



---

# **Lived Experience in Virginia: Best Practices Hub**

# Lived Experience in Virginia: Best Practices Hub

**As you get settled, please:**

- Get out your computer/tablet/phone and fire it up!
- Connect to the Wi-Fi
- Go to <https://virginiaheals.com/>



# VDSS Office of Trauma & Resilience Policy (OTRP)

The VDSS Office of Trauma & Resilience Policy (OTRP) was established in 2022 to live into the commitment of VDSS to become a more trauma-informed and healing and resilience-centered agency.

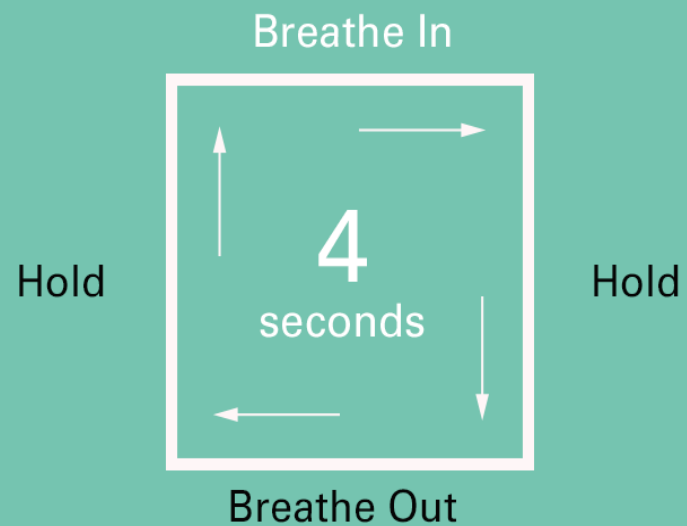


# Learning Objectives

- Identify the categories of resources on the hub.
- Match hub resources to common challenges when working to engage individuals with lived experience.
- Develop at least one take away action step using a hub resource.



# The Impact of the Work







# Who's in the room?

---

**Where do you work?**

**What do you do?**

**Where do you live?**



# When we say LEx, what are we talking about?

**Lived experience (LEx) is knowledge based on someone's perspective, personal identity, and/or history, beyond their professional or educational experience. People with lived experience are those directly impacted by social, health, or other issues and the strategies and systems that aim to address those issues.**





