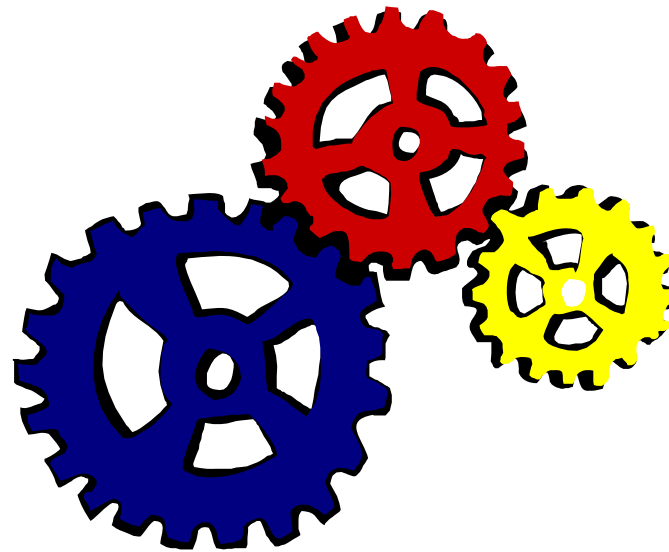


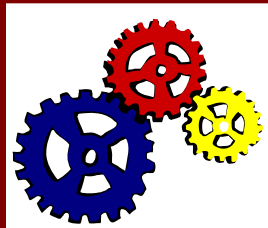
Shifting Gears to Family-driven Care Ambassador's Tool Kit

An Orientation



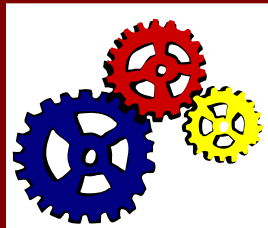
Trina W. Osher
Huff Osher Consulting, Inc.

Sandra Spencer
Federation of Families for
Children's Mental Health



Topics

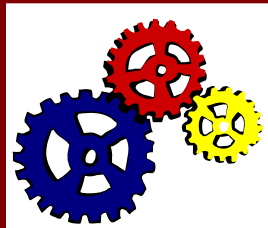
- 👤 The Definition
- 👤 Why an Ambassador's Guide
- 👤 What is in the Tool Kit
- 👤 How to Navigate the CD
- 👤 Putting A Presentation Together
- 👤 Adapting the Materials
- 👤 Evaluation the Impact of the Ambassador's Guide



The DEFINITION

Family-driven means families have a primary decision making role in the care of their own children as well as the policies and procedures governing care for all children in their community, state, tribe, territory and nation. This includes:

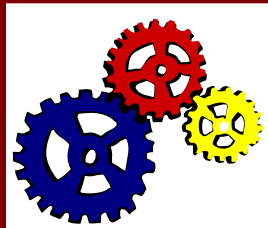
- ✦ choosing supports, services, and providers;
- ✦ setting goals;
- ✦ designing and implementing programs;
- ✦ monitoring outcomes;
- ✦ participating in funding decisions; and
- ✦ determining the effectiveness of all efforts to promote the mental health and well being of children and youth.



Why An Ambassador's Guide?

