

**Department of Justice Affairs/Criminal
Justices Services Agency and the Juvenile
Crime Coalition 10th Annual Conference
April 9, 2010**

***Authentic Meaning of
Family-to-Family Support &
How to Sustain Family-to Family
Peer Support Programs
Teresa King, Family Lead
Cuyahoga Tapestry
System of Care
Cleveland Ohio***

Authentic Meaning of F2F Support

How to Sustain F2F Peer Support Programs

Course Objectives of this workshop

- ◆ Show the importance of matching family members to others similar experience
- ◆ Discuss qualifications for Peer-to-Peer support providers
- ◆ The use of evaluation to improve and disseminate the work of the peer support worker
- ◆ Share ideas, approaches to develop family support in your work

Authentic Meaning of F2F Support

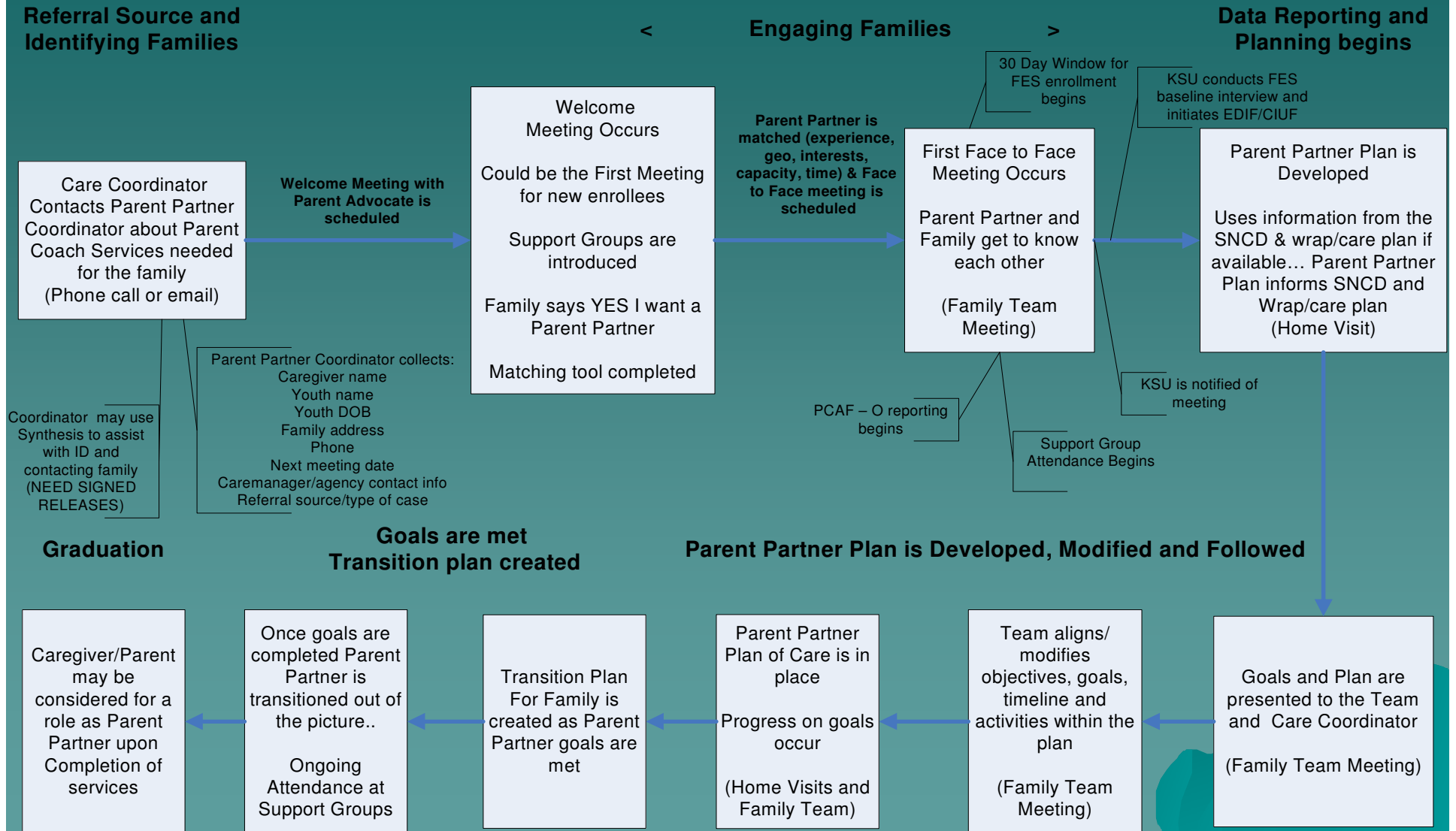
How to Sustain F2F Peer Support Programs

