



**LIVED EXPERIENCE 2.0**  
**PEER & FAMILY ACTION SUMMIT**

**Thursday, October 26, 2017**

**Crowne Plaza - Foster City Hotel**  
**1221 Chess Drive**  
**Foster City, CA 94404**

# Welcome Friends.

We'd like to personally welcome each of you to the *Lived Experience 2.0: Peer and Family Action Summit!* It's an exciting time for San Mateo Behavioral Health and Recovery Services as we continue to grow and adapt, change and innovate.

In partnership with BHRS Office of Consumer and Family Affairs and Office of Diversity and Equity, this Summit is a culmination of the collaborative efforts of several community partners: the Peer Recovery Collaborative (California Clubhouse, Heart and Soul, Inc. and Voices of Recovery), National Alliance on Mental Illness (NAMI) of San Mateo County (SMC) and the Peninsula Conflict Resolution Center. As individuals with lived mental health and substance use experience, family member leaders, peers working in the system, and allied behavioral health services providers, today we come together to help define the role that consumer and family members will play in the delivery of whole person-centered care.

Here's to a wonderful and productive community building day!

Conference Leadership Team

## A SPECIAL THANK YOU

The Peer Recovery Collaborative (California Clubhouse, Heart & Soul, Voices of Recovery), BHRS Office of Diversity and Equity, BHRS Office of Consumer and Family Affairs and NAMI San Mateo County, would like to thank retired BHRS director Steve Kaplan for all he has accomplished over the past twelve years, for mental health and recovery services in San Mateo County. His vision and leadership has helped to make our County a leading example in the mental health field.

We appreciate his nearly 40 years' experience, and it is with great pride that we honor the efforts and skills he used to help improve the lives of the residents of San Mateo County. This is exemplified by his focus on building a multi-cultural, diverse and collaborative community while always thriving to introduce current best practices in mental health and substance abuse services. Through his vision and leadership, he helped us dream of a better future for those who receive our services and for ourselves.



*Thank you, Steve, for all of your service to support a recovery orientated culture, and making it look easy when we all know that it was anything but!*

## LIVED EXPERIENCE 2.0 Peer and Family Action Summit

|         |  |
|---------|--|
| 8:00am  | <b>Registration &amp; Continental Breakfast</b> . . . . . Alex/Balboa Foyer  |
| 9:00am  | <b>Welcome</b><br>Supervisor Dave Pine, District 1<br>Louise Rogers, MPA, Chief, Health System<br>Steve Kaplan, LCSW, BHRS Director (Retired)<br>David Young, Ph.D., BHRS Director   |
| 9:30am  | <b>Key Note</b> . . . . . Balboa<br>Oryx Cohen, M.P.A  |
| 10:15am | <b>Break</b>   |
| 10:30am | <b>Workshop Session 1</b> <ul style="list-style-type: none"> <li style="margin-bottom: 10px;"> <p>• <b>ADVOCACY: The Way to Consumer Leadership and Voice</b> . . . . . Alexandria I</p> <p>This workshop will describe how consumer advocacy through the last 40 years has led to strong consumer leadership and activism today, as exemplified by the Pool of Consumer Champions (POCC) in Alameda County. The workshop will show how advocacy has led the behavioral health system from one that was based on chronicity and custodial care and the exclusion of consumers from decision making to one that is based on recovery and the meaningful inclusion of consumers in very level of decision making.</p> </li> <li style="margin-bottom: 10px;"> <p>• <b>CREATING COMMON GROUND: Creating a Recovery-Oriented Culture: Integrating Peer &amp; Family Providers into Clinical Teams</b> . . . . . Alexandria II</p> <p>Peer and Family Providers are an integral part of shifting traditional mental health services to become recovery-oriented. However, often peer and family staff members feel disempowered when working in mental health settings and on clinical teams. Creating a culture of authenticity and exploring common ground are crucial elements to bridging the common peer/clinical provider division that arises on clinical teams. This workshop will explore the implementation of these and other key elements central to effectively integrating peers into the mental health workforce.</p> </li> <li> <p>• <b>WORKFORCE DEVELOPMENT: Making MHSA's vision for stakeholder involvement a reality</b> . . . . . Alexandria III</p> <p>The workshop will provide a general overview of the requirements and intention of the Mental Health Services Act (MHSA) stakeholder process, including how the peer workforce can expand opportunity for systems advocacy within their roles. Participants will have an opportunity to reflect on current stakeholder processes, and identify gaps and opportunities for authentic stakeholder involvement.</p> </li> </ul> |
| 11:15am | <b>Break</b>   |

