse voted yes. Motion passed.

### **BUSINESS CALENDAR**

#### **1. Orange County Homeless Management Information System (HMIS) Policies and Procedures – Sarah Jones, Continuum of Care (CoC) Manager, Office of Care Coordination**

Sarah Jones provided background on the Orange County HMIS Policies and Procedures as it relates to Agency Access and law enforcement. At the March 22, 2023, meeting of the CoC Board, feedback on access to the Shelter Bed Reservation System within HMIS was provided by several law enforcement agencies. To support better dialogue and conversation between the Office of Care Coordination, the CoC Board and law enforcement a meeting was held on Friday, May 12, 2023. The feedback from the March 22, 2023, meeting was shared with the Lived Experience Advisory Committee on May 2, 2023, for discussion. At the August 15, 2023, PPS Committee meeting, the PPS Committee membership engaged in discussion on Agency Access as detailed in the HMIS Policies and Procedures, as it relates to law enforcement and there were suggestions from the PPS Committee membership to bring back the agenda item for further discussion. At the August 23, 2023, CoC Board meeting, the Office of Care Coordination provided a breakdown and differentiation of items that are within the County of Orange (County) purview and those which fall under the Orange County CoC purview as it relates to the discussion on the Shelter Bed Reservation System and HMIS Access.

Recommended Action: Recommend affirmation of the current Agency Access policy, as detailed in the HMIS Policies and Procedures. Eric Richardson motioned to approve the recommended action. Nishtha Mohendra seconded the motion. Upon further discussion, a substitute motion was introduced by Judson Brown.

Substitute Motion: Direct staff to create a method for direct referrals for Shelter Bed Reservation System or to create a law enforcement access to Shelter Bed Reservation System outside of HMIS.

Judson Brown motioned to approve the substitute motion. Robert “Santa Bob” Morse seconded the motion. Judson Brown and Robert Morse voted yes. Chair Becks Heyhoe, Christina Weckerly Ramirez, Eric Richardson, and Nishtha Mohendra voted no. Motion did not carry.

Amended Recommended Action: Recommend affirmation of the current Agency Access Policy as detailed in the HMIS Policies and Procedures and direct staff to create a method for direct referrals for the Shelter Bed Reservation System or to create law enforcement access to Shelter Bed Reservation System outside of HMIS.

Nishtha Mohendra motioned to approve the amended recommended action. Eric Richardson seconded the motion. Chair Becks Heyhoe, Judson Brown, Christina Weckerly Ramirez, Eric Richardson, Nishtha Mohendra, and Robert "Santa Bob" Morse voted yes. Motion passed.

Public Comments:

- Terry Rains, from Westminster, referenced the 2022 Point In Time Count data regarding the number of people experiencing unsheltered homelessness in Central SPA and expressed concern that there were only ten out of 425 beds at Yale Navigation Center that were allocated to law enforcement agencies. Terry Rains expressed disappointment that employees of the law enforcement agencies, including Homeless Liaison Officers (HLOs) and civilian outreach workers, do not have access to the Coordinated Entry System (CES) and Shelter Bed Reservation System within HMIS. Terry Rains quoted information from last month's PPS Committee meeting and highlighted that the Recommendation Item 1b is to affirm and uphold the current Agency Access Policy. Terry Rains suggested that access can be carved out for the CES and Shelter Bed Reservation System in HMIS, or a separate system can be created and integrated with HMIS. Terry Rains stated that while she values the feedback from the Lived Experience Advisory Committee, a decision must be made that will benefit all sides of this issue, and excluding law enforcement is wrong.
- Beck Levin, with Dayle McIntosh Center, shared information about their organization and the services they provide. Beck Levin shared their professional experience working with police departments (PD). Beck Levin stated that they did not think that bringing law enforcement into a situation where there are highly vulnerable individuals is recommended and situations would be much better served by social workers and civilians. Beck Levin expressed the importance of cultural competency or humility to serve the community in this manner and that law enforcement set-aside beds should be allocated to social services.
- Terri Eggers from the City of Santa Ana expressed support for HLOs to be allowed access to the Shelter Bed Reservation System. Terri Eggers explained that when an individual accepts shelter, quick action must be taken and the requirement to reach out to Outreach & Engagement (O&E) for them to enter the client onto the bed reservation system does not accommodate the need and is time consuming.
- Roland Perez, a HLO from Westminster PD, expressed gratitude for the time to discuss this issue and expressed dissatisfaction with the recommended action, since there has not been an in-depth discussion to solve this issue by working together. Roland Perez explained the limited beds available for law enforcement agencies and emphasized the need for a better solution to address homelessness. Roland Perez shared that generalizations on law enforcement officers not being competent are unfortunate. Roland Perez shared personal experiences working with certain subpopulations.
- Dawn Price, Chair of the CoC Board, shared her experience and commented that the CoC considers law enforcement as critical partners for success. Dawn Price shared that Friendship Shelter's Emergency Shelter has five beds for law enforcement that operate separately from the Shelter Bed Reservation System, which works well in their community and provides direct access for law enforcement. Dawn Price clarified the Shelter Bed Reservation System is not immediate access to a shelter bed, but a process over a period of days to identify people needing shelter beds versus how long they have been homeless and other demographic criteria that would indicate who has the greatest need for those beds available. Dawn Price stated that as CoC Board members there are responsibilities to balance issues, including the need to partner with important resources and the very important responsibility to protect HMIS data which is private information of the people experiencing homelessness. Dawn Price expressed understanding that it is disappointing for law enforcement to hear, but that is where she has been in the past and she supports the continued affirmation of this policy because of those circumstances.
- Connie Schonert with the OC Probation Department stated that when many are talking about law enforcement and keep referencing the police department, they are failing to recognize the work that the OC Probation Department does and the access that was taken away from them to be able

