

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

Wednesday, June 3, 2026
10:00 a.m. – 11:30 a.m.

Location:

**Orange County United Way
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

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

Present: Robert “Santa Bob” Morse, Paul Kaiser, Reha Agar, Elizabeth Flores, Nichole Gideon, Deborah Kraft, Miranda Mears, Jason Mercado, Larry “Smitty” Smith, Melissa Welsh.

Absent Excused: Vinny Zarrella

Elizabeth Flores arrived at 10:03 a.m. during attendance.

Miranda Mears arrived at 10:05 a.m. during Request for Virtual Participation.

Reha Agar arrived at 10:06 a.m. during Request for Virtual Participation.

Request for Virtual Participation

The Brown Act allows exceptions for members of legislative bodies to participate remotely under two specified circumstances: (1) “Just Cause” or (2) “Emergency Circumstances”. At least a quorum of the committee must be participating in-person for the exception(s) to be voted on and enacted. Following the Call to Order, Chair Robert “Santa Bob” Morse referenced a request for committee member Deborah Kraft to join virtually due to “Just Cause”.

Recommended Action: Allow Deborah Kraft to participate remotely for today’s Lived Experience Advisory Committee meeting.

Nichole Gideon motioned to approve the Recommended Action to allow Deborah Kraft to participate remotely. Vice Chair Paul Kaiser seconded the motion. Chair Robert “Santa Bob” Morse issued a voice vote. No nays, no abstentions. The motion passed.

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 April 1, 2026
2. Approve the LEAC Meeting Minutes from May 6, 2026

Vice Chair Paul Kaiser motioned to approve Consent Calendar Item 1. Elizabeth Flores seconded the motion. Chair Robert “Santa Bob” Morse issued a voice vote. No nays, no abstentions. The motion passed.

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

Committee Discussion:

- Reha Agar provided clarification and corrections to committee member comments that were recorded under Business Calendar Item. 1 in the May 6, 2026, minutes.

BUSINESS CALENDAR

1. CalOptima Health Street Medicine – Nicole Garcia, LMFT, Director of Community Outreach, CalOptima Health

Nicole Garcia provided an overview of CalOptima Health’s Street Medicine Program, which aims to reduce barriers and improve health outcomes for unsheltered members by providing medical care through street outreach and engagement. CalOptima Health’s Street Medicine program currently operates in Garden Grove, Costa Mesa, Anaheim, and Santa Ana, with an additional city collaborative expansion in the works. Services are provided by AltaMed, Healthcare in Action, and Celebrating Life Community Health Center. Nicole Garcia highlighted how the program structure adheres to principles of low barrier, trauma informed care with a comprehensive, whole person approach to care. Peer navigators work with up to 25 members and teams canvas their assigned cities to build rapport in communities and connect with those in need of services. Nicole Garcia reviewed eligibility criteria, as well as program objectives and services. CalOptima Health’s Street Medicine programs have housed 57 individuals since the initial program launch in 2023. Nicole Garcia shared an opportunity available for those with lived experience with the Garden Grove Street Medicine Steering Committee.

Committee Discussion:

- Elizabeth Flores asked when the CalOptima Street Medicine program launched.
- Nichole Gideon asked if the Steering Committee opportunity for Garden Grove is a new seat.

2. Homeless Management Information System (HMIS) Client Portal – Erin DeRycke, Director, Data Analytics, 2-1-1 Orange County (211OC) and Felicia Boehringer, CoC Administrator
a. Discuss the potential of the Orange County CoC utilizing an HMIS Client Portal through Bitfocus.

Erin DeRyke shared a new customer portal released by Bitfocus, the HMIS vendor for the Orange County CoC. The portal would give client access to view some of their HMIS data and communicate with participating agencies. Erin DeRyke reviewed the proposed project plan and played a demo of the portal. Erin DeRyke asked for feedback from LEAC members and discussed the potential for an initial pilot release to test the portal with a subpopulation. Erin DeRyke highlighted the benefits such as the ability for clients to easily upload their documents and update their locations or phone numbers quickly and discussed some potential limitations such as increased financial costs for the community and additional workload for program staff who will need to train clients and monitor the portal.

