

**ORANGE COUNTY
SERVICE PROVIDER FORUM**

Thursday, May 15, 2025
9:00 a.m. – 11:00 a.m.



Chair: Melanie McQueen, PATH
Vice Chair: Jason Phillips, Individual

MINUTES

1. **Welcome and Introductions** – Melanie McQueen, Chair and Jason Phillips, Vice Chair

Vice Chair Jason Phillips invited members of the public to introduce themselves.

2. **Orange County Veterans and Military Families Collaborative (OCVMFC) Presentation** – Amanda Brear, Volunteers of America Los Angeles (VOALA); Michael Ruiz, Program Manager – Supportive Services for Veteran Families (SSVF-OC), VOALA; and Holly Sumner, Community Resource and Referral Center (CRRC) Supervisor, Veterans Affairs (VA)

Eric Richardson, Michael Ruiz, and Holly Sumner provided an overview of the OCVMFC, a coalition of service organizations that facilitates access to comprehensive services for veterans, service members and their families. The presenters shared information on Veterans outreach, including Supportive Services for Veteran Families (SSVF), the Veterans Affairs outreach team (VA), and Homeless Veteran Outreach and Rehabilitation Program. Information was shared regarding Veterans Targeted Outreach and the One Team Veterans Outreach Surge.

Public Comment:

- A member of the public inquired about the current process for helping veterans acquire a DD-214 (Certificate of Release or Discharge from Active Duty) for veterans, noting challenges experienced.
- A member of the public inquired about veteran benefits.

3. **Continuum of Care (CoC) Strategic Plan Update** – Melanie McQueen, Chair; Jason Phillips, Vice Chair; and Sarah Jones, CoC Manager

Chair Melanie McQueen, Vice Chair Jason Phillips, and Sarah Jones shared an update on the CoC Strategic Plan, noting how it was formed, the purpose, the creation process, the feedback and implementation timeline, the CoC's spheres of influence, and the five (5) strategic aims. The presenters provided a recap of the CoC Strategic Plan Working Session which took place on April 30, 2025.

MINUTES

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4. Adult Protective Services (APS) Presentation – County of Orange Social Services Agency (SSA) APS Presenter

Presenters from SSA provided an overview of Adult Protective Services, a program mandated by the State of California to accept, respond to, and investigate allegations of elder and dependent adult abuse, neglect, and exploitation. The presentation covered eligibility requirements, mandated reporters, how to make a report, and APS response to reports.

Public Comment:

- Eric Richardson inquired whether the Home Safe Program was still being delivered by SSA. Eric Richardson asked if APS provides updates to reporting parties to let them know the outcome of the case.
- Michael Ruiz asked whether APS was able to explain to the reporting party that an individual declined APS services, based on a case scenario that was presented.
- Vice Chair Jason Phillips noted that informing a client before reaching out to APS and keeping all parties aware and collaborating could prove to be beneficial in some cases.
- A member of the public inquired whether 9-1-1 calls that meet the eligibility requirements automatically get forwarded to APS.
- A member of the public shared details regarding a particularly challenging case and inquired about next steps for individuals with severe issues who decline APS services.

5. Coordinated Entry System (CES) Updates – James Bacon, CES Staff Specialist, Office of Care Coordination

James Bacon shared an update on the CES Reference Guide, informed attendees about the CES Learning Academy, and provided updates regarding future training opportunities. James Bacon asked attendees to share what additional topics they would like to see covered in future CES trainings.

Public Comment:

- Chair Melanie McQueen noted that it would be helpful to have training on the dynamic match process, including eligibility requirements and how providers can best advocate. Chair Melanie McQueen emphasized the distinction between 2-1-1 Orange County (211OC), which makes direct referrals for individuals who reach out via phone or email, and CES, which is a way to provide prioritization for housing opportunities once a person has been linked to homeless services.
- A member of the public asked how to access the link to the training and whether work email addresses should be used when registering for tracking purposes.
- Vice Chair Jason Phillips inquired whether churches interested in attending the trainings should also share their information or sign up as a guest.
- A member of the public asked whether the CES Reference Guide is available to the public or strictly internal and inquired what the acronym “HH” stands for.
- A member of the public requested clarification on whether the information housed in CES is different from what 211OC has access to.
- A member of the public expressed gratitude for the in-depth training, sharing that it will be helpful for their new staff members to gain familiarity.
- A member of the public shared that some families are not getting responses back after reaching out to Access Points and asked how to ensure families gain access to CES.
- A member of the public expressed appreciation for both informational documents as a frontline staff supervisor providing outreach.

6. CoC Updates – Sarah Jones, CoC Manager, Office of Care Coordination

Sarah Jones announced the transition of OC Outreach and Engagement (OC O&E) to the Office of Care Coordination, provided an update on the implementation of Senate Bill 914, shared an update on Governor Newsom’s model ordinance to address encampments, reminded attendees to keep their CoC General Membership updated, and shared information regarding upcoming CoC Board and Committee meetings.

7. Announcements, Closing Remarks and Questions – Melanie McQueen, Chair and Jason Phillips, Vice Chair

Vice Chair Jason Phillips invited members of the public to share any announcements, ask questions and/or provide comments.

Public Comment:

- A member of the public shared that they have recently joined the Salvation Army and are excited to collaborate and attend committee meetings in order to ensure that their organization is using current policies and practices.
- Felicia Boehringer informed attendees that there will be a resource table at all Service Provider Forum meetings, and any attendees are welcome to bring flyers and handouts to share with other providers.

8. Networking

- a. Dedicated time to network and connect with local partners.

Next Meeting: August 24, 2025, from 9:00 a.m. – 11:00 a.m. at the Orange County Housing Authority, 1501 E. Saint Andrew Place, Conference Room A, Santa Ana, CA 92705

For more information on CoC Board and Committee Meetings, the CoC email distribution list, or how to become part of the CoC General Membership, please visit the CoC Webpage at <https://ceo.ocgov.com/continuum-care> or contact the Office of Care Coordination at CareCoordination@ocgov.com.