



COUNTY OF ORANGE
OFFICE OF CARE
COORDINATION

**Lived Experience Advisory
Committee Meeting
October 1, 2025**

Welcome!



Welcome and Meeting Overview

Agenda

CONSENT CALENDAR

1. Approve the Lived Experience Advisory Committee (LEAC) Meeting Minutes from September 3, 2025.

BUSINESS CALENDAR

1. **Orange County United Way (OCUW) Compensation for Lived Experience Program Update** – Marina Garcia, Lived Experience Partnership Manager, and Carrie Buck, Senior Director, United to End Homelessness, OCUW
2. **Coordinated Entry System (CES) 2-for-1 Match Policy Recommendation** – Felicia Boehringer, Interim Continuum of Care (CoC) Manager, Office of Care Coordination and Andrew Crowe, CES Steering Committee Chair
 - a. Approve the proposed CES 2-for-1 Match Policy for review and approval by the Policies, Procedures and Standards (PPS) Committee, as recommended by the CES Steering Committee.
3. **CES Policies and Procedures Recommended Changes** – Felicia Boehringer, Interim CoC Manager, Office of Care Coordination and Andrew Crowe, CES Steering Committee Chair
 - a. Approve revised CES Policies and Procedures, including the removal of shelter status from the prioritization schema, updates to formatting, and other clarifying language, for review and approval by the PPS Committee, as recommended by the CES Steering Committee.
4. **CoC and General Updates** – Jasmin Miranda, Interim CoC Administrator, Office of Care Coordination and Nichole Gideon, CoC Board Secretary
 - a. September 24, 2025, CoC Board Meeting Recap
5. **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 September 3, 2025.

Business Calendar

**Orange County United Way (OCUW)
Compensation for Lived
Experience Program Update**

Marina Garcia, Lived Experience Partnership Manager,
and Carrie Buck, Senior Director, United to End
Homelessness, OCUW



UNITED TO END
HOMELESSNESSSM



Orange County
UNITED WAY

Compensation for Lived Experience Program Update

October 1, 2025



Get Connected.
Get Help.™

In 1924, Orange County United Way was established, dedicated solely to providing services to the Orange County community.



UNITED FOR
STUDENT SUCCESS™

Our vision is an Orange County *united* to improve lives today and for generations to come



UNITED FOR
FINANCIAL SECURITY™

One of 4 initiatives at OCUW, United to End Homelessness is committed to ending homelessness in Orange County so that everyone has a place to call home.



UNITED TO END
HOMELESSNESS™



UNITED TO END
HOMELESSNESS™



Compensation for Lived Experience Program Update

Our Previous Work Together

- Partnered in the past on a Storytelling Workshop
- Advisors on a public awareness campaign
- Participated in a Community Chat

Process

- **Policies and Procedures**
 - Created + Submitted to County
- Marina's First Day as Lived Experience Partnership Manager **9/9/2025**
- **Compensation Orientation Progress So Far - 10 of 17 Completed**
 - LEAC Members - 7 of 11 completed
 - Other Committees - 3 out 6 of completed



Marina Garcia

Lived Experience Partnership Manager

- I started with Orange County United Way in September 2025, and previously spent 2.5 years with Orangewood Foundation
- I have worked in the nonprofit sector since 2019 in roles that include grassroots organizing, digital marketing, policy advocacy, programming, and philanthropy
- I bring personal lived expertise to the role, including 10 years within the child welfare system and another 10 years of homelessness and housing insecurity
- I was chosen for this role because of my shared experiences with LEP participants, my extensive knowledge of Orange County systems and resources, and my focus on building relationship-driven community strategies



LEP Compensation Program




Prepaid Debit Card

- One (1) business day to process
- Reloadable
- Does not require bank account
- Can be used anonymously
- Can be used everywhere Debit Mastercard is accepted, including ATMs
- Transferrable to bank, PayPal, or CashApp
- May impact benefits **if transferred**




Direct Deposit

- 1-3 business days to process
- Requires bank account
- Best for those **not receiving benefits**

- 
- One (1) business day to process
 - Reloadable
 - Limited spending, specific stores
 - Gas, groceries, Amazon, Walmart, etc.
 - **No impact** on benefits



