



**COUNTY OF ORANGE**  
**OFFICE OF CARE**  
**COORDINATION**

**Lived Experience Advisory  
Committee Meeting  
June 4, 2025**

# Welcome and Meeting Overview

## Agenda

### CONSENT CALENDAR

1. Approve the Lived Experience Advisory Committee (LEAC) Meeting Minutes from May 7, 2025.

### BUSINESS CALENDAR

1. **Continuum of Care (CoC) Strategic Plan Update and Discussion** – Robert “Santa Bob” Morse, Chair and Felicia Boehringer, CoC Administrator, Office of Care Coordination.
2. **CoC Committees, Ad Hoc and External Initiatives** – Robert “Santa Bob” Morse, Chair; Paul Kaiser, Vice Chair; and Reha Agar
  - a. Coordinated Entry System (CES) Steering Committee
    - 1) Update on the May 7, 2025, meeting presentation regarding the CES Policies and Procedures.
  - b. CalOptima Health Street Medicine Steering Committee
    - 1) Garden Grove Steering Committee
    - 2) Costa Mesa Steering Committee
    - 3) Anaheim Steering Committee
    - 4) Recruitment for a new CalOptima Health Street Medicine Steering Committee
3. **CoC Updates** – Felicia Boehringer, CoC Administrator, Office of Care Coordination
  - a. May 28, 2025, CoC Board Meeting Recap
4. **LEAC Member Comments** – Robert “Santa Bob” Morse, Chair
  - a. Members of the LEAC may provide comments on matter not appearing on the agenda so long as the subject matter is within the jurisdiction of the LEAC.

# Public Comments

# Consent Calendar

# Consent Calendar

## Recommended Action

1. Approve the LEAC Meeting Minutes from May 7, 2025.

# **Business Calendar**

# **CoC Strategic Plan Update and Discussion**

Robert “Santa Bob” Morse, Chair and  
Felicia Boehringer, CoC Administrator,  
Office of Care Coordination

# Strategic Plan Structure: Feedback & Implementation Timeline





# Business Calendar – Item #1

## CoC Strategic Plan Recap

### 1. Background

- a. On December 18, 2024, the CoC Board approved the Strategic Plan, inclusive of the Strategic Aims, Objectives, Strategies and Action Steps, as a living framework set to undergo an additional six-month review at both the CoC Board and Committee level before implementation in July 2025.
- b. The Office of Care Coordination (OCC) presented the CoC Strategic Plan to the LEAC on February 5, 2025, and brought back a discussion analysis for further review on March 5, 2025.

### 2. CoC Strategic Plan Working Session

- a. On Wednesday, April 30, 2025, the CoC Board, CoC Strategic Vision Ad Hoc, and the OCC collaborated with AC Strategies consultant Aubrey Sitler to facilitate a working session focused on the actions outlined in the Strategic Plan.

# Business Calendar – Item #1

## CoC Strategic Plan Recap

### 3. MOCHA Model

- a. During the Working Session, the MOCHA Model was used as the project management tool to help clarify team roles by assigning who is Manager, Owner, Consulted, Helper, and Approver for each task or project.
- b. Based on the feedback gathered, the LEAC has not been assigned as the *Owner* of any Strategies or Actions within the current version of the Strategic Plan project management tool. The LEAC has been identified to be *Consulted* on various actions.
  - ❖ **Manager:** Guides the work and ensures it stay on track
  - ❖ **Owner:** Does the actual work and drives it forward
  - ❖ **Consulted:** Gives input and expertise
  - ❖ **Helper:** Supports with specific task
  - ❖ **Approver:** Makes the final decision

# Business Calendar – Item #1

## CoC Strategic Plan Working Session Analysis

- The LEAC has been identified as a *Consulted* key collaborator for **twenty-nine (29) Actions**.
- Of these 29 actions:
  - ❖ Fourteen (14) *Actions* identify LEAC as the only *Consulted* body, with no other CoC committee or collaborator assigned (aside from the designated *Owner*, where applicable)
  - ❖ These fourteen (14) *Actions* have been outlined by the Office of Care Coordination (OCC) and are being presented to the committee for review and feedback.
- The remaining fifteen (15) *Actions* won't be reviewed at this time due to time constraints. They may be addressed by other CoC committees, some of which may include members with lived experience. Examples of these *Actions* include (but are not limited to):
  - ❖ Enhancing training for service providers
  - ❖ Improving CoC policies and procedures
  - ❖ Collaborating with non-CoC housing resources
  - ❖ Supporting and funding participation of people with lived experience

# Business Calendar – Item #1

**Strategic Aim 1: Improve and expand the homelessness response system to permanently house people experiencing homelessness effectively, 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: Use data to develop and implement strategies to address system inefficiencies.

