
What Families Want from Providers

Overview of BBI
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Presented by:
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What Families Want from Providers / Role of Family Advocates
What Families Want from Providers

- Recognition at the door
- No judgement in tone or voice
- To be welcomed – warmly - in their own language preferably, by a family advocate
- Be human (warm and receptive)
- Get engaged with us early and often – despite our wish to remain aloof
- (Give us respectful space, let us know you’re doing it, and help us agree with you when we are ready to move forward with our parent partnership
- Behave in a way that reminds us we made the right choice to trust you to treat our family and child.

What Families Want from Providers

- Help us stay connected to our child during their stay at your program (even if we can’t answer why we refuse to come)
- Be clear about your expectations – early – of your insistence our family voice is desired and welcomed
- Give us help to get involved and stay involved. Invite us to:
  - Lunch with our child’s team
  - Family therapy in our homes
  - Explore Tele-therapy options with us if we live far
  - Help us to commemorate holidays that are meaningful to our kids and family
  - Offer to travel train with us until we know the way to the program on our own
  - Invite us to journal, share photos, send funny postcards.
What Families Want from Providers

• Make sure FPAs have access to a network of other peer FPAs for ongoing support
• Make sure the FPA had regular and adequate supervision
• Make sure they have access to ongoing training in healthcare ethics, MMC, Crisis Management Training, PBIS, and DBT.
• Make sure all of your staff partner with them equally, value their input, and make them feel welcomed.
• Make sure your FPAs have excellent communication skills and are capable of showing and expressing empathy

A| What Families Want from Providers (continued)

• A child’s success in an RTF as a stand alone achievement is not an accurate measurement of how well successful that family will be when the child and family are reunified.
• Don’t forget sibling work – offer the parent resources to include addressing sibling conflict
• Family members should have access to a toll free peer mentor warm line over weekends children are on home stays
• Parent’s should be aware of and taught self regulation skills
What Families Want from Providers

- Family members should be able to speak with everyone in the organization and everyone in the organization should know each parent – you should know them by name and at least one thing about them.
- Parents want tools that access the success or challenges during and post home stay times.
- Home time behavior plans and goals should compliment program treatment goals.
- All goals should be taken very seriously and given continuous support from the entire treatment team.

What Families Want from Providers: (Skills and Tools)

- Teach us skills and give us tools that we can acquire while our children receive treatment to increase the success of our reunification.
- Help us to be well informed about all aspects of our children’s needs:
- Please give your staff work smart phones with TEXTING so they can keep up with us using the communication app of our choice.
- Make sure your family advocates are properly credentials and trained to provide excellent support.
- Don’t ask parents what they did—Ask them what happened to you?
Resources for Families:

solutions@crisisprevention.com
www.ftnys.org
www.nys.omh.gov
www.samsha.org
www.nami.org
www.mha.org

Getting to know you…
Ms. Johnson

• Family Peer Advocate at SCO for past 7 years
• Mother of Special Needs Child (25+ Years)
• Helped over 200+ Families re-unify
Thank you.