



COUNTY OF ORANGE
OFFICE OF CARE
COORDINATION

**Policies, Procedures and Standards
(PPS) Committee Special Meeting
July 8, 2025**

Welcome and Introductions

Nishtha Mohendra, Chair

Public Comments

Consent Calendar

Consent Calendar

Recommended Action

1. Approve the PPS Committee Meeting Minutes from May 13, 2025.

Business Calendar

CoC Strategic Plan

Nishtha Mohendra, Chair

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 PPS Committee on February 11, 2025, and brought back a discussion analysis for further review on May 13, 2025.

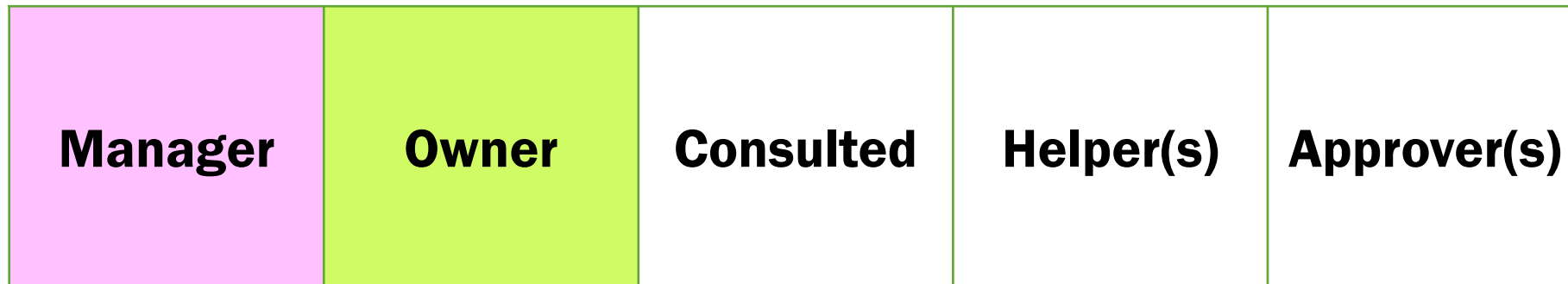
2. CoC Strategic Plan Working Session

- 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.

3. CoC Board Meeting

- a. On Wednesday, June 25, 2025, the CoC Board Officers, OCC, and AC Strategies consultant Aubrey Sitler facilitated a discussion with the CoC Board on proposed changes to the extension of the planning phase prior to implementation, along with a simplified draft of the updated CoC Strategic Plan. The draft reflects feedback gathered from the Working Session, CoC Board, and CoC Committee meetings.

MOCHA Model



MOCHA Roles: Manager vs. Owner

Strategic Plan Manager

1 person

Role: Oversees that the project is getting completed, including but not limited to:

- Communicates overall expectations for strategy plan documentation, reporting, and decision-making with owners and approvers
- Supports strategy owners in having what they need to be successful in building and executing plans
- Serves as a resource, shares feedback, asks probing questions, reviews progress, and intervenes if the work is off-track
- Provides CoC Board/Officers with updates on overall Strategic Plan progress and updates

Strategy Owner

1 person per strategy

Role: Takes responsibility & holds the vision for making sure the strategy gets done, including but not limited to:

- Creates concrete plans, timelines, and measures of success to accomplish their strategy (including reviewing the Action items under their strategy and determining what to keep, strategically abandon, or shift)
- Identifies tasks that need to be completed; Recruits and delegates tasks to helpers, communicates with people/entities that want to be consulted
- Completes progress reporting
- Meets with other strategy owners regularly to share and hear progress
- Coordinates with Manager when needed or requested

7 Strategies to Prioritize in Year 1

(Synthesized / Simplified Language)

1. (From Objective 1A) **Assess staff training landscape and needs to develop a plan to fill gaps, align practices, ensure accountability** in using best practices, and deliver on the promise to ensure people feel like they're being treated with dignity and respect. **Currently assigned to: TRAINING AD HOC**
2. (From 1B) **Review & update Written Standards** to more intentionally embed key principles, align with evidence-based approaches, & support achieving system performance goals. **Currently assigned to: PPS**
3. (From 1D) **Embed deeper support for people with lived experience** to get compensated, gain expertise, and hold decision-making power **Currently assigned to: OCC STAFF**
4. (From 2D) **Develop a local, state & federal policy agenda and priorities** to measurably improve the resources and performance of the CoC. **Currently assigned to: COC BOARD OFFICERS**
5. (From 3A) **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. **Currently assigned to: HMIS LEAD / SPF (depending on the action)**
6. (From 4B) **Conduct a strategic coordinated investment planning process** to map current funding resources, analyze current funding impacts, and identify gaps. **Currently assigned to: OCC STAFF**
7. (From 5B) **Evaluate the CE system.** **Currently assigned to: COC BOARD OFFICERS**