# LIVED EXPERIENCE 2.0

11:30am

## Workshop Session 2

- **ADVOCACY: Effectively Integrating Family and Peer Voice into BHRS Services and Supports: When Worlds Collide . . . . . Alexandria I**

Members of the Life After Graduation (LAG) peer support network have focused on how to improve and increase the effective impact of family and peers with lived experience on the practices and services of Behavioral Health and Recovery Services.

- **CREATING COMMON GROUND: Self-Care for Peers and Caregivers in Community Service Roles . . . . . Alexandria II**

As people with mental health experiences and caregivers, wellness and self-care are key priorities in our lives. When we're working or volunteering in community service roles, knowing what we need to stay well and being able to advocate for ourselves is even more crucial. This fun and interactive workshop will give participants an opportunity to reflect on their own wellness needs, hear from other peers, and share tools and resources to support their wellness while caring for others. Join us and leave feeling inspired, refreshed, and ready to continue contributing to community wellness!

- **WORKFORCE DEVELOPMENT: Building, Sustaining, and Developing a Vibrant and Empowered Peer Workforce . . . . . Alexandria III**

This presentation is built upon successful projects that engaged, prepared, and developed peers and family members for various workforce positions in public behavioral health care. The presenters created training materials and facilitated the trainings for peers and family members brand new to the sharing their lived experience, and they created new and innovative in- skill and career development training for advanced peer and family providers who already had experience working in public behavioral health. The workshop will address peer and family workforce development along such developmental levels, and will also address how to create effective county or regional programming for peer workforce development.

12:15pm

**Lunch . . . . . Balboa**

1:00pm

**Introduction to Action Plan Sessions . . . . . Balboa**

1:15pm

**Action Plan Sessions . . . . . Alexandria I/II/III**

2:45pm

**Break**

3:00pm

**Wrap Up . . . . . Balboa**  
Report Out, Next Steps, and Evaluations

## SUMMIT GOALS

We are confronting a time of many changes and we're meeting these changes during a time of larger nation-wide and global change. As we chart the path towards improving the role of peers, consumers and family members in the delivery of mental health and substance abuse services over the next 5 years, we help to define our vision of recovery and wellness for San Mateo County.

Today we bring together inspired people to create a plan with goals, objectives and concrete steps to ensure our county remains at the cutting edge of transformation.

The Summit Tracks for today's Conference are:

**Advocacy** – How can consumers and family members inform and help guide the work of BHRS?

**Creating Common Ground** – What are the differences and the similarities between the roles of peers and providers? How can BHRS support peer/provider successful alliances and role transitions?

**Workforce Development** – How can BHRS take better advantage of the values, knowledge and skills that peers can bring to the workforce?

Please note that you will attend your Track's morning workshops and later participate in the same Track's brainstorm and planning session.

## KEY NOTE SPEAKER

9:30am Balboa

Oryx Cohen, M.P.A, Key Note Speaker



A leader in the international mental health consumer/survivor/ex-patient (c/s/x) or mad pride movement, Oryx is the co-founder of Freedom Center, the Pioneer Valley's only independent peer-run support/activist organization. Freedom Center's

purpose is to empower and support people with psychiatric labels while challenging oppressive mental health policies and practices. Oryx serves as adjunct faculty in the Westfield State College Psychology Department.

Serving as Chief Operating Officer of the National Empowerment Center (NEC), Oryx is dedicated to transforming the mental health systems in states that have an underdeveloped consumer/survivor voice. In addition to organizing the national Alternatives Conference every three

years and other responsibilities, he assists states to become peer-driven and recovery-oriented.

