



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

**Orange County Continuum of Care (CoC)  
Transitional Aged Youth (TAY)  
Collaborative Committee Meeting  
July 11, 2025**

# **Welcome and Introductions**

## Dr. Tiffany Mitchell, Chair

# Public Comments

# Meeting Agenda

- 1. Provider Announcements** – Dr. Tiffany Mitchell, Chair
  - a. Providers and members of the public are invited to share announcements and feedback related to youth homelessness
- 2. Ethical Storytelling Presentation** – Marina Garcia, Donor Relations Manager, Orangewood Foundation
- 3. TAY Collaborative Entry System (CES) Dashboard** – Daniel Garcia, CES Administrator, Office of Care Coordination
- 4. CoC Strategic Plan** – Dr. Tiffany Mitchell, Chair
- 5. CoC Update** – Felicia Boehringer, Interim CoC Manager, Office of Care Coordination

**Next Meeting:** Thursday, September 4, 2025, from 11:00 a.m. – 12:00 p.m., at the Orangewood Foundation Conference Room, located at 1575 17th St, Santa Ana, CA 92705

# Business Calendar

# **Provider Announcements**

Dr. Tiffany Mitchell, Chair

# **Ethical Storytelling Presentation**

**Marina Garcia, Donor Relations Manager,  
Orangewood Foundation**

# Ethical Storytelling

Marina Garcia  
Donor Relations Manager







# Why do we tell stories?

- Build a community
- Connect with others
- Teach about values, traditions, histories, and identities
- A tool to inspire to others to think, feel, or take action

How **have** we told stories?



What **emotion** does this image evoke?





And this image?



# Reframing Issues: Hunger in India





# Part 1: Our Journey

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# A Moment of Decision

“You don’t know me. You just take the saddest parts of my story to sell it to donors.”









# Charting a Path





**Our north  
star: How do  
our youth feel  
when they read  
the stories we  
share about  
their lives?**





**Ethical Storytelling is  
*Good* Storytelling**



## Part 2: Nuts & Bolts

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# Why do we tell stories in the non-profit sector?

- Educate
- Advocate
- Motivate
- Empower
- Fundraise

# What is Ethical Storytelling?

## **Authentic:**

Does not sensationalize or sanitize  
Does not focus on extreme examples.

## **Consensual:**

We have permission to tell or use this story in specific contexts.

## **Empowering:**

Told through the voice of the main character (protagonist) and focuses on growth over struggle.

# Strengths-based

Focuses on a person's strengths or assets instead of their deficits or struggles.

Deficit-based	Strength-based
Preventing homelessness for TAY	Empowering TAY to maintain secure housing
Victims of human trafficking	Survivors of human trafficking
Remove barriers to care for youth at risk of mental health crises	Improve youth access to care before a mental health crisis

# Person First

Focuses on the person, not their struggle

Identity-first	Person-first
Former foster youth	Youth from foster care Youth exiting foster care
Homeless youth	Youth experiencing homelessness
Battered women	Women surviving abuse



# Active Voice

The subject of the story drives the action—things don't just happen to him/her/them.

Passive	Active
Orangewood gave Mary a home.	Mary secured housing through Orangewood.
Luis was awarded a scholarships from ASF.	Luis earned a scholarship from ASF.
Each year, Orangewood serves 2,000 youth.	Each year, 2,000 youth seek Orangewood's services.

# Trauma-informed

Considers the impact of a story on both the subject and the audience.

Questions to consider:

- Will this story re-traumatize the individual?
- Will this story activate a traumatic experience in a listener or reader?
- Is this story overly sensationalized? Does it use unnecessarily harsh language?

# Deep Consent

Ensures the storyteller has full control over when, where, and how their story is told.

Questions to consider:

- Does the person know how their story will be used?
- Can this person change his/her/their mind half-way through telling a story? After a story is told?
- Does this person have enough distance from their experience to understand the consequences of telling his/her/their story?

