

ORANGE COUNTY
CONTINUUM OF CARE BOARD
Wednesday, May 28, 2025
2:00 p.m. – 5:00 p.m.

Location:

**County Administration South (CAS) Building
Conference Center
425 West Santa Ana Blvd. Room 104/106
Santa Ana, CA 92701-4599
[Click Here](#) for parking information.**

Virtual Meeting Option*:

**Zoom Meeting Link: [Click here for meeting link](#)
Join by phone: +1 669 444 9171
Webinar ID: 948 5702 2698**

****Listen-in option only***

MINUTES

Board Members

LaVal Brewer, South County Outreach
Judson Brown, City of Santa Ana
Dr. Kelly Bruno-Nelson, CalOptima Health
Andrew Crowe, Scholarship Prep
Nichole Gideon, Individual [Secretary]
Shakoya Green Long, Thomas House Family Shelter
Becks Heyhoe-Khalil, OC United Way
Marisol Johnson, Dayle McIntosh Center
Sandra Lozeau, City of Anaheim
Sammie MarTínez, Individual
Melanie McQueen, PATH

Dr. Tiffany Mitchell, Orangewood Foundation
Nishtha Mohendra, Families Forward [Vice Chair]
Robert “Santa Bob” Morse, Individual
Talesha Payne, Individual
Jason Phillips, Individual
Dawn Price, Friendship Shelter
Maricela Rios-Faust, Human Options
George Searcy, Individual
Tim Shaw, Individual
Dr. Shauntina Sorrells, Individual [Chair]

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

Supporting documentation is available for review by the public at least 72 hours prior to regular meetings and at least 24 hours prior to special meetings of the CoC Board. Those wishing to review supporting documentation can visit the CoC Webpage [here](#) or the lobby of the County Administration North (CAN) Building, located 400 West Civic Center Drive, Santa Ana, CA 92701-4599, and request a copy of the meeting materials from the

Office of Care Coordination during normal business hours of 8:00 a.m. – 5:00 p.m. Monday through Friday (excluding holidays).

Call to Order – Dr. Shauntina Sorrells, Chair

Chair Dr. Shauntina Sorrells called the meeting to order at 2:01 p.m.

Board Member Roll Call – Nishtha Mohendra, Vice Chair

Present: LaVal Brewer, Dr. Kelly Bruno-Nelson, Andrew Crowe, Shakoya Green Long, Becks Heyhoe-Khalil, Marisol Johnson, Sammie MarTínez, Melanie McQueen, Dr. Tiffany Mitchell, Nishtha Mohendra, Robert “Santa Bob” Morse, Talesha Payne, Jason Phillips, Dawn Price, Maricela Rios-Faust, Tim Shaw, and Dr. Shauntina Sorrells.

Absent Excused: Judson Brown, Nichole Gideon, George Searcy, and Sandra Lozeau.

Marisol Johnson, Talesha Payne, and Becks Heyhoe-Khalil arrived during Public Comments. Sammie MarTínez arrived during Board Members Comments. Maricela Rios-Faust left during Business Calendar 4 and did not vote on Business Calendar Item 4. Laval Brewer left during Business Calendar 5. Tim Shaw left during Business Calendar 5. Dr. Shauntina Sorrells left during Business Calendar 9.

Public Comments: Members of the public may address the CoC Board 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 CoC Board. Members of the public may address the CoC Board with public comments on agenda items in the business calendar 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 to provide public comment.

To address the CoC Board, members of the public who are attending in person are to complete a Request to Address the CoC Board form prior to the beginning of each agenda item and submit it to CoC Board staff. Staff will call your name in the order received.

Members of the public, including those listening in via the virtual meeting option, may also submit public comment by emailing CareCoordination@ocgov.com. All comments submitted via email at least 24 hours before the start of the CoC Board meeting will be distributed to the CoC Board members for their consideration and all comments submitted prior to the meeting will be added to the administrative records of the meeting. Please include “CoC Board Meeting Comment” in the email subject line.

