

Family Support Partners in High Fidelity Wraparound: Preliminary Research Survey Results

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Definitions

- The High Fidelity Wraparound workforce consists of a Coach, Facilitator, Family Support Partner (FSP), and a Youth Support Partner (YSP).
- The Facilitator, FSP and YSP work in equal partnership with enrolled youth and families under the direction of the Coach.
- The FSP uses their lived experience and training to provide direct support to the family.

Definitions

- Lived experience for the Family Support Partner is the experience gained as the primary caregiver of a child/children with mental health challenges.
- The primary caregiver may have direct experience in navigating child serving systems such as Mental Health, Education, Child Welfare, Juvenile Justice, and/or Drug and Alcohol.

Training

- As part of the High Fidelity Wraparound (HFW) workforce, FSPs attend the Five-Day High Fidelity Wraparound Team Training along with the other members of their workforce team.
- The training provides in-depth learning about the HFW Theory of Change, principles, and phases.
- As a continuation of the training, the FSPs participate in a year long coaching process that allows them to learn and demonstrate HFW skills with fidelity.
- Upon successful completion, the FSPs are credentialed.
- The Youth and Family Training Institute provides the training, coaching and credentialing of the HFW workforce throughout the Commonwealth.

Purpose of Survey

Our goal is to gain a better understanding of the strengths and challenges of working as a Family Support Partner (FSP). We also hope to discover individual growth, success stories, achievements, and learn of any areas that could use improvement.

Methods

YFTI selected 5 Family Support Partners (FSPs) who had been part of the workforce for varying lengths of time to help us develop the questions for the survey in a focus group. Their insight and feedback was invaluable in creating questions that targeted the key issues for FSPs across the state.

YFTI launched the FSP survey on May 1, 2021. Preliminary baseline data was collected from May 1st – June 30th, 2021.

Past, present, and future information was collected from both current and past FSPs working (or who had worked) in High Fidelity Wraparound regarding their specific roles in the workforce and how it has impacted their lives.

Survey Timepoints

Past FSPs:

- Complete the entire survey once, which consists of demographics, past, present, and future questions. No follow-up surveys will occur.

Current FSPs:

- Complete baseline, follow-ups, and exit surveys.

Baseline Survey: consists of demographics, past, present, and future questions and will be completed upon receiving the survey for current FSPs. Newly hired FSPs will complete the baseline survey 90 days after their hire date.

Follow-Up Survey: consists of present and future questions only and will be completed yearly after baseline survey.

Exit Survey: consists of present and future questions only and will be completed prior to leaving FSP position.

** All data included in the preliminary results are from baseline surveys.*

Profile: Current FSPs

Current FSPs					
Total Completed Surveys	23				
Average Age	50 years (range 24-70)				
Gender	Female: 22	Male: 1			
Race/Ethnicity	Caucasian: 11	African American: 9	Multiracial: 2	Prefer not to answer: 1	
Living Setting	Urban: 6	Suburban: 10	Rural: 6	Prefer not to answer: 1	
Marital Status	Married: 9	Single: 7	Divorced: 6	Widowed: 1	
Education Level	GED: 2	HS Diploma: 11	Tech School: 1	Associates: 4	Bachelors: 5
Length of Employment	< 6 months: 4	6-12 months: 3	1-2 years: 7	3-5 years: 3	6+ years: 6

Profile: Past FSPs

Past FSPs					
Total Completed Surveys	10				
Average Age	50 years (range 42-63)				
Gender	Female: 10	Male: 0			
Race/Ethnicity	Caucasian: 8	African American: 2			
Living Setting	Urban: 2	Suburban: 7	Rural: 0	Prefer not to answer: 1	
Marital Status	Married: 5	Separated: 1	Divorced: 2	Widowed: 1	Prefer not to answer: 1
Education Level	HS Diploma: 5	Associates: 2	Bachelors: 2	Masters: 1	
Length of Employment	< 6 months: 0	6-12 months: 1	1-2 years: 5	3-5 years: 4	6+ years: 0

Lived Experience of Current FSPs and Past FSPs

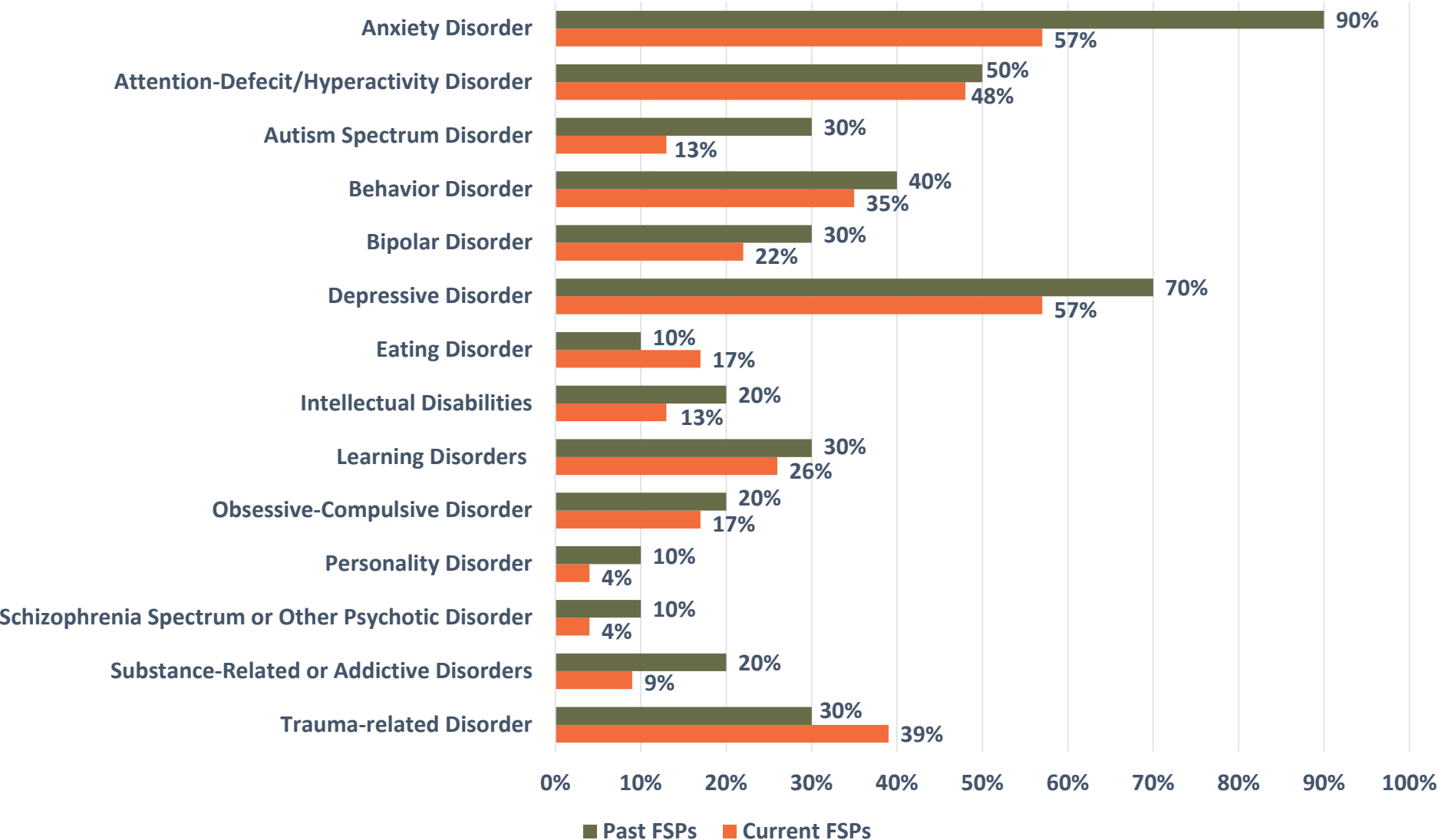
- **Average Number of Children: 3**
- **Average Number of Children with a Mental/Behavioral Health Disorder: 2**