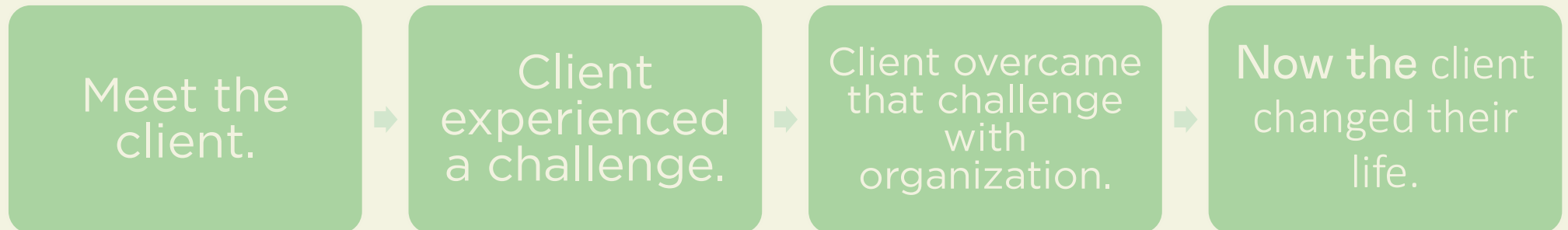
# Good Story Structure

- Story has a beginning, middle, and end
- Main character faces and then overcomes a challenge
- The audience cares about the character more than the outcome

# What is an “ethical” story structure?



**VS.**



# How would you change this story?

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Rewrite the story in a way that reflects what we are learning.

## MEET ROBERT

ORC Youth Support Specialists met Robert, a former Marine, at The Courtyard Shelter and told him about Orangewood's services. Robert was hesitant and the conversation was brief. But just a few hours later, Robert showed up at our offices. Orangewood helped him with groceries, hot meals, hygiene items and emergency clothing. When ORC staff helped him find a job lead, Robert pursued it right away. He interviewed the same day and got the job! Today, despite not having a stable housing, he holds down two jobs, at a local gym and John Wayne Airport. Orangewood staff members have also reconnected him with the Veterans Administration who is helping him with housing. He hopes to leave the Courtyard soon.



Robert in the resource center celebrating his newly acquired job

# Sample Story: Meet Oscar

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Oscar came to Orangewood Foundation looking for guidance on his current living arrangement. He was 19 years old and living with a foster family in extended care, but he began having some challenges at home and didn't know what his options were for finding a new living situation.

As Oscar was talking with his case manager at the resource center, he realized that he was worried that leaving foster care would end in homelessness. Oscar's case manager found a middle ground between foster care and complete independence and told him about Orangewood's Rising Tide transitional housing program. Rent would start out low, which gave him time to find a job and become more independent. Oscar realized that it wasn't all or nothing, foster care or homelessness. While in Rising Tide, Oscar applied for jobs, learned interview skills, and accessed professional clothing. He got a job at a café in Fullerton and continues coming to the ORC kitchen when his grocery budget gets tight.

Today, Oscar is a youth advocate and serves as an active member of a group called Youth Voice. He has given back to the ORC by participating in the recruitment of Orangewood staff and providing recommendations to Orangewood on youth needs.



