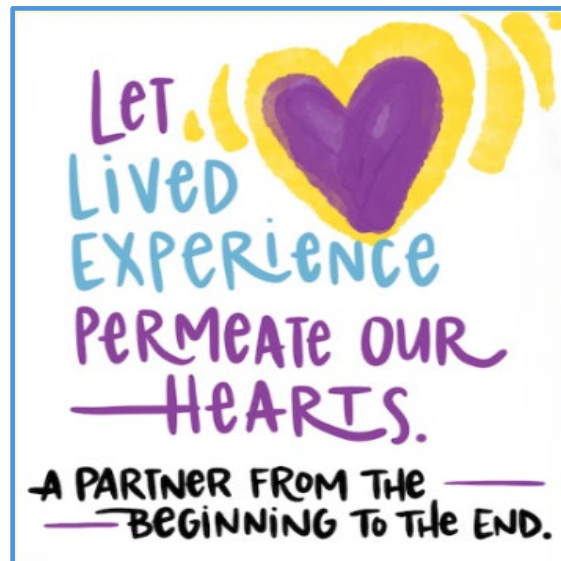


# Participant Packet



12<sup>th</sup> Annual  
**Wicked Problems Institute Virtual Event**  
October 1, 2024, 11:00 am – 4:30 pm EDT

*Unlock the Power of Lived Experience  
through True Collaboration*

Visit the  
Wicked Problems 2024 [Webpage](#)

**Connecting: Zoom link**

<https://zoom.us/j/91059121574>

Meeting ID: 910 5912 1574

We request that your camera is on for as much of the meeting as possible.

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**Co-Hosts**

Children's Home Society OF AMERICA

UNC SCHOOL OF SOCIAL WORK  
Jordan Institute for Families

**Partners & Sponsors**

think of us PROJECT EVIDENT

SaySo Fortune CONSULTING

carf THE ANNE L. CASEY FOUNDATION

casey family programs social current

**Wicked Problems Institute 2024**

BIG IDEAS TAKE TIME

WHOSE VOICES ARE WE CENTERING? LISTENING TO?

LET LIVED EXPERIENCE PERMEATE OUR HEARTS.

## Agenda

10:45-11:00	Gather in the Zoom Room
11:00	Opening
11:05	Plenary - Lived Experts Set the Stage, Anthony Barrows, Project Evident, moderator
11:20	Welcome and Wicked Problems Institute Overview
11:25	Plenary - Presentation of a Framework for Equity-Driven Collaboration, Bryn Fortune
11:40	Plenary - Integrating Lived Experience in Initiatives, Sixto Cancel
12:10 - 12:20	Break
12:20	Zoom Room Discovery Breakout: Part 1
1:00-1:45	Lunch Break (this is a program-free break)
1:45	Reconvene & Recap
2:05	Plenary and Live Q&A Experts by Experience: Engaging the Dual Expertise of Intersectional Professionals - Anthony Barrows, Project Evident
2:45	Break
2:55	Zoom Room Discovery Breakout: Part 2
3:40	Break
3:50	Plenary - Reflections Multi-Sector and Lived Expert Perspectives on Collaboration
4:20	Next Steps & Wrap Up
4:30	Adjourn & Evaluation

## **Special Guests** *(in order of appearance)*



### **Anthony Barrows**

#### *Project Evident*

Anthony is a versatile professional with a background in behavioral design, child welfare, public policy, and fine arts. Drawing from his personal experiences in foster care, public housing, and juvenile justice, he brings lived expertise to his systems change work. He spent nearly 9 years at ideas42, leading the economic-justice portfolio, and over 10 years in child welfare. Currently, he is a Managing Partner at Project Evident, where he continues to drive social change. Anthony holds an MPA from Harvard Kennedy School, an MFA from the San Francisco Art Institute, and a BA from U Mass. Boston.



### **Bryn Fortune**

#### *Nurture Connection*

Bryn Fortune is the Coordinator for the Nurture Connection Family Network Collaborative, focusing on empowering authentic parent voices and advancing early relational health. Fortune Consulting is a professional services firm that provides strategic consulting and advisory services to help organizations achieve their goals.



