



**COUNTY OF ORANGE**  
**OFFICE OF CARE**  
**COORDINATION**

**Lived Experience Advisory  
Committee Meeting  
September 3, 2025**

*Welcome!*



# Welcome and Meeting Overview

## Agenda

### CONSENT CALENDAR

1. Approve the Lived Experience Advisory Committee (LEAC) Meeting Minutes from August 6, 2025.

### BUSINESS CALENDAR

1. **Coordinated Entry System (CES) Updates** – Daniel Garcia, CES Administrator, Office of Care Coordination
  - a. Revised CES Policies and Procedures
  - b. Proposed CES 2-for-1 Match Policy
  - c. CES Frequently Asked Questions (FAQs) Document
2. **Continuum of Care (CoC) Committee Representative Appointment** – Felicia Boehringer, Interim CoC Manager, Office of Care Coordination
  - a. Discuss the desired process for LEAC members to identify representatives to attend CoC Committee meetings.
3. **CoC and General Updates** – Jasmin Miranda, Interim CoC Administrator, Office of Care Coordination and Nichole Gideon, CoC Board Secretary
  - a. August 27, 2025, CoC Board Meeting Recap
4. **LEAC Member Comments** – Robert “Santa Bob” Morse, Chair
  - a. 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.

# Public Comments

# Consent Calendar

# Consent Calendar

## Recommended Action

1. Approve the LEAC Meeting Minutes from August 6, 2025.

# Business Calendar

# **Coordinated Entry System (CES) Updates**

**Daniel Garcia, CES Administrator,  
Office of Care Coordination**



# CES Policies and Procedures

# Business Calendar – Item #1

## Background

- CoCs are responsible for developing local policies governing CES – such as eligibility, prioritization, and engagement standards. The most recent version of the Orange County CES Policies and Procedures was approved by the CoC Board on December 12, 2023.
- At the May 7, 2025, CES Steering Committee meeting, the Office of Care Coordination provided an update that the CES Policies and Procedures was being reviewed for potential revisions.
- The Office of Care Coordination sent an updated version of the CES Policies and Procedures for public feedback from June 26, 2025 – July 6, 2025.
- During the July 9, 2025, CES Steering Committee meeting discussion on the updated CES Policies and Procedures centered on the removal of sheltered preference in the prioritization schema.

# Business Calendar – Item #1

## CES Policies and Procedures – Shelter Prioritization Background

- Prior to September 2022, the CES Policies and Procedures provided an overall prioritization preference for sheltered participants over unsheltered participants with a goal to increase system flow by moving participants from shelter to permanent housing and making new shelter opportunities available to others.
- On March 23, 2022, the CoC Board recommended a working group to examine the CES prioritization policy regarding shelter preference. Over several months, the Shelter Preference Working Group met to discuss the shelter preference and alternative policy recommendations.
- The working group recommended to prioritize people experiencing chronic homelessness by length of homelessness, then people experiencing literal homelessness by 1) length of homelessness, 2) disabling condition and 3) shelter status
- This removed the shelter preference only for households experiencing chronic homelessness, who are the highest prioritized group. This was unanimously approved by Policies, Procedures, and Standards Committee and the CoC Board in late 2022.

## CES Policies and Procedures – Shelter Prioritization Background

- Shelter programs provide crucial services and are vital partners to the Orange County homeless response system.
- Concerns around shelter preference centered around ensuring the CES prioritization provided equitable access for the most vulnerable groups to housing and aligned with best practices.
- Those experiencing unsheltered homelessness face additional barrier to entering or staying in shelter. Participants with disabilities can face barriers in accessing shelters, and those in protected group may experience or fear discrimination or violence in shelter settings. This is relevant for congregate shelters, which comprise the most availability of beds in Orange County.
- Several neighboring communities do not consider shelter status directly in prioritization but include being unsheltered as a factor that increases prioritization in vulnerability assessments.
- Other communities prioritize unsheltered participants overall due to an increased vulnerability.

