

**NEBRASKA FAMILY
CENTRAL**

**How Family Involvement
Shapes System of Care Design
and Development**

*Beth Baxter, M.S.
Regional Administrator
Region 3 Behavioral Health Services
Kearney, Nebraska
bbaxter@region3.net*

**Nebraska Family Central
then and now . . .**

- Children's Mental Health Search Conference – 1994
 - Beginning of the paradigm shift
 - Families wanted to be viewed as professionals and partners in the process not a "case to be managed"
- Development of the Professional Partner Program – 1995
 - Putting philosophy into practice
 - Achieving outcomes
- Center for Mental Health Services Grant – 1997
 - Opportunities for system change
- Sustainability through Partnerships
 - Behavioral Health
 - Education
 - Child Welfare
 - Juvenile Justice
 - Vocational Rehabilitation

Process...the road well traveled

- Establishing a vision that families are central to the process at every level
 - Planning
 - Oversight and Decision-making
 - Training and Professional Development
 - Service delivery
 - Evaluation

**System of Care
Core Values**


- **Child and family focused**
- Community based
- Culturally competent

**Guiding Principles for Services
in Systems of Care**

- Comprehensive array of services
- Individualized care
- Least restrictive setting
- **Family involvement**
- Service integration

More Guiding Principles

- Case management/care coordination
- Early identification
- Smooth transitions
- Rights protection and advocacy
- Nondiscrimination



System and Individual Family Focus

- **System**...Network of structures, processes, and relationships grounded in system of care values and principles...
 - *Cross agency commitment* that families and youth are involved at all levels
 - Strong *belief* that families and youth add value at every level
- **Individual Family** Participation in the Intervention Process
 - Access/Choice
 - Voice
 - Ownership



Building a Strong Family Network


- Professional Skill Development
- Mentoring
- Coaching
- Business Practices
- Service Delivery




Families CARE

(Family Center for Advocacy, Resource, & Education)


- **Family Care Partner**
-Advocates for families
- Evaluations**
-Allows parents to be heard
-Wrap Fidelity Index
- Y.E.S.**
-(Youth Encouraging Support)
- Youth support group for young people 12-21
- Parents for Change**
-Parent network and support group



Partnering with Families in Evaluation


Formula for successful outcomes

Family involvement
+ effective interventions
+ continuous feedback loop
= successful outcomes



Evaluation Partnership

- Families partake in multiple assessments; including 6-month, monthly and weekly tools.
- Families CARE Manages Wraparound Fidelity Process
 - adherence to the principles of wraparound, and
 - satisfaction
- Collects follow-up data in interviews with families, after end of formal services.
- Member of the Quality Assurance Team
 - Intake and Discharge Information
 - Evaluation Tools
 - Fiscal Reports
 - N-Focus Information and Reports
 - Family File Review



Impact of Family Involvement in Sustaining the System of Care

- Strong Family Organization
 - Families as equal partners
 - Youth involvement
 - Y.E.S. (Youth Encouraging Support)
 - Families as service providers
 - Family Care Partners
 - Family Support Groups
 - Training
 - Evaluation Component
 - Manage Wraparound Fidelity Process
 - Member of the Quality Assurance Team