Integrating Perspectives of Lived Experience into Program Development and Operations

Brook Buettner, LICSW
Our learning community today

• Housekeeping
• Introductions
• What to expect
nihil de nobis, sine nobis

nothing about us without us
No policy should be decided by any representative without the full and direct participation of members of the group(s) affected by that policy.

The “nothing about us without us” principle expresses that persons with disabilities know what is best for them and their community, and that persons with disabilities must be valued as integral and essential contributors to every sector, industry and community worldwide.
System-based experience

- Mental Health
- Homelessness
- Criminal Legal System
- Substance Use Treatment
- Crisis System
- Healthcare System
- Foster care system
- Childcare and education
Building the table

• Community-defined need
• Engage stakeholders
• Bring in community feedback from the beginning
• Ensure structure is engaging and inclusive

NAMI
National Alliance on Mental Illness
If you have come to help me you are wasting your time.
But if you have come because your liberation is bound up with mine, then let us work together.

-Australian Aboriginal rights activist Lilla Watson
Considerations for bringing people to the table

- Elevating voices of marginalized communities
- Power dynamics
- Relationships
- Lived vs. Living Experience
- Group dynamics
- Demographics that mirror the demographics of the community and the impacted system
Placing value on lived experience

• Respect peoples’ space and time
• Make meetings feel elevated, efficient, useful
• Show outcomes
• Provide childcare, transportation
• Serve food
• Stipends to pay people for their time
Regional Crisis Response Agency Community Visioning Session

In order to create a community visioning session that equitably captures and represents the vision of our all members of our diverse community, we want to be responsive to the needs of community members who are most likely to be served. We highly value the wisdom and contribution of people who have lived experience in the behavioral health system and recognize that people living these experiences may have more barriers to civic participation. We therefore are providing $25 stipends in the form of visa gift cards to individuals with lived experience who share their valuable time and wisdom through participation in a RCR Community Visioning Session.

Receipt of Gift Card/ Stipend

Date: ____________________ Amount of card: ____________________

Given by: ______________________________________________________

Received by [print name]: ________________________________________

Received by [print name]: ________________________________________

Signature: ______________________________________________________
Tools and approaches

- Surveys
- Focus Groups
- Advisory Boards
- Community Visioning
- Key informant interviews
- Exit interviews
- Articles or Op Eds
- One-pagers
- Partnership with advocacy organizations
North Sound RADAR Navigator Program

The Police Departments in Shoreline, Lake Forest Park, Kenmore, Bothell and Kirkland have a program that sends Social Worker-Navigators out to mental health and substance use crisis calls in progress, and to follow up with people and refer them to services and supports in the community.

We are seeking people with lived experience to participate in the North Sound RADAR Navigator Community Advisory Board

We are looking for people who have lived experience with behavioral health conditions, homelessness, or the crisis system and their families and caregivers, for a new Advisory Board for the RADAR Navigator Program. Advisory Board members will participate in monthly meetings to help us design a response program that truly meets our community's needs.

- Live in Shoreline, LFP, Kenmore, Bothell or Kirkland
- Commitment is 1-2 hours per month
- Compensation available for Board participants' time
- Email for information or to join

If you are interested in being part of the advisory board to help create alternative responses in our community, email RADARNavigator@bothellwa.gov
North Sound RADAR Navigator Program

Community Advisory Board

If you are interested in being part of the Advisory Board, please email RADARNavigator@bothellwa.gov

the details

- People who have experience with behavioral health, homelessness and the crisis system have invaluable expertise in how to make the system better.

- 7–10 individuals who live in Shoreline, LFP, Kenmore, Bothell or Kirkland will be invited to participate in the Advisory Board.

- Inclusivity is our goal, and we hope the Advisory Board will be representative of the diversity of our community including age, race, ethnicity, city, religion, gender identity, disability status and other identities.

- We ask that potential board members be prepared to commit 1–2 hours per month for a period of at least one year.

- Meetings will be scheduled to best meet the availability of participants and will start in early 2022.

- Meetings will be held in person or via Zoom, depending on public health recommendations.

- Funds are available to compensate Advisory Board members for their time.
A devastating experience made me afraid to advocate for my daughter’s mental health | Mental Health Perspectives

By Brittany Miles

Rat-tat-tat! Almost a year ago, I hopped off a Zoom call because someone was knocking on my door like they were from the FBI. When I opened the door, a woman introduced herself as a representative from the Washington State Department of Children, Youth, and Families.

