The sounds of reaching families: click of a mouse, ring of a phone, chime of a doorbell

Pennsylvania Families Inc.
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Introducing Families for Families

• Model developed by families
• For the purpose of supporting families
• And, to illuminate the importance of engaged families
• And, to ensure highest quality family support
• And, to promote family driven services
• And, and, and...

Our goals for today

• Understand PFI's Families for Families (F4F) program and where its headed
• Understand how we can all contribute to F4F
• Understand F4F’s value to family support nationally

Who are the players in Families for Families (F4F)?

• PA Families Inc.
• Family Leadership and Support Team (FLST)
• PA Systems of Care's State Leadership and Management Team
  • Multi system partners and families
• Friday Group:
  • PFI Committee to develop F4F (time limited)
  • Multi system experienced families
• And YOU!

Why do we need F4F?

• Family Members said we need information and support!
• Literature
  • Research findings support that family members involved in their youth's treatment, services, etc. produce better outcomes for the youth.
**Why** do we need F4F? Because Family Members Have a Dream

Every family in every county in Pennsylvania raising a child with behavioral health challenges and involvement in any or all child serving systems has the opportunity to access appropriate support and information needed to care for their children and family.

Families also have access to appropriate support and information to use their experience and expertise to “give back” and help others.

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**What** is the F4F Dream?

- Comprehensive program for families, their supporters and the systems
- With three long term outcomes we all want:
  - Youth are successful at home
  - Youth are successful in school
  - Youth are successful in the community

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**A model for many**

- Family Members
- Family Partners
- System Partners
  - Behavioral Health
  - Juvenile Justice
  - Child Welfare
  - Education
  - Drug and Alcohol

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**What** is F4F?: ways to learn

- Who is in our minds?
  - The 3AM search
  - The I need to know more search
  - The supported search
  - The Family Member involved in more than one system
- Independent learning opportunities (web based)
- Supported learning opportunities (phone or face to face)
- Resources for all (integrated learning model)
- Curriculum that can be used in face to face one on one support, support groups, training, etc.

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**What** is F4F?: ways to connect

- Big message: YOU ARE NOT ALONE!
- Sense of support and community
- Easy to use, concrete ideas
- A program that belongs to PFI and its partners (call us, email us, we’ll call you, here are names/#s, etc.)
- All connected, linked and joined to the rest of PFI’s resources and website

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**PFI’s Family Learning and Support Model**

(Family Members Learn) Family Members Lead

- Tools and Resources
- Learning & supports to achieve their own family goals

Family Partners Connect

- How to:
  - Engage
  - Assess strengths & needs
  - Support individualized learning
  - Stay focused on the goals

All Systems Engage

Family Partners Convert

- How to:
  - Encourage & support giving back to others
  - Develop and enhance leadership skills
PFI’s Family Learning and Support Model

Family Members Learn

• Tools and Resources
  • Learning & supports to achieve their own family goals

Family Members Lead

• Tools and Resources
  • at home
  • in school
  • in community

Youth are successful

How to be:

• Engage
• Assess strengths & needs
• Support individualized learning
• Stay focused on the goals

Family Partners Connect

All Systems Engage

Training for Family Partners

Purpose, importance, how to implement all aspects of the model

Training for the System’s workforce & providers

How to:

• Encourage & support giving back to others
• Develop and enhance leadership skills

What is F4F?

Family Members Learn

• Content: Wendy Besmann’s Team Up for Your Child/ Road Map

• Systems’ Pages: information on how to navigate:
  • Behavioral Health
  • Juvenile Justice
  • Child Welfare
  • Education
  • Drug/Alcohol

• Future information
  • Fathers
  • Siblings

Key Concepts in Families Learn

• Finding Your New Reality
• Keeping Good Records
• Sharing Your Child’s Story
• Asking Questions to Produce Useful Answers
• Making the Most of Appointment Time
• Resolving Mistakes and Misunderstandings
• Bringing it All Together

Sample: part of Module 1

Finding Your New Reality

Road Map®

When your child has serious behavioral health issues

• Your typical rules and ways of raising your children don’t seem to work
• Stressed out
• Angry
• Confused
• Overwhelmed
• Scared
• Worried

Road Map: Finding Your New Reality

• Take a deep breath
• You are not alone
• There are things you can do and people you can talk to who can help
Why is this happening?

• Maybe the problem will just go away?
• Maybe there's not enough discipline?
• Is it a phase?
• Maybe it's related to a big change in our lives?
• Is it the teacher?
• Is it other kids?
• Maybe everything will be ok.

Why is this happening?

• Tension
  What will set off the next crisis?
• Worry
  Future
  Simple, fun things your child is missing

You are not alone!

