

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

Tuesday, May 14, 2024
3:30 p.m. – 5:00 p.m.

Location:
County Administration South (CAS)
Multipurpose Rooms 103/105
601 N Ross St, Santa Ana, CA 92701
[Click Here](#) for parking information.

Virtual Meeting Option*:
Zoom Meeting Link: [Click here for meeting link](#)
Join by phone: +1 669 444 9171
Webinar ID: 920 8899 4328

****Listen-in option only***

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. Chair Nishtha Mohendra called the meeting to order at 3:34 p.m.
2. Roll Call
 - i. Present: Chair Nishtha Mohendra, Judson Brown, Andrew Crowe, Becks Heyhoe, Melanie McQueen, Robert “Santa Bob” Morse, Ami Rowland
 - ii. Absent Excused: Maricela Rios-Faust
 - iii. Ami Rowland arrived at the meeting during Consent Calendar.
 - iv. Becks Heyhoe arrived at the meeting during Business Calendar Item 1.

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. Public 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 PPS Committee during the Public Comment period, 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 Continuum of Care (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 PPS 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.
2. Approve the PPS Committee Meeting Minutes from April 9, 2024.

Robert "Santa Bob" Morse motioned to approve items 1 and 2 on the Consent Calendar. Andrew Crowe seconded the motion. Melanie McQueen and Judson Brown abstained from voting. Andrew Crowe, Nishtha Mohendra, Robert "Santa Bob" Morse, and Ami Rowland voted yes. Motion passed.

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

Felicia Boehringer presented the Orange County CoC Code of Conduct and Conflict of Interest Policy and Procedure Recommendations. At the September 11, 2023, meeting, the CoC Board established the Code of Conduct Ad Hoc (Ad Hoc) to develop a code of conduct policy and procedure for the CoC Board and committee meetings. The Charter did not include a code of conduct for CoC General members and public participants in CoC meetings, so there was a need to develop one. The Ad Hoc proposed a format for the code of conduct to be referenced at meetings. The Office of Care Coordination supported the expansion of the code of conduct section as an attachment to the Charter. The proposed structure uplifted core values, focusing on equity, dignity, and safety. The Ad Hoc proposed expanding the code of conduct in the Charter to include ad hoc and working group members, Collaborative Applicant staff, CoC General Members, and public attendees at CoC meetings. The Office of Care Coordination collaborated with the Ad Hoc to ensure the Orange County CoC Code of Conduct addresses violations, including disruptive behavior and threats of violence. The proposed revisions were reviewed from December 2023 to March 2024. Approval of the Orange County CoC Code of Conduct will establish clear guidelines and core values for CoC meetings, ensuring safety and security for all attendees.

The Office of Care Coordination, as the Collaborative Applicant for the CoC, received guidance from a HUD technical assistance coach to enhance the conflict of interest policy for the CoC Board and committees. Although the current governance charter outlines the policy and recusal process, there is a need for a more robust procedure to ensure proper disclosure and documentation of conflicts of interest beyond self-disclosure during meetings.

During a CoC Board planning meeting, the Office of Care Coordination and the CoC Board officers discussed creating a more comprehensive conflict of interest policy and disclosure form for members of the CoC Board and committees, ad hocs, and working groups. The Ad Hoc was tasked with developing a detailed conflict of interest policy and procedure, detailed in Attachment D of the agenda packet. Minor changes to the Charter are also being recommended to ensure consistency and include references to the Conflict of Interest Policy and Procedure and Code of Conduct. Approval of these changes will establish clear expectations for CoC Board members and demonstrate the CoC's commitment to integrity and compliance with HUD regulations.

PPS Committee Member Comments:

- Becks Heyhoe inquired about the possibility of expanding the terminology related to children receiving services and ensuring clear identification of conflicted family members in the Conflict of Interest Policy and Procedure.
- Melanie McQueen agreed with expanding the terminology and added that we add "immediate family members." Melanie McQueen suggested that wording should include relatives employed by a benefiting provider. Melanie McQueen suggested adding general verbiage regarding close general personal or professional relationships that include immediate family, extended family, etc., as deemed relevant by the member.
- Andrew Crowe recommended adding the text "if not exhausted in this example" to the statement regarding family in the Conflict of Interest Policy and Procedure.
- Chair Nishtha Mohendra emphasized that this marks a good starting point but emphasized the importance of presenting the item to the CoC Board at the next meeting.

Recommended Action 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.

Robert "Santa Bob" Morse motioned to approve the recommended action. Melanie McQueen seconded the motion. Nishtha Mohendra, Judson Brown, Andrew Crowe, Becks Heyhoe, and Ami Rowland voted yes. Motion passed.

Recommended Action 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.

Robert "Santa Bob" Morse motioned to approve the recommended action. Ami Rowland seconded the motion. Upon further discussion, an amended recommended action was introduced by Robert "Santa Bob" Morse.

Amended Recommended Action: Approve the Orange County CoC Conflict of Interest Policy and Procedure as recommended by the Code of Conduct Ad Hoc, inclusive of additional revisions made by the Office of Care Coordination, to be recommended to the CoC Board for approval.

Robert "Santa Bob" Morse motioned to approve the amended recommended action. Ami Rowland seconded the motion. Nishtha Mohendra, Judson Brown, Andrew Crowe, Becks Heyhoe and Melanie McQueen voted yes. Motion passed.

Recommended Action 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.

Robert "Santa Bob" Morse motioned to approve the recommended action. Becks Heyhoe seconded the motion. Nishtha Mohendra, Judson Brown, Andrew Crowe, Melanie McQueen, and Ami Rowland voted yes. Motion passed.