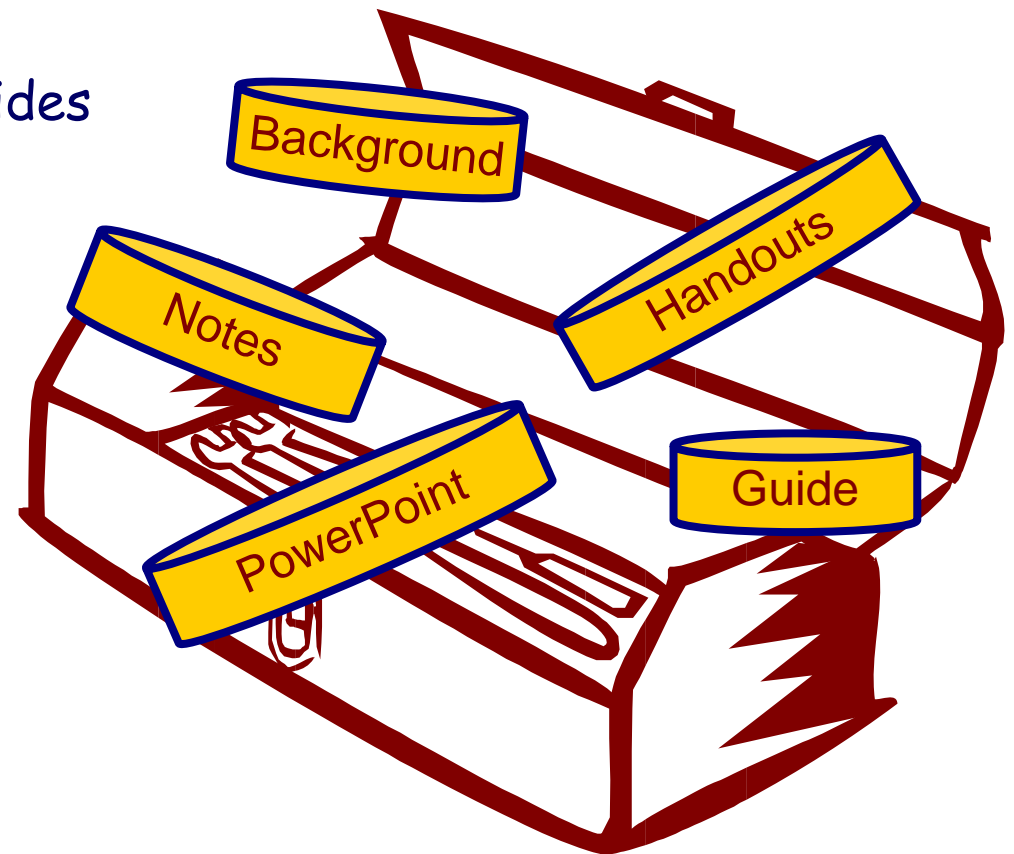
The Shifting Gears to Family-driven Care Ambassador's Guide was Developed to:

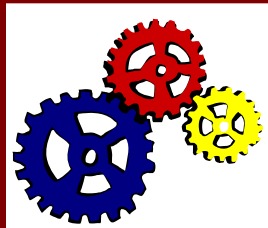
- 👤 Disseminate the definition with fidelity;
- 👤 Apply its principles with integrity;
- 👤 Use its characteristics to help transform the way service is delivered; and
- 👤 Insure families are involved in making decisions.



The Ambassador's Guide is a Tool Kit

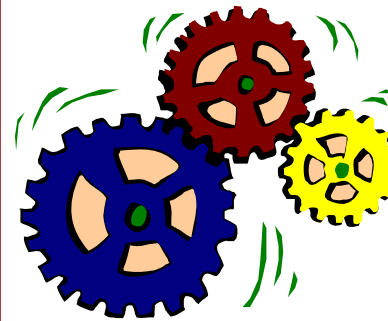
- It consists of:
 - Ambassador's Guide
 - PowerPoint Slides
 - Notes for PowerPoint Slides
 - Handouts and
 - Background Materials





How to Navigate the CD

- ✦ The **Ambassador's Guide** tells you more about the files and how to use them.
- ✦ There are two types of files.
 - ✦ **Microsoft Word** for handouts, background materials, and supporting materials.
 - ✦ **PowerPoint** for the slides.



