

Data Informed Approaches to Collaboration with Youth & Family: What the CMHI Data Tells Us

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Learning objectives

- Learn about CMHI data from funded communities and states on collaboration with youth, families, and youth- and family-run organization.
- Explore strategies for assessing meaningful youth and family participation.
- Learn how their local evaluation can enhance collaboration with youth- and family-run organizations.

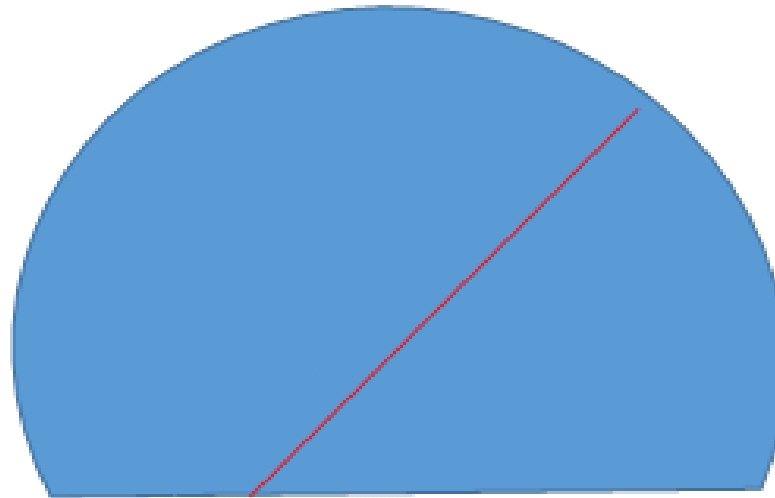
Collaboration

Communicate:

Entities are aware and share some information

Coexist:

Entities are aware that they are engaged in related work



Coordinate:

Entities are aware, share information, and participate in joint processes

Collaborate:

Entities are aware, share information, participate in joint processes, co-create policies and procedures, and share resources and ownership

WHICH ONE ARE YOU?

Foundational Information on SOC

CMHI Requirements: Understanding the context

Building the rationale

Youth & Family Engagement

Integral involvement of Families and Youth in the planning, governance, implementation, evaluation, and oversight of grant activities

Mechanisms to promote and sustain youth and family participation

Services delivered within a family and youth guided framework

CMHI Evaluation

Assess the impact of the SOC services on health and mental health outcomes, educational attainment, living environment, social connections and quality of life

Assess whether expansion and impacts varied by type of award (state or local)

Describe factors associated with successful expansion

Family Run Organizations

Youth Run Organizations

Value added of youth & family engagement

Builds

- Partnerships, collaboration and mutual understanding
- Self – efficacy and maintain wellness
- A comprehensive services array

Improves

- Individual, family, and organizational outcomes
- Access, satisfaction, and engagement in services
- Cost, utilization and quality

Changes

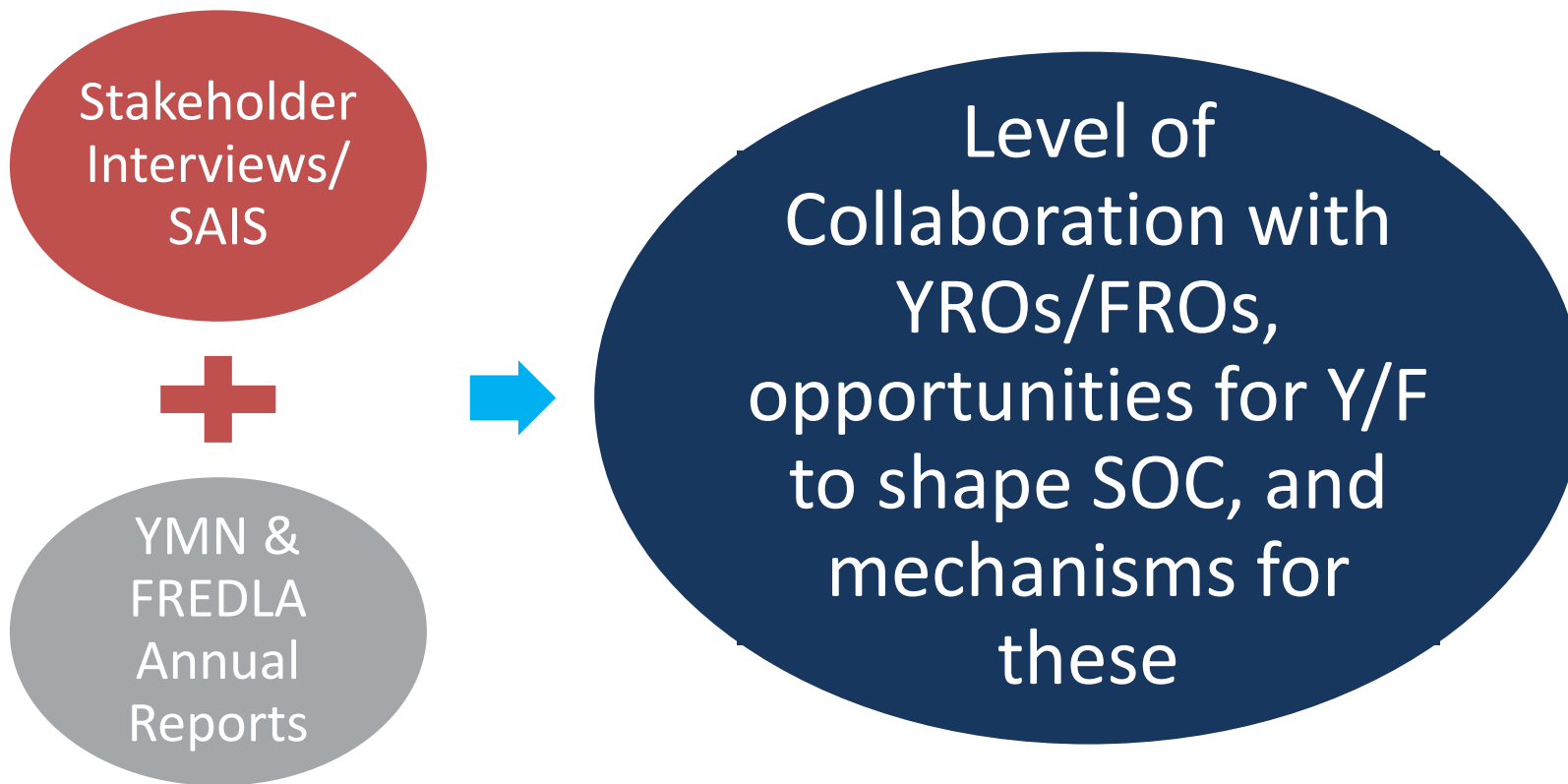
- Institutional culture
- Policies & practice
- Attitudes, behavior, and beliefs

Analysis goals

1. What does **collaboration with youth and family-run organizations** look like in System of Care?
2. What **services and support do youth and family-run organizations offer?**
3. What **benefits and outcomes are results of collaborations** at the individual, service, and policy level for systems of care to collaborate with youth and family-run run organization?

