



Family Youth Empowerment

*Creating and Maintaining Engagement
and Natural/Community Supports*

Introductions/Icebreaker

- *Tell us your name-title*
- *What you would like to take from this presentation*
- *Icebreaker :*
 - *One positive thing about yourself...*




Learning Objectives

- *Overview of the High Fidelity Wraparound Process and how it relates to the SOC principles*
- *Understand how to engage youth and families in their treatment*
- *Understand how to assist youth and families in identifying and utilizing natural supports and community resources*

Greene County HFW

- *Theory of Change*
- *Focus on the needs the family views as being barriers to the youth and family remaining unified*
 - *Reduce the risk of youth being placed out of the home and/or requiring intensive therapeutic services*
- *Develop one comprehensive plan including a blending of the goals of all service providers with the interventions (action steps) being of the youth and family's choosing*
 - *Family and youth driven meetings are held monthly to address the family's prioritized needs*

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- *Team-Based Process*
 - *Works in conjunction with all team members*
 - *Family*
 - *Youth*
 - *System Providers*
 - *ALL Professionals*
 - *Friends*
 - *ECT*
 - *County-Based Program*
 - *Housed alongside CYS, JPO, Mental Health, Early Intervention, Housing, and Drug and Alcohol*
 - *Ongoing collaboration is maintained between all programs within the Human Services Department*
 - *If a situation arises, all resources are under the same roof and therefore can be utilized in an effective and efficient manner*

HOW Do We Help Youth and Families:

“Do for, Do with, Cheer On!”

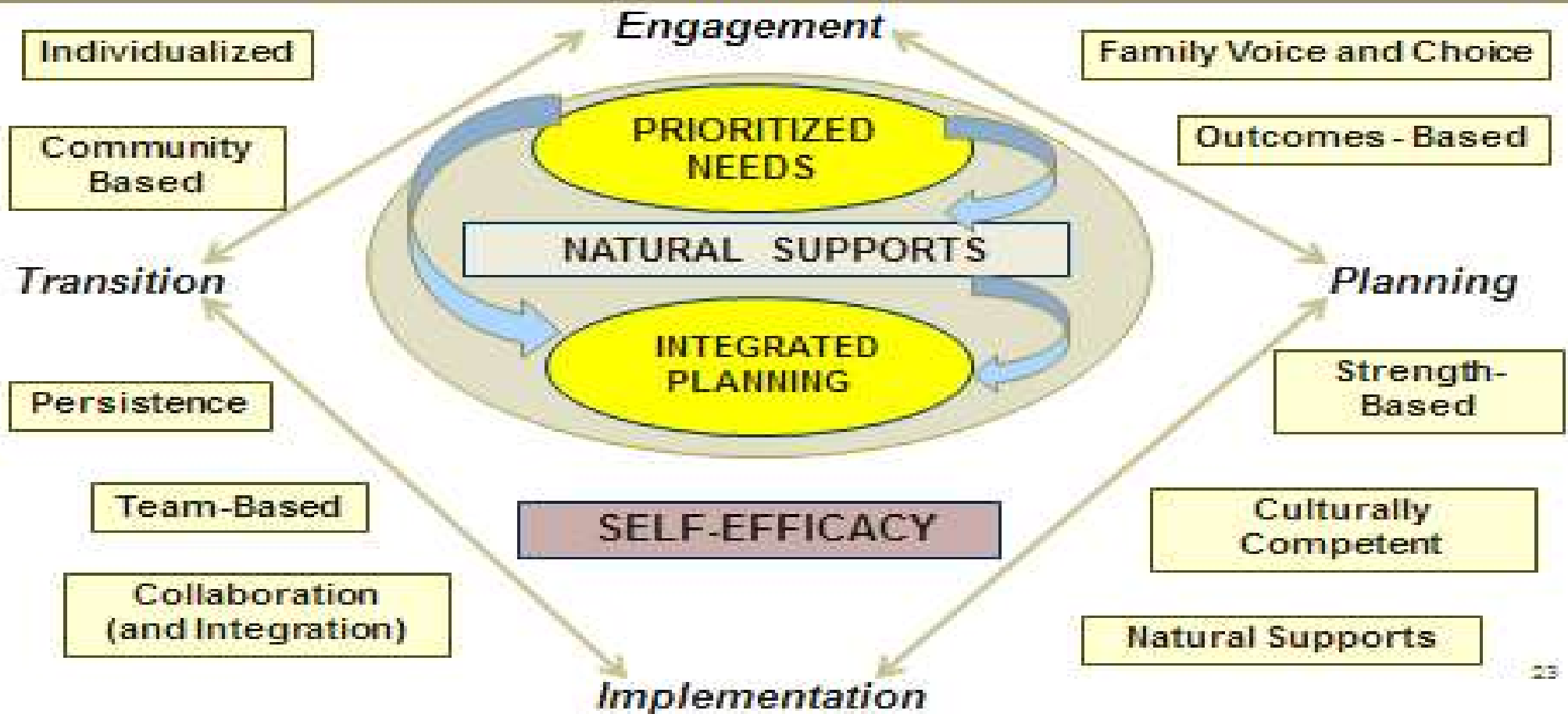
- *Support youth and families in identifying and utilizing their strengths:*
 - *Build problem solving skills*
 - *Build and utilize effective coping skills*
 - *Increase confidence and promote independence*
 - *Build trusting relationships with family and community supports*