Shifting Gears to Family-driven Care Ambassador's Guide

Second Working Draft – July 2006

Trina W. Osher

Federation of Families for Children's Mental Health

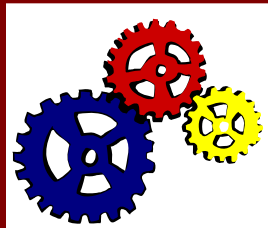
David Osher

American Institutes for Research

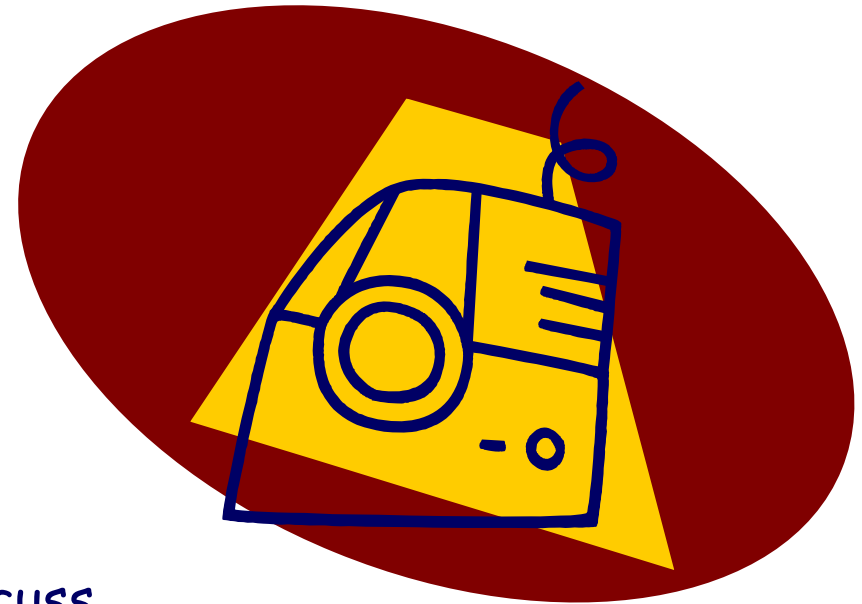
Gary Blau

Center for Mental Health Services



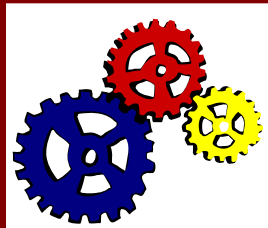


Main *PowerPoint* Slides



- 👤 **“Core Set”** basic information
 - 👤 90 minutes to present and discuss in a workshop, or
 - 👤 60 minutes as a formal presentation without discussion.

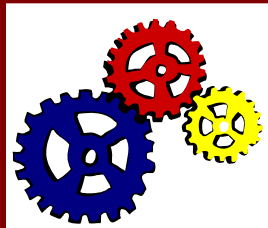
- 👤 **“Quick Set”** is the bare minimum
 - 👤 15 minutes without discussion.



Supplemental *PowerPoint* Files

Add these to the Core slides or the Quick Set as appropriate.

- 👤 Advice for Administrators
- 👤 Breaks
- 👤 Commitment to Change
- 👤 Family Involvement
- 👤 Feedback
- 👤 Parent Partners
- 👤 Point of View
- 👤 Tips for Effective Partnerships
- 👤 Ways to Take the Wheel
- 👤 Web References
- 👤 What HAT are You Wearing
- 👤 Wraparound



Notes File

- † There is a large *Microsoft Word* file with notes for every *PowerPoint* slide.
 - † Explanations of the origin or intent or intended audience
 - † Background material
 - † Suggestions for customizing
 - † Possible discussion questions
 - † Examples to illustrate key points
 - † Alternative ways to use the slide, and
 - † Interactive activities



**Shifting Gears to Family-driven Care
Ambassador's Tool Kit
Notes for PowerPoint Slides**

Second Working Draft – July 2006

Trina W. Osher
Federation of Families for Children's Mental Health

David Osher
American Institutes for Research

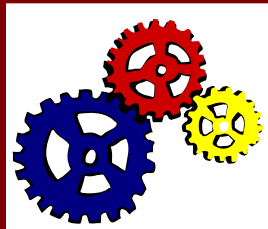
Gary Blau
Center for Mental Health Services



Values Base for Family-driven Care

- 👤 It is the RIGHT thing to do.
- 👤 It fulfills the promise of "nothing about us without us."
- 👤 It supports a professional code of ethics.
- 👤 It enables professionals and providers to "start where their client is at."

Systems are beginning to mandate family involvement and family-driven care.



Shifting Gears to Family-driven Care Ambassador's Tool Kit Core Slides

Values Base for Family-driven Care

- It is the RIGHT thing to do.
- It fulfills the promise of "nothing about us without us."
- It supports a professional code of ethics.
- It enables professionals and providers to "start where their client is at."

