
HELLO THERE!
We're glad that you made it !
Talk with others on the webinar!
Please share in the chat your name, agency, and where you are located.
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LEARNING COMMUNITIES RESOURCE CENTER

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Authentic Engagement: People with Lived Expertise Shaping Homeless Programs and Policies

March 29, 2023

2:00 PM ET | 1:00 PM CT |
12:00 PM MT | 11:00 AM PT



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Land Acknowledgement

Every community owes its existence and vitality to generations from around the world who contributed their hopes, dreams, and energy to making the history that led to this moment. Some were brought here against their will, some were drawn to leave their distant homes in hope of a better life, and some have lived on this land for more generations than can be counted.

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Land Acknowledgement

https://native-land.ca/

- **This meeting is being held on the traditional lands of the _____ People, and I pay my respect to elders both past and present, who have stewarded this land throughout the generations."**
  - Please take a moment to consider the many legacies of violence, displacement, migration, and settlement that bring us together here today.
- **Deliver** your statement in the chat including the land/people relevant to the land that you are occupying during this session.
- **Learn more** by taking time to learn about the Indigenous history of the land you live on. The Partnership team will share the link to the US Department of Arts and Culture in the chat now. Visit https://usdac.us/nativeland to get started.

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The Promise Of Community Action

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

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Introductions



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Practice Transformation Team



Tiffney Marley
Senior Vice President,
Practice Transformation



Lillie Seels
Director,
Practice Transformation



Jennifer Gregory
Director of Mobility
Learning Design & Practice



Tayla Daniel
Senior Associate,
Learning and Dissemination



Karis Manus
Senior Associate,
Learning and Dissemination



Tamerdis Hollywood
Senior Associate,
Learning and Dissemination

COMMUNITY ACTION PARTNERSHIP

THE LEARNING COMMUNITY

Building Capacity to Increase Impact

***Purpose**: The purpose of the LCRC is to analyze Community Action outcomes and identify effective, promising, and innovative practice models that alleviate the causes and conditions of poverty.*

BUILD CAA CAPACITY TO FIGHT POVERTY!

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Agenda

- Welcome and Introductions
- Presentation - *Authentic Engagement: People with Lived Expertise Shaping Homeless Programs and Policies*
- Q & A
- Resources and Upcoming Events

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Introduction of Presenters



Josh Johnson
Senior Technical Assistance Specialist
National Alliance to End Homelessness

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Authentic Engagement: People With Lived Expertise Shaping Homeless Programs and Policies

National Alliance to End Homelessness

National Alliance to End Homelessness

Center For Capacity Building
National Alliance To End Homelessness

The National Alliance to End Homelessness is the leading national voice on the issue of homelessness. The Alliance analyzes policy and develops pragmatic, effective policy solutions. The Alliance works collaboratively with the public, private, and nonprofit sectors to build state and local capacity, leading to stronger programs and policies that help communities achieve their goal of ending homelessness.

The National Alliance to End Homelessness identifies and evaluates hundreds of policy and program strategies and their impact on homelessness. The Alliance's Center for Capacity Building helps communities replicate and customize the best of those strategies. The Center focuses on strategies that are cost effective, data driven, and can be implemented at a scale that can significantly reduce homelessness.

People with Lived Experience (PLE)

Personal knowledge about the world gained through **direct**, **first-hand** involvement in everyday events rather than through representations constructed by other people.

“Lived Experience.” *Oxford Reference*, https://www.oxfordreference.com/display/10.1093/oi/authority.20110803100109997;jsessionid=44231B87824A58162CE21C16528FE6C0.

Acknowledgement



Historically Community Actions (CA) and the homeless response systems have utilized folx with lived experience.



We recognize that CA have made it a priority to ensure folx with lived experience are apart of the board structure

The Problem: Ineffective Policy and Services

Power Hoarding: Historically, decision making was held at the top

Lack of Diversity: Boards and leadership not reflecting the population you serve

Tokenism: Only having one person as lived experience representation

Authentic Engagement:



RUDD, CHRISTOPHER, et al. “Engagement of Co-Designers.” Casey Family Programs, 19 Oct. 2022, https://www.casey.org/chibydesign-four-pillars/.

