

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

Tuesday, December 10, 2024

3:30 p.m. – 5:00 p.m.

**Location:**

**County Administration South (CAS)  
County Conference Center  
425 West Santa Ana Blvd. Room 104/106  
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**

***\*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

- Meeting Start Time: 3:43 p.m. (Call to Order)
  - Present: Becks Heyhoe-Khalil, Melanie McQueen, Nishtha Mohendra, Robert “Santa Bob” Morse, Maricela Rios-Faust, Ami Rowland
  - Absent Excused: Judson Brown, Andrew Crowe

Ami Rowland requested to enact AB 2449 for “Just Cause” to participate remotely. Maricela Rios-Faust motioned to approve Ami Rowland request to participate virtually. Becks Heyhoe-Khalil seconded the motion. Chair, Nishtha called for a voice vote, hearing no nay or abstentions the motion passed.

**AGENDA**

**December 10, 2024**

**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 “PPS Committee Meeting Comment” in the email subject line.

Public Comment:

- No Public Comment

**CONSENT CALENDAR**

1. Approve the PPS Committee Meeting Minutes from November 12, 2024.

Committee Discussion:

- No Committee Discussion

Robert “Santa Bob” Morse motioned to approve Consent Calendar 1. Melanie McQueen seconded the motion. Chair, Nishtha called for a voice vote, hearing no nay, no abstention the motion passed.

**BUSINESS CALENDAR**

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

Sarah Jones, CoC Manager, provided background on the PPS Committee membership which included previously approved changes such as removing the CoC Board Vice Chair requirement to serve as PPS Chair and expanding membership to include CoC Board and General Members. Also touching on the proposed revisions, prioritizing CoC Committee Chairs but allowing appointed representatives if Chairs cannot participate, maintain one to two at-large Board members, and clarify term lengths. A process for appointing representatives was also recommended, with support as needed.

Public Comment:

- No Public Comment

Maricela Rios-Faust motioned to start committee discussion on the recommended action. Becks Heyhoe-Khalil seconded the motion.

Committee Discussion:

- Becks Heyhoe-Khalil began by thanking staff for incorporating previous PPS feedback into the recommendations and turned attention to Section 6: Membership in the redlined PPS Charter. Becks Heyhoe-Khalil sought clarification on whether “CoC General Member” referred to any general member or specifically designated representatives of an agency/provider. Becks Heyhoe-Khalil also identified outdated language referencing the CoC Board Vice Chair, as that role no longer chairs the PPS Committee. To strengthen the process, Becks Heyhoe-Khalil suggested tying alternate representatives to the current Committee Chair rather than term lengths and advocated for requiring at least two CoC Board Members per committee to ensure Chairs have the option to appoint alternates.
- Maricela Rios-Faust requested clarification regarding the alternate selection process for PPS participation, specifically asking if CoC Board approval would be required when a Chair is unavailable. Maricela Rios-Faust noted that the selection process itself would likely address conflicts with meeting dates and times and emphasized the importance of sharing the Committee Calendar with CoC Board Members in advance. Maricela Rios-Faust further proposed that CoC Board Members be considered as alternates to mentor them for future leadership roles, encouraging Committee Chairs to proactively engage with Board Members who sit on their committees.
- Melanie McQueen raised questions about term lengths for alternate representatives, seeking clarity on whether these terms would align with the CoC Board Member who initiated the alternate selection. Melanie McQueen stressed the need for consistency and continuity, expressing concerns that PPS could end up comprised entirely of alternates with no CoC Board Members if the recommendations were adopted and questioned whether all CoC Committees are sufficiently structured to implement this process effectively while urging that committees are fully prepared before moving forward.
- Chair, Nishtha Mohendra clarified that the process would be “all in or not,” as PPS cannot allow proxy voting. However, noting that this could be revisited in the future. Nishtha Mohendra highlighted that Committee Calendars are released at the start of the calendar year and acknowledged PPS’s leadership in setting a model for other committees to follow. Nishtha Mohendra emphasized that Committee Chairs must remain engaged to ensure alternates do not replace the valuable insights Chairs provide. Offering the LEAC example, Nishtha Mohendra underscored the importance of trusting committees to select the most capable alternates while balancing new voices with experienced perspectives and concluded by suggesting revisiting PPS’s purpose in 2025 to evaluate whether the current direction remains appropriate.

