

## 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



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- Obtaining invaluable feedback on & recommendations for agency/community efforts to end homelessness



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- Fostering development of self-determination, leadership skills, & sense of empowerment among consumers
- 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?**

- Obtain buy-in from CoC leadership





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- Obtain buy-in from CoC leadership
- Formalize the role of the board & responsibilities of members
- Ensure diverse representation
- Remove barriers to participation
- Foster leadership to ensure self-determination & sustainability
- 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



Develop skills that enable them to help their peers navigate the road to successful housing opportunities



Communicate with decisionmakers to resolve issues as they arise & enable the community to anticipate future consumer needs



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/>

- Best practices documents:
  - “Establishing & Maintaining Agency Consumer Advisory Boards.” (2018). HomeBase. <https://destinationhomesv.org/wp-content/uploads/2018/10/Agency-CABs-2-pager.pdf>
  - “Consumer Advisory Board Manual for Health Care for the Homeless Projects.” (2009). National Consumer Advisory Board. [https://destinationhomesv.org/wp-content/uploads/2018/10/NCAB\\_Manual-rev-Jan10.pdf](https://destinationhomesv.org/wp-content/uploads/2018/10/NCAB_Manual-rev-Jan10.pdf)
- Formation documents:
  - Key Questions for LEAB Formation <https://destinationhomesv.org/wp-content/uploads/2018/10/Key-Questions-for-LEAB-Formation.docx>
  - LEAB Planning Meeting Draft <https://destinationhomesv.org/wp-content/uploads/2018/10/Lived-Experience-Advisory-Board-Planning-Meeting-12.21.17--Agenda-DRAFT--ER-version.docx>
- Governing documents:
  - Bylaws of LEABs <https://destinationhomesv.org/wp-content/uploads/2018/10/Bylaws-of-Lived-Experience-Advisory-Board-Draft-Feb2018.pdf>
  - Bylaws Meeting PowerPoint <https://destinationhomesv.org/wp-content/uploads/2018/10/LEAB-Bylaws-Meeting-01.10.18.pptx>



## 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>
- “Creating a Consumer Advisory Council.” (2014). National Partnership for Women & Families. <http://www.nationalpartnership.org/our-work/resources/health-care/cbc/creating-a-consumer-advisory.pdf>
- “Best Practices for Meaningful Consumer Input in New Health Care Delivery Models.” (2012). Community Catalyst. [https://www.communitycatalyst.org/doc-store/publications/meaningfulconsumerinput\\_healthcaredeliverymodels.pdf](https://www.communitycatalyst.org/doc-store/publications/meaningfulconsumerinput_healthcaredeliverymodels.pdf)
- “Consumer Advisory Board Handbook.” (2011). Massachusetts Dept. of Public Health, Office of HIV/AIDS. <http://www.mass.gov/eohhs/docs/dph/aids/swcab-handbook.pdf>



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**2019 Spring Conference**

**Nashville, TN**

**April 15-17, 2019**

**Q&A**



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**Contact us!**

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