

## **Meeting of Levels of Service Sub-Committee Agenda**

**Monday, February 26, 2024**

**10:00 a.m. – 11:00 a.m.**

Zoom Video Conference

Committee Members Present: Victor Fiume, Board Chair; Steve Gilchrist, Board Vice-Chair; Lindsey Reed, Board Director;  
Board appointed staff representative: Rebecca Carman, General Manager  
Other Staff members: Rob O'Neil, Facilities 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 10:00 a.m.

### **2. Territorial Land Acknowledgement**

Victor Fiume

### **3. Approval of the Agenda**

**Moved by:** Lindsey Reed

**Seconded by:** Victor Fiume

**“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**

None

### **5. Approval of Minutes**

**Moved by:** Lindsey Reed

**Seconded by:** Victor Fiume

**“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

**Moved by:** Steve Gilchrist

**Seconded by:** Victor Fiume

- HSC staff walked through the presentation
- Sub-Committee discussed the proposed levels of service
- Lindsey Reed left the meeting at 10:58, Victor and Steve remained on the line and reviewed the standards.

“**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

**Moved by:** Steve Gilchrist

**Seconded by:** Victor Fiume

“**That** the NCHC Sub-Committee refer the presentation to a future NCHC Board of Directors meeting for adoption.”

**8. New Business**

Victor Fiume, Board Chair

- None

**9. Move to Closed Session**

N/A

**10. Motion to Rise and Results from Closed Session**

N/A

**11. Next Meeting**

N/A

**12. Adjournment**

- Victor Fiume adjourned the meeting at 11:19 a.m.