

Collaboration between Youth Partners and Family Partners in Wraparound

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This Webinar is hosted by Pathways RTC, a partner in the National TA Network for Children's Behavioral Health, operated by and coordinated through the University of Maryland.

This presentation was prepared for the Substance Abuse and Mental Health Services Administration (SAMHSA) under contract number HHSS280201500007C with SAMHSA, U.S. Department of Health and Human Services (HHS). The views, opinions, and content of this publication are those of the author and do not necessarily reflect the views, opinions, or policies of SAMHSA or HHS.

Introductions



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Agenda

- Agenda
- Overview
- Scenario: Kerry and Jane
- Scenario: Emily and Sarah
- Common challenges and strategies
- Wrap-up

Overview

- As the two peer providers on the Wraparound team, the Youth Partner and Family Partner have a good deal of crossover in their role descriptions
- However, when working with families where there exists strife and/or tension between the youth and their parent(s), the youth and family partner may feel that their roles have put them at odds
- We have identified several **common challenges** as well as the potential for **common collaborations** between the youth and family partner
- Themes to emphasize: proactivity and preparation

Scenarios and Strategies

Kerry (she/her) and Jane (she/her)

Questions to consider

1. What are some things that the family partner and/or the youth partner could have done before the meeting to help the process go more smoothly?
2. What can the family partner or youth partner do to help resolve this conflict?

Strategies to preempt conflict

- First: ideally, a both youth partner (YP) and a family partner (FP) should be assigned during the engagement phase

Strategies to preempt conflict

- Help Kerry *anticipate the situation* at the team meeting by asking open-ended questions, such as “How do you think your mother will respond?” and “How can we best communicate your plan to your mom?”
- Share lived experience, if relevant
- Support Kerry in communicating her plan to Jane prior to the meeting: how would she like to do so? What support does she need?

Collaboration Strategy #1:

Promote positive/proactive
communication

Strategies to preempt conflict

- Ask Kerry's permission to share her agenda item with the family partner (FP), clarifying:
 - the reason for wanting to do so
 - what they will share with the FP, and
 - what they will *not* share with the FP
- The FP can then work on positive/proactive communication with Jane

Collaboration Strategy #2:

Keep it Confidential

Strategies to preempt conflict

- Check in with the care coordinator in advance of the meeting so that the care coordinator could have better prepared to manage any tension or conflict

Strategies to resolve the conflict

- Work with Kerry and Jane to reflect on what happened and prepare for the next meeting
 - The YP might ask Kerry questions like:
 - “How did you feel like the meeting went?”
 - “What do you think made it go poorly?”
 - “When you have had good meetings, what do you think made them go well?”
 - “What do you think we can do to help your next meeting go better?”
- Support **positive/proactive communication** between meetings
- Share lived experience as relevant

Collaboration Strategy #3:
Provide Perspective

Strategies to resolve the conflict

- Work on a plan for the next meeting
- Meet together with the care coordinator so that everyone is on the same page

Emily (she/her) and Sarah (she/her)

Successful strategies

- The YP did a great job of:
 - **Keeping it confidential**, and
 - **Promoting positive/proactive communication** when they agreed to keep Emily's medical information private but also supported her in thinking through how her mother might react upon finding out that she was taking birth control.
 - Clarifying their role as a youth peer support specialist when concerns arose at the team meeting

Collaboration Strategy #4:

Clarify the Role

Successful strategies

- The FP backed the YP up in clarifying and explaining their role as a peer
- The FP **provided perspective** to the whole team as to how Sarah was feeling

Common challenges & Strategies to Address Them

Common Challenge #1: When
the young person and their
parent aren't on the same page

Challenge

- Particularly true with older (13 and above) youth
- Can make youth and parents feel at odds, or like team members are “picking sides”
- Can be challenging for YPs and FPs who are tasked with bringing youth and family voice to the table, whether or not they agree with it or think it will cause conflict
- May result in escalation between youth and parents and tension between YP and FP

Strategies

- Positive/proactive communication
 - Work ahead of time with the youth/parent to consider effective communication strategies, especially when you anticipate a topic the young person and/or parent plans to raise at the meeting may cause tension
 - Help them practice sharing their ideas, anticipate how others may react, and identify how they might like to respond
 - Help the youth/parent share their agenda items with their parent/young person prior to the meeting

Strategies

- Obtain permission from the young person to share their agenda items with the family partner (or vice versa..), keeping in mind the principles of **Collaboration #2: Keeping it Confidential**

Common Challenge #2: When the team sides with either the youth or the family member

Challenge

- Sometimes, a strategy that is favored by the majority of the team will not align with the desires of either the youth or family
- Can result in either the youth or parent shutting down and not wanting to participate in the planning process

Strategies

- Emphasize from the beginning:
 - That all ideas are valid
 - That youth and family are best experts on their own lives
 - That plans work better if everyone is on board
- Establish ground rules at the first meeting that honor the voice of both the youth and parents

Strategies

- Help the youth and parents use **positive/proactive communication** when presenting, and planning to present ideas to the team
- Provide perspective on how the youth/parents may feel based on your own lived experience

Common Challenge #3: When the youth and family members are in consistent disagreement

Challenge

- Wraparound is usually suggested for families who are experiencing crisis or disagreement in the home
- Sometimes, it is difficult for youth and their parents to agree on strategies or even be in the same meeting together

Strategies

- Help the youth/parent consider unconventional **positive/proactive communication** strategies, such as:
 - Letter writing
 - Allowing the YP to share the perspective of the youth with the FP (while **keeping it confidential**)
 - Scheduling a meeting with the YP, FP, youth and their parents at which the youth and parents share their perspectives while the YP and FP facilitate
- There may be unmet underlying needs that should be addressed as a part of the Wraparound process

Common Challenge #4: When meetings become arguments or therapy sessions

Challenge

- Even with skilled facilitators, meetings get off track
- This can be due to disagreement, crisis, or individual members' agendas
- Meetings can start to look like arguments, therapy sessions, or lectures - usually directed at the young person

Strategies

- It can be a good idea for the YP and FP to meet with each other before the meeting to discuss potential pitfalls, and any strategies they plan to use to support the youth/family if things get off track
 - Establishes alliance between peer professionals
 - When things do get off track, they can support each other in reminding the team of the Wraparound principles and ground rules

Strategies

- Redirect to the ground rules, and work with the youth/family to amend the ground rules after any issues, as needed
- Ensure everyone is fully prepared before the meeting
 - Remember: **promote positive/proactive communication**, and **keep it confidential**

Wrap-up

Tips:

1. Promote positive/proactive communication
2. Keep it confidential
3. Provide perspective
4. Clarify the role

Questions?

Thank You

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