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Certified Family Partners Across Texas – Family Voice

**Nidia Heston, LMSW, CFP-M, Texas System of Care – Family Engagement
Specialist**

**Office of Mental Health Coordination (OMHC), Behavioral Health Services
Texas Health and Human Services**

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What is Family Voice? (1 of 3)

Families and family-run organizations are vital components of recovery-oriented service systems. Family members train and support other families—sharing lived experiences and insights that instill hope, increase understanding, and contribute to systems transformation.

Source: SAMHSA-
<https://www.samhsa.gov/brss-tacs/recovery-support-tools/parents-families>



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What is Family Voice (2 of 3)

The insights of individuals need to be front and center in every aspect of a system of care including policy making, program design, service delivery, quality improvement, and workforce development. If there are professionals coming together to discuss services and supports for children and youth, then families should be there as well to drive the process.

Source: Texas System of Care-
<https://txsystemofcare.org/initiatives/family-voice/>





What is Family Voice (3 of 3)

Family Voice Matters. Nothing About Us Without Us.

Family voice and choice: Family and child or youth perspectives are intentionally elicited and prioritized during all phases of the wraparound process. Planning is grounded in family members' perspectives, and the team strives to provide options and choices with the plan reflecting family values and preferences. Source: National Wraparound Initiative First level.

Source: National Federation Of Families-
<https://www.ffcmh.org/resources-familydriven>



Partnering With Families



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THE POWER OF PARTNERING WITH FAMILIES

“Providers are considered subject matter experts in what they were trained to do. Families get to contribute lived expertise and claim their own journeys. They become the subject matter experts of their families and their experience. The sum of the combined expertise is powerful.”

Source: Texas Family Voice Network Provider Tips-The Power Of Partnering With Families <https://txfvn.org/wp-content/uploads/2020/01/txfvn-provider-tip-sheet-1-draft-2.pdf>

Partnering with Parents

Moving Towards Partnership



Impact of Family Voice in Systems

- The mission of a Certified Family Partner (CFP) in Texas is to support families having their voices integrated into systems and recovery models. It is best practiced as part of a person-centered plan.
- To align with Texas System of Care values, CFPs are instrumental in all areas where families are involved: recovery journeys, advocacy at all levels, and in developing policy and processes that impact their lives.
- Family voice promotes engagement and ownership in processes, policy development and a family's own care. When families know they are heard, youth experience better outcomes and the ability to elevate their voices.



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Advocacy-Amplify Your Voice



Amplify Your Voice

Advancing Your *Skills*
as a *Family Leader*

November 2018

txfvn.org



[Texas Family Voice Network](#)

Booklet provides guidance on how to share lived experience at local, state, and other system levels.

Resources for Supporting Parent Voice



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- [Substance Abuse and Mental Health Services Administration \(SAMHSA\)-Parents and Families](#)
- [Texas System of Care-Family Voice](#)
- [Texas Family Voice Network](#)
- [National Federation Of Families-Family-Driven Resources](#)
- [Family Run Executive Director Leadership Association \(FREDLA\)-publications and resources](#)



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How CFPs Support Family Voice

<https://www.fredla.org/wp-content/uploads/2019/12/Family-Engagement-v8-1.pdf>

Family Engagement in Systems

Family engagement is an active partnership between families, service providers, and agencies which involves listening to what families have to say, engaging in two-way communication and seeing families as partners and allies in all child-serving systems of care.*



Core Value of a System of Care

Effective and sustainable systems of care engage families as partners in all aspects of the system, from service delivery to program development, policy, and evaluation.

Shared Responsibility



Family engagement is embedded in the work of all staff members, management systems and leadership priorities.



Built on Relationships

A welcoming environment, actively listening, and exploring the family's area of expertise and interest ensure that families are engaged in ways that are meaningful to them.

Voices of All Families



Creative outreach strategies such as community events, focus groups, online surveys, and social media provide opportunities for the voices of all families to be heard.



Equal Partnership

Listening and benefitting from each other's knowledge and expertise fosters equal partnership between families and systems.

Support Participation



Assistance with transportation and child care, translation services, and the use of technology facilitate families' participation.



Acknowledge Expertise

Financial compensation such as stipends or gift cards for families' time is an acknowledgment of the expertise that families bring to policy and decision-making tables.

Opportunities to Grow



Ongoing opportunities to attend conferences and trainings as well as mentoring by those within systems support families to gain knowledge and develop their leadership skills.

*The Ontario Centre of Excellence for Child and Youth Mental Health and the Ministry of Children and Youth Services (MCYS, 2013)

Summary for Q and A



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- Family voice is the expertise families bring to systems and their recovery plans.
- Family voice should be included in all levels of system planning, process development, and policy development as well as their own recovery plans.
- CFPs help support family voice in systems by sharing in the lived experience of those they serve and having a voice in systems.





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Thank You

Nidia Heston, Parent, LMSW, CFP-M
Texas System Of Care – Family Engagement Specialist
Nidia.Heston@hhs.Texas.gov