



# EMBRACING AND UNDERSTANDING THE FAMILY PERSPECTIVE!

A Shared Experience

Presented by PerformCare

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Facilitator: Lisa Kennedy

# PRESENTER INFORMATION

- Mother of 4
- Grandmother of 5
- Family Peer Support Specialist –York County Department of Human Services
- Chair – 4 MH local/state committees
- VP, York City School Board
- Chair – Racial Equity Investment Fund
- Family Tri Chair – PA Partnership/Systems of Care
- Facilitator – FE(youth/family), Advocacy, Crucial Conversations about Race, DEI, Race, Self Care,



# WHO IS IN THE ROOM?

Please use Chat Box

Share name and role





# SESSION GOALS

Share and discuss the Family Experience – beginning to understand

Understanding how “who you are” matters

Learn how the impact of systems changes the outcomes for all families

Getting to true Family Engagement



# WHAT IS THE ROLE OF FAMILY?

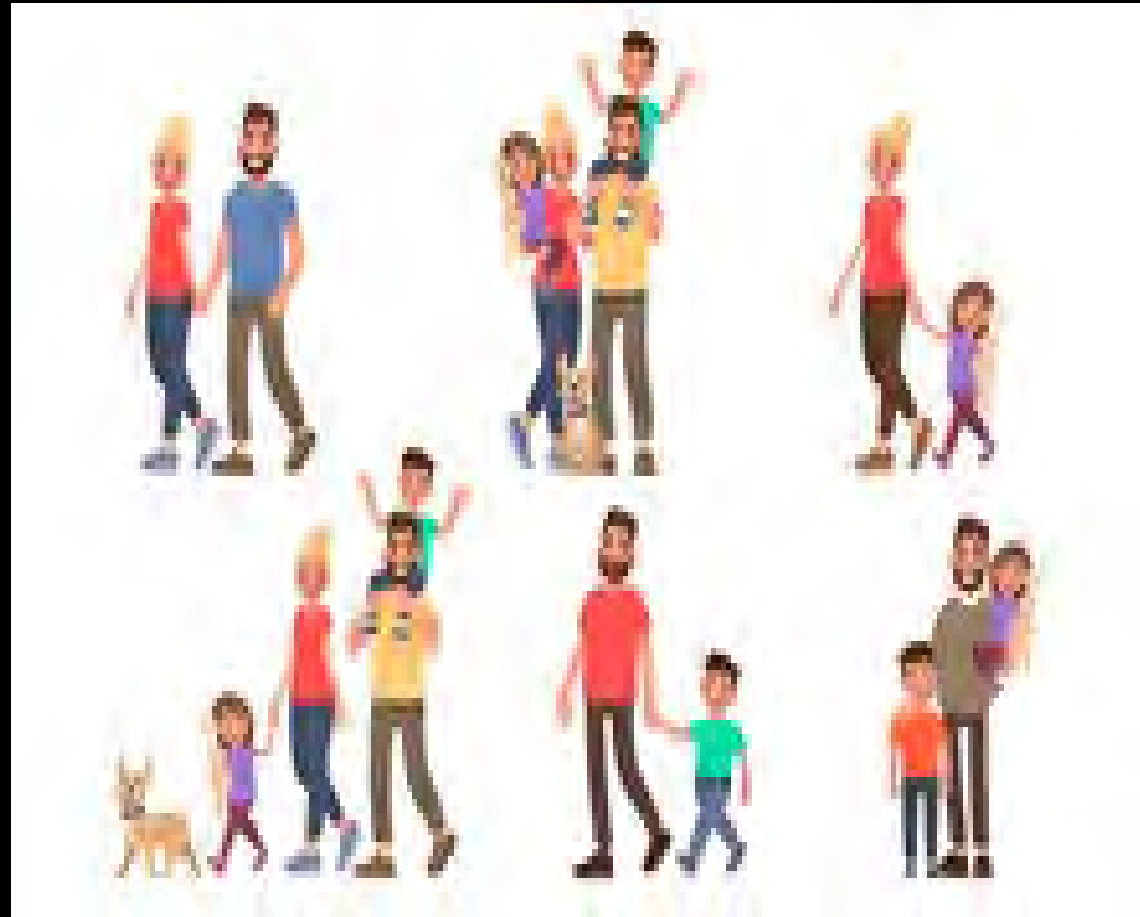
Family play a crucial role in this process by providing emotional and practical support, advocating for their loved one's needs, and creating a supportive environment.



# HOW DO YOU DEFINE FAMILY?

**Family** - Is a group of connected people bound by ties of affection and/or obligation, most often biological or legal kin but often including other significant people as determined by the individual and those people may evolve over time.

