

5.02-Leveraging the Invaluable Perspective of Those With Lived Expertise to Improve Crisis and Service Performance

INNOVATIONS & SOLUTIONS
for Ending Unsheltered Homelessness

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#NAEH2024

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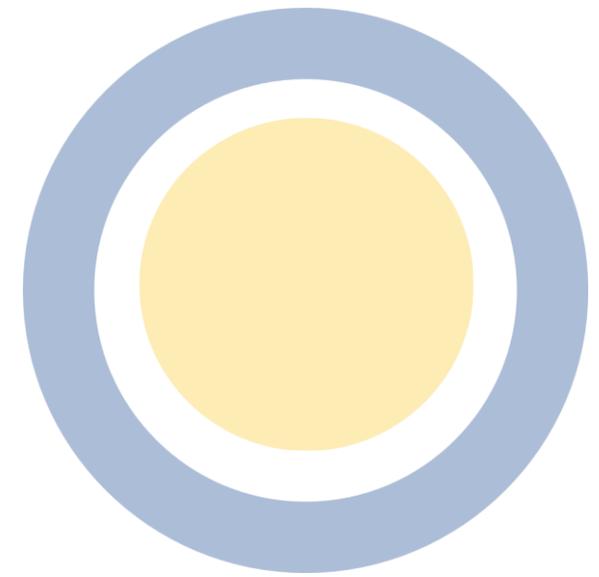
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Many discussions tend to center on getting input from people with lived experience, but are we utilizing their expertise as part of the solution to respond to crises, for stabilization, and connecting people to housing?

Hear from leaders in the field who are rethinking service provisions to include people with lived experience as part of the work and solution to end homelessness.

People with Lived Experience

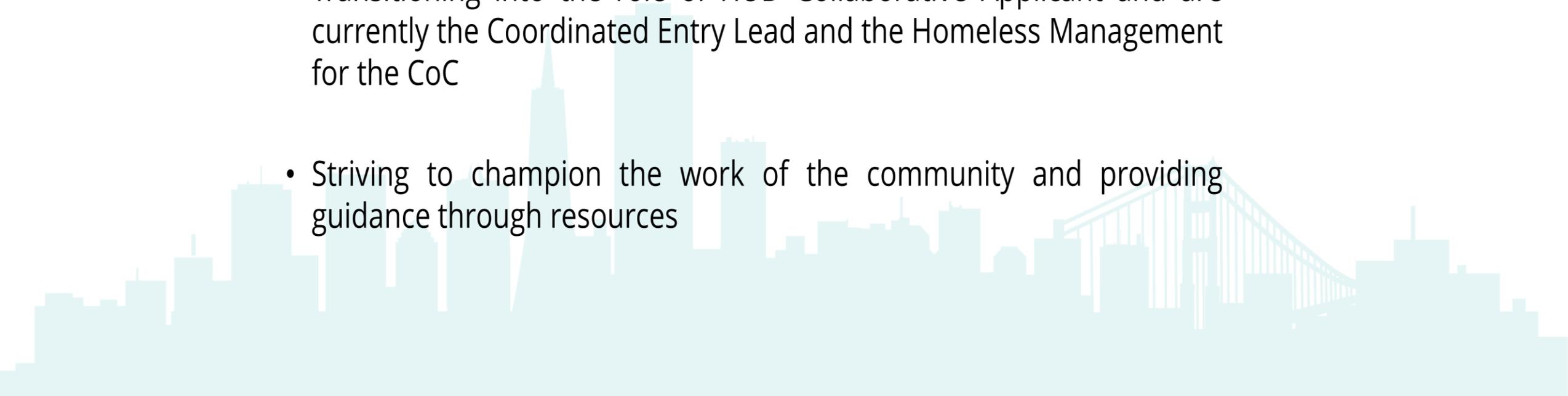


Consumer Advisory Board



**Fostering The Partnership
Through Empowerment
and Collaboration**

Who Are We?

