

Lived and Living Experience in Governance Resource Webinar

March 21, 2024

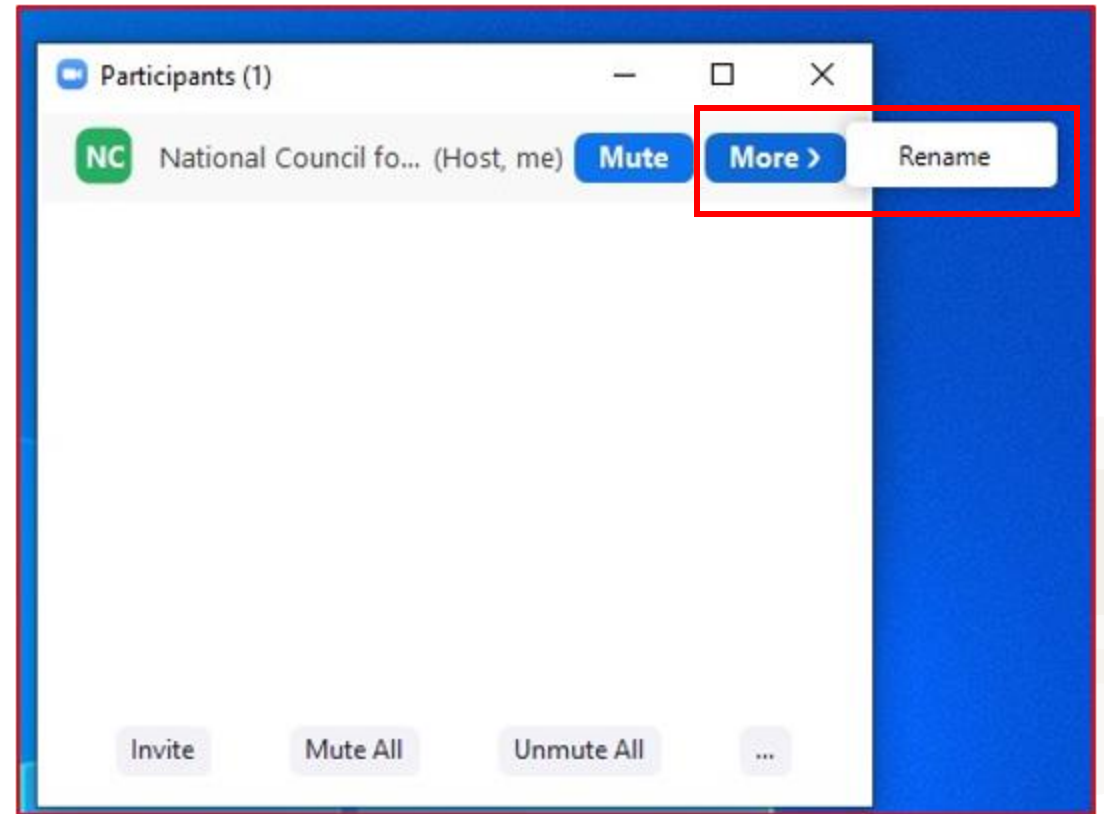
CCBHC-E National Training and Technical Assistance Center

Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing

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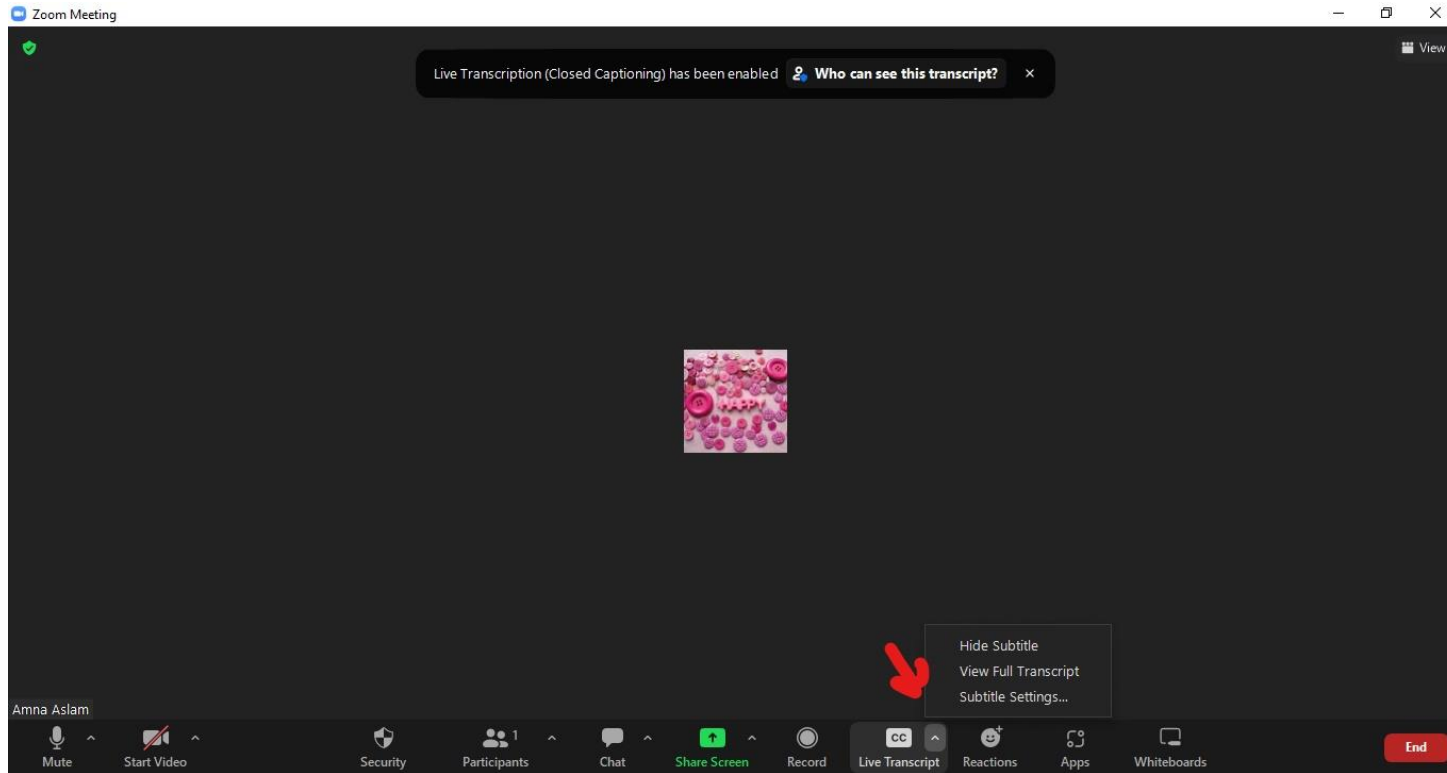
- Please rename yourself so your name includes your organization.
- *For example:*
 - **D'ara Lemon, National Council**
- *To rename yourself:*
 - Click on the **Participants** icon at the bottom of the screen
 - Find your name and hover your mouse over it
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- If you are having any issues, please send a Zoom chat message to **D'ara Lemon, National Council**



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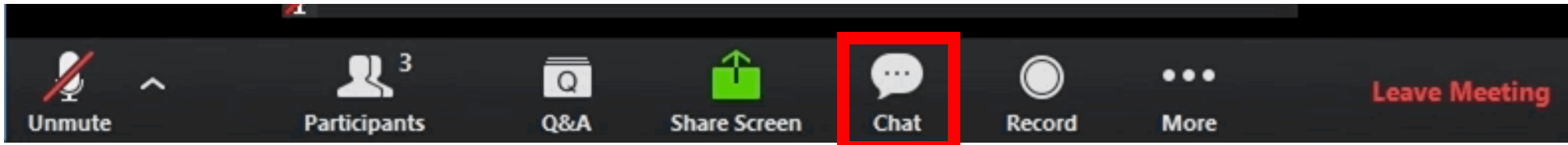


How to Enable Closed Captions (Live Transcript)



Next to “Live Transcript,” click the arrow button for options on closed captioning and live transcript.

How to Ask a Question



Please share questions throughout today's session using the **Chat Feature** on your Zoom toolbar. We'll answer as many questions as we can throughout today's session.

Today's Agenda

1

• Lived and Living Experience Resource Overview and Purpose

2

• Governance Requirements and Strategies for Success

3

• Case Study: CNS Healthcare

4

• Q&A

Learning Objectives

- Understand the CCBHC requirements for meaningful participation of individuals with lived and living experience in governance
- Identify the importance of centering voices of lived and living experience within CCBHCs
- Identify strategies for developing effective governance/advisory boards



Your Learning Community NTTAC Team



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Today's Presenters



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Poll

Our CCBHC's governance structure is:

- Established governance board with representation of people with lived/living experience that is meaningful and engaging
- Established advisory board for representation of people with lived/living experience that is meaningful and engaging
- Have the structures in place but are still trying to figure out how to make this work best
- Haven't successfully established these structures yet
- Not even sure where to start



Background Context

- The purpose
- The need
- The development process



Sometimes we learn the most from our mistakes....



