

Lived Experience Advisory Committee Special Meeting July 16, 2025

Welcome and Meeting Overview

Agenda

CONSENT CALENDAR

1. Approve the Lived Experience Advisory Committee (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 CoC for review and approval by the CoC Board.
 - 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
 - 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

Recommended Action

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

Business Calendar

LEAC Member Nomination

Robert "Santa Bob" Morse, Chair and Felicia Boehringer, Interim CoC Manager, Office of Care Coordination

LEAC Member Nomination

During the May 7, 2025, LEAC meeting, the committee voted to approve a recommendation allowing the Chair, in partnership with the Office of Care Coordination (OCC), to bring forward nominations for current member vacancies through a formal recruitment process.

- On June 4, 2025, OCC emailed all current LEAC members outlining the approved recruitment process:
 - LEAC members may share the link to the LEAC Member Interest Form with individuals they believe are strong candidates for the vacant seats.
 - Interested applicants complete the LEAC Member Interest Form via SurveyMonkey.
 - OCC will review all submissions and forward completed Interest Forms to the Chair for consideration.
 - The Chair will present recommended nominees to the full LEAC for a vote on membership approval.

The LEAC Member Recruitment period ran from Wednesday, June 4, 2025, through Friday, June 20, 2025. During this time OCC received one (1) completed Interest Form.

LEAC Member Nomination

The Office of Care Coordination (OCC), sent over the one (1) completed Interest Form to the Chair on June 24, 2025, for consideration on moving forward.

During the June 7, 2025, LEAC Planning Meeting, OCC confirmed with Chair, Robert "Santa Bob" Morse and Vice Chair Paul Kaiser, that the one (1) submitted Interest Form will be considered as a nominee for voting at the next LEAC Meeting.

- OCC reached out to Melissa Welsh to confirm their interest in moving forward as a nominee for consideration to join the LEAC.
- OCC confirmed with Melissa Welsh the information willing to be provided to the members of the LEAC to review as they consider voting to approve them to the LEAC.
- OCC sent out the redacted Interest Form to LEAC members on June 8, 2025 for review prior to the official vote on July 16, 2025.

If approved Melissa Welsh will be approved to join the LEAC and will serve a 3-year term.

Recommended Action

a. Approve Melissa Welsh to serve on the LEAC in the seat representing an individual who experienced homelessness within the Central Service Planning Area.

Lived Experience Compensation Process Felicia Boehringer, Interim CoC Manager, Office of Care Coordination

Updates to the Lived Experience Compensation Process

Updates to the Lived Experience Compensation Process

- The Office of Care Coordination (OCC) will now begin transitioning the current compensation process to the new system outlined in the contract with OCUW.
- During this transition period, OCC will continue to issue compensation in the form of gift cards, as OCUW finalized staffing, coordination, and implementation efforts to fully operationalize the new process.
 - Please note that individuals who choose to opt out of receiving gift cards during this interim phased will not be eligible for retroactive compensation from the contracted partner once the new process is in place.
- OCC has communicated this information with all members with lived experience serving on the LEAC and CoC Board. If there are any questions or concerns, please reach out to the OCC team.

Compensation for People with Lived Experience Program and Contract

Compensation for Lived Experience: Identifying a Contracted Provider

- 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, LEAC and other County and CoC initiatives.
- Identifying a third-party provider to coordinate compensation has been a continued priority for the OCC team.
- On June 25, 2025, the Orange County Board of Supervisors approved an amended contract with Orange County United Way (OCUW) to support the compensation for People with Lived Experience.
- A timeline identifying general activities leading up to the approved contract is listed on the next slide, which includes the feedback received from the LEAC throughout the process.

Business Calendar – Item #2

Compensation for People with Lived Experience: Identifying a Contracted Provider

March 2023 – July 2023	August 2023	September 2023 –Jan. 2024	Jan. 2024 – March 2024	April 2024 – November 2024	December 2025 – May 2025	June 2025
 Initial Request for Proposals (RFP) released in March 2023 Received one proposal, but did not lead to final contract negotiation 	• The OCC provided update to LEAC on RFP and received feedback on desired role of third-party provider: fiscal agent to coordinate compensation vs. need to provide additional supportive services.	 The OCC received feedback from LEAC on compensation rate The OCC incorporated feedback into conversations with County Procurement Office to explore alternative options to identify a third- party provider to coordinate compensation for the LEAC 	 Prepared updated Request for Information (RFI) Returned to LEAC with update and options of proposed compensation and supportive services options. LEAC gave feedback on proposed options, recommending prioritizing compensation at a higher rate vs. prioritizing 	 Released RFI in April 2024 Received two (2) proposals in response to RFI, but neither lead to final contract negotiation 	 The OCC explored alternative options to identify a provider. Following extensive contract negotiations, finalized contract to go before the Orange County Board of Supervisors for review and approval at the June 24, 2025, meeting. 	 Amended contract between County of Orange and OCUW approved on June 24, 2025.
			supportive services.			16

Compensation for People with Lived Experience: Scope of Work

- The <u>amended contract between the OCC and OCUW</u> includes a scope of work that 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 of Participation

Support the County in coordinating People with Lived Experience (Participants) in CoC and County initiatives.