System Involvement	Current FSPs	Past FSPs
Mental Health	19	10
Physical Health	4	3
Drug and Alcohol	3	2
Juvenile Justice	1	2
Intellectual Disabilities	2	2
Special Education	9	6
Autism	1	2
Early Childhood Intervention	2	2
Child Welfare	3	1

Lived Experience of Current FSPs and Past FSPs

- **Relationship to child/children they are raising with mental/behavioral health concerns:**
 - Mother (Includes Stepmother) : 29
 - Foster Mother : 1
 - Legal Guardian : 1
 - Grandmother: 1
- **The child/children you are raising live: (select all that apply)**
 - At Home (with Core Family): 20
 - In Placement: 4
 - Incarcerated: 1
 - Independently: 10
 - Other: Between Home and College: 1
 - Other: Drug Treatment Facility with Independent Living Intervals: 1
 - Other: with Relative: 1

The child/children you are raising have been diagnosed with the following mental/behavioral health disorders (select all that apply)*



Current FSPs N= 23
 Past FSPs N = 10

*FSPs were able to select multiple answers, percentages do not add up to 100%

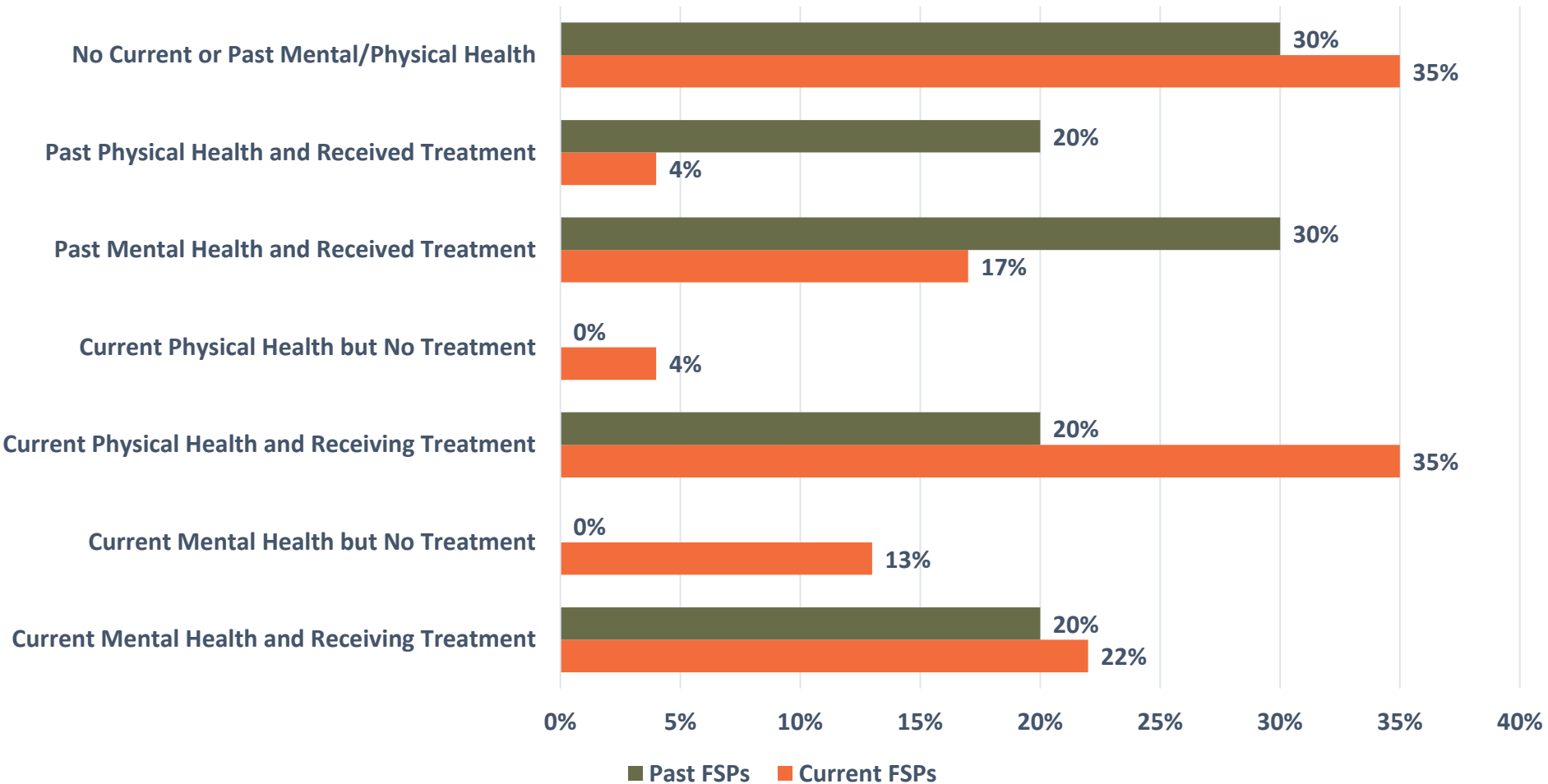
Lived Experience of Current FSPs and Past FSPs

