



Housing First Solano CoC
Authentic Engagement of
People with Lived Experience

Zoom Tips

We love to see your faces! If possible, please turn on your **video**.

As you have **questions or comments** during the presentations, please add them to the chat box.

You were automatically placed on **mute** when you entered the meeting.

We will be **recording** today's session.

Chat: Participant Introductions

Name

(example: Devra)

Affiliation

(example: Homebase)

Pronouns

(example: she/her)



Introductions



The Housing First Solano Lived Experience Committee (LEC) is a standing committee of the CoC that amplifies the voices of lived expertise in HFS CoC policymaking and provides pathways to develop the leadership skills of the members.



Homebase has been working with Continuums of Care and homeless service providers throughout the country for three decades on eradicating homelessness. We help CoCs design and implement Housing First, Coordinated Entry, and other major system changes.

Goals

Gain a shared understanding of what Authentic Engagement looks like

Learn about key principles and ways to authentically include the voices of People with Lived Experience

Understand the goals of engaging People with Lived Experience

Explore the key ingredients to Authentically Engaging People with Lived Experience

Land & Labor Acknowledgement

As a county that uses the representation of a Native American in the logo it is important that we are congruent and authentic and that we collectively work towards recognizing the history of genocide and continued inequities experienced by indigenous people. The sacrifices of indigenous people on this land can be an invisible hurt and pain that is a reality for Native Americans. We would like to acknowledge the land and the people of the land. We acknowledge the indigenous people of the Suisunes and the Patwin of the Wintun tribes, the Muwekma Ohlone Tribe and the countless other California tribes that traveled this land we stand on utilizing the Carquinez Strait for trade. We would like to acknowledge the displacement and lost lives due to colonization and ongoing disparities, in addition to honoring the ancestral grounds. We honor those that have passed and those that continue to live on.*

We also honor and acknowledge the lives, knowledge, skills, and labor of Black, Indigenous, Latinx, Asian and other People of Color due to the evolution of white supremacy culture.

POLL: Challenges/Barriers to Engaging People with Lived Experience

Providing stipends

Consistent attendance

Making sure not to tokenize

Lack of interest

Transportation and ability to access meetings

Staffing

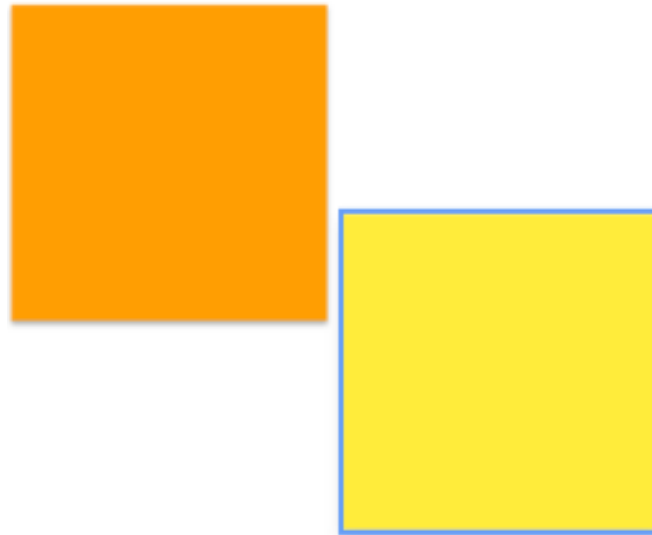
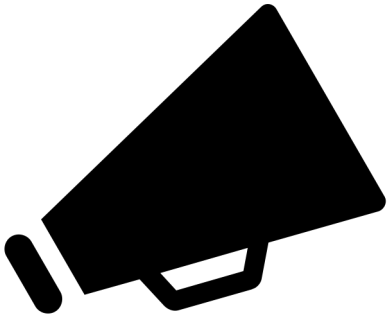
Building trust

Other (put in Chat)

Community Agreements

- ❖ Acknowledge our different experiences and how our experiences shape our perspectives
- ❖ Free to bring all of ourselves – take risks and make mistakes
- ❖ Be patient
- ❖ Create learning opportunities
- ❖ Look out for one another

What Does Authentic Engagement Look Like to You?



Unmute and Speak Up

OR

Write your thoughts on Page
2 of the Jamboard

Basics of Authentic Engagement

Elements of Authentic Engagement



Centering BIPOC, People with Lived Experience, and Grassroots leaders



Positional leaders partnering and sharing power with Grassroots leaders



Moving from transactional to transformational relationships



Ensuring meaningful participation; and



Shifting Power.