**YMN & FREDLA surveys, Stakeholder Interviews and SAIS
from 2015/16 Cohort of CMHI Funded Grantees**

Methodology



What the data tells us about collaboration with youth and family run organizations

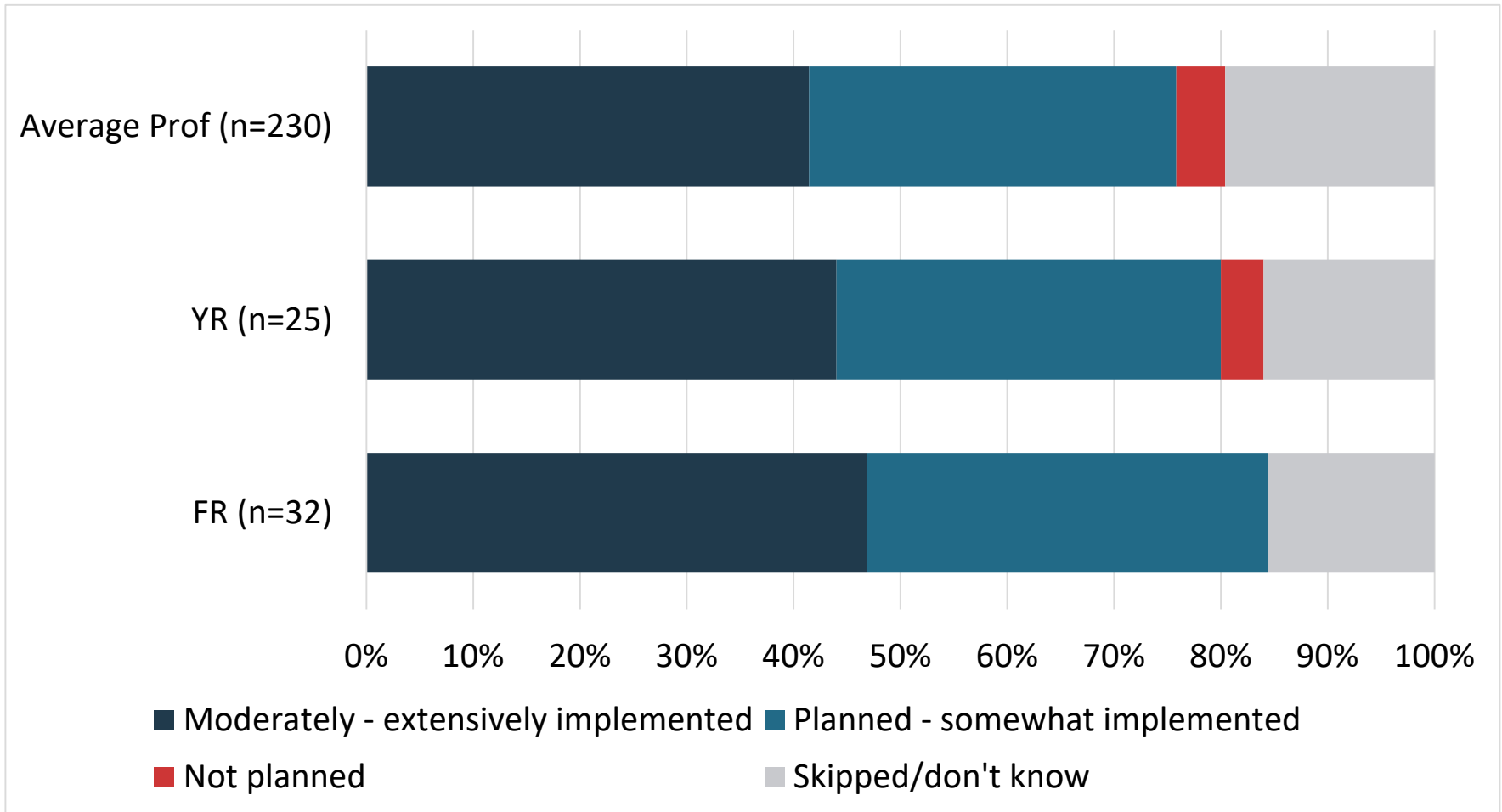
Findings

Finding: SOCs benefit from collaborations with youth and family run organizations

