









## Why is **Engagement Important?**

- ☐ People with lived expertise can offer relevant solutions that would work best for the people in their community.
- ☐ This also allows for more collaborative, innovative, creative, and accessible solutions, particularly for persons often considered to be "hard to reach."
- ☐ Policies and practices are developed with the full and direct participation of the members of the group(s) that will be most affected by them.

# How to Engage Those with Lived Experience/Expertise?

- ☐ Compensation, Compensation, and Compensation
- ☐ Foster relationships with those persons with lived expertise whom you plan to engage. Allow them to be a part of the planning process from the very beginning and center their voices and perspectives at all times. Be sure to uplift the impact of their work, challenging any personal self-esteem issues and raising community understanding of their humanity.
- ☐ Create a collaborative environment that is informed by placing the highest value on the perspectives of those persons with expertise. Therefore, including people with this experience who are willing to share is of the highest priority—not just something that has to be done



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# How to Engage Those with Lived Experience/Expertise?



- ☐ Transparency allows for open recognition of challenges and mistakes and acknowledges that every mistake is an opportunity for growth and development. Sharing missteps with community members allows for people with lived expertise to recognize the humility and dedication to improvement in the system.
- Organizational and system leaders should shift approaches to working, creating more accessible spaces for people with lived expertise to meaningfully engage. In practice this could mean:
  - Meeting outside of regular business hours.
  - Providing acronym sheets to meeting participants.
  - Leaving professional titles out of introductions.
  - Being flexible with language in meetings.
  - Meeting in neutral spaces.

When deciding what is needed to accomplish this, input from persons with lived expertise is centered.

### What Has HUD Done?

- § 578.5 Establishing the Continuum of Care.
  - □ The board. The Continuum of Care must establish a board to act on behalf of the Continuum using the process established as a requirement by § 578.7(a)(3) and must comply with the conflict-of-interest requirements at § 578.95(b). The board must: (2) Include at least One homeless or formerly homeless individual.



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# What Has HUD Done?

- SNAPS Community (formerly Consumer) Engagement Team
  - □ Learning From Communities
  - Messaging
  - CoC Application

## What Has HUD Done?

- Youth Homeless Demonstration Program (YHDP)
  - ☐ Youth Action Board
  - ■Youth Reviewers
  - ■Youth Focus Groups
  - ■TA Engagement
    - □ 1 year of intense youth collaboration
      - Expanding to full 2 years in Demo



## What Has HUD Done?



The Persons with Lived Expertise and Experience (PLEE) Core team is assembled of diverse people with lived experience and expertise in homelessness. They are dedicated to providing authentic insight, clarification, and input, providing an equitable lens to the work mechanisms, policy, and strategy implementation The Persons with Lived Expertise and Experience (PLEE) Core team is assembled of diverse people with lived experience and expertise in homelessness. We are dedicated to providing authentic insight, clarification, and input, providing an equitable lens to the work mechanisms, policy, and strategy implementation within works pertaining to homelessness. We are committed to reviewing all needed products and documents assigned to us with integrity and honor. One of our goals is to ensure that all perspectives and voices, including those of individuals currently experiencing or those who have experienced homelessness, are integrated and centered in the foundation of homelessness response systems, shifting the focus from service providers to people experiencing homelessness.

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## What Has HUD Done?

- ☐ Special Unsheltered NOFO
  - Involving Individuals with Lived Experience of Homelessness in Decision Making
  - ☐ Involving Individuals with Lived Experience of Homelessness in Decision-Making - Letter of Support from Working Group
  - ☐ Recruiting those with Lived Experience/Expertise to Review Applications
  - ☐ Reading Digest: Inclusion of People with Lived Experience and Expertise of Homelessness



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## **HUD Walking the Walk:** Actively Applying Lessons Learned from YHDP and TA into CoC and ESG





**Expanding Regulation** 

CoC Lived Experience/Expertise Committee (Advisory Board)



Lived

Experience/Expertise Reviewers

All CoC and Project Applications



Requiring Compensation A percentage of CoC planning, a new funding opportunity, other



Governance Charter

Clear written requirements to recognize compensation, engagement, recruitment of PLEE

## HUD Walking the Walk: Strengthening Engagement in YHDP and TA





Resources

- Paying People with Lived Experience and Expertise: https://files.hudexchange.info/resources/documents/COVID-19-Homeless-System-Response-Paying-People-with-Lived-Experience-and-Expertise.pdf
- Engaging Persons with Lived Experience of Homelessness in Your COVID-19 Response: <a href="https://www.hudexchange.info/trainings/courses/engaging-persons-with-lived-experience-of-homelessness-in-your-covid-19-response/">https://www.hudexchange.info/trainings/courses/engaging-persons-with-lived-experience-of-homelessness-in-your-covid-19-response/</a>
- □ SNAPS In Focus: Integrating Persons with Lived Experiences in our Efforts to Prevent and End Homelessness: <a href="https://www.hudexchange.info/news/snaps-in-focus-integrating-persons-with-lived-experiences-in-our-efforts-to-prevent-and-end-homelessness/">https://www.hudexchange.info/news/snaps-in-focus-integrating-persons-with-lived-experiences-in-our-efforts-to-prevent-and-end-homelessness/</a>
- Nothing about us without us: Seven principles for leadership & inclusion of people with lived experience of homelessness: <a href="https://www.homelesshub.ca/sites/default/files/attachments/LEAC-7principles-final.pdf">https://www.homelesshub.ca/sites/default/files/attachments/LEAC-7principles-final.pdf</a>

