

EMPOWERED REPRESENTATION: MAINTAINING PROFESSIONALISM IN THE CSA PARENT REPRESENTATIVE ROLE



Cristy Corbin, CPRS, HFW-FSP

President, Family Support Partners of Virginia, Inc.

Anna Antell, LCSW

Lead Program Consultant, Office of Children's Services



CSA Conference 2025: Elevating Youth Voices: Stepping Into the Future

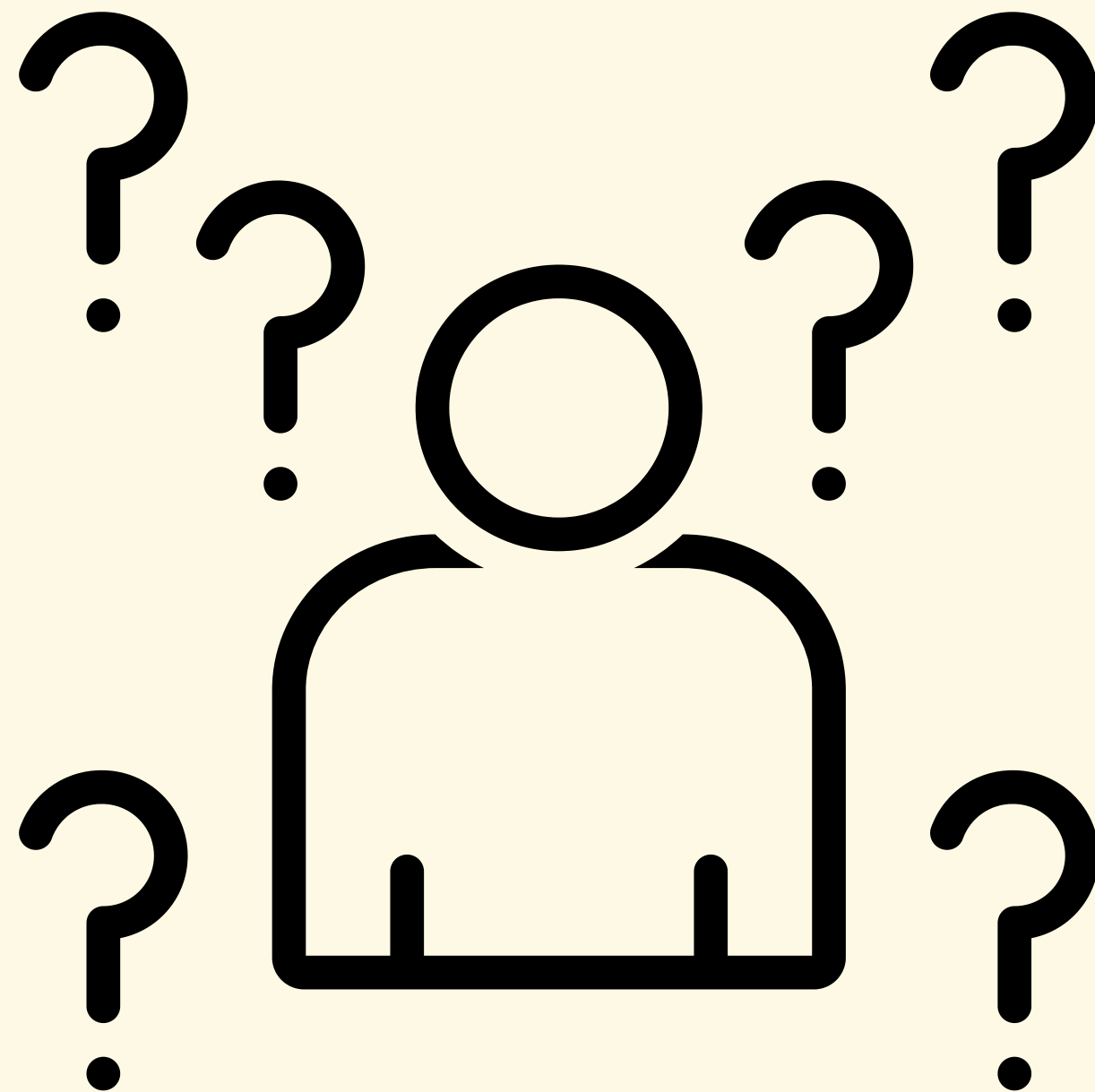
Today's Focus



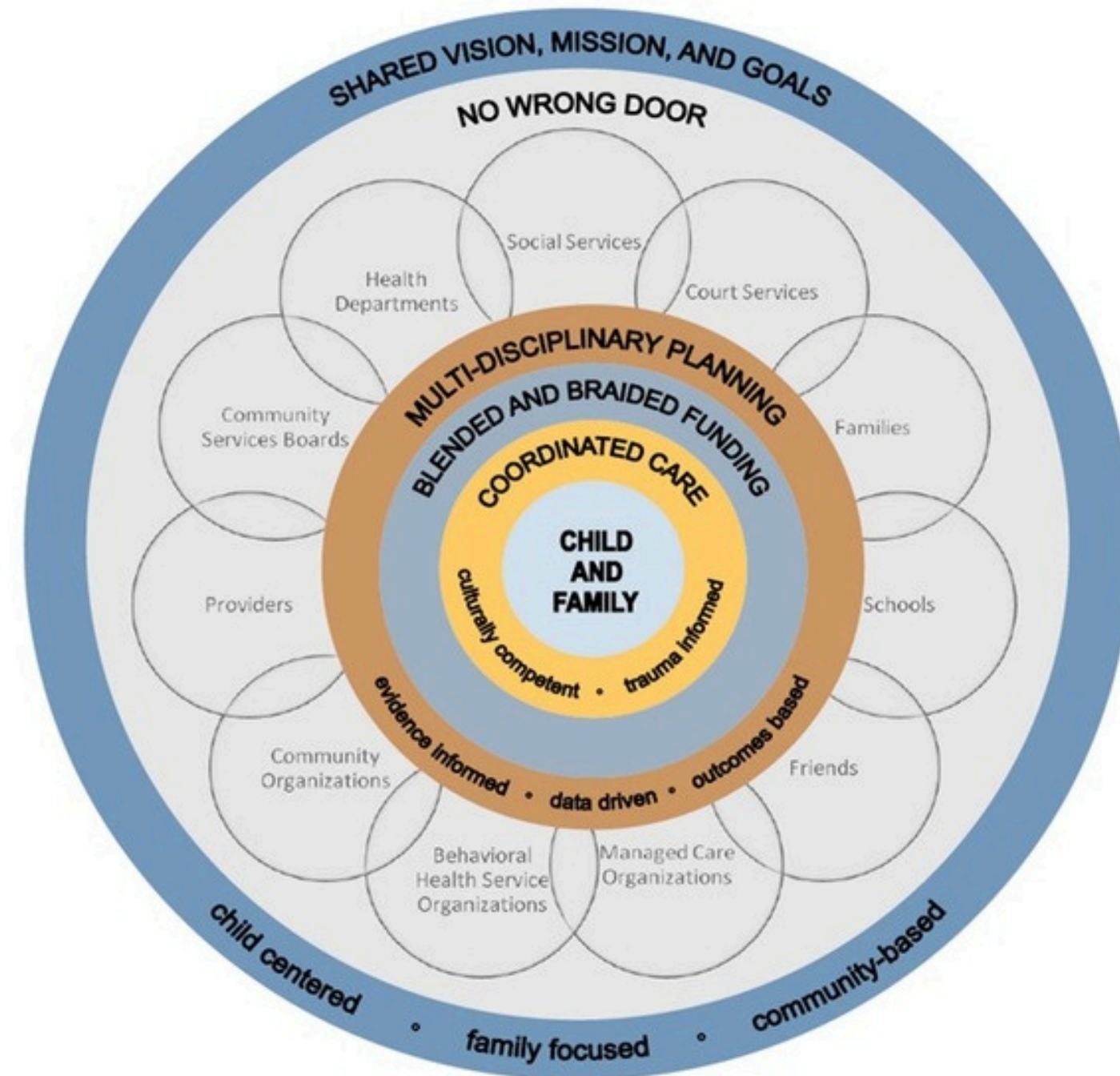
- Code Language
- Boundaries & Ethics
- Professionalism in the Workplace
- Resources



WHO IS IN THE ROOM?