### **Sixto Cancel**

#### *Think of Us*

Think of Us is a national nonprofit driving child welfare reform through a tech-focused, data-driven approach. Led by people with lived experience, they partner with youth, families, and government leaders to center lived experience in decision-making, reduce unnecessary system entries, preserve families, and support youth transitioning out of care. Sixto Cancel, the Founder and CEO, is a nationally recognized leader in child welfare, leveraging technology, research, and policy to improve outcomes for youth and families.

## Wicked Institute Prep: Key Information Inside (email originally sent 9.26.24)

We are looking forward to seeing you next week! This email shares important information about the Wicked Problems Institute on October 1, 2024 from 11:00 am to 4:30 pm EDT.

We are delighted to announce that we will be joined by:

- Anthony Barrows of Project Evident
- Sixto Cancel of Think of Us
- Bryn Fortune of Fortune Consulting and the National Nurture Connection movement

The agenda and speaker bios are all available on the [Wicked web page](#). For your convenience, the agenda, participant list, and a pdf of this email are also attached.

Please take time to read through this email before Tuesday. It covers Program Highlights & Expectations and Convening Logistics.

If you need any assistance at any time, reach Amy Ramirez by phone, text or email (919.604.3844; [amy.ramirez@chsamerica.org](mailto:amy.ramirez@chsamerica.org)).

Thank you for planning to be a part of the Wicked community next week!

### **Program Highlights & Expectations**

#### **Overview**

This year's Wicked Problems is focused on partnering with children, youth, families and their communities through authentic and supportive engagements. True collaboration with those who have lived through adversity is essential for finding effective solutions to wicked problems. Simply listening isn't enough.

To help all of us do that more effectively, this community of learners and doers, including more than 22 lived experts, will gather to explore practical strategies to meaningfully involve the perspective and wisdom of lived experiences in every stage of the work - from problem identification and strategy development to implementation and evaluation. We will also explore how to transform the workplace to be supportive of staff and colleagues who bring their whole selves as professionals with lived expertise.

#### **Format**

The agenda offers a mix of panels, presentations and small group discussions. Presentations and panels will be brief, so that participants have time to process the information with colleagues, develop plans for action back home, and dialogue about the topic.

#### **Expectations**

What makes Wicked convenings powerful is the committed engagement of all participants. We hope each participant will:

- Arrive prepared for the event by reviewing any information emailed before the convening;

- Be a present and interactive during small and full group discussions and presentations;
- Commit to centering equity, lived experience, science and data.
- Share ideas for how to continue the shared learning after the convening concludes.

You will likely be the only person representing the perspective you select in your learning/discussion group, so we ask that you commit to joining the Zoom Room breakouts for the small group discussions during the meeting.

## **Convening Logistics**

### **Preparing**

For your ease and comfort, we suggest that you take the following steps to prepare before the meeting begins:

- pull up the Wicked web page;
- make sure you have a way to access the in-meeting polling platform (through your computer or phone);
- have a notebook and pen, or a document up on your computer, for taking notes;
- pull up or print out the agenda;
- pull up or print out the Participant Packet (coming via email on Monday, September 30);
- have water and snacks nearby.

Optional Materials Preview: If you would like to view a short video from Wicked 2023 and review background material for this year's convening, visit the [Wicked Web Page](#) and navigate to the Pre-Convening Materials tab.

### **Arriving**

Please join between 10:45 and 11:00 am EDT. We will start on time at 11:00 am EDT. Please enter with your microphones muted. There will be Powerpoint slides offering interactive opportunities.

### **Connecting**

Zoom link: <https://zoom.us/j/91059121574> Meeting ID: 910 5912 1574

Phone: +1646.931.3860

If joining by phone is necessary, we request that phone use be limited and for only short periods of time, if possible. Because of the meeting format, your experience will be better if you are in the Zoom Room. We request that your camera is on for as much of the meeting as possible.

### **Interacting**

You are encouraged to chat helpful comments, questions, and useful resources throughout the convening. In-meeting polling will be used to gather anonymous input.

For the small group discussions, participants will be placed in intentionally designed, multi-sector exploratory learning discussion groups. You will receive your breakout room number in an email from your Zoom Room Host later this week.

