

**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, Thomas House Family Shelter

Marisol Johnson, Dayle McIntosh Center

Melanie McQueen, PATH

Dr. Tiffany Mitchell, Orangewood Foundation

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

Melanie McQueen chaired the meeting and called the meeting to order at 3:30 p.m.

Present: Melanie McQueen, Dr. Tiffany Mitchell, Robert “Santa Bob” Morse.

Absent Excused: Judson Brown, Andrew Crowe, Nichole Gideon, Shakoya Green Long, Marisol Johnson, Nishtha Mohendra.

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.

Due to lack of quorum, the committee did not take action on Consent Calendar Item 1.

BUSINESS CALENDAR

1. **Continuum of Care (CoC) Grievance Policy and Procedure** – Felicia Boehringer, CoC Administrator, Office of Care Coordination

Felicia Boehringer presented a proposed framework for a formal CoC Grievance Policy and Procedure. In anticipation of the Fiscal Year (FY) 2026 CoC Program Notice of Funding Opportunity (NOFO) and potential funding uncertainties, a CoC Grievance Policy and Procedure can support with providing program participants with a grievance process, specifically for CoC-funded projects needing to reduce capacity or close. Felicia Boehringer led discussion to receive feedback on the proposed policy and procedure, noting a plan to return to the June 9, 2026, PPS Committee meeting with incorporated feedback.

Committee Discussion:

- Dr. Tiffany Mitchell suggested reviewing existing grievance policies from CoC-funded agencies for reference.
- Robert “Santa Bob” Morse inquired on HUD requirements for grievance policies.
- Melanie McQueen noted that HUD’s grievance policy for CoC-funded agencies has been an ongoing requirement and asked when this grievance policy would take effect in relation to the agency’s grievance policy. Melanie McQueen emphasized specifically writing into the CoC Grievance Policy and Procedure that an agency’s grievance policy should be exhausted before a

grievance is submitted to the CoC and including language on grounds for appeals and when the final decision is unable to be appealed further.

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

Felicia Boehringer led a discussion to receive feedback on the proposed framework, target population and priorities for Supportive Services Only (SSO)- 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. Felicia Boehringer highlighted a diverse list of SSO and Transitional Housing eligible activities for the committee to consider.

Committee Discussion:

- Robert “Santa Bob” Morse stated preferring to wait for the release of Point In Time (PIT) Count results, to better gauge needs of the community.
- Dr. Tiffany Mitchell asked what Service Planning Areas (SPAs) already have projects slated to continue operating, and whether those projects have enough resources or if they need additional support. Dr. Tiffany Mitchell advocated for additional funding for Transitional Age Youth (TAY), especially within transitional housing, and noted a potential need for housing and SSO opportunities in South SPA. Dr. Tiffany Mitchell encouraged the CoC to develop universal guidelines or best practices for each project type to ensure consistent care.
- Melanie McQueen suggested the CoC NOFO Ad Hoc should review what services or programs are already available, where there may be gaps in the system, and possibly look back at Tier 2 projects that were not funded during the previous CoC Program NOFO competition. Melanie McQueen emphasized the importance of rental assistance and shared an interest in reviewing community needs based on the PIT results. Melanie McQueen asked whether prevention is an eligible activity under the CoC Program NOFO.

3. CoC Updates – Timothy Kirkconnell, CoC Manager, Office of Care Coordination

Timothy Kirkconnell provided an update on the 2-for-1 Match Policy pilot and shared information on a survey to gather feedback. Timothy Kirkconnell shared the Coordinated Entry System (CES) Evaluation survey and encouraged members to share the survey with those at their agencies.

Committee Discussion:

- Robert “Santa Bob” Morse asked whether those already participating in the CES evaluation can submit the CES Survey.
- Dr. Tiffany Mitchell asked whether there is a recommendation for how many people per organization complete the CES Survey.
- Melanie McQueen highlighted that Element Consulting will join the Service Provider Forum on May 21, 2026, to provide an update on the CES Evaluation.

Melanie McQueen adjourned the meeting at 4:20 p.m.

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*