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Agenda

- Introductions of Facilitators
- Overview of Objectives, Expectations and Outcomes
- Setting a Brave Space
- Norms
- Icebreaker Question
- What does it mean to meaningfully engage PWLEH?
  - Diversity, Equity, Inclusion,
  - Representation, and Tokenism
- Characteristics of An Inclusionary Space that Fosters Meaningful Engagement
  - How to Create/Curate
- Discussion/Reflection Questions
- Close Out

Objective

- To discuss and understand how to meaningfully engage persons with lived experience , especially those of The Global Majority and Indigenous People, who are the closest to the problem of homelessness.

- Learn best practices, tools and considerations for meaningful engagement of people with lived experience.

- Understand the aspects of an inclusionary space and how to design them

Expectations

- Participants will be present, committed and reflective.

- Participants will evaluate the current status of their lived experience engagement and think through ways to improve and expand that engagement utilizing best practices and incorporating an equitable lens.

Outcomes

- Participants will be empowered to engage in courageous conversations to connect with those most impacted by homelessness

- Participants will be able to connect with PWLEH and be able to use the practices and tools to see the wholeness of the person

- Participants will be able to define key terms and concepts

- Participants will be able to examine current spaces where they engage to incorporate PWLEH in their systems work.

Why Engage:

- Ability to strategically target resources to increase housing placements, prevent homelessness, and improve homeless systems

- Ensure you have diverse voices a part of the design, specifically bringing in voices of those who have been historically marginalized and have been most negatively impacted by homeless system disparities in the homeless response system

- Gain systemic and programmatic implementations that are more relevant and responsive

- Gain insight and best practices on how to effectively engage those impacted by trauma of homelessness and how to respond accordingly.

- Creation of an equitable dynamic system

Meaningful Engagement of PWLEH

Internal Practices

Organizational Principles

Relationship Framework
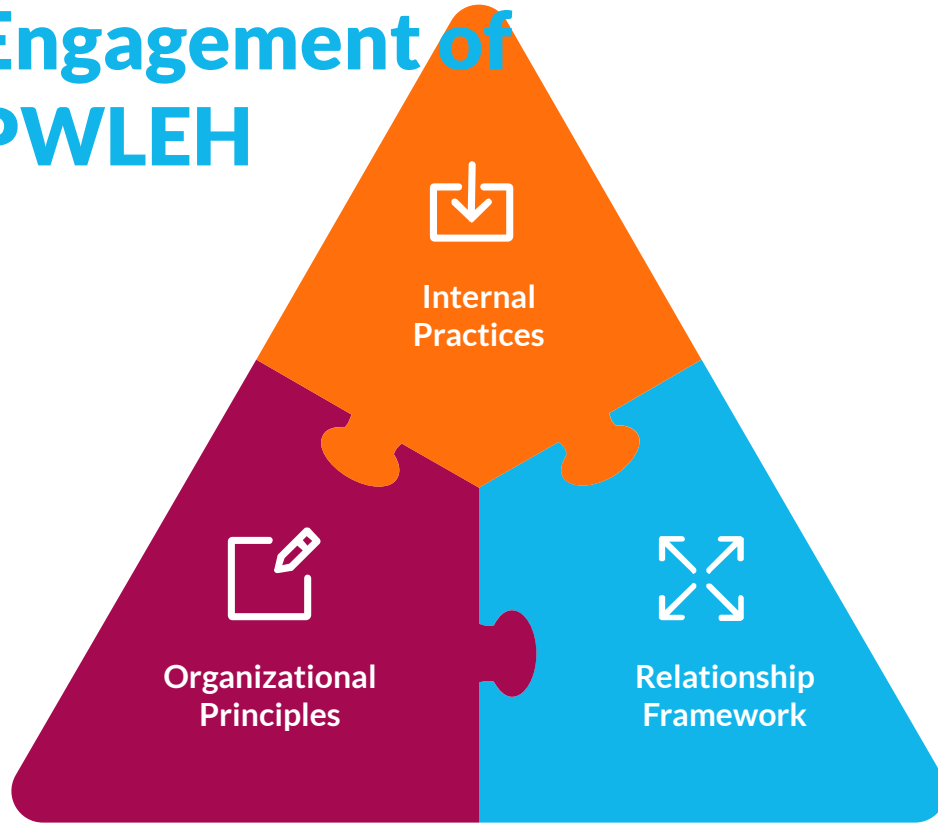
Communities that meaningfully engage people with lived experience of homelessness create an environment where people with lived experience of homelessness are able to share their truth about what is working and what is not working in the system, without fear of retaliation.