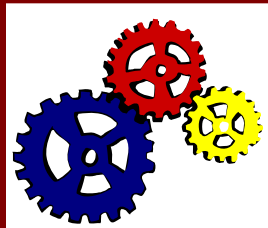
Systems are beginning to mandate family involvement and family-driven care.

© 2007 by the American Academy on Child and Adolescent Psychiatry

- The formal presentation begins with a justification for family-driven care.
- If your audience is unfamiliar with "nothing about us without us" explain that is it a principle of the family movement.
- Professional codes of ethics are a sets of rules for practice. For example, "Do no harm." is part of the medical code of ethics. Some codes include principles about respecting a client and starting treatment or providing services based on an evaluation and understanding of the client's current situations, circumstances, needs, and especially their desires.
- The appeal being made here is to moral, spiritual, humane, and ethical values. It does not require a lot of elaboration.
- However, you might want to remind audiences that doing something because is it good for children is OK even if it difficult.
- When presenting to an audience that shares a code of ethics or mission (for example, the child welfare association) you might want to do some research and lift a quotation from that code to use as an additional or replacement example.
- The last point - about mandates – is not intended to be heavy handed but to illustrate how these values are increasingly becoming incorporated into the way grants and programs are expected to perform. This is a good thing. Be careful not to threaten your audience with it.

Vision of the Transformation





Shifting Gears to Family-driven Care Ambassador's Tool Kit Core Slides



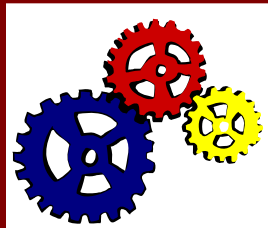
- If you have not read the short story describing the family-driven journey you should do so before presenting this slide.
- This slide presents an animated graphic illustration of the two images of family-driven.
- It starts with a bulldozer – the image most people fear – and transitions to a family-friendly car.
- Acknowledge that some fear that family-driven care will push aside professionals and their expertise. At the same time emphasize that family-driven care does not do this. Point out how nice and friendly the car is, all round and cuddly like the one in the circus that lots of clowns come out of.



- Explain that the car has only one driver – the family – but many passengers – professionals and community and kinship supports – who get in and out as needed along the way.
- Stress that family-driven care depends on their being lots of professional support advising families so families can make choices about getting help when they need it and when they want it.
- Tell your own version of the family-driven journey after the car image appears – or read the story or portions of it to your audience. Key points of the story are:



- The family know where it wants to go but needs help getting there.
- The passengers might have different routes to the destination. They need to justify their suggestions. The driver makes the final choice but only after good data about the alternatives has been presented.
- The vehicle has to be kept in good condition.
- Passengers continue to provide support to the driver along the way.
- The family-driven journey is different in the world of primary health care. If your child has asthma or diabetes, you would be on the Internet getting information about different treatments and medicines and you would partner with your child's doctor (s) to make decisions.
- Mutual agreement and respect is the key. In mental health we seem to give away our own authority and defer to the clinician.
- Families need to be informed and prepared to drive the process and they need to seek out clinicians who are comfortable with this partnership.



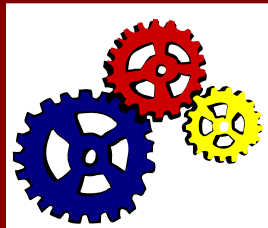
Additional *Word Files*

Handouts

- 👤 The Paradigm Shift Table
- 👤 The Definition
- 👤 Keys for Success Tip Sheets
- 👤 Comparing Family Involvement with Family-driven
- 👤 Definition of Family and Principles for Family Involvement (FFCMH, SAMHSA, and GFA versions)

Background Materials

- 👤 A Family-Driven Journey
- 👤 Family Voice and Choice
- 👤 Need for a Definition of Family Driven Care
- 👤 Parking Lots
- 👤 Feedback formats
- 👤 Vanguard InSites — May 2006, Effective Training Can Help Nurture Fledgling Skills



