

THE VALUE OF THE VOICE



- LINDA KETTERER
- MISSION ACADEMY AND
SAN DIEGO MISSION
ACADEMY
- LKETTERER@SDMISSIONACADEMY.ORG
- 619-510-8439

AGENDA

- What is Lived Experience
- Evolution of the use of Lived Experience
- Scope of Work
- Children's System of Care
- Family Friendly Communication
- The Value



1959

Our stories matter, the
power of sharing our
stories
of resilience help break
down walls, open
doors to service and instill
Hope!

Progression of the Use of Lived Experience

1940's People's Republic of China

- Barefoot doctors
- Helping Villages

Promotora model in Latin America 1960

- Women of the neighborhood
- Insisted Doctors not only help villages, but give other resources

From the Hispanic Promotora to all genders & ethnicities

- 48 states have state certification

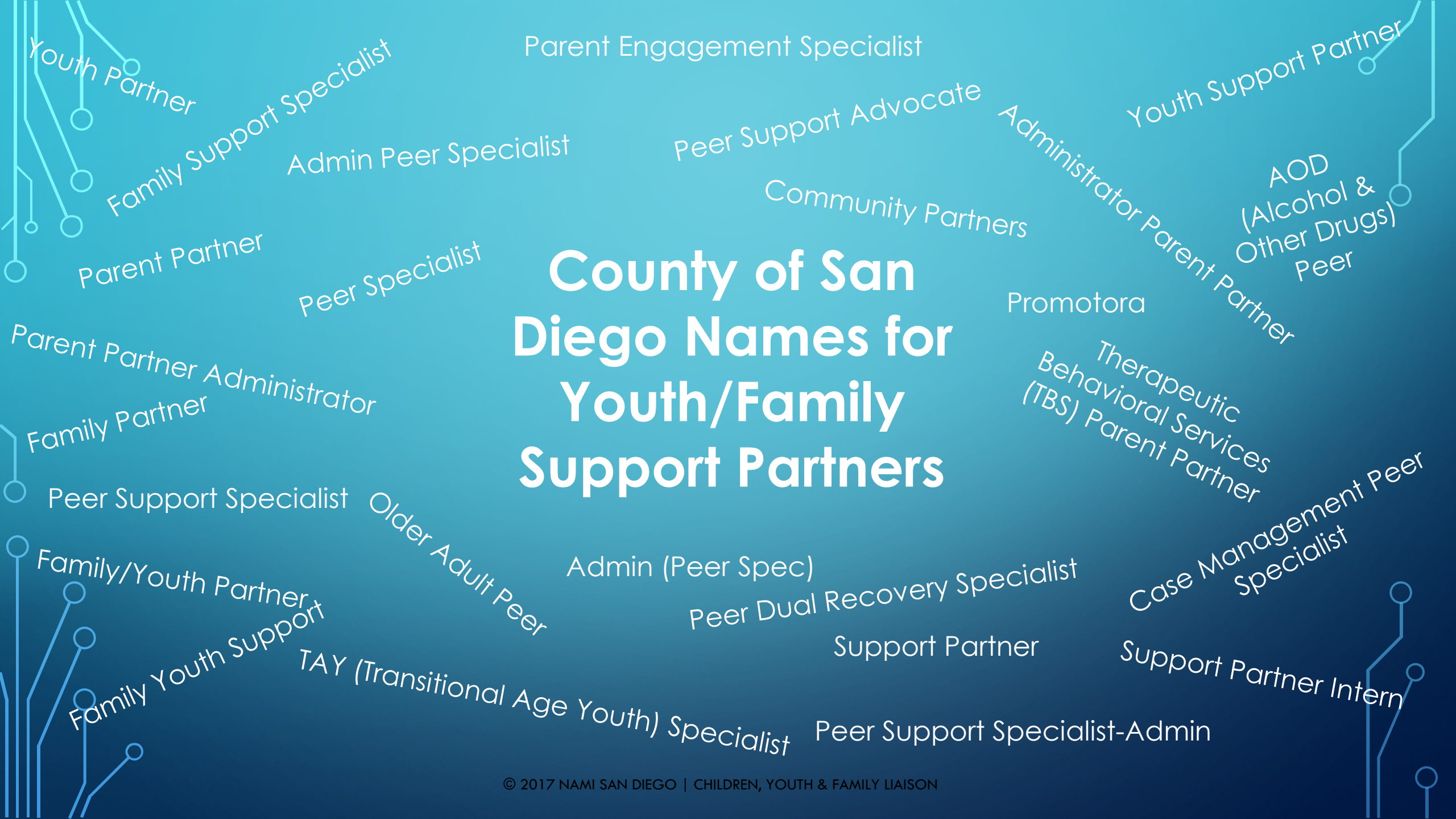
Peer Support grows in United States Mid 60's-70's.

- Ca Legislation just passed, in process of creating Statewide Certification 2021

Children, Youth and Family System of Care

- Family/Youth Partners
- Family Support Partners
- NAMI San Diego Children Youth and Family Liaison

County of San Diego Names for Youth/Family Support Partners



Life Was Good!



YOUTH/FAMILY SUPPORT PARTNER

TYPES OF WORK

- Administrative
- Advocacy & Community Engagement
- Training & Supervision
- Direct Service
- Peer to Peer
- Supporting Positive Outcomes

**Although the Family Support Partner is skilled in many areas,
Family engagement is the core strength of the partner!**

Hoping for a
way out...but
not knowing
how!



