Stable Housing and Supports
Regional Health Improvement Plan Workgroup

In Person: Redmond City Hall, 411 SW 9th Street, Redmond – Room 208

Friday, September 15, 2023
10:30am-12:00pm

Future State Metrics

1. By December 2023, decrease the combined severely rent and mortgage burdened households in Central Oregon by 2 percentage points to 16%.
2. By December 2023, 50% of Housing Choice Vouchers (HCV) holders will be able to find and lease a housing unit.
3. By December 2023, a comprehensive system for accurately capturing the extent of Central Oregonians experiencing homelessness will be in place and utilized.

AGENDA

10:30 - 10:40 Welcome & Announcements
10:40 - 11:00 Mix and Mingle
11:00 - 11:50 Implementation Plan
  • Development of Request for Proposals - Building Capacity for Advocacy by People with Experience Living Houseless
11:50 - 12:00 Next Steps; Information Sharing

Google Slides: https://docs.google.com/presentation/d/1NFn88z5gXBzUMGFy_EyuxF9F4kji841Guluj-TFlOkg/edit?usp=sharing

Budget: https://docs.google.com/spreadsheets/d/1Gw9dL6i1Re1olGhJRMIoxg9pEUofJ-KzU5WnscBbEX8/edit?usp=sharing
Land Acknowledgment

We recognize and acknowledge the indigenous land on which we live, work, learn, play, and grow. This is the land of the Warm Springs, Wasco, Northern Paiute, Tenino, Klamath, Molalla, and Yahooskin. We acknowledge them as the past, present, and future caretakers of this land. It is on their traditional land that we partner to improve the health and well-being of Central Oregonians. We aspire to be good guests honoring the concept in the Warm Springs culture: “This land is for you to know and live upon and pass on to the children.”

Stable Housing & Supports

RHIP Workgroup Virtual Meeting
Regional Health Improvement Plan (RHIP) Workgroup

Guiding Principles

Shared Focus
We come together to improve the health and well-being of individuals living in various and diverse communities throughout Central Oregon region. We use the Regional Health Improvement Plan (RHIP) as our guide. It is our region’s shared vision of current problems and our aims. As workgroup partners we develop agreed-upon actions to solve the issues and keep the needs of our communities as the main focus.

Shared Metrics
We measure progress, process and outcomes through a shared lens. We use the Regional Health Assessment (RHA), Regional Health Improvement Plan and community dashboard.

Partner with Priority Populations
The individuals living in our diverse Central Oregon communities are the center of our work. We make every effort to include people from every part of the region in our workgroups, discussions, processes and decisions.

Collaborate to Solve Complex Issues
Inviting diverse perspectives from throughout the Central Oregon region deepens our shared understanding of complex issues and propels us toward better progress and outcomes. We practice frequent, structured, open communication to build trust, assure shared objectives, and create common motivation. We respect the privacy and sensitivity of information partners share.

Coordinate Collective Efforts
We are made up of diverse partner organizations and individuals with unique strengths, skills, and resources. We coordinate our efforts and use our unique strengths and skills to meet the goals of the RHIP.

Learn and Adapt Together
We embrace shared learning and a growth mindset. We create a space that allows for mistakes, failures, second chances, and a celebration of brave attempts. We adjust and apply our learnings to the complex and changing landscape of health and well-being in Central Oregon.
Stable Housing and Supports

**Background: Why are we talking about this?**

- **1990s**
  - Mill Closures / Timber Industry Decline
  - Federal Housing Policy
- **2000s**
  - Population Growth in Central Oregon
  - Housing shortage
  - The Great Recession
  - Wage Vs. Housing Costs
  - Single Income Households

Stable, healthy housing is a basic need. Insecure housing and an unhealthy living environment impact both physical and behavioral health conditions. By spending much of their income on housing, individuals and families must cut corners on other living expenses such as food, transportation, and medications, which can also significantly influence their health outcomes and overall well-being.

**Current Condition: What’s happening right now?**
- In 2017, 18% of Central Oregonians paid more than half of their income for rent and mortgage
- In Central Oregon, minority households experience more housing challenges than their white counterparts
- Central Oregon has a critical shortage of supportive housing units to meet the needs of people with disabilities, with co-occurring mental health or substance use disorders, and/or extended history of homelessness

**Current State Metrics:**
1. In 2017, 18% of Central Oregon households were severely rent or mortgage burdened
2. In 2018, only 30% of Housing Choice Voucher holders were able to find and lease a housing unit
3. No system to determine an accurate number of those experiencing homelessness exists in Central Oregon

**Goal Statement: Where do we want to be in 4 years?**

**Aim/Goal**
Central Oregonians experiencing homelessness and those most at-risk of homelessness will have increased and equitable access to housing and supports that offer opportunities for stability and increased individual well-being.

