

**ORANGE COUNTY CONTINUUM OF CARE (COC)
POLICIES, PROCEDURES AND STANDARDS COMMITTEE**

Tuesday, April 9, 2024

3:30 p.m. – 5:00 p.m.



Committee Chair: Nishtha Mohendra, Families Forward

Committee Members:

Judson Brown, City of Santa Ana
Andrew Crowe, Scholarship Prep
Becks Heyhoe, Orange County United Way
Melanie McQueen, PATH
Robert “Santa Bob” Morse, Individual
Maricela Rios-Faust, Human Options
Ami Rowland, Covenant House California

MINUTES

Welcome and Introductions – Nishtha Mohendra, Chair

1. Sarah Jones called the meeting to order at 3:37 p.m.
2. Roll Call
 - i. Present: Chair Nishtha Mohendra, Robert “Santa Bob” Morse, Andrew Crowe, Maricela Rios-Faust
 - ii. Absent Excused: Becks Heyhoe, Melanie McQueen, and Ami Rowland
 - iii. Absent: Judson Brown
 - iv. Chair Nishtha Mohendra arrived at the meeting during Public Comments

Public Comments – Members of the public may address the 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 Committee. 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 Committee, members of the public are to complete a Request to Address the Committee form prior to the beginning of each agenda item and submit it to CoC 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 24 hours before the start of the meeting will be distributed to the Committee members and all comments will be added to the administrative records of the meeting. Please include "Policies, Procedures Standards Committee Meeting Comment" in the email subject line.

CONSENT CALENDAR

1. Approve the PPS Committee Meeting Minutes from February 13, 2024.

**Committee did not have quorum and minutes were not approved.*

BUSINESS CALENDAR

1. **Orange County CoC Code of Conduct and Conflict of Interest Policy and Procedure Recommendations** – Felicia Boehringer, CoC Administrator, Sarah Jones, CoC Manager, Office of Care Coordination and CoC Code of Conduct Ad Hoc Membership
 - a. Approve the Orange County CoC Code of Conduct as recommended by the Code of Conduct Ad Hoc, to be recommended to the CoC Board for approval.
 - b. Approve the Orange County CoC Conflict of Interest Policy and Procedure as recommended by the Code of Conduct Ad Hoc, to be recommended to the CoC Board for approval.
 - c. Approve revisions to the Orange County CoC Governance Charter to incorporate the Orange County CoC Code of Conduct and the Orange County CoC Conflict of Interest Policy and Procedure, to be recommended to the CoC Board for approval.

**As quorum was not met this agenda item was not presented to the committee and will be presented at the May 2024, PPS Committee meeting.*

2. **Orange County Homeless Management Information System (HMIS) User Fees Discussion** – Erin DeRycke, Director, Data Analytics, 2-1-1 Orange County, Orange County United Way and Sarah Jones, CoC Manager, Office of Care Coordination
 - a. Presentation on the current Orange County HMIS User Fee Policy and operational costs for HMIS.
 - b. Discussion on the current HMIS User Fee Policy and feedback on proposed changes to the HMIS Policies and Procedures

Erin DeRycke shared an update on the fees associated with the Orange County Homeless Management Information System (HMIS) Software. Bitfocus, the vendor for HMIS, charges fees per user and agency. Since FY18-19, there has been an 80% increase in the number of agencies participating in HMIS and a 212% increase in users. Recurring expenses have also risen by 158%. HMIS User Fees were approved by the CoC Board in December 2020 and agencies receiving state and/or federal funding will be charged for active licenses at the end of the year. Coordinated Entry Access Points will be charged an annual fee of \$200, regardless of HMIS participation. Agencies pay fees at the start of each calendar year.

PPS Committee Comments:

- Maricela Rios-Faust inquired about the percentage of agencies that are not obligated to participate. Maricela Rios-Faust inquired about whether HMIS is classified as an administrative or program cost. Maricela Rios-Faust inquired if it would be possible for Orange County United Way (OCUW) to allocate their CoC contract budget towards directly covering users instead of

billing the agencies. Maricela Rios-Faust asked if there were opportunities for funding from other sources, such as HHAP.

- Chair Nishtha Mohendra inquired regarding the contractual agreements between OCUW and the county, as well as the contractual arrangement with HUD. Chair Nishtha Mohendra asked whether there exists a need to fill any gaps between these two contracts. Chair Nishtha Mohendra questioned whether the added user fee in HMIS is deterring agencies from participation. Chair Nishtha Mohendra sought information regarding the strategies adopted by neighboring CoCs and suggested the exploration of alternative HMIS service providers, instead of relying on a specific one.
- Andrew Crowe reiterated that of the contract amount of \$360,000, only half of that is being recouped. Andrew Crowe inquired whether OCUW had to eliminate positions due to the costs associated with user fees, or if alternative funding sources were utilized. Andrew Crowe inquired whether ascending to a higher tier resulted in a reduction in pricing. Andrew Crowe queried whether altering the amount and charging the agency constituted the primary focus. Lastly, Andrew Crowe sought clarification on the potential impacts if agencies were charged higher fees.

