

**ORANGE COUNTY
SERVICE PROVIDER FORUM**
Thursday, August 20, 2026
9:00 a.m. – 11:00 a.m.



Chair: Melanie McQueen, PATH
Vice Chair: Jason Phillips, Individual

MINUTES

1. Welcome and Introductions – Melanie McQueen, Chair

Chair Melanie McQueen called the meeting to order at 9:15 a.m. and invited members of the public to introduce themselves.

2. Provider Highlight: CalOptima Health Street Medicine Overview – Nicole Garcia, Director of CalAIM 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.

Committee Discussion:

- A member of the public asked how to find the locations of the service trucks.
- Melanie McQueen asked if an anticipated start date has been established for the Coastal Team.
- A member of the public asked whether the Street Medicine Team will provide housing navigation services and continue assisting clients with housing needs.

3. Continuum of Care (CoC) Strategic Plan: Data Collection and Analysis – Melanie McQueen, Chair

Melanie McQueen provided an update on the local CoC Strategic Plan. Further, reviewing the plan structure and the analysis of Menti meter feedback, emphasizing the importance of incorporating the voices and lived experience of clients. Three levels of engagement and key feedback mechanisms were

discussed, along with efforts to identify service gaps and advocate additional engagement opportunities. Further updates are expected at the October LEAC meeting.

4. **Provider Highlight: Orange County Public Defender's Office, Recidivism Reduction Unit** – Ranateh Shaghoolian, Social Services Supervisor, Recidivism Reduction Unit, Orange County Public Defender's Office

Ranateh Shaghoolian provided background on the Recidivism Reduction Unit programs, that started as a pilot and has expanded to provide broader support and services. Ranateh Shaghoolian noted that the program connects clients with Health Care Agency, Action Alliance, Sober Living/Recovery, and other supportive services providers. Further explaining discussing Homeless Outreach Court, which assists individuals with low-level misdemeanor and traffic violations, as well as housing-related needs.

Committee Discussion:

- Reha Agar asked whether individuals subject to 290 registration restrictions, despite being removed, are still required to register for life and what options may be available for them after 10-20 years of compliance. Reha Agar also asked about efforts to assist clients with housing who are on probation, subject to 290 registrations, or facing restrictions from certain housing properties.
- A member of the public asked whether the services discussed are specifically available to individuals' experiencing homelessness or anyone that might qualify.
- A member of the public asked for clarification regarding 290 registrations, including how tiers are determined, the role of Megan's Law, and how individuals with different levels or chargers may be referred for assistance.
- A member of the public asked who clients should contact if they are unsure which 290 registration tier they are currently assigned.

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

Felicia Boehringer provided updates on the Youth Homelessness Demonstration Program (YHDP) application submission, and the Fiscal Year (FY) 2026 CoC Program Notice of Funding Opportunity (NOFO), in current litigation. The Office of Care Coordination continues to monitor the application process and will provide updates as it moves forward. Updates were also provided on the Same-Day Solutions Fair, CoC General membership, and Coordinated Entry System (CES) data dashboards.

Erin DeRycke provided an update on the new Homeless Information Management System (HMIS) interface, which went live on September 1, 2026, along with user recertifications, data entry access, and multi-factor authentication requirements. Updates were also provided on HMIS Policies and Procedures, upcoming public feedback and office hours.

Committee Discussion:

- A member of the public asked about the new training courses and whether separate training sessions would be required for new HMIS users.
- A member of the public asked how individuals can connect with the appropriate process to be able to access HMIS data.

6. **Announcements, Closing Remarks and Questions** – Melanie McQueen, Chair

7. **Reset and Renew: A 15-Minute Mindfulness Break for Helping Professionals** – Rebecca Fink

Rebecca Fink provided the opportunity to participate in a group mindfulness exercise.

8. **Networking**

Next Meeting: November 19, 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