



COUNTY OF ORANGE
OFFICE OF CARE
COORDINATION

**Lived Experience Advisory
Committee Meeting
September 2, 2026**

Welcome!



Public Comments

Consent Calendar

Consent Calendar

Recommended Action

1. Approve the LEAC Meeting Minutes from August 5, 2026

Business Calendar

**Office of Care Coordination: OC Outreach &
Engagement Presentation**

Tammy Waitman, Laura Dinsbach, and Michael Marks,
Service Chiefs II, OC Outreach & Engagement,
Office of Care Coordination



COUNTY OF ORANGE OFFICE OF CARE COORDINATION

OC Outreach & Engagement



OFFICE OF CARE COORDINATION



The **Office of Care Coordination** engages across Orange County, working with cities and community-based organizations to strengthen regional capacity and multi-city, multi-sector investments to prevent and address homelessness.

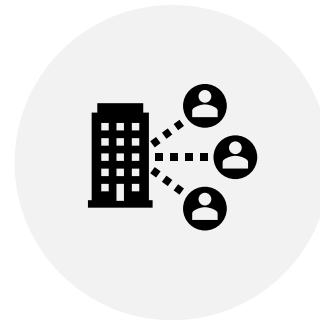
The **Office of Care Coordination** is comprised of four components:



**Shelter
System**



**Continuum
of Care**



**Care
Coordination**



**Special
Projects**





OC Outreach & Engagement

Office of Care Coordination



OC OUTREACH & ENGAGEMENT



Office of Care Coordination's OC Outreach & Engagement (OC O&E) is part of the County's Executive Office and works directly with community stakeholders to engage individuals experiencing homelessness in Orange County.



OC O&E STREET OUTREACH MODEL



OC O&E's goal is to help individuals transition from homelessness to stable and permanent housing by connecting them to a range of services. A process which includes, but is not limited to:

- Emergency Shelter
- Housing Resources
- Mainstream Benefits
- Healthcare
- Behavioral Health

OUTREACH
to the
community
and make
contact

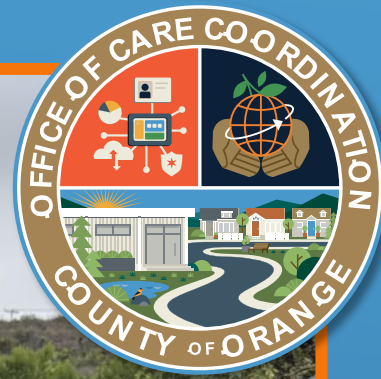
ENGAGE
and build
trusting
relationships

**ASSESS AND
REFER**
Individuals to
appropriate
services.

TRANSITION
individuals
to housing
and on-
going
support

CORE PRINCIPLES

- Build trust through human connection
 - Develop a sense of community
- Treat others with honesty, dignity, respect, compassion, and equity
 - Engage progressively
- Collaborate and partner with all community stakeholders



OC O&E OBJECTIVES

OC O&E aims to connect individuals with a range of services.

OC O&E's ultimate goal is to help transition individuals into stable housing opportunities. This process includes but is not limited to referrals to the following services:

- Emergency Shelter
- Housing Resources
- Mainstream Benefits
 - Healthcare
- Behavioral Health



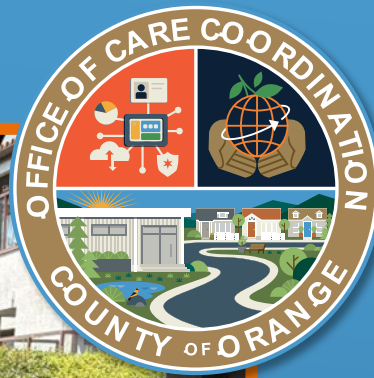
FIELD OUTREACH

Who do we serve?

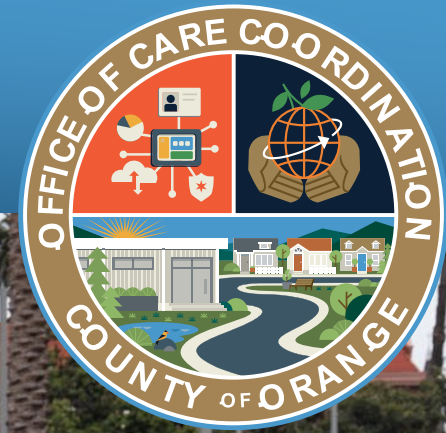
All adult individuals
experiencing homelessness in
Orange County

What are OC O&E's engagement strategies?