- No public comments.

Board Member Comments: Members of the CoC Board may provide comments on matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board.

- Becks Heyhoe-Khalil shared updates as Veterans Committee Chair and shared that the Veterans Affairs (VA) has implemented the one team approach while also inviting other entities over the last few months. Becks Heyhoe-Khalil sits on the one team committee and noted that it is important to continue looking at the governance charter and strategic plan to consider the right role of the Veterans Committee in the Orange County CoC. In the summer there will be the Veterans ‘Surge’ event and although the details are still being figured out, the VA will present some details on the ‘Surge’ event at the Orange County Veterans and Military Families Collaborative (OCVMFC) meeting being held at Orange County United Way. Becks Heyhoe-Khalil also shared some advocacy results through the United

to End Homelessness as there are opportunities for community members to advocate. Through the <https://unitedtoendhomelessness.org/advocate/> webpage, people can find the latest information on the “Skinny Budget”. Becks Heyhoe-Khalil noted that 548 letters have been sent from residents of Orange County and the residents have voiced on things that matter to them as it relates to homelessness and housing affordability.

- Maricela Rios-Faust provided updates of the Domestic Violence Committee and how the committee reviewed Survivor Coordinated Entry System (CES) data while also focusing on three things of prioritization, access points, and limited housing. The committee also heard more information from California Partnership to End Domestic Violence regarding Senate Bill 914 as it relates to equity and the goals of the State of California. The committee is looking at those State goals and will align them with the goals of the Orange County CoC Strategic Plan.
- Andrew Crowe read the names of people who have passed away without fixed abode in March 2025.
- Robert “Santa Bob” Morse shared that there was a meeting of a Commission to Address Homelessness (Commission) ad hoc and highlighted that there will be a new seat added to the Commission of a lived experience of homelessness seat. Robert “Santa Bob” Morse asked the group to talk to people if there are a good fit for the Commission and noted that further updates will be provided once they arise.

CONSENT CALENDAR:

1. Approve CoC Board Meeting Minutes from April 23, 2025.

Dawn Price motioned to approve item 1 on the Consent Calendar. LaVal Brewer seconded the motion. LaVal Brewer, Dr. Kelly Bruno-Nelson, Andrew Crowe, Shakoya Green Long, Becks Heyhoe-Khalil, Marisol Johnson, Melanie McQueen, Dr. Tiffany Mitchell, Nishtha Mohendra, Robert “Santa Bob” Morse, Talesha Payne, Jason Phillips, Dawn Price, Maricela Rios-Faust, Tim Shaw, and Dr. Shauntina Sorrells voted yes. Sammie MarTínez abstained. The motion passed.

BUSINESS CALENDAR

1. Good News Story: PATH Rapid Rehousing – Courtney Gonzalez, Associate Director, Yale Navigation Center, PATH

Courtney Gonzalez shared information and a good news story regarding PATH’s rapid re-housing program.

2. Policies, Procedures and Standards (PPS) Committee Recommendation – Erin DeRycke, Director, Data Analytics, 2-1-1 Orange County (211OC), Orange County United Way and Nishtha Mohendra, PPS Committee Chair

At the August 2024, CoC Board Meeting, the Homeless Management Information System (HMIS) Policies and Procedures were approved, except for the Client Record Request policy. The CoC Board requested additional research be done to determine if the Client Record Request policy should be updated to allow clients to request their full record in HMIS. In addition to this Client Record Request policy, other policies and forms are being revised to reflect new guidance, update internal processes, or to provide clarity to users and clients.

2-1-1 Orange County (211OC), a key service of Orange County United Way, as the HMIS Lead for the Orange County CoC, convened the HMIS Working Group in November 2024 to propose revisions to the HMIS Policies and Procedures. These revisions were also shared with HMIS users and the CoC Board members during a feedback period from November 15, 2024, through December 1, 2024. On December 4, 2024, the HMIS Lead presented the proposed changes to the Lived Experience Advisory Committee (LEAC) and received feedback.

