Lived Experience Advisory Committee Meeting
March 5, 2025

Welcome and Meeting Overview

Agenda

CONSENT CALENDAR

1. Approve the Lived Experience Advisory Committee (LEAC) Meeting Minutes from February 5, 2025

BUSINESS CALENDAR

1. **Continuum of Care (CoC) Strategic Plan** – Felicia Boehringer, CoC Administrator, and Cameron Pastrano, CoC Staff Specialist, Office of Care Coordination

   a. Debrief February 5, 2025, LEAC meeting discussion.

   b. Discuss strategies and actions within the CoC Strategic Plan.

2. **Coordinated Entry System (CES) Frequently Asked Questions (FAQ) Resource** – James Bacon, CES Staff Specialist, Office of Care Coordination

   a. Update on the CES FAQ resource document.

3. **CoC Updates** – Felicia Boehringer, CoC Administrator, Office of Care Coordination

   a. February 26, 2025, CoC Board Meeting Recap.

Public Comments

LEAC Member Comments

Consent Calendar

Consent Calendar

Recommended Action

1. Approve the LEAC Meeting Minutes from February 5, 2025.

Business Calendar

CoC Strategic Vision

Felicia Boehringer, CoC Administrator,
and Cameron Pastrano, CoC Staff Specialist,
Office of Care Coordination

5 Strategic Aims

Reference **Item 1. Attachment A** for the CoC Strategic Plan.

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.

Strategic Plan Structure: Feedback & Implementation Timeline

November 2024

- Shared current Vision Ad Hoc vision for the Strategic Plan
- CoC Board & Committee Feedback

December 2024

- CoC Board voted to adopt Strategic Aims & Objectives as overarching framework.
- This includes adopting the Strategies & Actions as drafts that may evolve in the first part of 2025.

January – June 2025

- Finalize SMARTIE Goals
- Finalize Strategies & Actions
- Assign Strategy / Action Leads & Roles
- Determine implementation Timelines, and Metrics for success, and Progress Reporting process

July 2025-End of Strategic Plan

- Implement Strategic Plan

Strategic Plan Process: July-Nov 2024

Where did these Strategic Aims, Objectives, Strategies, and Actions come from?

- The **nine-person Vision Ad Hoc** was convened in the summer of 2024 to review, structure, and propose this Plan to the CoC Board for adoption.

  - Includes people with and without CoC experience, each of whom brings a unique experience, background, and identity. The group reflects many of the people and groups who experience homelessness in Orange County.

- The Vision Ad Hoc strove to capture the ethos of all ideas in <u>two pre-existing sources</u>:
  - C4's Racial Equity Analysis Report & Roadmap, including their recommendations for how to increase racial equity in Orange County's homelessness response system
  - The former Vision Ad Hoc's Leadership Vision strategic aims, goals, and objectives. Note that these have been reorganized into new Strategic Aims and Objectives, but the ideas should all be captured.