- Attend meetings of LEAC, YAB and other CoC bodies as approved
- Track Participant attendance for LEAC, YAB, and additional CoC meetings
- Coordinate with County to track financial compensation for attendance and disbursement status

Participant Support

- Respond to participants' questions or concerns related to compensation
- Ensure coordination follows cultural competency and language inclusivity best practices

Language and Accessibility

- Provide translation support for meeting preparation
- Maintain culturally aware staff
- Offer services in Spanish, Vietnamese, and other languages upon request
- Provide participants with information on the 2-1-1 Helpline as needed

Coordination of Participation

Hosting

- Host the monthly meetings of the LEAC and YAB, as requested, at the Orange County United Way (OCUW) located at 18012 Mitchell South, Irvine, CA 92614.
 - This includes providing physical meeting space and ensuring the technology set up allows for virtual and in-person meeting participation.
 - Alternative locations to host the monthly meetings of the LEAC and YAB may be considered and approved by the County if locations are centrally located, have available parking free of costs, can be easily accessed by the public, and have adequate technology infrastructure to allow for virtual and in-person meeting participation.

Financial Compensation

Serves as the third-party provider for Participant compensation, with compensation rates set by County in partnership with LEAC and CoC.

- Coordinate and disburse financial compensation to Participants
- Connect with Participants within 10 business days of initial approved meeting to:
 - Confirm preferred payment method
 - Provide orientation and tax guidance
 - Schedule based on Participants preference (in-person, virtual, or phone)
- Offer payment methods that may include but are not limited to direct deposit, check, gift cards, Venmo, Cash App, and other electronic cash transfers, for participation in partnership activies with the County and/or Orange County CoC.

Tracking and Timeliness

- * Track, coordinate, and ensure payment is received within 15 business day of participation
- Use an efficient tracking system for all disbursements

Program Administration

Contractor manages budgeting and finance for all program activates, and ensure accurate reporting of state, federal and local funding use (e.g. HHAP, CoC Planning Grant)

Monthly Reporting

- Submit monthly reports in a County-approved format
- Reporting must include data related to participants' units of service, meeting attendance, and compensation provided.

Partnership

Work in partnership with the County, County Procurement Office (CPO) and partners involved to deliver the services as outlined in the Program by being responsive to the needs of the Participants, County, CPO and other stakeholders involved in service delivery.

Policies and Procedures

Submit Compensation Program polices and procedures within 60 days of contract amendment or upon request for all aspects of the program, including but not limited to the financial disbursement services, management plan, staff responsibilities, and program coordination.

Program Administration

Financial Oversight

- Track program cost and ensure alignment with funding eligibility
- Process and distribute tax documents for Participants as needed

Target Population

- The target population for the Compensation Program primarily will be determined and confirmed by the County. However, the target population includes the following:
 - People with Lived Experience includes all individuals who have current and/or past lived experience of homelessness partnering with the CoC and/or County through various initiatives.
 - LEAC Membership an essential CoC committee for incorporating the feedback, recommendations and input of people with lived experience of homelessness.
 - YAB Membership an essential group for incorporating youth voice into decision-making with the homeless response system, particularly as it relates to preventing and ending youth homelessness. HUD requires a YAB to include at least three youth with voting power on policy decisions of the CoC, particularly on policies that relate to preventing and ending youth homelessness; and be comprised of youth, at least two thirds of whom are currently experiencing homeless or formerly experience of homelessness.

Budget

Line Item	Funds		
Indirect Cost	\$9,259.50		
Program Salaries	\$54,500.00		
Program Benefits	\$12,535.00		
Operating Cost	\$25,260.00		
Compensation	\$150,000.00		
Subtotal	\$251,854.50		

Recommended Compensation Framework

Compensation Framework: Research and Approach

The OCC conducted extensive research to inform compensation rate, including HUD guidance, national best practices, regional cost-of living data from the Massachusetts Institute of Technology (MIT) living wage calculator, and consultant recommendations.

- Compensation framework includes People with Lived Experience, including youth participants
- Three (3) compensation roles have been proposed for both youth and adults, each with a defined pay range
 - Storyteller Role
 - Advisor Role
 - Leadership Role

Compensation Framework: 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



Compensation Framework: 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



Business Calendar – Item #2

Compensation Framework: 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



Lived Experience Compensation Rate Rubric and Determination Table

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.

Compensation Rate Rubric

Points are assigned on the three criteria, with 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)

Compensation Rate Determination Table

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.

