

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

Tuesday, February 13, 2024

3:30 p.m. – 5:00 p.m.

Location:
Virtually on Teams
Meeting Link: [Click Here](#)
Meeting ID: 221 984 888 398
Passcode: j3ny59
Or call in (audio only): +1 949-543-0845
Phone Conference ID: 161 360 726#

Committee Chair: Dr. Shauntina Sorrells, Vice Chair of the CoC Board

Committee Members:

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

MINUTES

Welcome and Introductions – Dr. Shauntina Sorrells, Chair

1. Chair Dr. Shauntina Sorrells called the meeting to order at 3:31 p.m.
2. Roll Call
 - i. Present: Chair Dr. Shauntina Sorrells, Andrew Crowe, Becks Heyhoe, Nishtha Mohendra, Robert “Santa Bob” Morse, Maricela Rios-Faust and Ami Rowland
 - ii. Absent Excused: Judson Brown

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 agenda item presentation. 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 September 12, 2023.**
- 2. Approve the PPS Committee Meeting Minutes from October 10, 2023.**
- 3. Approve the PPS Committee Meeting Minutes from December 12, 2023.**

Robert “Santa Bob” Morse motioned to approve Consent Calendar, items 1 through 3. Becks Heyhoe seconded the motion. Andrew Crowe and Ami Rowland abstained from voting. Chair Dr. Shauntina Sorrells, Becks Heyhoe, Nishtha Mohendra, Robert “Santa Bob” Morse and Maricela Rios-Faust voted yes. Motion passed.

BUSINESS CALENDAR

- 1. PPS Committee Charter Recommended Changes** – Sarah Jones, CoC Manager, Office of Care Coordination

Sarah Jones provided background on the PPS Committee Charter. At the January 17, 2024, meeting of the CoC Board, a request was made to revise the PPS Committee Charter to remove the requirement of the CoC Board Vice Chair to serve as PPS Committee Chair and to also expand the membership of the PPS Committee so that it is not exclusive to CoC Committee chairs, allowing for opportunities for other CoC Board and/or CoC General Members to participate. The Office of Care Coordination, as the Collaborative Applicant for the Orange County CoC, met with former PPS Committee Chair, Becks Heyhoe and current PPS Committee Chair, Dr. Shauntina Sorrells to discuss the recommended revisions to be presented at the PPS Committee in February 2024. It was determined to first propose revisions to the Chair and Vice Chair appointment procedures (Section 5), and to discuss desired membership for the PPS Committee at the meeting to allow time for additional input. Proposed revisions to the Vice Chair term are also being recommended to ensure consistency with other CoC Committee charters. If approved, the recommended changes will be presented to the CoC Board at the February 28, 2024, meeting for approval, noting additional discussion and revisions related to the PPS Committee membership will be forthcoming.

Sarah Jones further noted a request for the PPS Committee to discuss Section 6 of the PPS Committee Charter detailing Membership, to consider the expansion of membership beyond CoC Committee Chairs and include additional CoC Board members and CoC General Members.

PPS Committee Member Comments:

- Chair Dr. Shauntina Sorrells confirmed support for facilitating CoC Committee charter revisions, stating consistency throughout charters will be helpful. Chair Dr. Shauntina Sorrells also expressed that, based on feedback from the PPS Committee, it seems important to have PPS Committee members who can participate consistently and understand the vision and current initiatives occurring within the CoC Committees.
- Becks Heyhoe noted all CoC Committee charters need to be reviewed following the review and update of the Orange County CoC Governance Charter. Becks Heyhoe requested a consideration for each CoC Committee to appoint a representative to participate as a member of the PPS Committee, noting this would ensure CoC Committee support of designated, appointed representative.
- Nishtha Mohendra expressed support for each CoC Committee selecting a representative to serve on the PPS Committee, noting this would support diversifying voices represented in the decision-making process.
- Maricela Rios-Faust noted importance in being thoughtful about the PPS Committee membership’s connection to the CoC Board if it is recommended to include non-CoC Board members as part of the PPS Committee. Maricela Rios-Faust further stated importance of understanding desired membership

of CoC Committees that operate in an advisory to the CoC Board, versus membership for ad hocs or working groups, noting it would be helpful to further discuss at the next PPS Committee meeting.

