

**ORANGE COUNTY CONTINUUM OF CARE
VETERANS COMMITTEE MEETING**

Thursday, March 20, 2025
2:00 p.m. – 3:00 p.m.

Location:
Orange County United Way
18012 Mitchell South,
Irvine, CA 92614
[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: 984 1140 4002

**Listen-in option only*

Committee Chair: Becks Heyhoe-Khalil, Orange County United Way
Committee Vice Chair: Eric Richardson, Volunteers of America Los Angeles

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
Larry “Smitty” Smith, Individual

AGENDA

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. Request received less than 72 Hours prior to the meeting will still receive every effort to reasonably fulfill within the time provided.

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. Members of the public utilizing interpreter services will be given double the amount of time provided public comment.

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. 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 Special Meeting Minutes from November 13, 2024.
2. Approve the 2025 Veterans Committee Meeting Calendar.

BUSINESS CALENDAR

1. **Continuum of Care (CoC) Strategic Plan** – Becks Heyhoe-Khalil, Chair and Felicia Boehringer, CoC Administrator, Office of Care Coordination
2. **Veterans Affairs (VA) Update** – Melanie Martins, LCSW, Supervisory Social Worker, Coordinated Entry System and Homeless Outreach, Tibor Rubin Medical Center, Long Beach VA Health Care System; and Becks Heyhoe-Khalil, Chair
 - a. HUD-Veterans Affairs Supportive Housing (HUD-VASH) Tenant-Based Vouchers
 - i. Welcome Home OC Program Update
 - b. One Team Approach
 - c. VA Encampment Response Strategy
3. **HUD-VASH Project-Based Voucher Update** – Daniel Garcia, Coordinated Entry System (CES) Administrator, Office of Care Coordination; Melanie Martins, LCSW, Supervisory Social Worker, Coordinated Entry System and Homeless Outreach, Tibor Rubin Medical Center, Long Beach VA Health Care System
 - a. CES Coordinated Vouchers
 - b. Public Housing Authorities (PHA) Updates
 - c. VA Vouchers
4. **CES Veteran Registry Data Update** – Daniel Garcia, CES Administrator, Office of Care Coordination
5. **CoC Update** – Felicia Boehringer, CoC Administrator, Office of Care Coordination

Next meeting: Thursday, May 29, 2025, at Orange County United Way, 18012 Mitchell South, Irvine, CA 92614, from 2:00 p.m. – 3:00 p.m.

All are invited to attend the Orange County Veteran and Military Family Collaborative (OCVMFC) Housing Working Group meeting from 1:00 p.m. – 2:00 p.m., prior to the Veterans Committee.

**ORANGE COUNTY CONTINUUM OF CARE
VETERANS COMMITTEE
SPECIAL MEETING**

Wednesday, November 13, 2024
9:00 a.m. – 10:00 a.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

MINUTES

Welcome and Introductions – Becks Heyhoe-Khalil, Chair

- **Meeting Start Time:** - 9:04 (Call to Order)
 - Present: Becks Heyhoe-Khalil, Jeffery Pagano, Eric Richardson, Larry “Smitty” Smith
 - Absent: Ruby Lara, Melanie Martins, and Jade Smith

Larry “Smitty” Smith arrived during Consent Calendar 1 (9:12 a.m.)

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. 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.

MINUTES

November 13, 2024

No public comments

CONSENT CALENDAR

1. Approve the Veterans Committee meeting minutes from September 19, 2024.

Eric Richardson motioned to approve Consent Calendar 1. Jeffery Pagano seconded the motion. Becks Heyhoe-Khalil, Jeffery Pagano, Eric Richardson, Larry “Smitty” Smith voted yes, no nay, no abstentions. Motion passed.

BUSINESS CALENDAR

1. **Continuum of Care (CoC) Update** – Felicia Boehringer, CoC Administrator, Office of Care Coordination

Felicia Boehringer, CoC Administrator, outlined the CoC Nomination and Election process, emphasizing that the application deadline is end of day today, 11/13/24, highlighted the upcoming Meet and Greet on 11/18/24, while also clarifying that only CoC members can vote and updates to voting members or alternates can be made through the Office of Care Coordination. Felicia Boehringer encouraged members to attend upcoming CoC meetings to stay connected and announced a job opening for a Staff Specialists Extra Help position within the Office of Care Coordination.

Committee Discussion:

- Chair, Becks Heyhoe-Khalil encouraged individuals to apply for the CoC Board, emphasizing the importance of diverse experiences, and urged attendees to spread the word to those not present, despite the application deadline being today. Becks Heyhoe-Khalil also announced that Orange County United Way is supporting Hunger and Homelessness Awareness Week with in-person events and social media resources available on their website, then invited two attending members of the Lived Experience Advisory Committee (LEAC) to share the committee's purpose.
- Larry “Smitty” Smith explained that Orange County is experiencing significant changes within the homeless system, with many proposed solutions falling short and the CoC has prioritized elevating the voices of individuals with lived experience to advise on policies and procedures. Larry “Smitty” Smith noted that the Lived Experience Advisory Committee (LEAC) was established to help aid in tackling homelessness, a complex issue with diverse challenges, as those experiencing homelessness face varied circumstances that make finding solutions difficult.