# Business Calendar – Item #1

## CES Policies and Procedures – Shelter Prioritization Background

### Individual CES (July 2025)

- Households on the Community Queue: 3,722
- Chronically homeless households: 1,928 or 51.8%
- Literally homeless households: 1,794 or 48.2%

### Family CES (July 2025)

- Households on the Community Queue: 302
- Chronically homeless households: 49 or 16.22%
- Literally homeless households: 253 or 83.78%

## Proposed Changes to CES Policies and Procedures

- Removal of shelter status from prioritization schema

### Current Prioritization:

1. Households experiencing Chronic Homelessness
2. Households experiencing literal homelessness with a disability
  - A. Sheltered households
  - B. Unsheltered households
3. Households experiencing literal homelessness without a disability
  - A. Sheltered households
  - B. Unsheltered households
4. Households at-risk of homelessness

### Proposed Prioritization:

1. Households experiencing Chronic Homelessness
2. Households experiencing literal homelessness with a disability
3. Households experiencing literal homelessness without a disability
4. Households at-risk of homelessness

**Note that in both versions, participants with the longest length of homelessness are listed first within each group.**

Other program-specific eligibility criteria and/or prioritization factors, such as local preferences, may also apply to the overall prioritization.

# Business Calendar – Item #1

## Proposed Changes to CES Policies and Procedures – Continued

- Explain CES prioritization in depth
- Additional clarification on how Access Points can indicate the populations they serve
- Defining Open and Closed Access Points
- Clarifying language on grievance procedures and dynamic matches
- More information on emergency transfers due to concerns relating to domestic and other violence



# CES 2-for-1 Match Policy

# Business Calendar – Item #1

## Background

- The Office of Care Coordination, as the CES Lead for the Orange County CoC, utilizes the CES Policies and Procedures to guide the prioritization and match process to connect households to housing through CES. Typically, this includes matching a single household, to a single unit.
- However, circumstances exist where housing providers have requested multiple or 2-for-1 matches (i.e., longstanding vacancies, to meet financing deadlines for new properties at the end of the lease-up process).
- While no formal policy or guidance currently exists within the CES Policies and Procedures, the Office of Care Coordination, as the CES Lead, proposed a 2-for-1 Match Policy (Policy) which was presented during the July 9, 2025, CES Steering Committee to meet the requests of some local Public Housing Authorities.
- The Policy was developed and proposed for housing providers that wish to opt-in to this process.

## Background

- The Policy documents the situations in which the Office of Care Coordination will consider a 2-for-1 match request, including:
  - A unit has been vacant a specified amount of time, and;
  - To meet financing and other deadlines near the end of initial lease-up for new properties.
- The Policy outlines requirements around these requests, including:
  - Confirmed agreement from all stake-holders in the process to emphasize consensus and collaboration, and;
  - Enabling households to make informed choices about accepting a secondary match and submission of a form confirming their choice to be a secondary match.

## Revisions

- The public feedback period was open from July 10 – July 25, 2025.
- The Office of Care Coordination made the following changes based on the feedback received:
  - Both the Primary and Secondary matches can have the applications reviewed concurrently.
  - In the event that both matches become fully approved, the Secondary match is not allowed to be returned to the Community Queue, unless requested by the Secondary match.
  - If the Secondary match does not request to be returned to the Community Queue, the requesting housing provider must provide the Secondary match a housing opportunity in their respective housing inventory within 45 days.

