

**ORANGE COUNTY CONTINUUM OF CARE
LIVED EXPERIENCE ADVISORY COMMITTEE**

Wednesday, June 4, 2025

10:00 a.m. – 11:30 a.m.

Location:

**County Administration North (CAN) Building
Multipurpose Rooms 101
400 W. Civic Center Dr., Santa Ana, CA 92701
[Click here](#) for parking instructions.**

Virtual Meeting Option:

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

Join by phone: +1 669 444 9171

Webinar ID: 923 4439 7221

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

Committee Chair: Robert “Santa Bob” Morse

Committee Vice Chair: Paul Kaiser, Individual

Committee Members:

Reha Agar, Individual
Elizabeth Flores, Individual
Nichole Gideon, Individual
Deborah Kraft, Individual
Miranda Mears, Individual
Jason Mercado, Individual
Larry “Smitty” Smith, Individual
Vinny Zarrella, Individual

MINUTES

Welcome and Meeting Overview – Robert “Santa Bob” Morse, Chair

Chair Robert “Santa Bob” Morse called the meeting to order at 10:07 a.m.

Present: Reha Agar, Elizabeth Flores, Paul Kaiser, Miranda Mears, Robert “Santa Bob” Morse, Larry “Smitty” Smith, and Vinny Zarrella

Absent Excused: Nichole Gideon, Deborah Kraft, and Jason Mercado

Reha Agar arrived during Business Calendar Item 1. Miranda Mears arrived during Business Calendar Item 2.

1. Request for Virtual Participation

The Brown Act allows exceptions for members of legislative bodies to participate remotely under two specified circumstances: (1) “just cause” or (2) “emergency circumstances”. At least a quorum of the committee must be participating in-person for the exception(s) to be voted on and enacted. Following Business Calendar Item 2, Chair Robert “Santa Bob” Morse referenced a request for committee member Elizabeth Flores to join virtually due to just cause.

Recommended Action: Allow Elizabeth Flores to participate remotely for today’s LEAC meeting.

Paul Kaiser motioned to approve Elizabeth Flores’ request to participate virtually. Vinny Zarrella seconded the motion. Motion passed unanimously.

Public Comments – Members of the public may address the Lived Experience Advisory Committee (LEAC) 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 LEAC. Public comments will be limited to three minutes. If there are more than five public speakers, this time will be reduced to two minutes. Members of the public utilizing interpreter services will be given double the amount of time to provide public comment.

To address the LEAC 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 LEAC members, and all comments will be added to the administrative records of the meeting. Please include “LEAC Meeting Comment” in the email subject line.

CONSENT CALENDAR

1. Approve the LEAC Meeting Minutes from May 7, 2025.

Vice Chair Paul Kaiser motioned to approve Consent Calendar Item 1. Miranda Mears seconded the motion. Motion passed unanimously.

BUSINESS CALENDAR

1. **CoC Strategic Plan Update and Discussion** – Robert “Santa Bob” Morse, Chair and Felicia Boehringer, CoC Administrator, Office of Care Coordination

Chair Robert “Santa Bob” Morse and Felicia Boehringer shared a recap of the CoC Strategic Plan and the CoC Strategic Plan Working Session. The presenters reviewed the MOCHA model and the 29 Actions that the LEAC has been identified as a Consulted key collaborator for and led a discussion on which Actions feel most relevant and which can be “strategically abandoned.”

Committee Discussion:

- Vinny Zarrella advocated for faster standardized communication between housing authorities.

- Vice Chair Paul Kaiser discussed adding the idea of referring two individuals to the same unit through the Coordinated Entry System (CES) as a strategic objective, stating that it could improve processing times if one party is no longer interested, and could be feasible if incentive was provided to the person who did not receive the unit. Vice Chair Paul Kaiser recommended coordinating efforts between housing developers and housing authorities to streamline the application process and reduce confusion for applicants.
- Reha Agar emphasized the need to be realistic with strategies regarding housing, noting that most landlords are unwilling to wait 60–90 days. Reha Agar cited delays in portability due to inspector shortages and backlogs, which cause the 60-day window to pass quickly and lead to repeated renewals, and stated that the system needs to change.

