



From Rhetoric to Reality: Elevating Person-Centered Planning Through Lived Experience Engagement



Thursday, September 11, 2025
2:30 PM - 4:00 PM, ET

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The meaningful inclusion of people with lived experience is widely recognized as one of the most powerful drivers for creating an organizational culture where person-centered planning can truly flourish.

Get expert coaching, practical tools, along with resources and strategies on how lived experience can shape both systems and service delivery to bring the “nothing about us, without us” principle to life.

“Person-centered planning (PCP) is rooted in the belief that all people have the right to live, love, work, learn play, and pursue their dreams in the community.” ”
NC PCP Guidance Document

Participants will learn from recently released technical guidance for organizational leaders and review best-practice recommendations for integrating peer specialists into PCP. We will also address the complex tensions that can emerge when peer staff are expected to work in ways that conflict with the core ethics and values of peer support. Ultimately, this session is a call to action—urging all stakeholders to move beyond the rhetoric of person-centered care toward a reality where planning and services are genuinely accessible, authentically recovery-oriented, and fully centered on the individual.

During this virtual webinar participants will learn about:

- systems strategies for partnering with people with lived experience in policy and program design,
- common tensions and role conflicts when integrating peers into PCP processes,
- strategies for integrating peers in ways that are consistent with the values and ethics of peer support.

MEET OUR SPEAKERS



Janis Tondora, PsyD is an Associate Professor in the Department of Psychiatry at the Yale School of Medicine. Her work involves supporting the implementation of person-centered practices that help people with behavioral health concerns and other disabilities to get more control over decisions about their services so they can live a good life as they define it. Her consultation and publications have been widely used by both public and private service systems to advance the implementation of person-centered practices in the U.S. and abroad.

[Read more.](#)



Amy Pierce, MHPS, PSS, ALF is an international trainer and consultant and has been working in the Peer Movement for over two decades. As a Senior Training and Technical Assistance Consultant at Achara Consulting, Amy leads national training initiatives and provides technical assistance to strengthen peer services, peer supervision, and organizational culture. Amy’s passion lies in equipping peer supporters and supervisors with national best practices, policies and program design—believing that investing in them is key to lasting, systems-level change. [Read more.](#)

This training is designed for direct support providers and organizational leaders working in the NC Department of Health and Human Services, Department of Mental Health, Developmental Disabilities, and Substance Use Services (DMHDDSUS) system of care. The DMHDDSUS supports people living with a wide range of disabilities or health conditions including mental health, substance use, intellectual and developmental disabilities, older adults, etc. Training is particularly relevant to providers employed in programs where service definitions require PCP as articulated in the [NC PCP Guidance document](#).



An application for Certificate of Completion for continuing education credit through NBCC, the National Board for Certified Counselors, is pending. Additional detail on credits will be provided as soon as it is available.

This training and technical assistance activity is offered by North Carolina Department of Health and Human Services and Yale Program for Recovery and Community Health.

For more information, [contact us](#).

