Policies, Procedures and Standards Committee Special Meeting
July 31, 2024

Welcome and Introductions

Nishtha Mohendra

Policies, Procedures and Standards (PPS) Committee Chair

Public Comments

Consent Calendar

Consent Calendar – Item #1

Recommended Action

1. Approve the PPS Committee Meeting Minutes from May 14, 2024.

Business Calendar

Homeless Management Information System (HMIS) Policies and Procedures Recommended Changes

Erin DeRycke, Director, Data Analytics,
Orange County United Way, 2-1-1 Orange County (211OC)

HMIS Policies and Procedures Updates

Background

- The HMIS Policies and Procedures is reviewed by the HMIS Working Group on an annual basis
- The group met 4 times from January through March to review and provide feedback
  - The working group reviews the entire P & P and proposes changes
  - The HMIS Lead provides questions for consideration based on feedback from the Continuum of Care (CoC) and scenarios that have occurred
- HMIS Lead hosted a listening session and released a survey to collect feedback regarding agency access policy
- The draft Policies and Procedures were presented to the Lived Experience Advisory Committee June 5th
- A user feedback period occurred from June 6th to June 21st

Working Group Members

- Last is First Philanthropies
- PATH
- Pathways of Hope
- Salvation Army
- U.S. Veterans Initiative
- Families Forward
- Family Assistance Ministries
- Mental Health Association
- Mercy House

Working Group Feedback

- Develop training for new agencies joining HMIS
- Minimum term commitment to participate in the Agency Access Working Group
- Highlight agencies on the HMIS website that pass the agency audit on the first attempt
- Develop policy for agencies unresponsive to audits
- Agencies approved for HMIS access have 90 days to begin participating in HMIS

Lived Experience Advisory Committee Feedback

- Agencies unresponsive to scheduling the audits should be required to pay an additional fee
- Remove the term “entity” from the Consent to Share Protected Information form
- Agencies serving homeless clients should be required to participate in HMIS

User Feedback

- Changing “entity” to “service provider/organization” on the Consent to Share Protected Information form is a great idea and is much more trauma-informed

- Include a synopsis of the Consent to Share Protected Information form that is easy for clients to understand

Minor Revisions

- Updated Key Terms & Acronyms with HUD Data Standards changes
- Updated HMIS Lead to Orange County United Way to reflect acquisition of 211 Orange County
- Incorporated Agency Access Working Group policy into Agency Access policy
- Grammatical corrections and clarifying language throughout

Updated Policy: Agency Access

- Victim Service Providers receiving CoC Program funds or ESG Program funds may request up to five licenses for read-only access in HMIS for the purpose of care coordination. The provider will be required to pay the User Fee for 1 – 5 users as outlined in the Participating Agency Requirements section.

- Organizations that are required to submit the Agency Access Application will be required to complete an online course to understand HMIS requirements

- Agencies approved for access must begin entering data into HMIS within 90 days of approval

Updated Policy: Agency Access WG Qualifications

- Have the availability to commit to serve a minimum term of one year

Updated Policy: Agency Audits

- After 2 unsuccessful attempts to contact the agency the HMIS Lead Agency will reach out to the agency's leadership.
  - If the agency remains unresponsive after attempting to contact the agency's leadership twice the agency will fail the audit for that year.

- If any deficiencies are found in the audit, the Agency Administrator and the HMIS Lead Agency 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 fail the audit for that year.

Updated Policy: Agency Audits

- Agencies that fail their audit will be reviewed by the HMIS Access Ad Hoc to determine the appropriateness of the agency's continued participation in the OC HMIS, and the agency may have HMIS Access revoked.

- Agencies that pass their HMIS Annual Audit will be recognized on the OC HMIS Website.

Updated Policy: User Licenses

- Agencies may request standalone Looker licenses for the purposes of scheduling ad hoc reports to be sent to a secure location outside of HMIS. The fee for these licenses is $1,236 per license annually, and is subject to change per vendor licensing fee. This functionality is optional, and not necessary to access the agency's data in HMIS.

Updated Policy: Reporting Requirements

- Emergency Shelter, Transitional Housing, Rapid Re-Housing, Permanent Supportive Housing, and Other Permanent Housing projects are required to participate in the Housing Inventory Count (HIC) that occurs annually on one day during the last 10 days of January.
- Emergency Shelter and Transitional Housing projects are required to participate in the Sheltered Point in Time Count (PIT) that occurs annually on one day during the last 10 days of January.

Updated Policy: Reporting Requirements

- The System Performance Measures report (SPM) is submitted to HUD on an annual basis, and includes Street Outreach, Emergency Shelter, Transitional Housing, Rapid Re-Housing, Permanent Supportive Housing, and Other Permanent Housing projects. The reporting period for this report is October 1st through September 30th.
- The Longitudinal Systems Analysis (LSA) is submitted to HUD on an annual basis, and includes Emergency Shelter, Transitional Housing, Rapid Re-Housing, and Permanent Supportive Housing projects. The reporting period for this report is October 1st through September 30th.