2. Coordinated Entry System (CES) Housing Assessment Recommendation – Sarah Jones, CoC Manager, Office of Care Coordination

Sarah Jones presented the CES Housing Assessment Recommendation. The Office of Care Coordination, acting as the CES Lead for the Orange County CoC, received input from CES participants, Access Points, housing and shelter providers, and CES Administrators suggesting updated descriptions for housing interest options and additional accessibility questions. In response, the CES Housing Assessment was revised to include housing opportunity descriptions and accessibility questions. Proposed changes encompass descriptions of housing interest options and the addition of accessibility questions.

The updated CES Housing Assessment was presented to the Lived Experience Advisory Committee (LEAC) and the CES Steering Committee for review on May 1, 2024. The public review and feedback period began on May 2, 2024, and an updated draft of the Housing Assessment was distributed to the CoC distribution list and all CES partners. Public feedback was invited through written feedback via email to CoordinatedEntry@ocgov.com until May 10, 2024. The draft of the updated CES Housing Assessment detailing the recommended revisions is being presented to the PPS Committee for approval. If approved, the CES Housing Assessment will be presented at the May 22, 2024, CoC Board meeting for final approval.

PPS Committee Member Comments:

- Becks Heyhoe questioned why the suggested feedback had not been incorporated regarding income requirements for the Housing Choice Voucher and Permanent Supportive Housing options. Becks Heyhoe suggested that verbiage around income requirements be removed for Rapid Rehousing to show consistency. Beck Heyhoe questioned if the form being used before it is known what the client is eligible for. Becks Heyhoe noted that it would be helpful to know where in the process this form is used. Becks Heyhoe stated that wording around eligibility needs to be revisited.
- Chair Nishtha Mohendra raised the question of whether it is possible to clarify that the forms are being utilized by trained staff and the CES team, before being presented to the board.
- Andrew Crowe emphasized the importance of moving this item forward and suggested an amendment to the recommended action.
- Ami Rowland asked if the form is utilized before or after the CES assessment with the client and inquired about the reasoning behind having the housing options are on the form.
- Melanie McQueen questioned whether the clients would have enough knowledge of the verbiage on the form. Melanie McQueen stated that there needs to be clear language around eligibility. Melanie McQueen questioned if the form is mandatory and what would the client's status be in CES, if they didn't have the form on file.
- Judson Brown added that in past experience, it is crucial to let the client know that they could miss out on an opportunity if they don't check the boxes.

Recommended Action a: Approve updated CES Housing Assessment, including the addition of housing opportunity descriptions and accessibility questions, to be recommended to the CoC Board for approval.

An amended recommended action was introduced by Andrew Crowe.

Amended Recommended Action: Approve revisions to the CES Housing Assessment, including the addition of accessibility questions, to be recommended to the CoC Board for approval.

Andrew Crowe motioned to approve the amended recommended action. Ami Rowland seconded the motion. Nishtha Mohendra, Judson Brown, Becks Heyhoe, Melanie McQueen, and Robert “Santa Bob” Morse voted yes. Motion passed.

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

Sarah Jones provided the following CoC updates:

- The U.S. Department of Housing and Urban Development (HUD) requires each CoC to develop and adhere to a governance charter outlining the roles and responsibilities of the Board and all committees. CoCs must conduct an annual review of their governance charters and make necessary updates. The Orange County CoC Board establishes a Nominating Ad Hoc annually to assist in reviewing the Governance Charter and managing the Board election process. Following feedback from HUD and the CoC Board, the Office of Care Coordination determined that the Orange County CoC Board Governance Charter will require further revisions in 2024. At the April 9, 2024, PPS Committee meeting, the Office of Care Coordination and PPS Committee Chair, Nishtha Mohendra, led a discussion on establishing an ad hoc group to support the review of the CoC Governance Charter. After planning with the CoC Board officers and PPS Committee Chair, it was decided that the ad hoc should be established by the CoC Board. A recommendation to establish a CoC Governance Charter Review Ad Hoc will be presented at the CoC Board meeting on May 22, 2024. Additionally, the CoC Board plans to review and update CoC Committee Charters in Calendar Year 2024. The Office of Care Coordination will facilitate the review with support from CoC Committee Chairs engaging committee members for the update process.
- The County of Orange's Office of Care Coordination is seeking proposals from qualified organizations to serve as the Coordinator for the CES for Survivors for all three Service Planning Areas (SPA) - North, Central, and South - in Orange County. The CES for Survivors Lead will promote regional service coordination within and across SPAs, ensure alignment with the CES requirements, and lead strategic imitative and collaborative efforts that facilitates access to the System of Care, primarily housing resources. The CES for Survivors Lead will also support in the implementation of diversion and solution focused problem-solving strategies to decrease the length of time people experiencing homelessness and maximize the appropriate use of available housing resources within each SPA and countywide. 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.
- The County of Orange and Orange County Continuum of Care conducted the 2024 PIT Count during the week of January 22, 2024, as required biennially by the U.S. Department of Housing and Urban Development (HUD). The sheltered count took place on the night of Monday, January 22, 2024, and the unsheltered count occurred between Tuesday, January 23, 2024, through January 25, 2024. Data Summary: The 2024 PIT Count Data Summary can be found at the Care Coordination – Additional Documents webpage at the following link: <https://ceo.ocgov.com/sites/ceo/files/2024-05/2024%20Point%20In%20Time%20Count%20Summary%20FINAL.pdf>
- HUD is hosting a series of community conversations focused on successfully implementing the Violence Against Women Act (VAWA) and survivor-centered housing at the system, project, and human levels. Each conversation will feature a diverse panel of system leaders, project staff, and people with lived experiences from both the homelessness response and victim services worlds.

Adjournment to: Regular meeting on June 11, 2024, 3:30 p.m. 5:00 p.m. in-person in the CAS Multipurpose Room 103/105 at 601 N. Ross St., Santa Ana, CA 92701