Action: Analyze the data and information gathered from Objective 3A to identify specific system inefficiencies and strategies to address them

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

*Objective 1B: Improve CoC policies and processes*

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

Action: Review & Update Prevention / Diversion Written Standards.

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

Action: Review & Update Transitional Housing Written Standards

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

Action: Review & Update Permanent Supportive Housing (PSH) Written Standards

# Business Calendar – Item #1

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

**Objective 1B: Improve CoC policies and processes**

**Strategy:** Improve Coordinated Entry System (CES) policies & processes to address gaps in housing access and outcomes

**Action:** Conduct a comprehensive review and/or impact assessment on all CES policies and procedures that impact access to resources. Evaluate how they affect access to resources and housing outcomes for people across backgrounds. Make recommendations to update policies and procedures based on findings.

**Strategy:** Improve Coordinated Entry System (CES) policies & processes to address gaps in housing access and outcomes

**Action:** Improve access to the system and available materials for non-English speakers and English learners

**Strategic Aim 1: Improve and expand the homelessness response system to permanently house people experiencing homelessness effectively, 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)

**Action:** Advocate with PHAs to increase flexibility of documentation/program requirements

**Strategy:** Collaborate with Housing Developers

**Action:** Ensure that ADA-compliant and otherwise accessible units are prioritized for individuals with disabilities and older adults who need those units' features, rather than being assigned on a first-come, first-served basis.

# Business Calendar – Item #1

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

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

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

**Action:** 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 fair 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.

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

**Action:** 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.

- 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.

# Business Calendar – Item #1

<b>Strategic Aim 2: Collaborate with leaders, providers, and community members across services systems to align practices, coordinate resources, and better support experiencing homelessness.</b>	
<i>Objective 2D: Engage in data-informed policy and funding advocacy to improve housing interventions and outcomes for people experiencing homelessness in Orange County.</i>	
<u>Strategy:</u> Develop a policy agenda and priorities to measurably improve the resources and performance of the CoC	<u>Action:</u> Develop a plan and structure to work with other CoCs, collaboratives, housing developers, 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"><li>• Local policies and funding (cities, counties, and Tribal entities)</li><li>• State policies and funding</li><li>• Federal policies and funding</li></ul>

# Business Calendar – Item #1

**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 performance, embed expertise from people with lived experience, and ensure data collection is trauma informed.*

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 our understanding of people’s experiences and outcomes.

Action: Aligned with this plan’s goals, develop 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, effective system

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 our understanding of people’s experiences and outcomes.

Action: Conduct listening sessions regularly to understand and improve the experiences of people utilizing the homeless service system



# Business Calendar – Item #1

**Strategic Aim 4:** Pursue and allocate funding to strategically address system in efficiencies and fill system gaps.

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

<p><u>Strategy:</u> In alignment with resource mapping and strategic investment planning, identify potential new funding opportunities to fill gaps in housing, services, and system-level supports</p>	<p><u>Action:</u> Develop a proposed funding strategy to fill gaps in the system (e.g., prevention, street outreach, housing/system navigation, ES, TH, RRH, and PSH).</p>
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# Business Calendar – Item #1

## CoC Strategic Plan

### Discussion

- What *Actions* feel the most relevant to the work of the LEAC? What stands out to you from those that have been identified?
- Is there anything you feel can be “strategically abandoned”, meaning for the purposes of moving the overall strategy forward, the CoC will “abandon” certain *Actions* for the time being?

### 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

# **CoC Committees, Ad Hocs and External Initiatives Updates**

Robert “Santa Bob” Morse, Chair; Paul Kaiser, Vice  
Chair; and Reha Agar

# Business Calendar – Item #2

## Coordinated Entry System (CES) Steering Committee

- During the May 7, 2025, CES Steering Committee, Paul Kaiser, Vice Chair of the Lived Experience Advisory Committee (LEAC) provided feedback regarding two recommendation from the LEAC at fostering cross-committee collaboration.
  - ❖ Recommend a review of the CES Policies and Procedures, specifically, the policy that states CES participants will be made inactive on the CES CQ after 90-days of non-engagement, and
  - ❖ Explore potential policy revisions and training ideas.
- Feedback from the CES Steering Committee included, but not limited to;
  - ❖ The CES Steering Committee to conduct a review of the existing policy.
  - ❖ Emphasis on the importance of trainings for case managers and access point staff.

