



**Policies, Procedures and Standards  
Committee Meeting  
December 10, 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 Special Meeting Minutes from November 12, 2024.

# Business Calendar

**PPS Committee  
Membership Recommendation  
Nishtha Mohendra, Chair and  
Sarah Jones, Continuum of Care (CoC)  
Manager, Office of Care Coordination**

# Business Calendar – Item #1

## PPS Committee Membership

- **January 17, 2024, CoC Board Meeting:** Request was made during CoC Board member comments to revise the PPS Committee Charter (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.
- **February 13, 2024, PPS Committee Meeting:** Approved recommended changes to the Charter, specifically relating to the appointment procedures for the Chair and Vice Chair and discussed Section 6 of the Charter detailing membership.
  - ❖ Also discussed potential changes to designated membership, noting importance of intentionality in appointing representatives from each CoC Committee as well as keeping PPS Committee membership closely connected to the work of the CoC Board. Stated changes to membership would be forthcoming.
- **February 28, 2024, CoC Board Meeting:** Approved revised Charter to allow PPS Committee Chair to be appointed



# Business Calendar – Item #1

## PPS Committee Membership

- 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.
- **November 12, 2024, PPS Committee Meeting:** Re-entered discussion about membership, including desired membership composition as well as the scope and purpose of the PPS Committee.
  - ❖ Approved recommendation to direct Collaborative Applicant to integrate committee’s discussion and prepare recommended changes to the PPS Committee membership for the December 10, 2024, meeting.

# Business Calendar – Item #1

## PPS Committee Membership: Proposed Revisions

- Proposed revisions to the Charter are detailed in **Attachment A** and are summarized below.
  - ❖ Prioritize CoC Committee Chairs for membership, however, allow for a Committee representative to be appointed if a Chair is unable to participate on the PPS Committee
  - ❖ Appointed CoC Committee representatives must be CoC General members
  - ❖ Continue having at least one and no more than two at large Board members
  - ❖ Clarifying term length for each member type: PPS Committee Chair and Vice Chair, CoC Committee Chairs, appointed CoC Committee representatives, and at large members
- Approval of the recommended Charter revisions will support being mindful of CoC Committee Chairs' capacity while having the opportunity to include new voices from CoC Committees.

# Business Calendar – Item #1

## CoC Committee Representative Appointment Process

- In addition to the recommended PPS Committee Charter changes, the PPS Committee membership is being asked to approve a process for appointing CoC Committee representatives to the PPS Committee.
- It is being recommended to have CoC Committee representatives selected by the respective CoC Committee Chair and/or in partnership with the CoC Committee membership.
- Examples in practice if a CoC Committee Chair is unable to participate as a PPS Committee member:
  - ❖ **Example #1: CoC Committee has a set membership** and at the next committee meeting, the CoC Committee Chair asks for nominations for a representative. Committee votes and collectively selects a representative to participate on the PPS Committee.
  - ❖ **Example #2: CoC Committee does not have a set membership.** CoC Committee Chair reaches out to active participants and/or regular presenters to ask about interest in participating on the PPS Committee.
- The Collaborative Applicant will work with CoC Committee Chairs, as desired, to further build out and implement this process if a CoC Committee representative is appointed to the PPS Committee.

# Business Calendar – Item #1

## Recommended Actions

- a. Approve recommended changes to the PPS Committee Charter, specifically Section 6 detailing Membership, to allow for a CoC Committee representative to be appointed as a PPS Committee member should a CoC Committee Chair be unable to participate, for approval by the CoC Board.
- b. Approve CoC Committee representatives appointed to the PPS Committee to be selected by the respective CoC Committee Chair and/or in partnership with the CoC Committee membership.