Centering Leadership

- The current homeless system has been predominantly established and led by white leadership
- Black, Indigenous and People of Color (BIPOC) communities are the most impacted by homelessness in every community
- “Those closest to the problem are closest to the solution but furthest from the resources and the power”
- No movement has ever succeeded without the full participation and leadership of those most affected

Positional vs Grassroots Leadership

- Positional leadership is conferred as a result of title or position
- Anyone can be a leader regardless of title or position
- Grassroots leadership can often run counter to positional leadership
- Grassroots leadership is often much less siloed and works across problems
- The system functions the best when positional leaders partner with grassroots leaders

Language Matters

- Person Experiencing Homelessness
- Lived Experience
- Lived Expertise

Transformational vs Transactional Relationships

- White dominant culture norms lead to transactional relationships
- The focus is on getting something from the relationship
- Transformational relationships are based on trust, understanding, and shared commitments

Ensuring Meaningful Participation

- Centering People with Lived Experience, BIPOC communities, grassroots leadership and engaging in transformational relationships will ensure meaningful engagement
- Co-design
- Shared Decision Making

Shifting Power

- System transformation will require shifting power
- Start at the key leverage points in the system
- Co-creating system design
- Shared decision making
- Accountability to community– Feedback Loop

Goals of Authentic Engagement

Goals of Engaging People with Lived Experience in the Homeless and Housing Services System



Improving Services and Making them Accessible



Building Staff-Participant Relationships



Shifting Power



Creating Accountability and Transparency



Follow-up Communication

Improving Services

- ❖ Understanding participants' needs better to design services that will better meet their needs
- ❖ Improving quality of life and happiness for all participants

Making Services Accessible – Lowering Barriers

- ❖ Understanding what barriers exist to accessing services:
 - transportation,
 - ability to have pets,
 - Ability to stay with loved ones/chosen family,
 - Space/storage for belongings,
 - Languages,
 - Other ideas?

Building Staff-Participant Relationships

- ❖ Creating culturally-responsive and competent systems and processes
- ❖ Having better rapport and trust between participants and staff

Creating Accountability

- ❖ Ensuring buy-in from leadership, space to hear recommendations
- ❖ Instituting formalized mechanisms to hold program leadership accountable to implementing participants' voice
- ❖ Follow-up Communication/Closing the Feedback Loop

Key Principles for Authentic Engagement

Key Principles for Authentically Engaging People with Lived Experience

- ❖ Power Sharing
- ❖ Equity
- ❖ Actionable
- ❖ Creating Conditions for Success – Self-care for all; Support (providers as well as participants)
- ❖ Feedback Loop
- ❖ Building Trust - Trauma Informed/Motivational Interviewing/Active Listening

Best Practices for Engaging People with Lived Experience

- Recognize expertise – people with lived experience are the best source of information on what works and what needs to change
- Understand where they are – focusing on basic needs can reduce bandwidth required for problem solving
- “Languaging”- make language concrete, not abstract; refer to experiences; use present tense
- Comprehension – use visual analog scales (smiley faces; ladders; etc.); images; bold text; white spaces
- Temporal Framing – look-back technique; anchor in person’s experience of time (ex: before or after a life event, holiday/season)
- Journey Mapping – rather than “what is your experience of XYZ?” walk folks through the process, such as “How was your experience when you did ABC

Authentic Engagement in Decision Making and Program Planning

Ways to Include the Voices of PWLE in Program Planning and Decision Making

- ❖ Inclusion in Planning for Solutions
- ❖ Participation in Strategic Planning, PIT Counts, etc.
- ❖ Inclusion in Planning and Decision Making – Board membership; LE Committees/Boards
- ❖ Input and Feedback via Focus Groups/Surveys/Interviews/Working Groups/Town Halls/Advocacy Efforts (to Change Policies/Increase Accessibility/Funding)
- ❖ Participation on Funding and Decision-Making Panels – Review and Rank Panels; Grievance Panels
- ❖ Recruiting, Hiring and Retaining PWLE

Example: HFS Lived Experience Committee (LEC)



Foster meaningful partnerships that demonstrate the expertise and motivation of people with lived experience and engage communities to implement effective solutions to homelessness;



Develop self-determination, leadership skills, and authentic empowerment among those who have expertise related to their experiences of homelessness;



Provide invaluable feedback and input on recommendations for community efforts to address and end homelessness;



Create a working partnership between people with lived experiences of homelessness and providers to inform policy development and improve the quality and effectiveness of services provided;



Dispel dangerous and counterproductive myths regarding homelessness.