Recommended Action: Approve recommended changes to PPS Committee Charter, especially Section 5 detailing Chair and Vice Chair and Section 6 detailing Membership, for approval to the CoC Board.

Maricela Rios-Faust motioned to approve the recommended action. Andrew Crowe seconded the motion. Chair Dr. Shauntina Sorrells, Andrew Crowe, Becks Heyhoe, Nishtha Mohendra, Robert “Santa Bob” Morse, Maricela Rios-Faust and Ami Rowland voted yes. Motion passed.

2. Homeless Management Information Systems (HMIS) Policies and Procedures Working Group Update – Erin DeRycke, Director, Data Analytics, 2-1-1 Orange County (211OC), Orange County United Way

Erin DeRycke provided an update on the annual review of the HMIS Policies and Procedures being completed by the HMIS Policies and Procedures Working Group (Working Group). 211OC leads the Working Group in completing an in-depth review of the HMIS Policies and Procedures and propose recommended changes to go to the CoC Board for review and approval. 211OC recruited the membership for the Working Group, which includes representatives from Last is First Philanthropies, PATH, Pathways of Hope, Salvation Army, U.S. Veterans Initiative, Families Forward, Family Assistance Ministries, Mental Health Association and Mercy House. The Working Group expects to meet five times from January through mid-March 2024. Additionally, the recommended changes from the Working Group will be shared with the HMIS Users feedback period and feedback and the Lived Experience Advisory Committee occurring in April 2024. Following this, a draft of the revised HMIS Policies and Procedures is expected to be shared with the PPS Committee for review and recommended action for the CoC Board to approve in May 2024. Erin DeRycke highlighted general feedback received from the Working Group to be considered within the recommended revisions. Erin DeRycke inquired whether the PPS Committee is aware of existing policies the Working Group should consider during the review process, as well as whether any new HMIS policies and procedures need to be developed and included in the HMIS Policies and Procedures.

PPS Committee Member Comments:

- Chair Dr. Shauntina Sorrells asked if representatives for agencies serving Transitional Age Youth were considered for the Working Group membership and recommended consideration for future Working Group membership to include representation of expertise related to subpopulations of people experiencing homelessness. Chair Dr. Shauntina Sorrells asked the Office of Care Coordination to review whether HMIS participating agencies are required to pay for HMIS and reason for requirement within HMIS Policies and Procedures. Additionally, Chair Dr. Shauntina Sorrells inquired whether a policy exists related to the transparency of data being reported publicly and requested consideration for 211OC to publish a schedule of each data report being posted publicly.
- Nishtha Mohendra asked whether the HMIS minimum participation requirements have been reviewed yet by the Working Group. Nishtha Mohendra noted that with the increase of participation of agencies in HMIS, it would be interesting to better understand how the HMIS minimum participation requirements impact the overall usage of HMIS in the Orange County CoC. Nishtha Mohendra also noted it would be beneficial to consider including a policy related to data quality and completeness.
- Ami Rowland asked about barriers to participating in HMIS, such as cost, noting the importance of reducing cost-related barriers specifically for providers serving youth, as more youth-specific data is needed, has been considered by the Working Group. Ami Rowland stated other CoCs do not require

agencies to pay for HMIS and feels a requirement by the Orange County CoC to pay for HMIS does not promote inclusivity. Ami Rowland noted the importance of considering strategies to share data more consistently.

- Maricela Rios-Faust requested clarity on the goal of the Working Group. Maricela Rios-Faust noted there have been several conversations over the years regarding HMIS user fees and how to incentivize data sharing and integration into HMIS from non-HMIS participating entities. Maricela Rios-Faust stated that receiving feedback on the current HMIS Policies and Procedures from the Working Group and larger CoC would be helpful in better understanding barriers to HMIS participation. Maricela Rios-Faust requested 211OC share the most recent proposed changes to the HMIS Policies and Procedures for the PPS Committee to review.

