

**ORANGE COUNTY CONTINUUM OF CARE
POLICIES, PROCEDURES AND STANDARDS COMMITTEE**

Tuesday, February 11, 2025

3:30 p.m. – 5:00 p.m.

Location:

County Administration South (CAS)

Multipurpose Rooms 103/105

425 West Santa Ana Blvd.

Santa Ana, CA 92701-4599

[Click Here](#) for parking information.

Virtual Meeting Option*:

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

Join by phone: +1 669 444 9171

Webinar ID: 999 5994 4290

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

Committee Chair: Nishtha Mohendra, Families Forward

Committee Members:

Judson Brown, City of Santa Ana

Andrew Crowe, Scholarship Prep

Becks Heyhoe-Khalil, Orange County United Way

Melanie McQueen, PATH

Dr. Tiffany Mitchell, Orangewood Foundation

Dawn Price, Friendship Shelter

Robert "Santa Bob" Morse, Individual

Maricela Rios-Faust, Human Options

MINUTES

Welcome and Introductions – Nishtha Mohendra, Chair

Nishtha Mohendra, Chair called the meeting to order 3:31 p.m.

Present: Judson Brown, Andrew Crowe, Becks Heyhoe-Khalil, Melanie McQueen, Dr. Tiffany Mitchell, Nishtha Mohendra, Robert "Santa Bob" Morse, Dawn Price, and Maricela Rios-Faust.

Becks Heyhoe-Khalil arrived during Business Calendar Item 1 at 3:45 p.m.

Public Comments – Members of the public may address the Policies, Procedures and Standards (PPS) Committee 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 PPS Committee. Public 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 PPS Committee 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. All comments submitted via email at least 24 hours before the start of the meeting will be distributed to the PPS Committee members and all comments will be added to the administrative records of the meeting. Please include “PPS Committee Meeting Comment” in the email subject line.

CONSENT CALENDAR

1. Approve the PPS Committee Meeting Minutes from January 14, 2025.

Dawn Price motioned to approve Consent Calendar Item 1. Robert “Santa Bob” Morse seconded the motion. Chair Nishtha Mohendra issued a voice vote. No nays, no abstentions, motion passed.

BUSINESS CALENDAR

1. **PPS Committee Membership** – Felicia Boehringer, CoC Administrator, Office of Care Coordination
 - a. Receive update on plan for PPS Committee membership from members serving as Chairs of CoC Committees.

Felicia Boehringer outlined recent amendments to the PPS Committee Governance Charter, which now allows CoC Committee chairs to designate a representative from their committee to participate as a member of the PPS Committee, should a Chair be unable to serve. Furthermore, Felicia Boehringer initiated discussion regarding whether members wished to proceed with serving on the PPS Committee or selecting an alternative representative.

Public Comment:

- Alan Achterberg submitted public comment via email in advance of the PPS Committee meeting. Alan Achterberg shared a growing interest in the community to be more involved in the process, which creates opportunities for Lived Experience Advisory Committee (LEAC) members to participate in additional committees. Alan Achterberg encouraged each CoC Board member to attend at least one LEAC meeting per year, as it is important to build relationships beyond the current network.

PPS Committee Member Discussion

- Judson Brown shared efforts to encourage January Johnson of the Orange County Housing Authority (OCHA) to participate more with the CoC Board and Committees, emphasizing that participation from OCHA, the largest housing provider in Orange County, would provide valuable insight for the CoC Board and Committees.
- Maricela Rios-Faust highlighted that new CoC Board members are joining the Domestic Violence (DV) Committee, stating the first step is to gauge interest, before presenting them with a possible

opportunity to serve as co-chairs of the DV Committee or join the PPS Committee. Maricela Rios-Faust also noted it may be helpful to explore a distinction between voting members and substitutes, stressing that CoC Committee members can still contribute meaningfully to discussions without voting. The PPS Committee can provide accessible ways for members to share perspectives and participate on agenda topics.