New: Agency Requirements Schedule

Requirement Type	Requirement Name	Estimated Start Date	Estimated Agency Due Date	Estimated HUD Due Date	Estimated Publication Date	January	February	March	April	May	June	July	August	September	October	November	December
HUD Required Reports	System Performance Measures Report (SPM)	October	November	February	March												
	Longitudinal Systems Analysis (LSA)	October	December	January	April												
	Housing Inventory Count (HIC)	January	February	April	May												
	Sheltered Point in Time (PIT)	January	February	April	May												
Orange County Required Reports	Street Outreach Project Performance Reports	June, December	July, January	n/a	August, February												
	Emergency Shelter Project Performance Reports	May, November	June, December	n/a	July, January												
	Transitional Housing Project Performance Reports	April, October	May, Novemeber	n/a	June, December												
	Rapid Re-Housing Project Performance Reports	March, September	April, October	n/a	May, November												
	Homelessness Prevention Project Performance Reports	January, July	February, August	n/a	March, September												
	Permanent Supportive Housing/Other Permanent Housing Project Performance Reports	February, August	March, September	n/a	April, October												
	Data Quality Report Cards	January, April, July, October	January, April, July, October	n/a	February, May, August, November												
Orange County Requirement	Agency Audits	June	Specific to each agency	n/a	n/a												
	HMIS User Recertifications	July	August	n/a	n/a												
HMIS Lead Meetings	HMIS User Meeting	Monthly meetings on 1st Wednesday @ 10:00	n/a	n/a	n/a												
	Data & Performance Management Meeting	Quarterly meetings on 2nd Wednesday @ 10:00	n/a	n/a	n/a												

Updated Policy: User Requirements

- HMIS Recertification – OC HMIS Users are required to complete an annual HMIS Recertification Training to reinforce HMIS data entry functionality.

New Policy: Remote Work

- Agency must adhere and be consistent with the agency's expectations of information security for staff working at the office full-time. Staff who work remotely will be expected to ensure the protection of proprietary agency and client information accessible from their remote office. Steps include, but are not limited to, the use of locked file cabinets, computers and desks; the regular maintenance of passwords; and any other steps appropriate for the job and the environment. Agency should be at a minimum in compliance with OC HMIS Technical Standards policies and the policies outlined in this document.

Updated Policy: Client Record Request

- Clients will not be given access to any Case Notes that have been entered into HMIS.

Updated Policy: Client Consent Form

- Replace “entity” with “Service Provider/Organization”

Next Steps

- Approval by CoC Board – August 28th *(pending PPS approval)*
- Presentation of Policies and Procedures revisions at the HMIS User Meeting – September 4th *(pending CoC Board approval)*
- Revisions to the Data Integration and Data Request policies are being considered and may be reviewed at a future meeting

Business Calendar – Item #1

Recommended Action

a. Approve recommended changes to the HMIS Policies and Procedures inclusive of the HMIS Client Consent Form, as recommended by the Orange County HMIS Policies and Procedures Working Group, for review and approval by the CoC Board.

Coordinated Entry System (CES) Housing Assessment Recommendations

Sarah Jones, CoC Manager,
Office of Care Coordination and
Andrew Crowe, CES Steering Committee Chair

Business Calendar – Item #2

Housing Assessment Recommended Changes

- In response to feedback from people participating in CES, CES access points, Housing Providers and Shelter Providers, the CES Administrators recommend updating the CES Housing Assessment.
- Proposed changes:
  - The addition of accessibility questions – was recommended to the CoC Board at the May 22, 2024, meeting and was approved.
    - Updates to the Housing Assessment were implemented as of June 1, 2024.
  - Housing opportunity descriptions – were reviewed by the PPS Committee at the May 14, 2024, meeting and were not approved.
    - The PPS Committee membership recommended additional review of the housing interest option descriptions by the CES Steering Committee, to provide clearer and more consistent language
    - Office of Care Coordination incorporated feedback into assessment for review at CES Steering Committee
  - At the July 3, 2024, meeting, the CES Steering Committee reviewed PPS Committee feedback and approved additional proposed revisions to the housing interest options, with the request that the Office of Care Coordination explore including a table to compare the housing opportunity descriptions.

Business Calendar – Item #2

CES Housing Assessment Recommendation

- The CES Steering Committee provided feedback that it would be helpful to have a table that compares the different housing opportunity descriptions with a breakdown of
    1. Rental assistance
    2. Supportive services
    3. Income/financial contributions needed
    4. Overall goal of each housing type
- The Office of Care Coordination partnered with the HMIS Lead, Orange County United Way's 211OC to explore if the table option would align with the functionality of Clarity, the HMIS platform.
- A table format is not offered within Clarity.
- Alternatively, the Office of Care Coordination used feedback received on the housing descriptions to provide a more detailed and consistent breakdown within the assessment.
- If the proposed changes to the CES Housing Assessment are approved by the PPS Committee, the revised assessment will be taken to the CoC Board for approval at the August 28, 2024, meeting.

