

# June Session: Effectively Engaging People with Lived & Living Experience in Data, Evaluation, and Quality Improvement Spring 2023 RCORP Data Learning Collaborative



June 14th & 15th, 2023

# Zoom Tutorial



## Speaking up

Select the Raise Hand icon if you would like to comment or ask a question of the larger group



## Reactions

Please use the Reactions feature to share quick feedback on topics, comments and learnings



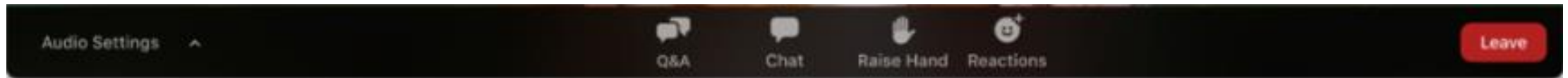
## Chat Box

Utilize the chat box for questions, suggestions, tips or comments; be sure to keep it open



## Video

Video will be disabled for most participants in today's session.





# Agenda

1

Introductions & Purpose of LC

2

Panelist Presentation & Readiness Assessment

3

Engaging People with Lived & Living Experiences in Data & QI

4

Grantee Spotlights

5

Closing

A photograph of a field of flowers. In the foreground, there are several tall, purple lupine flower spikes. Interspersed among them are bright yellow flowers, possibly Aster or similar. The background shows more of the same flowers, slightly out of focus, under a bright, hazy sky. A semi-transparent white banner is overlaid across the middle of the image, containing the title text.

# Introductions & Purpose of Learning Collaborative



# Introduction in Chat Box

In the chat box please write your:

- Name & pronouns
- Project role
- City/Town & State you are joining us from

What are 1-2 words that come to mind when you think about what the meaningful involvement of people with lived and living experiences in data, evaluation, & quality improvement looks like?

# Overview of Data Learning Collaborative Timeline

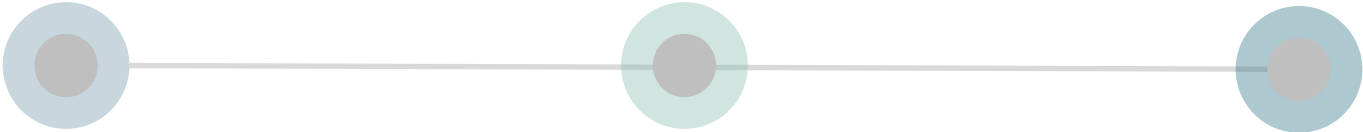
LC #1: Building Foundations for Data Work

LC #3: Engaging People with Lived Experience in Data



**April**  
April 19 & 20

**June**  
June 14 & 15



**May**  
May 10 & 11

LC #2: Expanding on Your Data Work



# Overview & Purpose

- Monthly Learning Sessions on Data Related Topics
- Opportunity for Knowledge Sharing & Networking for Grantees
- Development & Sharing of Resources Around Learning Session Topics



## Additional Resources

- Spring 2023 Data Learning Collaborative slides, handouts, and recordings are located here: <https://www.rcorp-ta.org/resources/rcorp-ta-data-learning-collaborative-spring-2023>
- Grantees can locate data resources on the RCORP Data Repository page [here](#)
- For more questions about this data learning collaborative, or for any data-related TA needs, please contact your TEL or Stephen Crowe, JBS TEL, at [scrowe@jbsinternational.com](mailto:scrowe@jbsinternational.com).
- As a reminder, for any PIMS-related questions, please contact [rcorp-eval@jbsinternational.com](mailto:rcorp-eval@jbsinternational.com).





# Poll

- *Do you feel ready to involve people with **living experience** (people who use drugs) in data and QI?*
- *How effectively does your program meaningfully involve people of color with **living** or **lived experience** in data or QI?*
- *Meaningful inclusion of people with **living** or **lived experience** in data and QI means...*



# Panelist Presentation & Readiness Assessment

# Moderator & Panelists

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## Moderator

**Stephen Crowe, MSW**  
Technical Expert Lead,  
TA/Evaluation/Data Liaison,  
JBS International



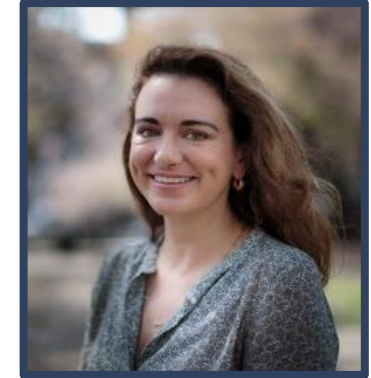
## Panelist

**Tina Reynolds, MSW**  
Women on the Rise Telling  
HerStory (WORTH);  
Formerly Incarcerated &  
Convicted People & Families  
Movement (FICPFM)



