

**ORANGE COUNTY CONTINUUM OF CARE
LIVED EXPERIENCE ADVISORY COMMITTEE**

Wednesday, October 2, 2024

10:00 a.m. – 11:30 a.m.

Location:

**County Administration North (CAN) Building
Multipurpose Room 101**

**400 West Civic Center Drive, Santa Ana, CA
92701-4599**

Click [here](#) for parking instructions.

Virtual Meeting Option*:

Zoom Meeting Link: [Click here for meeting link](#)

Join by phone: +1 669 444 9171

Webinar ID: 944 5349 6548

****Listen-in option only***

Committee Chair: Nichole Gideon, Individual

Committee Vice Chair: Paul Kaiser, Individual

Committee Members:

Reha Agar, Individual

Elizabeth Flores, Individual

Deborah Kraft, Individual

Miranda Mears, Individual

Robert “Santa Bob” Morse, Individual

Larry “Smitty” Smith, Individual

Vinny Zarrella, Individual

MINUTES

Welcome and Meeting Overview – Paul Kaiser, Vice Chair

Present: Reha Agar, Elizabeth Flores, Nichole Gideon, Paul Kaiser, Miranda Mears, Robert “Santa Bob” Morse, Larry “Smitty” Smith, and Vinny Zarrella.

Absent Excused: Deborah Kraft.

Nichole Gideon arrived during Business Calendar 1. Miranda Mears arrived during Business Calendar 1. Elizabeth Flores arrived during Business Calendar 1.

Public Comments – Members of the public may address the Lived Experience Advisory Committee (LEAC) 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 LEAC. Public comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes.

To address the LEAC during the Public Comment period, members of the public are to complete a Request to Address the Committee form prior to the beginning of each agenda item and submit it to Continuum of Care (CoC) staff. Staff will call your name in the order received.

Members of the public may also submit public comment by emailing CareCoordination@ocgov.com. All comments submitted via email at least 24 hours before the start of the meeting will be distributed to the LEAC members, and all comments will be added to the administrative records of the meeting. Please include “LEAC Meeting Comment” in the email subject line.

- No public comments.

LEAC Member Comments – Members of the LEAC may provide comments on matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the LEAC. Comments will be limited to three minutes. If there are more than five members wishing to speak, this time will be reduced to two minutes.

- Robert “Santa Bob” Morse announced that October is Domestic Violence Awareness Month and encouraged everyone to wear purple on October 17 for Purple Thursday. Robert “Santa Bob” Morse shared that the Cottie Petrie-Norris’ office has been hosting senior scam stopper prevention and awareness seminars at the Costa Mesa Senior Center to provide information to seniors and caregivers about scams to protect themselves from becoming victims of fraud.
- Reha Agar shared an experience of attending a similar event at Tustin Senior Center and hear similar stories of individuals getting scammed and the case being treated as civil matter. Reha Agar shared appreciation for the awareness and noted that if people are scammed and lose their income, they lose their stability and housing.

BUSINESS CALENDAR

1. Coordinated Entry System (CES) Participant Support Discussion – James Bacon, CES Staff Specialist, Office of Care Coordination

The Office of Care Coordination, as the CES Lead, acknowledges the complexity of the CES and differences in how the CES functions versus past systems for referrals people experiencing homelessness. In seeking to more accurately convey how CES in Orange County functions to the general community, clients and partners, the Office of Care Coordination is developing documents, such as a Frequently Asked Questions (FAQs) document, aiming to provide clarification. The LEAC was invited to provide feedback on the current draft of the CES FAQs document.

Committee Discussion:

- Reha Agar stated that it is good to emphasize that CES is not a waitlist and glad to say that it is spelled out that way because many participants are incorrectly told that they are on some type of waitlist and not given in-depth information. Reha Agar explained that a burden is being placed on the client when asking the client to be proactive and reach out for information themselves. Reha Agar explained that there is an assumption being made that the client is able to function

mentally and be able to make the steps to be proactive, when in reality, the client may be in a crisis.

- Vice Chair Paul Kaiser inquired if CES provides matches for the County’s Section 8 vouchers. Vice Chair Paul Kaiser explained that there is confusion regarding housing authorities’ vouchers and how CES functions. Vice Chair Paul Kaiser suggested that the “how I get higher priority” question in the FAQ document should be revisited and noted that the Section 8 waitlist has information regarding prioritization. Vice Chair Paul Kaiser also suggested that there should be a website where people can check and confirm if they are on the CES community queue.
- Vinny Zarrella explained that most foster youth do not engage with a lot of things and inquired if the CES team conducts outreach events to provide explanation on how to be properly captured in CES. Vinny Zarrella noted that the question “what if I have a problem with my access point” can be a scary question for youth or special populations because there might not be the option of changing to another agency because of a limited amount of providers and programs dedicated to certain populations.
- Chair Nichole Gideon inquired the process of the community queue and asked if the “call your case manager to find out where you are in the queue” question was a possible task. For the prioritization question, Chair Nichole Gideon suggested that a blank list of examples be provided but ensure that the questions are not too specific so that people are not misreporting. Chair Nichole Gideon also suggested to add information about self-advocacy. Chair Nichole Gideon inquired on the distribution plan for the CES FAQ document.
- Larry “Smitty” Smith suggested that the FAQs document should be addressed to access points and that the information should be placed onto a website with the note that not all the questions can be answered. Larry “Smitty” Smith also suggested the creation of an outreach tool as the outreach system often falls short.

2. General Updates – Felicia Boehringer, CoC Administrator, Office of Care Coordination

General Updates – Felicia Boehringer provided the following updates:

- On September 19, 2024, the LEAC Nominating Ad Hoc, comprised of Nichole Gideon, Robert “Santa Bob” Morse, Elizabeth Flores and Deborah Kraft, met to discuss recommended applicants and reached consensus on selected applicants for all three seat vacancies. Selected applicants were invited to attend the October 2, 2024 meeting of the LEAC. If the selected applicants decide to proceed with membership, they will join for their first official meeting in November 2024.
- The 2023 Nominating Ad Hoc’s proposed CoC Governance Charter revisions, approved by the CoC Board, included a process for having the LEAC select their own representative for the CoC Board. The LEAC was invited to provide suggestions and feedback on the process of the LEAC selecting their own representative.

Committee Discussion:

- Robert “Santa Bob” Morse provided clarification on the removal of the CoC Board designated seats and encouraged everyone to become an individual general member.
- Chair Nichole Gideon asked if there can be a list of the activities, responsibilities, and time commitment of becoming a CoC Board member.
- Elizabeth Flores asked for clarification on the terms. Elizabeth Flores noted not being interested in becoming the LEAC representative for the CoC Board as they will be busy serving on another board.
- Vice Chair Paul Kaiser asked for clarification on the CoC Governance Charter.

- Miranda Mears noted not being interested in becoming the LEAC representative for the CoC Board.
- Larry “Smitty” Smith noted not being interested in becoming the LEAC representative for the CoC Board.

Next Meeting: Wednesday, November 6, 2024, 10:00 a.m. to 11:30 a.m., Location: County Administration South (CAS) Building Conference Center Room 104, 425 W. Santa Ana Blvd., Santa Ana, CA 9270