## Revisions – Continued

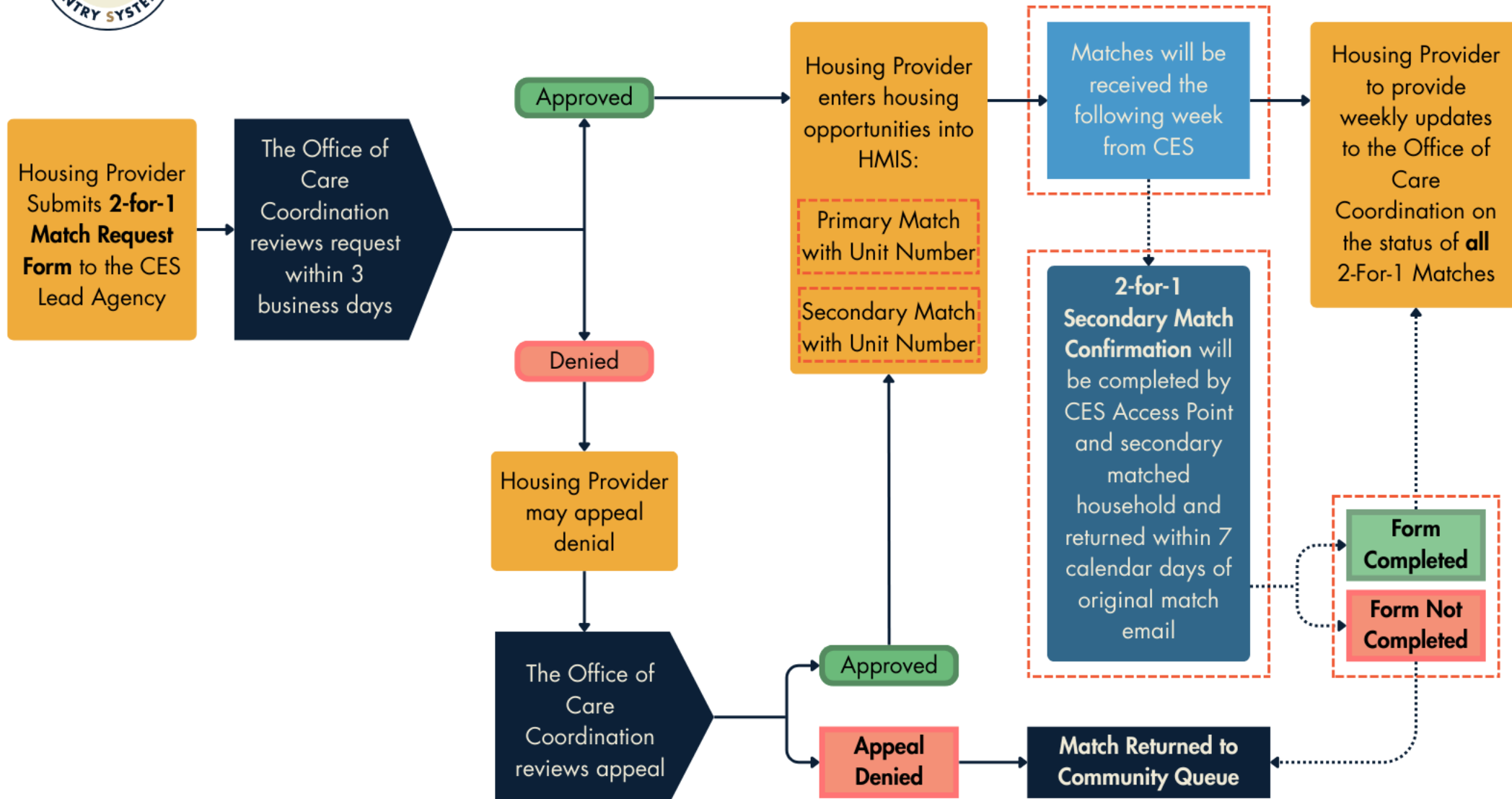
- The Office of Care Coordination made the following changes based on the feedback received:
  - Property has a unit(s) that is approaching the 120-day vacancy date. The request for a 2-for-1 match can only be submitted after the unit has been vacant for at minimum 60 days.
    - Changed from 90 days.
  - A newly opened property needs to achieve a specified occupancy rate by a specified date. The request for 2-for-1 match can only be submitted no earlier than 60 days before the specified date.
    - Changed from 45 days.

