

Building a Family and Youth-Driven System of Care



Families as Change Agents

“Family and youth engagement are not some kind of fad that will pass; it is the core of systems change. It is the only thing that can make reform in human services possible.”

Orrego, Parents Leading the Way

Goal 3:

Implement strategies to promote and sustain the voice of children, youth, and their families with child welfare involvement at all levels of the system of care

The Meaning of Family-Driven

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 in their community, state, tribe, territory and nation.

This includes:

- Choosing supports, services, and providers;
- Setting goals;
- Designing and implementing programs;
- Monitoring outcomes;
- Partnering in funding decisions; and
- Determining the effectiveness of all efforts to promote the mental health and well being of children and youth.



CHFS

KENTUCKY
Cabinet for Health and
Family Services

TEAM
KENTUCKY

History of Kentucky's Family Movement

2021 – SOC Family Youth Driven Expansion

2020 – Peer Support Centers

2014 – Peer Support becomes Medicaid billable

2009 – Family Peer Support Core Competency Training

2008 – Leadership Academy

2006– Family and Youth Involvement Surveys

1999 – Kentucky Partnership for Families and Children, Inc.

1993 – Family paid stipends to serve on RIACs

1993 – State Family Advisory Council – Parent Representatives

1992 – Office of Family Leadership in DMH

1992 – Statute to include parents on SIAC and RIAC

1990 – KY IMPACT – statewide implementation

1989 Robert Wood Johnson Foundation – Bluegrass Impact

1985 - CASSP

The Meaning of Youth Driven



- Youth Driven means to value youth as experts, respect their voice, and to treat them as equal partners in creating system change at the individual, state and national levels.

History of Kentucky's Youth Movement

- 2021 – SOC Family Youth Driven Expansion
- 2019 - TAYLRD 2.0 expansion of strategies in serving TAY
- 2015 – TAYLRD 1.0 Drop In Centers
- 2014 – Peer Support becomes Medicaid billable
- 2014 - KPFC received Youth MOVE National's RockStar Award
- 2013 - Youth Peer Support Specialist Certification Trainings
- 2009 - Youth representative participation on SIAC
- 2008 – Leadership Academy
- 2006– Family and Youth Involvement Surveys
- 2003 - Regional Youth Councils conceived
- 1999 - KPFC's Statewide Youth Council created

Important Principles of Family and Youth Driven System of Care

- “Family” is defined by families themselves
- Families are the experts on their children
- Families, youth and providers work collaboratively as partners
- Decisions are made by families and youth from an individualized set of choices
- Services are culturally appropriate/relevant
- A holistic approach is used
- The focus is strengths-based
- Family and youth peer support is available, encouraged and facilitated
- Family-run organizations help families and youth develop a “collective voice”

Family and Youth Driven at Every Level

- **Individual Level:** Youth and their families have voice and choice in their treatment and recovery goals and choosing their supports and services which is appropriate for their lives.
- **Program level:** Families and youth may be hired as peer support specialists within a mental health center or other helping agencies. Families and youth may partner with providers to deliver training on why and how to work toward family-driven practices.
- **System Level:** Youth and their families help create policies and partner in funding decisions and are integrated into committees and boards. Youth and their families evaluate programs and monitor outcomes.



Provider Practice Shifts

Paradigm Shift in Service Delivery Systems for Children and Youth with Emotional Disturbance

	Provider-Driven	Family-Driven
Source of Solutions	Professionals and agencies	Child, family, and their support team
Relationship	Child and family viewed as a dependent client expected to carry out instructions	Partner/collaborator in decision-making, service provision, and accountability
Orientation	Isolating and “fixing” a problem viewed as residing in the child or family	Ecological approach enabling the child and family to do better in the community
Assessment	Deficit-oriented	Strengths-based
Expectations	Low to modest	High
Planning	Agency resource based	Individualized for each child and family
Access to Services	Limited by agency’s menus, funding streams, and staffing schedules	Comprehensive and provided when and where the child and family



CHFS

KENTUCKY
Cabinet for Health and
Family Services

TEAM
KENTUCKY

Shifts in Roles and Expectations

Families and youth at program and policy levels

Families/youth receiving services

- *Recipients of information
- *Unheard voice in program evaluation
- *Recipients of services
- *Uninvited key stake holders in training initiatives
- *Anger, adversity & resistance

Family and youth activation

- *Passive partners in service planning
- *Participate in program evaluation
- *Partners in planning and developing services
- *Participants in training initiatives
- *Self- advocacy

- *Service planning team leader
- *Partner (or independent) in developing and conducting program evaluation
- *Service providers
- *Partners and independent consultants
- *Advocacy & peer support

Family and Youth Roles Program and Policy Levels

Roles	Descriptions
Peer Support Services	<ul style="list-style-type: none"> • Information and referral • Parent/Peer education • Family & youth mentors • Supervisor/management
Service Delivery	<ul style="list-style-type: none"> • Peer navigators • Care coordinators • Family & youth support partners • Project directors
Outreach & Public Awareness	<ul style="list-style-type: none"> • Presentations • Testimony • Community Resource Fairs
Quality Assurance	<ul style="list-style-type: none"> • Evaluation interviewers • Board representation
Training & Technical Assistance	<ul style="list-style-type: none"> • Curriculum development • Workshops • Co-trainers • Consultants • Certification