Gift Card

- 
- If mailed, 7-10 business days to process
 - If picked up, 1-6 business days
 - Requires bank account
 - Best for those **not receiving benefits**



Check

Frequently Asked Questions

- When will I receive compensation after a meeting?
 - Timing of each compensation method will vary - some happen sooner.
- How do I decide which compensation method to choose?
 - During your orientation, all options will be discussed so you can make the best decision for you.
- What happens if I don't receive my compensation?
 - Call me ASAP! Human and computer errors can happen, but I will always do my best to correct them.
- What do I do to change my compensation method?
 - Send me an email at least 2 weeks before your next meeting to allow for processing time.
- Questions? Get in touch!



Contact info:

Marina Garcia

Email: MarinaG@UnitedWayOC.org

Call: 949-477-4513



Orange County
UNITED WAY

**Coordinated Entry System (CES) 2-for-1 Match
Policy Recommendation**

Felicia Boehringer, Interim CoC Manager,
Office of Care Coordination and

Andrew Crowe, CES Steering Committee Chair

2-for-1 Match Policy

- The Office of Care Coordination (OCC), as the CES Lead for the County of Orange 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, this practice was allowed to occur in a few instances to mitigate the amount of time a unit was left vacant.
- As this practice began to be used more frequently in 2024 and 2025, some of the Public Housing Authorities requested for a formal policy or guidance to be issued.
- The OCC, as the CES Lead, developed a draft 2-for-1 Match Policy (Policy) for housing providers that wish to opt-in to this process.

2-for-1 Match Policy

- **Purpose:** To establish the criteria and steps for the 2-for-1 match process, ensuring transparency for participants involved.
 - In creating this guidance, the OCC considered partner feedback around the lease-up and turnover process, prior practice of these matches in this and other communities, and the experience of participants in this process.
- **Goals of Policy in Practice:** Provide a person-centered and trauma-informed approach, ensuring existing housing programs are utilized to the highest extent possible and enabling success for new housing programs to attract continued support from the local development community to create more housing.

2-for-1 Match Policy

Timeline of Review and Approval

- **July 9, 2025:** Policy first presented to the CES Steering Committee
- **July 10 – July 25, 2025:** Public feedback period
- **September 3, 2025:** Policy presented to the LEAC for overview and discussion, with updates made based on feedback received
- **September 3, 2025:** Policy reviewed by CES Steering Committee and recommended for approval by the LEAC, with some changes.