Poll

- How many do you utilize Authentic Engagement of people with lived experience in your program/organization?
- Yes
- Unsure
- No



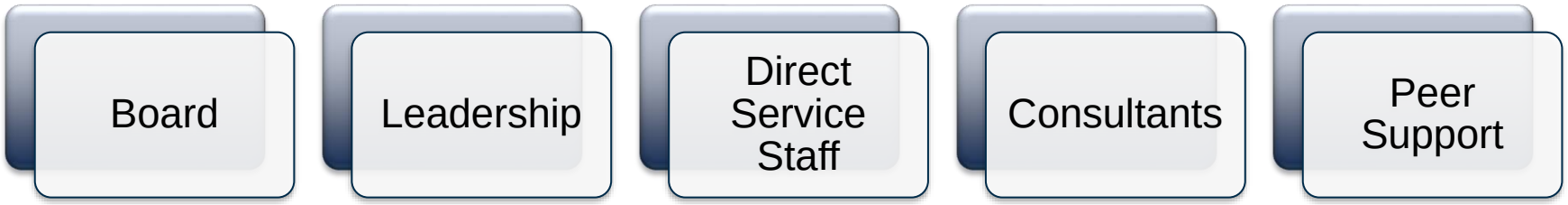
Research confirms importance of engaging people with lived experience

- Most research focuses on process, not outcomes
- Public health research finds that employing people with lived experience as **peer workers** results in benefits to
  - Individuals (to clients & the workers themselves)
  - Services (improved attendance & outcomes)
  - The organization
  - Benefits increase when peers are involved in service design
- "Both the **right thing** and the **smart thing** to do." (Barrow et al. 2007)

Why

Improve	Connection, collaboration and services for individuals in the system
Offer	Firsthand expertise and experience in the development of policies and service delivery.
Increase	Funding opportunities, as HUD as made this a priority with the CoC competition

Where


Board
Leadership
Direct Service Staff
Consultants
Peer Support

How

- Compensating
- Making room
- Power sharing
  - Voting
  - Decision-making
- Hiring

Presenter



La’Toya Cooper