- In which stage would you currently place your family in terms of mental/behavioral health concerns? (select all that apply)

Stage	Current FSPs	Past FSPs
Child at First Diagnosis	0	0
Child Ongoing Treatment	7	2
Child Transition to Adult Systems	2	2
Child Transitioned Out of Systems	3	2
Adult at First Diagnosis	0	0
Adult Ongoing Treatment	8	4
Adult Transitioned Out of Systems	6	3
No Treatment	1	1

Physical/Mental Health of Current FSPs and Past FSPs

In addition to the lived experience of being a parent of a child with mental/physical health needs, are you managing your own mental/physical health needs? (select all that apply)

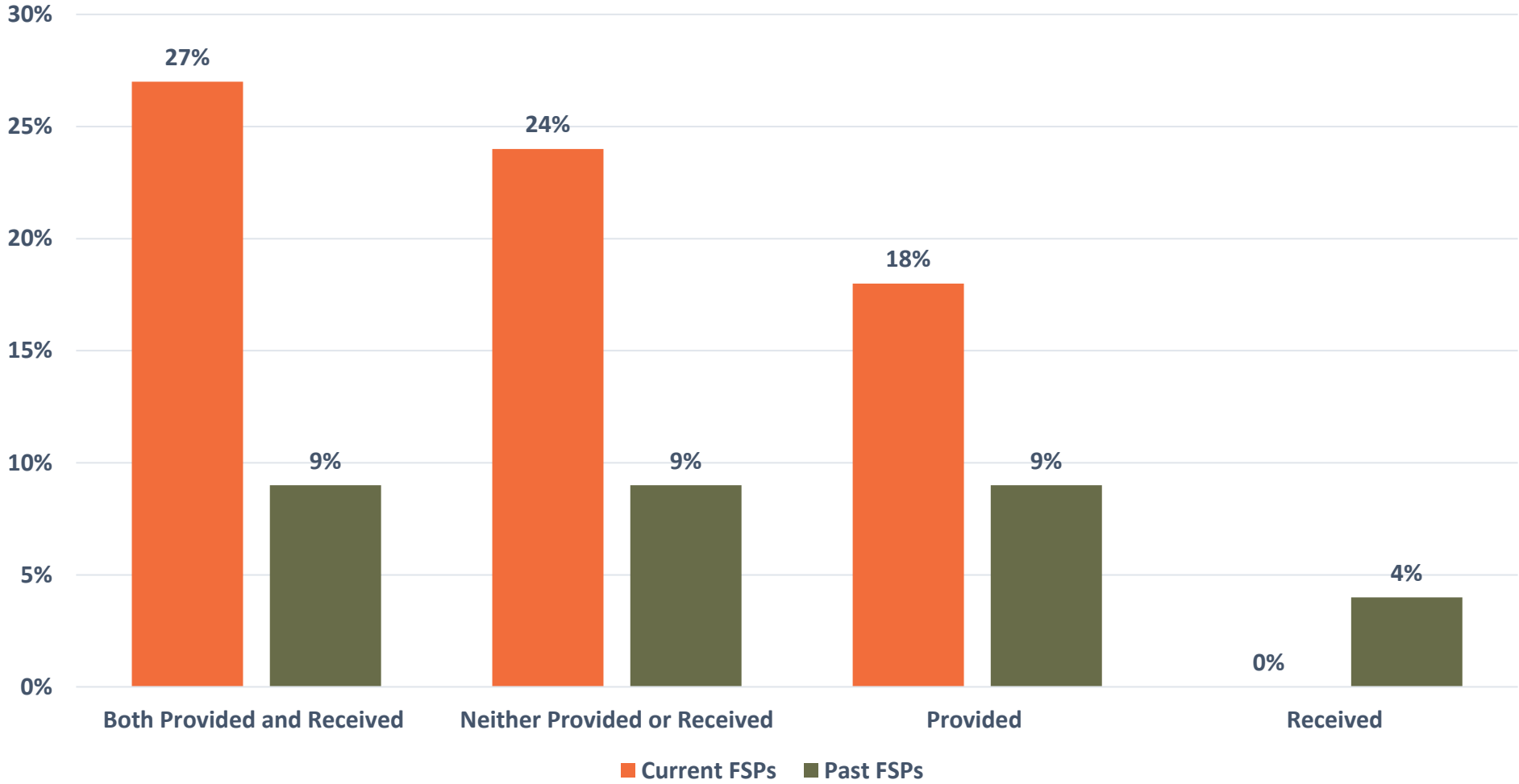


Current FSPs N= 23
Past FSPs N = 10

*FSPs were able to select multiple answers, percentages do not add up to 100%

Peer Support Experience: Current FSPs and Past FSPs

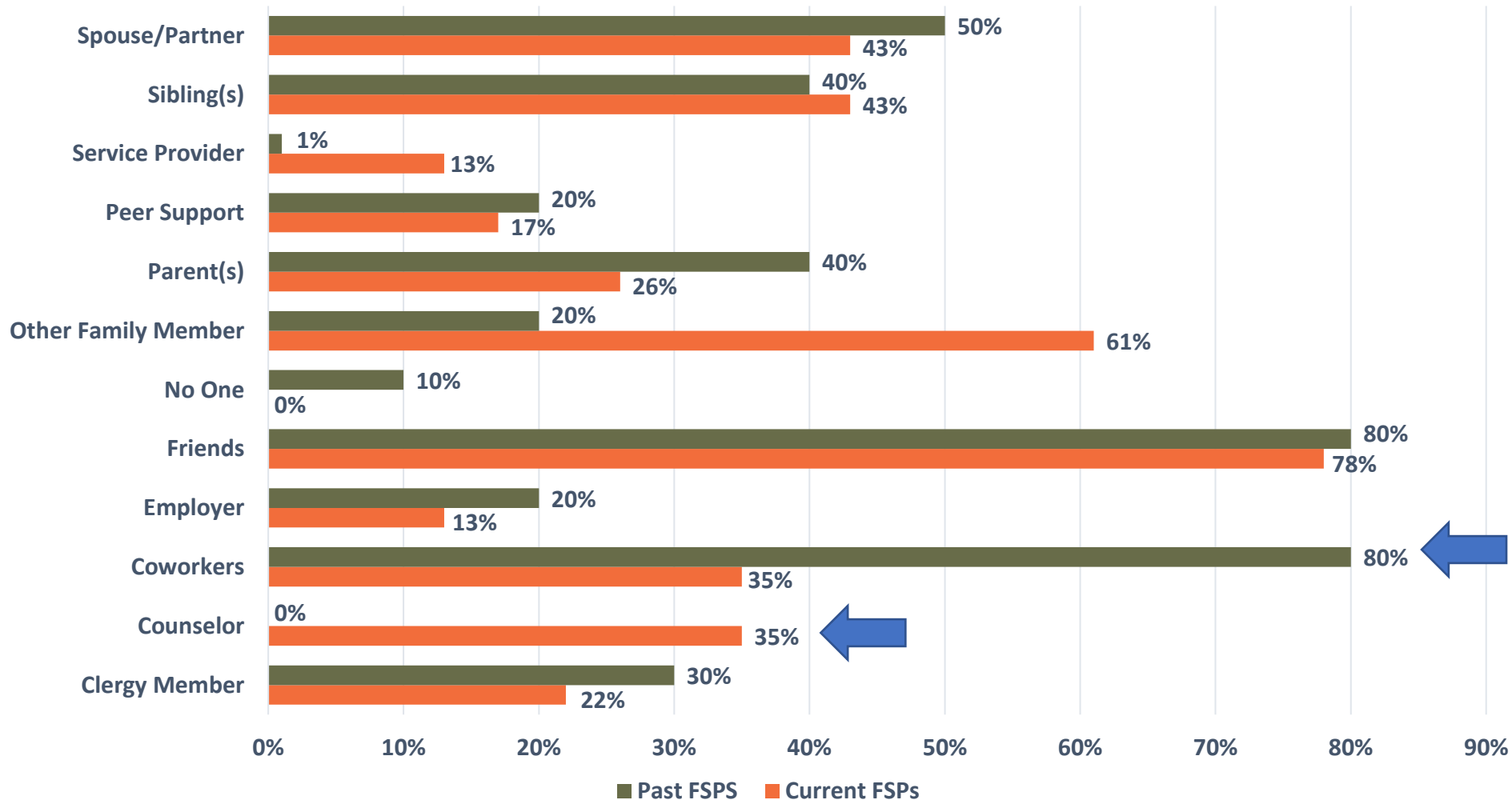
In the past before becoming an FSP, did you receive or provide any peer support services?



N= 33

Supports

Supports Utilized During Time as an FSP



One Past FSP answered "Other: Religious Beliefs"

Current FSPs N= 23
Past FSPs N = 10

*FSPs were able to select multiple answers, percentages do not add up to 100%

Personal Skills: Current FSPs and Past FSPs

What are some personal skills that have helped you to succeed when working as an FSP?

Top 3: Determination (17), Independence (11), Empathy (9)



Skills: Current FSPs and Past FSPs

Describe a skill you have learned as an FSP and have applied in your personal life:

1. Family voice and choice: allowing family members to voice their opinion (10)
2. Create a plan with small goals and break things down into manageable steps (7)
3. Maintain a strength based non-judgmental view of others and respecting other's differences (5)
4. Gather natural supports (4)
5. Set healthy boundaries and never be afraid to ask for help (4)
6. Good listening and communication skills (3)
7. Conduct family meetings and celebrate little wins (3)
8. Brainstorm ideas and think of possible solutions (2)
9. Do For, Do With, Cheer On (2)
10. Theory of Change and motivational interviewing (2)
11. S.O.U.L. training (2)
12. Patience and willing to learn (2)

