

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

Tuesday, November 12, 2024  
3:30 p.m. – 5:00 p.m.

**Location:**  
**County Administration South (CAS)**  
**Multipurpose Rooms**  
**601 N. Ross St., Rooms 103/105**  
**Santa Ana, CA 92701-4599**  
**[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**

**Committee Chair:** Nishtha Mohendra, Families Forward

**Committee Members:**

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

**AGENDA**

**Welcome and Introductions** – Nishtha Mohendra, Chair

**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](mailto: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 Special Meeting Minutes from July 31, 2024.

### **BUSINESS CALENDAR**

1. **PPS Committee Membership Composition** – Nishtha Mohendra, Chair and Sarah Jones, Continuum of Care (CoC) Manager, Office of Care Coordination
  - a. Approve the reviewing and revising the PPS Committee membership composition with a goal of bringing a recommendation to the CoC Board with consideration for the following:
    - i. Continuing to have each CoC Committee Chair within the membership composition
    - ii. Continuing to have up to two at-large members
    - iii. Adding an additional representative from each CoC Committee
    - iv. Increasing diverse experiences and identities in membership
    - v. Allowing for proxy voting
2. **CoC Governance Charter Discussion** – Nishtha Mohendra, Chair and Sarah Jones, CoC Manager, Office of Care Coordination
  - a. Discuss research and next steps in revising CoC Governance Charter to include language on CoC Board term limits.
3. **CoC Updates** – Sarah Jones, CoC Manager, and Felicia Boehringer, CoC Administrator, Office of Care Coordination

**Adjournment to:** Regular meeting on December 10, 2024, from 3:30 p.m. to 5:00 p.m., in the CAS Conference Center Room 104/106, at 425 W. Santa Ana Blvd, Santa Ana, CA 92701

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

Wednesday, July 31, 2024

3:00 p.m. – 4:30 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-Khalil, 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 3:09 p.m.
2. Roll Call
  - i. Present: Chair Nishtha Mohendra, Judson Brown, Andrew Crowe, Robert “Santa Bob” Morse, Maricela Rios-Faust
  - ii. Absent Excused: Becks Heyhoe, Melanie McQueen, Ami Rowland
  - iii. Andrew Crowe 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](mailto: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 May 14, 2024.

Maricela Rios- Faust motioned to approve Consent Calendar item 1. Andrew Crowe seconded the motion. Judson Brown, Andrew Crowe, Chair Nishtha Mohendra, Robert "Santa Bob" Morse, and Maricela Rios-Faust voted yes. Motion Passed.

### **BUSINESS CALENDAR**

1. **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)

Erin DeRycke presented on the recommended changes for the Homeless Management Information System (HMIS) Policies and Procedures.

#### **PPS Committee Member Comments:**

- Chair Nishtha Mohendra emphasized the importance of making case notes accessible to clients upon request and inquired if the committee is comfortable with the agencies sharing case notes. Chair Nishtha Mohendra suggested the need for training on completion of case notes. Chair Nishtha Mohendra stressed the need to develop a long-term communication plan between law enforcement and the County. Chair Nishtha Mohendra underlined the need for the CoC to respond to the Grants Pass vs. Johnson ruling and gather more information. Chair Nishtha Mohendra inquired if there was an update on the HMIS data integration process. Chair Nishtha Mohendra inquired whether data requests go through the PPS committee before reaching the CoC Board and if other committees are involved in the review process.
- Maricela Rios-Faust emphasized the importance of clients being able to obtain their complete records from an agency. Maricela Rios-Faust proposed featuring the percentage of agencies that successfully pass the agency audit on the first try on the HMIS website. Maricela Rios-Faust highlighted the importance of specifying the process for releasing identifying information in data release.
- Judson Brown inquired about the current status of the shelter bed reservation system and the concerns brought up last year by law enforcement professionals working with people experiencing homelessness on a daily basis. Judson Brown shared concerns regarding the Grants Pass v. Johnson case ruling and how it may affect people experiencing homelessness in Orange County.

- Andrew Crowe inquired if the CoC can provide support to law enforcement and share contact information of the relevant County personnel to support getting people into shelter more quickly.

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.

Upon further discussion, an amended recommended action was introduced by Andrew Crowe.

Amended Action: 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, with direction to the HMIS Lead to provide further detail on the Data Release and Data Integration sections and additional research on the Client Record Request section.

Andrew Crowe motioned to approve the amended recommended action. Robert “Santa Bob” Morse seconded the motion. Judson Brown, Andrew Crowe, Chair Nishtha Mohendra, Robert “Santa Bob” Morse and Maricela Rios-Faust voted yes. Amended Motion Passed.

**2. Coordinated Entry System (CES) Housing Assessment Recommendations – Sarah Jones, CoC Manager, Office of Care Coordination and Andrew Crowe, CES Steering Committee Chair**

Sarah Jones presented the updated recommendations for the Coordinated Entry System (CES) Housing Assessment.

PPS Committee Member Comments:

- Andrew Crowe suggested adding headers for the four bulleted categories under each housing description.
- Chair Nishtha Mohendra inquired about the housing choice voucher description.
- Judson Brown raised concerns about the Accessibility Needs section and its potential limitations for the client.
- Maricela Rios-Faust proposed revising the wording in the Accessibility Needs section to avoid giving the impression that we are causing delays in providing housing for the client.