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Presentation by

La'Toya Cooper, Lex Perez, and Ranee Rock

Moderated by Rivianna Hyatt

March 2023

Lived Experience Power Building: How To Shift a Culture

Young Person-Led Intermediary

A new youth leadership effort is underway in Los Angeles County to build a young person-led intermediary for the housing and homeless response systems

- It consists of a team of employed young people with lived experience at the systems level alongside groups of compensated young people, providers, and advocates in each of the 8 Service Provision Areas (SPA), or “SPA teams”

- It organizes the SPA teams through a community-driven process to engage LA county system leaders, advocates, and philanthropic partners in setting and implementing policy and funding goals toward ending homelessness among young people

- It centers the goals on youth power and racial minority & lgbtq+ equity to transform the Los Angeles youth housing system

INTERMEDIARY STRUCTURE

Current core leadership:

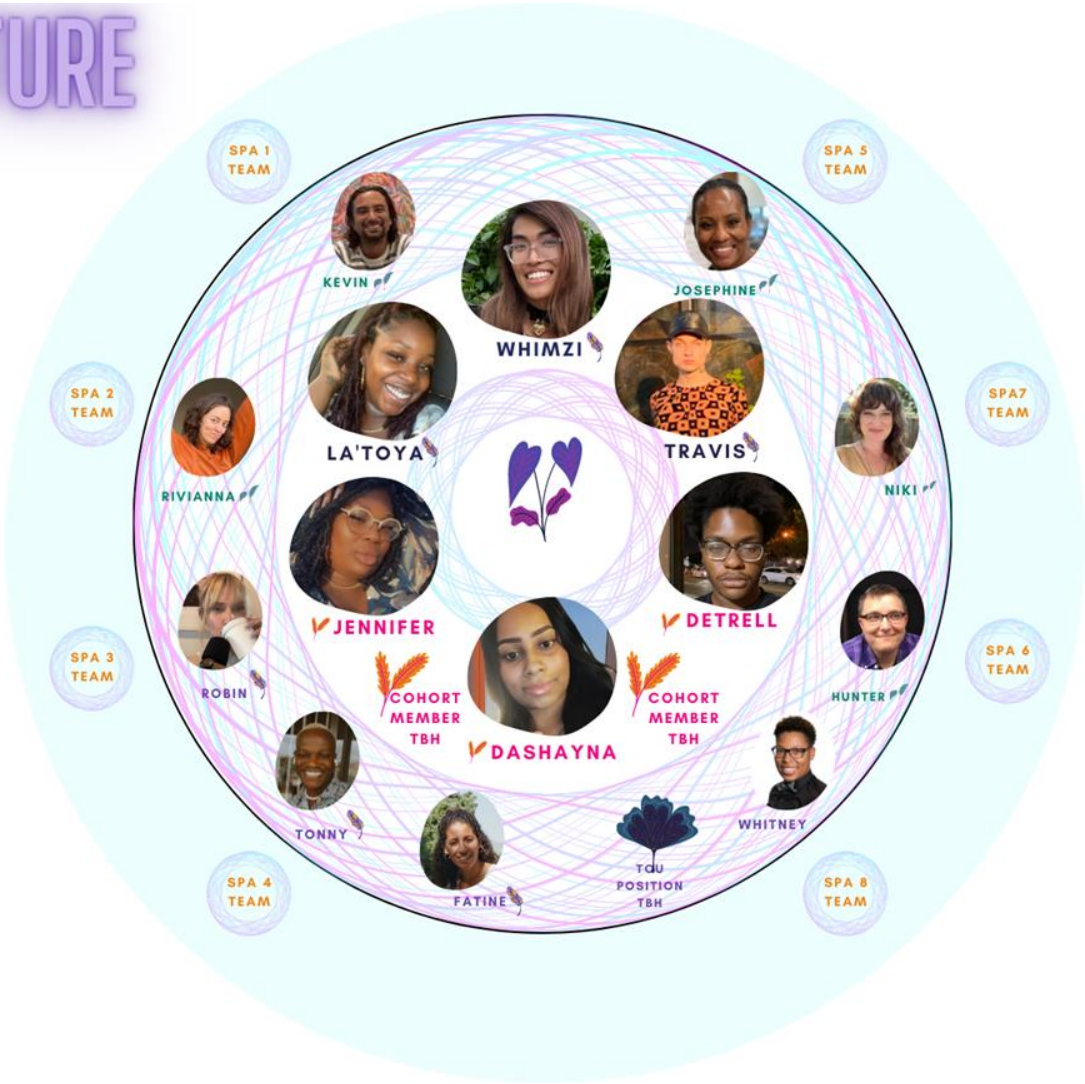
- three full-time young adult system leaders, housed at Lens Co
- five part-time contracted cohort members,

