

Health and Human Services

## 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

July 26, 2023



### 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: SAMHSAhttps://www.samhsa.gov/brsstacs/recovery-supporttools/parents-families





### 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 Carehttps://txsystemofcare.org/initiatives/f amily-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 Familieshttps://www.ffcmh.org/resourcesfamilydriven



# TEXAS Health and Human Services

## **Partnering With Families**



#### THE POWER OF PARTNERING WITH FAMILIES

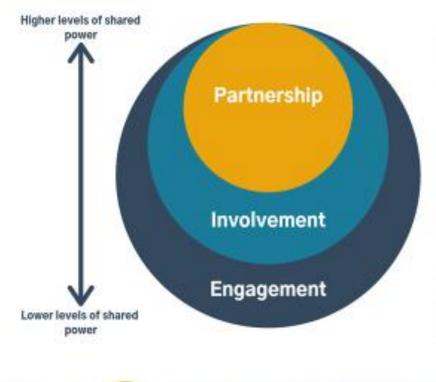
"Providers are considered subject matter experts in what they were trained to do. Families get to contribute lived expertise and claim their own journeys. They become the subject matter experts of their families and their experience. The sum of the combined expertise is powerful."

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



## **Partnering with Parents**

### **Moving Towards Partnership**



#### PARTNERSHIP

Youth and families have equal power, input, and investment in mutually agreed upon outcomes.

#### INVOLVEMENT

Youth and families are invited to participate or contribute to some portions of a larger project or goal.

#### ENGAGEMENT

Youth and families are consulted, typically in an extremely time bound, sporadic manner.

TIPs Center

Source: Wisconsin Office of Children's Mental Healthhttps://children.wi.gov/pages/LivedExperience/AboutLivedExperience.aspx

The National Child

NCTSN

## **Impact of Family Voice in Systems**

- TEXAS Health and Human Services
- 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.



## **Advocacy-Amplify Your Voice**

### Amplify Your Voice

Advancing Your *Skills* as a *Family Leader* 

txfvn.org

Texas System of Care

November 2018

TEXAS FAMILY

**Texas Family Voice Network** 

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



8

## **Resources for Supporting Parent Voice**

- TEXAS Health and Human Services
- <u>Substance Abuse and Mental</u> <u>Health Services</u> <u>Administration (SAMHSA)-</u> <u>Parents and Families</u>
- <u>Texas System of Care-Family</u> <u>Voice</u>
- Texas Family Voice Network

- <u>National Federation Of</u> <u>Families-Family-Driven</u> <u>Resources</u>
- Family Run Executive Director Leadership Association (FREDLA)-publications and resources



### How CFPs Support Family Voice

https://www.fredla.org/wpcontent/uploads/2019/12/Fa mily-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.\*





Health and Human Services

### Summary for Q and A

- 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.





TEXAS Health and Human Services

## **Thank You**

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