## Panelist

**Nick Voyles**  
Executive Director,  
Indiana Recovery Alliance;  
Treasurer, North Carolina  
Survivors Union; Research  
Liaison, National Survivors  
Union



## Panelist

**Sarah Brothers, Ph.D.**  
Assistant Professor,  
Sociology & Public Policy,  
Pennsylvania State  
University; Research  
Liaison, National  
Survivors Union



**Thanks to MIPWUDs Board Member Caty Simon & JBS TEL Jordan Brandt for assisting us with developing this session.**

# MIPWUDs Board Panelists To Share & Discuss



Why it's important to invite people with lived-experience to participate

How to invite people with lived-experience to participate

Tips & best practices to support people with lived-experience to participate



# Take a Break to Reflect & Self-Assess

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- During this 10-minute break, review the Self-Assessment Tool and think about your readiness to meaningfully involve people with lived and living experiences in your data and QI activities.

When we come back, we will ask a few folks to share any questions, thoughts, or reflections.



# Engaging People with Lived & Living Experiences in Data & QI

# Why it's Important

- Experts in communities' needs, cultures, and barriers to services and health-related needs.
- Increases support for harm reduction policy and advocacy efforts.
- Identifies opportunities for decreasing stigma.
- Enables more effective services by engaging those with living/lived experiences to provide input/feedback.

<https://aidsunited.org/meaningful-involvement-of-people-who-use-drugs/>



# Considerations

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- Support must include explicit recognition of unique value and perspective.
- Opportunities for capacity-building need to be available to ensure all participants feel equally prepared and able to contribute.
- Policies and practices may need revision/complete overhaul.
- Never a one-size-fits-all approach; must be adaptable and flexible when meeting the needs of and involving those with lived and living experiences.







# Approaches

- Conduct ongoing community needs assessments and satisfaction surveys to gather input from community members with lived/living experiences
- Present data updates, achievements, and challenges, to a forum of people with lived/living experiences to gather input and to inform program development
- Invite to data review meetings.
- Invite to trainings or educational opportunities to learn more about data, evaluation, and QI to improve services



# Approaches

- Identify 1-2 data “champions” who are interested in gaining and sharing skills and knowledge.
- Invite to join organizational boards or advisory councils and share data-related updates and needs
- Hire full- or part-time staff with lived/living experiences and develop data and QI skills

*Any other ideas/suggestions?*

# Other Tips

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## Foster Trust:

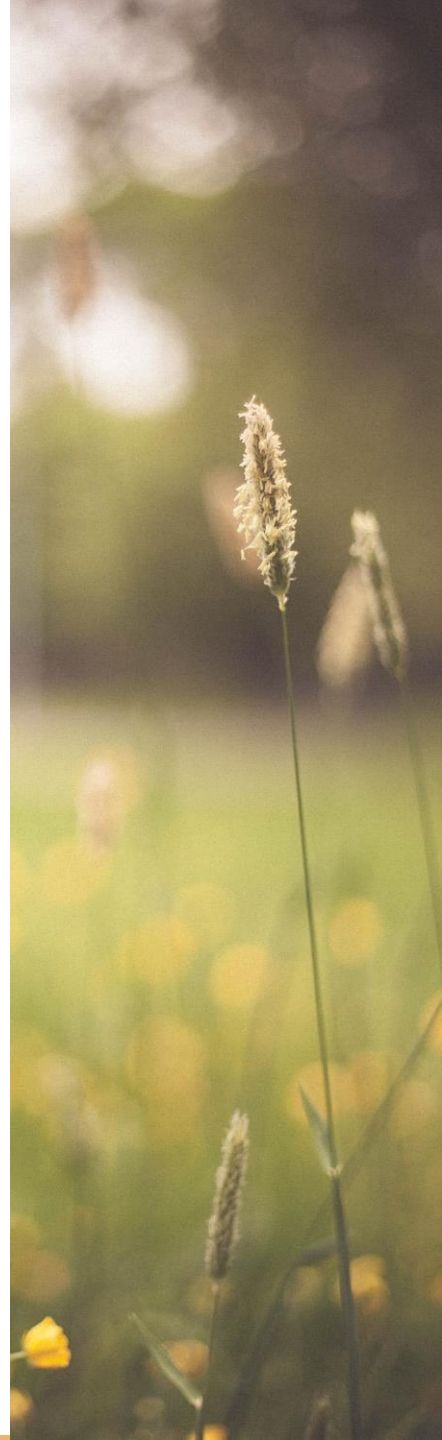
- Build relationships, listen & be transparent with everyone who is involved and set expectations for contributions.
- Don't require disclosure of personal information (such as HIV status, health status, history of trauma, etc.)