Total Rubric Score	Storyteller Rate	Advisor Rate	Leadership Role
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

Examples

- 1. John Doe serves on both the Lived Experience Advisory Committee (LEAC) and the CoC Board, bringing current lived experience.
 - He received 2 points for his time commitment and 2 points for his current lived experience, totaling 4 points.
 - As a CoC Board member, he is placed in the **Leadership Role**.
 - With a total of 4 points, John will receive an hourly compensation rate of \$48.
- 2. Jane Doe serves as Chair of LEAC and has past lived experience (within the past 6 or more years).
 - She received 1 point for her time commitment and 1 point for her past lived experience, with a total of 2 points.
 - As a Chair, she is categorized in the **Advisor Role**.
 - With a total of 2 points, Jane will receive an hourly compensation rate of \$40.
- **3.** Joe Doe is a member of the Youth Action Board, has current lived experience, and works as an outreach worker for Service Provider A.
 - He received 1 point for time commitment and 3 points for his lived experience and involvement in the homeless service system, **totaling 4 points**.
 - As a committee member, he falls under the **Storyteller Role**.
 - With a total of 4 points, Joe will receive an hourly compensation rate of \$40.

Important Items to Highlight

- 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.
- If level of involvement changes, 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.
- Compensation will include thirty (30) minutes of meeting preparation time and one (1) hour of travel time for in-person meetings.
- Proposed compensation framework does not cover mileage, transportation expenses or additional supportive services, in alignment with the LEAC's recommendation to prioritize higher hourly wage rates.
 - Discussion point: The OCC welcomes input from the LEAC regarding special consideration for individuals who have longer lengths of travel for in-person meetings.
- The framework for approval by the CoC Board will apply only to CoC-related meetings and initiatives.

Recommended Action

- b. Approve the recommended compensation framework for People with Lived Experience partnering with the Orange County CoC for review and approval by the CoC Board.
 - 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 and Determination Table

CoC Strategic Plan Robert "Santa Bob" Morse, Chair
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 sixmonth 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)

- (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

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 Updates

Felicia Boehringer, Interim CoC Manager, Office of Care Coordination

CoC Board Updates (June 25, 2025, Meeting)

1. Fiscal Year (FY) 2024 and FY 2025 CoC Program Notice of Funding Opportunity (NOFO)

a. Approved revised Reallocation Strategy for reallocating funding for CoC Renewal Projects, inclusive of reallocation criteria based on project performance score and unspent funds, for the FY 2025 CoC Program NOFO and ongoing competitions

2. Addressing Veterans Homelessness in Orange County

- a. U.S. Department of Veterans Affairs (VA) One Team Veteran Surge Presentation
- b. Approved the sunsetting of the Veterans Committee, with direction to convene an ad hoc to address veterans homelessness on an as-needed basis

3. Abt Global Homeless Management Information System (HMIS) Data Request

a. Approved Abt Global's data request for the period of October 1, 2023, through September 20, 2025, for two exports of data to be used to help identify Veterans Experiencing unsheltered homelessness in Orange County to target for the Unsheltered Surge, and to pilot the mandate for enhanced data sharing between the VA and HMIS by 2025

4. Homeless Housing, Assistance and Prevention (HHAP) Program

a. HHAP Round 6 Application Updates

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 #4

OC Same-Day Solutions Fair

- The OCC is hosting a second Same-Day Solutions Fair!
 - Date: Thursday, July 24, 2025
 - Time: 9am 2pm
 - Location: Saddleback Church
 - Address: 1 Saddleback Pkwy, Lake Forest, CA 92630
- The OCC is hoping the LEAC will be involved in the Same Day Solutions Fair
 - Ideas of what the LEAC role can be?
 - Support with getting the word out



Thursday, July 24th, 2025, 9am to 2pm 1 Saddleback Pkwy, Lake Forest, CA 92630

Cross Streets: Portola Pkwy & Saddleback Pkwy. Located in the Lower Parking Lot.

NROLL

LINK

PUBLIC ASSISTANCE BENEFITS: CALFRESH, MEDI-CAL, GENERAL RELIEF, CALWORKS, VETERAN BENEFIT SERVICES OC SOCIAL SERVICES AGENCY

DEPARTMENT OF VETERAN AFFAIRS

BEHAVIORAL HEALTH SERVICES, MEDICAL HOME, & HEALTH ASSESSMENTS OC HEALTH CARE AGENCY COMMUNITY BASED RESOURCES AND PROGRAMS OC UNITED WAY 2-1-1 ORANGE COUNTY

CALOPTIMA HEALTH

ACCESS

CHRYSALIS

EMERGENCY SHELTER, P HOUSING NAVIGATION, S WORKFORCE DEVELOPMENT & SERVICES, PET WELLNESS R SERVICES OC COMMUNITY RESOURCES O OFFICE OF CARE COORDINATION OC RESCUE MISSION

POTENTIAL CHILD SUPPORT DEBT RELIEF & COPIES OF VITAL RECORDS OC CHILD SUPPORT SERVICES OC CLERK RECORDER WARRANTS AND CONNECT WITH HOMELESS COURT ATTORNEYS PRESENT

OC DISTRICT ATTORNEY

TO HELP



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!



Upcoming Meetings

- **CoC Board Meeting:** Wednesday, July 23, 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!

Meeting: Wednesday, August 6, 2025, Location: CAS County Conference Center 104/106, 425 W. Santa Ana Blvd., Santa Ana, CA 92701