2-for-1 Match Policy

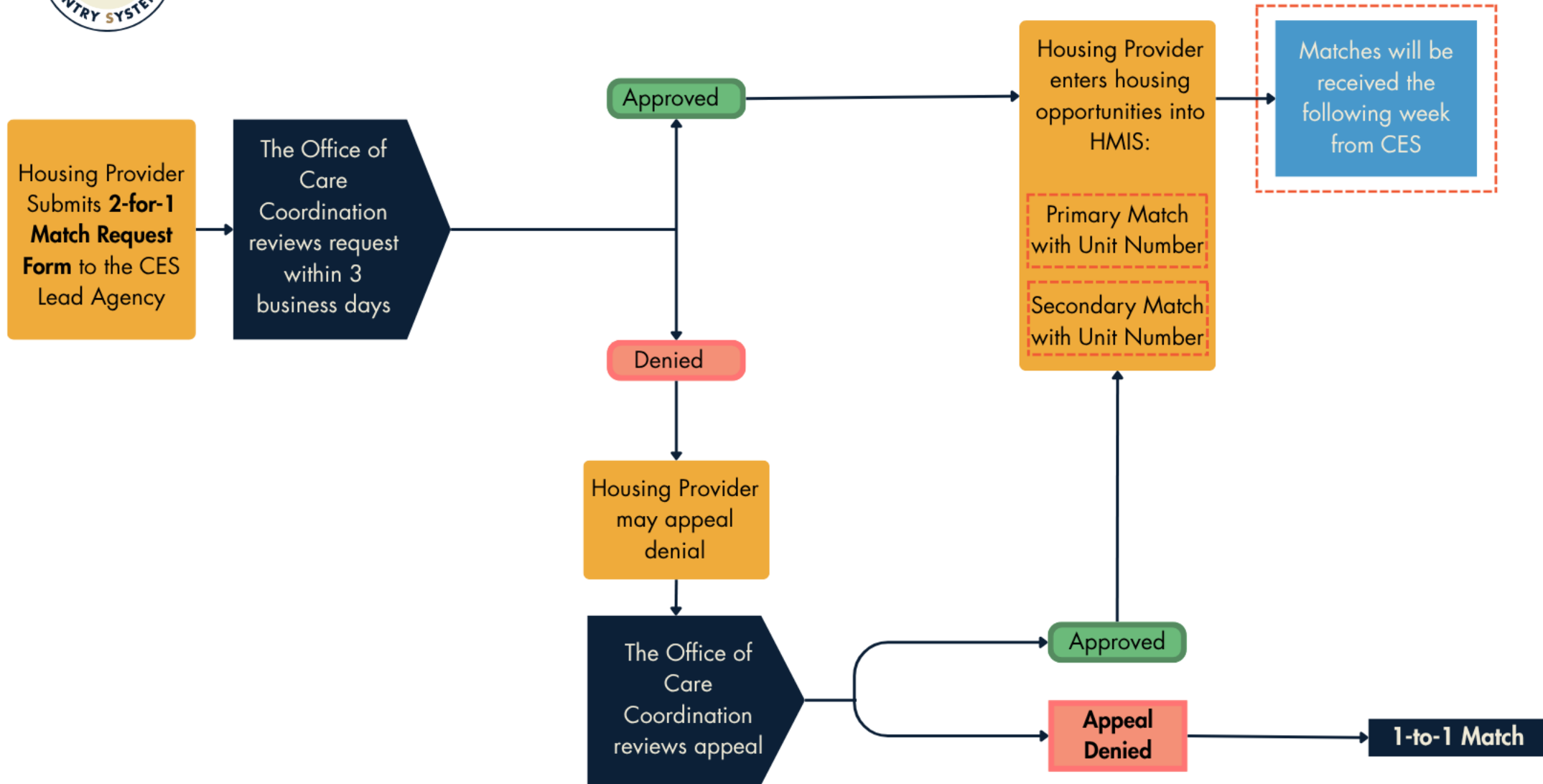
- Following the September 3, 2025, LEAC meeting, the OCC presented the revised draft Policy to the CES Steering Committee.
- During the September 3, 2025, CES Steering Committee, discussion centered around the policy scenarios and criteria for requesting a 2-for-1 match, noting challenges that components of the current draft policy could pose specifically to housing providers.
- CES Steering Committee recommended to approve the proposed Policy for review and approval by the LEAC, inclusive of a few changes:
 - **Scenarios for Requesting a 2-for-1 match:**
 - Update: Allow requests to be made if unit has been vacant or in possession of the housing provider for a minimum of 15 days and if the unit is move-in ready.
 - **Criteria for 2-for-1 Match Requests:**
 - Update: For secondary match – the requesting housing provider will provide the Secondary match a housing opportunity in their respective housing inventory, with the next available unit, and with the *goal* of housing the Secondary match within 45 days.

2-for-1 Match Policy

- Feedback was received and incorporated into the revised drafted Policy in **Attachment B** for the LEAC review and approval.
- If approved, the Policy will be shared with the Policies, Procedures and Standards (PPS) Committee for review and approval, before being shared with CoC Board membership for final approval.
- The flow of the Policy in practice can be viewed on the next two slides.

