



INTENTIONAL INCLUSION OF LIVED EXPERTISE

PRESENTERS

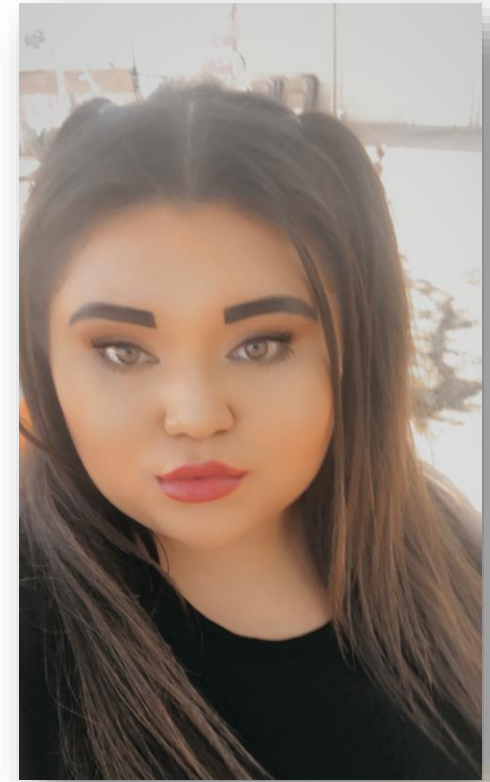
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OBJECTIVES

- Who is Housing Forward
- How to have intentional inclusion of those with lived experience
- Ensuring the system is equitable
- Lessons Learned
- Feedback from Experts

VISIONS

GOALS

OBJECTIVES

POLL #1: WHO'S IN THE ROOM?

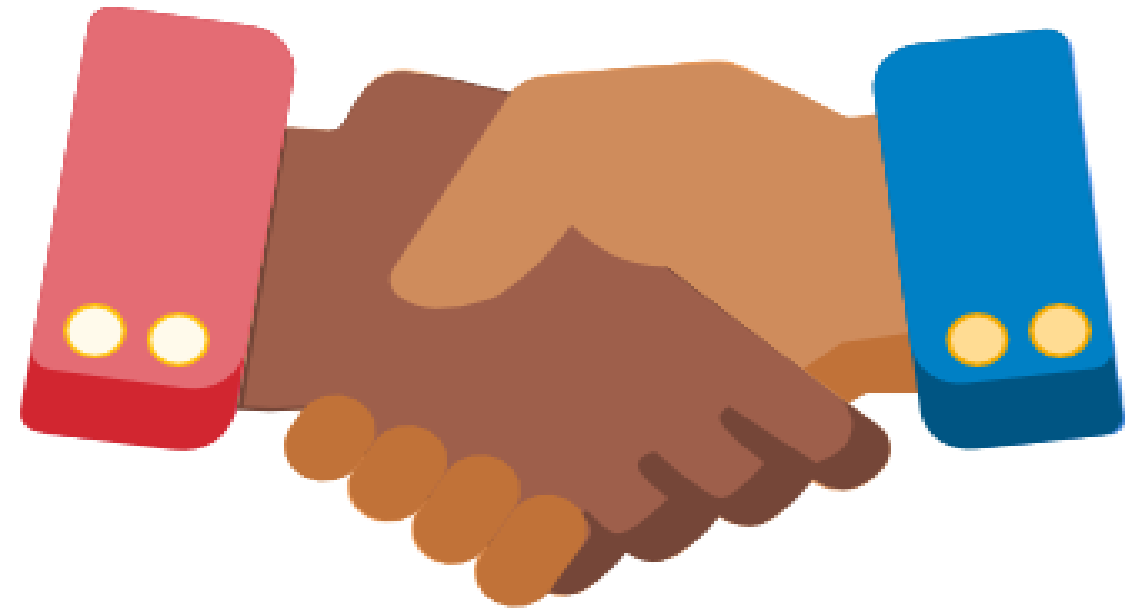
Raise your hand if you are..

- Direct service provider
- Person with lived expertise
- Coc lead agency
- Public housing authority
- Other



HOUSING FORWARD: SOLVING HOMELESSNESS TOGETHER

Housing Forward, formerly Metro Dallas Homeless Alliance (MDHA), was founded in 2002 to serve as a collective voice for homelessness in Dallas and Collin Counties. Housing Forward has the expertise, partnerships, and resources to lead a system-wide, data-driven strategy to solve homelessness in our community.



HOUSING FORWARD: SOLVING HOMELESSNESS TOGETHER

Our Mission

*Housing Forward leads in the development and implementation of an effective homeless response system to make homelessness **rare, brief, and non-recurring** in Dallas and Collin Counties*



WHAT IS A CONTINUUM OF CARE?



