



**Lived Experience Advisory  
Committee Meeting  
January 9, 2024**

Welcome!

*Welcome!*



# Welcome and Meeting Overview

## Agenda

### CONSENT CALENDAR

1. Approve the LEAC Meeting Minutes from December 4, 2024
2. Approve the 2025 LEAC Meeting Calendar

### BUSINESS CALENDAR

1. **2025 Homeless Survey Update** – Doug Becht, Director, and Sarah Jones, CoC Manager, Office of Care Coordination
  - a. Update on development of County of Orange’s Office of Care Coordination 2025 Homeless Survey.
2. **Coordinated Entry System (CES) Policies and Procedures** – Felicia Boehringer, CoC Administrator, Office of Care Coordination
  - a. Approve Vice Chair Paul Kaiser, as a representative of the LEAC, to attend an upcoming CES Steering Committee meeting to recommend reviewing the CES Policies and Procedures to:
    - 1.) Revise the policy stating that CES participants will be made inactive in CES after 90 days of nonengagement.
    - 2.) Discussing potential policy revisions and training ideas.
3. **LEAC Nominating Ad Hoc Update** – Cameron Pastrano, CoC Staff Specialist, Office of Care Coordination
4. **CoC Updates** – Felicia Boehringer, CoC Administrator, Office of Care Coordination; and Nichole Gideon, CoC Board Secretary
  - a. CoC Board Updates
  - b. CoC Strategic Vision

# Public Comments

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

# Consent Calendar

# Consent Calendar

## Recommended Actions

1. Approve the LEAC Meeting Minutes from December 4, 2024
2. Approve the 2025 LEAC Meeting Calendar

# Business Calendar



**2025 Homeless Survey Development**

Doug Becht, Director and  
Sarah Jones, CoC Manager,  
Office of Care Coordination

## Background Information

- The results of the 2024 Point in Time were presented to the Commission at the June 19, 2024, meeting. One of the statistics highlighted included the number of persons experiencing unsheltered homelessness for the first time in the past 12 months.
- To explore the complex issues facing people who are experiencing homelessness for the first time in the past 12 months, the Office of Care Coordination will be focusing the 2025 Survey on this subpopulation to help better understand the causations of homelessness and identify areas for improvement.

## Background Information

- The Office of Care Coordination has been working closely with City Net to formulate the survey questions and designing the survey implementation methodology.
- The Office of Care Coordination is hosting two listening sessions:
  - Lived Experience Advisory Committee
  - Joint Meeting of Commission to End Homelessness and the Orange County Continuum of Care Board

## 2025 Homeless Survey

- Opening Script
- Homelessness Status
- Demographic Information
- Household Composition
- Prior Housing Situation
- Past Personal Experiences
- Income
- Community Supports and Services
- Newly Homeless Experience
- Disabling Condition

# Business Calendar – Item #1

## Feedback

- The Office of Care Coordination will be accepting additional written feedback until end of day on Monday, January 20, 2025.
- Please email all written feedback to Zulima Lundy at [Zulima.Lundy@ocgov.com](mailto:Zulima.Lundy@ocgov.com).

**Coordinated Entry System (CES)  
Policies and Procedures**

Felicia Boehringer, CoC Administrator, Office of Care  
Coordination

# Business Calendar – Item #2

## CES Policies and Procedures Discussion

- The goal of the CES is to effectively connect individuals and families experiencing homelessness or at risk of homelessness to appropriate services and housing interventions to address and end homelessness in Orange County
- CES is required to incorporate all programs funded through the CoC Program and the Emergency Solutions Grants (ESG) Program. Other services, shelter and housing programs receiving funding other than CoC and ESG funding may voluntarily participate in CES.
- While the goal is to incorporate as many homeless service programs as possible, including supportive services, shelter and housing, into CES, not all supportive service, shelter or housing programs participate in CES.
- The CES Policies and Procedures cover referrals for all resources available through CES, including:
  - ❖ all CoC- and ESG-funded programs, including survivor dedicated resources
  - ❖ local and state funded programs required to participate in CES
  - ❖ any resources that voluntarily participate in CES
- The CoC Board is responsible for reviewing and approving updates to the [CES Policies and Procedures](#)