System Of Care Principals

- *Youth and Family Voice and Choice* → Family and youth perspectives are encouraged and prioritized
- *Team-Based* → Teams consist of members chosen by the family and youth
- *Natural Supports* → Friends, family, and community organizations are encouraged to participate in the HFW process
- *Collaboration* → Planning includes a blending of the perspectives, mandates, and resources of each team member
- *Community-Based* → Promotes the youth and family's involvement in community activities and use of community resources
- *Culturally Competent* → Respects the values, preferences, beliefs, and cultural identity of the family and youth
- *Individualized* → Strategies are specifically geared toward the individual needs of the family and youth
- *Strengths-Based* → Built upon the capabilities, knowledge, skills, and assets of the family and youth
- *Persistence/Unconditional Care* → Despite challenges, teams persist in working toward goals
- *Outcome Based* → Team connects goals to indicators of success that can be observed and measured

High Fidelity Wraparound Framework



A stylized landscape illustration. The foreground features rolling green hills in various shades of green. On the left, a tree with a dark brown trunk and several large, rounded, purple and pink blossoms stands on a small orange mound. The background consists of layered, wavy bands of light blue and white, suggesting a sky or distant hills. The overall style is simple and colorful.

Engaging Youth and Families



Open Discussion

What are some experiences of good and not good engagements that you have had?

Why?

Good Engagement



Engagement

Good

- *Eye Contact*
- *Non-Judgmental*
- *Respectful*
- *Empathetic*
- *Relatable*
- *Trustworthy*
- *Active Listener*
- *Body Posture*
 - *Show them you want to be there*



Bad Engagement



Engagement

Good

- *Eye Contact*
- *Non-Judgmental*
- *Respectful*
- *Empathetic*
- *Relatable*
- *Trustworthy*
- *Active Listener*
- *Appropriate Body Posture*
 - *Show them you want to be there*

Bad

- *Being on your phone*
- *Carrying on conversations with others*
- *Judgmental*
- *Prioritizing your own agenda*
- *Sympathetic*
- *Inappropriate Body Posture*

Communication

- *70% of your waking time is spent communicating in some manner*
- *Communication is key in achieving good engagement*
- *Unclear communication can lead to confusing interpretations*
- *Everyone has there own communication style*
 - *It is Important to communicate in a sincere and honest manner*

Active Listening

- 45% of time spent communicating is listening
- 7 levels of Listening
 - Not Listening
 - Pretend listening
 - Partially listening
 - Focused listening
 - Interpretive listening
 - Interactive listening
 - Engaged Listening

Listening Bad Habits

- *Interrupting often or trying to finish other's sentence*
- *Jumping to conclusions*
- *Being overly parental and/or answering with advice when not requested*
- *Being impatient*
- *Losing temper when hearing things that one doesn't agree with*
- *Changing the subject to something that relates to one's own experience*
- *Thinking about one's reply while the other person is speaking*

Listening Tips

- ❖ *Paraphrase the message to the speaker in order to confirm your understanding*
- ❖ *Repeat the message to help you remember what was said*
- ❖ *Probe for missing information*
- ❖ *Clarify any points that you might not completely understand*
- ❖ *Remember the important points of the message for future application*