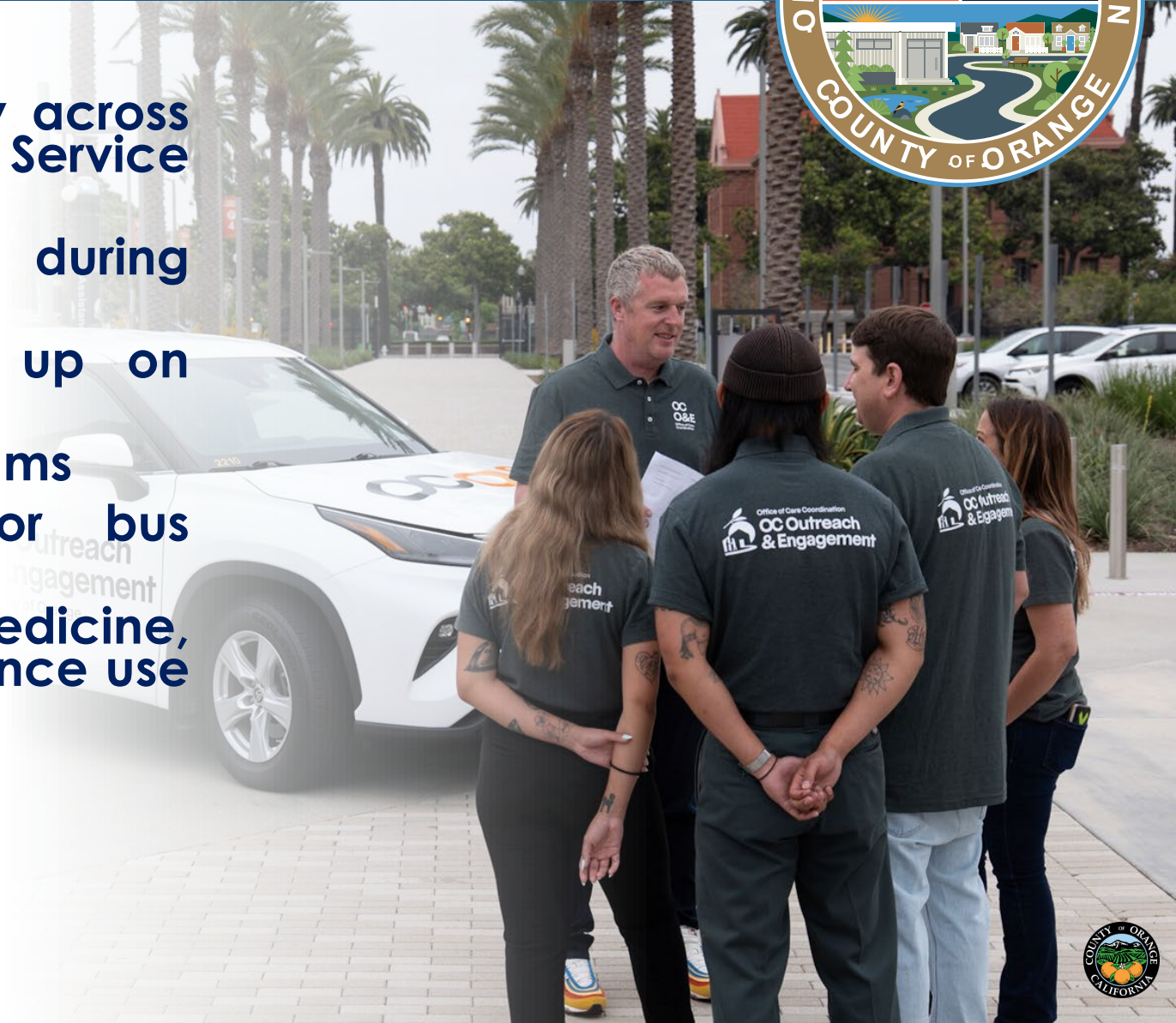
- Person-Centered
- Trauma-Informed
- No Wrong Door
- Approach
- Harm Reduction
- Motivational Interviewing
- Housing First



WHAT TO EXPECT FROM OC O&E?



