

# Family Driven Care Virtual Learning Community: Partners in Care

## KICKOFF WEBINAR

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Janet Watson, FPA-C  
Anne Kuppinger, M.Ed  
Diana M. Arias, MSW, MS



# Agenda

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- ▶ The Importance of Family Driven Care
- ▶ Introduction to the Family Driven Care Virtual Learning Community (FDC VLC)
- ▶ Components of the FDC VLC
  - Core Implementation Team (CIT)
  - Organizational Self Assessment
  - Implementation Guide and Action Plans
- ▶ Next Steps
- ▶ Q&A

# Welcome!

We extend a warm welcome to all of you who have joined us to explore the value of Family Driven Care within your organization's practices and policies.



# Presurvey

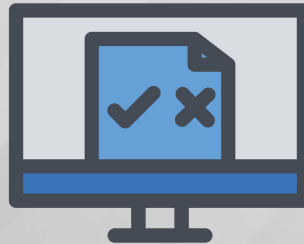
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We ask that each attendee complete a short survey at this time.

Open the survey link when it appears in the chat box.

Complete the survey and come on back!

We'll see you in 3 minutes



# The Importance of Family Driven Care (FDC)

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# Let's Chat!

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Please type into the chat box to 'Everybody':

***What does FDC mean to you?***



# What is FDC?

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Family driven means families have a primary decision-making role in the care of their own children as well as the policies and procedures governing care for all children.

This includes:

- ▶ Choosing culturally and linguistically competent supports, services and providers
- ▶ Setting goals
- ▶ Monitoring outcomes
- ▶ Designing, implementing and evaluating programs
- ▶ Partnering in funding decisions

National Federation of Families for Children's Mental Health, 2016

<https://www.ffcmh.org/>



# Why is FDC Important?

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- ▶ Families that are fully engaged in the treatment of their children and actively participate in decision-making often experience **positive outcomes**.
- ▶ Acknowledging families as the experts and utilizing their strengths to shape treatment promotes **increased engagement in services**.
- ▶ Increased engagement also **enhances the capacity** of the caregiver to support their child.
- ▶ Current events may be affecting children; therefore, engaging the family unit can **provide needed support** during these unprecedented times.



# Some Questions to Consider:

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- ▶ How does your organization practice family-driven care (pre-pandemic and ongoing pandemic?)
- ▶ How do you know when you are really practicing family-driven care?
- ▶ Think about what true shared-decision making with families would look like in your program from intake to discharge?

# Introduction to the FDC VLC

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# What is FDC VLC & Why is it important?

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- ▶ Builds on the collective knowledge, wisdom and real world experiences that you already have regarding FDC
- ▶ Ensures the safety of everyone involved
- ▶ Allows for social networking and shared learning encounters regarding your work on FDC
- ▶ Highlights efficient and effective methods to support widespread practice improvement

*Recent events may impact families therefore collaborative partnerships that ensure their decision-making role are needed.*

# Aims of the FDC VLC

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A partnership with organizations across NYS who have an interest on building family-driven policies and practices in care.

The LC aims to:

1. Build awareness and understanding of FDC
2. Support participants in conducting an organizational self-assessment of its practices and policies consistent with FDC domains
3. Assist organizations to identify which FDC domain they will work to improve

# How Will Each Aim Be Achieved?

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## **Aim 1: Build awareness of FDC**

- ▶ Two (2) short Family Driven Care online modules which review FDC
- ▶ Materials for families and providers

## **Aim 2: Conduct an FDC organizational assessment**

- ▶ The Organizational Self-Assessment (OSA) is available on the Learning Management System in the Family Driven Care: Module 1

## **Aim 3: Assist organizations on selected FDC domain**

- ▶ OSA call to review and prepare to work on FDC domain
- ▶ Two virtual trainings with domain-specific content and assistance completing the Improvement Planning Guide
- ▶ Two 1-hour consultation calls with CTAC Resource Team to check-in
- ▶ A Sustainability Webinar to review how to continue current efforts