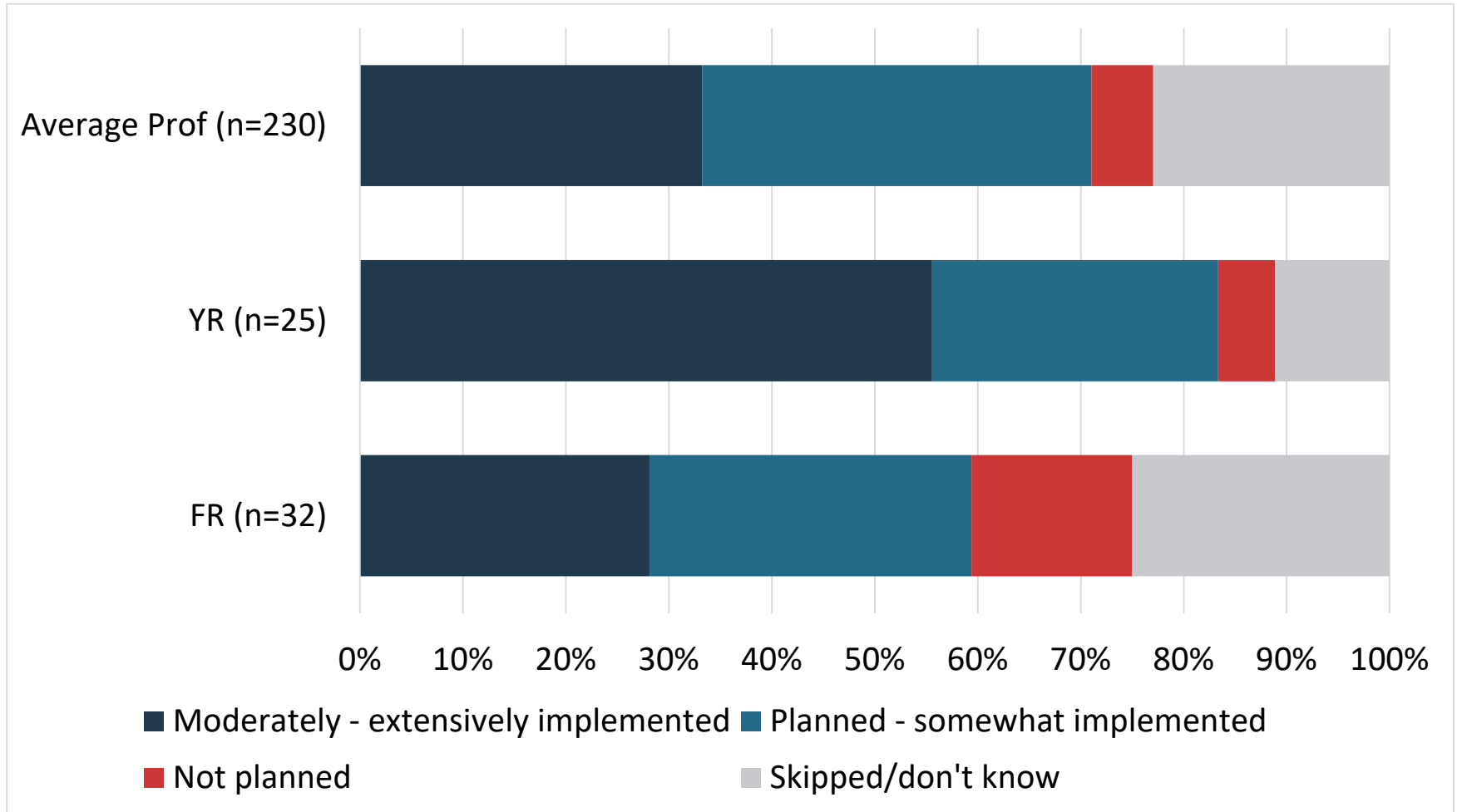
System of Care communities and states could benefit from stronger collaborations with family and youth-run organizations.

- Youth and family-run organizations have a broad array of services and supports available; many communities and states are unaware of the full scope of activities family and youth-run activities can play

Formal agreements with family organization(s)



Formal agreements with youth organization(s)

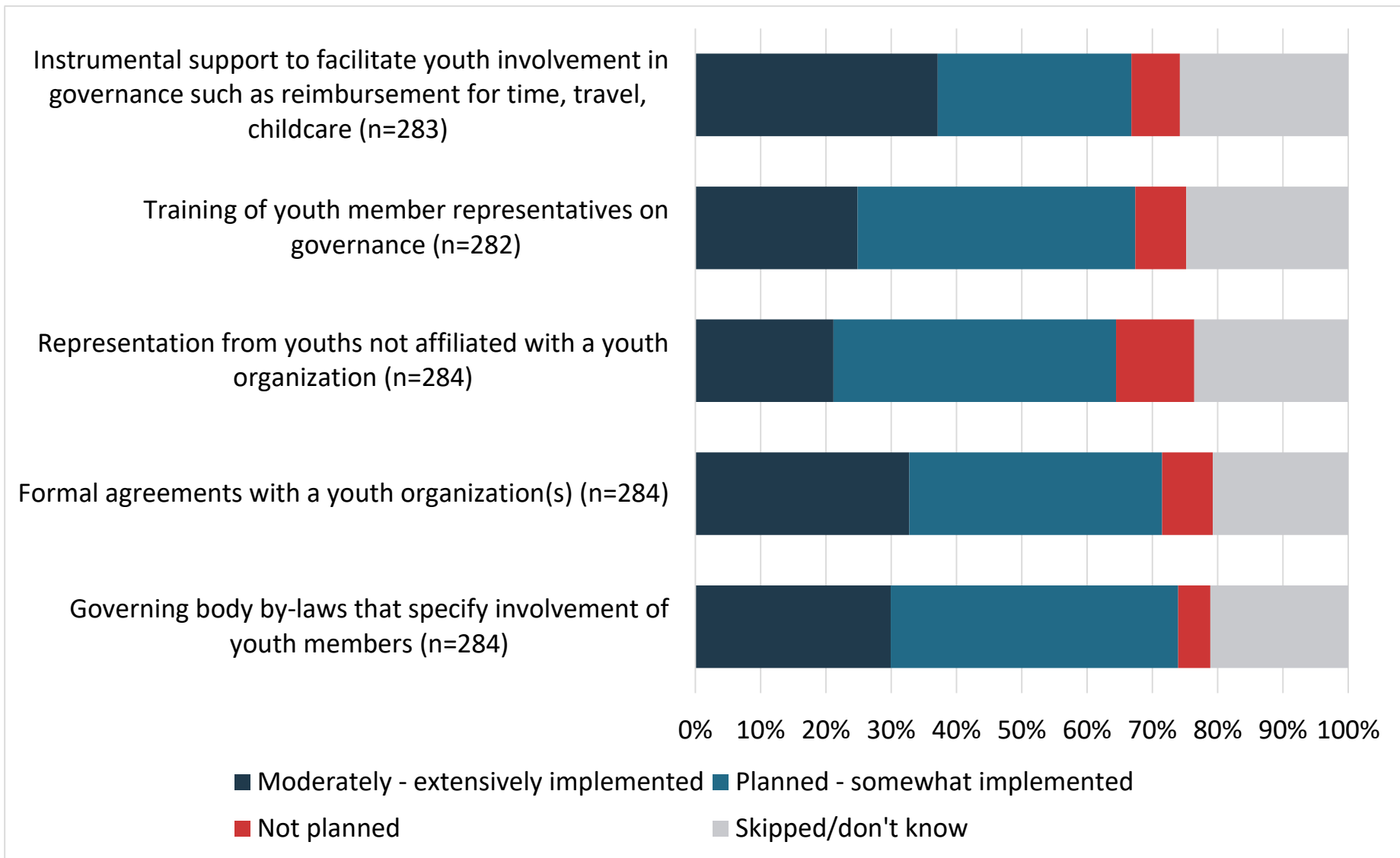


Finding: Responsibility of youth and family driven practices is placed on youth and family representatives