Current support team:

- dedicated well-being, benefits and crisis support from Lens Co
- strategy, coaching, & organizing on housing justice & system transformation from HJC
- youth action and accountability design support from TCU

SPA Teams:

- building toward:
  - compensated young people, providers & advocates organizing to localize strategy and resources



Importance Of Lived Experience

- Lived expertise changes the traditional perspective.
- Updates a system with current pros and cons
- Gives diversity of information to have a seat at both sides of the table. (direct input on a program and policy from the provider and recipient point of view .

Power Building

- **Organizing SPA teams** - to build a leadership table in all 8 SPAs, led by young folks and inclusive of providers, advocates, and local system representatives.
- **Organizing YABs** - to build a strong network of Youth Action Boards that can collectively leverage their power to push for change.
- **Building toward coordinated investment planning** - to create a model of power sharing among young folx, private philanthropy, and county systems that can lead to increased and more strategic investments/participatory budgeting.

Moderated by Rivianna Hyatt
rivianna@housingjusticecollective.com

Contact Info

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Presenter



Jon DeCarmine
Executive Director
GRACE Marketplace

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National Alliance to End Homelessness

Authentic Engagement: Shaping Programs & Policies with Lived Expertise

Jon DeCarmine, Executive Director, GRACE


GRACE
GAINESVILLE, FLORIDA

WE OFFER



129 EMERGENCY SHELTER BEDS



SHOWERS + LAUNDRY



CAFÉ 131



CLOTHING



HEALTHCARE



CULINARY TRAINING



COMPUTER LAB



WOMEN'S SAFE SPACE

ALSO



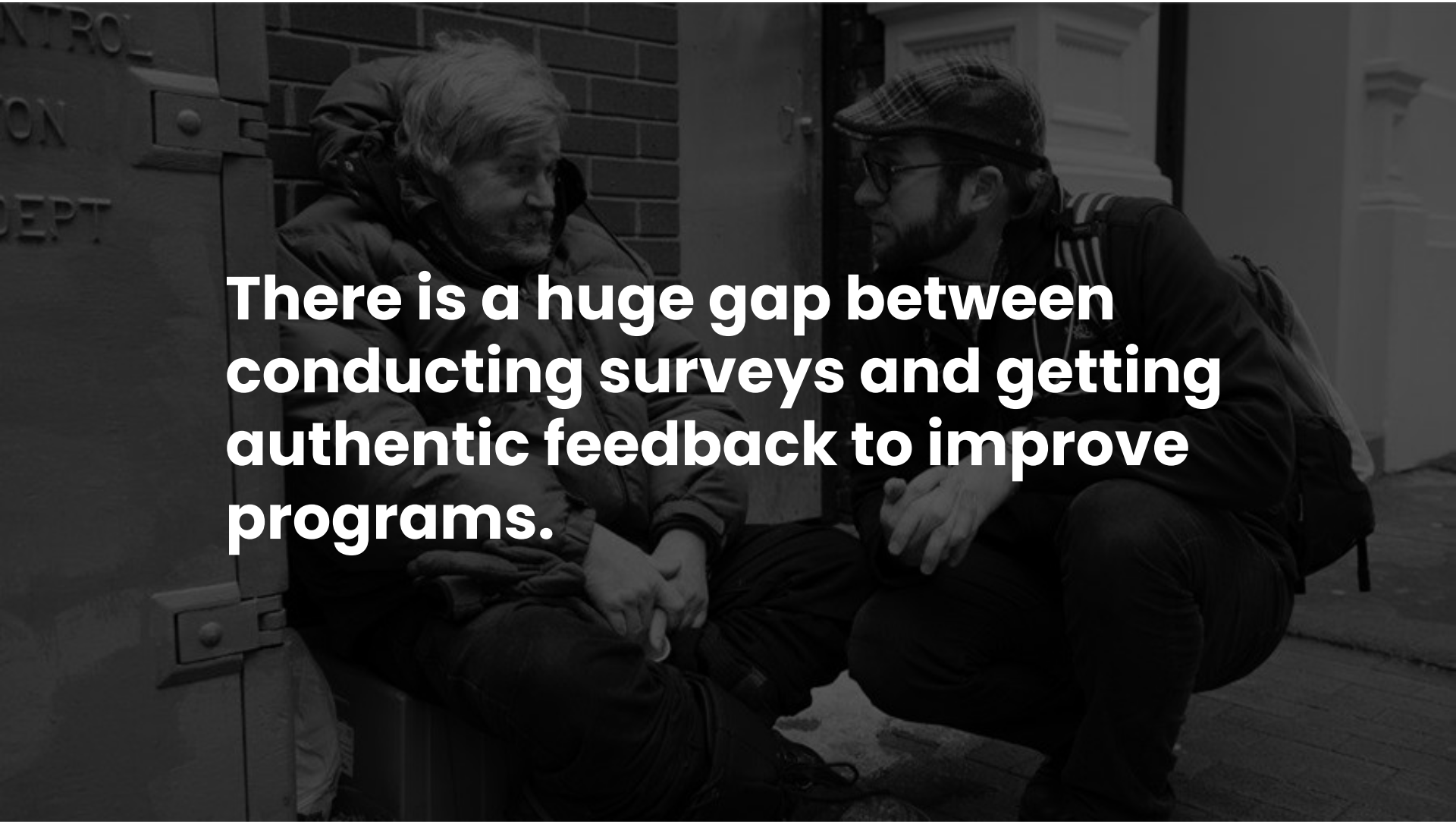
42 PSH UNITS



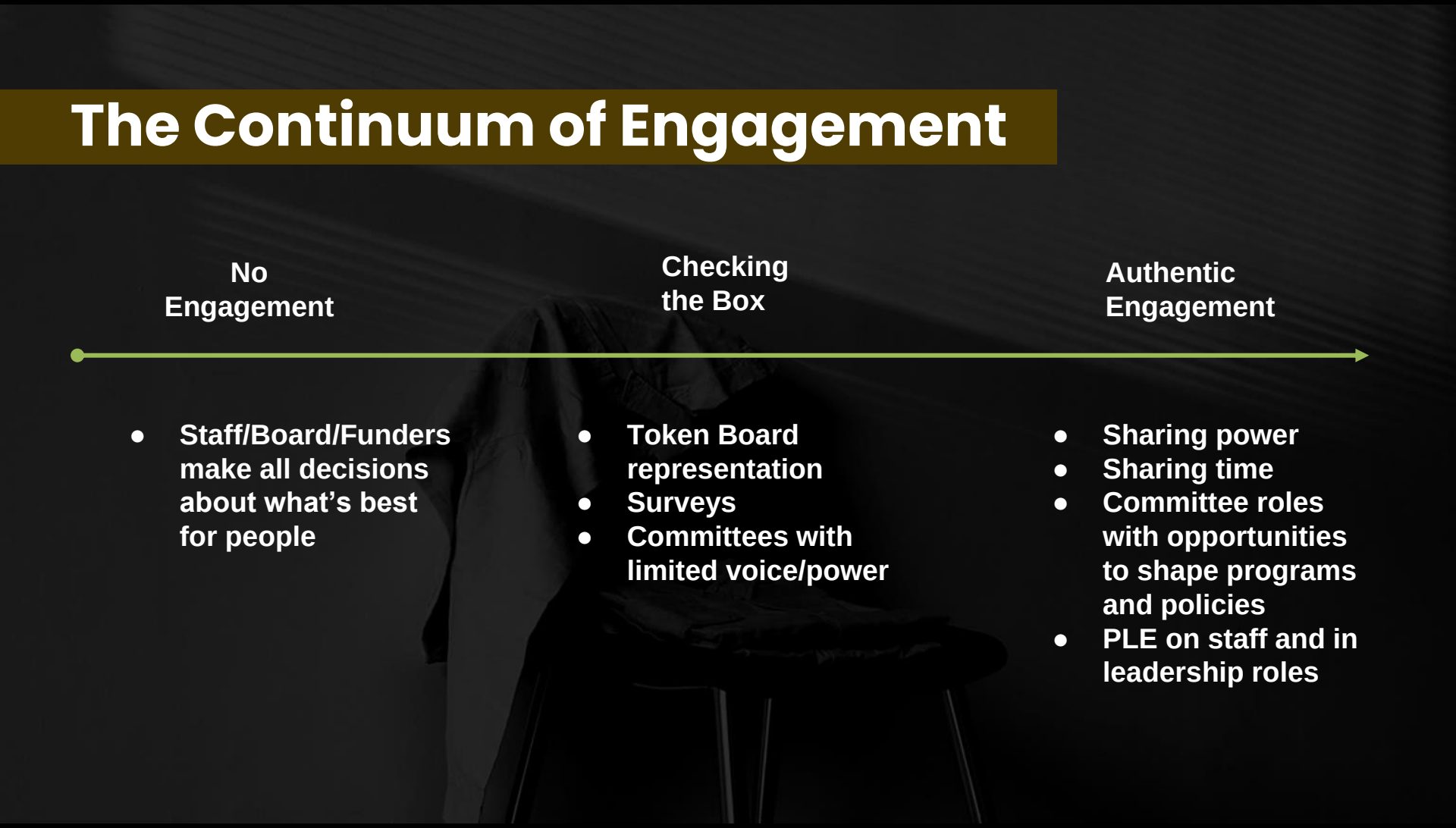
HOUSING-FOCUSED STREET OUTREACH



ANIMAL + KENNEL SERVICES


There is a huge gap between conducting surveys and getting authentic feedback to improve programs.

