

**ORANGE COUNTY
SERVICE PROVIDER FORUM**

Thursday, May 21, 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 – Jason Phillips, Vice Chair

Vice Chair Jason Phillips called the meeting to order at 9:11 a.m. and invited members of the public to introduce themselves.

2. Provider Highlight: AltaMed – Nathalie Bedolla, Street Medicine Program Manager, and Maria Sanchez, Community Health Worker (CHW) Supervisor, AltaMed

Nathalie Bedolla and Maria Sanchez introduced AltaMed services, including primary care, dental care, behavioral health, PACE and mobile health clinics. Nathalie Bedolla discussed the availability of support for low-income or unhoused populations, such as a sliding payment scale model for services, assistance with applying for Medi-Cal, and the AltaMed Foundation.

3. Coordinated Entry System (CES) Evaluation – Tom Albanese, LSW, Project Lead, Element Consulting Group, LLC

Tom Albanese provided background on the ongoing CES Evaluation, including focus areas, major milestones, and stakeholder engagement approaches. Tom Albanese shared a link to the ongoing evaluation so attendees could participate.

Committee Discussion:

- Elizabeth Flores shared that three of the lived experience advisors for the CES evaluation were present for the meeting.

4. Provider Highlight: Dayle McIntosh Center – Marisol Johnson, Lead Housing and Transitions Coordinator, Dayle McIntosh Center for the Disabled

Marisol Johnson shared services offered at Dayle McIntosh Center. Services include in home training and blind/low vision services for those who have recently lost some or all of their vision, daily living and self-advocacy skills in American Sign Language by and for the Deaf, group activities focused on helping young people with disabilities prepare for adult-life, and personalized home and community based services for Veterans with disabilities. Marisol Johnson discussed support available for learning assistive technology, mobility training, identifying and interviewing care attendants, and resource connectivity. Marisol Johnson also highlighted donations of durable medical equipment via the Reuse Program, home access modifications that can be done through the Home Access program, housing assistance under CalAIM, and Community Transition services for those leaving nursing homes to move back into the community. Dayle McIntosh also works with Orange County Housing Authority to administer the Non-Elderly Disabled (NED) Voucher Program, which is intended for those aged 18 to 61 with a disability, receiving Medi-Cal, and transitioning from a skilled nursing facility after a stay of at least 90 days. Veteran referrals are accepted through Veterans Affairs. Youth services are available for young people between the ages of 14 and 25. Referrals are accepted over the phone or through the Dayle McIntosh website.

Committee Discussion:

- A member of the public asked for clarification on assistance offered to help locate IHSS caregivers.
- Reha Agar asked if the Non-Elderly Disabled Voucher Program could include an entire household or just the individual leaving the care facility.

5. Hearing from Service Providers: Processes for Gathering Staff and Participant Feedback - Jason Phillips, Vice Chair and Felicia Boehringer, CoC Administrator, Office of Care Coordination

Felicia Boehringer facilitated a live virtual feedback survey via Mentimeter on how service providers receive staff and participant feedback as part of the CoC Strategic Plan implementation. Attendees shared how their organizations collect participant feedback, and discussed a desire for increased responsiveness from the CoC, including clear implementation of feedback and follow-up on concerns.

Committee Discussion:

- A member of the public shared the need for more streamlined communication.
- A member of the public noted poor data input practices due to a lack of universal standards for HMIS participation.
- Marisol Johnson highlighted the need for follow-up on feedback to allow organizations to see what action was taken in response.
- Reha Agar discussed concerns that some clients experience.

6. **CoC Updates** – Felicia Boehringer, CoC Administrator, Office of Care Coordination; Daniel Garcia, CES Administrator, Office of Care Coordination; and Erin DeRycke, Director, Data Analytics, 2-1-1 Orange County (211OC), Orange County United Way

Felicia Boehringer shared recruitment information for the Orange County Youth Action Board, Fiscal Year (FY) 2025 CoC Program Quarter 1 and 2 funding award announcements, and upcoming meetings. Daniel Garcia shared CES data dashboards for April 2025-March 2026, including inflow and outflow by month, and subpopulation metrics, and provided an update on the 2-for-1 Match Policy pilot. Erin DeRycke provided background on recent HMIS data quality discussions with the CoC Board and highlighted the impact of data quality concerns on the Length of Homelessness System Performance Measure. Erin DeRycke discussed committee feedback, the review process used to identify inaccurate data, the approved policy, and the results of data corrections being made. Erin DeRycke shared data clean up strategies that will be used going forward and requested feedback from HMIS participating organizations.

Committee Discussion:

- A member of the public asked for clarification on what constitutes a break in homelessness according to HUD guidelines.

7. **Announcements, Closing Remarks and Questions** – Jason Phillips, Vice Chair

Committee Discussion:

- Stephanie Jeffcoats shared an upcoming mandated reporter simulation in collaboration with OC Behavioral Health Training Center focusing on child welfare.
- Elizabeth Flores shared an update regarding an American Family Housing grant.

8. **Networking**

- a. Dedicated time to network and connect with local partners.

Vice Chair Jason Phillips adjourned the meeting at 11:00 a.m.

Next Meeting: August 20, 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