

# 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*

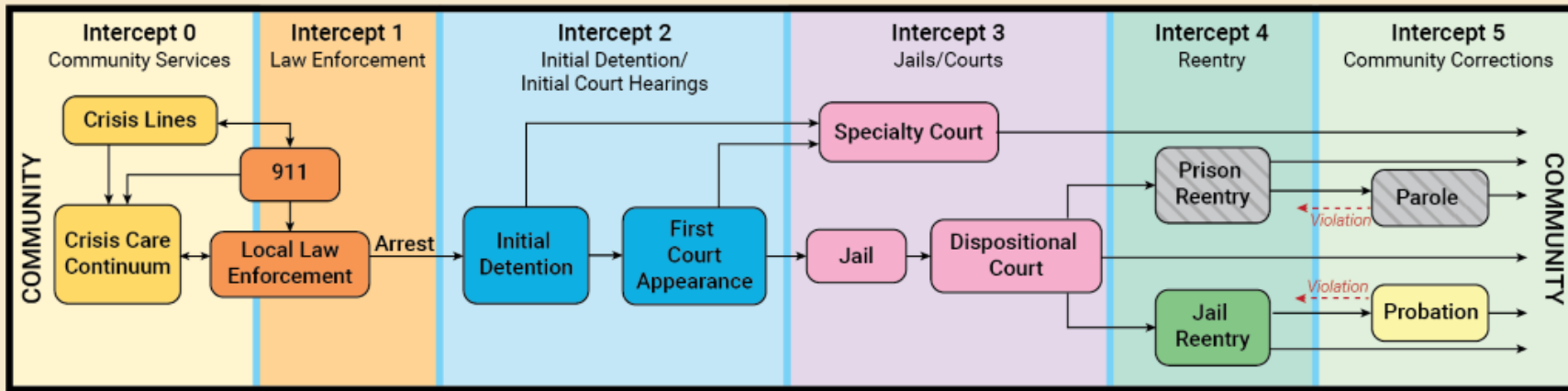
nothing about us without us

*No policy should be decided by any representative without the full and direct participation of members of the group(s) affected by that policy.*

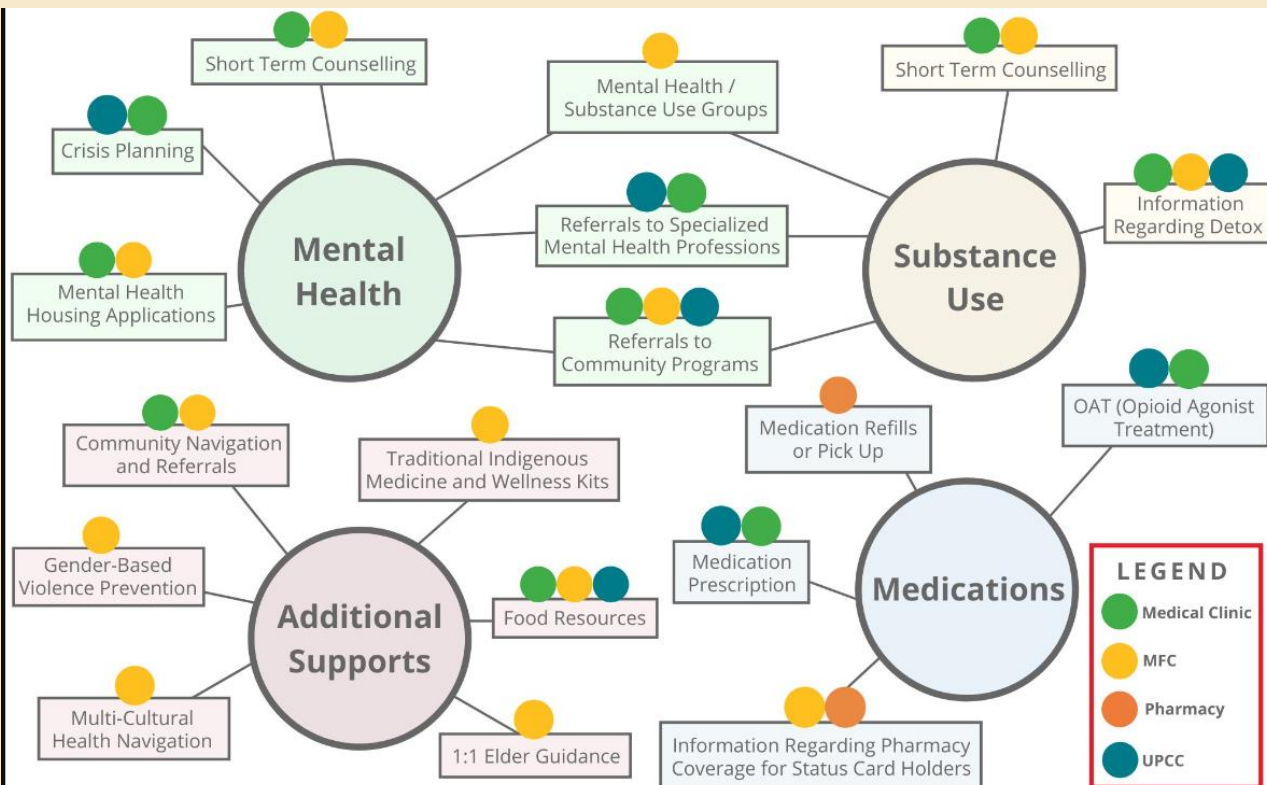
*The “nothing about us without us” principle expresses that persons with disabilities know what is best for them and their community, and that persons with disabilities must be valued as integral and essential contributors to every sector, industry and community worldwide.*

