



Butte Countywide Homeless Continuum of Care

Monday, November 17, 2025 1:00 p.m. – 3:00 p.m.
All Member Meeting
Butte County Employment & Social Services
78 Table Mountain Blvd., Oroville, CA – Andes Room

CoC Council Members:

Allan Dikes	Angie Little	Heidi Lange	Matthew McCoy
Amber Abney-Bass	Brad Brunner	Jennifer Zellers	Sarah Frohock
Anastacia Snyder	Brittnie Paxman	Josh Indar	Tami Ritter
Angel Calderon	Erin Murray	MaryJo Alonzo	Tracy Johnstone

CoC Coordinator: Wendy Lo
Recording: Housing & Homeless

AGENDA

- 1) Convene Meeting and Establish Quorum *A. Little*
- Approval of Minutes - **ACTION: Council Members**
- 2) A) In-Person September 15, 2025 - Amended *A. Little*
 B) October 20, 2025
- 3) Community Spotlight: Center for Healthy Communities - **INFORMATION** *S. Kochems*
Presenters: S. Kochems, S. Malugani, K. Apodaca
- 4) 2025 Continuum of Care (CoC) Notice of Funding (NOFO) - **DISCUSSION** *S. Morgado*
- 5) Council Member Nominations and Elections - **ACTION: All Voting Members** *W. Lo*
- 6) HMIS/CES Policies & Procedures and Data Quality Plan Updates - **ACTION: All Voting Members** *E. Rawlinson*
- 7) Governance Charter Update - **ACTION: All Voting Members** *E. Murray*
- 8) CoC Collaborative and Lead Agency MOU (Amended) - **ACTION: Council Members** *W. Lo*
- 9) 2026 CoC Meeting Calendar - **INFORMATION** *W. Lo*
- 10) Lead Agency, Collaborative Applicant, Administrative Entity Updates - **INFORMATION** *E. Murray*
- 11) Committee Reports - **INFORMATION** *All*
- 12) Jurisdiction Reports/Updates - **INFORMATION** *All*
- 13) Announcements *All*
- 14) Next Meeting – Monday, December 15, 2025: Council Member Meeting
Butte County Department of Employment & Social Services to host Virtual Meeting
- 15) **ADJOURN**



Continuum of Care Meeting
November 17, 2025, 1:00 p.m. – 3:00 p.m.

CoC Agenda Item #2

Approval of Minutes:

- A) In-Person September 15, 2025 – *Amended*
- B) October 20, 2025



Butte Countywide Homeless Continuum of Care

Butte County Continuum of Care

All Member Meeting Minutes

Monday, September 15, 2025 1:00 PM to 3:00 PM

Virtual Meeting Hosted by: Butte County Employment & Social Services

COUNCIL MEMBERS PRESENT:

Allan Dikes, Oroville Resource Center
Amber Abney-Bass, Jesus Center
Anastacia Snyder, Catalyst
Angel Calderon, City of Gridley
Brad Brunner, Caminar
Erin Murray, DESS
Josh Indar, BCOE
MaryJo Alonzo, City of Chico
Matthew McCoy, DESS VSO
Sarah Frohock, BCDBH
Tami Ritter, BC Board of Supervisors
Tracy Johnstone, City of Oroville

COUNCIL MEMBERS ABSENT:

Angie Little, HACB
Brittanie Paxman
Heidi Lange, Town of Paradise
Jennifer Zellers, Youth for Change

OTHER ATTENDEES:

Sarah Graham, CHAT
Sheri Morgado, Housing Tools
Debra Villasenor, Housing Consultant
Monica Soderstrom, Public Health
Ann Winters, Catalyst

CoC Coordinator:

Wendy Lo, DESS

OTHER ATTENDEES:

Charles Withuhn, North State Shelter Team
Maisue Thao, Butte College
Tim Hawkins, CAA Butte
Verna Speer, Jordan's Crossing
Mark Montgomery, CHIP
Allison Gonzalez HHCM
Laura Sanchez, HHCM
Daniela Guthrie, Jordan's Crossing
Leslie Johnson, CHAT
Lisa Torres, OSCIA
Tiffany Rowe, DESS
Pahua Thao, DESS
Erin Kennedy, Boys and Girls Club of the North Valley
Taylor Bunch, True North
Bill LeGrone
Pahua Thao, DESS
Tanya Lindquist, DOR
Shelly Storkan, Butte County Behavioral Health
Samuel Casale, BCDBH
Brittiney Norman, True North
Shelly Watson, Jesus Center
Toni Scott, Jesus Provides Our Daily Bread
Jayme Beres, DESS
Kenneth Huenink, DESS
Sandy Alexander, Dept of Veteran's Affairs

Recording:

DESS Housing & Homeless

ORDER OF BUSINESS

1. CONVENE MEETING AND ESTABLISH QUORUM

The meeting was called to order by Amber Abney-Bass, Chair, at 1:10 pm. Roll call of the council members was conducted, and a quorum established. The meeting was facilitated by Amber Abney-Bass.

2. APPROVAL OF MINUTES – ACTION

A motion was made to approve the meeting minutes for August 18, 2025.

Motion: Brad Bruner
Second: Mary-Jo Alonzo
Opposed: None
Abstained: Alan Dikes, Matthew McCoy

Note: Anastacia Snyder and Sarah Frohock were not present for this motion.

3. BUTTE COUNTY BEHAVIORAL HEALTH: BEHAVIORAL HEALTH SERVICES ACT

The presenter was unexpectedly unavailable, this item has been tabled for the next meeting.

4. 10-YEAR STRATEGY UPDATE

Presenter: Sherry Morgado

The 10-Year Strategy to End Homelessness updates were provided to Council and members, which started in May 2025. The process consisted of a brainstorming session at the June 2025 meeting, a survey of CoC membership, and a focus group for people with lived experience of homelessness. Housing Tools is currently conducting a geographic analysis, which includes PIT count and housing stock analysis of each locality within Butte County.

Respondents reported successes, including expanded HMIS, CES establishment, and the use of 211 for point of entry and secondary benefit of access to other resources. Respondents reported challenges, including not enough housing vouchers, limited resources to renters that lose housing due to disaster, the state's lack of understanding of rural needs, and resources needed to repair credit. The creation of new housing and housing affordability were the most consistent top priorities, followed by mental health and substance use resources.

The lived experience focus group found that the most helpful services are services where they are “treated like a human being without stigma”, as well as access to case management/housing navigation, warm handoffs from agency to agency, mindfulness groups, and addiction treatments that focus on recovery. The focus group indicated that the largest barriers were a lack of transportation, poor credit, lack of funds for security deposits, and having a criminal background or a history of evictions/domestic violence. The focus group also indicated that assistance with transportation, building credit, assistance accessing social security income, more low-barrier transitional housing, more housing for women with children, and more assistance for people with pets were needed. The focus group stated that they would accept a wide variety of housing such as apartments, with affordable single family homes as a priority.

The next step in the 10-year plan process will be additional surveys and brainstorming sessions, more focus groups, a geographic analysis, and a development of draft goals and objectives, as well as a small group breakout discussion at the November CoC meeting.

Discussion was held regarding barriers to sustainable housing including lack of understanding around affordable housing, long waitlists for vouchers and public housing, increasing aged population experiencing homelessness, funding, and isolation once housed.

5. COC ELECTIONS POLICY AND PROCEDURE

W. Lo stated that six seats are up for election; no changes have been made to the Election Policy since September of 2024. Elections will begin in October, with voting will take place in November; forms will be sent out along with a processing timeline along with a nomination form. Once the Election Policy is approved the updated version will be published.

Discussion was held about quorum. Suggestion was made to remove reference to quorum within this Policy as the Governance Committee is working on revising its definition within the Governance Charter as well as mention of coalition seats as they are no longer included in Council.

Motion was made to approve Election Policy with changes noted.

Motion: Mary-Jo Alonzo
Second: Tami Ritter
Opposed: None
Abstained: None

Note: Anastacia Snyder was not present for this vote.

6. HHAP FUND REALLOCATION AND REVIEW AND RANKING PROCESS

T. Ritter stated that she requested this item be agendaized to initiate conversation around whether or not it was still the CoC's wish to reallocate Homeless Housing, Assistance and Prevention (HHAP) funding to the County. With the County as the administrator of all funds, the CoC has less control over its usage.

E. Murray provided background on the County's role as the Administrative Entity over the past 5 years. E. Murray also explained what the process may look like if the CoC opted to no longer reallocate funds to the County for a single process. With the County still as the Administrative Entity, funding would run through two separate processes, with the County utilizing the County Request for Funds Process for the funds allocated to the County and the CoC allocated funds going through the CoC Review and Ranking process. This would lead to two separate application processes, each with half of the total available funds. Both sets of contracts would still have to be approved by the Board of Supervisors so long as the County is the Administrative Entity. This could lead to duplication of funds or projects that aren't fully funded as well as other administrative burdens for both County and subcontracted entities.

A motion was made to modify both HHAP 5 and HHAP 6 to split out the CoC portion of each round in order to allow funds to be administered following the CoC process.

Motion: Amber Abney-Bass
Second: Brad Brunner

Further discussion was held regarding funding transparency, eligible uses for HHAP Rounds 5 and 6, CoC input during the application process, the CoC and County joint application process, and local priorities. Discussion was held around what rescinding the reallocation of HHAP Round 5 funds to the County will look like, including the short timeline and the administrative burden. E. Murray stated that the currently open Request for Proposals would be collapsed, and a new one would be initiated.

A. Snyder recommended a friendly amendment to remove HHAP 5 from this motion and that the motion be modified to split out HHAP 6 funds only so as not to further delay HHAP 5.

The friendly amendment was rejected and the vote on the original motion proceeded.

Approved: Amber Abney-Bass, Angel Calderone, Sarah Frohock

Opposed: Allan Dikes, Anastacia Snyder, Brad Bruner, Josh Indar, MaryJo Alonzo, Matthew McCoy, Tracy Johnstone

Abstained: Erin Murray

Motion failed. A request was made to add HHAP Round 6 CoC funding to the October meeting agenda.

Note: Tami Ritter was not present for the vote.

7. LEAD AGENCY, COLLABORATIVE APPLICANT, ADMINISTRATIVE ENTITY UPDATE

E. Murray stated that the HHAP 6 application was submitted by the due date using information collected from the CoC meetings. E. Murray thanked the applicants for a quick turnaround on the CoC Builds, and informed the CoC that a lawsuit was being filed regarding CoC Builds by the National Alliance to End Homelessness, so there may be a 4th CoC builds application at some point in the future.

8. COMMITTEE REPORTS

Chronic Homelessness – No report. Next meeting November 25, 2025

Governance – Next meeting planned for September 24, 2025. Discussion will be around quorum.

HMIS/CES – Reviewing the data quality plan, next meeting scheduled in October to present the data quality plan during the November CoC meeting.

Households with Children – No report.

Equity – October meeting was cancelled, next meeting will be on November 19, 2025.

Veterans – Met on September 10, 2025. The Standdown is coming October 9, 2025 through October 11, 2025.

Youth Homelessness – Rescheduled all meetings to the second Tuesday. The next meeting will be October 14, 2025.

9. COULITION AND JURISDICTION REPORTS/UPDATES – INFORMATION

Oroville Homeless Coalition – No report.

City of Chico – Nothing to Report

City of Oroville – Nothing to Report

City of Gridley – A. Calderon stated that there is a “Survivors of Suicide” group that is meeting in Gridley and he is personally recommending a campaign against the use of fentanyl and drug use in Gridley.

Town of Paradise – No report.

Board of Supervisors – No report

10. ANNOUNCEMENTS

No Announcement

11. NEXT MEETING – MONDAY, October 20, 2025

Location: Virtual

12. ADJOURN

Meeting was adjourned at 3:36pm



Butte Countywide Homeless Continuum of Care

Butte County Continuum of Care

Council Meeting Minutes

Monday, October 20, 2025 1:00 PM to 3:00 PM

Virtual Meeting Hosted by: Butte County Employment & Social Services

COUNCIL MEMBERS PRESENT:

Allan Dikes, ORC
Amber Abney-Bass, Jesus Center
Anastacia Snyder, Catalyst
Brad Brunner, Caminar
Erin Murray, DESS
Heidi Lange, Town of Paradise
Jennifer Zellers, Youth for Change
Josh Indar, BCOE
MaryJo Alanzo, City of Chico
Sarah Frohock, BCDBH
Tami Ritter, BC Board of Supervisors
Tracy Johnstone, City of Oroville

COUNCIL MEMBERS ABSENT:

Angel Calderon, City of Gridley
Angie Little, HACB
Brittnie Paxman, Jordan's Crossing
Matthew McCoy, DESS VSO

CoC Coordinator:

Wendy Lo, DESS

Recording:

DESS Housing and Homeless

OTHER ATTENDEES:

Debbie Villasenor, Housing Consultant
Tracey Gillihan, Butte-Glenn 211
Sam Casale, BCDBH
Leslie Heino, CHAT
Kenneth Huenink, DESS
Jodene Setera, Salvation Army
Jayme Beres, DESS
Alena Strickland, ORC
Phillip Wysocki, TNHA
Lori Mason, NSST
Pahua Thao, DESS
Monica Soderstrom, BCPH
Lorena Reed, BCDBH
Taylor Bunch, TNHA
Pamela Beeman, Interfaith Council
Halle Brown, NCIHA
Wendy Cumberland, DESS
Shelly Watson, Jesus Center
Ann Winters, Catalyst
Nancy Jorth, Youth for Change
Kim Decker, Nation's Finest
Tanya Lindquist, DOR
Lisa Torres, OSCIA
Shelly Storkon, BCDBH
Erin Kennedy, Boys and Girls Club
Nick Fashing, DESS
Tara Sullivan-Hames, Butte-Glenn 211

ORDER OF BUSINESS

1. CONVENE MEETING AND ESTABLISH QUORUM

The meeting was called to order by A. Abney-Bass, Chairperson at 1:01 pm. Roll call of the council members was conducted, and a quorum established. The meeting was facilitated by Amber Abney-Bass and occurred virtually via Zoom.

2. APPROVAL OF MINUTES – ACTION

Discussion was had regarding the minutes. Council requested minutes be revised to more thoroughly capture agenda item #6 regarding HHAP Reallocation. There were specific questions on how the motion/amendments were made as that information was not reflected in the minutes. Minutes will be brought back for approval at the November 2025 All-Member meeting.

3. COMMUNITY SPOLIGHT: TRUE NORTH HOUSING ALLIANCE - INFORMATION Presenting: T. Bunch

T. Bunch shared several program updates. The Howard Slater Navigation Center is complete with the ribbon-cutting and open house to be held on Thursday, October 30, from 9:30 a.m. to 12 p.m. The center, an AB101-compliant navigation center, will connect unhoused or precariously housed individuals to services through True North and partner agencies. Partners are encouraged to use the space for client meetings. A soft opening is planned for early November, with an integrated scheduling system in development.

Housing Plus Support Program (HPSP) is a newly launched, state-managed and federally funded program, expanding homelessness prevention, rapid rehousing, and supportive services. Eligibility aligns with ESG program standards, assisting households with income at 30% AMI or less. The program will serve Butte, Glenn, Colusa, Trinity, and Tehama counties and can assist clients relocating anywhere in California. Joe Carvalho is the primary contact with referrals handled through a secure Google Form.