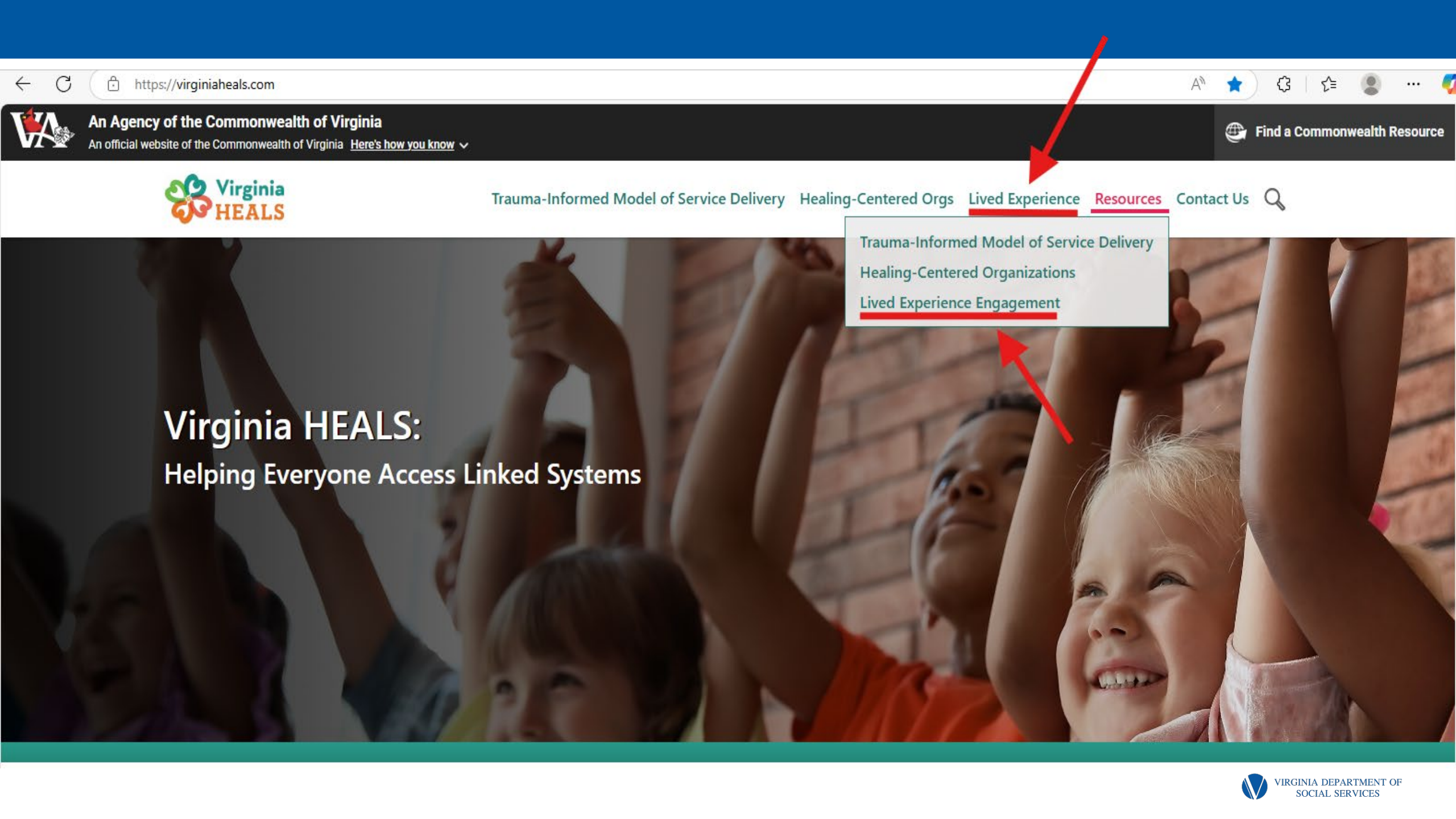
---

**We're going on  
an adventure!**

**But first, let's get  
a sense of the  
terrain.**







https://virginiaheals.com



An Agency of the Commonwealth of Virginia

An official website of the Commonwealth of Virginia [Here's how you know](#) ▾



Find a Commonwealth Resource



Trauma-Informed Model of Service Delivery

Healing-Centered Orgs

Lived Experience

Resources

Contact Us



Trauma-Informed Model of Service Delivery

Healing-Centered Organizations

Lived Experience Engagement

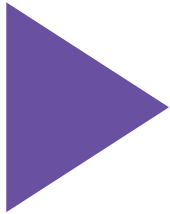
Virginia HEALS:  
Helping Everyone Access Linked Systems



VIRGINIA DEPARTMENT OF  
SOCIAL SERVICES



## Where are you in the process of engaging individuals with lived experience?



**We're starting from scratch.**



**We're doing some engagement but want to deepen the work.**



**We've been doing engagement work for a long time and want a refresh.**

---

## Adventure Round 1: Entering the Story

**You're a practitioner  
designing a new program.  
You've been asked to  
authentically engage people  
with lived experience at  
every stage of the program  
design process.**

**Where do you start?**





---

## Adventure Round 2: Facing a Challenge

- Leadership Buy-In
- Outreach
- Participation & Engagement
- Power & Equity
- Compensation and Logistics
- Conflict and Trust
- Sustainability



## Adventure Round 3: Bringing it Home

Imagine you're back in your real role and preparing to strengthen lived experience engagement in your own setting.

What's your next step?

### Small Group Discussion Prompts:

- What's one concrete action step you'd take back to your work?
- What resource(s) from the hub would help you do it?
- What might still get in the way?

---

# Whole Group Reflection

- What is your action step?
- What resources stood out?
- How/where do you see yourself using them?
- What's missing?







# OTRP Monthly e-News





# Questions?

**OTRP@dss.virginia.gov**





**Give us your  
thoughts and  
feedback on this  
training please:**

