



What to Expect from Your National Consumer Advisory Board (NCAB) Conference Mentor

Welcome! We're excited you'll be joining us at the 2026 National Health Care for the Homeless Council (NHCHC) Conference!

This guide explains the **role of a conference mentor** and what you can expect from them before, during, and after the conference.

What is an NCAB conference mentor?

Your NCAB conference mentor is someone who has attended the conference before and is available to answer questions, help you feel more comfortable, and make connections throughout the event.

Your mentor can support you by:

- Sharing their conference experience
- Answering questions before and during the conference
- Helping you navigate the conference schedule and activities
- Checking in with you during the event
- Helping you connect with people, resources, and opportunities

What You Can Expect From Your Mentor

BEFORE THE CONFERENCE

Your mentor will reach out to:

- Introduce themselves
- Exchange contact information
- Answer questions you may have
- Learn a little about your interests and goals for the conference



DURING THE CONFERENCE

Your mentor will be available during conference hours (8:00am-5:00pm) to offer support and check-in. They are available to:

- Meet with you briefly in the morning to talk through the day
- Help you choose workshops or activities that match your interests
- Attend a session with you (if helpful)
- Help you feel more comfortable meeting people and participating
- Listen and offer encouragement if you feel overwhelmed or unsure

You are welcome to connect with your mentor as much or as little as feels helpful to you.

What Your Mentor Is Not Expected To Do

Your mentor is here to support you, and there are limits to their role.

Mentors are not expected to:

- Be available at all times outside of conference hours
- Provide transportation, money or personal care support
- Solve every problem that may come up during the conference
- Act as crisis responders
- Make decisions for you or pressure you to participate in activities.

Note: If a question or concern is outside your mentor's role, they can help connect you with conference staff or someone else who can help.

A Few Things to Remember

- You can be honest with your mentor about what support would be helpful.
- It is okay if you need a lot of support or very little support.
- The mentor relationship is meant to be flexible, welcoming and supportive.
- Everyone experiences conferences differently, and your mentor is there to help you have the experience that works best for you.

Questions?

Please contact Meredith Mollica at 615-226-2292 (ext. 268) or mmollica@nhchc.org.