Putting a Presentation Together

Steps to Success

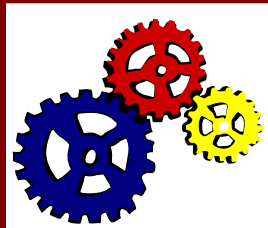
Practice with a timer ★

Choose stories and handouts ★

Select & sequence slides ★

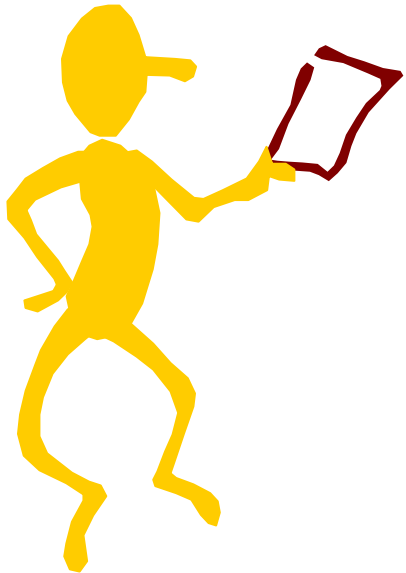
Know your audience ★

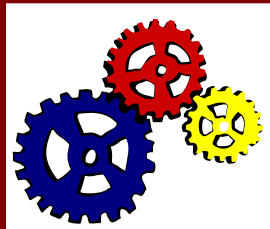
Find a partner ★



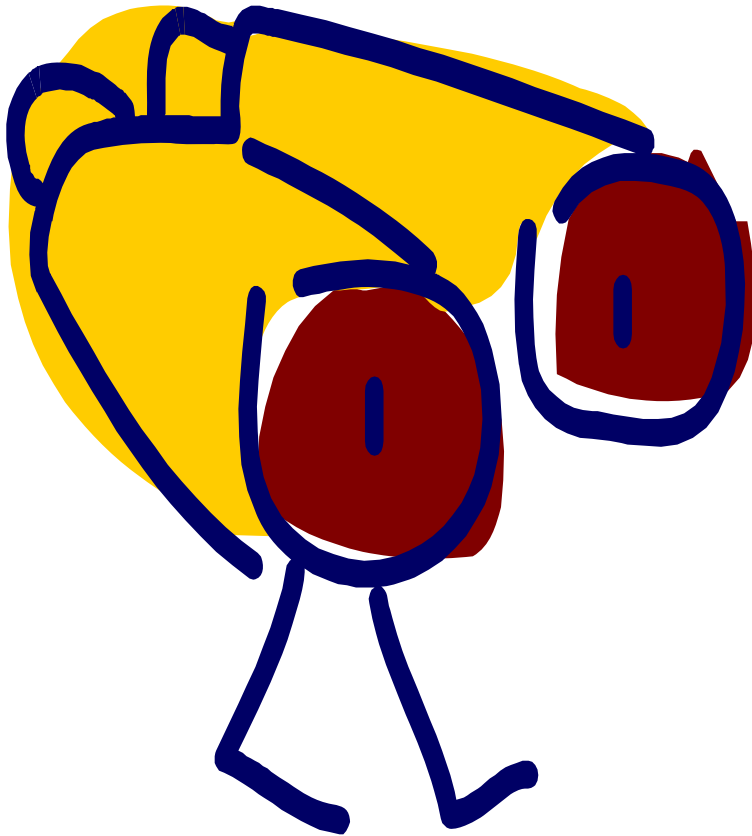
Choose a Training Partner

- ‡ Ambassadors are team captains.
- ‡ Seek out partners from different arenas to join your team.
- ‡ Rotate or match training partners to different audiences.
- ‡ Decide together what role each will play.
 - ‡ Try to avoid presenting as sequence of individual talking heads .
 - ‡ A free-flowing dialogue among the team models how a real partnership works.