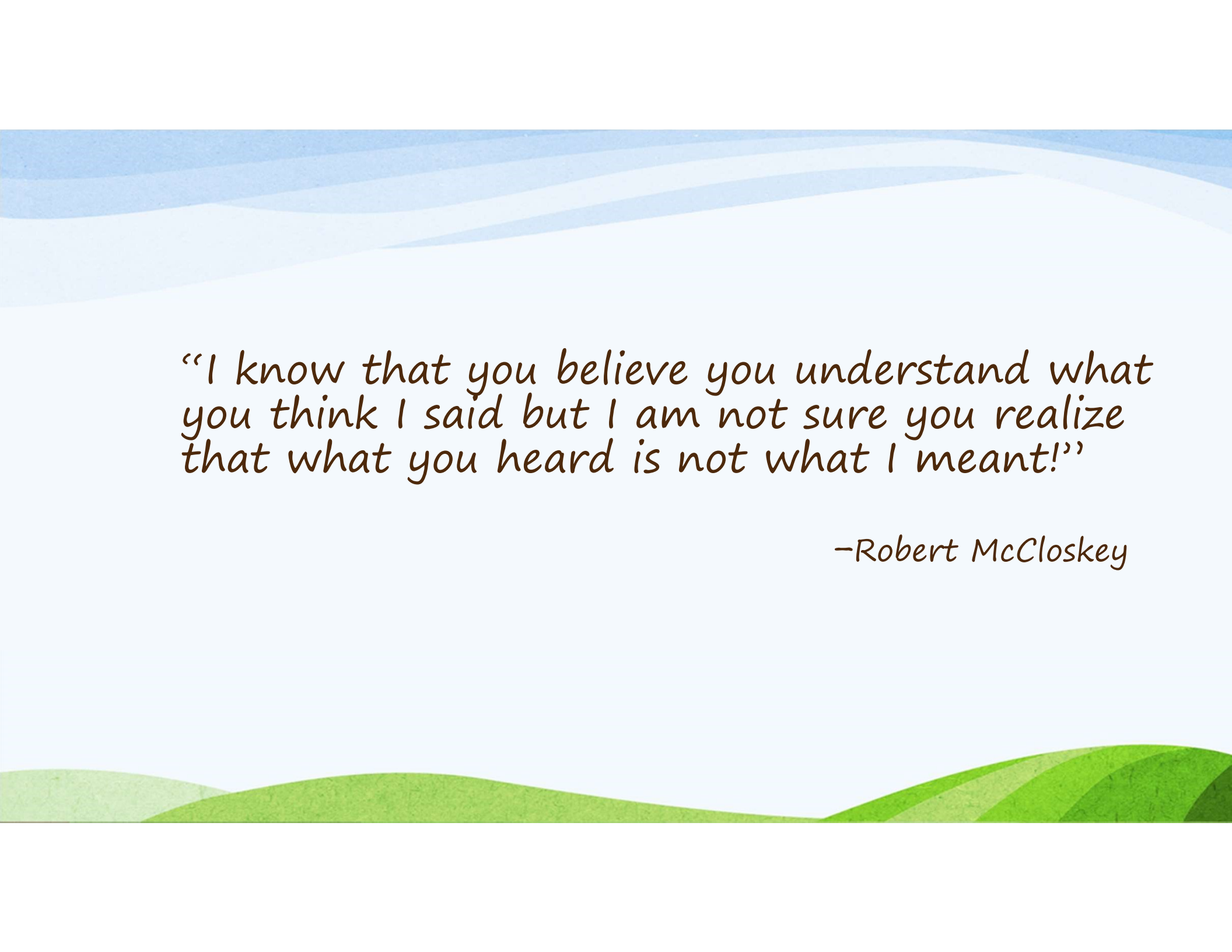


Empathy v's Sympathy



Active Listening Activity

- I. Aspire to inspire before you retire*
- II. A rainbow would not be without first the rain*
- III. A goal properly set is halfway reached*
- IV. Life is something you choose to make better*
- V. Life is short, smile while you still have teeth.*



“I know that you believe you understand what you think I said but I am not sure you realize that what you heard is not what I meant!”