**Re-energizing**

There are breaks planned during the convening for you to re-energize and meet your needs. We will do our best to adhere to the break times noted in the agenda. A program-free lunch break is scheduled from 1:00 to 1:45 pm EDT.

A Spotify playlist will be playing at times during the Institute. Here is a link to the playlist and simple instructions to download and access Spotify. <Go to: <https://www.spotify.com/us/download/other/>, Choose Your Platform: Select your device's operating system (Windows, Mac, IOS, Android, etc.); Download the Installer: Click to download; Run the Installer: Open the downloaded file and follow the on-screen instructions to install Spotify.

**Promoting**

Please use #Wicked2024 when posting to social media.

**Networking**

A participant list is attached to this email. To protect privacy, this will be the only way you receive this. You may print it out, if you'd like, but it will not be posted to the web page.

Wicked Problems Institute 2024

Unlock the Power of Lived Experience through True Collaboration

## Participant Worksheet

**Framework for Equity-Driven Collaboration** (Presentation by Bryn Fortune, Fortune Consulting and Nurture Connection)

What lived experience perspective are you thinking of connecting with as you consider the Framework?

How might you use the Framework to increase your collaborative efforts with lived experts?

What is your reflection on the Equity-Driven Framework when you think about the scope of your work/influence?



## Integrating Lived Experience in Initiatives (Presentation By Sixto Cancel, Think of Us)

### Lived Experience Co-Creation Steps

#### 1. Define Your Initiative and Lived Experience

Your Initiative:

Problem to Address:

Define Lived Experience for Your Initiative:

Who has relevant lived experience? List specific groups or perspectives:

## 2. Engagement Mapping

Stage	Key Decisions	Information Needed	Lived Experience Contribution	Specific Roles/Activities
Problem Definition				
Research/Data Gathering				
Solution Design				
Implementation Planning				
Execution				
Evaluation				

## 3. Recruitment Strategy

Select the methods you'll use to recruit individuals with lived experience:

Community Partnerships

Social Media

Snowball Sampling

Community Events

Advocacy Groups

Draft your recruitment message:

#### 4. Co-Creation Tactics

For each stage, describe how you'll ensure true co-creation.

Problem Definition:

Solution Design:

Implementation:

Evaluation:

#### 5. Power Sharing

List 3 specific ways you'll share decision-making power:

## **6. Sustaining Engagement**

How will you provide ongoing support?

How will you measure the impact of lived experience co-creation?

## **7. Reflection**

What are the 3 most critical elements for successful lived experience co-creation in your initiative?

## **8. Action Plan**

List 3 immediate next steps to implement your plan:

**Experts by Experience: Engaging the Dual Expertise of Intersectional Professionals** (Presentation by Anthony Barrows, Project Evident)

What work space or workplace setting are you holding in mind when reviewing the Best Practices shared in the publication, Experts by Experience: How Engaging People with Lived Experience Can Improve Social Services?

How might you begin to use the Best Practices to create a more inclusive and responsiveness work space or workplace for intersectional professionals? Which Practice are you thinking about focusing on first?

What are your reflections as you learn more about how to collaborate with intersectional professionals?

What can you apply from the “Lived Experience Co-Creation Next Steps” portion of this worksheet (pages 9-12) to your work with intersectional professionals?

Notes Page

# BUILDING EQUITY DRIVEN PARENT COLLABORATION



## Inform

### Parents with Child(ren)

*"We will keep you informed, and you can become involved."*

**System Goal:** Parents are provided information, resources, and volunteer opportunities.

**Parents Experience:** Access to Newsletters, Brochures, Events/Fairs, Social Media, Presentations, Videos, Volunteering.

**Parents Gain Opportunities:** Learn from resources, increase knowledge, and provide support to other families.

**Key Equity Driver:** Do parents find it **ACCESSIBLE** and are **ECONOMIC BARRIERS REMOVED?**



## Participate

### Parents with Lived Experience

*"We care about your thinking and experience."*

**System Goal:** Parents provide input support decision-making.

**Parents Experience:** Involvement in Surveys, Focus Groups, Interviews.

**Parents Gain Opportunities:** Share experiences and insights for change.

**Key Equity Driver:** Do parents feel **SAFE** to share honest feedback?



## Engage

### Parent Leader

*"You are teaching us, and we are taking different actions."*

**System Goal:** Parents identify strengths and challenges and are integrated into the process.

**Parents Experience:** Membership on Authentic, Co-empowered, Steering Committees and Advisory Boards.

**Parent Gain Opportunities:** Share lived experience and expertise on policies, programs, and services that will meet family goals.

