

ORANGE COUNTY  
CONTINUUM OF CARE BOARD  
Wednesday, August 23, 2023  
2:00 p.m. – 4:00 p.m.

**Location:**  
**County Administration South (CAS) Building**  
**Conference Center**  
**425 West Santa Ana Blvd. Room 104/106**  
**Santa Ana, CA 92701-4599**  
[Click Here](#) for parking information.

## MINUTES

### Board Members

Nichole Gideon, Individual  
Eric Richardson, Volunteers of America  
Nishtha Mohendra, Families Forward  
Judson Brown, City of Santa Ana  
Maricela Rios-Faust, Human Options  
Dr. Shauntina Sorrells, Orangewood Foundation  
[Secretary]  
Christina Weckerly Ramirez, Health Care Agency  
Jason Phillips, Individual

Kelly Bruno-Nelson, CalOptima Health  
Dawn Price, Friendship Shelter [Chair]  
George Searcy, Jamboree Housing  
Sandra Lozeau, City of Anaheim  
Melanie McQueen, PATH  
Robert “Santa Bob” Morse, Individual  
Ami Rowland, Covenant House California  
Becks Heyhoe, OC United Way [Vice Chair]  
Tim Shaw, Individual

\* In compliance with the Americans with Disabilities Act, and County Language Access Policy, those requiring accommodation and/or interpreter services for this meeting should notify the Office of Care Coordination 72 hours prior to the meeting at (714) 834-5000 or email [CareCoordination@ocgov.com](mailto:CareCoordination@ocgov.com). Requests received less than 72 hours prior to the meeting will still receive every effort to reasonably fulfill within the time provided. \*

**Call to Order** – Dawn Price, Chair

Chair Dawn Price called the meeting to order at 2:04 p.m.

**Board Member Roll Call** – Dr. Shauntina Sorrells, Secretary

Present: Eric Richardson, Nishtha Mohendra, Maricela Rios-Faust, Dr. Shauntina Sorrells, Christina Weckerly Ramirez, Jason Phillips, Kelly Bruno-Nelson, Dawn Price, George Searcy, Sandra Lozeau, Melanie McQueen, Robert “Santa Bob” Morse, Ami Rowland, and Becks Heyhoe.

Absent Excused: Nichole Gideon, Judson Brown, and Tim Shaw.

Maricela Rios-Faust arrived to the meeting before Public Comments.

**Public Comments:** Members of the public may address the Continuum of Care (CoC) Board 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 CoC Board. Members of the public may address the CoC Board with public comments on agenda items in the business calendar after the CoC Board member discussion. Comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes.

To address the CoC Board, members of the public are to complete a Request to Address the CoC Board form prior to the beginning of each agenda item and submit it to CoC Board 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 60 minutes before the start of the CoC Board meeting will be distributed to the CoC Board members for their consideration and all comments will be added to the administrative records of the meeting. Please include "CoC Board Meeting Comment" in the email subject line.

- Terry Rains shared that she is a resident of Westminster and attended many meetings via Zoom during the COVID-19 pandemic. Terry Rains stated that the State and County have spent billions to address homelessness and that everyone must all work together. Terry Rains stated that the Westminster Police Department has four Homeless Liaison Officers. Terry Rains went into detail regarding the 2022 Point In Time Count and noted there is no one size fits all solution to homelessness.
- Roland Perez with the Westminster Police Department stated that they have waited over five months to hear the reasoning as to why law enforcement may not have full access to Homeless Management Information System (HMIS) and shared examples of other communities where law enforcement has HMIS access. Roland Perez shared that residents in Westminster experience a disadvantage when trying to connect to all services in the Coordinated Entry System (CES). Roland Perez stated that CES is meant to have a "no wrong door" policy and when in need, people should not guess where they need to go for services.
- Paul Hyek stated that he would like the County of Orange (County) to create a "walk in, walk out" policy for County-operated shelters and ensure that the County-operated shelters are in close distance to public transportation. Paul Hyek suggested a pilot program where people experiencing homelessness can gain employment opportunities at shelters and suggested working with Metrolink and outreach programs to relocate individuals experiencing homelessness living on the railroad tracks.
- David Gillanders from Pathways of Hope highlighted the ongoing crisis of shelter availability for families experiencing homelessness and provided details on how many families are waiting a long period of time for shelter beds to become available. David Gillanders explained that one problem is that there are not enough shelter beds, and the second problem is that families in sheltered are not able to exit into permanent housing. David Gillanders noted that Pathways of Hope will have to convert some of the shelter units to permanent supportive housing (PSH) units. David Gillanders stated that this problem will continue to get worse.
- Yvette Ahlstrom from HomeAid Orange County echoed David Gillanders's comment. Yvette Ahlstrom explained that HomeAid Orange County privately owns the Family Care Center (FCC) which has been open for years and nearly 1,500 people and over 360 families have been assisted, but many remain on the waiting list. The FCC has had success in moving families into permanent housing and there is a need to discuss the loss of funding for emergency shelters for families. Yvette Ahlstrom shared that the losing of funding has severely impacted the FCC and noted that the CoC Board is an influential group that can support. Yvette Ahlstrom stated that FCC is experiencing a major funding deficit and HomeAid would like to find operational funding to ensure that FCC does not close its doors to the most vulnerable populations.