- The Vision Ad Hoc also accounted for <u>public feedback offered in writing and verbally in July 2024</u>.
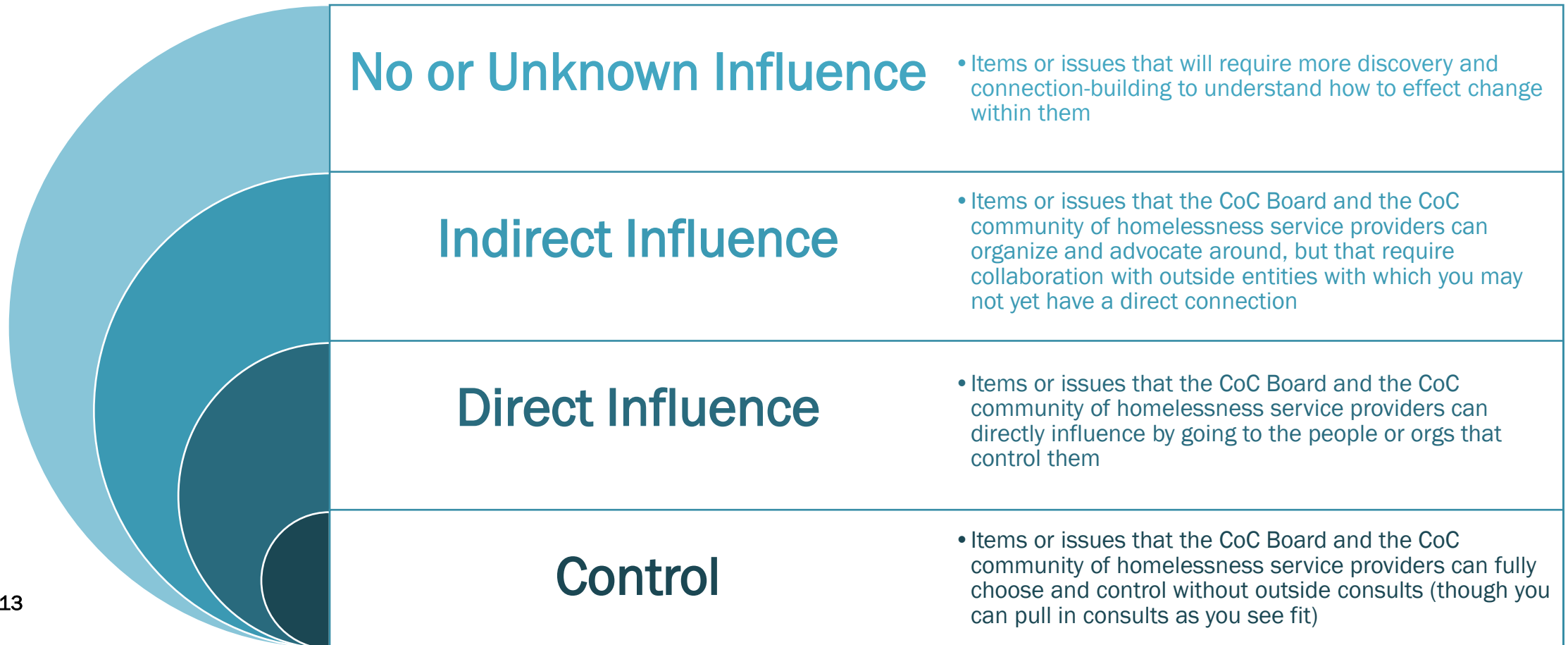
Feedback Requested in Oct-Nov 2024