# Business Calendar – Item #2

## CES Policies and Procedures Discussion

- During the LEAC Meeting on September 4, 2024, members were asked to review and discuss the current policy, highlighted by an LEAC member as potentially needing revisions and/or strategies for better implementation.
- The below policy seeks to keep CES participants updated on the prioritization list (or Community Queue) and states that participants will be made inactive in CES after 90 days of non-engagement.
  - ❖ *Participants remain enrolled in CES until the participant is permanently housed, opts out of participating in CES, or becomes inactive. Participants will be made inactive in CES when exited from access point services or after 90 days of non-engagement with access points or HMIS participating agencies as documented in HMIS or the comparable database for victim service providers. Participants are removed from the prioritization list for shelter referrals available through CES when exited from CES or after 7 days of non-engagement with an access point or HMIS participating agencies as documented in HMIS. Participants are removed from the prioritization list for services and housing opportunities when exited from CES or after 90 days of non-engagement with access points or HMIS participating agencies as documented in HMIS (pg. 15).*



# Business Calendar – Item #2

## September 4, 2024 LEAC Meeting Recap

- Discussed the Orange County CES Policies and Procedures, highlighting the policy stating that participants will be made inactive in CES after 90 days of non-engagement.
- Discussion from LEAC members:
  - ❖ Highlighted current CES policies
  - ❖ Emphasized importance of client communication, case manager training, reactivation processes within the CES Community Queue, and addressing barriers for unsheltered individuals in verifying homelessness.
- After much discussion, the LEAC agreed to bring a recommendation to the next LEAC meeting to return to the CES Steering Committee with a recommendation for further review of the policy for review and approval by the CoC Board.
- The recommendation was included on the November 6, 2024, agenda, but was postponed to ensure Vice Chair Paul Kaiser, who brought this recommendation forward, would be able to be in attendance when the recommendation was presented.

# Business Calendar – Item #2

## Recommended Action

- a. Approve Vice Chair Paul Kaiser, as a representative of the LEAC, to attend an upcoming CES Steering Committee meeting to recommend reviewing the CES Policies and Procedures to:
  - 1) Revise the policy stating that CES participants will be made inactive in CES after 90 days of nonengagement.
  - 2) Discussing potential policy revisions and training ideas.

**LEAC Nominating Ad Hoc Update**

Cameron Pastrano, CoC Staff Specialist,  
Office of Care Coordination

# 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

# Business Calendar – Item #3

## LEAC Nominating Ad Hoc Update

- During the December 20, 2024, LEAC Nominating Ad Hoc Meeting the Committee concluded that none of the candidates in this round of recruitment would be the best fit to represent the two open seats and recommended the following actions.
  - ❖ Send out email communications to thank those who applied for their interest.
  - ❖ Schedule meeting times to reflect on the initial recruitment process, including strategies for improvement and lessons learned
  - ❖ Plan to reopen recruitment, potentially in April or May
  - ❖ Form a new Nominating Ad Hoc Committee

### **CoC Updates**

Felicia Boehringer, CoC Administrator,  
Office of Care Coordination; and Nichole Gideon,  
CoC Board Secretary

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

- ❖ 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 Buils 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.

# Business Calendar – Item #4

## CoC Board Updates (December 18, 2024)

- ❖ Approved CoC Strategic Plan as a living framework to be continually refined in preparation for implementation in July 2025.
- ❖ Ratified the results from the CoC Board Election to appoint the selected candidates to the CoC Board for the term of January 1, 2025, through December 31, 2026.
- ❖ Approved recommended changes to the PPS Committee Charter, specifically Section 6 detailing Membership, to allow for a CoC Committee representative to be appointed as a PPS Committee member should a CoC Committee Chair be unable to participate, as recommended by the PPS Committee.
- ❖ Approved Orange County United Way, 211OC's HMIS data request for one-time export of data to analyze whether housing referrals from the 211 Contact Center are resulting in housing enrollments in HMIS.
- ❖ Partially Approved University of Chicago's HMIS data request for one-time export of data for a Comprehensive Income Dataset Project pending discussed MOU.



