Integrating Authentic Peer Voice Into Organizational Culture

Series on Establishing Strong Peer Support Programs and Practices in CCBHCs

Session 4
March 14, 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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Logistics

- 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
  - Click **Rename**

- If you are having any issues, please send a Zoom chat message to **D'ara Lemon, National Council**
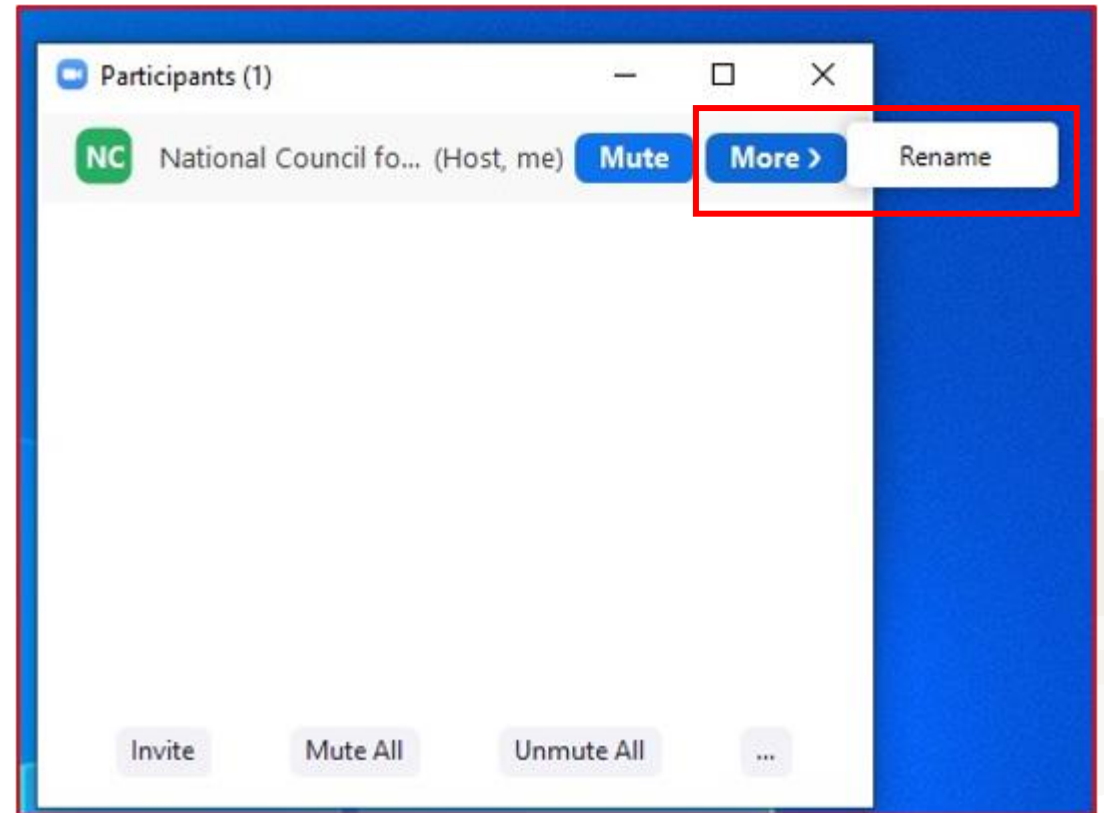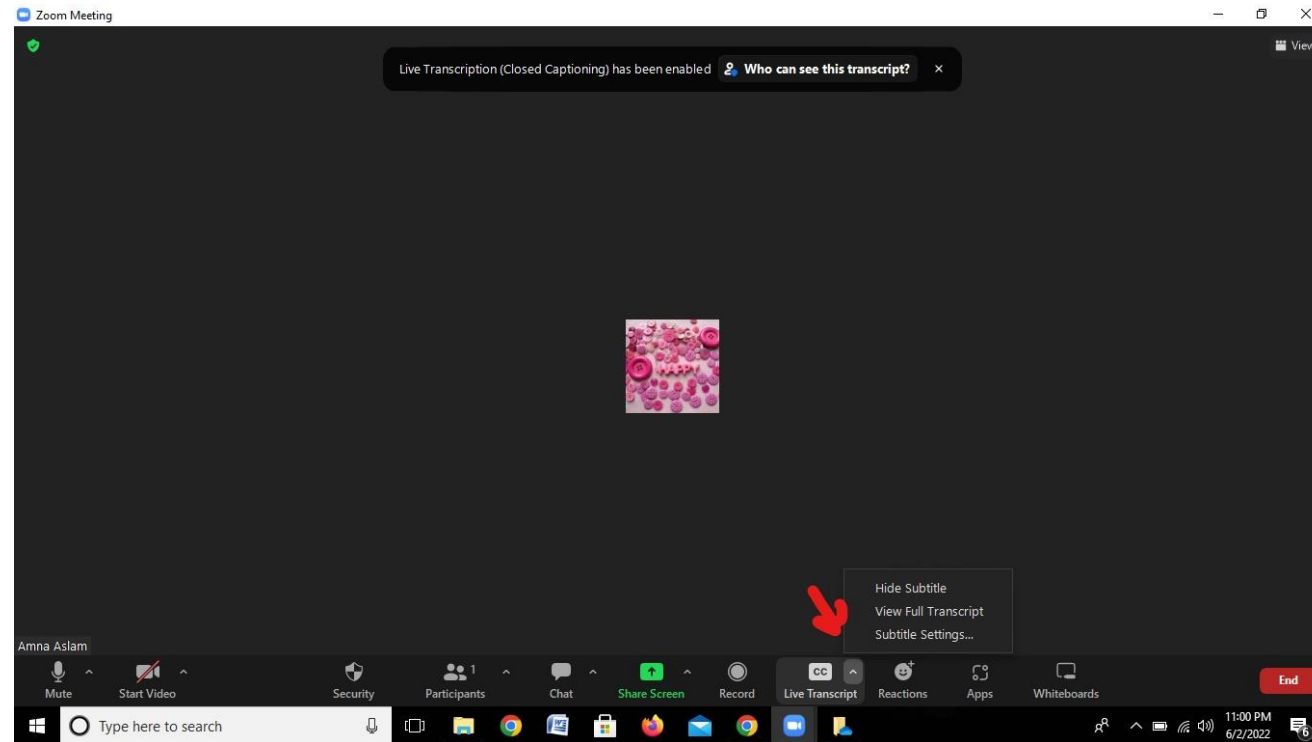
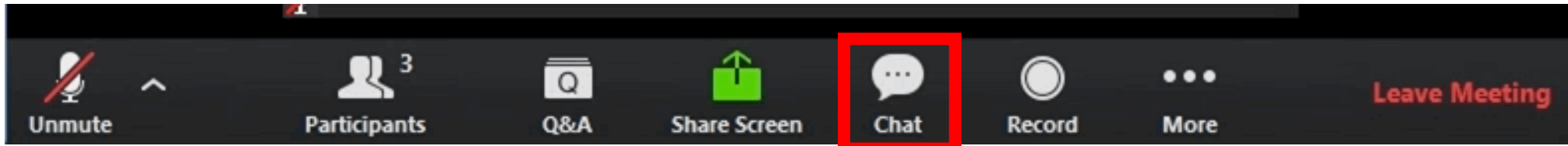# How to Enable Closed Captions (Live Transcript)