Adult Re-Entry Services Program will launch soon through a recently secured a contract with the Board of State and Community Corrections. The program will provide reentry and warm-handoff support for formerly incarcerated individuals in Butte County. Services include outreach, case management, and behavioral health supports. Referral details are forthcoming.

L. Mason asked for resources related to Medication-Assisted Treatment (MAT) services. T. Bunch noted True North's Adult Re-Entry program isn't active yet and suggested contacting Ampla or Behavioral Health. M. Soderstrom recommended starting with Butte County Behavioral Health or, if urgent, the hospital emergency department. A. Abney-Bass added that Enloe's substance use navigator supports people experiencing homelessness. S. Frohock clarified that MAT services are handled by Behavioral Health's Substance Use Disorder (SUD) division, not Mental Health, and clients should be directed there to avoid delays.

T. Lindquist asked in if Glenn and Colusa County clients would need to go through the Chico location for assistance with HPSP. P. Wysocki answered in chat stating, no, however TNHA is currently working with Dos Rios CoC on a process.

4. BUTTE COUNTY BEHAVIORAL HEALTH: BEHAVIORAL HEALTH SERVICES ACT – INFORMATION

Presenting: S. Casale

S. Casale shared updates on the transition from the MHSA to BHSA beginning next fiscal year. The transition from MHSA to BHSA will have an impact on housing programs within the community. BHSA requires counties to must spend 30% of funds on housing interventions. Currently, Butte spends 2% of these funds on housing. Because of this shift, DBH has been gathering community input to inform decisions on where to allocate funds.

Results from a community input survey show 47 people who identified as being part of housing support community or part of the CoC. A total of 380 respondents (a 52% increase from the last time community survey), identified homelessness as the top community priority, followed by LGBTQIA+ and TAY/Young Adults. Key housing findings identified the main barrier as qualifying for affordable housing. Supportive housing was identified as the most preferred model, with funds to secure housing services, rental assistance, and case management as the top funding needs.

S. Casale thanked participants for their input and collaboration, noting improved survey diversity and participation, particularly from individuals with lived experience and those affected by homelessness. A full report will be shared once finalized.

5. PARTNERSHIP HEALTHPLAN OF CALIFORNIA: TRANSITIONAL RENT – INFORMATION

Presenting: N. Vij

N. Vij stated that the presentation is to provide information about Transitional Rent and to gauge interest in becoming a Transitional Rent provider. Transitional Rent is a new mandatory Community Support Service that all Managed Care Plans must offer beginning January 1, 2026. The program provides up to six months of rent or temporary housing for eligible Medi-Cal members who are homeless or at risk of homelessness. It is approved under California’s CMS waiver through 2029.

The goal is to support housing stability during transition periods and prevent homelessness. Partnership HealthPlan is working with DHCS and 24 county behavioral health agencies to finalize the program’s policy, referral, and reporting requirements. The model of care was submitted to DHCS on September 2, 2025, and is currently under review.

To be eligible to receive Transitional Rent, members must be high-need Medi-Cal members enrolled with Partnership and must have clinical risk factors, be experiencing or at risk of homelessness, and be within a specified population (e.g., individuals exiting institutions or behavioral health treatment).

Roles and Responsibilities between Managed Care Plan (MCP) and County Behavioral Health Agencies (CBHA):

MCP

- Administers and authorizes transitional rent for up to 6 months within a 12-month period.
- Requires a Housing Support Plan for each member.
- Ensures members are also enrolled in Enhanced Care Management and other support services.
- Tracks total housing assistance to maintain compliance with program limits.

CBHA

- Must spend 30% of BHSA funds on housing interventions.
- Coordinate with MCP to avoid duplication of services.
- Housing Support Plan must be submitted to MCP for eligible transitional rent recipient.
- Can fund non-covered supports such as utilities, pet fees, or landlord incentives.

Transitional Rent covers rental assistance (including storage and amenity fees and landlord-paid utilities) for approved permanent (shared housing, tiny homes, recovering housing, etc.) or interim housing (SRO units, hotels/motels, transitional and recovering housing, etc.) settings.

Transitional Rent Provider Expectations:

- Identify and secure suitable housing units.
- Ensure habitability, assist with lease agreements, and process rent payments.
- Coordinate with supportive service providers and landlords.
- Must demonstrate experience in housing navigation, landlord engagement, and fiscal management.

A list of DHCS allowable providers was presented and the slideshow will be shared with the group after the meeting. Important to note that MCP/Partnership will coordinate closely with DBH to transition from Transitional Rent, months 1-6 covered by health plan, to BHSA housing on month 7.

DHCS final payment methodology released October 3, 2025. Reimbursement will include administrative rate based on region, and rent payments aligned with HUD Small Area Fair Market Rents, reimbursed up to 110% in most cases. Partnership is actively seeking Transitional Rent providers. Interested organizations should contact the Community Supports or can reach out directly to N. Vij.

M. Soderstrom asked if the 6-month transitional rent limit also includes time spent in recuperative care and short-term post-hospitalization stay. N. Vij said yes. The six-month cap applies across all room and board services combined—including transitional rent, recuperative care, and short-term post-hospitalization—within a 12-month period.

A. Abney-Bass asked when transitioning from interim with existing community support provider, will the current community support providers and TARS stay the same, with just the new Transitional Rent added if the provider already has a contract. N. Vij stated that providers must have a separate contract for transitional rent, even if already contracted as a community support provider. If they are contracted for both, member continuity will be maintained.

A. Abney-Bass further asked whether transitional rent can be layered with housing deposits under the same authorization, emphasizing that many clients lack funds for application fees and deposits, underscoring the need for flexibility in funding sources. N. Vij stated that at this time, no—DHCS views that as a duplicative service. However, the policy is still under review, and Partnership is waiting for final operational guidance from DHCS.

M. Soderstrom reminded attendees to help clients maintain active Medi-Cal coverage, as access to housing and community supports increasingly depends on continuous Medi-Cal eligibility.

S. Storkan asked if a person is not eligible for Behavioral Health Services to take over after month 6, are they still eligible for transitional rent. It sounds like MCP will not approve Transitional Rent if there's not someone to take over on month 7, which the plan was for BHSA to take over after health plan coverage ends. With the limited funding, it seems that not very many will be eligible for this assistance. N. Vij responded that these are active concerns under discussion with DHCS. Partnership has asked for clarification about what happens after month 6 and how transitions to BHSA funding will be handled. Eligibility will be based on priority populations defined by DHCS, focusing on those with medical or specialty mental health needs. Partnership expects more guidance soon but has no final answers yet.

A. Abney-Bass asked if there is a timeline for DHCS to respond to their submitted method of care. N. Vij stated that feedback is coming in gradually; Partnership hopes for full responses by the end of October, though DHCS hasn't given a firm date.

S. Casale asked if the "mandatory priority population" refers only to BHSA-eligible individuals or to anyone with behavioral health needs. N. Vij stated that the mandatory population refers to those meeting access criteria for medical specialty mental health.

6. COC COLLABORATIVE AND LEAD AGENCY MOU – ACTION

Presenting: W. Lo

The MOU between the CoC and DESS is up for renewal. W. Lo shared the draft MOU and stated that renewing would reestablish DESS as the Collaborative Applicant and Lead Agency for the CoC for a three-year term (January 1, 2026 – December 31, 2028). W. Lo explained the draft MOU remains unchanged from the current active version. W. Lo opened forum for questions or comments from Council for feedback or a motion to approve the renewal process.

A. Snyder recommends, following up on HHAP 5 and HHAP 6 discussion and the grant process, to include an overall collaborative language between the CoC and the County (both parties to be included in strategic planning) – highlighting two points under DESS Responsibility category:

- Sub-category A, b – Design a collaborative process for grant application.
- Sub-category B, d – Complete strategic plan updates with local governments and county governments.

W. Lo will take this feedback and ensure that collaborative language is included into the MOU.

A. Abney-Bass recommended finding a way to articulate in the MOU an interactive process that ensures the CoC has an active voice in determining priorities.

D. Villasenor reminded that many state or HUD NOFAs dictate how funds can be used, so our flexibility is limited. While trying to align funding with local needs, the eligible uses are often pre-set. Still, collaboration is valuable, and it's worth clarifying how much influence the CoC can have when working with the County on these funding opportunities.

E. Murray stated this is an opportunity to strengthen collaboration and ensure the MOU reflects the CoC's current direction.

A. Abney-Bass asked if the MOU should be tabled and brought back at the next meeting.

E. Murray stated that if it is the wish of Council, there is ample time to incorporate the proposed changes and present the revised MOU at the November meeting.

No other comments from Council. Council will revisit a revised draft at the November 2025 All-Member meeting.

7. HOMELESS HOUSING ASSISTANCE AND PREVENTION (HHAP 6) – ACTION

Presenting: E. Murray

Members discussed the inclusion of HHAP 6 on the October agenda. A. Abney-Bass sought clarification on whether it was placed there to simply discuss or in response to the failed motion from September's CoC meeting. E. Murray

and A. Snyder clarified that HHAP 6 was agendized as a discussion and possible action item – members could discuss or motion to bifurcate funds if desired. T. Ritter and J. Indar noted that the previous motion to bifurcate HHAP 5 and HHAP 6 due to HHAP 5’s RFP had already been released. It was noted, too, that A. Snyder’s friendly amendment to modify A. Abney-Bass’s motion to pull HHAP 6 out and deal with each grant separately. B. Brunner added that HHAP 6 was specifically meant to be revisited for further discussion.

E. Murray confirmed there is nothing to prohibit re-agendizing a failed motion under the Governance Charter or Robert’s Rules, though she would verify whether a motion must be reintroduced by someone on the failing side. Due to needed clarification over the September CoC minutes and motion intent, E. Murray proposed tabling discussion until the September CoC minutes are updated and research done on how the item can or cannot be re-agendized.

8. LEAD AGENCY, COLLABORATIVE APPLICANT, ADMINISTRATIVE ENTITY UPDATES – INFORMATION

E. Murray shared an update regarding the upcoming CoC Program Grant NOFO. A credible but unofficial leak suggests the NOFO may include a 30% cap on funding for permanent housing programs, including permanent supportive housing and rapid rehousing. Currently, the local CoC allocates 52% of its funds to permanent housing, so this cap could result in an estimated \$139,000 reduction, roughly equivalent to the cost of one full program. E. Murray also noted that the NOFO may include additional programmatic limitations, but nothing is confirmed until the official release.

A. Snyder asks to give a little bit of information on what is being heard about those additional programs?

E. Murray: Unofficially, requirements for residents to participate in programs such as substance use disorder services, mental health support, and job skills training. These services fall under Housing First principles and are currently available but not required. Under the new NOFO, they could become required, which might create conflicts for programs funded through multiple sources. Additionally, programs that serve populations outside the gender binary could be disqualified due to conflicts between federal and state guidance.

A. Snyder said there is a TRO in place relating to the issue involving 16 other states, including California. E. Murray confirmed that a lawsuit is in progress, explaining that regions participating in the suit have a stay-in-place and may continue operation as usual, those not involved must comply with new federal guidance to remain eligible for funding. E. Murray added if certain regions of California are involved in this lawsuit or if it is the entire state but will confirm and report back to the group.

A. Snyder added domestic violence service providers might be carved out. Will research to find out more and share that information with everyone.

E. Murray provided a brief update on HHAP Round 5, noting that the request for proposals closed today at 1 PM. Applicants can expect to be notified of the results during the week of November 10th, asking for patience during the review process.

E. Murray provided an update on the CoC elections. Following this meeting, the nomination process for CoC Council members will open, with six seats that are ending this December 31st, with new terms starting January 1st for three years. Members can nominate themselves or others but should confirm willingness to serve. The seats coming to the end of their term include Brad Brunner for Affordable Housing Developers, Angie Little for Public Housing Authority, Erin Murray for Department of Employment and Eligibility services, Amber Abney-Bass for Emergency Shelter, Sarah Frohock for Mental Health services, and Matthew McCoy for Veteran services. Detailed information will be sent out after the meeting.

9. COMMITTEE REPORTS – INFORMATION

Governance Committee – E. Murray reported the meeting was canceled for this month due to schedule conflicts. Governance is moving forward with the revisions to quorum and its definition and usage to present for the All-Member vote in November 2025.

HMIS/CES Committee – E. Murray reported the committee is finalizing the data quality plan, which will also be presenting for All-Member vote in November 2025.

Households with Children – None.

Chronic Homelessness – S. Storkan reported the committee meets every other month. The last meeting of the year is scheduled for November 19th at 1:30 p.m. via Teams.

PIT Committee – Not currently meeting.

Equity Committee – B. Norman reported no updates. Next virtual meeting is on November 19 at 1 p.m.

Youth Homelessness – J. Indar reported that at last week’s meeting, Nancy Jorth from Youth for Change discussed ongoing efforts to establish a youth shelter in the area and highlighted some new regulations affecting this initiative. The group will continue to work on this project. The November meeting will be canceled due to Veteran’s Day. The Voices United Youth is working on the November Homeless Youth Awareness Month campaign. Some upcoming events, includes tabling an Almond Bowl at Bidwell Park, and proclamations for Homeless Youth Awareness Month at Gridley, Oroville, Chico, Paradise, and the Board of Supervisors. The main event will take place on November 13 at 5 p.m. in front of Chico City Hall including Light the Night featuring speakers, youth participation, and candles for participants. A full calendar of events will be shared soon.

Veterans – None.

10. JURISDICTION REPORTS/UPDATES - INFORMATION

Butte County Board of Supervisors – T. Ritter reported the local government committee meeting is coming up on Wednesday, November 5, at 11 a.m. With the upcoming cold months, a request for Safe Space to attend the meeting to address and prevent issues before they become issues.

City of Chico – M. Alonzo reported a new Assistant City Manager was appointed, Eric Gustason, who will transition over on November 2nd. More to come from this.

City of Oroville – T. Johnstone reported no updates.

Town of Paradise – H. Lange reported no updates.

City of Gridley – None.

11. ANNOUNCEMENTS:

E. Murray announced the Board of Supervisors extended the Shelter Crisis Declaration to September 1, 2031. This is positive news for CHAT as it would have impacted Everhart Village if not renewed. Amazing work are being done at Everhart Village and will get to continue to do so.

D. Villasenor provided an update on the Oleander Community Housing project, announcing that it is now 100% leased. This success was the result of a collaborative effort involving the City of Chico, Butte County Behavioral Health, the Housing Authority, Pacific West Communities, Northern Valley Catholic Social Services, the John Stewart Company, and DESS Navigators. The project successfully housed 37 homeless individuals—22 from encampments and 15 from No Place Like Home. A. Abney-Bass added that the Jesus Center case management team at Genesis collaborated with DESS Navigators, noting that 13 residents from Genesis recently moved into Oleander. She emphasized that it's a very exciting development and expressed appreciation that the project is now fully leased.

**12. NEXT MEETING – MONDAY, NOVEMBER 17, 2025 ALL MEMBER MEETING
Butte County Department of Employment & Social Services – In Person at DESS Oroville Andes Room**

13. ADJOURN

Meeting adjourned at 2:30 pm.



