

**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: 926 7403 8374**

**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

- **Meeting Start Time:** - 3:38 p.m. (Call to Order)
  - **Present:** Judson Brown, Andrew Crowe, Becks Heyhoe-Khalil, Melanie McQueen, Nishtha Mohendra, Robert “Santa Bob” Morse, Maricela Rios-Faust, Ami Rowland
  - **Absent:**

Nishtha Mohendra arrived during Consent Calendar (3:39 p.m.). Becks Heyhoe-Khalil and Ami Rowland both arrived during Business Calendar 1 (3:45 p.m.).

Maricela Rios-Faust left during Business Calendar 3 (4:45 p.m.).

**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.

Maricela Rios-Faust motioned to approve Consent Calendar Item 1. Andrew Crowe seconded the motion. Judson Brown, Andrew Crowe, Melanie McQueen, Nishtha Mohendra, Robert “Santa Bob” Morse, and Maricela Rios-Faust voted yes, no nay, no abstentions. Motion Passed.

### **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

Sarah explained that in January, a request was made to restructure the PPS membership to include CoC Board and Committee Members with efforts aimed on increasing diversity. The review of the CoC Committee Charters was postponed in 2024 to allow the Vision Ad Hoc’s work to shape the updates. This meeting serves as a pre-conversation for CoC Board approval of the revised PPS membership.

Nishtha Mohendra emphasized that the proposed changes reflect feedback from committee members, aiming to retain experienced participants while fostering new and diverse perspectives. Nishtha stressed that these ideas need to be explored carefully to ensure the process runs smoothly and effectively.

#### **Committee Discussion:**

- Judson Brown expressed concerns about adding additional representatives from CoC Committees, stating that the PPS Committee was initially designed as a smaller executive committee with the CoC Committee Chairs. Expanding the committee could dilute this original vision.

- Andrew Crowe raised concerns about the committee becoming too large, potentially resembling the CoC Board itself. He also questioned the vague concept of requiring "diversity," referencing challenges in meeting diversity set by the CoC Nominating Ad Hoc for the upcoming CoC Board Elections. He suggested that a clearer explanation be outlined, and repercussions should be considered if diversity goals are not met.
- Maricela Rios-Faust expressed her support for the proposed changes but recommended an amendment to allow alternates to attend meetings in place of committee chairs when they are unavailable, addressing concerns around proxy voting. She noted that proxy voting might send a conflicting message to the CoC Board. Maricela also emphasized the importance of prioritizing virtual options to improve accessibility and reduce barriers, this would further support engagement and alleviate the burden on both staff and committee members. Additionally, she suggested that the PPS Committee explore transitioning to a governance model rather than functioning as an executive committee, which would provide greater participation and flexibility for CoC Board and Committee members.
- Becks Heyhoe-Khalil who served as Chair of the PPS for two years, emphasized the challenges faced by committee chairs, especially regarding the commitment required. She also raised a broader discussion about the purpose of the PPS Committee. If the goal is for CoC committees to bring forward items, this isn't currently happening. Emphasizing, the committee may not need to focus solely on policies, procedures, and standards. Becks recommended reviewing the PPS Committee charter and clarifying its purpose, whether it serves as an executive committee or as a bridge between committees. She also suggested that committee representatives from CoC Committees should be considered rather than asking long-standing chairs for additional commitments. She suggested a revised balance between CoC Board members and committee representatives—possibly 60% CoC Board members and 40% committee representatives. She pointed out that some committees, like the CES chair, might need to have a permanent seat on PPS, while others could appoint alternates. Becks echoed Maricela's point about increasing virtual options to enhance public engagement and reduce barriers.
- Ami Rowland acknowledged the fatigue experienced by CoC Board members due to participation requirements. She suggested that allowing alternate representatives could help alleviate this challenge and increase participation.
- Nishtha Mohendra, Chair addressed the concerns raised, particularly about the time commitment and the potential impact of these changes on the committee's functioning. She emphasized that if the PPS Committee were to be an executive committee, it would require adjustments, as this has not been the role it has been fulfilling. She mentioned that further discussions about the strategic plan and the charter review would help guide these changes and ensure that the committee remains aligned with the CoC's governance. Nishtha also acknowledged that while the expansion of membership and increased diversity are important, the process should be clear and manageable. She encouraged the committee to continue refining these ideas and bring them back for further discussion at the December meeting.