**Homeless Management Information  
System (HMIS) Policies and Procedures**

Erin DeRycke, Director, Data Analytics, 2-1-1  
Orange County (211OC), Orange County United  
Way and Sarah Jones, CoC Manager,  
Office of Care Coordination

# HMIS Policies and Procedures Updates



# Background

- The HMIS Policies and Procedures was approved by the CoC Board in August 2024, with the exception of the Client Record Request policy
- The CoC Board requested additional research be done to determine if the Client Record Request policy should be updated to allow clients to request their full record in HMIS
- Additional policies and forms are being updated to provide clarity, reflect new guidance, or reflect new internal processes
- 211OC met with the HMIS Working Group in November to discuss revisions, and a user feedback period occurred from November 15<sup>th</sup> – December 1<sup>st</sup>
- Proposed changes to the Policies and Procedures were presented to the Lived Experience Advisory Committee on December 4<sup>th</sup>

# Working Group Feedback

- Concerns about sharing case notes with clients:
  - Liability for agencies?
  - How to manage clients that disagree with notes
- More accessible data could improve client relationship
- Users would like more guidance around case notes data entry and how to talk to clients about their data; limit case notes in record requests to those entered after training was completed
- Sharing location data may be a safety concern if the client doesn't properly dispose of that information
- Full HMIS record may be too much information for clients
  - Allow clients to select what data they would like to see



# User Feedback

- Edit Client Consent Form to change “agencies contributing data to HMIS” to “agencies with access to HMIS”
- More guidance for agencies on how to process client record requests

# LEAC Feedback

- Client Record Requests should include all data in the client's file
- The process to request records should be a single step, and streamlined to make the process easy for the client
- Clients need to be made aware that it's possible to request their HMIS record
- Service Providers need to be trained on how to help the client get the information they want

# Current Client Record Request Policy

- Clients may inspect and obtain a copy of the following data entered in HMIS by requesting the Client Record Request Dashboard, which is inclusive of:
  - Data on the client's Profile screen
  - The client's Release of Information
  - The client's enrollment history in any projects that participate in HMIS
  - All client documents uploaded into HMIS

# Data not on Dashboard

## Provider Data

- Services
- Client and Enrollment Case Notes
- Public Alerts
- Locations
- CQ Status
- CES Events
- Referral History

## Client Data

- Contact Info
- Enrollment
- Exit
- Assessments
- Current Living Situations
- Annual Assessments
- Status Assessments

# Client Data Time Commitment

- Time to pull each completed screen: 7 minutes
- Average completed screens per client: 16
- Time per record request: At least 2 hours
- Record requests in previous year: 20

# Case Notes Training

- Lead working group with agencies to determine best practices
- Knowledge base article released in September 2020
- Article highlights:
  - Reminder that clients have the right to review case notes
  - Examples of when case notes should be used
  - Best practices for entering case notes
  - Examples of good and bad case notes

# Update: Client Record Requests

- Clients that want to receive data in their HMIS record may submit a record request by contacting a Service Provider they have been served by in the past
  - Clients will be able to select the types of data they would like to review
- Clients may request edits to data they contributed to HMIS
  - Clients that wish to edit data for a specific project must contact the agency directly to request the edit
  - If a project is closed or the agency administering the project is no longer participating in HMIS, no edits can be made.
- Data contributed by a participating agency (enrollment history, services, case notes, etc.) cannot be edited at a Client's request

\*If the HMIS team receives many client record requests at the same time, or the records being requested are large, the team may need to limit the number of hours that can be spent on these requests per month



# Update: Data Use & Disclosure

- Clarify that data may be used or disclosed without client consent for system administration, technical support, program compliance, analytical use, and other purposes as outlined in the Privacy Notice or required by law



# Update: Data Release

- Clarify that client data will not be shared without consent except for uses and disclosures outlined in the Policies and Procedures or otherwise required by law

# Update: Data Integration

- Agencies must be approved for HMIS access before submitting any data integration requests
- Agencies requesting to integrate their own case management software with HMIS will be reviewed and approved by the HMIS Lead
- Agencies requesting to integrate HMIS with shared case management software solutions will be reviewed and approved by the CoC Board
- Requests to integrate Coordinated Entry System data will be reviewed and approved by the HMIS Lead and the CES Lead
- Update language around new API process
- Data normalization tasks added



# Update: Client Consent

- Clarify that the client is consenting for their data to be shared with other service providers/organizations in HMIS
- Signing the consent form also means that the client's data may be included in data requests approved by the CoC Board

