

ORANGE COUNTY
CONTINUUM OF CARE BOARD
Wednesday, September 25, 2024
2:00 p.m. – 5:00 p.m.

Location:

**County Administration South (CAS) Building
Conference Center
425 West Santa Ana Blvd. Room 104/106
Santa Ana, CA 92701-4599
[Click Here](#) for parking information.**

Virtual Meeting Option*:

**Zoom Meeting Link: [Click here for meeting link](#)
Join by phone: +1 669 900 9128
Webinar ID: 963 2370 2539**

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

MINUTES

Board Members

Judson Brown, City of Santa Ana
LaVal Brewer, South County Outreach
Dr. Kelly Bruno-Nelson, CalOptima Health
Andrew Crowe, Scholarship Prep
Nichole Gideon, Individual [Secretary]
Becks Heyhoe-Khalil, OC United Way
Sandra Lozeau, City of Anaheim
Melanie McQueen, PATH
Nishtha Mohendra, Families Forward
Robert “Santa Bob” Morse, Individual

Talesha Payne, Individual
Jason Phillips, Individual
Dawn Price, Friendship Shelter
Maricela Rios-Faust, Human Options
Ami Rowland, Covenant House California
George Searcy, Individual
Dr. Shauntina Sorrells, Individual [Vice Chair]
Tim Shaw, Individual [Chair]
Christina Weckerly Ramirez, Health Care Agency

In compliance with the Americans with Disabilities Act, and County Language Access Policy, those requiring accommodation and/or interpreter services for this meeting should notify the Office of Care Coordination 72 hours prior to the meeting at (714) 834-5000 or email CareCoordination@ocgov.com. Requests received less than 72 hours prior to the meeting will still receive every effort to reasonably fulfill within the time provided.

Supporting documentation is available for review by the public at least 72 hours prior to regular meetings and at least 24 hours prior to special meetings of the CoC Board. Those wishing to review supporting documentation can visit the CoC Webpage [here](#) or the lobby of the CAS Building, located 601 N. Ross Street., Santa Ana, CA 92701-4599, and request a copy of the meeting materials from the Office of Care Coordination during normal business hours of 8:00 a.m. – 5:00 p.m. Monday through Friday (excluding holidays).

Call to Order – Tim Shaw, Chair

Chair Tim Shaw called the meeting to order at 2:00 p.m.

Board Member Roll Call – Nichole Gideon, Secretary

Present: Judson Brown, LaVal Brewer, Nichole Gideon, Becks Heyhoe-Khalil, Melanie McQueen, Nishtha Mohendra, Robert “Santa Bob” Morse, Talesha Payne, Jason Phillips, Dawn Price, Maricela Rios-Faust, Ami Rowland, Dr. Shauntina Sorrells, Tim Shaw, and Christina Weckerly Ramirez.

Absent Excused: Dr. Kelly Bruno-Nelson, Andrew Crowe, Sandra Lozeau, and George Searcy.

Nishtha Mohendra arrived during Public Comments. LaVal Brewer arrived during Business Calendar Item 1. Christina Weckerly Ramirez left during Business Calendar Item 3.

Public Comments: Members of the public may address the CoC Board 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 CoC Board. Members of the public may address the CoC Board with public comments on agenda items in the business calendar 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 CoC Board, members of the public who are attending in person are to complete a Request to Address the CoC Board form prior to the beginning of each agenda item and submit it to CoC Board staff. Staff will call your name in the order received.

Members of the public, including those listening in via the virtual meeting option, may also submit public comment by emailing CareCoordination@ocgov.com. All comments submitted via email at least 24 hours before the start of the CoC Board meeting will be distributed to the CoC Board members for their consideration and all comments submitted prior to the meeting will be added to the administrative records of the meeting. Please include “CoC Board Meeting Comment” in the email subject line.

- John Haw provided public comment via email in advance of the CoC Board meeting. John Haw inquired as to how to get ‘street addict/alcoholics’ off the streets if they do not want assistance. In regard to people already in shelters, John Haw asked why they are being enabled to do drugs or drink alcohol and noted that they are not tested or have any addict related policies in place to help direct them to places that deal with their addiction. John Haw stated that time and money is being wasted by treating the ‘addict/alcoholics’ as the same as the homeless that need help. John Haw provided statistics related to individuals facing substance use in the shelters and shared about wanting to help the ongoing problem.

Board Member Comments: Members of the CoC Board may provide comments on matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board.

