

**ORANGE COUNTY CONTINUUM OF CARE  
VETERANS COMMITTEE**

Thursday, September 19, 2024  
2:00 p.m. – 3:30 p.m.

**Location:**  
**Orange County United Way**  
**18012 Mitchell South,**  
**Irvine, CA 92614**

**Committee Chair:** Becks Heyhoe-Khalil, Orange County United Way

**Committee Members:**

Ruby Lara, Santa Ana Housing Authority  
Melanie Martins, U.S. Department of Veterans Affairs  
Jeffery Pagano, Orange County Veterans and Military Families Collaborative  
Eric Richardson, Volunteers of America Los Angeles  
Jade Smith, Acera Health  
Larry “Smitty” Smith, Individual

**AGENDA**

**Welcome and Introductions** – Becks Heyhoe-Khalil, Chair

**Public Comments** – Members of the public may address the Veterans Committee on items listed within this agenda or matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the Veterans Committee. Members of the public may address the Veterans Committee with public comments on agenda items after the agenda item presentation. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes.

To address the Veterans Committee during the Public Comment period, members of the public are to complete a Speaker Request Form prior to the beginning of each agenda item. Staff will call your name in the order received. Members of the public may also submit public comment by emailing [CareCoordination@ocgov.com](mailto:CareCoordination@ocgov.com). All comments submitted via email or at least 24 hours before the start of the meeting will be distributed to the Veterans Committee members and all comments will be added to the administrative records of the meeting. Please include “Veterans Committee Meeting Comment” in the email subject line.

**CONSENT CALENDAR**

1. Approve the Veterans Committee meeting minutes from July 11, 2024.

**BUSINESS CALENDAR**

1. **Data Review** – Becks Heyhoe-Khalil, Chair; Eric Richardson, Director for Housing, Volunteers of America Los Angeles; and Felicia Boehringer, CoC Administrator, Office of Care Coordination
  - a. Orange County 2024 Point In Time Count Data Update
  - a. Coordinated Entry System (CES) Veteran Registry Data and Update
  - b. Targeted Outreach for Veterans Update and Impact
2. **HUD-Veterans Affairs Supportive Housing (HUD-VASH) Change in Income Eligibility Requirements** – Ruby Lara, Housing Specialist II, Santa Ana Housing Authority
3. **Veterans Affairs (VA) One Team Approach Update** – Melanie Martins, Supervisory Social Worker, Coordinated Entry System and Homeless Outreach, Tibor Rubin VA Medical Center VA Long Beach Healthcare System
4. **HUD-VASH Tenant-Based Voucher Update** – Melanie Martins, Supervisory Social Worker, Coordinated Entry System and Homeless Outreach, Tibor Rubin VA Medical Center VA Long Beach Healthcare System and Becks Heyhoe-Khalil, Chair
  - a. Tenant-Based Voucher Update
  - b. WelcomeHomeOC Program Update
5. **CoC Update** – Felicia Boehringer, CoC Administrator, Office of Care Coordination

**Next Meeting:** Special meeting on Wednesday, November 13, 2024, from 9:00 a.m. to 10:30 a.m. at Orange County United Way, located at 18012 Mitchell South, Irvine, CA 92614

*All are invited to stay after the meeting for a brief Orange County Veteran and Military Family Collaborative (OCVMFC) Housing Working Group presentation, from 3:30 p.m. – 4:00 p.m.*

# ORANGE COUNTY CONTINUUM OF CARE

## VETERANS COMMITTEE

Thursday, July 11, 2024

10:00 a.m. – 11:00 a.m.



**Committee Chair:** Becks Heyhoe-Khalil, Orange County United Way

### **Committee Members:**

Larry “Smitty” Smith, Individual  
Melanie Martins, U.S. Department of Veterans Affairs  
Jeffery Pagano, Orange County Veterans and Military Families Collaborative  
Eric Richardson, Volunteers of America Los Angeles  
Jade Smith, Acera Health

## **MINUTES**

**Welcome and Introductions** – Becks Heyhoe-Khalil, Chair

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### **CONSENT CALENDAR**

1. Approve the Veterans Committee meeting minutes from March 21, 2024.
2. Approve the Veterans Committee meeting minutes from May 16, 2024.

Eric Richardson motioned to approve Items 1 and 2 on the Consent Calendar. Jeffrey Pagano seconded the motion. Becks Heyhoe, Larry Smith, Jeffrey Pagano and Eric Richardson voted “yes”. Motion passed.