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.

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Agenda

- Defining Peer Voice

- Creating a Culture Inclusive of Peer Voice

- Overcoming Challenges

- Positive Outcomes

- Case Study

- Q & A

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Learning Objectives

- Understanding peer voice

- Integrating peer voice into organizational culture

- Benefits of incorporating peer voice

- Understanding challenges to incorporating peer voice

- Positive outcomes associated with incorporating peer voice

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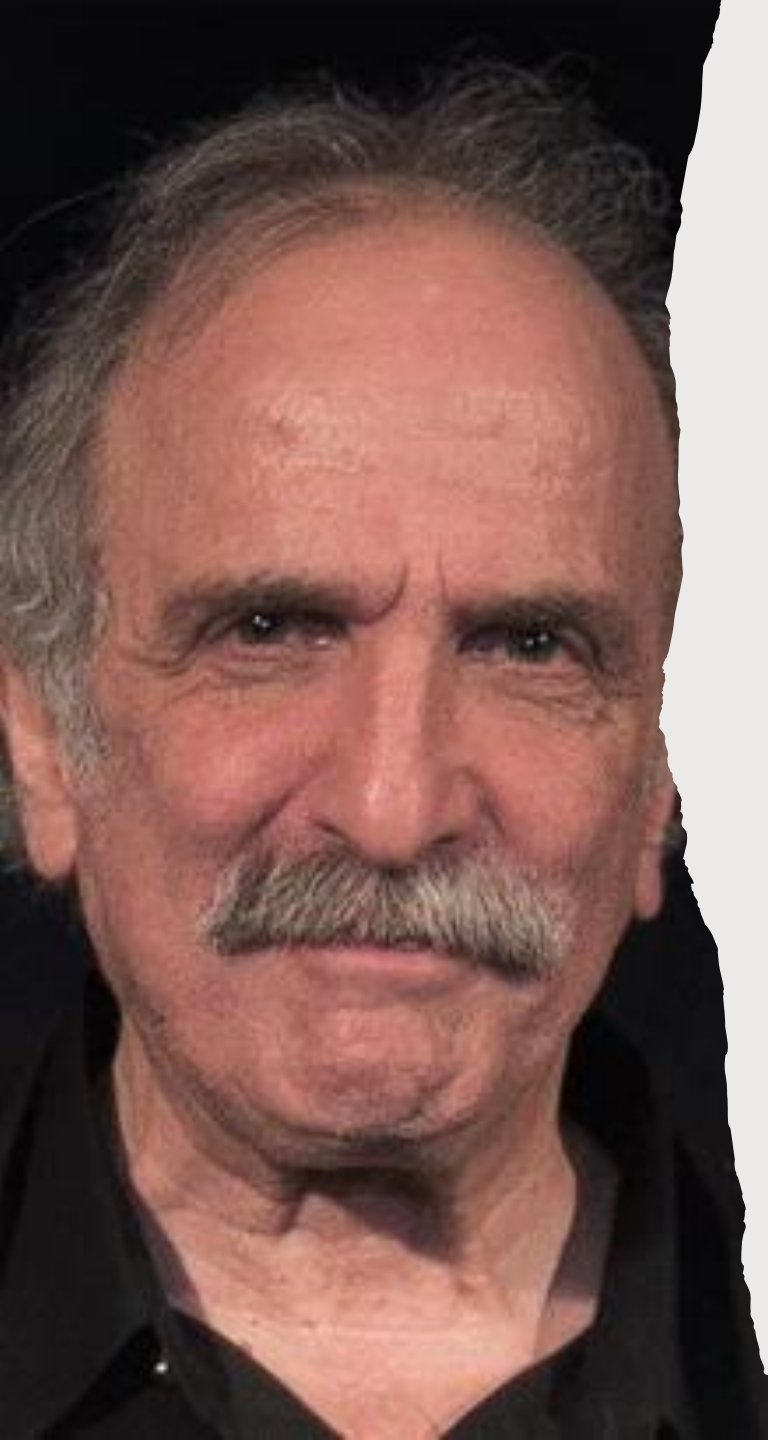
Introductions

Shannon Higbee, CEO

Recovery Options Made Easy

Harvey Rosenthal, CEO

Alliance for Rights and Recovery

Definition Of Peer Voice

Peer voice refers to the unique insights, perspectives, and narratives shared by those who have personally faced similar challenges or circumstances. It emphasizes the value of learning from individuals who have firsthand experience in a particular area, such as mental health, addiction, or other life situations. Peer voice promotes understanding, empathy, and support within communities who have shared experiences.

