

# Implementing Youth-Guided and Family-Driven Systems of Care

New Community  
Webinar Series

December 9, 2009



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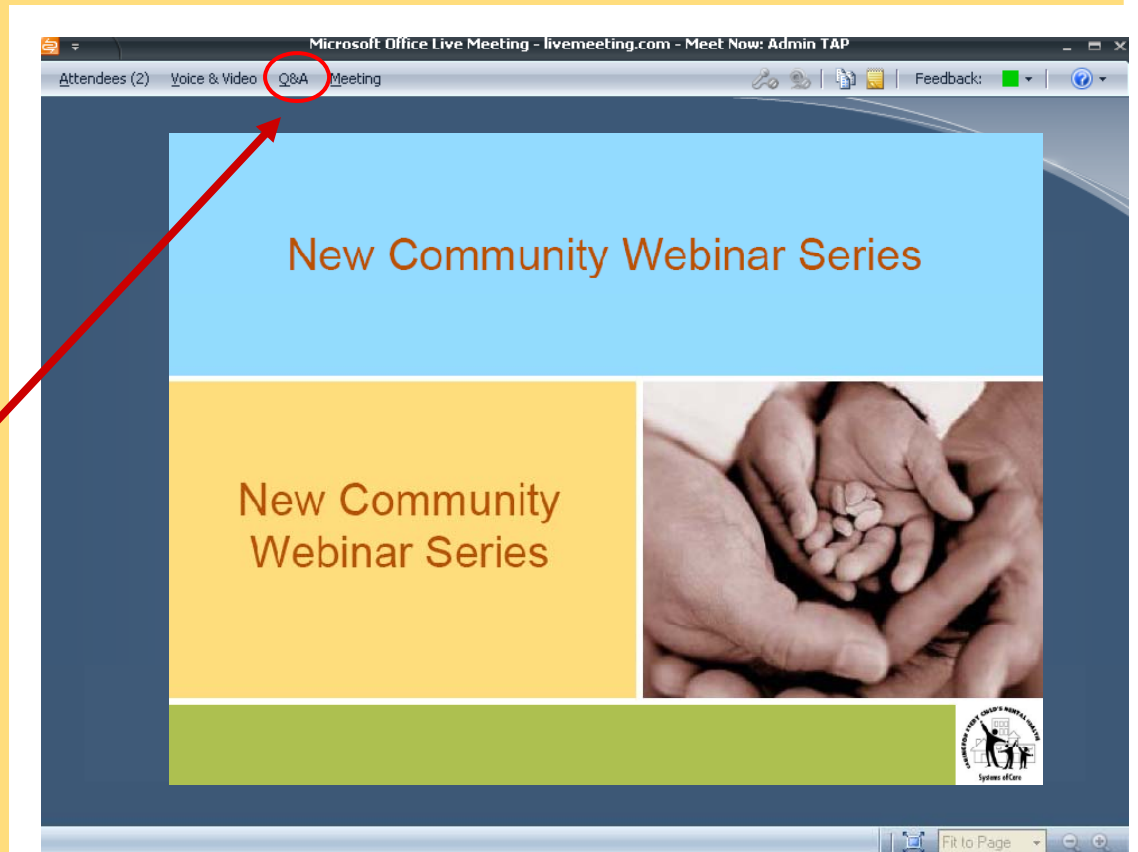
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# Transforming Children's Mental Health in America

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# Implementing Youth-Guided and Family-Driven Systems of Care