Discussion: Path to Determining Strategy Owners



*This was discussed at the
CoC Board meeting.
Both Option 1 and Option 2 had
support from different members.*

- **Option 1:** Convene committee chairs to see what they personally want to own as being committee chairs. If there's not a person to own each thing, open it up to specific committees or the full Board to say "we need someone to own each of these strategies."
- **Option 2:** Skip convening of committee chairs and instead just ask: what individual human beings want to own each of these tasks?
- **Option 3:** Other ideas??

Discussion: Ongoing Strategic Plan Steering Space

Goal: Set a space where CoC Board Officers, Committee Chairs, and Strategy Owners are regularly convening to steer the implementation of this plan alongside the rest of the Board's responsibilities. (*Plan Manager can hold facilitation of this full group or of this part of the agenda, depending on how you end up structuring it.*)

- **Option A:** Reconstitute PPS's membership and regular agenda to account for this
- **Option B:** Add a new Strategic Plan Ad Hoc that shifts its focus as the strategies change over the course of your 3-year plan
- **Option C:** Other ideas??



We did not get to discuss this at the CoC Board meeting. What are your thoughts?

Business Calendar – Item #1

CoC Strategic Plan

Next Steps

- OCC to compile feedback and notes from today's discussion.
- CoC Board Officers, Aubrey Sitler, and OCC to continue meeting to determine next steps that can be shared with CoC Committee Chairs and/or owners of strategies.
- Finalizing concrete SMART goals.
- CoC Board to review prioritized strategies and revised CoC Strategic Plan for adoption at future meeting.

CoC Board Member
Term Lengths and Limits
Felicia Boehringer, Interim CoC
Manager, Office of Care Coordination

Business Calendar – Item #2

CoC Board Term Length and Limits: Background

- At the October 9, 2024, PPS Committee meeting, members recommended further review of CoC Board term lengths and limits, noting future revisions to the CoC Governance Charter may be helpful.
- At the November 12, 2024, PPS Committee meeting, members discussed language regarding CoC Board member term lengths and limits, aiming to align with best practices while preserving institutional knowledge.
 - ❖ The conversation focused on potential term lengths, with suggestions including two-, three-, or six-year term limits, structured as term lengths of two or three-years.
- Since the PPS Meeting, the Office of Care Coordination (OCC) has connected with surrounding CoC's through the HUB for Urban Initiatives' California CoC Collaborative Applicant Alliance to gather information on how other CoC's have implemented Board term lengths and limits.
- There was a strong response from both local and regional CoCs, providing a range of examples and approaches that closely aligned with ideas discussed by PPS Committee members.

Business Calendar – Item #3

CoC Board Term Length and Limits: Proposed Options

	Term Length	Term Limit
Definition	A term length is the specific duration of time a person is appointed or elected to serve in a particular role, such as on a board or committee. It defines how long an individual holds the position before reappointment, reelection or rotation is considered.	A term limit is a set restriction on the number of terms a person can serve in a specific role or position, such as on a board or committee. It helps promote fresh perspectives, prevent power consolidation, and ensure regular leadership rotation.
Option 1	2-year term length	3 consecutive terms, one-year hiatus, before reelection consideration.
Option 2	3-year term length	2 consecutive terms, one-year hiatus, before reelection consideration.

Business Calendar – Item #3

Discussion

- Based on the feedback from the PPS Committee and research on local best practices, the OCC recommends, Option 1, two-year terms lengths, with three consecutive term limits, for consideration.

Questions

- ❖ What are your initial thoughts on the two options provided?
- ❖ Do we foresee any unintended consequences for adopting CoC Board Term lengths and limits?
- ❖ What would a successful transition to a new term structure look like? What support or planning would be needed?
- ❖ Is there any additional suggestions, information or clarification needed?