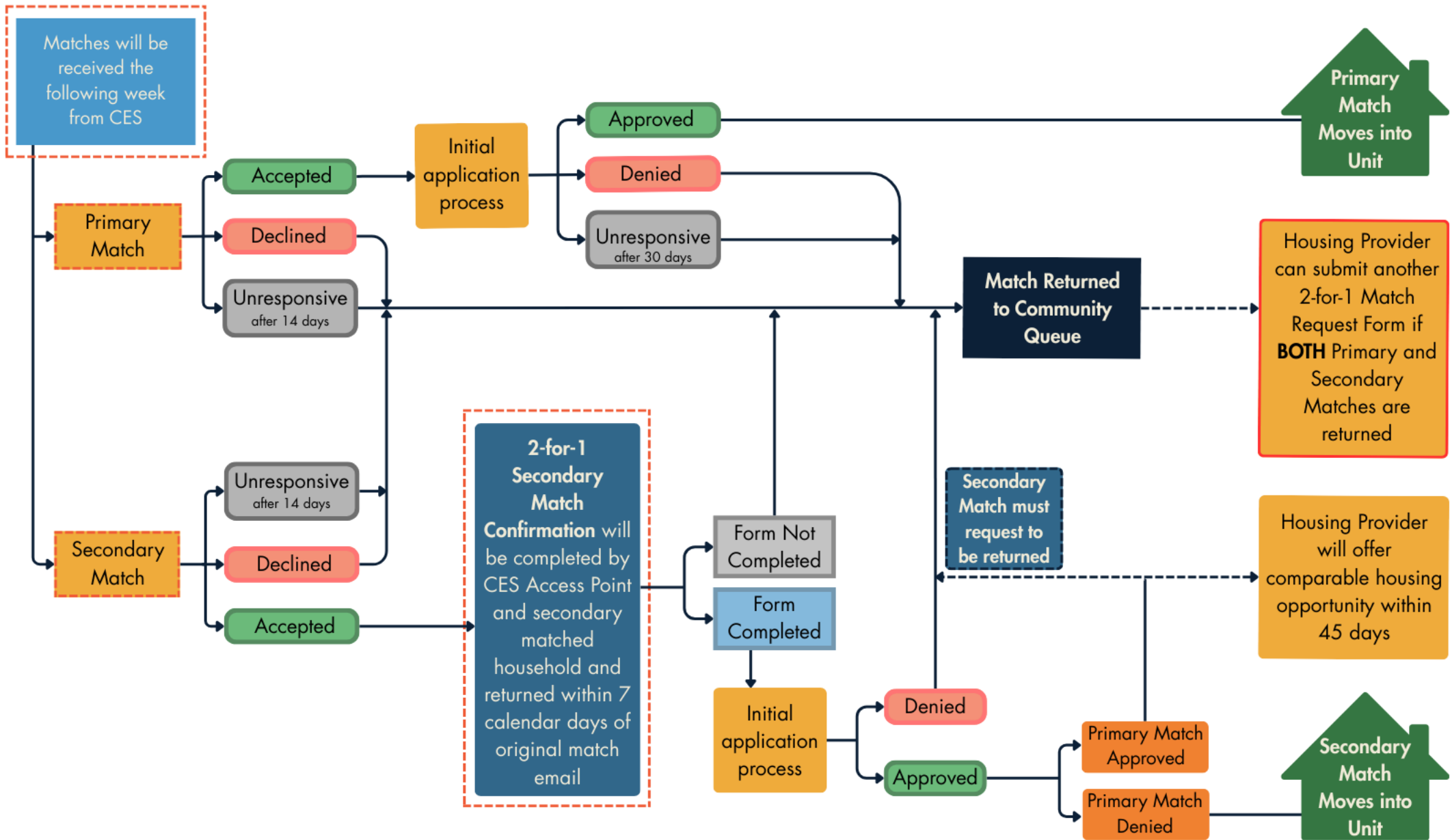
## Proposed 2-for-1 Match Policy

- The proposed 2-for-1 Match Policy would establish the following criteria for the process:
  - Households must be designated as Primary and Secondary, and considered in that order
  - Another 2-for-1 match may only be requested by the housing provider after both households are returned to the CES Community Queue
  - Households may only be returned to the CES Community Queue upon denial, decline, or non-response (after 14 calendar days with no response after the match email)
    - Should either match become unresponsive after beginning the application process for 30 days, the match will be considered unresponsive
  - The 2-for-1 Match Request Form must be submitted by each applicable unit
  - A specific unit number must be entered into HMIS for each opportunity



# 2-for-1 Match Policy and Procedure





## Anticipated Approval Process for 2-for-1 Match Policy and CES Policies and Procedures

- September 2025:
  - September 3, 2025: Review and approval by CES Steering Committee
- October 2025:
  - October 1, 2025: Review and approval by the Lived Experience Advisory Committee
  - October 7, 2025: Review and approval by the Policies, Procedures and Standards Committee
  - October 22, 2025: Review and approval by the CoC Board

# CES Frequently Asked Questions

# Business Calendar – Item #1

## Coordinated Entry System Frequently Asked Questions (CES FAQs)

- Last fall, the Office of Care Coordination, as CES Lead, presented the LEAC with a draft document with CES FAQs, seeking to more accurately convey how the CES in Orange County functions. Feedback from the LEAC and other partners on language and implementation process was incorporated into the document and implementation planning process.
- Additionally, training is being developed as a response to past recommendations from the LEAC to provide regular training on CES policies, procedures and processes to homeless service providers, Access Points, and community partners informed by the perspective of people with lived expertise.
- This training is also a result of requests from Access Points and other CES partners for additional trainings and reference materials. The first of these trainings was released as a CES 101 Module to serve as a conceptual overview for a wide audience.
- The FAQs will be featured in an upcoming CES Training for Access Points and presented as a tool Access Points can use to help convey how the CES system functions to their participants. This training will be online as part of a Learning Management System and provided to all partners. It will also be available in the site's resource library.