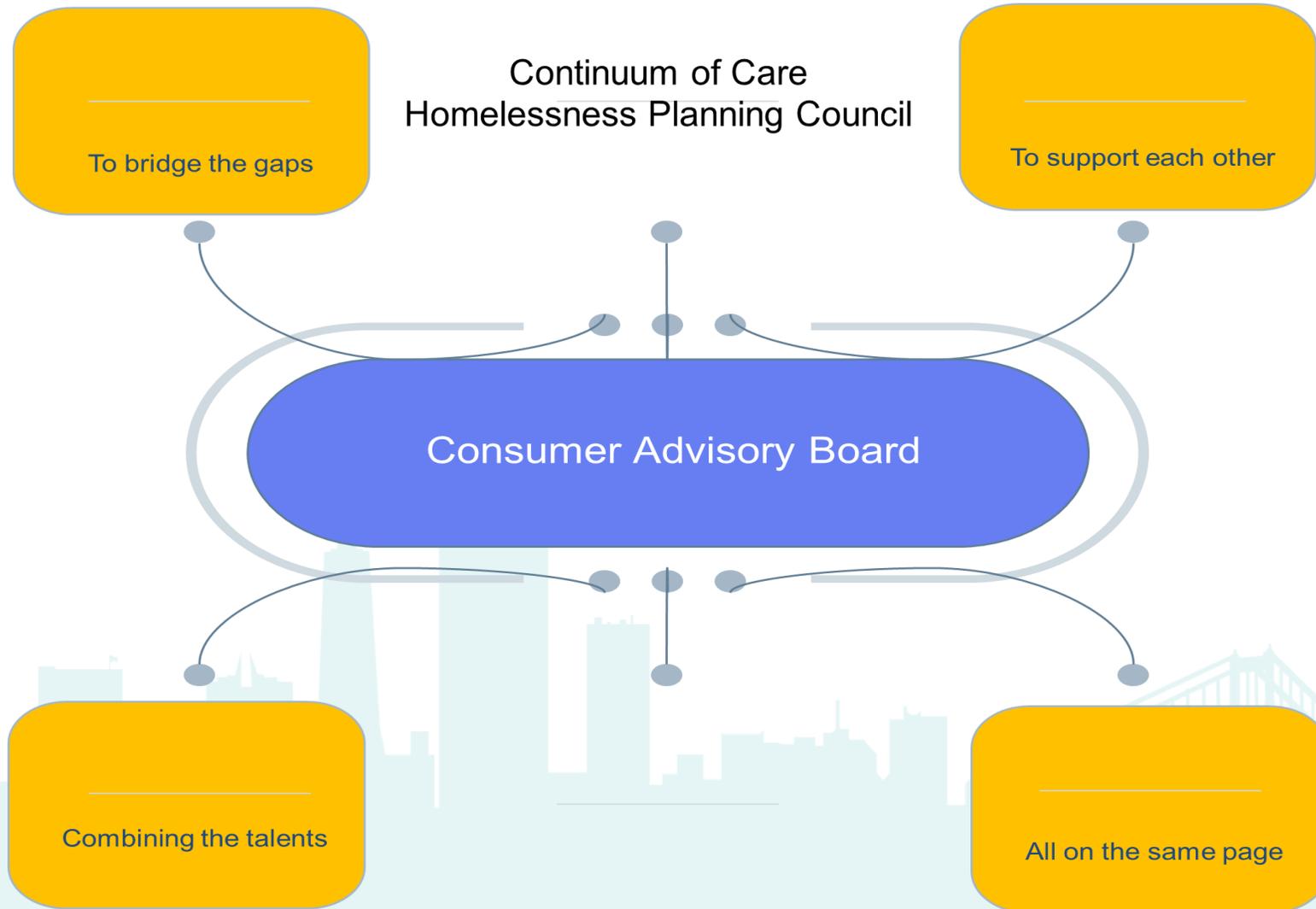
- Brand New Department of Metro Nashville (Tennessee) Government dedicated solely to the mission of ending homelessness in Nashville/Davidson County
 - Transitioning into the role of HUD Collaborative Applicant and are currently the Coordinated Entry Lead and the Homeless Management for the CoC
 - Striving to champion the work of the community and providing guidance through resources
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Principles of Our Partnership



1. Aligning with the best practices of HUD and NAEH
 - A. Increasing the number of people with lived experience on CoC committees and workgroups
 - B. Including PWLE in the development of new system tools such as the Coordinated Entry Assessment Tool
 - C. Honoring the experience and the expertise of our partners with lived experience
 - D. Increase involvement of PWLE in the development or revision of CoC's local HUD project competition factors
 - E. Improve the processes for how the CoC routinely gathers feedback from PWLE

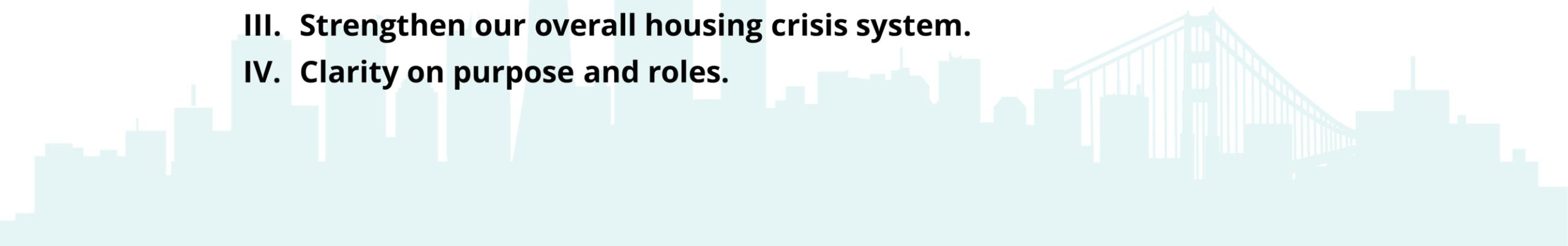
COORDINATED COLLABORATIVE LEADERSHIP



Priority Focus and Areas of Improvement

Consumer Advisory Board is currently “Inward Facing”

How do we turn their voices “Outward Facing”?

- I. Creating and finalizing policy and procedures.
 - II. Meaningful Payment and meaningful engagement.
 - III. Strengthen our overall housing crisis system.
 - IV. Clarity on purpose and roles.
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Questions & Answers

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