The updated Policies and Procedures were presented and approved by the LEAC on April 2, 2025, and the PPS Committee on May 13, 2025.

Recommended Action a: Approve the recommended revisions to the HMIS Policies and Procedures, inclusive of the Client Record Requests, Data Use and Disclosure, Data Integration, and Data Release policies, as well as updates to the Client Consent Form, Grievance Form, and Privacy Notice, as recommend by the Orange County HMIS Policies and Procedures Working Group, Lived Experience Advisory Committee and PPS Committee.

Melanie McQueen motioned to approve Recommended Action a. Tim Shaw seconded the motion. LaVal Brewer, Andrew Crowe, Becks Heyhoe-Khalil, Marisol Johnson, Melanie McQueen, Dr. Tiffany Mitchell, Nishtha Mohendra, Robert “Santa Bob” Morse, Jason Phillips, Dawn Price, Maricela Rios-Faust, Tim Shaw, and Dr. Shauntina Sorrells voted yes. Dr. Kelly Bruno-Nelson, Shakoya Green Long, Sammie MarTínez, and Talesha Payne abstained. The motion passed.

Public Comments:

- Paul Hyek expressed the need to improve transportation and advocated for a “walk in, walk out” policies for shelters. Paul Hyek shared a story about witnessing people being turned away from shelter because it was not “walk in, walk out”. Paul Hyek also shared that people should be cautious when finding housing as there will be a need to get renters insurance while also ensuring that the housing meets the Department of Housing and Urban Development (HUD)’s housing quality standards.

Board Member Discussion:

- Talesha Payne asked for clarification on the request regarding case notes per agency and whether a standardized liability insurance for agencies can be put in place. Talesha Payne inquired if individuals would be able to go to 2-1-1 and get a list of what agencies they worked with if the person cannot remember what agencies served them.
- Sammie MarTínez inquired about survivors and those with disabilities and noted that survivors can have post-traumatic stress disorder (PTSD) while also going to many different shelters and resources. Furthermore, with the brain fog and other symptoms, some individuals may find it hard to remember what agencies they interacted with. Sammie MarTínez also shared that during encampment sweeps, information and important documentation can be thrown out which makes it harder to keep track of records.
- Tim Shaw expressed being impressed on the documentation and pathway to get into the changes and hoped that the documentation was read as it has gone through various touch points. Tim Shaw asked if there were creative ideas or solutions for the question about ensuring a standardized process of obtaining case notes from HMIS per each agency. Tim Shaw emphasized on the notion of incentives rather than enforcement as it may be a way to socialize greater transparency and for agencies to get recognition rather than enforcement.
- Maricela Rios-Faust shared the idea of using the Service Provider Forum to ask agencies and providers on what it would take to feel comfortable to provide case notes to clients. Regarding the consent form, Maricela Rios-Faust noted that it is a lot of detail and very small to see, therefore, it would be good that certain sections closer to the signature line are underlined and emphasized.
- Dr. Kelly Bruno-Nelson thanked the work that has been done and noted that this is a step in the right direction and stated a lack of resources or a 2+ hour staff time should not be reasons to prevent further work.
- Robert “Santa Bob” Morse expressed appreciation that the Lived Experience Advisory Committee (LEAC) and noted that there is support for the current policies, but the LEAC will continue fighting for improvements.

- Marisol Johnson suggested that when someone requests their records that they should be provided with a list of the providers who have worked with them.
- Melanie McQueen emphasized the importance of honoring the concerns that have been shared. Melanie McQueen stated that the work has opened access and clarified the process of obtaining client record requests and noted that there is clarification that access cannot be provided but that as much information that is readily available would be provided. Melanie McQueen stated that case notes may information that requires redaction.
- Chair Dr. Shauntina Sorrells noted that anytime a path is set that there are resources needed and acknowledged that HMIS is not fully funded by the CoC.