-Robert McCloskey

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Natural & Community Supports



ECO Map Activity

- Who do you view as a natural support?*
- What community supports do you have?*
- Who are your “negative” supports?*
- How do your supports help you and your family?*

Power of teamwork/natural supports



Natural Supports

The relationships people have that help them on a day to day basis and are a part of their normal lives:

Familial Relationships

Friendships

Neighbors

Co-Workers

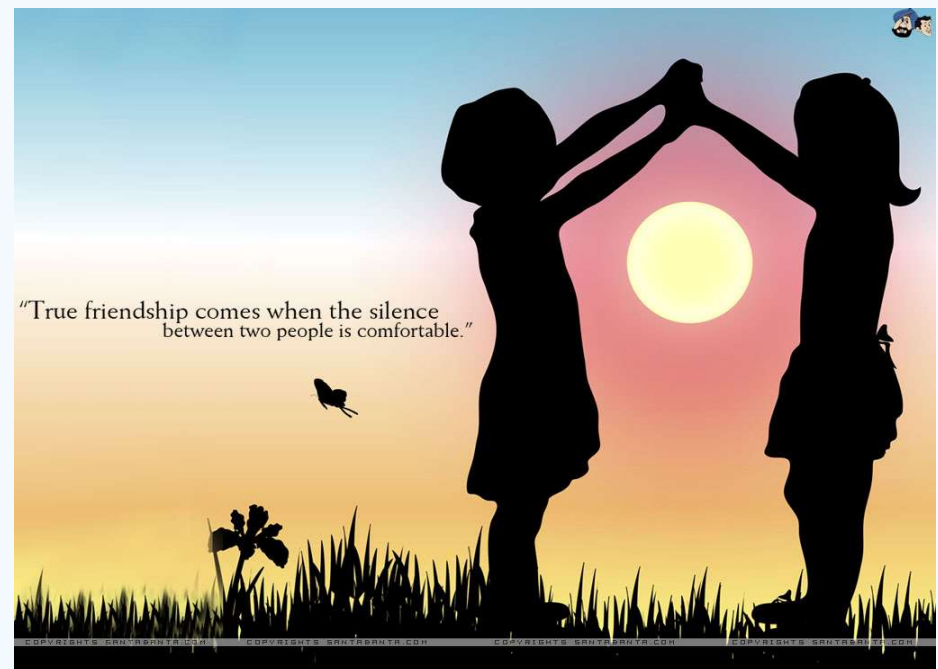
Pets



A solid support system can make a significant difference in a person's life.

Importance of Natural Supports

- *Never Discharges*
- *Non-Judgmental*
- *Listens*
- *Relates*
- *Comforting*
- *Provides respite*
- *Willing to help*





RECENT STUDIES

California Department of Developmental Services

Individuals with a greater diversity of relationships and/or involvement in a broad range of social activities have healthier lives and live longer than those who lack supports.

Natural Supports Foster :

- Empowerment
- Independence
- Growth
- Reduction in use of services



Methods of Engaging Natural Supports

No single or easy method for developing a system of natural supports...

- Time and persistence*
- Open and honest communication*
- Getting involved in the community*



Ways to Build Natural Supports

- *Participating in community activities and projects*
- *Joining groups and clubs*
- *Volunteering*
- *Socializing with one's immediate and extended family*
- *Meeting neighbors*
- *Getting a job*

How Can You Help Others Strengthen Their Natural Supports?

By working together, you can assist an individual in identifying specific strategies to enhance natural supports.

- *For example*
 - *Help people discover and express their interests*
 - *Engage them in discussions about possible choices*
 - *Use inventories when appropriate*
 - *Collaborate and partner with a person's family if he/she is comfortable*
 - *Identify community resources that fit the person's interests*
 - *Encourage people to participate mental health services and/or groups that might benefit them*
 - *Help people cope with social adversity by recognizing potential discrimination*

Developing natural supports can take significant energy but the benefits are invaluable and can last a lifetime.

Can Negative Supports be Helpful?





Yes!!!!

- ❖ Provide creative options*
- ❖ Work through the negative aspects of the relationship*
- ❖ Find common ground*

Working hard is important, but there is something
that matters even more:
Believing in Yourself

-Harry Potter



- *Natural Supports*

<http://www.unc.edu/depts/recreate/crds/POptions/ns.html>

“Natural Supports...They’re All Around You!” California Department of Developmental Services, Services and Support Section

[http://www.dds.ca.gov/publications/PDF/Natural_Supports.p](http://www.dds.ca.gov/publications/PDF/Natural_Supports.pdf)

[df](http://www.dds.ca.gov/publications/PDF/Natural_Supports.pdf) Walsh J. Connelly PR. (1996). “Supportive behaviors in natural support networks of people with serious mental illness.” *Health & Social Work*. 21(4): 296-303