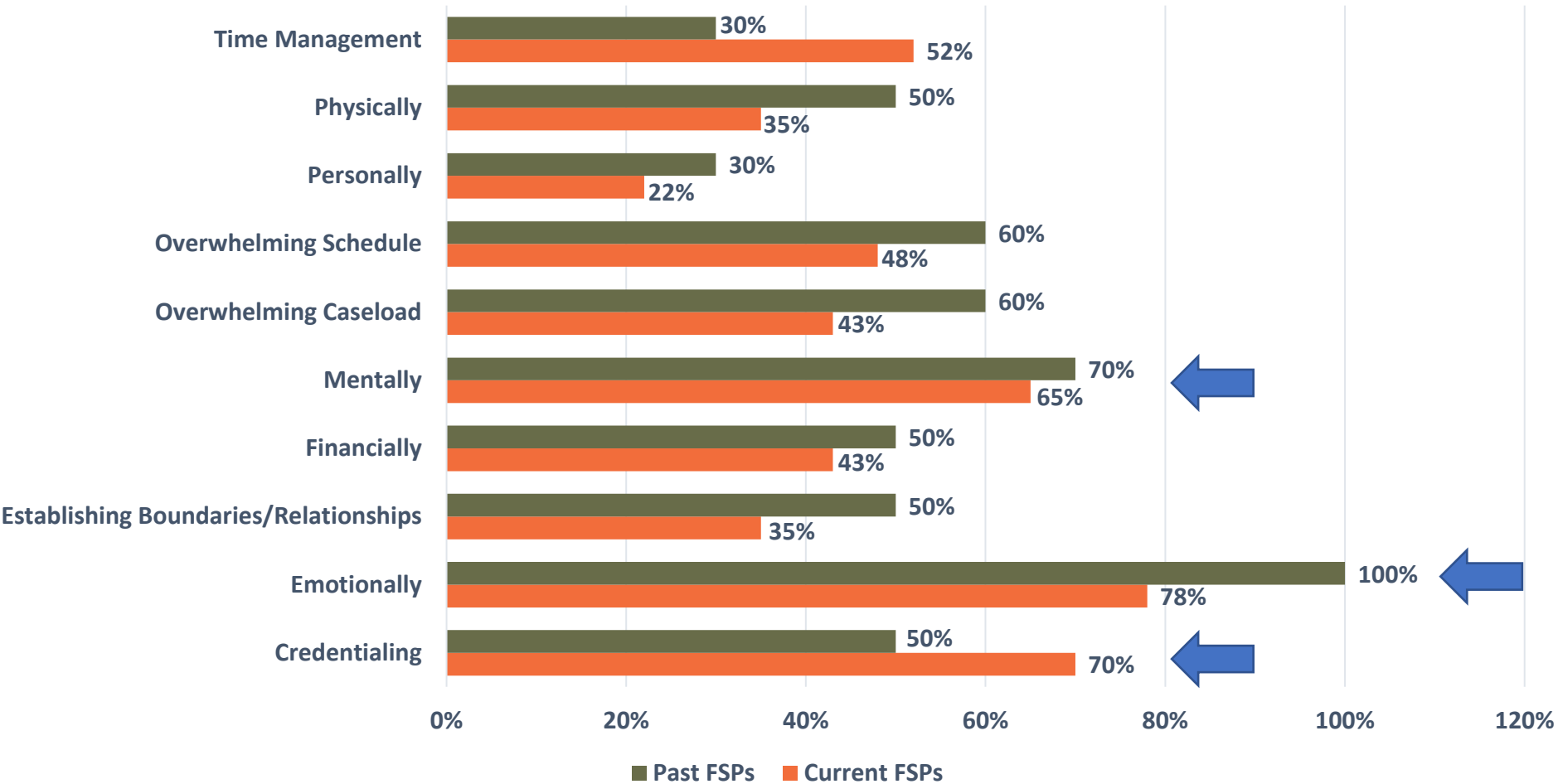
Positive Experience: Past FSP Comment

Describe a positive experience you have had as an FSP:

Past FSP: “A positive experience was when I was working with a family with 3 children in the midst of a divorce and they were struggling. We stayed with them for much longer than the typical time allowed per case, & it helped. The youth actually became a YSP a few years later!”

Challenges: Current FSPs and Past FSPs

Challenging Areas for FSPs



One Current FSP answered "Other: Overwhelming Amount of Work"
 One Current FSP answered "Other: Spiritually"

Current FSPs N= 23
 Past FSPs N = 10

*FSPs were able to select multiple answers, percentages do not add up to 100%

Challenges: Current FSPs and Past FSPs

What are some of the most difficult aspects of being an FSP:

1. Setting boundaries with families (10)
2. Conducting self-care (7)
3. Receiving enough coaching/credentialing support (6)
4. Managing a large caseload (5)
5. Maintaining work-life balance (4)
6. Keeping up with paperwork/notes (4)
7. Connecting and communicating with professional and natural supports (3)
8. Making enough money for financial needs (2)
9. Working late hours (1)
10. Families not following through with their action steps (1)
