

## Policies, Procedures and Standards Committee

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Meeting Date: August 09, 2022

Meeting Time: 3:30 p.m. – 5:00 p.m.

Meeting Link: <https://ocgov.webex.com/ocgov/j.php?MTID=me3574ea77b5c6cc12c94b72e96bc8dc8>

Meeting Number: 2465 268 3270

Passcode: pps112

Phone: +1-213-306-3065

**Committee Chair:** Becks Heyhoe

**Committee Members:** Matt Bates, Judson Brown, Patti Long, Dawn Price, Christina Weckerly-Ramirez

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### AGENDA

**Welcome and Introductions** – Becks Heyhoe, PPS 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. Members of the public may address the PPS Committee with public comments on agenda items after the PPS Committee member discussion. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes. In order to address the PPS Committee, members of the public are to enter their name and agenda item number in the Webex chat box to be placed in a queue. PPS Committee staff will call your name in the order listed in the chat box.

### **CONSENT CALENDAR**

1. Approve the PPS Committee Meeting Minutes from April 12, 2022

### **BUSINESS CALENDAR**

1. **Orange County Continuum of Care (CoC) Data Integration Policy** – Zulima Lundy, Director of Operations, Office of Care Coordination and Erin DeRycke, Director, CoC Data and Operations, 211OC
  - a. Recommend the Orange County CoC Data Integration Policy and Memorandum of Understanding (MOU) for review and approval to the Orange County CoC Board.
2. **Coordinated Entry System (CES) Policy and Procedures Shelter Priority Working Group Update** – Zulima Lundy, Director of Operations, Office of Care Coordination
3. **FY 2022 CoC Supplemental to Address Unsheltered and Rural Homelessness Notice of Funding Opportunity** – Zulima Lundy, Director of Operations, Office of Care Coordination
  - a. Overview
  - b. Development of CoC Plan for Serving Individuals and Families Experiencing Homelessness with Severe Service Needs
4. **Adjournment to:** Regular meeting on September 13, 2022, 3:30 p.m. – 5:00 p.m.

## Policies, Procedures and Standards Committee

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Meeting Date: April 12, 2022

Meeting Time: 3:30 p.m. – 5:00 p.m.

Meeting Link: <https://ocgov.webex.com/ocgov/j.php?MTID=m7250105216e73c4b3af375e1d3bf86a3>

Meeting Number: 2452 589 9627

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**Committee Chair:** Becks Heyhoe

**Committee Members:** Matt Bates, Judson Brown, Patti Long, Dawn Price, Christina Weckerly-Ramirez

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### Minutes

#### 1. **Welcome and Introductions** – Chair Becks Heyhoe

- a. Chair Becks Heyhoe called the meeting to order at 3:30 p.m.
- b. Roll call
  - Present: Becks Heyhoe, Judson Brown, Patti Long, Dawn Price, and Christina Weckerly-Ramirez (joined at 4:15 p.m.)
  - Absent Excused: Matt Bates

#### 2. **Public Comments**

- a. No public comments.

#### 3. **Consent Calendar**

- a. Recommended Action: Approve the PPS Committee Meeting Minutes from March 8, 2022.

Judson Brown motioned to approve the recommended action. Patti Long seconded the motion. Becks Heyhoe, Judson Brown, and Patti Long voted yes. Dawn Price abstained. Motion approved.

#### 4. **Continuum of Care Updates** – Zulima Lundy, Continuum of Care (CoC) Manager

- a. **North Orange County Collaborative Request** – Zulima Lundy provided an overview of the North Orange County Collaborative Request actions to date. The policy and process will be developed and reviewed in collaboration with Outreach Grid, NOC Collaborative, 211OC, as well as the Ad Hoc and working group. The final draft of the policy and process will be presented to the PPS Committee for recommended action.
- b. **Coordinated Entry System (CES) Policy and Procedures** – Zulima Lundy provided an overview of the CES Policy and Procedure updates to date. On March 23, 2022, the CoC Board approved the PPS Committee recommendations on how to best improve the CES

Policy and Procedures and also appointed the new CES Steering Committee Chair. The Office of Care Coordination is working to schedule the working group and finding best way to integrate the working group and evaluation of the prioritization policy with the CES Steering Committee.