# Business Calendar – Item #2

## CalOptima Health Street Medicine Steering Committees

- Updates on CalOptima Health Street Medicine Steering Committees in incorporated communities, highlighting key discussions, initiatives, and opportunities for collaboration.
  - ❖ Garden Grove Steering Committee – Paul Kaiser
  - ❖ Costa Mesa Steering Committee – Robert “Santa Bob” Morse
  - ❖ Anaheim Steering Committee – Reha Agar

**Recruitment for a *new* CalOptima Health  
Street Medicine Steering Committee for the  
City of Santa Ana**

### **CoC Updates**

Felicia Boehringer, CoC Administrator,  
Office of Care Coordination

# Business Calendar – Item #3

## LEAC Member Recruitment Process for Central and South SPA Vacancies

- During the May 7, 2025, LEAC meeting, the committee approved a recommended action allowing the Chair to bring forward nominations to fill current member vacancies, subject to a vote by the LEAC membership.
- Following that meeting, the Office of Care Coordination (OCC) met with LEAC Chair Robert “Santa Bob” Morse and Vice Chair Paul Kaiser during the LEAC Planning Meeting on May 27, 2025, to establish a formal process for recruitment. The administrative process is outlined below:
  - ❖ The OCC will provide a link to the *LEAC Member Interest Form* via Survey Monkey following today’s meeting.
  - ❖ LEAC member may share the *LEAC Member Interest Form* with individuals they believe are strong candidates for the two vacant seats representing the Central and South SPAs.
  - ❖ All completed *LEAC Member Interest Forms* must be submitted by **Wednesday, June 20, 2025**, via Survey Monkey.
  - ❖ The OCC will process all submitted forms and submit to Chair, Robert “Santa Bob” Morse for review.
  - ❖ The Chair will present the recommendation(s) to OCC for the two vacant seats during the June 30, 2025, LEAC Planning Meeting.
  - ❖ Recommended nominees will be presented for a vote by the LEAC at the Special Meeting on July 16, 2025.

***Please reach out if you have any questions about the process or need assistance submitting a nomination.***



*Office of Care Coordination  
Team Member Updates*

# Business Calendar – Item #3

## CoC Board Updates (May 28, 2025, Meeting)

### 1. Good News Story: PATH Rapid Rehousing

### 2. HMIS Policies and Procedures

- a. Approved the recommended revisions to the HMIS Policies and Procedures, inclusive of the Client Record Request, 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 recommended by the Orange County HMIS Policies and Procedures Working Group, Lived Experience Advisory Committee and PPS Committee.

### 3. CoC Builds NOFO

- a. Approved Jamboree 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 CoCBUILDS NOFO Application due to HUD on June 26, 2025.
- b. Authorized the Office of Care Coordination (OCC), as the Collaborative Applicant, to work with Jamboree Housing Corporation to amend and update the Costa Mesa Senior proposal and the Orange County CoCBUILDS NOFO Application in accordance with current CoCBUILDS NOFO requirements, to ensure a competitive application.

# Business Calendar – Item #3

## CoC Board Updates (May 28, 2025, Meeting)

### 4. HMIS Data Request

- a. Approved CalOptima Health 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.
- b. Approved 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)

### 5. Orange County Behavioral Health Services Act (BHSA) Community Planning Process Presentation

- a. Orange County Health Care Agency will be hosting a Focus Group during the upcoming Policies, Procedures and Standards Committee Meeting on June 10, 2025, to obtain further feedback.

### 6. FY 2024 Orange County System Performance Measures Report

# Business Calendar – Item #3

## OC Same Day Solutions Fair

- The Office of Care Coordination (OCC) 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.
- The OCC is excited to announce another Same Day Solutions Fair is being coordinated and will take place in the South Service Planning Area (SPA).
- Additional details of the event are forthcoming.



