

San Mateo County Continuum of Care **Lived Experience Advisory Group Charter**

Revised August 15, 2023

I. Purpose of this Document

This document will outline the San Mateo County Continuum of Care’s Lived Experience Advisory Group’s purpose and operations, who may participate, and expectations of members and leaders.

II. Names and Abbreviations

The San Mateo County Continuum of Care’s Lived Experience Advisory Group shall hereinafter be referred to as “LEAG”. The San Mateo County Continuum of Care shall be hereinafter referred to as “CoC”. The San Mateo County Human Services Agency’s Center on Homelessness shall hereinafter be referred to as “CoC Lead Agency”.

III. History and Purpose of LEAG

At its September 27, 2022, meeting, the CoC Steering Committee approved the addition of LEAG as an official CoC Subcommittee to function in an advisory capacity to the CoC and CoC Steering Committee.

LEAG was created to ensure that the voices and perspectives of individuals with current and/or past lived experience of homelessness are heard and considered in the decision-making process of the CoC. LEAG also provides a mechanism for the sharing of recommendations and feedback to the CoC and its programs and services.

LEAG will function only in an advisory capacity to the CoC Steering committee and has no direct policymaking authority. LEAG may also be called on to collaborate with and/or support other boards and committees of the CoC for the purposes of evaluation and systems improvement.

IV. Responsibilities of LEAG

LEAG is key to developing a homeless response system that provides fair and effective services to those most vulnerable in our population. LEAG will be responsible for making recommendations for improvement, providing input on development, and sharing feedback on improving the quality and types of services provided.

LEAG responsibilities include:

- A. Supporting the development of policies and procedures which impact homeless services in San Mateo County.
- B. Ensuring that the CoC is supporting programs, policies, and procedures that are mindful of and take into consideration the expertise of people with lived experience.
- C. Creating forums and other meetings to engage persons with lived experience in the community.

- D. Assisting in the facilitation of focus groups that provide feedback on the homeless response system and specific issues to the CoC.
- E. Providing annual trainings on issues related to people with lived experience of homelessness or at risk of homelessness to the CoC in collaboration with the CoC Lead Agency.
- F. Providing guidance to the CoC on matters of lived experience.
- G. Working with the CoC Steering Committee and the San Mateo County Human Service Agency's Center on Homelessness to fulfill its responsibilities.

V. Meetings

- A. Regular meetings will be held on a monthly basis. Meetings will be held at a time of day agreed upon by members as most convenient. LEAG will schedule additional meetings as needed at the recommendation by the CoC Board.
- B. Trainings are scheduled as needed or as opportunities arise.

VI. LEAG Membership

- A. LEAG is comprised of members of the community with lived experience. LEAG is supported by staff from San Mateo County Human Services Agency's Center on Homelessness.
- B. LEAG membership will be advertised and promoted to recruit members to LEAG to fill vacancies.
- C. Each new LEAG member will be required to review the New Member Orientation materials, including the CoC Steering Committee Charter, and this document (LEAG Charter) before serving as an Advisory Committee member.
- D. LEAG membership may include, but is not limited to, representatives from San Mateo County- and CoC-funded agencies.
- E. LEAG members must comply with the Conflict-of-Interest Policy of the CoC.
 - a. Conflict of interest is defined as a situation in which decisions made in a person's official capacity may result in personal benefit or harm. A member who has a conflict of interest should disclose the potential conflict to the other members and must abstain from participating in any vote or decision making that implicates the conflict.
- F. LEAG members must be persons with lived experience of homelessness, ideally in San Mateo County, and will be elected by members of LEAG at a meeting where a quorum exists.
- G. LEAG will consist of no more than 21 members, including the Chair and Vice Chair.
- H. Time Commitment by Members

- a. It is anticipated that rank-and-file members will spend approximately 15 minutes per month outside of the monthly meetings.

