

Creating a Lived Experience Advisory Board for the City of Long Beach Homeless Services Bureau

Prepared by Aeia Abas, Haley Broder, Maneesha Horshin, Alex Michel, and Yuki Sakaguchi
UCLA Luskin School of Public Affairs

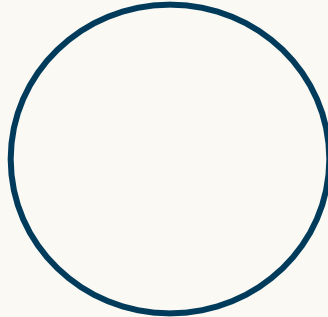
The Long Beach LEAB Team



Alex Michel
(she/her/ella)
MPP/MSW



Haley Broder
(she/her)
MPP/MSW



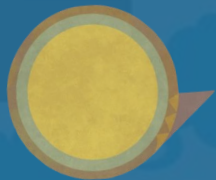
Maneesha Horshin
(she/her)
MPP



Aeia Abas
(she/her)
MPP



Yuki Sakaguchi
(he/him)
MPP



Background

PROBLEM IDENTIFICATION

- ▶ **24%** increase in houselessness from 2019 to 2020
- ▶ Gaps in service system despite current efforts
- ▶ Goal: incorporate voices and expertise of most impacted

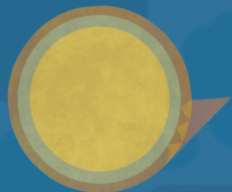
WHAT IS A LIVED EXPERIENCE ADVISORY BOARD (LEAB)

- ▶ Leadership body of **members with previous or current lived experience of houselessness**
- ▶ Set structure for members to evaluate systems & make policy recommendations



Policy Question

How can the Homeless Services Bureau best create a Lived Experience Advisory Board (LEAB) to advance equitable representation in policy-making for the City of Long Beach?



Methods



LITERATURE REVIEW

- ▶ Significance of involvement of persons with lived experience in research and service planning
- ▶ Trauma-informed best practices



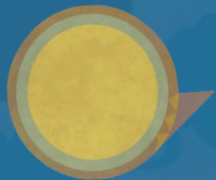
DOCUMENT ANALYSIS

- ▶ Board Charters & Documents
- ▶ Consumer Advisory Board documents



INTERVIEWS

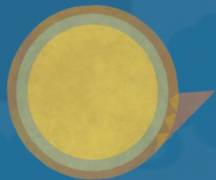
- ▶ Interviews
- ▶ City Staff & Officials
- ▶ Field Scholars
- ▶ Current/ Former Board Members
- ▶ Service Providers
- ▶ Stakeholders & Advocates
- ▶ Focus Groups with unhoused Long Beach community members



LEABs Analyzed



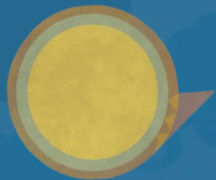
**Santa Clara
Lived Experience
Advisory Board**



LEABs Analyzed



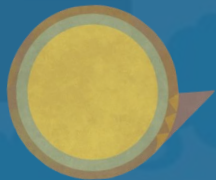
Orange County
Lived Experience
Advisory Committee



LEABs Analyzed



**Los Angeles Homeless
Services Authority
(LAHSA)
Lived Experience
Advisory Board**



Long Beach Interviews

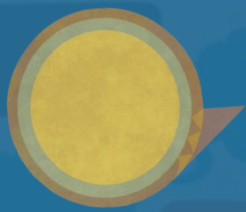
“I want to be a voice for someone who is out there who feels completely alone. Homelessness is one of the loneliest things in the world.”

- Focus Group Participant & Possible Future LEAB Member

- ▶ Trauma-informed interviews of 16 individuals one-on-one held at the MSC
- ▶ Focus group with 12 Long Beach participants

Lessons Learned:

Accessibility; Transparency; Compensation; Support; Opportunity



Policy Options

1. Governance

- What should be set up in advance and what should be set up by board members?