## Presenters

**Kim Williams**, *Family Involvement Content Specialist*

**Brittany Couch**, *Youth Involvement Content Specialist*

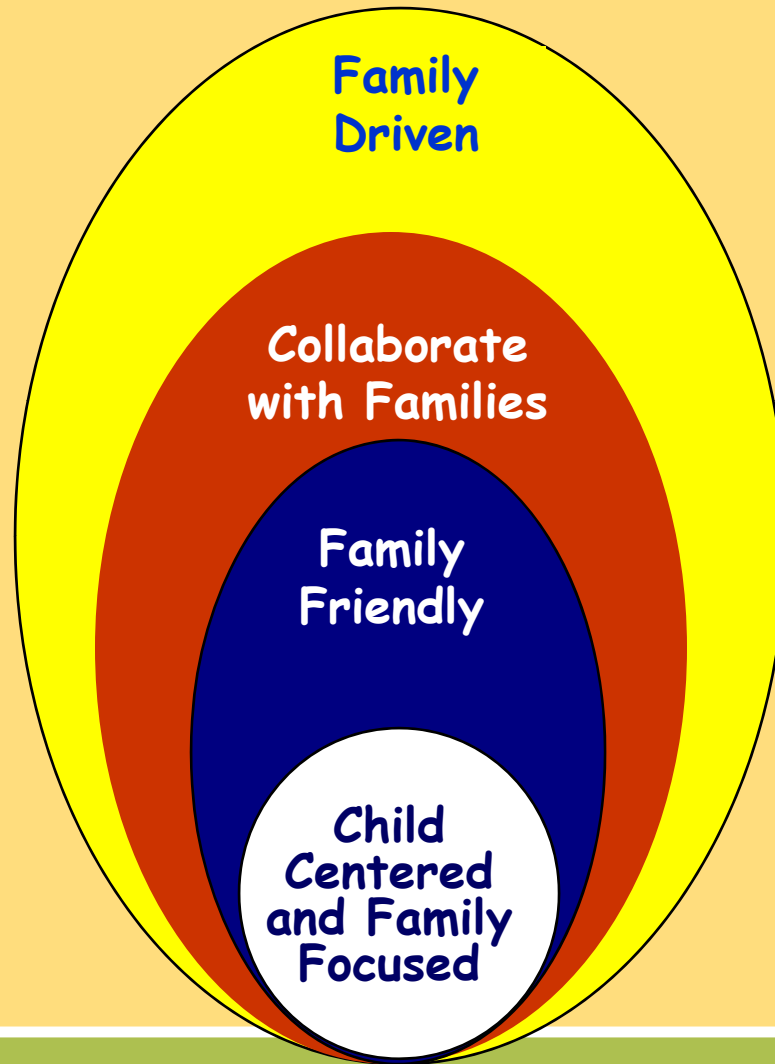


# Webinar Overview

This Webinar will examine what it really means to be a youth-guided and family-driven system of care. Presenters will illustrate how youth-guided and family-driven principles can be transformative and how to implement these principles in systems and communities. Participants will gain awareness of strategies for creating a family-driven and youth-guided system of care and resources that are available to support this effort.



# Working Towards Family-Driven Care



Achieving the Promise 2003

National Agenda 1994

Families As Allies 1986 -1988

CASSP 1984

Achieving the Promise:  
Transforming Mental Health Care in America  
Goal 2: Mental Health Care Is Consumer and Family Driven

## RECOMMENDATIONS

- Individualized plan of care
- Involve consumers and families fully in orienting the system toward recovery
- Align Federal programs to improve access and accountability
- Comprehensive State Mental Health Plan
- Protect and enhance rights

[www.mentalhealthcommission.gov](http://www.mentalhealthcommission.gov)



# RFA 2009 Program Goals Include

“Implement full participation of families and youth in service planning, in the development, evaluation and sustainability of local services and supports and in overall system transformation activities.”

# 1<sup>st</sup> Principle of Wraparound from National Wraparound Initiative

## *Family voice and choice.*

Family and youth/child perspectives are intentionally elicited and prioritized during all phases of the wraparound process. Planning is grounded in family members' perspectives, and the team strives to provide options and choices such that the plan reflects family values and preferences.

[http://www.wraparoundmd.org/documents/Bruns-2.1-\(10-principles-of-wrap\).pdf](http://www.wraparoundmd.org/documents/Bruns-2.1-(10-principles-of-wrap).pdf)



# The Changing Role of Families and Professionals in Systems of Care: How it Takes Place

## **Vision of Transformation**

# Definition of Family-Driven Care

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 (National Federation, 2008).





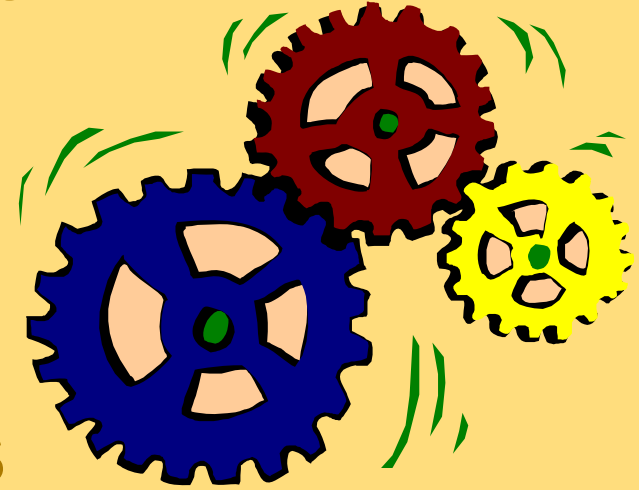
Change occurs only when individuals take personal responsibility and begin to do things differently.



