

**ORANGE COUNTY CONTINUUM OF CARE
POLICIES, PROCEDURES AND STANDARDS COMMITTEE
MEETING**

Tuesday, May 12, 2026

3:30 p.m. – 5:00 p.m.

Location:

County Administration South (CAS)

Multipurpose Room

601 N. Ross St., Rooms 103/105

Santa Ana, CA 92701-4599

[Click Here](#) for parking information.

Virtual Meeting Option*:

Zoom Meeting Link: [Click here for meeting link](#)

Join by phone: +1 669 444 9171

Meeting ID: 953 0688 4695

Committee Chair: Nishtha Mohendra, Friendship Shelter

Committee Members:

Judson Brown, City of Santa Ana

Andrew Crowe, Scholarship Prep

Nichole Gideon, Individual

Shakoya Green-Long, Individual

Marisol Johnson, Dayle McIntosh Center

Melanie McQueen, PATH

Dr. Tiffany Mitchell, Orangewood Foundation

Robert “Santa Bob” Morse, 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 Introductions – Nishtha Mohendra, Chair

Public Comments – Members of the public may address the Policies, Procedures and Standards (PPS) Committee 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 PPS Committee. 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 PPS Committee 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 PPS Committee members and all comments will be added to the administrative records of the meeting. Please include “PPS Committee Meeting Comment” in the email subject line.

CONSENT CALENDAR

1. Approve the PPS Committee Meeting minutes from April 14, 2026.

BUSINESS CALENDAR

1. **Continuum of Care (CoC) Grievance Policy and Procedure** – Felicia Boehringer, CoC Administrator, Office of Care Coordination
 - a. Review the proposed framework for a formal CoC Grievance Policy, with consideration for households impacted by CoC-funded projects needing to reduce capacity or close.
2. **Fiscal Year (FY) 2026 CoC Program Notice of Funding Opportunity (NOFO) Planning** – Felicia Boehringer, CoC Administrator, Office of Care Coordination
 - a. Discuss proposed framework, target population and priorities for Supportive Services Only - Standalone, Street Outreach and Transitional Housing project types for the CoC NOFO Ad Hoc to consider in anticipation for the FY 2026 CoC Program NOFO.
3. **CoC Updates** – Timothy Kirkconnell, CoC Manager, Office of Care Coordination

Adjournment to: *Regular meeting on June 9, 2026, from 3:30 p.m. – 5:00 p.m., at CAS Multipurpose Rooms 103/105, located at 601 N. Ross St., Santa Ana, CA 92701*

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MEETING**

Tuesday, April 14, 2026
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Committee Chair: Nishtha Mohendra, Friendship Shelter

Committee Members:

Judson Brown, City of Santa Ana
Andrew Crowe, Scholarship Prep
Nichole Gideon, Individual
Shakoya Green-Long, Thomas House Family Shelter
Marisol Johnson, Dayle McIntosh Center
Melanie McQueen, PATH
Dr. Tiffany Mitchell, Orangewood Foundation
Robert “Santa Bob” Morse, Individual

MINUTES

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Welcome and Introductions – Nishtha Mohendra, Chair

Chair Nishtha Mohendra called the meeting to order at 3:32 p.m.

Present: Nishtha Mohendra, Robert “Santa Bob” Morse, Melanie McQueen, Dr. Tiffany Mitchell, Marisol Johnson

Absent Excused: Judson Brown

Absent: Nichole Gideon, Andrew Crowe, Shakoya Green Long

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CONSENT CALENDAR

1. Approve the PPS Committee Meeting minutes from February 10, 2026.

Melanie McQueen motioned to approve the Consent Calendar. Robert “Santa Bob” Morse seconded the motion. Chair Nishtha Mohendra issued a voice vote. Motion passed unanimously.

Committee Member Comments:

- Chair Nishtha Mohendra welcomed Marisol Johnson to the PPS Committee.
- Robert “Santa Bob” Morse thanked the Lived Experience Advisory Committee for appointing lived experience representatives to committees without standing memberships and taking part in the CES Evaluation.