Public Comment:

- Robert “Santa Bob” Morse shared that he has been part of the LEAC for three years, gaining valuable insights from fellow committee members on topics like domestic violence. Robert “Santa Bob” Morse highlighted a neighboring LEAC advocacy effort in San Diego, where the committee persuaded the San Diego City Council to reconsider a proposed 1,000-bed congregate shelter.

2. **Veterans Affairs (VA) Update** – Kerry Winter, LCSW, HUD-VASH Intake Team Supervisor, Tibor Rubin Medical Center, Long Beach VA Health Care System
 - a. HUD-Veterans Affairs Supportive Housing (HUD-VASH) Tenant-Based Vouchers
 - b. One Team Approach

Chair, Becks Heyhoe-Khalil skipped Business Calendar Item 2 due to the presenter’s absence.

3. **HUD-VASH Project-Based Voucher Update** – Daniel Garcia, Coordinated Entry System (CES) Administrator, Office of Care Coordination; Sarah Jones, CoC Manager, Office of Care Coordination; and Kerry Winter, LCSW, HUD-VASH Intake Team Supervisor, Tibor Rubin Medical Center, Long Beach VA Health Care System
 - a. CES Coordinated Vouchers
 - b. Public Housing Authorities (PHA) Updates
 - c. VA Vouchers

Daniel Garcia provided an update on the Business Calendar Item 3a HUD-VASH Project-Based Voucher Lease-Up, mentioning that both Mesa Vista and Aurora Vista properties completed their lease-ups as of September 2024, following the last Veterans Committee meeting. He noted that sixteen (16) veteran households have moved into Estrella Springs, with ten (10) units still available. However, it is expected that there will be no vacancies by the time of the next committee meeting.

Committee Discussion 3a:

- Eric Richardson inquired whether OC CoC CES has any new veteran-specific units or properties becoming available, explicitly so veterans with lived experience can engage with builders and funders to provide input and mentioned a positive example of lived experience feedback from a Garden Grove veterans property. Eric Richardson suggested that this would be an ideal opportunity for the LEAC to add value and partner.
- Jeffery Pagano stressed the importance of connecting the LEAC to project-based developers, highlighting that greater involvement of LEAC is essential during the development of project-based veteran housing and underlined the need for LEAC's participation throughout each phase of the process to ensure involvement at every stage.
- Larry “Smitty” Smith agreed with Eric Richardson and Jeffery Pagano and noted that input should begin at the earliest stages of development, as there is limited opportunity for feedback once plans have already been approved. Larry "Smitty" Smith emphasized the importance of setting clear expectations for unhoused veterans when they first accept housing, ensuring they understand that if they would like they can be transferred to another unit if in good standing, and that transparent communication about the transfer process would lead to greater acceptance of the initial housing. Larry "Smitty" Smith emphasized that homeless veterans, coming from a structured environment and accustomed to following orders, are generally more willing to accept housing than civilian homeless individuals, especially when the process is clear, documented, and transparent, despite the overlap with issues like drugs and mental health.
- Becks Heyhoe-Khalil sought clarification on whether CES's efforts to fill vacancies have resulted in fully occupied properties or if there will still be ongoing vacancies, particularly at Buena Esperanza, Hero’s Landing, and Placentia Veterans Village. Becks Heyhoe-Khalil also responded to Eric Richardson’s comments about the need for more lived experience

feedback, explaining that discussions with developers should begin early to ensure that financial and planning issues are addressed from the start. Becks Heyhoe-Khalil asked whether veterans receive ongoing supportive services after twelve (12) months and if they are eligible to apply for a tenant-based voucher, as well as what other services, like housing navigation, are available to them. Becks Heyhoe-Khalil shared that she has not encountered any veterans transitioning out of permanent supportive housing who were offered additional services, even with a housing voucher and wondered if the Office of Care Coordination or another agency could access a list of veterans currently in permanent supportive housing.

Public Comment 3a:

- Ed Gonzalez explained that Veterans Affairs (VA) would have information on veterans in Permanent Supportive Housing (PSH) and could track whether clients are transitioning back to VASH vouchers or regular housing vouchers, which would help determine any additional supportive services provided.