She told me the department received a report of child neglect regarding my daughter, and she was here to inspect my home. I was enraged and felt a gnawing pit in my stomach: why was my family targeted?

---

The Seattle Times Mental Health Project features contributed essays from members of our community as part of our Mental Health Perspectives guest column. We invite individuals with personal stories related to mental health to share their experiences that reflect broader issues and concerns in the field. If you would like to inquire about submitting a column, please email mentalhealth@seattletimes.com.
Please join us at one of our Community Visioning Sessions to help shape what we want our community to look like in the coming years, as we develop and implement crisis response services for people in behavioral health crisis. This will be a discussion-based workshop designed to bring together varying perspectives and define success for the RCR Agency and the Crisis System more broadly in North King County.

**IN PERSON**
Light refreshments will be provided.

Monday, September 11, 2023
2:00 - 3:00 PM
Shoreline City Hall, Room 301

Wednesday, September 13, 2023
6:00 - 7:00 PM
Kirkland City Hall, Houghton Room

**VIRTUAL**
Thursday, September 14, 2023
3:00 - 4:00 PM
Via Zoom
Meeting ID: 832 6240 0228
Passcode: 054790

**CONTACT US**

www.kirklandwa.gov/rcr

info@rcrwa.org

North King County
Integrating lived experience at all levels

• Staff with lived experience
• Creation of care plan
• Staff and responder education and training
• Hiring the right people
• Service delivery models
• Data collection- what does success look like?
• Program design
• Big picture system transformation
Staff with lived experience

• Peer support specialist role
• Staff that look like the community
• Lived experience at all levels
• Break down the “us/them” dichotomy

“we want lived experience at all levels, from ‘peers’ to physicians.”

“We need more Black and brown faces to make it a safe space.”
Creation of the Care Plan

• Individual driven is evidence-based
• WRAP (Wellness Recovery Action Plan)
• “Dream” based care planning
• Directs activities of the care provider
Staff and responder education and training

- Videos
- Panels
- Training sessions with stories
Hiring the right people

- Hiring panels
- Representative of community
- “What kind of person would you want to be providing your care?”
- Job descriptions
Service Delivery Models

• What would have worked for you?
• Facility design
• Policy and procedure review
Data Collection

• What does success look like in our community?
• What should we be measuring?
• How could we respectfully ask you this question?
• Sharing results with community
Data dashboards

### Results

<table>
<thead>
<tr>
<th>Defining Familiar Faces</th>
<th>2013</th>
<th>%</th>
<th>2014</th>
<th>%</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>People who had at least 4 bookings</td>
<td>1348</td>
<td>100%</td>
<td>1330</td>
<td>100%</td>
<td>2678</td>
<td>100%</td>
</tr>
<tr>
<td>...of those, had JHS BehHealth or CD flag*</td>
<td>1134</td>
<td>84.1%</td>
<td>1124</td>
<td>84.5%</td>
<td>2258</td>
<td>84.3%</td>
</tr>
<tr>
<td>plus others who had MH or CD tx</td>
<td>139</td>
<td>10.3%</td>
<td>128</td>
<td>9.6%</td>
<td>267</td>
<td>10.0%</td>
</tr>
<tr>
<td>TOTAL with behavioral health indication</td>
<td>1273</td>
<td>94.4%</td>
<td>1252</td>
<td>94.1%</td>
<td>2525</td>
<td>94.3%</td>
</tr>
</tbody>
</table>

### Descriptive Statistics

**Race (n=211)**
- White: 73%
- Asian/Pacific Islander: 7%
- Black/African American: 16%
- Latinx/Hispanic: 4%

**Gender Identity (n=438)**
- Female-identified: 55%
- Male-identified: 43%
- Trans, Non-Binary, Other: 2%

**Homelessness Status (n=223)**
- Homeless or unhoused: 37%
- Housed: 63%
Program design

- Community-driven mission, vision and values
- Translate lived experience to decision-makers
- Budgets as a moral document
Big picture system transformation

• Opportunities are rare- seize them
• Political will
• Decision-makers at the table
• Social movements and media storms create opportunities
King County:
$35 million a year on 1,200 individuals
87% of that going to crisis response and criminal justice systems
Familiar Faces System Redesign

- Political will
- High-level decision makers at the table
- Lived experience included at all stages
Integrating lived experience at all levels

- Always follow up
- Reviews of people served

Jail Release
- Midnight
- Old clothes
- Highest crime region of the city
Sidney Wilson House