

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

INNOVATIONS & SOLUTIONS
for Ending Unsheltered Homelessness

March 4-6, 2024

San Francisco, CA

#NAEH2024

Kennetha Patterson

Email: KennethaPatterson@VisionHeirsINC.onmicrosoft.com

Consumer Advisory Board, Chairperson, City Of Nashville, TN

April Calvin

Email: april.calvin@nashville.gov

Executive Director, Department Of Human Services, City of Nashville, TN

William Clendening

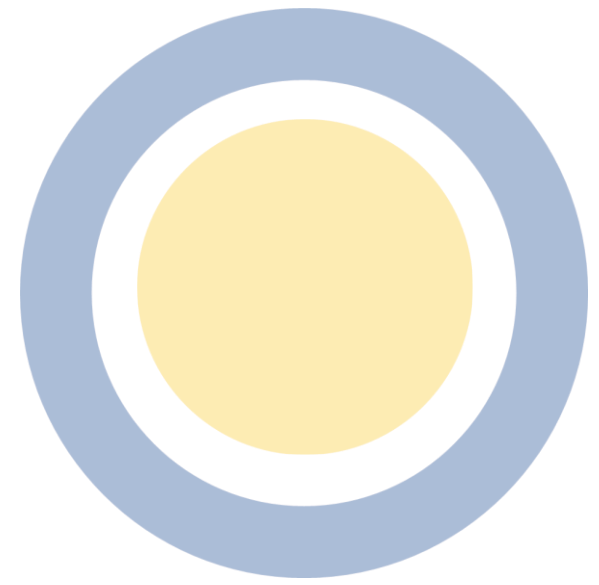
Email: bill.clelending@nashville.gov

Grants Coordinator, City Of Nashville, TN

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



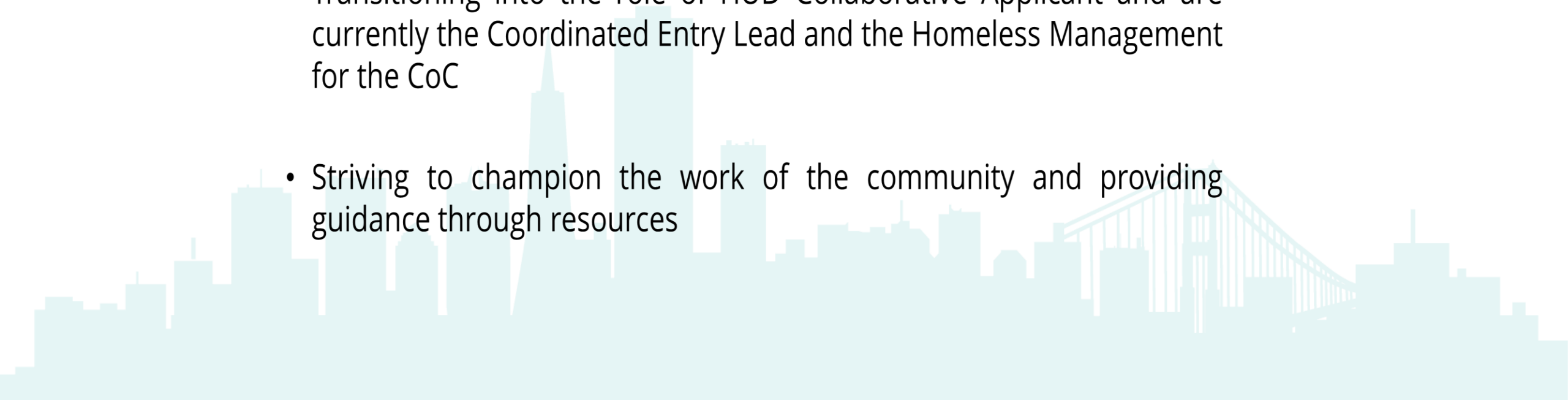
