

# Youth 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 YSP uses their lived experience and training to provide direct support to the youth.

# Definitions

- Lived experience for a Youth Support Partner is the experience gained from being a youth who has been diagnosed with a severe mental or behavioral health disorder and is actively managing their own health challenges.
- The YSPs 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, YSPs 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 YSPs participate in a year long coaching process that allows them to learn and demonstrate HFW skills with fidelity.
- Upon successful completion, the YSPs 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 Youth Support Partner (YSP). We also hope to discover individual growth, success stories, achievements, and learn of any areas that could use improvement.

# Methods

- YFTI selected 2 Youth Support Partners (YSPs) 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 YSPs across the state.
- YFTI launched the YSP survey on September 1, 2020. Preliminary baseline data was collected from September 1 – November 30, 2020.
- Past, present, and future information was collected from both current and past Youth Support Partners 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 YSPs:

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

## Current YSPs:

- 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 YSPs. Newly hired YSPs 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 YSP position.

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

# Profile: Current YSPs

Current YSPs					
Total Completed Surveys	16				
Average Age	25 years (range 20-31)				
Gender	Female: 13	Male: 3			
Race/Ethnicity	Caucasian: 12	African American: 3	Prefer not to answer: 1		
Living Setting	Urban: 8	Suburban: 5	Rural: 3		
Marital Status	Married: 2	Single: 14			
Education Level	GED: 2	HS Diploma: 9	Tech School: 1	Bachelors: 4	
Length of Employment	< 6 months: 2	6-12 months: 1	1-2 years: 11	3+ years: 2	

