

*Are You a System of
Care Enhancer
In a Strengths Based
Culture?*

Portland RTC

*Building Family
Strengths Conference*

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Agenda

- *Welcome, Introductions & Agenda*
- *Strength Based Culture*
 - *Wraparound Values*
 - *Phrases That Pay*
 - *Strength Based Care*
 - *Strength Based Supervision*
- *What is a SOC Enhancer*
 - *Small Group Activity & Discussion*
 - *Detractors*
 - *Enhancers*



Agenda continued

- *Replication-How can a community nurture their enhancers?*
- *What Does it Mean to be Bi-Lingual in a SOC?*
- *Transformation-From Family Member to SOC Enhancer: Vickie's Story*
- *Questions & Answers*
- *Wrap Up and Keys To Success*
- *Thank You, Evaluations & Adjourn*



STRENGTH BASED CULTURE

- *Wraparound Values*
- *Phrases That Pay*
- *Strength Based Care*
- *Strength Based Supervision*

Wraparound Values

- *Family Driven*
- *Strength Based*
- *Individualized*
- *Normalized*
- *Culturally and Linguistically Competent*
- *Collaborative*
- *Flexible*
- *Comprehensive*
- *Needs Driven*
- *Innovative*
- *Community Based*
- *Responsive*
- *Unconditional*
- *Outcome Driven*
- *Cost Effective*
- *Promote Independence*
- *Team Based*
- *Youth Guided*
- *Integrative*
- *Least Restrictive*

Phrases
that
Pay

#6



A graphic with a sunburst background of red and white rays on a tan background. At the top, a dark blue banner contains the text "IN" in a circle on the left, six white stars in the middle, and "OH" in a circle on the right. Below this, another dark blue banner contains "★ FAMILIES DONT FAIL ★" in white. The words "PLANS DO" are written in large, bold, dark blue letters across the center. At the bottom, a dark blue oval contains the word "Choices" in white. Below the oval, a dark blue banner contains "MD" in a circle on the left, "WWW.CHOICESTEAM.ORG" in white in the middle, and "DC" in a circle on the right.



Phrases that Pay

#17

NO PARENTS NO SOLUTIONS
KNOW PARENTS KNOW SOLUTIONS



Phrases
that
Pay

#2



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what are the

Strength

the **strengths** and the

strengths?

ohio
maryland
washington dc
indiana
washington dc
indiana
ohio
maryland





*VALUES
AND
PRINCIPLES OF
EXCELLENCE*



4 Principles of Excellence For Family Centered Staff

1. Venerating the people we call kids and families

- ***The feeling that they are the TRUE
HEROES!***

2. Learning for a living

- **Creating a learning team and
organization**



4 Principles of Excellence For Family Centered Staff

3. Making something from nothing

- *A healthy disrespect for the impossible*

4. Focus on Family Based Outcomes

- *Here are some examples we've been taught by our youth & families....*



The Goals (Outcomes) of Those We Serve

*Avoidance or prevention of
spirit breaking events:*

- *Hospitalization*
- *Incarceration*
- *Homelessness*



The Goals (Outcomes) of Those We Serve

MOVING TOWARD...

- *Caring & supportive relationships*
- *Education (literacy, GED, degrees)*
- *Improved mental-emotional health*
- *A home & family, Independent living*
- *Meaningful employment,*
- *Having fun, Healthy Choices & Sobriety*



THE MOST SIGNIFICANT PREDICTORS OF TREATMENT SUCCESS

*The ability of a program or intervention
to provide,*

*Through an individual clinician, child & family
team, or a community of family supports...*

*An empathic, hopeful, continuous treatment
relationship, which provides integrated
treatment and a system of care coordination
through the course of
multiple treatment episodes.*



*FIRST PERSON
ACCOUNTS OF
RECOVERY*

Research from
THE STRENGTHS MODEL

By Charles Rapp



KEY FACTORS IN RECOVERY

- *Perception of the Illness as only a part of the person*
- *A sense of personal control and ability to manage symptoms*
- *Hope*
- *Purpose*
- *Achievement*
- *One caring person who can mirror back to them their well parts.*



COMMUNITY AS A RESOURCE FOR STRENGTHS

*Explore the wealth of
community resources
within the clients
experience and potentially
available to them!*



Strength Based Supervision Basics

- *Assess*
- *Plan*
- *Support*
- *Feedback*



ASSESS

- *Strengths, needs, learning style*
- *Cultural background and preferences that may affect supervision*
- *Employee self-assessment*

PLAN

- *Create plan with staff person*
- *Give clear expectations for performance*
- *Make expectations realistic*
- *Individualize the plan*



SUPPORT

- *Use a variety of teaching methods*
- *Provide tools to do the job*
- *Model and coach the behaviors you desire*
- *Empower staff to own failures and successes*
- *Give staff structure to maximize capacity*

FEEDBACK

- *Provide method for regular feedback*
- *Be consistent*
- *Celebrate successes*
- *Use reciprocal feedback*
- *Modify ways of support based on employee style and outcomes*



What is a SOC Enhancer?

