

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

Wednesday, March 4, 2026
10:00 a.m. – 11:30 a.m.

Location:

**Orange County United Way
Varanasi Equity Workspace (VEW)
18012 Mitchell S., Irvine, CA 92614
[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: 928 9235 0614

****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

Melissa Welsh, Individual

Vinny Zarrella, Individual

AGENDA

In compliance with the Americans with Disabilities Act, and County Language Access Policy, those requiring accommodation and/or interpreter services for this meeting should notify the Office of Care Coordination 72 hours prior to the meeting at (714) 834-5000 or email CareCoordination@ceo.oc.gov Requests received less than 72 hours prior to the meeting will still receive every effort to reasonably fulfill within the time provided.

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

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@ceo.oc.gov. 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 February 4, 2026.

BUSINESS CALENDAR

1. **CoC Committee Representative Appointments** – Robert “Santa Bob” Morse, Chair and Cameron Pastrano, CoC Staff Specialist, Office of Care Coordination
 - a. Appoint up to two (2) LEAC members to participate as representatives for each of the following CoC Committees:
 - (1) Coordinated Entry System (CES) Steering Committee
 - (2) Transitional Aged Youth (TAY) Collaborative Committee
 - (3) Housing Opportunities Committee
 - (4) Service Provider Forum
2. **2-for-1 Match Policy Pilot Update** – Daniel Garcia, CES Administrator, Office of Care Coordination
3. **Orange County CES Evaluation Partnership Opportunity** – Tanesha Travis, Community Engagement Co-Lead, TSTJ Consulting, LLC, Element Consulting Group, LLC
4. **CoC and General Updates** – Nichole Gideon, CoC Board Member and Jasmin Miranda, Interim CoC Administrator, Office of Care Coordination
 - a. February 25, 2026, 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.

Next Meeting: Wednesday, April 1, 2026, 10:00 a.m. to 11:30 a.m., Orange County United Way, located at 18012 Mitchell S., Irvine, CA 92614

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

Wednesday, February 4, 2026
10:00 a.m. – 11:30 a.m.

Location:

**Orange County United Way
Varanasi Equity Workspace (VEW)
18012 Mitchell S., Irvine, CA 92614
[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: 928 9235 0614

****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

Melissa Welsh, Individual

Vinny Zarrella, Individual

MINUTES

In compliance with the Americans with Disabilities Act, and County Language Access Policy, those requiring accommodation and/or interpreter services for this meeting should notify the Office of Care Coordination 72 hours prior to the meeting at (714) 834-5000 or email CareCoordination@ceo.oc.gov Requests received less than 72 hours prior to the meeting will still receive every effort to reasonably fulfill within the time provided.

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

Chair Robert “Santa Bob” Morse called the meeting to order at 10:03 a.m.

Present: Reha Agar, Elizabeth Flores, Paul Kaiser, Jason Mercado, Robert “Santa Bob” Morse, Larry “Smitty” Smith, Melissa Welsh, and Vinny Zarrella

Absent Excused: Nichole Gideon, Deborah Kraft and Miranda Mears

Jason Mercado arrived during Business Calendar Item 1.

Vinny Zarrella left during Business Calendar Item 1.

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@ceo.oc.gov. 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 December 3, 2025.
2. Approve the 2026 LEAC Meeting Calendar.

Elizabeth Flores motioned to approve the Consent Calendar. Melissa Welsh seconded the motion. Chair Robert “Santa Bob” Morse issued a voice vote. No nays, no abstentions. The motion passed.

BUSINESS CALENDAR

1. **CoC Strategic Plan: Staff Training Survey Development Discussion** – Andrew Crowe, CoC Strategic Owner and Robert “Santa Bob” Morse, Chair

Andrew Crowe provided background information on the CoC Strategic Plan and strategic goals relating to staff training. Andrew Crowe reviewed a survey for direct service staff to evaluate training needs and options that may be beneficial to direct service staff, and asked for feedback on the survey from the Lived Experience Advisory Committee members.