Family and Youth Peer Support Specialists

- Information and referral
- Individualized supports to help families and youth understand their needs and access to natural supports
- Support groups
- Family and youth training and education to increase knowledge and skills
- System navigation to assist family and youth in finding or accessing resources
- Intensive family and youth support during periods of crisis
- Specialized supports for families and youth experiencing challenges with systems such as child welfare, juvenile courts, or schools
- Social activities and events to bring families and youth together, raise awareness, or offer educational opportunities



Peer Support Centers in Kentucky

- Kentucky Partnership for Families and Children, Inc. currently has three Peer Support Centers in KY. located in the DCBS regions of
 - Eastern Mountain
 - Cumberland
 - Two Rivers
 - Salt River Trail – coming soon
 - The Lakes – coming soon
- The Peer Support Centers offers family, youth and adult peer support services and is conducted through individual and groups settings. Services range from skill building, information sharing, advocacy and supporting goals that are identified by families and youth.
- The Peer Center staff is certified in the state of KY and offers partnership and collaboration to the child serving agencies and providers.
- For more information regarding the Peer Support Centers or for referral information, please contact Barb Greene at Barbara@kypartnership.org



CHFS

KENTUCKY
Cabinet for Health and
Family Services

TEAM
KENTUCKY

Hart's Ladder

Key Questions

Which level of Hart's Ladder is our project on?

Which level of Hart's Ladder should our project be on?

What do we need to do to move to the right level on the ladder for our project?

QUALITY OF PARTICIPATION

EXAMPLES

Young people and adults share decision-making

Young people have the ideas, set up the project and invite adults to join them in making decisions throughout the project. They are equal partners.

Young people decide they need a one-stop shop in their community. They partner with adults in different youth organisations and together lobby the government for resources.

Young people lead and initiate action

Young people have the initial idea and decide how the project is to be carried out. Adults are available and trust in the leadership of young people.

A group of students get permission from their principal to run an environmental day. The students make the decisions, and the school provides support.

Adult-initiated, shared decisions with young people

Adults have the initial idea, and young people are involved in making decisions, planning and implementing the project.

A community co-ordinator asks young people for event ideas for Youth Week. The young people suggest having a skating event. The co-ordinator and young people work together to make decisions and apply for funding.

Young people are consulted and informed

Adults design and facilitate the project, and young people's opinions are given weight in decision-making. Young people receive feedback about their opinions.

A local council runs several consultations to get young people's input about a recreation park. Young people tell the council about features in the park they want changed. The council provides feedback to the young people about how their views affected decision-making.

Young people assigned but informed

Adults decide on the project and young people volunteer for it. Young people understand the project and adults respect their views.

A conference creates positions for two young people on a panel of speakers. Young people decide how to select their representatives and work with adults to understand their role.

NON-PARTICIPATION

It is important to remember that tokenism, decoration and manipulation are not examples of youth participation. You do have the choice to move away from these methods towards more meaningful participation.

Tokenism

Young people are given a limited voice and little choice about what they can say and how they can communicate.

A young person is asked by adults to be on a panel and represent 'youth'. The young person is not given the opportunity to consult with peers or understand the role.

Decoration

Young people take part in an event in a very limited capacity and have no role in decision-making.

A group of young people are given a script by adults about 'youth problems' to present to adults attending a youth conference.

Manipulation

Adults have complete and unchallenged authority and abuse their power. They use young people's ideas and voices for their own gain.

A publication uses young people's cartoons; however, the publication is written by adults.



CHFS

KENTUCKY
Cabinet for Health and
Family Services

TEAM
KENTUCKY

Family Engagement in Systems



Built on Relationships

A welcoming environment, actively listening, and exploring the family's area of expertise and interest ensure that families are engaged in ways that are meaningful to them.

Voices of All Families



Creative outreach strategies such as community events, focus groups, online surveys, and social media provide opportunities for the voices of all families to be heard.



CHFS

KENTUCKY
Cabinet for Health and
Family Services

TEAM
KENTUCKY

Family Engagement in Systems



Equal Partnership

Listening and benefitting from each other's knowledge and expertise fosters equal partnership between families and systems.



Support Participation

Assistance with transportation and child care, translation services, and the use of technology facilitate families' participation.

Family Engagement in Systems



Acknowledge Expertise

Financial compensation such as stipends or gift cards for families' time is an acknowledgment of the expertise that families bring to policy and decision-making tables.

Opportunities to Grow



Ongoing opportunities to attend conferences and trainings as well as mentoring by those within systems support families to gain knowledge and develop their leadership skills.



