

**ORANGE COUNTY CONTINUUM OF CARE  
LIVED EXPERIENCE ADVISORY COMMITTEE  
SPECIAL MEETING**

Wednesday, July 16, 2025

10:00 a.m. – 11:30 a.m.

**Location:**

**County Administration South (CAS) Building  
Multipurpose Rooms 103 & 105  
601 N. Ross St., Santa Ana, CA 92701  
[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: 923 4439 7221**

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

**Committee Chair:** Robert “Santa Bob” Morse

**Committee Vice Chair:** Paul Kaiser, Individual

**Committee Members:**

Reha Agar, Individual

Elizabeth Flores, Individual

Nichole Gideon, Individual

Deborah Kraft, Individual

Miranda Mears, Individual

Jason Mercado, Individual

Larry “Smitty” Smith, Individual

Vinny Zarrella, Individual

**AGENDA**

**Welcome and Meeting Overview** – Robert “Santa Bob” Morse, Chair

**Public Comments** – Members of the public may address the Lived Experience Advisory Committee (LEAC) 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 LEAC. Public 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 LEAC during the Public Comment period, members of the public are to complete a Request to Address the Committee form prior to the beginning of each agenda item and submit it to Continuum of Care (CoC) staff. Staff will call your name in the order received. Members of the public may also submit public comment by emailing [CareCoordination@ocgov.com](mailto:CareCoordination@ocgov.com). All comments submitted via email at least 24 hours before the start of the meeting will be distributed to the LEAC members, and all comments will be added to the administrative records of the meeting. Please include "LEAC Meeting Comment" in the email subject line.

### **CONSENT CALENDAR**

1. Approve the LEAC Meeting Minutes from June 4, 2025.

### **BUSINESS CALENDAR**

1. **LEAC Member Nomination** – Robert "Santa Bob" Morse, Chair and Felicia Boehringer, Interim CoC Manager, Office of Care Coordination
  - a. Approve Melissa Welsh to serve on the LEAC in the seat representing an individual who experienced homelessness within the Central Service Planning Area.
2. **Lived Experience Compensation Process** – Felicia Boehringer, Interim CoC Manager, Office of Care Coordination
  - a. Updates to the Lived Experience Compensation Process
  - b. Approve the recommended compensation framework for People with Lived Experience partnering with the Orange County Continuum of Care (CoC) for review and approval by the CoC Board.
    - (1) Range of \$35 – \$45 per hour for Storyteller Role, determined based on the Lived Experience Compensation Rate Rubric and Determination Table
    - (2) Range of \$40 – \$50 per hour for Advisor Role, determined based on the Lived Experience Compensation Rate Rubric and Determination Table.
    - (3) Range of \$45 – \$55 per hour for Leadership Role, determined based on the Lived Experience Compensation Rate Rubric and Determination Table.
3. **CoC Strategic Plan** – Robert "Santa Bob" Morse, Chair
4. **CoC Updates** – Felicia Boehringer, Interim CoC Manager, Office of Care Coordination
  - a. June 25, 2025, CoC Board Meeting Recap
5. **LEAC Member Comments** – Robert "Santa Bob" Morse, Chair
  - a. 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.

**Next Meeting:** Wednesday, August 6, 2025, 10:00 a.m. to 11:30 a.m., at the CAS County Conference Center 104/106, 425 W. Santa Ana Blvd., Santa Ana, CA 92701

**ORANGE COUNTY CONTINUUM OF CARE  
LIVED EXPERIENCE ADVISORY COMMITTEE**

Wednesday, June 4, 2025

10:00 a.m. – 11:30 a.m.

**Location:**

**County Administration North (CAN) Building  
Multipurpose Rooms 101**

**400 W. Civic Center Dr., Santa Ana, CA 92701**

**[Click here](#) for parking instructions.**

**Virtual Meeting Option:**

**Zoom Meeting Link: [Click here for meeting link](#)**

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**Committee Chair:** Robert “Santa Bob” Morse

**Committee Vice Chair:** Paul Kaiser, Individual

**Committee Members:**

Reha Agar, Individual

Elizabeth Flores, Individual

Nichole Gideon, Individual

Deborah Kraft, Individual

Miranda Mears, Individual

Jason Mercado, Individual

Larry “Smitty” Smith, Individual

Vinny Zarrella, Individual

**MINUTES**

**Welcome and Meeting Overview** – Robert “Santa Bob” Morse, Chair

Chair Robert “Santa Bob” Morse called the meeting to order at 10:07 a.m.