Example: HFS Lived Experience Committee (LEC)

- Serve on **CoC Board & Committees** (Grievance Advisory, Coordinated Entry System Committee, Governance Committees, etc.)
- Participate on **Scoring Panels** to decide on metrics and rank proposals for funding
- Participate in **Community Planning** (Community Needs Assessment; Homeless Action Plan; etc.)
- Provide **Feedback/Assess Programs and Services**
- **Advocate** with Decision Makers (JPA; City Councils; Board of Supervisors)

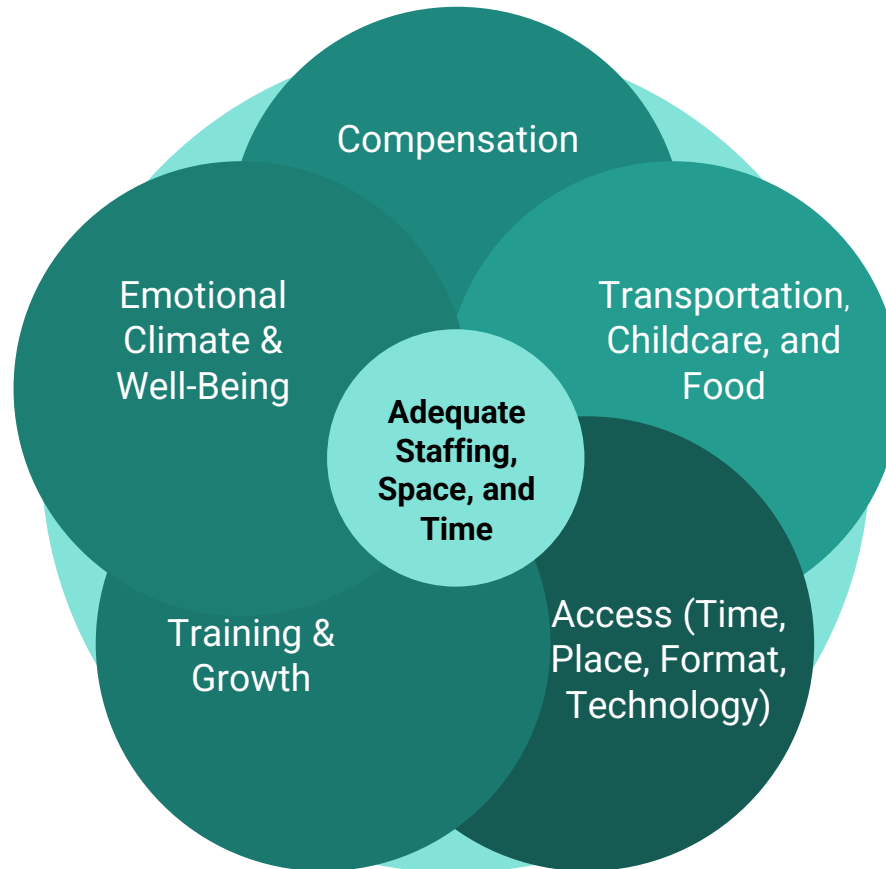
Ensuring that the Voices of People with Lived Experience are Heard



- ❖ **Propose Changes to the Review & Rank Process**
 - include input from program participants; Have interviews with people in programs to get their input; make sure LE voices heard
- ❖ **Provide Input about Service Providers and Experiences**
 - survey of program participants (current and past); focus groups
 - present suggestions for solutions to HFS CoC and CAP Solano JPA Boards
- ❖ **Participate in CoC Meetings and Committees**
 - provide direct input and ensure transparency in decision making
- ❖ **Explore program access issues and how to address them**
 - Use experience to provide input and spur changes with program processes
 - Work with programs to be sure they can contact people experiencing homelessness
- ❖ **Create Resources & Support List with Information on How to Access Them**
 - Housing resources and vouchers; Computer access; transportation support; etc.
- ❖ **Create a Process to Provide Rapid Input to Decision Makers re: Needs and Priorities**

Key Ingredients to Get Started

Key Ingredients to Include the Voices of People with Lived Experience



Compensation

Systems Level Considerations	Considerations for Persons with Lived Experience
<ul style="list-style-type: none">• How much will people be compensated?• What is a living wage for compensation?• What options will participants have for payment?• What funds will we use for compensation?• How will we help participants who will need a 1099?	<ul style="list-style-type: none">• Are you receiving any benefits that could be impacted by the pay you receive for your participation?• If so, how can we help you balance this work and maintaining your benefits?• How would you like to receive your compensation? (ex: Venmo, cash, check, Visa gift card)

Questions and Discussion

National Homeless Persons Memorial Day

- ❖ December 21st is National Homeless Persons Memorial Day – a day recognized across the US to honor those who died while experiencing homelessness.
- ❖ A candlelight vigil for Mark Rippee is scheduled for Dec. 16, 4:30 p.m., at the William J. Carroll Government Center, 1119 E. Monte Vista Ave.
- ❖ A Memorial Ceremony is planned for 4:30 p.m. Dec. 22 at the Orchard Avenue Baptist Church, 301 N. Orchard Ave., in Vacaville.
- ❖ Vallejo Together and the Interfaith Coalition are planning their annual memorial in January