

Built for Zero Learning Session

Atlanta, GA || March 2019

Opening Plenary:

Co-Producing Improvements

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Strategy Lead, BFZ Collaborative



WIEUCA CLEANERS AND WASHETERIA

J. E. DILBECK, Manager

LAUNDRY

Corner ROSWELL AND WIEUCA ROADS

DRY CLEANING

Dear Friends:

Wieuca Cleaners are now open and we will appreciate you trying our services in Dry Cleaning, Laundry and also using our Bendix equipped Washeteria.

OUR PRICES ARE AS FOLLOWS:

Dry Cleaning

Mens Suits	80¢
Trousers	30¢
Topcoats or Raincoats	70¢
Ladies Suit, plain	60¢
" Dress, plain	60¢
" Coat, long, plain	70¢
" Skirt, plain	30¢

Pressing

One-half amount of Dry Cleaning prices.

Laundry

Hand finished shirts	16¢
Sheets	08¢
Bath towels	03¢

Washeteria

1 - 9 lb. Bendix	35¢
9 lb. extracted, dried and folded	15¢

Pickup and delivered 10¢ extra

Just leave your clothes and we will wash and dry clean them and have them ready when you return at no extra cost.

We have one-day service on dry cleaning unless it requires extra spotting.

Our hours are from 7:30 AM to 6:30 PM. For your convenience the washeteria will remain open until 9:00 PM Monday and Friday nights.

Just phone Ch. 5880 for pickup and delivery for the above services at an extra charge of 10¢ on your entire bundle.

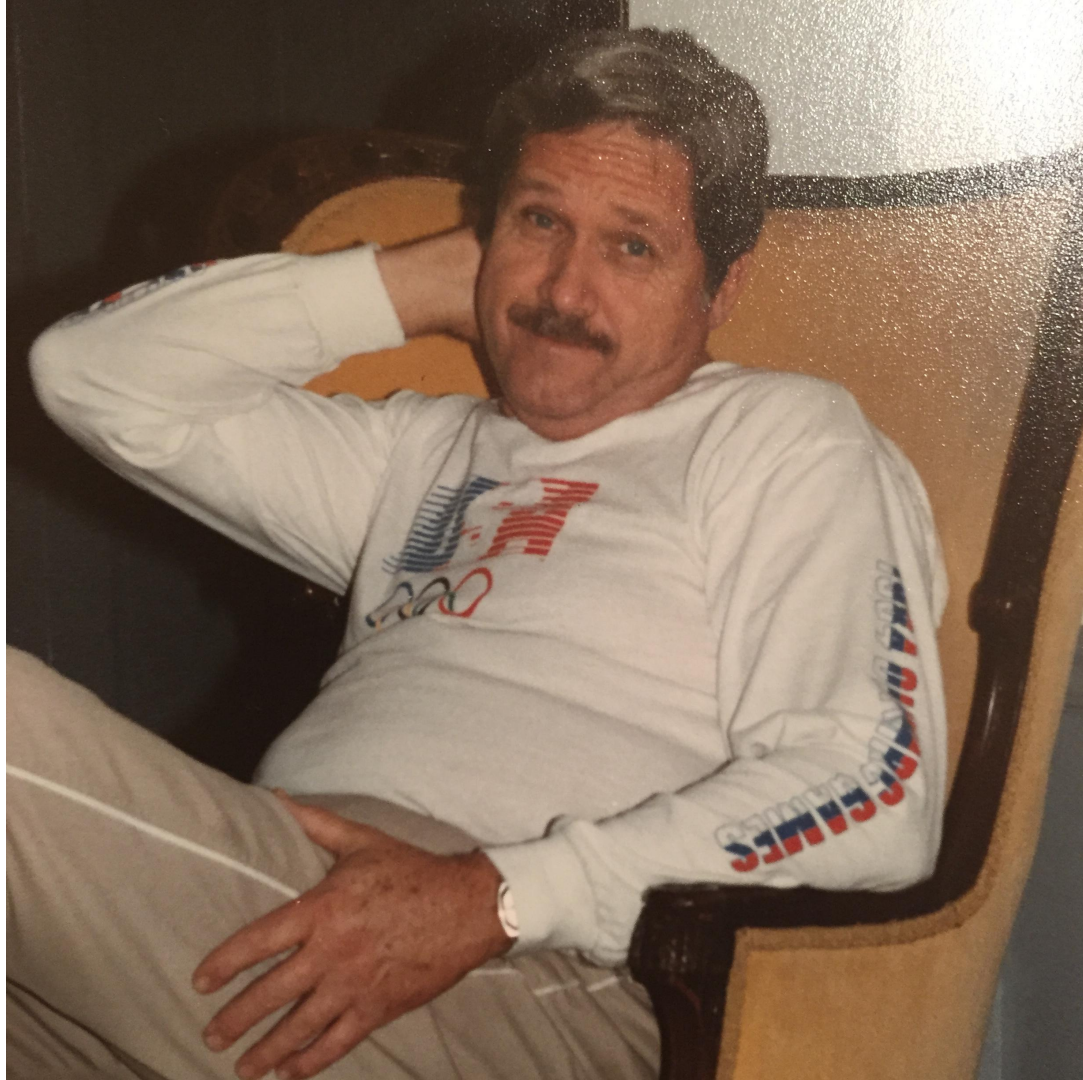
We will appreciate your work and promise to do everything to please you.