**Key Equity Driver:** Do parents understand the **PURPOSE** of the group and why their **VOICE** is **IMPORTANT?**



## Partnership

### Parent Consultants

*"Your leadership and expertise are critical to how we address these issues."*

**System Goal:** Parents are co-designers and support planning, decision-making, implementation and evaluation.

**Parents Experience:** Presentation Delivery, Resource Design, Meeting Facilitation, Transparent Communications.

**Parents Gain Opportunities:** Develop skills, knowledge, and trusted relationships.

**Key Equity Driver:** Do parents **TRUST** it is safe to **DISRUPT** the power flow?



## Steer

### Intersectional Professional

*"We need your expertise and position of power in our"*

**System Goal:** Intersectional professionals with "dual expertise" drive planning, decision-making, implementation, and evaluation.

**Intersectional Professionals Experience:** Roles within Initiatives or Organizations, Responsibilities, Accountability, and Authority to Influence change.

**Intersectional Professionals Gain Opportunities:** Combine lived experience, expertise, professional skills, and motivation to change systems.

**Key Equity Driver:** Do Intersectional Professionals **LEAD** or **CO-LEAD** as a professional?



The Movement for Early Relational Health

**\*\*\*Equitable approach means PAYING PARENTS from "Participate" through "Steer" Action Steps**

**Replication of product can be used by giving credit**



16 \*\*\*Equitable approach means PAYING PARENTS from “Participate” through “Steer”

Action Steps

**System Goal:** Parents are provided information, resources, and opportunities.

**Parents Experience:** Access to Newsletters, Brochures, Events/Fairs, Social Media, Presentations, Videos.

**Parents Gain Opportunities:** Learn from resources, increase knowledge and provide support to other families.

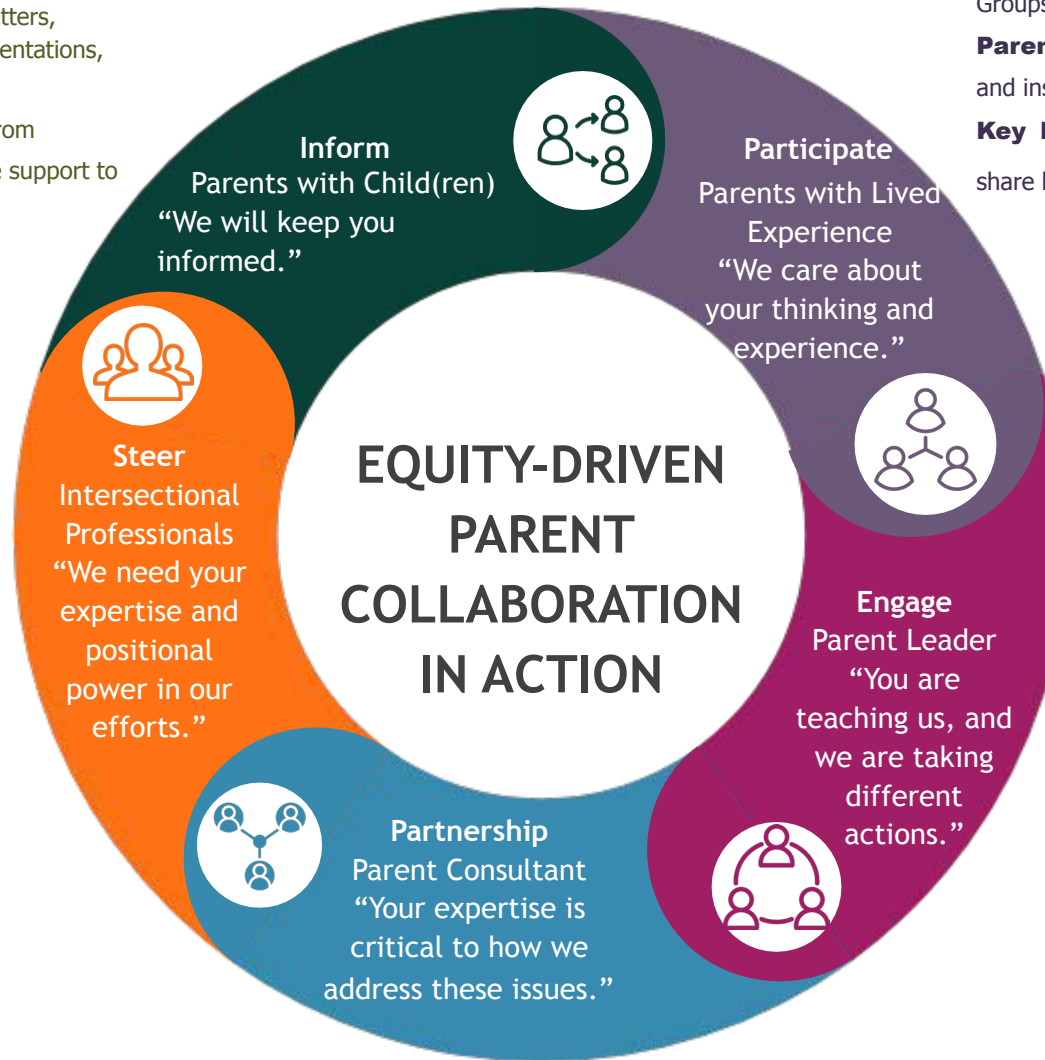
**Key Equity Driver:** Do parents feel it is **ACCESSIBLE** and are **ECONOMIC BARRIERS REMOVED?**