Present: Reha Agar, Elizabeth Flores, Paul Kaiser, Miranda Mears, Robert “Santa Bob” Morse, Larry “Smitty” Smith, and Vinny Zarrella

Absent Excused: Nichole Gideon, Deborah Kraft, and Jason Mercado

Reha Agar arrived during Business Calendar Item 1. Miranda Mears arrived during Business Calendar Item 2.

### **1. Request for Virtual Participation**

The Brown Act allows exceptions for members of legislative bodies to participate remotely under two specified circumstances: (1) “just cause” or (2) “emergency circumstances”. At least a quorum of the committee must be participating in-person for the exception(s) to be voted on and enacted. Following Business Calendar Item 2, Chair Robert “Santa Bob” Morse referenced a request for committee member Elizabeth Flores to join virtually due to just cause.

Recommended Action: Allow Elizabeth Flores to participate remotely for today’s LEAC meeting.

Paul Kaiser motioned to approve Elizabeth Flores’ request to participate virtually. Vinny Zarrella seconded the motion. Motion passed unanimously.

**Public Comments** – Members of the public may address the Lived Experience Advisory Committee (LEAC) 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 LEAC. Public 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.

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### **CONSENT CALENDAR**

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

Vice Chair Paul Kaiser motioned to approve Consent Calendar Item 1. Miranda Mears seconded the motion. Motion passed unanimously.

### **BUSINESS CALENDAR**

- 1. CoC Strategic Plan Update and Discussion** – Robert “Santa Bob” Morse, Chair and Felicia Boehringer, CoC Administrator, Office of Care Coordination

Chair Robert “Santa Bob” Morse and Felicia Boehringer shared a recap of the CoC Strategic Plan and the CoC Strategic Plan Working Session. The presenters reviewed the MOCHA model and the 29 Actions that the LEAC has been identified as a Consulted key collaborator for and led a discussion on which Actions feel most relevant and which can be “strategically abandoned.”

#### **Committee Discussion:**

- Vinny Zarrella advocated for faster standardized communication between housing authorities.

- Vice Chair Paul Kaiser discussed adding the idea of referring two individuals to the same unit through the Coordinated Entry System (CES) as a strategic objective, stating that it could improve processing times if one party is no longer interested, and could be feasible if incentive was provided to the person who did not receive the unit. Vice Chair Paul Kaiser recommended coordinating efforts between housing developers and housing authorities to streamline the application process and reduce confusion for applicants.
- Reha Agar emphasized the need to be realistic with strategies regarding housing, noting that most landlords are unwilling to wait 60–90 days. Reha Agar cited delays in portability due to inspector shortages and backlogs, which cause the 60-day window to pass quickly and lead to repeated renewals, and stated that the system needs to change.

**2. CoC Committees, Ad Hoc and External Initiatives Updates** – Robert “Santa Bob” Morse, Chair; Paul Kaiser, Vice Chair; and Reha Agar

Chair Robert “Santa Bob” Morse and Vice Chair Paul Kaiser shared a recap of a presentation provided by Vice Chair Paul Kaiser at the May 7, 2025, CES Steering Committee meeting regarding recommendations from the LEAC to review 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. Chair Robert “Santa Bob” Morse, Vice Chair Paul Kaiser, and Reha Agar shared updates on CalOptima Health Street Medicine Steering Committees in incorporated communities (Garden Grove, Costa Mesa, and Anaheim), highlighting key discussions, initiatives, and opportunities for collaboration. Chair Robert “Santa Bob” Morse shared information regarding recruitment for a new CalOptima Health Street Medicine Steering Committee for the City of Santa Ana.

Committee Discussion:

- Vinny Zarrella expressed concerns with prolonged training processes that interfere with new case managers’ ability to carry out job functions, and suggested providing case managers up front with written information to review.
- Reha Agar noted that advocating on this topic has brought awareness that many of the providers and case managers are lacking education around the CES 90-day inactivity policy, and in turn are not informing their clients. More training will bring more accountability and lead to better services.
- Larry “Smitty” Smith highlighted the issue of high staff turnover rates leading to individuals with little training and experience participating in outreach efforts. Larry “Smitty” Smith emphasized the importance of involving people with lived expertise on the Street Medicine Steering Committees as well as hiring people for street outreach, and providing thorough and up-to-date training for members of the Street Medicine Steering Committees.
- Miranda Mears pointed out that burnout is a major contributing factor to staff turnover, and that unfortunately, many individuals with lived experience of homelessness are not interested in positions within the field of homeless services.

