

Capturing Lived Experiences During Uncertain Times:



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Capturing Lived Experiences:

The Ohio Department of Health and its Maternal, Child, and Family Health Bureau truly **values** family voices, the sharing of lived experiences, and the deep insight and understanding they can bring to the department.

After all, lived experiences bring public health to life.

They give our teams passion, our leaders direction, and our policy makers understanding.

My Lived Experience:

“Share the stories of the mountains you’ve climbed. One day, they may become the pages in someone else’s survival guide.”- MNH



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Capturing Lived Experiences During Uncertain Times:

ODH's evolving methods for capturing and sharing lived experiences to guide our work:



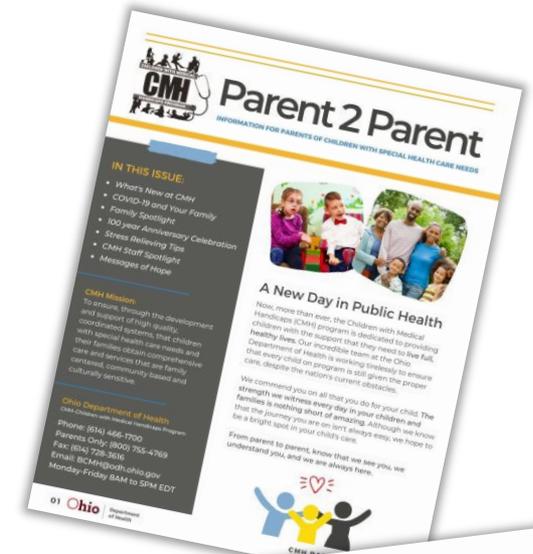
- **Two Parent Consultants:** Both consultants have extensive lived experience and community ties, implicit bias training, and are fulltime staff members that support our 40+ programs. **Now more than ever, parents need support.** Parent Consultants are there to listen and then share other's lived experiences and insight with our teams- the nothing about us, without us mentality.
- **Bureau Equity Committee:** We are striving to increase the **diversity, respect, and inclusivity** of our bureau staff and foster a friendly and welcoming environment. This includes being more intentional with our hiring and holding health equity and implicit bias virtual training. We encourage differences and the sharing of lived experiences. In fact, many of our staff members have family that are directly impacted by our Title V work.
- **Parent Advisory Committee (PAC):** Parents from different cultures, diagnoses, regions, and races from across Ohio come together to share, advocate, and support other families. **Implicit bias** training and selective recruiting methods are being utilized to strengthen their efforts. **Remote meetings** have allowed us to grow in region and find strong voices.



Capturing Lived Experiences During Uncertain Times:

ODH's methods for engaging and capturing lived experiences to guide our work:

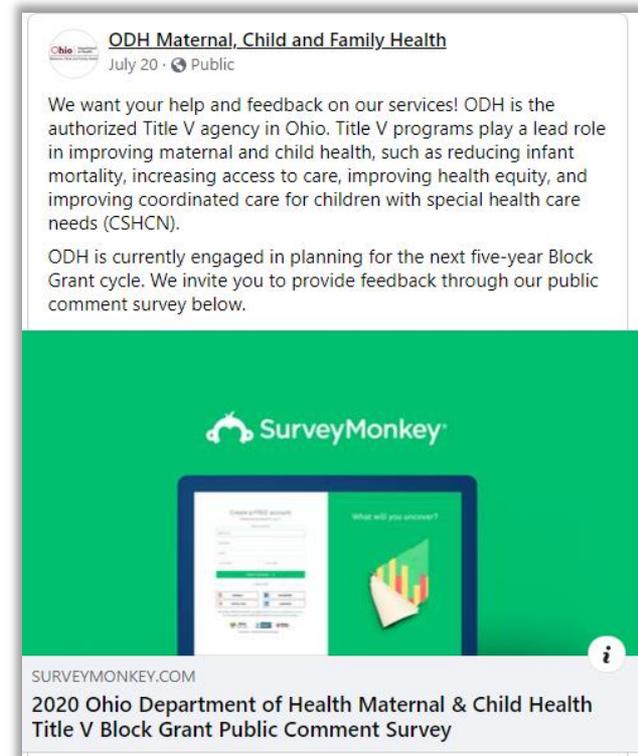
- **Family-Focused Facebook Platforms:** The Parent Consultants follow and utilize a variety of social media platforms to connect with families and discover pain-points. Many families publicly share concerns and ask for help on **parent run groups**. Now, more than ever, families are finding their voices to advocate for their children.
- **Culturally and Linguistically Appropriate Materials:** COVID allowed us to see the extreme need for materials and websites translated in a variety of languages. For instance, our team studied the **Somali population** and strategized how to better connect and share guidance moving forward.
- **Children with Medical Handicaps (CMH) Newsletter:** Engaging over 40,000+ CMH families in a multi-page culturally inclusive resource- reminding families that we are here and are in this together.



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- **Surveys:** To gather information for our needs assessment, we shared surveys with our CMH families, external partners, and on our public social media platforms. We asked real Ohio families to share their opinions, insight, and needs.
- **Other Programs in Our Bureau That Utilize Lived Experiences:** Youth Homelessness, Infant Hearing Program contract with Ohio Coalition for the Education of Children With Disabilities, and several other programs seek out, give stipends for, and utilize lived experiences to guide their work.



Capturing Lived Experiences During Uncertain Times:

Key Takeaways:

- Now, more than ever, families and individuals **want to share, advocate, and make change**. Do not fear that you are overwhelming them by reaching out during this time.
- Remote meetings/presentations are **giving more people the chance to attend and join the conversation**. Utilize this time to grow.
- **Intertwine health equity** into every step of your work. Make sure your teams and community know that it's a priority.
- If no one on your team has a lived experience regarding the work you are doing, find someone who has. **Every project needs lived experiences driving and guiding it.**