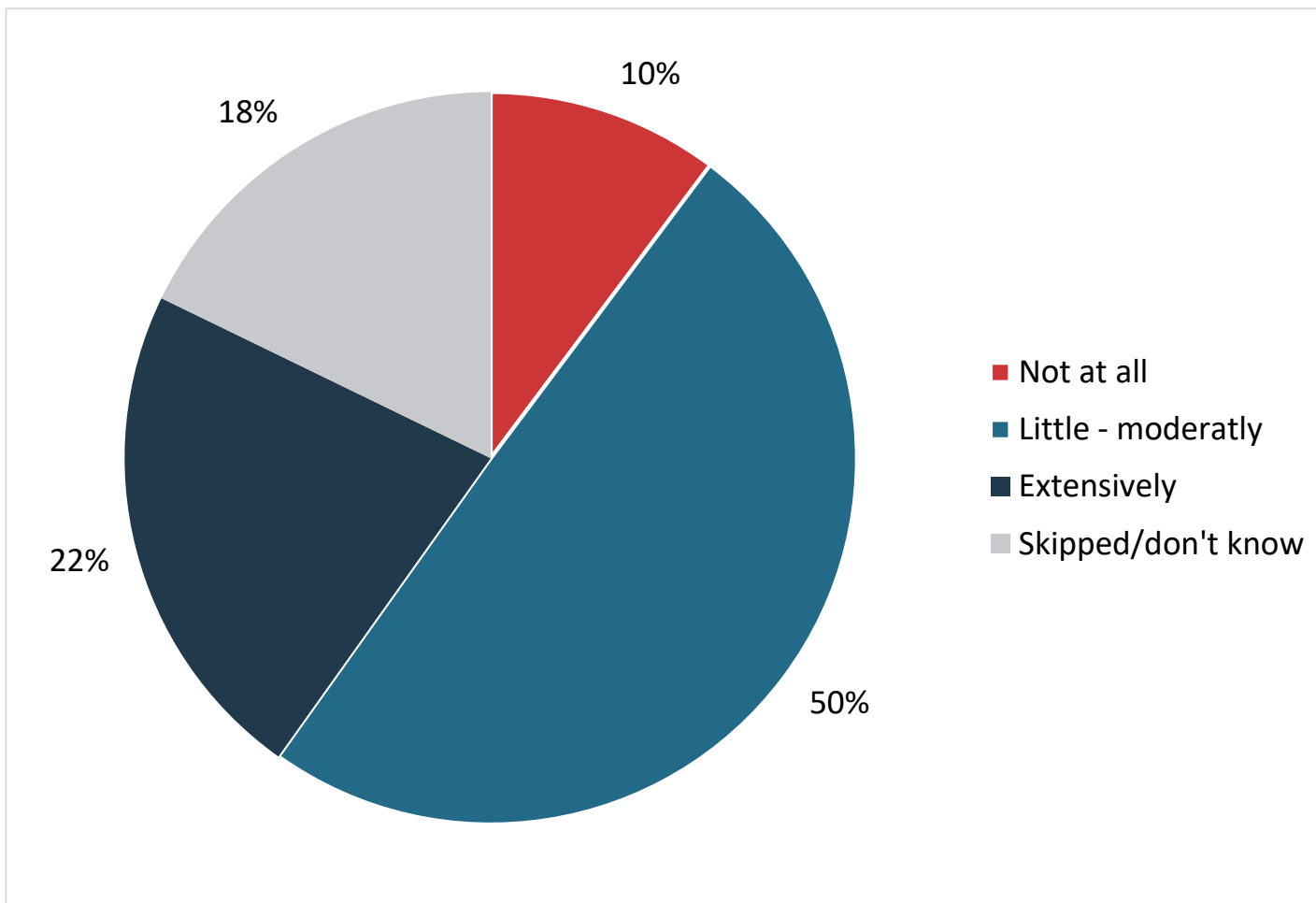
Grantees view youth and family involvement as the primary responsibility of the youth and family coordinators rather than all stakeholders

- Youth Coordinator and Lead Family Contact are seen as “all things youth/family” (sit on committees, provide peer support, conduct all youth/family activities, etc.) and sufficient as youth/family voice
- YROs/FROs have capacity to do the wide variety or continuum of Y/F roles and tasks within SOC
- Partnering with YROs/FROs provides capacity to include diversity in youth/family voice, experience, and expertise

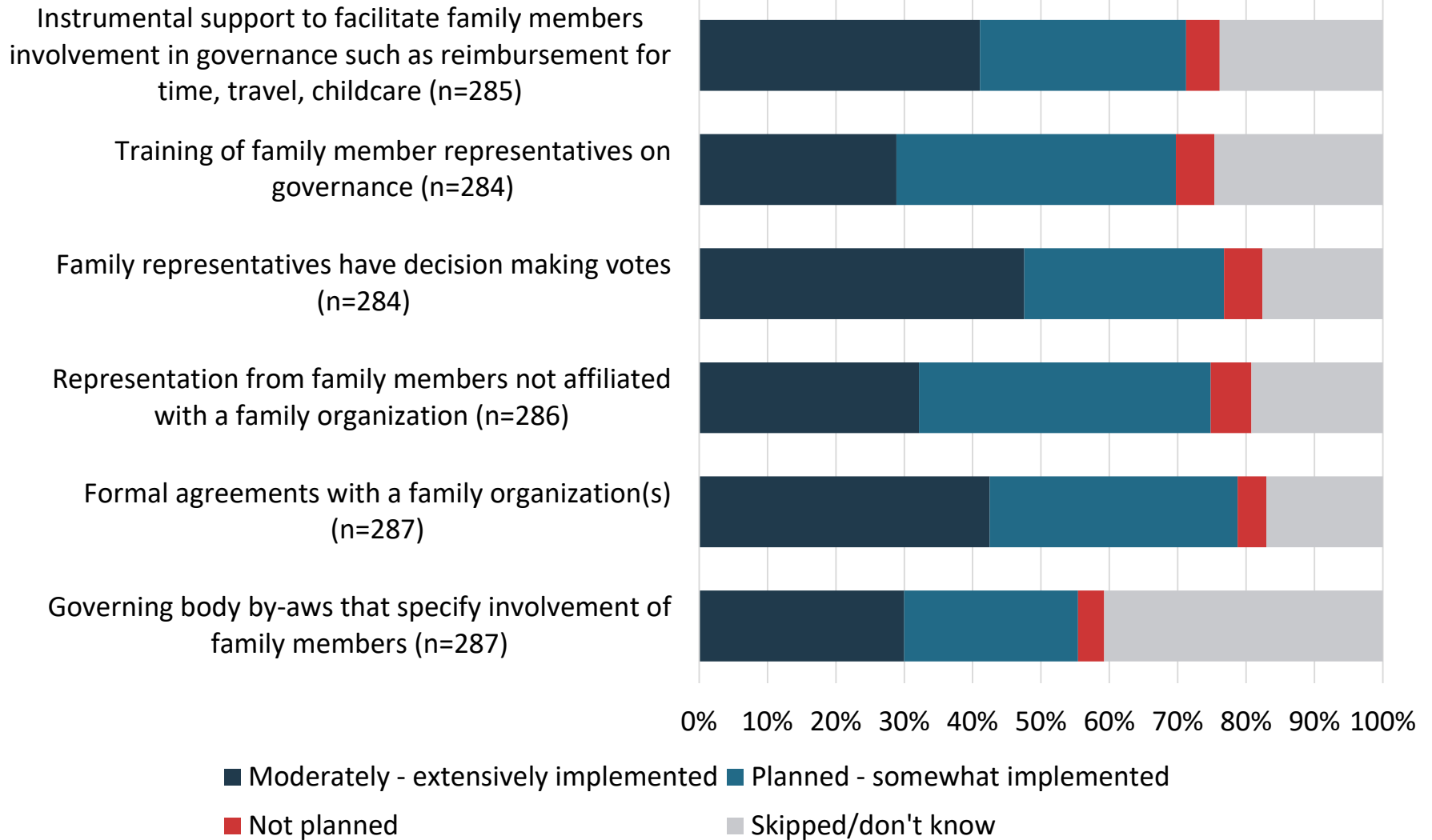
Strategies in place to maximize full involvement of youth representatives in SOC governance at the jurisdiction Level