Prior to joining NEC, Oryx was Co-Director of the Western Massachusetts Recovery Learning Community. There, he helped to spearhead an innovative peer-run approach focusing on recovery, healing, and community.

As the Co-Producer and a subject in an award-winning documentary called HEALING VOICES (released 2016 and screened in over 500 communities in over 15 different countries), Oryx serves on several boards and committees internationally, nationally and regionally, including the Hearing Voices Network USA. He speaks and conducts trainings nationally and internationally on such topics as Hearing Voices, Trauma, and Recovery. Oryx is a lead trainer for Emotional CPR, and has conducted over 20 Emotional CPR trainings around the world. Directing its Oral History Project, Oryx volunteered for several years with MindFreedom International, which involved collecting and documenting c/s/x stories of abuse, empowerment, and healing in the mental health system.

### WORKSHOPS

#### CREATING COMMON GROUND

10:30am Alexandria II

##### Creating a Recovery-Oriented Culture: Integrating Peer & Family Providers into Clinical Teams



**Dina Tyler** is a psychiatric survivor, trainer, advocate and peer supporter. She is the Director of the Bay Area Mandala Project, a group bringing together alternative healing communities to support the transformational and spiritual aspects

of extreme states of consciousness. She has seven years' experience in community mental health working in early psychosis and bipolar intervention programs around the Bay Area, where she trained and supervised peers and family supporters, trained clinical staff on recovery-based language and approaches, and brought compassionate alternative approaches through direct peer support and mentorship. She is a Co-Founder and Board Member of Bay Area Hearing Voices, and a facilitator of the Voices, Visions, and Different Realities Support group in San Francisco, California. She was awarded the prestigious Peer Specialist of the Year by the National Council for Behavioral Health in 2015 for her work with young adults recently diagnosed with Schizophrenia.

11:30am Alexandria II

##### Self-Care for Peers and Caregivers in Community Service Roles



**Shawna Leona Sanchagrin** is eternally grateful she found the recovery movement and peer support. She has a background in supporting women and transgender people in prisons and is a graduate of the Best Now Peer Specialist Training. Since

2014 Shawna been employed with **Alameda County Network of Mental Health Clients**, a peer-run mental health organization founded in 1989.



**Katrina Killian, ACNMHC (Alameda County Network of Mental Health Clients)** Executive Director, has personal lived experience, and has “loved one of (our) people with mental health and substance use challenges”. She

has experience providing trainings and workshops has presented similar workshops at other peer-led conferences.



**Pamela Ward** is a Consumer of **County of San Mateo Behavioral Health and ecovery Services**. She has a Master's Degree in Education and Public Policy from Stanford University and a Bachelor's of Arts from Mills College, Oakland

California. She was a consultant for the County of San Mateo Office of Diversity and Equity, and an Instructor for the City College of San Francisco. She also sings with the Glide Ensemble at Glide Memorial Church.

### ADVOCACY

10:30am Alexandria I

##### The Way to Consumer Leadership and Voice



**Sally Zinman** has been active in the mental health consumer/survivor empowerment movement for 40 years. She is currently the Executive Director of the **California Association of Mental Health Peer Run Organizations (CAMHPRO)**, a

statewide organization consisting of consumer-run organizations and programs whose mission is to empower, support, and ensure the rights of consumers, eliminate stigma, and advance self-determination for all those affected by mental health issues, by championing the work of consumer-run organizations. Sally's commitment to the rights of people with mental disabilities came from her own horrendous experience in the mental health system. She has dedicated her life to ensure that what happened to her as a person labeled “mentally ill” would not happen to other



people. She has spent the time since her own incarceration working for the self-determination, freedom of choice, and empowerment of others who followed her. Sally has presented multiple workshops and key note presentations on Advocacy, the Consumer Movement, and Peer Run Programs.



**Mary Hogden** is the **Pool of Consumer Champions (POCC)** Manager for **Alameda County Behavioral Health Care Services (BHCS)**. Mary has advocated for the rights of consumers for the last 30 years. Mary founded a program

called **FIRST, Inc.** in North Carolina that is a non-profit, self-help two-year re-educational environment that helped men and women with substance use and mental health issues.