## Support Community-led Solutions:

- Be prepared to act on input received from those with lived/living experiences
- Provide financial support for participation in activities (meetings, travel reimbursement, special events, etc.) if they are not hired as paid staff.

<https://www.ruralhealthinfo.org/toolkits/health-equity/2/context-and-priorities/engaging-community-members>

<https://aidsunited.org/meaningful-involvement-of-people-who-use-drugs/>





# Questions/Discussion?

- *Thoughts or reflections so far?*
- *Questions this raises for you?*
- *Anything else?*



# Grantee Spotlights



# Four Corners Detox Recovery Center

Maura Schanefelt MPA, Operations Manager  
JayLyn Randles, Street Outreach Coordinator, CPSW



# Four Corners Street Outreach Outreach & Engagement Strategies

- Meeting clients where they are at
- QR code cards (lessons learned)
- Person-Centered Language
- Consistency in support and services
- Motivational Interviewing
- We learn something new every day!



# Client Support & Addressing Stigma

- Asking “what does your support system look like”
- Outreach fills in support gaps with resources and peer support
- Harm Reduction Education
- “People First”
- Acknowledging existing support structures, including “street family”
- Mindful Surveying
- Community Stigma Reduction







## Outreach: Reaching Out!

- Local Events & Fairs
- Supporting other local partners
- Incentives for client engagement
- Sharing our personal lived experiences
- The well-being of our community is **important**



Maura Schanefelt MPA  
Operations Manager  
505-405-9638  
mschanefelt@fcdrecovery.org

JayLyn Randles  
Outreach Coordinator, CPSW  
505-483-0364  
jrandles@fcdrecovery.org



A stylized phoenix logo with orange and yellow wings and a red crest, set against a light beige background.

# Assessing Needs For and Attitudes Towards Harm Reduction Services in Rural Southeastern Indiana

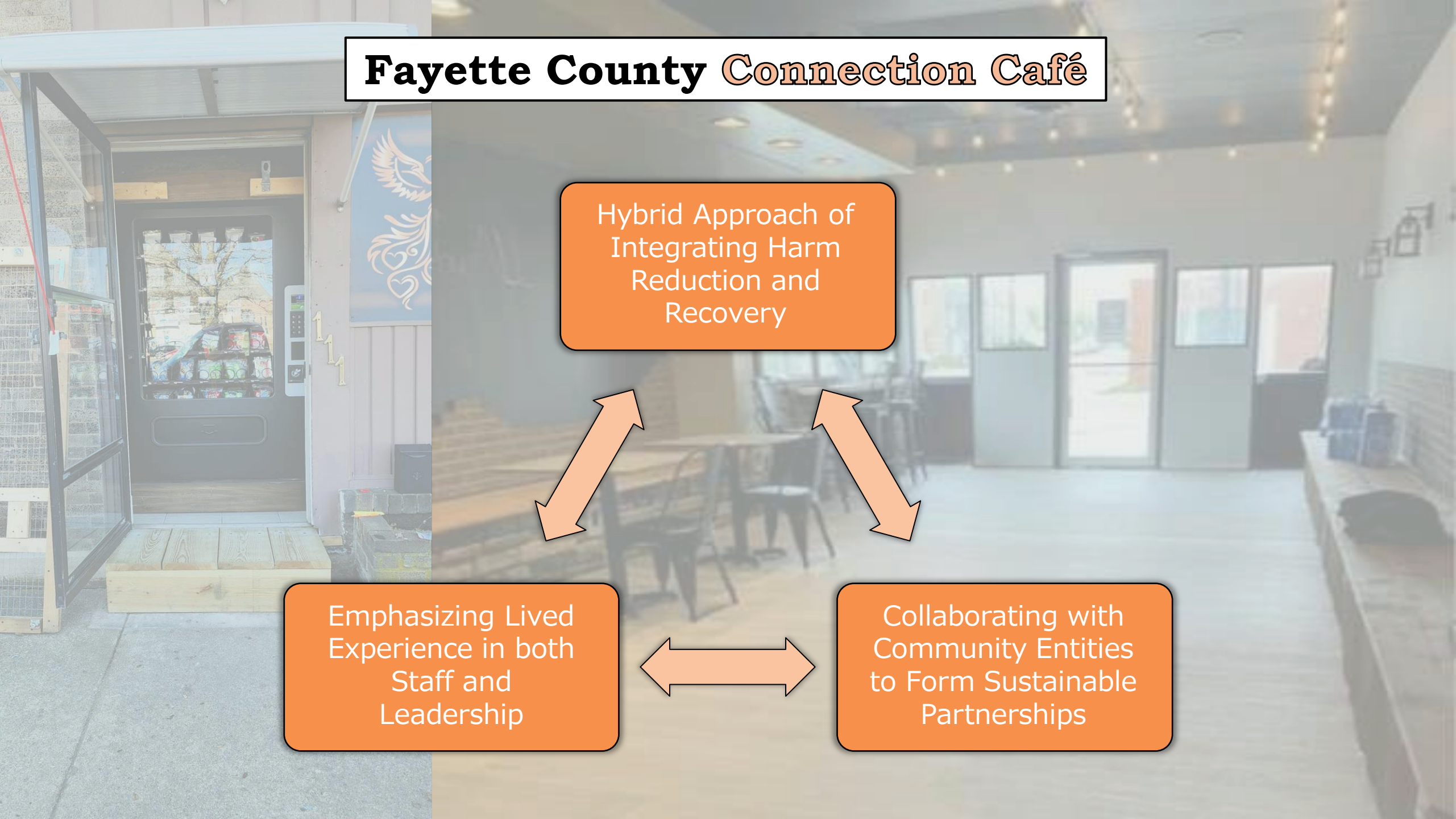
*A Fayette County Connection Café Study*