2. Rules and Regulations

- How should the board structure & enforce bylaws, code of conduct, attendance, policies?

3. Board Membership & Recruitment

- Membership eligibility?
- What's the recruitment plan?

4. Compensation

- How to fairly compensate members for their time and expertise?

5. Board Terms

- Term limits? Length of commitment?

6. Professional & Personal Development

- How to comprehensively support board members?

1

TRAUMA-INFORMED

- ▶ Avoiding retraumatization through supporting individuals
- ▶ Space for Participation
- ▶ Board members should not be identified as a label

2

REPRESENTATION & EQUITY

- ▶ Remove barriers from historically underrepresented people
- ▶ **Obstacle:** Tokenism & surface level change

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POLITICAL FEASIBILITY

- ▶ Politically supported
- ▶ Recognized by mayor and city council as authority on houseless policy

3

ADMINISTRATIVE FEASIBILITY

- ▶ Ability & presence to make changes
- ▶ Power-sharing with other stakeholders

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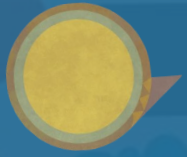
EFFICACY

- ▶ Effective and efficient
- ▶ Adept in internal operations & functioning, regardless of external impacts

CRITERIA



Recommendations & Findings



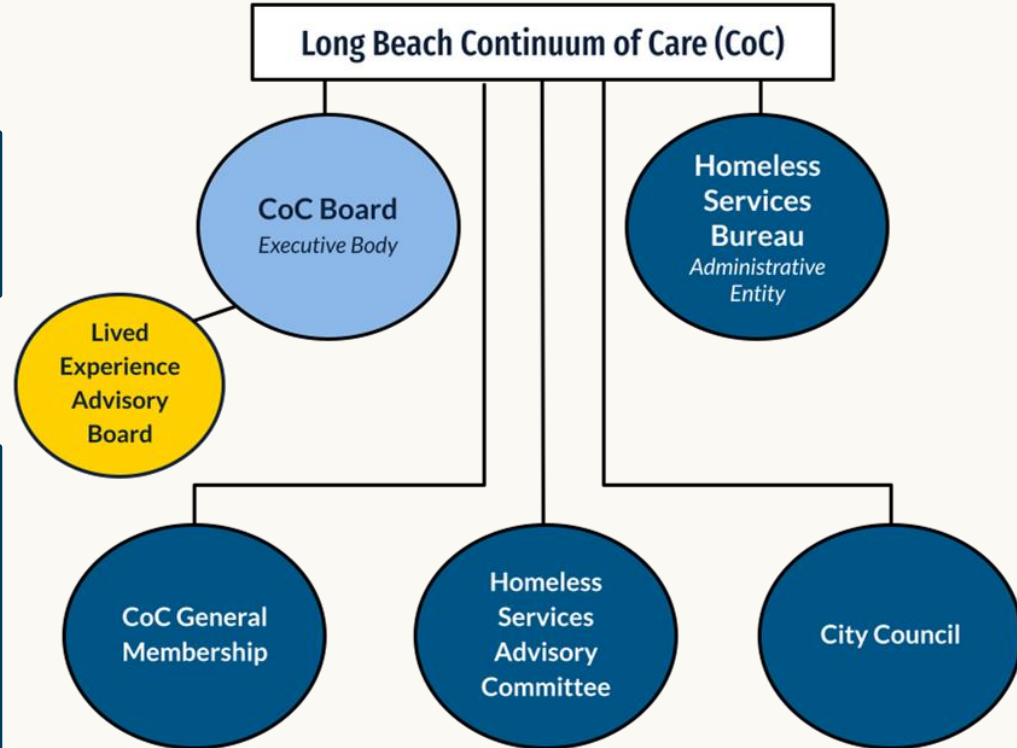
Governance

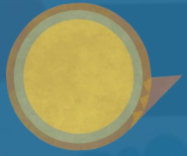
RECOMMENDATION

- ▶ Place LEAB under the CoC Board as a subcommittee

FINDINGS

- ▶ CoC Board: provides CoC guidance & funding
- ▶ Studied LEABs were successful reporting directly to CoC leadership body





