Building Lived Experience Advisory (LEA) Groups:
A Framework

You Should do it, You CAN do it!

WHO ARE WE

Good Shepherd **Centres**

- ❖ Hamilton-based
- ❖ Shelters, hospice, assisted living, re-housing, partnerships with hospitals

Good Shepherd **Non-Profit Homes**

- ❖ Hamilton and Toronto-based
- ❖ Supportive & supported housing, case-management, community programs

WHO ARE WE

<u>Good Shepherd **Hamilton** LE-Advisory Council</u>

❖ Advises on any Hamilton-based program in Good Shepherd (Centres or Non-Profit Homes)

<u>Good Shepherd **Toronto** LE-Advisory Committee</u>

❖ Advises on Toronto-based Good Shepherd Non-Profit Homes programs (including case management and community programs)

LEARNING OBJECTIVES

❖ Understand what a LE-Advisory (LEA) group does & why it matters

❖ Recognize the importance of reflecting the diversity of the community

❖ Identify resources within your organization to support a LEA group

❖ Know how to:

➢ Set a foundation for building a LEA group

➢ Support formation of the group & generation of work

➢ Communicate the value of the work being done

➢ Ensure the continuation of the group

THE HISTORY OF LIVED EXPERIENCE:

Why LE Matters

- ❖ Reviewing the data, reports and findings
  - ➢ Examples of what's possible

- ❖ Examining similar work to root your ethics
  - ➢ What has worked in other communities and what's been learned?

- ❖ Understanding the knowledge base behind the movement
  - ➢ Shifting our understanding of service delivery, aligning our values

WHAT CAN AN LEA GROUP DO?

FOR THE ORGANIZATION:

❖ Review and advise on services
  ➢ Client-facing documents
  ➢ Specific service policies
  ➢ Program development

❖ Generate ideas for new directions and resources

❖ Improve the effectiveness, relevance, and responsiveness of services

FOR THE COMMUNITY:

❖ Build capacity
  ➢ sharing information & perspectives
  ➢ Training and skill development

❖ Gain access to advocacy streams

❖ Strengthen interconnections and networks

❖ Inspire additional community work
  ➢ Ad hoc groups, volunteering, activism, outreach

GOALS OF AN LEA GROUP

❖ Bring marginalized perspectives into focus

❖ Invert power structures

❖ Centre the voices of people with LE

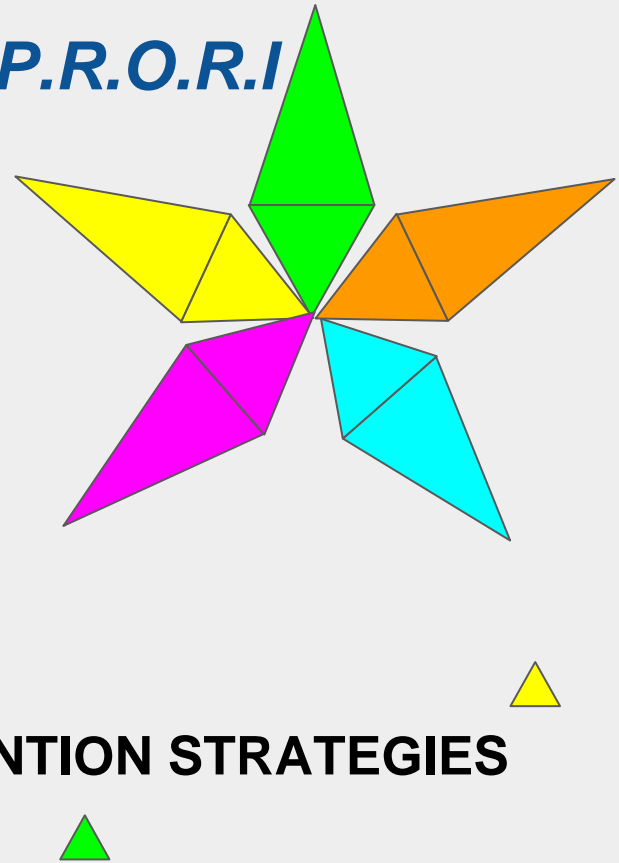❖ Create meaningful change

HOW CAN WE DO THAT?