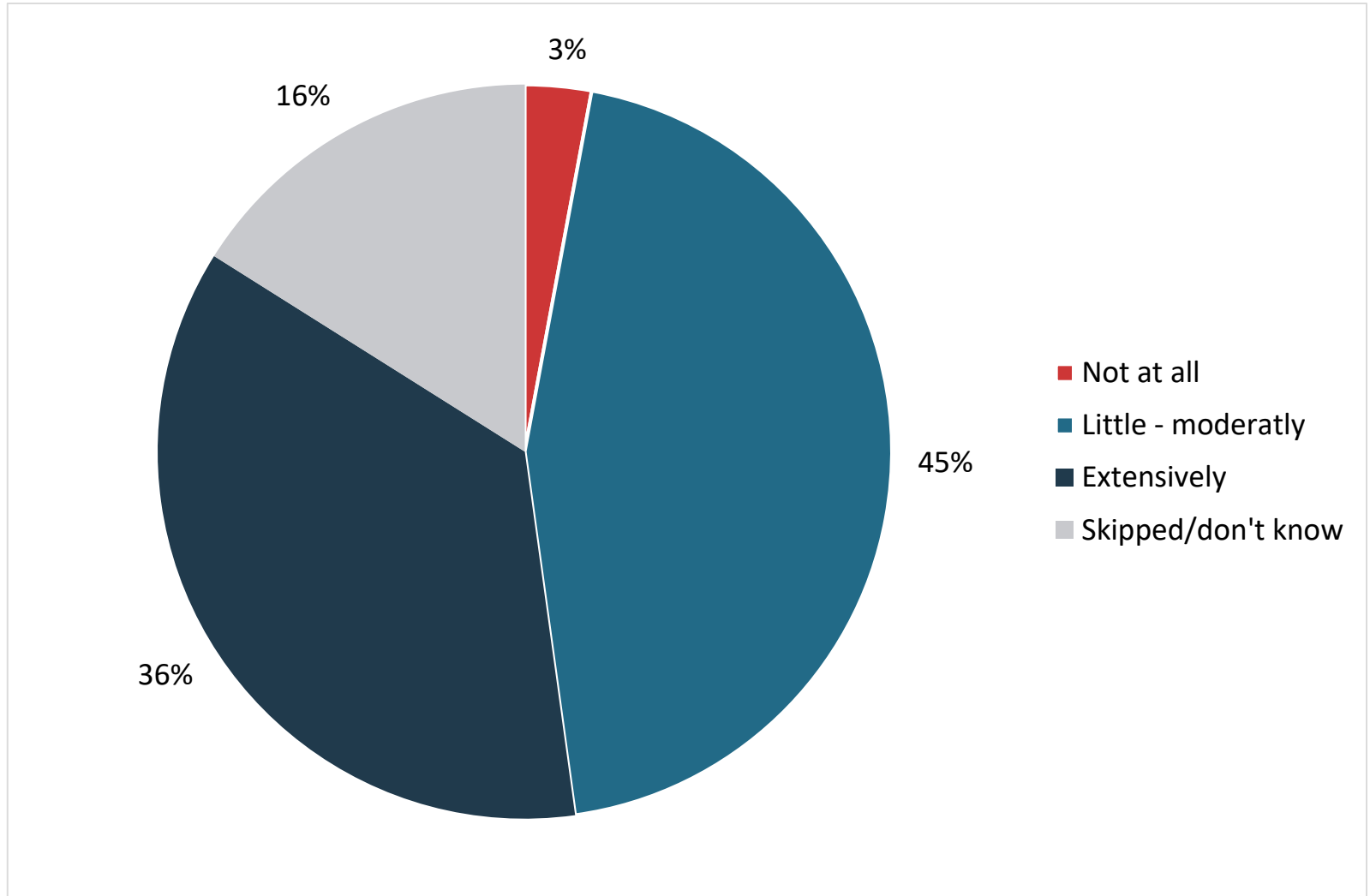
Involvement of youth representatives in SOC governance at the jurisdictional level in the 6 months prior to the evaluation



Strategies in place to maximize full involvement of families in SOC governance at the jurisdiction level



Involvement of family representatives in SOC governance at the jurisdictional level in the 6 months prior to the evaluation



Finding: Involvement of youth and families in services and supports offered is limited

