**NC BoS CoC Lived Expertise Advisory Council (LEAC) meeting February 09, 2024**

**Attendance:** Rachelle Dugan, Melissa Hewitt, Joel Rice, Karen Carroll, Markesha Daniels, Laurel Benfield (staff), Elliot Rhodes (staff), Ashley VonHatten (staff)

**Coordinated Entry:** Ashley Von Hatten attended the meeting and presented information on Coordinated Entry, and the CE Evaluation process. Ashley is seeking to change and innovate the process of conducting an evaluation of the CE system. LEAC members offered ideas as to how engage people better. Karen noted that in her experience people ask a bunch of questions, but are not given good follow up information about how that information is used. Karen also noted a desire for CE processes to link to PHA unit and voucher availability. Ashley noted that the previous process included a one month window that combined both paper and electronic surveys distributed to emergency shelters. Melissa noted difficulties with CE evaluation that an evaluation effort doesn’t reach people who choose not to go into shelter. Melissa cited serious doubts as to whether a focus groups would be effective, because of a lack of trust. Ashley will take the feedback from the group into consideration and come back to a future LEAC meeting with more information and discussion.

**Regional Lived Expertise Group:** Laurel updated the group that Region 13, on the coast, has formed a lived expertise workgroup of their regional committee. Noted that a member of that committee had reached out and was invited to join the LEAC meeting, but was not able to do so.

**CBoR:** Laurel updated the group on a scheduled presentation of the client bill of rights that got rescheduled in Region 09 to later this month. Laurel will work with Karen to secure time at the Region 06 committee meeting for March.

**System access:** Karen offered to help build information on needed resources for deaf/hard-of-hearing and disability access to CE and the homelessness support system.