Consumer Advisory Boards: From Formation & Governance to Impact

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Increasing Capacity & Building Connections: Bridging to the Future
Objectives

1. Identify how a lived experience advisory board (LEAB) can support your community’s or organization’s efforts to end homelessness
2. Learn how to secure buy-in from leadership and how to provide staff support for an advisory board
3. Develop a recruitment strategy that ensures the board is representative of its constituency
4. Discuss how to formalize the role of the board and the responsibilities of its members
5. Identify tactics to remove barriers to participation on the board
Agenda

- Benefits of Lived Experience Advisory Boards
- Key Decision Points
- Key Elements for Success
- What Do LEAB Members Do?
- Looking Forward
What are the benefits of lived experience advisory boards?

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- Creating working partnership between consumers & providers to inform policy development & improve quality & breadth of services provided
Key Decision Points

- Purpose & goals
- Membership
- Supports
- Leadership
- Recruitment
- By-Laws
What elements are key to success?

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- Make participation meaningful
What do LEAB members do?

- Learn about the system of care that has been implemented by the CoC & provide feedback from the consumer’s perspective.
- Communicate with decisionmakers to resolve issues as they arise & enable the community to anticipate future consumer needs.
- Develop skills that enable them to help their peers navigate the road to successful housing opportunities.
- Engage civic organizations, government representatives, & community groups to dispel public misconceptions about homelessness.
What has the LEAB accomplished so far?

- Established official bylaws & regular monthly meeting times
- Cultivated a core group of members
- Quickly becoming a go-to advisory body for the County & other key players
- Provided formal recommendations for use of state funding
- Served on RFP panels for City of San Jose
- Helped to shape new CoC grievance & discharge policies
- Participated in candidate forums & community meetings to ensure that the voices of people experiencing homelessness are heard
What are the LEAB’s plans for 2019?

- More professional development & skill building for members
- Becoming more proactive vs. reactive
- Continue to recruit diverse members, including those currently experiencing homelessness
- Participate in the community strategic planning process
- Support efforts to develop avenues for youth voice in system planning & program design
- Empower members to take on leadership roles
- Further define the LEAB’s role in the CoC
- Continue removing barriers to participation
Resources

Santa Clara County Lived Experience Advisory Board. [https://destinationhomesv.org/leab/](https://destinationhomesv.org/leab/)

- Best practices documents:

- Formation documents:

- Governing documents:
More Resources

• “How to Develop and Maintain Consumer Advisory Boards.” (2013). National Consumer Support Technical Assistance Center of the National Mental Health Association. [http://www.ncstac.org/content/materials/ConsumerAdvisoryBoard.pdf](http://www.ncstac.org/content/materials/ConsumerAdvisoryBoard.pdf)
Q&A
Contact us!

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