# System-based experience

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



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# 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): \_\_\_\_\_

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



Some CAB members show the "K-Pop Heart," as a sign for their love





## 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

**Nothing About Us...  
Without Us**  
–Disability rights activist James  
Charlton

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](mailto: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](mailto: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

# The Seattle Times

## A devastating experience made me afraid to advocate for my daughter's mental health | Mental Health Perspectives



By Brittany Miles

*Special to The Seattle Times*

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The Mental Health Project is a Seattle Times initiative focused on covering mental and behavioral health issues. It is funded by Ballmer Group, a national organization focused on economic mobility for children and families. Additional support is provided by City University of Seattle. The Seattle Times maintains editorial control over work produced by this team.

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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?

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*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](mailto:mentalhealth@seattletimes.com).*

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# COMMUNITY VISIONING PROCESS

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.

## CONTACT US



[www.kirklandwa.gov/rcr](http://www.kirklandwa.gov/rcr)



[info@rcrwa.org](mailto:info@rcrwa.org)



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**

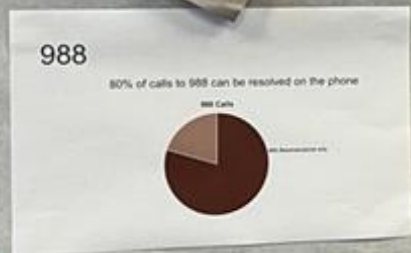
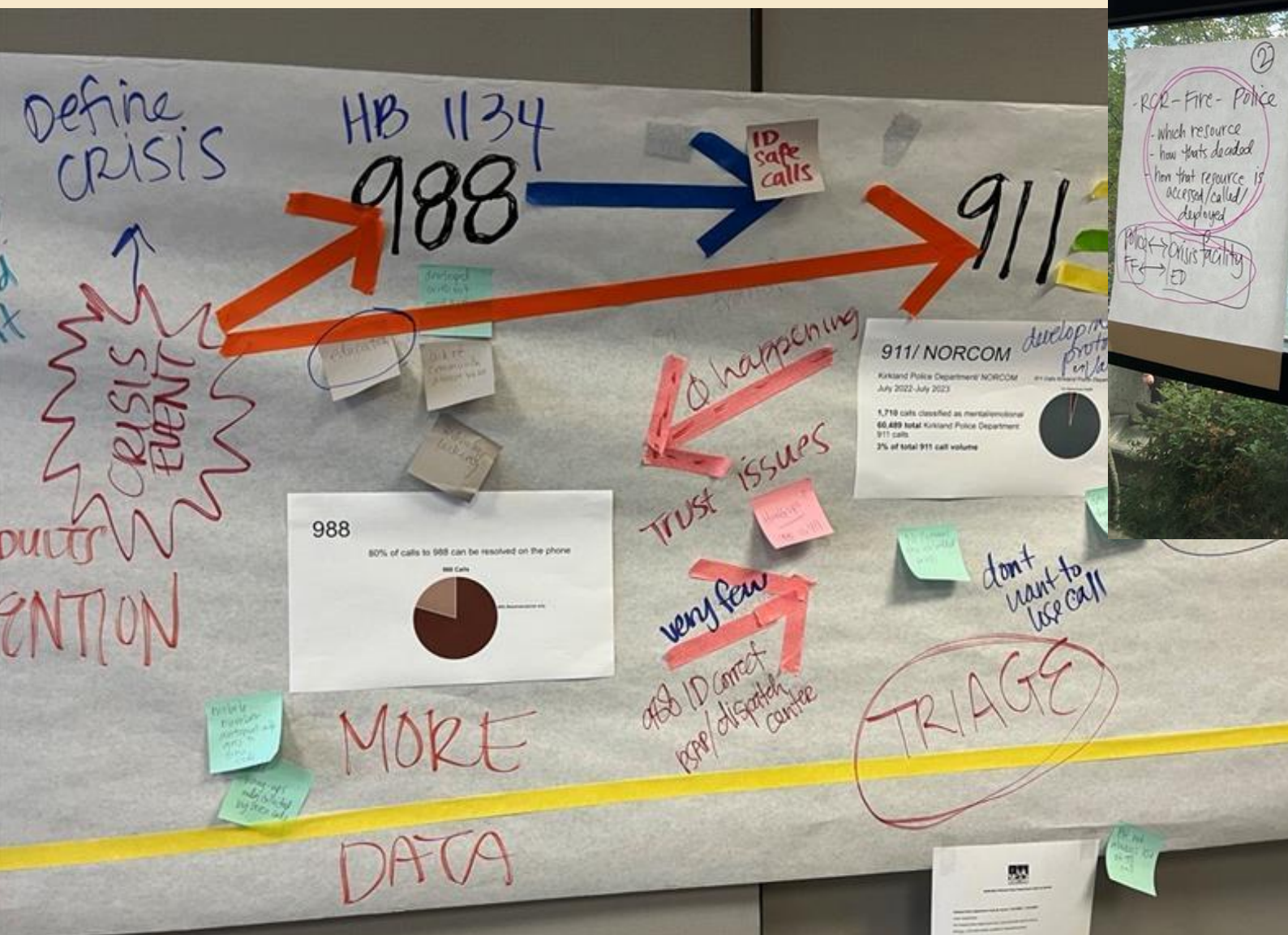
3:00 - 4:00 PM

Via Zoom

Meeting ID: 832 6240 0228

Passcode: 054790





911/NORCOM

Kirkland Police Department NORCOM

July 2022-July 2023

1,718 calls classified as mental/emotional

66,489 total Kirkland Police Department 911 calls

3% of total 911 call volume

②

ROR - Fire - Police

- which resource
- how parts decided
- how that resource is accessed/called/deployed

Police → Crisis facility

Fire → ED

③

ED ↔ Crisis facility

- officer → crisis facility
- police invol

Transportation between facilities

- Socializing with first responders
- understanding of the systems so they can educate trust in RCP staff
- MHP Safety + training

SYSTEM ① CONNECTION

- crisis MH → outpatient + in-home
- 911 → 988
- public awareness
- community awareness
- First responders
- educational

when to deploy MHP only

triage tool

Data defining problem and measuring success

when/what for RCP, how

- 911
- officer


all direct dispatch RCP equity

# 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

**Wellness Recovery Action Plan (WRAP)**

**Traffic Light**

WRAP® is a mental health recovery education curriculum authored by Mary Ellen Copeland. This “Traffic Light” handout was created as a visual illustration of Action Planning during different stages of health. Please visit [www.mentalhealthrecovery.com](http://www.mentalhealthrecovery.com) to learn more about WRAP®.

**Me Well**

Daily Maintenance Plan:

Triggers & Action Plan:

Triggers & Action Plan:

Care Plan for \_\_\_\_\_

My Dream

What I will need to get there

- 1.
- 2.
- 3.

What I can do today

- 1.
- 2.
- 3.

