

NC BoS CoC Lived Expertise Advisory Council (LEAC) meeting: July 14, 2023

Attendance: Rachelle Dugan, Tonya Parker, Joel Rice, Melissa Hewitt, Laurel McNamee (staff), Elliot Rhodes (staff), Emily Carmody (presenter)

Introductions: Elliot Rhodes from the NCCEH Data Center introduced himself, and Rachelle provided background on the work of the LEAC.

Celebrations: Melissa has been approved to join the Steering Committee for the remainder of 2023! Emily also shared that LEAC feedback has already made an impact in the workflow design for SNOFO implementation at NCORR.

Client Bill of Rights: Further discussion of how to strategically prioritize which regions to start working with. Laurel proposed starting with the regions where participants are active. LEAC members discussed how many people would attend each one. The group agreed that targeting regions that already have LEAC representation to start made sense, and concluded that sending 2 people to each meeting would be the simplest, targeting 1-2 regional committee meetings per month beginning in October.

Back@Home BoS: Emily Carmody returned to continue presenting and seeking feedback on the implementation of the Back@Home BoS program (the new name for the SNOFO funded initiative). An RFA is out now to find agencies that will be service providers. Emily presented a workflow on service navigation and noted that there are 2 ways clients can be enrolled in Back@Home BoS. LEAC members expressed a nervousness for the continuity of services and communication between case managers and clients, and a desire to ensure comfort with providers and continuity of communication throughout the experience. Emily then presented a workflow on the intake and orientation process. LEAC members provided feedback asking for clarification on what will be asked of people coming into the program and the communication plan for maintaining contact between client and case manager during the housing process.

Next Meeting: Laurel noted that she will not be in attendance for the August meeting, and will start an email with Andrea Carey, who will facilitate, as well as Emily Carmody, and LEAC chair Alyce Knaflich to set an agenda.

Adjourn