Sarah Jones, CoC Manager, presented on Business Calendar 3b, Orange County HUD-VASH Tenant-Based Vouchers Updates, detailing the total number of vouchers allocated by each Public Housing Authority, those in use, those still in the search process, and those that have been leased. Sarah Jones also pointed out that the Garden Grove Housing Authority does not currently have any VASH vouchers. The data, updated from the first week of October, reflects tenant-based vouchers, meaning recipients can keep their voucher and find a unit independently. Sarah Jones highlighted that applicants are being approved, and additional units are being added to the CES system. Within a week, applicants are matched with available units, and the document submission process begins.

Committee Discussion 3b:

- Becks Heyhoe-Khalil noted that while there seems to be an abundance of tenant-based VASH vouchers, veterans within CES face limitations due to the need for verified VA documentation while waiting to be matched with a unit. In contrast, veterans not in CES do not encounter these barriers, which sometimes leads to a discrepancy in available vouchers, since there aren't enough clients to fill the units.

Becks Heyhoe-Khalil skipped Business Calendar 3c due to the presenter's absence.

4. WelcomeHomeOC Program Update – Becks Heyhoe-Khalil, Chair

Chair, Becks Heyhoe-Khalil explained that there are 11 vouchers available to be sourced, processing three (3) from Anaheim, seven (7) from Orange County, and two (2) from Santa Ana and mentioned that 40 individuals have been housed this year through the program.

5. CES Veteran Registry Data Update – Daniel Garcia, CES Administrator, Office of Care Coordination

Daniel Garcia, CES Administrator, presented the Veterans Registry Data, showcasing various graphs that detailed the number of clients on the registry, monthly inflow vs. outflow, types of housing plans clients are on, and the number of homeless versus housed veterans. Daniel Garcia further explained that CES collaborates with 30 partner agencies, meeting weekly to explore how

they can match clients to available opportunities in both older and newer properties as projects and units become available.

Committee Discussion:

- Chair, Becks Heyhoe-Khalil sought clarification on the data of Permanent Housing Plan, asking if the numbers included both project-based and tenant-based vouchers, as well as clients within CES, and inquired whether the Veterans Committee would have an opportunity to provide feedback on the dashboards currently under review by the CES Steering Committee.
- Eric Richardson explained that some veterans may be placed on VASH while still awaiting eligibility, which can cause data overlap, and raised concerns about whether the outflow of individuals transitioning into Permanent Housing accurately reflects true placements, or if some clients are simply falling off the registry due to lack of contact. Eric Richardson proposed discussing the total number of homeless veterans (294) at the next meeting to clarify these issues.

Next Meeting: To be determined, pending 2025 CoC Board and Committee calendar approval.

All are invited to stay for the Orange County Veteran and Military Family Collaborative (OCVMFC) Housing Working Group meeting from 10:00 a.m. – 11:00 a.m.

2025 Veterans Committee

Meetings are held the third Thursday of each odd month from 2:00 p.m. - 3:00 p.m., except for the May 2025 meeting which will take place the last Thursday of the month from 2:00 p.m. - 3:00 p.m.

January						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

March						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

April						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May						
Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

June						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

July						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

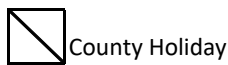
August						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

September						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

October						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

December						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			



County Holiday



Regular Meeting

Visit the CoC Webpage for meeting materials. Go to <https://ceo.ocgov.com/continuum-care>

and click on "Homeless Services" to navigate to the CoC webpage.

[DRAFT for Review] Orange County CoC Strategic Plan

Land Acknowledgement

A Land Acknowledgement is a formal statement that recognizes and respects Indigenous Peoples as traditional stewards of this land and the enduring relationship that exists between Indigenous Peoples and their traditional territories. A Land Acknowledgement is also the first step in educating oneself on building a deeper and more meaningful decolonized relationship with Native peoples and the land itself. Truth and acknowledgment are critical to building mutual respect and a connection across all barriers of heritage and difference. Because of this, it is critical that institutions such as the CoC have land acknowledgments that address the full history of the lands they reside on.

The Orange County CoC occupies land located in the ancestral and unceded territories of the sovereign Acjachemen and Tongva Indigenous Peoples, whose traditions of caretaking and protecting this land continue today. We are grateful to these original stewards of the land where we live, work, and study, who despite the history of violence and racism, forced displacement, land theft, and colonialism still hold strong cultural, spiritual, and physical ties to this region and continue to assert their sovereignty by acting as caretakers of their ancestral lands as they have since time immemorial.

This Land Acknowledgement is informed and inspired by the statements from the University of California Irvine Land Acknowledgement Task Force, Department of Earth System Science, UCI Libraries, and Tongva and Acjachemen tribal community members.

Acknowledgements & Sources

This Strategic Plan was structured and drafted by a Vision Ad Hoc convened by the Orange County CoC Board from July-December 2024. Members included:

- Angela Mooney D'Arcy
- David Gillanders
- Jason Phillips
- Khloe Rios-Wyatt
- Marisol Johnson
- Nishtha Mohendra
- Shakoya Green Long
- Dr. Tiffany Mitchell
- Tim Shaw

Orange County Office of Care Coordination staff provided significant support in this process.