**Future State Metrics - By December 2023:**
1. Decrease severely rent and mortgage-burdened households
2. Increase Housing Choice Voucher holders able to find and lease a unit
3. Accurately capture Central Oregonians experiencing homelessness

**Analysis: What’s keeping us from getting there?**
- Inaccurate and accurate assumptions reduce acceptance of diverse housing
- Housing cost & supply outweigh wealth & income
- Uncoordinated common advocacy goals, problems & efforts
- Inconsistent disjointed & inaccurate systems of data collection
- Housing is considered a commodity not a human necessity
- Prohibitive income & background requirements

**Strategic Direction: What are we going to try?**

Creating and increasing housing resources and opportunities
Developing and implementing advocacy strategies for housing policies and zoning
Aligning efforts across systems to address the housing crisis and homelessness
Educating the public to increase understanding and de-stigmatize housing needs

**Focused Implementation: What are our specific actions? (who, what, when, where?)**

<table>
<thead>
<tr>
<th>Who</th>
<th>What</th>
<th>When</th>
<th>Where</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Oregon Intergovernmental Council (COIC)</td>
<td>Regional Housing Council (Pilot)</td>
<td>2021-2023</td>
<td>Region</td>
</tr>
<tr>
<td>Central Oregon FUSE</td>
<td>Permanent Supportive Housing</td>
<td>2021-2024</td>
<td>Region</td>
</tr>
<tr>
<td>Homeless Leadership Coalition (HLC)</td>
<td>Housing Case Management Infrastructure</td>
<td>2021-2024</td>
<td>Region</td>
</tr>
</tbody>
</table>

**Follow-Up: What’s working? What have we learned?**

(insert)
Stable Housing and Supports

| Root Cause Barriers: What is blocking us from moving toward our future state measures? |
|---|---|---|---|---|---|
| Inaccurate and accurate assumptions reduce acceptance of diverse housing | Housing is considered a commodity not human necessity | Uncoordinated common advocacy goals, problems and efforts | Prohibitive income & background requirements | Housing cost / supply outweigh wealth and income | Inconsistent, disjointed, & inaccurate systems of data collection |
| Landlord perceptions of Housing Choice Vouchers Program | Empty seasonal and investment homes | Unformed Central Oregon Housing Advocacy org. | Qualifying factors creating barriers for rentals/hcvs | Construction labor shortages | Area Median Income policy is not representative of population |
| Willingness/fear to admit homelessness and seek services | Decrease housing stock/increase pop. | Resource allocated advocacy | Income/ background requirements | Rent/ mortgage burden | Functional Definition of Homelessness |
| Community Education/awareness of population is lacking | Density allows more multifamily | 501c3 regulations on lobbying | Skills on how to interview for housing | Living wages | Service provider access to system to document/ count |
| Negative assumptions of voucher holders | Land use UGB limitations | Language barriers to advocacy | Security deposit up front | Wealth/Income gap | Homeless Count- Definition of Homeless |
| Public policy is discriminatory | | | | | |
| Systemic racism | | | | | |
| Community of not welcoming low income housing | | | | | |

- Landlord perceptions of Housing Choice Vouchers Program: Landlord perceptions of the Housing Choice Vouchers Program.
- Empty seasonal and investment homes: Empty seasonal and investment homes.
- Unformed Central Oregon Housing Advocacy org.: Unformed Central Oregon Housing Advocacy organization.
- Qualifying factors creating barriers for rentals/hcvs: Qualifying factors creating barriers for rentals/hcvs.
- Construction labor shortages: Construction labor shortages.
- Area Median Income policy is not representative of population: Area Median Income policy is not representative of population.
- Willingness/fear to admit homelessness and seek services: Willingness/fear to admit homelessness and seek services.
- Decrease housing stock/increase pop.: Decrease housing stock/increase population.
- Resource allocated advocacy: Resource allocated advocacy.
- Income/ background requirements: Income/ background requirements.
- Rent/ mortgage burden: Rent/ mortgage burden.
- Density allows more multifamily: Density allows more multifamily.
- 501c3 regulations on lobbying: 501c3 regulations on lobbying.
- Skills on how to interview for housing: Skills on how to interview for housing.
- Living wages: Living wages.
- Service provider access to system to document/ count: Service provider access to system to document/ count.
- Land use UGB limitations: Land use UGB limitations.
- Language barriers to advocacy: Language barriers to advocacy.
- Security deposit up front: Security deposit up front.
- Homeless Count- Definition of Homeless: Homeless Count- Definition of Homeless.
- Public policy is discriminatory: Public policy is discriminatory.
- Eviction and Credit Barriers: Eviction and Credit Barriers.
- Resources does not support actionable data: Resources does not support actionable data.
- High application fees: High application fees.
- Felony Background: Felony Background.
STRATEGIC DIRECTIONS: What Moves Us Toward Our 2023 Practical Visions