- c. **FY2022 CoC Notice of Funding Opportunity (NOFO) Cycle** – The CoC Program Registration for the FY 2022 CoC Program Competition opened on March 4, 2022, and closed on April 7, 2022. The Office of Care Coordination completed the registration process for the Orange County CoC. CoC providers are encouraged to attend the upcoming Data and Performance Management meetings hosted by 211OC to learn about performance measures that will be utilized to evaluate Rapid Rehousing and Permanent Supportive Housing project performance during the FY 2022 CoC NOFO local process.
- d. **Funding Opportunities** – Zulima Lundy reviewed the details of the Rapid Rehousing Services Request for Proposals, which is currently open to the public. The primary goal of this program is to help individuals experiencing homelessness in each Service Planning Area (SPA) – North, Central, and South – and transitional aged youth and families experiencing homelessness countywide obtain secure permanent affordable housing quickly, increase self-sufficiency, and achieve long-term housing stability. More information about this funding opportunity can be found [here](#).

## 5. Homelessness Action Plan

- a. Zulima Lundy provided an update on the Homelessness Action Plan, including the Homeless Housing, Assistance and Prevention Round 3 (HHAP-2) program overview, plan development, timeline, community engagement efforts and responses, and proposed budget by eligible activity.
- b. PPS Committee Member Comments:
  - Judson Brown commented that the investments made with these one-time dollars need to be strategic to reduce and end homelessness. Judson Brown recommended allocating 100% of the funds to solutions that work, specifically, development of housing to end homelessness.
  - Dawn Price commented that there is a misunderstanding in the recommended funding for street outreach and clarified that the scope of funds being proposed towards street outreach aligns with existing successful programs and supporting through the navigation of the System of care.
  - Christina Weckerly-Ramirez commented that street outreach is a key piece of the continuum of care that reaches the most vulnerable individuals experiencing unsheltered homelessness who are unable or unwilling to access shelter.
- c. Public Comments:

- Nikki Buckstead reiterated that street outreach is a key piece of the continuum of care that reaches the most vulnerable population.
6. **Racial Equity Roadmap** – Lisa Bahadosingh, C4 Innovations and Felicia Boehringer, CoC Administrator
- a. Felicia Boehringer provided an overview of the collaboration of the Office of Care Coordination and C4 Innovations on the development of a Racial Equity Roadmap for the Orange County CoC, including the timeline of the three phased approach.
  - b. Lisa Bahadosingh provided information on the approach to the ‘Phase 2- Action Planning and Continued Learning’ of the Racial Equity Roadmap and described the role of the Results Academy Team.
  - c. PPS Committee Member Comments:
    - Dawn Price commented that participating in the learning sessions has been extremely beneficial.
    - Becks Heyhoe inquired about outreach efforts and the possibility of an information session about the Results Academy Team to foster further engagement and participation.
    - Patti Long commented that more time may be needed to process and thoughtfully consider appropriate recommendations for the Results Academy Team by agencies participating in the PPS Committee meeting.
  - d. Public Comments:
    - Kimberly McClain expressed interest in participating in the Results Academy Team.
    - Nikki Buckstead commented that the timeline to commit to the Results Academy Team is short given the duration of the commitment, and inquired about the process for ensuring the Results Academy Team is reflective of the most vulnerable population in Orange County.
7. **Emergency Solutions Grant (ESG) Minimum Standards** – Zulima Lundy, CoC Manager
- a. Item was continued to the next meeting of the PPS Committee.
8. **Adjournment to:** Regular meeting on May 10, 2022, 3:30 p.m. – 5:00 p.m.