# Update: Grievance Form

- Refer clients to OCC for grievances related to the Coordinated Entry System
- Provide examples of HMIS-related grievances

# Next Steps

- Approval by LEAC
- Approval by PPS Committee (*pending LEAC approval*)
- Approval by CoC Board (*pending PPS approval*)
- Presentation of Policies and Procedures revisions at the HMIS User Meeting (*pending CoC Board approval*)

## **CoC Update**

**Sarah Jones, CoC Manager,  
Office of Care Coordination**

# Business Calendar – Item #3

## 2025 Sheltered Point In Time Count and Housing Inventory Count

- The Orange County CoC's 2025 Sheltered Point In Time (PIT) Count will be taking place the night of **Monday, January 27, 2025.**
- Orange County United Way's 211OC will be facilitating training for agencies that are required to submit data as part of the Sheltered PIT Count and Housing Inventory Count (HIC).
- If your agency is required to participate in the Sheltered PIT and/or HIC, please note email communication from 211OC and the Office of Care Coordination will be forthcoming.

# Business Calendar – Item #3

## Upcoming Meetings

- **Commission to End Homelessness:** Wednesday, December 11, 2024, from 1:00 p.m. – 3:00 p.m.
  - ❖ Location: County Administration South (CAS) County Conference Center Rooms 104/106, 601 N Ross St, Santa Ana, CA 92701
- **Housing Opportunities Committee:** Friday, December 13, 2024, from 10:00 a.m. – 12:00 p.m.
  - ❖ Location: County Administration South (CAS) Multipurpose Rooms 103/105, 601 N Ross St, Santa Ana, CA 92701
- **Domestic Violence Committee:** Tuesday, December 17, 2024, from 9:00 a.m. – 10:30 a.m.
  - ❖ Location: The Village at 17th Street Large Community Room, 1505 17th St, Santa Ana, CA 92705
- **CoC Board:** Wednesday, December 18, 2024, from 2:00 p.m. – 5:00 p.m.
  - ❖ Location: County Administration South (CAS) County Conference Center Rooms 104/106, 601 N Ross St, Santa Ana, CA 92701



# Business Calendar – Item #3

## The Office of Care Coordination is Hiring!

- The Office of Care Coordination is currently recruiting to fill **one (1) Staff Specialist – Extra Help positions** to support with CoC and CES projects and initiatives being led by the Office of Care Coordination.
- Please note, Extra Help or temporary/seasonal positions are estimated to last six months up to one year.
- The Staff Specialist – Extra Help position responsibilities and job duties include, but are not limited to the following:
  - Analyzing, organizing and presenting data through various reporting tools.
  - Knowledge and understanding of the CoC, its structure and policies and procedures.
  - Knowledge and experience using the Homeless Management Information System (HMIS).
  - Knowledge and understanding of the CES.
- If you have any questions pertaining to this recruitment or if you are interested in the employment opportunity, please contact or submit your resume to Aida Lomeli at [aida.lomeli@ocgov.com](mailto:aida.lomeli@ocgov.com).

*Please assist us in sharing this employment opportunity with others!*

# Business Calendar – Item #3

## CoC Board Nomination and Election: Timeline

Date*	Timeline Activity
October 29, 2024	Nomination period opens
November 5, 2024	Nomination period closes
November 13, 2023	Candidate Interest Forms are due; New & updated CoC Board General Membership Forms due
November 15, 2024	CoC Nominating Ad Hoc to recommend candidates for election by CoC General Membership
November 18, 2024	Candidate Meet and Greet; Voting Period Opens
November 27, 2024	Voting period closes at 5:00 p.m.
December 6, 2024	CoC Nominating Ad Hoc to finalize election results; Candidates notified of CoC Board Election results
December 18, 2024	CoC Board Meeting: Selected candidates are presented to the CoC Board for ratification
January 2024	CoC Board seating takes place. Outgoing CoC Board and Board staff will provide training and orientation for incoming CoC Board

## **Next Meeting:**

*To be determined, pending approval of the  
2025 CoC Board and Committee calendar*