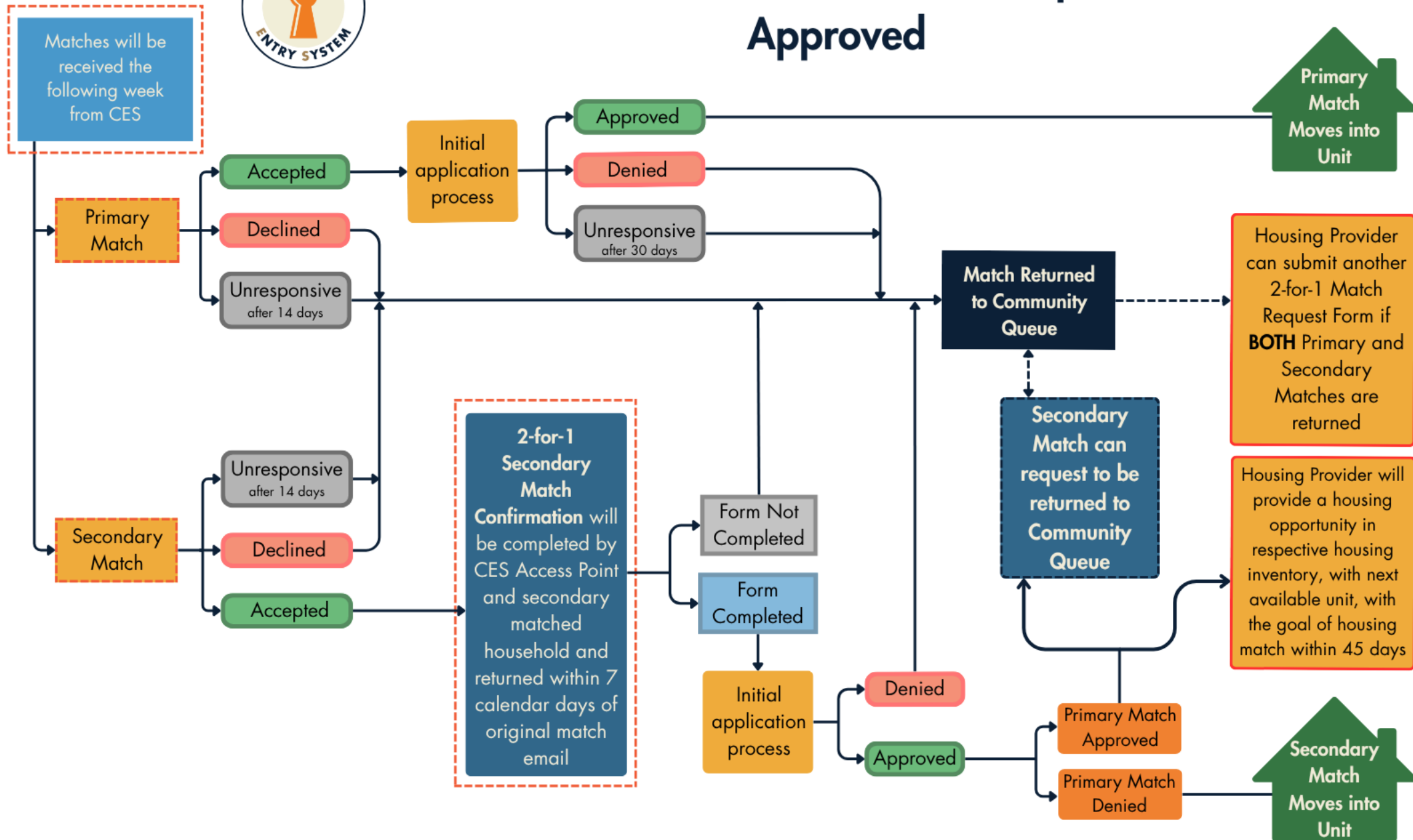


2-for-1 Match Policy and Procedure





Process after 2-for-1 Match Request is Approved



Recommended Action

- a. Approve the proposed CES 2-for-1 Match Policy for review and approval by the PPS Committee, as recommended by the CES Steering Committee.

**CES Policies and Procedures
Recommended Changes**

Felicia Boehringer, Interim CoC Manager,
Office of Care Coordination and
Andrew Crowe, CES Steering Committee Chair

CES Policies and Procedures

- 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.
- During 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, the Office of Care Coordination presented a revised CES Policies and Procedures, inclusive of recommended changes for review and discussion
- At the September 3, 2025, LEAC meeting, an overview was provided on the proposed changes to the CES Policies and Procedures.
- The Office of Care Coordination returned to the CES Steering Committee meeting with the revised recommended changes to the CES Policies and Procedures for review and approval. Andrew Crowe, CES Steering Committee Chair, received the feedback from the committee and recommended to approve the revised CES Policies and Procedures as proposed, for review and approval by the LEAC.