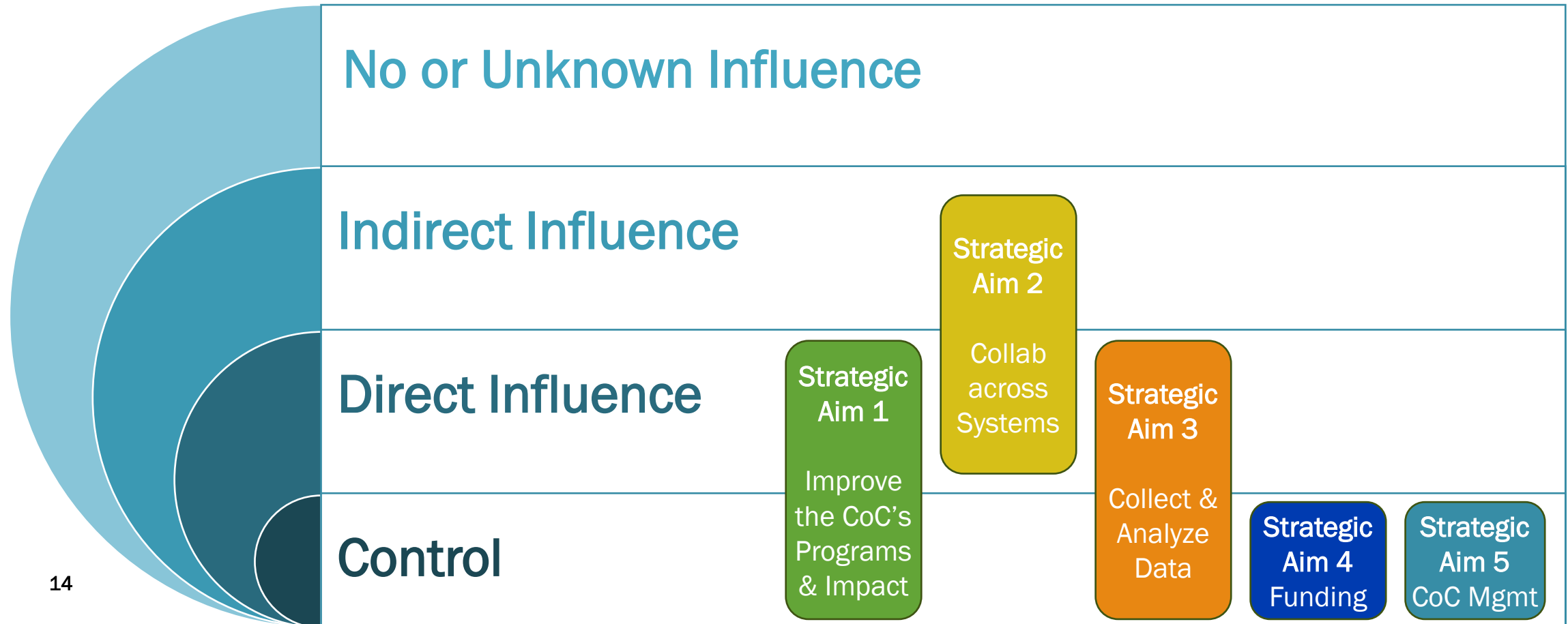**CoC Committee members were asked to provide feedback on the following questions:**

- **Which Strategies & Actions should the CoC Board prioritize accomplishing first?** What should the CoC Board prioritize accomplishing in Year 1, Year 2, and Year 3 of this plan?

- **Where do you see yourself / your committee or working group / other entities fitting into this Plan?** Which Strategies / Actions could you commit to leading or supporting?

- **When should the Plan's implementation timeline begin?** Should the Strategic Plan's 3-year implementation period include or start after a 6-month ramp-up to finalize lead/role assignments, SMARTIE goals, timelines, metrics for success, and progress reporting methods?

These questions can continue to help guide next steps in the implementation planning stage.

Strategic Plan Structure: Spheres of Influence

No or Unknown Influence	• Items or issues that will require more discovery and connection-building to understand how to effect change within them
Indirect Influence	• Items or issues that the CoC Board and the CoC community of homelessness service providers can organize and advocate around, but that require collaboration with outside entities with which you may not yet have a direct connection
Direct Influence	• Items or issues that the CoC Board and the CoC community of homelessness service providers can directly influence by going to the people or orgs that control them
Control	• Items or issues that the CoC Board and the CoC community of homelessness service providers can fully choose and control without outside consults (though you can pull in consults as you see fit)

5 Strategic Aims & the CoC's Spheres of Influence

No or Unknown Influence	
Indirect Influence	Strategic Aim 2 — Collab across Systems
Direct Influence	Strategic Aim 1 / Strategic Aim 3
Control	Strategic Aim 1 — Improve the CoC's Programs & Impact; Strategic Aim 3 — Collect & Analyze Data; Strategic Aim 4 Funding; Strategic Aim 5 CoC Mgmt

Business Calendar – Item #1

Debrief of February 5, 2025, LEAC Meeting Discussion

The Office of Care Coordination has integrated feedback from the February 5, 2025 LEAC meeting into the Strategic Plan and outlined Aims, Objectives, and Strategies for the committee to consider.