Client Name: _____

Coordinated Entry Housing Needs Assessment

PRE-ASSESSMENT

Assessment Date (MM/DD/YYYY): _____/_____/_____

Assessment City Location: _____

Assessment Type: ☐ Phone ☐ Virtual ☐ In Person

Assessment Level: ☐ Crisis Needs Assessment ☑ Housing Needs Assessment

HOUSING INTEREST

Please select which of the following types of housing opportunities you are interested in. General descriptions of each housing type are listed below to help guide your decision. You may select up to three, and you will only be considered for the types you select.

Rapid Re-Housing (RRH) ☐ Yes ☐ No

- Time limited rental assistance of varying lengths:
  - Short-Term Up to 6 months
  - Medium-Term Up to 12 months
  - Long-Term Up to 24 months
- Time limited supportive services
- There is no minimum income requirement for participating in RRH. Participants will pay the full rent after the assistance ends.
- The goal of RRH is to help households increase or maintain income to be able to keep paying rent after the rental assistance ends.

Housing Choice Voucher (HCV) ☐ Yes ☐ No

- Ongoing rental assistance
- Minimal to no supportive services
- Income requirements vary. There may be a required financial contribution from the participant, based on any income the participant has.
- The goal of the HCV program is to help households without sufficient income to sustain housing without assistance obtain housing.

Permanent Supportive Housing (PSH) ☐ Yes ☐ No

- Ongoing rental assistance
- Ongoing voluntary supportive services
- Income requirements vary. There may be a required financial contribution from the participant based on any income the participant has.
- The goal of PSH is to help households that face greater barriers, typically households experiencing chronic homelessness, obtain and keep affordable housing.

= Section includes proposed changes

Note: the "**Housing Interest**" header is also a proposed change from "**Of the housing opportunities the household is eligible for, which of the following housing types is the household interested in?**"

Business Calendar – Item #1

Recommended Action

a. Recommend the updated CES Housing Assessment, including adding housing opportunities descriptions, to be approved by the CoC Board, as recommended by the CES Steering Committee.

Orange County 2024 Point In Time (PIT) Count Presentation and Discussion

Sarah Jones, CoC Manager,
Office of Care Coordination and
Nishtha Mohendra, Chair