- Designated Teams deploy regionally across the North, Central, and South Service Planning Areas
- Responsive to calls for services during business hours
- Main point of contact for follow up on referrals made for services
- Referrals to emergency shelter programs
- Transportation to appointments or bus pass/ride
- Referrals and linkages into street medicine, mental health services and/or substance use treatment
- Multidisciplinary approach
- Housing First Approach
- Care Plus Program Participating team



What did we do in FY 2025-26...



Overall reach and service coordination

- 14,700 total outreach contacts were captured by our team during the fiscal year.
- OC O&E referral line received 5,900 contacts
- 61% of triage contacts resulted in a field-response assignment.
- OC O&E made about 410 emergency shelter placements
- Facilitated about 3,000 referrals across mental health, substance use, medical, and benefits services

SUCCESS STORY...

During an outreach encounter in Santa Ana, OC O&E staff encountered an older woman outside a local business who appeared disoriented and initially declined services. After observing increased safety concerns, staff gathered additional information from nearby business employees, who reported that the woman had been in the area for an extended period. Recognizing the immediate safety concerns, the team contacted the CAT team and remained with the participant until CAT, Santa Ana Police Department, and EMS arrived. The participant was subsequently transported to a hospital for further evaluation and care. This encounter demonstrated the program's commitment to participant safety, persistence in engaging individuals who may initially decline services, and effective coordination with multidisciplinary partners, particularly under challenging conditions of extreme heat and heavy traffic.



TO MAKE A REFERRAL...



**Call OC O&E Monday to
Sunday from 8 am to 5 pm
at**

(800) 364-2221

**OC O&E Field Teams
Outreach daily from
7:00 a.m. to 7:00 p.m.**



THE OC O&E LEADERSHIP TEAM

Karen Betances
Director of
Programs
(714)975-4502

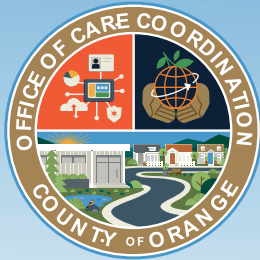


Michael Marks
Service Chief
North SPA
(657) 250-5269

Tammy Waitman
Service Chief
Central SPA
(714) 559-9186

Laura Dinsbach
Service Chief
South SPA
(657) 250-5274

Thank You



COUNTY OF ORANGE
OFFICE OF CARE
COORDINATION

Homeless Management Information System (HMIS) Policies and Procedures Review Update

Erin DeRycke, Director, Data Analytics, 2-1-1 Orange
County (211OC), Orange County United Way

Background

- The HMIS Lead convenes a working group on an annual basis at the direction of the CoC Board to review and update the HMIS Policies and Procedures and related documents
- The HMIS Working Group met 6 times from May through August 2026 to provide feedback on the HMIS Policies and Procedures (P&P), privacy and security forms, and the Data Quality Plan
- A community feedback period is now underway, and will conclude **September 18th**

Working Group Members

- Pathways of Hope
- Volunteers of America Los Angeles (VOALA)
- Salvation Army
- PATH
- Serving People In Need (SPIN)
- Grandma's House of Hope
- Family Promise of Orange County
- City of Irvine
- Office of Care Coordination
- CoC Board representation
- LEAC representation

P & P: Help Desk

- HMIS Help Desk will provide weekly updates for tickets that take longer than 3 days to resolve
- Any client-identifying data sent to the HMIS Help Desk from a Participating Agency will be considered a data breach, and will be handled according to the policies in that section

P & P: HMIS User Requirements

- Agency Administrators must complete an annual recertification training that reinforces responsibilities, data quality guidance, and system updates

P & P: Agency Administrator Requirements

- Clarifies process for removing HMIS access for users, and that the HMIS Lead should be notified of users that no longer need access within 2 business days
- Clarifies data quality thresholds for data completeness and data timeliness for all projects participating in HMIS
- Clarifies process for reporting changes in project set-up, including bed inventory and funding changes, and that changes must be reported to the HMIS Lead within 5 business days
- Project closures must be reported to the HMIS Lead within 15 business days of closure. Also, projects should be closed when they are not providing services for over 30 days

P & P: Privacy

- HMIS passwords should not be autosaved on any device, and if a password needs to be stored, a password manager should be used
- Users that have been deactivated need to take the HMIS Reactivation Training Course and HMIS Skill Test to reactivate the account
- Users that transition from one Participating Agency to another may have their HMIS account reactivated without requiring additional training if the user has logged into their account within the last 60 days, and the user will maintain the same level of access to HMIS

