

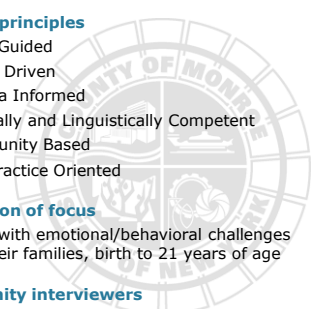
children's institute
STRENGTHENING SOCIAL AND EMOTIONAL HEALTH

Melissa Reynolds Weber, MS
Leanne McAndrews, LMSW

Walking the Tightrope

Supporting families in crisis while maintaining appropriate boundaries in data collection

©2010 CHILDREN'S INSTITUTE, INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED



children's institute
STRENGTHENING SOCIAL AND EMOTIONAL HEALTH

Monroe County ACCESS

Guiding principles

- ❖ Youth Guided
- ❖ Family Driven
- ❖ Trauma Informed
- ❖ Culturally and Linguistically Competent
- ❖ Community Based
- ❖ Best Practice Oriented

Population of focus

- ❖ Youth with emotional/behavioral challenges and their families, birth to 21 years of age

Community interviewers

©2010 CHILDREN'S INSTITUTE, INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED

children's institute
STRENGTHENING SOCIAL AND EMOTIONAL HEALTH

Community-Based Participatory Research (CBPR)

History of CBPR

- ❖ Response to power hierarchies in traditional research

Principles

- ❖ Community knowledge, collaborative, empowering, iterative

CBPR and systems of care

- ❖ Model used in systems of care
- ❖ Consistent values
- ❖ Since 2003, family involvement is required

©2010 CHILDREN'S INSTITUTE, INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED

children's institute
STRENGTHENING SOCIAL AND EMOTIONAL HEALTH

Challenges

Traditional and CBP Research

- ❖ Values and assumptions

Role clarification for interviewers

Responsible interaction with families in crisis

Confluence of circumstances

- ❖ Crisis
- ❖ Unmet needs
- ❖ Empathy
- ❖ Rapport
- ❖ Availability

©2010 CHILDREN'S INSTITUTE, INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED

children's institute
STRENGTHENING SOCIAL AND EMOTIONAL HEALTH

Interview Process

Interview in family home

2-3 hours per family

Every 6 months

Sensitive/personal questions

©2010 CHILDREN'S INSTITUTE, INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED

children's institute
STRENGTHENING SOCIAL AND EMOTIONAL HEALTH

Focus Group of Interviewers

Goals

- ❖ Gather information
- ❖ Interviewers' perspectives
- ❖ Better understand how data can potentially be affected
- ❖ Inform similar or future evaluations
- ❖ Recommendations

Methods

- ❖ Review of internal documentation
- ❖ Audio-taped focus group

Questions

- 1) What are some of the unanticipated challenges you have faced in this position?
- 2) How has the experience of interviewing families in crisis been for you?
- 3) How have you handled these situations?
- 4) How have families responded?
- 5) Based on your experiences, what are some suggestions you might have for someone new to interviewing families in crisis?

©2010 CHILDREN'S INSTITUTE, INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED

children's institute
 Research Institute for Children, Youth, and Families
 274 N. Goodman Street, Suite 0303, Rochester, NY 14607 | All Rights Reserved

Themes

- Knowledge of family and needs**
- Competing roles**
- Human response/compassion**
- Defining relationship boundaries**
- Functional assessment and response**

©2010 CHILDREN'S INSTITUTE INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED

children's institute
 Research Institute for Children, Youth, and Families
 274 N. Goodman Street, Suite 0303, Rochester, NY 14607 | All Rights Reserved

Knowledge of Family and Needs

"Nothing is...off limits."

"When I come over she wants to show me the house, and her books...just a lot of things."

"I...take note if they sew, if they're an artist, little special things about the kids, how old the kids are there."

"I've sat on boxes." "The child didn't have a bed."

©2010 CHILDREN'S INSTITUTE INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED

children's institute
 Research Institute for Children, Youth, and Families
 274 N. Goodman Street, Suite 0303, Rochester, NY 14607 | All Rights Reserved

Human Response/Compassion

"We're still trying to work on my housing, we're still trying to work on how do I get these utilities paid."

"Animal feces on the tables on the couches, on the floor, rodents, bugs, you know and I just don't, I think that if you have services in place somebody should be helping the parents to address the issues."

"But I guess until it happened I never really, never really conceptualized the amount of aggressive behavior that some of [the youth] could have."

©2010 CHILDREN'S INSTITUTE INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED

children's institute
 Research Institute for Children, Youth, and Families
 274 N. Goodman Street, Suite 0303, Rochester, NY 14607 | All Rights Reserved

Competing Roles

"Sometimes I wish that...I would be wearing my human services hat versus the interviewer hat."

"Because you know from working with families in your other jobs, what they're going through. And you know that it's just a lot; it's a heavy load."