Feedback from LEAC members identifies key areas for strategic involvement, with a clear consensus that LEAC need not be involved in all CoC initiatives but should review them, including:

- System Optimization & Policy Challenges
- Advocacy & Housing Inequities
- Collaboration & Partnership Building

While the CoC Strategic Plan is comprehensive, some ideas raised by the group are not directly included under a specific Aim, Objective, Strategy, or Action. If the committee believes any should be included, please help identify where they belong in the plan:

- Magnify real-time crisis support
- Increase anonymity protection for clients
- Expand resource access points, beyond funneling through 2-1-1
- Offer free legal assistance

Business Calendar – Item #1

Strategic Aim 1: Objective 1A.

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: 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.

- Strategy: Collaborate with direct service providers to create streamlined and trauma-informed documentation and processes.

- Strategy: Collaborate with direct service providers to implement a people-centric, holistic, trauma-informed, case management model standard.

- Strategy: Use data to develop and implement strategies to address systemic inequities.

Ideas from LEAC that Connect to this Objective

- **Improve collaboration with service providers** to redevelop and implement trainings.
- **Improve trauma-informed** practices and training to better serve clients.
- **Review grievance process** to better support those currently within the system.

Strategic Aim 1: Objective 1B.

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

Objective 1B: Improve CoC policies and processes.

- Strategy: Update Written Standards to more intentionally embed racial intersectional equity principles and align with evidence-based approaches.

- Strategy: Improve Coordinated Entry System (CES) policies & processes to address racial and intersectional inequities and disparities in housing access and outcomes.

Ideas from LEAC that Connect to this Objective

- **Improve shelter policies and procedures** for those currently in the system.
- **Increase** CoC System optimization.
- **Improve prevention** support services.
- **Improve access** to CES

Business Calendar – Item #1

Strategic Aim 1: Objective 1C.

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

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

- Strategy: Collaborate and coordinate efforts with Public Housing Authorities (PHAs).
- Strategy: Coordinate and collaborate with others who provide non-CoC housing resources.
- Strategy: Collaborate with Housing Developers.

Ideas from LEAC that Connect to this Objective

- **Improve landlord engagement** to support quick and sustainable housing.
- **Improve collaboration** with PHAs.
- **Advocate** for more development partnership with **Orange County Transportation Authority (OCTA)**.

Strategic Aim 1: Objective 1D.

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

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

- Strategy: Provide compensation, transportation, technology, and access for people with lived expertise.

- Strategy: Create leadership and skill development opportunities for people with lived experience.

- Strategy: Engage in continuous feedback, evaluation, and quality improvement of support for & collaboration with people with lived experience.

Ideas that Connect to this Objective

- Speak into best practices for desired compensation process
- Provide ideas for desired leadership opportunities, processes for providing feedback, and evaluation of collaboration with people with lived experience.

Strategic Aim 2: Objective 2B.

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

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

- Strategy: Encourage more housing production by partnering with and providing data, guidance, and policy information to housing advocacy organizations.
- Strategy: Engage with local non-housing specific advocacy groups whose values and priorities align with the CoC.
- Strategy: Engage with general community members to promote public leadership and compassion toward ending homelessness.

Ideas from LEAC that Connect to this Objective

- **Improve LEAC advocacy efforts** to support those currently in the system.
- **Strengthen partnerships** with housing supporters.
- **Improve landlord engagement** to support quick and sustainable housing.

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Strategic Aim 2: Objective 2D.

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

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

- Strategy: Develop a policy agenda and priorities to measurably improve the resources and performance of the CoC.

Ideas from LEAC that Connect to this Objective

- **Improve LEAC Advocacy efforts** to support those currently in the system.
- **Create shared policy and advocacy agenda** for federal funding

Strategic Aim 3: Objective 3A.

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: 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.

- Strategy: 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.

Ideas from LEAC that Connect to this Objective

- **Increase transparency** within the CoC systems.
- **Improve** CoC system optimization
- **Improve immediate shelter** response system

Strategic Aim 4

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

<u>Objective 4A</u>: Allocate existing funding in alignment with strategic plan.