P.R.O.R.I

❖ **P**LANNING

❖ **R**ESOURCES

❖ **O**UTREACH

❖ INTENTIONAL **R**ECRUITMENT / RETENTION STRATEGIES

❖ INTENTIONAL **I**NTERNAL PROCESSES

CASE STUDY - INTROS

HAMILTON CONTEXT

❖ Serving the community very broadly

   ➢ Shelter-based and outreach services, as well as residential

   ➢ Individuals, family, and youth services

❖ Geography of services is centralized in city centre

TORONTO CONTEXT

❖ Supportive housing and case management as primary focus

❖ Community-outreach and programming

❖ Geography of services is across the expansive GTA

PLANNING & RESOURCES: *HOW TO*

PLANNING

- ❖ Get to know your community

- ❖ Creation of framework: *define a purpose*

- ❖ Research and reading

RESOURCES

- ❖ Dedicate a separate role to coordinating this group

- ❖ Commit funds

- ❖ Anticipate group needs

- ❖ Create starting materials
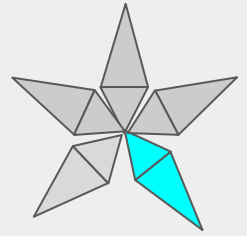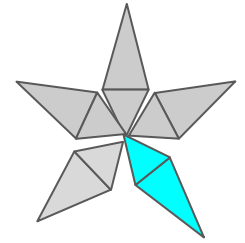
PLANNING & RESOURCES: *HOW TO*

PLANNING

- ❖ Get to know your community
- ❖ Create a framework: *define a purpose*
- ❖ Research and reading
  - ➢ Texts & writing available at libraries
  - ➢ Reports
  - ➢ Profiles of LEA groups
  - ➢ Reference materials, e.g. CLELN, Homeless Hub

RESOURCES

- ❖ Dedicate a separate role to coordinating this group
- ❖ Commit funds
- ❖ Anticipate group needs
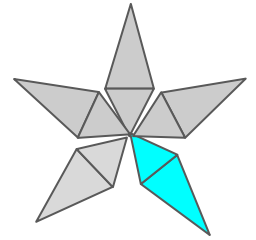- ❖ Create starting materials

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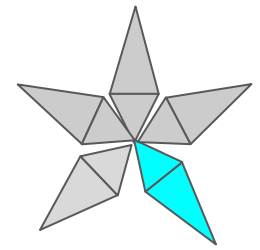- ❖ Create starting materials

PLANNING & RESOURCES: *HOW TO*

PLANNING

❖ Get to know your community

❖ Creation of framework: *define a purpose*

❖ Research and reading

RESOURCES

❖ Dedicate a separate role to coordinating this group

❖ Commit funds
   ➢ Compensation
   ➢ Travel & accessibility
   ➢ Refreshments
   ➢ Technology

❖ Anticipate group needs

❖ Create starting materials

PLANNING & RESOURCES: *HOW TO*

PLANNING

- ❖ Get to know your community

- ❖ Creation of framework: *define a purpose*

- ❖ Research and reading

RESOURCES

- ❖ Dedicate a separate role to coordinating this group

- ❖ Commit funds

- ❖ Anticipate group needs
  - ➢ Meeting room or tech
  - ➢ Childcare,
  - ➢ Travel,
  - ➢ Stationery & supplies

- ❖ Create starting materials

PLANNING & RESOURCES: *HOW TO*

PLANNING

❖ Get to know your community

❖ Creation of framework: *define a purpose*

❖ Research and reading

RESOURCES

❖ Dedicate a separate role to coordinating this group

❖ Commit funds

❖ Anticipate group needs

❖ Create starting materials
  ➢ Terms of reference
  ➢ Recruitment materials
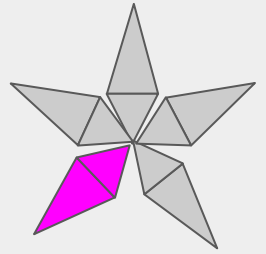 ➢ Start-Up Package for LEA Members

CASE STUDY - HAMILTON

PLANNING & RESOURCES

Reflections - where does the seed come from, how to make it grow
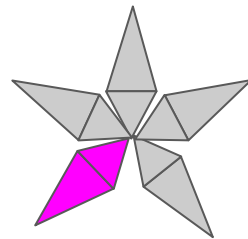
OUTREACH & RECRUITMENT: *HOW TO*

OUTREACH

❖ Plan for diversity

❖ Reach widely in your community

❖ Consider best methods for connection

❖ Build organizational buy-in

INTENTIONAL RECRUITMENT / RETENTION

❖ Build connections founded on respect, value, and trust

❖ Flexibility invites diversity

❖ Offer training and learning

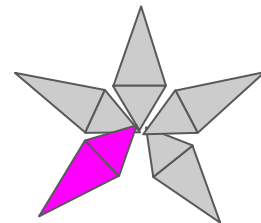❖ Build retention into the design

OUTREACH & RECRUITMENT: *HOW TO*

OUTREACH

- ❖ Plan for diversity
  - ➢ Recruitment matrix
  - ➢ Refer to anti-racism & decolonization resources
- ❖ Reach widely in your community
- ❖ Consider best methods for connection
- ❖ Build organizational buy-in

