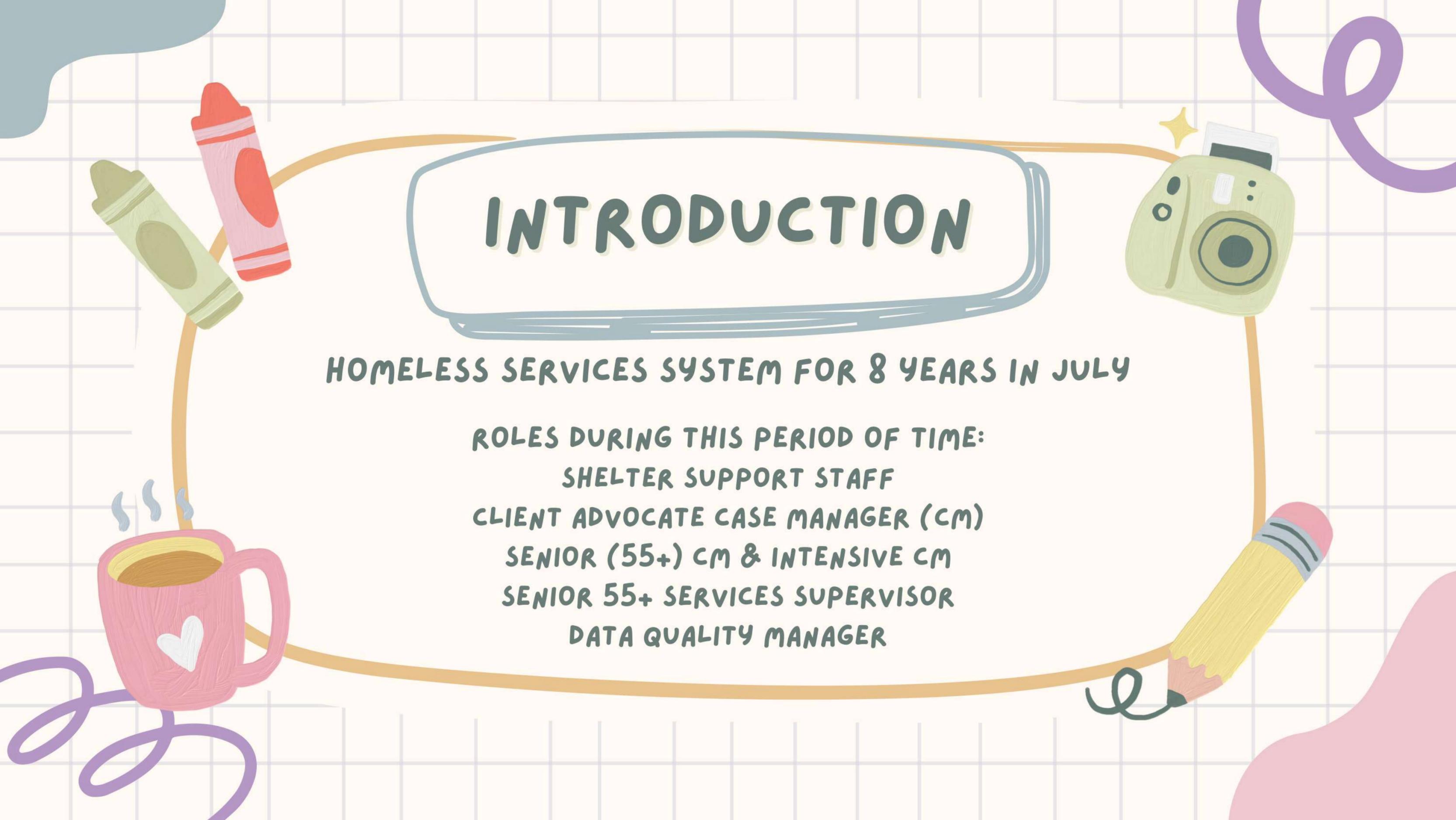




STEPHANIE DUNCAN

LIVED EXPERIENCE VOICES:
FROM FRONTLINE TO
LEADERSHIP



INTRODUCTION

HOMELESS SERVICES SYSTEM FOR 8 YEARS IN JULY

ROLES DURING THIS PERIOD OF TIME:

SHELTER SUPPORT STAFF

CLIENT ADVOCATE CASE MANAGER (CM)

SENIOR (55+) CM & INTENSIVE CM

SENIOR 55+ SERVICES SUPERVISOR

DATA QUALITY MANAGER



LIVED EXPERIENCE



UNSTABLY HOUSED WINTER 2003 TO FALL 2006

FAMILY, MOTELS, VEHICLE, PARKS

CENTRAL ARIZONA SHELTER SERVICES

09/06/2006 - 12/05/2006

HOUSED SINCE!



Bee



PEOPLE WITH LIVED EXPERIENCE



KNOWLEDGE

- * SEEK OUT OPPORTUNITIES THAT INTEREST YOU AND BENEFIT YOUR TOOLKIT
- * ASK TO SHADOW THOSE IN ROLES THAT DRAW YOUR INTEREST
- * ASK QUESTIONS ALWAYS

PRIORITIES

- * UNDERSTAND YOUR VALUES AND WHAT TRULY BRINGS YOU JOY
- * CELEBRATE YOUR ACCOMPLISHMENTS
- * SET REALISTIC GOALS THAT AID YOUR PATH FORWARD

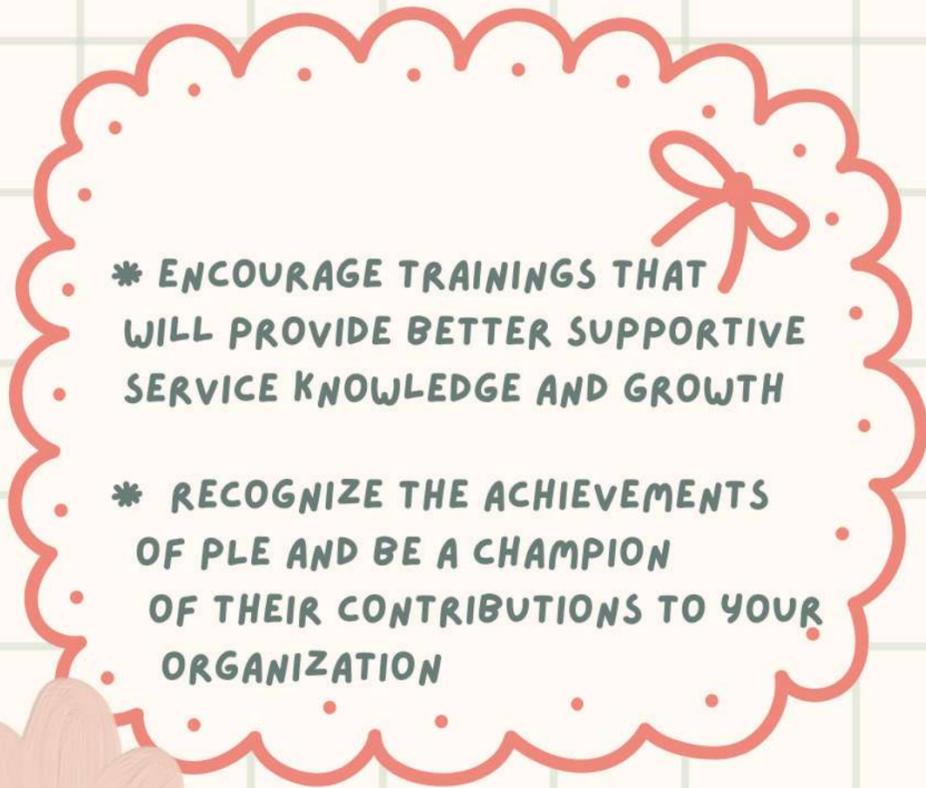
PRO-ACTIVE

- * ADVOCATE FOR YOURSELF AND HAVE A CLEAR INTENTION
- * USE YOUR VOICE TO SHARE THE EXPERTISE THAT YOU POSSESS
- * SQUEAKY WHEEL GETS THE OIL