Committee Discussion:

- Reha Agar asked if service providers include Public Housing Authorities and suggested adding Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ) and Black, Indigenous, and People of Color (BIPOC) to the list of specific populations served.

- Vice Chair Paul Kaiser asked if use of the term disabled would include both physical and mental disabilities, and suggested separating them into different populations, as well as adding property management to the types of services/programs staff may support with. Paul Kaiser also suggested bringing the survey to other groups such as the Service Provider Forum, Health Care Agency, Coordinated Entry System (CES) Steering Committee, property management staff of local permanent supportive housing, and CalOptima CalAIM providers.
- Melissa Welsh suggested including trainings on pets/service animals/emotional support animals, and adding refugees/immigrants and individuals diagnosed with HIV/AIDS to the list of specific populations served. Melissa Welsh asked about the definition of anti-ableism and suggested that direct services staff receive peer support specialist training. Melissa Welsh noted that introducing the survey to high-level management at service providers may help with distributing the survey to their frontline staff.
- Vinny Zarrella asked if transitional-aged youth includes foster youth and highlighted the differences within these populations, and suggested that direct service staff receive training on compassionate realism.
- Chair Robert “Santa Bob” Morse discussed adding training for County administrative staff and making trainings a contract requirement for County-funded agencies. Robert “Santa Bob” Morse asked that the survey be brought back to the next LEAC meeting with revisions.
- Elizabeth Flores asked if there is a list of service providers in Orange County and suggested that once the trainings are released, grant applications should include questions on whether the trainings have been completed with direct service staff; Elizabeth Flores also discussed creating a training certification process for agencies.
- Larry “Smitty” Smith asked if incorporating the trainings would be voluntary for service providers, and expressed concerns about the effectiveness of training with current levels of staff turnover and lack of proven outcomes. Larry “Smitty” Smith suggested choosing one service provider to implement a trial program so other agencies can see the impact of standardized training.

2. CoC Committee Representative Appointment Process – Cameron Pastrano, CoC Staff Specialist, Office of Care Coordination

Cameron Pastrano provided background on the ongoing discussion topic of Lived Experience Advisory Committee representative appointments. Cameron Pastrano reviewed representative expectations and the nomination process, as well as the process for nominating replacement representatives.

Recommended Action a: Approve the recommendation for the LEAC members to nominate and appoint one (1), but not more than two (2) representatives to participate in CoC Committees that currently have no standing membership for a one (1) calendar-year term.

Paul Kaiser motioned to approve Business Calendar Item 2. Melissa Welsh seconded the motion. Chair Robert “Santa Bob” Morse issued a voice vote. No nays, no abstentions. The motion passed.

Committee Discussion:

- Vice Chair Paul Kaiser asked when nominations would occur.
- Elizabeth Flores asked if representatives would be the same people for all committees or different people for each committee.
- Chair Robert “Santa Bob” Morse suggested nominations be done during next LEAC meeting.

3. Homeless Management Information System (HMIS) Quality Policy Discussion – Erin DeRycke, Director, Data Analytics, 2-1-1 Orange County (211OC), Orange County United Way

Erin DeRycke discussed the development of a potential policy to support with improved data quality for the Orange County CoC, specifically as it relates to recorded data of approximate start date of homelessness. Erin DeRycke highlighted the importance of data quality, reviewed the current data quality process, and explained positive and negative changes shown in Orange County's System Performance Measures. Erin DeRycke detailed how the length of homelessness is determined, the trend of increasing lengths of homelessness, and discussed options for how to possibly address data quality concerns related to this, including strategies of nearby CoCs.

Committee Discussion:

- Vice Chair Paul Kaiser expressed concerns around the proposal to change the start dates of homelessness for records reflecting a start date before January 1, 2000.
- Larry "Smitty" Smith expressed concerns about assuming the data is an error instead of assuming it may be the true length of homelessness and highlighted that the day someone enters a program would not be the day they enter homelessness.
- Reha Agar discussed concerns with minimizing the length of homelessness and shared personal experience with people who have long lengths of homelessness due to a lack of resources and systems in older years.
- Chair Robert "Santa Bob" Morse noted that he would underreport his length of homelessness.
- Elizabeth Flores asked if the profiles in question are actively being served, and if the discussion could be brought back at the next LEAC meeting.
- Jason Mercado asked if the data could be left as is.