Consumer Advisory Board



**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

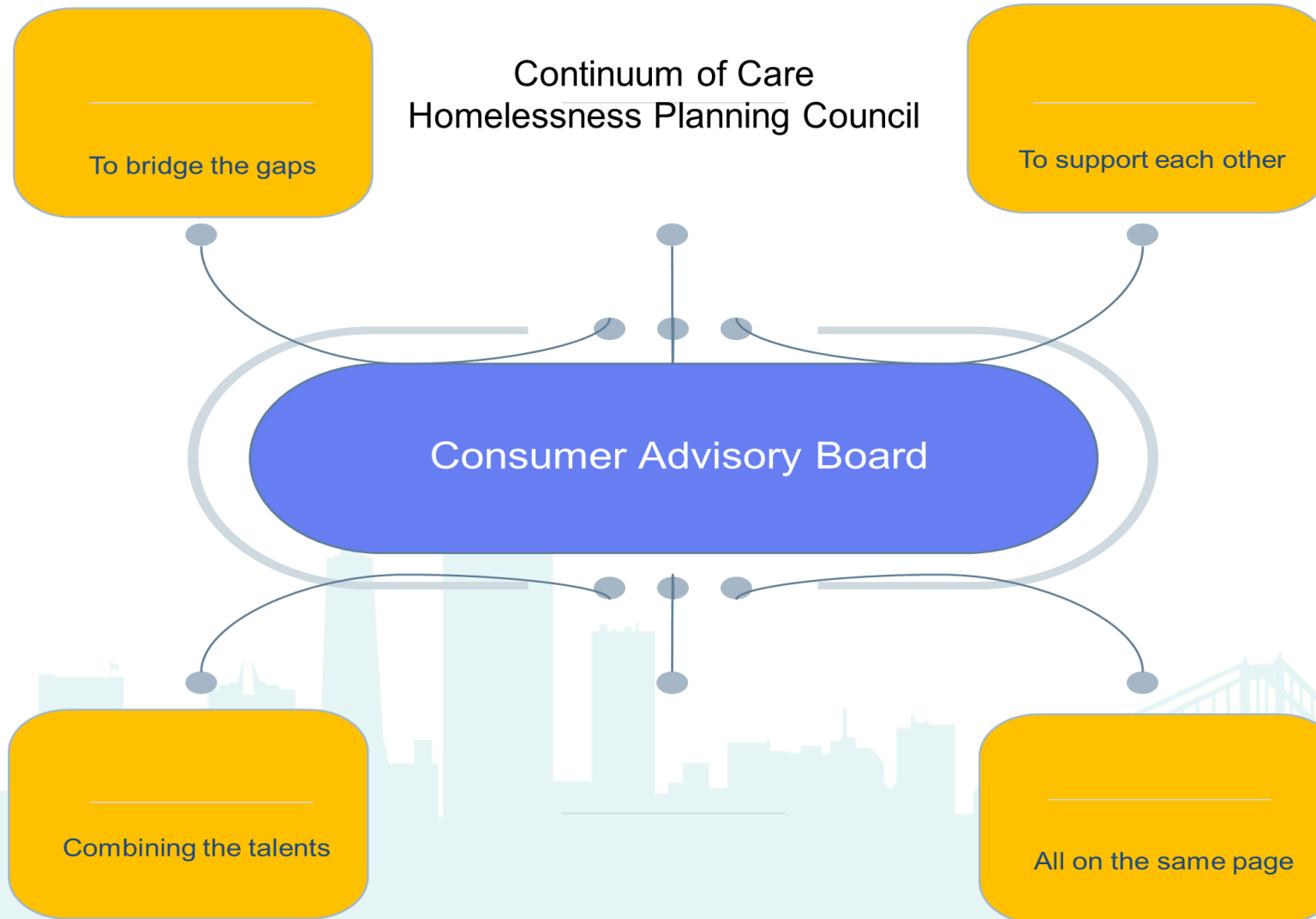


Principles of Our Partnership



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

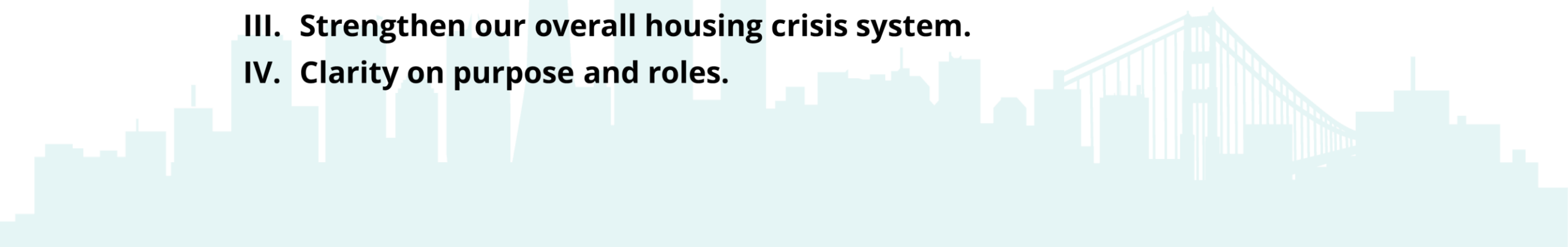


Priority Focus and Areas of Improvement

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.



Questions & Answers

Contact information:

- Kennetha Patterson, CAB Chair

KennethaPatterson@VisionHeirsINC.onmicrosoft.com

- Bill ClenDening, Grants and Contracts Coordinator

bill.clenening@nashville.gov

- April Calvin, Office of Homeless Services Director

april.calvin@nashville.gov