# Activities of the FDC VLC

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- Organize the **Core Implementation Team (CIT)**
- Participate in the FDC LC **Evaluation**
  - Each CIT member completes a pre & post survey and a feedback survey.
- Complete one **Organizational Self-Assessment (OSA)** as a CIT
- Attend an **OSA call** with CTAC Resource Team to review selected domain
- Attend the two **FDC virtual trainings** with your CIT
- Complete one **Improvement Planning Guide** as a CIT
- Attend two 1-hour **consultation calls** with CTAC Resource Team
  - 1st: Individual CITs; 2nd Across CITs
- Attend the **Sustainability Webinar** (and present your work if desired)

# Organizational Self-Assessment (OSA)

## What is included:

- Questions divided into 3 domains that represent different aspects of the organization

## Why it's included:

- Enables organizations and providers to obtain feedback using a standardized tool to evaluate the organization's perception of the use of FDC policies, procedures, and practices

## How it's used:

- *Each CIT* fills one OSA and feedback is provided
- You are evaluating the organization as a *whole* and not your individual performance
- Submit no later than September 10

**FAMILY-DRIVEN CARE**

### Organizational Self-Assessment

This Organizational Self-Assessment (OSA) is the first step toward advancing Family Driven Care (FDC) principles and practices. Think about the extent to which your organization has implemented family-driven policies and practices in the following areas:


1) Leadership & Governance    2) Workforce Development & Support    3) Service Experience

Please read through each item and use the scale ranging from "We do this well" to "We partially do this" to "We don't do this" to evaluate the extent to which your organization follows each practice. To help orient you, examples that embody the practice have been included. Base your responses on your experience over the past 12 months.

Your responses are confidential. We encourage you to complete this together with your team and to answer with your initial impression, as honestly and accurately as possible. Remember, you are not evaluating your own individual performance but rather the practice of the organization as a whole. Please complete the OSA with your team when you have ample time to consider your responses and talk through any disagreement; it may be completed in one sitting or section-by-section.

1) Leadership and Governance considers the extent to which an organization has made a commitment to advancing family-driven practice at the organizational level.

Does your organization strive to make Family Driven Care a 'standard practice' in all parts of the organization by:	We do this well	We partially do this	We don't do this
Having family members serve on governing and key committees across the organization? <i>Example: Board of Directors, leadership teams, standing committees (i.e., fundraising or communications), work groups</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utilizing feedback from families as a part of the quality assurance process to improve services and experiences for all? <i>Example: Families' perspective, preferences, needs, and recommendations are shared with leadership for improvement efforts</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Implementing policies, procedures and training(s) that emphasize a shift in culture to relay the importance of family participation, expertise, and feedback throughout the organization? <i>Example: FDC guiding principles inform all policies, procedures and trainings</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Implementing standards of cultural sensitivity or responsiveness that enable respectful family/provider partnerships? <i>Example: Workforce at all levels is representative of the community served, written information is offered in the preferred language of participants, etc.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eliciting family input to design and interpret program and outcome evaluations? <i>Example: Assess families' perceptions and experiences via survey, focus groups, or interviews</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Accessible in the Family Driven Care Modules: CTAC-MCTAC  
Self-Learning Center [lms.ctacny.org](https://lms.ctacny.org)



# OSA: FDC Domains

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1. **Leadership and Governance** considers the extent to which an organization has made a commitment to advancing family-driven practice at the organizational level.
2. **Workforce Development and Support** considers the extent to which an organization considers family-driven practice to be a core competency for all staff.
3. **Service Experience** considers the extent to which an organization has taken steps to ensure families are supported, and included in their child's care, and respected.

# How to Complete the OSA?

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## Family Driven Care Modules available in the CTAC-MCTAC Self-Learning Center

### Family Driven Care: Overview & OSA

- Review of FDC
- Description of the 3 FDC Domains
- Link to fill-out the OSA

Family Driven  
Care: Overview  
and OSA



### Family Driven Care: Resources & Strategies

- Resources for each domain
- Domain-specific strategies for programs and organizations to implement

Family Driven  
Care: Resources  
& Strategies



You will receive a link via email but you can also access via our FDC VLC website.