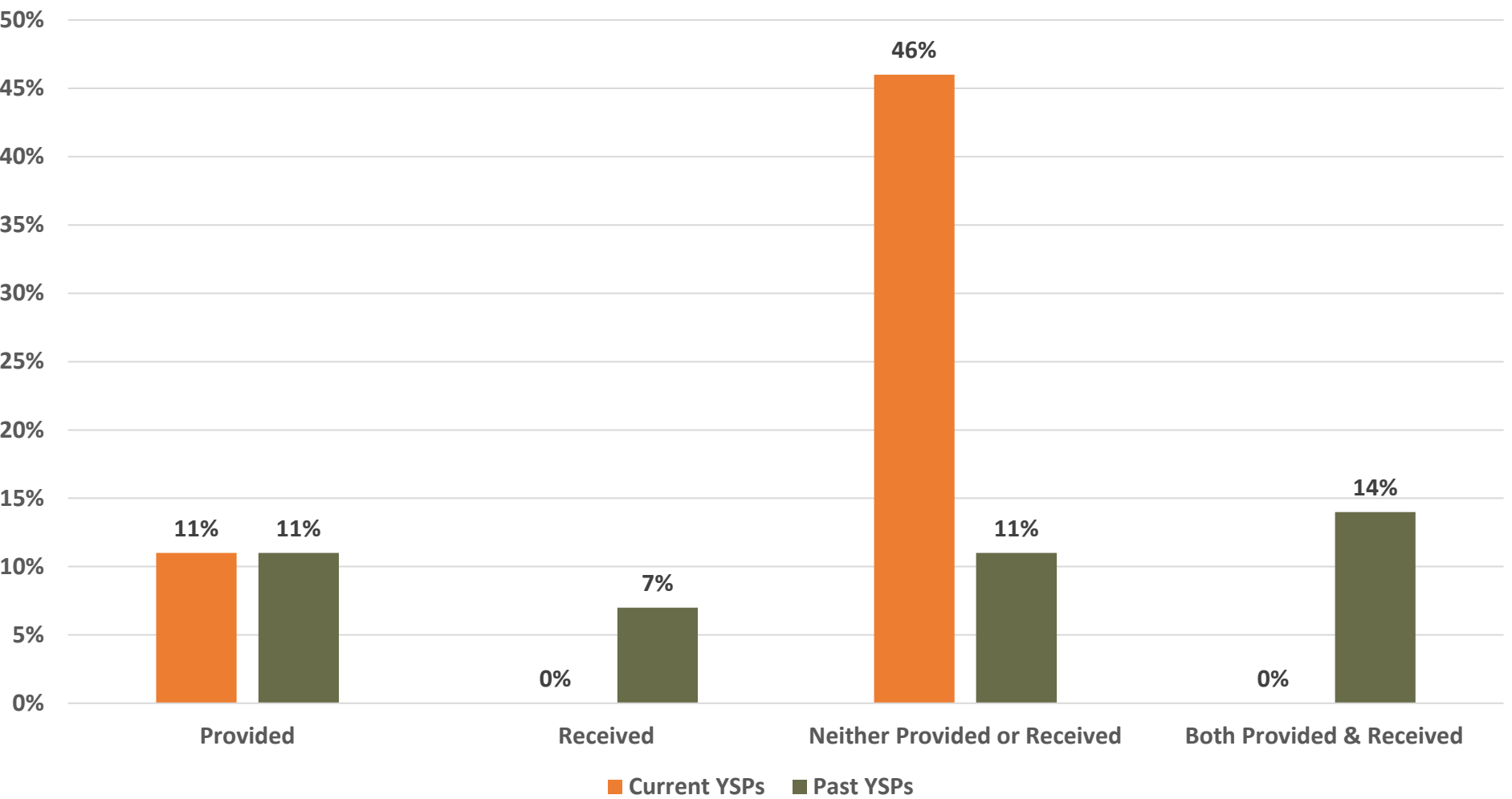


# Profile: Past YSPs

Past FSPs					
Total Completed Surveys	12				
Average Age	29 years (range 25-35)				
Gender	Female: 10	Male: 2			
Race/Ethnicity	Caucasian: 7	African American: 3	Multiracial: 1	Hispanic: 1	
Living Setting	Urban: 2	Suburban: 8	Rural: 2		
Marital Status	Married: 3	Single: 9			
Education Level	HS Diploma: 4	Tech School: 1	Associates: 2	Bachelors: 3	Masters: 2
Length of Employment	< 6 months: 0	6-12 months: 2	1-2 years: 6	3+ years: 4	