# Personal Commitment

Define your own first step toward implementing the family-driven value.

- Write it down
- Challenge yourself
- Assess your progress





# Family-Driven Components

- Shared leadership and governance
- Outreach, support, and education
- Family networking and organizing
- Service delivery and training
- Public information and social marketing
- Evaluation and continuous quality improvement
- Policy initiatives for system change

# A Strategic Approach to Becoming Family Driven: Start with Assessment

## Quick Guide for Self-Assessment

<http://rtckids.fmhi.usf.edu/rtcpubs/FamExp/Familyquickguide.pdf>



# Goals of a Family-Driven System of Care Assessment

- Increase overall commitment towards becoming family driven
- Uncover all possible resources, assets, challenges, and viable opportunities
- Develop a family-driven plan based on the strategic use of data

# Overcome Challenges – Achieve the Family-Driven Goal

- Fully engage family members in planning
- Intentionally prioritize family voice
- Collect and use data
- Assess and reassess family involvement
- Build sustainable family-driven infrastructure

# Recommendations

- System of Care (SOC) communities should support a core leadership team committed to becoming family-driven to lead a self-assessment process.
- SOC communities must champion the process of using family involvement as a valuable and essential element of a successful SOC.

# Suggested Solutions Toward Building a Family-driven Infrastructure

- Hire family members into key positions
- Invest funding and resources to fully involve families and family organizations
- Value and commit to including family members' participation in partnership and leadership development
- Incorporate/create family-driven and peer-directed program development
- Utilize family members in technical assistance and training
- Evaluate all components and use data to inform growth

# Essentials for Building Sustainable Family Leadership

- Effective communication skills
- Creative thinking
- Collaboration and partnerships
- Systems navigation
- Negotiation and conflict resolution
- Coalition building
- Public advocacy
- Facilitation
- Mentoring

# Family Involvement Program/ Service Delivery Needs

- Funding structure/strategic plan
- Program descriptions
- Clear job descriptions
- Policies and procedures
- Supervision/other supports
- Training – initial and ongoing
- Evaluation/quality improvement



# Questions From the Field!

- How do we encourage family participation in the system of care?
- How do we encourage family involvement and leadership?
- How do we develop a true partnership with families?
- How do we make sure we have a cross section of families that covers the entire county?
- Is there a way to engage families that has worked over a large county?
- How do we reach ethnic/minority families who are traditionally underserved and obtain their involvement at the systems level?
- What are educational resources that can be shared to assist families?
- Where can I learn more on how to teach parents to be more involved in their child's mental health needs?

# Next Steps

- ✓ Fully engage everyone in working to achieve family-driven care
- ✓ Insure family voice in all planning
- ✓ Assess your community's family involvement
- ✓ Provide training to all involved in the SOC community
- ✓ Intentionally plan for transformation

# Questions?

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# Authentic Youth Engagement

- Authentic = true to one's own personality, spirit, or character
- Youth = population of focus, as defined by your system
- Engagement = involvement



# Achieving Authentic Youth Engagement



- Mix it up!
- Get support and build strategic partnerships
- Positive youth development
- Tie involvement to goals of the system
- Make it meaningful
- Plan. Do. Study. Act.

# Youth Involvement Occurs When:

- The voice and actions of youth are valued
- Youth are utilized as a resource in the development of themselves and their community

# What Isn't Youth Involvement?

- Manipulation
- Decoration
- Tokenism



# President's New Freedom Commission Report Goal: Consumer-driven mental health care



Youth involvement helps:

- The system to better meet the needs of youth and families
- Youth to develop successfully into adulthood



# Youth Involvement Works!

- Personal experience is the expertise they can offer to create systems change
- Youth reclaim their power and responsibility
- Youth are more likely to succeed in treatment if their voice is listened to and integrated
- Youth gain a sense of belonging, competence, usefulness, and empowerment

# SAFETY

*(Community Alliance For Ethical Treatment of Youth)*



## ***NATIONAL MOVEMENT!***



**Youth M.O.V.E. National**  
*(Motivating Others through Voices of Experience)*

# Youth Guided

- Youth MOVE National has developed the definition of what it means to have a youth-guided system
- “Youth guided means to value youth as experts, respect their voice, and to treat them as equal partners in creating system change at the individual, state, and national level.”