## Coordinated Entry System Frequently Asked Questions (CES FAQs)

### ∨ **What is CES?**

The Coordinated Entry System (CES) is a standardized process to prioritize the people experiencing homelessness with the highest vulnerabilities to limited housing opportunities. The CES is facilitated by network of local service providers, non-profit organizations, government, and other homeless services providers that help to identify people experiencing homelessness and support them through the process to access and utilize available shelter, housing and supportive services resources. Unlike a waitlist, the amount of time on the CES Community Queue does not affect prioritization. The priority factors considered for CES are explained under "How is the Community Queue prioritized?"

### > **What is the Community Queue?**

### > **How do I access CES?**

### > **What resources and programs are made available through CES?**

### > **After being entered into CES, what can I expect?**

### > **After being entered into CES, how long will it take to get a housing referral?**

### > **How is the Community Queue prioritized?**

### > **How are individual program criteria considered by CES?**

### > **What can I do to support my CES Access Point and my participation on CES?**

### > **What is the definition of chronic homelessness?**

### > **What is the definition of disability?**

**CoC Committee Representative Appointment**

Felicia Boehringer, Interim CoC Manager,  
Office of Care Coordination

# Business Calendar – Item #2

## Background

- At the August 27, 2025, CoC Board Meeting, the Lived Experience Compensation Framework was approved, establishing standardized compensation rates for People with Lived Experience who actively participate in CoC Committees, Working Groups, Ad Hoc groups, and other CoC-led initiatives.
- Since some Orange County CoC Committees do not have formal membership structures, the Office of Care Coordination (OCC) is bringing this item forward for discussion to explore and develop a process for formally appointing People with Lived Experience to these non-member committees and initiatives. Examples of such committees include:
  - ❖ Coordinated Entry System (CES) Steering Committee
  - ❖ Housing Opportunities Committee
  - ❖ Transitional-Aged Youth (TAY) Collaborative Committee
  - ❖ Service Provider Forum

*Please note: This is not an exhaustive list, as additional CoC committees and initiatives may arise in the future where the appointment of People with Lived Experience would provide valuable insight and support.*

# Business Calendar – Item #2

## Purpose

- OCC is requesting the LEAC to support the development of a clear, equitable, and flexible process for appointing and compensating People with Lived Experience who serve on CoC Committees and other initiatives that do not currently have formal membership structures.

## *Guiding Principles*

- ❖ **Equity and Inclusion:** Recognizing lived experience as expertise
- ❖ **Flexibility:** Accommodate different committee types and structures
- ❖ **Transparency:** Be clear on expectations and terms
- ❖ **Consistency:** Align with existing compensation framework
- ❖ **Accountability:** monitor and evaluate the impact and engagement

# Business Calendar – Item #2

## Appointment Structure Options

- To support flexibility across different committees, appointed can be structured in a variety of ways depending on the committee needs, workload and individual availability.

Option	Description	Duration
Calendar Year	Appointed from January – December	12 Months
Full Term Length	Mirrors duration of LEAC member term	3 Years
Business Calendar Item	Appointed for specific project, deliverable, or action	Until deliverable is completed (1-2 meetings)
Monthly Appointment	Month-to-Month	1 month, renewable
Quarterly Appointment	3-month blocks	3 months, renewable

# Business Calendar – Item #2

## Appointment Process

- To promote transparency and accountability, the appointment of members should follow a structured and consistent approach. This can be implemented in various ways, depending on how the LEAC chooses to establish the process.