**System Goal:** Parent input supports decision-making.

**Parents Experience:** Involvement in Surveys, Focus Groups, Interviews.

**Parents Gain Opportunities:** Share experiences and insights for change.

**Key Equity Driver:** Do parents feel **SAFE** to share honest feedback?



**System Goal:** Parents identify strengths and challenges and are integrated into the process.

**Parents Experience:** Membership on Authentic and Engaged, Steering Committees, Advisory Boards, Work Groups.

**Parents Gain Opportunities:** Share lived experience and expertise, so policies, programs, and services meet family goals.

**Key Equity Driver:** Do parents understand the **PURPOSE** and why their **VOICE** is **IMPORTANT?**

**System Goal:** Parents are co-designers and support planning, decision-making, implementation, and evaluation.

**Parents Experience:** Transparent communications, Co-Empowered and Trusted Relationships, Decision-Making Power.

**Parents Gain Opportunities:** Develop and deliver presentations, design resources, and facilitate meetings.

**Key Equity Driver:** Do parents **TRUST** it is safe to **DISRUPT** the power flow?

**Replication of product can be used by giving credit**





## BEST PRACTICES

- ***Community knowledge must be treated as its own form of valuable expertise***

The most basic prerequisite for this approach to work is the belief in the value of perspectives from affected community members. Producing actionable change rooted in lived experience flows from a recognition that people are experts on their own lives, and a willingness to respect and act on what that expertise can impart.
- ***Effective PLE engagement requires intentional investment of resources***

An investment of time, money, and other resources are necessary to authentically engage affected communities and people with lived experience in program and policy design. Doing this work well likely means moving slower and spending more.
- ***Organizational leadership support is a prerequisite for successful engagement initiatives***

Unlocking both the will and the resources required by this approach, especially when there are competing interests, means that top-level decision-makers must formally support and prioritize the work.
- ***PLEs engaged in policy development should be representative of the intra-community diversity of priority groups***

Good design efforts account for intra-community heterogeneity and avoid the pitfalls of selection bias, service irrelevance, and poorly tailored offerings.
- ***Create infrastructure and explicit roles and responsibilities that enable meaningful power-sharing***

Productive engagement with affected communities is driven by an equitable distribution of power throughout the process. This includes everything from the selection of issues through the design and delivery of programs, from the budgeting and hiring process through the assignment of authorship and intellectual property, and from the development of research questions through the interpretation and use of findings.

**Wicked Institute Participant List**  
**October 1, 2024**  
*(updated 9.30.2024)*

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