VIRGINIA'S COMPREHENSIVE SYSTEM OF CARE



System of Care Principles

Shared Vision

No Wrong Door

Multidisciplinary Planning

Blended and Braided Funding

Coordinated Care

Child-Centered and Family Focus



CPMT



“The team shall also include a representative of a private organization or association of providers for children's or family services if such organizations or associations are located within the locality and a parent representative.”

“Parent representatives who are employed by a public or private program that receives funds pursuant to this chapter or agencies represented on a community policy and management team may serve as a parent representative provided that parent representatives who are not employed by a public or private program that receives funds pursuant to this chapter or agencies represented on a community policy and management team are prioritized for participation where practicable.”

Code of Virginia– section 2.2–5205



FAPT



“Each family and planning team also shall include a parent representative...”

“Parent representatives who are employed by a public or private program that receives funds pursuant to this chapter or agencies represented on a family assessment and planning team may serve as a parent representative provided that parent representatives who are not employed by a public or private program that receives funds pursuant to this chapter or agencies represented on a family assessment and planning team are prioritized for participation where practicable.”

Code of Virginia– section 2.2–5207





WHY PARENT REPRESENTATIVES MATTER

- Bring vital lived experience to the team.
- They serve as cultural brokers between systems and families.
- Enhance family trust and engagement.
- Directly support systems change through their presence and voice.