Sincerely

Edwin Dilbeck







Co-Producing Improvements

10:13 ↗



Mom >

PS we paid Dad back every \$\$
for the car.

**System
Managers**

```
graph TD; SM[System Managers] --- FS[Frontline Staff]; SM --- PL[People with Lived Experience]; FS --- PL;
```

**Frontline
Staff**

**People with
Lived Experience**

What if co-producing improvements
doesn't require more work?

What if co-producing improvements
leads to “simple, effective, efficient
solutions that sustain”?

**System
Managers**

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graph TD; SM[System Managers] --- FS[Frontline Staff]; SM --- PLE[People with Lived Experience]; FS --- PLE;
```

**Frontline
Staff**

**People with
Lived Experience**

Levels of Co-Producing

Doing to

Doing for

Doing with

Doing to

Your well intentioned, smart idea that someone else has to live with

We experience it most often in the form of technology, policies, regulations, paperwork

We feel like we're being *done to*...

and we also *do to* others

Doing for

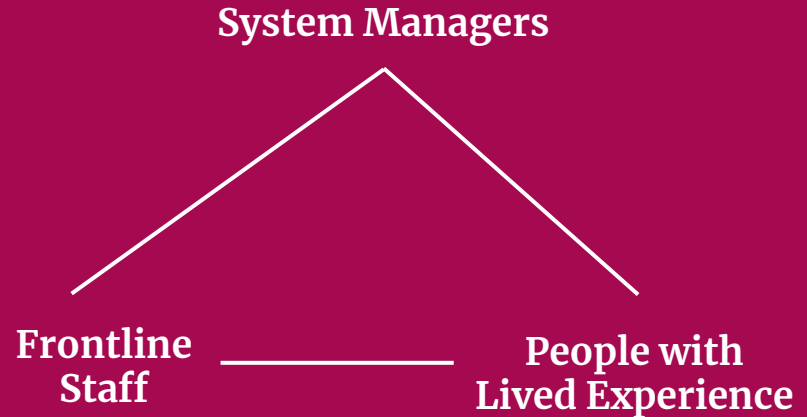
We spend a lot of time here...

and here's where it gets sticky

Doing for flattens relationships

Metrics focus on actions

We lose the richness of relationships



When we don't co-produce, it looks like...

- Doing for
- Improvement in fits and starts
- Reliance on hierarchy
- Data gives glimpses of peoples' experience
- “We know what we're doing—let us do it!”
- Equity work gets conceptual

And if we never get better at co-producing:

- Incremental progress, not ending homelessness
- Trends in priorities and programming come and go

What would it look like to get better
at co-producing improvements?

Getting better at co-producing looks like...

- Move to *doing with*
