



# Lived Expertise: Widening the Lens on Decision-Making



# Welcome:

Setting the ground rules for a  
successful session.



# Re-Do Welcome:

Setting the context for this session.



# Table Talk:

- What was your experience during the opening portion of this session?
- Can you think of some examples like this in your day-to-day work and what are the causes?



# The story of this presentation:

An example of what stops us

An illustration of what barriers are in place  
to keep things the same

CHARACTERISTICS  
— OF —  
**WHITE SUPREMACY CULTURE**

A CULTURE IS A WAY OF LIFE OF A GROUP OF PEOPLE

The behaviors, beliefs, values & symbols that they accept, generally without thinking about them, & that are passed along by communication and imitation from one generation to the next.



Poison  
...OMS & ANTI...  
DON'T BREATHE  
...T IN

From *White Privilege: Everyday Language of Oppression* by Peggy McIntyre, 2001



Art by [Melanie G. S. Walby](#)



# Dominant Culture Norms Defined

<b>Either/Or Thinking</b>	Taking little or no time to consider alternatives; Having no sense that things can be both/and
<b>Worship of the Written Word</b>	Devaluing other ways in which information gets shared; Believing that once people “see the light” they will adopt “right” ways
<b>Objectivity</b>	Believing one can be objective, that emotions should not play a role in decision-making; Requiring people to think linearly and ignoring or invalidating those who think differently
<b>Quantity Over Quality</b>	Valuing things that can be measured more than things that cannot, like relationships, processes, emotions and feelings
<b>Individualism</b>	Seeking individual recognition and credit; Spending little time or resources on developing collaboration skills
<b>Power Hoarding</b>	Assuming that those without power, those wanting change are stupid or inexperienced, that one has their “best interests at heart”
<b>Fear of Open Conflict</b>	Avoiding issues that may be causing problems; Blaming those who raise them and valuing politeness



# More Dominant Culture Norms Defined

<b>Sense of Urgency</b>	Refusing to take the time to be inclusive and democratic, to consider long-term consequences
<b>Defensiveness</b>	Responding in a way that makes it very difficult to raise new or challenging ideas
<b>Paternalism</b>	Believing those with power are capable of making decisions for and in the interests of those without power, without necessarily understand their viewpoints or experiences
<b>Progress is Bigger, More</b>	Determining success based on increases in what's being measured
<b>Right to Comfort</b>	Scapegoating those who cause discomfort
<b>One Right Way</b>	The belief there is one right way to do things and that I am qualified to know what the perfect right way is for myself and others
<b>Perfectionism</b>	Commonly pointing out how the person or work is inadequate

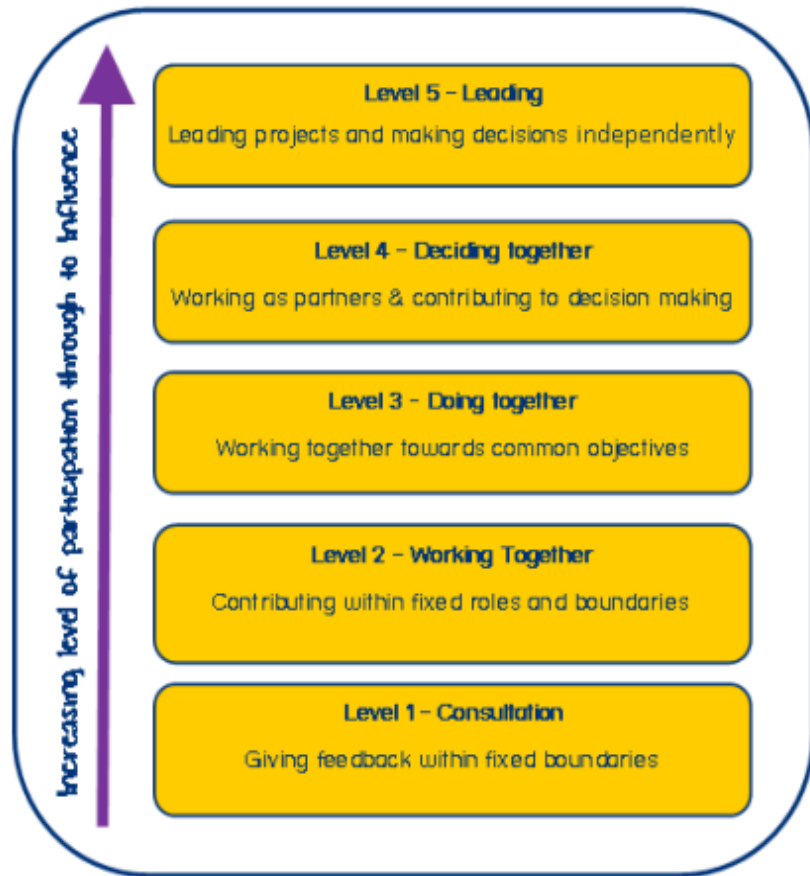




## Why Lived Expertise Matters

- Better ensure programs and policies can meet the needs of the community they serve
- Bring knowledge and skills beyond theoretical framework
- Humanize our work
- Bring depth and nuance to the conversation
- Build trust and buy-in from those we serve

# Levels and Types of Participation and Influence



- Leadership
- Advisory Councils
- Committees / Workgroups
- Peer Support Programs
- Workforce / Employment
- Listening Sessions and Focus Groups
- Surveys
- Storytelling



# Table Talk:

- What barriers can you identify to increasing the participation and influence of people of lived experience in your sphere?
- What steps can we take to overcome these barriers?



# Best Practices

- Compensation
- Provide informed consent
- Representation rather than tokenism
- Provide training
- Show tangible results of the input provided
- Ensure diversity (that is representative of the people)



# Tips

- Be prepared to hear and learn things you were not expecting
- Be aware of power differentials
- Practice active listening
- Communicate in plain language
- Establish feedback loops



# Real Life Examples

1: Client Influence on Human Services Campus

Re-Branding

*Aaron Lotten – ASU*

2: Lived Experience Advisory Council

*Trevor Southwick, Arizona Housing Inc*

3: Maricopa Regional Continuum of Care

Lived Experience Committee

*Michelle Miguel – Maricopa Association of Governments*

4. Central Arizona Shelter Services - Single Adult Shelter

Reprimand Policy Change



## Lived Experience Advisory Council Commercial

- Mission
- Current Work
- Accepting requests for consultation:  
<https://forms.gle/LBDvbC7ExLF86GSb8>
- For more information email: [actionnexus@asu.edu](mailto:actionnexus@asu.edu)



# Reflection:

- What action will you take in the next 30 days based upon what your experience today?
- How will you hold yourself accountable for taking this action?





## Additional Action Steps:

- Text 602-856-5308 with your action step to receive reminder
- Sign up to receive follow-up info from this session- use sheet at your table
- Join the Lived Experience Advisory Council  
and / or
- Share the Lived Experience Advisory Council information flier with clients, staff members, and friends
- Review the additional resources at the end of this slide deck.



# Thank you!!!!

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## **Resources:**

### *Engaging with People who have been Homeless*

- <https://nationalhomeless.org/wp-content/uploads/2020/11/Homeless-Leadership.docx.pdf>

### *Resources for Understanding White Supremacy Dominant Culture*

- <https://www.whitesupremacyculture.info/characteristics.html>
- <http://lydiahooper.com/blog/white-supremacy>
- <https://coco-net.org/wp-content/uploads/2019/11/Coco-WhiteSupCulture-ENG4.pdf>