REVIEW OF CHILDREN, YOUTH & FAMILY BEHAVIORAL HEALTH SYSTEM OF CARE (CYFBHSOC)

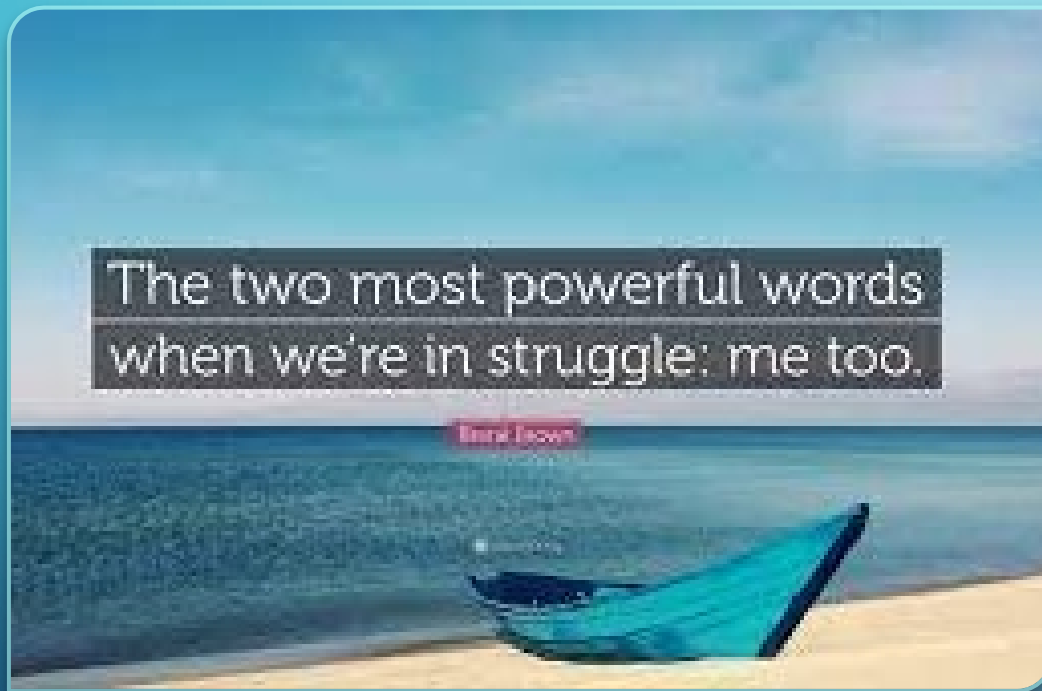
- 1995 Created by community stake holders
- Created Vision and Mission Statements
- 2004 Children's Mental Health Services System of Care Council (4 Sectors)
- 2010 Incorporate *Live Well San Diego* into Principles
- Children Youth & Family Behavioral Health System of Care
- Organizational providers serving children/youth & complex needs
- Uninsured & underinsured families
- Comprehensive Continuous Integrated System of Care for
- Co-Occurring Disorders
- 2016 Trauma Informed
- The use of Youth/Family Support partners ?

COMMUNICATION USING FAMILY FRIENDLY LANGUAGE

- Lens of *lived experience*
- Culturally competent (Curious)
- Focus on the assets of families
- Free exchange of information
- Feedback
- Reduce stigma
- Collaborative partnership



THE VALUE OF THE VOICE



- Breaking stigmas
- Encouraging families to take advantage of The System of Care
- Knowing you are not alone
- Changing perspectives

Thank you for being so brave and sharing your life experiences with all of us, I must say it was life changing. The passion and dedication you both express in the work you do is beyond admirable. Something I will hold dear to my heart is that one is not a bad person, they are just a person with a bad experience.

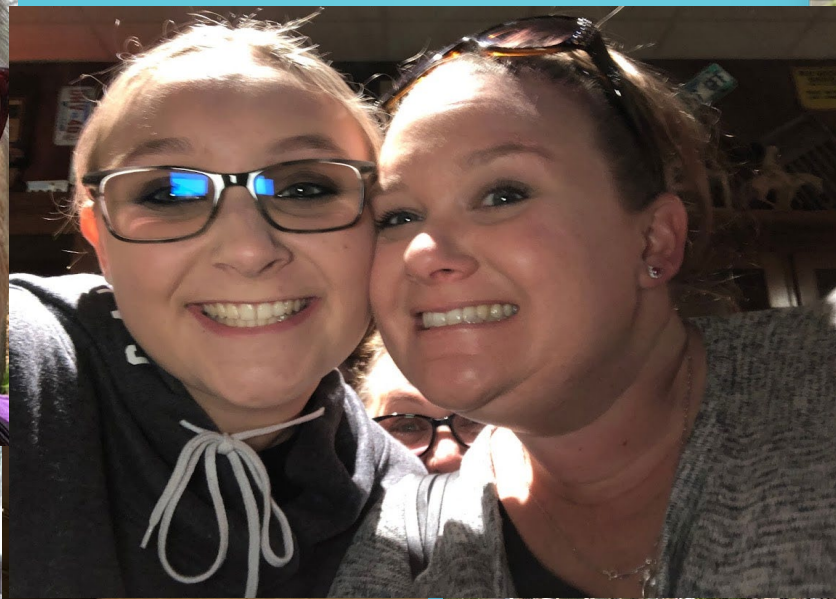
Your presentation made me do a lot of self-reflection.... I realize now that traumatic events may affect everyone differently so if I do not think something is a big deal to me, it might have a huge impact on another person.



SOMETIMES IT'S NOT
EASY TO SHARE...TAKE
TIME TO REMEMBER
YOUR "WHY".



My Why!





- <https://www.youtube.com/watch?app=desktop&v=VscNUvRVuE4>