The Vision Ad Hoc brought their personal and professional experiences, backgrounds, and perspectives to build out the framework for this plan. They also pulled in strategies, ideas, and action items from three other sources:

Item 1. Attachment A

- The C4 Racial Equity Analysis Report & Roadmap. All elements of these recommendation that had not already been accomplished or addressed were accounted for in this plan.
- The 2021 Vision Ad Hoc's Leadership Vision strategic aims, goals, and objectives.
- Public feedback offered in writing and on a virtual call in July 2024.

CoC Vision Statement

All people in Orange County experiencing homelessness and those at-risk will have equitable access to navigation, housing, and supportive services in ways that ensure equitable outcomes including overall well-being and long-term housing stability.

CoC Strategic SMARTIE Goals

This section is currently a placeholder. The CoC Board will finalize this plan's SMARTIE goals in the first 6 months of 2025. They will likely include person-centered goals and system-centered goals. For example:

Example person-centered goals:

By [end date of strategic plan], 90% of people across historically marginalized identities (including but not limited to Black, Indigenous and people of color; people with a disability; transition-aged youth and young adults; people over 55; LGBTQ+ people; undocumented people) will report that:

- They felt understood and respected by staff they interacted with at CES access points, in shelter, and in housing projects.
- They felt safe accessing services and working with staff
- They were able to receive accessible materials, including
- They were aware of resources available
- They were informed about policies regarding discrimination and equity

Example system-centered goals:

- By December 31, 2026, the Orange County CoC will conduct a comprehensive analysis of the homelessness response system, identifying systemic inequities and injustices in housing and services for marginalized and underrepresented groups. This will include an analysis of whether and, if applicable, why certain groups tend to be more or less likely to be enrolled in shelter/TH, RRH, and PSH program types.
- Based on these findings, by [plan end date], the CoC will collaborate with people with lived experience and agency staff to design and implement at least three new policies, procedures, or practices that address these inequities, with the goal of improving equitable outcomes for at least 80% of individuals from historically marginalized communities who interact with the system. The CoC will also ensure that at least 95% of staff and partners working for CoC-funded agencies receive training on the history of systemic injustices and their impacts on homelessness.

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

Objective 1A: Collaborate with Orange County homelessness service providers to embed evidence-based and best practices to improve clients’ experiences in and outcomes from interacting with the system.

Strategy	Actions
<p>Provide training to CoC Board members and agency staff on proven methods and practices that focus on understanding the historical and systemic inequalities in housing and homeless services for marginalized groups to promote fair and equal outcomes for everyone.</p>	<p>Work with direct service providers to identify training needs and develop a curriculum of trainings and supervision model needed for all staff, as well as staff in specific roles or programs, including but not limited to:</p> <ul style="list-style-type: none"> ● Housing First ● Authentic collaboration with people experiencing homelessness ● Motivational Interviewing ● Trauma-Informed Care Practices, including trauma and brain development ● Racial equity ● LGBTQ+ identities and equity ● Intersectionality ● Cultural competence and humility ● Culturally-informed outreach and service provision ● Harm Reduction ● History of housing segregation and homelessness ● Anti-ableism ● Disability acceptance and etiquette training ● Targeted universalism ● Legal Rights and Protections <p>Develop a plan for creating and delivering training curricula for staff across roles and within specific types of programs on an ongoing basis. Ensure ongoing availability of live and recorded training.</p> <p>Aligned with Objective 4B, ensure funding to develop training and ensure staff can participate in trainings.</p>
<p>Collaborate with direct service providers to create streamlined and trauma-informed documentation and processes</p>	<p>Develop a toolkit for direct service providers to:</p> <ul style="list-style-type: none"> ● Review their policies and processes ● Assess alignment with best practices ● Evaluate how well they are implemented across staff ● Understand how clients experience engaging in services ● Identify opportunities for ongoing improvement. <p>Perform an audit of CoC programs (legal and policy review) to identify the essential documentation required for each program and eliminate unnecessary paperwork or steps to simplify the process for both program participants and staff</p> <p>Adopt a universal documentation system to standardize the required paperwork for accessing programs and services across the board.</p>
<p>Collaborate with direct service providers to implement a</p>	<p>Develop a case management model in collaboration with a diverse group of local partners, ensuring the working group includes partners with lived experience to reflect racial and ethnic representation.</p>

