



**Lived Experience Advisory  
Committee Meeting  
December 4, 2024**

Welcome!

*Welcome!*



# Welcome and Meeting Overview

## Agenda

- 1. LEAC Chair and CoC Board Member Recommendations** – Felicia Boehringer, CoC Administrator, Office of Care Coordination
  - a. Appoint Robert “Santa Bob” Morse as Chair of the Lived Experience Advisory Committee for the term of January 1, 2025, to December 31, 2026.
  - b. Approve LEAC Chair to appoint LEAC Vice Chair, to serve a term that mirrors the LEAC Chair’s term.
  - c. Appoint Nichole Gideon to the CoC Board seat for an individual with lived experience of homelessness for the term of January 1, 2025, to December 31, 2026.
- 2. Homeless Management Information System (HMIS) Policies and Procedures Recommendation** – Erin DeRycke, Director, Data Analytics, Orange County United Way, 2-1-1 Orange County (211OC), Orange County United Way and Felicia Boehringer, CoC Administrator, Office of Care Coordination
  - a. Approve the recommended revisions to the HMIS Policies and Procedures, inclusive of the Client Record Requests, Data Integration, Data Release, Client Consent Form, Grievance Form and HMIS User Agreement policies as recommended by the Orange County HMIS Policies and Procedures Working Group, for review and approval by the Policies, Procedures and Standards Committee.
- 3. CoC Board and Committee Updates** – Nichole Gideon, Chair and Felicia Boehringer, CoC Administrator, Office of Care Coordination

# Public Comments

# **Lived Experience Advisory Committee (LEAC) Member Comments**

**LEAC Chair and CoC Board  
Member Recommendations**

Felicia Boehringer, CoC Administrator,  
Office of Care Coordination

# Business Calendar – Item #1

## LEAC Chair and CoC Board Member Nomination and Selection

- The 2023 CoC Nominating ad hoc’s proposed CoC Governance Charter (Charter) revisions, approved by the CoC Board, included a process for having the LEAC select their own representative for the CoC Board
- Previously, the representative selected by the CoC General membership to represent people with lived experience of homelessness was automatically appointed to Chair the LEAC
- Now, the Charter allows the LEAC to appoint its own representative to the CoC Board, which means the LEAC can also appoint its own Chair
- The current revised [CoC Governance Charter](#) states the following:

### CoC Board Composition Section (pg. 8)

i. People who have experienced homelessness or housing instability. By January 2025, at least 30% of the CoC Board must be comprised of people with lived experience, though the CoC Board can prioritize including more in any given year. In January 2024, the Board must include at least 4 people with lived experience. This includes:

1. One (1) seat will be determined by the Lived Experience Advisory Committee (LEAC). This could be the LEAC chair or someone else.

### CoC Board Selection Process Section (pg. 10)

f. The CoC General Membership will vote by secret ballot on the slate of qualified candidates. The Nominating Ad Hoc will utilize a prioritization tool that identifies candidates with the highest votes and ensures desired representation of various identities, experiences, and backgrounds for the CoC Board membership. The selected candidates will be presented to the CoC Board for ratification.

g. The Lived Experience Advisory Committee (LEAC) will select one person to represent them on the CoC Board. The CoC General Membership will not vote on this person’s participation on the CoC Board.



# Business Calendar – Item #1

## LEAC Chair Nomination and Selection

- On October 27, 2024, LEAC members were invited to submit nominations and individual interest for the Chair position
- Nominations and interest were collected via SurveyMonkey
- At the November 6, 2024 LEAC meeting, nominations were announced and discussed amongst the committee members.
- Larry “Smitty” Smith removed his name from the list of nominees, leaving only Robert “Santa Bob” Morse Nichole Gideon for the CoC Board seat for an individual with lived experience of homelessness.
- The LEAC discussed putting forth Robert “Santa Bob” Morse as the appointed Chair for the LEAC and Nichole Gideon for the CoC Board seat, confirming formal voting was not needed.
- Additionally, the LEAC discussed the term length for the LEAC Chair, noting a two-year term seemed to be good choice, as well as confirmed that the process of the LEAC Chair appointing the Vice Chair should continue.



# Business Calendar – Item #1

## Recommended Actions

- a. Appoint Robert “Santa Bob” Morse as Chair of the Lived Experience Advisory Committee for the term of January 1, 2025, to December 31, 2026.
- b. Approve LEAC Chair to appoint LEAC Vice Chair, to serve a term that mirrors the LEAC Chair’s term.
- c. Appoint Nichole Gideon to the CoC Board seat for an individual with lived experience of homelessness for the term of January 1, 2025, to December 21, 2026.