P & P: Privacy

- Participating Agencies may send the Client Consent to Share Protected Personal Information Form electronically via applications such as DocuSign
- Participating Agencies must explain that signing the Client Consent to Share Protected Personal Information form means that the client's record will be shared with other HMIS Participating Agencies for care coordination, and that the client's data may be shared in data requests approved by the CoC Board for analytical use or academic research purposes
- Note Regarding Collection of Personal Information must be available in all areas where staff are collecting data from clients to be entered into HMIS. Outreach teams should have paper or virtual copies to share with clients

P & P: Client Record Requests

- Allows clients to request their record directly from the HMIS Lead or Participating Agencies
- Provides guidance on how to verify a client's identity in person or virtually
- Provides guidance on how client records can be shared with clients
- Documentation that the client provided or signed can now be included in Client Record Requests
- Client Record Request Form Documentation will be included with the client's record to provide details about information included in the record

P & P: Data Release

- Service Providers with access to Coordinated Entry data are not permitted to publish any Coordinated Entry data without approval of the CoC Board as outlined in the Data Request Matrix
- The CES Lead and CES Administrators are required to adhere to policies outlined in the HMIS Policies and Procedures regarding Data Release
- Data requests must include a local stakeholder within the CoC that will be responsible for sharing the results of the request, and implementing changes within the CoC as appropriate
- Exploratory data requests must include HMIS data as the primary focus of the analysis; using HMIS data anecdotally in larger analyses will not be permitted

P & P: Data Breach

- Participating Agencies will make at least 3 attempts over 2 weeks to notify clients impacted by data breaches using telephone, secure email, and mail
- Establishes corrective actions for data breaches

Other Revisions

- Data Quality Plan
 - Added guidance for understanding Unit Utilization
 - Added guidance for reviewing data accuracy, and reducing missing data
 - Added a sample data quality plan to help Participating Agencies develop their own plans
- Note Regarding Collection of Personal Information
 - Simplified language
- Participating Agency Agreement
 - Clarified that client data can still be entered into HMIS if the client doesn't give consent to share data
 - Removed HMIS Lead signature

Next Steps

- Incorporate feedback received during community feedback period
- Lived Experience Advisory Committee approval on October 7th
- Policies, Procedures, and Standards (PPS) Committee approval on October 13th (pending LEAC approval)
- CoC Board approval on October 28th (pending PPS Committee approval)

CoC Strategic Plan Update

Timothy Kirkconnell, CoC Manager, Office of Care
Coordination

Strategic Plan Year 1

Update



Strategic Plan Structure: Owner Roles

- **Owners** are responsible for:
 - Driving direction & action for their Strategy
 - Pulling in/getting thought partnership, support, and approvals (when necessary) from additional people, entities, committees, etc. to get the work done
 - Monthly progress reporting on work completed and milestones progress
 - Defining milestones and timelines
 - Strat Plan Workgroup attendance & participation

Strategic Plan Year 1: General Progress

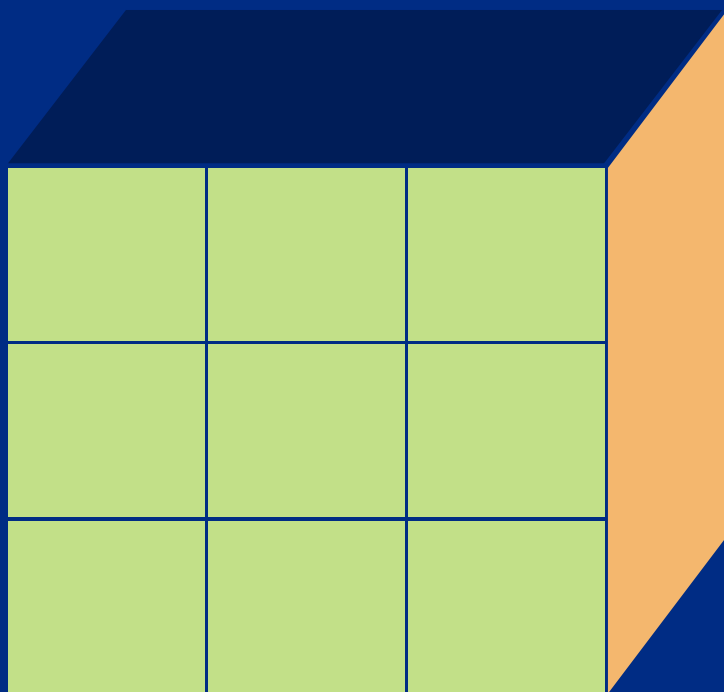
- Strategy Owners:
 - Determined implementation **Timelines, Milestones**, and **Metrics** for success in each Strategy.
 - Started the work to achieve their milestones
- Strat Plan Manager:
 - Implemented standard **Progress Reporting** process for Owners
 - Offered **thought partnership** and held consistent **check-ins** as requested across Strategies
 - Provided **monthly progress memos** to the CoC Board, in **close coordination with CoC Board officers & Office of Care Coordination (OCC) staff**