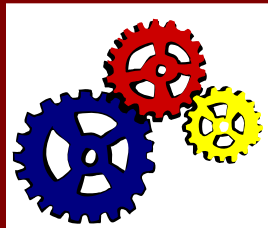




Incorporating Culture and Values



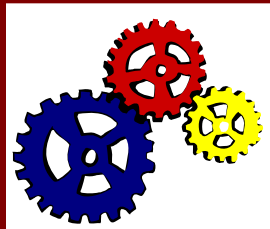
- Each audience has its own perspective.
- Get advice from a cultural guide to learn about audiences that are unfamiliar to you.



Know Your Audience

Selections from the Guide, page 5

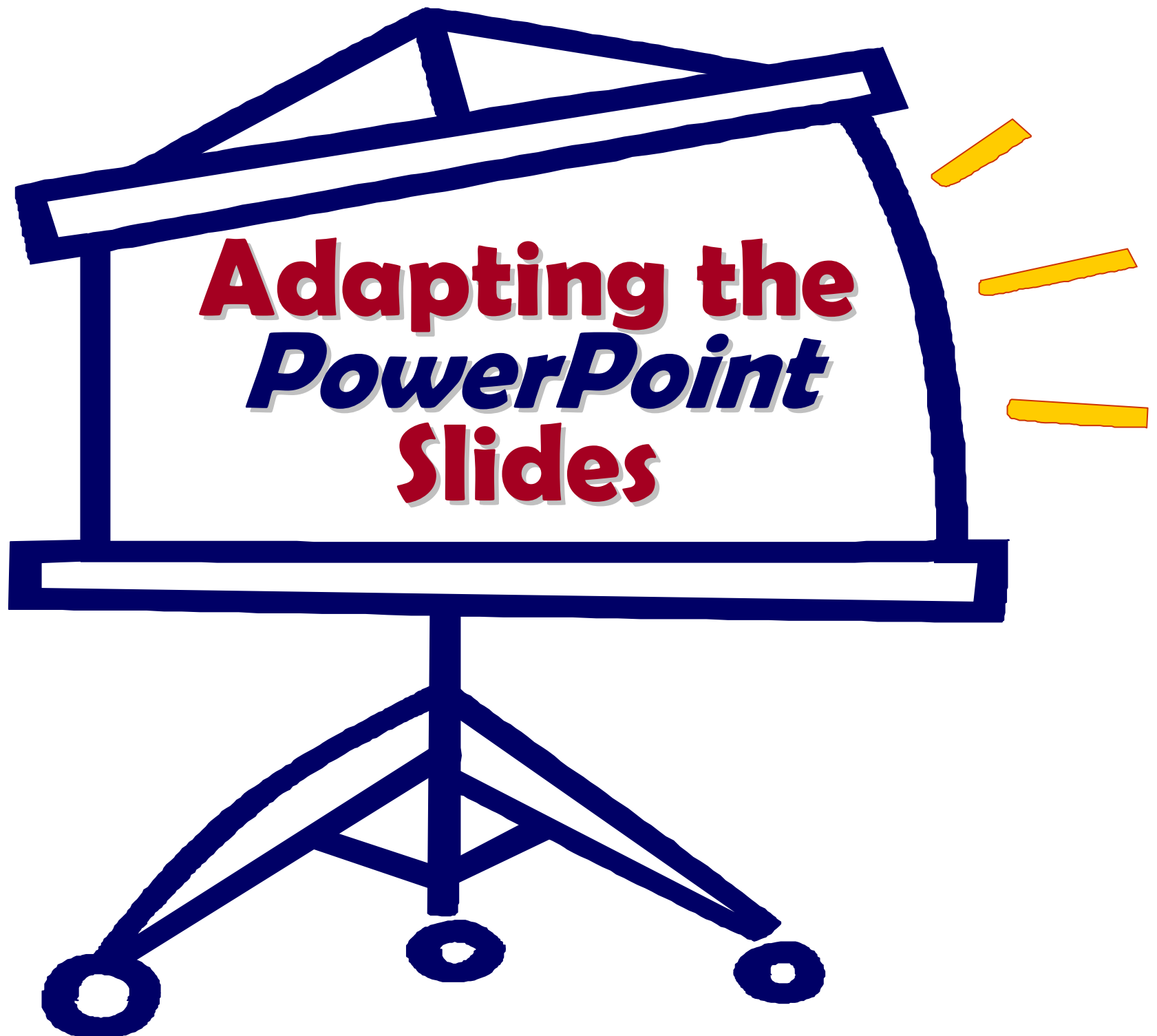
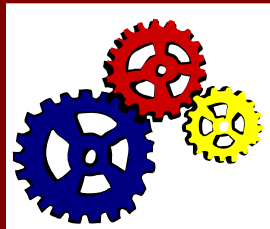
Orientation and Strength	Possible Concerns About Family-driven Care	Strategies to Address Concerns
Points to make with all audiences		
<p>It is only some and not all families who fit the description the audience is concerned about. All parents have strengths and needs – like everyone else. No approach should burden people with global attitudes and treatments that are based on negative stereotypes. Support services can counterbalance the effects of personal and environmental risk factors. Parental involvement is the key to improving cultural competence.</p>		
Administrators		
Program and fiscal responsibility	It costs too much and “families aren’t accountable”.	<ul style="list-style-type: none"> ●Families – especially families who are poor – are very careful spenders. ●With good options and information, families make good choices. ●When families have choices there is less money wasted on ineffective services. ●Medical research suggests that when consumers are involved in making decisions about their treatment cost are likely to be less.
Juvenile Justice & Child Welfare		
Public safety and protection of children	Families can not or will not keep their children safe and healthy, may encourage violent and illegal behaviors, or deny their child is involved in them.	<ul style="list-style-type: none"> ●Families (even unsafe ones) are “forever” and children run back to their families whenever they can ●Wraparound approaches that include family supports and crisis or contingency plans can insure public safety and promote better outcomes for youth. ●Families with many life challenges respond well to intensive individual supports like family preservation programs.