Please visit the our CTAC-MCTAC Self-Learning Center at [lms.ctacny.org](https://lms.ctacny.org)

# FDC Resources

## FAMILY-DRIVEN CARE

### Quick Reference Guide

"If it is ABOUT families, it must be WITH families... child and youth mental health is about families."

#### ABOUT FAMILY-DRIVEN CARE

Family-driven care means families are expert partners and primary decision-makers in the care their children receive from your organization.

#### FAMILY-DRIVEN CARE:

- Acknowledges the family as a constant presence in a child's life
- Builds on family strengths
- Supports family members to have a strong voice in the services they receive
- Focuses on families' strengths, talents, interests, values and beliefs
- Ensures family members are a part of their child's treatment
- Uses strategies that empower families
- Seeks out the expertise of family members
- Respects family choice
- Believes in each family's potential to learn and grow

#### SUPPORTING FAMILY INVOLVEMENT

Part of family-driven care is encouraging all families to be involved, reluctant, work to understand their concerns and address them.

Families might...

- Feel overwhelmed and isolated
- Not have enough information or support
- Have had negative experiences in the past
- Feel intimidated by an unequal power structure
- Feel the stigma of blame and a lack of respect
- Be skeptical that providers will listen to them

You can help by...

- Creating an respect
- Building a co
- Providing a co
- Exploring an
- Supporting fi
- Reducing the
- Building co
- recognizing

#### IS YOUR ORGANIZATION FAMILY DRIVEN?

- This is what you might see as your organization puts families in
- Families identify their priorities, needs and resources to care
- Families collaborate with providers to make all decisions about
- Families openly express preferences, needs, priorities, and d
- Families collaborate actively in identifying goals and activiti
- Families are given the information and support they need to
- Families determine key outcomes and assess what is working

Source  
\* Chavli, N. (2009), p. 33



## FAMILY-DRIVEN CARE

### The Caregiver Perspective

Family-Driven Care means families are expert partners and are given a decision-making role in the care their children receive. It means caregivers and families work as partners with providers. The goal of this evaluation is to review how much the provider you work with is able to meet your needs as a family. Thank you for completing this form.

Some helpful information before you start:

- Please answer the questions only about the provider you are working with at this time.
- You are free to skip any questions but it helps us to know your opinion on all of the questions.
- For each statement choose only one answer from the rating scale (Rarely, Sometimes or Often).
- Your responses to these questions will not, in any way, affect the services you receive and may help to improve them.
- If you have questions or are unsure about something in this survey, please talk to your provider or contact us at ctac.info@nyuhsilver.com

Please rate how often each of these happens with your service provider:

Rarely Sometimes Often

#### 1 Our provider asks me if they are helpful.

Examples: Our provider wants to know if the work we are doing can make a difference for our family, and asks for our suggestions.

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## FAMILY-DRIVEN CARE

### Guiding Principles of Family-Driven Care

#### Families have accurate and complete information

Educate yourself so you can educate families! Help families ask questions so they can make informed choices. Help the family explore ALL their options for support.

#### Remove barriers created by stigma

Your willingness to speak out and take on this role is a critical way to combat stigma. Stigma and blame are heavy burdens for families. When you partner with them as a peer, you send a strong message to families and providers.

#### Celebrate diversity and honor each family's culture

Culture has many dimensions and each family is unique. Be aware of your own bias and alert to stereotypes that can interfere with your ability to form a strong relationship with the caregivers and families you work with.

#### There are resources to support everyone to adopt family-driven practice

Be an active learner and an active teacher! Help your agency make this a priority by working with leadership to fund training for staff and supervisors. Advocate for family-driven measures to be a part of your staff evaluation and program outcomes.

#### Continually advance cultural and linguistic responsiveness as your community changes

Stay in touch with your community. Actively reach out and establish relationships with groups in the community that may not be connected with services. Let the families you work with help you build these relationships.

#### Families and family-run organizations provide direction on funding, policies, and service options.

Connect the families you work with to family-run organizations and support them to serve on committees so that the family perspective shapes policy.