- Andrew Crowe confirmed plans to continue serving on the committee.
- Melanie McQueen confirmed plans to continue serving on the committee.
- Dr. Tiffany Mitchell expressed intention to serve on the committee at least during the first year, to learn and acclimate to the role.
- Dawn Price expressed the importance of the CoC Board expanding its knowledge base, noting that while the CoC Board is currently growing, there is a need to consider the next group of members, further suggesting that the committee commit to taking on a larger role in reviewing policies, procedures, and documents. Dawn Price also suggested providing more formalized spaces for CoC Committee members to contribute their perspectives while still being in alignment with the Brown Act; proposing presentations being a way to extend their ability to participate in discussion.
- Becks Heyhoe-Khalil indicated that an alternate from the Veterans Committee will likely need to be identified to serve on the committee.
- Robert “Santa Bob” Morse proposed the idea of implementing substitutes to increase interactivity, emphasizing that there is still an open seat for another at-large member.
- Chair Nishtha Mohendra welcomed Dawn Price as the new at-large member of the committee and Dr. Tiffany Mitchell for joining the CoC Board and being elected as Chair of the TAY Collaborative Committee. Chair Nishtha Mohendra emphasized the desire to develop leadership from interested members. Chair Nishtha Mohendra stated plans to continue serving as Chair, though the updated PPS Charter indicates that the CoC Board Vice Chair is not required to also serve as chair of PPS. Chair Nishtha Mohendra suggested the possibility of involving other committee members in leadership roles, such as co-chair or vice chair, reiterated the importance of building a leadership pipeline within the committee and explained that proxy voting and substitutions are not allowed under the current Governance Charter and process. Chair Nishtha Mohendra noted that the CoC Strategic Plan and PPS Committee goals for 2025 could present an opportunity to revisit these policies and processes in future meetings.

2. CoC Strategic Plan – Nishtha Mohendra, Chair and Sarah Jones, CoC Manager, Office of Care Coordination

- a. Discuss planning for utilizing CoC Committee meeting spaces for finalizing goals, strategies, and actions within the CoC Strategic Plan.

Sarah Jones gave a summary of the December 2024 CoC Board meeting, where the current CoC Strategic Plan framework was approved. The focus now is on laying the foundation, setting Strategic, Measurable, Ambitious, Realistic, Time-bound, Inclusive and Equitable (SMARTIE) goals, defining metrics, and establishing timelines for implementation, which is expected to begin in July 2025 and take three years to complete. Chair Nishtha Mohendra provided an update on the work behind the CoC Strategic Plan, its adaptability moving forward, and how it will apply within Orange County, discussing further how factors influencing the homelessness system will be addressed, federal impacts, and the many unknowns that need clarification on behalf of the CoC Board. Objectives within the Strategic Plan have already been agreed upon, and next steps involve refining the plan through established Strategies and Actions

Public Comment:

- Alan Achterberg submitted public comment via email in advance of the PPS Committee meeting, stating LEAC members feel uncomfortable being candid on committees due to fear of scrutiny or changes in privileges. Alan Achterberg stated there is a lack of accountability in the system, with unclear roles and responsibilities, and that the Strategic Plan should focus on improving feedback methods, client training, and expanding the role of Peer Specialists.

PPS Committee Member Comments:

