



**Lived Experience Advisory Committee (LEAC)**  
**Thursday, February 22, 2024 | 5:30pm – 7:00pm**  
**Pinellas Park Barbara S. Ponce Public Library: 7770 52nd St N, Pinellas Park | Room: Atrium**

*The Pinellas Continuum of Care is dedicated to ensuring homelessness is rare, brief, and one-time experience.*

Time	Topic/Materials	Action or Discussion	Lead
5:30pm	Welcome and Introductions	Discussion	Victoria Kelly, HLA
5:35pm	Consent Agenda <ul style="list-style-type: none"> <li>• 2024 Meeting Attendance</li> <li>• January 30, 2024 Meeting Minutes</li> </ul>	Action	Victoria Kelly, HLA
5:40pm	LEAC Leadership Overview, Nominations, and Election	Discussion and Action	Victoria Kelly, HLA and Group
6:15pm	LEAC Meeting Planning	Discussion and Action	Victoria Kelly, HLA
6:30pm	Workplan, Goal 1	Discussion	Victoria Kelly, HLA and Group
6:50pm	Public Comment	Discussion	Group
6:55pm	Closing and Adjournment	Discussion	Victoria Kelly, HLA or Co-Chair(s)

## 2024 LEAC Meeting Attendance

Member	January	February	March	April	May	June	July	August	September	October	November	December
Daniel Albright	x											
Gary Small	x											
Jennifer Haithcock	-											
Kat McMillan	x											
Melody Hefner	x											
Mike Chretien	x											
Norm Wagner	x											
Wayne Martin	x											

### Meeting Minutes

#### Pinellas Continuum of Care (CoC)

#### Lived Experience Advisory Committee (LEAC) Meeting

**January 30, 2024, 5:30pm – 7:00pm | Pinellas Park Barbara S. Ponce Library, 7770 52<sup>nd</sup> St. N., Pinellas Park**

<b>Attendees</b>		
Melody Hefner	Wayne Martin	Mike Chretien
Norm Wagner	Jeff Bash	Gary Small
Daniel Albright	Kat McMillan	
<b>HLA Attendees</b>		
Victoria Kelly		

### Welcome

- Meeting began at 5:35pm.
- Meeting participants introduced themselves.
- LEAC members discuss retaliatory policy issues at Safe Harbor. Victoria Kelly states that these concerns will be shared with CoC Executive Committee members, noting that the Executive Committee is also discussing an event giving local leaders the opportunity to stay at Safe Harbor.
- Brief overviews of the LEAC Committee and CoC were provided for new meeting attendees.

### CoC Board of Directors Meeting Update

- Victoria Kelly explains that LEAC’s Charter was reviewed and approved during the January 12<sup>th</sup> CoC Board of Directors meeting. Charter approval means that LEAC may formalize and elect leadership.
- Michael Chretien was elected as the Currently or Formerly Homeless Representative on the CoC Board of Directors on January 12<sup>th</sup>. Mr. Chretien holds one of two Lived Experience CoC Board seats; the other seat is currently vacant. Mr. Chretien explains that he hopes to serve as LEAC’s representative on the board, acting as a voice for committee members and ensuring that LEAC’s ideas and priorities are considered. Mr. Chretien hopes to use this platform to ensure that the CoC Board of Directors truly knows what LEAC and individuals experiencing homelessness need and want.
- Meeting participants state that they are “ready for action.”

## Lived Experience Leadership

- LEAC must now elect leadership, including a Chair, Vice or Co-Chair, and Secretary (optional). Eligible candidates must be CoC members who commit to attending at least 50% of LEAC meetings. At least one member of LEAC leadership is also expected to participate in the bimonthly CoC Board of Directors meetings. These meetings take place from 9:00am – 11:00am at Habitat for Humanity in Clearwater on the first Friday of every odd month.
- LEAC leadership positions include:
  - **Chair:** The Chair will be elected by the members of the LEAC. Their responsibilities will include setting the agenda for meetings, liaising with external stakeholders, ensuring that the committee's objectives are being met, and leading the committee in discussions and decision-making processes. The Chair will participate in the bimonthly CoC Board of Directors meetings.
  - **Vice or Co-Chair:** The Vice-Chair will also be elected by the members. They will assist the Chair in their duties and will assume the role of Chair in their absence. The Vice Chair will also oversee subcommittees (if decided necessary) or working groups within LEAC and ensure smooth communication between different factions of the committee. If the Chair is unavailable, the Vice Chair will participate in the bimonthly CoC Board of Directors meetings. If electing a Co-Chair, the Chair and Co-Chair will share the responsibilities of the Chair and Vice Chair.
  - **Secretary:** The Secretary may also be elected by the Members, though this position is not required. If elected, the Secretary will be responsible for taking meeting notes and leading LEAC meetings in the Chair or Vice Chair's absence. If the Chair and Vice Chair are unavailable, the Secretary will participate in the bimonthly CoC Board of Directors meetings.
- LEAC members decide to hold an election in February and discuss the merits of Vice and Co-Chairs.