# Peer Support Experience: Current YSPs and Past YSPs

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



N= 28

# Personal Skills

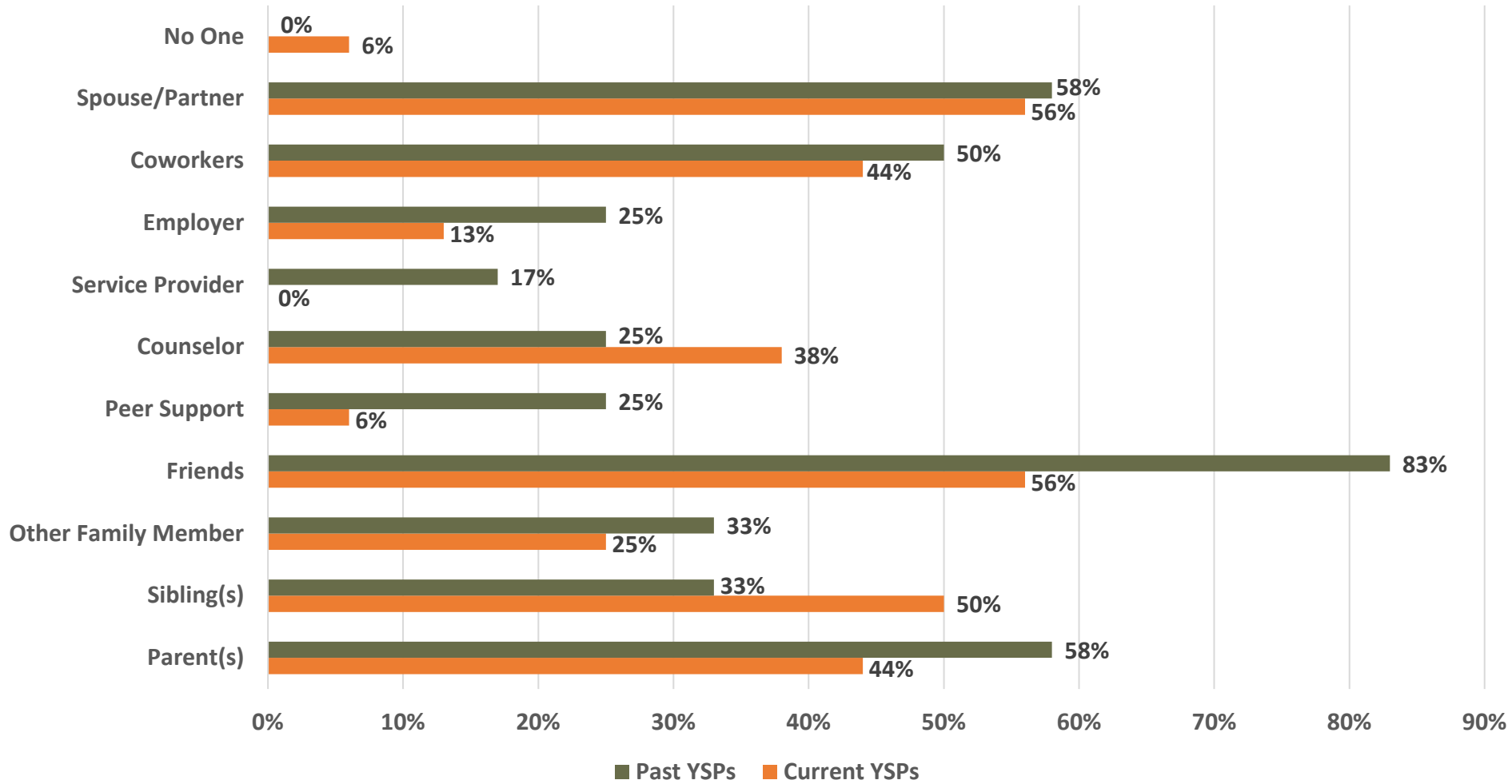
What are some personal skills that help you to succeed when working as a YSP:

Top 3: Independence (13), Determination (12), Self-Reliance (9)



# Supports

## Supports Utilized During Time as a YSP



One Current YSP answered "Other: Pets"

Current YSPs N = 16  
Past YSPs N = 12

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

# Impacts: Current YSPs and Past YSPs

## How has working as a YSP impacted your life:

1. Provides experience in the mental/behavioral health field
2. Opens professional doors and provides resources and skills to help navigate life
3. Contributes to more empathy and patience with others
4. Real world experiences are gained from working with youth and families
5. Lessons learned from the youth and family's experiences
6. Helps to encourage others to use their voice and choice

# Impacts: Current YSP Comment

## How has working as a YSP impacted your life:

### Current YSP:

“Being a YSP for 2 years, I have been able to understand a lot of the reasoning of my past experiences. I find myself utilizing S.O.U.L. and over all the whole planning process and goal setting within my own personal life. Professionally, it has allowed me to mature within the workforce, along with building skills and improving in other skill areas. I have financially been able to improve which has helped me maintain my school loans and paying back to move in a direction of enrolling in school. Originally, I wanted to go to school for hospitality management in the restaurant industry, but working as a YSP, it has made me want to take a career in working with youth and allow myself to seek a restaurant as a later dream and hobby along with art. It has helped me make some beautiful connections in providers realm and hope to pursue many opportunities with my talents.”