My helpers (include contact information when possible)

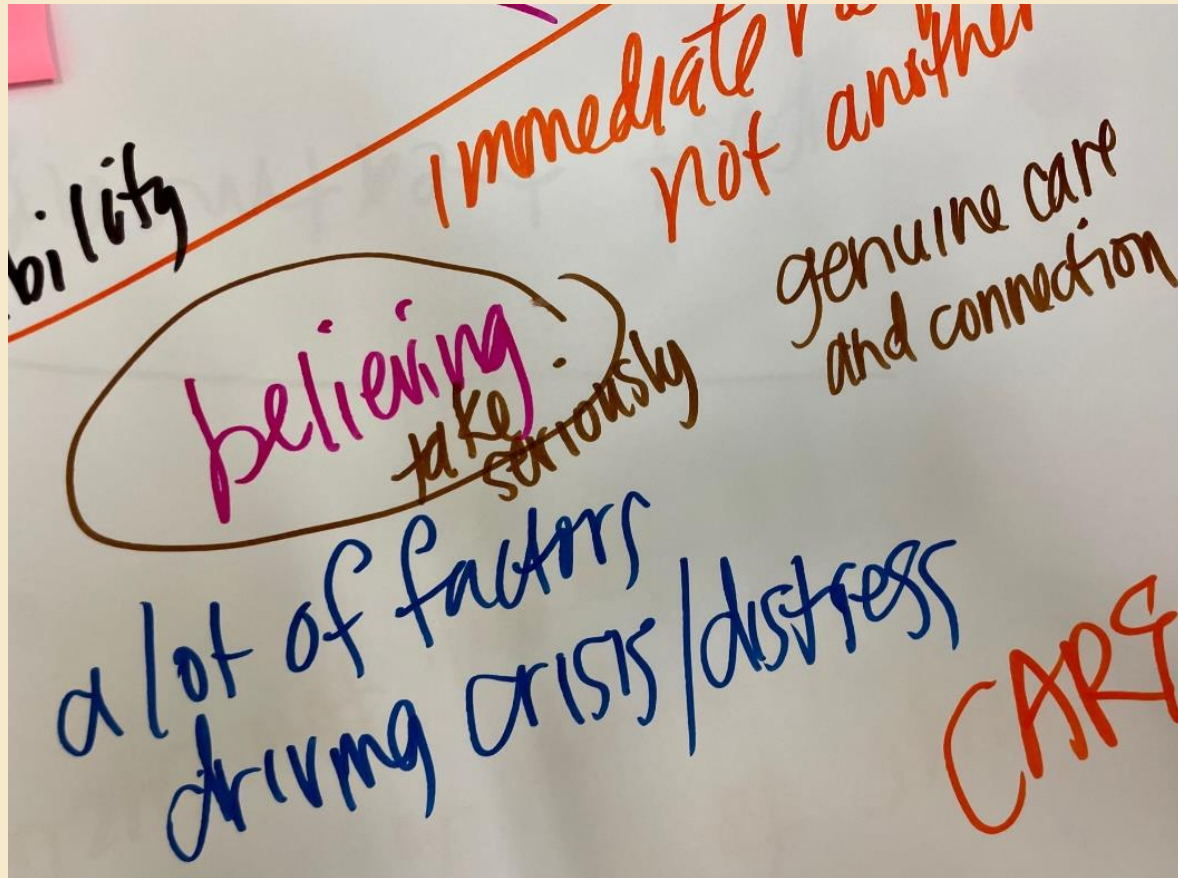


# Staff and responder education and training

- Videos
- Panels
- Training sessions with stories



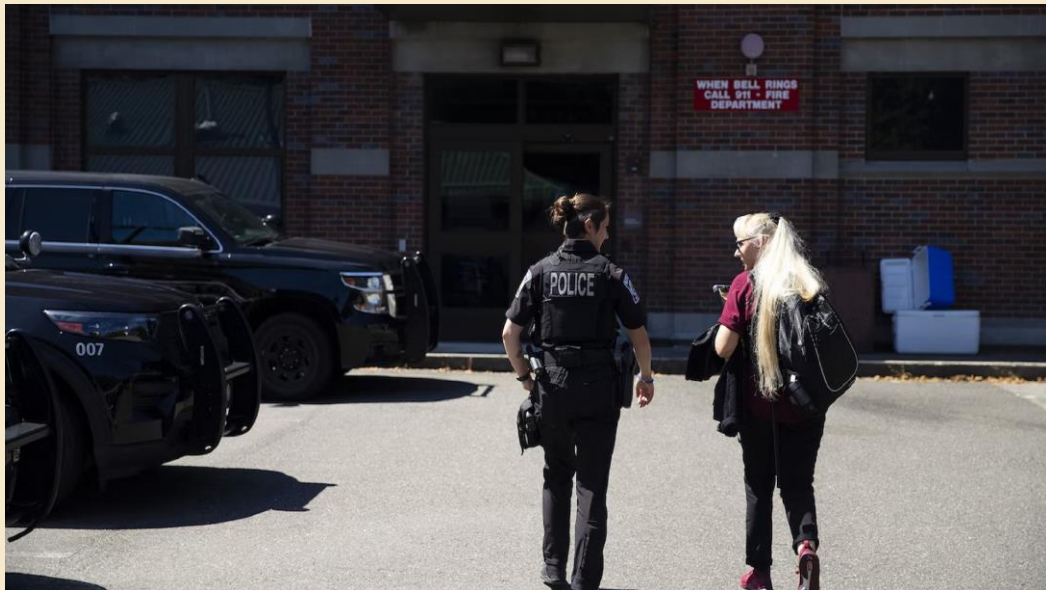
# Hiring the right people



- 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

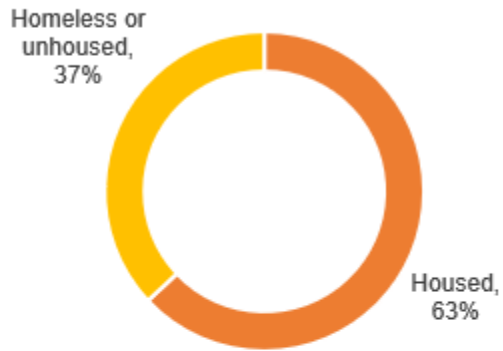




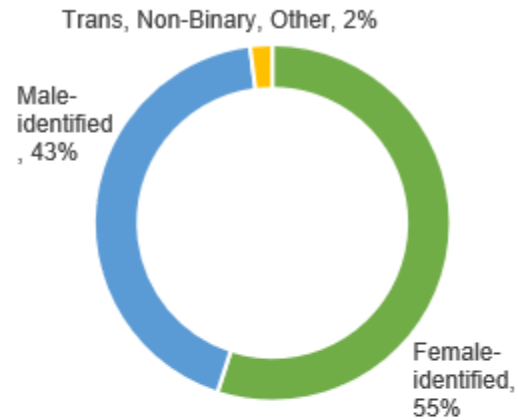
# Data dashboards

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

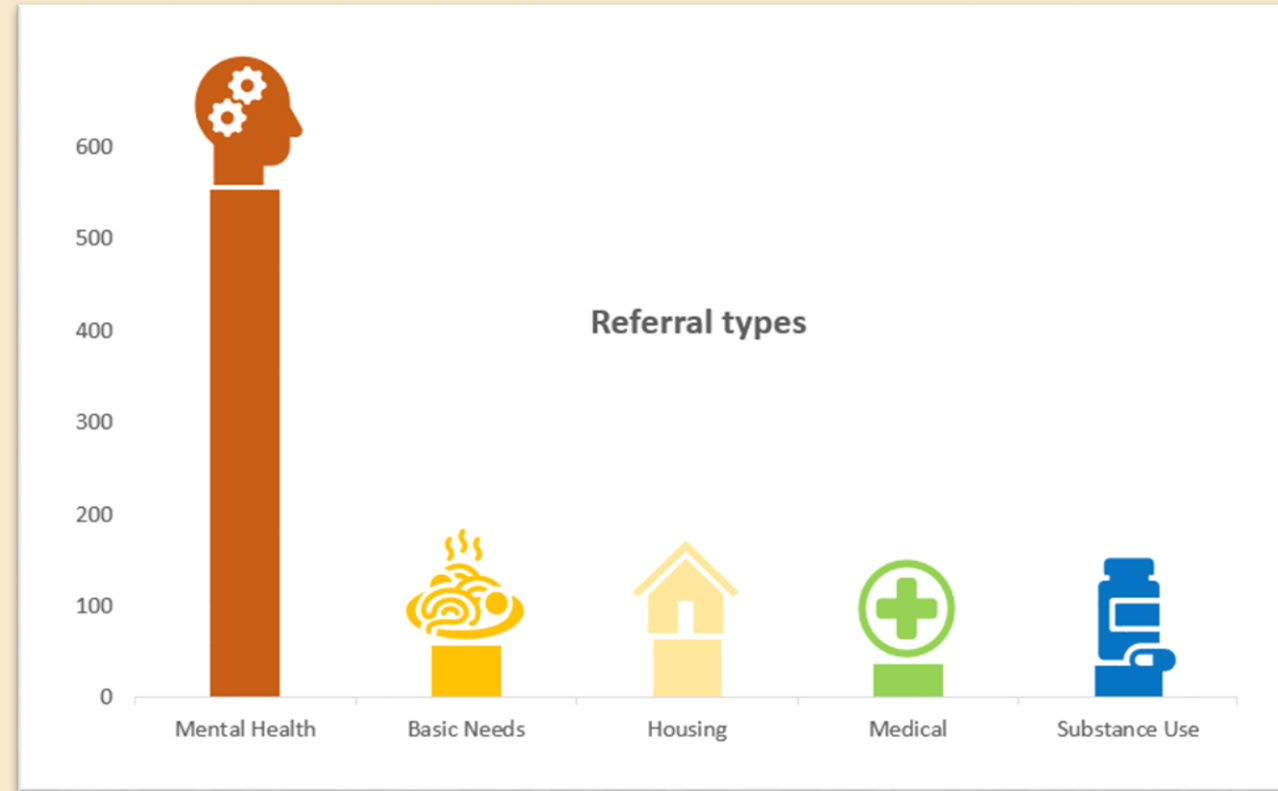
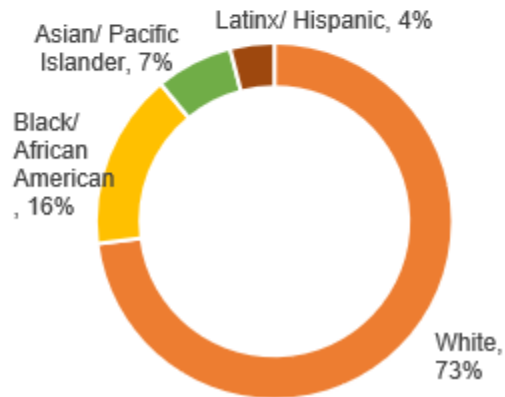
Homelessness Status (n=223)



Gender Identity (n=438)



Race (n= 211)



# Program design

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



REGIONAL CRISIS RESPONSE AGENCY  
INTERLOCAL AGREEMENT

