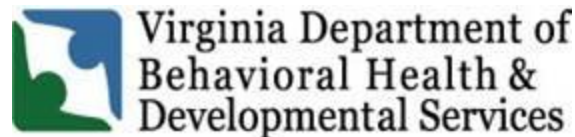


# Building a Family Support Partner Program:

## Tools and Tips for Agency Readiness and Hiring



# State Commitment to System of Care and High Fidelity Wraparound

- The Department of Behavioral Health and Developmental Services was awarded a 4 year federal grant in 2012: SAMHSA System of Care Implementation Grant
- Primary approach for developing Systems of Care (SOC) statewide is through implementation of Intensive Care Coordination using the High Fidelity Wraparound (HFW) process



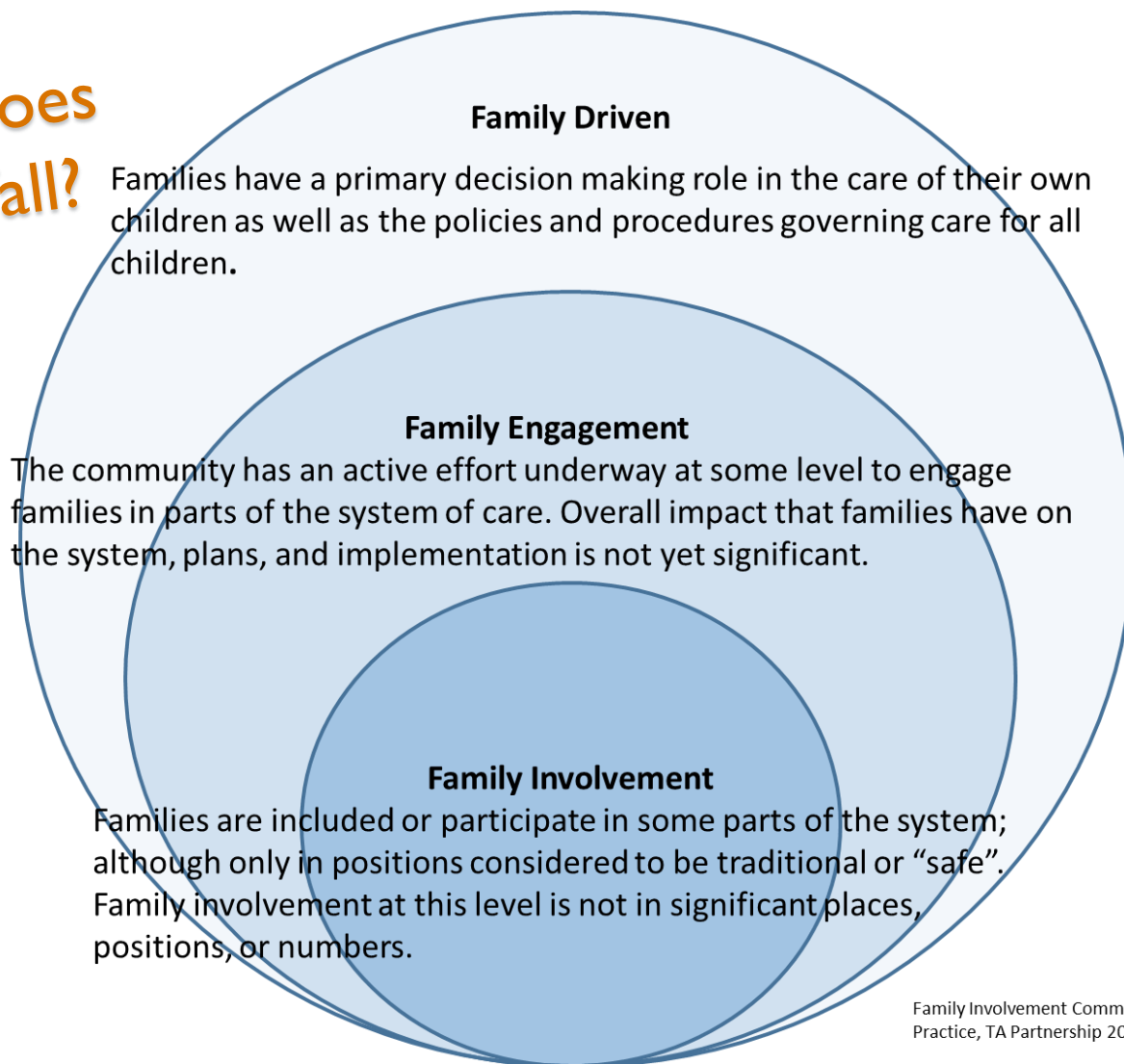
# Components of the SOC Grant

- Established the Wraparound Center of Excellence at the Office of Comprehensive Services
- Supports the Virginia Family Network including the establishment of Youth Move Virginia
- Five sub-contracts to organizations to implement Intensive Care Coordination through HFW including the Family Support Partner role



