

Guidelines for Enhancing the Engagement of People With Lived Experience Across the HSJCC Network

PROVINCIAL HSJCC WEBINAR PRESENTATION
APRIL 7, 2022

AGENDA

AGENDA

- Introductions
- Project Overview
- Outline of Guidebook
- Understanding Meaningful Engagement
- Next Steps
- Audience Discussion and Q&A

Presenters:

- Steven Torresan, PWLE Advisory Committee
- Trevor Tymchuk, PWLE Advisory Committee
- Valerie Danieli, PWLE Advisory Committee
- Tasha Rennie, HSJCC Secretariat
- Candace Vena, HSJCC Secretariat

PROJECT BACKGROUND

Provincial HSJCC

The provincial leadership mechanism to support the HSJCC Network in line with the Ontario government's policy framework *A Provincial Strategy to Coordinate Human Services and Criminal Justice System in Ontario* (1997).

PWLE Advisory Committee

Goal: Improve the representation and active involvement of persons with lived experience in the human services and justice sectors at all levels of HSJCC work.

Objectives

- Identify common challenges and issues relating to the engagement of persons with lived experience in the HSJCC Network
- Provide guidance for HSJCCs to improve the active engagement of persons with lived experience on their committees
- Promote best practices and key considerations for improving the experience of persons with lived experience involved in the HSJCC Network
- Provide advice on ongoing Provincial HSJCC projects and initiatives

HSJCC Secretariat

Staff responsible for implementing the objectives and workplan of the Provincial HSJCC and supporting the HSJCC Network infrastructure, including support to this Advisory Committee

PROJECT BACKGROUND

Project Priorities

- 1. Identify strategies that may attract persons with lived experience to engage with the HSJCC Network, and to optimize their guidance and contributions to the organization.
- 2. Identify key issues that may interfere with or inhibit persons with lived experience engaging with the HSJCC Network, and develop remedial solutions to address such issues.
- 3. Identify supports that may be required by persons with lived experiences arising from their engagement with the HSJCC Network

Project Outcomes

- 1. Persons with lived experience provide expertise and guidance to the Provincial, Regional, and Local Levels of the HSJCC.
- 2. Increased understanding of how prejudice and discrimination resulting from involvements with the mental health care and justice systems impact on the issues addressed by the HSJCC Network.
- 3. Best practices are developed to attract persons with lived experience to participate at all levels of the HSJCC Network, in a manner that is safe and supported.

Project Outputs

1. **Two surveys:** (1) Regional and Local HSJCC C-Chairs; (2) HSJCC members with lived experience
2. **A guidebook** for HSJCCs to improve the engagement of persons with lived experience

PROJECT BACKGROUND

SURVEY RESULTS

Survey 1: HSJCC Engagement of People With Lived Experience

- Audience: Chairs/Co-Chairs of Local and Regional HSJCCs
- Total respondents: 26
- Committees with PWLE Members: 8
- Committees without PWLE Members 18
- Number of PWLE Members: 9

Survey 2: HSJCC Engagement of People With Lived Experience

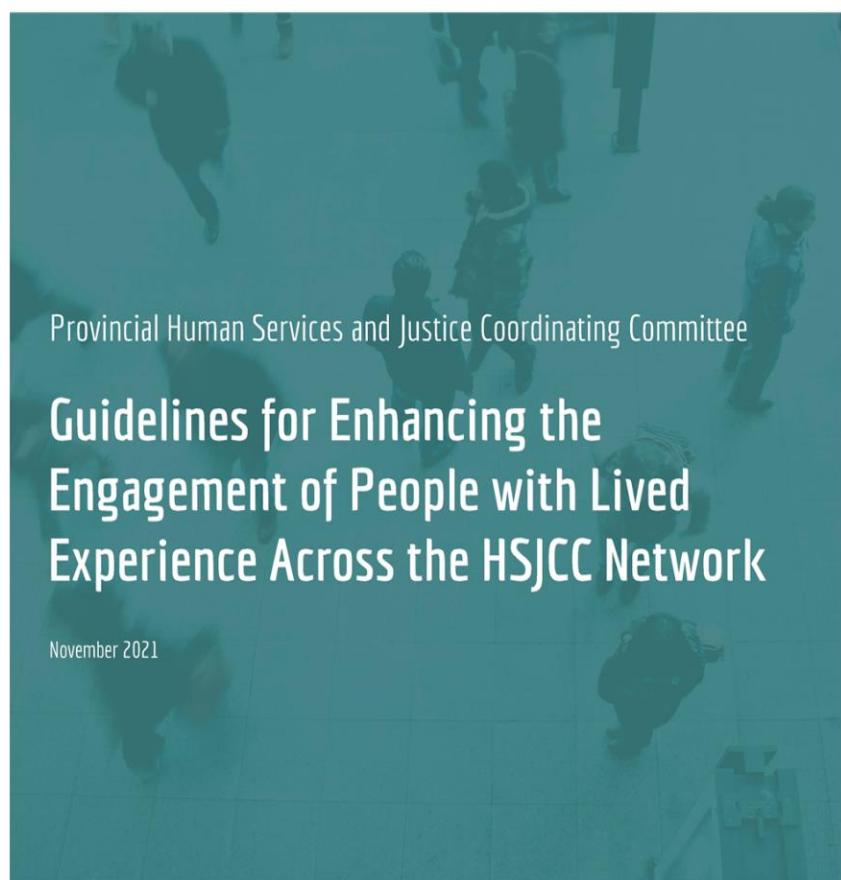
- Audience: Current HSJCC Members who identify as having lived experience
- Total respondents: 8