- Dawn Price shared information related to the organization Fund the People, which is a group advocating to raising wages for the nonprofit workforce. Dawn Price provided information on the California Regional Gathering and Statewide Conference. Information can be found at <https://fundthepeople.org/california/>
- Jason Phillips read the names of people who have passed away without a fixed abode in August 2024.

BUSINESS CALENDAR

1. Good News Story: Friendship Shelter Rapid Re-Housing Program - Abigail Fluegge, Supportive Services Supervisor, Rapid Re-Housing Program and Megan Tambio, Community Engagement Associate, Friendship Shelter

Abigail Fluegge and Megan Tambio shared information and a good news story regarding Friendship Shelter's rapid re-housing program.

CoC Board Member Discussion:

- Melanie McQueen emphasized the focus of hearing good news stories as there is often information about improvements that need to be made and that there needs to be recognition and celebration for the successes within the homeless system of care.
- Judson Brown shared appreciation for the "move on" vouchers and provided kudos to the Orange County Housing Authority (OCHA) for incorporating move on vouchers.

2. Advance OC's Homeless Management Information System (HMIS) Data Request – Erin DeRycke, Director, Data Analytics, 2-1-1 Orange County (211OC), Orange County United Way; Katie Kalvoda, Founder, Advance OC; and Kate Marr, Executive Director, Community Legal Aid SoCal

Erin DeRycke provided an overview of Advance OC's HMIS Data Request including background information on the original request. Advance OC has partnered with Community Legal Aid SoCal (CLA SoCal) on the Social Determinants of Justice (SDJ) Project, the first of its kind in Orange County. The Project would allow CLA SoCal to utilize equity mapping to better understand the justice gaps in the communities they currently serve, illustrate their impact, and contribute to a regional understanding of the interconnection between social determinants of health and the civil justice system. The HMIS data would allow Advance OC to determine any correlation between homelessness and access to justice, the lack thereof, and legal outcomes. Advance OC is returning to the CoC Board to request HMIS data for research purposes.

Recommended Action a: Approve Advance OC's HMIS data request for the period of October 1, 2017, through December 31, 2023, for a one-time export of data for research purposes to determine any correlation between homelessness and access to justice in Orange County.

Nishtha Mohendra motioned to approve the recommended action a. Talesha Payne seconded the motion. Judson Brown, LaVal Brewer, Nichole Gideon, Becks Heyhoe-Khalil, Melanie McQueen, Robert "Santa Bob" Morse, Talesha Payne, Jason Phillips, Dawn Price, Maricela Rios-Faust, Ami Rowland, Dr. Shauntina Sorrells, and Christina Weckerly Ramirez voted yes. Nishtha Mohendra stepped out of the room and did not vote. Tim Shaw recused himself and abstained from voting. The motion passed.

Public Comments:

- Alan Achterberg provided public comment via email in advance of the CoC Board meeting. Alan Achterberg stated that the privacy of those within the HMIS database should be preserved throughout the temporary research activity and after, which requires careful handling of the data handed over, and a close tracking of how it is used, by whom and ensuring any data that identifies people in the HMIS system is permanently removed from the environment(s) after the research is complete. Alan Achterberg noted that it was unknown if Advance OC staff will be the only people handling the HMIS data and others, or if Advance OC will be relying on and coordinating with members of other groups. Alan Achterberg stated every person involved in the project should undergo training on HIPPA and CMIA prior to and during the project and provided the example of the banking industry. Alan Achterberg suggested that each organization involved in the project should provide a statement to the CoC that lays out their planned involvement prior to handing the data over and each participating organization should provide a positive certification that all staff have been adequately trained on HIPPA

and CMIA, and track the chain of access to any data that includes PII (including aforementioned "shadow" identification of those who appear in the HMIS data). Alan Achterberg suggested that at the conclusion of the project, after some designated waiting period, all data that includes PII or identifying information should be deleted and certified by the organization that handled the data. Alan Achterberg commented that the staff should also take the opportunity to review the procedures and reporting of Community Legal Aid in the support of all issues affecting homelessness, including improper actions taken to illegally evict people and provided insight on the process of calling Community Legal Aid. Alan Achterberg stated that the community might be better served to not provide any false promises of assistance that cannot or will not materialize, which would allow tenants in tight spots to better spend their time and resources finding solutions themselves. Alan Achterberg recommended that in conjunction with "sizing the need" in order to justify any additional resources being allocated, the CoC might look to improve the way resources are provided and put in place measurements of the responsiveness and efficacy.