# Youth Driven

<b>Individual</b>	<ul style="list-style-type: none"><li>• The youth sets vision and goals for treatment with input from team.</li><li>• The youth is aware of options and is able to utilize and apply knowledge of resources.</li><li>• The youth is able to stand on his or her own and take responsibility for choices.</li><li>• Youth are mentors and peer advocates for other youth.</li><li>• Youth are giving presentations based on personal experiences and knowledge.</li><li>• The youth is making the transition into adulthood.</li></ul>
<b>Community</b>	<ul style="list-style-type: none"><li>• Community partners listen to youth and make changes accordingly.</li><li>• Young people have a safe place to go and be heard.</li><li>• There are multiple paid positions for youth in every decision-making group.</li><li>• Youth form and facilitate youth groups in communities.</li><li>• Youth provide training in the community.</li></ul>
<b>Policy</b>	<ul style="list-style-type: none"><li>• Youth are calling meetings and setting agendas in policy making.</li><li>• Youth hold trainings on policy making for youth and adults.</li><li>• Youth inform the public about current policies and have a position platform.</li><li>• Youth lead research to drive policy change.</li></ul>

# Ladder Of Young People's Participation

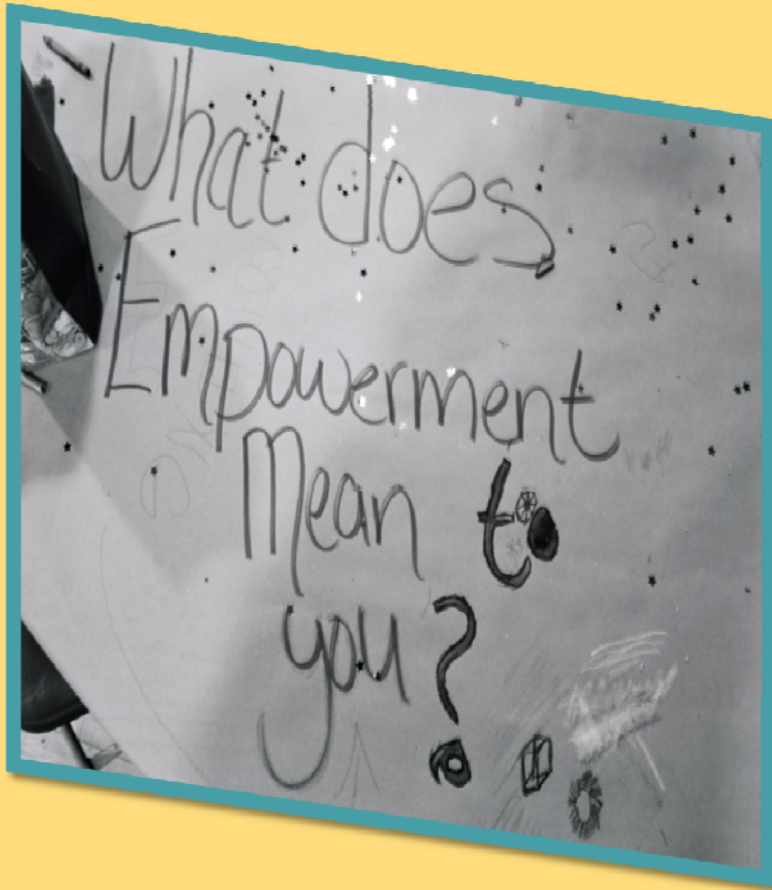
9. Youth Initiated and Directed
8. Youth Initiated, Shared Decisions with Adults
7. Youth and Adult Initiated and Directed
6. Adult Initiated, Shared Decisions with Youth
5. Consulted and Informed
4. Assigned and Informed
3. Tokenism
2. Decoration
1. Manipulation

**Maximum  
Youth  
Participation**



**Minimum Youth  
Participation**

# Getting Youth Interested and Excited



- Safe space
- Having their voice heard and valued
- A place to vent
- Empowerment
- Food
- Compensation

# Effective Youth Participation

Happens when:

- It's the youth's group and empowered youth voice is woven throughout your system and your organization.
- Youth are valued for their experience and expertise (not as the problem).
- Youth consumers are advocates and educators.
- Youth members are on boards and committees.
- Youth are decision makers.
- Youth are infused into systems change based on age-appropriate involvement and activities.