# Part 3: Implementation





# Where did we begin?

## Marketing

- Campaigns
- Collateral
- Social Media
- Newsletter

## Donor Engagement

- Volunteer Opportunities
- Greatest Needs

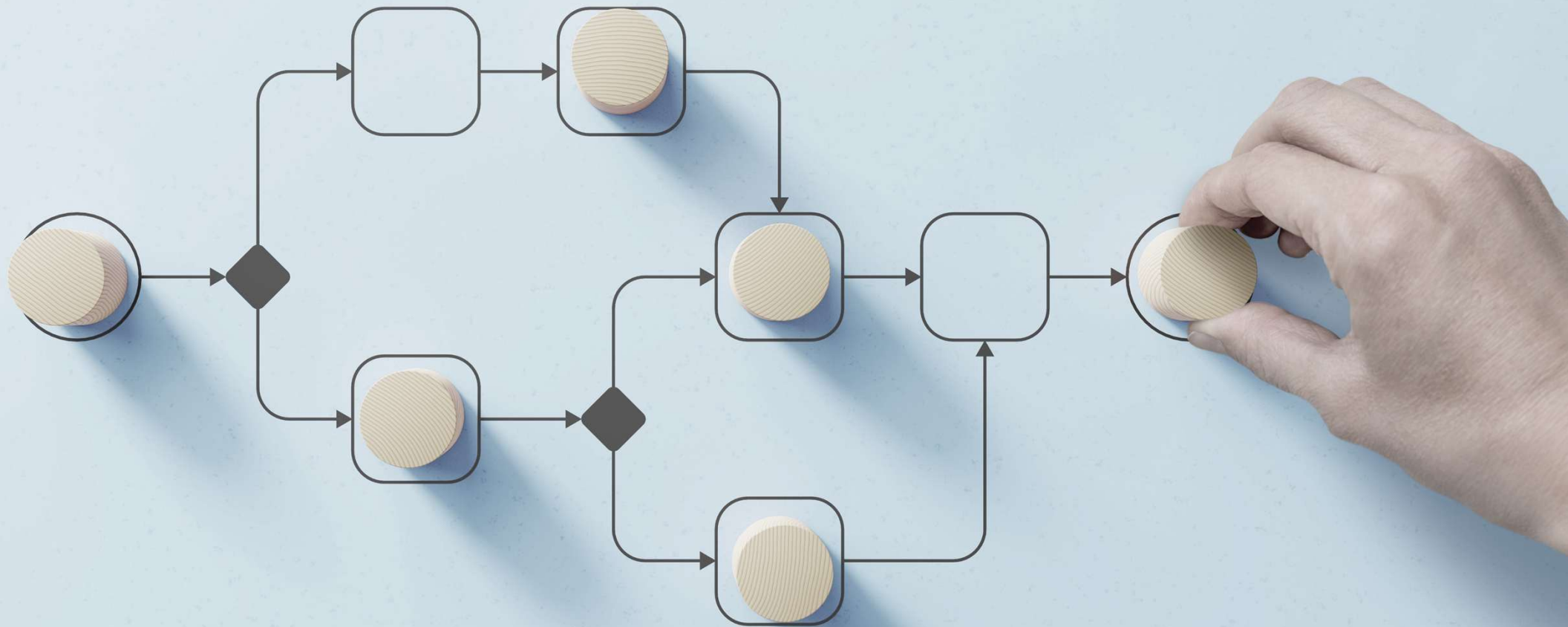
## Impact Reports

- Data / Outcomes
- Greatest Needs

## Presentations

- Tours
- Talking Points

# Where do we go?



# Supportive Tools

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- Ethical Storytelling Guidelines
- Empowerment Guide for Sharing Your Story
- Media Consent Form
- Sample Story with Strength-based Storytelling Prompts
- Ethical Storytelling for Partners and Volunteers
- Ethical Storytelling: At-A-Glance

# Reflection

- What stood out to you?
- What are the ways we can highlight and uplift the communities whose stories need to be told?
- How do you plan to incorporate these ideas into your work at your organization?

# THANK YOU!

**Nikki Dutra**

Director of Marketing & Communications

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# **TAY Coordinated Entry System (CES) Dashboard**

**Daniel Garcia, CES Administrator, Office of  
Care Coordination**

# Transitional Aged Youth (TAY) Registry Dashboard

Active TAY  
in a CES  
Project

227

TAY  
Households  
on the CQ

154

TAY  
Households  
not on CQ

73

TAY  
Households  
Pending  
(matched)

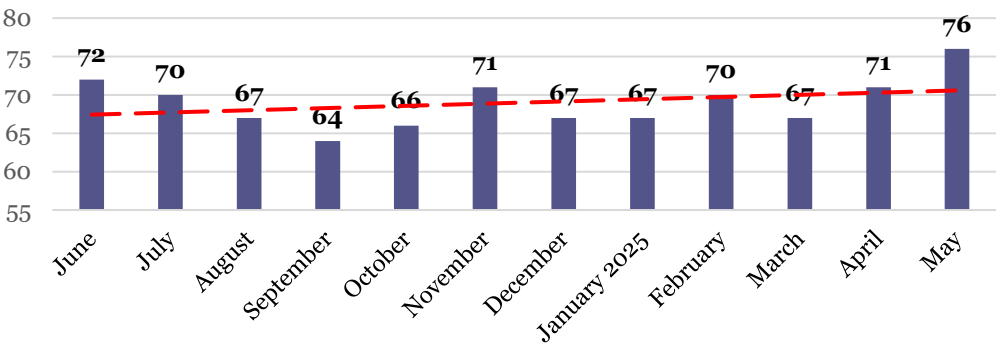
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Currently, there are **227** households in the TAY subpopulation that are enrolled in a CES program. Of those households, there are only **154** TAY households that have had their Housing Interests assessed and are on the Community Queue.

There are **69** TAY households experiencing chronic homelessness, which decreased by **11** from April.

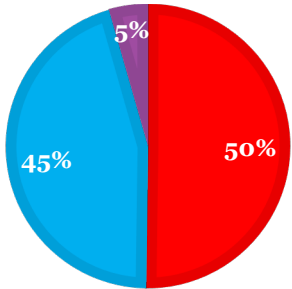
**121** TAY households report having a disabling condition, and **102** households are experiencing mental health conditions.