4. LEAC Meeting Logistics: Location – Cameron Pastrano, CoC Staff Specialist, Office of Care Coordination

Cameron Pastrano discussed hosting all 2026 LEAC Meetings at Orange County United Way offices, reviewing the benefits and barriers for each option.

Committee Discussion:

- Elizabeth Flores shared having no preference.
- Melissa Welsh shared having no preference but did have concerns for parking at Orange County United Way.
- Vice Chair Paul Kaiser shared a preference for Orange County United Way for consistency.
- Jason Mercado shared having no preference.
- Reha Agar shared a preference for Orange County United Way.
- Larry "Smitty" Smith shared having no preference.

5. CoC and General Updates – Nichole Gideon, CoC Board Secretary; Jasmin Miranda, Interim CoC Administrator, Office of Care Coordination and Cameron Pastrano, CoC Staff Specialist, Office of Care Coordination

Due to time restrictions, Business Calendar Item 5 was not presented.

6. LEAC Member Comments – Robert "Santa Bob" Morse, Chair

Due to time restrictions, Business Calendar Item 6 was moved to Item 5 on the agenda.

- Melissa Welsh highlighted concerns around the current CES 2-for-1 Match Policy.
- Elizabeth Flores highlighted concerns regarding a LEAC member's virtual participation.
- Paul Kaiser discussed the CES evaluation by Element Consulting, shared about his participation in the ad hoc and invited LEAC members to participate.
- Reha Agar discussed wanting to have Public Housing Authority (PHA)-related items on the agenda in the future.
- Chair Robert "Santa Bob" Morse discussed Nichole Gideon's appointment to the Policies, Procedures and Standards (PPS) Committee.

Chair Robert "Santa Bob" Morse adjourned the meeting at 11:30 a.m.

Next Meeting: Wednesday, March 4, 2026, 10:00 a.m. to 11:30 a.m.

Date: March 4, 2026

Subject: Continuum of Care (CoC) Committee Representative Appointments

Recommended Actions:

- a. Appoint up to two (2) Lived Experience Advisory Committee (LEAC) members to participate as representatives for each of the following CoC Committees:
 - (1) Coordinated Entry System (CES) Steering Committee
 - (2) Transitional Aged Youth (TAY) Collaborative Committee
 - (3) Housing Opportunities Committee
 - (4) Service Provider Forum

Background

At the August 27, 2025, CoC Board Meeting, the Board formally approved the Lived Experience Compensation Framework, establishing standardized compensation rates for People with Lived Experience who actively participate in CoC Committees, working groups, ad hocs, and other CoC-led initiatives. This framework was created to ensure equitable recognition of the time, expertise and contributions of individuals with lived experience.

Currently, there are some CoC Committees that do not have formal membership structures. As a result, the Lived Experience Advisory Committee (LEAC) and Office of Care Coordination (OCC) began exploring how LEAC members could be appointed as representatives to these committees in a way that ensures meaningful engagement, consistent participation, and clear communication pathways. Committees without formal membership structures currently include:

- CES Steering Committee
- Housing Opportunities Committee
- TAY Collaborative Committee
- Service Provider Forum

Development of Appointment Process

At the September 3, 2025, LEAC meeting, OCC presented various options outlining LEAC representation by opening discussion to members on the length of appointments and process for being appointed. Members discussed the importance of clarity, consistency, and equitable participation.

At the December 3, 2025, LEAC meeting, OCC shared updated recommendations based on member feedback, and direction from the LEAC Chair and Vice Chair. LEAC members expressed strong support for:

- Calendar-year term length appointments to promote predictability and continuity
- A transparent nomination process to ensure representatives reflect LEAC values and committee needs

The OCC reaffirmed that members appointed to the committees serve as LEAC representatives, not as individual members of those CoC Committees. OCC also made it clear to all LEAC members that representatives are expected to:

- Bring forward insights rooted in lived experience
- Share personal experiences as appropriate to inform committee discussions
- Report back relevant updates, themes and concerns to the LEAC
- Communicate with OCC regarding logistics, scheduling or support needs
- Appointment will be made for one calendar-year term (e.g. January 1 – December 31)
- If a representative is unable to continue serving, they must notify OCC

OCC also stated being able to coordinate with CoC Committee leadership of these changes and support in any changes if needed.