## CoC Board Membership and Decision-Making Process

- CoC Board membership composition
- Process for reviewing recommendations
- Process for voting on recommended actions

# Business Calendar – Item #4

## Collaborative Agenda Setting

- LEAC members will be able use the template to draft agenda items for consideration, which would be shared with the LEAC leadership and Office of Care Coordination prior to each month’s LEAC planning meeting.
- The Office of Care Coordination will provide more information via email to the LEAC membership on the proposed collaborative agenda-setting process, including the timeline for submitting agenda item requests prior to the LEAC Planning Meetings.

### Lived Experience Advisory Committee Recommended Agenda Items for Consideration

**Committee Member:** *(insert name)*

**Date:** *(insert date)*

**Subject:** *(insert title of agenda item)*

**Agenda Item Type** *(check one):*  Update/Presentation  Discussion  Recommended Action

**Recommended Action:** *(if applicable)*

- (Insert recommended action or proposed solution. This should ideally be one to three sentences. You can use bullet points or numbered list if needed.)*

#### **Background and Analysis**

*(Use this section to introduce the background of the subject/priority of focus, any relevant research or data, proposed strategies or solutions, and reasoning for why it is being brought for recommended action.)*

#### **Personal Experience**

*(OPTIONAL. This section can be used for sharing a personal story or experience relating to the subject/priority of focus.)*

#### **Attachments**

*(OPTIONAL. You can include one to three relevant attachments to support your priority of focused. Put titles of attachments in bullet form here.)*

## CoC Strategic Vision

- ❖ The CoC approved the CoC Strategic Plan as a living framework to be continually refined in preparation for implementation in July 2025.
- ❖ The CoC Strategic Plan can be referenced on the CoC webpage: [CoC Strategic Plan](#)
- ❖ Committees of the CoC will be involved in the implementation planning over the course of the next several months.



# **Orange County CoC Strategic Plan: Overview**

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# Strategic Plan Process: Dec 2024 – June 2028

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- **December Board Meeting:** Review & vote whether to affirm the current Strategic Plan framework.
- **January-June 2025:** **The March to Specificity.** Convene Board members and committees to flesh out details of how to carry this work out, including determining:
  - Concrete SMARTIE Goals
  - Responsible entities / roles
  - Timeline for carrying out activities
  - Metrics and methods for monitoring and reporting out on success and progress
  - **Methods for decision-making:** when to push on vs. strategically abandon something
    - **Note:** This framework is not intended to be set in stone, but the Ad Hoc wants the Board to be intentional and strategic about what it chooses to pursue, put off, and leave behind.

# Strategic Plan Structure: Feedback & Implementation Timeline



# 5 Strategic Aims

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Strategic Aim 1: Improve and expand the homelessness response system to permanently house people experiencing homelessness equitably, efficiently, and with dignity.

Strategic Aim 2: Collaborate with leaders, providers, and community members across service systems to align practices, coordinate resources, and better support people experiencing homelessness.

Strategic Aim 3: Engage in ongoing data collection, analysis, and evaluation to promote transparency and hold the CoC accountable for its role in ending homelessness.

Strategic Aim 4: Pursue and allocate funding to strategically address racial and social inequities and fill system gaps.

Strategic Aim 5: Manage and ensure effectiveness of the CoC's operations and structure.

# Business Calendar – Item #4

## LEAC Compensation

- **Transition to New Gift Cards:** The Office of Care Coordination has shifted from Visa gift cards to gift cards from preferred vendors based on your completed surveys.
- **Travel Compensation Update:** Travel compensation will now be provided through rideshare or gas gift cards instead of Visa gift cards.
- **Survey Reminder:** If you haven't completed the survey or need to update your preferred transportation method, please contact the Office of Care Coordination to ensure your preferences are recorded.

We will keep you informed of any further updates; Thank you for your patience and dedication!



# Business Calendar – Item #4

## Upcoming Meetings

- **Policies Procedures and Standards (PPS) Committee Meeting:** Tuesday, January 14, 2025, from 3:30 p.m. – 5:00 p.m.
  - ❖ Location: County Administration South (CAS) County Multipurpose Rooms 103/105, 425 West Santa Ana Blvd., Santa Ana, CA 92701
- **CoC Board Meeting:** Wednesday, January 22, 2025, 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 #4

## 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:** *Wednesday, February 5, 2025*

**Location:** *County Administrative North (CAN)*

*Building Multi-Purpose Room 101*

*400 W. Civic Center Dr., Santa Ana, CA. 92701*