Maricela Rios-Faust motioned to approve a revised PPS Committee membership composition, with the condition that Office of Care Coordination staff integrate the committee's discussions and work toward a recommendation that aligns with the intent of the collective dialogue. The goal is to present the updated recommendations at the PPS Committee's December meeting, with the aim of delivering a comprehensive proposal to the CoC Board. Andrew Crowe seconded the motion. Judson Brown, Andrew Crowe, Becks Heyhoe-Khalil, Melanie McQueen, Nishtha Mohendra, Robert "Santa Bob" Morse, Maricela Rios-Faust, and Ami Rowland voted yes, no nay, no abstentions. Motion Passed.

**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.

Nishtha Mohendra, Chair, discussed the ongoing efforts to revise the CoC Governance Charter, particularly regarding the inclusion of language related to CoC Board member term limits. She emphasized the importance of aligning board terms with best practices while preserving institutional knowledge.

Sarah Jones, CoC Manager, Office of Care Coordination, outlined key discussion points to better understand committee members' perspectives on CoC Board term lengths, term limits, and rotation policies. She proposed bringing recommendations on this matter to the CoC Board by March 2025.

Committee Discussion:

- Becks Heyhoe-Khalil inquired about practices from other CoCs, particularly those considered high-performing, to inform the discussion. She also asked about the guidance from HUD on term limits and how other CoCs interpret this guidance in their charters. She suggested that term limits for officer positions should also be considered.
- Melanie McQueen shared findings from her research, noting HUD's guidance on healthy board characteristics, recommending CoC boards have term limits between 2-6 years, with a policy allowing two consecutive terms followed by a one-year break. She provided examples from Long Beach CoC (6-year term limit) and LA and San Diego CoCs (3-year terms with one year off).
- Andrew Crowe expressed concerns about the commitment required for a three-year term, proposing a two-year term instead. He asked for more information about the average tenure of members on the OC CoC Board. Andrew also asked if a CoC Board member leaves before their term is over and someone else fills the position, does the new member finish the remaining term or start a new term.
- Maricela Rios-Faust suggested taking a more practical approach, advocating for a three-year term as a reasonable duration to effectively contribute. She recommended considering officer term limits in the discussion, proposing a two-year officer term within the three-year board term to improve functionality. She also addressed the need for staggered elections and noted that current board members could be grandfathered into the existing structure, with new members starting the term limit process in the next election cycle.
- Santa Bob expressed a preference for a two-year rotation, arguing that it supports board diversification. He recommended a maximum of 6 years of service with a one-year break.
- Nishtha Mohendra stressed the importance of aligning the committee's views on board term limits, ensuring clear, agreed-upon language that reflects best practices and is accessible to all. She emphasized balancing term limits with preserving institutional knowledge, highlighting the need to carefully stage limits while considering the board's overall composition and goals.

**3. CoC Updates** – Sarah Jones, CoC Manager, and Felicia Boehringer, CoC Administrator, Office of Care Coordination

Sarah explained that the Office of Care Coordination, as CES Lead, is recommending edits to the pre-assessment and survivor assessment tools. Feedback was gathered from the CoC Board and Committees. The proposed changes will return to the DV Committee on December 17th and to PPS in January 2025. Additionally, the CoC Board election period has been extended to encourage greater participation.

Felicia shared that since July, the Vision Ad Hoc, led by Aubrey, has been refining strategies and steps, engaging CoC committees for input and ownership. Aubrey created slides and a video for feedback, aiming for CoC Board review in December. Feedback is requested by November 19th.

Committee Discussion:

- Becks Heyhoe-Khalil inquired whether committee chairs are expected to circulate the Vision Ad Hoc plans to their respective committee members.
- Nishtha Mohendra emphasized the urgency noting the aggressive timeline but acknowledged the significant work already done by the Ad Hoc. She reassured that even if the plan is approved, the CoC Board will have the following year to refine and improve it further.

**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

Melanie McQueen motioned to adjourn the PPS Committee Meeting. Becks Heyhoe-Khalil seconded the motion. Motion Passed.