**Homeless Management Information System (HMIS)  
Policies and Procedures Recommendation**

Erin DeRycke, Director, Data Analytics, 2-1-1 Orange County  
(211OC), Orange County United Way and  
Felicia Boehringer, CoC Administrator,  
Office of Care Coordination

# HMIS Policies and Procedures Updates



# Background

- The HMIS Policies and Procedures was approved by the CoC Board in August 2024, with the exception of the Client Record Request policy
- The CoC Board requested additional research be done to determine if the Client Record Request policy should be updated to allow clients to request their full record in HMIS
- Additional policies and forms are being updated to provide clarity, reflect new guidance, or reflect new internal processes
- 211OC met with the HMIS Working Group in November to discuss revisions, and a user feedback period occurred from November 15<sup>th</sup> – December 1<sup>st</sup>

# Working Group Feedback

- Concerns about sharing case notes with clients:
  - Liability for agencies?
  - How to manage clients that disagree with notes
- More accessible data could improve client relationship
- Users would like more guidance around case notes data entry and how to talk to clients about their data; limit case notes in record requests to those entered after training was completed
- Sharing location data may be a safety concern if the client doesn't properly dispose of that information
- Full HMIS record may be too much information for clients
  - Allow clients to select what data they would like to see

# User Feedback

- Edit Client Consent Form to change “agencies contributing data to HMIS” to “agencies with access to HMIS”
- More guidance for agencies on how to process client record requests

# Current Client Record Request Policy

- Clients may inspect and obtain a copy of the following data entered in HMIS by requesting the Client Record Request Dashboard, which is inclusive of:
  - Data on the client's Profile screen
  - The client's Release of Information
  - The client's enrollment history in any projects that participate in HMIS
  - All client documents uploaded into HMIS



# Data not on Dashboard

## Provider Data

- Services
- Client and Enrollment Case Notes
- Public Alerts
- Locations
- CQ Status
- CES Events
- Referral History

## Client Data

- Contact Info
- Enrollment
- Exit
- Assessments
- Current Living Situations
- Annual Assessments
- Status Assessments

# Client Data Time Commitment

- Time to pull each completed screen: 7 minutes
- Average completed screens per client: 16
- Time per record request: At least 2 hours
- Record requests in previous year: 20

# Case Notes Training

- Lead working group with agencies to determine best practices
- Knowledge base article released in September 2020
- Article highlights:
  - Reminder that clients have the right to review case notes
  - Examples of when case notes should be used
  - Best practices for entering case notes
  - Examples of good and bad case notes

# Referral History

Referral History Activity Type	Referral History Community Queue Name ↑	Referral History Referral History Date ↑	Referral History Removed from Queue Date	Referral History Referto Program
1 Program Referral	∅	2021-05-24	∅	Pathways of Hope - New Vista Emergency
2 Added to Community Queue	Coordinated Entry System	2018-05-17	∅	∅
3 Program Referral	Coordinated Entry System	2018-06-15	∅	Regina House Emergency
4 Check-In	Coordinated Entry System	2018-06-15	∅	Regina House Emergency
5 Added to Community Queue	Coordinated Entry System	2018-12-06	∅	∅
6 Assigned Navigator	Coordinated Entry System	2019-01-25	∅	∅
7 Referral expired	Coordinated Entry System	2019-04-26	∅	∅
8 Added to Community Queue	Coordinated Entry System	2021-07-28	∅	∅
9 Program Referral	Coordinated Entry System	2021-07-28	∅	Erin's PSH Project
10 Denied: Reassigned to Community Queue	Coordinated Entry System	2021-07-28	∅	Erin's PSH Project
11 Program Referral	Coordinated Entry System	2021-07-28	∅	Erin's Transitional Housing
12 Enrolled	Coordinated Entry System	2021-10-20	∅	Erin's Transitional Housing
13 Referral expired	Coordinated Entry System	2022-04-10	∅	∅

# CES Events

Coordinated Entry Event Event Date ↓	Coordinated Entry Event Event Group	Coordinated Entry Event Event	Coordinated Entry Event Location of Crisis Housing or Permanent Housing Referral	Coordinated Entry Event Manual Event Item Title	Coordinated Entry Event Referral Result	Coordinated Entry Event Result Date	Coordinated Entry Event Note
2021-07-28	Referral Event	Referral to PSH project resource opening	Erin's PSH Project	∅	Unsuccessful referral: provider rejected	2021-07-28	∅
2021-07-28	Referral Event	Referral to Transitional Housing bed/unit opening	Erin's Transitional Housing	∅	Successful referral: client accepted	2021-10-20	∅
2021-05-26	Access Event	Referral to Prevention Assistance project	∅	Referral to Prevention Assistance project	∅	∅	∅
2021-05-24	Referral Event	Referral to Emergency Shelter bed opening	Pathways of Hope - New Vista Emergency	∅	∅	∅	∅
2018-06-15	Referral Event	Referral to Emergency Shelter bed opening	Regina House Emergency	∅	Successful referral: client accepted	2018-06-15	∅