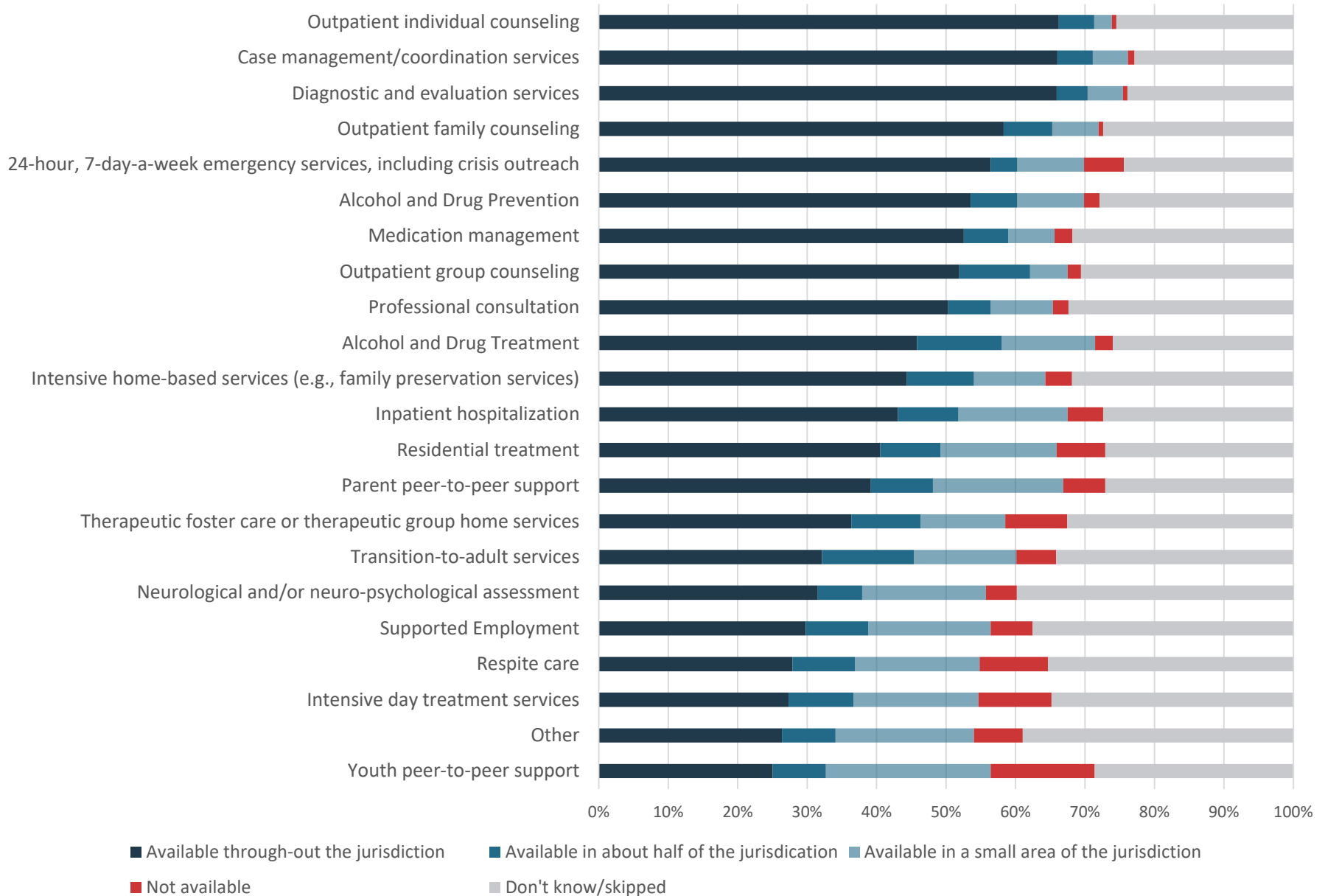
Grantees are not implementing a full continuum services and supports, limiting the roles and responsibilities youth and families can play across the many levels within a system of care.

- *Youth and family need to identify and shape the service array*
- *YROs and FROs enhance and expand the service array for a full system of care*

As a result of the grants being viewed as a service delivery vehicle, the focus is on traditional interventions rather than emphasizing the SOC philosophy and the variety of roles for youth and families in SOC.

- *Culture, policy and practice change is required to fully implement & expand, sustain SOC*

Services and supports available in SOCs



Providing peer support

Strategies are in place to ensure children, youth and families are served in their home communities.

Average Professional Rating:

76%

Youth Rating:

64%

Family Rating:

85%

Finding: Youth and family-run organizations are responsive to needs

Family and youth organization have the capacity to offer meaningful and significant services and supports to the systems of care.

They provide a diverse array of programming that meet families and youth where they are at.

Are provided by those with lived experience and diverse systems knowledge.

Are often the support needed when families and youth struggle with navigating complexities of the the formal system.

Family Services & Supports Offered

- 95% Parent Peer Support
- 60% Youth Peer Support
- 98% Systems Navigation
- 51% Parenting Programs
- 82% Support Groups
- 93% Trainings for Families & Providers

Youth Services & Supports Offered

- 93% Youth Leadership & Advocacy Training
- 85% Community Outreach & Stigma Reduction
- 80% Pro Social & Recreation Programs
- 63% Training & Technical Assistance
- 63% Skill Development groups
- 61% Non-Billable Peer Support
- 17% Billable Peer Services

Source :YMN Annual Report & FREDLA Annual report



Finding: Collaboration is interpreted differently across groups

When asked about specific areas of collaboration in their SOC sites, professionals responded differently than youth and families, often rating collaboration as happening more often or at greater levels than ratings on the same item by youth and families.

- SOC approach can be difficult for stakeholders to understand, especially the youth and family driven aspects
- Family and youth coordinators are often seen as THE representatives at the management and governance level
- Professionals, youth, and families interpret what collaboration is and what it looks like differently

Members of SOC management teams

Stakeholder Interview Data:

- When interviewed about family and youth involvement in governance and SOC management teams, most respondents reported that the family and youth coordinators were the ones who participated in SOC governance or management teams.

SAIS Data:

- Professionals indicated there were strategies in place for family and youth to be members of SOC management teams. 60-70% of them rated those strategies as being moderately implemented to planned and somewhat implemented.

FREDLA & YMN Data:

- 63% of Youth MOVE Chapters and 93% of Family-Run Organizations provide training and technical assistance

SAIS Data:

- Professionals indicated there were strategies in place to involve families and youth in training. 52 – 66% rated those strategies as being moderately implemented to planned and somewhat implemented

Stakeholder Interview Data:

- Family members and youth often serve on advisory councils. In many cases, family and youth-run organizations are asked to provide family and youth perspective.