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

Felicia Boehringer shared that a formal recruitment was established during the LEAC Planning Meeting on May 27, 2025, which will utilize an *LEAC Member Interest Form*. Recommended nominees will be presented for a vote by the LEAC at the Special Meeting on July 16, 2025. Felicia Boehringer shared news of Sarah Jones’ departure from the Office of Care Coordination and provided updates from the CoC Board

meeting on May 28, 2025. Felicia Boehringer announced that another Same Day Solutions Fair will be taking place, provided an update regarding compensation for people with lived experience, reviewed the 2025 Homelessness Data Dashboards unveiled by the National Alliance to End Homelessness (NAEH) on May 20, 2025, and provided information regarding upcoming CoC Board and Committee meetings.

Committee Discussion:

- Vinny Zarrella inquired whether the Family Self-Sufficiency (FSS) support group attended the last CoC Board meeting, noting that they had previously reached out to Vinny Zarrella to share a success story.

**4. LEAC Member Comments – Robert “Santa Bob” Morse, Chair**

- Vice Chair Paul Kaiser discussed the U.S. Department of Housing and Urban Development (HUD) 90-day policy related to oral statements self-certifying an individual’s length of homelessness, noting that it originated from HUD. Vice Chair Paul Kaiser is communicating with HUD to better understand whether this policy is considered “final rule” or a recommended action, and shared next steps for either option in efforts to modify or eradicate this policy.
- Reha Agar referenced Vice Chair Paul Kaiser’s comment and shared that the policy on oral statements was stated to be a recommendation by HUD that is slowly moving towards being an unspoken mandatory expectation. Reha Agar pointed out that proving state of homelessness can be tricky through mental health counseling or therapeutic services, as information in clinical notes is considered “hearsay” rather than verified fact.
- Chair Robert “Santa Bob” Morse provided an update on State Senate Bill 634, which aims to prevent all local governments from criminalizing homelessness and would reverse the Grants Pass decision in California. Chair Robert “Santa Bob” Morse encouraged attendees to speak with their State representatives in support of the bill.

Meeting adjourned at 11:30 a.m.

**Next Meeting:** Special meeting on Wednesday, July 16, 2025, 10:00 a.m. to 11:30 a.m., at the CAS Multipurpose Rooms 103/105, 601 N. Ross St., Santa Ana, CA 92701

**Date:** July 16, 2025

**Subject:** Lived Experience Compensation Process

**Recommended Action:**

- b. Approve the recommended compensation framework for People with Lived Experience partnering with the Orange County Continuum of Care (CoC) for review and approval by the CoC Board.
  - (1) Range of \$35 – \$45 per hour for Storyteller Role, determined based on the Lived Experience Compensation Rate Rubric and Determination Table.
  - (2) Range of \$40 – \$50 per hour for Advisor Role, determined based on the Lived Experience Compensation Rate Rubric and Determination Table.
  - (3) Range of \$45 – \$55 per hour for Leadership Role, determined based on the Lived Experience Compensation Rate Rubric and Determination Table.

**Background and Analysis**

The Orange County CoC Board established the Lived Experience Advisory Committee (LEAC), at the November 18, 2020, meeting. The LEAC is designed to intentionally solicit guidance, feedback, and review from People with Lived Experience, representing diverse subpopulations such as Veterans, Transitional-Age Youth (TAY), Survivors, and Families with current and/or past lived experience of homelessness. The purpose of the LEAC is to function in an advisory capacity to the CoC Board, ensure that the voices and perspectives of persons with current and/or past lived experience of homelessness are heard and considered in the decision-making process of the Orange County CoC, and to provide a way to share recommendations and feedback on the CoC Board and CoC programs and services.

Since September 2021, the LEAC held regular, closed monthly meetings, which transitioned to in-person public meetings in August 2024 as the committee became more established. The LEAC continues meeting monthly to review, recommend, and advocate for changes throughout the CoC, ensuring that lived experience is consistently prioritized in the development and review of CoC projects, policies, and procedures.