Strat Plan: Year 1 Strategy Priorities (Oct. 2025-Sept. 2026)

#	Strategy Short Name	Owner(s)	Who is contracted to support?	Strategy Long Name (Full Language Included in the Strategic Plan)
1	Staff Training	Andrew, Santa Bob	No one	Assess the staff training landscape and needs to develop a plan to fill gaps, align practices, ensure accountability in using best practices, and deliver on the promise to ensure people feel like they're being treated with dignity and respect.
2	Coordinated Investment Mapping	Tim K.	Homebase	Conduct a strategic coordinated investment planning process to map current funding resources, analyze current funding impacts, and identify gaps
3	Collaboration with PWLE	Tim K.	United Way	Embed deeper support for people with lived experience to get compensated, gain expertise, and hold decision-making power.
4	Policy Agenda	Becks & Nichole	No one	Develop or adopt a policy agenda and priorities to support the work of the CoC.
5	Improve Data Collection & Analysis	Melanie	No one	Develop data collection and analysis processes that seek to hear people's experiences in the system, understand holistic system performance, and address gaps in our understanding of people's experiences and outcomes.
6	Written Standards	Shelby	No one	Review & update Written Standards to more intentionally embed key principles, align with evidence-based approaches, and support achieving system performance goals.
7	CES Evaluation	Nishtha & Shauntina	Element Consulting	Conduct CES Evaluation
8	Evaluation of Key Partners	Tim S.	No one	Evaluate and provide feedback to key partners about their effectiveness and performance (begin process)
9	Manage Strat Plan	Aubrey	ACStrategies	Manage the implementation of the Strategic Plan

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Q&A



CoC and General Updates

Timothy Kirkconnell, CoC Manager, Office of Care
Coordination

Business Calendar – Item #4

CoC Board Special Meeting Recap (August 7, 2026)

1. Fiscal Year (FY) 2026 CoC Program Notice of Funding Opportunity (NOFO)

- a. **Transitional Housing Project Recommendations** – Approved the selection of Transitional Housing project proposals submitted in response to the FY2026 CoC Bonus, Domestic Violence (DV) Bonus and Reallocation Request for Proposals (RFP) as recommended by the RFP Review Panel for inclusion in the Orange County CoC's Application in response to the FY2026 CoC Program NOFO.
 - 1) Colette's Children's Home's project proposal called CCH Transitional Housing Program for \$2,199,340, or an amount not to exceed the maximum eligible funding.
 - 2) Illumination Foundation's project proposal called Midway to Housing — A Transitional Housing Program for Older Adults for \$2,465,189, or an amount not to exceed the maximum eligible funding.
 - 3) Interval House's project proposal called Transitional Housing Program for \$1,492,500, or an amount not to exceed the maximum eligible funding, as part of the DV Bonus funding.
 - 4) Pathways of Hope's project proposal called Transitional Housing Program for \$432,003, or an amount not to exceed the maximum eligible funding.
 - 5) The Eli Home's project proposal called Children and Recovery Parents (CARP) for \$1,528,562, or an amount not to exceed the maximum eligible funding.

Business Calendar – Item #4

CoC Board Special Meeting Recap (August 7, 2026)

