

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

Tuesday, June 9, 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

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

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

Chair Nishtha Mohendra called the meeting to order at 3:30 p.m.

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

Absent Excused: Shakoya Green-Long, Melanie McQueen

Absent: Judson Brown

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.
2. Approve the PPS Committee Meeting minutes from May 12, 2026.

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

BUSINESS CALENDAR

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

Felicia Boehringer provided background on the development of a formal CoC Grievance Policy and Procedure and discussed how this can support program participants during anticipated system changes in response to the Fiscal Year (FY) 2026 CoC Program Notice of Funding Opportunity (NOFO). Felicia Boehringer led discussion to receive feedback on the proposed policy and procedure, which was updated based on feedback provided in the May 12, 2026, PPS Committee meeting.

Committee Discussion:

- Dr. Tiffany Mitchell asked if the language around reviewing agency notes are also included in provider contracts, and whether the CoC is entitled to access case notes. Dr. Tiffany Mitchell also asked if confidentiality includes not disclosing names of providers receiving grievances to the CoC Board and suggested adding this language. Dr. Tiffany Mitchell also asked who would have final authority on the outcome of a grievance.

- Chair Nishtha Mohendra asked if clients would be able to access notes reviewed as part of the grievance process, and whether the notes being used are HMIS notes or notes from another source. Chair Nishtha Mohendra noted that this process is already occurring for grievances that have been escalated and the policy is a part of cleaning up the process and clarifying CoC involvement for funded agencies, highlighting that the CalOptima grievance process is a good reference for balancing an agency-led process and funder involvement.
- Nichole Gideon asked if the grievance policy is intended to be informative or instructive, whether the CoC can override agency decisions or if the policy would be used for future contract/grant decisions. Nichole Gideon suggested separating information for grievances related to programs ramping down or funding cuts and notifying those agencies applying for CoC funding in the future that they will be required to align their processes with the CoC policy. Nichole Gideon noted that this policy is helpful but will create an increased workload.
- Robert “Santa Bob” Morse asked if the appeal process is going to be standardized across all agencies, emphasizing that a fair appeals process will create fewer issues.
- Marisol Jonhson emphasized that intent is important and that documentation should be provided to verify that the participant has followed the agency’s internal procedures for grievances instead of immediately escalating. Marisol Johnson suggested including a disclaimer that providers have the final say in grievance outcomes.

2. FY 2026 CoC Program NOFO Planning – Timothy Kirkconnell, CoC Manager, Office of Care Coordination

Timothy Kirkconnell discussed a proposed strategy for involving additional representation within CoC Board governance, based on the rating criteria outlined in the FY2026 CoC Program NOFO, including the continued partnership with the Commission to Address Homelessness.

Committee Discussion:

- Robert “Santa Bob” Morse noted that if the Department of Housing and Urban Development (HUD) will accept the partnership with the Commission to Address Homelessness, that would be the best strategy for the CoC, and how other CoCs plan to respond to the new requirements.
- Nichole Gideon notes that the list of required representation is more comprehensive than it was in the CoC Program NOFO that was released in December. Nichole Gideon asked how voting on items such as program funding may change if the CoC is citing the Commission partnership, and discussed areas such as including the maximum number of CoC Board seats, how long those seats may take to fill, if an ad hoc could be used to fill gaps in representation, and whether using the Commission partnership would be temporary until the CoC Board can be re-worked. Nichole Gideon shared a desire to see the CoC Board kept separate from the Commission, was understanding of the need for meeting representation requirements.
- Chair Nishtha Mohendra discussed previous CoC Board composition decisions and the comprehensive thought process behind them while noting the CoC’s need to comply with NOFO requirements. Nishtha Mohendra explored the idea of an additional committee to meet required representation but emphasized that decisions would need to be made quickly as the CoC Program NOFO has a due date in August 2026. Nishtha Mohendra shared a desire to hear from other CoCs

on their approach and reminded the committee that while representation would not be “all or nothing” points, the points are crucial in the CoC Program competition.

- Dr. Tiffany Mitchell asked the composition of other CoC boards, and how likely it is that majority of CoCs will score higher in this area.

Chair Nishtha Mohendra adjourned the meeting at 4:28 p.m.

Adjournment to: *Regular meeting on July 14, 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*