SAIS Data:

- Professionals indicated there are strategies in place to involve families and youth in development of policies and procedures. 61 – 71% rated those strategies as being moderately implemented to planned and somewhat implemented

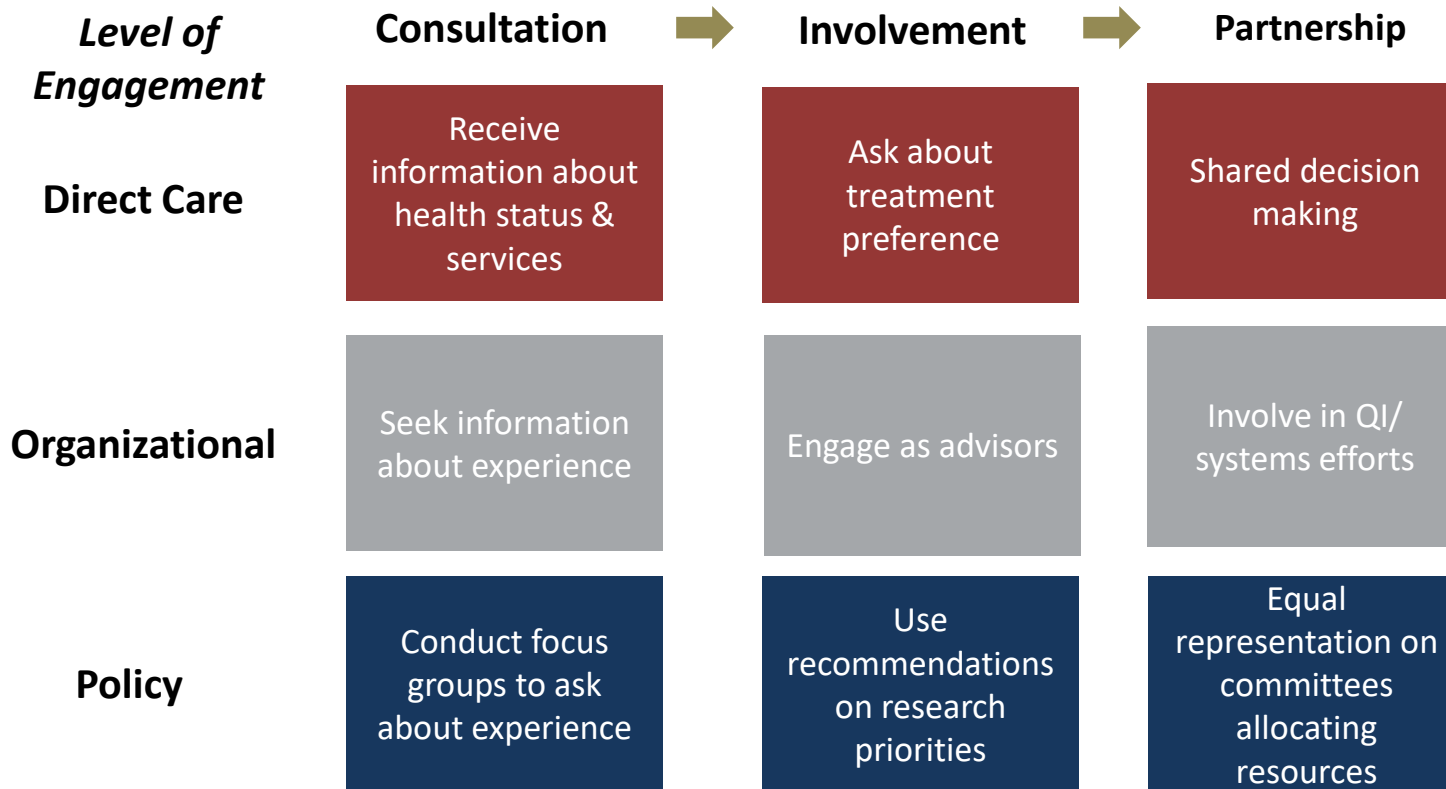
Two main conclusions...

1. Family-Run Organizations and Youth-Run Organizations offer an array of services and supports that can enhance youth and family voice at all levels of system of care expansion.
2. Systems of Care Expansion grants are not maximizing the resources, services and supports available by meaningfully collaborating with Family- and Youth-Run Organizations.

Strategies for Strengthening Youth & Family Engagement

Recommendations

Models for partnership



Adapted from Carman et al, Health Affairs 32, No.2 (2013):223-231

Youth and Family-Run Organizations ...

- **Represent, engage, and involve** many youth and families
- **Fulfill roles** at the child/youth and family level, as well as the system and policy level in their states and communities
- **Provide perspectives from people with lived experience** to improve services and systems
- **Recruit, train, mentor, and support family members and youth** for policy/system-level participation
- **Recruit, train, certify, mentor, and support family members and youth** for roles at the service delivery level
- **Provide training** to all stakeholders: families, youth, and professionals
- **Lead and participate** in social marketing and strategic communications efforts

Functions of youth and families in SOC

Inform	Consult	Involve	Collaborate	Empower
Websites	Focus Groups	Co-Lead Workshops	Advisory Groups	Strategy Groups
Information Repositories & Kiosks	Surveys	Present at Conferences	Networking & Peer Support	Steering Committees
Media Releases	Face-to-face Interviews	Serve as Expert Panelist	Support Groups	Decision-making
Feature Stories	Public Meetings & Forums	Facilitate Groups	Family Advisory Councils	Hired in Staff Roles or Peer Roles
Fairs & Events	Suggestion Boxes	Development, Review and Dissemination of Materials/Products	Youth Advisory Councils	Leaders in Youth Movement & Family Movement
Open Houses	Interviews		Liaison to Provider and Policy Groups	
Fact Sheets, Brochures, and Leaflets	Patient Experience Trackers			

Safety, Transparency & Trust, Empowerment, Choice, Collaboration, Mutuality, Culturally Responsive, Peer Support

Adapted from Carman et al, Health Affairs 32, No 2 (2013) 223-231

Ways to partner with youth- and family-run organizations

→ Educate child-serving agencies

- ◆ Highlight the benefits of working with family- and youth-run organizations to build family/youth voice and leadership
- ◆ Encourage engagement and partnership with YROs/FROs

→ Change policy to support partnering with YROs and FROs

- ◆ Include youth/family voice and engagement as standard in policies, processes and contracts
- ◆ Support youth- and family-driven care in service practice

→ Establish formal partnerships with YROs and FROs

- ◆ Contracts, MOUs

Partnering, continued

→ Allocate appropriate resources and time

- ◆ Capacity building for YROs and FROs
- ◆ To fulfill roles at all levels of the SOC

