May the WorkFORCE Be With Us

The Value of Lived Experience
Workshop Presenters

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Objectives

• Provide an overview of the system changes necessary to create age appropriate and appealing services for young adults
• Discuss policy shifts which support transition
• Identify strategies to engage youth, young adults, and families in your work
Evolutionary Process

- Family engagement required in early Systems of Care
- Youth engagement required in early Systems of Care grantees with few specifics
- Staffing requirements increased (youth and family coordinators)
- Addition of parent and youth peer support into delivery model
- Youth and family as key stakeholders throughout
- Healthy Transitions 2014 grantees required youth coordinator with lived experience
How Lived Experience Shapes the Workforce
Discussion at Three Key Levels

• Individual
• Organizational/Agency
• Policy
Value Added of Youth Voice

• Changes institutional culture and practice
• Facilitates the design and implementation of policies that better serve youth and young adults
• Builds awareness and understanding
• Builds self efficacy
• Builds sense of community
• Improves individual and organizational outcomes

http://youth.gov/youth-topics/effectiveness-positive-youth-development-programs
Value Added of Family Voice

• More effective use of resources/improved cost-effectiveness of services
• Earlier access to services and improved quality of care
• Reduced out-of-home treatment placements/shorter lengths of stay in residential care
• Reduced reliance on services
• Increased satisfaction of staff in their professional career
• Reduced stigmatization of mental illness (Ferreira et al., 2014)
• Improved service system sustainability
Case Example: Delaware

• Leveraging lived experience
• Storytelling can create vulnerability
• Practicing compassionate supervision is vital
• Inspiring others with lived experience—Delaware CORE’s “AND” Campaign
• The future of a storyteller
Pair
Share
Cultural Transformation and Implementation
Supportive Environments

• Organizational culture transformation is a key component of infusing voices of lived experience
• Necessity in developing a youth peer career continuum
• Youth engagement and youth peer support must be documented in policy
Interconnection

• Building blocks of each other
• Necessary to resource and support each level
• Long term sustainability comes with investment in all three
Evolutionary Process

Youth Engagement and Advocacy
- Leveraging lived experience
- Raising awareness
- Reducing stigma

Youth Advisory Council
- Approx. 10 Youth
- Greater opportunity for youth voice and youth driven projects
- Increased stigma reduction

Youth Peer Support
- Approved and in planning stages
- Youth led curriculum in development
- Gaining momentum
Y-VAL Assessment

- Provides a framework of key indicators of meaningful and successful Y/YA voice
- Allows for a collective and reflective process to better understand where the agency is with Y/YA voice
  - Promotes a shared vision for success
  - Identifies strengths and needs
  - Supports moving towards sustainable engagement
- Helps young people advocate for meaningful participation and support
- Aids in assessing impact of technical assistance
Y-VAL Assessment

1. Overall vision and commitment (8 items)
2. Collaborative approach (5 items)
3. Empowered representatives (5 items)
4. Commitment to facilitation and support of Y/YA participation (3 items)
5. Workforce development (4 items)
6. Participation in developing programming/program policies (5 items)
7. Participation in evaluation (4 items)
8. Leading initiatives and projects (3 items)
Key Partners

• Family-Run Organizations are:
  • Governance bodies made up of at least 50% families with lived experience
  • Executive Director and staff are family members with lived experience
  • Mission: support, educate, advocate for families raising children/youth/young adults with behavioral health needs
Key Partners

• Youth-Run Organizations are:
  • Governance bodies made up of at least 50% youth and young adults with lived experience
  • Executive Director and staff are individuals with lived experience in children’s and transitional systems
  • Mission to build leadership and advocacy skills in youth and to bring voices of lived experience to systems and policy design tables
Partners and Allies
Key Partners: Family-run and Youth-run Organizations

• Recruitment & Support of Family and Youth
• Training & Education – Youth, Families and Systems
• Workforce Development of Peer Support Providers
• Leadership Development
• Evaluation Partners
• Sustainability Partners
# Roles for Youth & Families

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<td>Family Advisory Councils</td>
<td>Hired in Staff Roles or Peer Roles</td>
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<td>Fairs &amp; Events</td>
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<td>Youth Advisory Councils</td>
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<td>Patient Experience Trackers</td>
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Safety, Transparency & Trust, Empowerment, Choice, Collaboration, Mutuality, Culturally Responsive, Peer Support

#LEADINGCHANGE
What Do You Need to Move to the Next Level?

In your organization?
- Leadership commitment
- Vision
- Workforce
- Culture change

In your community?
- Leadership commitment
- Vision
- Workforce
- Culture change

In your state?
- Leadership commitment
- Vision
- Workforce
- Culture change

#LEADINGCHANGE
Discussion
Challenges and Solutions
Questions?
Reflections?
Resources

• Advancing Family-Centered Care in Child and Adolescent Mental Health
• Family Participation in Evaluating Systems of Care: Family, Research, and Service System Perspectives
• Institute for Patient-and Family-Centered Care
• Service User and Family Carer Involvement in Mental Health Care: Divvergent Views
• The Future of Family Engagement in Residential Care Settings
Resources

• The Role of Youth-Run Organizations in Improving Services and Systems for Youth and Young Adults
• #Things2Consider: Creating a Youth Advisory Board
• Y-VAL Assessment
• Youth Involvement in Systems of Care
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