3. Continuum of Care Builds (CoC Builds) Notice of Funding Opportunity (NOFO) – Sarah Jones, CoC Manager, Office of Care Coordination

On July 22, 2024, HUD announced approximately \$175 million in funding through the through the CoCBuils NOFO – a first of its kind funding for new construction, acquisition, or rehabilitation of permanent supportive housing (PSH). On May 16, 2025, HUD sent a letter via email to CoCBuils Applicants sharing that a CoC Builds NOFO was published on May 16, 2025, and that the NOFO supersedes the CoCBuils NOFO published July 19, 2024, and includes several changes. The CoC Builds NOFO competition was announced publicly via the Office of Special Needs Assistance Programs (SNAPS) email listserv on Monday, May 20, 2025. Applications received before the publication of the May 16, 2025, NOFO will not be considered for funding unless resubmitted under the recently published CoC Builds NOFO.

The Collaborative Applicant is seeking support from the Orange County CoC Board membership to apply for the CoCBuils NOFO utilizing an updated version of Jamboree Housing Corporation’s Costa Mesa Senior project application that was approved by the CoC Board and submitted to HUD in 2024. The Office of Care Coordination, as the Collaborative Applicant will make needed updates to the Orange County CoCBuils NOFO Application in accordance with the current CoC Builds NOFO requirements, to ensure a competitive application is submitted to HUD.

Recommended Actions:

- b. Approve Jamboree Housing Corporation’s permanent supportive housing project proposal called Costa Mesa Senior as previously approved by the CoC Board on November 5, 2024, for inclusion in the Orange County CoC CoCBuils NOFO Application due to HUD on June 26, 2025.
- c. Authorize the Office of Care Coordination, as the Collaborative Applicant, to work with Jamboree Housing Corporation to amend and update the Costa Mesa Senior proposal and the Orange County CoCBuils NOFO Application in accordance with the current CoCBuils NOFO requirements, to ensure a competitive application.

Maricela Rios-Faust motioned to approve Recommended Actions b and c. Dawn Price seconded the motion. Motion passed unanimously.

Public Comments:

- Tish Kelly, Senior Vice President of Development at Jamboree Housing Corporation, confirmed that water and trash services are paid by the owner while all utilities are covered by the developer.

Board Member Discussion:

- Vice Chair Nishtha Mohendra inquired for procurement purposes if the Orange County CoC is in the clear to move forward with the proposal sent in November 2024 and asked for clarification of whether the Office of Care Coordination will move forward knowing there were other proposals.
- Sammie MarTínez acknowledged that the housing development is still under development and asked if utilities will be included as tenant support.

4. Homeless Management Information System (HMIS) Data Requests – Erin DeRycke, Director, Data Analytics, 211OC, Orange County United Way; Danielle Cameron, Senior Director, Grant Programs, CalOptima Health; Dr. Matthew Freedman, Professor in Economics, University of California, Irvine (UCI); and Dr. George Tita, Professor of Criminology, Law and Society, UCI

On April 29, 2025, 211OC received a data request from CalOptima to renew their request to receive monthly exports of client-level data for all clients active in any project during the previous month from June 1, 2025, through May 31, 2027, who had an active HMIS Client Consent Form recorded in HMIS as of the end of the monthly reporting period.

On April 2, 2025, 211OC received a data request from UCI to receive quarterly exports of client-level data for all clients active in any project during the reporting period from January 1, 2024, through December 31, 2027, who had an active HMIS Client Consent Form recorded in HMIS as of the end of the reporting period. If approved, the first export will include clients that meet the criteria above for the reporting period January 1, 2024 – June 30, 2025. After the initial export, future exports will occur after the end of the quarter and will include clients that met the criteria above during that quarter.

Recommended Actions:

- Approve CalOptima Health’s data request for the period of June 1, 2025, through May 31, 2027, for monthly exports of data to be used to support CalOptima Health’s coordination of appropriate housing related supportive services to individuals and families in Orange County whose records are found in HMIS and are CalOptima Health members.
- Approve UCI’s data request for the period of January 1, 2024, through December 31, 2027, for quarterly exports of data to be used to evaluate the Orange County United Way Homeless Prevention and Stabilization Program (HPSP).