Recognizing that meaningful participation requires acknowledging and valuing the lived experience of individuals through fair compensation, the Office of Care Coordination (OCC) initially implemented a temporary financial assistance plan to support LEAC members' engagement and attendance at meetings. This interim approach was intended to honor the time, insight, and expertise contributed by participants. Although the assistance was designed as a short-term solution, OCC has since worked to identify a third-party provider to help establish a more permanent and sustainable compensation framework, as outlined below.

- March – July 2023: OCC issued an initial Request for Proposals (RFP) to identify a third-party provider to coordinate compensation but only received one proposal, which did not advance to contract negotiations.

- August 2023: LEAC provided input emphasizing the need for a fiscal agent focused solely on compensation coordination (e.g., high hourly wage payments), rather than additional supportive services.
- September 2023: OCC gathered feedback on preferred compensation structures, such as hourly wages, flat meeting rates, or alternative methods like gift cards, and engaged County Procurement Office (CPO) to explore options.
- January – April 2024: OCC issued a Request for Information (RFI) to explore compensation and supportive service providers; received two proposals but neither resulted in contract negotiations.
- December 2024 – May 2025: OCC conducted extensive contract negotiations and identified Orange County United Way (OCUW) as the preferred provider to amend its existing CoC contract to administer the lived experience compensation program.
- June 2025: Orange County Board of Supervisors approved OCUW as the selected provider.

#### [OCUW Professional & Technical Support and Information & Referral Services Contract](#)

The [amended contract between the OCC and OCUW](#) outlines three key components that define OCUW's role in supporting compensation for individuals with lived experience. These components include the coordination of participation, financial management of compensation, and overall program administration. Together, they establish a structured and accountable approach to ensuring that individuals with lived experience are meaningfully and fairly compensated for their contributions to the CoC.

#### Coordination Responsibilities in partnership with OCC (Pg. 12)

- Facilitating participation in LEAC, Youth Action Board (YAB), and CoC meetings that include people with lived experience,
- Tracking attendance and participation,
- Monitoring compensation disbursement status, and
- Responding to participant questions or concerns.
- Cultural Competency and Accessibility (Pg. 12)
  - Providing language translation support and culturally aware staffing,
  - Offering services in Spanish, Vietnamese and other languages as requested,
  - Access to 2-1-1 information and referral services, and
  - Supporting hybrid meeting formats (in-person and virtual) for LEAC and YAB.

#### Financial Compensation (Pg. 13)

- Compensation rate and structure are determined by the County in partnership with LEAC and the CoC Board,
- Providing financial compensation through preferred methods such as, but not limited to, direct deposit, check, gift cards, Venmo, etc.,
- Offering guidance on potential tax implications,
- Ensuring payments are made within fifteen (15) business days, and
- Maintaining efficient tracking and documentation system for compensation disbursement.

#### Program Administration (Pg. 13)

- Reporting service units, attendance, and compensation data back to OCC,



- Ensuring compliance with state, federal, and local funding requirements, including the Homeless Housing Assistance and Prevention Grant (HHAP) and CoC Planning Grant,
- Collaborating with the County Procurement Office (CPO) to deliver services outlined,
- Submitting policies and procedures to OCC regarding the operations of the compensation program within 60 calendar days,
- Tracking program cost and distribution of necessary tax documents to participants.

This Compensation for People with Lived Experience program focuses specifically on people with lived experience partnering with the County and/or Orange County CoC, including members of the LEAC, YAB, and other identified groups as determined by the County and CoC.

### Recommended Compensation Framework

OCC conducted extensive research, including review of HUD guidance, national best practices, regional cost-of-living data from the Massachusetts Institute of Technology (MIT) living wage calculator, and consultant recommendations, to determine appropriate and equitable compensation rates for People with Lived Experience partnering with the CoC. People with Lived Experience is also inclusive of youth with lived experience, who will participate in the YAB. The OCC is seeking to have input from youth on the preferred payment rate and structure as youth determine their governance practices throughout the development of the Orange County CoC YAB. In the meantime, three primary compensation roles have been proposed for youth and adults, inclusive of a pay range for each:

#### Storyteller Role

- This includes People with Lived Experience sharing personal insights and experiences to inform and support committee and project work as participating members within CoC Committees, working groups, or ad hoc (i.e. LEAC member and YAB member).
- This is inclusive of members or individuals invited to present at or attend a meeting.
- Compensation Range: \$35 – \$45 per hour, determined based on the Lived Experience Compensation Rate Rubric and Determination Table.

