

## Fresno Madera Lived Experience Advisory Board

February 20, 2024 5-6:30PM

### MEETING SUMMARY

#### I. Welcome and Introductions

#### II. CES Training

The LEAB requested that the Coordinated Entry System Management Entity provide another training on the Coordinated Entry System, as the LEAB has new members and the last one was done a year ago. The CES Management Entity provided the requested training.

#### III. CoC Grievance Policy

Homebase facilitated a discussion regarding the draft CoC grievance policy. This included:

- An update on the background research Homebase has completed, including what policies the CoC currently has, as well as what other CoCs are doing. Homebase has also talked to key stakeholders, including the LEAB, City of Fresno, and the local HUD office.
- Homebase asked the LEAB whether a form online would work for people to submit grievances and complaints. The LEAB responded that there should be both an in-person/paper process and an online form.
- Homebase talked about potential future trainings by the California State Civil Rights Department on discrimination.