Butte Countywide Homeless Continuum of Care

Continuum of Care Meeting
November 17, 2025, 1:00 p.m. – 3:00 p.m.

CoC Agenda Item #5

Council Member Nominations and Elections



Butte Countywide Homeless Continuum of Care

DATE: November 17, 2025

MEMORANDUM FOR: CoC Council and Voting Members

FROM: Wendy Lo
Health and Human Services Program Analyst III, Housing and Homeless
Butte County Department of Employment and Social Services
Butte Homeless CoC Lead Agency

SUBJECT: 2026 CoC Council Nominations and Elections

Nominations for the CoC Council were solicited via email on October 20, 2025, and a deadline to submit nominations by end of November 7, 2025. A reminder email followed on November 4, 2025. A total of six service area representatives have terms that end December 31, 2025. Newly elected Council members will begin their terms at the first CoC Council Meeting in the new calendar year.

The following nominations were received, noted in alphabetical order by last name:

- 1) Brad Brunner representing Affordable Housing Developer
- 2) Sarah Frohock representing Mental Health Service Organization
- 3) Angie Little representing Public Housing Authorities
- 4) Matthew McCoy representing Veterans Services
- 5) Erin Murray representing Employment and Social Services Organizations
- 6) Brittney Norman representing Emergency Shelter

There are six vacancies and exactly six nominations. Voting will be conducted through paper ballots, and Elections will be determined by majority vote.

Original nomination forms have been attached to this memo.



Butte Countywide Homeless Continuum of Care

Elections Policy: CoC Council Member Nomination Form

Name of person being nominated: Brad Brunner	
Phone: 1(530) 343-4472	Email: BBrunner@caminar.org
Title and Agency (if applicable): Executive Director, Butte County Caminar	
Service Area: <i>Please select up to two categories in which the person might serve as a council representative.</i>	
<p>The CoC Program interim rule requires that:</p> <p>1) CoC boards must include at least one homeless or formerly homeless individual.</p> <p><input type="checkbox"/> Homeless or Formerly Homeless Individual</p> <p>2) CoC boards must represent the relevant organizations and projects serving homeless subpopulations (such as persons with substance use disorders; persons with HIV/AIDS; veterans; the chronically homeless; families with children; unaccompanied youth; the seriously mentally ill; and victims of domestic violence, dating violence, sexual assault, and stalking) within the CoC’s geographic area.</p> <p><input checked="" type="checkbox"/> Affordable Housing Developer</p> <p><input type="checkbox"/> CDBG/HOME/ESG Entitled Jurisdiction /Local Government Staff</p> <p><input type="checkbox"/> Disability Service Organizations and Disability Advocate</p> <p><input type="checkbox"/> Domestic Violence Service Provider</p> <p><input type="checkbox"/> Emergency Shelter</p> <p><input type="checkbox"/> Employment and Social Services Organizations</p> <p><input type="checkbox"/> Faith-Based Organization</p> <p><input type="checkbox"/> Higher Educational Institution</p> <p><input type="checkbox"/> Hospital and/or Crisis Response Teams</p> <p><input type="checkbox"/> Law Enforcement and Jails</p> <p><input type="checkbox"/> Lesbian Gay Bisexual Transgender Queer and Others (LGBTQ+) Service Organizations /Advocates</p> <p><input type="checkbox"/> Mental Health Service Organization</p> <p><input type="checkbox"/> Public Housing Authorities</p> <p><input type="checkbox"/> School Administrator and Homeless Liaisons (Preschool-12th Grade)</p> <p><input type="checkbox"/> Street Outreach Teams</p> <p><input type="checkbox"/> Substance Abuse Service Organization</p> <p><input type="checkbox"/> Tribal Nations or Indigenous Entities</p> <p><input type="checkbox"/> Veteran Services</p> <p><input type="checkbox"/> Youth Homeless Organizations and Youth Advocates</p> <p><input type="checkbox"/> Other Homeless Subpopulation Advocates:</p> <p><input type="checkbox"/> Other Homeless Subpopulation Advocates:</p>	

What expertise would this individual bring to the council?	
Brad has been a participating member of the CoC for years and is currently serving as the Second Vice Chairperson. He is the Executive Director of Caminar, which serves clients with mental health disabilities. In addition to managing service programs, he oversees the operations of two permanent supportive housing projects. He is a collaborative partner and works well with the CoC's members to increase housing opportunities for unsheltered community members.	
Name of person making nomination (if different from nominee): Debbie Villasenor, 11/4/2025	
Phone: 1(530) 521-6401	Email: dvilla64@sbcglobal.net

Submit



Butte Countywide Homeless Continuum of Care

Elections Policy: CoC Council Member Nomination Form

Name of person being nominated: Sarah Frohock	
Phone: 5303535361	Email: sfrhock@buttecounty.net
Title and Agency (if applicable): Program Manager BCDBH	
Service Area: <i>Please select up to two categories in which the person might serve as a council representative.</i>	
<p>The CoC Program interim rule requires that:</p> <p>1) CoC boards must include at least one homeless or formerly homeless individual.</p> <p><input type="checkbox"/> Homeless or Formerly Homeless Individual</p> <p>2) CoC boards must represent the relevant organizations and projects serving homeless subpopulations (such as persons with substance use disorders; persons with HIV/AIDS; veterans; the chronically homeless; families with children; unaccompanied youth; the seriously mentally ill; and victims of domestic violence, dating violence, sexual assault, and stalking) within the CoC’s geographic area.</p> <p><input type="checkbox"/> Affordable Housing Developer</p> <p><input type="checkbox"/> CDBG/HOME/ESG Entitled Jurisdiction /Local Government Staff</p> <p><input type="checkbox"/> Disability Service Organizations and Disability Advocate</p> <p><input type="checkbox"/> Domestic Violence Service Provider</p> <p><input type="checkbox"/> Emergency Shelter</p> <p><input type="checkbox"/> Employment and Social Services Organizations</p> <p><input type="checkbox"/> Faith-Based Organization</p> <p><input type="checkbox"/> Higher Educational Institution</p> <p><input type="checkbox"/> Hospital and/or Crisis Response Teams</p> <p><input type="checkbox"/> Law Enforcement and Jails</p> <p><input type="checkbox"/> Lesbian Gay Bisexual Transgender Queer and Others (LGBTQ+) Service Organizations /Advocates</p> <p><input checked="" type="checkbox"/> Mental Health Service Organization</p> <p><input type="checkbox"/> Public Housing Authorities</p> <p><input type="checkbox"/> School Administrator and Homeless Liaisons (Preschool-12th Grade)</p> <p><input type="checkbox"/> Street Outreach Teams</p> <p><input type="checkbox"/> Substance Abuse Service Organization</p> <p><input type="checkbox"/> Tribal Nations or Indigenous Entities</p> <p><input type="checkbox"/> Veteran Services</p> <p><input type="checkbox"/> Youth Homeless Organizations and Youth Advocates</p> <p><input type="checkbox"/> Other Homeless Subpopulation Advocates:</p> <p><input type="checkbox"/> Other Homeless Subpopulation Advocates:</p>	

What expertise would this individual bring to the council? Behavioral Health systems and treatment	
Name of person making nomination (if different from nominee):	
Phone:	Email:

Submit



Butte Countywide Homeless Continuum of Care

Elections Policy: CoC Council Member Nomination Form

Name of person being nominated: Angie Little	
Phone: (530) 895-4474 x 231	Email: Angiel@Butte-Housing.com
Title and Agency (if applicable): Rental Assistance Programs Manager, HACB	
Service Area: <i>Please select up to two categories in which the person might serve as a council representative.</i>	
<p>The CoC Program interim rule requires that:</p> <p>1) CoC boards must include at least one homeless or formerly homeless individual.</p> <p><input type="checkbox"/> Homeless or Formerly Homeless Individual</p> <p>2) CoC boards must represent the relevant organizations and projects serving homeless subpopulations (such as persons with substance use disorders; persons with HIV/AIDS; veterans; the chronically homeless; families with children; unaccompanied youth; the seriously mentally ill; and victims of domestic violence, dating violence, sexual assault, and stalking) within the CoC’s geographic area.</p> <p><input type="checkbox"/> Affordable Housing Developer</p> <p><input type="checkbox"/> CDBG/HOME/ESG Entitled Jurisdiction /Local Government Staff</p> <p><input type="checkbox"/> Disability Service Organizations and Disability Advocate</p> <p><input type="checkbox"/> Domestic Violence Service Provider</p> <p><input type="checkbox"/> Emergency Shelter</p> <p><input type="checkbox"/> Employment and Social Services Organizations</p> <p><input type="checkbox"/> Faith-Based Organization</p> <p><input type="checkbox"/> Higher Educational Institution</p> <p><input type="checkbox"/> Hospital and/or Crisis Response Teams</p> <p><input type="checkbox"/> Law Enforcement and Jails</p> <p><input type="checkbox"/> Lesbian Gay Bisexual Transgender Queer and Others (LGBTQ+) Service Organizations /Advocates</p> <p><input type="checkbox"/> Mental Health Service Organization</p> <p><input checked="" type="checkbox"/> Public Housing Authorities</p> <p><input type="checkbox"/> School Administrator and Homeless Liaisons (Preschool-12th Grade)</p> <p><input type="checkbox"/> Street Outreach Teams</p> <p><input type="checkbox"/> Substance Abuse Service Organization</p> <p><input type="checkbox"/> Tribal Nations or Indigenous Entities</p> <p><input type="checkbox"/> Veteran Services</p> <p><input type="checkbox"/> Youth Homeless Organizations and Youth Advocates</p> <p><input type="checkbox"/> Other Homeless Subpopulation Advocates:</p> <p><input type="checkbox"/> Other Homeless Subpopulation Advocates:</p>	

What expertise would this individual bring to the council?	
I believe I bring invaluable information to the council and provide an important perspective for conductive collaboration with partnering agencies. I'd like to continue fostering the relationship between the Housing Authority and the Council members and their agencies.	
Name of person making nomination (if different from nominee): N/A self nomination	
Phone:	Email:

Submit



Butte Countywide Homeless Continuum of Care

Elections Policy: CoC Council Member Nomination Form

Name of person being nominated: Matthew McCoy	
Phone: 530.552.6580	Email: mmcoy@buttecounty.net
Title and Agency (if applicable): Veteran's Services Officer - DESS	
Service Area: <i>Please select up to two categories in which the person might serve as a council representative.</i>	
<p>The CoC Program interim rule requires that:</p> <p>1) CoC boards must include at least one homeless or formerly homeless individual.</p> <p><input type="checkbox"/> Homeless or Formerly Homeless Individual</p> <p>2) CoC boards must represent the relevant organizations and projects serving homeless subpopulations (such as persons with substance use disorders; persons with HIV/AIDS; veterans; the chronically homeless; families with children; unaccompanied youth; the seriously mentally ill; and victims of domestic violence, dating violence, sexual assault, and stalking) within the CoC’s geographic area.</p> <p><input type="checkbox"/> Affordable Housing Developer</p> <p><input type="checkbox"/> CDBG/HOME/ESG Entitled Jurisdiction /Local Government Staff</p> <p><input type="checkbox"/> Disability Service Organizations and Disability Advocate</p> <p><input type="checkbox"/> Domestic Violence Service Provider</p> <p><input type="checkbox"/> Emergency Shelter</p> <p><input type="checkbox"/> Employment and Social Services Organizations</p> <p><input type="checkbox"/> Faith-Based Organization</p> <p><input type="checkbox"/> Higher Educational Institution</p> <p><input type="checkbox"/> Hospital and/or Crisis Response Teams</p> <p><input type="checkbox"/> Law Enforcement and Jails</p> <p><input type="checkbox"/> Lesbian Gay Bisexual Transgender Queer and Others (LGBTQ+) Service Organizations /Advocates</p> <p><input type="checkbox"/> Mental Health Service Organization</p> <p><input type="checkbox"/> Public Housing Authorities</p> <p><input type="checkbox"/> School Administrator and Homeless Liaisons (Preschool-12th Grade)</p> <p><input type="checkbox"/> Street Outreach Teams</p> <p><input type="checkbox"/> Substance Abuse Service Organization</p> <p><input type="checkbox"/> Tribal Nations or Indigenous Entities</p> <p><input checked="" type="checkbox"/> Veteran Services</p> <p><input type="checkbox"/> Youth Homeless Organizations and Youth Advocates</p> <p><input type="checkbox"/> Other Homeless Subpopulation Advocates:</p> <p><input type="checkbox"/> Other Homeless Subpopulation Advocates:</p>	

What expertise would this individual bring to the council?	
	Matt serves as the Veteran's Services Officer within DESS, he has been a member of the CoC council and would bring a much needed perspective for Veteran's either at risk of homelessness or homeless Veteran's.
Name of person making nomination (if different from nominee): Tiffany Rowe	
Phone: 530.552.6332	Email: trowe@buttecounty.net

Submit



Butte Countywide Homeless Continuum of Care

Elections Policy: CoC Council Member Nomination Form

Name of person being nominated: Erin Murray	
Phone: 530.552.6208	Email: emurray@buttecounty.net
Title and Agency (if applicable): Deputy Director - DESS	
Service Area: <i>Please select up to two categories in which the person might serve as a council representative.</i>	
<p>The CoC Program interim rule requires that:</p> <p>1) CoC boards must include at least one homeless or formerly homeless individual.</p> <p><input type="checkbox"/> Homeless or Formerly Homeless Individual</p> <p>2) CoC boards must represent the relevant organizations and projects serving homeless subpopulations (such as persons with substance use disorders; persons with HIV/AIDS; veterans; the chronically homeless; families with children; unaccompanied youth; the seriously mentally ill; and victims of domestic violence, dating violence, sexual assault, and stalking) within the CoC’s geographic area.</p> <p><input type="checkbox"/> Affordable Housing Developer</p> <p><input type="checkbox"/> CDBG/HOME/ESG Entitled Jurisdiction /Local Government Staff</p> <p><input type="checkbox"/> Disability Service Organizations and Disability Advocate</p> <p><input type="checkbox"/> Domestic Violence Service Provider</p> <p><input type="checkbox"/> Emergency Shelter</p> <p><input checked="" type="checkbox"/> Employment and Social Services Organizations</p> <p><input type="checkbox"/> Faith-Based Organization</p> <p><input type="checkbox"/> Higher Educational Institution</p> <p><input type="checkbox"/> Hospital and/or Crisis Response Teams</p> <p><input type="checkbox"/> Law Enforcement and Jails</p> <p><input type="checkbox"/> Lesbian Gay Bisexual Transgender Queer and Others (LGBTQ+) Service Organizations /Advocates</p> <p><input type="checkbox"/> Mental Health Service Organization</p> <p><input type="checkbox"/> Public Housing Authorities</p> <p><input type="checkbox"/> School Administrator and Homeless Liaisons (Preschool-12th Grade)</p> <p><input type="checkbox"/> Street Outreach Teams</p> <p><input type="checkbox"/> Substance Abuse Service Organization</p> <p><input type="checkbox"/> Tribal Nations or Indigenous Entities</p> <p><input type="checkbox"/> Veteran Services</p> <p><input type="checkbox"/> Youth Homeless Organizations and Youth Advocates</p> <p><input type="checkbox"/> Other Homeless Subpopulation Advocates:</p> <p><input type="checkbox"/> Other Homeless Subpopulation Advocates:</p>	

<p>What expertise would this individual bring to the council?</p>	<p>Erin is currently the DESS Deputy Director over Housing and Homeless and previously has served as the Program Manager and Program Analyst. Erin has been an active participant in the CoC for the last several years and would be an excellent member of the council.</p>
<p>Name of person making nomination (if different from nominee): Tiffany Rowe</p>	
<p>Phone: 530.552.6332</p>	<p>Email: trowe@buttecounty.net</p>

Submit



Butte Countywide Homeless Continuum of Care

Elections Policy: CoC Council Member Nomination Form

Name of person being nominated: Brittiney Norman

Phone: 530-891-9048 ext. 821

Email: brittiney@truenorthbutte.org

Title and Agency (if applicable):

Service Area: Please select up to two categories in which the person might serve as a council representative.

