



Providing Family Support to Both Parents And Youth

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Who We Are

- Kim Foy
 - Program Manager of Family to Family Services
 - Parent of children who have received services
 - Managing peer to peer support services

- Adam Armstrong
 - Youth Services Coordinator
 - Sibling of someone who has received services
 - Coordinating youth-guided support services



Definitions

□ Youth Guided Support Services

- Delivered by “near peers” who can relate to the young person’s culture, reality, current experiences
- Agreement is reached between the provider and youth
- Flexible delivery in age appropriate settings & contexts

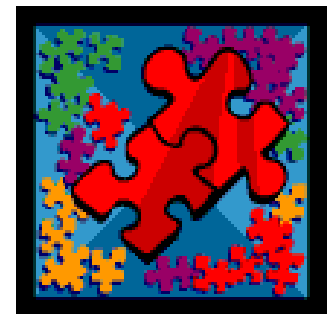
□ Peer to Peer Support Services

- Delivered by parents of children with behavioral health needs & experienced systems from child serving systems
- Support provided by building connections around common experience
- Flexible delivery in culturally appropriate settings & contexts



What We Do Together

- ❑ Open Communication between all family members
- ❑ Share common experiences with the people we get to work with
- ❑ Attempt to experience the parent or young person's reality in order to assure understanding
- ❑ Communicate with other professionals who are involved with the young person or family
- ❑ Work together on behalf of the whole family
- ❑ Create a holistic experience for the family as we do our work





How We Got Here

- Family organization (FIC) working on
 - **Family involvement:** promoting family voice in the behavioral health system
 - **Practice improvement:** increasing family friendly practices in the behavioral health system
 - **Community Development:** Working with other systems and community to make the community welcoming to families.

Development of Family To Family Services: Local Conditions

- Seven primary comprehensive service providers responsible meeting the behavioral health needs of families
- Adopted a practice model called Child & Family Team practice that is community based, family friendly, outcome oriented
- Some families falling through the cracks who had needs that couldn't be addressed

Opportunities

- 2005: ValueOptions allocated funds for direct supports
 - To enhance options for families
 - To increase availability of direct work
- Our Vision for this opportunity
 - Hire parents to provide direct supportive interventions to parents
 - Hire “near peers” to provide direct support interventions to young people
 - Hire parents & “near peers” to help family members to achieve concrete goals
 - Move the family organization into a service role
 - Collaborate with existing behavioral health providers to enhance the family’s experience of the system
 - Create a welcoming place for all family members including young people who are participating in behavioral health

Big Idea!!!!!!

Our family organization could also be a Medicaid provider of behavioral health services.

Family Members Deliver Support and Rehabilitation Services

Support Services

Case Management
Family Support
Peer Support
Respite Care
Non-Emergency Transportation

Rehabilitation Services

Living Skills Training
Health Promotion, Education
and Training

(Reference Covered Services Guide:
http://www.azdhs.gov/bhs/bhs_gde.pdf)

Delivered by

BH Professional, BH Technician,
BH Para-Professional

Types of Provider

Community Service Agency [CSA]
Licensed Outpatient Clinic [OBHL]



Why are we different than any other providers? Our Specialty Services

□ Parent to Parent Support Services

- Parents who have “been there” meet with other parents
- Support Provided directly to the parent
 - Group
 - Individual
- Billing occurs on the open Medicaid file on the young person

□ Youth Services

- “Near-peer” support
 - Building connections with each other i.e. interests, dress, music, slang etc.
 - Visual similarities i.e. see “like kind”
- Respite
- Skills development
 - Start with the young person & fully engage
 - “Right Paced” skills work

Key Components of Family Member Roles in Service Delivery



Peer-to-peer parent *supporters* (not parent *correctors*)
Near peer youth supporters (not youth *correctors*)

- **Engage** families in the process, and help to identify their *functional* strengths
- **Planning** – come to agreement about how “we will get there”
- **Implementation** – doing the work
- **Transition** – exiting services

Family to Family Services Provide Interventions



- Foundation of service is non-expert driven specialized support
- Goal of intervention is to inspire hope for the parent and youth
- Interventions are provided by those who have “been there”

Family to Family Support Services Provide Effective Behavioral Interventions



- Goals & Needs Agreed on at a Child and Family Team
 - (We're not usually at this meeting)
- Referrals come from BH provider agencies
- Family to Family develops an Individualized plan
 - Work plan & agreement
- Family Feedback is solicited throughout the process
 - (Measurement Tool)
- Progress Documented
 - Medicaid requirements
 - Monthly & discharge summaries to referring agency & family

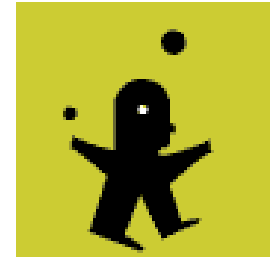


Lessons Learned in Providing Direct Family-to-Family Services



➤ Expectations

- Matching
- Caseloads
- Frequency of Contact
- "No Desks"
- Need for policies & procedures
- Importance of training
- Young/Aging work force
- Managing external perceptions of these services



➤ Supervision

- Take it personally when system fails to provide sufficient support
- Parent Partners have family needs, too!
- Near peers require a different approach to supervision

Challenges in Implementing Family To Family Services

- Maintaining a family focus on a Medicaid world
- Building accountability in flexible work settings
- Integrating our strong hearts with clear minds
 - So many of our youth & parent partners are so good by instinct....
- Keeping focus on vision while trying to keep floating fiscally
- Recruiting the right workforce



The Journey to Recover Self

- First, see through our own eyes rather than the eyes of others
- Second, telling what seemed to be shameful secrets only to find out that it is neither shameful or secret
- Third, giving names to that which has been nameless
- Fourth, bonding with others who share similar experience and
- Finally, achieving empowerment

We're happy to help. Contact us:



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