

Role of a Professional Consumer Partner in Child and Family Teams

Mutual Commitment To Supporting Families With
Consumer Parent Partners And Consumer Youth

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**What is
your job
title?**

**What
Department
do you
work for?**

**In a few
words, what
do you really
do?**

Activity: Broadening the Role

SPENDING OUR TIME TOGETHER

Today's Agenda

- CFT BASICS
- Effective consumer partner in CFT
- Evaluation and clean up

Comfort Agreements

- Two 15 min Breaks (morning and Afternoon)
- 60 min lunch in the afternoon!
- We respect each others different journeys and roles!
- We attempt to try on a peers' perspective before I judge it!
- We are going to keep it real!
- We care for each other!
- OTHERS???

Child and Family Team Basic Foundations

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Activity: QUESTIONS ON THE TOPIC

Developing Teams

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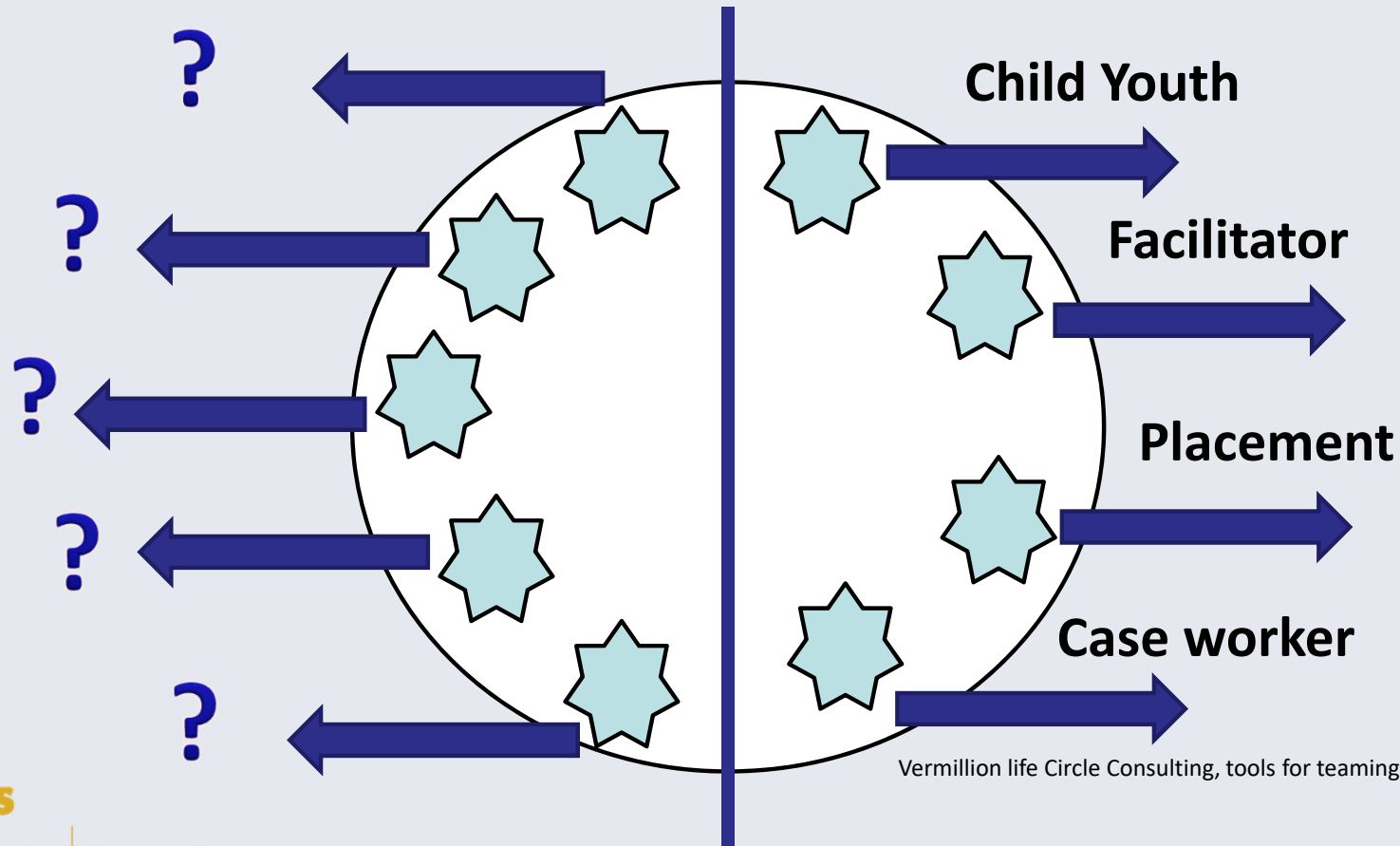
CHILD AND FAMILY TEAMS

The CFT is a team of people comprised of the youth, family and all of the ancillary individuals who are working with and/or supporting the family toward achieving their goals and their successful transition out of the system.