→ Utilize data, coupled with family and youth voice, to sustain YROs and FROs beyond federal funding

→ Incubate new youth- and family-run organizations

- ◆ Provide financial and technical assistance
- ◆ Be a “host” organization (space, infrastructure, fiduciary agent) during development

Strategies for inclusion of youth and families

- Partnerships with YROs and FROs are the most effective method to increasing youth/family engagement
 - ◆ Service delivery
 - ◆ Training and technical assistance
 - ◆ Youth and family leadership
 - ◆ Member of management and evaluation teams

- Use the Guiding Questions for Youth and Family Engagement to assess each area of your SOC work
 - ◆ Youth and family should be engaged in every level of the work - administration of the grant, service development and delivery, CQI, evaluation, policy development, outreach

Strategies, continued

- Expand the service array based on youth and family identified and preferred supports
 - ◆ Supports beyond clinical services
 - ◆ Develop or tweak services to address gaps or improve
 - ◆ Contract with YROs/FROs for peer support and non-traditional services

- Train ALL stakeholders on SOC, youth/family driven care, and what meaningful youth/family involvement looks like
 - ◆ Avoid tokenism or use of staff - include diversity of youth and family representation throughout SOC efforts
 - ◆ Example: establish quorum in decision making groups based on non-staff youth and family members

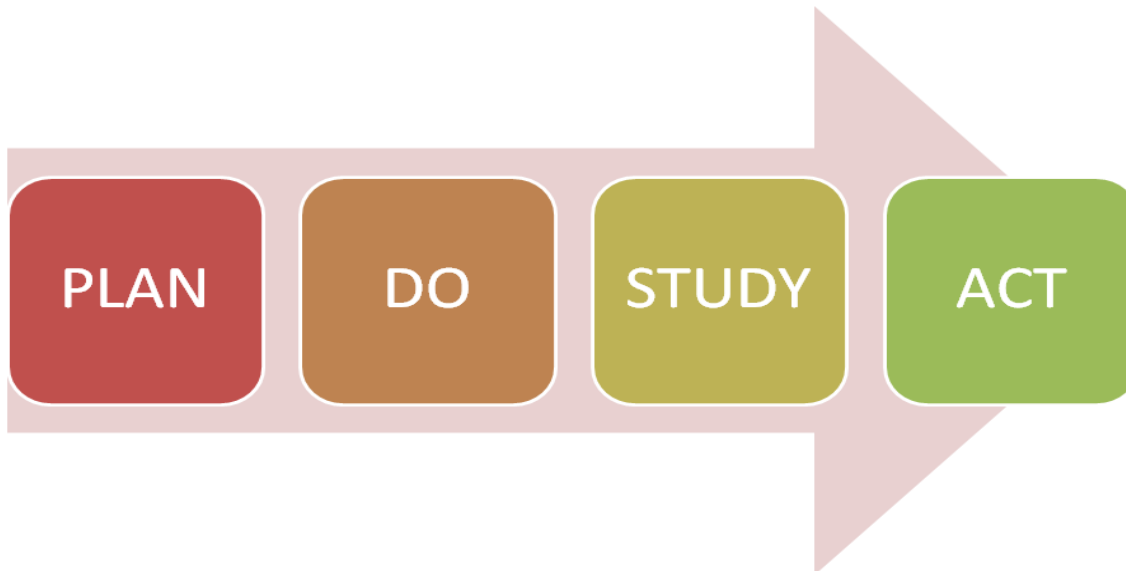
Strategies, continued

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 - ◆ Supports beyond clinical services
 - ◆ Develop or tweak services to address gaps or improve
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- View SOC as a public health approach
 - ◆ Leads to prioritizing prevention for positive long term outcomes, would be included in SOC planning and evaluated/researched
 - ◆ Could open sustainability options for continuing the non-clinical, non-service delivery components of SOC

Measuring the work

- Establish a CQI process that is led by youth/families and in partnership with YROs/FROs
 - ◆ Services, supports
 - ◆ Youth and family engagement
 - ◆ Youth and family leadership in SOC



Building youth and family measures into local evaluation

Common Tools:

- Surveys: pre/post, satisfaction, topical
- Focus or discussion groups
- Parent Empowerment Scale
- CANS, FANS
- Caregiver Strain Questionnaire
- Developmental Assets
- Protective Factors Survey
- Family Journey Assessment

Specific Tools for SOC:

- Guiding questions for Y/F engagement in SOC
- National Evaluation tools

Measuring Youth/Family Voice:

- Agency level decision making & advising (YVAL)
- Coming Soon: YVOC & FamVOC

Assessment of Youth Voice: Y-VAL

Why choose the Y-VAL?

1. Provides a framework of key indicators of meaningful and successful youth voice
2. Assessing allows for a collective and reflective process to better understand how an agency collaborates with youth and young adults
3. Promotes a shared vision for success between youth and adults
4. Helps move agencies towards sustainable youth engagement
5. Helps young people advocate for support and involvement in decision making and programming
6. Helps assess the impact of technical assistance

Y-VAL Themes

1. **Overall vision & Commitment to Youth Voice**
2. **Collaboration Approach**
3. **Empowered representatives**
4. **Commitment to Facilitation & Support of Y/YA Participants**
5. Workforce Development
6. Participation in developing the program and program policies
7. Participation in evaluation
8. Leading initiatives and projects

Assessment of Family Voice: FAM-VOC

Why choose the Fam-VOC

1. Provides a best practice framework for instituting family voice within councils & committees
2. Assessing allows for a collective and reflective process of quality improvement
3. Promotes a shared vision of meaningful family involvement
4. Helps councils and committees implement strategies for effectively engaging and empowering family members
5. Helps assess the impact of family involvement on the council/committee

Fam-VOC Themes

- 1. Overall Vision and Commitment**
- 2. Collaborative Approach**
- 3. Empowered Representation**
- 4. Support of Family Member Participation**

You are not alone in implementation!

- Youth MOVE National
- FREDLA
- TA Network
- Your GPO



Resources

- Categories and definitions of services/supports offered by family-run organizations:
<https://www.fredla.org/wp-content/uploads/2015/09/service-type-and-definition-LC.pdf>
- Categories and definitions of services/supports offered by youth-run organizations:
<https://www.youthmovenational.org/start-a-chapter/>
- Guiding Questions for Youth and Family Involvement in SOC:
https://www.fredla.org/wp-content/uploads/2019/02/FINAL_Guiding-Questions-on-Family-and-Youth-Roles-in-SOC_2018-003.pdf

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