Peer Voice vs. Expert Opinion

"…there is growing recognition of the value of persons with lived experience as agents of change through contributing their unique expertise, in-depth knowledge of navigating systems, first-hand experience of segregation and discrimination, and their ability to provide high-level and practical solutions. This recognition places persons with lived experience as experts by experience and leaders of development and change, through their influence on policy and practice."

Perspectives: involving persons with lived experience of mental health conditions in service delivery, development and leadership, Charlene Sunkel, Claudia Sartor

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Benefits of Incorporating Peer Voice in Decision-Making

Identifying Systems Gaps

Improved Service Access

Improved Service Delivery

Enhanced Outcomes

Increased empathy

Improved problem-solving

Better understanding of end-user needs.

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Poll

- Does your organization currently have people with lived/living experience serving on the Board of Directors?(Yes/No)

- Are individuals with lived living experience serving on other committees/decision-making bodies? (Yes/No)

- Waterfall in chat: What are some examples of groups where staff, participants, or community members with lived/living experience serve in your organization?

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Creating a Culture

Fostering an inclusive and supportive environment at an organizational level

Recognizing the value of lived experience and personal perspectives

Empowering individuals to share their voices without fear of stigma or judgment

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Strategies for Integrating Peer Voice

- Engaging peer representatives in leadership roles
- Including peer representation in governing bodies and other leadership groups
- Establishing peer support programs and networks
- Incorporating peer input in policy development and program planning

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Overcoming Challenges

- Addressing skepticism and resistance to peer voice

- Mitigating potential power imbalances between peers and professionals

- Moving from a "seat at the table" to a voice at the table

- Ensuring confidentiality and privacy when sharing personal experiences

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Poll

In which of the following areas has your organization incorporated peer voice?

- Leadership roles
- Governing Body
- Committee Membership
- Peer Programs/Network
- Policy/Program Development

Waterfall: What challenges has your organization experienced in incorporating peer voice in organizational decision making?

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Impact & Outcomes

Improved decision-making and problem-solving through diverse perspectives

Enhanced organizational culture, employee satisfaction, and morale

Increased relevance and effectiveness of programs and services

Increased trust, credibility, & community engagement

Case Study

An Interview with Malkia Newman

Malkia Newman

Anti-Stigma Team Supervisor

CNS Healthcare

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Upcoming Events

Event Type	Title	Date + Time	Registration Link
Webinar	**Lived and Living Experience in Governance Resource Webinar** The CCBHC-E NTTAC will host the Lived and Living Experience webinar, formally introducing the Meaningful Representation of Lived and Living Experience in Governance toolkit. This webinar will dive into the resource, providing an overview of the CCBHC requirements for meaningful representation of people with lived and living experience	Thursday, March 21st 3:30pm – 4:30pm ET	Register Here

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Monthly Cohort Calls

Monthly cohort calls from the CCBHC-E NTTAC give CCBHC staff members a regular space for sharing with peers, generating solutions and cross-collaboration. Participate as often as you like. Sign up today and share this opportunity with other members of your team!

Event Type	Date + Time	Registration Link
Executives	The **last Friday** of each month from **12:00-1:00pm E.T.**	[Register here](#)
Program Directors	The **first Wednesday** of each month from **12:00-1:00pm E.T.**	[Register here](#)
Evaluators/CQI Leads	The **first Tuesday** of each month from **3:30-4:30 pm E.T.**	[Register here](#)

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Questions or Looking for Support?

Visit our website
and complete the CCBHC-E NTTAC Request Form

Slides, recordings and session resources will be available on our New Grantee Learning Community webpage approximately 2 days following each session

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

Citations

- Substance Abuse and Mental Health Services Administration. Consumer-Operated Services: Getting Started with Evidence-Based Practices. HHS Pub. No. SMA-11-4633, Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services, 2011.

- Sunkel C, Sartor C. Perspectives: involving persons with lived experience of mental health conditions in service delivery, development and leadership. BJPsych Bull. 2022 Jun;46(3):160-164. doi: 10.1192/bjb.2021.51. PMID: 33977895; PMCID: PMC9346508.