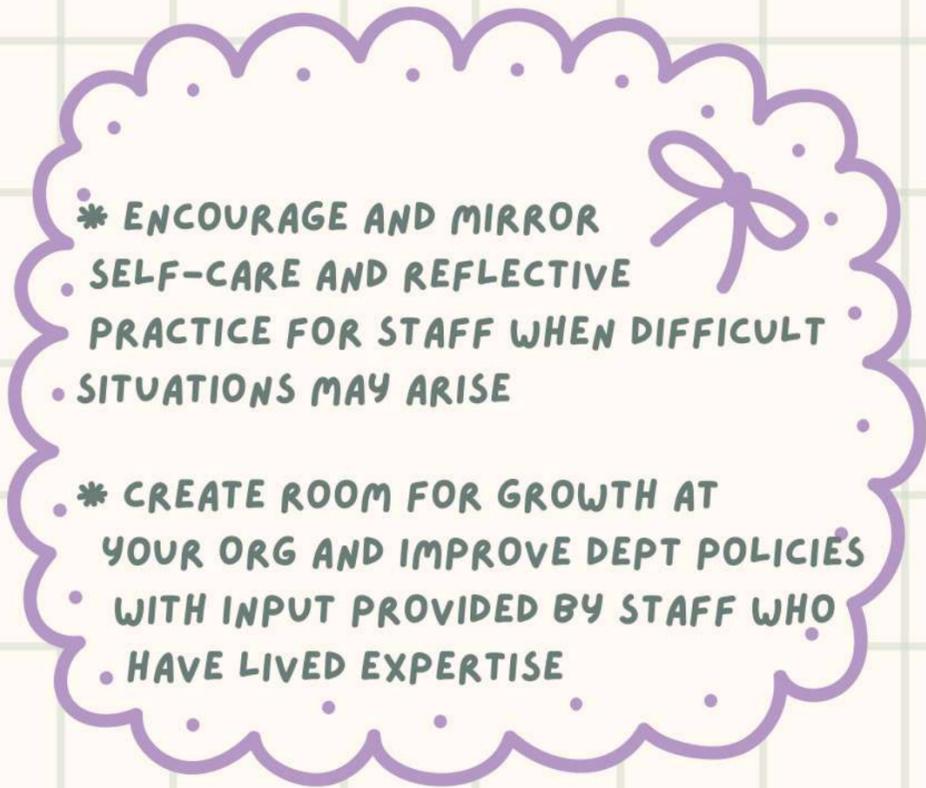


LEADERSHIP SUPPORTIVE RELATIONSHIPS



- * ENCOURAGE TRAININGS THAT WILL PROVIDE BETTER SUPPORTIVE SERVICE KNOWLEDGE AND GROWTH

- * RECOGNIZE THE ACHIEVEMENTS OF PLE AND BE A CHAMPION OF THEIR CONTRIBUTIONS TO YOUR ORGANIZATION



- * ENCOURAGE AND MIRROR SELF-CARE AND REFLECTIVE PRACTICE FOR STAFF WHEN DIFFICULT SITUATIONS MAY ARISE

- * CREATE ROOM FOR GROWTH AT YOUR ORG AND IMPROVE DEPT POLICIES WITH INPUT PROVIDED BY STAFF WHO HAVE LIVED EXPERTISE



- * CREATE A SAFE SPACE FOR OPEN COMMUNICATION AND CONFLICT RESOLUTIONS WHILE ESTABLISHING BOUNDARIES

- * SEEK FEEDBACK FROM PLE ABOUT THEIR LIVED EXPERIENCE AND WHAT CHALLENGES THEY MAY EXPERIENCE DURING EMPLOYMENT



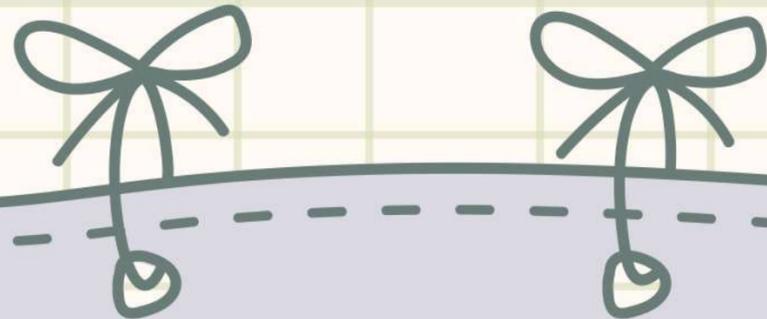


PROMOTING EXPERTISE



To Do:

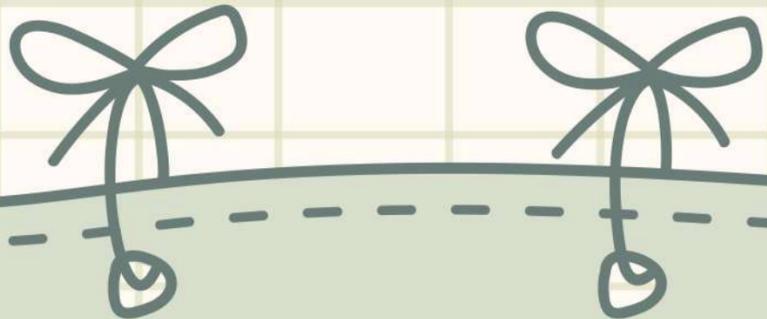
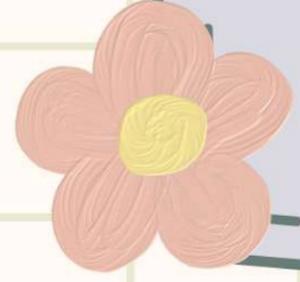
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LIVED-EXPERIENCE COMMITTEES

INDIVIDUALS WHO HAVE OVERCOME CHALLENGES RELATED TO HOMELESSNESS, MENTAL HEALTH CHALLENGES OR SUD AND ACHIEVED SUCCESS IN THEIR CAREERS.