2. CoC Committees, Ad Hoc and External Initiatives Updates – Robert “Santa Bob” Morse, Chair; Paul Kaiser, Vice Chair; and Reha Agar

Chair Robert “Santa Bob” Morse and Vice Chair Paul Kaiser shared a recap of a presentation provided by Vice Chair Paul Kaiser at the May 7, 2025, CES Steering Committee meeting regarding recommendations from the LEAC to review the CES Policies and Procedures, specifically, the policy that states CES participants will be made inactive on the CES CQ after 90 days of non-engagement, and explore potential policy revisions and training ideas. Chair Robert “Santa Bob” Morse, Vice Chair Paul Kaiser, and Reha Agar shared updates on CalOptima Health Street Medicine Steering Committees in incorporated communities (Garden Grove, Costa Mesa, and Anaheim), highlighting key discussions, initiatives, and opportunities for collaboration. Chair Robert “Santa Bob” Morse shared information regarding recruitment for a new CalOptima Health Street Medicine Steering Committee for the City of Santa Ana.

Committee Discussion:

- Vinny Zarrella expressed concerns with prolonged training processes that interfere with new case managers’ ability to carry out job functions, and suggested providing case managers up front with written information to review.
- Reha Agar noted that advocating on this topic has brought awareness that many of the providers and case managers are lacking education around the CES 90-day inactivity policy, and in turn are not informing their clients. More training will bring more accountability and lead to better services.
- Larry “Smitty” Smith highlighted the issue of high staff turnover rates leading to individuals with little training and experience participating in outreach efforts. Larry “Smitty” Smith emphasized the importance of involving people with lived expertise on the Street Medicine Steering Committees as well as hiring people for street outreach, and providing thorough and up-to-date training for members of the Street Medicine Steering Committees.
- Miranda Mears pointed out that burnout is a major contributing factor to staff turnover, and that unfortunately, many individuals with lived experience of homelessness are not interested in positions within the field of homeless services.

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

Felicia Boehringer shared that a formal recruitment was established during the LEAC Planning Meeting on May 27, 2025, which will utilize an *LEAC Member Interest Form*. Recommended nominees will be presented for a vote by the LEAC at the Special Meeting on July 16, 2025. Felicia Boehringer shared news of Sarah Jones’ departure from the Office of Care Coordination and provided updates from the CoC Board

meeting on May 28, 2025. Felicia Boehringer announced that another Same Day Solutions Fair will be taking place, provided an update regarding compensation for people with lived experience, reviewed the 2025 Homelessness Data Dashboards unveiled by the National Alliance to End Homelessness (NAEH) on May 20, 2025, and provided information regarding upcoming CoC Board and Committee meetings.

Committee Discussion:

- Vinny Zarrella inquired whether the Family Self-Sufficiency (FSS) support group attended the last CoC Board meeting, noting that they had previously reached out to Vinny Zarrella to share a success story.

4. LEAC Member Comments – Robert “Santa Bob” Morse, Chair

- Vice Chair Paul Kaiser discussed the U.S. Department of Housing and Urban Development (HUD) 90-day policy related to oral statements self-certifying an individual’s length of homelessness, noting that it originated from HUD. Vice Chair Paul Kaiser is communicating with HUD to better understand whether this policy is considered “final rule” or a recommended action, and shared next steps for either option in efforts to modify or eradicate this policy.
- Reha Agar referenced Vice Chair Paul Kaiser’s comment and shared that the policy on oral statements was stated to be a recommendation by HUD that is slowly moving towards being an unspoken mandatory expectation. Reha Agar pointed out that proving state of homelessness can be tricky through mental health counseling or therapeutic services, as information in clinical notes is considered “hearsay” rather than verified fact.
- Chair Robert “Santa Bob” Morse provided an update on State Senate Bill 634, which aims to prevent all local governments from criminalizing homelessness and would reverse the Grants Pass decision in California. Chair Robert “Santa Bob” Morse encouraged attendees to speak with their State representatives in support of the bill.

Meeting adjourned at 11:30 a.m.

Next Meeting: Special meeting on Wednesday, July 16, 2025, 10:00 a.m. to 11:30 a.m., at the CAS Multipurpose Rooms 103/105, 601 N. Ross St., Santa Ana, CA 92701