The CoC Program interim rule requires that:

1) CoC boards must include at least one homeless or formerly homeless individual.

Homeless or Formerly Homeless Individual

2) CoC boards must represent the relevant organizations and projects serving homeless subpopulations (such as persons with substance use disorders; persons with HIV/AIDS; veterans; the chronically homeless; families with children; unaccompanied youth; the seriously mentally ill; and victims of domestic violence, dating violence, sexual assault, and stalking) within the CoC’s geographic area.

Affordable Housing Developer

~~CDBG/HOME/ESG Entitled Jurisdiction /Local Government Staff~~

Disability Service Organizations and Disability Advocate

~~Domestic Violence Service Provider~~

Emergency Shelter

Employment and Social Services Organizations

~~Faith-Based Organization~~

Higher Educational Institution

Hospital and/or Crisis Response Teams

Law Enforcement and Jails

~~Lesbian Gay Bisexual Transgender Queer and Others (LGBTQ+) Service Organizations /Advocates~~

Mental Health Service Organization

Public Housing Authorities

~~School Administrator and Homeless Liaisons (Preschool-12th Grade)~~

Street Outreach Teams

Substance Abuse Service Organization

Tribal Nations or Indigenous Entities

Veteran Services

Youth Homeless Organizations and Youth Advocates

Other Homeless Subpopulation Advocates:

Other Homeless Subpopulation Advocates:

What expertise would this individual bring to the council?

Beginning her journey with the Torres Shelter as a monitor in 2016, Britiney has steadily advanced to her current role as Program Director, where she oversees the daily operations of more than ten programs. Nearly a decade into her tenure with True North Housing Alliance, she brings not only a deep understanding of program management but also invaluable lived experience with homelessness. In 2026, marking her 10th year with TNHA, Britiney will complete her Master's in Social Work at California State University, Chico, further strengthening her impact as a leader in this field. Britiney is an exceptional asset to both TNHA and our community's collective efforts to end homelessness. Her dedication, expertise, and insight will undoubtedly enhance the work of the CoC.

Name of person making nomination (if different from nominee): Taylor Bunch

Phone: 530-891-9048 ext. 823

Email: taylor@truenorthbutte.org

Submit



Butte Countywide Homeless Continuum of Care

Continuum of Care Meeting
November 17, 2025, 1:00 p.m. – 3:00 p.m.

CoC Agenda Item #6

HMIS/CES Policy and Procedure,
Fair Housing, and Data Quality
Plan

CES Policies and Procedures

Butte Countywide Homeless Continuum of Care

For use by the CoC Council, CoC Coordinator, HMIS Committee, HMIS Lead Agency, HMIS Software System Provider, Contributing HMIS Organizations, CHO Agencies, and all End Users
Created April 23, 2024

Approved by HMIS/CES Committee on May 13, 2024

Approved by CoC on May 20, 2024

Amended by HMIS/CES Committee on September 8, 2025

Federal Fair Housing – Current Verbiage

The Butte County CES does not use data collected from the assessment process to discriminate or prioritize households for housing and services on a protected basis, such as race, color, religion, national origin, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status.

Butte Countywide CES participating organizations and organizations who pull households from CES are prohibited from discriminating or prioritizing households on the aforementioned protected groups.

All Access Points must provide services in a way that prevents discrimination on the basis of race, color, religion, sex (including gender, gender identity, sexual orientation), status as a survivor of sexual harassment or domestic violence, national origin, familial status, and disability (both visible and not), or protected classes.

Federal Fair Housing – HMIS/CES Committee Newly Approved Verbiage; Approved on 09/08/2025

The Butte County CES does not use data collected from the assessment process to discriminate **against** households for housing and services **because of**, race, color, religion, national origin, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status.

Participating organizations who pull households from CES are prohibited from discriminating **against** households **from** the aforementioned protected groups.

All Access Points must provide services in a way that prevents discrimination on the basis of race, color, religion, sex (including gender, gender identity, sexual orientation), status as a survivor of sexual harassment or domestic violence, national origin, familial status, and disability (both visible and not), or protected classes.

HMIS Policies and Procedures Manual

Butte Countywide Homeless Continuum of Care

For use by the CoC Council, CoC Coordinator, HMIS Committee, HMIS Lead Agency, HMIS Software System Provider, Contributing HMIS Organizations, CHO Agencies, and all End Users

Created September 20, 2023

Approved on October 23, 2023

Updated September 18, 2024

Updates Approved November 18, 2024

Amended on October 13, 2025 by HMIS/CES Committee

Background Check – Current Language

The Butte CoC recognizes the sensitivity of the data in HMIS, and therefore requires individuals responsible for managing, entering and/or accessing HMIS data be subject to a criminal background check.

No prospective end user or CHO HMIS Administrator will be given HMIS access if he, she or they have entered a plea of nolo contendere (no contest) or has been found guilty of any misdemeanor or felony fraud (including but not limited to) identity theft, stalking, human trafficking or any related crimes. HMIS Participating Agencies cannot risk the privacy and confidentiality of client information by allowing HMIS access to any individual who pled nolo contendere or been found guilty of the aforementioned crimes. In the broadest sense, a fraud is an intentional deception made for personal gain or to damage another individual. HMIS participating agencies are solely responsible for conducting background checks on their employees or contract workers, who will be accessing HMIS, and are responsible for any associated costs.

The background check must include local and state records; agencies are strongly encouraged to include federal records as well. Background checks must be run in accordance with state law. Background timelines should include the last 7 years. Background checks that come back with a criminal history should be carefully considered prior to giving an employee access to client information. If a HMIS participating agency is unsure if a prospective HMIS End User's criminal history could or should preclude them from accessing HMIS, they must contact the CoC's HMIS Lead to determine eligibility prior to submitting a request to grant the End User access.

A background check may be conducted only once for each person unless otherwise required, and the results of the background check must be retained in the employee's personnel file through the term of their employment. All End Users must have a completed background check prior to access being requested to HMIS by a CHO. Criminal background checks must be completed on all new End Users and CHO HMIS Administrators, and the "Background Check Review and Verification Statement" must be signed by the Agency's Director, the CHO HMIS Administrator, or the Head of the HR Department.

Background Check – Proposed Language

The Butte CoC recognizes the sensitivity of the data in HMIS, and therefore requires individuals responsible for managing, entering and/or accessing HMIS data be subject to a criminal background check.

No prospective end user or CHO HMIS Administrator will be given HMIS access or retain access if he, she or they have entered a plea of nolo contendere (no contest) or has been found guilty of any misdemeanor or felony fraud (including but not limited to) identity theft, stalking, human trafficking or any related crimes. HMIS Participating Agencies cannot risk the privacy and confidentiality of client information by allowing HMIS access to any individual who pled nolo contendere or been found guilty of the aforementioned crimes. In the broadest sense, a fraud is an intentional deception made for personal gain or to damage another individual. HMIS participating agencies are solely responsible for conducting background checks on their employees or contract workers, who will be accessing HMIS, and are responsible for any associated costs.

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HOMELESS MANAGEMENT INFORMATION SYSTEMS (HMIS) DATA STANDARDS & DATA QUALITY MANAGEMENT PLAN

Butte Countywide Homeless Continuum of Care

For use by the CoC Council, CoC Coordinator, HMIS Committee, HMIS Lead Agency, HMIS Software System Provider, Contributing HMIS Organizations (CHO), CHO Agencies, and all End Users

Created October 1, 2025

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PURPOSE

This document describes the Homeless Management Information System (HMIS) data quality standards and the data quality monitoring plan for the Butte Countywide Homeless Continuum of Care (CoC).

It further discusses the CoC's goal to continuously improve the four pillars of data quality; completeness, timeliness, accuracy, and consistency of its data and establishes the policies and procedures for meeting this goal as a community. This document aims to strengthen each of these pillars by providing all Contributing HMIS Organizations (CHOs) and the CoC with a shared context and a clear understanding of roles and responsibilities in its execution.

These HMIS data quality standards and the related data quality monitoring plan will be updated, when necessary, considering the latest HMIS Data Standards and the performance management needs of the CoC.

APPLICABILITY OF THE HMIS DATA QUALITY STANDARDS

This HMIS Data Quality Standards document applies to all HMIS Participating Agencies located within the CoC, regardless of funding source. No HMIS Participating Agency is exempt from the standards or processes in this document.

WHAT IS HMIS?

An HMIS is a locally administered, electronic data collection system that stores longitudinal person-level information about individuals and households who access homeless and other human services in a community. Each CoC receiving funds from the United States Department of Housing and Urban Development (HUD) is required to implement an HMIS to capture standardized data about all persons accessing the homeless and at-risk of homelessness assistance system. Furthermore, elements of HUD's annual CoC Program competition are directly related to a CoC's progress in implementing its HMIS.

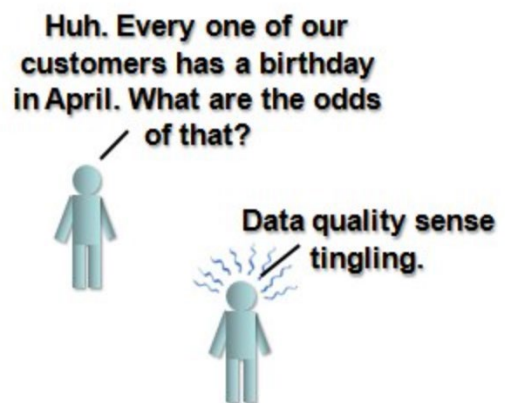
HMIS DATA AND TECHNICAL STANDARDS

In 2004, HUD published HMIS Data and Technical Standards in the Federal Register. The Standards defined the requirements for data collection, privacy safeguards, and security controls for all local HMIS. In March 2010, HUD published changes in the HMIS Data Standards Revised Notice. Every two years, HUD publishes new data standard changes which are incorporated into data collection and workflows for HMIS. The latest specifications can be found on the [HUD Exchange](#).

WHAT IS DATA QUALITY?

Data quality is a term that refers to the reliability and validity of data collected in HMIS. It is measured by the extent to which data in the system reflects actual information in the real world. With good data quality, CoCs, states and the federal government can “tell the story” of the population experiencing homelessness.

The quality of data is determined by assessing certain characteristics about the data such as timeliness, completeness, and accuracy. In order to assess data quality, a community must first think about what data quality means and document their understanding in a data quality plan.



WHAT ARE DATA QUALITY STANDARDS?

Data quality standards set expectations for the quality of data entered into HMIS and provide guidance to HMIS Participating Agencies on how to capture and enter reliable and valid data for persons accessing the homeless service system.

The data standards set forth in the Data Quality Plan are the minimal standards to be met by all agencies entering data into HMIS. When data quality standards are met, reporting is more reliable and can be used to evaluate service delivery, project design and effectiveness, and efficiency of the system.

WHAT IS A DATA QUALITY MONITORING PLAN?

A data quality monitoring plan (DQMP) is a set of procedures that outlines a regular, on-going process for analyzing and reporting on the reliability and validity of the data entered into HMIS at both the program and aggregate system levels. A data quality monitoring plan is the primary tool for tracking and generating information necessary to identify areas for data quality improvement.

ROLES AND RESPONSIBILITIES

Title & Description of Role	Tasks
<p>HMIS Lead Management of HMIS Assigned initiative (PIT, etc.) and policy issues. Vendor management. Basic Training.</p>	<p>Oversight, review, and support of policy and procedures. Ensure adherence to DQMP, monitoring process and compliance. Assist in identification and correction of data quality issues with CHOs. Provide support, technical assistance, and basic HMIS training. System Administration tasks. Ensure data quality reports are available and accurate. Create self-monitoring tools for data quality. Assist in identification and correction of data quality issues with CHOs.</p> <p>Understand data quality elements required by HUD and Federal Partner programs. Communicate regularly with CoC, HMIS/CES Committee, and CHOs to ensure resources are available to address data quality concerns. Support creation of data quality management plan and subsequent tools/ reports to support the implementation of the plan.</p>
<p>HMIS/CES Committee HMIS Oversight</p>	<p>Review and approve data quality plan. Set data quality benchmarks. Review data quality reports. Work with providers and the HMIS lead to develop and implement solutions for improving data quality.</p>
<p>HMIS Providers/ Participating Agencies/CHO Administrator Set the tone for agency's commitment to data quality. Monitor project data quality. Prepare for APR/ report requirements. Resolve any data quality findings</p>	<p>Adherence to HMIS policies and procedures, including the data quality management plan.</p>
<p>CHO Agency Administrator (s) Serve as the primary contact (s) for all communications regarding the quality of data entered into HMIS.</p>	<p>Serve as a subject matter expert for the HMIS Provider. Support agency end users with system navigation and data quality. Ensure end users receive necessary training for HMIS and conduct agency/program specific training for agency end users. Maintain quality and accuracy of client data, user data and project information for the agency. Communicate project and funding updates and change to HMIS Lead, including changes to bed/ unit inventory. Review project set up requests and custom report requests prior to submission to HMIS Lead.</p>
<p>HMIS End Users HMIS Data Entry and adherence to HMIS policies and procedures, including the data quality management plan.</p>	<p>Enter data with completeness, accuracy, timeliness, and consistency.</p>

HMIS DATA TYPES

For the purposes of the Data Quality Plan (DQP), HMIS data elements are grouped into four types. Universal Data Elements (UDEs), Program Specific Data Elements (PSDEs), and Project Data Descriptor Elements (PDDEs), are designations derived from the [HUD Data Dictionary](#). “Administrative” data elements reflect measures of data quality that are derived from data system metadata and calculated performance metrics.

PROJECT DATA DESCRIPTOR ELEMENTS(PDDES)

The Project Descriptor Data Elements (PDDEs) contain basic information about projects in HMIS. PDDEs are the 'building blocks' of these systems, enabling the following functions:

- Marking project data for inclusion or exclusion for federal reporting;
- Association of client-level records with the various projects in which clients will enroll in across project types;
- Definition of the type of project with which the client is associated the entire time they received housing or services;
- Identification of federal partner programs providing funding to the project; and
- Documentation of bed and unit inventory and other information relevant for federal reporting and strategic planning related to system capacity and utilization.