<table>
<thead>
<tr>
<th>Create New Affordable Housing Opportunities</th>
<th>Develop Renter Supports</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Development of housing that is affordable to individuals who earn 80%, 60%, and 30% and less of area median income</td>
<td>• Provide a security deposit fund</td>
</tr>
<tr>
<td>• Partner with AirBnB for short-term housing in the off-season</td>
<td>• Develop a class to prepare for housing interviews</td>
</tr>
<tr>
<td>• Develop process for transitional housing</td>
<td>• Support housing barriers removal fund (rental assistance, deposit, utility, property debt forgiveness)</td>
</tr>
<tr>
<td>• Develop subsidized housing and market rate housing for people who depend on local wages</td>
<td>• Translation of housing-related outreach materials</td>
</tr>
<tr>
<td>• Partner with developers to build affordable housing</td>
<td>• Enforce existing tenant rights regulations</td>
</tr>
<tr>
<td>• Fund Housing Works and EPIC Properties</td>
<td></td>
</tr>
<tr>
<td>• Create incentives for landlords to be more flexible</td>
<td></td>
</tr>
<tr>
<td>• Create a landlord mitigation program to cover liability</td>
<td></td>
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</tbody>
</table>

Creating and increasing housing resources and opportunities

Advocate for Local Zoning

• Align building of all levels of housing with transportation networks, walkable areas, and food access
• Enact and/or restructure local ordinances and policies to prioritize the preservation
• Inclusionary zoning and restructuring the Construction Excise Tax
• Amend local zoning to allow for variety of housing types
• Local ordinances to prioritize housing preservation and production to serve low and middle income
• Work directly with communities to co-create policies, programs and strategies to ensure that housing interventions are equitable and culturally responsive
• Identify and implement strategies to work collaboratively with organizations whose activities advance health equity and promote health in all policies

Advocate for State Policy

• Advocate for more vouchers
• Review the Oregon Housing Alliance 2020 endorsements. Ask them what is a priority in the next legislative session
• Differentiate between advocacy & lobbying

Developing and implementing advocacy strategies for housing policies and zoning
<table>
<thead>
<tr>
<th>Collaborate to Serve People Experiencing Homelessness</th>
<th>Unify our Community Approach</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Develop partnerships with agencies that serve marginalized homeless populations</td>
<td>• Need regional housing council group or add more building and landlords to Health Council</td>
</tr>
<tr>
<td>• Incorporate people with lived experience of homelessness and housing insecurity into identifying gaps and goals</td>
<td>• Identify and resource existing housing advocacy groups to be point of contact and lead city/city council housing issues working with state advocacy groups</td>
</tr>
<tr>
<td>• Build community coalition capacity to address health inequities related to substance use and mental health</td>
<td>• Build coordination/partnership/transparency/de-duplicate efforts between regional housing actors (HLC, Housing Works, NeighborImpact, H4A, county, city, COHC)</td>
</tr>
<tr>
<td>• Collaborate with law enforcement to ensure critical connection for outreach to individuals experiencing homelessness</td>
<td>• Create a regional housing council (Housing 4 All? Reach out to Scott)</td>
</tr>
<tr>
<td></td>
<td>• Develop a method for counting that can be used by all</td>
</tr>
<tr>
<td></td>
<td>• Better, robust (coordinated) continuum of care/data collection “HLC”</td>
</tr>
<tr>
<td></td>
<td>• Which system works best? Then consolidate, streamline, create centralized dashboard. Have an entity that holds this and funds this.</td>
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<tr>
<td></td>
<td>• Involve relevant stakeholder to update regional 10-Year Plan to End Homelessness. Assess gaps &amp; include tangible goals &amp; responsibilities</td>
</tr>
<tr>
<td></td>
<td>• Identify and implement strategies to assure more diverse representation on local committees</td>
</tr>
<tr>
<td></td>
<td>• Ensure that members of this workgroup have access to information about current needs (are metrics still relevant?)</td>
</tr>
</tbody>
</table>