INTENTIONAL RECRUITMENT / RETENTION

- ❖ Build connections founded on respect, value, and trust
- ❖ Flexibility invites diversity
- ❖ Offer training and learning
- ❖ Build retention into the design

OUTREACH & RECRUITMENT: *HOW TO*

OUTREACH

- ❖ Plan for diversity
- ❖ Reach widely in your community
- ❖ Consider best methods for connection
  - ➢ Active
  - ➢ Passive
- ❖ Build organizational buy-in

INTENTIONAL RECRUITMENT / RETENTION

- ❖ Build connections founded on respect, value, and trust
- ❖ Flexibility invites diversity
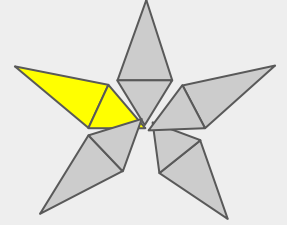- ❖ Offer training and learning
- ❖ Build retention into the design

CASE STUDY - TORONTO

OUTREACH

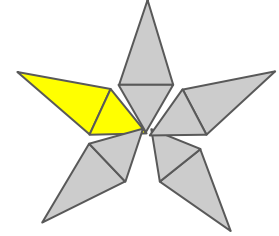*Reflections - reaching out with rapport and retention in mind*

OUTREACH & RECRUITMENT: *HOW TO*

OUTREACH

- ❖ Plan for diversity

- ❖ Reach widely in your community

- ❖ Consider best methods for connection

- ❖ Build organizational buy-in

INTENTIONAL RECRUITMENT / RETENTION

- ❖ Build connections founded on respect, value, and trust

- ❖ Flexibility invites diversity
  - ➢ Anti-oppressive lens
  - ➢ Complex physical/mental health
  - ➢ Neuro-diversity & barriers
  - ➢ Competing demands (family, job)

- ❖ Offer training and learning

- ❖ Build retention into the design

OUTREACH & RECRUITMENT: *HOW TO*

OUTREACH

- ❖ Plan for diversity
- ❖ Reach widely in your community
- ❖ Consider best methods for connection
- ❖ Build organizational buy-in

INTENTIONAL RECRUITMENT / RETENTION

- ❖ Build connections founded on respect, value, and trust
- ❖ Flexibility invites diversity
- ❖ Offer training and learning
- ❖ Build retention into the design
  - ➢ Space for vulnerability
  - ➢ Demonstrate care
  - ➢ Show respect for diversity
  - ➢ Regular recognition

CASE STUDY

RETENTION

Reflections - centering LE voices

❖ *"Nothing
About us
Without Us"*

*-a guiding principle in
work with people with
Lived Experience*

INTERNAL PROCESSES: *HOW TO*

INTENTIONAL INTERNAL PROCESSES

❖ Support within organization

❖ Effective lines of communication

❖ Outcome measurement

❖ Feedback and review methods

LEA Members

Coordinator

Community

Stakeholders

INTERNAL PROCESSES: *HOW TO*

INTENTIONAL INTERNAL PROCESSES

❖ Support within organization

❖ Effective lines of communication
  ➢ Regular meetings / liaising
  ➢ Direct connections
  ➢ Streams for recommendations

❖ Outcome measurement

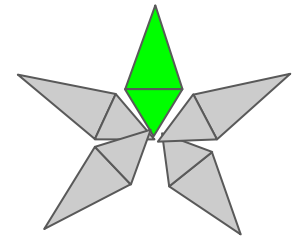❖ Feedback and review methods

INTERNAL PROCESSES: *HOW TO*

INTENTIONAL INTERNAL PROCESSES

❖ Support within organization

❖ Effective lines of communication
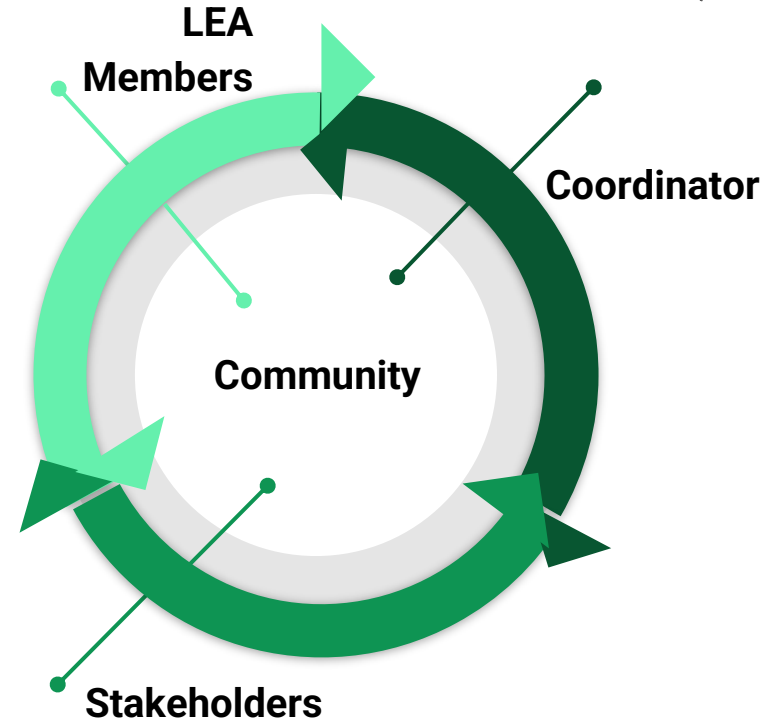
❖ Outcome measurement