- Carrie Buck, Executive Director of the Family Solutions Collaborative (FSC), provided an update on access points for families. Carrie Buck shared her great concern for 400 families experiencing homelessness on the community queue and the help needed to address family homelessness and serves families at risk of homelessness. Carrie Buck also noted that families include transitional aged youth (TAY), survivors of domestic violence, and seniors.

**Board Member Comments:** Members of the CoC Board may provide comments on matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the CoC Board.

- Nishtha Mohendra shared support for the public comments heard and in response, suggested a working group or ad hoc to review the gap expressed regarding family homelessness.
- Vice Chair Becks Heyhoe stated that on August 17, 2023, United Way’s Orange County and the University of California, Irvine (UCI) hosted an event to discuss the results of respondents’ views about Orange County’s homelessness and housing issues. The full report is available on the United Ways’ Orange County website.
- Jason Philips shared that churches in the North Service Planning Area are brought together to collaborate, are working with Orange County’s United Way, and there looking for faith leaders. Jason Philips also initiated a moment of silence for the 48 unhoused individuals who passed away in Orange County in July 2023.
- Chair Dawn Price thanked everyone who attended the meeting regarding conflict of interest and process of handling abstentions. Chair Dawn Price noted that moving forward, conflicted CoC Board members will be asked to leave the room during discussion and voting. Dawn Price also shared a new way of voting to simplify the process.

**CONSENT CALENDAR**

*All matters are approved by one motion unless pulled by a Board Member for discussion or separate action. The CoC Board requests that only pertinent information be discussed during this time.*

**1. Approve CoC Board Meeting Minutes from July 26, 2023**

Becks Heyhoe motioned to approve the item on the Consent Calendar. Robert Morse “Santa Bob” seconded the motion. The motion passed with unanimous consent.

**BUSINESS CALENDAR**

**1. Policies, Procedures and Standards (PPS) Committee Updates and Recommendations – Sarah Jones, CoC Manager, Office of Care Coordination and Becks Heyhoe, CoC Board Vice Chair and PPS Committee Chair**

Sarah Jones provided background on the agenda items that went to the PPS Committee meeting on August 15, 2023, including the CoC Nominating and Selection Process Review Ad Hoc, the Orange County HMIS Policies and Procedures, and HMIS Minimum Participation Requirements for Public Housing Authorities (PHAs). At previous CoC Board meetings, feedback was provided by a number of law enforcement agencies regarding access to the Individual Shelter Bed Reservation System within HMIS. The Director of Care Coordination, Douglas Becht, provided an explanation regarding the purview of the County and the Continuum of Care.

**CoC Board Member Comments:**

- George Searcy asked for clarification on the term law enforcement and stated that he wanted to understand what law enforcement was inquiring about as it related to HMIS. George Searcy noted

that the issue was not closed and that there will be additional conversation at the PPS Committee meeting on September 12, 2023.

- Chair Dawn Price provided clarification on law enforcement set aside beds and how the beds work.
- Vice Chair Becks Heyhoe commented on the importance of remembering the difference between County's oversight and CoC's oversight and stated that there should be ongoing conversations to provide clarity on the roles and responsibilities.
- Maricela Rios-Faust stated that it is helpful to have separate categories of the purview for the County and the CoC and the key is coordinating resources to ensure the system works well. Maricela Rios-Faust noted that the CoC should have a solution-focused conversation with law enforcement and people experiencing homelessness who need shelter to ensure access to shelter beds. Maricela Rios-Faust asked the County to consider looking at alternatives for law enforcement because the CoC can only speak to their responsibilities.
- Robert "Santa Bob" asked about the consequences for agencies of improper HMIS use.
- Melanie McQueen noted an appreciation of the nuanced conversation and discussion largely focused on a policy. Melanie McQueen noted that it is important to continue the discussion and find a solution that fundamentally allows timely access to shelter beds.
- Christina Weckerly Ramirez commented that if a need cannot be met through HMIS access, then she would like to understand what are the gaps or barriers that can be addressed by the CoC and provide solutions such as set aside beds. Christina Weckerly Ramirez stated that she follows the Health Insurance Portability and Accountability Act (HIPAA) in their work and noted that client's consent can be an issue. Christina Weckerly Ramirez stated that clients should be able to trust the homeless service system and if law enforcement is allowed full access, that presents different issues and would have an impact due to perception and/or fear. Christina Weckerly Ramirez noted that a policy that further disenfranchises communities should not be created.
- Secretary Dr. Shauntina Sorrells stated that many young people and people of color are hesitant to put their information into HMIS and when discussing racial equity, there needs to be mindfulness about the experiences of people of color. Secretary Dr. Shauntina Sorrells noted the role of the CoC is get people housed and ensure that the voices of people with lived experience are be amplified.
- Sandra Lozeau agreed with the comments and stated that there cannot be a homeless service system that shuts out law enforcement because law enforcement has supported in getting hundreds of people housed or sheltered. Sandra Lozeau provided an idea as to how law enforcement police can be involved in the homeless service system. Sandra Lozeau asked a clarifying question regarding the PHAs HMIS minimum participation requirements.
- Nishtha Mohendra stated that as a member of the HMIS Working Group, she is excited for the PPS September 12, 2023, meeting for the conversation to continue.
- Kelly Bruno-Nelson stated that criminalization of homelessness is a real thing and the people who are experiencing homelessness and the people of color are impacted. Kelly Bruno-Nelson stated that the CoC must keep in mind these racial inequities that exist when policies are created.
- Eric Richardson noted that at times, some information does not go into HMIS.