Item 1. Attachment A

Strategy	Actions
<p>people-centered, holistic, trauma-informed, case management model standard</p>	Co-create guest bill of rights that sets expectations on communication and relationship building
	Develop performance measures to ensure that staff and the agency adhere to the new case management model.
<p>Support CoC agencies in building a more equitable workforce where people with diverse identities and lived experience can thrive across all positions in the system and organizations</p>	<p>Develop tools and standards to support organizations in building a more equitable workforce, including:</p> <ul style="list-style-type: none"> Standards and practices for staffing infrastructure that can also be supportive and inclusive of peers Supports and pathways for staff/partners with lived experience (e.g., mentorship opportunities) Practices to engage partners with lived experience and marginalized identities in authentic ways and supported as necessary to be able to inform system change (e.g., compensation, knowledge sharing to support onboarding, assistance to address barriers to participation, etc.) Pathways to organizational leadership for Black, Indigenous, people of color and others who have traditionally been excluded from leadership positions
	Add project performance measure for agencies receiving funding to display progress towards equity and/or diversity of staff.
<p>Support grassroots organizations in building capacity to become CoC-funded agencies</p>	Identify gaps in culturally specific service providers, and identify potential culturally specific service providers interested in becoming grant recipients or subrecipients. Build capacity and knowledge of CoC if needed
<p>Use data to develop and implement strategies to address systemic inequities.</p>	Analyze the data and information gathered from Objective 3A to identify specific systemic inequities affecting marginalized groups

Objective 1B: Improve CoC policies and processes

Strategy	Action
<p>Update Written Standards to more intentionally embed racial and intersectional equity principles and align with evidence-based approaches</p>	Review & Update Prevention / Diversion Written Standards
	Review & Update Outreach / Engagement Written Standards
	Review & Update Emergency Shelter Written Standards
	Review & Update Transitional Housing Written Standards
	Review & Update Rapid Re-Housing (RRH) Written Standards
	Review & Update Permanent Supportive Housing (PSH) Written Standards
<p>Improve Coordinated Entry System (CES) policies & processes to address racial and intersectional inequities and disparities in housing access and outcomes</p>	Develop more strategic outreach and culturally-informed service provision to Black/African American households
	Conduct a racial and intersectional equity impact assessment on all CES policies and procedures that impact access to resources. Account for racial and ethnic identity, gender identity, sexual orientation, languages spoken, nationality, disabilities, veteran status, age, experience of DV and trafficking, and household size and composition. Make recommendations to update policies and procedures based on findings.
	Improve access to the system and available materials for non-English speakers and English learners

Objective 1C: Collaborate with partners throughout Orange County that provide non-CoC housing resources and services

Strategy	Action
Collaborate and coordinate efforts with Public Housing Authorities (PHAs)	Advocate with PHAs to increase flexibility of documentation/program requirements
	Develop a strategy to expand Access to Housing Choice Vouchers
	Develop a shared strategy to provide ongoing supportive services to ensure housing stability.
Coordinate and collaborate with others who provide non-CoC housing resources	Develop and implement a strategy of engagement and collaboration to support quick and sustainable housing for people experiencing homelessness with: <ul style="list-style-type: none"> ● Orange County Housing Finance Trust ● Affordable housing developers ● Landlords ● Other housing partners
Collaborate with Housing Developers	Advocate for new housing complex developments to not only meet the ADA requirement of accessible units but to exceed it as the population of seniors and people with disabilities continues to grow.
	Ensure that accessible units are prioritized for individuals with disabilities and older adults who need them, rather than being assigned on a first-come, first-served basis.
	Advocate for housing developers to partner with Orange County Transportation Authority (OCTA) when housing development is being built, to ensure that there is a new bus stop within ¼ miles radius so that ACCESS is available for those who need it.

Objective 1D: Ensure support and funding for people with lived expertise to continue participating equitably in CoC- and provider-level work.

Strategy	Action
Provide compensation, transportation, technology, and access for people with lived expertise	Aligned with Objective 4A and 4B, ensure consistent and adequate funding to ensure people with lived experience can be in all spaces where decisions are being made. Ensure equitable compensation for their time and contributions (i.e., for attending meetings, participating in committees, and contributing to strategic planning). Cover costs of transportation, parking, and any other costs that might otherwise prevent participation.
	Aligned with Objective 4A and 4B, ensure consistent and adequate funding to implement a robust access strategy that ensures people with lived expertise have the technology and ability to participate in meetings and plans. This may include: <ul style="list-style-type: none"> ● Providing laptops or tablets, covering costs of Wi-Fi or phone data, and reserving meeting space. ● Ensuring that all meetings where people with lived experience will attend have an option to join virtually when needed. ● Providing interpretation and translation services/translated materials that meet the participant’s language needs
Create leadership and skill development opportunities for people with lived experience	Provide training and capacity-building programs that enhance the skills and knowledge of people with lived expertise, empowering them to contribute more effectively in meetings and decision-making processes.
	Develop and implement a plan to pair individuals with lived experience with peers who can help guide them through the CoC and become more active in leadership roles within the CoC or with the community partners.
	Develop and implement a plan to regularly get feedback from people with lived experience on CoC policies and CoC programs

Item 1. Attachment A

Strategy	Action
Engage in continuous feedback, evaluation, and quality improvement of support for & collaboration with people with lived experience	Develop and implement a plan to use feedback and data to refine and enhance the CoC's efforts. Continuously adjust strategies based on their feedback to ensure their needs are met and their involvement remains meaningful.
	Identify and launch methods to connect service providers with each other to learn from each other's experiences, tools, and practices.