ORANGE COUNTY
2024 POINT IN TIME COUNT SUMMARY

2024 marks the third PIT Count conducted

Aligns with National best practices

1,251

Highest number of volunteers in PIT history

EVERYONE COUNTS
2024 Point In Time

METHODOLOGY

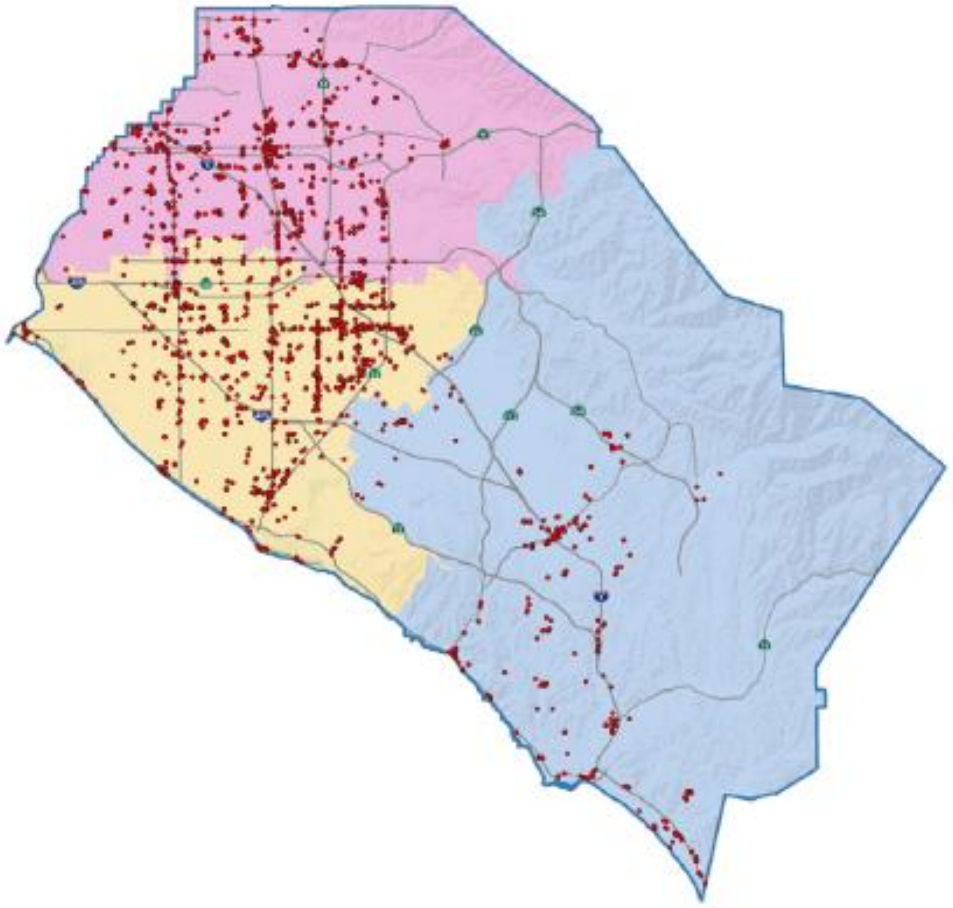
EVERYONE COUNTS
2024 Point In Time

COUNTYWIDE DATA

7,322
Persons

4,173
UNSHELTERED TOTAL

3,149
SHELTERED TOTAL



328

VETERANS

Persons who served in the U.S. Armed Forces, National Guard or Reserves

308

TRANSITIONAL AGED YOUTH

Persons ages 18 to 24

869

SENIORS

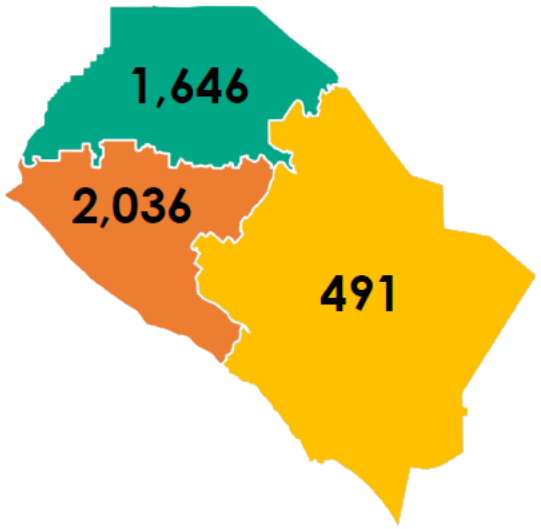
Persons ages 62 and older

EVERYONE COUNTS
2024 Point In Time

COUNTYWIDE SUBPOPULATIONS DATA

EVERYONE COUNTS
2024 Point In Time

UNSHELTERED AND SHELTERED COUNT



4,173
UNSHELTERED TOTAL

248
VETERANS
Persons who served in the U.S. Armed Forces, National Guard or Reserves

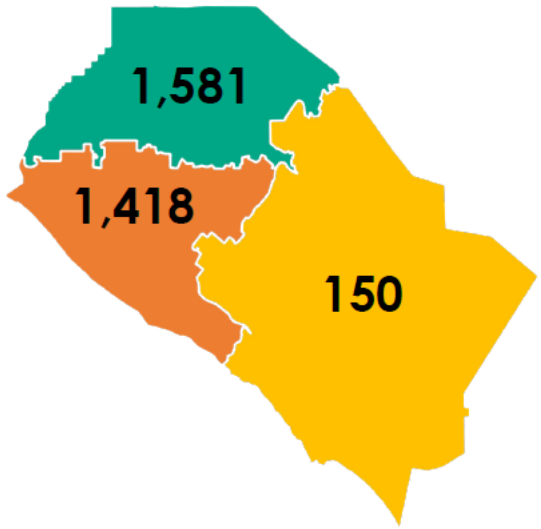
162
TRANSITIONAL AGED YOUTH
Persons ages 18 to 24

413
SENIORS
Persons ages 62 and older

80
VETERANS
Persons who served in the U.S. Armed Forces, National Guard or Reserves

146
TRANSITIONAL AGED YOUTH
Persons ages 18 to 24

456
SENIORS
Persons ages 62 and older



3,149
SHELTERED TOTAL

EVERYONE COUNTS
2024 Point In Time

HOUSEHOLD STATUS

2024 HOUSEHOLD STATUS

Population	Description	Unsheltered (3,803) Households	Sheltered (2,456) Households	Total (6,259) Households
Individuals	Households with only adults 18 and older	3,747 Households 3,993 Persons	2,159 households 2,195 Persons	5,906 Households 6,188 Persons
Families	Households with at least one adult 18 and older and one child 17 or younger	56 Families 180 persons in households: 81 Adults 99 Children	291 Families 948 persons in households: 362 Adults 586 Children	347 Families 1128 persons in households: 443 Adults 685 Children
Unaccompanied Minors	Minors, 17 and younger not accompanied by an adult	0	6 households and 6 persons	6 households and 6 persons

Descriptions:
Individuals: Households with only adults 18 and older.
Families: Households with at least one adult 18 and older and one child 17 or younger.
Unaccompanied Minors: 17 years and younger not accompanied by an adult.

EVERYONE COUNTS
2024 Point In Time

FIRST TIME EXPERIENCING HOMELESSNESS

48.33%

1,172 Persons

Experiencing homelessness for the first time in the past 12 months

Notes:
This data is based off the 2,425 unsheltered Adults surveyed.

