

The Building Bridges Initiative (BBI): Advancing Partnerships. Improving Lives.

Family Partners as Essential Staff in Residential Interventions

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AGENDA

- I. Why ACRC and BBI felt this was important topic
- II. Family Driven Care- What is it and why is it important?
- II. Relevant Research
- III. Role of Family Partners
- IV. What we already know and what we are learning
- V. Transformational Impact

Core Belief

We believe
that all
families have
strengths, are
resilient and
deserve non-
judgmental
support



WHAT IS FAMILY DRIVEN CARE?

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.

- SAMHSA

KEY VALUES

- Families have choices
- Families are equal partners
- Family voice is heard
- Family expertise is valued

WHY NOW?

- Evidence-Informed Practice (James, 2020)
- Families First Act
- Operationalizing Theory of Change Matrix
- Residential is READY for the transformational change that Family Partners bring to the organization
- Natural next step in the evolution of residential

EVIDENCE FOR FAMILY DRIVEN CARE

- **Strongest predictor of post-transition success, after education, is support from family.**
- **Fifty percent (50%) of youth who have aged out will live with some member of their family within a couple of years** (about equally divided between parents and other relatives)

Source: Courtney, M., 2007; Courtney, M., et al, 2004

- **“Work with family issues and on facilitating community involvement *while* adolescents are in residential treatment may have assisted these adolescents to maintain gains for as much as a year after discharge..”**

Source: Leichtman, M., et al, 2001

ONCE MORE, WHY IS IT IMPORTANT?

“The effectiveness of services, no matter what they are, may hinge less on the particular type of service **than on how, when, and why families or caregivers are engaged in the delivery of care.**It is becoming increasingly clear that **family engagement is a key component not only of participation in care, but also in the effective implementation of it.**”

Burns, B. et al, 1999, p. 238



A PARADIGM SHIFT

	Provider-driven	Family-driven
Source of solutions	Professionals and agencies	Child, family, and their support team
Relationship	Child and family viewed as a dependent client expected to carry out instructions	Partner/collaborator in decision making, service provision, and accountability
Orientation	Isolating and “fixing” a problem viewed as residing in the child or family	Ecological approach enabling the child and family to do better in the community
Assessment	Deficit oriented	Strengths based
Expectations	Low to modest	High
Planning	Agency resource based	Individualized for each child and family
Access to services	Limited by agency’s menus, funding streams, and staffing schedules	Comprehensive and provided when and where the child and family require
Outcomes	Based on agency function and symptom relief	Based on quality of life and desires of child and family

BENEFITS

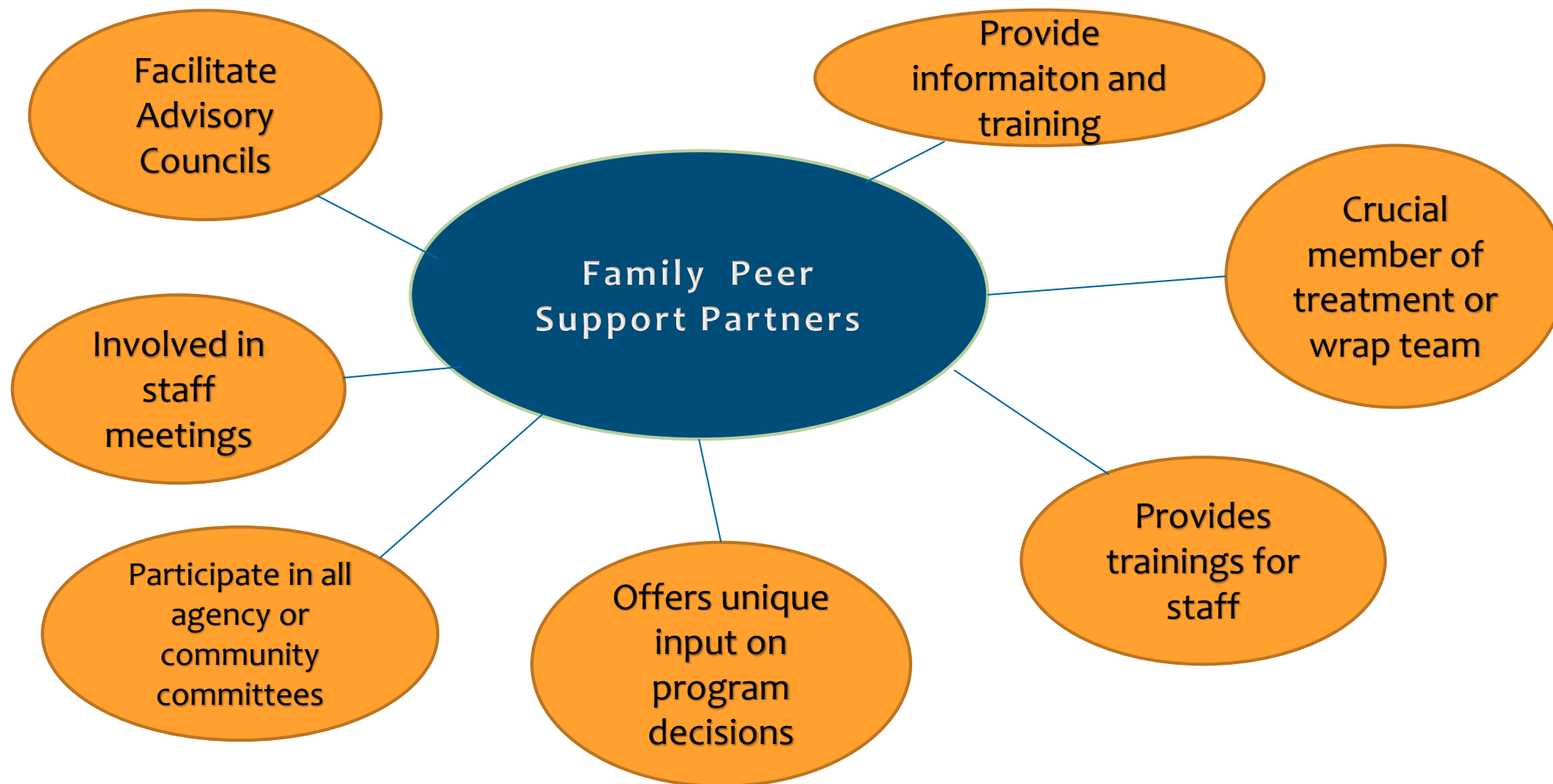
- improved quality in organizational systems and policies informed by the family perspective;
- greater engagement with youth and families;
- better outcomes, shorter length of stay;
- greater overall collaboration with everyone involved; and, perhaps MOST importantly,
- a transformational mindset that generalizes to other program practices.