Adapted from: Pathways to Mental Health Services Core Practice Model Guide

Example: Team Table



Vermillion life Circle Consulting, tools for teaming 2016



Activity: Developing Child and Family Teams

SECURING TEAM: 4 Steps



- Step 1

Gather potential team members inventory

- input from youth, parent, family members formal supports and service providers

- Step 2

Team think any complicating participation factors

- i.e. safety, distance, confidentiality, court restrictions

- Step 3

Team think the type of participation

- core team, extended team, action taker

- Step 4

Complete team member orientation

- basic overview of team, purpose of teaming, participation expectations, complete team member needs assessment



Activity: Securing Team 4 Steps

Barriers to Building Teams and How Consumer Parent/Youth Partner Help

- **Burned Bridges**

Re-building, building new ones, Surrogate Support

- **Fear of the Un-known**

Hope Builder, A friend to lean on, A partner to push when needed

- **Isolation**

Safe restorative relationship, Participation can be dialed up or down,

- **Embarrassment**

Suspending Judgement, Conscious use of self, Advocacy for change

CFT Process

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Engagement and Team
Preparation

Initial Service Planning

Monitoring and Adapting

Transition

PRE AND POST CFT MEETING

- Feedback gathered
- Support completing action items
 - Linkage
 - Partnering
 - Barrier Busting and Moral Support
- Building voice and empowering choice
- Helping Navigation and Skill Building

Engagement and Team
Preparation

Key Elements

Engagement

Assessment

Team Preparation



Activity:

Engagement and Team Prep - Key Elements

Review Handout: Engagement Skills



Key Elements

Trauma Informed

Needs Driven

Voice and Choice

Collaboration and Integration

Initial Service
Planning

Trauma Informed

- Changes our
 - Engagement
 - Planning
 - Communication
- Instead of asking what is wrong with them, we instead ask “what happened to them” and then asking yourself how you can help promote healing

Needs Driven

- Creativity – thinking outside the box
- Flexibility – letting go of some “rules” to make meetings enjoyable and a good “fit” for each family
- Awareness of family’s learning style and adapting process to fit
- Understanding “culture” from a broad perspective – what makes the family unique
- Ability to differentiate and monitor your values vs. the family’s
- Seeing uniqueness as a strength
- Depersonalize family success/failure – trust that they are the experts on their life
- Active Listening
- Non-judgmental attitude
- Partnership with the community – get to know the resources
- Use family’s language – be careful of wrap/clinical jargon

Voice and Choice

- Reflective listening
- Open posture
- Eye contact
- Hearing concerns of family through their eyes
- Open ended questions
- Positive, accepting, unconditional
- Respecting parent as expert

Collaboration and Integration

- Cooperation with others
- Openness to other's opinions
- Keep your Ego in check
- Know your role and stay in role
- Good organization, time management and communication skills
- Flexibility
- Ability to build consensus and find common ground
- Belief that teamwork and cooperative effort is important
- Reflective listening; summarizing
- Conflict resolution and mediation skills
- Good at engaging youth and family

Review Handout: Initial Service Planning



Key Elements

Voice and Choice

Team member acquisition

Access to service

Individualized adaptations

Monitoring and
Adapting



Activity:

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Initial Service Planning - Key Elements

RESOURCE CENTER FOR
FAMILY-FOCUSED PRACTICE

Voice and Choice Common Barriers

- Parent/youth is silent or disengaged
 - Brainstorming pros/cons of not talking about certain topics (motivational interviewing)
- Parent/youth is complaining/monopolizing meeting due to not feeling heard
 - Team staff “screen” family concerns prior to meetings to allow family to vent
- Facilitator/FSP talks the most of any team member in an attempt to control the meeting’s direction
- Parent and child disagree on goals, directions and actions

Voice and Choice

- FSP speaks for parent instead of letting parent speak for self
- Facilitator/FSP/"system" team member's create own agenda for meeting
 - Advocate with system for individualization of requirements for families
- Facilitator/FSP countertransference towards family becomes a barrier – our need to feel successful or that progress is being made, so we push our agenda and push families into making decisions they may not like
- Family makes choices that team feels are “wrong” or “bad”
 - staying positively engaged and looking at harm reduction ideas
 - allowing family to have natural consequences – don't feel responsible for their choices or for outcomes

Parent Partner Key Elements

Timing

Celebration

Practice drills

Ensuring access to supports

Post transition Safety Planning

Transition

Transition

- Timing
 - Transition informed by family voice and choice as much as possible
 - Families should feel empowered by transition not unequipped for transition
- Celebration
 - Celebrations should reflect the families culture
- Practice drills
 - Individualized to the learning style of the parent
- Ensuring access to supports
- Post transition Safety Planning

CFT Meeting

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CFT Meeting Structure

- Greetings and Agenda
- Confidentiality and Team Agreements
- CFT Purpose (Initial and Ongoing Vision/Mission)
- Strengths and Concerns
- Needs and Goals
- Brainstorming Ideas
- Action Plan
- Evaluation



The Parent Partner Bridge



Activity: Listen and follow along to the audio clip, then process in your groups how this perspective may build stronger partnership between Facilitators and Parent Partners

CFT Meeting Parent Partner Skills

- Check ins
- Speaking up with family (i.e. scheduling meetings at dinner time etc.)
- Pre/post
- Honoring the families process and their timing and bringing where needed

Characteristics of Parent Partner

- Honest
- Optimistic
- Team-Based
- Connected to the community
- Persistent
- Open to meeting families where they are
- An Ally and surrogate support
- Willing to get take on tasks with the family and youth

Activity: Practice CFT Mini Simulation

Questions

- Questions, comments?
- Evaluations
- Cleanup and closing