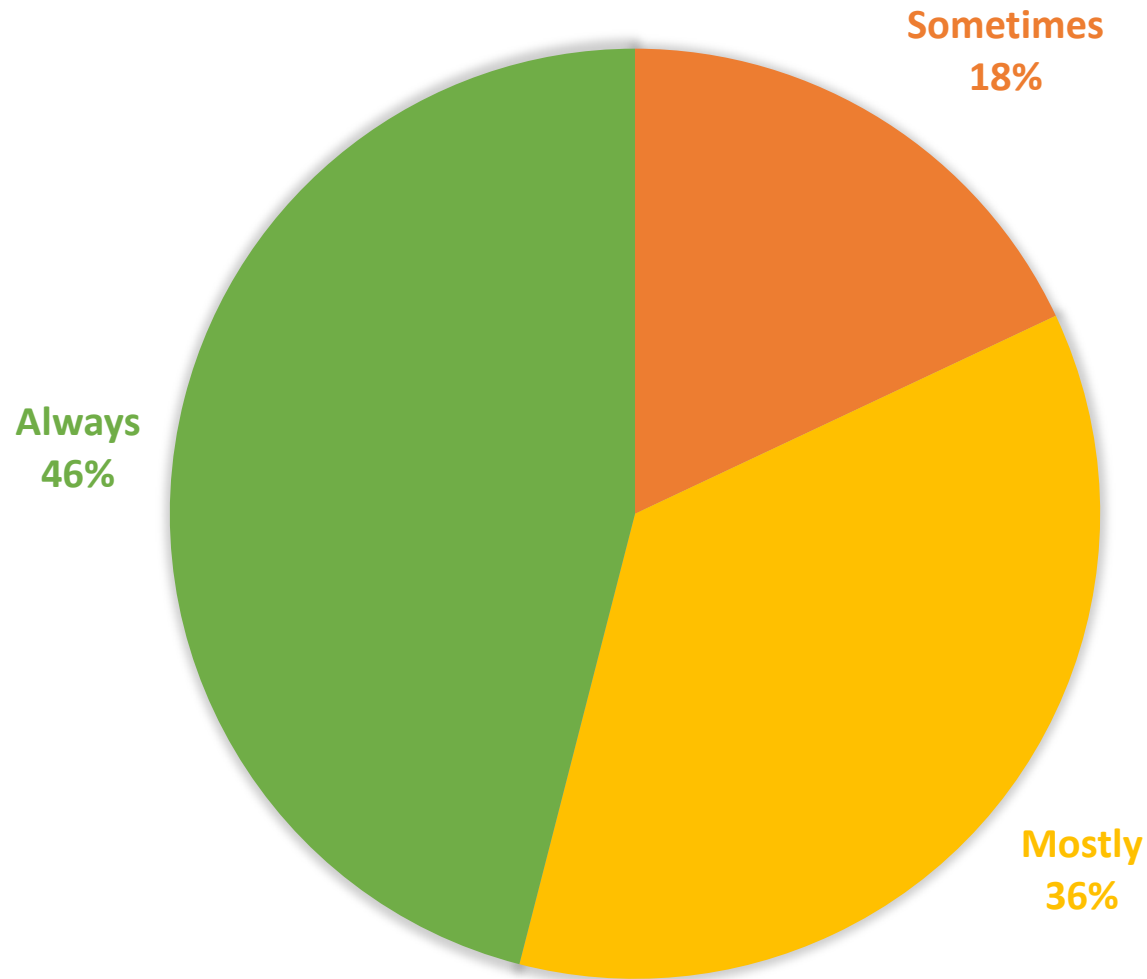
# Impacts: Past YSP Comment

## How has working as a YSP impacted your life:

### Past YSP:

“Working as a Professional has helped me gain skills that I can take with me forever. Being a YSP has impacted me in many ways, one way is the way I interact with others when they talk about difficulties they’re having in their lives. I know too many problem solving and planning techniques now, that not giving out advice is really hard.”

# Experience as YSP Helping in Future



I feel I can use my knowledge and experience as a YSP to help other youth in the community with mental/behavioral health concerns in the future.