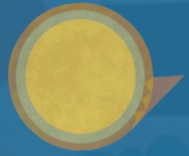
Governance

RECOMMENDATIONS

- ▶ Provide a stable, yet amendable, baseline structure via LEAB-created Charter
- ▶ Paid staff position as liaison between City & Board

FINDINGS

- ▶ LEAB-created Charter
- ▶ Lack of baseline structure can destabilize LEABs
- ▶ All comparable LEABs have an employed liaison
 - 2 LEABs have liaisons with lived experience



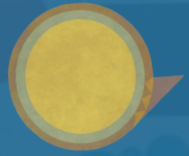
Compensation

RECOMMENDATIONS

- ▶ Monthly stipend via Visa gift cards
- ▶ Provide transportation & technology accommodations

FINDINGS

- ▶ Compensation to be decided by board members, CoC, & liaison
- ▶ Ensures labor is compensated, not exploited
- ▶ Supportive services for members (meeting transportation, meals, tech assistance)



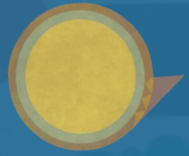
Personal & Professional Development

RECOMMENDATION

- ▶ Provide mentorship, support, & trainings

FINDINGS

- ▶ Beneficial for functioning of LEAB and members
- ▶ Members advocate for resources and training
- ▶ Investing in members is critical for LEAB's overall success & longevity



Rules & Regulations

RECOMMENDATION

- ▶ Establish both **flexible** & **stringent** rules and regulations

FINDINGS

- ▶ Charter as **GUIDANCE**
- ▶ **Flexibility** is critical
- ▶ Incorporating trauma-informed protocols



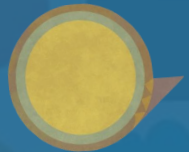
Board Membership & Recruitment

RECOMMENDATION

- ▶ Members are unhoused/ previously unhoused
- ▶ Open call applications & nominations by service providers
- ▶ Diverse, representative community-based recruitment

FINDINGS

- ▶ Multi-year knowledge on Board is helpful
- ▶ Honorary or advisory roles on the Board without voting power are useful for knowledge retention & continuity