*Norm Wagner motions to elect two Co-Chairs and optionally a Secretary in February; Wayne Martin seconds; motion passes unanimously.*

## Street Outreach Discussion

- Pinellas County Street Outreach teams are currently developing system-wide Standard Operating Procedures (“SOPs;” best practices). These SOPs will help ensure consistent, helpful interactions between Street Outreach providers and people experiencing homelessness across Pinellas County. LEAC members are asked to provide insight into Street Outreach to aid in the development of these SOPs.
- Street Outreach is an essential service related to reaching out to all unsheltered individuals and families experiencing homelessness with the CoC's geographic area, including those least likely to request assistance. Services include connection to emergency shelter, housing, critical/crisis services, and urgent, non-facility-based care. In Pinellas County, there are several Street Outreach providers, including nonprofits, government agencies, and law enforcement. In addition to providing resources, these individuals also serve as an access point for the Pinellas Coordinated Entry system. Through interactions with designated Street Outreach providers, people experiencing homelessness may be connected with emergency shelter and other critical resources. Norm Wagner mentions Metropolitan Ministries, which is beginning to cover some of the service gaps in northern Pinellas County.
- LEAC members are asked to share experiences with Street Outreach, suggested improvements, suggested resources and locations, and to identify possible gaps in service. LEAC members provided the following feedback:
  - Approaching people:
    - Break the ice with people without asking obvious questions

- Example from LEAC: When approaching people, don't ask "Isn't there anywhere better you can sleep?" Instead, say "Have you eaten today, and do you know about the meal site down the road?"
    - LEAC is frustrated that Safe Harbor is the only opportunity routinely shared
  - Be helpful and friendly, using a conversational, non-judgmental tone
    - One LEAC member described being awoken by bright lights and a police officer insisting she "move somewhere [he did not] have to look at [her]." The officer then suggested she disappear into an unlit area without the security of a camera overhead.
- Locations / partners:
  - Station Street Outreach workers at resource centers, laundromats, and similar locations throughout the week
    - LEAC discussed the value of having somewhere to talk to outreach workers / case managers while they charge their phone, get out of the heat, etc. They stated that partnering with these sites would be beneficial.
  - Partner with organizations like Showered and Empowered
  - Increased outreach in Pinellas Park and Clearwater (one LEAC members who has been in Pinellas Park for a few years reported never having met a Street Outreach worker)
- Helpful resources / actions:
  - Bus tickets to aid with relocation / trips home
  - Driving people to soup kitchens and resource sites
  - Would be beneficial:
    - Information about storage options
    - Improved resource guides / cards
    - Information about workforce programs
    - Shower and laundry resources
- LEAC also suggested sharing best practices with police officers, not just Street Outreach workers
- LEAC members expressed a desire to participate in a joint meeting with Street Outreach providers to help create the SOPs. Victoria Kelly will forward meeting information once available.

### **Closing and Adjournment**

- The meeting ended at 7:20pm.
- The next meeting will take place on February 22<sup>nd</sup>.

## Lived Experience Advisory Committee (LEAC) Leadership

**LEAC Overview:** The Pinellas County Continuum of Care (CoC) Charter establishes standing CoC Membership Committees, including Lived Experience Advisory Committee (LEAC), to assist the CoC Board in developing and implementing strategic responses to issues impacting people experiencing homelessness.

**LEAC Purpose:** Provide expertise to make an impact on the CoCs policies, programs and grant applications, and to drive efforts to end homelessness using unique experiences.