**Lived experience offers a
mirror for other families to see
their own strength.**

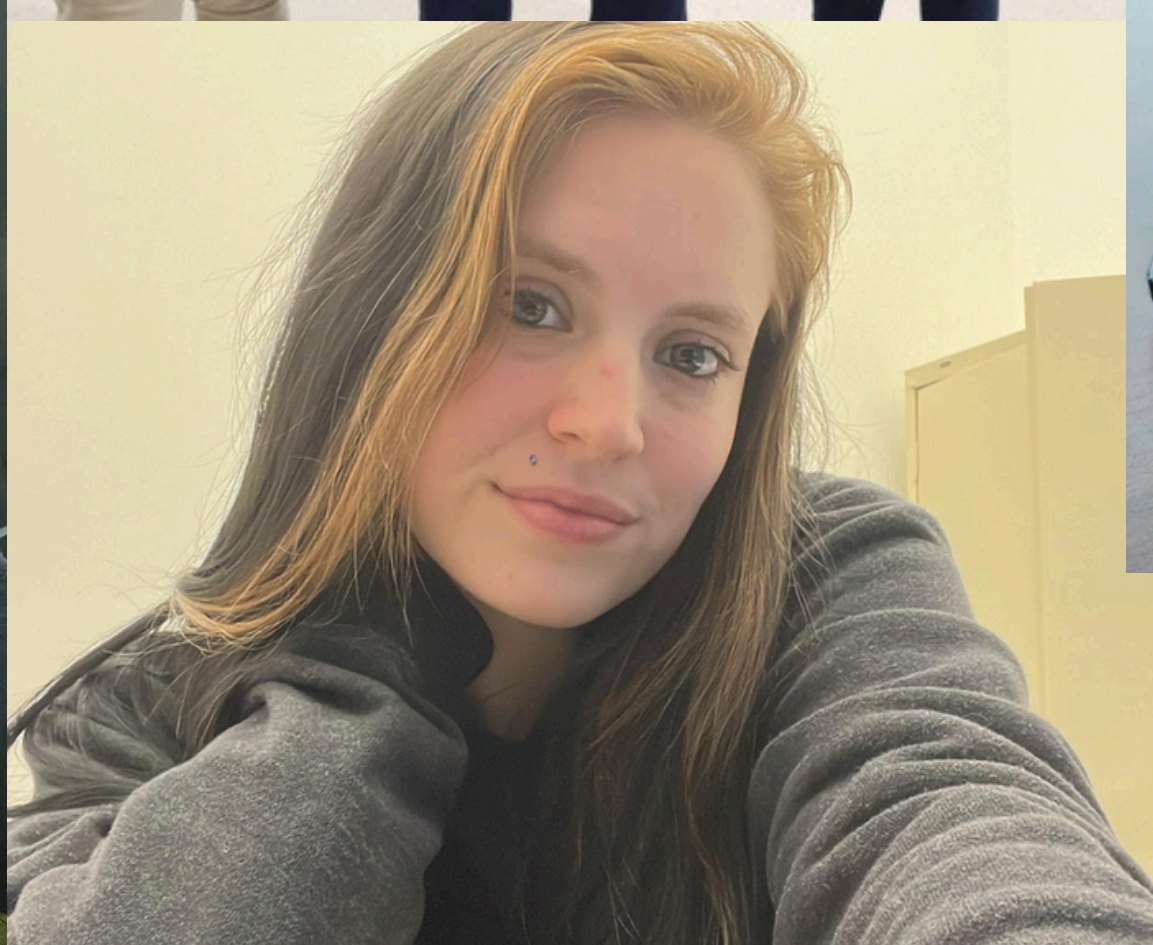
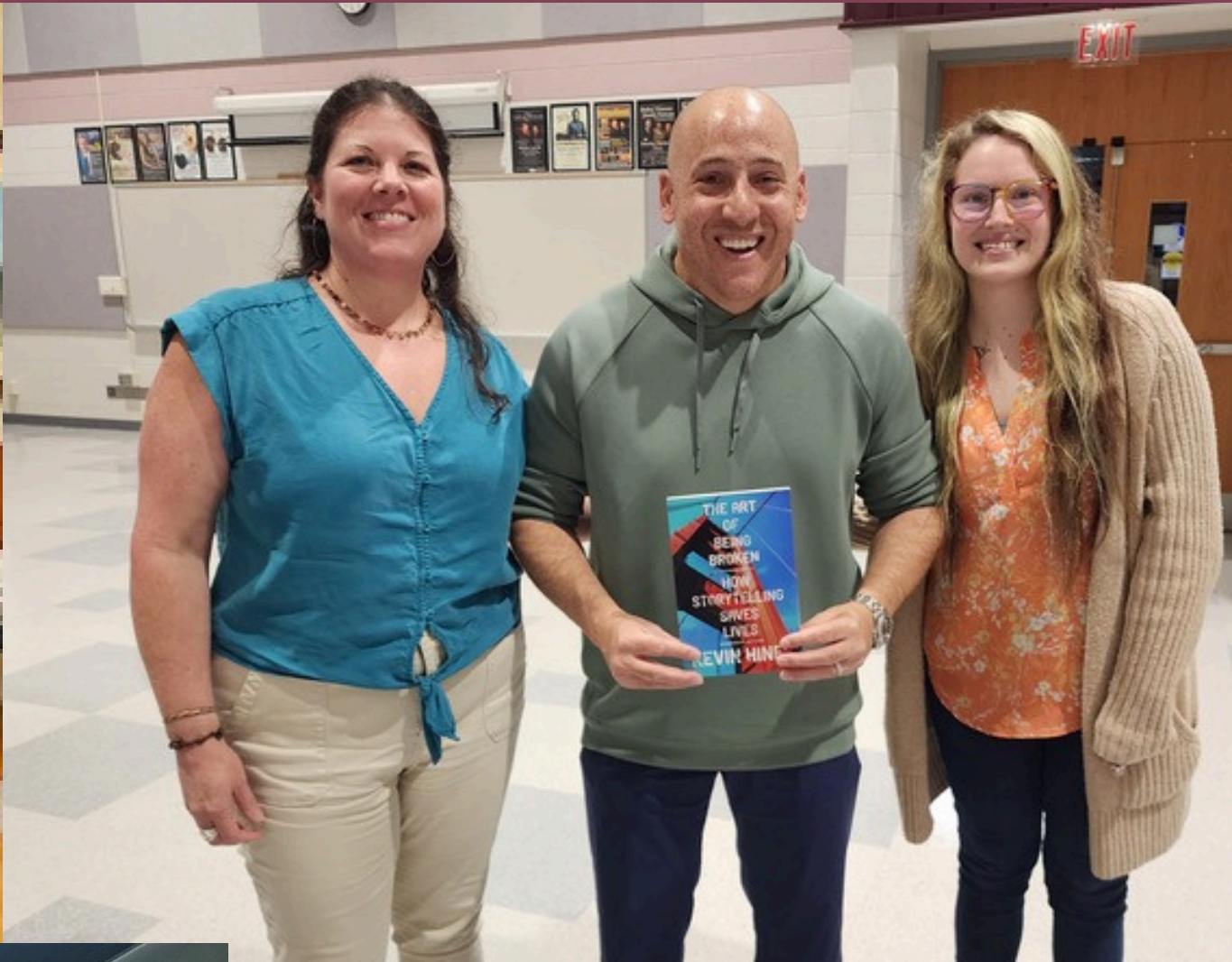