#### Public Comments:

- Terry Rains noted that according to the 2022 Point In Time Count, the Central Service Planning Area (SPA) had the highest number of people experiencing homelessness and that there are only 10 law enforcement set aside beds at the Yale Navigation Center. Terry Rains expressed concern regarding the police department and civilian outreach workers not having access to the Individual Shelter Bed Reservation System.
- David Gillanders stated that there is a lot of work happening in the homeless service system to incorporate people with lived experience into conversations and a need to trust their experience

and feedback. David Gillanders noted that the Lived Experience Advisory Committee (LEAC) has provided a recommendation and asked that the CoC Board listen to the LEAC and not anyone else.

- Larry Haynes, Chief Executive Officer for Mercy House, stated that Mercy House works well with law enforcement across the state and noted good partnership with law enforcement. Larry Haynes also shared a personal experience.
- Paul Hyek reiterated creating a “walk in, walk out” policy for Bridges at Kraemer Place and Yale Navigation Center. Paul Hyek also noted the importance of ensuring vehicles are up to code.

Recommended Action C: Approve the HMIS minimum participation requirements for PHAs, as recommended by the PPS Committee.

Robert “Santa Bob” Morse motioned to approve Recommended Action C. Maricela Rios-Faust seconded the motion. The motion passed with unanimous consent.

Recommended Action D: Approve the appointment procedure and desired qualifications for HMIS Access Working Group members, as recommended by the PPS Committee.

George Searcy motioned to approve Recommended Action D. Sandra Lozeau seconded the motion. The motion passed with unanimous consent.

**2. FY2023 CoC Program Notice of Funding Opportunity (NOFO) – Sarah Jones, CoC Manager, Office of Care Coordination**

Sarah Jones provided an overview of the FY2023 CoC Program NOFO, noting that the U.S. Department of Housing and Urban Development (HUD) is making approximately \$3.1 billion in competitive funding available, including at least \$52 million available for Domestic Violence, Dating Violence, Sexual Assault, and Stalking Bonus (DV Bonus) projects. The submission deadline for the FY2023 CoC Program NOFO is September 28, 2023, at 5:00 p.m. Pacific Daylight Time (PDT). Sarah Jones shared minor updates made to the FY2023 CoC Renewal Project Scoring and Rating Criteria.

**3. Commission to End Homelessness Update – Maricela Rios-Faust and Robert Morse, CoC Board Representatives on the Commission to End Homelessness**

Maricela Rios-Faust shared key takeaways from the August 16, 2023, meeting of the Commission to End Homelessness, which included a presentation on the California Statewide Study of People Experiencing Homelessness Presentation by Tiana Moore. Maricela Rios-Faust noted that this an opportunity for the Orange County CoC to look at the California Statewide report and align it with the Orange County CoC Vision, as well as find ways to address the recommendations in the study. Maricela Rios-Faust also commented on family homelessness and the need for emergency shelter beds, the need for services for families, and inquired as to what can be done to maximize efforts and bridge gaps.

Robert Morse “Santa Bob” shared his experience of the Commission to End Homelessness meetings and stated that he would appreciate direction from the CoC Board regarding their role in the Commission to End Homelessness.

CoC Board Member Comments:

- Kelly Bruno-Nelson inquired on whether the CoC has a standing agenda item to report out to the Commission to End Homelessness.

- George Searcy shared that as a member at large on the Commission to End Homelessness, there seems to be confusion on the value of the solutions that the Homeless Service System has implemented. George Searcy stated that methods or evidence-based practices are often questioned because the data of the results are not readily available. One example given is the issue of validity of Housing First as an evidence-based practice.

**4. Orange County Homelessness Updates** – Zulima Lundy, Director of Operations, and Sarah Jones, CoC Manager, Office of Care Coordination

Due to limited time these items were not shared verbally but available in the PowerPoint agenda listed on the CoC webpage.

Robert “Santa Bob” Morse motioned to adjourn the meeting. Sandra Lozeau seconded the motion. The motion passed with unanimous consent.

**5. Special Meeting:** Monday, September 11, 2023, from 9:30 a.m. – 11:00 a.m.