to work in assessing and reserving beds for clients. Connie Schonert shared that the OC Probation Department is being lumped into the definition of law enforcement agencies.

- Carrie Buck, Executive Director for the Family Solutions Collaborative (FSC), shared that the FSC operates the Shelter Bed Reservation System for families. Carrie Buck echoed Dawn Price's comments. Carrie Buck shared statistics on the Shelter Bed Reservation for families. Carrie Buck noted the Shelter Bed Reservation System considers everybody and their circumstances regardless of where they are and who is referring them. Carrie Buck shared that clients have concerns about the ability for law enforcement to have HMIS access and support keeping HMIS Policy and Procedures, as written.
- Amy Lazari, the Central SPA administrator for CES, shared about her role in completing referrals for the emergency shelter beds across the different SPAs. Amy Lazari echoed Dawn Price and Carrie Buck and remarked on the expansive administrative portion involved. Amy Lazari expressed that this process is very demanding and time consuming for the person that is referring to the Shelter Bed Reservation System.

PPS Committee Member Comment:

- Robert "Santa Bob" Morse shared that when asking about the consequences of misuse of HMIS during the August CoC Board meeting, he was told that there is no way of knowing if someone misuses HMIS. Robert "Santa Bob" Morse conducted research, reviewed the HMIS standards and shared that the technical standards are supposed to protect privacy and security standards based on HIPAA standards. Robert "Santa Bob" Morse inquired on the security of HMIS and misuse. Robert "Santa Bob" Morse inquired about consequences if the Shelter Bed Reservation System cannot be separated due to software limitations. Robert "Santa Bob" Morse inquired if working with a software solution company can be explored.
- Judson Brown commented that the main issue to address is the feedback from law enforcement agencies regarding the Shelter Bed Reservation System. Judson Brown recommended a friendly amendment to the recommended action. Judson expressed that the City of Santa Ana trusts HLOs as public servants and the benefits of partnering with HLOs. Judson Brown stated that the Shelter Bed Reservation System is integrated into HMIS, and that the HMIS Policy and Procedures is under the purview of the CoC. Judson Brown stated there must be Shelter Bed Reservation Systems that exist outside of HMIS in other CoCs and concluded that there is a different way to look at this issue and for a solution. Judson Brown shared his past investment and passion for the Shelter Bed Reservation System and shared the disappointment that members of the community who assist people experiencing homelessness on a daily basis, are unable to participate. Judson Brown urged staff to find a solution. Judson Brown expressed the need to be responsive.
- Christina Weckerly Ramirez shared appreciation for the level of engagement everyone has had in the conversation to address barriers and promote access to shelter for clients. Christina Weckerly Ramirez agreed that HMIS access should be limited because of the perception by clients. Christina Weckerly Ramirez also expressed that as a system, law enforcement agencies are key partners in addressing homelessness and she does not want to disenfranchise these partners. Christina Weckerly Ramirez suggested to focus on finding a solution that allows law enforcement to be part of the solution to decrease barriers and meet the needs of the clients. Christina Weckerly Ramirez stated that the role of the PPS Committee is to look at the policy and recommended that the Office of Care Coordination look at the Shelter Bed Reservation System and find a solution that meets the needs of law enforcement partners. Christina Weckerly Ramirez requested clarification and inquired about Judson Brown's substitute motion.
- Nishtha Mohendra commented on the importance of what the PPS Committee is trying to establish and noted the issue at hand is bigger than HMIS access. Nishtha Mohendra encouraged the PPS Committee to partner with the Office of Care Coordination and law enforcement agencies, including OC Probation, to best achieve the shared goals. Nishtha Mohendra shared that HMIS is not best designed to meet the needs and challenges that are being expressed. Nishtha Mohendra expressed hope that a creative and alternative solution can be brought forth on what needs to happen as far as the recommended action. Nishtha Mohendra acknowledged the efforts

