

MEETING PEOPLE WHERE THEY ARE AT

5 THINGS TO KNOW

1

IMPORTANCE OF CLIENT-CENTRED PRACTICES:

Meeting people where they are at emphasizes flexibility, understanding, and personalized care. Client-centred practices lead to improved outcomes, increased engagement, and a stronger sense of empowerment among individuals receiving services (Hernandez, 2017).

2

FLEXIBILITY AND WRAP-AROUND SUPPORT:

Flexible and wrap-around support addresses immediate needs and underlying issues that contribute to poverty. This approach creates lasting positive changes and helps individuals feel less isolated and more capable of moving forward (Choi, 2015).

3

BUILDING TRUST:

Trust is crucial in the client-organization relationship. By actively listening to and respecting the perspectives of people with lived experience (PWLE), organizations can foster an environment of trust, which is the foundation of effective support (Matthews, 2018).

4

FOSTERING EMPOWERMENT:

Recognizing and valuing lived experiences enhances a sense of agency and self-determination. Empowerment enables PWLE to break the cycle of poverty and improve their well-being (Cain, 2015).

5

ENHANCING OVERALL OUTCOMES:

Client-centred practices improve client satisfaction, engagement, and retention. When organizations are responsive to the unique circumstances of PWLE, the likelihood of achieving positive outcomes is significantly higher (Hasson & Kogan, 2014).



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5 THINGS TO DO

1

IMPLEMENT COLLABORATIVE DECISION MAKING:

Engage vulnerable individuals and communities in decision-making processes to ensure their voices are heard and their perspectives are considered. This fosters a sense of ownership and empowers individuals to participate actively in shaping the services provided to them (Cunningham et al., 2016).

2

CONDUCT CONTINUOUS NEEDS ASSESSMENTS:

Regularly assess the needs and priorities of vulnerable populations through surveys, interviews, and community consultations. This helps identify emerging challenges, gaps in services, and changing needs, allowing the organization to adapt its strategies accordingly (Horizon Health Network, 2018).

3

ADOPT FLEXIBLE SERVICE DELIVERY MODELS:

Implement flexible service delivery models tailored to meet the specific needs of individuals and communities. This includes offering different levels of support, providing culturally sensitive approaches, and adjusting service hours or locations to enhance accessibility (Cunningham et al., 2016).

4

PROVIDE CAPACITY BUILDING AND TRAINING:

Offer training and capacity-building opportunities for staff members to enhance their skills and knowledge in working with vulnerable populations. This ensures that staff are equipped with the necessary tools and competencies to address the unique needs and challenges of people living in poverty (Cunningham et al., 2016).

5

FOSTER PARTNERSHIPS AND COLLABORATIONS:

Develop partnerships and collaborations with other organizations, community groups, and stakeholders to leverage resources, expertise, and support. Collaborative efforts allow for a more comprehensive and coordinated response to the needs of vulnerable populations (Horizon Health Network, 2018).



VOICES OF LIVED EXPERIENCE
DUFFERIN

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a framework of 12, find out more at
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