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

Objective 2A: Strengthen partnerships with adjacent systems & providers in Orange County

Strategy	Action
Provide training opportunities to partners across systems on homelessness and the homeless system	Create cross-system trainings to increase other systems’ abilities to understand and meet the varying and unique needs of people experiencing homelessness, and to promote equity and reduce harm for people experiencing homelessness.
	Develop and implement a Learning Management System (LMS) database for CES and CoC trainings
Improve coordination and collaboration with <u>food providers</u>	Create and continuously update a food insecurity/food provider database of resources easily accessible to service providers.
	Advocating for food delivery options for easy access
	Invite and maintain representation from food providers with the CoC Service Provider Forum
Improve coordination and collaboration with Orange County <u>education systems</u>	Identify needs and develop training opportunities specifically for education partners to promote equity and reduce harm for people experiencing homelessness.
	Coordinate an annual series of training events with Orange County Department of Education (OCDE), County-wide McKinney Vento (MV) Liaisons, special education/specialized programs, and CoC Board/partners focused on K-12
	Create and sustain regular communication and coordination with MV liaisons at each school district and OCDE to ensure case cross-referencing, direct problem-solving, and troubleshooting
Improve coordination and collaboration with the <u>workforce system</u>	Strengthen partnerships with the workforce development system to minimize bias against program participants and increase employment opportunities for people who have experienced homelessness
	Invite and maintain representation from the workforce development system with the CoC Service Provider Forum
	Identify needs and develop training resources specifically for workforce partners to promote equity and reduce harm for people experiencing homelessness.
	In partnership with other aligned organizations, create and continuously update policy and advocacy priorities and strategies for more job opportunities for housing insecure and homeless people with disabilities and older adults
Improve coordination and collaboration with <u>hospitals, healthcare, mental health, and behavioral health systems</u>	Identify needs and develop training resources specifically for healthcare/mental health, behavioral health partners to promote equity and access to care and to reduce harm for people experiencing homelessness.
	Partner with mental health organizations to assess and develop a plan for increased wrap around mental health care for program participants.
	Establish, formalize, and sustain the CoC’s engagement with the larger collaborative around those addressing older adult wellbeing/services
	Conduct a landscape analysis of the current status, quality, accessibility, equity, cultural competence, and sustainability of mental health, behavioral health, disability services, and healthcare services provided to people experiencing homelessness
	Invite and maintain representation from the healthcare system with all relevant CoC committees
Improve coordination and collaboration with <u>law enforcement</u>	Develop and implement an ongoing process of engagement with local police, Sheriff’s Department, and law enforcement
	Identify needs and develop training resources specifically for law enforcement partners to promote equity and reduce harm for people experiencing homelessness.

Item 1. Attachment A

Strategy	Action
Improve coordination and collaboration with <u>the legal system</u>	Identify needs and develop training resources specifically for legal system partners to promote equity and reduce harm for people experiencing homelessness.
Improve coordination and collaboration with the <u>child welfare / foster care system</u>	Identify needs and develop training resources specifically for child welfare and foster care system partners to promote equity and reduce harm for people experiencing homelessness.
Improve coordination and collaboration with <u>Organizations that work with individuals with disabilities</u>	Identify opportunities to share information (including providing and receiving trainings) from partners that specifically work with people with disabilities, to promote equity, reduce harm, and promote more compassionate, informed, and culturally sensitive responses that address unique needs and challenges.
Improve coordination and collaboration with <u>Older adult organizations</u>	Identify opportunities to share information (including providing and receiving trainings) from partners that specifically work with older adults, to promote equity, reduce harm, and promote more compassionate, informed, and culturally sensitive responses that address unique needs and challenges.
Improve coordination and collaboration with <u>transportation organizations</u>	Identify transportation gaps and needs and develop an engagement strategy with transportation organizations to promote equity/access and reduce harm for people experiencing or exiting homelessness.