11. Learning youth voice and choice matters (1)
12. Families canceling appointments and not rescheduling (1)
13. Learning all the different acronyms (1)

COVID Challenges: Current FSPs

How has COVID affected your role as an FSP:

Personally:

- Miss the social interactions with others (7)
- Feel overwhelmed and added stress to own mental health (5)
- Work-home life has become blurred (4)
- Became more cautious about own health (4)
- No change (4)

Professionally:

- Miss the face-to-face contact (13)
- Like using Zoom/Telehealth (3)
- Decline in productivity (3)
- Access to information has been more difficult to obtain (2)
- Learning the new technology and teaching families how to use the video call platforms has been challenging (2)

Challenges: Current FSP Comment

Describe a challenging experience you have had as an FSP:

Current FSP: “A challenging experience has been working with families who have complex system involvement, this is often beyond my knowledge, and I have been looked at as having the "answers" or to help fix the situations. I don't always know how to support families in this position.”

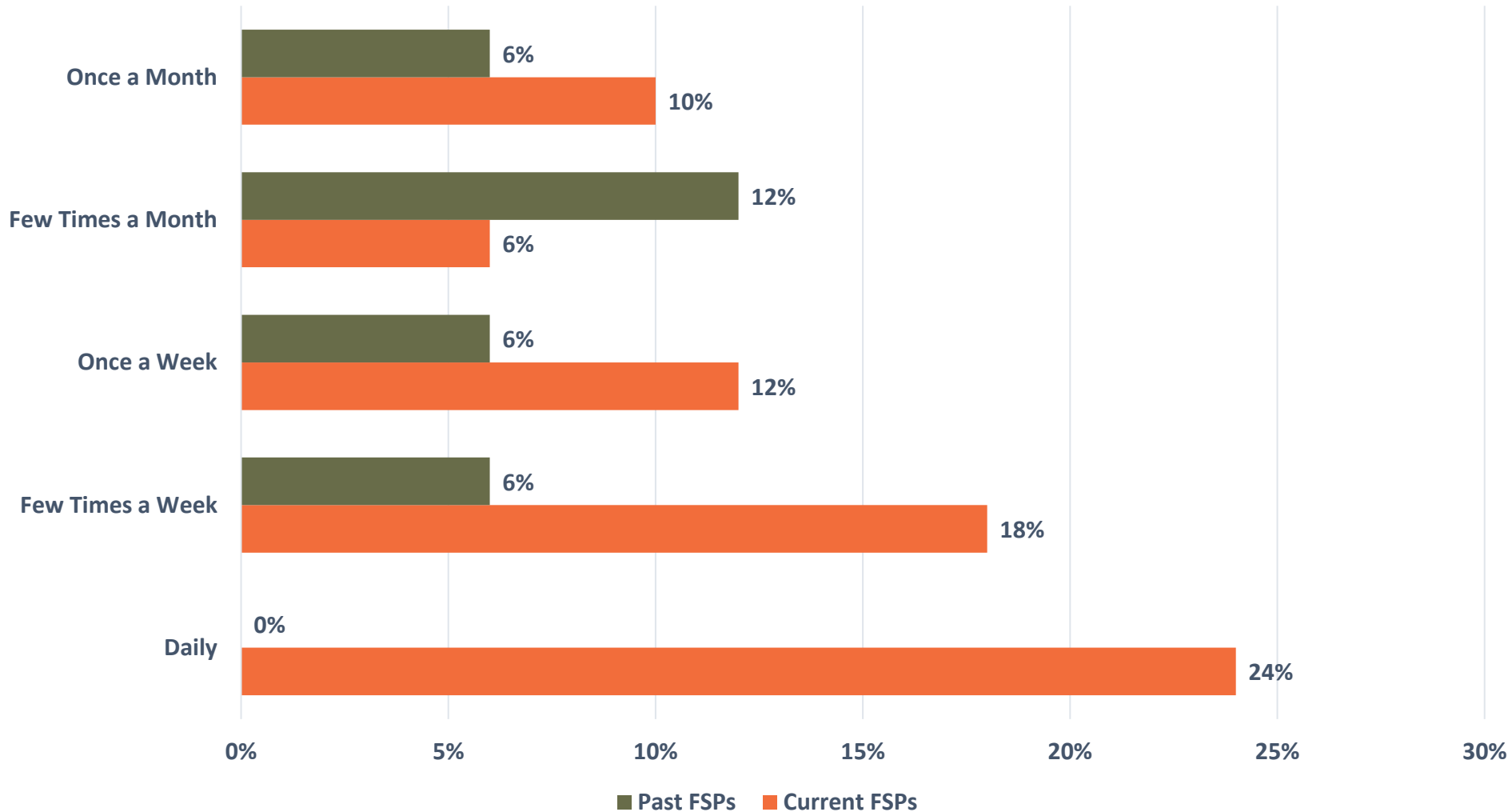
Challenges: Past FSP Comment

Describe a challenging experience you have had as an FSP:

Past FSP: “What was most difficult for me was that I was still living my experience, whereas I found out later many of the FSPs were already done. At least their children were older at that point...my son was 11 and he is intellectually disabled, has autism, a mood disorder, etc and is very aggressive and challenging and what was difficult for me was when parents I needed to support would be very upset about something so trivial to me. I know that was part of the job but sometimes- as I was still living my story- I was dealing with life-or-death crises so it could get very draining to hear how hard someone's life is because her daughter won't do her laundry.”

Self-Care: Current FSPs and Past FSPs

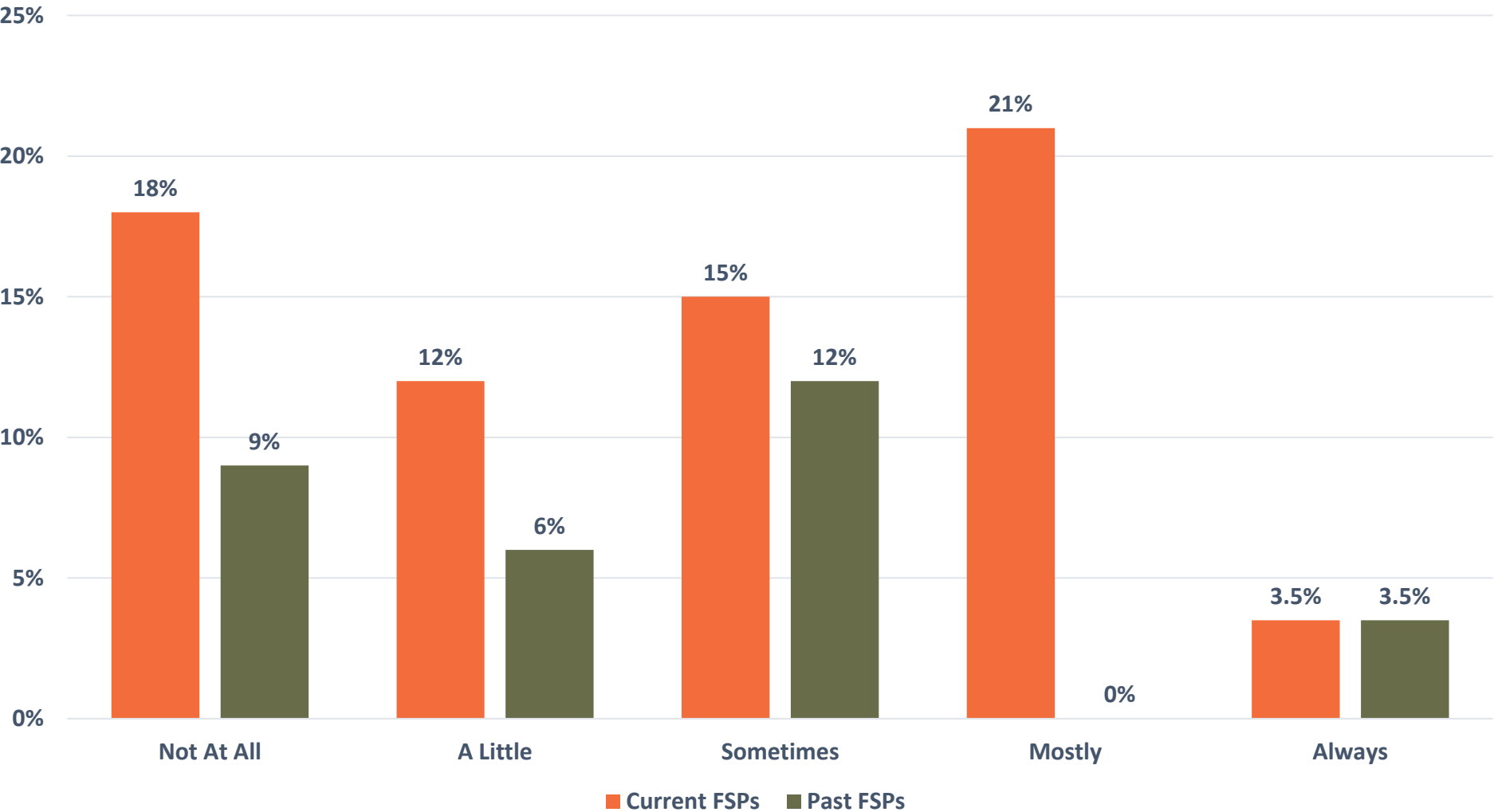
Self-Care Frequency



N= 33

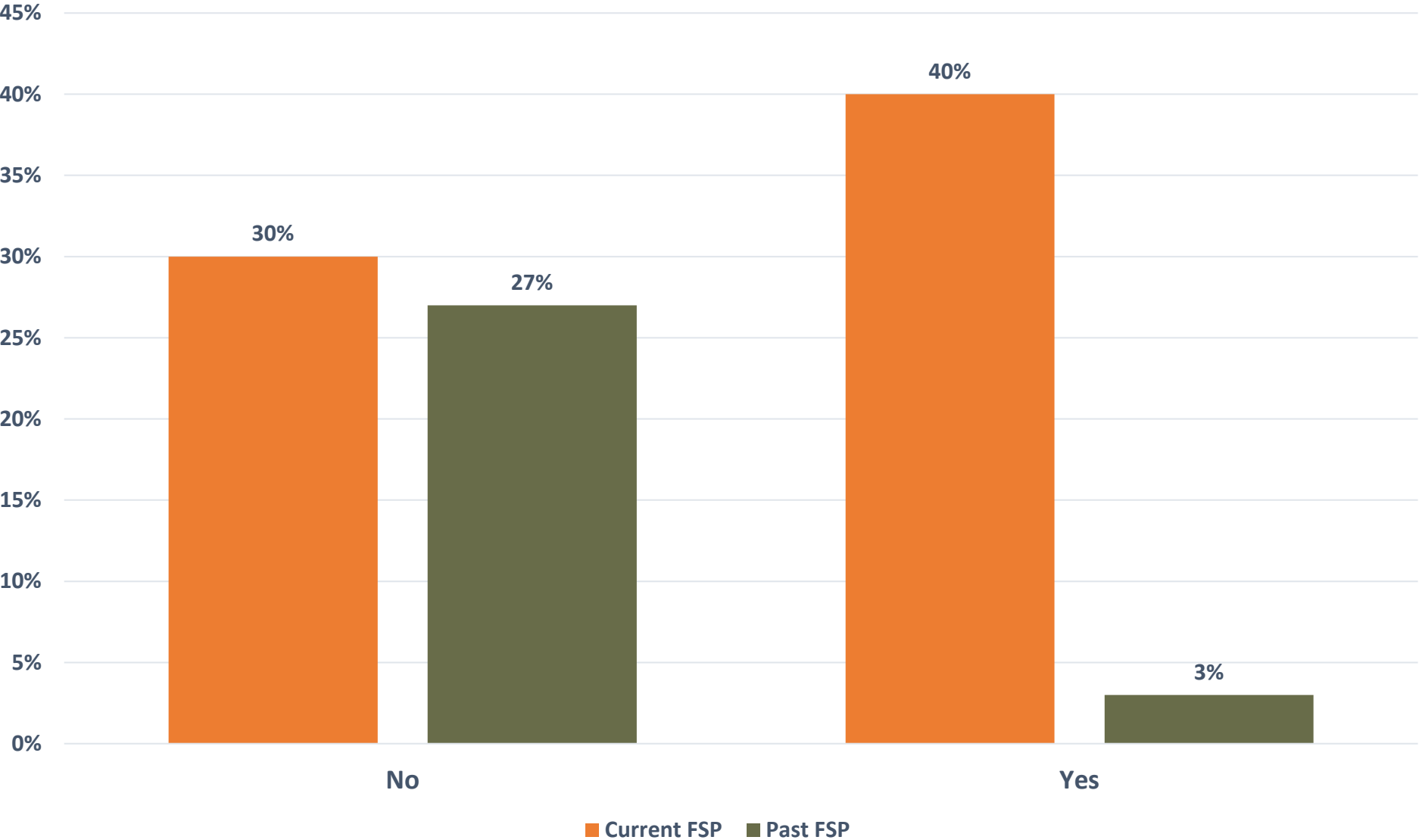
Finances: Current FSPs and Past FSPs

As an FSP, I make enough money to meet my financial needs



N= 33

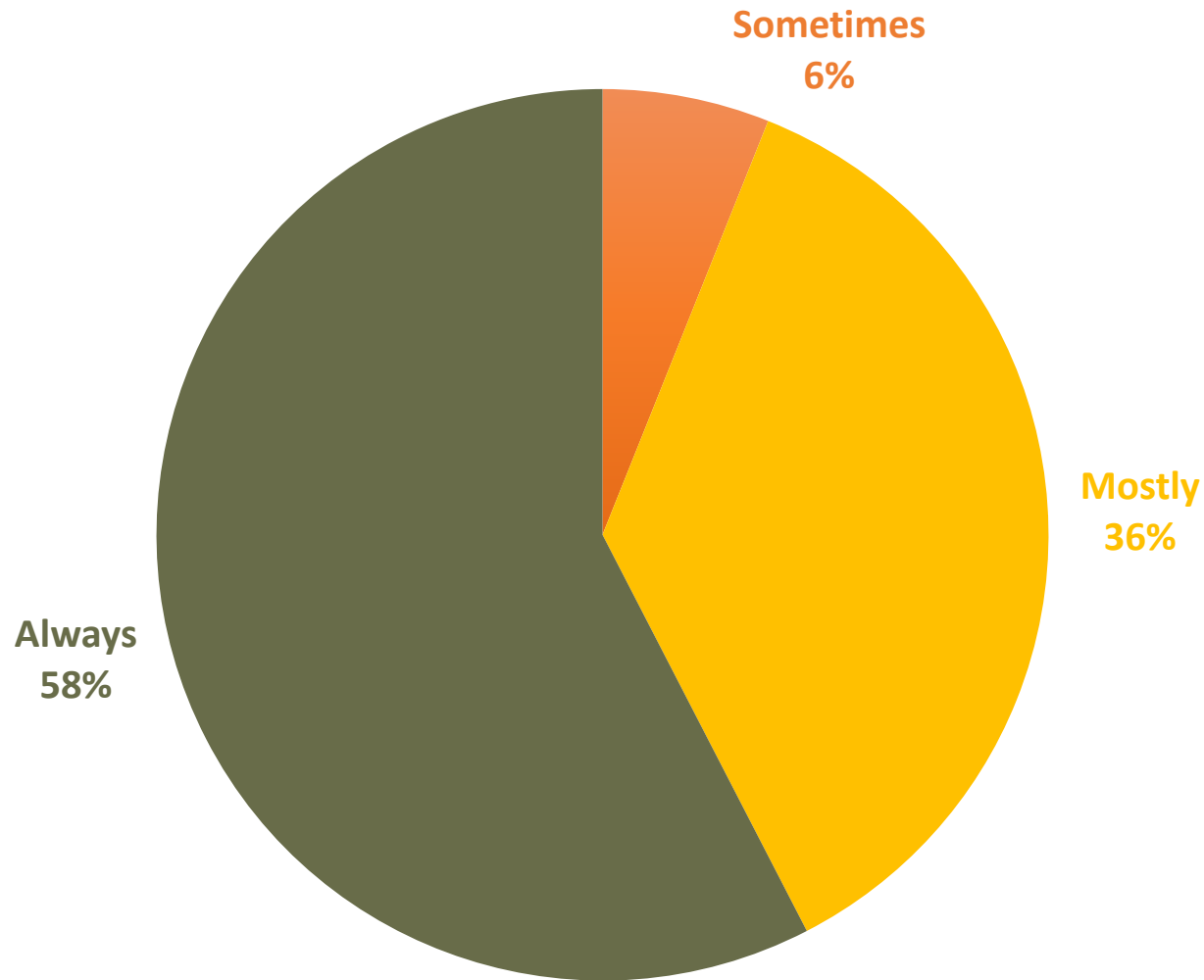
Do you currently have more than one job?