## **BUSINESS CALENDAR**

- 1. Data Review** – Becks Heyhoe-Khalil, Chair; Eric Richardson, Director for Housing, Volunteers of America Los Angeles; and Sarah Jones, Continuum of Care (CoC) Manager, Office of Care Coordination
  - a. Orange County 2024 Point In Time Count Data Update
  - b. Coordinated Entry System (CES) Veteran Registry Data
  - c. Targeted Outreach for Veterans Update and Impact

Sarah Jones presented an update Orange County 2024 Point In Time (PIT) Count Data. During the unsheltered PIT Count, efforts were made to gather additional identifying information from veterans to facilitate follow-up and service connection. In 2024, Volunteers of America, Los Angeles (VOALA) utilized survey data to engage and connect unsheltered veterans with services. At the May 16, 2024, Veterans Committee meeting, the committee membership identified additional data metrics from the 2024 PIT Count data, to better understand veterans experiencing homelessness. The Office of Care Coordination partnered with City Net to obtain additional data, which will be presented at the September 19, 2024, meeting.

Eric Richardson presented the following data from the CES By Name List (BNL):

- 242 veterans experiencing homelessness, including
  - 163 unsheltered
  - 69 sheltered or at-risk of homelessness
  - 10 in hospitals
  - 2 with friends or family
  - 1 in Psychiatric Facility
- 133 Veterans with a Disability
- 50 enrolled in Veterans Affairs Supportive Housing (VASH)
- 37 enrolled in Supportive Services for Veteran Families (SSVF)

Eric Richardson presented updates on the subpopulations for Veterans:

- 11 total veterans whose length of homelessness has been longer than ten (10) years.
- 62 total Older Adult veterans (ages 62 and older)
- 23 total veteran Families with minor children (households with at least one minor child and one adult)

### **Public Comments:**

- Kristine Peters inquired about the meaning of "Outside of OC" on the Unsheltered by City list.
- Amanda Brear inquired if there was a goal to include veterans with disabilities on the Targeted Outreach list.
- Selene Chagoya inquired if there is a distinction in disability types.

## **2. HUD-Veterans Affairs Supportive Housing (HUD-VASH) Project-Based Voucher Update**

– Sarah Jones, CoC Manager, Office of Care Coordination and Jackie Martinez, Senior Director, Jamboree

- a. Project-Based Voucher Update
- b. Discussion: Addressing lease up challenges

Sarah Jones presented an update on the five (5) development projects with HUD-VASH project-based voucher units. Sarah Jones shared an overview of the total and available units for each project.

Michelle Mosqueda from Jamboree Housing highlighted some of the struggles and barriers with getting veterans into project-based supportive housing units.

### Public Comment:

- A member of the public inquired why there is a necessity of a physical social security card when the information is provided on other official VA documents.
- Irene Martinez proposed engaging with veterans and implementing a first-come-first-serve approach.
- Chad McGeein stated that proving the authenticity of the DD Form 214 to a management company can be challenging.
- James Bacon provided an overview of the CES veterans registry process.
- Robert “Santa Bob” Morse recommended that providers encourage veterans to take a photo of their identification cards and save it on a cloud-based drive.
- Selene Chagoya discussed the challenges associated with obtaining documentation from veterans.

### Committee Discussion:

- Chair Becks Heyhoe-Khalil requested to review the match to leasing fallout. Chair Becks Heyhoe-Khalil asked for clarification on who is requesting the discussed documents.
- Eric Richardson shared the difficulties of getting the veterans to show up to necessary appointments.

## **3. HUD-VASH Tenant-Based Voucher Update** – Melanie Martins, Supervisory Social Worker, Coordinated Entry System and Homeless Outreach, Tibor Rubin VA Medical Center VA Long Beach Healthcare System

- a. Tenant-Based Voucher Update
- b. WelcomeHomeOC Program Update

Chair Becks Heyhoe-Khalil presented an update on the HUD-VASH tenant-based vouchers. Chair Becks Heyhoe-Khalil shared an overview of the units for each housing authority in Orange County. Chair Becks Heyhoe-Khalil also presented an update on the WelcomeHomeOC Program.

## **4. CoC Update** – Felicia Boehringer, CoC Administrator, Office of Care Coordination

*\*Due to time restrictions Business Item #4 was not presented to the committee*

**Next Meeting:** Thursday, September 19, 2024, from 2:00 p.m. to 3:30 p.m. at Orange County United Way, located at 18012 Mitchell South, Irvine, CA 92614

***All are invited*** to stay after the meeting for the Orange County Veteran and Military Family Collaborative (OCVMFC) Housing Working Group meeting, from 11:00 a.m. to 12:30 p.m.