

**INFORMATION  
ACCESS  
CHAMPION**



# Collaboration

Resource Booklet





## **Collaboration Resource Booklet**

First Edition, February 2024

This booklet is also available in alternative formats by request and on the Virginia Board's website. For more information, please contact the Board at:

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## Introduction

Thank you for pledging to be an Information Access Champion!

We hope that this booklet is helpful for you. When you pledged, you committed to making info accessible through Collaboration.

### Collaboration

People with disabilities, families, advocates, service providers and policymakers should work together to make information access inclusive.

- We make sure the lived experience of people with disabilities and families is a part of solutions.
- We pay people with disabilities and families for their knowledge and expertise.
- We listen to understand.
- We are direct and honest.
- We support each other's efforts.

In the following pages, you will find helpful resources, organized by bullet point.

If you have any questions or concerns, please contact:

[infoaccess@vbpd.virginia.gov](mailto:infoaccess@vbpd.virginia.gov)

# Lived Experience of People with Disabilities and Families is a Part of Solutions

Read

[Engaging People with Lived Experience to Improve Definition of “lived experience” and resources.](#)

Download

[What is Lived Experience?](#)

Definition, what to consider, and impacts on equity.  
Length: 2 pages.

**ASPE** OFFICE OF HUMAN SERVICES POLICY **What is Lived Experience?**

**What is equity?** The consistent and systematic, fair, just, and impartial treatment of all individuals, including individuals who belong to underserved communities that have been denied such treatment, such as Black, Latino, and Indigenous and Native American persons, Asian Americans and Pacific Islanders and other persons of color, members of religious minorities, lesbian, gay, bisexual, transgender, queer, and intersex (LGBTQI+) persons, persons with disabilities, persons who live in rural areas, and persons otherwise adversely affected by persistent poverty or inequality. Definition adapted from [Executive Order 13005](#).

**Purpose** This tool describes key elements of lived experience, its features in the context of health and human services, and why engaging people with lived experience is essential to advancing equity.<sup>1</sup>

**People with lived experience** are those directly affected by social, health, public health, or other issues and by the strategies that aim to address those issues. This gives them insights that can inform and improve systems, research, policies, practices, and programs.<sup>2</sup> When we say **lived experience**, we mean knowledge based on someone's perspective, personal identities, and history, beyond their professional or educational experience.

**Key elements to consider**

- Perspectives on the same issue vary with a person's unique lived experience, but all perspectives are valid.
- All people have several intersecting identities, such as gender identity, ability, and race. Intersections of different identities lead to advantageous and disadvantageous experiences.
- People live their daily lives in the context of larger societal structures and systems. Even though they have personal agency and choice, they do not have control over the barriers or constraints that these structures and systems often impose.

**Health and human services programs, policies, strategies, and research can have wide-ranging effects on individuals and communities.**

Those effects can increase or undermine opportunities for optimal health and well-being, particularly for those who have been denied equal access to resources and have been harmed by institutions and systems.

Staff can partner with and learn from people with lived experience and the communities we aim to serve before enacting policies, conducting research, and developing and implementing programs.

<sup>1</sup> Suggested Citation: U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation. "What is Lived Experience?" by Grace Guerrero Ramirez, Kate Broderick, Lauren Ames, Dana Jean-Baptiste, Ryan Roggen, Tracie Marks, Tereseah Dumas, Helene Girardot, Deisy Mendez, Laura Erickson, and Amanda Boston. Washington, District of Columbia: 2021.

<sup>2</sup> For more information on how to equitably engage people with lived experience, see <https://www.aspe.hhs.gov/lived-experience>.

<sup>3</sup> Adapted based on input from HHS staff and from [Health and Economic Programs to Engage People with Lived Experience](#). It is important to ask people if the term lived experience is one they prefer to use in relationship to their experience and experiences with health and human services or issues.

## Watch or Listen

### [Nothing About Us Without Us](#)

A message that you should involve people with disabilities.

English closed captions available.

Length of time: 2 minutes 8 seconds.



### [Nothing About Us Without Us and Cultural Competence in Autism](#)

What it's like to not include people with disabilities in decisions.

English closed captions available.

Length of time: 1 minute 59 seconds.



### [Lived Experience: A Latino Perspective](#)

Colorado State Representative David Ortiz talks about his life as a Latino with a disability. He also talks about why people with lived experience need to be in positions of leadership.

English closed captions available.

Length of time: 7 minutes 41 seconds.



### [Engaging People with Lived Experience](#)

Disadvantages if you DON'T include people with lived experience. Also ways to engage.

Auto-generated English closed captions.

Length of time: 3 minutes 20 seconds.



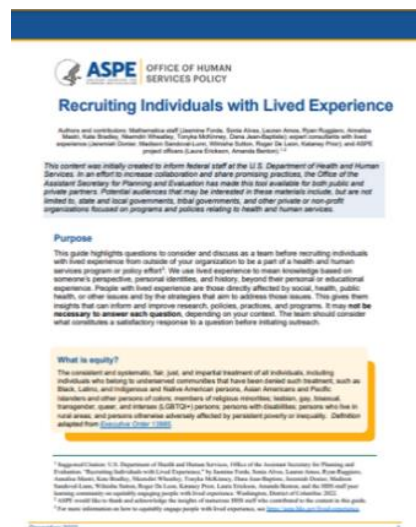
## Pay People with Disabilities and Families

Download

### [Recruiting Individuals with Lived Experience](#)

Planning, methods and what to include when you recruit people.

Length: 6 pages.



### [Successful Engagement with People Who Have Lived Experience](#)

Workbook to help you understand if your group is ready, who your project will impact and more.

Large print.

Length: 44 pages.





## Listen to Understand

### Read

[Active Listening in the Workplace](#)

Passive versus active listeners, benefits and steps.

[Listening to Understand: How to Practice Active Listening \(with Examples\)](#)

Types of listening, benefits, tips and examples at work.

### Watch or Listen

[Improve Your Listening Skills with Active Listening](#)

Tips for active listening.

English closed captions available.

Length of time: 2 minutes 40 seconds.



## Do You Listen to Reply or to Understand?

Listening to reply versus to understand.

English captions embedded.

Length of time: 52 seconds.