THIS INTERLOCAL AGREEMENT (this "Agreement"), is entered into by and among the Cities of Bothell, Kenmore, Kirkland, Lake Forest Park and Shoreline (the "Formation Principals") pursuant to the Interlocal Cooperation Act, chapter 39.34 of the Revised Code of Washington ("RCW"), for the purpose of establishing the "Regional Crisis Response Agency" (the "Agency" or "RCR") as a separate, independent governmental administrative agency, which shall be organized under Washington law as a non-profit corporation under chapter 24.06 RCW. This Agreement is dated as of the Effective Date (as defined in Section 34 below).

RECITALS

WHEREAS, the Formation Principals are committed to improving outcomes and services to community members experiencing crisis through a variety of programs and finding ways to reduce the potential of use of force by law enforcement; and

WHEREAS, the Formation Principals have been members of the North Sound RADAR Navigators, a grant-funded regional "co-response" pilot program (the "RADAR

Misc. transportation	Parking, lyit, etc.	\$	500	\$	
<b>Subtotal</b>		<b>\$</b>	<b>24,740</b>	<b>\$</b>	<b>63</b>
<b>Miscellaneous</b>					
Recovery support items/ Engagement items	Gift cards for food, tracphones, motel vouchers, etc.	\$	10,000	\$	11
Additional Insurance	Misc. Professional Liability Insurance	\$	9,600	\$	1
General Insurance Coverage	WCIA coverage	\$	5,200	\$	5
Information/ Media	Marketing materials, hand-outs, etc.	\$	3,000	\$	
Facility Charge	Charge for Office Space	\$	30,278	\$	22