- b. Supportive Services Only Project Recommendations** – Approved the selection of Supportive Services Only project proposals submitted in response to the FY2026 CoC Bonus, DV Bonus and Reallocation RFP as recommended by the RFP Review Panel for inclusion in the Orange County CoC’s Application in response to the FY2026 CoC Program NOFO.
- 1) Chrysalis’ project proposal called Chrysalis Jobs to Home for \$1,176,120 , or an amount not to exceed the maximum eligible funding.
 - 2) Families Forward’s project proposal called Families Forward Housing Navigation & Support Services for \$984,420, or an amount not to exceed the maximum eligible funding.
 - 3) Lutheran Social Services of Southern California’s project proposal called Orange County Housing Stabilization and Coordinated Entry Initiative for \$1,074,360, or an amount not to exceed the maximum eligible funding.
 - 4) PATH’s project proposal called PATH SSO Street Outreach Program for \$3,000,000, or an amount not to exceed the maximum eligible funding.
 - 5) Pathways of Hope’s project proposal called Supportive Services Only Program for \$434,775, or an amount not to exceed the maximum eligible funding.
 - 6) The County of Orange’s project proposal called Outreach & Engagement SSO – Street Outreach for \$2,620,000, or an amount not to exceed the maximum eligible funding.
 - 7) The Hub OC’s project proposal called the Zero Barrier Access and Continuity Hub Resource Center for \$1,094,767, or an amount not to exceed the maximum eligible funding Interval House’s project proposal called Transitional Housing Program for \$1,492,500, or an amount not to exceed the maximum eligible funding, as part of the DV Bonus funding.

Business Calendar – Item #4

CoC Board Special Meeting Recap (August 7, 2026)

c. Renewal Project Recommendations

- 1) Approved Pathways of Hope's request to submit a transition grant for PSH for Seniors, a permanent supportive housing project, to Supportive Services Only Program, a supportive service only project.
- 2) Approved a partial reallocation in the amount of \$301,514 for Human Options' Joint Transitional Housing and Permanent Housing: Rapid Rehousing (Joint TH/PH:RRH) renewal project called DV Bonus Project for a revised amount of \$1,900,000, recommend that Human Options receive technical assistance and support from the Collaborative Applicant and Homeless Management Information System (HMIS) Lead, and notify Human Options that subsequent low performance could result in complete reallocation of the project in future local competitions, as recommended by the CoC NOFO Ad Hoc.
- 3) Approved a deviation from the Orange County CoC Program NOFO Reallocation Strategy as approved by the Orange County CoC Board on June 25, 2025, as it relates to the project performance score for Illumination Foundation's permanent supportive housing project called Stanton Multi-Service Center, recommend that Illumination Foundation receive technical assistance and support from the Collaborative Applicant and HMIS Lead, and notify Illumination Foundation that subsequent low performance could result in complete reallocation of the project in future local competitions.
- 4) Directed the Office of Care Coordination to return to the CoC Board with recommended updates to the Orange County CoC Program NOFO Reallocation Strategy for the next CoC Program NOFO competition. Families Forward's project proposal called Families Forward Housing Navigation & Support Services for \$984,420, or an amount not to exceed the maximum eligible funding.

Business Calendar – Item #4

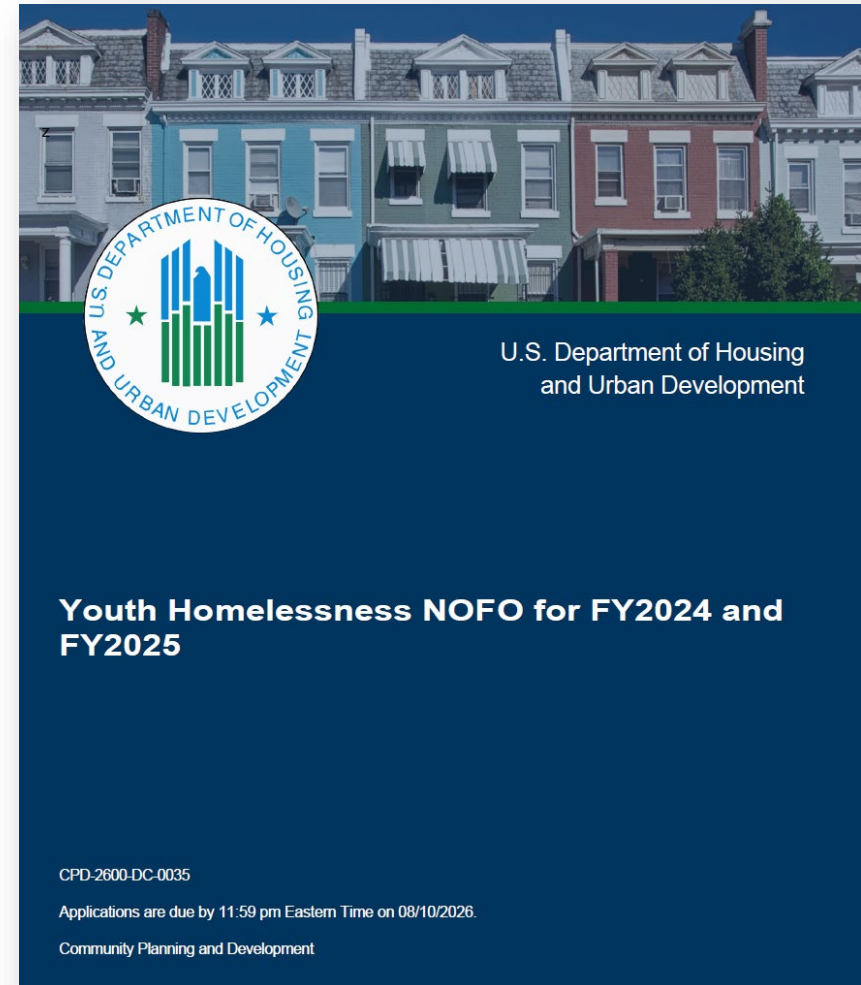
CoC Board Special Meeting Recap (August 7, 2026)