	Option	Description	Process
1	Identify Committee Needs	Types of contribution expected	Committee Chair and CoC Staff identify individual
2	Recruitment and Outreach	Post and recruitment for appointment opportunities	Interest Form, recruitment period, Ad Hoc/Chair Appointment
3	Nomination	LEAC members self-nominate or nominate fellow LEAC members	Business Calendar Item during LEAC meeting
4	Selection and Matching	Match individual based on the committees available	CoC Staff identify individuals

# Business Calendar – Item #2

## Questions and Discussion

- Do you feel any proposed appointment process is unclear or should not be used?
- Are there any barriers that might prevent someone from being appointed or participating fully?
- Are there different appointment options that might feel more appropriate for the committee?
- Who should or shouldn't be involved in selection and appointing People with Lived Experience to committees?



### **CoC and General Updates**

Jasmin Miranda, Interim CoC Administrator,  
Office of Care Coordination and  
Nichole Gideon, CoC Board Secretary

# Business Calendar – Item #3

## CoC Board Updates (August 27, 2025, Meeting)

### 1. Lived Experience Compensation Framework

- b. Approved recommended Lived Experience Compensation Rate Determination Table to be used as the compensation framework for People with Lived Experience partnering with the Orange County CoC.
- c. Approved People with Lived Experience partnering with the Orange County CoC who travel more than 30 miles one-way to a meeting location to be eligible for an additional one (1) hour of compensation.

### 2. HMIS Access Working Group Member Appointment

- a. Appointed Sandra Lopez and Christina Weckerly-Ramirez to the HMIS Access Working Group

### 3. Policies, Procedures and Standards (PPS) Committee Recommendation

- a. Established a three (3) year CoC Board Member Term policy that will be incorporated into the CoC Governance Charter, to go into effect with the ratification of new CoC Board members at the December 2025 meeting of the CoC Board, as recommended by the PPS Committee

# Business Calendar – Item #3

## CoC Board Updates (August 27, 2025, Meeting)

### 4. 2025 CoC Nominating Ad Hoc

- a. Established the 2025 CoC Nominating Ad Hoc to support the nomination and election for the CoC Board, including the review of the CoC Board composition, qualification, nomination and election process as detailed within the CoC Governance Charter
- b. Appointed Shawndrea Bronson, Elizabeth Flores, Jason Mercado, Robert “Santa Bob” Morse, Dr. Apphia-Yaya Schramenko, and melissa Welsh to the 2025 CoC Nominating Ad Hoc

### 5. CoC Strategic Plan

- a. Approved Strategic Goals to guide the implementation of the CoC Strategic Plan

# Business Calendar – Item #3

## Update on Lived Experience Compensation Framework

- OCC and Orange County United Way (OCUW) have been collaborating to implement a ramp-up process for the Lived Experience Compensation Framework.
- As part of this effort, OCUW will be hiring a staff member who will serve as your point of contact for compensation-related matters. This individual will reach out to each of you directly to discuss your preferred form of compensation, potential tax implications, and to answer any questions you may have regarding payment.
- OCC will continue to be your main contact for matters related to meeting attendance, committee materials, and CoC initiatives.
- If you have any immediate questions about the Lived Experience Compensation Framework in the meantime, please don't hesitate to reach out to the OCC team.

# Business Calendar – Item #3

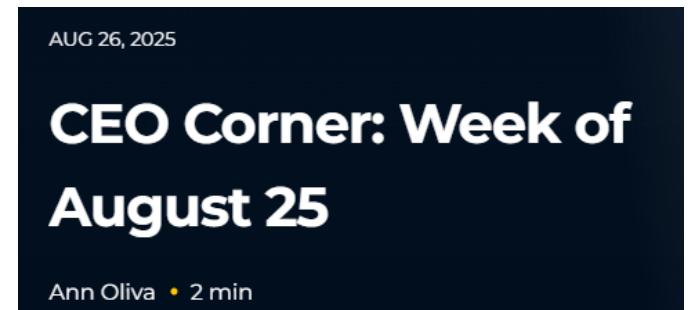
## Update on Current Compensation Transition Phase

- The Office of Care Coordination (OCC) will continue to provide meeting and travel compensation through September 30, 2025.
- **Beginning October 1, 2025**, Orange County United Way (OCUW) will take over the distribution of compensation.
- If you did not receive gift cards or compensation for the period between July 1, 2025, and September 30, 2025, you may contact [CareCoordination@ceo.oc.gov](mailto:CareCoordination@ceo.oc.gov) to request any outstanding or unaccounted-for payments.
- To ensure timely processing, please submit any reconciliation emails for retroactive compensation related to the 2025–2026 Fiscal Year (FY) no later than October 3, 2025.