**Paulette Franklin** (*Picture Not Available*) is a member of the **Office of Consumer Empowerment at Alameda County Behavioral Health Care Services (BHCS)**. She staffs the **Pool of Consumer Champions (POCC)** African America Empowerment Committee and the **POCC Sexual and Gender Alliance Committee**. She is passionate about diversity and social inclusion and promotes “Nothing about us without us”.



**Khatera Aslami-Tamplen** is an Afghan-American consumer/survivor and the Consumer Empowerment Manager for **Alameda County Behavioral Healthcare Services**. She advocates with the **Pool of Consumer Champions (POCC)**,

serves on the California Mental Health Services Oversight and Accountability Commission and was a founding member of the California Association of Mental Health Peer Run Organizations.

11:30am Alexandria I

**Effectively Integrating Family and Peer Voice into BHRS Services and Supports: When Worlds Collide**

**Janet Coulston Stoller** (*Picture Not Available*) is the grandmother of two young men who are learning to live with mental health and neurobehavioral challenges. She has spent years navigating various disconnected systems to access the life-long support that her grandsons will need. Janet is a founding member of the **Life After Graduation** peer support network and a graduate of the **Lived Experience Training Academy**. She has participated in numerous Behavioral Health and Recovery Services (BHRS) trainings and meetings representing the family perspective, co-facilitated a workshop at the California Behavioral Services conference in Los Angeles, and continues to look for ways to ensure that the voices of folks with lived experience are heard and acted on by those providing services and supports.



**Leanna Harper** is a family member with lived experience raising a loved one with mental health challenges and navigating the provider system to access support. She is a member of the **Life After Graduation** peer support network, a

graduate of the **Lived Experience Training Academy**, and has brought her life experiences into her work as **Caminar’s** first Family Partner. Leanna has participated in numerous Behavioral Health and Recovery Services (BHRS) trainings and meetings, and has been a presenter of a related workshop at the California Behavioral Services conference in Los Angeles.

**Cindy Robbins-Roth** (*Picture Not Available*) and her children went through a traumatic accident together. As part of her own recovery process, Cindy brought her lived experiences to **Edgewood Center for Children and Families** as a Family Partner. As part of **Edgewood’s Transition Age Youth Program (TAY, ages 18-25)**, she helped build the **Life After Graduation** peer support network with family members who wanted to continue the peer support and advocacy after their children left the TAY program. She has organized and presented at family advocacy workshops at the California

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Behavioral Services Conference and the California Mental Health Advocacy for Children and Youth (CMHACY) conference, and co-facilitated the Lived Experience Training Academy.

### WORKFORCE DEVELOPMENT

10:30am Alexandria III

#### Making MHSAs' vision for stakeholder involvement a reality



**Dawniell Zavala** is a licensed, practicing attorney as well as the Associate Director of **NorCal Mental Health America (MHA)** and the Project Director of the **Workforce Integration Support and Education (WISE)** and **ACCESS** programs.

Dawniell's personal lived experience is reflected in the peer support training programs she's created, designing and implementing large-scale projects such as the WISE program, and providing capacity building technical assistance to organizations preparing to hire peers. One of her many areas of expertise lie in designing and delivering highly specific training curriculums related to peer advocacy and peer support specialist core competencies. During the past two years, she has worked extensively collecting community based research and data related to peer support services in the public mental health system. She has interviewed over 20 peer employers, and has gathered hundreds of survey, key informant interview, and focus group responses from organizational leaders and peer staff regarding the state of the peer support workforce in California. Ms. Zavala's innate understanding of organizational culture and how it necessarily undergirds the peer workforce is unique and substantive.