	UNSHELTERED	SHELTERED
ADULTS	4,074	2,557
CHRONIC HOMELESSNESS	38.44%	34.30%
	1,566 Adults	877 Adults
SUBSTANCE USE DISORDER	49.85%	23.46%
	2,031 Adults	600 Adults
PHYSICAL DISABILITY	31.42%	29.88%
	1,280 Adults	764 Adults
SERIOUS MENTAL ILLNESS	30.68%	35.31%
	1,250 Adults	903 Adults
DEVELOPMENTAL DISABILITY	17.43%	0.20%
	710 Adults	5 Adults
DOMESTIC VIOLENCE	10.01%	10.40%
	408 Adults	266 Adults
HIV/AIDS	2.26%	6.84%
	92 Adults	175 Adults

EVERYONE COUNTS
2024 Point In Time

SUBPOPULATIONS & DISABLING CONDITIONS

Notes:
Data only includes adults ages 18 and older. Some adults may identify with more than one subpopulation and/or report more than one disabling condition.

EVERYONE COUNTS
2024 Point In Time

DEMOGRAPHICS

Age	Unsheltered 4,173 Persons	Sheltered 3,149 Persons
Under 18	**2.37%** 99 Persons	**18.80%** 592 Persons
18-24	**3.88%** 162 Persons	**4.64%** 146 Persons
25-34	**22.05%** 920 Persons	**13.46%** 424 Persons
35-44	**26.84%** 1,120 Persons	**16.01%** 504 Persons
45-54	**21.90%** 914 Persons	**17.02%** 536 Persons
55-61	**13.06%** 545 Persons	**15.59%** 491 Persons
62-64	**4.58%** 191 Persons	**5.34%** 168 Persons
65+	**5.32%** 222 Persons	**9.15%** 288 Persons

Gender	Unsheltered 4,173 Persons	Sheltered 3,149 Persons
Woman (Girl if Child)	**26.98%** 1,126 Persons	**44.71%** 1,408 Persons
Man (Boy if Child)	**71.68%** 2,991 Persons	**54.81%** 1,726 Persons
Culturally Specific Identity	**0.05%** 2 Persons	**0.00%** 0 Persons
Transgender	**0.29%** 12 Persons	**0.10%** 3 Persons
Non-Binary	**0.00%** 0 Persons	**0.22%** 7 Persons
Questioning	**0.07%** 3 Persons	**0.00%** 0 Persons
Different Identity	**0.10%** 4 Persons	**0.00%** 0 Persons
More than one Gender	**0.84%** 35 Persons	**0.16%** 5 Persons

Notes:
The gender options have been updated to align with HUD guidance for gender reporting.

Race and Ethnicity	Unsheltered 4,173 Persons	Sheltered 3,149 Persons
American Indian, Alaska Native, or Indigenous	**1.80%** 75 Persons	**1.14%** 36 Persons
American Indian, Alaska Native, or Indigenous & Hispanic/Latina/e/o	**0.67%** 28 Persons	**2.89%** 91 Persons
Asian or Asian American	**3.93%** 164 Persons	**3.27%** 103 Persons
Asian or Asian American & Hispanic/Latina/e/o	**0.17%** 7 Persons	**0.25%** 8 Persons
Black, African American, or African	**5.34%** 223 Persons	**10.45%** 329 Persons
Black, African American, or African & Hispanic/Latina/e/o	**0.17%** 7 Persons	**0.41%** 13 Persons
Hispanic/Latina/e/o	**36.16%** 1,509 Persons	**1.17%** 37 Persons
Middle Eastern or North African	**0.96%** 40 Persons	**0.03%** 1 Persons
Middle Eastern or North African & Hispanic/Latina/e/o	**0.05%** 2 Persons	**0.00%** 0 Persons
Native Hawaiian or Pacific Islander	**1.08%** 45 Persons	**1.68%** 53 Persons
Native Hawaiian or Pacific Islander & Hispanic/ Latina/e/o	**0.12%** 5 Persons	**0.38%** 12 Persons
White	**42.46%** 1,772 Persons	**35.57%** 1,120 Persons
White & Hispanic/Latina/e/o	**4.91%** 205 Persons	**40.49%** 1,275 Persons
Multi-Racial & Hispanic/ Latina/e/o	**0.34%** 14 Persons	**0.64%** 20 Persons
Multi-Racial & not Hispanic/ Latina/e/o	**1.85%** 77 Persons	**1.62%** 51 Persons