# History of Family Support in VA

Where does  
Virginia fall?



Family Involvement Community of  
Practice, TA Partnership 2011



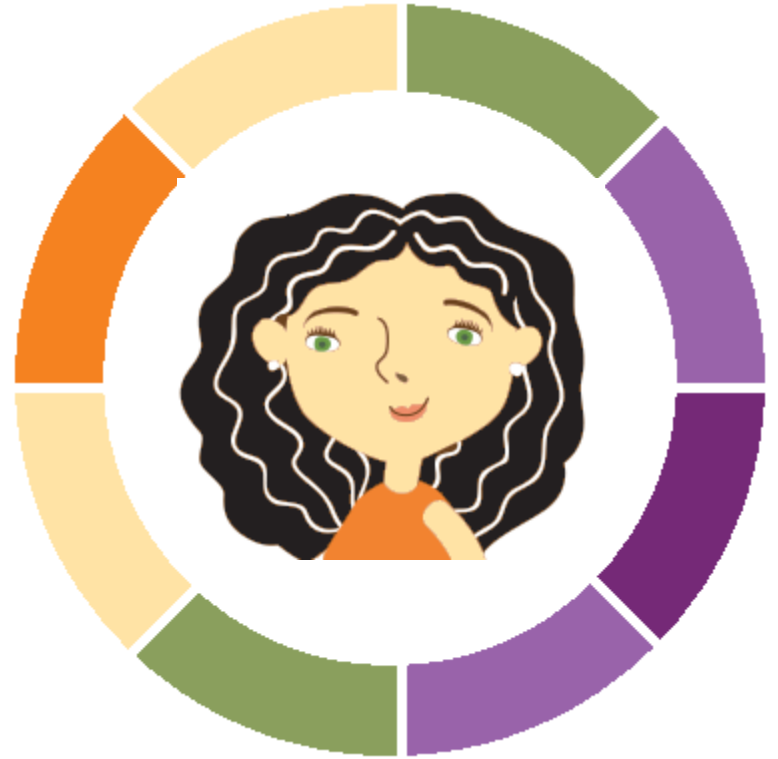
# We're Making Progress!

- The Virginia Family Network, a program of NAMI Virginia and Virginia's Statewide Family Network was launched in 2011 through a grant from DBHDS
- For the first time in Virginia, Family Support Partners are formally employed in our system
- And, family support is a reimbursable service through CSA
- We have families serving on key state level committees and FAPT and CPMT, providing feedback on legislation, facilitating trainings, and providing direct support to other families, to name a few