# Update: Client Record Requests

- Clients that want to receive data in their HMIS record may request a Client Record Request Dashboard
- If additional data is desired, a client may submit a full record request
- Clients may request edits to data they contributed to HMIS
  - Clients that wish to edit data for a specific project must contact the agency directly to request the edit
  - If a project is closed or the agency administering the project is no longer participating in HMIS, no edits can be made.
- Data contributed by a participating agency (enrollment history, services, case notes, etc.) cannot be edited at a Clients request

# Client Record Requests Feedback

- Should Referral History be available for clients to request?
- Should case notes be limited to only those entered after the training was released?
- Any ideas on how to remind users the Case Notes training is available?
- Other revisions to the Client Record Request policy?



# Update: Data Use & Disclosure

- Clarify that data may be used or disclosed without client consent for system administration, technical support, program compliance, analytical use, and other purposes as outlined in the Privacy Notice or required by law

# Update: Data Release

- Clarify that client data will not be shared without consent except for uses and disclosures outlined in the Policies and Procedures or otherwise required by law

# Update: Data Integration

- Agencies must be approved for HMIS access before submitting any data integration requests
- Agencies requesting to integrate their own case management software with HMIS will be reviewed and approved by the HMIS Lead
- Agencies requesting to integrate HMIS with shared case management software solutions will be reviewed and approved by the CoC Board
- Requests to integrate Coordinated Entry System data will be reviewed and approved by the HMIS Lead and the CES Lead
- Update language around new API process
- Data normalization tasks added



# Update: Client Consent

- Clarify that the client is consenting for their data to be shared with other service providers/organizations in HMIS
- Signing the consent form also means that the client's data may be included in data requests approved by the CoC Board

# Update: Grievance Form

- Refer clients to OCC for grievances related to the Coordinated Entry System
- Provide examples of HMIS-related grievances

# Next Steps

- Approval by PPS Committee
- Approval by CoC Board (*pending PPS approval*)
- Presentation of Policies and Procedures revisions at the HMIS User Meeting (*pending CoC Board approval*)

**CoC Board and Committee Updates**

Nichole Gideon, Chair and

Felicia Boehringer, CoC Administrator,

Office of Care Coordination



# Business Calendar – Item #3

## LEAC Meeting Date and Time Change Discussion

- **Reha Agar, LEAC Member**
  - ❖ Discussion with Lived Experience Advisory Committee Members about a potential new date and time for the monthly LEAC Meeting.
- **Felicia Boehringer, CoC Administrator, Office of Care Coordination**
  - ❖ Discussion with Lived Experience Advisory Committee Members about a new date for the January LEAC Meeting, since the 1<sup>st</sup> Wednesday in January 2025 is New Years Day (Holiday).
    - ❖ January 2, 2025 (CAS Multipurpose Room) 10:00am – 11:30am
    - ❖ January 7, 2025 (CAS Multipurpose Room) 10:00am – 11:30am
    - ❖ January 9, 2025 (CAN Multipurpose Room) 10:00am – 11:30am

# Business Calendar – Item #3

## CoC Board Updates (Special Meeting November 5, 2024)

- **Nichole Gideon, LEAC Chair**
  - ❖ CoC Board Approved Jamboree Housing Corporation’s permanent supportive housing project proposal called Costa Mesa Senior submitted in response to the CoCBuils Projects Request for Proposals (RFP), for inclusion in the Orange County CoC Builds NOFO Application to the U.S. Department of Housing and Urban Development (HUD), as recommended by the CoCBuils NOFO ad hoc.
  - ❖ Approved CoC Board Chair and Officers’ letter of support for application submission of the CoCBuils NOFO.

## National Institute of Health Proposal

- **California State University, Fullerton (CSUF)**
  - ❖ The Public Health Program is applying for the National Institute of Health Grant to evaluate the Foster to Youth Independence Voucher Program in Orange County.
  - ❖ CSUF is requesting a letter of support for the proposal, which should be signed by the Chair of the LEAC..
  - ❖ If the grant is approved, CSUF plans to establish a community advisory board that will include one (1) CoC LEAC Representative to support the proposal.
  - ❖ The selected individual will receive a stipend for their participation in meetings.