PDDEs are entered and managed by HMIS administrators in collaboration with each agency CHO. They are created at initial project setup within the data system and updated as changes occur to project or funding and are subject to annual review by data system administrators.

HUD requires that the CoC (typically via the data system Lead) collect project descriptor information for all continuum projects within its jurisdiction participating in HMIS by collecting and entering client-level HMIS data elements as well as all residential continuum projects, regardless of their participation in HMIS.

UNIVERSAL DATA ELEMENTS (UDEs)

The Universal Data Elements (UDEs) establish the minimum data collection requirements for all CHO projects entering data into HMIS, regardless of funding source. Personally Identifiable Information (PII) and UDEs (3.01 through 3.07, per the HMIS Data Standards) must be collected once per client, regardless of how many project stays that client has in the system. The remaining UDEs (3.08 through 3.917) are to be collected at least once per project stay.

PROGRAM SPECIFIC DATA ELEMENTS (PSDES)

Program Specific Data Elements (PSDEs) were designed by HUD for projects which receive funding from Federal partners. As a result, the requirements related to collecting PSDEs will vary based on funding source and project type. The [HUD Exchange Federal Partners landing page](#) serves a gateway to the manuals that provide the specific PSDE data collection requirements per program and project type.

PSDEs, as defined by HUD, provide additional information about the characteristics of clients, the services they are provided, and program outcomes. Many of these data elements represent repeated transactions and were designed to collect information that may change over time. The “Common Program Specific Data Elements,” which are the PSDEs that are collected across most Federal Partner programs, are presented in the table below.

ADMINISTRATIVE DATA QUALITY MEASURES

This document defines “Administrative Data Quality Measures” as metrics derived from other HMIS elements that establish validity or describe the relationship between data captured in the HMIS and the overall amount of data available in the community it is charged with collecting.

Timeliness refers to the number of days between when information was collected and when that information was entered into the HMIS.

Bed/Unit Coverage refers to the percentage of a community’s bed/units which are available for persons experiencing homelessness, which are included in HMIS. It is a function of a project’s overall HMIS-participation status. The CoC aims to have this be as close to 100% as possible.

Utilization refers to the occupancy percentage for available units/beds in CoC residential projects. Overly high or low utilization may reflect issues with PDDE data that must be corrected by agency CHO Administrators.

User Metadata are captured automatically by HMIS and are used to understand the patterns of system access and data entry for organizations.

MISSING DATA RESPONSES TO HMIS ELEMENTS

Required HMIS data elements left blank in HMIS are considered “missing” for data quality purposes. However, to distinguish between cases where data collection was not attempted or recorded and those where a client declined to provide the information, most required HMIS data elements provide the options “Client doesn’t know,” “Client prefers not to answer,” and/or “Data not collected” to be recorded in place of a blank value. **Although non-blank, these may have a negative impact on data quality.**

It is not the intention of HUD, Federal Partners, or the CoC that clients be denied assistance if they refuse or are unable to supply the information.

However, some information may be required by projects or public or private funders to determine eligibility for housing or services or to assess service needs.

USAGE OF “CLIENT PREFERS NOT TO ANSWER” AND “CLIENT DOESN'T KNOW” RESPONSES

These options are considered poor data quality but are provided to allow a response to be recorded for elements required to proceed with an assessment when a client is unwilling or unable to provide a response. **These are never to be used in place of asking a client for information or in a situation where there was no opportunity to collect information.** It is expected that service providers will attempt to collect responses to all required fields and develop rapport with clients to encourage responsiveness.

It is also expected if a client provides a response indicating they do not know information, a case worker will assist the client in finding the information when and if appropriate.

USAGE OF “DATA NOT COLLECTED”

HMIS requires users to input a non-blank response for required HMIS data elements. In cases where information was not collected or is unknown to the end user entering the data, this response may be used. However, **it is expected that this will be a last resort when information cannot be obtained through consulting the client or reference of other records.**

AUTOMATIC EXITS & EXIT DESTINATION COMPLETENESS IN HMIS

Upon agency request and subject to existing policies and procedures, CoC HMIS system administrators may set up projects to automatically exit clients after a set number of days of non-activity. This approach is most often employed to reduce data entry burden and address Exit record timeliness issues for Street Outreach projects and Emergency Shelter projects utilizing a Night-by-Night workflow.

However, their use comes with significant trade-offs for data quality: faulty exits may be created if contact/bed night services are not recorded in a timely manner, and all system-generated exits will have missing data for the Exit Destination element. At this time, there is no uniform requirement to utilize either an automated or manual workflow. HMIS Lead reserves the right to approve or deny automation requests based on the expected impact to data quality.

DATA QUALITY STANDARDS AND BENCHMARKS

All HMIS Participating Agencies must strive to adhere to the following data quality standards. These standards are in addition to those identified by HUD in the HMIS Data and Technical Standards. HMIS End Users and program staff should be familiar with both sets of requirements.

Project Type Key			
CE	Coordinated Entry	RRH	Rapid Re-housing
HP	Homelessness Prevention	SO	Street Outreach
ES (E/E; NbN)	Emergency Shelter (Entry/Exit workflow, Night-by-Night workflow)	SSO	Supportive Services Only
PSH / OPH	Permanent Supportive Housing / Other Permanent Housing	TH	Transitional Housing

DATA TIMELINESS

Entering data in a timely manner can reduce human error, which can occur when too much time has elapsed between the data collection, service transaction, and data entry.

Ideally, the data is entered as soon as it is collected, but that is not always possible.

Persons completing data entry may be relying on handwritten notes or their own recall of a case management session, a service transaction, or a program exit; therefore, the sooner the data is entered, the better chance the data will be correct. Timely data entry ensures data is accessible when needed, either proactively (e.g. monitoring purposes, increasing awareness, meeting funded requirements), or reactively (e.g. responding to requests for information, responding to information).

DATA TIMELINESS STANDARD

The CoC has determined all data in HMIS must be entered within three (3) calendar days (including weekends and holidays) of the date of occurrence; this includes but is not limited to enrollment, assessments, data updates, services provided, and exits.

Table 1

Stage of Data Entry	Number of Days to Enter Data (including weekends and holidays)
Program Entry	3
Update data during program stay	3
Program Exit	3

TIMELINESS

The CoC encourages all CHO's to aspire to 100% of data being entered into HMIS in a live and timely manner to facilitate HMIS being a tool for day-to-day business operations. However, the CoC recognizes that this may not be realistic or even possible in all cases, and therefore have created the following minimum requirements for data timeliness based on project type:

Table 3

Project Type	Client Event	Timeliness Standard (time between event occurrence and data entry)
CE and ES (NbN)	Current Living Situation	Within 72 hours of client contact/service ¹
	Entry	
	Exit	
ES (E/E), HP, SSO, and TH	Entry	Within 72 hours of client contact/service
	Exit	
PSH / OPH and RRH	Entry	Within 72 hours of client contact/service
	Move-in	Within 72 hours of client contact/service
	Exit	Within 72 hours of client contact/service
SO	Entry	Within 72 hours of client contact/service
	Current Living Situation	
	Exit (completed or terminated program)	
	No-Contact Exits	After 90-days of no contact, project exit needs to be recorded by the end of the 90 th day of no-contact.

¹ Users should back-date to the date of last shelter night stay, NOT the date the client did not return.

Table 4

Timeliness Standard	Benchmark (Minimum)
Information Entered within 72 hours of occurrence	95% - 100%

COMPLETENESS

HUD's [CoC Data Quality Brief](#) defines data completeness as “The degree to which all required data is known and documented.” For the purposes of the DQMP’s standards, completeness is measured as the percentage of non-missing values for each non-administrative HMIS data element at each point of data collection.

The CoC encourages all CHOs contributing to its data systems to aspire to 100% collection of all data elements but recognize that this may not be realistic or possible in all cases. To further support continuous data improvement in this area, the CoC has created minimum percentage requirements for data completeness, which apply equally to each element of the UDE and PSDE data types, respectively.

Table 2

Completeness Standard	Benchmark (Minimum)
Project Descriptor Data Elements (PDDEs)	95%
Universal Data Elements (UDEs)	95% (PSH, OPH, RRH) 90% (CE, HP, TH) 80% (ES, SSO, SO)*
Project Specific Data Elements (PSDEs)	95% (PSH, OPH, RRH) 90% (CE, HP, TH) 80% (ES, SSO, SO)*

*Street Outreach Projects – Only applies after client has a Date of Engagement tracked

ACCURACY

Data quality measures of accuracy consider the degree to which the information present in HMIS reflect the actual situations of clients. Data accuracy is not easy to manage or monitor, requiring reference to sources of documentation external to HMIS as well as regular auditing of responses in the data systems for internal logical congruence.

Accuracy is the most difficult to measure objectively. One way to measure for accuracy is to look for indicators that are inconsistent within the client record. Another way is to look for indicators that project data is unlike other similar projects. CHOs must maintain electronic client records in HMIS that accurately reflect the current situation. This must include maintaining the client's enrollment information and ensuring that project census data accurately reflects the project population on any given night or period of operation.

Table 5

Accuracy Standard	Benchmark (Minimum)
PDDEs, UDEs, PSDEs	100%

External Record Standards

To ensure accurate reporting of events, CoC leadership will cross-reference HMIS data against internal agency documentation as part of the annual HMIS monitoring process.

The goal is that 100% of client external agency records match the client's information entered into the HMIS, but a minimum of 95% is acceptable.

Data System Correction Standard

Due to the complexity of data accuracy, specific standards have not been developed. Some amount of data incongruity may be unavoidable; however, CHO's should strive to minimize data incongruity that occurs. It is expected that CHOs will respond to requests to correct internal Data System accuracy errors within the timeframe parameters of the request. It is expected that accuracy corrections may be included as part of the quarterly Data Quality Monitoring process.

CONSISTENCY

Consistency is the degree to which all data is collected, entered, stored, and reflective of the use of HMIS as a standard operating procedure. Consistency will be representative of how well completeness, accuracy, and timeliness standards have been operationalized across the data collection and entry stages. Consistency may also refer to the data storage, table structure, and overall reliability of the HMIS database management process. In this regard, consistency bridges data quality across data collection, entry, and management stages and enables shared responsibility across multiple HMIS stakeholders.

As with accuracy, strong data consistency also relies on excellent training—both for data collection and entry, as well as for project setup and report structures. Consistency in data entry for project types from provider to provider is essential. For example, a permanent supportive housing (PSH) project run by Provider A must have the same workflow as a PSH project run by Provider B. All stakeholders have a role in ensuring data consistency. The HMIS Lead will work with HMIS/CES Committee to ensure congruence across HMIS participating agencies, while CHOs are expected to meet the following standards by through their user management practices.

Table 6

Consistency Standard	Benchmark (Minimum)
Consistency (All information is provided to all clients in the same way)	100%

Initial User Training Standard

All CHO's data-contributing staff must complete an initial basic training prescribed by the CoC & HMIS Lead before being granted access to any of the HMIS. As soon as the initial basic training has been completed, staff will then attend a training with their agency CHO Administrator to learn agency and program specific HMIS requirements. Agency CHO Administrators will then certify to the HMIS Lead that staff are qualified to access HMIS and enter data.

Annual Training Standard

For HMIS users, the CoC has established minimum annual HMIS training requirements.

User Activity Standard

End users must log into HMIS at least once in a 30-day period to maintain active user status. After 30-days of no use, the user account will be made inactive by the data system administrator.

STANDARDS FOR PROJECT DESCRIPTOR DATA ELEMENTS (PDDES)

As CHO Administrators do not enter PDDE information directly, meeting PDDE benchmarks requires active participation in HMIS information gathering and monitoring processes. In addition to responding to *ad hoc* requests for information in a timely manner, **CHO's are required to notify the HMIS leads of any project and funding changes (including updates to bed/unit inventory) as soon as possible but no later than the 5th business day of month immediately following the month the update/change occurs.** Updates and changes to PDDEs in HMIS can be communicated to the HMIS Lead by submitting an email to HMIShelp@buttecounty.net.

STANDARDS FOR CLIENT, ENROLLMENT, AND ASSESSMENT DATA (UDES & PSDES)

In its [CoC Data Quality Brief](#), HUD identifies data quality for client, enrollment, and assessment data as having four components: completeness, timeliness, accuracy, and consistency. The tables below provide a brief overview of these components, whereas the following sections address the standards the DQMP applies to CHOs.

Completeness	Timeliness	Accuracy	Consistency
All clients entered	Data are entered soon after collection	Truthfulness from clients	Common interpretation of questions
Complete identifying data entered	Changing data are kept up to date and are entered soon after collection	Accurate data entered by staff	Common interpretation of client answers
Complete characteristics fields entered	Data are entered soon after collection	Logical discrepancies between data elements entered for the same client are minimized	Common knowledge of what fields are required
All required enrollment, service, assessment, and exit data entered	Data are entered soon after collection		

HMIS BED/UNIT COVERAGE

Bed coverage is the number of beds/units in HMIS which are available for persons experiencing homelessness in the CoC’s geographic area. The following project types are considered for this measure:

- Emergency Shelter (ES)
- Transitional Housing (TH)
- Rapid Re-Housing (RRH)
- Permanent Supportive Housing (PSH)
- Other Permanent Housing (OPH) - Includes “Housing without Services” and “Supportive Housing without Services” designations.

As a lack of bed coverage limits the CoC’s ability to evaluate its clients’ needs and project performance in addition to reducing the overall comprehensibility of its Data Systems, ensuring that bed coverage is as close to 100% is a high priority for CoC leadership. CoC leadership will focus on project types in the CoC that have less than 85% bed coverage for improvement efforts.

Table 7

Bed Coverage in HMIS Standard	Benchmark (Minimum)
CoC System Bed Coverage in HMIS – Federally Funded	100% *
CoC System Bed Coverage in HMIS – Non-Federally Funded	85%*

*This applies to ES, PSH, OPH, RRH and TH programs only

BED UTILIZATION

Utilization applies to residential (shelter and housing) projects and is measured as the percentage of project inventory that is being used to shelter/house a client in a given period. This measure not only serves to identify issues with client access to resources or bottlenecks in referral processes but also can serve as an indication of inaccurate or incomplete inventory or enrollment data.

The CoC acknowledges that the factors impacting utilization differ between project types and has set benchmarks accordingly. **Emergency Shelter & Transitional Housing projects are to maintain bed utilization between 65% - 105%. Permanent housing projects are to maintain bed utilization between 85% - 105%.**

Situations where a change in inventory records is necessary are defined by HUD in the [Data Standards Manual](#). Refer to the PDDE Data Quality Standards for the requirements for reporting inventory changes.

Table 8

Bed Coverage in HMIS Standard	Benchmark (Minimum)
Bed Utilization (ES)	75% - 105%
Bed Utilization (RRH)	85% - 105%
Bed Utilization (PSH, OPH)	85% - 105%

CHO SELF-MONITORING TOOLS

CHOs are encouraged to self-monitor their data quality performance using reports available in the HMIS. This section details resources that are currently available for self-monitoring.