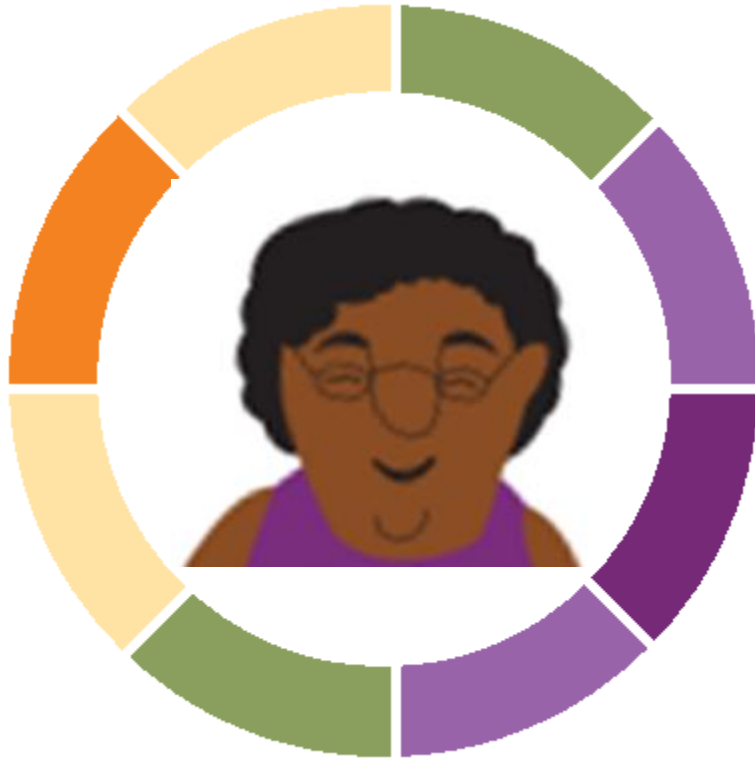


# Essential Duties of a Family Support Partner

- Completes training in HFW and FSP role
- Assists Facilitator in obtaining family story
- Meets with family where they are comfortable
- Attends all Youth/Family Team meetings, and other meetings as requested by family and team
- Follows Plan of Care, supporting families as they work to achieve their goals



# Essential Duties



- Helps families find natural supports
- Uses personal experience to support family as they go through the process
- Ensure family voice is heard among the team
- Help family understand other perspectives on team
- Help family to connect to resources and people that can help with self-efficacy



# Training Objectives

- To provide an overview of a Family Support Partner (FSP) Program
- To review how UMFS built a FSP Program
- To identify what considerations and preparation must be done to build a FSP Program
- To provide the tips and tools needed to build a FSP program in your agency





# Choosing a Program Champion

- Represents your HFW program in the community and within your agency
- Understands, articulates, and practices the HFW Model
- Connects the HFW Model to the agency mission
- Is engaging, approachable, and persistent



# Developing Agency Readiness



When preparing to launch a new Family Support Partner Program, developing a strong organizational structure is critical.

- People
- Processes
- Policies



# Agency Readiness



The training and education of agency staff is critical for the success of a Family Support Partner Program



# Agency Readiness



- Clearly define the role, boundaries, and expectations of the FSP position
- Articulate how the purpose and vision of FSP matches the mission and vision of the agency
- Anticipate and commit to troubleshooting difficulties of systems change



# Agency Collaboration

- Supervisor/Program Manager
- ICC and other Agency Staff
- HR
- IT
- Marketing
- System Partners



# Coordinating with Human Resources

- The importance of flexibility and innovation
- Adaptations for hiring “family members”
- Flexible schedules, liberal leave policies
- Former clients as current employees
- Well-developed interview questions to obtain qualified candidates
- Clear, family friendly, job description that attracts the people you need



# Collaborating with System Partners

- Case Managers, Facilitators, Service Providers
- Courts, Schools, DSS, FAPT & CSB's
- Education & Information
- Communicate scope of role and mission of program
- Provide written materials and references that explain FSP in HFW model



# Working Together with Marketing

The process of recruiting Family Support Partners requires advertising that is nontraditional and creative.



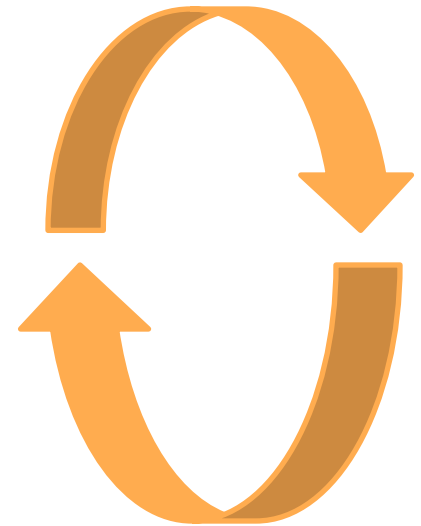
- Family-Friendly recruitment materials
- Program information sheets for partner agencies, families, & providers





# Program Development; Getting the Process Started

- Design recruitment strategy
- Determine timetable for hiring/orientation
- Develop plan for training
- Delegate duties of Program Management
- Delineate Quality Control/Fidelity Monitoring



# Program Logistics

- Referral Process
- Intake Process
- Documentation, Filing, and Report Writing
- Protecting confidentiality: access to agency files
- Intra-agency communications, email, billing, and payroll
- Supervision and Team meetings
- Discharge Process



# Recruiting for a Unique Role

A Family Support Partner must be:

- The primary caregiver of child with mental/behavioral health needs
- Have experience navigating one or more systems
- Have the ability to share own story appropriately
- Able to interact well with both families and professionals
- Prepared to manage difficult emotions



# Persistence in Recruitment

Every Program will be Different Because Every Community is Different.