# 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

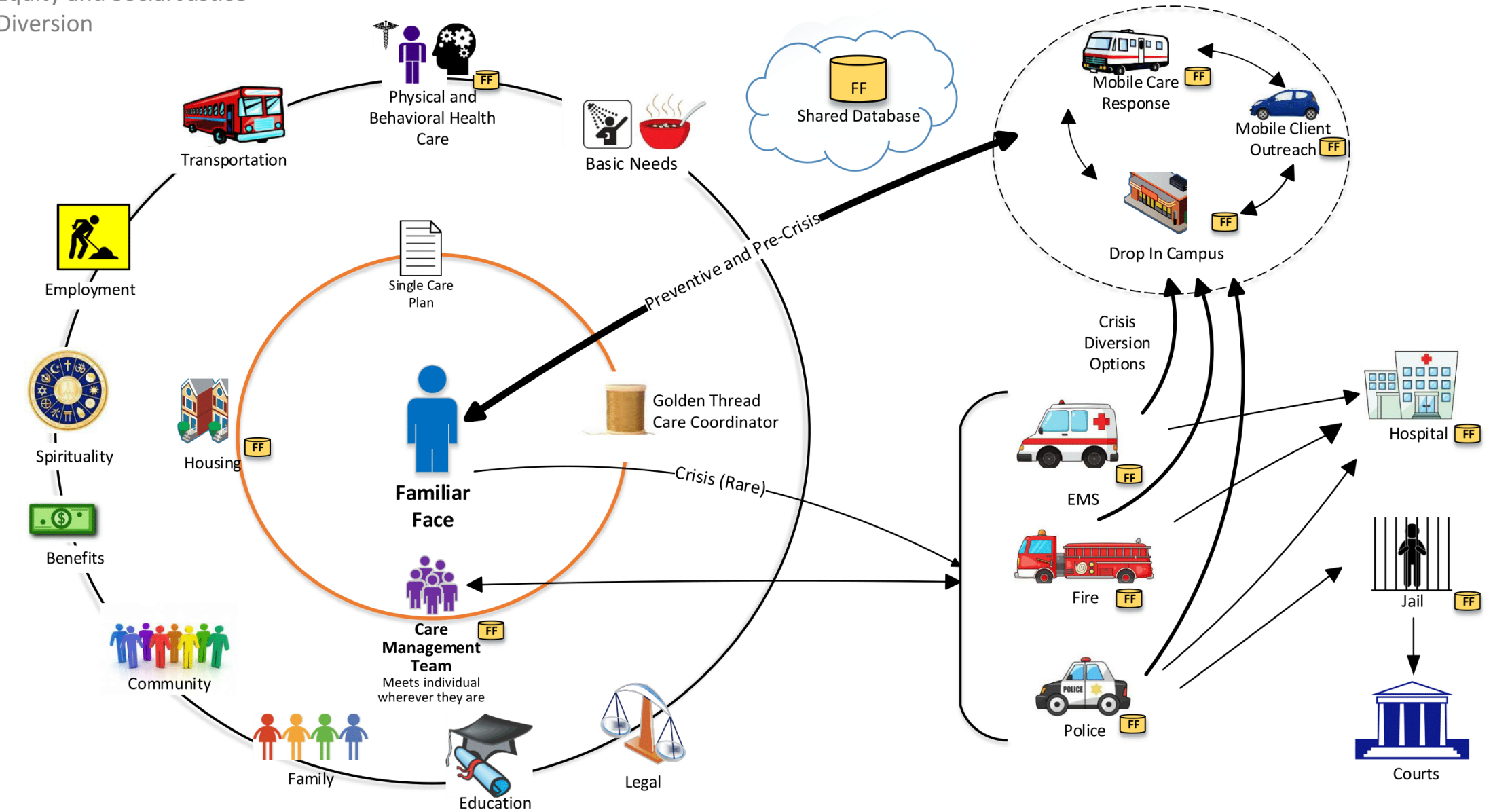
The Familiar Faces Initiative centers the experience and wisdom of people who have direct experience with the systems we work to transform. The Familiar Faces Initiative relies on the advice of its Advisory Board, made up of people with lived experience in the criminal justice system to help set the agenda and identify appropriate solutions. Their input helps shape Familiar Faces strategies and participate in broader system transformation efforts.