©2010 CHILDREN'S INSTITUTE INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED

children's institute
 Research Institute for Children, Youth, and Families
 274 N. Goodman Street, Suite 0303, Rochester, NY 14607 | All Rights Reserved

Human Response/Compassion

"Leaving the home and knowing that there may not have been things that you could have done, as much as you could have done to help that family. That bothers me."

"Sometimes I've left interviews feeling really selfish."

"You don't want to alienate anybody. You don't want to have them feel like you don't care, and that you're just there for that job. You know, and that's one of my other big concerns - I don't ever want to make a parent feel like that."

©2010 CHILDREN'S INSTITUTE INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED

children's institute
 Research Institute for Children, Youth, and Families
 274 N. Goodman Street, Suite 0303, Rochester, NY 14607 | All Rights Reserved

Human Response/Compassion

"You have to separate your heart, doing that interview, you have to separate your heart and move through it."

"I find myself thinking about families days later."

©2010 CHILDREN'S INSTITUTE INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED

children's institute
 Research Institute for Children, Youth and Families
 274 N. Goodman Street, Suite 0303, Rochester, NY 14607 | All Rights Reserved

Defining Relationship Boundaries

"I have to let them talk but then I have to know when to engage."

"Your first instinct... is you want to help, and save them. But you have to learn within yourself to put those boundaries around you and them."

©2010 CHILDREN'S INSTITUTE INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED

children's institute
 Research Institute for Children, Youth and Families
 274 N. Goodman Street, Suite 0303, Rochester, NY 14607 | All Rights Reserved

Defining Relationship Boundaries

"You have to get personal because you're asking them [personal questions about] sex, drugs, finances..."

"It's very very important for new interviewers to go out and set boundaries because you know what, the sensitivity is going to come anyway. Its either going to come or you won't continue in the job, and that's the way it is."

©2010 CHILDREN'S INSTITUTE INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED

children's institute
 Research Institute for Children, Youth and Families
 274 N. Goodman Street, Suite 0303, Rochester, NY 14607 | All Rights Reserved

Functional Assessment and Response

"I usually feel a family out when I talk to them on the phone. Kind of where they are, and usually once I get there, I can assess real quickly, kind of who maybe needs more time, who doesn't need more time."

"I assess when I go in there what's going on with who and if kids bouncing off the walls, I'll do the kid first and I'll let mom go do what she has to do. So each time it might be different."

©2010 CHILDREN'S INSTITUTE INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED

children's institute
 Research Institute for Children, Youth and Families
 274 N. Goodman Street, Suite 0303, Rochester, NY 14607 | All Rights Reserved

Functional Assessment and Response

"You have a whole lot of prioritizing to do right then and there."

"It makes my follow ups go better...you get a better rapport."

©2010 CHILDREN'S INSTITUTE INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED

children's institute
 Research Institute for Children, Youth and Families
 274 N. Goodman Street, Suite 0303, Rochester, NY 14607 | All Rights Reserved

Response

- Family liaison position
- Coaching interviewers
- Providing resource information to families
- Bi-weekly training meetings
- Team atmosphere
- Open-door support
- Communication with service providers


©2010 CHILDREN'S INSTITUTE INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED

children's institute
 Research Institute for Children, Youth and Families
 274 N. Goodman Street, Suite 0303, Rochester, NY 14607 | All Rights Reserved

Discussion

- Impact on interviewers
- Impact on research
- Impact on the community


©2010 CHILDREN'S INSTITUTE INC., 274 N. GOODMAN STREET, SUITE 0303, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED



Recommendations

- ❖ Evaluators should be familiar with the philosophy and practice of CBPR
- ❖ Evaluators should explicitly address boundary issues in training data collection interviewers, and prepare them with strategies for handling situations that challenge boundary maintenance
- ❖ The evaluation team should be prepared to support and guide interviewers throughout the process to effectively complete their responsibilities while maintaining appropriate boundaries

©2010 CHILDREN'S INSTITUTE INC., 274 N. GOODMAN STREET, SUITE D333, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED




References

Jivanjee, P., & Robinson, A. (2007). Studying family participation in System-of-Care evaluations: Using qualitative methods to examine a national mandate in local contexts. *Journal of Behavioral Health Services and Research*, 34(4), 369-381.

Pullmann, M.D. (2009). Participatory research in systems of care for children's mental health. *American Journal of Community Psychology*, 44, 43-53.

©2010 CHILDREN'S INSTITUTE INC., 274 N. GOODMAN STREET, SUITE D333, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED




STRENGTHENING SOCIAL AND EMOTIONAL HEALTH

Melissa Reynolds Weber, MS
Leanne McAndrews, LMSW

Walking the Tightrope

Supporting families in crisis while maintaining appropriate boundaries in data collection



©2010 CHILDREN'S INSTITUTE INC., 274 N. GOODMAN STREET, SUITE D333, ROCHESTER, NY 14607 | ALL RIGHTS RESERVED