These are some methods that were successful:

- Partnering with the community
- Marketing with flyers and newspapers
- Going to the places families go (i.e. PTA meeting, Parent groups)
- Recruiting from Hispanic community
- Doing community presentations
- Reaching out to the churches
- Internal recruitments
- Social Media



# Finding Successful Approaches

The following methods proved successful:

- **Social Media**
  - 2 FSP's were recruited in this manner
- **Internal Recruitments**
  - One FSP was a former foster parent and the other was a current volunteer for UMFS
- **Partnering with communities**
  - We were able to hire 2 of our FSP's through our partnership with CMHRC and NAMI
  - We hired another FSP through our SOC Steering Committee



# Crafting the On-Boarding Process

FSP Onboarding Should:

- Welcomes FSP's to the agency
- Engender sense of identity and connection
- Explain agency structure, values, mission, vision
- Establish guidelines for practice
- Educate about relevant rules & regulations
- Highlight the importance of their role in the HFW Process



# Agency Policies

Important policies include and review with FSP's:

- Privacy: HIPAA & Confidentiality
- Mandated Reporting
- Standards of Professional Conduct
- Crisis Management
- Communications
- Attendance and Leave
- Termination



# Developing Training Materials

Family Support Partners should receive multi-level training

Topics for training include:

- High Fidelity Wraparound Model
- Family Support Partner Role
- Community resources
- Local funding and decision making structure
- Professional standards
- Technical support
- Clinical considerations





# Lessons Learned

- Work with HR to broaden hiring requirements
- Allow for additional hiring time
- Hiring of FSP's is an ongoing process
- Managing a FSP program requires flexibility and understanding



# Hiring is Hard!

However, if you are willing to:

- Create an agency foundation to support FSP's
- Think creatively
- Partner and collaborate with family organizations
- Broaden your hiring requirements
- Be persistent

Then you can build a strong and meaningful  
Family Support Partner Program!



# Family Support Partners and CSA

- The Center of Excellence is committed to the High Fidelity Wraparound Process
- Family Support Partners are a crucial part of the HFW Process
- The Center of Excellence views Family Support Partners as part of the HFW Workforce
- The use of FSP's is part of the HFW Coaching Process



# Family Support Partners and CSA

The Family Support Partner position is recognized by CSA.

- The Family Support Partner Role is on the list of Standardized Service Names
- This means it is a service that be purchased through CSA
- Nationally rates range between \$40-\$50/hour



# Virginia Family Network



- Launched in 2011, it's a grassroots network of families committed to providing opportunities that support, educate, and empower other families with children and youth with mental health needs while also promoting family driven and youth guided policy throughout the child serving systems
- Designed to “meet the family where they are” through activities such as providing support groups, training, resources, and mentorship from other families with children and youth with mental health needs
- A program of NAMI Virginia
- Supported through grants from DBHDS and SAMHSA
- ***As Virginia’s Statewide Family Network, we serve in the family organization role***



# VFN and You

- Available resources and supports for family support partners, including monthly calls, list serve, trainings, and other technical assistance
- We developed the Advanced Parent Leadership Training, which serves as an orientation for family support partners and parent leaders
- Monthly e-newsletter full of resources and information relevant for everyone
- Other training and education opportunities for professionals, including our Family and Youth Leadership Summit, May 2<sup>nd</sup> in Richmond
- We are happy to promote family support partner positions and open parent representative positions through our e-newsletter and list serv



# Other Strategies for Engaging Families

- If your organization is not quite ready to employ family support partners, there are other ways to help get you there
- Start a parent support group that is facilitated by experienced parent leaders
- Host a family and youth event, such as an event for Children's Mental Health Awareness Day
- Host a training for families
- Recruit parent representatives on your respective committees
- And, many more!
- VFN can help with all of these ideas...



# Next Steps

- We are happy to offer additional support as you develop your FSP Program
- Next FSP Training will be July 8-10, 2015 at UMFS in Richmond, VA
- Remember HFW Resources and Training Materials are available in the Center of Excellence section of the CSA Web Site





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THANK YOU

