



Meeting of Levels of Service Sub-Committee Agenda

Monday, February 26, 2024

10:00 a.m. – 11:00 a.m.

Zoom Video Conference

<https://hscorp->

[ca.zoom.us/j/83056056496?pwd=hvipnZglqCxdq3PTtV3WMYCRrOkQx1.1](https://hscorp-ca.zoom.us/j/83056056496?pwd=hvipnZglqCxdq3PTtV3WMYCRrOkQx1.1)

Meeting ID: 830 5605 6496

Passcode: 968250

1. Call to Order

Victor Fiume, Board Chair

2. Territorial Land Acknowledgement

Victor Fiume

3. Approval of the Agenda

Recommended Motion:

“**That** the agenda for the February 26, 2024 meeting of the NCHC Levels of Service Sub-Committee be approved.”

4. Declaration of Direct, Indirect or Deemed Pecuniary Interest or Disqualifying Interest

5. Approval of Minutes

Recommended Motion:

“**That** the minutes for the September 13, 2023 meeting of the NCHC Levels of Service Sub-Committee be approved.”

6. Levels of Service Presentation – Housing Services Corporation (attached)

Kerry Hobbs, Director, Sector Services, Business Solutions

Jennifer McMahon, Project Manager and Business Solutions Specialist

Recommended Motion:

“**That** the NCHC Sub-Committee receive the presentation, draft heat map and levels of service for information and refer to the NCHC Board of Director for adoption.”

7. Next Steps (verbal)

Rebecca Carman, General Manager

Recommended Motion:

“**That** the NCHC Sub-Committee determine next steps for the development of levels of service for the NCHC.”

8. New Business

Victor Fiume, Board Chair

9. Move to Closed Session

N/A

10. Motion to Rise and Results from Closed Session

N/A

11. Next Meeting

TBD

12. Adjournment

Meeting of Levels of Service Sub-Committee Minutes

Wednesday, September 13, 2023

1:00 p.m. – 2:30 p.m.

Zoom Video Conference

Committee Members Present: Neil Ellis, Committee Chair and Board Treasurer; Victor Fiume, Board Chair; Steve Gilchrist, Board Vice-Chair; Lindsey Reed, Board Director; Board appointed staff representative: Rebecca Carman, General Manager

Housing Services Corporation Project Team: Jennifer McMahon, Kerry Hobbs

1. Call to Order

Victor Fiume, Board Chair

- Victor Fiume called the meeting to order at 1:06 p.m.

2. Territorial Land Acknowledgement

Victor Fiume

3. Approval of the Agenda

Moved by: Lindsey Reed

Seconded by: Steve Gilchrist

“**That** the agenda for the September 13, 2023 meeting of the NCHC Levels of Service Sub-Committee be approved.”

4. Declaration of Direct, Indirect or Deemed Pecuniary Interest or Disqualifying Interest

None

5. Election of Chair

[General Manager Rebecca Carman was the Presiding Officer for the Election of Committee Chair]

a. **Moved by:** Victor Fiume

Seconded by: Neil Ellis

“**That** the NCHC Levels of Service Sub-Committee proceed with the election of Committee Chair, commencing on the 13th day of September, 2023.”

Disposition: **Carried**

[Nominations]

- Victor Fiume nominated Steve Gilchrist for Committee Chair, Steve Gilchrist declined nomination
- Victor Fiume nominated Neil Ellis for Committee Chair, Neil Ellis accepted nomination.
- General Manager Rebecca Carman called for further nominations a first, second and third time.

- b. **Moved by:** Lindsey Reed
Seconded by: Steve Gilchrist

“**That** nominations for the election of NCHC Levels of Service Sub-Committee be closed”

Disposition: **Carried**

[Confirmation of Election Results]

- Neil Ellis was acclaimed as the Chair of the Northumberland County Housing Corporation Level of Service Sub-Committee.

6. Levels of Service Presentation – Housing Services Corporation

Moved by: Steve Gilchrist
Seconded by: Lindsey Reed

- Kerry Hobbs, Director, Sector Services, Business Solutions and Jennifer McMahon, Project Manager and Business Solutions Specialist provided a detailed presentation on the project for developing Levels of Services for the NCHC.
- HSC Project team led the sub-committee through a whiteboard activity to identify priorities in the development of NCHC’s levels of services.
- The Sub-Committee recommended a mid-way check in on progress to confirm direction of the work.

“**That** the NCHC Sub-Committee receive the presentation for information.”

Disposition: **Carried**

7. Approval of Next Steps and Actions (verbal)

Moved by: Victor Fiume
Seconded by: Lindsey Reed

- The HSC Project Team The Sub-Committee recommended a mid-way check in on progress to confirm direction of the work.

“**That** the NCHC Sub-Committee direct the General Manager to work with HSC to implement priorities and next steps as per discussion.”

Disposition: **Carried**

8. New Business

N/A

9. Move to Closed Session

N/A

10. Motion to Rise and Results from Closed Session

N/A

11. Next Meeting

TBD

12. Adjournment

- Neil Ellis adjourned the meeting at 2:26 p.m.