BUSINESS CALENDAR

1. **CoC Strategic Plan: Written Standards** – Nishtha Mohendra, Chair and Dr. Tiffany Mitchell, Strategy Co-Owner

Chair Nishtha Mohendra provided background on the CoC Strategic Plan. Dr. Tiffany Mitchell discussed work completed as part of the Strategy focused on reviewing and updating CoC written standards, highlighting the connection between written standards and federal guidelines, especially as it relates to CoC Program funding. Dr. Tiffany Mitchell facilitated discussion around the involvement of the PPS Committee in the Strategy and if there would be interest in participating in a smaller working group.

Committee Discussion:

- Marisol Johnson asked how often the working group would need to meet.

- Chair Nishtha Mohendra discussed the connection between the PPS Committee’s purpose and the review and updating of the CoC’s written standards.
- Melanie McQueen asked about the objectives of the written standards and if the written standards are going to be new or if existing written standards are being updated.

2. Fiscal Year (FY) 2026 CoC Program Notice of Funding Opportunity (NOFO) Planning – Felicia Boehringer, CoC Administrator, Office of Care Coordination

Felicia Boehringer provided an overview of the FY2026 CoC Program NOFO estimated timeline and strategic planning, including indicators of goals and objectives from December 2025 CoC Program NOFO, which are anticipated to be found in the 2026 CoC NOFO. Felicia Boehringer highlighted the connection between the anticipated CoC Program NOFO objectives and the PPS Committee’s scope, highlighting several ideas for PPS Committee involvement in planning for the release of the FY2026 CoC Program NOFO. Ideas for involving the PPS Committee included reviewing and revising the CoC Board composition in the CoC Governance Charter; providing guidance on framework, target population, and priorities for Street Outreach and Transitional Housing project types; identifying potential supportive service partners; and developing a formal grievance process for the CoC, specifically if projects are having to reduce capacity or close.

Committee Discussion:

- Marisol Johnson supported utilizing the PPS Committee for CoC Program NOFO planning.
- Chair Nishtha Mohendra discussed utilizing the Commission to Address Homelessness to meet some of the CoC Program NOFO requirements for CoC Board composition, instead of changing the CoC Governance Charter, and suggested using frameworks from existing grievance processes to develop a CoC grievance process.
- Melanie McQueen asked for information on existing programs and frameworks that fit into the anticipated goals and objectives of the 2026 CoC Program NOFO.
- Dr. Tiffany Mitchell discussed the desire to investigate existing transitional housing projects that are outside of the CoC’s Coordinated Entry System but reports information through HMIS.

3. CoC Updates – Felicia Boehringer, CoC Administrator, Office of Care Coordination

Felicia Boehringer provided CoC updates, including welcoming the new Continuum of Care Manager, announcing the next Same-Day Solutions Fair, and upcoming CoC Committee meetings. Felicia Boehringer provided an update on the 2-for-1 Match Policy (Policy), including the approval timeline, requests submitted, and next steps related to evaluation.

Committee Discussion:

- Marisol Johnson inquired about the lack of 2-for-1 match requests being submitted and potential for increased education around the Policy.
- Melanie McQueen asked that as part of the Policy evaluation, the Office of Care Coordination request qualitative feedback from the providers and housing authorities regarding why 2-for-1 match requests were not submitted and potential barriers experienced.

Chair Nishtha Mohendra adjourned the meeting at 4:25 p.m.

Adjournment to: *Regular meeting on May 12, 2026, from 3:30 p.m. – 5:00 p.m., at CAS Multipurpose Rooms 103/105, located at 601 N. Ross St., Santa Ana, CA 92701*

Date: May 12, 2026

Subject: Continuum of Care (CoC) Grievance Policy and Procedure

Background and Analysis

The U.S. Department of Housing and Urban Development (HUD) requires formal grievance policies for CoC Program-funded projects, including the Homeless Management Information System (HMIS) and the Coordinated Entry System (CES). While each CoC Program-funded project has individual grievance policies and procedures, the Office of Care Coordination raised a recommendation to draft a formal Orange County CoC Grievance Policy and a Program Termination Procedure, especially given the anticipated changes to current operating projects due to the uncertainty of CoC Program funding. This idea was presented to the Policies, Procedures and Standards (PPS) Committee at the April 14, 2026, meeting. The PPS Committee discussed looking at existing grievance policies as examples to revise and adopt for the Orange County CoC.

