

ORANGE COUNTY
SERVICE PROVIDER FORUM
Thursday, February 19, 2026
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 highlighted the CoC Notice of Funding Opportunity application submission, thanked those who participated in the 2026 Orange County Point in Time Count, introduced Patriots and Paws, and briefly discussed the importance of data quality throughout the CoC. Chair Melanie McQueen invited members of the public to introduce themselves.

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

Daniel Garcia discussed the new CES 2-for-1 Match Policy, and recent changes made to the CES Policies and Procedures. Daniel Garcia highlighted the CES dashboards, reviewing data on inflow and outflow throughout the 2025 calendar year for individuals, families, survivors, and veterans.

Public Comments:

- A member of the public asked if there was a dashboard tracking returns to homelessness.
- Steve McNally asked if the database is dynamic and whether data from other county systems such as Health Care Agency are included.
- A member of the public asked what types of permanent housing make up the exits included in the data.
- A member of the public asked if the number of people housed includes only CES housing opportunities or all permanent housing.
- Ednil Dela Cruz asked for the number of people experiencing chronic homelessness compared to literal homelessness.
- A member of the public asked for clarification on the 2-for-1 match policy.

3. **Provider Highlight: Patriots and Paws** – Penny Lambright, Founder and Chairman of the Board, Patriots and Paws

Penny Lambright shared the services offered to veterans by Patriots and Paws, a nonprofit that has served over 20,000 veterans in 15 years. Patriots and Paws offers services for Southern California veterans, including free furniture and household goods, as well as animal supplies. Penny Lambright shared that veterans are eligible regardless of discharge status, and referrals can be completed on the Patriots and Paws website, noting that Patriots and Paws will make contact with eligible veterans over email.

Patriots and Paws' warehouse serves all of Southern California south of the City of Fresno and is open for appointments on Tuesdays, Thursdays, and Saturdays from 10:00 a.m. to 3:00 p.m. Donations are to be picked up from the warehouse on a first-come, first-served basis. Available items are based on community donations, which are collected five days per week. Patriots and Paws serves as a Community Partner with Care Possible, offering veterans access to community-based support groups. Penny Lambright shared that while current animal kenneling services are only available on a case-by-case basis, due to funding availability, Patriots and Paws is working to open a kennel to provide veterans support with boarding their animals while in jails, hospitals, treatment centers, or experiencing homelessness.

Penny Lambright provided information on annual events and fundraisers hosted by Patriots and Paws, highlighting that service providers are welcome to participate as vendors to share information on their services or to invite any veterans they work with. Penny Lambright provided background on Patriots and Paws' involvement in a 2020 law passed allowing veterans to adopt an animal at no cost at a county shelter. Questions can be directed to info@patriotsandpaws.org.

4. **Spotlighting System Performance in the Continuum of Care (CoC): Homeless Management Information System (HMIS) Data Quality** – Melanie McQueen, Chair; Erin DeRycke, 2-1-1 Orange County (211OC), Orange County United Way; and Felicia Boehringer, Interim CoC Manager, Office of Care Coordination

Due to time constraints, Business Calendar Item 4 and Business Calendar Item 5 were combined.

5. **CoC Strategic Plan Implementation** – Melanie McQueen, Chair and Jason Phillips, Vice Chair

Due to time constraints, Business Calendar Item 4 and Business Calendar Item 5 were combined.

Chair Melanie McQueen discussed the importance of improving data quality, introduced System Performance Measures, and reviewed the Length of Homelessness data element from a service provider perspective. Chair Melanie McQueen shared the plan for the Service Provider Forum to play a key role in engaging community partners on the implementation of the CoC Strategic Plan goal to improve data collection and analysis.

Felicia Boehringer introduced an interactive survey to provide insight into who was in attendance, their experience with the Length of Homelessness data element, and feedback on proposed changes. Erin DeRycke provided background on System Performance Measures, the current process for ensuring data quality, and recent trends in the System Performance Measures for the Orange County CoC. Erin DeRycke highlighted Measure 1B, explaining the trend of increasing lengths of homelessness, the difference between the current episode of homelessness and the history of homelessness, and how older dates for the current episode can impact the System Performance Measures. Erin DeRycke discussed proposed solutions and the feedback received from other CoC committees. Melanie McQueen provided a list of initial questions and gave time for breakout sessions in which CoC partners discussed their experiences and insights as they related to the questions presented. Following the breakout sessions, Melanie McQueen, Felicia Boehringer and Erin DeRycke reviewed highlights from each group decision and invited report-outs from attendees, noting feedback would shape proposed recommendation on a data quality policy for CoC Board consideration.

Public Comments:

- A member of the public asked for clarification on what communication will be received by service providers from 211OC regarding client record changes.
- A member of the public asked if the data changes will impact eligibility on CES.
- A member of the public asked if future service providers will see any indication on HMIS that data had been altered.
- A member of the public shared their process for determining length of homelessness, including asking follow up questions and obtaining records from other agencies, community members, and police.
- A member of the public shared using self-reported dates from time of intake for the length of homelessness data element.
- A member of the public asked for additional information on how the most recent episode of homelessness is defined.
- A member of the public said they rely on documentation provided by the referring organization or case manager.
- A member of the public said they start by asking where the individual slept the night before and working backwards to determine the length of homelessness.
- A member of the public highlighted confusion on whether the question, as written in HMIS, is requesting the start date of homelessness history or the start date of the current episode.
- A member of the public asked for additional information on what would constitute a break in homelessness.
- A member of the public shared concerns with the data element pre-populating based on prior enrollments, but said they double-check these dates with their clients.
- A member of the public shared confirming data accuracy through referral paperwork and third-party verification.
- A member of the public discussed reviewing HMIS history to confirm data accuracy.
- A member of the public shared they believe the length of a client's current episode of homelessness, being 15-25 years, is unlikely but not impossible.

- A member of the public expressed support for the proposed solution, but only after attempting to work with service providers to manually verify dates and any potential breaks.
- A member of the public suggested that additional training be provided on collecting this data element and breaks in homelessness based on HUD definitions.
- A member of the public suggested adding additional clarifying questions to program enrollments to ensure higher data quality at the time of data collection.

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

Due to time constraints, Business Calendar Item 6 was not presented.

7. **Announcements, Closing Remarks and Questions** – Melanie McQueen, Chair

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

Public Comments:

- Chair Melanie McQueen highlighted the service provider training survey which will be discussed at the next Service Provider Forum, and the upcoming Same Day Solutions Fair hosted by Homeless Intervention Services of Orange County (HIS-OC).
- Ruby Ramos provided an update on the AltaMed street medicine team.
- A member of the public reminded providers that move-in notices are being issued for Azure Permanent Supportive Housing with Anaheim Housing Authority.

8. **Networking**

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

Next Meeting: May 21, 2026, 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