**Stephanie Ramos's** lived experience is representative of a family member of someone living with a severe mental illness. She is bicultural, as a daughter of a Mexican born immigrant. Stephanie has served as Youth Advocate, Family Coordinator,

**Workforce Integration Support and Education (WISE)** Project Coordinator, and Education Director for **NorCal Mental Health America (MHA)** respectively over the course of 12 years. Her work has included grassroots local advocacy efforts in Sacramento as former Co-Chair and a founding member of the Mental Health Services Act (MHSA) Steering Committee, and has facilitated numerous focus groups for peers and TAY in the Public Mental Health System. Stephanie has provided training throughout the PMHS for many years, on a number of concepts and modules including: Peer Support 101, Recovery 101, Youth Advocacy, Consumer Advocacy, MH First Aid, Wellness and Recovery Action Plan (WRAP) and Whole Health Action Management. She is a Recovery Educator, certified WRAP Facilitator, and WISE trainer. Her acumen for understanding organizational culture and shared decision making related to MHSAs Community Planning Process brings added value to her role.

11:30am Alexandria III

#### Building, Sustaining, and Developing a Vibrant and Empowered Peer Workforce



**Lee Harrison**, a Certified Peer Recovery Support Specialist and Senior Community Worker with **San Mateo County Behavioral Health and Recovery Services (BHRS)**. Lee provides consultation services through **Recovery Unlimited -**

**Wellness and Recovery Coach Services and Consulting.** He is an IC&RC Peer Recovery Support Specialist Subject Matter Expert, Certified Addiction Treatment Counselor with Co-Occurring Specialty, Advance Level Facilitator (ALF) 'Train-the-Trainer' Wellness Recovery Action Plan (WRAP) Facilitator. Lee has ten years of work experience as a person with Lived Experience (eight in San Mateo County).





**Kristin Dempsey** is a Marriage and Family Therapist (MFT) and Licensed Professional Clinical Counselor. She oversees the Greater Bay Area Mental Health and Education Workforce Collaborative. She is a Senior Associate at California Institute for

Behavioral Health Solutions where she is a member of the Workforce Development Team.

Kristin has worked as a clinician specializing in the treatment of dual diagnosis (mental health and substance issues) and later oversaw quality improvement efforts to integrate mental health and substance abuse services for San Mateo County Behavioral Health and Recovery Services. She has clinical experience in treating alcohol and other drug issues, trauma, adolescent, child and family treatment, and issues related to women’s health and pregnancy counseling. She has management experience in overseeing work at school based mental health teams and managing a high-volume family planning clinic.

She has worked as a trainer in women’s health care as well as in the field of behavioral health. She is a member of the Motivational Interviewing Network of Trainers, is a master trainer for Applied Suicide Interventional Skills Training and trains on the Neurosequential Model of Therapeutics. She educates extensively on trauma informed care, client-driven case management, addictions, co-occurring conditions, and behavioral/cognitive behavioral therapy. Currently, she teaches in graduate counseling programs at San Francisco State University.



**Lisa Smusz** is a subject matter expert (SME) in mental health stigma reduction and peer workforce development and has served as a SME for: California’s “Each Mind Matters” campaign, international stigma reduction and peer workforce

development campaigns, the **Harvard University Global Health Delivery Project**, and was a co-developer and trainer for the **Peer Leadership Institute** (2015-16).

Prior to her current roles, Ms. Smusz was employed as the Executive Director of the progressive peer-run mental health organization “PEERS” (Peers Envisioning and Engaging in Recovery Services, where she oversaw a staff of more than 25 professionals with lived experience while delivering services to County, State and National entities.

In addition to her personal lived experience, Ms. Smusz is a Licensed Professional Clinical Counselor (LPC 298) and holds a Master’s of Science in Educational Psychology/ Counseling from California State University, Hayward as well as a Bachelor’s of Science in Bio-Psychology from California Polytechnic State University at San Luis Obispo.

## EVENT SPONSORSHIPS & HOSTS

### SPONSORS



**COUNTY OF SAN MATEO**  
HEALTH SYSTEM  
BEHAVIORAL HEALTH  
& RECOVERY SERVICES



The mission of the Peninsula Conflict Resolution Center (PCRC) is to promote positive collaboration and active engagement by residents in the communities we serve.

### HOSTS



PRC (California Clubhouse, Heart and Soul, Inc. and Voices of Recovery San Mateo) is an innovative San Mateo County based collaborative of peer operated agencies, administratively run by individuals with mental health, and drug and alcohol recovery experience. Through educational and community outreach, we emphasize self-help as our operational approach and recovery as our model.