- *What is a SOC Enhancer*
- *Qualities of an Enhancer*
- *Enhancer vs. Detractor*
 - *Small Group Activity*
 - *Enhancers*
 - *Detractors*



A WORKING DEFINITION

*Promoting SOC Enhancers is core to
family support organizations
and the wraparound process.*

*Enhancers are people who
believe in family strengths!
It is the being of whom we are
and the doing of our labor.*



Creativity...

Creativity is not simply a way to make things better. Without creativity we are unable to make full use of the information and experience that is already available to us and is locked up in old structures, old patterns, old concepts, and old perceptions.

Quote from Edward De Bono



Phrases
that
Pay

#18



CHANGE FIRST
AGENTS

Phrases
that
Pay

#3



NEEDS
arent

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Phrases

that
Pay

#10



Incremental

not instantaneous



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SOC ENHANCERS....

- *Empower youth and families*
- *Understand the Wraparound Values and Phrases That Pay*
- *Know how to work themselves out of a person's life*
- *Understand the strength of a Child and Family Team*
- *View themselves as Pioneers for Change*
- *Know how to challenge youth and families to use their strengths*

SOC ENHANCERS...

- *Know how to help families learn how to be self-sufficient*
- *Know how to establish boundaries for themselves*
- *Know when to share information with the Care Coordinator and Child and Family Team*
- *Understand the treatment team goals and the expectation from the Child and Family Team.*



SOC Enhancers Believe

- *That they are the System of Care.*
- *That the System of Care is exclusive to their locality.*
- *That they are the true pioneers for change.*
- *That the value they bring is essential to the success of the System of Care.*



Commitment...

“Never doubt that a small group of committed citizens can change the world: indeed, it’s the only thing that ever does.”

~Margaret Mead

Reciprocity...




How do SOC Enhancers give back?

- *SOC Enhancers have been known to remain in the lives of families far after the funding is gone.*
- *SOC Enhancers believe that assisting families is “Just the right thing to do.”*
- *SOC Enhancers allow families to contact them for “life.” Many providers have been called upon by families who were in need of a “booster shot.”*



Reciprocity...

- *SOC Enhancers have admitted to making non-reported small purchases for families because they felt it would help them get through the moment.*
- *SOC Enhancers are often called upon after closure to assist families with errands, family crises, community resources, etc and respond without hesitation out of their dedication before reimbursement considerations!*



As I engage in dialogue with many people throughout the community who are interested in becoming a System of Care Enhancer I look for

- *People who show strong compassion for mankind.*
- *People who do not perceive themselves as heroes.*
- *People who do not mind getting in the “trenches” with families.*
- *People who truly believe that it takes a village.*



Enhancers Small Group Activity

- *Break into small groups as directed*
- *Establish a secretary and spokes person*
- *Discuss*
 - *What are the characteristics of a SOC Enhancer in your community? 4 minutes*
 - *What are the characteristics of a SOC Detractor in your community? 2 minutes*
 - *How can you take what you've learned here today back to your community to support enhancers? 4 minutes*



Enhancer vs. Detractor?

<i>Enhancer</i>	<i>Detractors</i>



What Does It Mean To Be Bilingual In A SOC?

- *We use diagnostic language that focus on the pathology of disorders and diseases.*
- *We use strengths language & person first language.*
- *We identify goals and outcomes based upon severity of illness and functioning.*
- *We strive to mobilize strenghts as the interventions for outcomes & goals.*
- *WHAT ELSE?*

Phrases
that
Pay

#1 1



THIS SUMMER, TIME HAS A SCORE TO SETTLE



TIME WOUNDS ALL HEELS
AND YOU CANT FAIL WITHOUT TRYING

CHOICES INC PRESENTS A PHRASES THAT PAY PRODUCTION
WRITTEN BY BRENT MATTHEWS DIRECTED BY KNUTE ROTTO
STARRING JOE CLOCKMAN AS MR TICTOC
OPENING SUMMER 2008 IN SELECT THEATERS IN
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THIS FEATURE
RATED:
H
PVR REELS IS
NOT A TPPOF