**Date:** August 9, 2022

**Subject:** Continuum of Care (CoC) Data Integration Policy

### Background and Analysis

On August 10, 2021, the Policies, Procedures and Standards (PPS) Committee moved to establish an Ad Hoc to review a data integration request by the North Orange County Public Safety Collaborative (NOCPSC) and Outreach Grid in more detail and return to the PPS Committee with a recommendation on how to best address the request.

An Ad Hoc comprised of three members – Christina Weckerly-Ramirez, Eric Richardson, and Analisa Andrus – was established to explore the request for a data-sharing mechanism between Outreach Grid and the Homeless Management Information System (HMIS). The Ad Hoc had an initial meeting on September 28, 2021; a joint meeting with representatives from NOCPSC and Outreach Grid on October 25, 2021, to further discuss the request and gain additional insight and background; and a final meeting on January 5, 2022, to debrief on the information received and arrive at a recommendation for the PPS Committee Meeting.

The Ad Hoc made a recommendation on the NOCPSC request was presented to the PPS Committee for approval on January 11, 2022, and approved by the PPS Committee. The approved recommendation included redefining the request from NOCPSC and Outreach Grid, with the following principles and within the following parameters:

- The preservation of HMIS integrity is paramount, including governance, data quality, functionality and purpose. The Ad Hoc had outstanding concerns regarding how the proposed manual push / pull of data could compromise data integrity and recommend this be further explored in conjunction with the HMIS Lead to ensure appropriate checks and balances.
- The Ad Hoc supports the aim of linking individuals experiencing homelessness to appropriate resources and are therefore proposing that this collaboration could focus on data-sharing and integration of CES elements only. This would involve a pull of the Coordinated Entry System (CES) related data only from HMIS into Outreach Grid. The Ad Hoc was supportive of receiving information and data from Outreach Grid to HMIS, as determined appropriate by the Orange County Continuum of Care (CoC), through a pull mechanism.
- The Ad Hoc is committed to promoting efficiencies in service delivery and propose that NOCPSC and Outreach Grid seek to become HMIS participating agencies through the current established process as detailed in the HMIS Policies and Procedures. This would allow for the entry of data directly into HMIS and facilitate care coordination with the Orange County CoC.
- The Ad Hoc recognized that mechanics of implementation will require further thought and potential policy / process, including but not limited to:
  - Role-Based Access Control – determining which users have view, edit and deletion privileges and who is responsible for setting and maintaining these permissions.
  - Release of Information / Authorization.
  - Audit and Breach Procedures.
  - Frequency and Costs
  - Roles and Responsibilities

Additionally, the Ad Hoc's recommendation provided the next step and direction for the Orange County CoC and the HMIS Lead to develop a data-sharing policy and related processes and procedures.

The item was brought before the CoC Board on January 19, 2022, for approval and the CoC Board membership moved to approve the recommended action with the caveat that the policy and process will be presented to the CoC Board for final approval.

The Working Group was established at the recommendation of the Ad Hoc comprise of HMIS Lead, HMIS Administrators and representatives with technical backgrounds on data sharing mechanism, drafted data integration policy. Throughout the process of meeting from March to July 2022, the Working Group identified how the policy could serve in a broader capacity for data integration requests presented to the Orange County CoC and drafted a proposed policy and procedure for the Ad Hoc to review.

As next step, the Ad Hoc reconvened on July 5, 2022, to review a draft of the recommended data integration policy, as well as discuss outstanding questions and considerations from the Working Group. The Ad Hoc noted the importance of defining specifics around data points requested, roles and responsibilities around access to data imported and exported from HMIS, and the purpose the data is being requested/utilized. 2-1-1 Orange County (211OC) as the HMIS Lead in partnership with the Office of Care Coordination revised the draft policy and created a Memorandum of Understanding (MOU) template based on feedback from the Ad Hoc that requires agencies to note specifics around data requested.