Key topics:

- Current levels of engagement with people with lived experience
- Strategies for attracting new members
- Barriers to engaging people with lived experience
- Supports that improve the experience of members with lived experience

Guidebook Overview

GUIDEBOOK OVERVIEW



Background

1. History
2. The HSJCC Network
3. Understanding meaningful engagement – beyond tokenism

Strategies for Improving Engagement

1. Laying the groundwork for meaningful engagement
2. Recruitment and Orientation
3. Access and Equity
4. Compensation and Support
5. Privacy and Confidentiality

Appendix

- Glossary
- Additional Resources
- Sample Honoraria Policy
- Sample Confidentiality Agreement

GUIDEBOOK OVERVIEW

STRATEGIES FOR IMPROVING ENGAGEMENT

Section 1: Laying the groundwork for meaningful engagement

- a) Clarifying your goals for engaging persons with lived experience
- b) Building in flexibility for meaningful engagement
- c) Creating a plan for improving meaningful engagement

GUIDEBOOK OVERVIEW

STRATEGIES FOR IMPROVING ENGAGEMENT

Section 2: Recruitment and Orientation

- a) Attracting new members
- b) Connecting with groups that represent persons with lived experience
- c) Orientation for persons with lived experience

GUIDEBOOK OVERVIEW

STRATEGIES FOR IMPROVING ENGAGEMENT

Section 3: Access and Equity

- a) Addressing accessibility concerns for HSJCCs
- b) Addressing equity issues
- c) Removing barriers to participation

GUIDEBOOK OVERVIEW

STRATEGIES FOR IMPROVING ENGAGEMENT

Section 4: Compensation and Support

- a) Guidance for providing honoraria
- b) Education and training opportunities

GUIDEBOOK OVERVIEW

STRATEGIES FOR IMPROVING ENGAGEMENT

Section 5: Privacy and Confidentiality

- a) Information sharing and sensitive topics
- b) Addressing confidentiality concerns

Understanding Meaningful Engagement

UNDERSTANDING MEANINGFUL ENGAGEMENT

Why is it crucial to have people with lived experience at the discussion and decision making tables?

- Expert knowledge
- Effective program design
- Successful delivery of services
- Effective research design
- Refining policies and protocols
- Problem solving
- The face of an organization
- Constructive messaging

UNDERSTANDING MEANINGFUL ENGAGEMENT

What does meaningful engagement look like?

“Tokenism is defined as diversity without inclusion; a perfunctory effort to meet numerical diversity goals or create the appearance of diversity without making effective changes.”

The Network, August 19, 2020

<https://www.the-network.com/five-ways-to-avoid-tokenism-in-diversity-inclusion-work/>

UNDERSTANDING MEANINGFUL ENGAGEMENT

What does tokenism feel like?

“Since “non minorities” typically benefit from a default sense of inclusion, they’re often not aware that others may feel uncomfortable or excluded. As a result, when the composition of the organization changes to bring more diversity, it’s easy for leadership to fall into a false sense of security and assume the company has achieved major strides when the reality may be that they’ve only taken a first step.”