Meaningful Engagement Standards

Meaningful Engagement Best Practices

Meaningful Engagement

Equitable Power Distribution

Centering PWLEH

Equipping Everyone to Fully Engage

Creating Physical and Psychological Safety

Spaces For Engagement

These spaces represent known places where PWLEH are located and where the system typically engages with them.

Soup Kitchen or Food Pantry

Shelters

Clothing Pantry

Direct Services

Faith Based Orgs

Outreach

Non Typical Spaces For Engagement

These spaces are usually non typical when it comes to the HRS, however these are spaces to engage PWLEH.

Municipal Forums/ Public Comment

Grassroot Orgs/ Single Issue Advocacy Orgs

Library

Diversity:

Embracing and valuing the differences in backgrounds, perspectives, experiences, and identities among individuals and groups.

Equity:

Ensuring fair treatment, opportunities, and access to resources for all individuals, regardless of their background, in order to address historical and systemic inequalities.

Inclusion:

Creating environments where all individuals feel welcomed, respected, supported, and empowered to fully participate and contribute their unique perspectives and talents.

Belonging:

Fostering a sense of connection, acceptance, and belongingness where every individual feels valued, included, and a part of the community or organization.

Tokenism vs. Representation

Tokenism:

- Superficial inclusion of individuals from underrepresented groups to give the appearance of diversity without meaningful engagement or empowerment.

- Often results in individuals feeling used or exploited, as their presence is symbolic rather than substantive, and their perspectives and contributions are not genuinely valued or considered.

Representation:

- Genuine and meaningful inclusion of individuals from diverse backgrounds, identities, and experiences, ensuring their voices, perspectives, and contributions are recognized, respected, and valued.

- Representation involves actively listening to and amplifying the voices of underrepresented groups, providing opportunities for leadership, and creating inclusive environments where everyone feels empowered to participate and thrive.

Characteristics

Partnership

1

Dialogue

2

Involvement

3

Barrier Removal

4

Continuous Feedback & Improvement

5

Partnership
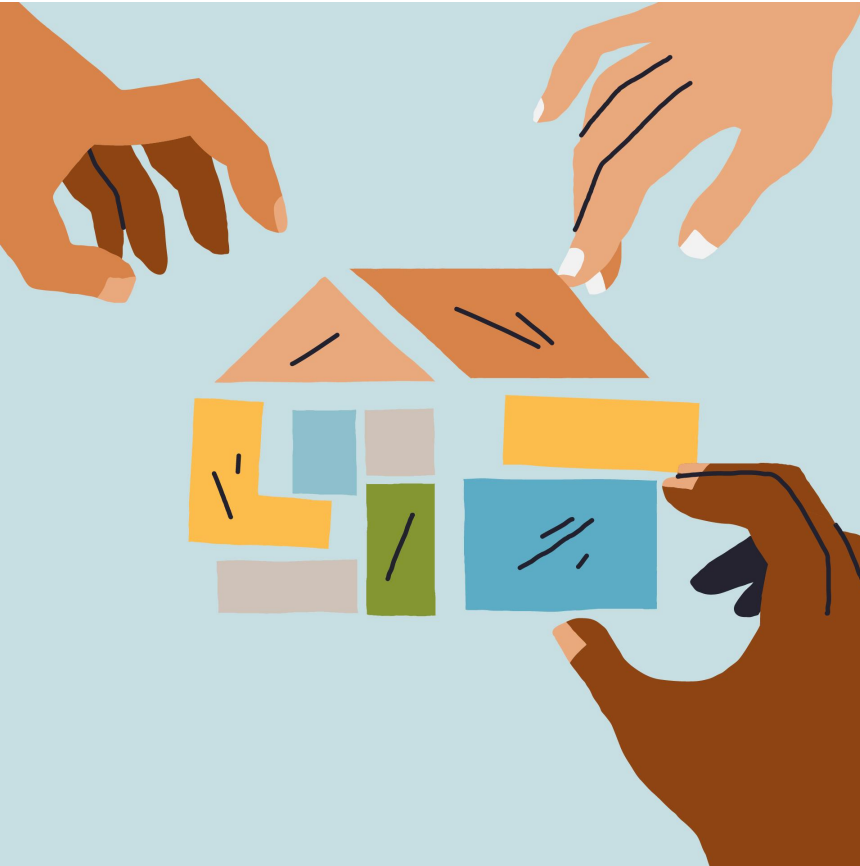
How will you know:

➔   Collaborative experience on both sides wherein those with lived experience are treated as equals

➔   People with lived experience are fully engaged from the start of a discussion around policy, programing, implementation, etc.

Dialogue
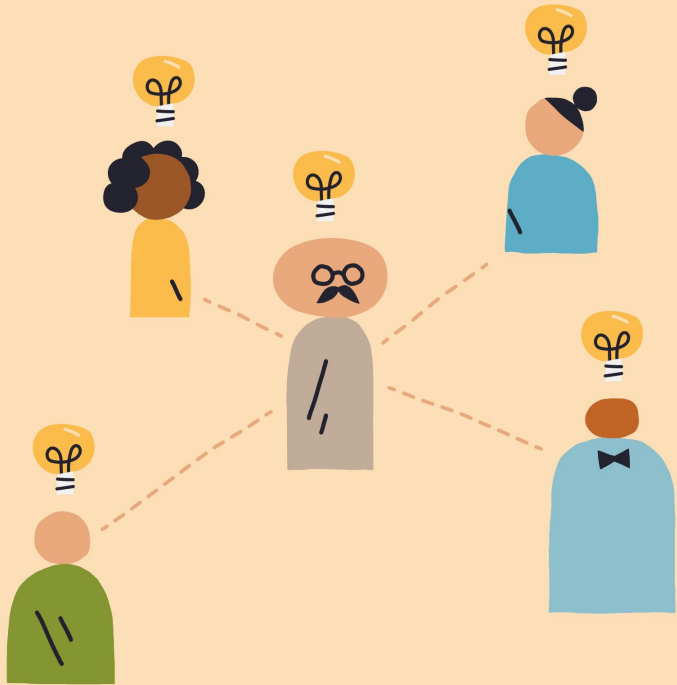
How will you know:

➔ Through the flow of information and with the foundation of a relationship there is conversation occurring and PWLEH are responding with their viewpoint.

➔ These conversations re-evaluate and acknowledge assumptions and biases and bring out ambivalence The team committed to consider the input, not to incorporate people's perspectives into ultimate decisions and strategies.

➔ There is listening without judgement and listening to understand

➔ Long held ideas are destabilized and there is a quest for a collective and collaborative approach

Involvement

How will you know :

→ PWLEH are actively engaged in all aspects of planning, implementation and evaluation

→ PWLEH are intimately involved in identifying program challenges and co-creating solutions.

Removal of Barriers

What does this look like?

➔ Understanding and considering all barrier types
  - ◆ Physical
  - ◆ Psychological
  - ◆ Technological
  - ◆ Language based
  - ◆ Cultural
  - ◆ Geographical
  - ◆ Financial