**Education to increase understanding and access**

<table>
<thead>
<tr>
<th>Education to increase understanding and access</th>
<th>Educate the Public</th>
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</thead>
<tbody>
<tr>
<td>• Education campaign about vouchers</td>
<td>• Develop forums and other opportunities to educate elected officials and other decision-makers on the housing crisis and the nexus between insecure housing and health</td>
</tr>
<tr>
<td>• Education/Info campaign for landlords/property management groups about the benefit of HUD vouchers</td>
<td>• Build awareness of existing affordable housing policies, projects, and what various funding sources are currently used for (ESG, SHAP, HOME, Sec. 8, CoC, CDBG, LIHTC, etc.)</td>
</tr>
<tr>
<td>• Provide culturally appropriate training, engagement and education for landlords and housing service providers</td>
<td>• Identification of commodity, education campaign about housing as expensive commodity</td>
</tr>
<tr>
<td>• Develop a PR campaign about vouchers</td>
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</tbody>
</table>
## HOUSING
### 2023 Budget Overview

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>Spent</th>
<th>Available</th>
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</thead>
<tbody>
<tr>
<td><strong>5-Year</strong></td>
<td>$2,000,000</td>
<td>$1,129,654</td>
<td>$870,346</td>
</tr>
<tr>
<td><strong>Cycle to Date</strong></td>
<td>$1,500,000</td>
<td>$1,129,654</td>
<td>$370,346</td>
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<tr>
<td><strong>Yearly</strong></td>
<td>$500,000</td>
<td>$5,000</td>
<td>$370,346</td>
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<tr>
<td><strong>Yearly Mini-Grant</strong></td>
<td>$10,000</td>
<td>$5,000</td>
<td>$5,000</td>
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<tr>
<td><strong>Yearly Standard Grant</strong></td>
<td>$490,000</td>
<td>$0</td>
<td>$490,000</td>
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### By Future State Measure (5 year)

<table>
<thead>
<tr>
<th>FSM</th>
<th>Budget*</th>
<th>Spent</th>
<th>Available</th>
<th>Currently Allocated</th>
<th>Projected Available</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Rent Mortgage Burden</td>
<td>$651,666.67</td>
<td>$117,500.00</td>
<td>$534,166.67</td>
<td>$534,166.67</td>
<td>$534,166.67</td>
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<tr>
<td>Housing Choice Vouchers</td>
<td>$651,666.67</td>
<td>$574,827.00</td>
<td>$76,839.67</td>
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<tr>
<td>System for Counting Houselessness</td>
<td>$651,666.67</td>
<td>$407,327.00</td>
<td>$244,339.67</td>
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<td>$244,339.67</td>
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</tbody>
</table>

*Budget for each FSM reflects the agreed upon 5 year 'soft budget' minus the portion contributed to shared minigrant budget.

### 2023 Investments

<table>
<thead>
<tr>
<th>Organization</th>
<th>Process</th>
<th>Project</th>
<th>Award</th>
<th>Decision Date</th>
<th>Future State Measure</th>
<th>Latest Report</th>
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<tbody>
<tr>
<td>St. Vincent de Paul Society</td>
<td>Homeless and Low-Income</td>
<td>Community</td>
<td>$5,000.00</td>
<td>1.20.23</td>
<td>Grant Budget</td>
<td>Rent and Mortgage Burden</td>
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<tr>
<td>Bend</td>
<td>Mini-Grant</td>
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</table>
## Five-Year Investment Overview
### All Workgroups
January 2020–December 2024