- Strategy: Use data collection and analysis conducted in Strategic Aim 3 to inform funding priorities.
- Strategy: Develop a standard scoring & decision –making framework to use with existing funds to ensure funding decisions align with this plan.

<u>Objective 4B</u>: Identify funding gaps and develop funding strategies to fill those gaps in alignment with this plan's priorities.

- Strategy: Conduct a strategic coordinated investment planning process to map current funding resources, analyze current funding impacts, and identify gaps.
- Strategy: In alignment with resource mapping and strategic investment planning, identify potential new funding opportunities to fill haps in housing, services, and system-level supports.

Ideas from LEAC that Connect to these Objectives

- **Incorporate lived experience voice** within decisions about CoC funding allocations.
- **Expand prevention** support services.

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Business Calendar – Item #1

CoC Strategic Plan

Discussion

- What *Strategic Aims* or *Objectives* feel relevant to the work of the LEAC? What stands out to you from those that were highlighted?
- Is there anything you would like to update within the drafted *Strategies* or *Actions*?
- Are there any additional *Strategies* or *Actions* that should be included within the CoC Strategic Plan?

Next Steps

- Office of Care Coordination to compile feedback and notes from discussion
- Prepare insights and feedback to be shared at future CoC Board meeting as implementation planning continues

CES FAQ Resource

James Bacon, CES Staff Specialist,

Office of Care Coordination

CES FAQs Resource

- Last fall, The Office of Care Coordination, in its role as CES lead agency, presented the LEAC with a draft document with CES FAQs, seeking to more accurately convey how the CES in Orange County functions. Feedback from the LEAC and other partners on language and implementation process was incorporated into the document and implementation planning process.

- Additionally, training is being developed as a response to past recommendations from the LEAC to provide regular training on CES policies, procedures and process to homeless service providers, Access Points and community partners informed by the perspective of people with lived expertise. This training is also a result of requests from access points and other CES partners for additional trainings and reference materials.

- The first of these trainings will be released as a CES 101 Module to serve as a conceptual overview for a wide audience.

- This document will be featuring in upcoming CES Training for Access Points and presented as a tool access points can use to help try and convey how the CES system functions to their clients. This training will be online as part of a Learning Management System and provided to all partners. It will also be available in the site's resource library.

CES FAQs Draft

⌄ **What is CES?**

The Coordinated Entry System (CES) is a **network of local service providers, non-profit organizations, government and other homeless services providers** that help to **connect people experiencing homelessness with opportunities for housing and shelter resources**. It is not a waitlist. It is a way to prioritize the most vulnerable people experiencing homelessness to limited opportunities.

› **How do I get on CES?**

› **What can I get referred to through CES?**

› **How long will it take to get a housing referral? What does the process look like?**

› **How is the community queue prioritized?**

› **Am I able to find out my status on the community queue?**

› **Why am I not getting referred to housing? What are my options?**

› **What if I have a problem with my Access Point?**

› **What do I need to do to stay active in CES?**

› **What should I do while I am on the CES Community queue (CQ) and waiting to be matched to a housing opportunity?**

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CoC Updates

Felicia Boehringer, CoC Administrator,

Office of Care Coordination

Business Calendar – Item #3

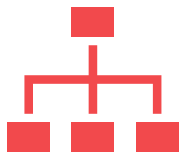## Federal Update: Understanding Key Entities Involved

Executive Branch

President and Administration

Issues executive orders

HUD

Federal Agency; HUD Secretary

Funds state and local governments and nonprofits for housing and homeless services

CoC Board

17 – 21 members; Officers

Decision-making body for CoC Program funding and policies

Collaborative Applicant

County of Orange

Facilitates application processes for CoC Program funding; Recipient of CoC Program funding through HUD

