

**ORANGE COUNTY
SERVICE PROVIDER FORUM**

Thursday, August 21, 2025
9:00 a.m. – 11:00 a.m.

Location:
Orange County Housing Authority
1501 E. Saint Andrew Place, 1st Floor,
Conference Room A,
Santa Ana, CA 92705
[Click Here](#) for parking information.

Chair: Melanie McQueen, PATH
Vice Chair: Jason Phillips, Individual

MINUTES

1. Welcome and Introductions – Melanie McQueen, Chair

Chair Melanie McQueen discussed ongoing changes related to federal legislation and executive orders, encouraged the public to keep up to date with trusted sources and take part in advocacy opportunities, and highlighted the connection between data entered in Homeless Management Information System (HMIS) by frontline staff and funding dollars allocated to local communities. Chair Melanie McQueen invited members of the public to introduce themselves.

2. New CalAIM/Medi-Cal Benefits: Personal Care, Homemaker and Respite Services by 24 Hour Home Care – Theresa Hardy, OC Community Development Manager, 24 Hour Home Care

Theresa Hardy introduced benefits offered by 24 Hour Home Care to Medi-Cal and CalAIM members. Theresa Hardy shared the value of personal care and homemaker as ongoing support while In-Home Supportive Services (IHSS) applications are pending approval, discussed respite services as long-term care supports, and highlighted the importance of respite care as a tool to provide breaks for primary care takers. Theresa Hardy reviewed service limitations, eligibility requirements, referral processes, and the importance of empowering members through choice of caregiver.

3. The Hub Resource Center: A Collaborative Approach to Continuing Care – Cameron Geringer-Pate, Director of Sustainability; and Alexandra Geringer-Pate, Director of Client Resources, The Hub OC

Cameron Geringer-Pate introduced The HUB OC programs including Youth Centers of Orange, the HUB Community Center, Full Circle Thrift Marketplace, Early Learning Program, and HUB

Resource Center which aim to meet the needs of the most vulnerable populations in the community. Alexandra Geringer-Pate highlighted the HUB Resource Center as a zero-barrier program providing access to services that meet basic needs such as showers, laundry, meals, receiving mail, charging electronics, and clothing. Alexandra Geringer-Pate discussed how the HUB Resource Center provides a holistic avenue to build rapport and bring people into other programs offered such as CalAIM, CES Access Point, job readiness, social groups, classes, and case management.

Public Comments:

- A member of the public asked if the HUB OC has service partners for substance use treatment.
- A member of the public asked if clients need ties to the city of Orange to receive services.

4. System Performance: How it Applies to Our Work – Felicia Boehringer, Interim Continuum of Care (CoC) Manager, Office of Care Coordination

Felicia Boehringer provided background on how CoC system performance is evaluated on state and federal levels and discussed the impact of project-level data as a part of the local competition process for CoCs receiving federal funding. Felicia Boehringer highlighted how timely and accurate data entry by service providers impacts system performance and sustained funding. Felicia Boehringer noted that there will be ongoing discussions at upcoming Service Provider Forum meetings to gain perspective on what service providers see on the frontlines and ideas for how system performance can be improved.

Public Comment:

- Chair Melanie McQueen discussed the impacts of system performance measures on funding, citing the results of the 2024 CoC Program Notice of Funding Opportunity (NOFO) as an example.

5. Looking at the Data: Updates from the Orange County CoC HMIS Lead – Erin DeRycke, Director, Data Analytics, 2-1-1 Orange County (211OC), Orange County United Way

Erin DeRycke provided background on HMIS, including numbers of participating agencies and active projects. Erin DeRycke presented demographic data on people served and data related to effectiveness of services such as trends on total length of time experiencing homelessness, number of households entering chronic homelessness, and successful exits. Erin DeRycke discussed how data entered by service providers is used to understand characteristics of those being served and how effectively they are being served. Consequently, the data informs decisions on future goals, programs, and funding. Erin DeRycke reviewed best practices for data entry and ongoing training opportunities.