#### Shared decision making and responsibility

Find creative ways to ensure that the family is a part of any team of people working on their behalf. This means the family is present for all meetings and working together with you and other providers to develop their plan of care. You can play a vital role in helping the family shift from the passive role they might be accustomed to, to a more active role.

#### Practice changes from provider driven to family driven

As you gain experience, you will begin to see many opportunities to shift practice. Change doesn't have to happen all at once and small changes can add up to a big difference. Be ready to suggest alternatives to business as usual when you see opportunities to empower family voice.

#### Families have access to peer support

You are a part of helping the system become more family-driven! You bring the passion and perspective that comes from your experience. Outreach will always be a part of your job so that families and service providers understand the importance of peer support and how to access it in your community. Also, you can connect families to one another and grow their peer networks!

## FAMILY-DRIVEN CARE

### Tips for Partnering with Your Child's Service Providers

Parent-provider partnerships are important to the services your child receives. Below are some basic principles for forming effective parent-provider partnerships.



#### PARTICIPATE

An effective parent-provider partnership requires active participation from both you and your child's service providers. Below are some ways you can participate in your child's services:



#### Speak up.

Don't be afraid to be vocal with providers about wanting to take an active role in your child's treatment. At first, this may be uncomfortable for you, but with practice and support you can learn to engage with your provider.



#### Provide information.

Parents know a lot about their child, but sometimes you may not have the opportunity to share your knowledge with your child's history, interest and needs. Also be clear with your provider about what your vision is for your child and family, and how you can work together.



#### KNOW YOUR RIGHTS

Become informed about your rights as a parent. Most agencies list these rights in a document entitled the **Patients' Bill of Rights**. Reviewing these documents and knowing your rights may help you feel empowered to take appropriate action if you feel your rights or your child's rights are being violated. If your agency or private provider does not have a Patients' Bill of Rights posted, ask for one.



#### SHARE FEEDBACK

People, including providers, learn best when given timely and constructive feedback. Talk with your provider about your experiences with them. Be honest and respectful in your communication. Tell them what has gone well and ways in which each of you can communicate better with one another. Such feedback can help strengthen and keep a healthy, respectful and working partnership.



#### PARENTS ARE EXPERTS TOO!

As a parent, you are the most knowledgeable expert concerning your child. You can get advice and input from others, but if you are told something that doesn't fit with your prior experiences, ask questions and share with your provider why you disagree.

In addition to realizing that you too are an expert in your child's treatment, you must also know your limits when it comes to collaborating with your child's provider. Discussing your role in the treatment process with your provider may be helpful for you to know how to work together as a team.



#### GET THE FACTS

It's important to get accurate information about your child's diagnosis and services. This requires asking questions. If you don't understand something a provider has said, ask questions until it is clear. A provider will assume you understand unless you let them know. Here are some helpful tips for getting the facts about the services your child will receive:

**Take notes.** Writing down what your provider says can help you remember what you need to know about your child's treatment.

**Make a list of questions.** Asking your provider questions may be difficult at first. Writing down your questions before you meet with your provider will make it easier.

**Repeat what you heard.** It may be helpful when discussing important information with your provider to repeat what you heard in your own words. This is an effective way of confirming that you understand what is being said.

**Keep a file.** Keep all the important documents related to your child's services in a file or binder that's accessible. Review the information regularly to make sure you have all the most up-to-date important facts related to your child's treatment.



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All available in Spanish

# Other Helpful CTAC Resources

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There is additional information that will support your commitment to increasing FDC at your organization.

To learn more please visit the MCTAC-CTAC Self-Learning Center at [lms.ctacny.org](https://lms.ctacny.org)



# FDC Performance Indicators

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## 1. Attendance

- Participation in all LC activities will be tracked

## 2. FDC Pre and Post Surveys

- Complete as individuals before completing the OSA and then again at the end of the Sustainability Webinar (final offering of the LC)

## 3. Improvement Planning Guide

- To what extent did each organization/CIT carry out their implementation plan?