“...often feel like tokens once they realize that they may be “on the team,” but they’re not really “in the game.” What does that really mean? Possibly, they have a position of leadership but realize that they may still not wield the same influence as their majority counterparts. They may feel physically included but continue to feel like an outsider.”

“Organizations may invite underrepresented groups to participate on a board or leadership team and once those new invites realized they’re only tokens, they abruptly leave oftentimes with more disgust and frustration than they had previously. The organization is consequently worse off because they now have an even smaller pool of underrepresented minorities to approach to enhance their diversity profile, and they have a steeper hill to climb to strive to fully integrate these underrepresented groups into the fabric of the organizational culture.”

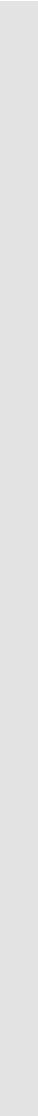
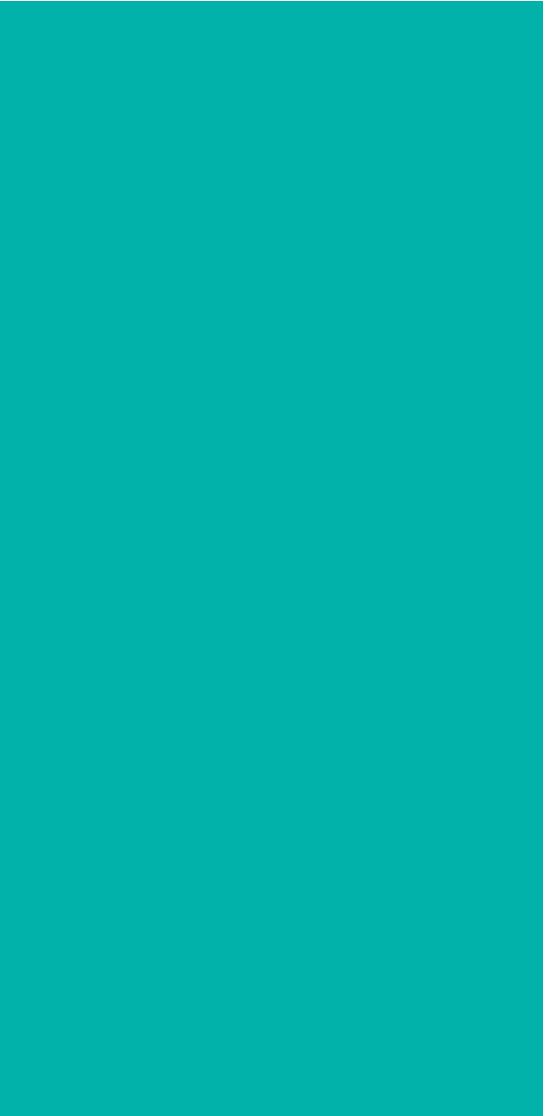
Forbes.com, September 15, 2019

<https://www.forbes.com/sites/danabrownlee/2019/09/15/the-dangers-of-mistaking-diversity-for-inclusion-in-the-workplace/>

UNDERSTANDING MEANINGFUL ENGAGEMENT

Addressing fears and concerns

- Changes in availability
 - Don't give up
 - Have more than one person with lived experience on the committee
- Dealing with sensitive and/or triggering topics
 - Don't make assumptions
 - Open communication during recruitment/orientation
 - Be open to feedback
- Confidentiality concerns
 - Check bias/assumptions
 - Confidentiality Agreement for all members



What's next?

WHAT'S NEXT?

Expectations for Committees

- Review and discuss guidebook
- Set committee-specific goals for improving engagement of people with lived experience.
Examples of goals:
 - Attracting new members
 - Creating an inclusive environment
 - Improving the experience of members with lived experience (supports, training, honoraria)
 - Building relationships with networks and organizations that represent people with lived experience
- Create action plan for improving engagement.

WHAT'S NEXT?