CHFS

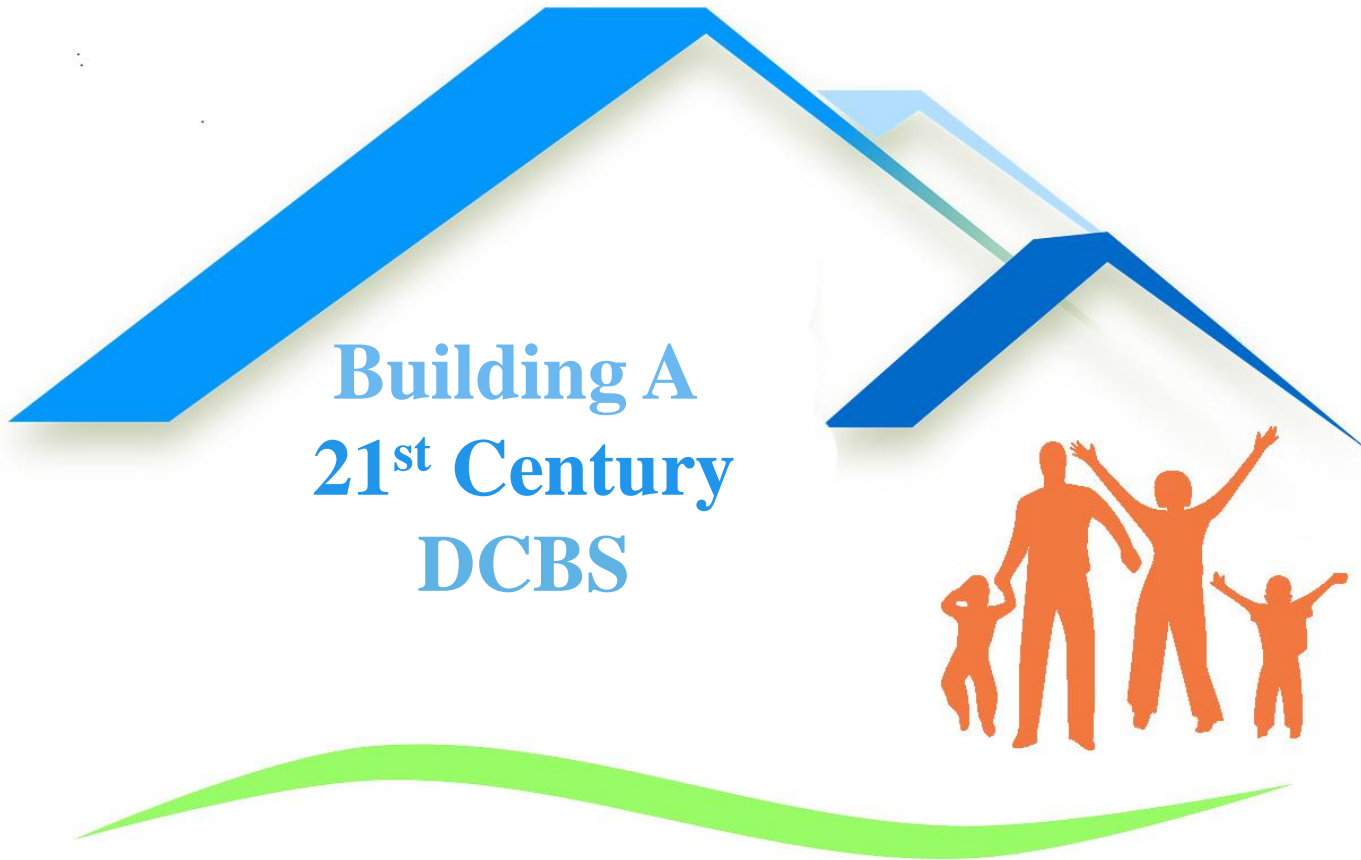
KENTUCKY
Cabinet for Health and
Family Services

TEAM
KENTUCKY

Families and Youth in System of Care

- Work on the recruitment of families being served or reflective of the population –work with family organizations and front-line staff
- Provide assistance with transportation, child care, lodging, food
- Invite families and youth to...
- Implement...
- Support...

A Call To Action.....



**Building A
21st Century
DCBS**



Department for Community Based Services

“The Five Pillars” Framework

The foundation of guiding principles that inform and shape the agency’s policies and practices to achieve a 21st Century DCBS.



Racial, Social, and Economic Equity



Trauma, Resilience, and Engaged Healing: Clients and Staff



Health: Physical and Mental Health and Opioid/Substance Misuse



Child and Family Support: Biological, Foster, Adoptive and Fictive



Operations, Implementation, and Evaluation



CHFS

KENTUCKY
Cabinet for Health and
Family Services

TEAM
KENTUCKY

Youth and Family Voice Informed DCBS

- ❖ **6 Month Plan (Stabilization):** Implemented Spring 2021
 - ❖ **18 Month Plan (Innovation):** Currently under development
 - ❖ **3 Year Plan (Thriving):** Development begins in 2022
- **Values align with the SOC**
 - Youth and family at the “table” as teacher’s, not tokens.
 - Trusted advisory council to the Commissioner to provide ongoing feedback
 - **CQI Process: Ongoing Evaluation and Improvement**
 - Data-Informed, Outcomes-Driven, and Family Centered
 - Trusted Advisor’s included moving forward



CHFS

KENTUCKY
Cabinet for Health and
Family Services

TEAM
KENTUCKY