* UTILIZE THEIR KNOWLEDGE TO BETTER THE SERVICES OF THE ORGANIZATION.



DIVERSITY, EQUITY & INCLUSION

CONDUCT DIVERSITY AND INCLUSION TRAINING FOR EXISTING STAFF TO PROMOTE UNDERSTANDING AND ACCEPTANCE. THIS CAN HELP CREATE A MORE SUPPORTIVE AND WELCOMING ENVIRONMENT FOR EVERYONE.



HIRING PLE

- * INCLUSIVE JOB DESCRIPTIONS
- * FLEXIBLE AND SUPPORTIVE HIRING PRACTICES (INTERVIEW OPTIONS)
- * PATHWAYS TO ADVANCEMENT
- * MENTORSHIP PROGRAMS



JOB-SEEKERS

- * CREATE A PROFESSIONAL RESUME
- * BE HONEST ABOUT YOUR EXPERTISE
- * VOLUNTEER IN FIELDS OF INTEREST
- * ACTION/REACTION QUESTION PREP (STAR METHOD)
SITUATION, TASK, ACTION, RESULT





ORGANIZATION PROGRAMS



EDUCATION

- * TUITION REIMBURSEMENT
- * PROGRAMMATIC TRAINING
- * CONFERENCES
- * WORKSHOPS

MENTORS

- * CREATE EXPERTS IN DIFFERENT DEPARTMENTS THAT HELP PROVIDE BETTER LEARNING EXPERIENCES FOR EVERYONE INVOLVED
- * INVITE CLIENTS THAT WERE SUCCESSFUL TO RETURN AND MENTOR OTHERS

WELLNESS

- * HEALTH & WELLNESS PROGRAMS
- * SELF CARE CHECK-IN'S
- * DE-BRIEFING AFTER DIFFICULT SITUATIONS





LET'S WORK TOGETHER



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