



FAMILY RESOURCE FACILITATOR PROJECT – A MODEL FOR STRENGTHENING FAMILIES AND BUILDING COMMUNITIES

The Utah Family Coalition

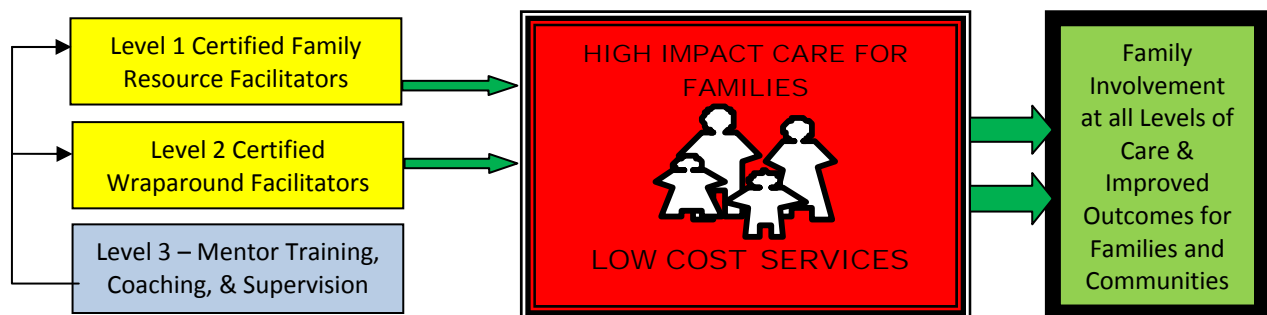
Family Resource Facilitators (FRFs) are trained family members who develop working partnerships with the CMHC staff to represent family voice at service delivery, administration and policy levels. At no charge to families, FRFs provide referrals to local resources and programs; advocacy for culturally appropriate services; links to information and support groups; and, family wraparound facilitation. These services provide increased family involvement at all levels and improve outcomes for families and communities where they live.

A System of Care...:

- Is how a community takes care of its own
- Recognizes that child and family needs may not always fit categorical services models
- Respects each agency's societal mandates
- Is an organized network of formal support providers and natural supports, who come together to form an integrated system
- Recognizes family involvement is essential for building effective systems

Family Resource Facilitators...:

- Are family members who have first-hand experience living with a child or loved one who has mental health challenges
- Are trained in the Family Leadership Training curriculum
- Build community services and supports
- Link all families to community-based services and formal and informal supports.
- Are coached and mentored in wraparound facilitation to fidelity with the Wraparound Fidelity Index
- Complete certification requirements as defined by The Utah Family Coalition and the Division of Substance Abuse and Mental Health.
- Are accessible to all families in the community and trained in cultural competence
- Help families advocate for themselves and help families advocate for systems change
- **Renews hope to families they serve!**



Benefits of a certified Family Resource Facilitators:

- Peer to Peer Support
- Extends the clinical impact
- Increases family's knowledge, empowerment and involvement
- Facilitate family-driven wraparound teams using a strengths-based approach
- Develop skills necessary to become effective team members

Outcomes of a certified Family Resource Facilitator:

- Reduces hospitalizations
- Reduces out of home and out of community placements
- Reduces aggression
- Reduces depressive symptoms
- Increases social functioning

- Reduces criminal involvement
- Increases school attendance and grades
- Reduces care giver stress load
- Increases financial stability

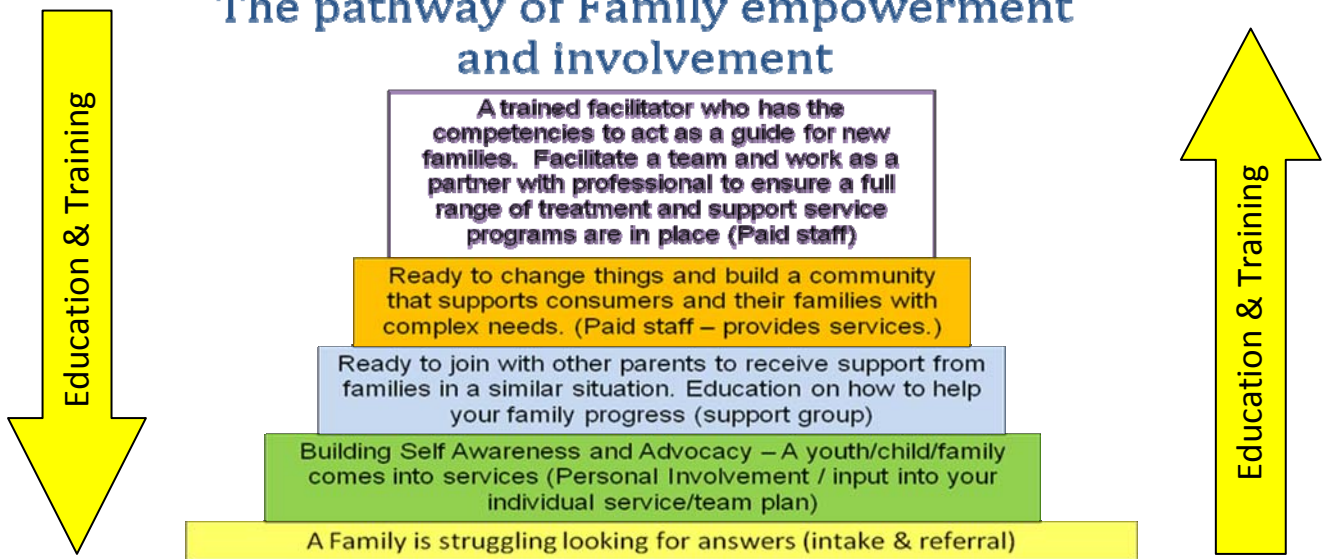
National Data shows benefits of certified coaching and mentoring to wraparound fidelity:

- Fidelity to wraparound - according to Rast & Peterson (2004)
 - 64% with pre-training
 - 72% with training only
 - 86% with coaching and mentoring
- Fidelity effects after 6 months - according to Joyce and Fellows (1995)
 - Zero effect with good training only
 - Zero effect with good training and practice at the training
 - Under 15% with good training, practice, and follow up training
 - Over 50% with good training, practice, follow up training, hands-on coaching

Utah Utilization

- 13 Family Resource Facilitators located at all local mental health authorities – 19 hours per week (10 hours paid by DSAMH and 9 hours paid by local mental health center)
- 3 Utah Family Coalition Mentors (Allies with Families – New Frontiers for Families – NAMI-Utah) - funded by DSAMH
- As of March 28, 2010, Family Resource Facilitators have served **1,321** families in their local community mental health centers and in their communities through their education, advocacy, and facilitation efforts.

The pathway of Family empowerment and involvement



Family Resource Facilitators play a key role in developing a formalized, family-driven and child-centered public mental health system in the State of Utah.



APPENDIX:

Family Leadership Curriculum Includes:

<p>New Employee Orientation</p> <ul style="list-style-type: none"> - Mission and Vision of the Utah Family Coalition - FRF Job Description - FRF Core Competencies - Training, Supervision & Expectations <ul style="list-style-type: none"> • Code of Conduct • BCI Check - Documentation requirements - Intakes and Referrals - Ethics & Boundaries - Taking Care of Yourself & Grief - Confidentiality - Personal Mission Statement 	<p>Family Involvement at All Levels</p> <ul style="list-style-type: none"> - Family Involvement <ul style="list-style-type: none"> •(SOC definition) FRF area of expertise •History of family involvement •Family involvement at all levels - Advocating for/with families <ul style="list-style-type: none"> •Individual advocacy - Advocating for Systems Change <ul style="list-style-type: none"> •Effecting the agency/community culture - Family Support and Information Groups 	<p>Community Resource Mapping</p> <ul style="list-style-type: none"> - Communications <ul style="list-style-type: none"> • Answering the Call • Communicating with Professionals • Listening and Responding - Networking - Community Resources
<p>Overview of Systems of Care</p> <ul style="list-style-type: none"> - How a community takes care of its own - Strengths, Needs & Cultural Discovery – Strengths based approach to service delivery - Cultural Competence in the area of family culture - Community-based services 	<p>Wraparound</p> <ul style="list-style-type: none"> - Basic Description of Wraparound - The Ten Principles of the Wraparound process - Phases and Activities of the Wraparound process <ul style="list-style-type: none"> • Phase I – Engagement • Phase II – Planning • Phase III – Implementation • Phase IV – Transition - Terms and definitions 	

Family Resource Facilitator Certification includes:

<p>Level I</p> <ul style="list-style-type: none"> • Monthly trainings • On-site mentoring • 80% scores on evaluations • 100% on assignments • Complete documentation • 152 hour supervised practicum 	<p>Level II</p> <ul style="list-style-type: none"> • Complete Level I • Monthly trainings • On-site mentoring • 80% scores on evaluations • 100% on assignments • Complete documentation • 152 hour supervised practicum 	<p>Level III</p> <ul style="list-style-type: none"> • Completed Level I and II • Provide wraparound facilitation for 2 years • Represent Utah Family Coalition • Trained and supervised by a UFC/DSAMH approved provider • 80% scores on evaluations • Pass review board • Complete documentation
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Family Resource Facilitator Mentorship includes:

- ½ day orientation
- 2 days family leadership training
- 3 days wraparound facilitation training
- Weekly phone calls
- 1 on-site visit monthly