Governance Requirements:

CCBHC governance must be informed by representatives of the individuals being served by the CCBHC in terms of demographic factors such as geographic area, race, ethnicity, sex, gender identity, disability, age, sexual orientation and in terms of health and behavioral health needs.

The CCBHC will incorporate meaningful participation from individuals with lived experience of mental and/or substance use disorders and their families, including youth.

This participation is designed to assure that the perspectives of people receiving services, families and people with lived experience of mental health and substance use conditions are integrated in leadership and decision-making.

Meaningful participation means involving a substantial number of people with lived experience and family members of people receiving services or individuals with lived experience in developing initiatives; identifying community needs, goals and objectives; providing input on service development and CQI processes; and budget development and fiscal decision making.

<https://www.samhsa.gov/sites/default/files/ccbhc-criteria-2023.pdf>

Two Options:

The CCBHC Certification Criteria outlines two options for CCBHCs to meet the requirement. Option 2 of the criteria exists because not all CCBHCs have the latitude to choose their own board members.

Option 1: At least 51% of the CCBHC governing board comprises individuals with lived experience of mental and/or substance use disorders and families.

Option 2: Other means are established to demonstrate meaningful participation in board governance involving people with lived experience, such as creating an advisory committee that reports to the board. The CCBHC provides staff support to the individuals involved in any alternate approach that is equivalent to the support given to the governing board.

- Under option 2, individuals with lived experience of mental and/or substance use disorders and family members of people receiving services must have representation in governance that assures input into: 1) identifying community needs and goals and objectives of the CCBHC; 2) service development, quality improvement and the activities of the CCBHC; 3) fiscal and budgetary decisions; and 4) governance (human resource planning, leadership recruitment and selection).

<https://www.samhsa.gov/sites/default/files/ccbhc-criteria-2023.pdf>

Take a pause to consider why?



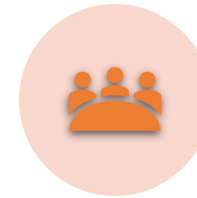
Strategies for Success: Membership and Recruitment



Clear purpose and grounding by laws



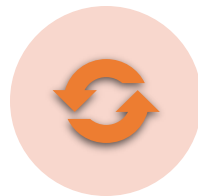
Clear recruitment pitch



Ensure members are committed to the mission



Be creative in outreach



Have alternates



Strategies for Success: Engagement



Provide orientation and training



Establish mentorship or buddy programs



Establish clear structures and processes



Include and elevate all voices



Create a feedback loop



Strategies for Success: Accessibility

1

Consider time
and location

2

Consider cost
and coverage
needs

3

Offer childcare or
other supports to
remove barriers
to participation

4

Offer food and
drink

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Case Study: *The Wisdom of Experience*

Malkia Newman
CNS Healthcare

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Questions?



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Resources

- [Meaningful Representation of Lived and Living Experience in Governance Toolkit](#)
- [A Vision for the Future of Community Behavioral Healthcare](#)
- [Lived and Living Experience Advisory Council Recommendations Document](#)

CCBHC-Expansion Grantee National Training and Technical Assistance Center

We offer CCBHC grantees...



Virtual Learning Communities, Webinars and Office Hours

Regular monthly offerings that are determined based on grantees expressed needs.



Opportunities for Collaboration with Other Grantees

Monthly Peer Cohort Calls for CCBHC Program Directors, Executives, Evaluators and Medical Directors.



Direct Consultation

Request individual support through our website requesting system and receive 1:1 consultation.



On-demand Resource Library

Includes toolkits, guidance documents, and on-demand learning modules.



Access our website to register for upcoming events, submit a consultation request or scan our on-demand resource library:
<https://www.thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/>

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ABOUT US RESOURCES TRAINING & EVENTS REQUEST TRAINING/ASSISTANCE

About the CCBHC-E National Training and Technical Assistance Center

The Certified Community Behavioral Health Clinic Expansion Grantee National Training and Technical Assistance Center (CCBHC-E National TTA Center) is committed to advancing the CCBHC model by providing Substance Abuse and Mental Health Services Administration (SAMHSA) CCBHC Expansion Grantees (CCBHC-E grantees) training and technical assistance related to certification, sustainability and the implementation of processes that support access to care and evidence-based practices.

Learn More

Questions or Looking for Support?



Visit our website and complete the [CCBHC-E NTTAC Request Form](#)

Slides, recordings and session resources will be available approximately 2 days following session



thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/request-training-assistance/

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