**California Clubhouse**, an evidence based organization, is a free and voluntary psychiatric rehabilitation program for adults 18+ living in San Mateo County who suffer from severe mental illness. We are a membership-based service that creates a community of support through collegial relationships. We are committed to assisting members to think outside the self-limiting box of the influences a diminished self-confidence can bring; and to begin a strong and steady path towards recovery through education, employment, and socialization. One of our members says it best, "The Clubhouse gives me the enthusiasm to be an active participant in real life; in my own life!"

For more information visit our website at [www.californiaclubhouse.org](http://www.californiaclubhouse.org)



**Heart and Soul, Inc.**, provides peer-based support for people striving toward their own vision of mental health. Founded in 2005, Heart and Soul Inc. is a peer-founded, operated and governed organization. Hosting over 7000 program visits per year, our Self Help Centers and Anti-stigma programming offers a variety of mental health recovery-oriented and wellness support opportunities for adults within San Mateo County. We recognize that everyone is on their own wellness path. Supporting our participants in taking a whole-person-centered approach towards their mental wellness is our goal. Through one on one, peer-to-peer counseling, self-help groups, mindfulness classes, art for wellness and our highly respected campaign, Seeing Through Stigma, we are changing the conversation from Diagnosis to Dialogue and shifting the focus from Mental Illness to Mental Resilience.

For more information visit our website at [www.heartandsoulinc.org](http://www.heartandsoulinc.org)



**Voices of Recovery San Mateo County (VORSMC)** creates peer-led opportunities for education, wellness, advocacy and support services for individuals, in or in need of long term recovery from alcohol and other drug addictions equally sharing these opportunities and support services with impacted families.

We support all community Recovery services and cultural organizations by welcoming community collaboration, participation and volunteers. VORSMC is for people seeking and maintaining long-term recovery from their own addictions and for those seeking long-term recovery from being affected by other people's addictions.

We envision a world in which recovery from addiction is both a commonplace and a celebrated reality, a world in which the entire spectrum of effective prevention, treatment and recovery support services are available and accessible to all who might benefit from them.

For more information visit our website at <http://www.vorsmc.org>



**National Alliance on Mental Health (NAMI) San Mateo County (SMC)**, since its founding in 1974, NAMI San Mateo County has dedicated itself to improving the quality of life for people with mental illness and their families through support, education and advocacy. NAMI SMC offers free education courses, support groups, presentations and provides advocacy throughout the community to all who have an interest in mental health issues, and need support either directly or indirectly.

For more information visit our website at [www.namisanmateo.org](http://www.namisanmateo.org)



**Office of Diversity and Equity (ODE)** is dedicated to addressing health disparities, health inequities, and stigma in the areas of mental health and substance use, and supporting wellness and recovery among under served, unserved, and inappropriately served communities in San Mateo County. ODE was established within Behavioral Health and Recovery Services in 2009 primarily as an information and resource hub for data, training, dialogue and collaboration regarding diversity, inclusion and social justice.

The core values of ODE are:

- Cultural competence and cultural humility
- Shared and multicultural leadership
- Building bridges and sustainability of partnerships
- Forward and out-of-the-box thinking
- Advocacy and community capacity
- Using data to determine outcomes

For more information visit our website at [www.smchealth.org/bhrs/ode](http://www.smchealth.org/bhrs/ode)



**San Mateo County Behavioral Health and Recovery Services (BHRS) Office of Consumer and Family Affairs (OCFA)** is a team of culturally diverse consumers and family members with personal experience in the journey towards recovery from mental health and substance use challenges. Like many others, we have experienced the challenges and stigma of living with these issues.

Our mission is to provide ways for BHRS consumers/clients and their family members to participate and have a voice at every level of the system and to have access to the problem resolution process. We are dedicated to training and informing the Behavioral Health System about consumer and family culture, so that the strengths of each individual are supported.

For more information, visit our website at [www.smchealth.org/support-clients-family](http://www.smchealth.org/support-clients-family)













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