WHAT IS A CONTINUUM OF CARE?



Image from HUD Exchange



POLL #2: HOW ARE YOU INTEGRATING LIVED EXPERTISE IN YOUR WORK?

Stand up if you...

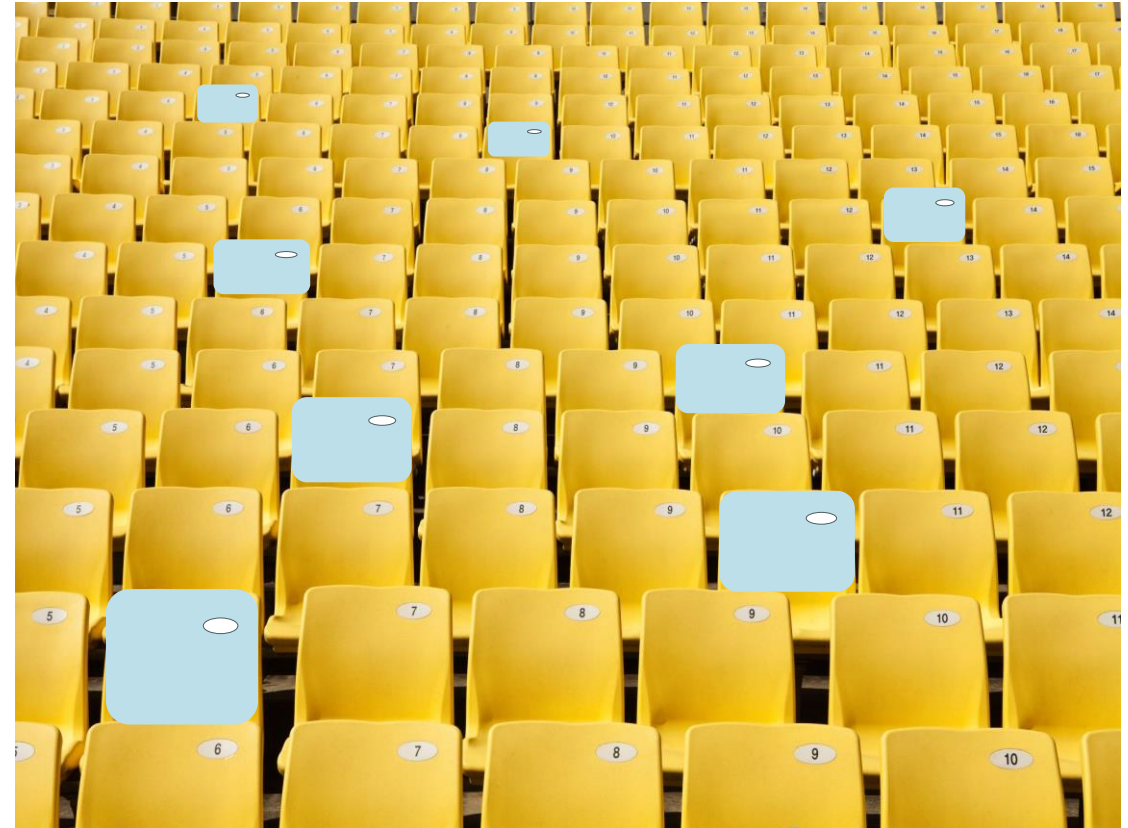
- Have someone with lived expertise in your organization
- Have someone with lived expertise on your board
- Have a plan for gathering feedback from people you have served
- Have implemented that plan to gather feedback
- Have made changes based on that feedback