# Fayette County Connection Café

Hybrid Approach of  
Integrating Harm  
Reduction and  
Recovery

Emphasizing Lived  
Experience in both  
Staff and  
Leadership

Collaborating with  
Community Entities  
to Form Sustainable  
Partnerships



# Study Background

## Purpose



To evaluate the harm reduction services that the Connection Café provides to participants within its physical space, as well as evaluate the needs of street outreach participants that are not currently being met, through a one-time data collection survey.

## Objectives

1

Evaluate attitudes towards and effectiveness of current Connection Café harm reduction services, support groups, and courses.

2

Determine what needs are currently not being met for street outreach participants.

3

Use collected data to develop actionable strategies to expand the services of the Connection Café.

# **Data Collection Training and Study Approval**

## **Recovery Coaches completed...**

*...CITI Human Research and Social & Behavioral Responsible Conduct of Research certifications*

*...a Conflict of Interest (COI) form*

*...an IU IRB Non-Affiliate form*

## **Recovery Coaches received...**

*...a Study Training Guide*

*...a Gift Card Tracking Form*

*...a in-person training going over relevant study details*

# Study Implementation

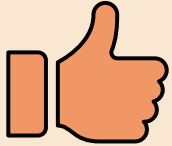
## Connection Café staff...

*...completed all surveys with café & street outreach*

*...provided incentives for participation*

*...provided feedback on implementation*

# Study Results & Conclusions



An overwhelming majority of participants support and find the **Connection Café's** services useful



Both **Connection Café** and **Street Outreach** participants would like more services added, instead of more supplies



**Connection Café** participants would like more services/courses to help with employment, criminal record expungement, and furthering education



**Street Outreach** participants would like more services to help with finding housing and food, as well as overcoming or managing disease



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# Thank You!

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**For more information, contact:**

**Alison Greene, PhD**

**Associate Professor**

**Indiana University School of Public Health**

**[greeneiu@indiana.edu](mailto:greeneiu@indiana.edu)**

# Using What You Learned

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- Any lingering questions?
- Any other ideas of next steps AND what is your first step in making it happen?





# Wrap Up



# Wrap-up Poll

Take a minute to answer our poll to improve these sessions:

- *Was the content & data information helpful?*
- *Were the grantee spotlights helpful?*
- *Was the panel helpful?*
- *Was the discussion helpful?*

**Add into the chat:** What would you keep/enhance/change?



A field of vibrant orange and yellow flowers, possibly Gaillardia, is shown against a bright, slightly hazy sky. The flowers are in various stages of bloom, with some fully open and others as buds. The lighting is warm, suggesting a sunrise or sunset, creating a soft, golden glow. The overall mood is positive and uplifting.

Thank you!