



# 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!



Be!





# 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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☐ —  
☐ —  
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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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