Chronically Homeless TAY in CES



SHELTER STATUS

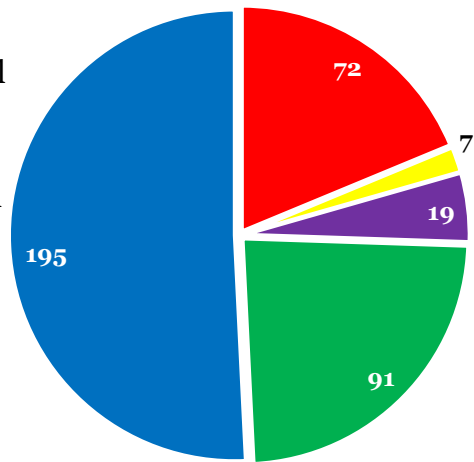
Sheltered    Unsheltered    At Risk



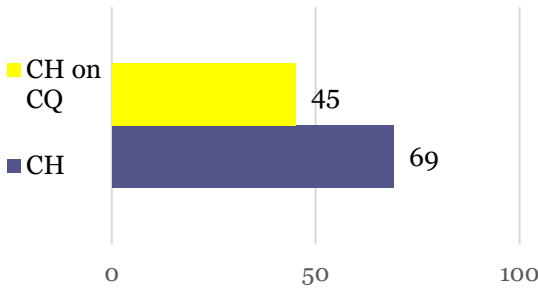
Exit Destinations

[06/2024-05/2025]

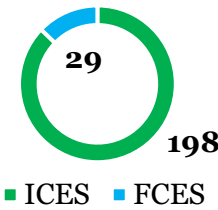
Homeless Situation  
Institutional Situation  
Transitional Housing Situation  
Permanent Housing Situation  
Other



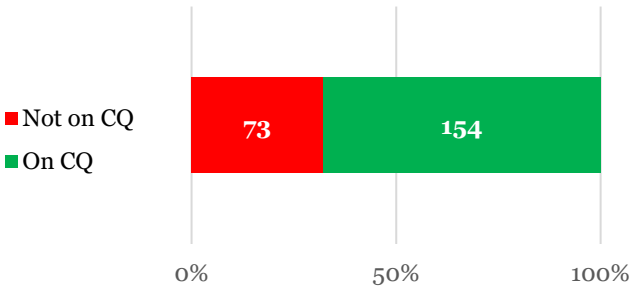
Chronically Homeless



TAY CES  
Program  
Enrollment



Community Queue Status



updated 06/06/2025

**CoC Strategic Plan**  
Dr. Tiffany Mitchell, Chair



# Business Calendar – Item #4

## 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.

### 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.

# 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**

# Business Calendar – Item #4

## CoC Strategic Plan

### What does this Mean for TAY Collaborative Committee Involvement?

- Pivoting design and purpose of a TAY Collaborative Committee ad hoc
- Will receive updates on implementation planning, including how the TAY Collaborative Committee will serve as “Consulted” Or “Helpers”

### 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 Update**

**Felicia Boehringer, CoC Administrator,  
Office of Care Coordination**

# Business Calendar – Item #5

## Cuts to Federal Funding that Impact Youth Experiencing Homelessness

- On July 4, Trump signed [H.R.1 into law](#), completing the months-long budget reconciliation process.
- **Highlighted Changes Relevant to Youth Homelessness:**
  - ❖ Medicaid spending will reduce by \$930 billion.
  - ❖ Supplemental Nutrition Assistance Program (SNAP) spending will reduce by \$156 billion. Congress also eliminated an important work reporting exemption for youth exiting foster care, youth experiencing homelessness, and veterans.
  - ❖ Pell Grants and Student Loan eligibility will be drastically limited.
- **SNAP Work Reporting Exemption Eliminated for Foster, Homeless Youth**
  - ❖ To reduce spending on SNAP by enforcing more stringent work requirements, Congress eliminated an important work reporting exemption for youth exiting foster care, people experiencing homelessness, and veterans. This exemption allowed youth in unstable situations to immediately access food benefits. While some youth experiencing homelessness or exiting foster care already have jobs, some don't, and are therefore in a very vulnerable position.
- To learn more, National Network for Youth (NN4Y) provided a full update [here](#). Sign up for their newsletter for regular email updates.

# Business Calendar – Item #5

## Other Federal Funding Updates that Impact Youth Experiencing Homelessness

### Runaway and Homeless Youth Act (RHYA) Program's Notice of Funding Opportunities (NOFOs)

- On the evening of July 9, 2025, the Family and Youth Services Bureau (FYSB) released the long-awaited RHYA program's NOFOs on Grants.gov.
- NOFOs for the Basic Center Program (BCP), Transitional Living Program (TLP), and Maternity Group Home (MGH) are due by **Wednesday, July 23 at 11:59 PM ET**, giving providers only *14 days* to submit the complex federal grant application, a process that is usually awarded 60 days.
- No NOFO was released for the Street Outreach Program. Instead, outreach services have been collapsed into the other RHYA grants, representing a major shift in the federal youth homelessness strategy and interpretation of RHYA's statute.
- NN4Y has created a [Fact Sheet](#) with further information and is also hosting a webinar focused on Navigating to the RHYA NOFOs for NN4Y members on **Wednesday, July 16, 2025, at 10:30 a.m. PT**.
  - ❖ Register [here](#) if you are a member.