CoC Board Member Discussion:

- Dawn Price thanked Advance OC for the responsiveness to the last discussion.

3. CoC Committees General and 2024 Point In Time (PIT) Count Discussion Updates – CoC Board Officers and Committee Chairs

- a. Coordinated Entry System (CES) Steering Committee General Updates – Andrew Crowe was absent excused for the meeting.
- b. Domestic Violence (DV) Committee General and PIT Count Discussion Updates – Maricela Rios-Faust shared that the DV Committee had questions regarding the PIT Count such as, how are the questions being asked and what is the environment when asking the questions. Maricela Rios-Faust inquired on what is the data for when victimization happened, is it a result of being unhoused or is it the cause of being unhoused. Maricela Rios-Faust also shared the importance of thinking of what information from the PIT Count can help with allocation of resources.
- c. Housing Opportunities Committee General Updates – Judson Brown shared the metric of the 80% vouchers utilization from the June 2024 meeting and explained the importance of the information as it relates to housing updates. Judson Brown also shared PIT Count information as it relates to the City of Santa Ana.
- d. Lived Experience Advisory Committee General and PIT Count Discussion Updates – Nichole Gideon stated that the committee felt that the PIT Count numbers were underreported, especially the youth numbers, and highlighted the percentage of people experiencing homelessness for the first time as it may be causing a bottleneck to the system.
- e. Service Provider Forum General and PIT Count Discussion Updates – Melanie McQueen shared that there was general feeling that the numbers of unaccompanied minors were underreported, some of the areas were inaccessible during the count such as the railroads, and there was missed opportunities for new areas to canvas. Melanie McQueen inquired as to how the PIT Count mapping is conducted.
- f. Transitional Aged Youth (TAY) Collaborative Committee General and PIT Count Discussion Updates – Ami Rowland expressed that the committee felt that the PIT Count was not accurately counting TAY due to the methodology and not including the McKinney Vento definition. Ami Rowland suggested that the methodology consider phone calling. Ami Rowland highlighted that November is National Runaway Prevention Month (NRPM).
- g. Veterans Committee General and PIT Count Discussion Updates – Becks Heyhoe-Khalil shared that there is a disparity of veterans experiencing homelessness to the general population, veterans are older and experiencing significant health challenges, and the CES by-name list and the PIT Count is not catching the same data in a similar way. Becks Heyhoe-Khalil also shared the involvement of

the national guard gets technical and there may be undercounting with the way questions are being asked.

- h. Policies, Procedures and Standards (PPS) Committee General and PIT Count Discussion Updates – Nishtha Mohendra shared in the July 2024 meeting, the PPS Committee discussed the HMIS Policies and Procedures, CES housing assessments, Grants Pass ruling, and the methodology improvement suggestion for subpopulations in the PIT Count.
- i. Street Outreach Team Meetings PIT Count Discussion Updates – Dr. Shauntina Sorrells, CoC Board Vice Chair, attended the Street Outreach Team Meetings and shared that the street outreach teams have seen an increase of seniors, the underreporting of youth, and that there is a need to consider the mapping differently. Some of the questions that arose from the street outreach team meetings were in regard to rain and if changes the process of the PIT Count and what are the resources for seniors.

Public Comments:

- Jordan Hoiberg from Illumination Foundation shared that families are a subpopulation that deserve to be highlighted and can be pushed towards functional zero. Jordan Hoiberg suggested ideas to bring families into the Access Points, transportation, and the opportunity costs regarding the Come and Be Counted sites.

CoC Board Member Discussion:

- Becks Heyhoe-Khalil suggested at ways to improve for the 2026 PIT Count such as getting ahead of the Come and Be Counted sites, preparing sites ahead of time while providing incentives for participation, inclusion of the Orange County Aging Services Collaborative, and asking if CoC Board members can be briefed in advance.
- Nishtha Mohendra suggested the methodology of engaging school districts and locations where families can be best accessed.
- Ami Rowland shared that attempts to provide leadership and influence from deviating methodology and suggested that the methodology should be altered to include phone interviews as other communities have conducted phone interviews.