CoC-Program Funded Agencies

13 agencies

Recipients of CoC Program funding with direct grant agreements with HUD
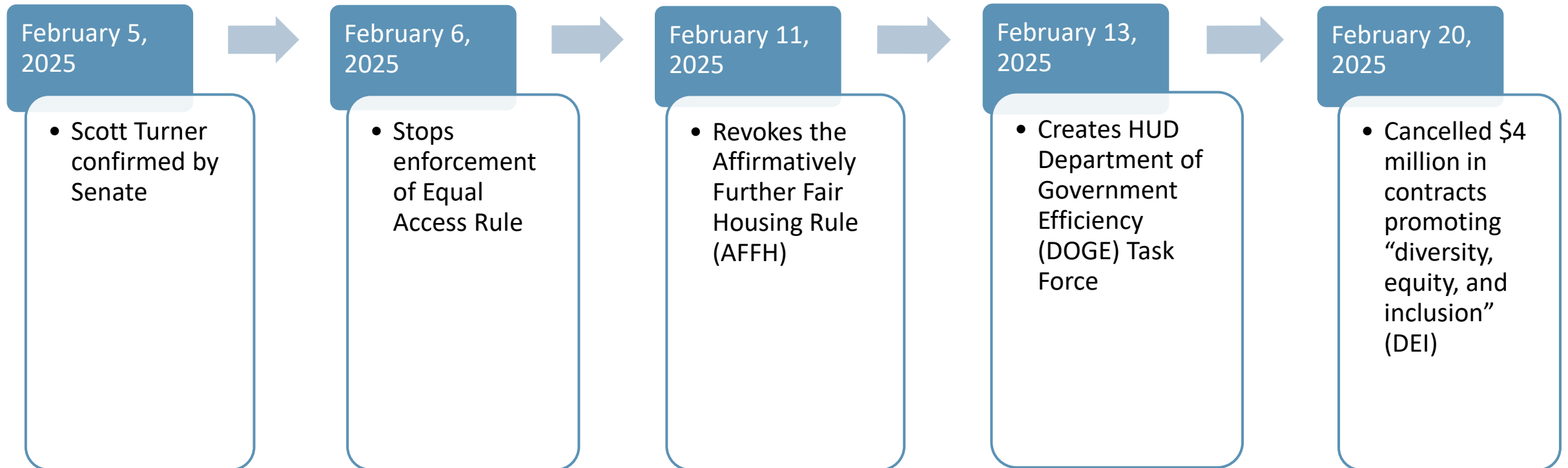
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Business Calendar – Item #3

Federal Update: Timeline

- **January 20, 2025**: Executive Orders regarding federal employee hiring freeze; an end to diversity, equity and inclusion (DEI) related programs; using biological sex versus gender as a classifier; and further execution of immigration laws

- **January 27, 2025**: Office of Management and Budget (OMB) issued a Memorandum for the Temporary Pause of Agency Grant, Loan and Other Financial Assistance Programs.

- **January 28, 2025**:

    - OMB released a "follow-up" memo detailing how the pause would be applied

    - Federal judge issued a temporary pause on the freeze of federal funds

- **January 29, 2025**: OMB issued a Memorandum for the Rescission of Memorandum M-25-13, that placed a Temporary Pause of Agency Grant, Loan and Other Financial Assistance Programs.

- **January 31, 2025**: Federal judge issued a second temporary restraining order (TRO) prohibiting the freeze on federal spending from taking effect; motion filed by 22 Attorneys General

Federal Update: HUD Secretary Actions

Scott Turner Confirmed as U.S. Department of Housing and Urban Development (HUD) Secretary

February 5, 2025
- Scott Turner confirmed by Senate

February 6, 2025
- Stops enforcement of Equal Access Rule

February 11, 2025
- Revokes the Affirmatively Further Fair Housing Rule (AFFH)

February 13, 2025
- Creates HUD Department of Government Efficiency (DOGE) Task Force