HUD DATA QUALITY REPORT

The HMIS Lead recommends that CHOs run the HUD Data Quality Report to self-monitor **completeness** data quality for the [HMIS Universal Data Elements \(UDEs\)](#). Additionally, this report can be used to verify that enrollment data is up to date by comparing overall client counts against other data sources.

Documentation for running and interpreting this report can be found (on the HMIS software provider’s website) and technical specifications can be found within the [HUD Standard Reporting Terminology Glossary](#).

APR AND CAPER REPORTS

It is recommended CHOs run the HUD Annual Performance Report (APR), the CAPER report, and/or the HMIS Data Quality Report monthly, at the project level, to monitor overall performance, to self-monitor **completeness** data quality for the [Program Specific Data Elements \(PSDEs\)](#). Running reports at the project level allows CHOs to identify underperforming project and can be used to help identify potential workflow issues or staffing issues contributing to delayed or incomplete data entry.

The APR & CAPER reports also provide more detail for **accuracy verification** and **Entry/Exit timeliness monitoring** than the HUD Data Quality Report, including demographic breakouts, client resources and barriers, and program-specific performance measures (e.g., number of outreach contacts prior to engagement; days from enrollment to housing move-in).

EVA REPORTING TOOL

Eva is a web-based data analysis tool that can help HMIS Leads and System Administrators:

- Assess the accuracy and completeness of the data collected within their HMIS.
- Understand their homeless response system's flow and performance.

Eva analyzes data from all HMIS project types and is not limited to the project types included in the Longitudinal System Analysis (LSA) or System Performance Measures (SPM) reports.

REPORT LIBRARY

HMIS provides a standard set of “canned” reports that can be used for data quality self-monitoring. These typically allow the user to select a series of parameters on a report setup page, may be run immediately or scheduled, and are easily exportable after running.

LSA AND SPM

This information is designed to build stakeholders' understanding of how the data in HMIS affects federal report requirements.

WHAT IS THE LSA?

The Longitudinal Systems Analysis (LSA) is a federal report submitted to HUD that informs the Annual Homelessness Assessment Report to Congress (for more, see [this page on the HUD Exchange](#)).

A critical aspect of the [McKinney-Vento Homeless Assistance Act](#), as amended, is a focus on viewing the local homeless response as a coordinated system of homeless assistance options as opposed to homeless assistance programs and funding sources that operate independently in a community. The LSA report provides HUD and CoCs with critical information about how people experiencing homelessness use their system of care.

Each client enrolled within the period will be listed along with many data elements that denote their demographics (Age, Gender, Race) as well as information collected about their project stay such as Household Type, Health Conditions and Prior Residence. Complete and accurate HUD Universal Data Elements, Common Data Elements and Program Specific Data Elements are critical to accurately reporting how people experiencing homelessness are using the systems of care in the Butte Countywide Homeless Continuum of Care.

WHAT IS THE SPM?

The intent of the System Performance Measures (SPM) report is to encourage CoCs, in coordination with Emergency Solutions Grants Program recipients and all other homeless assistance stakeholders in the community, to regularly measure their progress in meeting the needs of people experiencing homelessness in their community and to report this progress to HUD. HUD uses system-level performance information as a competitive

element in its annual CoC Program Competition and to gauge the state of the homeless response system nationally.

THE SEVEN SYSTEM-LEVEL PERFORMANCE MEASURES

HUD has developed the following seven system-level performance measures to help communities gauge their progress in preventing and ending homelessness:

1. Length of time persons remain homeless.
2. The extent to which persons who exit homelessness to permanent housing destinations return to homelessness.
3. Number of homeless persons.
4. Jobs and income growth for homeless persons in CoC Program-funded projects.
5. Number of persons who become homeless for the first time.
6. Homelessness prevention and housing placement of persons defined by Category 3 of HUD's homeless definition in CoC Program-funded projects.
7. Successful housing placements, (placed in or can retain permanent housing).

WHAT IS NEEDED FOR THE LSA?

While the HMIS Lead ultimately submits both the LSA and SPMs on behalf of the CoC, it is critical that all stakeholders understand the importance of these submissions, and that providers participate in data quality improvement processes to ensure high quality submissions. Consistent engagement with monthly data quality reports ensures a solid foundation for ensuring that the data is as accurate as possible. As we work through the submission, the HMIS Lead may reach out to providers with specific data quality, including use and availability, concerns. Timely participation in the process is essential to the success of the Continuum of Care. The HMIS Lead submits data to HUD for Federal Fiscal Years, (example: FY2023 (10/1/2022-9/30/2023)).

Data Completeness, Accuracy, Timeliness, and Consistency affect both the LSA and the SPM reports. For each data element relevant to the respective measure, accurate client-level data must be gathered about each client served. The data must also be entered into the HMIS correctly and timely. Correct entry and exit dates, destination, income and sources, and residential/housing move-in dates are some of the most crucial data elements for these reports. Client identifier information used for deduplicating clients across project enrollments is also important for a CoC to review. Without accurate deduplication results, the measures may not reflect the reality of system use. When considering data quality to improve the accuracy of the report, prioritize review of these data elements for the data analysis period.

The HMIS Lead works on identifying data errors throughout the year that affect the LSA and SPM. As issues are identified, they will reach out to providers and organizations to correct their projects' data. Making required corrections in a timely manner is extremely important.

NOTE: The LSA and SPM directly impacts the funding the CoC's receive annually from HUD. The results of both the LSA and SPMs are directly tied to specific Notice of Funding Opportunity (NOFO) points, including but not limited to CoC Program Funding. Inaccurate, incomplete, and low performing submissions lead to a reduction in points. In a competition where EVERY POINT MATTERS, even a small deduction can mean a difference in the number of projects funded by CoC funds.

LSA AND SPM REPORT TIMELINES

Organizations will be alerted to the timeline via the HMIS Lead and/or by their CoC.

- LSA: Usually opens for submission in late October and is due mid-January.
- SPM: Usually opens for submission in late November and is due late February.

WHICH PROJECTS DO THE LSA AND SPM EFFECT?

The LSA and SPM reports on data from specific continuum projects, REGARDLESS OF FUNDING SOURCE. The chart below indicates whether specific project type participate in each.

Project Type	LSA	SPM
Street Outreach (SO)	No	Yes
Supportive Services Only (SSO)	No	No
Emergency Shelter (ES) - Entry/Exit (E/E)	Yes	Yes
Emergency Shelter (ES) - Night-by-Night (NbN)	Yes	Yes
Transitional Housing (TH)	Yes	Yes
Rapid Rehousing (RRH) With or Without Services	Yes	Yes
Permanent Supportive Housing (PSH)	Yes	Yes
Permanent Housing: Housing Only (PH-H)	No	Yes
Permanent Housing: Housing with Services (PH-S)	No	Yes

DATA QUALITY MONITORING PROCESSES

Routine data quality monitoring at the CoC level will be conducted by the HMIS Lead. Routine data quality monitoring at the CHO level will be done by CHO Administrators at the CHO, project, and user level. This ensures the CoC and all data contributing CHOs meet the data quality goals defined in this DQMP. In response to findings from monitoring, the HMIS Lead will request corrections and provide support to improve the quality of data at the point of entry into HMIS.

The HMIS Lead will perform quarterly data integrity check on CoC wide HMIS data, which will include the following steps:

- Run the latest version of the HUD EVA Data Quality Tool;
- Notify CHO Administrators of finding and timelines for correction;
- Notify CHO Executive Director, or equivalent, if CHO Administrator is not responsive to required corrective actions; and
- Notify HMIS/CES Committee regarding any uncorrected data quality issues.

DATA COMPLETENESS

All data entered into HMIS must be complete. Missing or incomplete data (e.g., missing digit(s) in a Social Security Number (SSN), missing the year of birth, missing information on disability or veteran status) can negatively affect the ability to provide comprehensive care to clients.

DATA COMPLETENESS STANDARD

The percentage of required data elements identified as 'data not collected, 'client doesn't know' or 'client prefers not to answer' should be no more than 0% to 10%, depending on project type and data element. (See Table 9 for details.)

The CoC has established an acceptable range of 'data not collected, 'client doesn't know' and 'client prefers not to answer' responses, depending on the data element and the type of project entering data. The percentages listed in the last two columns represent the maximum percentages allowed.

Table 9

Data Elements	Applicability of Standard by Project Type/Funding	Data Not Collected Maximum Allowed	Client Prefers Not to Answer OR Client Doesn't Know Maximum Allowed
All Data Elements <i>Except those listed below</i>	All Projects except RHY ¹	0%	2%
All Data Elements <i>Except those listed below</i>	RHY	0%	5%
Veteran Status	All Projects	0%	0%
Social Security Number	SSVF Projects	0%	0%
Income as a Percent of AMI	SSVF Projects	0%	0%
VAMC Station Code	SSVF Projects	0%	0%
Move-In Date at Exit	All RRH Projects	0%	0%
Destination	ES Projects Only	10%	2%
	All Projects except ES	2%	2%
Housing Assessment at Exit	Prevention Only	2%	2%

¹ For PATH data, standards are only applicable to clients at exit.

ANONYMOUS CLIENTS

Entering clients anonymously is permitted when the client requests this. However, it is advised that case managers be able to explain to their clients how HMIS client data is secured so that the client feels comfortable with their data being entered into the HMIS. The general advice if a client is uncomfortable and wants to be entered as anonymous is: "Inform, don't pressure."

Anonymous data undoubtedly hurts overall data quality for the CoC and the project itself, however, the client's safety and feeling of security is of great concern as well. Having the personally identifying data is important because it is the only way we have of distinguishing that client from other client records in the database. Having identifying information also allows us to match people across systems for the purposes of studying delivery of services. A client being entered as anonymous may be unintentionally duplicated.

For all anonymous clients, paper files should contain their HMIS Unique ID so if the client returns, the same number can be used.

The maximum allowed data quality measurement for completeness includes anonymous clients.

DATA ACCURACY

Information entered into the HMIS needs to be valid, i.e., it must accurately represent information about the people accessing any homeless service programs contributing data to HMIS. Inaccurate data may be intentional or unintentional. **False or inaccurate information is worse than incomplete information**

To ensure the most up-to-date and complete data, data correction should be performed immediately, once the error(s) is detected. All data entered into HMIS shall reflect information provided by the client, as documented by an intake worker, case manager, or otherwise updated by the client and documented for reference. Recording inaccurate information is strictly prohibited. If a client refuses to provide 'correct' personal information, end users should enter the information provided by the client, as HMIS is a self-reporting system. The general advice if a client is uncomfortable and doesn't want to share their information is "Inform, don't pressure". It is important for persons collecting information from a client to provide them with the Privacy Quick Guide, obtain an Informed Consent, and to take time with clients inform them, and answer any questions they have.

DATA ACCURACY STANDARD

The percentage of clients showing in each of the Data Quality Measurements for Accuracy should be no more than 0-2%, depending on project type and the measurement. (See Table 5 for details.)

DATA QUALITY MONITORING PLAN

The following section outlines how HMIS data quality will be monitored, including adherence to the data quality standards referenced above. Any questions about data entry or policies regarding HMIS should be directed to HMIShelp@buttecounty.net.

ROLES AND RESPONSIBILITIES

One person can serve under multiple of the following roles. All HMIS End Users, with access, are welcome to use any of the reporting available in HMIS, but the following informs what reports are meant to fulfill the responsibilities of each role.

Following are the responsibilities for various HMIS roles, as it pertains to monitoring and maintaining HMIS data quality.

HMIS Lead Agency

HMIS System Administrators train HMIS End Users on how to correctly enter data into HMIS, run reports as necessary, support current HMIS End Users, create and maintain documentation, keep HMIS End Users informed about any changes, maintain provider data, submit reports to HUD, contact agencies and assist HMIS End Users who are struggling to keep good HMIS data quality.

HMIS/CES Committee

The HMIS/CES Committee, can use the Data Quality reports and EVA on a CoC wide level to check for High Priority issues and Errors that exist in the CoC. This can help problem-solve data quality issues that are affecting the entire CoC.

Agency CHO Administrators

HMIS CHO Administrators have access to reports and should use it to check their agency's data quality. Information about data quality can be accessed via Reports > Data Quality Reports and should be reviewed for regularly. Additionally, CHO Administrators can use EVA to find High Priority issues and Warnings that exist in the organization's data. Using these tools, CHO Administrators can access an ordered list of data quality issues that need to be addressed at their organization. It may be necessary to offer assistance to HMIS End Users at the organization to be sure HMIS data is being entered correctly.

CHO Administrators shall check all relevant Data Quality reports as outlined in this document on a minimum of a quarterly basis and make corrections or develop a corrective action plan to address errors as needed. The HMIS Lead Agency will contact Agency CHO Administrators of agencies with large numbers of High Priority issues and Errors. If the Agency CHO Administrator does not respond in a timely manner, the HMIS Lead Agency will reach out to the Executive Director of the agency. If an agency does not adequately respond to the request for improvement, the issue will be raised with the HMIS/CES Committee at the next monthly meeting and an action plan will be determined. If the agency still does not adequately respond to the request for improvement the agency's continued access to the HMIS may be jeopardized.

HMIS End Users

HMIS End Users are responsible for entering data accurately, timely and completely. HMIS End Users should contact the agency CHO Administrator and/or HMIS Help Desk (HMIShelp@buttecounty.net) for any HMIS related questions. Additionally, HMIS End Users must be responsive to the HMIS Lead Agency when data quality issues are identified and engage in any needed corrective action.

COMPLIANCE

If the agency fails to make corrections when the HMIS Lead Agency has informed the errant agency of needed corrective action, or if there are repeated or serious data quality errors, the HMIS Lead Agency will notify the HMIS/CES Committee who will develop an action plan, and the agency's Executive Director about specific plans to address non-compliance with the required HMIS participation and consequences for failing to follow the proposed plan of action.

Non-compliance with the standards laid out in this document may result in the agency being placed on a Quality Improvement Plan (QIP), or similar improvement process, as described in the Quality Improvement Planning and Process document (Appendix B). The document can be found on the HMIS/CES webpage. Ongoing non-compliance after being placed on an improvement plan could result in loss of federal or state funding.

Moreover, several funding sources now consider HMIS data quality when making funding decisions, including but not limited to HUD's CoC Program. Low HMIS data quality performance, regardless of participation in a QIP, may result in denial or reductions of this funding. The CoC reserves the right to use HMIS Data Quality as one portion of scoring for future RFPs.

APPENDICES

- Appendix A; Data Quality Improvement Planning and Process
- Appendix B; Data Quality Improvement Plan
- Appendix C; Butte Countywide Homeless Continuum of Care Data Quality Checklist
- Appendix D; Data Quality Performance Monitoring Improvement Strategies

DOCUMENT REVISION HISTORY

Date	Version	Editor/Author	Notes
10/01/2025	1.0	Elisa Rawlinson	Initial Draft – New Version of Data Quality Plan
10/27/2025	1.0	HMIS/CES Committee	Approved by HMIS/CES Committee on 10/27/2025 Approved by CoC All Members on _____

APPENDIX A

DATA QUALITY IMPROVEMENT PLANNING AND PROCESS

BACKGROUND AND INTRODUCTION

The Butte Countywide Homeless Continuum of Care (CoC) HMIS/CES Committee developed and implemented the Quality Improvement Plan (QIP) to take an intentional and systematic approach to improving homeless program performance.