Following the April 2026 meeting, the Office of Care Coordination reviewed internal County grievance policies and reached out to other CoCs to inquire about established grievance policies being. **Attachment A** is a drafted CoC Grievance Policy for review and consideration. Utilizing existing grievance policies and existing resources, such as [Homebase’s Grievance Policy Frequently Asked Questions](#), as a starting point, the Office of Care Coordination is asking the PPS Committee to provide feedback on the drafted CoC Grievance Policy. Further, the Office of Care Coordination has included considerations for how a grievance policy and process can work in tandem with a termination process due to program closure, to ensure our system is prepared for any changes that may come as a result of reduced CoC Program funding.

The table below includes core elements to consider in the grievance and termination processes. The Office of Care Coordination will work with the PPS Chair and Committee to review Program Termination Procedures in future meetings.

Core Elements to Consider	Grievance Process	Program Termination Procedure due to Program Closure
Policy Components	Policy will explain how participants can submit a grievance to the CoC-Program Funded Agency, what information to include, and where to send it. Policy will also detail an escalation process.	Policy will explain how Program Termination will be communicated to participants, in the event the CoC program-funded project is sunseting, and subsequent steps.
Timelines	Policies must outline the timeline for when the agency will acknowledge, investigate, and respond to a grievance.	Detail when and how agency will provide participants with a notice of program ending, after learning of upcoming program closure.
Access to Support	Participants can choose to have an advocate, support person, or attorney involved at any stage.	Provide information to local legal aid providers, for awareness of program closure.
Service Continuation (when safe)	Participants should continue receiving services while an initial grievance and/or	Detail how resources will be provided to support prevention of

	appeal is being reviewed. An exception to this practice is if there is an immediate health or safety concern.	returns to homelessness, inclusive of plan for case management and housing navigation services as available.
Escalation to Higher Decision-Making	Policy will describe when and how participants can escalate a grievance or appeal to a higher authority (i.e. grievance ad hoc, CoC Board, HUD). The policy will include who to contact and how to submit information.	Not applicable
Communication to Partnering Entities	Policy will describe how partnering entities will be made aware of grievance, as appropriate, for CoC Collaborative Applicant and CoC Board awareness.	Agency to make CoC Collaborative Applicant aware of program closure

Attachments

Attachment A – CoC Grievance Policy Draft

Continuum of Care (CoC) Grievance Policy and Procedures – Draft

Grievance Procedures

Agencies must have written grievance and appeal policies and/or procedures. The policies and/or procedures should be readily available to households either in written format or by posting the policy in a public place. It is important to effectively communicate these policies and/or procedures to households at program intake and ensure that they are fully understood. If policies and/or procedures are being updated, agencies must notify program participants of relevant updates and provide a copy.

Should a household submit a grievance to the Orange County Continuum of Care (CoC), the following grievance procedure will be followed:

1. A written acknowledgement from the CoC Collaborative Applicant that the grievance has been received and is under review within three business days of receipt.
2. CoC Collaborative Applicant will reach out to agency overseeing household's program and conduct an extensive review of the household's client files, the agency's policies and procedures, and any communication between the household and the agency associated with the grievance. Agency must comply with any documentation request and must be willing to participate in meetings, as needed.
3. Written notice of final decision by the CoC Collaborative Applicant will be provided to household within 10 business days of receipt of grievance.
4. CoC Collaborative Applicant and Agency will debrief to discuss any possible improvements to program operations and/or policies and procedures.
5. CoC Collaborative Applicant will notify CoC Board of grievance and outcome at the next scheduled meeting of CoC Board meeting.

Should a household not be satisfied with the decision, the household will be provided the opportunity to submit grievance with the appropriate funding body.

Denial and Grievance

Causes of denial of assistance include, but are not limited to, the household's ineligibility or failure to provide verifiable evidence of eligibility, etc. Established procedures should describe:

1. Circumstance in which a household may not qualify or would be denied;
2. Notification of denial; and
3. A household's right to review an agency's decision.