- d. Approved the FY2026 CoC Program Project Ranking and Tiering Policy, as recommended by the CoC NOFO Ad Hoc.
 - e. Approved the FY2026 Orange County CoC Project Priority Listing, including all renewal, transition, expansion and new projects, to be included in the Orange County CoC's Application in response to the FY2026 CoC Program NOFO, as recommended by the CoC NOFO Ad Hoc.
- 2. **CoC Governance Charter**
- 3. **Youth Homelessness System Improvement (YHSI) Update**

Business Calendar – Item #4

Youth Homelessness Demonstration Program (YHDP) Submission

- The Office of Care Coordination as the Collaborative Applicant for the Orange County CoC facilitated the local competition for YHDP funding, as part of the Youth Homelessness Notice of Funding Opportunity (NOFO) for Fiscal Year (FY) 2024 and FY2025.
- On Friday, August 7, 2026, the Orange County CoC's YHDP Application, inclusive of the Priority Listing, Project Applications, and Consolidated Application was submitted to the U.S. Department of Housing and Urban Development (HUD) ahead of the Monday, August 10, 2026, deadline.
- Thank you to the new project applicants, CoC Board and local stakeholders who made the completion of this application possible for this funding opportunity.



Business Calendar – Item #4

FY 2026 CoC Program NOFO

The local competition for the Orange County CoC is currently on hold. No further action is required from CoC-funded agencies or new project applicants at this time.

NOFO Release

- HUD released the FY 2026 CoC Competition and Youth Homelessness Demonstration Program (YHDP) Grants NOFO (CoC Program NOFO) on Monday, June 1, 2026.
- **Note: the NOFO has now been vacated.**

Funding Available:

- CoC Program – \$4,010,000,000
 - At least \$430 million must be used for Permanent Housing projects including Permanent Supportive Housing (PSH) or Rapid Re-Housing (RRH) for families with children.
 - Up to \$1.3 billion is set aside for new projects ranked in Tier 2, with selection priority for new Transitional Housing (TH) and Supportive Services Only (SSO) projects.
- Domestic Violence (DV) Bonus – \$104,000,000

Funding Available to the Orange County CoC:

- Annual Renewal Demand (ARD) – \$37,335,446
- CoC Bonus – \$5,000,000
- DV Bonus – \$5,000,000
- CoC Planning – \$1,500,000

Previous Application Due Date: Wednesday, August 26, 2026, at 5:00 p.m. PT

Business Calendar – Item #4

FY 2026 CoC Program NOFO

- At the August 7, 2026, special meeting, the CoC Board approved the FY2026 CoC Program Project Ranking and Tiering Policy, as recommended by the NOFO Ad Hoc, as well as the FY2026 CoC Project Priority Listing
 - The Priority Listing included 14 renewal projects and 12 new projects (inclusive of one expansion project and one transition project).
- The meeting materials can be viewed below:
 - [CoC Board Special Meeting Agenda | August 7, 2026](#)