The Continuum of Engagement



No Engagement

- Staff/Board/Funders make all decisions about what's best for people

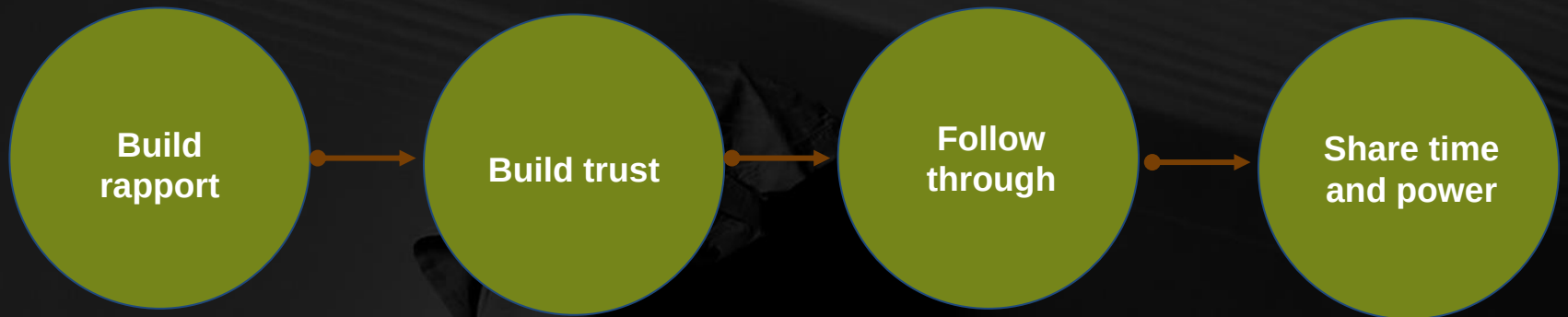
Checking the Box

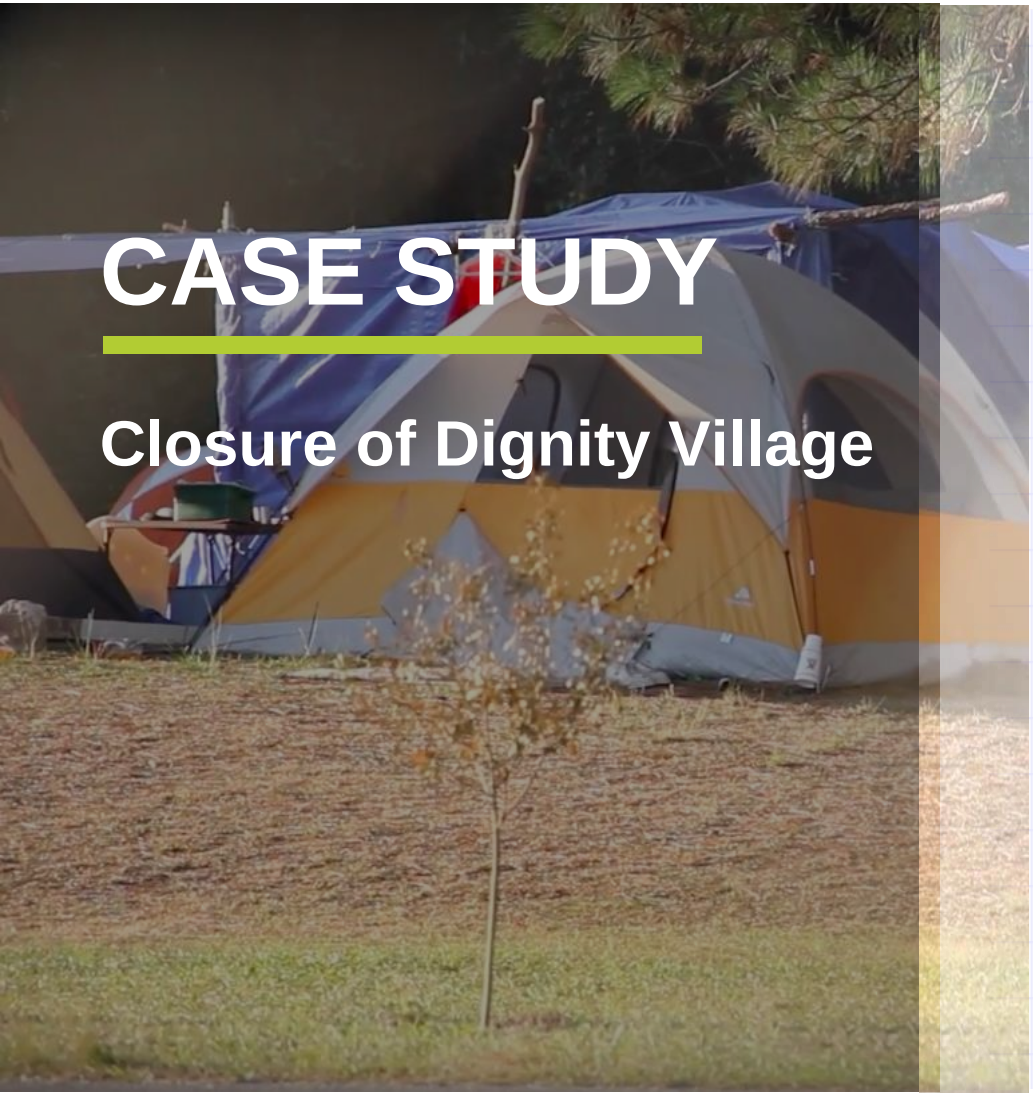
- Token Board representation
- Surveys
- Committees with limited voice/power

Authentic Engagement

- Sharing power
- Sharing time
- Committee roles with opportunities to shape programs and policies
- PLE on staff and in leadership roles