- Judson Brown emphasized the importance of breaking down items into manageable pieces when presenting them to committees. Committee chairs should identify which objectives align with their committees and use that as a starting point for discussions. A standardized set of questions should be used by chairs to gather specific feedback. The CoC Strategic Plan can be reviewed in its entirety, but focus should be placed on one or two Strategic Aims. Judson Brown noted this approach will help differentiate between ideas that should be pursued ("Push on") versus those that may need to be reconsidered ("Strategically Abandon").
- Chair Nishtha Mohendra requested that the video by Aubrey Silter, consultant with AC Strategies, be resent to PPS Committee members to assist with creating priorities. While the video helps in this process, it does not provide guidance on which Objectives each committee should focus on. Aubrey Silter and the Office of Care Coordination staff will work with committees to identify specific objectives. Aubrey Silter is available to join virtually to facilitate committee discussions if needed. Chair Nishtha Mohendra explained that the CoC Strategic Plan can help identify action steps for the CoC and support implementation of the CoC's vision. Strategies and Actions will remain flexible, and the Office of Care Coordination will collaborate with CoC Committee chairs to bring the plan to committees without diluting the purpose of gathering feedback. A guided CoC Strategic Plan workshop session will be held in Spring 2025 to review the plan in detail. Chair Nishtha Mohendra also noted that the CoC Strategic Plan is a living document and should be adaptable, ensuring alignment with the CoC Board, particularly in relation to funding.
- Maricela Rios-Faust explained that the DV Committee's purpose is to support survivors. This focus will guide how the committee sets metrics and strategic objectives. Maricela Rios-Faust requested that dates for the CoC Board workshop sessions be provided to all Board members, as March and April 2025 are approaching quickly. Further, Maricela Rios-Faust stated that while tangible improvements may not be seen in the next year, capturing feedback, and starting the timeline for implementation with intentionality is essential. This timeline should be adaptable to changes in the federal administration and funding opportunities.
- Becks Heyhoe-Khalil asked if committees are setting SMARTIE goals or if they are helping to define strategies and actions. Additionally, Becks Heyhoe-Khalil sought clarification on whether committees should create new goals or support those already in the CoC Strategic Plan. Becks Heyhoe-Khalil further explained two potential approaches: one where the plan is brought to CoC Committees to create Actions, and another where committee agendas are integrated into the plan to gain buy-in from committee members on certain objectives and strategies. Becks Heyhoe-Khalil noted that the CoC Strategic Plan is not ready to be presented to committees until the CoC Board workshop. Bringing the entire plan to committees may be overwhelming, especially since the Veterans Committee will have met only once before the CoC Board workshop, limiting the time for feedback. Becks Heyhoe-Khalil highlighted that specific feedback from the December 2024 CoC Board meeting requested the inclusion of strategies for improving collaboration, particularly regarding the veteran's community and higher education and that feedback should be addressed and reflected upon in the Strategic Plan, even if not word-for-word.

- Dr. Tiffany Mitchell stressed the importance of understanding where Transitional Age Youth (TAY) providers can be most effective, stating the TAY Collaborative Committee should focus on Strategic Aims that are most relevant and elevated by the committee. Dr. Tiffany Mitchell further explained that the CoC Strategic Plan was reviewed through an equity lens, and it is crucial that all members approach the plan from this shared perspective. If this approach is not maintained, the Strategies may appear disjointed or misaligned.
- Andrew Crowe highlighted the need to elevate the education system, particularly primary and secondary education. He suggested that all CoC Committee chairs use a standardized template to ensure alignment in identifying actions within the CoC Strategic Plan. The template should focus on breaking down actions into smaller, manageable pieces for productive committee discussions. Andrew Crowe further asked whether there is a streamlined process for identifying actions in the Strategic Plan. Given the diversity of the committees, Andrew Crowe emphasized that the Office of Care Coordination staff and CoC Committee chairs will determine the most effective way to present the CoC Strategic Plan to each committee.
- Dawn Price inquired about the best approach for convening all CoC Committee chairs after the CoC Board workshop to collaborate on determining which sections of the CoC Strategic Plan should be assigned to each committee.

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

Felicia Boehringer provided updates on a training conducted by Homebase called Financial Management for Agencies Receiving Federal Funding and practical strategies and how to navigate and ensure compliance and upcoming CoC meetings.

Nishtha Mohendra adjourned the meeting at 4:35p.m.

Adjournment to: Regular meeting on March 11, 2025, from 3:30 p.m. to 5:00 p.m., at CAS Multipurpose Rooms 103/105, located at 601 N. Ross St., Santa Ana, CA 92701.