WHO AM I?

- **High Fidelity Wraparound Family Support Partner Coach & Trainer**
- **FREDLA Parent Peer Support Practice Model State Coordinator and Trainer**
- **DBHDS Peer Recovery Specialist Trainer**
- **DBHDS Ethics in Peer Support Trainer**
- **VWIC Trainer & Consultant**
- **CSA State and Local Advisory Team (SLAT)**
 - **Parent Representative**
- **DBHDS Recovery Leadership Academy – Mentor**
- **VBHAC Member**
- **CEP–Va Transformation Zone – State Implementation Team Member**
- **Subject Matter Expert – Family & Youth Peer Support in Virginia**







BOUNDARIES & ETHICS



PROFESSIONAL BOUNDARIES

WHAT ARE THEY?

- GUIDELINES & LIMITS



PROFESSIONAL BOUNDARIES

WHAT ARE THEY?

- GUIDELINES & LIMITS

HOW ARE THEY ESTABLISHED?



PROFESSIONAL BOUNDARIES

WHAT ARE THEY?

- GUIDELINES & LIMITS

HOW ARE THEY ESTABLISHED?

- ORGANIZATIONAL RULES, LEGAL, ETHICAL & PROFESSIONAL STANDARDS, & THE SPECIFIC CONTEXT OF THE WORK



PROFESSIONAL BOUNDARIES

WHY ARE THEY IMPORTANT?

- **Ensures safety & trust:** By defining limits, boundaries create a sense of safety & stability within the professional relationship, fostering trust.
- **Maintains focus on the family's needs:** They help ensure that the professional's actions & interactions are always directed toward the family's well-being and goals.



PROFESSIONAL BOUNDARIES

WHY ARE THEY IMPORTANT?

- **Prevents burnout & stress:** Clear boundaries help professionals manage their workload & emotional involvement, reducing the risk of burnout & maintaining mental wellness.
- **Avoids misunderstandings & misconduct:** Boundaries help prevent misunderstandings, conflicts of interest, & inappropriate behavior.



PROFESSIONAL BOUNDARIES

EXAMPLES

- **Time & communication:** Communicating working hours & setting expectations for communication outside of meetings.
- **Strategic sharing:** Balancing how much & when to share about personal experiences.
- **Social interactions:** Limiting social activities or interactions with families or colleagues that could blur professional lines.





CHAOS

WHEN BOUNDARIES ARE NOT ESTABLISHED AND UPHELD, THE PERCEPTION IS THAT THE RELATIONSHIP IS MEETING THE PERSONAL NEEDS OF THE PROVIDER RATHER THAN THE NEEDS OF THE INDIVIDUAL/YOUTH/FAMILY.





BOUNDARIES ARE FOR YOU!



