Jobs in Your Meeting

Fill each of these roles—with different individuals!

It takes a village to raise a case conferencing practice.

Recruit steady volunteers for each role, and give them training and resources to succeed. Rotate participants if desired, but ensure consistent practices.

Facilitator

- At minimum, the facilitator is responsible for ensuring that the meeting adheres to the agenda. The larger task the facilitator performs, however, is creating an environment in which participants engage in creative problem-solving to get the best from each other's experience, ideas, and resources. Prompt discussion as needed to ensure that each individual client moves through the system as quickly as possible while being well cared for by the local system..
- **Key indicator of success:** High-quality next steps are collected for each client.

Scribe

- The scribe is responsible for recording commitments and updates collected during the meeting. The most essential pieces of information they should collect on each client are the elements of the Learning Loop: System barrier, action step (by who, by when), and target move-in date.
- **Key indicator of success:** Learning Loop fields are updated on the BNL for all clients.

Timekeeper

- The timekeeper's task is to keep the meeting on schedule and drive the conversation forward when necessary. Don't be shy! Use noisemakers. Adopt practices such as shouting "ELMO"—*enough, let's move on!*—to playfully keep folks on track.
- **Key indicator of success:** The meeting concludes on time without skipping or rushing through any agenda items.