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

Sarah Jones provided the following CoC updates:

- **Fiscal Year (FY) 2023 CoC Program Award Announcement:** On, January 29, 2024, the U.S. Department of Housing and Urban Development (HUD) announced \$3.2 billion in FY 2023 CoC Competition Awards to approximately 7,000 local homeless housing and service programs across the United States and its territories. The Orange County CoC has been awarded \$34,301,133 for FY 2023. The funding represents 24 renewal projects, including the HMIS and Coordinated Entry System (CES) components, one new project awarded to Families Forward in the amount of \$615,485 created through reallocation and the CoC Planning Grant. The FY 2023 Orange County CoC Competition Award summary can be viewed [here](#).
- **FY 2024 CoC Program Registration:** The FY 2024 CoC Program Registration process officially opened on Tuesday, January 9, 2024, as announced by HUD, with a submission deadline of 5:00 p.m. on March 7, 2024. The Office of Care Coordination, as the Collaborative Applicant for the Orange County CoC, will complete and submit the registration by the deadline.
- **Youth Homelessness System Improvement (YHSI) Grant Notice of Funding Opportunity (NOFO):** HUD is making available \$50,000,000 in YHSI grant funding to support selected communities in either improving an existing response system for youth homelessness or establishing and implementing a new youth homelessness response system. Eligible funding categories under the YHSI grant funding include Planning and Partnerships, Data, Coordinated Entry and Racial and Gender Equity, with the per project award amount available ranging from \$200,000 - \$2,000,000. The CoC Board approved Orange County United Way as the Lead Applicant to submit an application for the YHSI NOFO for the Orange County CoC. The submission deadline for the YHSI NOFO is February 15, 2024.
- **Longitudinal Systems Analysis (LSA) Report:** The LSA report is produced utilizing HMIS data and submitted annually to HUD as part of the Annual Homeless Assessment Report (AHAR) to Congress. The LSA provides HUD and CoCs with critical information about how people experiencing homelessness use their system of care. The FY 2023 LSA reporting period occurred from October 1, 2022, through September 30, 2023. Orange County United Way as the HMIS Lead, worked with the Office of Care Coordination and successfully submitted the Orange County CoC's FY 2023 LSA data on January 23, 2024. The FY 2023 LSA Report will be presented to the CoC Board for review at a future meeting.
- **System Performance Measures (SPM) Report:** HUD requires CoCs to submit the SPM data on an annual basis, as an additional evaluation of a CoC's performance. The SPM Report analyzes

the performance of Safe Haven, Street Outreach, Emergency Shelter, Transitional Housing, and Permanent Housing (including Permanent Supportive Housing, Rapid Re-housing, and Other Permanent Housing) project types in the Orange County CoC that participate in HMIS. The SPM report is a summary and year-to-year comparison of system wide counts, averages, and medians related to seven areas of performance. The FY 2023 SPM reporting period occurred from October 1, 2022, through September 30, 2023. Orange County United Way, as the HMIS Lead, will work with the Office of Care Coordination to submit the Orange County CoC's FY 2023 SPM data prior to the March 13, 2024, deadline. The FY 2023 SPM Report will be presented to the CoC Board for review at a future meeting.

PPS Committee Member Comments:

- Becks Heyhoe provided an update on behalf of Orange County United Way that the YHSI NOFO application had been submitted. Becks Heyhoe shared details relating the collaborative community-wide engagement that supported the YHSI NOFO application process, including a young adult listening session, young adult survey respondents, YHSI listening sessions hosted by Orange County United Way and the Office of Care Coordination, and individual agency meetings.
- Andrew Crowe asked if the Orange County CoC receives feedback from HUD on the LSA and SPM reports.
- Robert "Santa Bob" Morse inquired about the process for recommending an ad hoc committee to evaluate whether a CoC Committee focused on older adults is needed, desired and able to be effective is created. Robert "Santa Bob" Morse stated consideration for bringing the recommendation to the Lived Experience Advisory Committee for consideration.
- Chair Dr. Shauntina Sorrells asked the Office of Care Coordination about formal definitions for CoC working groups and ad hocs within the CoC Board governance charter and requested the Office of Care Coordination support with sharing formal definitions at a future meeting.

Public Comments:

- Nadia Atalah stated that it would be beneficial to bring the topic of creating a CoC Committee for the older adult population to the CoC Board for discussion.

Adjournment to: Regular meeting on March 12, 2024.