# The Next Steps

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- ▶ As a CIT, **complete the online OSA** via the FDC Online Module *no later than* Friday, September 10, 2021
  - The aggregated findings will be presented at the first virtual training
- ▶ As a CIT, attend the **OSA call** hosted by your CTAC Resource team
  - We will follow up with each CIT to schedule the calls
- ▶ As a CIT, **attend Virtual Training #1** on Wednesday, September 29 from 1:00 to 2:30 PM
  - You will receive a registration link from CTAC

Please visit the FDC VLC web page for detailed information.

# Timeline

<b>September 2021 OSA Due</b>  <i>Due Date: Sept 10, 2021</i>	Completed <b>Organizational Self-Assessments</b> are due.	All members of the CIT complete and submit <u>one (1) OSA</u> .
<b>September 2021 OSA Calls</b>  <i>Due Date: Mid to late Sept (TBD)</i>	CTAC team will conduct <b>OSA calls</b> (1 hour) with each CIT to talk through what they will work on during this VLC.	All members of the CIT attend a call to discuss their selected domain/topic of focus.
<b>September 2021 Virtual trainings</b>  <i>Training 1: Sept 29, 1-2:30pm</i> <i>Training 2: Oct 6, 1-2:30pm</i>	<b>Two Virtual Trainings</b> (1.5 hours each) 1. FDC best practices, resources, OSA results 2. Focus on Improvement Planning Guide	All members of each CIT attend each training. Provide sites with FDC information and knowledge. Review of OSA findings. Provide time for CITs to discuss their Improvement Planning Guide. Provide training on organizational change management as well.
<b>October 2021 Support</b>  <i>Dates: Mid to late Oct (TBD)</i>	Support implementation efforts with <b>Individual Calls with CITs</b> (1 hour).	Problem-solve any barriers to action plan progress. Check on progress in an in-depth way with each CIT.
<b>November 2021 Consultation</b>  <i>Options: Nov 3 or Nov 4</i>	Support implementation efforts with <b>Group Consultation Calls</b> (1 hour).	Review improvement plan with action plan focus. Groups will be gathered so that there is opportunity for cross-learning and support.
<b>Dec 2021 Sustainability</b>  <i>Webinar: Dec 14, 1-2pm</i>	<b>Sustainability Webinar with option for Site Presentations</b> (1 hour). Identify steps CITs want to take to sustain FDC practices.	Conversations to help sites make plans for continuing efforts. CITs can present on their work.
<b>Dec 2021 Post-Survey DUE</b>  <i>Due Date: Dec 30, 2021</i>	<b>Post-Surveys</b> by each CIT member is due.	<u>Each</u> CIT member completes the post survey as part of the FDC evaluation and a feedback survey on the overall FDC VLC.



# CTAC Resource Team

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Susan Burger, FPA-C



Kara Dean-Assael, DSW



Yvette Kelly, M.Ed., LMHC



Anne Kuppinger, M.Ed.



Anthony Salerno, PhD



Diana M Arias, MSW, MS



Geraldine Burton, FPA-C



Ashley Fuss, PhD



Priya Gopalan, LMSW



Aide Ortiz, FPA-C



Phuong Tran, BS



Janet Watson, FPA

# Let's Chat and Questions

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Please type into the chat box:

*Share one thing you hope to learn by participating in our FDC VLC.*

## Other Questions?

If you have additional questions following today's webinar, please email us at [ctac.info@nyu.edu](mailto:ctac.info@nyu.edu) with the **subject line: FDC VLC**



# Upcoming CTAC Events

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- ▶ **Helping Students and Parents This School Year:  
What Mental Health Practitioners Need to Know  
about Special Education**

September 9, 2021 | 12 pm – 1 pm

- ▶ **Why Worry? Helping Children Experiencing Anxiety**

September 20, 2021 | 12 pm – 1 pm

# Thank you!

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Visit [www.ctacny.org](http://www.ctacny.org) to view past trainings, sign-up for updates and event announcements, and to access resources.

Please complete the feedback survey at the end of this webinar.

Contact CTAC at [ctac.info@nyu.edu](mailto:ctac.info@nyu.edu)

**Subject line: FDC VLC**