

Family Members & Program Evaluators: Implementing True Partnership in a System of Care Context

Shannon Billings, Family Member

Karen Dennis, Family Member

Becca Sanders & Tanya Ostrogorsky, Evaluators

Columbia River Wraparound

Hood River, Wasco, Sherman & Gilliam Co., Or.

What is System of Care (SOC)?

A comprehensive spectrum of mental health and other necessary services for youth with emotional and behavioral disorders and their families.

Values:

- ◆ Child centered and family focused
- ◆ Community based
- ◆ Culturally competent

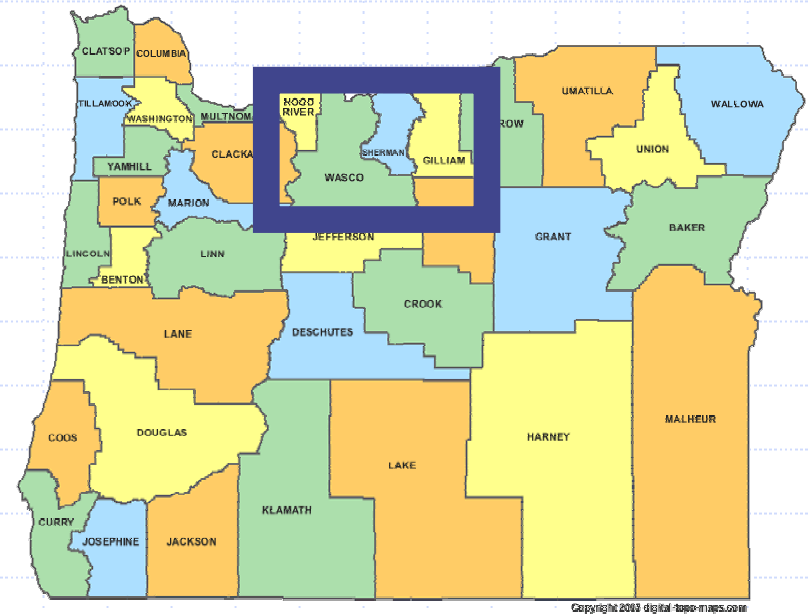
Pires (2002)

Columbia River Wraparound is a SOC Site

- ◆ Funded by SAMHSA (Federal Level)
Substance Abuse & Mental Health
Service Administration
- ◆ Funded October 2003-present
- ◆ Includes a planning year
- ◆ Service and Evaluation components
began October 2004

Complexity of Columbia River Wraparound

- ◆ Four counties
- ◆ 5,500 square miles
- ◆ Rural & frontier counties
- ◆ Partner with:
 - Education
 - Child welfare
 - Providers
 - Juvenile justice



What Is the Evaluation Model?

- ◆ **Participatory evaluation** requires shared power and influence in shaping study design, implementation, and data dissemination.
- ◆ In this case, **particularly** sharing power & influence with **family members** and other agencies

Presentation Overview



◆ Three main Opportunities for Family/ Evaluator Partnerships

- 1) Evaluation Planning Phase
- 2) Evaluation Implementation (ongoing)
- 3) Data Dissemination (ongoing)

Supports and Challenges within each

Partnering Opportunity 1: Planning Phase

◆ Developing Research Questions:

- The Index Card Exercise
- The Evaluation Matrix (see handout)

Partnering Opportunity 1: Planning Phase (cont.)

◆ **Adding Instrumentation: The Local Evaluation**

- Measuring Family Involvement, Empowerment and Wraparound Fidelity

◆ **Establishing Implementation Protocols**

- Order for administering instruments
- Stipends: amounts and structure
- Consent process

Planning Phase: Supports/ Challenges to Partnering

- ◆ Stipend/ Mileage/ Child Care/ Food
- ◆ The Importance of Relationship Building
- ◆ Training/ Learning: A Two-Way Street
 - Technical aspects of research
 - " I knew nothing about research."*

 - Levels of Participation
 - " Do I need to consult families on this?"*

Partnering Opportunity 2: Implementation

- ◆ Hiring committee for data collectors
- ◆ Piloting: data collector training
- ◆ Ongoing consultation
- ◆ Respondents!

Implementation: Supports/ Challenges to Partnering

- ◆ **Us vs. Them:** Breaking down barriers to ensure a truly participatory, community-based model of decision making
- ◆ **Politics and History:** changing your hat
- ◆ **Communication:** software, phones, etc.
- ◆ **Knowledge** of one another's needs
- ◆ **Time! Time! Time!**

Partnering Opportunity 3: Data Dissemination

◆ Development of Dissemination Plan

- Method of dissemination
- Frequency
- Reporting Content
- Presentations

Partnering Opportunity 3: Data Dissemination (cont.)

◆ Previewing Reports

- Editorial function
- Comprehension
- Check/ Supervise: Adherence to SOC Principles, Language Use, & Jargon

Data Dissemination: Supports/ Challenges to Partnering

- ◆ **Engaging diverse audiences:** who's the target audience?
- ◆ **Familiarity with evaluation:**
 - Report tutorial/glossary
- ◆ **Communication/ Technological** challenges (software, internet accounts)
- ◆ **Cultural Competency & Translations**

Partnership Effects

On Family members:

- Increased confidence
- Increased positive involvement with community partners
- Feeling empowered
- Increased skills/ education
- Solid group membership/ stability
- Enjoyment/ hobby

Partnership Effects (con't)

On Evaluators:

- Better enrollment: word on the street
- Low attrition
- Better dissemination product: bridging different worlds/ accessibility
- Increased utility of data/ evaluation efforts: evaluation as a catalyst
- More interesting working environment: staff retention

Why the Partnership?

The Sign on the door:

SYSTEM OF CARE Evaluation Services

Ongoing, meaningful involvement in a research project of this magnitude conceptualized as a "service" in and of itself???

Who "provides" the "service"?

Families and Researchers...

For More Information:

◆ <http://www.rri.pdx.edu>

◆ Click on *Columbia River Wraparound*

◆ Questions?

◆ Comments?

*Thanks to Amy Kimball for her assistance in
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