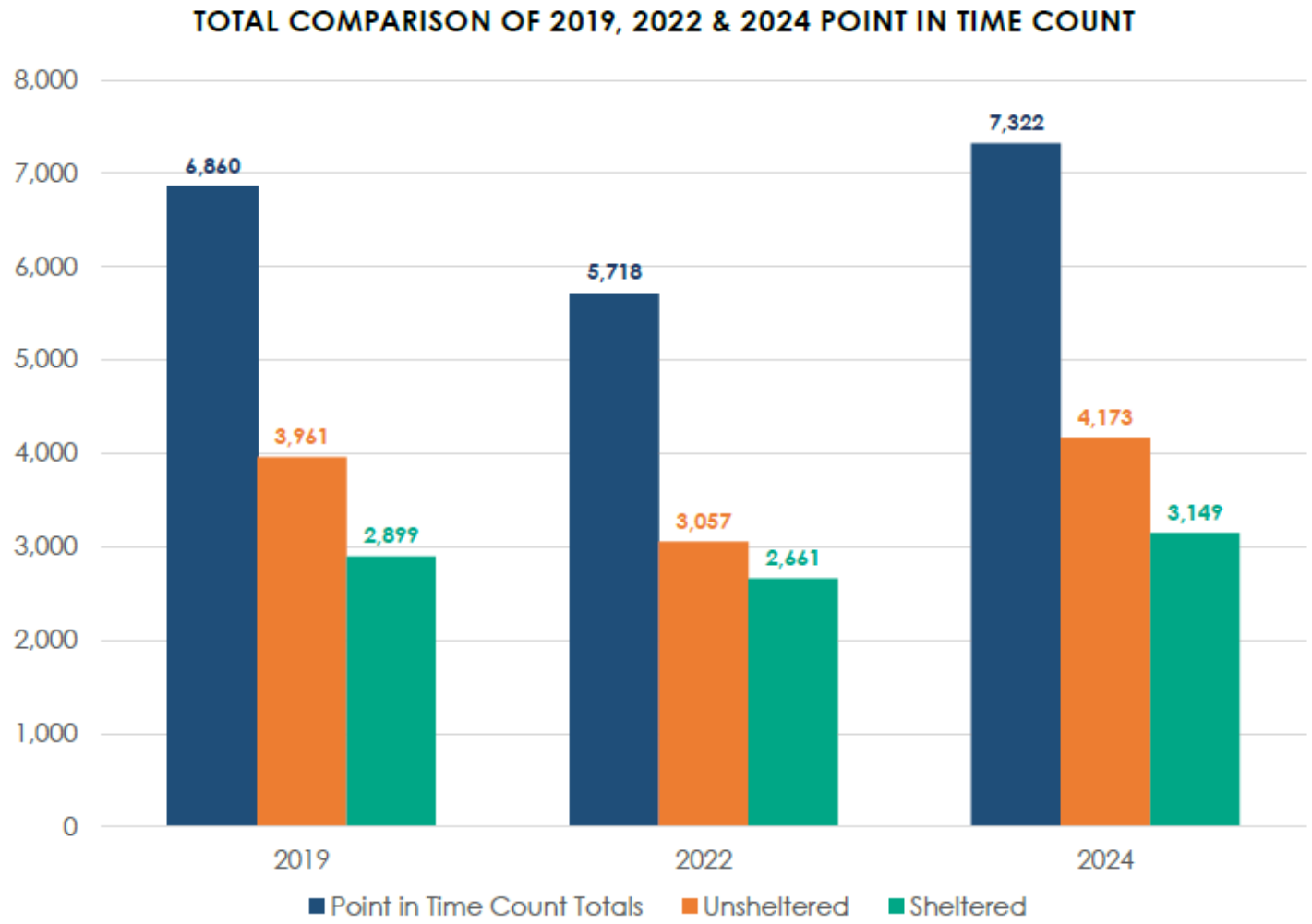
Notes:
Race and ethnicity categories have been combined and expanded to align with HUD guidance for race and ethnicity reporting.

EVERYONE COUNTS
2024 Point In Time

DEMOGRAPHICS

EVERYONE COUNTS
2024 Point In Time

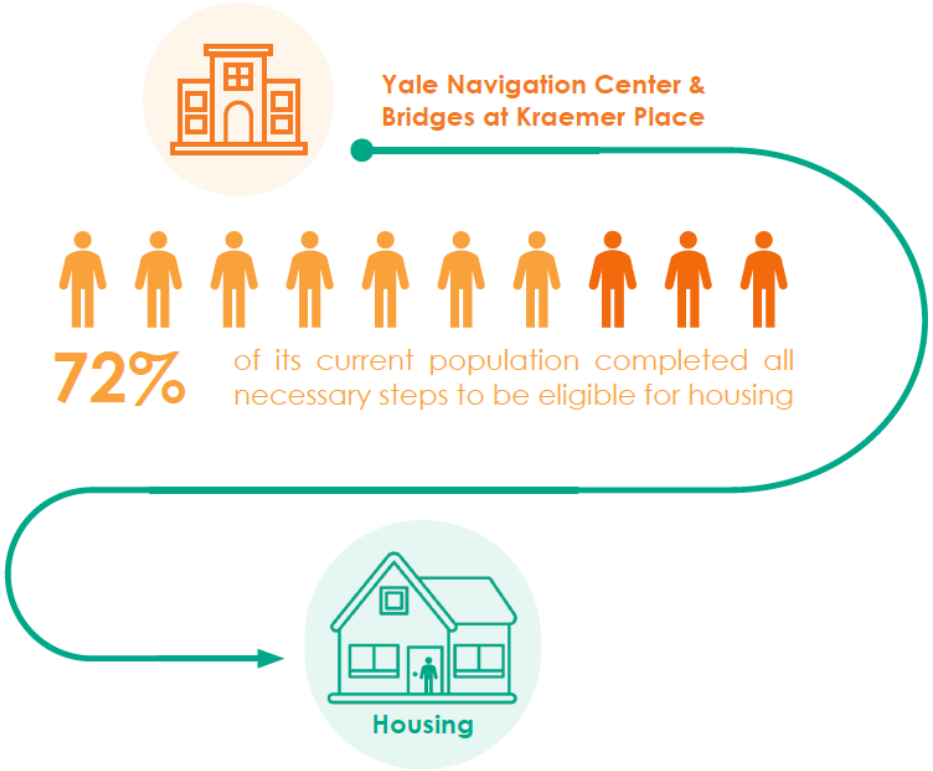
COMPARISON OF 2019, 2022 & 2024 POINT IN TIME COUNT