- System managers, frontline staff, and people with lived experience working together to define problems, design tests, and evaluate progress
- Don't settle for checking boxes
- Start from the assumption that each person is creative, resourceful, and whole

And if we co-produce successfully, then...

- Changes stick
- Solve the unsolvable problems
- Each participant in the system gains power to improve the system

Let's talk to some people who are
co-producing improvements

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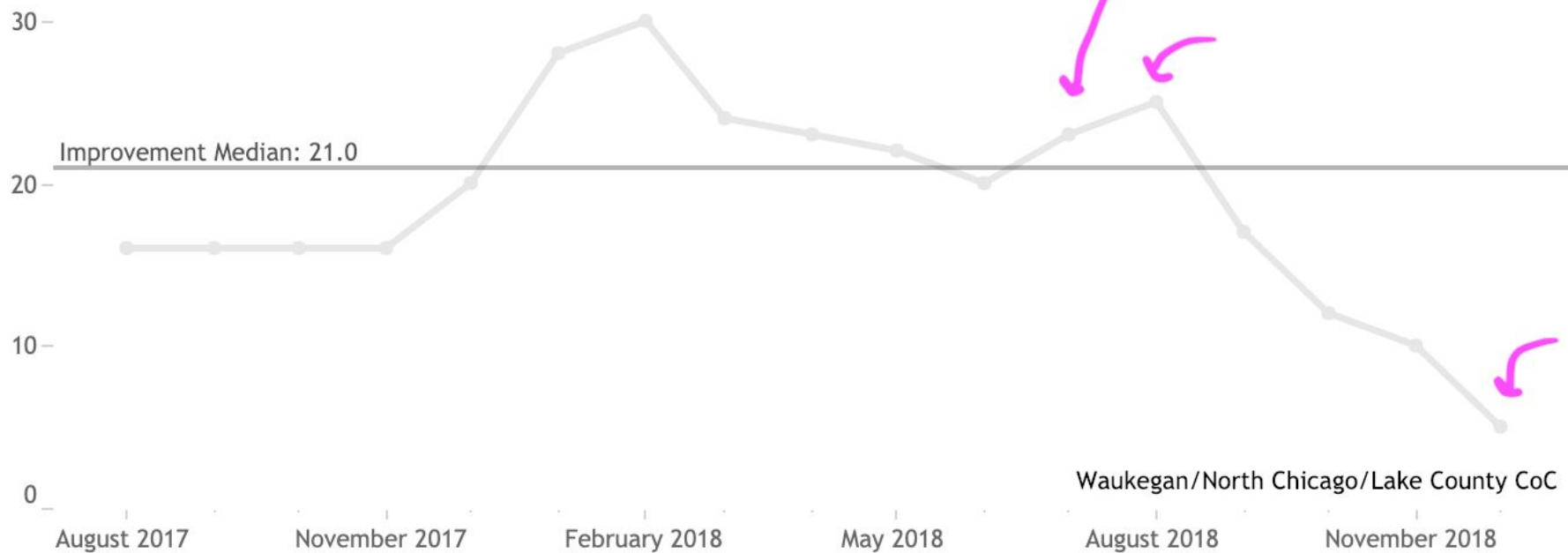
**Frontline
Staff**

**People with
Lived Experience**

Lake Co., Illinois

Actively Homeless

Monthly Veteran data with signal indicators for Shifts



Discuss at your table

1. Where's the opportunity for us to do this at home?
2. Considering system managers and frontline staff, what should we learn, decide, or figure out this week in order to better co-produce improvements?
We've got 2 days to figure out a small test of change.

**System
Managers**

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```

**Frontline
Staff**

**People with
Lived Experience**

Maurice Lattimore

Discuss at your table

1. Co-producing with people with lived experience:
Why is it important to do?
2. In what ways will it benefit the work?
3. What's in it for me or my role in the work?

“Nothing about us without us”

Tips to get started now

- Use visual tools & methods to support a variety of learning styles
- Flatten structure to share power as much as possible
- Build “slow down” moments into execution
- De-jargon language and define all terms so that people feel less intimidated coming to the table
- Share generously & transparently

Feedback: “Co-Producing Improvements”



Survey Link:

<http://bit.ly/bfzsurvey>