Next Steps

- ❖ Office of Care Coordination to compile feedback and notes from discussion.
- ❖ Prepare recommended action for August 12, 2025, PPS Committee Meeting.

CoC Updates

Felicia Boehringer, Interim CoC
Manager, Office of Care Coordination

Business Calendar – Item #3

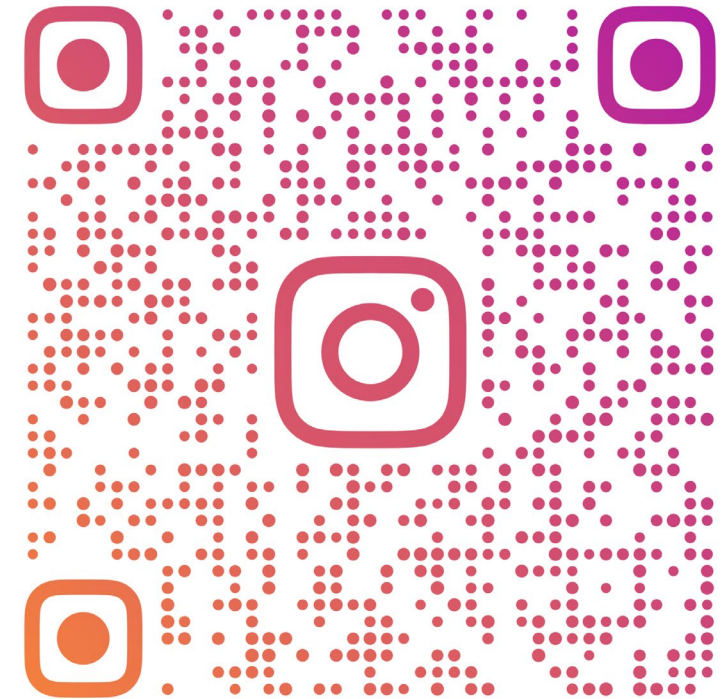
Procurement Update: Compensation for People with Lived Experience

- At the June 24, 2025, meeting, the Orange County Board of Supervisors approved an amendment to a contract between the Office of Care Coordination and Orange County United Way.
- Orange County United Way will be serving as the selected provider to coordinate compensation for people with lived experience partnering with the County and Orange County CoC.
- The Office of Care Coordination will invite Orange County United Way to present to the Lived Experience Advisory Committee (LEAC) at an upcoming committee meeting, to share more about the program, as well as receive feedback and recommendations towards the proposed compensation rate and structure.
- Following the meeting with the LEAC, the Office of Care Coordination will compile feedback received and present a recommended compensation rate and structure to the CoC Board for review and approval.

Business Calendar – Item #3

Orange County Coordinated Entry System (CES) Instagram Account Launch

- The Office of Care Coordination has been working on the launch of an Instagram account for the Orange County CES. Having a presence on social media will help connect with CES users.
- Content will be geared toward CES Access Point staff, housing providers, and members of the public as the team provides educational and relevant information on CES in an easy, accessible format.
- The account will cover CES 101 topics, debunking myths of CES, announcing any updates, and reminders on CES activities including trainings and tasks.
- **Be sure to follow the account on Instagram at [oc_ces](#)!**



OC_CES

Business Calendar – Item #3

Upcoming Meetings

- **CES Steering Committee (Special Meeting):** Wednesday, July 9, 2025, from 2:00 p.m. – 3:00 p.m.
 - ❖ Location: Orange County Housing Authority (OCHA), Conference Room A, 1501 E. St. Andrew Pl, 1st Floor, Santa Ana, CA 92705.
- **Transitional Aged Youth (TAY) Collaborative Committee (Special Meeting):** Friday, July 11, 2025, from 1:00 p.m. – 2:00 p.m.
 - ❖ Location: Orangewood Foundation, Conference Room, 1575 E. 17th St., Santa Ana, CA 92705.
- **Lived Experience Advisory Committee (Special Meeting):** Wednesday, July 17, 2025, from 10:00 a.m. – 11:30 a.m.
 - ❖ Location: County Administration South (CAS), Multipurpose Rooms 103/105, 601 N. Ross St., Santa Ana, CA 92701.

Next Meeting:

*Tuesday, August 12, 2025, from 3:30 p.m.
to 5:00 p.m., at the CAS County Conference
Center Rooms 104/106, 425 W. Santa Ana
Blvd., Santa Ana, CA 92701*



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