During the February 4, 2026, LEAC Meeting, members discussed the roles and responsibilities associated with participation in various committees and unanimously approved the proposed appointment structure. Members also supported an in-person nomination process during the next LEAC meeting for those interested in serving as representatives. During the February 23, 2026, LEAC Planning Meeting, the LEAC Chair and Vice Chair recommended that OCC send an email to all members prior to the March 5, 2026, LEAC meeting to solicit interest in upcoming committee representative appointments to increase transparency, support equitable participation, and streamline the in-person nomination process during the meeting.

LEAC members may participate in the nomination process either by self-nominating or by nominating another member, provided the nominee agrees to be considered. All appointments will be discussed and confirmed during the meeting to support a fair and transparent process. Once a representative is appointed, OCC will notify the relevant committee chair. If an appointed representative is unable to continue serving during their term, they are responsible for informing OCC, after which OCC will coordinate with the LEAC chair and Vice Chair during the next planning meeting to determine the next appropriate steps.

Compensation and Participation Option

LEAC members appointed to serve as representatives on CoC Committees without formal membership will receive compensation for their participation, including payment for attending committee meetings, travel reimbursements, and compensation for preparation time if applicable, informed by the compensation structure within the approved Lived Experience Compensation Framework. Representatives may choose to attend meetings either in-person or virtually through a listen-in option, and compensation will be based on the factor for engagement.

Item 3. Attachment A

As submitted by Tanesha Travis, Element Consulting Group Team Member

Coordinated Entry Evaluation Partnership Opportunity Orange County Lived Experience Advisory Committee (LEAC)

Element Consulting Group is launching a Coordinated Entry (CE) Evaluation and is inviting meaningful partnership with the Orange County Lived Experience Advisory Committee (LEAC). This effort is grounded in the belief that evaluations should not only be informed by lived experience but actively shaped by it.

This document outlines opportunities for LEAC members to engage at different levels of depth, including embedded consultant roles and focus group design and engagement opportunities.

Core Lived Experience Consultant Roles

Two Core Lived Experience Consultants will be embedded within the Coordinated Entry Evaluation Core Team and Advisory Working Group.

These consultants will:

- Serve as full members of the evaluation team
- Co-design evaluation strategies and approaches
- Interpret findings through a lived-experience lens
- Ensure transparency with LEAC about how the evaluation is unfolding
- Bring LEAC insight and feedback directly into the evaluation process

Current status:

- Paul Kaiser has already been identified as one Core Lived Experience Consultant
- A second role is still open
- There is consideration for including youth representation (potentially a YAB member), though this is not finalized

Additional Opportunities: Focus Group Design and Engagement

Outside of the core consultant roles, there are broader opportunities for LEAC members to participate in shaping focus group engagement across the evaluation.

Opportunities include:

- Helping craft focus group questions
- Supporting recruitment strategies
- Co-facilitating focus groups
- Participating in report-outs on themes and insights

Item 3. Attachment A

As submitted by Tanesha Travis, Element Consulting Group Team Member

Focus groups may include engagement with multiple stakeholders, such as frontline Coordinated Entry staff, LEAC members, people navigating the CE system, and system and governance leaders.

This structure creates layered participation opportunities, allowing members to engage in ways that align with their availability and interest.

Intent of the Share

The purpose of sharing this opportunity with LEAC is to introduce pathways for meaningful participation and invite interest from members.

- Introduce the evaluation and partnership approach
- Invite interest in both core and focus group roles
- Follow up one-on-one with interested members
- Co-create clear and supportive pathways for involvement

This approach ensures that lived experience is embedded not only in what the evaluation says, but in how it is designed and carried out.