N= 28



# Challenges: Current YSPs and Past YSPs

## What are some of the most difficult aspects of being a YSP:

1. Conducting self-care
2. Maintaining boundaries with youth and families
3. Managing burnout and stress
4. Receiving enough coaching/credentialing support
5. Keeping up to date on paperwork/records
6. Managing large caseloads

# Challenges: YSP Comment

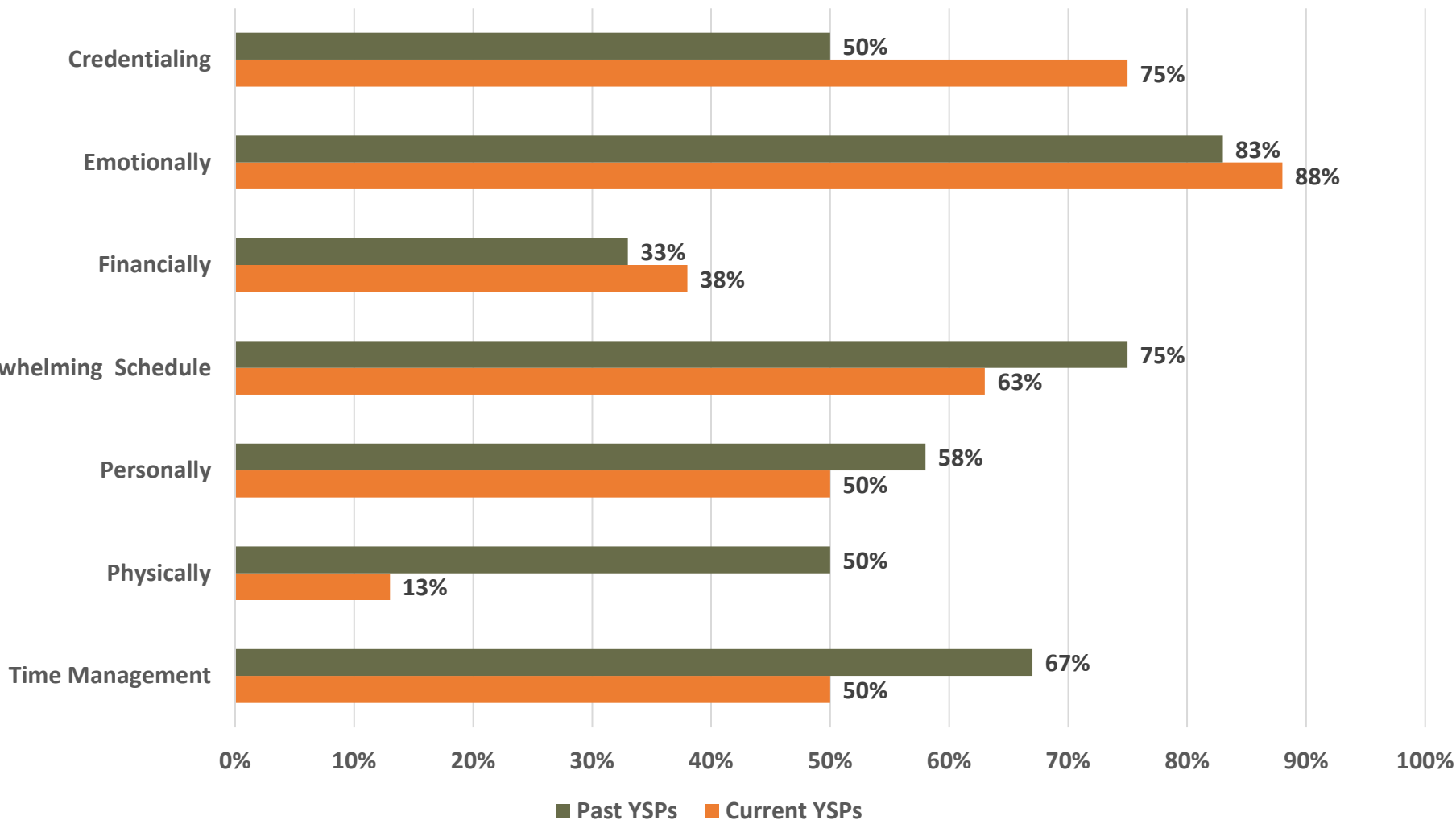
## What are some of the most difficult aspects of being a YSP:

### Past YSP:

“My experience as a YSP was that of many expectations that I did not always feel I had the ability to fulfill. When hiring youth and family members as equal workforce members, it is important to recognize that their story is not over and sometimes those individuals may be placing their "stories" on the back burner to meet the immediate needs of their life (employment, finances, education, ect. ) I wish i was more vocal and honest with myself about my own personal needs, as being in the age range of an YSP 18-26, one is still navigating life and dealing with certain aspects of their adolescence. My experience was challenging, though I grew and matured through it. I did not feel equipped to handle a lot of the challenges that our youth were experiencing and would have like more support around supporting youth with various traumatic experiences. Just because i went through similar things doesn't mean that I knew how to handle them, let alone support someone through it, ie. sexual abuse. Personally, I was still navigating my own traumatic experiences and don't believe anyone can be "healed" from them by the time they are 18-26.”

# Challenging: Current YSPs and Past YSPs

## Challenging Areas for YSPs

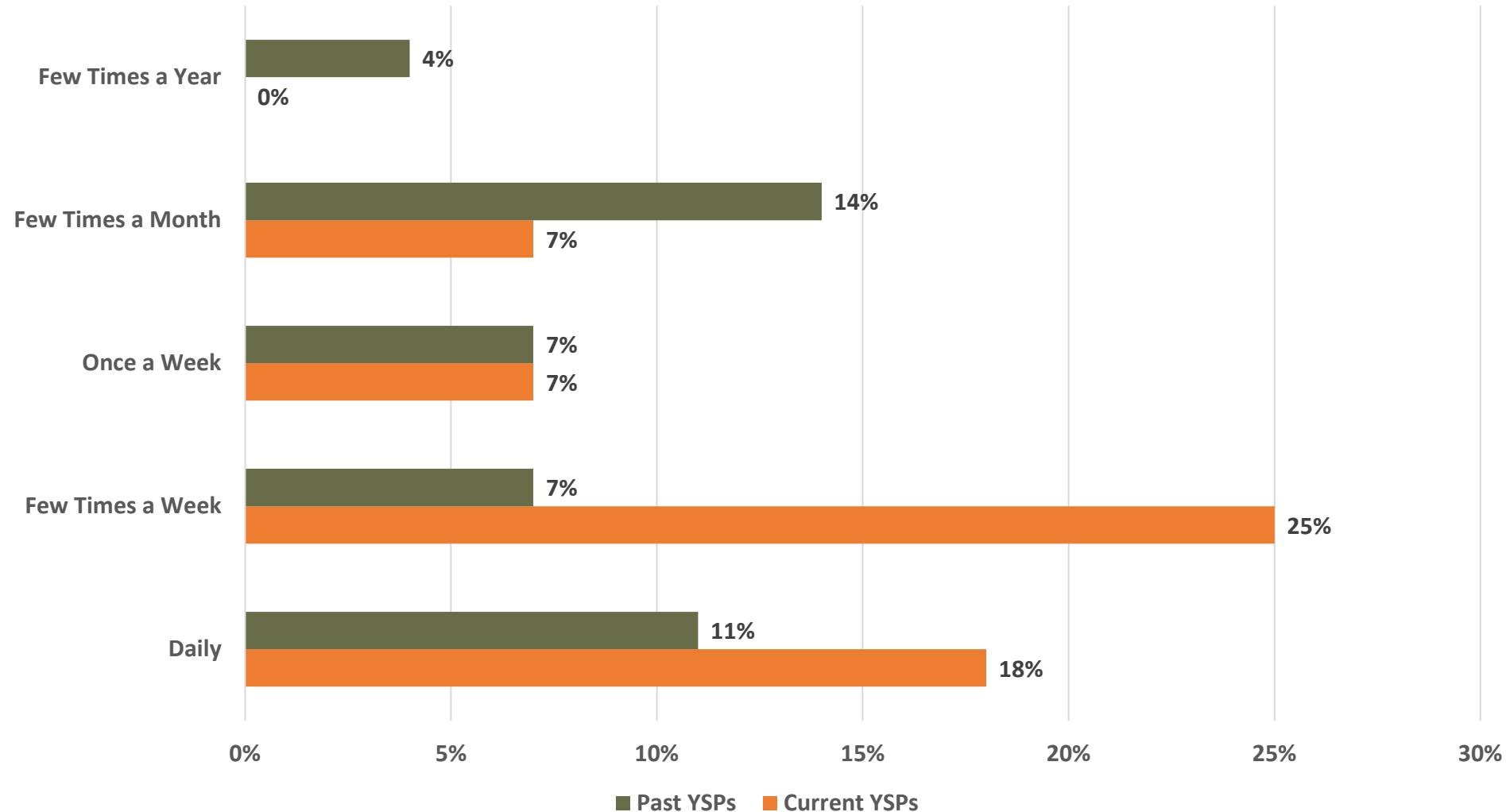


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# Self-Care: Current YSPs and Past YSPs

