

NC BoS CoC Lived Expertise Advisory Council (LEAC) meeting: August 11, 2023

Attendance: Joel Rice, Melissa Hewitt, Alyce Knaflich, Andrea Carey (staff)

Celebrations: Alyce's agency was able to acquire a Van to use for outreach in the rural areas! Alyce and Andrea celebrating making it through BOS scoring. All celebrated Friday. Andrea celebrated submitting BOS HMIS application.

Client Bill of Rights training/outreach:

Alyce: We need to figure out who is actually interested in presenting to regions for the Client Bill of Rights training. And this will not only improve agency services but also help agencies score better on competitions. First, we need the meeting dates. Alyce proposed virtual meetings mostly with an option for in-person. Two members per training.

Joel: It's important to me that I understand the Bill of Rights and be prepared for questions. How are we going to train the members of LEAC? Volunteers for participating in the training.

Alyce: The first thing to do would be to review the recorded training and slides for the CBoRs. Once we get the schedule, we can select members for different meetings and ask for invitations. Nothing scheduled yet. Let's use September meeting for LEAC training.

- 2023 Client Bill of Right orientation training - recording: <https://youtu.be/kOrM5ohCvJ0%20>
- 2023 Client Bill of Rights orientation training - slides: <https://www.nceh.org/files/13055/>

NAEH meeting with Samantha Woods

Alyce: I selected some dates for the end of August and first week of September. Will ask Laurel/Andrea to make a Doodle with those dates to help members.

HMIS Related Updates

Members gave feedback on some language and formatting options that Andrea presented. For question framing and missing response options, the consensus was that using 'you' language for the audience of the client was better than addressing the project staff. The simplified version of sub-assessments was deemed better, but disabilities still remains confusing with HUD's categories. The suggestion was made to remove "both Alcohol and Drug use" as redundant. For the new language question, listing all options was deemed to be unclear and an open text box was suggested.

Members also gave feedback on how to better train HMIS users on identity questions and client rights. The importance of an intake worker's messaging was raised, including the fact that clients need to know when questions impact eligibility and when they don't (like identify). There is no 'right' answer and having a focus on inclusivity and accuracy will improve the experience for everyone.

Question: How can the Client Bill of Rights not just be adopted by agencies, but really be shared with clients and promoted? How can future scorecards enforce this?

CE Assessment

Alyce asked for a brief update on the new CE Assessment tool that is being developed. Andrea summarized the results of the June Pilot as good, but we need more data. The Pilot is being opened up for an extension to Regions 3 and 12 with the original regions 5 and 7 also able to continue. This pushes the full rollout from an Oct-Nov training period to more like Nov-Dec. Hopefully, there will be a new tool for the new year!

Adjourn:

September 8th is the next meeting