NEBRASKA FAMILY CENTRAL

How Family Involvement Shapes System of Care Design and Development

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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 Reviews

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