EVERYONE COUNTS
2024 Point In Time

SHELTER-TO-HOUSING

Homeless shelters in the County provide more than just beds for persons experiencing homelessness. Shelters are considered a gateway to housing and provide a variety of services to support people experiencing sheltered homelessness to obtain and sustain housing. On April 4, 2024, the County conducted a “point-in-time” snapshot of the County’s two shelters, Yale Navigation Center and Bridges at Kraemer Place, in an effort to understand the current state of the shelter-to-housing pipeline. The results were astonishing and spoke to the need to increase housing in the county for those experiencing homelessness.



Business Calendar – Item #3

2024 Point In Time Data Summary Discussion

- At the May 2024 meeting of the CoC Board, Committee Chairs were asked to agendize 2024 PIT Count discussions at their upcoming committee meetings.
- Discussion Questions:
    1. **Process**. Any areas of reflection or things that stood out while reviewing the summary report? Any recommendations for process improvement that can be considered for the next PIT count?
    2. **Messaging**. How can the PIT results be messaged widely in our community? *(i.e. use of social media, other mediums, knowledge transfer at large)*
    3. **Action Points**. Share targeted, actionable insights and reflections related to the committees area of focus. Share any notable trends observed (both achievements and things that need to be addressed), and comparisons from previous PITs as well as racial equity lens reflection points.
- **Next Steps**: CoC Board Officers ask that you please use discussion from today to help guide the direction at the committee and the committee Chair will give highlights of the discussion at a future CoC Board Meeting.