The Continuum of Engagement

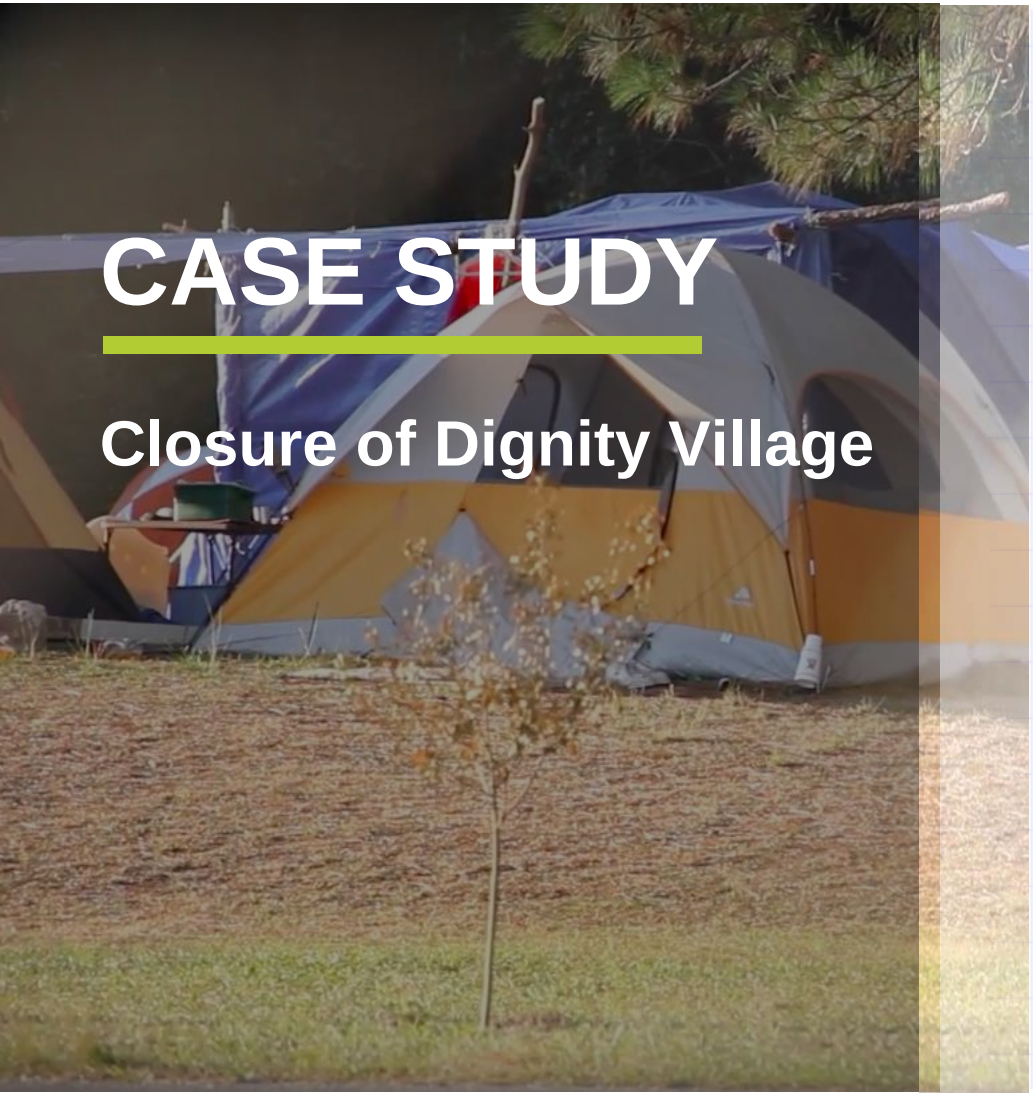




CASE STUDY

Closure of Dignity Village

+ < 20% of people were willing to move into emergency shelter when the camp closed
+ 50% would be willing to move if we allowed managed camping
+ 63% of people were willing to use shelter services if we went co-ed
+ Over 70% would move in if we became pet-friendly

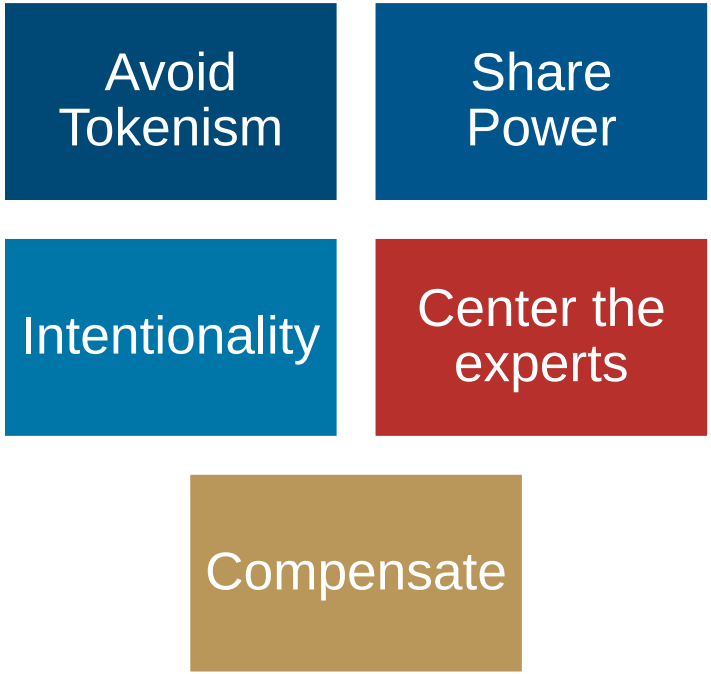


CASE STUDY

Closure of Dignity Village

- Working with the people who would live there improved the camp in the following ways:
  - Changed layout of camp to reduce risk of theft
  - Changed policies and procedures to ensure a stronger response to violence
  - Added “anonymous” campers to ban review committee
- Only 19 people (of 222) scattered around community