- ◆ Share personal experience helping to develop the family support model in Cuyahoga Tapestry System of Care

Course Goal

- ◆ Participants will be able to define peer-to-peer support
- ◆ Will have some examples of tools used in the work to encourage and support peer-to-peer work

PARENT SUPPORT PARTNER PROCESS MODEL



Qualifications

- ◆ Parent Advocates are people who have a heart to help because they have been there themselves
- ◆ If you are:
 - the parent or caregiver of a youth who is receiving services or has received services from any public child-serving agency (like mental health, child welfare, juvenile justice or special education)
 - ready to not only share your wisdom, but actively support families with the details of navigating a complex system of services
- ◆ then you might be a terrific Parent Advocate

Qualifications

- ◆ Parent Advocates work with both the family and service providers to help find support within the family's own neighborhood.
- ◆ Parent Advocates are matched with a family based on the family's needs and interests.
- ◆ The time commitment will vary depending upon the needs of the child or family.

Qualifications

- ◆ Parent Advocates offer:
 - an understanding and listening ear
 - information on how to understand and cope with a child's problems
 - insight on how to work with a child's school
 - phone-based, online and in-person support
 - a link to parent support group meetings
 - strategies for getting a parent's voice heard
- ◆ strengths-based approaches, parenting skills and the wisdom of experience

Qualifications

Parent Advocates will need to successfully perform a variety of roles with all the families they are helping, including but not limited to:

- ◆ Actively participating in all Child and Family Team meetings for each assigned family
- ◆ Meeting with or Care Coordinators to maintain ongoing communication with the family team
- ◆ Conducting home visits to model and teach positive behavior management techniques and provide feedback to the parents or caregivers

Qualifications

- ◆ Advocating for families in seeking services in person, via phone and email
- ◆ Encouraging and assisting with attendance at neighborhood support groups
- ◆ tracking parent contacts and submitting documentation and reports as documentation

Trainings

- ◆ Parent Advocate Training – developed by Neil Brown, Pat Miles & Gayle Henely
- ◆ Skill Building-developed by Belinda Harris
- ◆ Hand-to-Hand-developed by NAMI Ohio
- ◆ Family Driven-developed by the National federation of Families
- ◆ Family Leadership Academy-developed by The Oklahoma Federation of Families
- ◆ Wrap-Around Training adapted from Vroon Vandenberg Model by Cuyahoga Tapestry System of Care

Evaluation Documentation

Forms used to capture the work of Parent Advocates see attachments:

- ◆ Lead Parent Advocate Administration Form-LPAAF
- ◆ Parent Advocate Activity Form-Outcome-PAAF-O
- ◆ Youth Advocate Activity Form-Outcome-YAAF-O
- ◆ Youth/Parent Advocate Administration Form-YPAAF
- ◆ Parent Advocate Activity Form-Outcome-Codes
- ◆ Matching Tools

Open Dialog

Share Ideas

- ◆ What work is being done in your agency around families
- ◆ Share personal experience helping develop Cuyahoga Tapestry System of Care family support model

Contact Information

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