Objective 2B: Strengthen partnerships with the public & community members in Orange County

Strategy	Action
Engage with faith communities	Conduct asset mapping of faith communities providing resources
	Gather and host faith community leaders, starting with leaders from asset mapping for Homelessness 101, and other trainings for continued education and collaboration.
	Identify and inform faith communities about the possibilities of using their underutilized property for affordable housing and catalyzing collaboration with developers and other organizations.
Encourage more housing production by partnering with and providing data, guidance, and policy information to housing advocacy organizations	Identify Key Housing Advocacy Organizations. Develop a comprehensive list of local and regional housing advocacy organizations (e.g., affordable housing groups, tenant rights organizations, community development NGOs, real estate developers)
	Regularly provide housing advocacy partners with up-to-date data on local housing needs, trends, and gaps, including information on homelessness and housing affordability. Offer customized data reports that highlight specific areas of interest to each partner organization. Provide Policy Guidance and Recommendations: <ul style="list-style-type: none"> Organize informational sessions or workshops where policy experts from the Continuum of Care (CoC) can present key housing policies and legislative updates. Develop and distribute policy briefs that offer actionable recommendations for local governments, developers, and advocates to promote housing production.
Engage with local non- housing-specific advocacy groups whose values and priorities align with the CoC	Identify, continuously update, and work with partners engaged with racial equity objectives to share best practices and lessons learned and develop a shared racial equity vision for OC
	Identify, continuously update, and work with partners engaged with LGBTQIA+ objectives to share best practices and lessons learned and develop a shared equity vision for OC

Item 1. Attachment A

Strategy	Action
	Identify, continuously update, and work with partners engaged with additional marginalized populations and advocacy work to share best practices and lessons learned and develop a shared equity vision for OC Maintain consistent representation of CoC at the Equity in OC meetings.
Engage with general community members to promote public leadership and compassion toward ending homelessness	Develop and implement a plan to raise awareness about the systemic inequities faced by marginalized groups through community outreach, workshops, and social media campaigns.

Objective 2C: Strengthen partnerships with philanthropic partners

Strategy	Action
Build partnerships with philanthropic entities to strategically align funding and strengthen impact	Aligned with the findings from strategic investment planning conducted in Objective 4B, develop a strategy to build ongoing collaborative relationships and spaces with funders

Objective 2D: Engage in policy and funding advocacy to improve equity and housing outcomes for people experiencing homelessness in Orange County.

Strategy	Action
Develop a policy agenda and priorities to measurably improve the resources and performance of the CoC	Develop a plan and structure to work with other CoCs, collaboratives, and advocacy groups to understand, align, and (when possible) strategize shared policy and funding advocacy agendas on all levels: <ul style="list-style-type: none"> ● Local policies and funding (cities, counties, and Tribal entities) ● State policies and funding ● Federal policies and funding

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.

Objective 3A: Improve data collection and analysis processes to collect more accurate data on system inequities, embed expertise from people with lived experience, and ensure data collection is trauma-informed and equitable.

Strategy	Action
<p>Develop and implement data collection and analysis processes that seek to hear people’s experiences in the system, understand holistic system performance, and address gaps in equity / inequity data.</p>	<p>Identify any gaps in data available for marginalized and intersectionally marginalized groups, including but not limited to: Black people, Indigenous or Native American people, people of color, people with visible and invisible disabilities, trans / non-binary / gender-expansive people, LGB / queer people, people over 60, TAY-headed households, and veterans.</p>
	<p>Aligned with this plan’s SMARTIE goals, develop racial and intersectional equity goals, measures, data collection plans, and analysis strategies to understand people’s experiences in each part of the system (i.e., while unsheltered, staying in shelter, when connected to housing, and after moving into housing) that get at what it means to have a dignified, equitable system</p>
	<p>Aligned with Objective 1A in this plan, create and implement data collection and analysis plans that will allow the system to develop and implement strategies to address systemic inequities and injustices for historically and currently marginalized groups of people.</p>
	<p>Conduct listening sessions regularly to understand and improve the experiences of people utilizing the homeless service system</p>
	<p>Conduct participant, agency and other service partner feedback surveys, in alignment with the SMARTIE goals included in this plan and with the data analysis plans developed above.</p>
	<p>Develop a standard method and timeline for soliciting and analyzing feedback from clients and staff on CoC policies, processes, projects, and priorities.</p>
<p>Support data integration projects and ensure HMIS database is capable of data integration without manual data imports or exports - minimize need for assessments, self-report or service engagement</p>	<p>Conduct an assessment of cross-system data systems and integration potential. Based on findings, develop CoC Board recommendations for data integration initiatives.</p>
	<p>Based on CoC Board decisions and priorities, develop data integration plans, including funding and other resources needed and timelines.</p>

Objective 3B: Develop a method to analyze and publicly share project and system performance data to understand barriers to and promote progress toward implementing an equitable system in alignment with this plan.