Nishtha Mohendra motioned to approve Recommended Action a. Andrew Crowe seconded the motion. LaVal Brewer seconded the motion. LaVal Brewer, Andrew Crowe, Shakoya Green Long, Becks Heyhoe-Khalil, Marisol Johnson, Melanie McQueen, Dr. Tiffany Mitchell, Nishtha Mohendra, Robert “Santa Bob” Morse, Talesha Payne, Jason Phillips, Dawn Price, Tim Shaw, and Dr. Shauntina Sorrells voted yes. Sammie MarTínez voted no. Dr. Kelly Bruno was recused after discussion and abstained from voting. The motion passed.

Andrew Crowe motioned to approve Recommended Action b. Tim Shaw seconded the motion. LaVal Brewer, Andrew Crowe, Shakoya Green Long, Marisol Johnson, Sammie MarTínez, Melanie McQueen, Dr. Tiffany Mitchell, Nishtha Mohendra, Robert “Santa Bob” Morse, Talesha Payne, Jason Phillips, Dawn Price, Tim Shaw, and Dr. Shauntina Sorrells voted yes. Dr. Kelly Bruno and Becks Heyhoe-Khalil were recused after item discussion and abstained from voting. The motion passed.

Board Member Discussion:

- Melanie McQueen inquired on the custom questions data elements being requested from CalOptima Health.

- Marisol Johnson asked CalOptima Health on the aspect of requesting social security numbers, asked whether there are additional things to help undocumented folks, and noted that without an attached social security number on file then it shows undocumented status.
- Sammie MarTínez asked CalOptima Health what safeguards exist for client's data and whether a notice can be sent to HMIS participants. Sammie MarTínez emphasized the importance of client privacy for the UCI data request.
- Dawn Price provided context on the CalOptima Health data request as it is a continuation of a former data request that was previously approved.
- Andrew Crowe asked if the UCI data request is not approved if there would be a backup plan as another form to conduct the analysis.
- Talesha Payne asked how a person with lived experience will know that there will be part of the UCI study.

Chair Dr. Shauntina Sorrells motion for a ten-minute recess break at 3:53 p.m. Chair Dr. Shauntina Sorrells called the meeting back to order at 4:00 p.m.

5. Orange County Behavioral Health Services Act (BHSA) Community Planning Process Presentation – Michelle Smith, BHSA Senior Manager, OC Health Care Agency

The Mental Health Services Act, MHSA, was passed by California voters in November 2004 and went into effect in January 2005. In March of 2024, California voters approved Proposition 1, authorizing a general bond measure to address homelessness and to reform the MHSA with a goal to transform and modernize California's behavioral health system. Michelle Smith, BHSA Senior Manager, shared on the process, invited people to join various workgroups and other meetings.

Board Member Discussion:

- Vice Chair Nishtha Mohendra provided a comment on behalf of Judson Brown that Judson Brown was chosen as the BHSA Housing Workgroup Co-Chair with Christina Weckerly-Ramirez.

6. FY 2024 Orange County System Performance Measures Report – Erin DeRycke, Director, Data Analytics, 211OC, Orange County United Way

Erin DeRycke provided an overview of the System Performance Measures (SPM) Report, including data on the length of time homeless, successful exits, returns to homelessness, and more. The SPM Report allows CoCs to regularly measure their progress in meeting the needs of people experiencing homelessness in their community and to report this progress to HUD. The SPM is pulled from HMIS and submitted to HUD annually by CoCs around the country. The reporting period for all SPM report aligns with the federal fiscal year from October 1st to September 30th. The SPM analyses the performance of Safe Haven, Street Outreach, Emergency Shelter, Transitional Housing, and Permanent Housing (PSH, Rapid Rehousing, and Other Permanent Housing) project types in HMIS.

