

FROM INTENTION TO IMPACT:

**How lived expertise and
sector leadership
co-designed solutions to
improve housing
pathways in Ottawa.**

Sector leaders wanted to turn commitment into action.

- A process to centre lived expertise in system-level planning.
- A way to move diverse voices toward shared, actionable solutions.
- Structures that frontline staff and leaders could own together.

Where Connect2Knowledge Came In

We designed and facilitated a **sector-wide co-design** journey that:

- ✓ Centred lived and living expertise
- ✓ Engaged frontline staff and over 75 sector leaders
- ✓ Translated complexity into clear, actionable solutions

From Ideas to Action

Grounded in trust and clarity, the process unfolded in four deliberate phases:

 Early engagement with lived experts

 Sector-wide environmental scan

 Iterative co-design sessions with staff and leaders

 Consolidation into three actionable solution areas

APPLYING EQUITY in Real Time

The initiative delivered...



Six lived-experience journey maps highlighting “moments that matter”



Three co-designed solution areas (shelter diversion, digital tools, coordination)



Strengthened sector partnerships and long-term alignment



A replicable, equity-centred model for future challenges

Turning Collaboration Into Lasting Change

When lived expertise, frontline insight, and sector leadership came together, we saw:

- ✓ Lived-experience journey maps that revealed “moments that matter”
- ✓ Actionable solutions co-designed and piloted by the sector
- ✓ Stronger alignment between Alliance and OSHN for long-term work
- ✓ A co-design model the sector now owns and can repeat

Want the **FULL STORY?**

Read the **full Moving UPP! case study** to see how Connect2Knowledge help teams move from equity theory to sustainable action.

<https://www.connect2knowledge.ca/case-study/capsa-case-study>