- May differ based on system of engagement or legalities



# WHAT DOES THE PROCESS LOOK LIKE?

## Do For.....

Advocacy

Speaking For Others

Seeking necessary Information

## Do With.....

Standing beside family/youth

Family learns how to develop their voice

Teaching others how to navigate through systems

## Cheer On.....

Conversation Includes and is Lead by Family/Youth

Family/Youth uses their voice to obtain desired outcomes

Supporting/Guiding Family/Youth while their mastering detailed information



# SHARING THE FAMILY EXPERIENCE.....

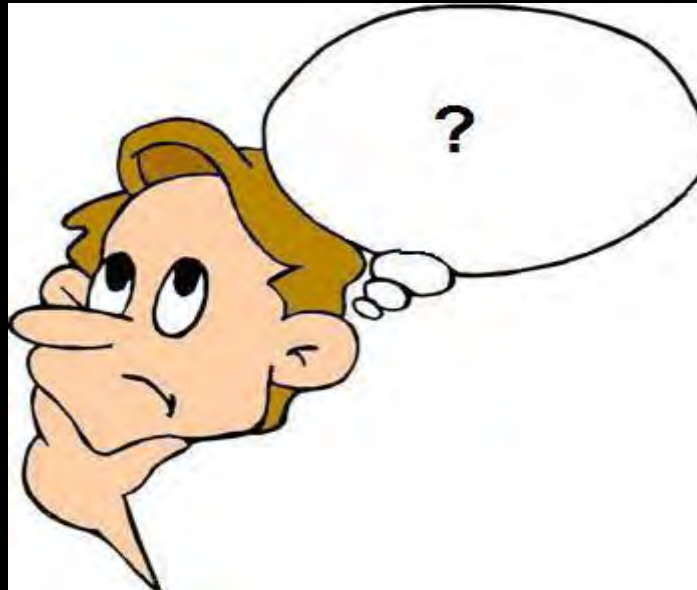
## Include Me/We Matter

Invite Families to join the conversation



## My Opinion Matters

Please ask us what we think:



## Meeting Etiquette

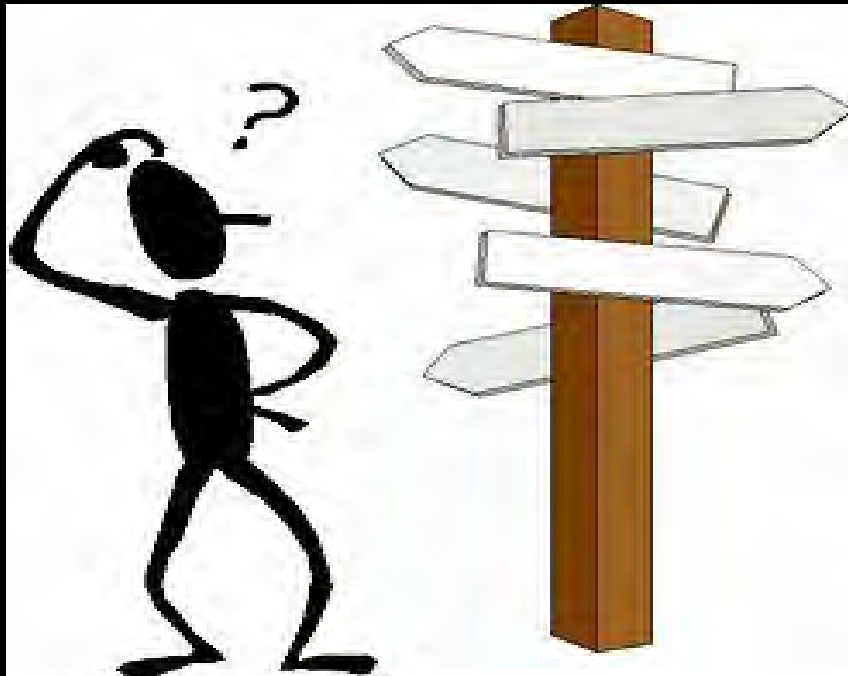
Successfully Engaging Families requires:





# FAMILY EXPERIENCE CONTINUED...

Check in with Me!



Allow Me to Ask Questions!



# CLEAR EXPECTATIONS!

- \* Be Clear
- \* Be Prepared
- \* Be thoughtful
- \* Be Inclusive

Next Steps – Where are you going?

Be a Champion of Strengths!



# COMMUNICATION IS KEY!!!

## Surveying Families

- Typically Beforehand
- Asking what they want/need?



## Completing Evaluations

- Typically After Deliverables
- How did we do?





# TELLING OUR STORY – FOR FAMILIES

Creating your 3 minute elevator speech:

- \* Minimal Details/Highlights
- \* What's your end game?
- \* Owning your story



# QUICK ACTIVITY

PASS  
THE  
YARN  
GAME!!  
Or  
Activity  
Highlighting  
The  
Family  
Juggle



# WHAT IS IT LIKE TO JUGGLE LIFE?



- Real Example:
- 4 children - adopted
- Took in other children
- A crisis almost daily- 4 children major mental health
- Child running away months – child returns pregnant
- Work
- School crises – negative behaviors
- PFA – from bio family
- Physical altercations often
- Finding normalcy



# SELF CARE IS CRITICAL!!

- What do you do for yourself?
- How do you recharge your battery?
- Set Clear boundaries for yourself?
- Learn to say NO!
- Your body knows your story!



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[www.thecurllyhairedchica.com](http://www.thecurllyhairedchica.com)

WHO ARE YOU??

LIST YOUR HIGHLIGHTS!



# HOW ARE YOU ADDRESSING YOUR STORY?



- IS THIS YOU?
- How are you addressing your own journey?
- How do you address the vicarious trauma?
- Do you honor it or IGNORE it?
- Group Discussion!



# STAFF MUST BE AWARE OF THEIR POWER/INFLUENCE



# CULTURE – WHAT ABOUT IT?

Are you checking in regularly?



# HELPFUL TIDBITS!!!

ACE's Study Test!



What Families Want You to Know!







# KEY TAKEAWAYS

- Family is represented in different ways – Individual defines their family
- Most families don't understand how to navigate the system
- Family – looks to YOU for direction
- Your personal experience matters
- Who you are influences outcomes
- Inclusive work works best!!



QUESTIONS OR COMMENTS???





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Thank you very much!