- BOUNDARIES ARE MEANT TO BE SHARED
- BOUNDARIES ARE A TRANSFERRABLE SKILL
- BOUNDARIES PROMOTE SAFETY
-





BOUNDARIES ARE FOR YOU!



- BOUNDARIES ARE MEANT TO BE SHARED
- BOUNDARIES ARE A TRANSFERRABLE SKILL
- BOUNDARIES PROMOTE SAFETY
- BOUNDARIES SUPPORT ETHICAL DECISION-MAKING





ETHICS

- ETHICS ARE A SET OF MORAL PRINCIPLES OR A SYSTEM OF VALUES THAT GOVERN THE CONDUCT OF A PERSON OR A GROUP.
- THEY ARE OFTEN MORE STRUCTURED AND FORMALIZED THAN MORALS, AND CAN BE APPLIED TO SPECIFIC PROFESSIONS OR SITUATIONS.
- ETHICS CAN BE SEEN AS A FRAMEWORK FOR MAKING MORAL DECISIONS IN A PROFESSIONAL OR SOCIETAL CONTEXT.
- EXAMPLES OF ETHICAL CODES INCLUDE THE HIPPOCRATIC OATH FOR DOCTORS OR THE CODE OF CONDUCT FOR LAWYERS.
 - VIRGINIA CERTIFICATION BOARD – CODE OF ETHICAL CONDUCT – CPRS





WHAT DO YOU DO
WELL?

WHERE ARE YOUR
OPPORTUNITIES FOR
GROWTH?





PERSONAL VENDETTA





A personal vendetta is a long, drawn-out quarrel or feud fueled by anger & a desire for revenge, where one person or group tries to harm another in retaliation for a past perceived wrong or injury.





Professionalism in the Workplace

The conduct, qualities, & aims that characterize a professional person.

- **Appearance:** Being clean, neat, & dressing appropriately for the job
- **Communication:** Communicating effectively & appropriately, both verbally & digitally
 - Body language / Facial expressions
- **Attitude:** Being positive, enthusiastic, & leaving troubles at the door
- **Work habits:** Being productive, managing time efficiently, & prioritizing tasks
- **Initiative:** Taking the initiative to ask for more projects or to help out
 - Bring forward ideas &/or suggestions for improvement



Professionalism in the Workplace

The conduct, qualities, & aims that characterize a professional person.

- **Integrity:** Being accountable for your work & actions, & behaving ethically
 - Confidentiality
- **Feedback:** Embracing feedback, asking for it if it's not given, & responding to it
- **Personal development:** Actively learning new things
- **Problem-solving:** Brainstorming solutions & alternatives when you run into problems
- **Resilience:** Developing coping skills to manage challenges with a positive attitude





Professionalism can look slightly different in different settings, but the core elements are always the same.



Professionalism in the Workplace

PARENT REPRESENTATIVES





RESOURCES



CSA WEBSITE

[HTTPS://WWW.CSA.VIRGINIA.GOV/PARENTSANDFAMILIES/INFORMATIONFORFAMILIES/WHATISCSA/](https://www.csa.virginia.gov/parentsandfamilies/informationforfamilies/whatisCSA/)

[HTTPS://WWW.CSA.VIRGINIA.GOV/RESOURCES/GUIDANCE/FAMILYENGAGEMENT/](https://www.csa.virginia.gov/resources/guidance/familyengagement/)

PARENT REPRESENTATIVE
E-LEARNING- VIRGINIA
LEARNING CENTER
COURSE #CSA44

VIRGINIA FAMILY NETWORK
[HTTPS://NAMIVIRGINIA.ORG/GET-INVOLVED/VIRGINIA-FAMILY-NETWORK/](https://namivirginia.org/get-involved/virginia-family-network/)

Ethics in Peer Support
<https://www.vaprs.org/recovery-blast/>





THANK YOU!!

What questions do you have?



Cristy Corbin: cristycorbin@fspofva.com

Anna Antell: anna.antell@csa.virginia.gov

