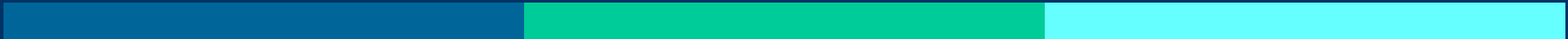


Enhancing Outpatient Services for African American Families: Reflections on Process and Program Changes



Morrison Child and Family Outpatient Services
Building on Family Strengths Conference
Portland, Oregon • May 31, 2007

Antoinette Edwards

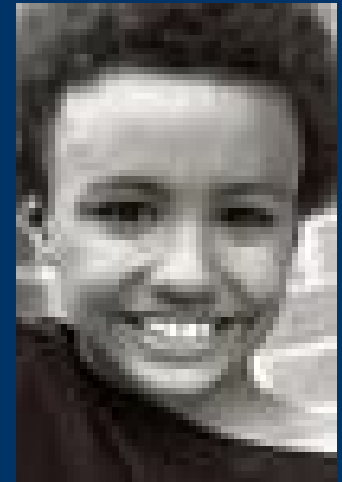
Jimi Henderson

Callie H. Lambarth, MSW

503.736.6737 • www.morrisonkids.org

Overview

- ❑ Morrison Outpatient programs
- ❑ Biannual Consumer Satisfaction Surveys
- ❑ Significant differences between % of African American and Caucasian clients satisfied with Access and Cultural Sensitivity domains in Spring 2005



Responding to Survey Feedback: Focus Group



- Literature Review
- Recruitment & Incentives
- Protocol
- Facilitators
- Participants
 - African American foster parents
 - 3 Women, 2 Men
 - Ages ranged from 22 to 57
 - 2 to 6 children in care
 - Long-term relationships with Morrison

Positive Experiences

- ❑ Children from the same family-of-origin in multiple foster placements who have the same therapist
- ❑ Therapists available for consultation even after treatment had ended
- ❑ Strong alliances between caregivers and therapists to benefit the child
- ❑ Flexible scheduling, convenient locations, including NE Portland

Challenging Experiences

- ❑ Not being treated as experts or equals in the process
- ❑ Unclear role of caregiver in process, in particular as a foster or kinship caregiver
- ❑ Difficulties changing therapists when not a good fit for the child
- ❑ Assumptions made about background and role of culture, i.e., how this influences ideas about parenting

Recommendations

- ❑ Recruit and retain qualified diverse staff members, especially African Americans and men
- ❑ Acknowledge the role of culture in treatment
- ❑ Enhance cultural competency and address disparities within and among staff, agencies, and mental health system
- ❑ Rely on expertise of foster parents to assist their children
- ❑ Provide mentors to help new parents navigate the mental health system
- ❑ Provide more resources and groups for teens
- ❑ Ensure more consistency with staff and reduce turnover

A Parent's Voice

- ❑ Why did I participate?
- ❑ Why is this important?



Effecting Change

- ❑ Program enhancements and ongoing work
 - Organizational Quality Improvement focus
 - Trainings
 - Specialists & Liaisons
 - Distinguishing between enhancing cultural competency and addressing systemic disparities – both are important
 - Additional research