**Discussion with Lived Experience Advisory Committee Members around thoughts towards collaborating with CSUF in their NIH Proposal.**

## National Alliance to End Homelessness (NAEH)

- **Quick-Survey to Support Evidence-Driven Solutions to Homelessness**

- ❖ NAEH is requesting the completion of a short, 15-minute survey to help them understand how people with lived experience are involved in the homeless response system.
- ❖ The survey invites people with lived expertise of homelessness who have held any role in the homeless response system (volunteer, consultant, full time staff etc.), to share their experiences. The survey is no longer compensated, but responses are still welcome.  
<https://www.surveymonkey.com/r/NAEH-PWLE-feedback>
- ❖ NAEH uses this research and data to find solutions to homelessness. By sharing your voice and perspective, NAEH can continue to build robust solutions from the ground up.

# Business Calendar – Item #3

## LEAC Nominating Ad Hoc Update

- Following the October 2, 2024, LEAC meeting, the Office of Care Coordination was unable to confirm a desire from two (2) of the three (3) selected candidates to proceed with participating in the LEAC
- The LEAC Nominating Ad Hoc reviewed the list of candidates interested in serving for the following seat representatives:
  - ❖ **Central SPA Representative:** Individual with current or past experience of homelessness within the Central SPA
  - ❖ **South SPA Representative:** Individual with current or past experience of homelessness within the South SPA
- The Office of Care Coordination is working with the LEAC Nominating Ad Hoc to confirm next steps in the recruitment process.

# Business Calendar – Item #3

## CoC Board Nominations and Election: Timeline

Date*	Timeline Activity
October 29, 2024	Nomination period opens
November 5, 2024	Nomination period closes
November 7, 2023	Candidate Interest Forms are due; New & updated CoC Board General Membership Forms due
November 12 - 14, 2024	Candidate interviews tentatively scheduled, to be facilitated by members of the CoC Nominating Ad Hoc
November 15, 2024	CoC Nominating Ad Hoc to recommend candidates for election by CoC General Membership
November 18, 2024	Candidate Meet and Greet; Voting Period Opens
November 27, 2024	Voting period closes at 5:00 p.m.
December 6, 2024	CoC Nominating Ad Hoc to finalize election results; Candidates notified of CoC Board Election results
December 18, 2024	CoC Board Meeting: Selected candidates are presented to the CoC Board for ratification
January 2024	CoC Board seating takes place. Outgoing CoC Board and Board staff will provide training and orientation for incoming CoC Board

\*Dates are subject to change

# Business Calendar – Item #3

## Upcoming Meetings

- **Policies, Procedures and Standards (PPS) Committee (IN PERSON):** Tuesday, December 10, 2024, from 3:30 p.m. – 5:00 p.m.
  - ❖ Location: County Administration South (CAS) County Conference Center Rooms 104/106, 601 N Ross St, Santa Ana, CA 92701
- **Commission to End Homelessness (IN PERSON):** Wednesday, December 11, 2024, from 1:00 p.m. – 3:00 p.m.
  - ❖ Location: County Administration South (CAS) County Conference Center Rooms 104/106, 601 N Ross St, Santa Ana, CA 92701
- **Housing Opportunities Committee (IN PERSON):** Friday, December 13, 2024, from 10:00 a.m. – 12:00 p.m.
  - ❖ Location: County Administration South (CAS) Multipurpose Rooms 103/105, 601 N Ross St, Santa Ana, CA 92701
- **CoC Board Meeting (IN PERSON):** Wednesday, December 18, 2024, from 2:00 p.m. – 5:00 p.m.
  - ❖ Location: County Administration South (CAS) County Conference Center Rooms 104/106, 601 N Ross St, Santa Ana, CA 92701

# Business Calendar – Item #3

## The Office of Care Coordination is Hiring!

- The Office of Care Coordination is currently recruiting to fill **one (1) Staff Specialist – Extra Help positions** to support with CoC and CES projects and initiatives being led by the Office of Care Coordination.
- Please note, Extra Help or temporary/seasonal positions are estimated to last six months up to one year.
- The Staff Specialist – Extra Help position responsibilities and job duties include, but are not limited to the following:
  - Analyzing, organizing and presenting data through various reporting tools.
  - Knowledge and understanding of the CoC, its structure and policies and procedures.
  - Knowledge and experience using the Homeless Management Information System (HMIS).
  - Knowledge and understanding of the CES.
- If you have any questions pertaining to this recruitment or if you are interested in the employment opportunity, please contact or submit your resume to Aida Lomeli at [aida.lomeli@ocgov.com](mailto:aida.lomeli@ocgov.com).

*Please assist us in sharing this employment opportunity with others!*



***Thank you for joining!***

**Next Meeting:** *To be determined,  
pending approval of the 2025 CoC Board and  
Committee calendar*

**Location:** *To be determined*