• Can you relate to what I just described?
• Family Members: Anyone raising children and youth with mental health issues and other system involvement (like child welfare, juvenile justice, education, mental health and drug & alcohol).
• How do we solve problems and help things get better?

You are not alone!

• Systems
• Mental Health
• Child Welfare
• Juvenile Justice
• Education
• Drug & Alcohol

What is the New Reality?

• Help our children
• Navigate our way
• Find a new reality
  For the best of our children and families.

What is the New Reality?

• New Reality
  Finding and mobilizing the strength and support you need to help your child without getting overwhelmed

Road Map®
Sample: part of Module 4

Asking Questions to Produce Useful Answers

Road Map®

Types of Questions

- Who...?
- What...?
- When...?
- Where...?
- Why...?
- How...?
- Can you please explain...?

Types of Questions

Questions to help you learn about roles:

- What is your role?
- What services will you and your agency be providing?
- Have you had an opportunity to review my child’s records?
- What is your process for evaluating, diagnosing and treating children?
- What information can I give to you?
- What is my role as a parent in this process?

Types of Questions

- Share what you were last told.
- Repeat your understanding.
- Ask for confirmation.
- “The last person we met with said that this will be an hour long appointment, is this still correct?”
- “The last person recommended we have a meeting with all our providers, do you agree and will you participate?”

Types of Questions

- Review what happened at the last appointment.
- Discuss what prompted this appointment.
- Ask any questions you’ve thought of since the last appointment.
- “Last time we agreed to think about how to handle my son’s frequent requests for money, remember?” or “Can we talk about how we can make this plan work or look for something new?”

Types of Questions

- Whenever something is not clear...Ask Questions.
- “Please help me understand...”
- “Please explain this process...”
- “Can you explain this in a different way...”
Types of Questions

- To better understanding evaluations, tests and standardized assessments, you may want to ask questions like:

  - What is the name of the test?
  - Why is my child being given this test?
  - How will this test help? or what information will this test provide?
  - When will this test be given?
  - How long will the test take?
  - Who will administer or give the test to my child?
  - When will I receive the results of this test?

PFI's Family Learning and Support Model

**Family Members Learn**

- Tools and Resources
- Learning & supports to achieve their own family goals

**You are Here**

- Youth are successful
  - at home
  - in school
  - in community

**Family Partners Connect**

- How to:
  - Engage
  - Assess strengths & needs
  - Support individualized learning
  - Stay focused on the goals

**Family Members Lead**

- Tools and Resources
- To give back by helping other families
- To serve as system-level leaders

**Family Partners Convert**

- How to:
  - Encourage & support giving back to others
  - Develop and enhance leadership skills

**All Systems Engage**

Training for Family Partners:
Purpose, importance, how to implement all aspects of the model

Training for the System's workforce & providers:
Why family involvement is important
How to encourage families to use the resources

What is F4F?

**Family Members Lead**

- PFI will be looking for an existing curriculum or writing a new one
- How to help other families
- Leadership skills
- Advocacy Skills
- Phase 3 of the project

**Family Partners Connect**

The Dream continues:

- Engagement skills and process
- Information and resources to meet the request (what they want not what we have)
- Motivating families to help each other
- Supporting leadership development
- Training on data collection for aggregate reporting
Family Partners Connect: support families as they solve problems

- What do I need most right now?
- What strengths do I bring to the table?
- What challenges and barriers do I face?
- What’s my role?
- What do I need to know about how this works?
- What strategies have worked for other families?
- What did I learn that I can share with others?

Evaluate with family friendly methods

- Data collection: Least burden possible
- Purpose:
  - Assess effectiveness of the model
  - Continuous program improvement
  - System level reporting.
- What do you want to know?

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F4F: Systems Engage

- Example: Behavioral Health Managed Care Managers get trained so that:
  - Care Managers understand the results when family members are engaged
  - They know why and how to encourage families to check out the website for information and support
  - How to collaborate with PFI to get what their families need
  - Use PFIs data to understand the outcomes, how to improve the model, etc.

Additional ways to contribute

- You already contributed today!
- Email ideas/resources: mulvey@pitt.edu, ladonastrouse@hotmail.com (Board Chair), and/or Gloria McDonald gloriacd@zoominternet.net
- Be a Families for Families Champion!
- Provide feedback to the website.
- Be a member of the online community when its launched
- Use the modules: encourage families you know to use them online, use them in support groups or workshops
- What else?
Next Steps for PFI

• Timelines
• Next steps

Did we achieve our goals for today?

• Understand PFI’s Families for Families (F4F) model

• Understand how we can all contribute to F4F

• Understand F4F’s value to family support nationally