Maricela Rios-Faust amended the motion to approve the recommendation, directing the Office of Care Coordination to incorporate changes based on the PPS Committee’s discussion. Becks Heyhoe-Khalil seconded the motion. 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. 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

- a. Update on the proposed revisions to the HMIS Policies and Procedures, inclusive of the Client Record Requests, Data Integration, Data Release, Client Consent Form, Grievance Form and HMIS User Agreement policies.

Erin DeRycke, Director of Data Analytics at 211OC, Orange County United Way, shared that HMIS Policy & Procedures were updated following discussions with the HMIS Working Group, LEAC, and a user feedback period. The updates address client record requests, focusing on streamlining processes and addressing liability concerns. LEAC feedback emphasized full client access, streamlined processes, and improved provider training. Updates will include allowing clients to customize data requests with identity verification and provider coordination requirements but noted the time-intensive nature of requests and training needs. The proposed updates are open for input from the committee.

Committee Discussion:

- Maricela Rios-Faust asked Erin DeRycke, that since 211OC does not own the data, any data release must first be approved by the provider. Meaning the request must be approved by providers before it is released to the client?
- Melanie McQueen emphasized the importance of Maricela’s point regarding the data request process. Further explaining that at PATH, when participants request records, the requests are processed internally and reviewed by PATH’s legal compliance team. While PATH has contacted 211OC for data requests, most are handled in-house since client dashboards display all PATH programs, and PATH ensures the process is clear to clients. Providers act as data owners, while 211OC serves as the data controller. Melanie McQueen highlighted the need to safeguard client rights, enforce redactions of third-party information, and clarify agency responsibilities for fulfilling requests noting that if the intent is for all client record requests to go through 211OC, existing processes at agencies like PATH must also be considered.

Erin DeRycke continued presenting updates on data use, disclosure, and integration policies, including the need for Board approval for data integration requests and updated consent and grievance forms. Recommendations include aligning agencies with HMIS policies and improving client data protection.

Continued Committee Discussion:

- Chair, Nishtha Mohendra thanked Erin for her hard work and dedication to the updates and emphasized the importance of the responses from LEAC regarding the HMIS updates.
- Robert “Santa Bob” Morse thanked Sarah for providing a thorough overview of the LEAC meeting discussions on the HMIS Policy and Procedures, noting that the meeting covered referrals comprehensively and suggested that agencies should proactively offer information rather than waiting for requests from clients.
- Maricela Rios-Faust expressed appreciation for the lead time provided to review the updates, acknowledging the comprehensive nature of the overhaul, and raised concerns about the backend implications and potential costs, while also emphasizing the importance of training on case notes and tracking referrals.
- Becks Heyhoe-Khalil questioned whether case notes training would become mandatory and suggested incorporating sharing practices and system improvements into the process and inquired about data sharing specifics, asking if there’s any tracking of agency-specific data submissions.
- Melanie McQueen followed up on Becks Heyhoe-Khalil statement, stressing the need to review policies and procedures for consistency with implementation and emphasized that legal

compliance teams should be involved in the discussion, as they may need to address gaps in understanding regarding data requests.

Public Comment:

- Sammie Martinez, Lived Experience Professional, who is very familiar with HMIS, asked when the last audit of HMIS inputted data was conducted. Specifically, inquiring about duplicate entries and situations where clients are not receiving services that are being inputted, and asked if 211OC has ever followed up with providers during a compliance audit to ensure that services were actually being delivered.

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

Sarah Jones, CoC Manager, outlined the upcoming Shelter Point in Time Count (HIC) on January 27, 2025. OCUW will lead required training, while 211OC handles office hours and distribution of letters, also mentioning upcoming CoC Committee meetings, the ongoing Coordinated Entry System (CES) Team’s hiring process for an Extra Help Staff position, and the CoC Board election timeline.

Public Comment

- Alan Achterberg stated appreciation for the opportunity to learn about the process and see’s the potential for the County to meet its regulatory obligations, while commending the improvements and increased engagement from providers to reduce system congestion. Alan A. suggested that over the holidays, it might be helpful to educate and engage providers in finding solutions, as navigating the system can often feel like a maze with many nuances.

Committee Discussion:

- No Committee Comments

**Adjournment to:** Next meeting to be determined, pending approval of the 2025 CoC Board and Committee calendar.