February 20, 2025
- Cancelled $4 million in contracts promoting "diversity, equity, and inclusion" (DEI)

Federal Update: Advocacy Efforts

- Since updates are ever-changing, the Office of Care Coordination encourages CoC General Members and organization to stay updates by subscribing to distribution lists.
  - ❖ Subscribe to the National Alliance to End Homelessness newsletters and email updates
  - ❖ Sign Up for Orange County CoC email updates
- *Advocate* for HUD funding. We are still awaiting award letters for FY2024 CoC Program funding.
  1. Call your lawmaker's DC offices: The Capitol Hill switchboard is (202) 224-3121. A switchboard operator will connect you directly with the House or Senate office you request. Remember to provide your name and address so that staff know you are a constituent, take you seriously, and send you a written response.
  2. Send personalized email to your lawmaker's office: If you already have a staff contact or email address for your Member of Congress' office, you can email them directly. Lawmakers are more likely to pay attention to emails directly from their constituents that include personal details. Your email should include specific details on potential impact for your organization and community and email it directly to your Member of Congress' offices.
  3. Encourage your donors and supporters to do the same!

Federal Update: Additional Resources

Reminder: focusing on reliable sources of information from trusted media outlets and advocacy organizations is key.

- White House Website: https://www.whitehouse.gov/presidential-actions/
- Homebase Webinar: Responsible Financial Management in Uncertain Times
  - Recording and materials: https://www.homebaseccc.org/responsible-financial-management
- OC Legislative Affairs: https://ceo.ocgov.com/government-community-relations/legislative-affairs
  - Subscribe to email updates here: https://public.govdelivery.com/accounts/CAORANGE/subscriber/new?topic_id=CAORANGE_332
  - For more information regarding County of Orange Legislative Affairs, email LegAffairs@ocgov.com
- National Alliance to End Homelessness Newsletter and Email updates:
  - Subscribe on their website: https://endhomelessness.org/
- National Association of Housing and Redevelopment Officials
  - Subscribe on their website: https://www.nahro.org/news-publications/
- National Low Income Housing Coalition
  - Subscribe to email updates here: https://nlihc.us4.list-manage.com/subscribe?u=e702259618becdc3f0451bd5d&id=e090383b5e
- National Homelessness Law Center: https://homelesslaw.org/
  - X: @homeless_law
- National Council of Nonprofits: https://www.councilofnonprofits.org/
  - Subscribe to email updates here: https://www.councilofnonprofits.org/civicrm/profile/create?gid=18&reset=1

HHAP Program Updates: Round 5 Award Announcement

- On Monday, February 24, 2025, Governor Gavin Newson formally announced the California Department of Housing and Community Development (HCD) award of nearly $42 million through Homeless Housing, Assistance and Prevention (HHAP) Program Round 5 for permanent housing and local solutions to the Orange County Region.

Entity	Allocation/Award Amount
Orange County Continuum of Care (CoC)	$8,699,841.23
County of Orange (County)	$8,346,726.98
Anaheim (City)	$5,878,393.38
Irvine (City)	$5,878,393.38
Santa Ana (City)	$5,878,393.38
Regional Total:	$41,951,193.96

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Business Calendar – Item #3

HHAP Program Updates: Round 6 Announcement

- On Monday, February 24, 2025, the California Department of Housing and Community Development (HCD) announced the release of the HHAP Round 6 Notice of Funding Availability (NOFA), making available $760 million to strengthen regional housing solutions.

- HHAP Round 6 Allocations for the Orange County Region are included below:
  - ❖ County of Orange – $8,355,062.07
  - ❖ Orange County CoC – $8,923,349.94
  - ❖ City of Anaheim – $5,947,854.53
  - ❖ City of Irvine – $5,947,854.53
  - ❖ City of Santa Ana – $5,947,854.53

- The Office of Care Coordination, as the Collaborative Applicant for the Orange County CoC, will begin the application process for HHAP Round 6.

