

## Utilizing Research Process to Implement Effective Parent to Parent Services



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## Panel Members

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## Objectives

- Describe the effective components of parent-to-parent services
- Discuss how a participatory action research (PAR) approach is being used to design and conduct meaningful children's services research
- Discuss how the study process is being evaluated and utilized to maximize community impact

## Professional Parent-to-Parent Services in Kansas

### Parent Support Specialists (PSS)

- Provider of peer support
  - usually parent/caregiver of a child with SED (serious emotional disturbance) or one with special needs
- Established professional service within a statewide children's mental health system of care
- Funded through the Medicaid HCBS-SED Waiver and state appropriated tobacco-settlement funds

## Professional Parent-to-Parent Services Research

- Evaluate a statewide program of professional parent-to-parent services (Parent Support Specialists)
- Purpose & Goals
  - Add to understanding of this type of service model
  - Begin to establish a theory of change for a developing service model
  - Provide information to the state MH authority to assist in the effective utilization of the service

## Initial Study

### Primary Focus on Parent Support Specialist and Parent Involvement and Input

- Gathered information from key stakeholders across the state including
  - Parent Support Specialists
  - Parents/Caregivers who receive PSS services
  - Other CMHC direct service staff and administrators
- Analyzed large state data base (e.g., outcomes for children whose parents/caregivers received PSS services)

## Initial Report

### Effective program components

- PSS skills & traits
- Role of PSS on treatment teams
- Professional development
- Administration of programs
- Value of the service (most helpful functions)

The report can be found at  
[www.socwel.ku.edu/occ/viewProject.asp?ID=47](http://www.socwel.ku.edu/occ/viewProject.asp?ID=47)

## Effective Components of Parent-to-Parent Services

### Most helpful functions identified by stakeholders

- Providing emotional support to parents from a peer perspective
- Enabling practical crisis coaching
- Mediating or bridging the gap between service providers and families
- Facilitating team awareness of family-driven goals in treatment

## Current Study

- Builds on initial findings to test a model of effective parent-to-parent support
- Seeks to apply the family-driven paradigm in research process
- Evaluates Participatory Action Research (PAR) process

## Family Evaluator Role

- Applies family-driven paradigm in research process
- Consults on research activities
  - Language on surveys, interviews, reports, and presentations
  - Effective partnering with stakeholder groups
  - Teamwork and acceptance of diverse perspectives

## Participatory Action Research

"A research approach that consists of the maximum participation of stakeholders, those whose lives are affected by the problem under study, in the systematic collection and analysis of information for the purpose of taking action and making a change" (p. 885).

Nelson, G., Ochocka, J., Griffin, K., & Lord, J. (1998). "Nothing about me, without me": Participatory action research with self-help/mutual aid organizations for psychiatric consumer/survivors. *American Journal of Community Psychology*, 26, 881-912.

## Evaluating PAR Process

### Mixed Methods Approach

- Conducted focus groups with PSS at statewide meetings
  - Disseminated initial findings
  - Obtained feedback on the study proposal
  - Partnered with stakeholders to implement a pilot study
- Developed and administered the Impact Survey

## Focus Group Findings

### 53 Codes – Strongest Themes

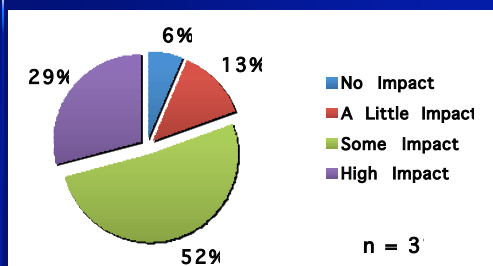
- Proposed Participants
- Selection of Sites
- Data Collection Procedures
- Technical Assistance
- Impact of Research Activities

## Impact Survey

### Quantitative and Qualitative Feedback Tool

- Impact of and satisfaction with current research activity
- Desire for continued participation in research activities and in what manner
- Any other constructive feedback

## Impact of Research Activity on PSS

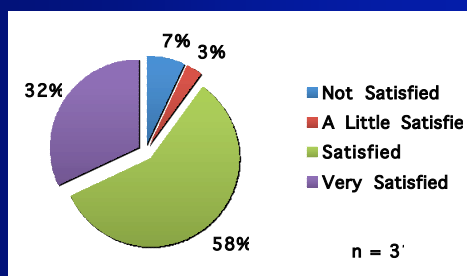


## Impact of Research Activity on PSS PSS Comment

*This is so important for us as a way to strengthen our role within our particular CMHCs and to build our self-esteem as we continue to struggle to help our families within our State and local constraints.*



## Satisfaction with Research Activity Presentation



## Satisfaction with Research Activity Presentation PSS Comments

*We felt heard.*



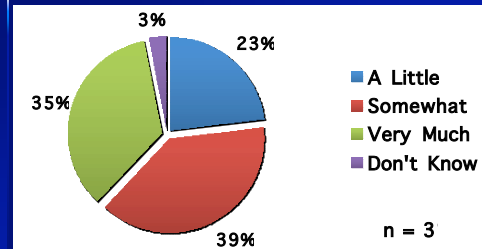
*I was validated and felt like it was one of the few times I saw a list of exactly what I do and see each day in my work.*

### Satisfaction with Research Activity Presentation *PSS Comment*

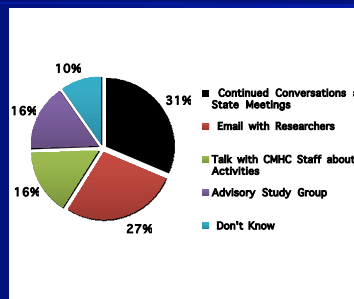


*Helpful to have room of PSS to contribute  
and inspire each other.*

### Interest in Involvement in Future Research



### Type of Involvement



### Implications of Using PAR

- Impact on the Study
  - Enhanced reliability and validity of data
  - Better retention of study participants
- Impact on Individual PSS Providers
  - Increased buy-in from PSS providers over long-term study
  - Voices are heard and valued as key stakeholders, actively involved in the study

### Implications of Using PAR

- Impact on CMHCs
  - Enhanced dissemination of findings to direct staff providers
  - Enhanced communication between providers about PSS services
- Impact on System of Care
  - Dissemination of knowledge of promising practice across state
  - Increased value on the service

### Acknowledgements

- ✓ **All the Parent Support Specialists and families that partnered to create this study.**
- ✓ Other CMHC staff and state stakeholders for their important contributions to this line of study.
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