<table>
<thead>
<tr>
<th>Budget</th>
<th>Spent</th>
<th>Available</th>
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<tbody>
<tr>
<td>$12,000,000</td>
<td>$7,421,373.74</td>
<td>$4,578,626</td>
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<table>
<thead>
<tr>
<th>Workgroup</th>
<th>Spent</th>
<th>Available</th>
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<tbody>
<tr>
<td>Address Poverty</td>
<td>$941,993.79</td>
<td>$1,058,006.21</td>
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<tr>
<td>Behavioral Health</td>
<td>$1,954,157.00</td>
<td>$45,843.00</td>
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<tr>
<td>Physical Health</td>
<td>$1,117,158.56</td>
<td>$882,841.44</td>
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<tr>
<td>Stable Housing</td>
<td>$1,129,654.00</td>
<td>$870,346.00</td>
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<tr>
<td>Substance and Alcohol Misuse</td>
<td>$854,284.39</td>
<td>$1,145,715.61</td>
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<tr>
<td>Upstream Prevention</td>
<td>$1,424,126.00</td>
<td>$575,874.00</td>
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</tbody>
</table>
Request for Proposals (RFP). DRAFT
Central Oregon Health Council Regional Health Improvement Plan
Regional Health Improvement Plan
Stable Housing and Supports Workgroup

Project Name:  
Access Code:  

Future State Measures:  
Decrease severely rent and mortgage-burdened households  
Increase Housing Choice Voucher holders able to find and lease a unit  

Contact Person:  Gwen Jones  
Email:  Gwen.jones@cohealthcouncil.org  
Phone Number:  541-306-3523  

Description of Grant Opportunity  

Maximum Award Amount:  
Available Funds:  
Funding Duration:  Single and multi-year projects will be considered.  

The RHIP Stable Housing and Supports Workgroup is accepting grant applications for projects to strengthen and develop skills, processes and resources of individuals, organizations and communities to continue, initiate, promote and support housing-related policy changes at all levels of our communities (individual, organizational, city, regional, state, federal). Efforts should be related to one or more of the following:  

- Decreasing severely rent and mortgage-burdened households.  
- Increasing Housing Choice Voucher holders able to find and lease a unit.  

Keep reading for further details and examples.  

Why are these efforts needed?  
Fulfilling Central Oregon’s visions of improving health for all people living in the region requires larger social change efforts.
Stimulating housing-related systems improvements requires enhancing organization decision-making structures, communications, relationships with external stakeholders, connections to grassroots partners, staff training and skills, and responsiveness to changing conditions.

It requires increasing staff, volunteer and client ownership, creating opportunities for clients to speak for themselves, strengthening their leadership skills and leading improvement efforts.

Organizations, individuals and communities often have developing, limited or varied skills, resources and opportunities to promote their needs and recommendations for improvements in housing-related systems.

Below are types of outcomes that may be included. This is not a complete list of ideas. Projects may focus on developing and/or expanding current efforts like:

- Individual knowledge, skill and confidence navigating housing-related systems.
- Client and consumer advisory councils.
- Opportunities and skills of people with lived experiences to be in system-changing spaces (e.g. advocacy training, communications strategies, training to serve on a board of directors, meeting with decision-makers, etc.).
- Technical support for policies, practices, and procedures within an organization and/or system to create a welcoming and safe environment for people with lived experience to fully participate.

**Proposal Requirements**

**Project Criteria**

1. Applications must be submitted by an organization with an EIN/Tax ID. Both nonprofit and for-profit organizations are welcome to apply.
2. Projects must directly impact the Future State Measures of the Regional Health Improvement Plan specified above.
3. Projects must take place within Central Oregon:
   - Crook, Deschutes, and Jefferson Counties
   - Northern Klamath County, limited to:
     - Gilchrist, Chemult, Crescent, and Crescent Lake Junction
   - The Confederated Tribes of Warm Springs,
   - Klamath Modoc Yahooskin Tribe
   - Cow Creek Band of Umpqua Tribe of Indians
4. Projects partnering with tribes may be required to submit a memorandum of understanding (MOU).
5. Projects involving prioritized populations should be culturally and linguistically responsive.
6. Project must have an education, training, or awareness component.
7. **Applicant must:**

If your project meets these criteria, please apply!

Organizations serving and/or involving the following people will receive priority:
- Identify under the Central Oregon Health Council definition of priority population (see below).
- Live in rural Central Oregon (see below).
- Do not have access to transportation.