# Business Calendar – Item #3

## CoC Initiative Procurement Updates

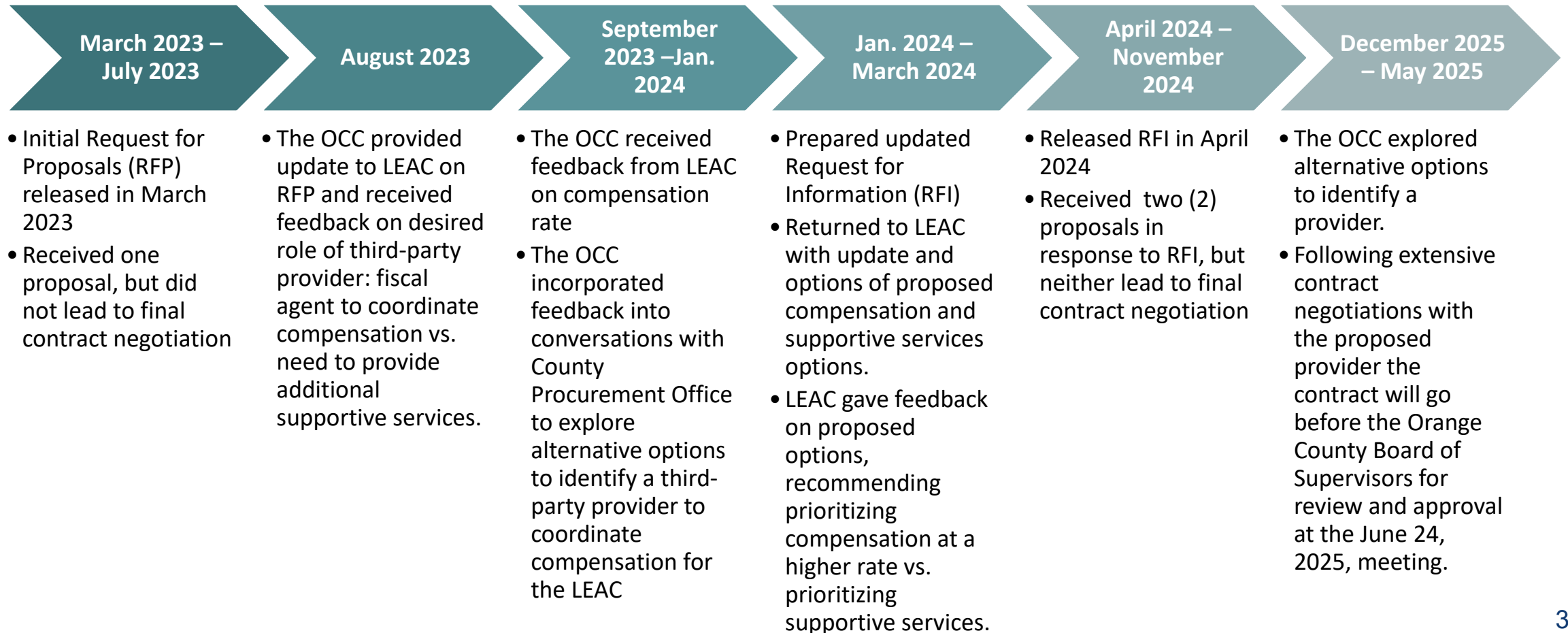
### Compensation for People with Lived Experience

- The County of Orange, as a local government entity, is limited in the compensation methods that can be offered for people with lived expertise partnering with the OCC through the CoC Board, Lived Experience Advisory Committee (LEAC) and other County and CoC initiatives.
- Identifying a third-party provider to coordinate compensation has been a continued priority for the OCC team.
- A timeline identifying general activities is listed on the next slide, which includes the feedback received from the LEAC throughout the process.

# Business Calendar – Item #3

## CoC Initiative Procurement Updates

### Compensation for People with Lived Experience



# Business Calendar – Item #3

## CoC Initiative Procurement Updates

### Compensation for People with Lived Experience

- Should the Orange County Board of Supervisors approve the contract, the OCC will help to transition the current compensation process to a new compensation process.
- The OCC will be providing additional communication regarding next steps in preparation.

# Business Calendar – Item #3

## 2025 Homelessness Data Dashboards

- On May 20, 2025, the 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.
- The dashboards feature key metrics such as Point-In-Time (PIT) Counts and Homeless Assistance data, broken down by State and CoC, offering a clearer picture of how resources are being used and where gaps may exist.
- To provide broader context, the dashboards highlight long-term trends from 2015 to 2024, capturing a nearly decade-long span that includes the profound impacts of the COVID-19 pandemic. This allows users to quickly see where progress has occurred and where challenges remain.
- 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.
- For questions or more information, please contact: [hri@naeh.org](mailto:hri@naeh.org)



# Business Calendar – Item #3

## Upcoming Meetings

- **Policies, Procedures and Standards Committee:** Tuesday, June 10, 2025, from 3:00 p.m. – 5:00 p.m.
  - ❖ Location: County Administration South (CAS), Multipurpose Rooms 103/105, 601 N. Ross St., Santa Ana, CA 92701.
- **Housing Opportunities Committee:** Wednesday, June 11, 2025, from 10:00 a.m. – 12:00 p.m.
  - ❖ Location: Orange County Housing Authority (OCHA), Conference Room A, 1501 E. St. Andrew Pl, 1st Floor, Santa Ana, CA 92705.
- **Veterans Committee (Special Meeting):** Monday, June 16, 2025, from 3:00 p.m. – 4:00 p.m.
  - ❖ Location: Orange County United Way, 18012 Mitchell S, Irvine, CA 92614
- **CoC Board Meeting:** Wednesday, June 25, 2025, from 2:00 p.m. – 5:00 p.m.
  - ❖ Location: County Conference Center, Rooms 104/106, 425 W. Santa Ana Blvd., Santa Ana, CA 92701.

### **LEAC Member Comments**

**Robert “Santa Bob” Morse, Chair**

*Members of the LEAC may provide comments on matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the LEAC*

***Thank you for joining!***

**Special Meeting:** *Wednesday, July 16, 2025,*  
**Location:** *CAS Multipurpose Room 103/105,*  
*601 N. Ross St., Santa Ana, CA 92701*



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