Support of the CoC Data Integration Policy to be presented to the CoC Board will allow the Orange County CoC to not only respond to the request of the NOCPSC but also to continued data integration requests received. The Office of Care Coordination anticipates continued data integration needs based on requirements coming from the State and seeks to be prepared to respond in a timely manner to best serve the Orange County community and its stakeholders.

## Attachments

Attachment A – Data Integration Policy

Attachment B – Data Integration Memorandum of Understanding (MOU)

### New: Data Integration Policy

Data integration is the process of exporting data from one data system and importing it into another. For the purposes of this Policies and Procedures document, data import is the process of taking data from an outside case management database and importing it into HMIS, and data export is the process of taking data out of HMIS and importing it into an outside case management database.

Requests for data import or export must be submitted through the Data Import/Export Request Form. Agencies requesting exports of their own data do not require approval from the CoC Board. All other requests are decided by the CoC Board in conjunction with the CoC Lead and the HMIS Lead. Requests must demonstrate how the data integration will improve care coordination for clients in order to be considered.

#### Data Integration Requirements

Agencies wishing to request any data integration with OC HMIS must agree to the following policies. The Requesting Agency and/or Outside Database Vendor must sign an MOU prior to any work being completed.

- Prior to transferring any data, the HMIS Lead will conduct an Agency/Vendor Review which may include but is not limited to privacy, security, data sharing, data storage, data timeliness, data completeness, and data collection practices.
- All approved data integrations are subject to an annual review by the HMIS Lead, CoC Lead, and CoC Board. This review will include an audit to ensure the data integration is in compliance with the HMIS Policies and Procedures, and that the items included in the Agency/Vendor Review are still in effect. The review will also consider if the data integration is still necessary and favorable for the Continuum of Care. If the data integration is no longer considered necessary or if the audit is failed, the data integration will be terminated.
- Violation of any of the policies and procedures in this document may be grounds for termination of the data integration at any time, and is at the discretion of the HMIS Lead. The CoC Board will be notified of any data integrations that have been terminated.
- The HMIS Lead will provide an estimate for implementation and maintenance fees upon receiving the appropriate data integration request form. If the CoC chooses not to cover these fees, they will become the responsibility of the agency requesting the data integration. Fees will be updated annually by the HMIS Lead.
- The Requesting Agency and Outside Database Vendor must agree to the Roles and Responsibilities outlined in this policy as applicable.
- Data integrations are subject to all policies and procedures outlined in this document. Imported data is owned by the agency responsible for managing the data in HMIS.
- Data integration projects approved by the CoC Board will be scheduled to accommodate the current workload of the HMIS Lead. Scheduling is at the discretion of the HMIS Lead.

## Item 1. Attachment A

### Roles and Responsibilities

A critical component of data integration is understanding the responsibilities of those involved in the process. The following participants may be involved in the data integration process. Please review the tables below for the expected responsibilities for each participant.

- **HMIS Lead:** HMIS administrator for the Orange County CoC
- **Requesting Agency:** The Provider that is serving clients directly, and is the responsible party for the data. If the Requesting Agency is requesting a data import, the agency must be participating in HMIS, and must be in compliance with all policies and procedures outlined in this document. If the agency is not already participating in HMIS and does not meet the criteria outlined in the Agency Access section, the agency must submit the Agency Access Application and be approved to access HMIS prior to submitting the Data Import/Export Request Form.
- **Outside Database Vendor:** The entity that provides the technical and administrative support for the outside database. This entity will not be given direct access to HMIS.