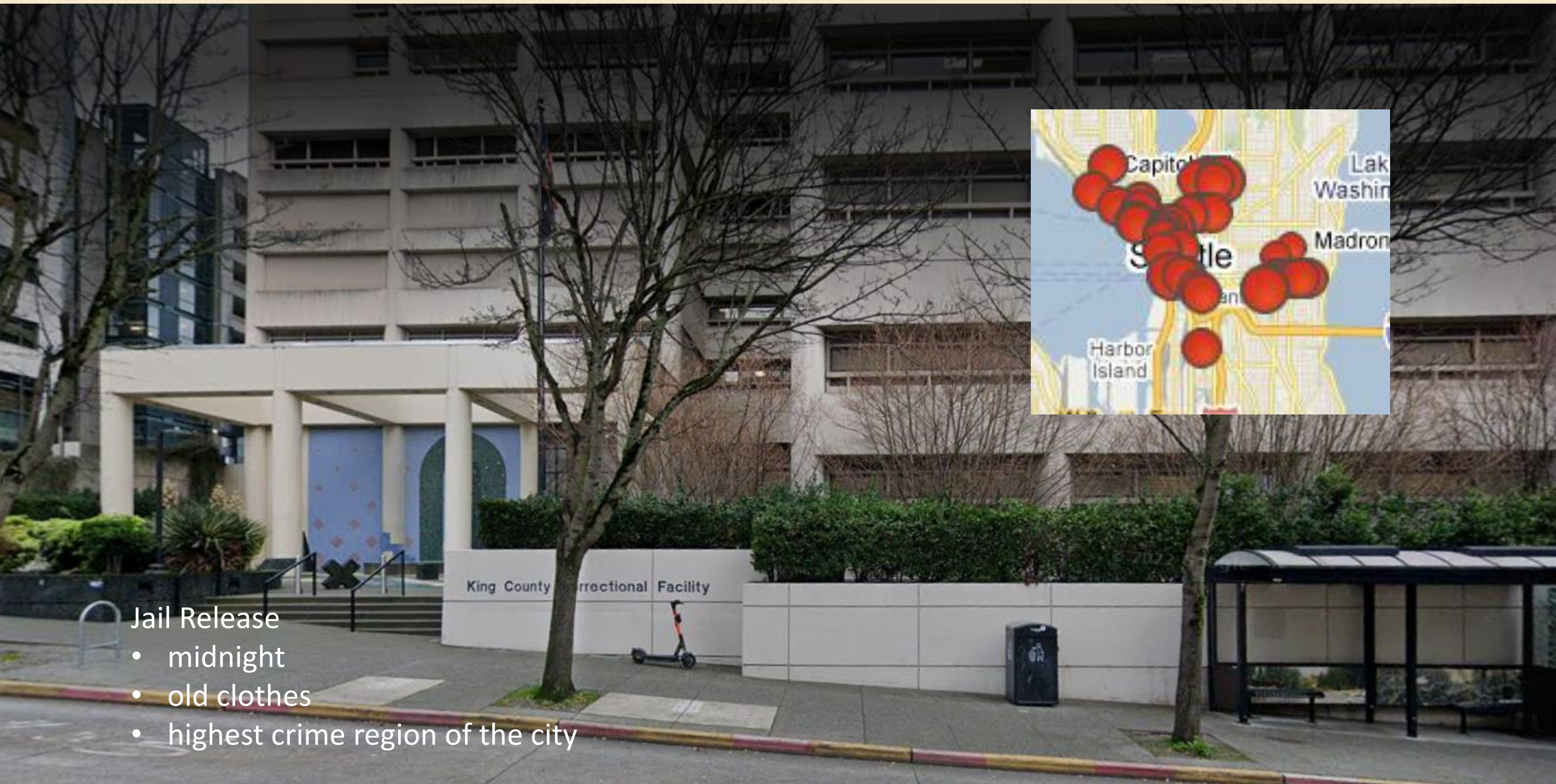


Core Values:  
Equity and Social Justice  
Diversion

# Familiar Faces Future State Vision v.1.7



— Person Centered — Motivational Interviewing Methods — Trauma Informed — Harm Reduction — Evidence Based — Irrelevant of Payor



Jail Release

- midnight
- old clothes
- highest crime region of the city



# Sidney Wilson House