CES Policies and Procedures – Shelter Prioritization Background

- Shelter prioritization preference was a theme of the conversation at the CES Steering Committee meetings.
- 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 (Working Group) met to discuss the shelter preference and alternative policy recommendations.
- The PPS Committee and CoC Board unanimously approved the recommendation from the Working Group in late 2022 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 only removed the shelter preference for **households experiencing chronic homelessness**.

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 groups 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 #3

CES Policies and Procedures – Shelter Prioritization Background

Key takeaway: Due to the large number of households experiencing verified Chronic Homelessness, the shelter status does not come into effect.

- For reference, as of the end of July 2025, there were the following number of households experiencing verified Chronic Homelessness on the Individual and Family CES Community Queues:
 - Individual CES (July 2025)
 - Households on the Community Queue: 3,722
 - Chronically homeless households: 1,928 or 51.8%
 - Family CES (July 2025)
 - Households on the Community Queue: 302
 - Chronically homeless households: 49 or 16.22%
 - *Note: Family CES has fewer housing opportunities available.*

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: Participants will be prioritized by the longest length of homelessness within each group. Other program-specific eligibility criteria and/or prioritization factors, such as local preferences, may also apply to the overall prioritization.

Proposed Changes to CES Policies and Procedures – Continued

- The recommended changes to the CES Policies and Procedures are consistent with what was presented at the September 3, 2025, including:
 - Explaining 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
- The Office of Care Coordination worked with Andrew Crowe, as the CES Steering Committee Chair, to confirm that the feedback and recommendations from the committee discussion were accurately reflected in the revised draft of the CES Policies and Procedures.
- If approved, the revised CES Policies and Procedures will be presented to the PPS Committee for review and approval.

Recommended Action

- a. Approve revised CES Policies and Procedures, including the removal of shelter status from the prioritization schema, updates to formatting, and other clarifying language, for review and approval by the PPS Committee, as recommended by the CES Steering Committee.

CoC and General Updates

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

Business Calendar – Item #4

CoC Board Updates (September 24, 2025, Meeting)

- 1. Orange County CoC Fiscal and Resource Mapping Kick-Off**
- 2. Homeless Housing, Assistance and Prevention (HHAP) Program Update**
- 3. CoC Notices of Funding Opportunity (NOFOs)**
 - a. CoC Builds NOFO Application Submission
 - b. Fiscal Year (FY) 2025 CoC Program Funding
 - c. Federal Legislation Updates
- 4. CoC Strategic Plan Implementation**
 - a. Approved recommended Strategies to be prioritized during Year 1 of the CoC Strategic Plan implementation, from October 1, 2025, through September 30, 2026, with an amended recommendation to include an eighth Strategy.

See the September 24, 2025, CoC Board meeting [agenda](#) and [presentation](#) for further details.



COUNTY OF ORANGE
**OFFICE OF CARE
COORDINATION**

Falling Through the Safety Net:

Understanding Individuals' Journey and Contributing Factors to Homelessness

- At the August 20, 2025, Commission to Address Homelessness meeting, the Office of Care Coordination provided a brief update on the 2025 Homeless Survey.
- On September 10, 2025, a joint special meeting of the CoC Board and Commission to Address Homelessness provided a more in-depth review and discussion.
- The Office of Care Coordination will be reviewing feedback to include in future planning and reporting.



Business Calendar – Item #4

Small-Scale Housing Summit

- Supervisor Sarmiento is hosting a Small-Scale Housing Summit to discuss innovative housing options.
 - ❖ Date: November 5, 2025
 - ❖ Time: 9:30 A.M. Networking/Check in; 10:00 A.M. Summit
 - ❖ Location: County Conference Center, 630 N. Broadway St, Santa Ana, CA 92701
- If you are interested in attending, please RSVP via email to Vicente.Sarmiento@ocgov.com



**SMALL-SCALE
HOUSING
SUMMIT**

DATE:	NOVEMBER 5, 2025
LOCATION:	COUNTY CONFERENCE CENTER 630 N. BROADWAY STREET, SANTA ANA CA 92701
RSVP:	Vicente.Sarmiento@ocgov.com
TIME:	9:30 A.M. - Networking / Check in 10:00 A.M. - Summit

**JOIN SUPERVISOR SARMIENTO TO DISCUSS
INNOVATIVE HOUSING OPTIONS**



**Vicente
Sarmiento**
SUPERVISOR, 2nd DISTRICT



Business Calendar – Item #4

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.