Business Calendar – Item #4

FY 2026 CoC Program NOFO Update

- **August 7:** U.S. District Court for the District of Rhode Island issued a summary judgment in National Alliance to End Homelessness et al. v. HUD case concerning HUD's issuance of the FY2026 CoC Program NOFO. The Court vacated HUD's issuance of the FY2026 CoC Program NOFO in its entirety as violative of the Administrative Procedure Act.
- **August 10:** HUD sent out communication via the Special Needs Assistance Program (SNAPS) Competition Listserv acknowledging the court's ruling and noting that HUD is currently evaluating the order and considering all legal options, including an appeal to the U.S. Court of Appeals for the First Circuit.
- **August 13:** HUD filed a Notice of Appeal and Emergency Motion to Stay, requesting a new application deadline of August 31, 2026, for the FY 2026 CoC Program NOFO. HUD stated being unable to meet the Congressionally mandated December 1, 2026, deadline to issue awards without a stay by August 17, 2026. HUD also noted that without a stay CoC Program grantees would also likely face funding lapses in calendar year 2027.
 - The Court denied the emergency motion for a stay of the summary judgment later the same day
- **August 14:** HUD file Notice of Appeal and Emergency Motion to Stay with the Court of Appeals.
 - The Court has requested responses from both defendants and plaintiffs, with the intention to rule shortly after August 24, 2026

Business Calendar – Item #4

FY 2026 CoC Program NOFO Update

- **August 27:** U.S. Court of Appeals for the First Circuit ordered parties involved to respond to questions related to the federal statutes guiding CoC Program funding, and requested the following:
 - Defendants-appellants [HUD] shall file their supplemental memorandum no later than Monday, August 31, 2026, by 5:00 p.m.
 - Plaintiffs-appellees [National Alliance to End Homelessness, et. all] shall file their supplemental response by 5:00 p.m. within two days thereafter
 - Defendants-appellants [HUD] shall file any supplemental reply by 5:00 p.m. within two days after the supplemental response is filed.

Business Calendar – Item #4

FY 2026 CoC Program NOFO Update



- Given the timeline, the Office of Care Coordination anticipates having further guidance by mid-September and will continue tracking and communicating pertinent updates related to the litigation.
- Since the FY2026 CoC Program NOFO has been vacated, and litigation remains ongoing, the local competition for the Orange County CoC is currently on hold.

Business Calendar – Item #4

Resources to Stay Informed

- NAEH v. HUD litigation updates:
 - 1:25-cv-00636: <https://www.courtlistener.com/docket/71978322/national-alliance-to-end-homelessness-v-united-states-department-of/>
 - 1:26-cv-00436: <https://www.courtlistener.com/docket/73568402/national-alliance-to-end-homelessness-v-united-states-department-of/>
- NAEH CEO Corner and blog posts: <https://endhomelessness.org/blog/>
- Sign up for NAEH Alliance Advocacy Alerts: <https://endhomelessness.org/action/>
- Subscribe to email listservs with helpful updates:
 - NAEH: <https://endhomelessness.org/>
 - National Homelessness Law Center: <https://homelesslaw.org/subscribe/>
 - National Network for Youth: [Click here](#)
- NAEH [Contingency Planning Toolkit](#):
 - [Project Considerations Checklist](#)
 - Guide for [Communicating with Tenants During Funding Uncertainty or Possible Service Disruptions](#)

Business Calendar – Item #4

Upcoming Meetings

Please visit the [Orange County CoC webpage](#) for the full calendar of CoC Board and CoC Committee meetings, including details related to the location and Zoom webinar link, if available.

Note: Regular meeting agendas are posted at least 72 hours in advance in accordance with the Brown Act. Presentations are posted following the meeting.

September 2026				
Monday	Tuesday	Wednesday	Thursday	Friday
	1	2	3	4
	TAY Collaborative Committee – <i>Special Meeting</i>	Lived Experience Advisory Committee Meeting CES Steering Committee		
7	8	9	10	11
<i>Labor Day</i> – County Closed	Policies, Procedures and Standards (PPS) Committee			
14	15	16	17	18
	Domestic Violence Committee – <i>Special Meeting</i>			
21	22	23	24	25
		Continuum of Care (CoC) Board Meeting		<i>Native American's Day</i> – County Closed
28	29	30		

LEAC Member Comments

Robert “Santa Bob” Morse, Chair

Members of the LEAC may provide comments on matters not appearing on the agenda so long as the subject matter is within the jurisdiction of the LEAC

Thank you for joining!

Next Meeting: *Wednesday, September 2, 2026*

10:00 a.m. – 11:30 a.m.

Location: *Orange County United Way located at
18012 Mitchell S., Irvine, CA 92614*



COUNTY OF ORANGE
OFFICE OF CARE
COORDINATION