REDEFINING POSSIBILITIES, A CREATIVE APPROACH TO SERVICE DEVELOPMENT

ELIZABETH CLARK, CSA ADMINISTRATOR HAMPTON DEPARTMENT OF HUMAN SERVICES

STEPHANIE AFONJA, CEO FAMILY RESTORATION SERVICES

APRIL 30, 2019
WHAT YOU ARE DEEPLY PASSIONATE ABOUT

WHAT YOU CAN BE THE BEST IN THE WORLD AT

Strengthening Families

WHAT DRIVES YOUR ECONOMIC ENGINE

Community-Based Services Creation

Families
WHAT DO YOU WANT TO ACHIEVE?

Safety
Supervision
Support
MOVING FROM KNOWING TO DOING

- Community Goals
- Assessment of Resources available (positive and negative)
- Development of new resources/services
- The flexibility of your system
- Responsiveness to crisis and time sensitive situations
- System transparency
- Relationship between community partners, providers and most importantly FAMILIES
KEY OBSERVATIONS

One child at a time
Focus on critical outcome data
Thorough assessments
Recognizing families as the experts
Partnerships with public and private providers
Leadership
Child-centered, family-focused, community-based service delivery
Creative and common sense ideas
Unconditional Commitment
Relationship building
Courage
Willingness to spend resources differently
Taking Action
Hedgehog Concept + Core Value + Beliefs
FAMILY SUPPORT SERVICES (FSS)

FSS is a structured, strength-based, collaborative, therapeutic relationship between an assigned FRS clinician, a youth and his/her family for the purpose of treating the youth’s behavioral health needs, in a manner consistent with family stabilization and our wellness principles. FSS works to enhance the family’s present capacity with a strength based approach, understand the youth’s and families needs and support changes that promote healthy functioning where the youth lives, learns, works and plays.
PARENT SUPPORT SERVICES (PSS)

PSS are a structured, strength-based, collaborative, therapeutic relationship between an assigned FRS clinician and the Parent of an emotionally challenged youth, for the purpose of improving the overall family dynamic and maintaining the children's placement in their home of origin. Parent Support Services should be provided in a manner consistent with FRS wellness principles. Parent Support Services work to enhance the parents present capacity, with a strength based approach, to understand their families needs and to support changes that promote healthy functioning.
Wraparound Support

• FRS Wraparound Support Services may combine two or more of our therapeutic services, to create a highly structured, continuum of care that responds to the families need for support and supports the families goals. Wraparound support utilizes an integrated philosophy of care to include physical, nutrition, cognitive and spiritual/emotional. It provides community based, culturally relevant, individualized, strength based, and family centered supports. Services address multiple life domains across home, school, and community, including living environment; basic needs; prevention; addiction; risk/protective factors; safety; social, emotional, educational, spiritual, and cultural.

https://youtu.be/536fshUjbdc (Hodges)
Substance Abuse Sidekick
A specialized sponsor, who is both skilled and trained, who works one on one with a young person, in substance abuse treatment, to optimize recovery and minimize relapse. Support will include a combination of participation in holistic supports to prevent relapse. Averages 5 hours weekly.
THERAPEUTIC SPORTS AND RECREATION

• Therapeutic sports services consist of structured, community-based one-on-one or group visits between a TSS (Therapeutic Sports Specialist) and youth engaged in a sport or recreational activity.
• Therapeutic Sports Services are designed to give youth the opportunity to build skills. Sports and recreational programs are used prescriptively to address symptoms of behavioral, substance, mood and cognitive disorders. TSS' work toward mastery of goals in the youth’s IWRP. To help the youth develop target skills, the TSS works to model and educate youth about the purpose of the skills, motivate the youth to utilize skills, coach the youth to overcome obstacles and help the youth and family evaluate and celebrate the youth’s progress. Target skills relate to one of the four quadrants-Fitness, Spirituality (emotional management), Nutrition and Cognition. Self-management is necessary in social situations, and successful self-management involves support from others.
SCENARIO 1:

- Eddie, age 15, receives case management and psychiatric services. He is making progress on his treatment goals related to depression and conflicts with his parents. However, he is not successful at making friends with other youth and lives a sedentary lifestyle. He lacks confidence to try new activities and then withdraws quickly to home and other places where he feels comfortable. This frustrates his parents, which has led to more conflict at home. The families case manager consults with Eddie and his parents and, with their agreement, initiates a referral to Family Restoration Services for therapeutic sports services, to work on the goal of developing peer relational skills by engaging in a team sport. The youth, family, and Jake, the TSS, all agree that Eddie will play soccer, which will provide him with a positive recreational outlet while giving him the opportunity to practice important social skills.