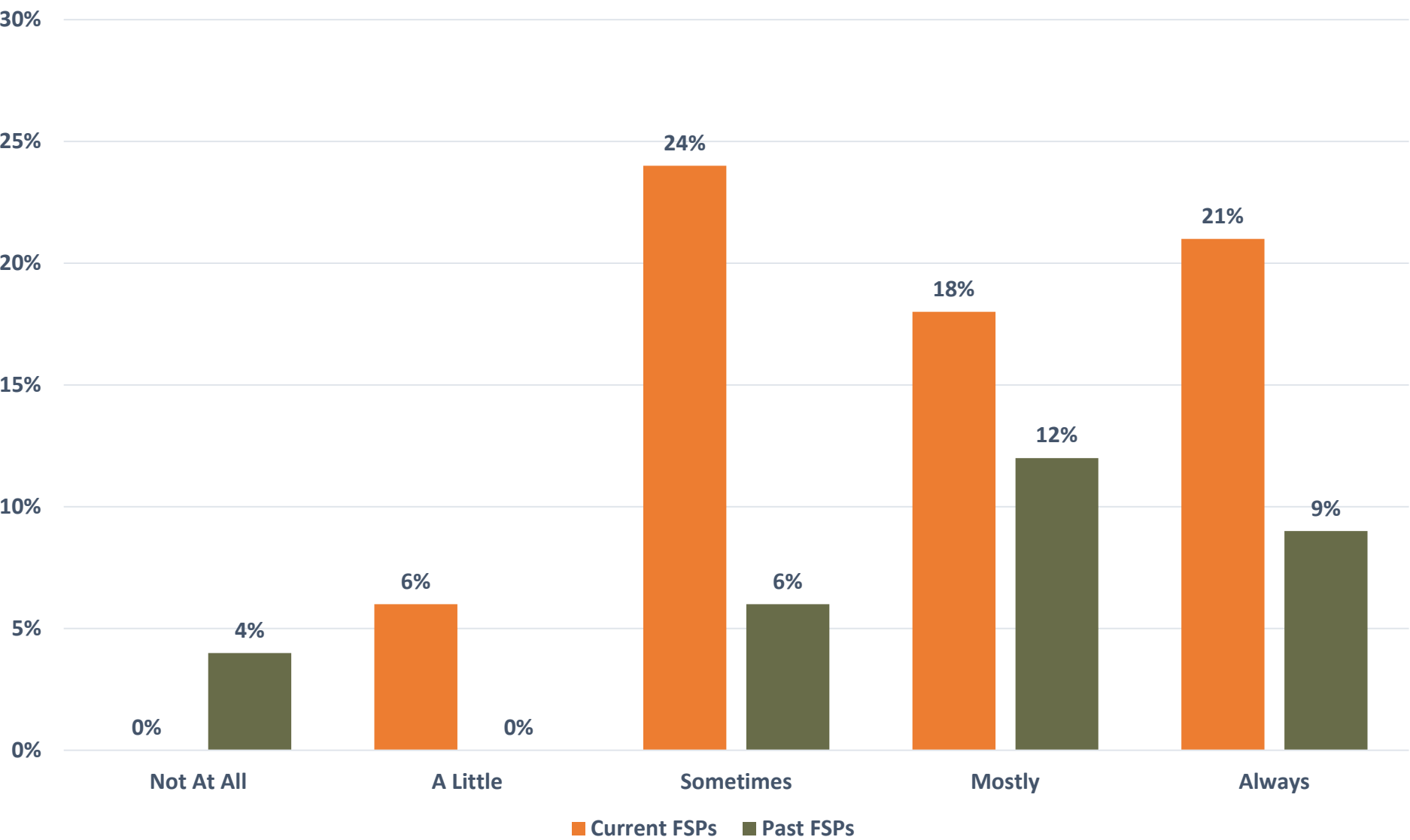
N= 33

Experience of being an FSP Helping in the Future

I feel I can use my knowledge and experience as an FSP to help other families in the community with mental/behavioral health concerns in the future.



How often do you find yourself utilizing the HFW process in your personal life?



N= 33

Advice: Current FSPs and Past FSPs

What advice would you give to new FSPs:

1. Schedule time for your own self care
2. Set boundaries with families
3. Be a good listener and ask questions: ask for help when needed
4. Don't take things personal
5. Establish good relationships with your workforce team and take advice/learn from your supervisor
6. Become trauma informed
7. Follow and trust the HFW process
8. Incorporate parts of the HFW process into your own life
9. Be understanding of other's situations
10. View each family with fresh eyes don't be judgmental
11. Don't make the family's experience about you
12. Understand that you can't fix everything
13. Be patient with yourself and never give up

Advice: Past FSP Comment

What advice would you give to new FSPs:

Past FSP: “You have a story to share. Take your time, breathe, and share it when it counts. You will know when the time is right to share. Do not give up on families. Be you and don't let others change who you are. Take care of yourself before you take care of others. You do not have to be a superhero. Take the cape off. Being an FSP is time consuming and can be draining. Make sure that you take time for yourself. Separate work from personal life. Set BOUNDARIES. GIVE YOUR BEST but know that only families can change themselves.”

Next Steps: Past FSPs

What did you do after leaving your role as an FSP:

1. Moved into another HFW position (3)

- FSP supervisor (1)
- FSP coach (1)
- Facilitator (1)

2. Obtained another job in the mental health field (4)

- Family advocate (1)
- Supervisor with TAY CPS (1)
- Manage a Family Peer Support Program and Family Satisfaction Team (1)
- Mental health worker (1)

3. Work for the school district (3)

- Family peer specialist (2)
- Special education teacher (1)

Coaching and Training Suggestions

What other coaching/training would be beneficial as an FSP:

1. Trauma informed care
2. Training on available resources in the community
3. Self-care, work-life balance, and setting boundaries
4. Coach approach
5. Time management
6. Truancy prevention
7. Community outreach
8. Conduct retreats with workforce team
9. How to obtain mental health treatment for families when there is a waiting list
10. How to properly deal with angry youth/families