# Business Calendar – Item #3

## Federal News Updates

- On July 24, 2025, the White House issued an Executive Order about homelessness.
- The National Alliance to End Homelessness (NAEH) Alliance staff members have written short blog posts explaining various impacts and implications of the July 24 Executive Order on homelessness.
- Stay tuned for any additional information on the Executive Order through the NAEH CEO Corner newsletter.
- **Reminder:** Focusing on reliable sources of information from trusted media outlets and advocacy organizations is key.
- NAEH Newsletter and Email updates:
  - Subscribe on their website: <https://endhomelessness.org/>



# Business Calendar – Item #3

## FY 2025 CoC Program Notice of Funding Opportunity (NOFO) Competition Updates

- In 2024, for the first time, the U.S. Department of Housing and Urban Development (HUD) issued a two-year CoC Program NOFO as authorized by the Consolidated Appropriations Act, 2024.
  - CoCs were only required to submit one CoC Consolidated Application to be applicable for FY 2024 and FY 2025 funds, along with the FY 2024 CoC Priority Listing.
- On July 3, 2025, HUD sent communication via the Office of Special Needs Assistance Programs (SNAPS) Competitions mailing list announcing the intention to publish a NOFO for 2025 CoC awards.
  - In the email, HUD invited CoCs to prepare for an application focused on **treatment and recovery, reducing unsheltered homelessness, reducing returns to homelessness, and increasing the earned income of participants.**
- For the previous former NOFOs, the LEAC previously provided a Support Letter for the NOFO.
- At this time, HUD has not released the NOFO for 2025 CoC awards. The Office of Care Coordination will provide updates as they arise.

# Business Calendar – Item #3

## 2026 Point in Time (PIT) Count

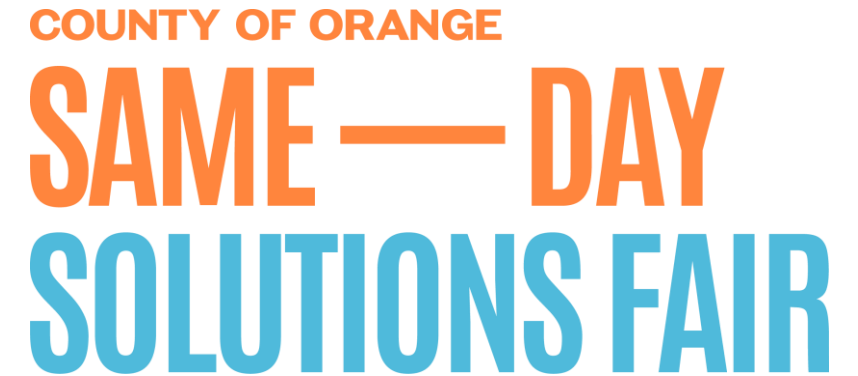
- HUD requires that CoCs across the nation complete a biennial unsheltered count and an annual sheltered count of all people experiencing homelessness in the community on a single point in time during the last 10 days of January.
- The Office of Care Coordination in partnership with the Orange County CoC conducts an unsheltered Point In Time count every two years in Orange County.
- In August 2025, the Office of Care Coordination met with City Net, the lead agency for unsheltered count, to plan for the 2026 PIT Count.
- The Office of Care Coordination has also started facilitating recruitment for the PIT Count Planning Ad Hoc, with meetings set to begin in early September.
- Details for the 2026 PIT Count are being finalized and further updates will be provided in the future.

<b>2026 PIT Count Dates</b>		
Tuesday, January 27, 2026	Wednesday, January 28, 2026	Thursday, January 29, 2026

# Business Calendar – Item #3

## OC Same-Day Solutions Fair

- Since the success of the first and second OC Same-Day Solutions Fair, the Office of Care Coordination has been working diligently to coordinate future event locations.
  - ❖ September 25 – Orange
  - ❖ November 20 – Placentia
- The Office of Care Coordination hosted the second Same-Day Solutions Fair in the City of Lake Forest on July 24, 2025.
  - ❖ Over 25 different organizations provided resources spanning mental health, substance use, housing, public benefits, basic needs, legal aid, and more.
- To host or participate in an upcoming Same-Day Solutions Fair, please contact the Office of Care Coordination.