I. The CoC aims to build a diverse and inclusive LEAG. As such, the membership of LEAG should also be representative of the different regions within San Mateo County and subpopulations that experience homelessness. In keeping with the total of 21 members, one member may represent multiple categories. The following representation within LEAG is **highly desirable**:

- a. Individual who experienced homelessness within *the Coastside region* (Pacifica through Pescadero, including unincorporated coast, and including La Honda and surrounding parks).
- b. Individual who experienced homelessness within *the Central Bayside region* (Redwood City and Emerald Lake Hills through Burlingame).
- c. Individual who experienced homelessness within *the North Bayside region* (Millbrae and north).
- d. Individual who experienced homelessness within *the South Bayside region* (including Menlo Park, North Fair Oaks, Atherton, Woodside, West Menlo Park, Portola Valley, and East Palo Alto).
- e. Individual who experienced homelessness as part of a family (*household with adult(s) and minor child(ren)*).
- f. Individual who experienced homelessness and served in the U.S. Armed Forces (*veterans*).
- g. Individual who experienced homelessness and is age 18 to 24 (*transition-age youth*).
- h. Individual who experienced homelessness and is age 60 or older.
- i. Individual who experienced homelessness because of *domestic violence*.
- j. Individual who experienced homelessness and represents the *LGBTQ* community.
- k. Individual who experienced homelessness and represents the *BIPOC (Black, indigenous, and other people of color)* community.
- l. Individual who experienced homelessness and represents behavioral health or disabling conditions.
- m. Individual who has previously been incarcerated.

J. Leadership

- a. LEAG will be chaired by the member elected in an official meeting where a quorum exists. In coordination with the elected Chair, LEAG will nominate and elect a Vice Chair.
- b. Responsibilities of LEAG Chair
 - i. Establish meeting agendas in collaboration with the CoC Lead Agency.
 - ii. Facilitate and coordinate meetings of LEAG in collaboration with the CoC Lead Agency.

- iii. Participate in selection of speakers and presentations for monthly LEAG meetings.
- iv. Provide reports and carry forward recommendations from LEAG to the CoC Steering Committee.
- c. Responsibilities of LEAG Vice Chair
 - i. Maintain regular meeting attendance.
 - ii. Remain abreast of issues that are important to LEAG.
 - iii. Act as Chair in the absence of LEAG Chair.
- d. Time Commitment of Chair/Vice Chair
 - i. It is anticipated that the LEAG Chair will spend up to 2 hours of time each month outside of the monthly meetings.
 - ii. It is anticipated that the LEAG Vice Chair will spend up to 2 hours of time each month outside of the monthly meetings when the LEAG Chair is unavailable.
- e. Additional leadership positions, such as Secretary, Treasurer, and/or Membership Coordinator may be added as deemed desirable by LEAG following an election by a quorum of members in which it is decided to do so.

K. Maintaining Membership

- a. Resignation
 - i. If a member chooses to voluntarily resign from the Advisory Committee, the member should provide notice to the CoC Lead Agency as soon as possible in writing. The CoC Lead Agency will then communicate the resignation to the LEAG Chair and membership.
- b. Removal
 - i. Attendance-Based Removal: If a member should miss 3 LEAG meetings in a row, then that member may be presumed to have resigned and be dismissed. In this situation, a majority vote of members present may dismiss the missing member. Before dismissing such a member, other members and Lead Agency staff should attempt to get into contact with the individual and resolve the situation in a manner in line with the missing member's desired outcome if possible.
 - ii. Other: A member may be removed from LEAG through vote to remove by two-thirds of all current Advisory Committee members. The member at issue does not participate in the vote and must be out of the room while voting takes place.

VII. Voting

- A. Quorum** describes the number of members who need to be present for decisions to be made, to take action in regard to conducting business, making recommendations, or for other activities to occur, and is hereby defined as one third of the total membership at the time of the vote or action.
- B.** For a vote to be held, or for any activity described in VII-A 9 (above), a majority vote of those members in attendance and voting is required to take any action.
- C.** Voting by email may be employed as deemed appropriate by the LEAG Chair and CoC Lead Agency.
- D.** Each member will be entitled to one vote; no proxy votes will be accepted. No quorum is needed to hold a meeting, but quorum is needed to make decisions affecting the whole group.
- E.** Conflict of interest is defined as a situation in which decisions made in a person's official capacity may result in personal benefit or harm. A member who has a conflict of interest should disclose the potential conflict to the other members and must abstain from participating in any vote or decision making that implicates the conflict.

VIII. Compensation

- A.** All members who are not separately compensated for their time associated with participation in LEAG (e.g., via an employer) are eligible to request compensation. The following LEAG activities are eligible for compensation at the rate of \$20 per hour:
 - a. Attending the LEAG Orientation
 - b. Attending the monthly meeting of LEAG
 - c. Up to 15 minutes per month preparing for monthly meeting (non-leadership)
 - d. Up to 2 hours preparing for monthly meeting (leadership)
 - e. Attending meetings on behalf of LEAG when approved in advance by both LEAG and the Lead Agency
- B.** As suits the Lead Agency, gift cards, checks, or directly deposited funds may be provided at the rates described above.