2026 PIT Count Dates		
Tuesday, January 27	Wednesday, January 28	Thursday, January 29


Business Calendar – Item #4

Non-Elderly Disabled (NED) Housing Vouchers

The Orange County Housing Authority (OCHA) is currently accepting referrals for the Non-Elderly Disabled (NED) Program!

- The NED Voucher provides rental assistance to qualified people transitioning from skilled nursing facilities or other healthcare institutions to independent community living. An informational flyer is attached.
- Eligible household member must be:
 - ❖ 18-61 years old
 - ❖ A person with a disability or diagnosis (physical, mental, emotional, or other)
 - ❖ Medi-Cal enrolled
 - ❖ Currently receiving long-term care in an institutional setting for 90 consecutive days or more

To begin the referral process, eligible applicants may contact Dayle McIntosh Center at (714) 621-3300.



Are you a resident in a skilled nursing facility who needs HOUSING?

DAYLE MCINTOSH CENTER

Non-Elderly Disabled Voucher (NED)

The NED Voucher offers affordable housing for younger nursing home residents who wish to live independently. To be eligible for the voucher, residents must:

- ✓ Be age 18 to 61
- ✓ Have a disability or diagnosis (physical, mental, emotional, or other)
- ✓ Live in a skilled nursing facility for at least 90 consecutive days
- ✓ Have Medi-Cal health insurance
- ✓ Be ready to return to the community

Contact the Dayle McIntosh Center to apply!
(714) 621-3300 | www.daylemc.org/contact

Business Calendar – Item #4

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.

Business Calendar – Item #4

Employment Opportunity: Staff Specialist – Extra Help

- The Office of Care Coordination is seeking qualified applicants to fill a **Staff Specialist – Extra Help position**.
- Extra Help or temporary/seasonal positions are estimated to last six months up to one year.
- Activities may include but are not limited to research, data collection and analysis, and compiling informational materials to share with the public.
- If you have any questions pertaining to this recruitment or if you are interested in the employment opportunity, please contact or submit your resume to Amanda Sanchez at amanda.sanchez@ceo.oc.gov.

RESPONSIBILITIES AND JOB DUTIES

- Provide administrative support to the Continuum of Care (CoC), Coordinated Entry (CES), and Special Projects teams.
- Develop and present community educational materials, newsletters, and/or presentations on data analysis.
- Assist in the application of federal, state, and local funding opportunities
- Support administration of meetings, including agendas, and coordination.
- Provide general contract assistance and technical support and work in collaboration with contracted service providers.
- Assist in the monitoring of Office of Care Coordination contracts, including preparation and review of monitoring checklists
- Financial monitoring, including invoice review and processing, and review of backup documentation to ensure compliance with funding regulations.
- Working with various organizational units to meet the Office of Care Coordination goals.
- Collaborate and with various levels of staff, including staff specialist, supervisors, managers, directors and colleagues in other County departments and agencies

Please assist us in sharing this employment opportunity with others!

Business Calendar – Item #4

Upcoming Meetings

- **Housing Opportunities Committee Meeting:** Wednesday, October 8, 2025, from 10:00 a.m. – 12:00 a.m.
 - ❖ Location: Orange County Housing Authority (OCHA), 1501 E. St. Andrew Pl, 1st Floor, Santa Ana, CA 92705, Conference Room A
- **Policies, Procedures and Standards Committee Meeting:** Tuesday, October 14, 2025, from 3:30 p.m. – 5:00 p.m.
 - ❖ Location: County Administration South (CAS) Multipurpose Room 103/105, 601 N. Ross St., 1st Floor, Santa Ana, CA 92701
- **CoC Board Meeting:** Wednesday, October 22, 2025, from 2:00 p.m. – 5:00 p.m.
 - ❖ Location: CAS County Conference Center 104/105, 425 W. Santa Ana Blvd., Santa Ana, 92701

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, November 5, 2025,*

Location: *CAS Multipurpose Rooms 103/105,*

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



COUNTY OF ORANGE
OFFICE OF CARE
COORDINATION