Sticks and Stones:
Is Your Language Engaging Families Receiving Residential Care?

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Disclaimer

In this workshop you will hear:

* New ideas
* Innovative ideas
** Provocative ideas

We ask that you keep an open mind and think about how innovative approaches could help you introduce best practices into your agency or personal practice.

This presentation will focus on families without custody factors.

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Let’s Visualize.

“When you know better, you do better.” -Maya Angelou

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Serving Up the Best of Both Worlds
Our Story: Kristi
Let’s Unpack the Success of this residential intervention

Small group activity:
Why was our family’s residential treatment so successful?

- Respected
- Held as the expert on my son
- Included in more than just his treatment
- Part of a community
- Talked transition from our intake meeting

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Do Great Minds Think Alike?

Text:
KristiGlenn440 to 22333

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Family
Assessing our language:

AND THEN I SAID

SURE, I'LL INVESTIGATE MYSELF
## Language Nuances
Small changes make big differences!

<table>
<thead>
<tr>
<th>Provider/Field Language</th>
<th>Family Driven Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placement</td>
<td>Out of Home Treatment</td>
</tr>
<tr>
<td>Mom/Dad/Grandmother/Caregiver</td>
<td>Use of person’s name</td>
</tr>
<tr>
<td>Case</td>
<td>Family</td>
</tr>
<tr>
<td>Client</td>
<td>Using the person’s name</td>
</tr>
<tr>
<td>Home visit</td>
<td>Time at home</td>
</tr>
<tr>
<td>Community Pass</td>
<td>Community time/activity</td>
</tr>
<tr>
<td>Committed Suicide</td>
<td>Completed death by suicide</td>
</tr>
<tr>
<td>Ignoring calls</td>
<td>Unable to reach</td>
</tr>
<tr>
<td>Resistant parent</td>
<td>Hurting/heartbroken/scared parent</td>
</tr>
</tbody>
</table>
Bringing it home: Adoption Language
Barbara & Rich’s Story

Barbara adopted Rich and her other son, Rob in England. When they moved to the United States, Barbara reflects on how she heard all new language about her family and other families that had adopted children. And she wasn't happy about it.

Changing the Narrative:
- A mother is a mother, not an “adoptive mother.”
  - We don’t refer to biological parents as such, they are just parents. So are parents whose children came to the family through adoption.
- Systemic/institutional language changes the way families think about their kids
  - When providers continually define their family by adoption, it can start to feel like there is "a way out" or like the family isn’t a real family
- Families raising children with mental health needs that have an adoption history are treated differently
  - Adoption is a lifelong commitment. Providers can unintentionally change a family dynamic through labels, sometimes leading to families drifting apart or even separating
  - We don’t often see this with other families that have adopted, such as same sex or blended families.
Check in:
Starting to shift your language!
Learning from each other.

Spend 2 minutes with your table exchanging ideas on better language.

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Let’s get moving!
Connecting through Care Mapping

Do You KNOW how many providers families talk with?

CHILD

Family
Friends
Supports
None Time??

Services
Education

Other Families May Have:
- Ed. Advocate - MCI
- Legal team - hospital
- ICC - SSI
- Family Partner - DBS
- Behaviorist - DCF
- Complex Medical

Facilities
- Residential - School
- Adoption - Foster

Transport

Agency
Insurance

Private
Medical

Vision
Ophthalmology
Optometry

Social Work

Rx

Psy.

Worker
Everyone’s favorite topic: Documentation.

After seeing all a family has to navigate—imagine what reading the documentation is like for them!

**EASY ways to accomplish family friendly documentation:**

- Create treatment plans together to assure clarity
- Write every note as if the parent is sitting with you
- Strike a balance between clinically sound and readability*
- Place yourself as the parent who is reading the documentation

*www.pinnaclepartnerships.org
Documentation - Handouts in Folders

General Principles

- Ask about strengths
- Ask the family when they will know that they no longer need services
- Ask the child for their input
- Having open ended questions helps people to give more info that is not framed by your perspective.
This is a lot!

How do we realistically make these changes?

Enter the Family Partner Practitioner!
Family Partner Practitioners

Family Partner Practitioner: (n) A trained professional, who uses their ‘lived experience’ of raising a child with mental health needs, to support families, providers and stakeholders in achieving best outcomes.

Extensive Value Add:

<table>
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<th>For Families</th>
<th>For Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Families more readily engage with someone who has “been there, done that”</td>
<td>FPPs foster efficient &amp; collaborative relationships through liaising</td>
</tr>
<tr>
<td>Families feel less solitary in their journey</td>
<td>Support psychoeducation and treatment interventions</td>
</tr>
<tr>
<td>Support family voice and choice, leading to empowered, educated families</td>
<td>Support bridging to community based supports</td>
</tr>
<tr>
<td>Encourages families to use their strengths</td>
<td>“Keep people honest.” Providers tend to speak differently when a professional with a family focus is in the room.</td>
</tr>
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</table>
Family Partner Practitioners: 
Clinically Valued & Professionally Respected

Bring on the data:

Arizona Family Involvement Center conducted a study (2012) for parents to rate their peer support services and found:

• 68% of families reported decreased isolation
• 86% reported feeling listened to and heard regarding their families’ situation
• 83% reported learning new information, resources, and strategies to help their families
• 77% reported that they have increased the effectiveness of their child and family teams
• 75% reported that they felt more confident in navigating the behavioral health system
Family Partner Practitioners: Clinically Valued & Professionally Respected

Family Partner Practitioners (FPPs) have a unique perspective and framework:

- Their experience is their qualifier. They earned credentials through their journey. Families relate to this.
- They don’t have the clinical or child welfare connections that can often be barriers.
- FPPs use their personal experience with specific purpose and intention to support families and/or providers throughout treatment.
- Providers gain new and ongoing understanding families through working in tandem with FPPs.

Pro Tip:
Don’t think you can budget a FPP? Bring one on as a consultant!

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Reflective Closing

It’s not easy to be the first person to start a shift in culture.

Here are some tips on leading from where you sit:

- Commit to making a change in your personal practices with families
- Share your experiences with others those around you
- Finding an accountability partner.
Questions?

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