Strategy	Action
<p>Develop real-time homelessness system data dashboards that provide community-wide transparency, promote CoC accountability, and translate</p>	<p>Identify system performance measures to include in a public-facing data dashboard that may include HUD- and state-required system performance measures in addition to other measures informed by equity-focused data collection and analysis methods established in Objective 3A.</p>
	<p>Develop a dashboard that includes these system performance measures and racial & intersectional equity goals and measures.</p>

Item 1. Attachment A

Strategy	Action
directly into actionable strategies.	Monitor progress toward racial and intersectional equity goals (in Objective 3A) through regular review of Racial Equity Dashboard to measure progress against determined benchmarks.
Utilize disaggregated quantitative data and qualitative data for continuous quality improvement and accountability	Strengthen ongoing feedback loop/mechanism to monitor for quality standards of services
	Monitor the impact of CES prioritization criteria and referral processes using disaggregated data analysis that evaluates how different demographic groups are prioritized for and enrolled in different types of resources and housing programs
	Regularly conduct listening sessions with diverse groups of people to understand and improve the experiences of people utilizing the homeless services system
Report out information about funding and spending	Alongside Strategic Aim 4, use these data to inform funding opportunities to pursue and funding decisions.
	Develop a plan to report out on funding decisions and ongoing spending tracking (including project and funding stream spending and leftover amounts at project implementation milestones) to improve fiduciary accountability and transparency.

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

Objective 4A: Allocate existing funding in alignment with this strategic plan.

Strategy	Action
Use data collection and analysis conducted in Strategic Aim 3 to inform funding priorities	Establish a routine schedule for reviewing and analyzing data to keep funding priorities aligned with current community needs and ensuring that resources are equitably distributed.
	Based on the data, develop clear funding priorities to support initiatives aimed at reducing inequities, such as funding for programs or services that specifically benefit marginalized communities whose needs are not being met. Establish clear, measurable funding opportunities focused on addressing the identified inequities and/or social gaps.
Develop a standard scoring & decision-making framework to use with existing funds to ensure funding decisions align with this plan	Ensure funding tool embeds threshold for strengthening the infrastructure for racial equity work, supporting staff retention, and diversifying the workforce in alignment with this plan.
	Set up a continuous evaluation process for funded programs to assess impact and identify areas for improvement. Use insights gained from evaluations to redirect funds where necessary.

Objective 4B: Identify funding gaps and develop funding strategies to fill those gaps in alignment with this plan’s priorities.

Strategy	Action
Conduct a strategic coordinated investment planning process to map current funding resources, analyze current funding impacts, and identify gaps	Recruit key collaborators to participate in resource mapping and strategic investment analysis and planning
	Hire consultants to conduct comprehensive resource mapping and strategic investment analysis and planning that focuses on resource allocation & investment in <ol style="list-style-type: none"> 1. Housing and services across intervention types 2. Housing and services that will increase equitable access and outcomes for specific populations and marginalized groups 3. Support for administrative and planning activities needed to execute this plan 4. Strategies to support collaboration and braided resource allocation / service provision across systems noted in Strategic Aim 2.
	Establish a sustainable funding stream and process to compensate partners with lived experience
	Identify funding to pay for culturally specific training and training on best practices to equip staff to best support underserved populations, in alignment with Objective 1A
In alignment with resource mapping and strategic investment planning, identify potential new funding opportunities to fill gaps in housing, services, and system-level supports	Identify other funding sources and leveraging opportunities to support addressing homelessness
	Reach out to other CoCs to learn about additional funding initiatives, strategies, and best practices
	Develop a proposed funding strategy to fill gaps in the system (e.g., prevention, street outreach, housing/system navigation, ES, TH, RRH, and PSH).
	Identify funding to ensure staff are paid a fair and equitable
	Secure ongoing flexible, low-barrier / quick-access funding that can address common challenges that contribute to people's housing instability and homelessness (e.g., transportation, childcare, bridge funding)

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

Objective 5A: Manage and implement this strategic plan

Strategy	Action
Educate all CoC Board and Subcommittee members on this plan’s components and intended impact	Develop standard communication materials to describe this plan, its components, its goals, timeline, and key partners for Board members.
	Develop standard communication materials to describe this plan, its components, its goals, timeline, and key partners for the public.
Develop a structure to ensure accountability and progress with this plan	Using a standard template and process, each lead entity determines the timeline for accomplishing strategies and action items and measurement of progress, impact, and accountability.
	Develop a method for revising this strategy and refining concrete tasks and work plans to achieve objectives, strategies, and actions.
	Develop a standard method for monitoring and reporting out progress on this plan, tracking deadlines, managing information and communications.

Objective 5B: Evaluate the CoC Board, Collaborative Applicant, HMIS lead, and CES lead effectiveness and performance

Strategy	Action
Evaluate and provide feedback to key partners about their effectiveness and performance	Develop an ongoing plan to evaluate and provide feedback and recommendations to the <u>CoC Board</u> on its effectiveness and performance
	Develop an ongoing plan to evaluate and provide feedback and recommendations to the <u>Collaborative Applicant</u> on its effectiveness and performance
	Develop an ongoing plan to evaluate and provide feedback and recommendations to the <u>HMIS Lead</u> on its effectiveness and performance
	Develop an ongoing plan to evaluate and provide feedback and recommendations to the <u>CES Lead</u> on its effectiveness and performance