Takeaways


Avoid Tokenism
Share Power
Intentionality
Center the experts
Compensate

Resources

- **Integrating Persons with Lived Experiences in our Efforts to Prevent and End Homelessness (HUD)**
- **Integrating Lived Experience into the Framework for an Equitable COVID-19 Homelessness Response (The Framework for an Equitable Homelessness Response)**
- **Engaging with People who have been Homeless (NCH)**
- **Nothing About Us Without Us: Involving People with Lived Experience in CoC Decisions (NAEH)**

Questions



Questions



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Resources and Upcoming Events



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We want to hear about your experience in today's training!



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Housing Opportunities + Homelessness Prevention Resource Hub



communityactionpartnership.com/housing-opportunities-and-homeless-prevention/

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Upcoming Webinars

- **Deepening CAA Engagement in Homeless Service Delivery: Why It Matters** (April 26; 2:00pm ET)
  - *This session, led by the National Alliance to End Homelessness, will feature examples of how Community Action Agencies have greatly expanded their work on solving homelessness and the impact it has had in meeting both Community Action Agencies' mission and the goals of homeless service systems. Speakers will provide an overview of lessons learned and share why they believe more Community Action Agencies should consider expanding their work to end homelessness.*
- **Effective Coordination: Working Across Service Systems to Impact Homelessness** (May 17; 2:00pm ET)
  - *This session, led by the National Alliance to End Homelessness, will provide an overview of effective homeless service systems and the interdependence of interventions and service providers to maximize impact and efficacy. Speakers will discuss the many ways Community Action Agencies can enrich and expand upon the services CAAs already provide to at-risk and homeless populations. Local examples of effective collaboration will be provided.*

WEBINAR WEDNESDAYS

With the National Community Action Partnership

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Join us on **Wednesdays at 2 PM ET | 1 PM CT | 12 PM MT | 11 AM PT** for the continuation of our National Webinar Series **Webinar Wednesdays**! Tune in to participate in free expert-led training/technical assistance presentations on various promising anti-poverty practices.

WEBINAR CONTENT AREAS:

- **Financial Empowerment**
- **Health Intersections**
- **Strategic Planning**
- **Poverty Trends**
- **Racial Equity**
- **Energy**
- **Data Analysis and Management**
- **Weatherization Leveraging**
- **Whole Family Approaches**
- **Trauma-Informed Care**
- **Rapid Response and Recovery**
- **and more!**

SCAN HERE!

NATIONAL WEBINAR EVENT

Community Action Well-Being, Sabbaticals, and Rest Justice

Wednesday, April 5th
2:00 PM ET | 1:00 PM CT | 12:00 PM MT | 11:00 AM PT

Listen, learn, and participate in a conversation centered on Community Action Well-Being. In this interactive webinar, participants will have the opportunity to learn from the experience of a Community Action Agency's successful creation of an agency wellness plan that led to a funded 90-day sabbatical for its Executive Director.

Register at tinyurl.com/NCAPRestJustice



MariaElena De La Garza
Community Action
Board of Santa Cruz County

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Community Action Academy

eLearning & Peer Sharing for the Community Action Network

Community Action Academy is the free, online learning hub for the Community Action Network powered by Moodle. Moodle is an online learning platform designed to provide trainers and learners with a single robust, secure, and integrated system to create personalized learning environments. Available eCourses include:

- Family-Centered Coaching
- Advancing Racial Equity
- Organizational Standards
- Collective Impact
- Implementing ROMA, and more!

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moodle.communityactionpartnership.com

FRESH FINDS

THE LATEST ANTI-POVERTY RESOURCES

Explore the latest resources, webinars, and funding opportunities from other organizations engaging in anti-poverty efforts. The list is updated periodically to ensure "freshness!"



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SAVE THE DATE!

Whole Family Approach Institute

WHERE THEY DREAM
WHOLE FAMILY APPROACH





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June 6-8, 2023

Washington, DC Area

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CSBG Community Services Block Grant

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Thank you!

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