<b>Importing Data into HMIS</b>	
<b>Task</b>	<b>Responsibility</b>
Submit Data Import/Export Request Form	Requesting Agency
Review privacy/consent practices for outside database to ensure client consent to share data in HMIS	HMIS Lead
Review outside database for proper collection of HUD required data and/or custom data	HMIS Lead
Format/prepare data in approved format	Requesting Agency
Review prepared data for accuracy and completeness	Requesting Agency
Submit prepared data in approved submission process	Requesting Agency
Review data from agency for proper format and completeness	HMIS Lead
Complete import of data into HMIS	HMIS Lead
Run report of data in HMIS and review accuracy/completeness	Requesting Agency
Flag and report to HMIS Lead any data imported incorrectly	Requesting Agency
Resolve any issues with the prepared data and resend as needed	Requesting Agency
Resolve any issues with HMIS import and re-upload data as needed	HMIS Lead

<b>Exporting Data from HMIS</b>	
<b>Task</b>	<b>Responsibility</b>
Submit Data Import/Export Request Form	Requesting Agency
Review data storage and security infrastructure of outside database	HMIS Lead
Review privacy and security practices of outside database	HMIS Lead
Review access roles and data sharing of outside database	HMIS Lead
Ensure HMIS Consent Form and related documents name outside database/vendor for transparency	HMIS Lead



## Item 1. Attachment A

Determine specifications of export from HMIS (frequency, report parameters, data elements, report format, etc.)	Outside Database Vendor/HMIS Lead/Requesting Agency
Export data from HMIS	HMIS Lead
Import data into outside database	Outside Database Vendor
Review imported data in outside database for accuracy/completeness	Outside Database Vendor/Requesting Agency
Notify HMIS Lead of any errors with export data	Outside Database Vendor/Requesting Agency
Resolve any issues with HMIS export and resend data as needed	HMIS Lead
Resolve any issues with outside database import as needed	Outside Database Vendor

### New: Data Breach Policy

A data breach is the unauthorized access or acquisition of data that compromises the security, confidentiality, or integrity of data in HMIS. Data may be in any format (electronic, hardcopy or verbal) and may consist of a single piece of data and/or an entire data system. Breaches to the HMIS servers are managed by the HMIS vendor. If a breach to the HMIS servers occurs, the HMIS vendor will notify the HMIS Lead, and the HMIS Lead will notify the participating agencies as appropriate.

Breaches may also occur at participating agencies. The participating agency is responsible for immediately mitigating the data breach to the extent possible as soon as the breach is identified, including notifying clients who may have been impacted by this breach. Data breaches could include but are not limited to:

- HMIS users sharing HMIS account and/or passwords with others.
- Sharing client identifying information with anyone that doesn't have access to HMIS or hasn't been approved to access that data.
- Sharing client identifying information over an unencrypted network.
- Leaving printed documents with client identifying information in an unsecured location.

Any suspected data breach must be reported to the HMIS Lead by submitting the Data Breach Incident Report. The HMIS Lead will review the breach and the mitigating actions taken by the agency, and will assist with any additional action that may be needed. The HMIS Lead will report all data breaches to the Agency Access Working Group, and that group will determine if any corrective action is needed. Corrective action may include but is not limited to notifying the CoC Board, CoC Lead, and funders of the data breach, and revoking HMIS access.

## Item 1. Attachment A

### Update: Client Consent Form (in yellow)

#### Orange County Continuum of Care

##### Homeless Management Information System Participating Entities

Please note that the list of entities contributing data to HMIS can change frequently and without notice, and therefore the website should be consulted for the most recent list – <http://ochmis.org/about-hmis/contributing-agencies/>.

The following entities are participating in the Homeless Management Information System (HMIS). These entities have the ability to enter data into HMIS and also view the client's information previously entered by other HMIS participating entities, including utilization of homeless services in Orange County.

