



FOUNDATIONS FOR SUCCESS: LEARNING COLLABORATIVE



Integrating Meaningful Inclusion of People with Lived Experience

October 19, 2023
11:00 am – 12:15 pm



Topics for Today's Session

1. Inclusion of People with Lived Experience
2. Meaningfully Engaging People with Lived Experience
3. Applying the expertise and perspectives of PWLE in BHBH
4. Opportunities for fostering a shared learning environment and a culture of belonging

Speakers



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BHBH Program

PWLE Expert Panel Overview

1. Supporting the development of BHBH program training and technical assistance materials.
2. Assist with the development of policies and procedures that are mindful of the unique experiences of individuals with behavioral health conditions and who are experiencing homelessness.
3. Lead conversations to help provide information or train others on topics related to homelessness and behavioral health.





Drawing from Lived and Professional Experience

- Background
- Advisory Experience
- Impact

What do we mean by People with Lived Experience?



Meaningful Engagement

- People With Lived Experience (PWLE) of homelessness, mental health needs, and substance use typically have the best understanding of how to access treatment.
- PWLE understand the problems and barriers that exist in the system and the knowledge of the services and interventions that are the most useful solutions.



What are the benefits of involving PWLE in your program development and implementation?

People with lived experience can:

- » Identify potential gaps
- » Suggest interventions and solutions
- » Present more inclusive practices
- » More directly connect with clients and the community



Examples of Non-Effective Engagement of PWLE

- » Expecting someone with lived experience to always want to share their story.
- » Expecting someone with lived experience to answer for everyone who has lived experience, everyone's experience is unique to that individual.



PWLE Involvement



Effective Engagement of PWLE

- » Authentic power sharing of PWLE in the work of ending homelessness.
- » PWLE have a voice in the services being offered and are empowered to advocate for themselves and others.
- » Improves program outcomes.



How to Engage PWLE

- » Organizations should develop and maintain strong connections to trusted community partners that provide direct services. These partnerships can identify potential candidates and encourage participation in planning or other roles.
- » Explain responsibilities, and options for participating in different ways such as in person meetings or virtually, by phone, offer multiple options.
- » Pay people for their expertise!



Incorporating PWLE

- » Person first language is important and can be reviewed in all materials and communication.
- » Provide an overview on the organizational structure and how things operate.
- » Look at what barriers may exist for PWLE who want to participate. Ask how you can accommodate such as; transportation, work schedules, meeting times, etc.

Breakout

(10-minute)



Breakout Questions

1. What are some examples of previous personal or observed successes with PWLE in programs and policies?
2. How could or will PWLE be successfully incorporated into your project?
3. What are some potential challenges with incorporating PWLE? How might those challenges be resolved?



Applying Perspective and Expertise in BHBH

People with lived experience can be incorporated into all aspects of your projects:

- » Operations
- » Interim Housing/Shelter (tiny homes, emergency shelter, recovery housing, etc.)
- » Rental Assistance
- » Auxiliary Funding in Assisted Living
- » Housing Navigation
- » Evaluation

Examples of PWLE Participation

- » Program Design and Planning
- » Creating, Maintaining, and Updating Policies and Procedures
- » Program Implementation and Operations
- » Staff - Providing Peer and Other Services
- » Contributing to Program Evaluation: Design, Analysis and Quality Improvement
- » Stakeholder Engagement



Make sure that PWLE voices represent your community

- » Diversity Equity and Inclusion
- » Strategy: Pull your data to ensure your organization/boards are representative of the people that are being served in your region.
 - Create a matrix, what does your organization/leadership/staff currently look like? (BIPOC, LGBTQ+, PWLE, etc.).
 - Use the matrix as a recruitment tool for gaps that currently exist within your organization/leadership/ staff.

Supporting People with Lived Experience to be able to meaningfully contribute



Shared Learning Opportunities

- » PWLE as leaders and trainers for others across your systems. Providing opportunities for PWLE to enhance their leadership skills.
- » PWLE to create formal processes for recruiting and retaining other PWLE.
- » Learning about policy and creating policy initiatives together.
- » Using clear plain language that everyone can understand and be careful about use of acronyms.
- » Providing education related to PWLE, and topics of homelessness and behavioral health to stakeholders and other members of the community
- » Inviting PWLE to interact with board members and other community members outside of the organization i.e.. events and conferences.



Create a Culture of Belonging

- » Offer reasonable accommodations for people. Flexibility is important.
- » Recruit more than one person with lived expertise and offer opportunities for inclusion.
- » Invite people to suggest ways in which they would like to participate.
- » Considerations the role of language: include PWLE in which English is their second language

These connections make people feel valued and heard!

Successful Examples Group Discussion





Questions?

Behavioral Health Bridge Housing Resource Library

The screenshot shows the website's header with the logo on the left and a navigation menu on the right. The main content area features a dark blue banner with the word "Resources" in white. Below this is a section titled "Search the Library" with a brief description of the library's purpose and a search input field. The "Featured Resources" section displays three resource cards: "Reimagining Interim Housing" (December 2022), "ACTION PLAN for Preventing and Ending Homelessness in California" (with a photo of hands holding keys), and "Whole-Person Care for People Experiencing Homelessness and Opioid Use Disorder: Toolkit Part 2" (May 2022).

BEHAVIORAL HEALTH Bridge Housing

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Resources

Search the Library

This library contains documents that may be useful to counties and/or Tribal entities as they design and implement behavioral health bridge housing. The search function allows you to search by keyword and resource type. Although BHBH staff has reviewed all resources for relevance to behavioral health bridge housing and to categorize them by topic, please note that external links and resources may not fully reflect the views of DHCS or AHP.

Search Keyword Here ..

Featured Resources

- Reimagining Interim Housing**
Stages and Action Areas for Transforming Approaches to Sheltering People Experiencing Homelessness
December 2022
- ACTION PLAN**
for Preventing and Ending Homelessness in California
- Whole-Person Care for People Experiencing Homelessness and Opioid Use Disorder: Toolkit Part 2**
MAY 2022