Safety

- 👤 An Ambassador is responsible for creating a environment where Everyone:
 - 👤 Feels safe.
 - 👤 Is able to speak with honesty.
 - 👤 Has value.
 - 👤 Is encouraged contribute.

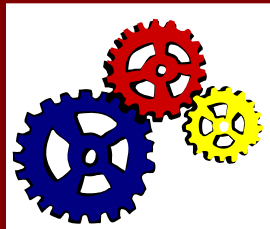




Adapting the *PowerPoint* Slides

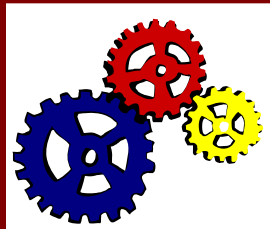
A decorative graphic featuring three interlocking gears (red, blue, and yellow) in the top left corner. A thick yellow paperclip is positioned diagonally across the upper left. A large, thick blue outline frames the central text area.

Adapting the *Microsoft Word* Handouts

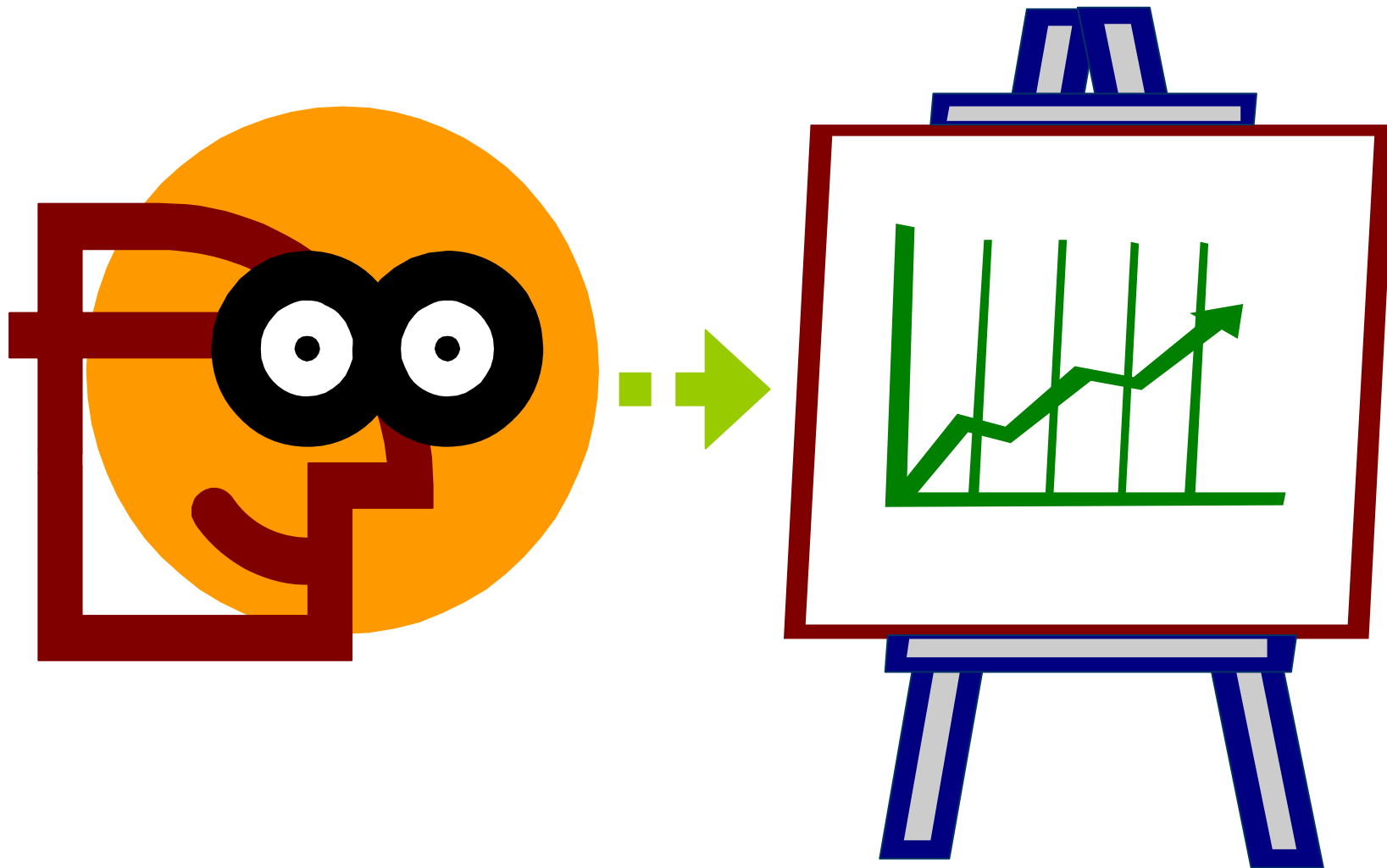


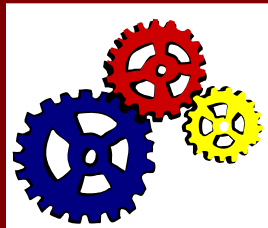
A Word About Printing Handouts





Use Feedback to Improve Your Presentation

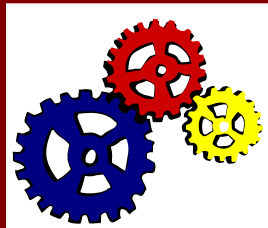




Evaluating the Impact of the Ambassador's Guide

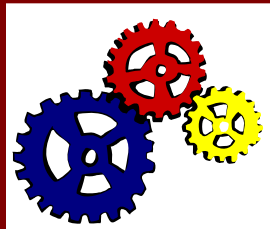
- ‡ FFMCH has created a format for gathering data:
 - ‡ who is doing training
 - ‡ who is getting trained
 - ‡ feedback from trainees

- ‡ Using this to inform the FFCMH about how to create the Ambassador's Guide Curriculum.



Tracking Change?

- 👤 Missing piece is mechanism to track the impact this training has on communities - your partnership is eagerly anticipated.
- 👤 Share what you are learning from any evaluation or studies you are doing.
- 👤 Share how you adapt or modify materials in the Ambassador's Guide.



Keep In Touch

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www.SystemsOfCare.gov

www.TAPartnership.org

tosher3@comcast.net