1736 Family Crisis Center	Jamboree
American Family Housing	Lutheran Social Services of Southern California
Anaheim Housing Authority	Mental Health Association
Casa Teresa	Mercy House
Casa Youth Shelter	New Directions for Veterans
City Net	OC Rescue Mission
City of Costa Mesa	Orange County Asian and Pacific Islander Community Alliance
City of Dana Point	Orange County Housing Authority
City of Garden Grove	Orange County United Way
City of Huntington Beach	People Assisting the Homeless (PATH)
City of San Clemente	Pathways of Hope
City of Stanton	Project Kinship
Colette's Children's Home	Project Self-Sufficiency
Community Action Partnership of Orange County	Salvation Army
County of Orange/Office of Care Coordination	Santa Ana Housing Authority
Covenant House of California	Santa Ana Police Department
Dayle McIntosh Center	Share Our Selves
Families Forward	South County Outreach
Families Together of Orange County	SPIN
Family Assistance Ministries	StandUp for Kids
Family Solutions Collaborative	The Orangewood Foundation
Friendship Shelter	Tierney Center Goodwill OC
Grandma's House of Hope	US Veterans Initiative
Health Care Agency – Behavioral Health Services	Volunteers of America Los Angeles (VOALA)
HIS-OC	Waymakers
Housing for Health Orange County	We Care Los Alamitos
Illumination Foundation	WisePlace for Women

The following entities have restricted access in HMIS. This means that the entities are limited to only entering data into HMIS are not able to view client's history, files, project enrollments, etc.

City of Huntington Beach

## Item 1. Attachment A

Santa Ana Police Department

Below is a list of the agencies or entities that have been approved to receive ongoing exports of data from HMIS. Signing this form gives the agencies below access to your client identifying data for the purposes of data analysis or care coordination.

DRAFT



## Memorandum of Understanding

Between

**211 Orange County (HMIS Lead Agency for Orange County)**

And

**[Agency Name]**

### I. Purpose

- a. The purpose of this Memorandum of Understanding (MOU) is to clearly identify the roles and responsibilities of each party as they relate to their participation in the **[select one or both]**:
  - i. Import of data into the Orange County Homeless Management Information System (OC HMIS) from the **[database name]**.
  - ii. Export of data from the Orange County Homeless Management Information System (OC HMIS) into the **[database name]**.
- b. The purpose of this data integration is **[describe what will be achieved with this data integration/how the integration will improve care coordination for clients]**.

### II. Project Overview

- a. The data **[import/export]** will occur **[frequency]** on or around the **[date]**.
- b. The reporting period of each data **[import/export]** will be **[dates]**.
- c. The data **[import/export]** will include **[client population, project types, etc.]**.
- d. The data **[import/export]** will include the following data elements.
  - i. **[Data element]**
  - ii. **[Data element]**

### III. 211OC's Responsibilities **[include import/export responsibilities based on type of integration]**

- a. Data Import Responsibilities
  - i. Review privacy/consent practices for **[database name]** to ensure client consent to share data in OC HMIS
  - ii. Review **[database name]** for proper collection of HUD required data and/or custom data
  - iii. Review data from **[database name]** for proper format and completeness
  - iv. Complete import of data into OC HMIS
  - v. Resolve any issues with OC HMIS import and re-upload data as needed
- b. Data Export Responsibilities

## Item 1. Attachment B

- i. Review data storage and security infrastructure of **[database name]**
- ii. Review privacy and security practices of **[database name]**
- iii. Review access roles and data sharing of **[database name]**
- iv. Ensure HMIS Consent Form and related documents name **[database name/agency name]** for transparency
- v. Export data from OC HMIS
- vi. Resolve any issues with OC HMIS export and resend data as needed

### IV. **[Agency Name]'s Responsibilities [include import/export responsibilities based on type of integration]**

- a. Data Import Responsibilities
  - i. Submit Data Import/Export Request Form
  - ii. Format/prepare data in approved format
  - iii. Review prepared data for accuracy and completeness
  - iv. Submit prepared data in approved submission process
  - v. Run report of data in OC HMIS and review accuracy/completeness
  - vi. Flag and report to 211OC any data imported incorrectly
  - vii. Resolve any issues with the prepared data and resend as needed
- b. Data Export Responsibilities
  - i. Submit Data Import/Export Request Form
  - ii. Import data into **[database name]**
  - iii. Review imported data in **[database name]** for accuracy/completeness
  - iv. Notify 211OC of any errors with export data
  - v. Resolve any issues with outside database import as needed