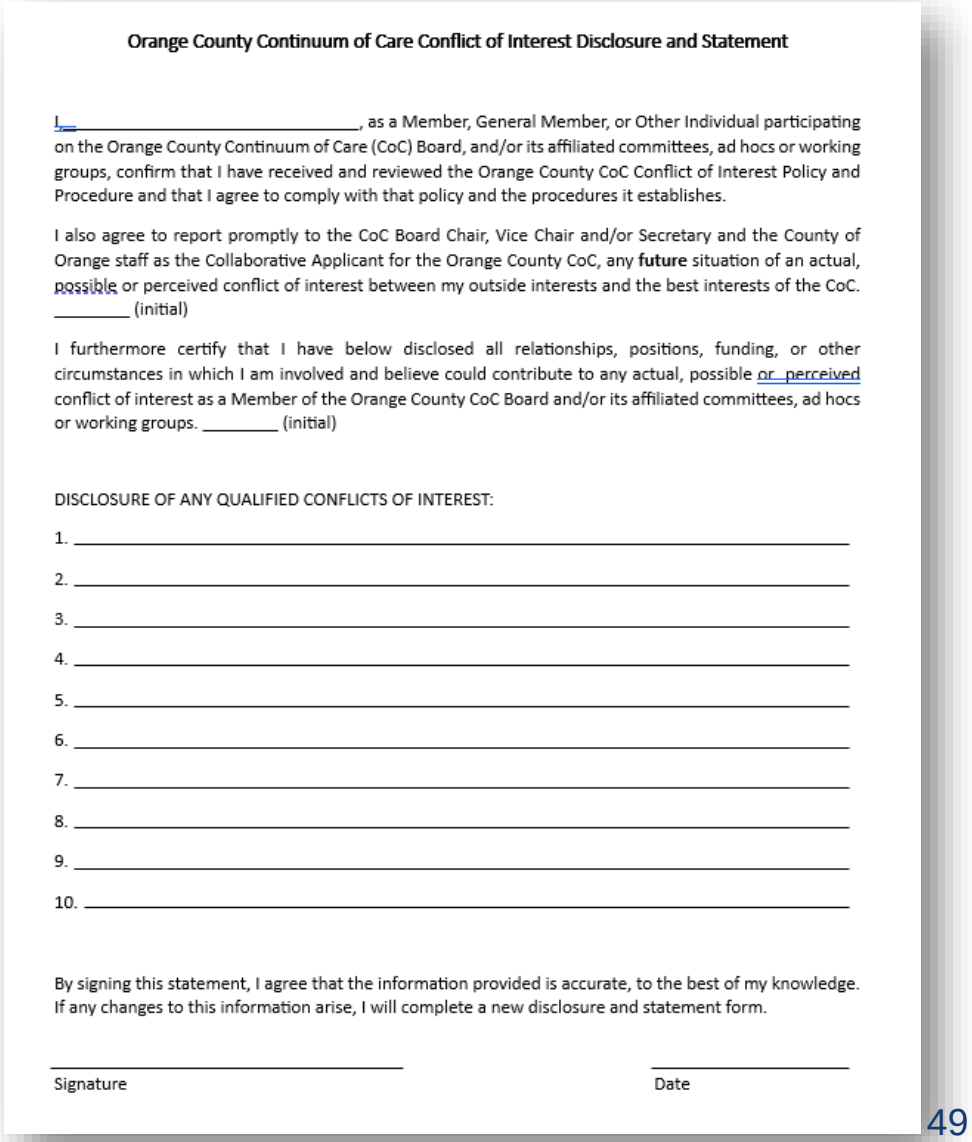
CoC Updates

Felicia Boehringer, CoC Administrator,
Office of Care Coordination

Business Calendar – Item #3

CoC Conflict of Interest Policy and Procedure

- At the May 22, 2024 meeting, the CoC Board approved the CoC Conflict of Interest Policy and Procedure
- All elected or appointed members of the CoC Board, committees, ad hocs and working groups will sign the CoC Conflict of Interest form upon being elected or appointed
- Updated forms are to be submitted on an annual basis in January and any time a member needs to disclose additional conflict(s)
- The Office of Care Coordination will be reaching out to CoC Board, committee, ad hoc and working group members requesting the CoC Conflict of Interest form be completed for the remainder of the 2024 calendar year.



Orange County Continuum of Care Conflict of Interest Disclosure and Statement

I, _____, as a Member, General Member, or Other Individual participating on the Orange County Continuum of Care (CoC) Board, and/or its affiliated committees, ad hocs or working groups, confirm that I have received and reviewed the Orange County CoC Conflict of Interest Policy and Procedure and that I agree to comply with that policy and the procedures it establishes.

I also agree to report promptly to the CoC Board Chair, Vice Chair and/or Secretary and the County of Orange staff as the Collaborative Applicant for the Orange County CoC, any **future** situation of an actual, possible or perceived conflict of interest between my outside interests and the best interests of the CoC. _____ (initial)

I furthermore certify that I have below disclosed all relationships, positions, funding, or other circumstances in which I am involved and believe could contribute to any actual, possible or perceived conflict of interest as a Member of the Orange County CoC Board and/or its affiliated committees, ad hocs or working groups. _____ (initial)

DISCLOSURE OF ANY QUALIFIED CONFLICTS OF INTEREST:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

By signing this statement, I agree that the information provided is accurate, to the best of my knowledge. If any changes to this information arise, I will complete a new disclosure and statement form.

_____ Signature

_____ Date

Business Calendar – Item #4

CoC Vision Ad Hoc: Request for Feedback on the CoC Strategic Plan

- The CoC Vision Ad Hoc will begin convening this week to focus on completing the Orange County CoC Strategic Plan by the end of Calendar Year 2024.
- Your are invited to participate and provide feedback on the current framework that the Vision Ad Hoc will be updating
- **Review and provide feedback in writing by end of day today, July 31, 2024**. If you would like to review the current goals and objectives, please add comments to this shared Google doc by the of the day on Wednesday, July 31.

Please reach out to the Office of Care Coordination at CareCoordination@ocgov.com with the subject line "Vision Ad Hoc" if you have any questions or are unable to access the Google doc.

Business Calendar – Item #4

Upcoming Meetings

- **Policies, Procedures and Standards Committee** (IN PERSON): Tuesday, August 13, 2024, from 3:30 p.m. – 5:00 p.m.
  - Location: CAS County Conference Center Room 104, 601 N Ross St, Santa Ana, CA 92701
- **Service Provider Forum (IN PERSON):** Thursday, August 17, 2024, from 9:00 a.m. – 11:00 a.m.
  - Location: Clifton C. Miller Community Center, 300 Centennial Way, Tustin, CA 92780
- **Domestic Violence Committee** (IN PERSON): Tuesday, August 20, 2024, from 9:00 a.m. – 10:00 a.m.
  - Location: The Village at 17th Street Large Community Room, 1505 17th St, Santa Ana, CA 92705
  - Meeting may be cancelled in place of a special meeting

Next Meeting:

August 13, 2024, 3:30 p.m. – 5:00 p.m.

Location: County Administration South (CAS)
Conference Center Room 104
Address: 601 N. Ross St., Santa Ana, CA 92701

COUNTY OF ORANGE
CALIFORNIA