- FRS intakes specialist develops an Individualized Wellness and Recovery Plan that builds on Eddie's strengths while identifying areas that need to be improved. Jake, uses techniques with Eddie, such as keeping a calm tone of voice and an appropriate interpersonal distance, to role-play conversations with peers. They also discuss how interacting with peers on the soccer field is different than with adults, who may be more tolerant of Eddie's long-winded way of speaking. They practice various topics, and they come up with a list of phrases to use to initiate conversation with a peer. After some time, Jake teaches Eddie how to converse with his team mates about other interest they have outside of soccer.

- [https://vimeo.com/25409716](https://vimeo.com/25409716) (James & Raheem)
Substance Abuse Sidekick
A specialized sponsor, who is both skilled and trained, who works one on one with a young person, in substance abuse treatment, to optimize recovery and minimize relapse. Support will include a combination of participation in holistic supports to prevent relapse. Averages 5 hours weekly.
ANCILLARY AND WELLNESS ACTIVITIES

Support Specialist promote and educate our families on how to maintain a healthy lifestyle long after transitioning out of services. To accomplish this goal, mandatory wellness activities are indicated on each youth's IWRP. The Community Learning Garden, where our youth can grow healthy fruits and vegetables and learn about their effects on their overall cognitive functioning, is one such activity. Yoga and meditation classes are also offered to our youth to help them to learn natural coping mechanisms that promote both emotional and spiritual wellbeing. Occasionally, speakers and other helping professionals provide their time as a resource to FRS youth and their families by holding wellness seminars.
These support services are distinguished from traditional therapeutic services in several ways:

• Support Services are delivered primarily in the home and community, rather than in an office.
• The frequency and duration of a given session matches the needs of the youth and family rather than a prescribed length of time or number of sessions.
• Scheduling of appointments is flexible and responsive to family considerations, such as school and family work hours. Evening and weekend hours must be arranged when traditional business hours are a barrier to family access.
• Support Service providers are required to identify natural and holistic interventions that help to maintain improved functioning after the support service ends.
INTERVENTIONS

• **Interventions** draw on youth and family strengths, astute clinical judgment, evidence-based practices, and creative change agents to assist a family in moving toward their preferred vision for their child. Interventions are a collaborative effort to set objectives that build incrementally one upon another to effect change. Successful interventions help children attain developmental, behavioral, relational, and emotional competencies that are the basis for a youth to succeed in family, school, and community life. They build the family’s capacity to prevent or reduce the disruptions caused by the youth’s admission to an inpatient hospital, psychiatric residential treatment facility, or other treatment setting outside the youth’s home community. High quality Support Services show youth and families that their experience matters and that the impact of Support Services can be a future that is more hopeful than the present.
• The supports establish a clear picture of the referred child’s strengths and needs and collaborate with the family to formulate their shared understanding into a thoughtful, proactive action plan that is likely to sustain positive change in the child and family.

• The supports must encourage the youth and his/her parent/caregiver to participate in all meetings regarding the care and treatment of the youth.

• The supports must make room, both in family meetings and in larger groups of stakeholders, for careful listening to the family and genuine respect for their experience.

• The treatment planning should always show evidence that the family has shaped the plan.

• Strengths as well as needs must be clearly incorporated into assessment and treatment planning as a basis for building positive change.

• The supports must actively work to understand the overall cultural norms for the family’s identified culture, the conditions of their local community, and the specific spiritual beliefs and traditions of the individual family.
SERVICE DELIVERY

• Supports must consistently collaborate with other natural supports and service providers who are working with the family to ensure common understanding and draw upon a variety of perspectives that result in cohesive efforts to achieve outcomes.

• Supports must continuously improve the quality and responsiveness of services through high quality supervision, continuous training, data collection, and feedback from children and families.

• Encourage youth and their families to participate in wellness activities that promote physical, nutritional, cognitive and spiritual health.

• Assist the family in transitioning out of Support Services as changes become self-sustaining.
QUESTIONS?