

# BUILDING A LIVED EXPERIENCE ENGAGEMENT TOOLKIT



Greater Twin Cities  
United Way



## MISSION

Build the capacity of nonprofits and people with lived experience of homelessness to engage with each other to improve service design and delivery, remove barriers, and disrupt systems that impede collaboration.

# PROJECT ORIGINS

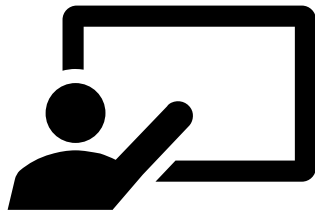
Nonprofits, governments,  
and others in Minnesota  
recognizing value of lived  
experience in  
homelessness solutions

Current efforts often  
siloed, under-resourced,  
or performative

Jay and Michael had  
mutual interest in this  
work, and lots of  
community connections  
to partner with

# WHY A LIVED EXPERIENCE ENGAGEMENT TOOLKIT?

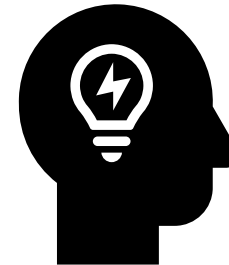
Authentically and  
meaningfully center  
lived experience



Build nonprofit and  
lived experience  
capacity



Drive systems  
change



# WORK SO FAR



MET WITH TOOLKIT  
AUTHORS FROM BRITISH  
COLUMBIA AND CALIFORNIA



RECRUITED QUALITATIVE  
SCIENTIST WITH A  
BACKGROUND IN TRAUMA  
INFORMED RESEARCH



BROUGHT TOGETHER A  
GROUP OF STAKEHOLDERS  
WITH LIVED EXPERIENCE  
FROM ACROSS THE STATE TO  
HELP DESIGN THE PLAN



CREATED TWO SUB-GROUPS  
(METRO AND GREATER MN)  
AND BUILT MOMENTUM



SECURED INITIAL FUNDING  
FOR METRO AREA DATA  
COLLECTION AND ANALYSIS

# UPCOMING WORK

- Interviews and focus groups to gather qualitative data (best practices, lessons learned, logistical considerations, etc.)
  - Interviews with both staff and PLE
- Compile data and pull-out high-level themes
- Analyze data in community through group sessions lead by qualitative researchers
- Based on feedback from community, transfer the data into two vessels (Could be toolkit, website, workshops, etc.)
  - One vessel designed for PLE
  - One vessel designed for nonprofit orgs/staff
- Create a community of practice to uplift and update vessels, maintaining their relevancy and community awareness.

## MICHAEL'S UPCOMING WORK

- Create lived experience engagement index (LEEI)
- Apply index to existing CoC lived experience engagement efforts
- Using data from CoCs, attempt to quantify the impact of lived experience engagement on service/program efficacy
- Attempt to measure if a higher score on LEEI correlates to better service/program efficacy

# SUPPORT LIVED EXPERIENCE ENGAGEMENT TOOLKIT

- Talk about and advocate for this work with your network
- Lift up best and emerging practices
- Share funding opportunities for this work
- Stay connected!



- Michael Giovanis – [hello@mnlean.org](mailto:hello@mnlean.org)