WHAT IS A QUALITY IMPROVEMENT PLAN?

The CoC's HMIS/CES Committee uses a QIP based on a continuous quality improvement process, which consists of the following steps:

- Plan the timeline, activities, and the tools to be used (reports) to measure outcomes
 - Define actions needed to correct data quality and establish clear guidelines and expectations
- Implement actions needed to improved data collection and quality
- Verify the results and complete a full analysis
- Institute workflow/data collection/date entry changes within agency related to lessons learned from the analysis

See the blank Data Quality Improvement Plan Template (Appendix B) for more information.

QUALITY IMPROVEMENT PROCESS OVERVIEW

PROCESS OVERVIEW

QIPs are used to address a variety of project issues. HMIS Lead Agency staff notify agency of their need to develop a QIP and the performance areas on which their QIP should focus. Once the QIP is developed, agency shall implement the QIP and engage in quarterly monitoring with HMIS Lead Agency staff for one year, at which time CoC staff evaluate project improvement and make a determination about QIP termination, continuation, or other action.

COC HMIS/CES COMMITTEE

The CoC's HMIS/CES Committee is responsible for reviewing program performance, identifying which agencies need to develop QIPs, and implementing QIPs for issues related to project performance. In its role as HMIS Lead Agency, the Butte County Department of Employment and Social Services (DESS) is responsible for chairing the HMIS/CES Committee, and as such has been charged with monitoring and assisting with assessing QIP implementation. Any questions or concerns pertaining to the QIP process should be directed to the HMIS Lead, at HMIShelp@buttecounty.net

AGENCY SELECTION

The HMIS/CES Committee reviews agency performance annually. Any agency that has not met performance goals, as outlined in the Performance Management Plan, for multiple reporting periods, may be identified by the committee as needing a QIP.

HMIS Lead Agency staff will contact organizations directly if they are required to develop a QIP.

DEVELOPMENT AND IMPLEMENTATION OF QIP

QIP DEVELOPMENT: THE BASICS

When needed, agency must develop a QIP that addresses every identified performance concern. Agency will be given the opportunity to receive individualized technical assistance from HMIS Lead Agency staff as they begin developing their QIPs.

QIPs must address all issues of concern noted, the QIP tool must be fully completed, and agency must adhere to all timelines and goal dates outlined in QIP correspondence.

QIP DURATION

Agency must develop QIPs that are six months in length, unless otherwise noted.

TERMINATING OR CONTINUING A QIP

The HMIS/CES Committee and HMIS Lead Agency staff will evaluate the extent to which the QIP satisfactorily improved performance on targeted areas. If improvement is sufficient, the agency will be notified of the termination of the QIP and no further action will be needed.

If the Committee and the HMIS Lead Agency determine that an agency has not made adequate improvement during the QIP process, then the agency may be required to complete another six months of QIP implementation. A continuing QIP may involve revision of the QIP developed by the agency and/or changes to the monitoring process.

QIP MONITORING AND EVALUATION

Agencies will participate with HMIS staff in quarterly monitoring discussions regarding QIP progress and program improvement. In these discussions, agency will be expected to report, at minimum, on the following items:

- Progress in implementing each activity identified in the QIP
 - Assure QIP activities are implemented/completed
 - If activity not fully implemented/completed, then agency must be able to report on status of implementation, expected completion dates, etc.
- Progress in meeting stated QIP performance goal
 - Assure QIP performance goal is met
 - If QIP goal not met, then agency must be able to report on status of implementation, expected completion dates, etc.
 - If QIP goal not met, then agency may be informed that QIP will continue for additional year
- Progress in assuring that the data obtained through the QIP is accurate, thorough, and analyzed
 - Assure quality data is obtained
- Progress in reporting trends and findings from the QIP
 - Assure trends and findings are noted
- Progress in prioritizing issues that need further review and consideration
 - Assure that issues are prioritized

DETERMINING SUCCESS OR FAILURE OF QIP

The HMIS/CES Committee and HMIS Lead Agency will evaluate agency's progress in meeting the QIP goals identified to determine if agency has successfully implemented QIP and if the QIP can be terminated. If all identified QIP goals have been achieved, then the QIP will most likely be terminated upon completion of the six-month QIP period. Achievement of QIP goals is not necessarily the only condition that could lead to successful QIP termination. Agencies who can clearly demonstrate significant progress towards meeting their goals, and who have fully and successfully implemented all QIP activities and participated in quarterly monitoring, may also have their QIPs successfully terminated.

In general, the success of a QIP process (and, ultimately, its termination) will be determined based on the following:

- Agency participated in the required QIP process
- Agency fully implemented identified QIP activities
- Agency participated in regular monitoring and provided sufficient status updates on QIP implementation and progress on program improvement
- Agency made significant progress on and/or met their QIP goals

Agencies who have not met their QIP goals, have made only slight (or no) progress in their areas targeted for improvement, or have not fully implemented all the activities identified in their QIP may be required to continue their QIP for another six months. Continuing a QIP may also involve revising the plan or increasing frequency of monitoring. As the second QIP termination date nears, the agency will be evaluated again on the extent to which they were successful on the items identified above. If the Committee and HMIS Lead Agency staff determine that the agency successfully completed their QIP, then the QIP will be terminated, and no further action will be needed. If the Committee determines that their QIP failed for a second consecutive period, then the agency may be required to develop a QIP for a third six-month period or may be at risk of losing renewal HUD CoC funding, if applicable, or losing access to HMIS.

Agencies who do not develop required QIPs or do not participate in regular monitoring, when required by the Committee and HMIS Lead Agency staff to do so, will be considered to have failed in their QIP. These agencies may be at risk for not being included in the CoC's consolidated application for HUD CoC funding and could risk losing access to HMIS.

IMPACT OF QIP ON COC COMPETITION

RENEWAL COC APPLICATIONS

Agencies with a current first or second QIP in place at the time of the annual HUD CoC Competition may have their project evaluation score and/or project ranking impacted.

NEW COC APPLICATIONS

Agencies with a current first QIP in place are not prohibited from submitting a new CoC project application. However, new project applications may be scored, in part, on the applicant's required QIP participation, implementation, and program improvement.

DATA QUALITY IMPROVEMENT PLAN

QIP BASIC INFORMATION

Complete the following chart and submit one copy with the QIP.

Project Name	
Project Type	
Agency	
Grant Administrator's Name	
Grant Administrator's E-Mail Address	
Grant Administrator's Telephone Number	
Contact Name	
Contact's E-Mail Address	
Contact's Telephone Number	
Person(s) Responsible for QIP Implementation and Oversight	

QIP SUMMARY

Complete one chart for each non-performing objective identified in the Performance Indicator Chart.

Problem / Need / Situation				
Goal	Activities	Timeline / Goal Dates	Outputs	Outcomes

APPENDIX C – HMIS LEAD/AGENCY CHO DATA QUALITY CHECKLIST



Butte Countywide Homeless Continuum of Care Data Quality Checklist

Agency: _____ Program: _____

Agency Staff Met With: _____

Item	Action	Response
1.	CHO MOU	MOU is on file with both HMIS Lead and CHO Agency, is current and up to date. <input type="checkbox"/> Met <input type="checkbox"/> Unmet
2.	End User Agreement	All end user agreements for active and inactive users are on file with CHO and up to date. <input type="checkbox"/> Met <input type="checkbox"/> Unmet
3.	End User Background Check	All end user background checks for active and inactive users are on file with CHO and up to date. <input type="checkbox"/> Met <input type="checkbox"/> Unmet
4.	End User Verification of Receipt of the Privacy & Security Plan	All end user verifications of receipt of the Privacy & Security Plan, for active and inactive users are on file with CHO and up to date. <input type="checkbox"/> Met <input type="checkbox"/> Unmet
5.	Public Notice	Posted and easily visible in program intake areas. <input type="checkbox"/> Met <input type="checkbox"/> Unmet
6.	Privacy Notice	Posted on agency website. <input type="checkbox"/> Met <input type="checkbox"/> Unmet
7.	Informed Consent in HMIS for all active clients	HMIS Lead will pull report 1 month prior to site visit; CHO will work with staff to ensure all Informed Consents are in the system and up to date. <input type="checkbox"/> Met <input type="checkbox"/> Unmet
8.	Agency Data Quality & Completeness	Review of agency program-level data quality report reviewed with CHO Administrator. If necessary, plan to correct issues will be developed. <input type="checkbox"/> Met <input type="checkbox"/> Unmet
9.	Agency Data Accuracy	Review of agency program-level data accuracy where HMIS record is compared to record(s) on file with agency. <input type="checkbox"/> Met <input type="checkbox"/> Unmet
10.	Bed/Unit Review (ES, TH, PH, RRH Only)	Review bed/unit inventory in HMIS make corrections (if necessary) to amount, dates of changes and target populations. <input type="checkbox"/> Met <input type="checkbox"/> Unmet

Follow-Up Notes and Plan for Unmet Needs:

APPENDIX D – DATA QUALITY PERFORMANCE MONITORING IMPROVEMENT STRATEGIES

Data Completeness		
Why it Matters	How to Address	How Often
For accurate reporting and to analyze trends in homelessness data over time, data needs to be complete.	CHO Administrator reviews Data Quality Reports; identifies staff who need assistance; work with staff by providing deadlines for fixing errors & training on how to interview clients and elicit information.	Minimum of once quarterly, recommended monthly.
Attempt to have as few “null”, “data not collected”, “client prefers not to answer”, and “client doesn’t know” options as possible	Review Data Quality Reports or Program Details Report.	Minimum of once quarterly, recommended monthly.

Data Timeliness		
Why it Matters	How to Address	How Often
To benefit clients most immediately, data needs to be entered into HMIS in a timely manner. Timely data entry ensures reports and data visualizations are accurate	CHO Administrator reviews Data Quality reports that show length of time between the date the information was gathered from the client (Project Start or other date) and the date the data was entered into HMIS.	Minimum of once quarterly, recommended monthly.

Data Accuracy		
Why it Matters	How to Address	How Often
Accuracy of the data entered into HMIS must be a true/accurate reflection of the client’s situation. When the data entered into HMIS does not accurately reflect the client’s reality, it causes accuracy issues.	CHO Administrator reviews EVA reports, program rosters, program details reports, and/or other reports that can assist in confirming accuracy. Regular communication with users, agency supervisors to ensure data in HMIS is a true reflection of the projects’/clients’ reality, this includes but is not limited to: <ul style="list-style-type: none"> • Does overall client count, demographics, and services provided make sense? • Are there clients with multiple overlapping program enrollments? • Is there a defined Head of Household? • Are there minors enrolled without parents? 	Minimum of once quarterly, recommended monthly.



Butte Countywide Homeless Continuum of Care

Continuum of Care Meeting
November 17, 2025, 1:00 p.m. – 3:00 p.m.

CoC Agenda Item #7

Governance Charter Update



Butte CoC Governance Charter

limits. In such instances, the Executive Committee reserves the right to extend the term limit for one additional three-year term, a maximum of four terms.

Newly elected Council Members will begin their terms at the first CoC Council meeting of the new calendar year. Appointee Council Members appointed subsequent to the normal voting process shall begin their term upon appointment and complete the current three-year term.

The Council Member roster will stagger terms.

2. Council Responsibilities

The CoC Council will elect Council Officers consisting of a chairperson, first vice chairperson and second vice chairperson, with careful consideration given to the qualifications of these officers to lead the CoC.

The Chair shall convene regularly scheduled Council meetings and full membership meetings, shall preside or arrange for other members of the Executive Committee to preside at each meeting in their absence in the following order: first vice chairperson and then second vice chairperson.

The CoC Council will approve its officers by majority vote at the first meeting of the calendar year. The CoC Council may remove its officers by majority vote.

~~Elected~~ All Council members, **elected and appointed**, must attend a minimum of 75% of regular meetings per year to maintain their Council status. While special meeting attendance must be prioritized, a Council member's inability to attend will not count as a missed meeting. If Council attendance requirements are not satisfied, the Executive Committee will convene to determine whether or not to recommend removal of the Council member. Removal must be approved by a majority vote of the Council.

3. Dismissal and Appointment of Council Members

In the event of dismissal or resignation of a Council Member, Council may elect to fill the vacated position with a representative from the same Category, to complete the remainder of the term. The full CoC membership will be notified of an opportunity to make a nomination at least one month in advance of a Council vote to fill the vacant position(s).

4. Meetings

Regular Meetings

The CoC Council will hold meetings at least quarterly, or four times per year. The CoC will hold meetings at least semi-annually of the full membership. These meetings will be open to the

public with an agenda distributed to all CoC members at least 72 hours in advance of the meeting.

Special Meetings

A Council majority may call special meetings within 72 hours. The Executive Committee may call a special meeting within 24 hours for urgent time sensitive matters.

IV. Meeting Proceedings:

The following procedures are applicable to all meetings of the CoC

1. Quorum

Quorum is defined as 51% of the convening body, **not including vacant seats**, for all official CoC business. This includes but is not limited to Committee, Council and Membership meetings. **For purposes of determining the Quorum, appointed publicly elected officials are not included in the calculation.** If a Quorum is not established at a meeting, no votes may take place during the meeting. **Elected officials may always vote when present, but will not be utilized to define the quorum.**

2. Decision-Making

Robert's Rules of Order will be followed and a simple majority of the members present is necessary for any resolution or vote to pass. For purposes of time-sensitive and/or critical votes an email vote may be used.

3. Code of Conduct / Conflict of Interest / Recusal Process

Who is Covered

All CoC Council, Committee, and General Members will abide by 24 CFR Part §578.95 (Conflicts of Interest) in the CoC Interim Rule and 24 CFR Part § 576.404 Conflicts of Interest in the Emergency Solutions Grant Rule.

Disclosure

The CoC Council, all Committee members, and General Membership will disclose potential conflicts when the topics of funding awards, or other financial benefits that could be gained or lost by themselves personally or by an organization they represent as an employee, agent, consultant, board member, or their family member represents, are under consideration. The CoC Council, Committees, and General Members will be required to review and sign annually the Conflict of Interest Policy and related Conflict of Interest Procedures. The CoC Council, Committees and General Members will be required to sign annually the Conflict of Interest Disclosure Statement and may be required to update their policy should a conflict develop.



Butte Countywide Homeless Continuum of Care

Continuum of Care Meeting
November 17, 2025, 1:00 p.m. – 3:00 p.m.

CoC Agenda Item #8

CoC Collaborative and Lead
Agency MOU (*Amended*)

MEMORANDUM OF UNDERSTANDING
Between
BUTTE COUNTY DEPARTMENT OF EMPLOYMENT AND SOCIAL SERVICES
And
BUTTE COUNTYWIDE HOMELESS CONTINUUM OF CARE
For COLLABORATIVE APPLICANT AND LEAD AGENCY SERVICES

THIS MEMORANDUM OF UNDERSTANDING (MOU) is entered into as of January 1, 2026, by and between the County of Butte, Department of Employment and Social Services, herein referred to as DESS and the Butte Countywide Homeless Continuum of Care, herein referred to as CoC, hereinafter referred to individually as "Party" and collectively as "Parties". The purpose of this document is to set forth the types and terms of collaborative services between DESS and CoC.