4. CoC Notice of Funding Opportunity (NOFO) Updates – Sarah Jones, CoC Manager, Office of Care Coordination and Felicia Boehringer, CoC Administrator, Office of Care Coordination

- a. Fiscal Year (FY) 2024 and FY 2025 CoC Program NOFO – Sarah Jones highlighted a notable change in the FY2024 and FY2025 CoC Program NOFO of Tier 1 of the Priority Listing being equal to 90% of the CoC’s Annual Renewal Demand (ARD), which means approximately \$3,280,113 of renewal funding will fall into Tier 2 and renewal project(s) will fall into Tier 2.
- b. CoC Builds (CoCBuilds) NOFO – On September 12, 2024, the County of Orange on behalf of the Orange County CoC made available the FY2024 Request for Proposals for CoCBuilds Projects on the CoCBuilds webpage. The final selected project, as determined by the ad hoc, will be included in the final Orange County CoC CoCBuilds NOFO Application that is submitted to HUD.

CoC Board Member Discussion:

- Judson Brown suggested that information about utilization and returned funds for the CoC program NOFO should be provided and noted that an inquiry will be provided next CoC Board meeting.

5. Orange County Homelessness Updates – Doug Becht, Director of Office of Care Coordination and Sarah Jones, CoC Manager, Office of Care Coordination

- a. System of Care Updates – Doug Becht provided the following System of Care Update:
 - The County’s Office of Care Coordination is seeking proposals from qualified organizations including but not limited to cities within Orange County, non-profit agencies, homeless service

providers, faith-based organizations, and other related providers to establish an Inclement Weather Emergency Response Services Program.

- The next Commission to End Homelessness meeting will be held on October 2, 2024.
- b. CoC Updates – Sarah Jones provided the following CoC Updates:
- As the HMIS Lead, Orange County United Way has been working with the HOPE Center and Outreach Grid on an implementation plan to incorporate Outreach Grid data into HMIS. After the live date in January 2025, Orange County United Way will present a full update to the CoC Board including next steps for other agencies participating in Outreach Grid.
 - The Office of Care Coordination will bring a more robust update regarding the CoC Strategic Investment Planning to the CoC Board in the next couple of months.
 - The Office of Care Coordination provides regular updates on the calendar of activities for the Orange County CoC during Quarter 4, highlighting activities and meetings.
 - Upcoming meetings:
 - Lived Experience Advisory Committee (IN PERSON): Wednesday, October 2, 2024, from 10:00 a.m. – 11:30 a.m.
 - Location: County Administration North (CAN) Multipurpose Room 101, 400 West Civic Center Drive, Santa Ana, CA 92701
 - CoC Board Special Meeting (IN PERSON): Wednesday, October 9, 2024, from 3:00 p.m. – 5:00 p.m.
 - Location: County Administration South (CAS) County Conference Center Room 104/106, 601 N Ross St, Santa Ana, CA 92701
 - Housing Opportunities Committee (IN PERSON): Friday, October 11, 2024, from 10:00 a.m. – 12:00 p.m.
 - Location: CAS Multipurpose Rooms 103/105, 601 N Ross St, Santa Ana, CA 92701
 - Domestic Violence Committee: (IN PERSON): Tuesday, October 15, 2024, from 9:00 a.m. – 10:00 a.m.
 - Location: The Village at 17th Street Large Community Room, 1505 17th St, Santa Ana, CA 92705
 - CoC Board Special Meeting (IN PERSON): Tuesday, November 5, 2024, from 3:00 p.m. – 5:00 p.m.
 - Location: CAS County Conference Center Room 104/106, 601 N Ross St, Santa Ana, CA 92701
 - The Office of Care Coordination as the Collaborative Applicant of the Orange County CoC is facilitating the annual CoC Board Nomination and Election process. The CoC Nominating Ad Hoc has convened and begun the process of reviewing and updating the noted sections of the CoC Board Governance Charter and will support with facilitating the 2024 CoC Board nomination and election process.
 - The CoC Governance Charter identifies that each Individual Member and Agency that is a General Member of the CoC will be allowed one vote for the CoC Board election. The CoC Governance Charter states that a CoC Board member must be CoC General Member, either as an organization or individual. There is still time to become a CoC General Member if you are interested in applying for the CoC Board.

Dr. Shauntina Sorrells motioned to adjourn the meeting. Becks Heyhoe-Khalil seconded the motion. The motion passed with unanimous consent. Meeting adjourned at 3:53 p.m.

6. Next Meeting: Special meeting on Wednesday, October 9, 2024, from 3:00 p.m. – 5:00 p.m.