Board Member Discussion:

- Dawn Price asked for clarification on the retention of permanent housing and the 19% of total returns to homelessness metrics.
- Becks Heyhoe-Khalil asked if the returns to homelessness metric included all project types and emphasized the concern on the "Skinny Budget" proposing to limit the CoC Program to two years of assistance.
- Chair Dr. Shauntina Sorrells shared that an end with percentage for the data would be helpful.

- Marisol Johnson emphasized on the data point that there are more people with more needs in the system and noted that there are not enough accessible units.

7. CoC Program NOFO – Sarah Jones, CoC Manager and Felicia Boehringer, CoC Administrator, Office of Care Coordination

HUD formerly released an annual CoC Program NOFO that allowed CoCs nationwide to apply for competitive funding. In 2024, for the first time, HUD issued a two-year CoC Program NOFO as authorized by the Consolidated Appropriations Act, 2024. Sarah Jones and Felicia Boehringer presented FY 2024 and FY 2025 CoC Program NOFO updates.

8. CoC Strategic Plan Updates – Dr. Shauntina Sorrells, Chair

Chair Dr. Shauntina Sorrells provided an update on the CoC Strategic Plan. Asked committees to really look at the assignments and see what can be committed to as a committee, strategically abandon or prioritize items.

9. Orange County Homelessness Updates – Doug Becht, Director, and Sarah Jones, CoC Manager, Office of Care Coordination

a. System of Care Updates – Doug Becht provided the following System of Care Update:

- The Office of Care Coordination engaged County departments, local jurisdictions and non-profits to coordinate the first ever OC Same Day Solutions Fair on March 27, 2025, in Santa Ana. Another Same Day Solutions Fair is being coordinated and will take place in the South Service Planning Area (SPA).
- The County Executive Office and the OC Health Care Agency has announced the transition of OC Outreach and Engagement (OC O&E) to the Office of Care Coordination (OCC), effective July 1, 2025. This transition will consolidate homeless services under a unified command for operational efficiency to better address unsheltered homelessness while building upon OC O&E's experience and expertise to enhance partnerships with cities and stakeholders. In preparation for the transition, the Office of Care Coordination is facilitating recruitment for additional positions within the team.
- Doug Becht provided the staffing update that Sarah Jones will be departing from the Office of Care Coordination. Doug Becht shared that a recruitment will be taking place and released as soon as possible to fill the CoC Manager position, recognizing the CoC and CES team is responsible for a large body of work.
- The next Commission to Address Homelessness meeting will take place on Wednesday, June 18, 2025, from 1:00 p.m. – 3:00 p.m. at the County Administration South County Conference Center located at 425 West Santa Ana Blvd., Room 104/106, Santa Ana, CA 92701.

b. CoC Updates – Sarah Jones provided the following CoC Updates:

- On May 20, 2025, the National Alliance to End Homelessness (NAEH) unveiled a set of interactive data dashboards developed by its Homelessness Research Institute. These tools use the most recent federal data to help states and communities better understand local homelessness trends and the people affected in their areas. For a more current perspective, the NAEH also presents year-over-year comparisons between 2023 and 2024, helping stakeholders assess recent shifts and emerging needs.

10. HMIS Lead Update – Elizabeth Andrade, Executive Director, 211OC and Erin DeRycke, Director, Data Analytics, 211OC, Orange County United Way

Erin DeRycke provided the following HMIS Lead updates; the Data team has been working with agencies and

their projects to finalize data for the 2025 Housing Inventory County (HIC) and Sheltered Point in Time Count (PIT), 2025 Agency Audits will begin in June and will continue through the end of the year, Project Performance Reports were published, Data Quality Report Card were published, and there are various upcoming meetings and trainings. Due to time restrictions, Erin DeRycke shared that the 2-1-1 Day data request recap can be provided another time.

Talesha Payne motioned to adjourn the meeting. Becks Heyhoe-Khalil seconded the motion. The motion passed with unanimous consent. Meeting adjourned at 4:53 p.m.

11. Next Meeting: Wednesday, June 25, 2025, from 2:00 p.m. – 5:00 p.m.