*VICKIE'S
STORY!*

*Transformation
From Family
Member
to SOC Enhancer*

Questions & Answers

For More Information

www.choicesteam.org

Blog with us at

www.NeedsArentServices.org

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Wrap up and Keys to Success

Shared Ownership

Togetherness

Shared Accountability

Shared Values

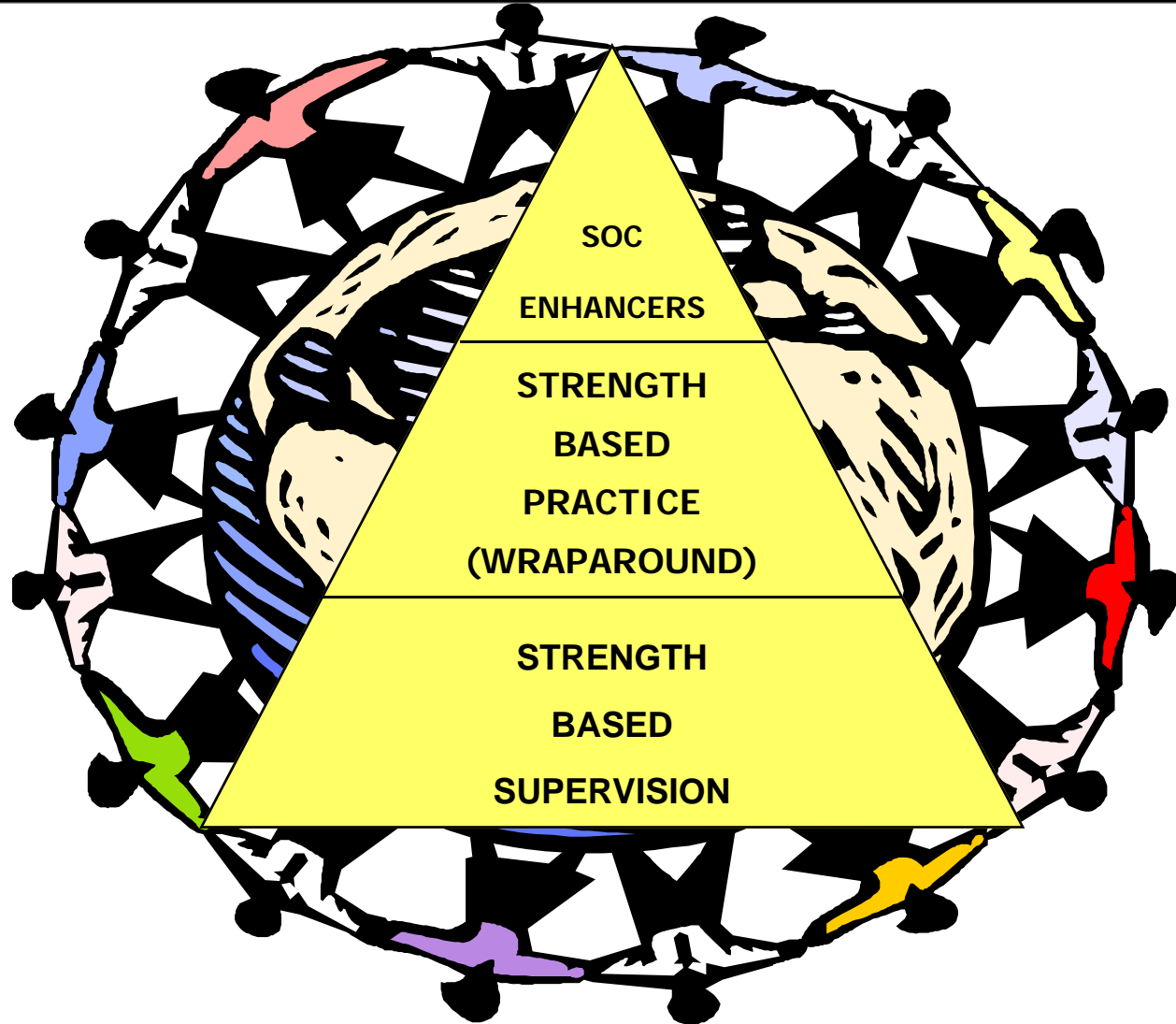
Shared Practice Model

Family Involvement

Continuous Learning

Reciprocity

Are You a System of Care Enhancer in a Strength Based Culture?





OUR APPRECIATION

Our presentation would not be possible without the outstanding expertise and dedication of the Families and Staff of Choices, Dawn, TA Center & Families Reaching for Rainbows!

And special thanks to Brent Matthews, Chief Operating Officer, who was instrumental in the creation of the Phrases That Pay and the concept of Enhancers in a System of Care.

A glowing lightbulb is shown inside a glass, with a warm, golden light emanating from it. The background is a soft, warm orange glow. The text is overlaid on this image.

Thank You!

*Evaluations and
adjourn*