❖ Feedback and review methods
  ➢ Group supports & barriers
  ➢ Incorporating recommendations
  ➢ Transparency

HOW TO - SUMMARY
P.R.O.R.I

❖ **PLANNING** → *know your community and do your research*

❖ **RESOURCES** → *invest time, staff, and resources*

❖ **OUTREACH** → *reach far, plan for diversity*

❖ **INTENTIONAL RECRUITMENT / RETENTION STRATEGIES** → *create connection*

❖ **INTENTIONAL INTERNAL PROCESSES** → *make it mean something*
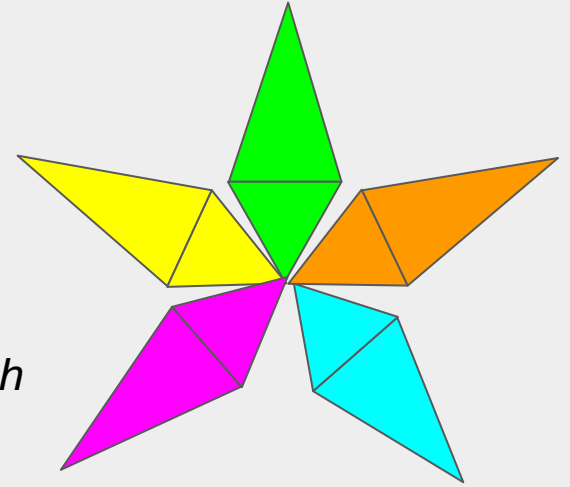
CONSIDERATIONS

❖ What processes need to be built to create a legacy for future LEA

    work?

❖ What is your context & how will this impact your work?

    ➢ Who are you accountable to (stakeholders, funders, etc)

    ➢ Who do you serve / who are your clients

    ➢ What is your community landscape (geographically, organizations,

       partnerships, etc)

❖ What barriers and limitations will you have to work with?

GETTING STARTED

- ❏ Know the context
- ❏ Know the agency (existing resources, processes and opportunities)
- ❏ Make a work plan
  - ❏ Additional planning & research
  - ❏ Resource acquisition & document creation
- ❏ Recruit thoughtfully & intentionally
  - ❏ Get to know members
  - ❏ Meet & greet
  - ❏ Training sessions

- ❏ Develop good communications and organization practices
  - ❏ Understand & communicate goals clearly
  - ❏ Demonstrate accountability and responsiveness to the LEA group
- ❏ Plan to check in with the group and the organization regularly

MOVING FORWARD TOGETHER

Support the LEA group to:

❖ Self-determine work directions, values, and goals

❖ Envision how to achieve goals

❖ Use decision making and consensus tools

❖ Understand limitations of the work – *don't overpromise*

❖ Share responsibilities within the group -*ex. subcommittees and lead roles*

❖ Gather information from agency, community, and other experts

EXPECTATIONS: *YOURS & MEMBERS*

EXPECT

TO BE

FLEXIBLE

Accessibility

❖ Collaboration is key in co-establishing direction & work goals

❖ Be mindful of pacing and group dynamics; check-in consistently

Role of coordinator / facilitator in the group

❖ Holding steady in relationship to LEA group members as colleagues, peers, experts

❖ Transparency in interpreting & communicating direction and feedback between agency and LEA group

CASE STUDY

OUTCOMES

Reflections - LE perspectives envisioning change

❖ *"Nothing*
About us
Without Us"

-a guiding principle in
work with people with
Lived Experience

THANK YOU
Communities Together *Can* Create Change
- keep in touch! -commit to starting!

LinkedIn - Good Shepherd: https://www.linkedin.com/company/good-shepherd/

LinkedIn - Ally: https://www.linkedin.com/in/ally-mcgibbon-700511170/

LinkedIn - Teresa: https://www.linkedin.com/in/teresa-caterini-msw-rsw-9a883150/

Email Michael: Westonwolverine@gmail.com

GS Hamilton: https://goodshepherdcentres.ca/

GS Toronto:https://goodshepherdcentres.ca/services/good-shepherd-non-profit-homes-toronto/

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