# Effective Youth Participation

## Happens when:

- Youth on boards are treated the same as other members.
- Youth are able to get to meetings (transportation and schedule).
- The group's efforts are sustainable.
- Adults in the community are allies and support youth involvement.
- There is equal partnership and shared respect.



# YOU Have The Power... Share It

- Youth don't have the ability to walk into a policy meeting and advocate for themselves – not without you.
- Advocate for youth rights.
- You are a *change agent*.
- Inform youth of their options and rights.

*“Youth are a major part of what forms the system of care so therefore we should and need to be included in decisions and meetings concerning anything with the system of care. Our voices can be very powerful if we are heard by the right people. I believe very strongly that youth can make a humungous difference if we're given the chance. So let us!”*

– Sarah Oram, Youth



# Youth Infusion's Continuum of Change

- Youth are viewed as decision makers, equal partners, and agents of social change
- Youth are viewed as a volunteer source
- Youth are viewed as an intermittent resource—the group of focus
- Youth are viewed as the target audience

**Maximum  
Youth  
Participation**



**Minimum Youth  
Participation**

- Adults are viewed as trusted guides and lifelong learners—they both teach and learn from youth
- Adults are viewed as mentors—someone to learn from in both good and bad times
- Adults are viewed as an intermittent advisor—someone to go to in times of need
- Adults are viewed as authoritarians\*—out-of-touch with the younger generation

*\*This view may vary depending on specific cultural values*

# Youth-Adult Partnerships

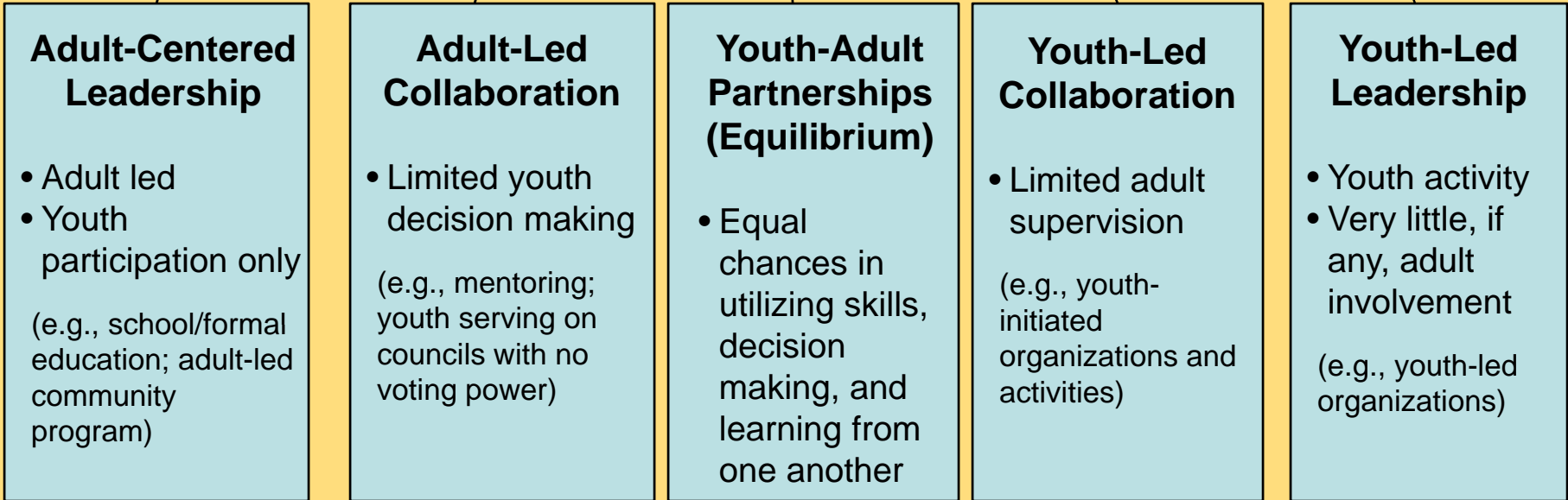
- A fostered relationship between youth and adults where both parties have equal potential in making decisions, utilizing skills, learning from one another, and promoting change through civic engagement, program planning, and/or community development initiatives.
  - There are cultural nuances that may temper such partnerships.

Source: Pennsylvania State University  
– K. Jones & D. Perkins



# Continuum of Youth-Adult Relationships

## Levels of Youth and Adult Involvement



# Questions?

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# Presenters' Contact Information

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