Committee Discussion:

- Robert “Santa Bob” Morse asked about security concerns and noted that from experience more people are comfortable using technology now.
- Deborah Kraft shared that from personal experience, access to the portal would have been helpful when unhoused, due to having dealt with inaccurate or confusing information regarding client

records. Deborah Kraft shared that it would help increase client ownership and provider accountability and asked how long information remains active. Deborah Kraft noted that due to changes in service providers, shelters, or programs, there can be issues with continuity of care, which the portal may potentially help resolve.

- Larry “Smitty” Smith noted that participants should already have this information from their caseworkers, and when considering the added costs, does not see a benefit for the community.
- Miranda Mears highlighted that the message feature may help with increasing communication for clients without phones.
- Elizabeth Flores discussed the ability to upload documents, noting that the portal can lower barriers for clients providing documents to their case managers, and emphasized the importance of a system which can show proof that requested documents were provided. Elizabeth Flores also noted that the location update feature is helpful due to people who are unsheltered potentially needing to move with little advanced notice.
- Melissa Welsh shared concerns about the increased cost, as well as replacing staff and removing the human interaction aspect of case management.
- Paul Kaiser feels it would be helpful to keep up with cases if you are tech savvy and may help avoid people falling into inactive status after 90 days of no contact with their case manager and asked if the system could be used to keep people connected to the Coordinated Entry System (CES). Paul Kaiser noted it may also minimize barriers to providing documentation but questioned the effectiveness of this feature for those without phones. Paul Kaiser discussed cost effectiveness, including whether many clients would use the portal and whether it would be used frequently or just on occasion. Paul Kaiser shared concerns about providers maintaining the ability to disconnect clients from the portal after exit and asked what would happen if a former client continued to message a provider they were no longer connected to for services using the portal’s message feature.
- Reha Agar shared that the portal could be helpful, and also noted potential training needs that would arise with implementation. Reha Agar asked about how activity within the portal, specifically for case managers responsible to clients, would be monitored.
- Robert “Santa Bob” Morse noted that people are getting more tech savvy and believes many people would be able to use the portal.
- Nichole Gideon asked if there are any communities already utilizing the portal and how it has worked for them, including any glitches or issues with the system. Nichole Gideon shared from experience that the featuring allowing clients to update their phone numbers would be helpful with maintaining contact due to frequently changing phones and noted the importance of increasing independence. Nichole Gideon also shared concerns about replacing people and limiting human interaction and highlighted the importance of not relying exclusively on the portal and the continued need for clients to maintain autonomy of choice.

3. **CoC and General Updates** – Felicia Boehringer, CoC Administrator, Office of Care Coordination and LEAC Members

Felicia Boehringer reviewed the May 27, 2026, CoC Board Meeting, including the CoC Strategic Plan updates provided by strategy owners; CoC Board approval to for the CoC to apply for the Youth Homelessness Notice of Funding Opportunity (NOFO) with the lead applicant to be decided by CoC Board officers upon release; CoC Program awards for quarters 3 and 4; Homeless Housing, Assistance and Prevention Program (HHAP) Round 5 approved recommendations; and the presentation of 2026 Point in

Time (PIT) Count data. Felicia Boehringer provided reminders for June 2026 CoC meetings and the upcoming Same Day Solutions Fair event; and highlighted the upcoming HHAP round 7.

Vice Chair Paul Kaiser provided a recap of the April 8, 2026, CES Steering Committee meeting. Paul Kaiser shared the committee reviewed data for CES enrollments and exits to housing, noting that low housing numbers may be due to limited funding or housing opportunities, and discussed concerns expressed by service providers who are working to get client applications approved by housing authorities and property management, due to barriers such as outstanding debt and low credit scores.

Reha Agar and Elizabeth Flores provided a recap of the May 21, 2026, Service Provider Forum meeting. Elizabeth Flores emphasized the Provider Highlight portion of the meeting.

4. LEAC Member Comments – Robert “Santa Bob” Morse, Chair

Committee Discussion:

- Reha Agar noted importance of LEAC members leading by example as representatives of the committee.
- Chair Robert “Santa Bob” Morse noted that the 2026 PIT Count data showed great improvement in many categories except for seniors, highlighting that this is important to keep in mind as numbers continue to increase with the aging population.

Chair Robert “Santa Bob” Morse adjourned the meeting at 11:37 a.m.

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