# Business Calendar – Item #3

## OC Same-Day Solutions Fair Outcomes

- **120** unduplicated households participated in the OC Same-Day Solutions Fair, including 20 families (households with minor children).
- **585** service engagements and provisions occurred.
- **288** informational engagements occurred – meaning individuals engaged with the various organizations present to receive general information about available services.
- State Senator Dr. Steven Choi and representatives from cities of Lake Forest, Mission Viejo, Irvine, Laguna Woods and Laguna hills attended the OC Same-Day Solutions Fair.



# Business Calendar – Item #3

## Upcoming Meetings

- **CES Steering Committee:** Wednesday, September 3, 2025, from 2:00 p.m. – 3:30 p.m.
  - ❖ Location: Orange County Housing Authority (OCHA), 1501 E. St. Andrew Pl, 1<sup>st</sup> Floor, Santa Ana, CA 92705, Conference Room A
- **Transitional-Aged Youth (TAY) Collaborative Committee:** Thursday, September 4, 2025, from 11:00 a.m. – 12:00 p.m.
  - ❖ Location: Orangewood Foundation Conference Room, 1575 E. 17<sup>th</sup> St., Santa Ana, CA 92705
- **Policies, Procedures and Standards Committee:** Tuesday, September 9, 2025, from 3:30 p.m. – 5:00 p.m.
  - ❖ Location: CAS Multipurpose Rooms 103/105, 601 N. Ross St., Santa Ana, CA 92701
- **Domestic Violence Committee (Special Meeting):** Thursday, September 18, 2025, from 9:00 a.m. – 10:30 a.m.
  - ❖ Location: The Village on 17<sup>th</sup> Street Community Room, 1505 17<sup>th</sup> St., Santa Ana, CA 92705

# Business Calendar – Item #3

## Remember to Keep your Individual and Agency General Membership Updated!

- The CoC Governance Charter identifies that each Individual Member and Agency that is a General Member of the CoC will be allowed one vote for the CoC Board election.
- The CoC Governance Charter states that a CoC Board member must be CoC General Member, either as an organization or individual. There is still time to become a CoC General Member if you are interested in applying for the CoC Board.
- You can view the [CoC General Membership](#) roster on the [CoC General Membership webpage](#)
- If you or your organization is not a General Member and wants to become one, please inform the Office of Care Coordination of your interest and fill out the [application](#).
- If your agency needs to update your authorized representatives for your agency, please submit an updated [application](#) to the Office of Care Coordination.

Please contact the Office of Care Coordination with any questions at

[CareCoordination@ceo.oc.gov](mailto:CareCoordination@ceo.oc.gov).

# Business Calendar – Item #3

## Employment Opportunity: CoC Manager

- The Office of Care Coordination is seeking qualified applicants for the position of **CoC Manager (Business Services Manager)**.
- This recruitment will close on **September 21, 2025, at 11:59 p.m. (PDT)**.
- The CoC Manager for the Office of Care Coordination will be an experienced, dynamic manager who will coordinate the CoC, its Board, Committees and related initiatives in support for the CoC Program and the County of Orange's efforts to address homelessness.
- Please review the job listing and apply for the position at the [Job Posting Link](#).
- If you have any questions pertaining to this recruitment, please contact Joanna Xue at [joanna.xue@ceo.oc.gov](mailto:joanna.xue@ceo.oc.gov) or (714) 834-7338.



The recruitment poster features a background image of three professionals (two women and one man) in an office setting, looking at a laptop and documents. The text is overlaid on the image. At the top right is the County of Orange logo. The main text reads 'WE ARE HIRING!' in large, bold letters. Below that, it says 'Continuum of Care Manager' and '\$116,251.20 - \$161,012.80 Annually'. At the bottom, there is a green button with the text 'ocgov.com/jobs'.

**WE ARE HIRING!**

**Continuum of Care Manager**  
\$116,251.20 - \$161,012.80 Annually

[ocgov.com/jobs](https://ocgov.com/jobs)

*Please assist us in sharing this employment opportunity with others!*

### **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!***

**Next Meeting:** *Wednesday, October 1, 2025,*

**Location:** *CAN Multipurpose Room 101/106,*

*400 W. Civic Center Dr., Santa Ana, CA 92701*



**COUNTY OF ORANGE**  
**OFFICE OF CARE**  
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