Public Comments:

- Chair Melanie McQueen asked what can be taken away from the data on where in the system households are being served. Chair Melanie McQueen discussed the supply issue for permanent housing compared to the numbers of those served by outreach and

shelters, as well as the increase of the aging population entering homeless services and how their level of need impacts long term success in housing programs. Chair Melanie McQueen discussed evidence-based housing first practices and the use of data when advocating for housing first and low barrier housing programs.

6. LGBTQ Center OC: Overview of Programs and Services – Stephanie Camacho-Van Dyke, MA, Senior Director of Advocacy and Education, LGBTQ Center OC

Stefanie Camacho-Van Dyke introduced the mission of the LGBTQ Center of OC, the current environment in Orange County for LGBTQ+ youth, and the work done to provide safe spaces for youth to express themselves and find community. Youth and young adult programs highlighted included afterschool drop-in spaces, free mental health counseling, education, leadership programs, and social support groups. Other programs available include trans health and wellness programs, sliding scale mental health counseling, sexually transmitted infection (STI)/ human immunodeficiency virus (HIV) prevention, and low-cost therapy support groups. Stefanie Camacho-Van Dyke shared ongoing community outreach and engagement activities which include advocacy, response actions, voter engagement, education on state and federal legislation, immigration resources, community trainings, and hate prevention and support.

7. Coordinated Entry System (CES) Updates – Daniel Garcia, CES Administrator, Office of Care Coordination

Daniel Garcia provided updates on the proposed changes to the CES Policies and Procedures, including removal of preference in prioritization for sheltered participants experiencing literal homelessness, and the proposed 2-for-1 Match Policy and procedure. Daniel Garcia summarized data on CES inflow and outflow, and subpopulations served while also highlighting the CES Instagram account launch to raise awareness on CES.

Public Comments:

- A member of the public asked if the data for transitional aged youth was included with family data, and whether the exit data only included housing matched through CES.
- Chair Melanie McQueen asked about if CES has data for the average length of time that households are waiting for housing opportunities based on subpopulation types.

8. CoC Updates – Jasmin Miranda, Interim CoC Administrator, Office of Care Coordination

Jasmin Miranda provided background on the Executive Order issued on July 24, 2025, and highlighted the importance of focusing on reliable sources of information from trusted media outlets and advocacy organizations, including the National Alliance to End Homelessness. Jasmin Miranda discussed updates on the Homeless Housing, Assistance and Prevention (HHAP) Program application round 6, the FY2025 CoC Program Competition. Jasmin Miranda reviewed information on upcoming meetings and CoC General Memberships.

9. Announcements, Closing Remarks and Questions – Melanie McQueen, Chair

Members of the public were invited to share any announcements, ask questions and/or provide comments.

Public Comments:

- Chair Melanie McQueen discussed changes to the CalAIM housing policy guides surrounding first and last month's rent, and the upcoming transitional housing program expected to come to CalAIM Orange County in 2026. Chair Melanie McQueen reminded the public about the Veterans Surge event occurring same day to help bring unsheltered veterans into housing.
- James Bacon highlighted available CES flyers which are now available in five languages.
- A member of the public asked if the CalAIM changes were applicable to all health plans.
- A member of the public highlighted a non-medical grade substance use treatment program affiliated with a religious organization.
- A member of the public highlighted a health and citizenship fair that will be held at the Anaheim Convention Center in September.
- A member of the public discussed expanded services available from the Public Law Center and ongoing community "know your rights" presentations.

10. Networking

Members of the public were invited to network and connect with local partners.

Next Meeting: November 20, 2025, from 9:00 a.m. – 11:00 a.m. at the Orange County Housing Authority, 1501 E. Saint Andrew Place, Conference Room A, Santa Ana, CA 92705

For more information on CoC Board and Committee Meetings, the CoC email distribution list, or how to become part of the CoC General Membership, please visit the CoC Webpage at <https://ceo.ocgov.com/continuum-care> or contact the Office of Care Coordination at CareCoordination@ceo.oc.gov