Date: May 12, 2026

Subject: Fiscal Year (FY) 2026 CoC Program Notice of Funding Opportunity (NOFO) Planning

Background

Each year, the U.S. Department of Housing and Urban Development (HUD) releases a NOFO that allows CoCs nationwide to apply for competitive funding. In 2024, for the first time, HUD issued a two-year CoC Program NOFO as authorized by the Consolidated Appropriations Act, 2024. On November 13, 2025, HUD released a FY 2025 CoC Program NOFO, which rescinded and superseded any mention of FY 2025 CoC funds within the 2024 CoC Program NOFO. On December 1, 2025, the National Alliance to End Homelessness (NAEH) and various cities, counties, and jurisdictions (plaintiffs) filed a legal complaint against HUD and Scott Turner (defendants) challenging the FY 2025 CoC Program NOFO. On December 23, 2025, a federal court issued a written preliminary injunction that required HUD to take steps to process eligible renewal projects for FY 2025 using the FY2024 and FY2025 CoC Program NOFO rules.

On February 03, 2026, the Consolidated Appropriations Act, 2026 was signed into law. The Consolidated Appropriations Act of 2026 set requirements for FY 2025 CoC Program Funding including the U.S. Department of Housing and Urban Development (HUD) being required to immediately non-competitively renew all projects expiring in Quarter One (January through March) of 2026 for a 12-month period.

The Consolidated Appropriations Act, 2026 also notes the following information, which is different from previous years:

- A CoC Program NOFO must be released no later than June 1, 2026, making available \$4,010,000,000 for the national competition
- The awards of the NOFO must be made no later than December 1, 2026
- Tier 1 would be set at no less than 60% of a CoC’s annual renewal demand

The upcoming FY 2026 CoC Program NOFO is anticipated to continue having the same goals, objectives, and other information noted in the [December 19, 2025, FY 2025 Program NOFO](#) that was released for public review. Under the December 19, 2025, FY2025 Program NOFO, Supportive Services Only (SSO) Standalone, SSO Street Outreach, and Transitional Housing were eligible project types. Previously, these project types were not eligible under the CoC Program NOFO. Eligible activities/expenses for each project type are listed below:

SSO Standalone/Street Outreach	Transitional Housing
<ul style="list-style-type: none"> • Acquisition, Rehabilitation, or Leasing of a space to provide supportive services, • HMIS, • Project Administration, and • Supportive Services: <ul style="list-style-type: none"> ○ Annual Assessment of Services ○ Moving costs ○ Case management 	<ul style="list-style-type: none"> • Leasing Assistance, • Rental Assistance (6- 24 months), • HMIS, • Project Administration, and • Supportive Services <ul style="list-style-type: none"> ○ Annual Assessment of Services ○ Moving costs ○ Case management

<ul style="list-style-type: none"> ○ Childcare ○ Education services ○ Employment assistance and job ○ Food ○ Housing search and counseling services ○ Legal services ○ Life skills training ○ Mental health services ○ Outpatient health services ○ Outreach services ○ Substance abuse treatment services ○ Transportation ○ Utility deposits 	<ul style="list-style-type: none"> ○ Childcare ○ Education services ○ Employment assistance and job ○ Food ○ Housing search and counseling services ○ Legal services ○ Life skills training ○ Mental health services ○ Outpatient health services ○ Outreach services ○ Substance abuse treatment services ○ Transportation ○ Utility deposits
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At the April 14, 2026, meeting of the Policies, Procedures and Standards (PPS) Committee, the PPS Committee expressed interest in providing guidance on framework, target population, and priorities for Street Outreach and Transitional Housing project types to help inform CoC Program NOFO Ad Hoc.

On May 1, 2026, HUD announced via the Special Needs Assistance Programs (SNAPs) Competition mailing list that HUD is committed to reforming homelessness programs by rebalancing the CoC program. HUD intends to increase its investment in Transitional Housing, supportive services, and SSO projects such as street outreach, childcare, treatment, and job training. As such, there is a need to determine priorities and eligible project components of SSO Standalone, SSO Outreach, and Transitional Housing. Any feedback received from the PPS Committee will be shared with the CoC Program NOFO Ad Hoc as recommendations are prepared for the CoC Board.