- **Application Deadline**: August 29, 2025

Business Calendar – Item #3

CoC Board Updates (February 26, 2025, Meeting)

1. **Approved the following recommendations for the programming of HHAP funding allocated to the Orange County CoC:** Authorize the Office of Care Coordination to renew the current HHAP-CoC funded contracts for Emergency Shelter Operations and Services for a two-year term, from July 1, 2025, to June 30, 2027, utilizing HHAP-CoC Rounds 3, 4 and/or 5, funds under the Operating Subsidies Interim Housing and Operating Subsidies Interim Housing Youth Set-Aside eligible use categories.

   ❖ Emergency Shelter Operations and Services for TAY with Covenant House California for $539,539.56.

   ❖ Emergency Shelter Operations and Services for Families with Family Assistance Ministries for $400,000.00.

   ❖ Emergency Shelter Operations and Services for Individuals in the South Service Planning Area with Friendship Shelter, Inc. for $302,063.51.

   ❖ Emergency Shelter Operations and Services for Families with The Illumination Foundation for $304,600.00.

   ❖ Emergency Shelter Operations and Services for Survivors of Domestic Violence with Interval House for $151,600.00

   ❖ Emergency Shelter Operations and Services for Individuals in the North Service Planning Area with Mercy House Living Centers for $191,600.00.

   ❖ Emergency Shelter Operations and Services for Families with Pathways of Hope for $305,423.08.

   ❖ Family Care Center Operations and Services with Shelter Providers of Orange County, Inc. dba HomeAid Orange County for $344,600.00.

2. **Established a HHAP Program Ad Hoc appointed by the CoC Board Officers to support the Office of Care Coordination with the planning and programming of HHAP Program Round 5 funds allocated to the Orange County CoC.**

3. **CoC Strategic Plan Update**

4. **2025 Homeless Survey Update**

OC Same Day Solutions Fair

- The Office of Care Coordination has been engaging County departments. Local jurisdictions and non-profits to coordinate the **OC Same Day Solutions Fair** which will provide support and assistance in a convenient, accessible manner by bringing multiple resources together in one location.

- This collaborative effort is aimed at providing immediate on-site support to individuals experiencing homelessness by offering a range of services such as legal and document assistance, healthcare, housing resources, and workforce development. Furthermore, this event bridges connections to long-term solutions such as case management, rehabilitation services, and legal avenues for resolving outstanding issues.

❖ **Date**: Thursday, March 27, 2025

❖ **Time**: 9:00 a.m. – 2:00 p.m.

❖ **Location**: Second Baptist Church (4300 Westminster Ave., Santa Ana)

Business Calendar – Item #3

Upcoming Meetings

- **Transitional-Aged Youth (TAY) Collaborative Committee:** Thursday, March 6, 2025, from 11:00 a.m. – 12:00 p.m.
  - ❖ Location: Orangewood Foundation, Conference Room, 1575 E. 17th St. Santa Ana, CA 92705
- **Policies, Procedures, and Standards Committee :** Tuesday, March 11, 2025, from 3:30 p.m. – 5:00 p.m.
  - ❖ Location: County Administration South (CAS) Multipurpose Room 103/105, 601 N. Ross St., 1st Floor, Santa Ana, CA 92701
- **Veterans Committee :** Thursday, March 20, 2025, from 2:00 p.m. – 3:00 p.m.
  - ❖ Location: Orange County United Way (OCUW) 18012 Mitchell S., Conference Room, Irvine, CA 92614.
- **CoC Board Meeting:** Wednesday, March 26, 2025, from 2:00 p.m. – 5:00 p.m.
  - ❖ Location: County Administration South (CAS) County Conference Center, 425 West Santa Ana Blvd., Room 104/106, Santa Ana, CA 92701

Thank you for joining!

Next Meeting: *Wednesday, April 6, 2025*
Location: *CAS County Conference Center Room 104, located at 425 West Santa Ana Blvd, Santa Ana, CA 92701*