### V. **Terms and Conditions**

- a. The terms of this MOU Agreement are in effect for the duration of the data integration project.
- b. [Agency Name] and [database name] must meet all requirements outlined by 211OC in the Agency/Vendor Review in order for the data integration to commence.
- c. This data integration will be reviewed on an annual basis by 211OC, the CoC Lead, and the CoC Board. This review will include an audit to ensure the data integration is in compliance with the HMIS Policies and Procedures, and that the items included in the Agency/Vendor Review are still in effect. The review will also consider if the data integration is still necessary and favorable for the Continuum of Care. If the data integration is no longer considered necessary or if the audit is failed, the data integration will be terminated.
- d. **[Agency Name]** and **[database name]** are required to be in compliance with the current HMIS Policies and Procedures. Violation of any of the HMIS Policies and Procedures at any time may be grounds for termination of the data integration, and is at the discretion of 211OC.
- e. Data imported into OC HMIS is owned by **[Agency Name]**.

Item 1. Attachment B

**VI. Fees**

- a. The estimated first year cost to complete this data [import/export] is [cost]. This includes [hours] of planning, testing, and implementation of the data integration, and [hours] per data [import/export] that occurs during the year. If time spent on this data integration is at least 15% above or below the estimated hours the fees will be adjusted to reflect this change.
- b. [Cost] for planning, testing, and implementation must be paid in order for work on this data integration to begin.
- c. [Cost] must be received for each data [import/export] prior to the data [import/export] being completed.
- d. Fees are not refundable once work has been completed.
- e. Fees will be updated annually by 211OC.

**VII. Modification and Termination**

- a. Amendments to this agreement must be made in writing and signed by both entities before going into effect.
- b. [Agency Name] may terminate this agreement at any time.
- c. [Data Imports only] Data imported into OC HMIS will remain in OC HMIS, even after the data integration is terminated. If [Agency Name] is not completing direct data entry into OC HMIS once the data integration is terminated, [Agency Name]’s access to HMIS will be revoked. [Agency Name] may request an export of their data entered into OC HMIS.
- d. [Data Exports only] [Agency Name] is responsible for maintaining privacy and security of client data, even after the data integration has been terminated.

**VIII. Effective Date and Signature**

- a. This MOU will be in effect once signed by authorized officials at both 211OC and [agency name], and will remain in effect until the data integration has been terminated.

211OC Authorized Official	Date

[Agency Name] Authorized Official	Date

**Date:** August 9, 2022

**Subject:** Coordinated Entry System (CES) Policy and Procedure Update

### Background and Analysis

On March 8, 2022, the Policies, Procedures and Standards (PPS) Committee approved two revisions to the Coordinated Entry System (CES) Policy and Procedures, including the incorporation of an Emergency Transfer Request and discontinued the use of the Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT). The third proposed revision of the CES Policy and Procedures was to discontinue the use of a shelter preference for the CES prioritization policy; however, the PPS Committee motioned for the creation of a working group to further discuss the proposed revision with a wider group of stakeholders.

The Office of Care Coordination solicited interested agencies to participate in the creation of a working group to further explore the Shelter Priority. To date, this working group consists of representatives from seven non-profit agencies and three cities. The membership consists of the following local partners: Family Assistance Ministries, Orange County Health Care Agency – Mental Health and Recovery Services, Orange County United Way, Pathways of Hope, Share Our Selves, WisePlace, City of Fullerton, City of Costa Mesa, and City of Santa Ana. The working group began meeting regularly on June 2022, and has met three times to discuss, in length, all possible options as well as explore ways in which the options can impact people experiencing homelessness on the CES, in real time.

No final recommendation has been made at this time. The working group is committed to arrive on an option which accounts for the needs of the Orange County Continuum of Care, as well as considers the needs of people experiencing homelessness, and the federal and state guidance related to CES. The Office of Care Coordination will bring this item to the PPS Committee membership for consideration at an upcoming meeting.