taken to get a coordinated best practice access to shelters. Nishtha encouraged the PPS Committee to not lose sight of a coordinated manner so there is system flow and a sense of best practice in the PPS Committee's efforts. Nishtha Mohendra encouraged the PPS Committee to consider the feedback received directly from the families, clients, and individuals. Nishtha Mohendra inquired about the meeting process. Nishtha Mohendra requested Judson Brown consider a friendly addition to the recommended action. Nishtha Mohendra expressed respect and appreciation for Judson Brown's plan and the consideration of the friendly amendment.

- Eric Richardson agreed with Dawn Price, Christina Weckerly Ramirez, and Nishtha Mohendra. Eric Richardson stated the Shelter Bed Reservation System does not provide HLOs immediate access to beds and noted that people can be in the Shelter Bed Reservation System for a long period of time. Eric Richardson suggested the Office Care Coordination to review the bed set asides for law enforcement and review utilization. Eric Richardson requested a review of what the recommended action was regarding the HMIS Policies and Procedures.
- Chair Becks Heyhoe recognized Dawn Price, Chair of the CoC Board, to speak during PPS Committee member comments. Dawn Price clarified the motion process and provided guidance regarding facilitating the voting process and further discussion. Chair Becks Heyhoe provided clarification on the distinct roles and purview of the County of Orange and the Orange County CoC. Chair Becks Heyhoe stated that original recommended action is very much about HMIS Policies and Procedures, and access to HMIS is in the jurisdiction of the CoC. Chair Becks Heyhoe noted that the substitute amendment, it is veering into areas that are not within the jurisdiction of the CoC. Chair Becks Heyhoe explained that staff can be directed to look into this again and staff can also be directed to work with the HMIS Lead to explore any potential new solutions.

**2. 2023 CoC Board Nomination and Selection Process Update** – Becks Heyhoe, Chair and Sarah Jones, CoC Manager, Office of Care Coordination

Felicia Boehringer provided highlights of the CoC Board Nomination and Selection Process, including the current election timeline outlined in the CoC Board Governance Charter. The Office of Care Coordination and CoC Board leadership are receiving technical assistance support from the California Interagency Council on Homelessness Racial Equity Action Lab (CA REAL). The goal of the 2023 CoC Board Nominating and Selection Process is to conduct outreach and recruitment to bring a more diverse, representative people to the table to review and update the nomination process, term limits, and makeup of the CoC Board, as detailed in the CoC Board Governance Charter.

Chair Becks Heyhoe provided information about the 2023 CoC Nomination Committee. As the CoC Board has approved the establishment of the 2023 CoC Nominating Committee, the PPS Committee membership is being asked to support with outreach and identifying potential candidates. The goal of the 2023 CoC Nomination Committee is to add more diversity to the CoC Board to accurately reflect the people and populations being served. If there is interest in serving on the CoC Nominating Committee, email the Office of Care Coordination a [CareCoordination@ocgov.com](mailto:CareCoordination@ocgov.com) with the subject line "CoC Nominating Committee" and an interest form will be provided for completion.

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

Due to limited time, the CoC Updates were not shared verbally but are available in the PowerPoint Presentation uploaded online.

**4. Adjournment to:** Regular meeting on October 10, 2023, 3:30 p.m. – 5:00 p.m.