Board Terms

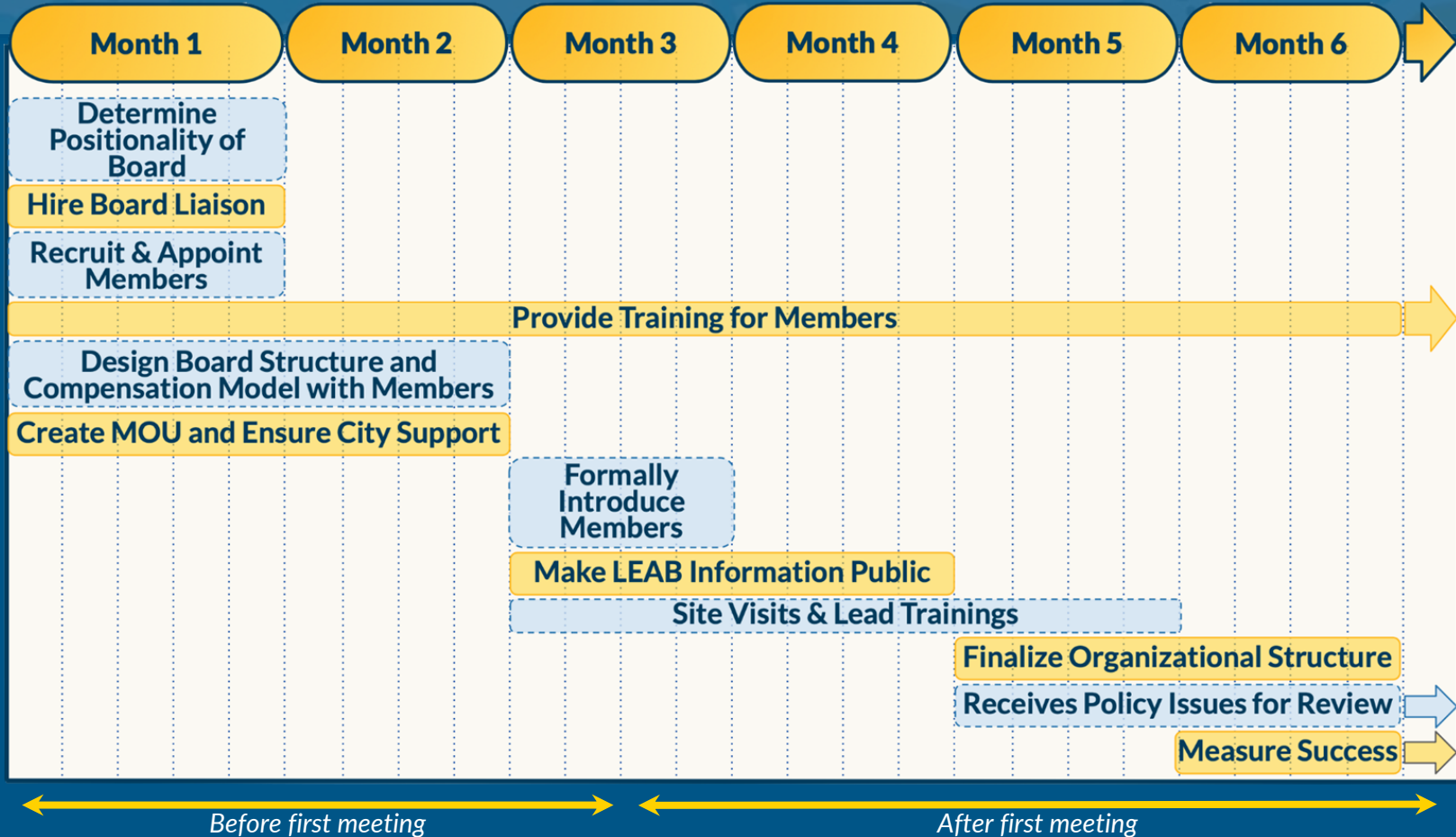
RECOMMENDATION

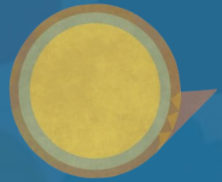
- ▶ Implement term commitments

FINDINGS

- ▶ The charter is **GUIDANCE**
- ▶ **Flexibility** is critical
- ▶ **Example: Attendance**
- ▶ Incorporating trauma-informed protocols

Timeline for Creating & Implementing a LEAB






Conclusion & Next Steps for Long Beach

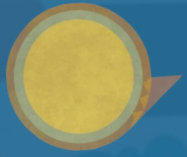
This Board...

- ▶ Is beyond a check-list for policymakers
- ▶ Will create real change in the City
- ▶ Is an opportunity for unhoused individuals to be recognized as experts
- ▶ Provides member opportunities for professional & personal development
- ▶ Will advance inclusive governance in regional government
- ▶ Can be a model for other to prioritize unhoused voices



The image features a central yellow circle with a thin green border and a thicker brown outer ring. Inside the yellow circle, the text "Q&A" is written in a white, serif font with a thin black outline. The circle is positioned on a dark blue background that is filled with a repeating pattern of lighter blue speech bubbles and thought bubbles in various shapes and sizes. A small, brown, triangular shape extends from the right side of the yellow circle, resembling a speech bubble tail.

Q&A



References

1. "Long Beach 2019 Homeless Point-In-Time Count ." Long Beach Health and Human Services. Accessed March 10, 2022.
<https://www.longbeach.gov/globalassets/health/homeless-services-division/home-page/2019-homeless-count-fact-sheet>.
2. "2020 Long Beach Point-In-Time Count Statistic Summary." Long Beach Health and Human Services. Accessed March 10, 2022.