### **Leadership Terms and Additional Information:**

- Members of LEAC leadership must be members of the Pinellas Continuum of Care (CoC)
- Terms are one-year, January 1<sup>st</sup> through December 31<sup>st</sup>
- Future elections will take place in December
- At least one member of LEAC leadership is expected to participate in CoC Board of Directors meetings, taking place in Clearwater at 9:00am on the first Friday of every other month

### **Leadership Roles and Responsibilities:**

- **Co-Chair (2):** The Co-Chair will be elected by LEAC members. At least one of the Co-Chairs will participate in the bimonthly CoC Board of Directors meetings. Co-Chairs will also share the responsibilities of:
  - Setting meeting agendas
  - Ensuring that the committee's objectives are being met
  - Leading the committee in discussions and decision-making processes
  - Ensuring smooth communication between LEAC members
  - Liaising with external stakeholders
  - Ensure adherence to the LEAC Charter
  - Approving committee materials, meeting schedules, and accommodations (as necessary)
  - Overseeing subcommittees or workgroups (as necessary)
- **Secretary (1):** The Secretary may also be elected by LEAC members, though this position is not required. If elected, the Secretary will be responsible for:
  - Taking meeting notes
  - Leading LEAC meetings in the Chair or Vice Chair's absence
  - Ensure adherence to the LEAC Charter
  - Signing committee documents (as necessary)
  - Participating in the bimonthly CoC Board of Directors meetings in the Co-Chairs' absence

### **Election**

- Nominations for Co-Chair and Secretary will be accepted during the LEAC meeting
- Co-Chairs will be elected first, followed by the Secretary
- Nominees will each have up to 3-minutes to speak, or an advocate may speak on their behalf, before voting begins
- Once elected, terms begin immediately through December 31<sup>st</sup>

## LEAC Meeting Planning

- **Meeting Dates:** LEAC Meetings take place on the 4<sup>th</sup> Thursday of each month at the Barbara Ponce Public Library in Pinellas Park. Meeting dates are:
  - Thursday, February 22<sup>nd</sup>
  - Thursday, March 28<sup>th</sup>
  - Thursday, April 25<sup>th</sup>
  - Thursday, May 23<sup>rd</sup>
  - Thursday, June 27<sup>th</sup>
  - Thursday, July 25<sup>th</sup>
  - Thursday, August 22<sup>nd</sup>
  - Thursday, September 26<sup>th</sup>
  - Thursday, October 24<sup>th</sup>
  - **MUST RESCHEDULE:** November 28<sup>th</sup> – HLA suggests Thursday, November 21<sup>st</sup>
  - **MUST RESCHEDULE:** December 26<sup>th</sup> – HLA suggests Thursday, December 19<sup>th</sup>
- **Meeting Times:**
  - 5:30pm – 7:00pm; or
  - 7:00pm – 7:30pm?
- **Meeting Recording:** May LEAC meetings be audio / video recorded for recordkeeping?
- **Stipends:** Preferred gift cards?
- **Meeting Supply Requests**
- **Transportation Assistance Requests**
- **Training Requests:**
  - Board Governance
  - Strategic Planning
  - Public Speaking
  - Professional Development
- **Additional Requests**

**LEAC Workplan**

**Goal 1: Change how the community and police view homelessness**

<b>Task (Goals)</b>	<b>Key Action Steps</b>	<b>Responsible</b>	<b>Time Frame</b>	<b>Notes</b>
<p><b>EXAMPLE:</b>  <i>Reduce Sigma Surrounding People Experiencing Homelessness and Homeless Services / Affordable Housing</i></p>	<p><b>EXAMPLE:</b>  <i>• Survey members of community: why do you think people are homeless in Pinellas</i>  <i>• Interview people with lived experience to share stories to break stigma or create 1 pager on homelessness with data to show why people are homeless</i></p>	<p><b>EXAMPLE:</b>  <i>LEAC Committee (assign specific tasks to specific individuals)</i></p>	<p><b>EXAMPLE:</b>  <i>— days/months</i>  <i>-----</i>  <i>Committee Member suggested 2 months</i></p>	<p><b>EXAMPLE:</b>  <i>(blank)</i></p>
<p>Education of targeted people of influence – A Reach Out Project</p>	<p>Positive stories (Tik Tok, blogs), promote businesses who have good experiences with employees with a history of homelessness, new language (unhoused or better), question assumptions</p>	<p>LEAC</p>	<p>3 months</p>	<p>Share information / stories about how homelessness happens:</p> <ul style="list-style-type: none"> <li>• Higher rents</li> <li>• Mental health issues</li> <li>• Drugs and alcohol</li> <li>• Being left in Florida during school break</li> </ul>