Survey

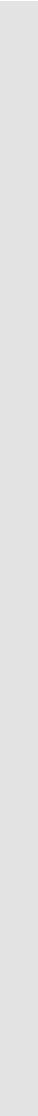
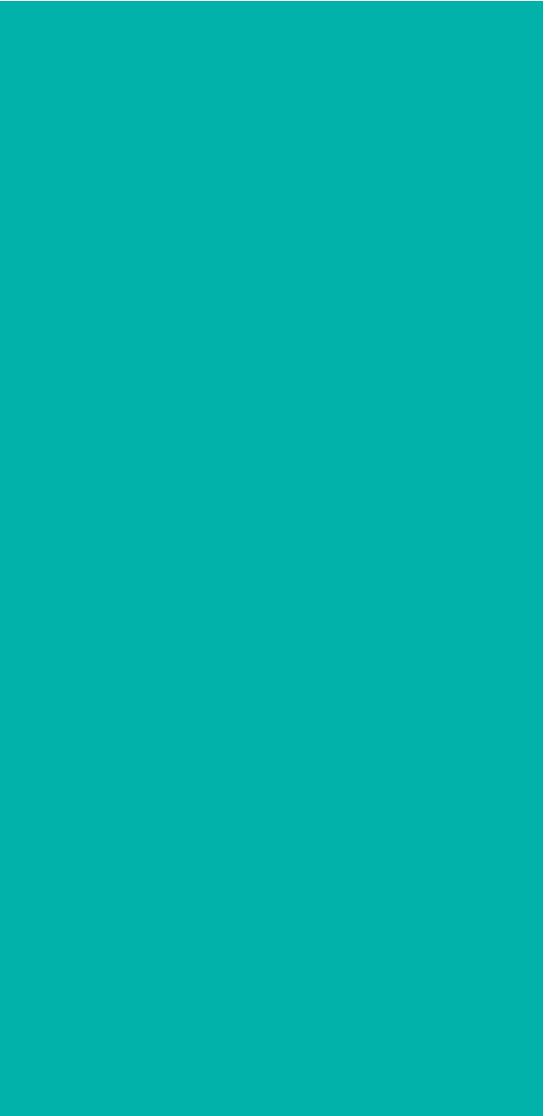
- Follow up survey with Chairs/Co-Chairs of Local and Regional HSJCCs
- Purpose is to establish current levels of engagement, what has changed, and what support is needed

Supports available for Committees

- one-on-one support from Secretariat
- Secretariat/PWLE Advisory available to present/facilitate to individual committees

Opportunities to engage with PWLE Advisory Committee

- Call for new PWLE Advisory Committee members
- Peer support/mentorship for PWLE members



Questions?

DISCUSSION QUESTIONS

What success or failures have you had with attracting people with lived experience as new members?

DISCUSSION QUESTIONS

What are some barriers to participation you've seen or experienced in your own committee?

DISCUSSION QUESTIONS

What supports would help your committee improve engagement of people with lived experience? (for example, supports around budgeting, etc.)

DISCUSSION QUESTIONS

How has the engagement of people with lived experience impacted your work?

CONTACT US

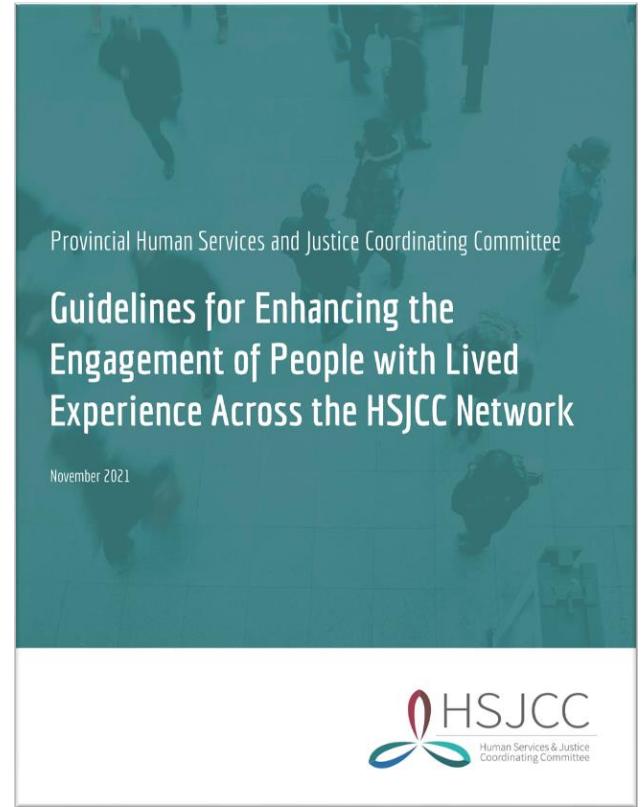
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The guidebook is now
available for download on the
[HSJCC Website](#).