(Caldwell, et. al. 2020)

HIRING FAMILY PARTNERS

- Bringing family partners onto staff offers transformational opportunities to implement family driven care, develop creative and effective engagement strategies, embed the practice deeply in the organization, and maximize the benefits of Family Driven Care.

PROMOTING FAMILY VOICE



With all that said...

- The challenge is to understand and operationalize the “HOW”
- How does FDC move from supporting one family at a time -- to impacting and embedding the practice into the everyday life across all disciplines, departments, and programs?

WHAT WE ALREADY KNOW AND ARE LEARNING ABOUT HOW



The Journey Begins By Not Assuming

- We've dismantled old notions about families and young people
- We've created common language
- We understand who we serve
- We've defined roles
- We've put the emphasis on what outcomes families and young people want rather than outcomes We and OTHERS want

WHERE TO START

- Model of Family Peer Support?
- Hire or Contract?
- Hire from Internal family members or external?
- Full-time, Part-time or Per Diem?
- One or More?
- Supervision: Clinical or Shared?
- Training & Professional Development?
- Certified, Credentialed?
- Compensation?



What We Learned From Brainstorming

Success from organizations that have taken the leap

Barriers And/Or Challenges

ORGANIZATIONAL TRANSFORMATION

The How!

*Incorporating family partners as **essential** staff requires facilitated transformational change in organizations.*



TRANSFORMATION IS MORE THAN WORDS

- **Create a Foundation for Family Peer Partners integration**
- Work from a sense of URGENCY to transform
- Administer an agency wide staff assessment to identify readiness & barriers
- Leadership supports Peer work and models that for the rest of the staff and the community
- Empower champions across the organization and at all levels
- TRAIN, TRAIN, AND more TRAINING on Child and Adolescent Service System Principles (CASSP) , family driven care, parent professional partnership, and trauma
- Communicate the intent to families, youth, funders, referral sources & community
- **CELEBRATE**



IMPACT ON STAFF OF INTEGRATING FAMILY PARTNERS

- Staff members feel empowered and view their role as supporting, teaching, coaching, and partnering rather than controlling.
- Families become more confident and learn skills related to decision-making, leadership, and self-determination.
- Staff spend more time proactively teaching and focusing on the positive, rather than reacting to the negative.
- There is less tension; everyone is more satisfied.
- The organization becomes more trauma-informed – a supportive environment in which active listening helps promote relationships centered on trust.

(Caldwell, et.al. 2020)



RECRUITMENT, HIRING PROCESS & RETENTION



Lived Experience - preferred with youth that is or has been in residential



Clear job description that is integrated within the organization



The organization has thousands of parents to recruit from & partner with local community-based Family Peer Support organization



Interview process made up of cross discipline staff and family members



Questions reflect the understanding and uniqueness of working within a residential program.



STEPS FOR INTEGRATING

- On-board training **FOR ALL STAFF** on Peer Delivered Services
- All departments routinely ask for family/youth peer perspective on policies and guidelines
- Family /Youth Peers create “Family/Youth Handbook”
- Incorporate Peers into agency/program leadership meetings/committees
 - Including Quality Improvement efforts across all departments
safety, staffing, facility, administration, etc.

Next Steps

What support do YOU need to make one small change today?



Family Driven Care Resources

www.buildingbridges4youth.org

- ***BBI Family Engagement Toolkit, located in the BBI learning section.***
- *A Building Bridges Initiative Guide: Finding and Engaging Families for Youth Receiving Residential Interventions: Key Issues, Tips, and Strategies for Residential Leaders*
 - *ESPECIALLY: Appendix A: Family Finding and Engagement Models*
- *“Rightsizing Congregate Care: A Powerful First Step in Transforming CW Systems”, Annie E. Casey Foundation, 2009*
- BBI Family Tip Sheet (brief & expanded) - also available in Spanish
- BBI: Engage Us: A Guide Written by Families for Residential Providers
- BBI: Finding and Engaging Families for Youth Receiving Residential Interventions: Key Issues, Tips, and Strategies for Residential Leaders
- BBI: Supporting Siblings When a Brother or Sister is Receiving Residential Interventions
- Successfully Engaging Families Formed by Adoption: Strategies for Residential Leaders
- Informational Document: Permanency Practices Collaboration Strategies for Child Welfare and Residential Programs
- BBI: BBI Applauds and Supports Foster Families Document



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