### CoC Program Funding

- The U.S. Department of Housing and Urban Development (HUD) announced via email an intention to release a Fiscal Year (FY) 2024 CoC Program NOFO application, even though Congress approved a 2-year NOFO for FY 2024 and FY 2025 funding.

# Business Calendar – Item #5

## OC Outreach & Engagement

- At the meeting on April 8, 2025, the Orange County Board of Supervisors approved the Office of Care Coordination and Health Care Agency reorganization for the OC Outreach and Engagement Division, effective July 1, 2025.
- As part of the transition, OC Outreach and Engagement (OC O&E) will be rebranded with updated shirt colors and logo.
- The program will continue to serve individuals experiencing homelessness in Orange County, with a focus on meaningful linkages to needed housing, physical health, behavioral health, and other supportive services.
- Referrals can be made via phone to (800) 364-2221.

# Business Calendar – Item #5

## Procurement Update: Compensation for People with Lived Experience

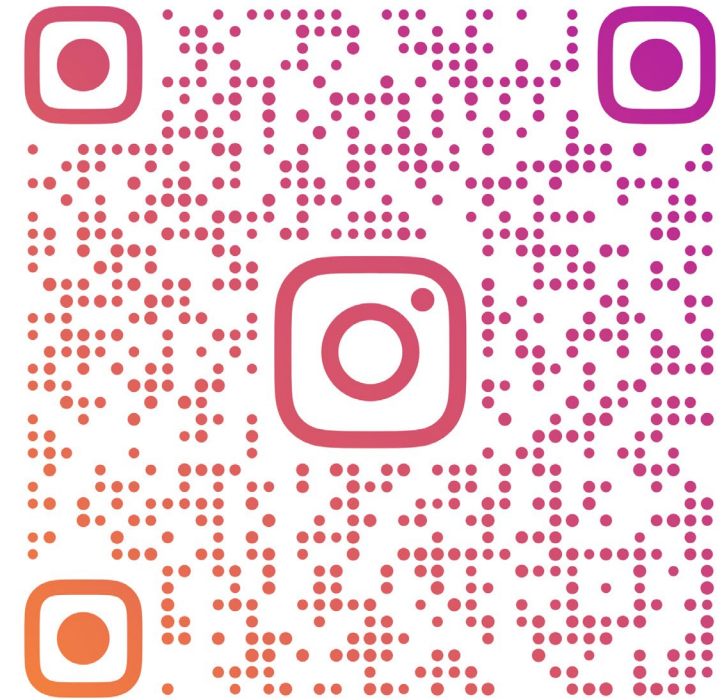
- At the June 24, 2025, meeting, the Orange County Board of Supervisors approved an amendment to a contract between the Office of Care Coordination and Orange County United Way.
- Orange County United Way will be serving as the selected provider to coordinate compensation for people with lived experience partnering with the County and Orange County CoC.
- The Office of Care Coordination (OCC) will present a recommended compensation framework to the Lived Experience Advisory Committee (LEAC) at the upcoming committee meeting on July 16, 2025, to receive feedback and recommendations towards the proposed compensation rate and structure.
- Following the meeting with the LEAC, the OCC will compile feedback received and present a recommended compensation rate and structure to the CoC Board for review and approval.
- ❖ As the Youth Action Board (YAB) develops, OCC is also seeking to have recommendations from young people on their preferred payment rate and structure. Future iterations of a compensation framework tailored to young people/the YAB may be shared with the CoC Board for approval.



# Business Calendar – Item #5

## 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 #5

## Upcoming Meetings

- **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.
- **CoC Board Meeting:** Wednesday, July 23, 2025, from 2:00 p.m. – 5:00 p.m.
  - ❖ Location: County Administration South (CAS), County Conference Center, Room 104/106, 425 W. Santa Ana Blvd., Santa Ana, CA 92701.

## **Next Meeting:**

*Thursday, September 4, 2025, from 11:00 a.m. – 12:00 p.m.,  
at the Orangewood Foundation Conference Room, located at  
1575 17th St, Santa Ana, CA 92705*

CoC Board and CoC Committee Materials can be found  
on the CoC webpage located at:

<https://ceo.ocgov.com/continuum-care>

For other inquiries, please contact the Office of Care  
Coordination at [CareCoordination@ocgov.com](mailto:CareCoordination@ocgov.com)



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