WITNESSETH:

WHEREAS, the CoC designated DESS as the Collaborative Applicant and Lead Agency for the CoC by vote on September 18, 2019; and

WHEREAS, the CoC reestablished DESS as the Collaborative Applicant and Lead Agency for the CoC by vote on October 20, 2025; and

NOW, THEREFORE, in consideration of their mutual covenants and conditions, the Parties hereto agree as follows:

1. PURPOSE

The purpose of this MOU is to confirm agreements between the CoC and DESS related to the roles of Collaborative Applicant and Lead Agency for the CoC.

This MOU reestablishes DESS as the Collaborative Applicant and Lead Agency for the CoC, defines general understandings, and defines the roles and specific responsibilities of each Party relating to the positions of Collaborative Applicant and Lead Agency.

Collaborative applicant is defined to mean an eligible applicant (a private nonprofit organization, State, local government, or instrumentality of State and local government) that has been designated by the CoC to apply for grant funding on behalf of the CoC.

2. TERM

The term of this MOU is January 1, 2026 through December 31, 2028.

3. FISCAL EXPLANATION

This is a nonfinancial MOU and there are no costs associated with this agreement.

4. RESPONSIBILITIES

The responsibilities of DESS and CoC are set forth in Attachment I, Description of Services, attached hereto and by this reference incorporated herein.

5. TERMINATION

This MOU may be terminated by either Party upon the giving of thirty (30) days advance written notice of an intention to terminate.

6. NON-ASSIGNMENT

Neither Party shall assign, transfer or sub-contract this MOU nor their rights or duties under this MOU without the prior written consent of the other Party.

7. RECORDS

All Parties subject to this MOU shall maintain a record of services provided in sufficient detail to permit an evaluation of the MOU. All such records shall be made available during normal business hours to authorized representatives of County, State, and Federal governments during the term of this MOU and during the period of record retention for the purpose of program review and/or fiscal audit.

8. COMPLIANCE WITH LAWS/POLICIES

DESS and CoC shall comply with all applicable laws, rules and regulations related to Continuum of Care Reform (CCR) as directed by the State of California.

9. CONFIDENTIALITY

DESS and CoC shall act in strict conformance with all applicable Federal, State of California and/or local laws and regulations relating to confidentiality, including but not limited to, California Civil Code section 56 et seq., Welfare and Institutions Code sections 827, 5328 through 5330, 10850 and 14100.2, Health and Safety sections 11977 and 11812, 22 California Code of Regulations section 51009, and 42 Code of Federal Regulations sections 2.1 et seq. The Parties shall ensure that no list of persons receiving services under this MOU is published, disclosed, or used for any other purpose except for the direct administration of the program or other uses authorized by law that are not in conflict with requirements for confidentiality.

DESS agrees, to the extent required by 42 U.S.C. 1320 et seq., Health Insurance Portability and Accountability Act of 1996 (HIPAA), to comply with applicable requirements of law and subsequent amendments relating to protected health information (PHI).

10. NON-DISCRIMINATION

During the performance of this MOU, the Parties shall not unlawfully discriminate against any employee or applicant for employment, or recipient of services, because of race, religion, color, national origin, ancestry, physical disability, medical condition, marital status, age or gender, pursuant to all applicable State and Federal statutes and regulations, as set forth in Attachment II, Assurance of Compliance, attached hereto and by this reference incorporated herein.

11. RELATIONSHIP OF PARTIES

It is understood that this is a MOU by and between DESS and CoC and is not intended to and shall not be construed to create a relationship of agent, servant, employee, partnership, joint venture or association.

12. NO THIRD PARTY BENEFICIARIES

Both DESS and CoC agree it is their specific intent that no other person or entity shall be a Party to or a third Party beneficiary of this MOU or an attachment or addenda to this MOU.

13. INDEMNIFICATION

Both DESS and CoC agree to be responsible and assume liability for its own wrongful or negligent acts or omissions, or those of its officers, agents, or employees to the full extent required by law.

14. NOTICE

Any and all notices, reports or other communications to be given to DESS or CoC shall be given to the persons representing the respective Parties at the following addresses:

Department of Employment and Social Services

Name: Wendy Lo
Title: Health & Human Services Program Analyst III
Address: PO BOX 1649 Oroville, CA 95965
Email: wlo@buttecounty.net
Phone: (530) 552-6058

Butte Countywide Homeless Continuum of Care

Name: Amber Abney-Bass
Title: Chief Executive Officer
Address: 2255 Fair Street
Email: Amber@jesuscenter.org
Phone: (530) 345-2640

15. PUBLIC RECORDS ACT

Both Parties are aware that this MOU and any documents provided to the other Party related only to this MOU may be subject to the California Public Records Act and may be disclosed to members of the public upon request. It is the responsibility of both Parties to clearly identify information in those documents that it considers to be confidential under the California Public Records Act. To the extent that the Parties agree with that designation, such information will be held in confidence whenever possible. All other information will be considered public.

16. ENTIRE AGREEMENT AND MODIFICATION

This MOU contains the entire agreement of the Parties relating to the subject matter of this MOU and supersedes all prior agreements and representations with respect to the subject matter hereof. This MOU may only be modified by a written amendment hereto, executed by both Parties. If there are attachments attached hereto, and a conflict exists between the terms of this MOU and any attachment, the terms of this MOU shall control.

17. ENFORCEABILITY AND SEVERABILITY

The invalidity or enforceability of any term or provisions of this MOU shall not, unless otherwise specified, affect the validity or enforceability of any other term or provision, which shall remain in full force and effect.

18. DISPUTES

DESS and CoC agree to use good faith efforts to resolve any disputes prior to bringing any action to enforce the terms of this MOU.

Should it become necessary for a Party to this MOU to enforce any of the provisions hereof, the prevailing Party in any claim or action shall be entitled to reimbursement for all expenses so incurred, including reasonable attorney's fees.

It is agreed by the Parties hereto that unless otherwise expressly waived by them, any action brought to enforce any of the provisions hereof or for declaratory relief hereunder shall be filed and remain in a court of competent jurisdiction in the County of Butte, State of California.

19. CAPTIONS

The captions of this MOU are for convenience in reference only and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this MOU.

20. OTHER DOCUMENTS

The Parties agree that they shall cooperate in good faith to accomplish the object of this MOU and, to that end, agree to execute and deliver such other and further instruments and documents as may be necessary and convenient to the fulfillment of these purposes.

21. CONTROLLING LAW

The validity, interpretation and performance of this MOU shall be controlled by and construed under the laws of the State of California.

22. AUTHORITY

DESS and CoC and each Party's signatory warrant and represent that each has full authority and capacity to enter into this MOU in accordance with all requirements of law. The Parties also warrant that any signed amendment or modification to the MOU shall comply with all requirements of law, including capacity and authority to amend or modify the MOU.

23. ELECTRONIC SIGNATURES

Each Party of this agreement agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act (“CUETA”) Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this agreement. The Parties further agree that the electronic signatures of the Parties included in this agreement are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. The CUETA authorizes use of an electronic signature for transactions and contracts among Parties in California, including a government agency. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the Parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (i) of Section 1633.2 of the Civil Code.

DRAFT

ATTACHMENT I

DESCRIPTION OF SERVICES

Unless indicated otherwise herein, DESS shall furnish all labor, materials, transportation, supervision, and management and pay all taxes required to complete the project described below.

A majority of services shall be provided at Butte County offices located at 78 Table Mountain Blvd Oroville, CA 95965 and 765 East Ave Chico, CA 95926. Services may also be provided at various locations County-wide.

1. CoC Responsibilities

- A. Designate a Collaborative Applicant and Lead Agency.
- B. Designate responsibilities to the Collaborative Applicant and Lead Agency.
- C. Review the CoC Governance Charter annually in consultation with the Collaborative Applicant.

2. DESS Responsibilities

- A. As Collaborative Applicant, DESS shall:
 - a) Serve as the applicant for project sponsors who jointly submit a single application for grants on behalf of the CoC, receive grants directly from the source, distribute grants to awarded project sponsors, and provide training to grant recipients as needed.
 - b) Design a collaborative process for the development of applications for grant funding and for evaluating outcomes of projects for which funds are awarded, which includes:
 - Ensuring compliance with grant program requirements; and
 - Ensuring compliance with grant selection criteria; and
 - Establishing priorities for funding projects in the geographic area involved.
 - c) Ensure that all funds disbursed are properly accounted for, appropriate services conducted, and records maintained in accordance with Generally Accepted Accounting Principles.
 - d) Provide technical assistance and training to provider agencies to ensure compliance with U.S. Department of Housing and Urban Development (HUD) CoC and Emergency Solutions Grant (ESG) regulations, as well as compliance with State and other funding regulations, standards, and guidelines.
 - e) Participate in the Consolidated Plan for the geographic area served by the CoC.
 - f) Ensure operation of, and consistent participation by, project sponsors in the Homeless Management Information System.
 - g) Review HUD rules, regulations, and guidance and suggest updates to the Governance Charter.
 - h) Submit the application to HUD for CoC Program funding, annually or biennially as determined by HUD. A final draft of the application shall be submitted to the CoC Council for approval before submission to HUD.
 - i) Submit the CoC Planning Funds application to HUD, annually or biennially as determined by HUD.
 - j) Submit the Consolidated Application to HUD through the Electronic Special Needs Assistance Programs (E-SNAPS).

B. As Lead Agency, DESS shall:

- a) Coordinate and oversee CoC Council meetings and twice per year All Membership meetings. This includes:
 - Scheduling meetings; and
 - Developing meeting agendas; and
 - Issuing meeting materials; and
 - Posting relevant documents to the CoC website.
- b) Provide support for CoC Council and all CoC committees.
- c) Build strategic partnerships and cultivate new service partnerships within the community.
- d) Complete the strategic plan updates with local and county governments.
- e) Monitor provider agencies' programmatic and financial management to ensure compliance with HUD CoC, ESG, State, and other regulations, standards and guidelines.
- f) Measure and monitor performance of CoC funded projects. This includes developing strategic goals to end homelessness, collecting, and disseminating data to measure performance toward those goals, and continuously evaluating and improving performance.

3. Joint Party Responsibilities

CoC and DESS shall:

- A. Collaborate in the development, implementation, and regular update to the CoC's strategic plan, ensuring that it reflects current community needs, HUD priorities, and local goals.
- B. Engage in joint data analysis and system performance reviews to identify gaps, trends, and opportunities for improvement.
- C. Develop consistent, transparent communication to ensure unified messages to the public regarding CoC initiatives and outcomes.
- D. Collaborate in the review, development, and submission of funding applications for state and federal programs.
- E. Ensure that information included in funding applications reflect CoC-approved directives and priorities.
- F. Share drafts, timelines, and submission materials for review by the CoC Council or designated committee prior to final submission, when funding timelines permit.

ATTACHMENT II
ASSURANCE OF COMPLIANCE
WITH
THE BUTTE COUNTY DEPARTMENT OF EMPLOYMENT AND SOCIAL SERVICES
NONDISCRIMINATION IN STATE AND FEDERALLY
ASSISTED PROGRAMS

Butte Countywide Homeless Continuum of Care

HEREBY AGREES THAT it will comply with Title VI and VII of the CIVIL Rights Act of 1964 as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; the Food Stamp Act of 1977 as amended, and in particular Section 272.6; Title II of the Americans with Disabilities Act of 1990; California Civil Code, Section 51 et seq., as amended; California Government Code Section 12940 ©, (h) (1), (l), and (j); California Government Code, Section 4459; Title 22, California Code of Regulations 98000 –98413, and other applicable federal and state laws, as well as their implementing regulations (including 45 Code of Federal Regulations (CFR) Parts 80,84, and 91, 7 CFR Part 15, and 28 CFR Part 42), by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of ethnic group identification, age, sex, color, mental disability, physical disability, medical condition, national origin, race, ancestry, marital status, sexual orientation of any person, religion, religious creed or political belief be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance; and HEREBY GIVE ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and THE VENDOR/RECIPIENT HEREBY GIVES ASSURANCE THAT administrative methods/procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Chapter 21 will be prohibited.

BY ACCEPTING THIS ASSURANCE, the vendor/recipient agrees to compile data, maintain records and submit reports as required, to permit effective enforcement of the aforementioned laws, rules and regulations and permit authorized CDSS and/or federal government personnel, during normal working hours, to review such records, books and accounts as needed to ascertain compliance. If there are any violations of this assurance, CDSS shall have the right to invoke fiscal sanctions or other legal remedies in accordance with Welfare and Institutions Code Section 10605, or Government Code Section 11135-11139.5, or any other laws, or the issue may be referred to the appropriate federal agency for further compliance action and enforcement of this assurance.

The person or persons whose signatures appear below are authorized to sign this Assurance on behalf of the recipient.

THIS ASSURANCE is binding on the vendor/recipient directly or through contract, license, or other provider services, as long as it receives federal or state assistance.

Amber Abney-Bass, Chair

Date

IN WITNESS WHEREOF, the Parties hereto, by their duly authorized representative, have affixed their hands on the day and year first above written.

BUTTE COUNTYWIDE HOMELESS CONTINUUM OF CARE

Amber Abney-Bass, Chair
Butte Countywide Continuum of Care

Date

DEPARTMENT OF EMPLOYMENT AND SOCIAL SERVICES

Tiffany Rowe, Director
Department of Employment and Social Services
County of Butte

Date

COUNTY

Sarah MacArthur, Deputy Director
General Services

Date

APPROVED AS TO FORM

Brad J. Stephens
Butte County Counsel

By

Date

REVIEWED FOR CONTRACT POLICY COMPLIANCE

General Services Contracts Division

Date



Butte Countywide Homeless Continuum of Care

Continuum of Care Meeting
November 17, 2025, 1:00 p.m. – 3:00 p.m.

CoC Agenda Item #9

2026 CoC Meeting Calendar



Butte Countywide Homeless Continuum of Care

2026 Council Meeting Schedule

<u>Meeting Date</u>	<u>Conflicts</u>	<u>Changes/Notes</u>	<u>Location</u>	<u>Time</u>
January 12, 2026	Holiday	Change from January 19	Virtual	1:00pm to 3:00pm
February 09, 2026	Holiday	Change from February 16	Virtual	1:00pm to 3:00pm
March 16, 2026	None		Oroville	1:00pm to 3:00pm
April 20, 2026	None		Virtual	1:00pm to 3:00pm
May 18, 2026	None	All Member Meeting	Chico	1:00pm to 3:00pm
June 15, 2026	None		Virtual	1:00pm to 3:00pm
July 20, 2026	None		Virtual	1:00pm to 3:00pm
August 17, 2026	None		Virtual	1:00pm to 3:00pm
September 21, 2026	None		Chico	1:00pm to 3:00pm
October 19, 2026	None		Virtual	1:00pm to 3:00pm
November 16, 2026	None	All Member Meeting	Oroville	1:00pm to 3:00pm
December 21, 2026	None	Cancel	Virtual	1:00pm to 3:00pm

Location: Virtual

Hosted by Butte County Department of Employment and Social Services (DESS). Invite sent monthly.