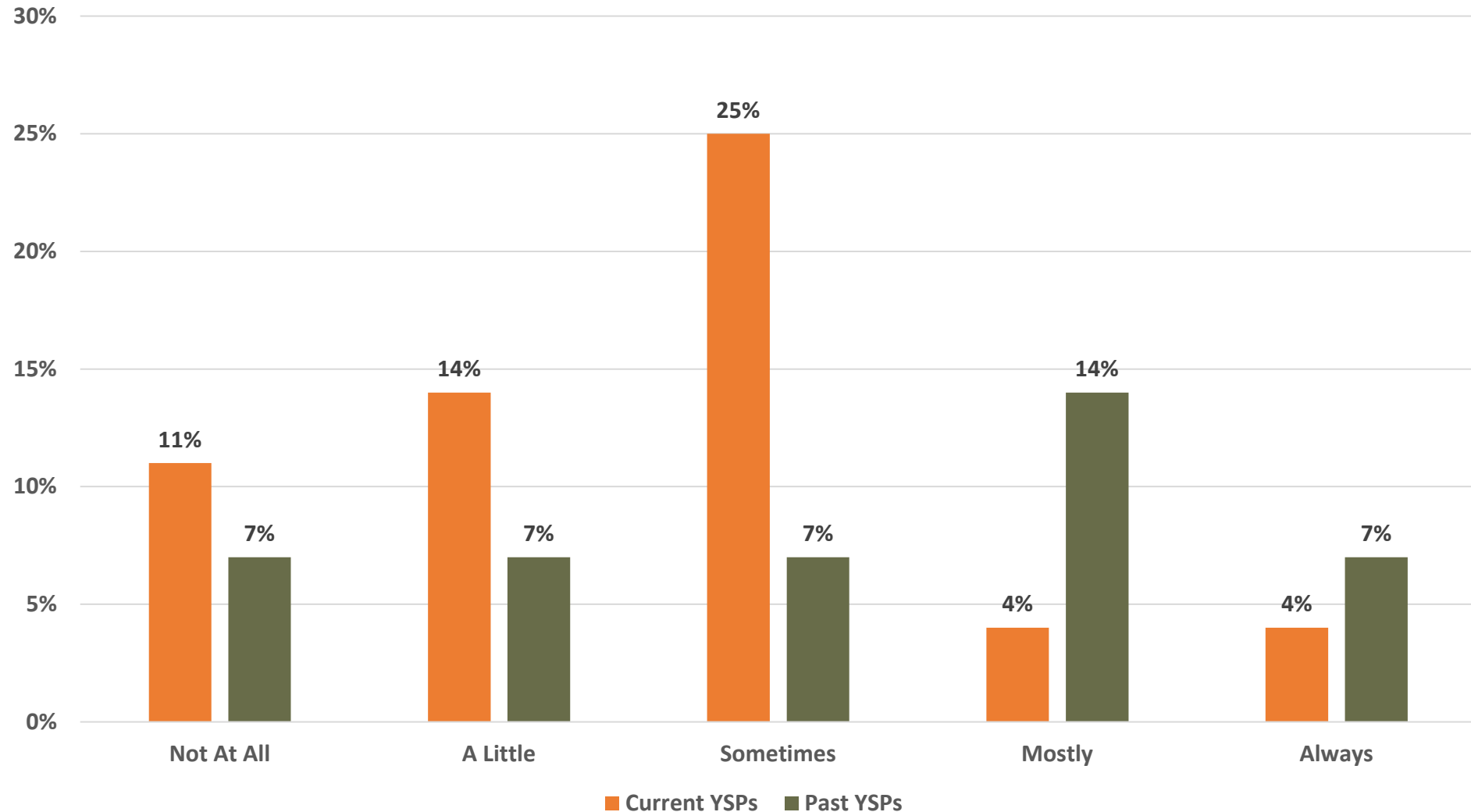
Self-Care Frequency



N= 28

# Finances: Current YSPs and Past YSPs

Meeting Financial Needs



N= 28

# Next Steps: Current YSPs

**What are your next steps after being a YSP:**

**1. Move into another HFW position (5)**

- Would like to train new YSPs (1)
- Become a FAC or FSP (3)
- Supervisor or Coach (1)

**2. Pursue a higher education degree (4)**

**3. Obtain another job in the mental health field (2)**

- Open own line of group homes for children
- Become a licensed mental health counselor

**4. Undecided (5)**

# Next Steps: Current YSP Comment

**What are the next steps after being a YSP:**

**Current YSP:**

“The personal qualities that I have improved in has been truly investing in my well being. I want to be the best person I can be, to implement to youth a strength-based plan within their life, my own life, self care, and obtain and achieve the little needs will help me achieve what I want in my life. I have been able to have more connections in my position professionally and became confident in my growth as a professional.”

# Next Steps: Past YSPs

## What did you do after leaving your role as a YSP:

- 1. Moved into another HFW position (7)**
  - Became a Supervisor (5)
  - Became a FAC (2)
- 2. Obtained another job in the mental health field (3)**
  - Became a Licensed Social Worker (1)
  - Case Manager for adolescents (1)
  - Direct Support Professional (1)
- 3. Pursued a higher education degree (2)**



# Next Steps: Past YSP Comment

## What did you do after leaving your role as a YSP:

### Past YSP:

“I learned a lot about neg and pos supports and have applied some skills to my life to keep my circle of supports positive. I have learned how to cut out neg people or re-build neg relationships. My friendships have changed. I have learned how to put plans in place to get me to the life I want and have now as a married mother and as a Coach. I also learned that I don't want any other YSP to feel like a joke and that they are a respected person.”

# Potential Recommendations

## What other coaching/trainings would be beneficial:

- Trauma Informed Care
- Motivational Interviewing
- Self-Care/Stress Management
- Diversity in the Workplace
- Time Management
- How to Build Natural Supports in Others Lives
- Autism Spectrum Disorder Training

# Brainstorming Ideas

## How to use this data moving forward:

### Ideas from the Evaluation Practice Group Meeting on 1/14/21

1. Use the YSP comments on the website or in flyers to help recruit new YSPs.
2. Pair the YSP comments with data to better help explain the real meaning of the data.
3. Present the findings of the YSP Survey during the HFW 5-day training to help demonstrate the challenge areas and highlight the success stories.