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.

Upon further discussion, an amended recommended action was introduced Maricela Rios-Faust.

Amended Action: 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, with additional minor revisions to the Housing Interest section and the striking of a sentence under the Accessibility Needs section.

Andrew Crowe motioned to approve the amended action. Judson Brown seconded the motion. Judson Brown, Andrew Crowe, Chair Nishtha Mohendra, Robert “Santa Bob” Morse, and Maricela Rios-Faust voted yes. Motion Passed.

**3. Orange County 2024 Point In Time Count Presentation and Discussion – Sarah Jones, CoC Manager, Office of Care Coordination and Nishtha Mohendra, Chair**

Sarah Jones and Chair Nishtha Mohendra led a discussion on the Orange County 2024 Point In Time Count.

PPS Committee Member Comments:

- Andrew Crowe discussed the Grants Pass vs. Johnson ruling and emphasized the need to take proactive measures. Andrew Crowe questioned whether there is a connection between the high number of HIV diagnoses and the unsheltered population.
- Maricela Rios-Faust shared that the Domestic Violence (DV) Committee raised the issue of using gender-neutral language in questions.
- Judson Brown shared that the total count for Santa Ana decreased by 19% from 1,769 to 1,428 persons and attributed this decline to the project-based and tenant-based vouchers. Judson Brown emphasized that when creating affordable housing, an individual's needs must be considered.
- Robert "Santa Bob" Morse provided encouragement to the Office of Care Coordination staff on communication of Point In Time Count efforts through various media platforms and interviews.
- Chair Nishtha Mohendra shared the need for implementing distinct processes in discussing the counting of Transitional Aged Youth and Families. Chair Nishtha Mohendra stressed the importance of involving relevant stakeholders before making a public announcement of PIT Count results in the future.

Public Comment:

- Alan Achterberg expressed gratitude to the staff for their guidance on participating and providing feedback to the CoC. Alan Achterberg noted appreciation for the committee's discussion on the PIT Count and the transparency demonstrated through the presented data, acknowledging the value placed on the individuals involved.

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

**Adjournment to:** Regular meeting on August 13, 2024, 3:30 p.m. to 5:00 p.m., in the CAS Multipurpose Room 103/105 at 601 N. Ross St., Santa Ana, CA 92701

**Date:** November 12, 2024

**Subject:** Policies, Procedures and Standards (PPS) Committee Membership Composition

**Recommended Action:**

- a. Approve the reviewing and revising the PPS Committee membership composition with a goal of bringing a recommendation to the Continuum of Care (CoC) Board with consideration for the following:
  - i. Continuing to have each CoC Committee Chair within the membership composition
  - ii. Continuing to have up to two at-large members
  - iii. Adding an additional representative from each CoC Committee
  - iv. Increasing diverse experiences and identities in membership
  - v. Allowing for proxy voting

**Background and Analysis**

At the January 17, 2024, meeting of the CoC Board, a request was made during CoC Board member comments to revise the PPS Committee Charter to remove the requirement of the CoC Board Vice Chair to serve as PPS Committee Chair and 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. On February 13, 2024, the PPS Committee membership approved recommended changes to the PPS Committee Charter, specifically relating to the appointment procedures for the Chair and Vice Chair and discussed Section 6 of the PPS Committee Charter detailing membership. The current PPS Committee Charter states that PPS Committee membership shall be comprised of the PPS Committee Chair and Vice Chair and chairs of any ongoing CoC Board Committees, as well as no fewer than one and no more than two at large board members. Members of the CoC Board initiated the conversation about revising the PPS Committee membership composition with the goal of facilitating further diversity and power sharing within the decision-making roles of the PPS Committee and CoC Board. Summary highlights of the February 13, 2024, PPS Committee member discussion can be referenced below.

- Support for facilitating CoC Committee charter revisions, stating consistency throughout charters will be helpful.
- 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.
- All CoC Committee charters need to be reviewed following the review and update of the Orange County CoC Governance Charter.
- 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 and support diversifying voices represented in the decision-making process.
- 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.

- 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.

The CoC Board and PPS Committee previously discussed a Calendar Year 2024 goal of reviewing the Orange County CoC Governance Charter to make needed updates, then subsequently reviewing all CoC Committee Charters to ensure alignment. To center the continued work of the CoC Vision ad hoc and strategic plan build out, the review and updating of the Orange County CoC Governance Charter was necessarily delayed. Recognizing the ongoing desire to explore expanding membership, the PPS Committee is being asked to return to this discussion, with consideration for the following recommendations.

- Continuing to have each CoC Committee Chair within the membership composition
- Continuing to have up to two at-large members
- Adding an additional representative from each CoC Committee
- Increasing diverse experiences and identities in membership
- Allowing for proxy voting

Proposed changes to the PPS Committee membership would require approval of a revised PPS Committee Charter, as well as thoughtful consideration around how increased diversity in membership would be facilitated. Additionally, the CoC Board and CoC Committees do not currently utilize proxy voting, thus requiring the PPS Committee to approve a process and policy to be utilized should this be recommended. Based on the PPS Committee support for the recommendations regarding the membership composition, the Office of Care Coordination will work with Chair Nishtha Mohendra to bring a formal recommendation to the December 10, 2024, PPS Committee meeting.