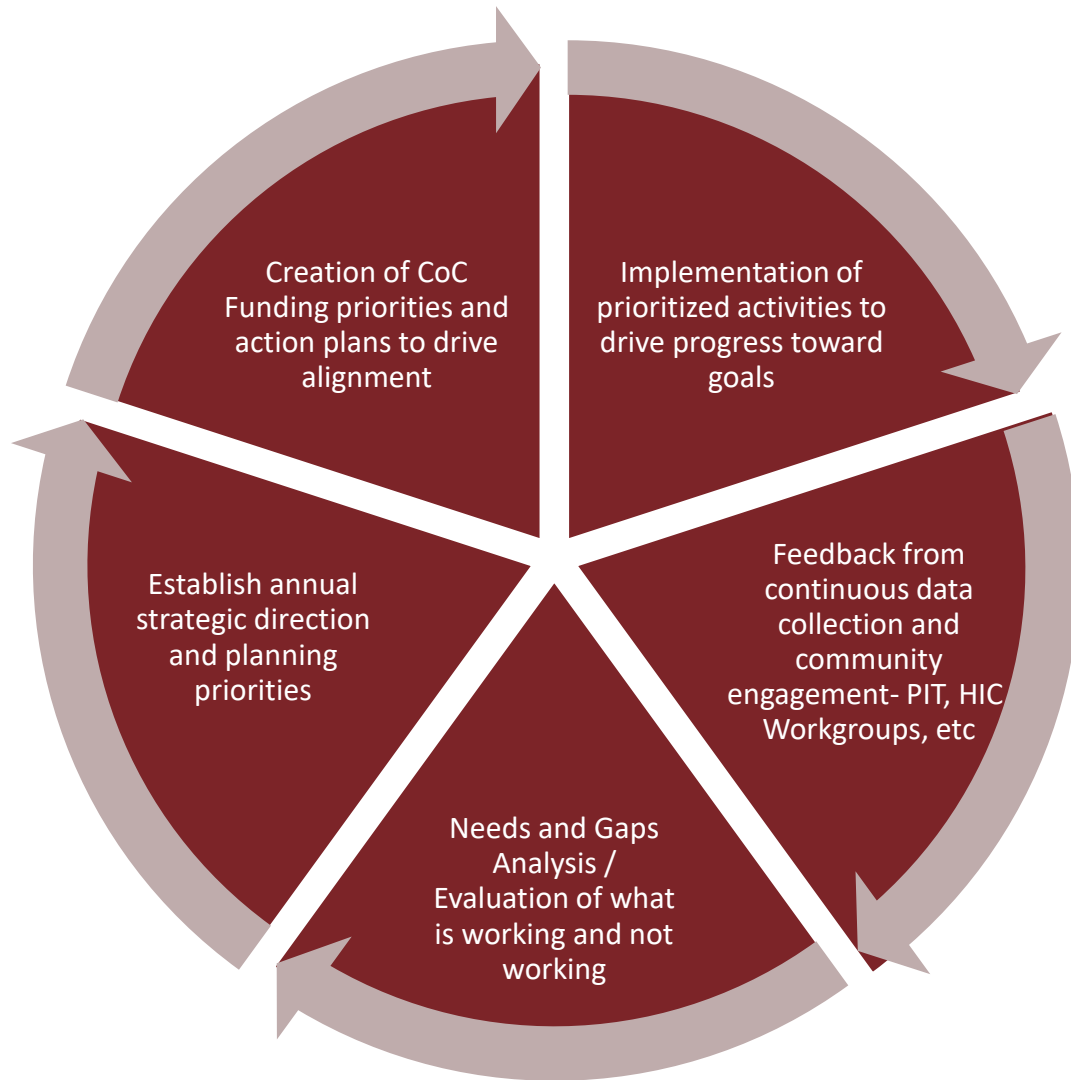
HISTORICAL INCLUSION OF LIVED EXPERTISE

- 1 Seat on the CoC Board
- 1 Member on Independent Review Committee
- Alliance Homeless Forum
- CoC Assembly

What's the problem with this?



INTENTIONAL INCLUSION OF LIVED EXPERTISE



- Multiple avenues for people to share their experience, both good and bad
- Feedback is not an afterthought – it is sought at every step
- Persons with Lived Experience are seen and respected as the experts

Youth Action Board (YAB)

Lived Experience Coalition (LEC)

Preference for Lived Expertise on Job Descriptions

Regular Listening Sessions

Opportunities for Feedback

Alliance Homeless Forum

CoC Implementation Workgroups

2 Seats on Independent Review Committee (IRC)

2 Seats on the CoC Board



RECRUITMENT

- Run equity analysis prior to recruitment to ensure equitable outreach
- Create accessible and attractive marketing materials
- Ensured involvement and engagement through flexible pay structures and schedules



ENGAGEMENT

- **Create a space of vulnerability and trust**
 - Listening sessions with open ears for feedback
 - Engage in conversation outside of system-work
- **Meet them where they are:**
 - Libraries, different organizations, cooling or warming stations, etc.
 - Local schools, community colleges, and universities
- **Communication is key!**
 - Invite to all meetings (be willing to attend those as well)
 - Meet before meetings to explain background info and expectations

COMPENSATION



- Livable Wage (\$20/hour)
- Payment Options
 - ACH/Direct Deposit
 - Check
 - Visa Gift Card
 - Zelle, Cash App, Venmo

LESSONS LEARNED AND RECOMMENDATIONS

1. **Honest feedback is possible when a safe space is created**
2. **Be prepared to make changes**
3. **The real experts are those who have experienced it**
4. **Coordination Matters: Communication, Transportation, Location**
5. **Dedicated staff capacity and funding must be a priority**





THANK YOU FOR ATTENDING TODAY