**Restrictions**
Regional Health Improvement Plan grants cannot be used for:
- Advocacy work that does not directly improve member and/or community health or quality of health.
- Lobbying
- CCO provider administrative activities
- Any product or service that can be billed to any health insurance plan currently or known in the future (durable medical equipment, screenings, medicines, etc.)
- Indirect costs
- Individual rent/mortgage assistance and utilities (business costs associated with this project are allowable)
- Brick and mortar construction
- Project benefitting a single individual or single household
- Health Information Technology that goes against PacificSource's one vendor policy
- COHC staff and household members cannot apply
- OHA and DHS cannot apply

**Evaluation Criteria**

The RHIP Stable Housing and Supports Workgroup will review your grant application using this SCORECARD. We encourage you to use it to help build your proposal. Programs serving individuals at high risk of overdosing and those that are in contact with them are prioritized.

**Funding Details and Important Information**
**Maximum Award Amount:**

**Available Funds:**

**Funding Duration:** Single and multi-year projects will be considered.

**Anticipated Selection Schedule**

- Request For Proposal (RFP) Released:
- Application Submission Closes:
- Notification of Award:

**How to Apply**

This Request for Proposal is posted on our website [HERE](#).
Instructions on how to submit your Proposal are [HERE](#).
Instructions on how to access this application are [HERE](#).

Once registered and logged in to the grant platform, use this access code to apply for this grant: XXX

**Support**

The RHIP Stable Housing and Supports Workgroup is available to support this project in a collaborative, advisory role and to provide networking support.

If you have questions about this Request for Proposal or need technical assistance filling out the application, please contact Gwen Jones by email at gwen.jones@cohealthcouncil.org or by phone at 541.306.3523.

If you have questions about using the grant platform, please contact Kelley Adams by email at Kelley.adams@cohealthcouncil.org or by phone at 541.306.3523.

**Resources**

- 2019 Regional Health Assessment [HERE](#)
- 2020-2024 Regional Health Improvement Plan [HERE](#)
- Central Oregon Health Data website [HERE](#)
- Glossary of Terms: [HERE](#)
- Grant Writing Support: [HERE](#)
*COHC definition of prioritized populations:*
As an organization created to improve the well-being of all residents across Central Oregon, the Central Oregon Health Council (COHC) has a responsibility to promote and protect that right to health. Prioritized populations are those that experience health disparities due to social, political, cultural, and economic exclusion, and discrimination. Marginalization occurs because of unequal power relationships regardless of reason based on geography, age, sex, size, race, ethnicity, national origin, language, culture, disability, spiritual beliefs, gender identity, sexual orientation, education, criminal background, housing status, income, wealth, displacement, immigration status. It affects both the quality of life of individuals and the equity and cohesion of society as a whole. Poverty is both a consequence and a cause of being marginalized.

**COHC definition of rural:**
We strive to support the creation of social conditions that lead to thriving economic, political, and social rights and opportunities in the lives of people at every level of society. The unique challenges of rural communities are within our purview to promote and protect the right to health. Due to the lack of access and inequitable distribution of resources, rural communities are considered marginalized. We define rural communities as:

Population of 35,000 or less AND one or more of the following:

Low income such as:
- High levels of poverty**
- Gaps of incomes and cost of living
- High levels of generational poverty or persistent cycles of poverty

Limited infrastructure, such as:
- Regional connectivity (transportation, communications)
- Social services (affordable childcare, emergency food, shelters)
- Health care (maintenance and prevention)
- Emergency services (public safety, fire, and rescue)
- Economic services (business development, access to capital, and employment services)

**Federal poverty thresholds are set every year by the Census Bureau and vary by size of family and ages of family members.
Capacity building is defined as the process of developing and strengthening skills, instincts, abilities, processes and resources that organizations and communities need to survive, adapt, and thrive in a fast-changing world. An essential ingredient in capacity-building is transformation that is generated and sustained over time from within; transformation of this kind goes beyond performing tasks to changing mindsets and attitudes. At the individual level, this may look like training programs, workshops and conferences. At the organizational or institutional level, this may be development of internal policies, organizational and procedural restructuring. At the systemic level, this may look like advocacy initiatives, consultations, open dialogue, and reforms.

https://www.learlab.com/insights/capacity-building-is-it-only-a-matter-of-training/

People with Lived Experience is defined in this way: Lived experience is the things that someone has experienced themselves, especially when these give the person a knowledge or understanding that people who have only heard about such experiences do not have. A person with lived experience is someone who has gained knowledge through direct, first-hand involvement in everyday events, rather than through assumptions and constructs from other people, research, or media.

https://www.oxfordreference.com/display/10.1093/oi/authority.20110803100109997
https://communityscience.com/blog/what-evaluators-mean-when-they-talk-about-lived-experience/