➔ Addressing and solving for barriers
  - ◆ Meeting PWLEH where they are
  - ◆ Identifying better meeting times/ work times
  - ◆ Providing peer support or partnering with a behavioral health specialist/organization
  - ◆ Testing/using free tech apps that work on mobile devices
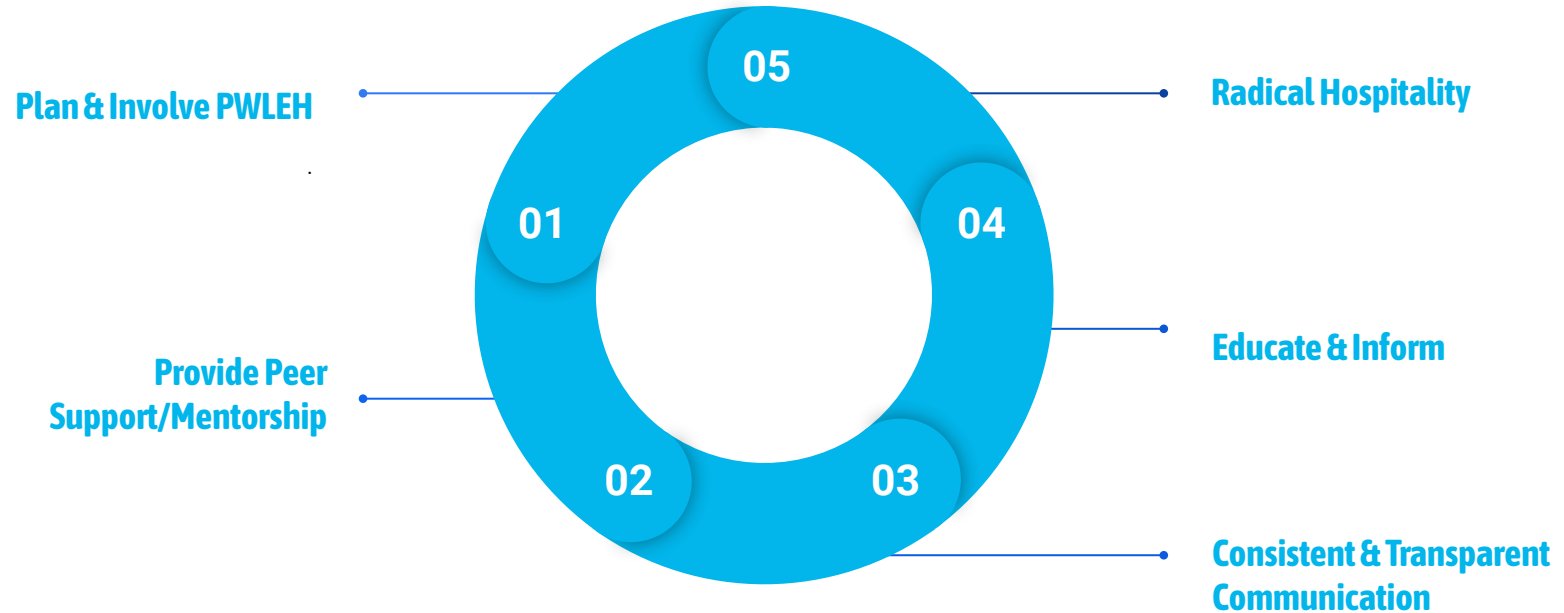 - ◆ Using plain language

Continuous Feedback & Improvement

What does this look like?

→ Consistently surveying or utilizing focus groups to get a wider array and more input from PWLEH on where there are opportunities to improve or pivot

→ Identify areas to improve upon and ensure that PWLEH are a part of the design, implementation, measurement and evaluation

→ Have multiple opportunities to gain insight/feedback without fear of retribution

→ Follow-up on complaints and take actions, or respond accordingly to the individual(s) impacted.

How to Create A Space That Encourages Meaningful Engagement

- Plan & Involve PWLEH — 01
- Provide Peer Support/Mentorship — 02
- 05 — Radical Hospitality
- 04 — Educate & Inform
- 03 — Consistent & Transparent Communication

Reflection/ Discussion Question....

- In your work to meaningfully engage PWLEH what ways have you created inclusive spaces?

- What barriers do you encounter in creating inclusive spaces?

- What areas still need support in your work to meaningfully engage PWLEH?

We thank you for your interest and appreciate your time to participate in today's session.

Please direct any and all questions to:
pwleh@community.solutions