3. CoC Board Governance Charter and Committee Charters – Sarah Jones, CoC Manager and Nishtha Mohendra, Chair

- a. Review and discuss PPS Committee membership composition
- b. Planning for CoC Board Governance Charter review
- c. Planning for CoC Committee Charters Review

Sarah Jones provided the following updates regarding the governance and committee charters:

- At a CoC Board meeting on January 17, 2024, a request was made to revise the Policies, Procedures and Standards (PPS) Committee Charter. The requirement for the CoC Board Vice Chair to serve as PPS Committee Chair was removed, and the PPS Committee membership was expanded to allow for other CoC Board and committee members to participate. The CoC Board approved these changes on February 28, 2024. Currently, the PPS Committee is discussing the expansion of membership, taking into account that there are eight committees in the CoC, and a strong connection between committee members and the CoC Board is desired. The PPS Committee cannot comprise a quorum of the CoC Board membership.
- The U.S. Department of Housing and Urban Development (HUD) requires each CoC to develop and annually review a governance charter that outlines the roles and responsibilities of the Board and committees. Orange County CoC has a Nominating Ad Hoc to support the annual review and election process. The Office of Care Coordination suggests further revisions to the governance charter in 2024 and plans to review all CoC Committee Charters. The CoC Board approved revisions to the governance charter that remove designated seats and emphasize equity and inclusion. The CoC Committee Charters will be reviewed after the governance charter is approved. CoC Committee Chairs are asked to engage members in reviewing and updating respective Charters.

PPS Committee Comments:

- Chair Nishtha Mohendra provided insights into the background of the agenda item. Chair Nishtha Mohendra spoke on the history of PPS Committee, underscoring its pivotal role within the CoC Board. Chair Nishtha Mohendra expressed reservations regarding the suitability of the committee for experimenting with new ideas. Chair Nishtha Mohendra advocated for more representation

on the committee, particularly of Native American individuals. Chair Nishtha Mohendra recommended the implementation of a Brown Act crash course. Chair Nishtha Mohendra sought clarification on the composition of ad hoc committees and the procedures of their formation.

- Andrew Crowe inquired about the capacity to accommodate additional members should there be an expansion of the committees. Andrew Crowe also sought clarification regarding the procedural timelines for each committee in reviewing its respective charter. Andrew Crowe inquired about the presence of Vice Chairs within each the CoC Committees. Andrew Crowe raised a query regarding the stipulations of the Brown Act pertaining to the presence of members within the jurisdiction or physical location for quorum establishment.
- Maricela Rios-Faust shared the necessity of diversifying the CoC committees and proposed a restructure of the composition of the committees. Maricela Rios-Faust advocated for the engagement of non-board members in ad hoc committees and emphasized the importance of promptly providing the minutes of ad hoc meetings to CoC Board members to ensure comprehensive transparency.
- Robert “Santa Bob” Morse expressed the need for a Vice Chair for the PPS Committee.

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

Sarah Jones provided the following CoC updates:

- **Homelessness Prevention and Stabilization Pilot Program Request for Proposals (RFP):** The Office of Care Coordination is seeking proposals from qualified organizations to provide a Homelessness Prevention and Stabilization Pilot (HPSP) Program. HPSP Program services will be provided countywide for eligible households made up of individuals or families at-risk of homelessness or experiencing a housing crisis and assist with short-term (no longer than 12-months) financial intervention and robust case management. The Office of Care Coordination is seeking programs that can be operationalized quickly and leverage additional funds to expand the reach and impact of the program upon the target population. Proposers are encouraged to read the description of the project and all related information carefully.
- **Development and Operations of a People with Lived Experience of Homelessness Financial Compensation Coordination Program Request for Information (RFI):** The Office of Care Coordination as the Collaborative Applicant and Administrative Entity of the Orange County CoC has issued a RFI for the Development and Operations of a People with Lived Experience of Homelessness Financial Compensation Coordination Program. The CoC is seeking meaningful engagement with people with current or former lived experience of homelessness, which can include partnering with the CoC as members of the CoC Board or committees, and other relevant CoC initiatives. The Office of Care Coordination is seeking a partnership to support in coordination of financial compensation, program operations and development. The RFI could result in a partnership with one or more respondents providing one or more of the requested program activities.

PPS Committee Comments:

- Maricela Rios-Faust expressed apprehension regarding the tight turnaround time for the Development and Operations of a People with Lived Experience of Homelessness Financial Compensation Coordination Program RFI, given the significant changes that have been made. Maricela Rios-Faust inquired if it would be possible to extend the due date for the RFI.

- Andrew Crowe asked if the County had received any submissions for the Homelessness Prevention and Stabilization Pilot Program Request for Proposals RFP.
- Chair Nishtha Mohendra inquired about the prominent feedback received regarding the Development and Operations of a People with Lived Experience of Homelessness Financial Compensation Coordination Program RFI and if that feedback was addressed in the RFI.
- Chair Nishtha Mohendra asked has there any feedback regarding how much compensation the individuals with lived experience would receive from the providers.

Adjournment to: Regular meeting on May 14, 2024, 3:30 p.m. 5:00 p.m. in-person in the County Administration South (CAS) Multipurpose Room 103/105 at 601 N. Ross St., Santa Ana, CA 92701.