



# CoC Stakeholder Meeting: “Consumer Engagement”

*The Contra Costa Continuum of Care (CoC) Stakeholder meetings are biannual meetings designed to create a forum for stakeholders to provide input on issues related to homelessness.*

**Monday, February 8, 2021; 1:00 pm – 3:00 PM**

**Meeting Link:** <https://contracosta.webex.com/contracosta/j.php?MTID=m36e9367f8bba9ada2e529b4994c47785>

**Call in:** 1-844-517-1271 US Toll Free      **Access code:** 146 619 1665

## AGENDA

**Purpose of the meeting:** Learn how the homeless Continuum of Care (CoC) can do a better job of creating opportunities for consumers (people using the system) to provide input and direction in the operations and planning of the homeless system of care.

- I. Welcome and Introductions** (Jaime Jenett, H3) (20 mins)
- II. What is Consumer Engagement and Why Is It Important?** (All) (10 mins)
- III. Overview of Current Contra Costa CoC Consumer Engagement Opportunities,** (Jaime Jenett, H3 plus Consumers) (10 mins)
  - a) Consumer and Youth Seats on COH
  - b) Youth Action Council (YAC)
  - c) Provider resident groups
    - i. Hope Solutions Resident Empowerment Program
  - d) BARHII Racial Equity Action Lab (REAL) Cohort
  - e) Point in Time Count (PIT) planning and participation
  - f) Program and CoC required surveys
- IV. Break Out Sessions** (All) (40 mins)
  - Section 1: How are you getting input from consumers? (20 mins)
    - How is your agency or field getting input from and working together with consumers?
    - How is your agency or field creating or yielding space for consumers to be decision makers?
    - How do the agencies you work with learn from consumers?
    - Who is doing this well? What makes it good? What are best practices in your field?
    - What have you tried? Why did/didn't it work?
    - What/who are your trusted resources on this topic?
  - Section 2: What are you doing with input/feedback? (20 mins)
    - How do you see input getting used for decision making?
    - What are your ideas for how different systems can share consumer feedback and experiences to work together to better support consumers and to improve systems?
- V. Report out** (All) (30 mins)
  - Breakout groups report out highlights to full group
- VI. Next Steps** (Jaime Jenett, H3) (10 mins)