#### Advisor Role

- This includes People with Lived Experience providing an advisory role through leadership of a CoC Committee, working group, or ad hoc (i.e. LEAC Chair and Vice Chair).
- Compensation Range: \$40 – \$50 per hour, determined based on the Lived Experience Compensation Rate Rubric and Determination Table.

#### Leadership Role

- This includes People with Lived Experience serving on the CoC Board.
- Compensation Range: \$45 – \$55 per hour, determined based on the Lived Experience Compensation Rate Rubric and Determination Table.

The Lived Experience Compensation Rate Rubric and Determination Table in **Attachment A** will support with creating an equitable process of determining the compensation rate for People with Lived Experience, inclusive of considerations for monthly time commitment, expertise/experience and whether an individual holds a leadership role on the CoC Board. Recognizing that People with Lived Experience have varying

degrees of access and availability to participating in the CoC, it was important to propose a recommended compensation rate determination process that was not solely focused on the amount of time dedicated to an initiative or entity. Points are assigned based on the three criteria 1) Monthly time commitment, 2) Expertise or Experience, and 3) CoC Board leadership role (if applicable). The total number of rubric points received will determine the individual's compensation rate, aligned with one of the identified roles: Storyteller, Advisor, or Leadership.

If a participant's level of involvement changes during the fiscal year, a request can be sent to OCC to reassess and adjust compensation accordingly. The scope of compensation includes payment for participation, including but not limited to CoC Board meetings, CoC Committee meetings, Ad Hocs, Working Groups, and planning meetings. Overall compensation will include thirty (30) minutes of meeting preparation time and one (1) hour of travel time for in-person meetings. However, it does not cover mileage, transportation expenses or additional supportive services, in alignment with the LEAC's recommendation to prioritize higher hourly wage rates. The OCC welcomes input from the LEAC regarding special consideration for individuals who have longer lengths of travel for in-person meetings.

Notably, the updated proposed compensation rate and structure expands compensation eligibility beyond LEAC and CoC Board meetings to include broader participation in CoC-related committees and working groups that were previously uncompensated. The LEAC is being asked to review and consider the recommended compensation framework. If approved, the recommended compensation framework will be shared with the CoC Board for approval.

## Attachments

Attachment A – Lived Experience Compensation Rate Rubric and Determination Table

## Lived Experience Compensation Rate Rubric and Determination Table

### Roles:

#### *Storyteller Role*

- This includes People with Lived Experience sharing personal insights and experiences to inform and support committee and project work as participating members within CoC Committees, working groups, or ad hoc (i.e. LEAC member, and YAB member).
- This is inclusive of members or individuals invited to present at or attend a meeting.
- Compensation Range: \$35 – \$45 per hour, determined based on the Lived Experience Compensation Rate Rubric and Determination Table.

#### *Advisor Role*

- This includes People with Lived Experience providing an advisory role through leadership of a CoC Committee, working group, or ad hoc (i.e. LEAC Chair and Vice Chair).
- Compensation Range: \$40- \$50 per hour, determined based on the Lived Experience Compensation Rate Rubric and Determination Table.

#### *Leadership Role*

- This includes People with Lived Experience serving on the CoC Board.
- Compensation Range: \$45 – \$55 per hour, determined based on the Lived Experience Compensation Rate Rubric and Determination Table.

### Rubric:

Points are assigned based on the three criteria 1) Monthly time commitment, 2) Expertise or Experience, and 3) CoC Board leadership role (if applicable). The total number of rubric points received will determine the individual's compensation rate, aligned with one of the identified roles: Storyteller, Advisor, or Leadership.

Criteria	Minimal – 1 Point	Moderate – 2 Points	High – 3 Points
Monthly Time Commitment	0-2.5 hours	3-6.5 hours	7+ hours
Expertise or Experience	Past lived experience (within the past 6 or more years)	Current lived experience (within the past 5 years)	Past or current lived experience and working within homeless service system
CoC Board Leadership			CoC Board Officers (Chair, Vice Chair, Secretary)

## Item 1. Attachment A

Compensation Rate Determination Table:

Total Rubric Score	Storyteller Rate	Advisor Rate	Leadership Rate
0-3 points	\$35/hour	\$40/hour	\$45/hour
4-6 points	\$40/hour	\$45/hour	\$48/hour
7-8 points	\$45/hour	\$50/hour	\$51/hour
9 points	N/A	N/A	\$55/hour