

Guiding Questions for Lead Consultants on Family and Youth Engagement and Roles in Systems of Care

Population of Focus

- How did you get input from families and youth as you selected the population of focus?
- What systems were identified by families, youth, and young adults as necessary partners in the SOC to support the population of focus?

Service Delivery

- How are families and youth engaged in choosing the services and supports available in the system of care?
- How are families and youth engaged in evaluating the services and supports available in the system of care?
- Describe how families are incorporated into the service array in the system of care.
 - Do you currently, or plan to, contract with a family-run organization for parent peer support or other family support services?
- Describe how youth and young adults are incorporated into the service array in the SOC.
 - Do you currently, or plan to, contract with a youth-run organization or program for youth peer support or other youth support services?

Required Mental Health Services and Supports

- How are families and youth engaged in review of services and in continuous quality improvement efforts?

Strategic Planning

- Describe how families and youth are actively engaged in the infrastructure of your SOC.
 - What structural (leadership) or organizational (partnership, service delivery, policy, etc.) roles do they play?
 - What are some of the ways families and youth are involved in strategic planning, policy development and decision-making in the SOC?
- What plans do you have to sustain youth and family roles and engagement?
- How have strategic planning efforts progressed to support the long term sustainability of family and youth engagement activities within the system?
 - Do you have specific strategic plans for family engagement and youth engagement? Developed with family and youth voice?

Finance Plan/Sustainability

- Do youth and families have a decision-making role in budget development and use of funds?

- Do youth and families receive a copy of the grant application?
 - Are families and youth part of the decision-making process for developing initial budgets and throughout the grant period?
 - How have you prepared and provided guidance for youth and families to be meaningfully involved in this process?
- What process is used to make fiscal decisions?
 - Do youth and families receive a copy of the budget?
 - What role do families and youth have in prioritizing budget items?
- Is there designated funding for youth and family engagement in the budget? If not, why?
 - Do families and youth have authority over the designated funding for youth and family engagement?
 - Describe what is included in your budget for youth engagement activities and how these are prioritized.
 - Describe what is included in your budget for family engagement activities and how these are prioritized.
- What fiscal strategies are you considering for sustaining youth and family roles and engagement in your SOC?

System of Care Assessment

- Describe how families and youth are involved in the needs assessment process?
 - Do they play a role in collecting and analyzing information from the assessment?
- What roles do families and youth play in assessing the functioning of your SOC?
 - How are families involved in evaluating each area of your SOC? What roles do they play in evaluation (local, state, and national evaluations)?
 - How are youth and young adults involved in evaluating each area of your SOC? What roles do they play in evaluation (local, state, and national evaluations)?

Flexible Funds

- Describe how families and youth are involved in the flexible funding process in service delivery in your SOC?
 - How are families and youth involved in the planning for, and use of, flexible funds?
 - What role do they play in deciding how these funds are used?

EBPs

- How did you get input from youth and families in identifying and choosing EBPs and other supports in the SOC?
 - How is their feedback used?

- Are youth and families part of the process for evaluating the use and efficacy of EBPs in the SOC?

Trauma

- What trainings and supports are in place in the SOC to address trauma with families and youth?
 - Describe how youth and families are involved in ensuring that the SOC provides trauma informed care.
 - How are parent peer support providers and youth peer support providers trained in addressing trauma in their work with families and youth as well as dealing with secondary trauma?

State and Local Relationships

- How are youth and families involved in state and local relationship-building?
 - Describe the role of family members and youth in building and maintaining collaborative relationships at the state and local levels to inform policy, service delivery, and funding.
- How are youth and families involved at both the state AND local levels?

Governance

- How are youth and families recruited for participation in your governance structure?
- Is representation on your governance structure representative of the families and youth you serve?
- Are youth and families represented at all levels of your governance structure, leadership, management, and implementation?
- Does the governance structure give youth and families authority in the decision-making process or is it an advisory role?
 - If advisory, how do you plan to strengthen the decision-making role of youth and families?
 - Describe the roles that youth and families play in the functions of the governance body.
- What supports do you provide to enable families and youth to fully participate in governance structure?
 - Stipends, Mileage, Childcare?
 - Do you have policies in place regarding criteria for eligibility for stipends and reimbursement for expenses, the specific types and rates of compensation, and other support that will be provided to families and youth for their participation in activities?

Interagency Collaboration

- Describe how the SOC engages and collaborates with youth and families from each of the child-serving systems (mental health, substance misuse, education, child welfare, juvenile justice, physical health).
- What policies or procedures do you have in place to ensure engagement and collaboration across child-serving systems to facilitate improved services/supports for families and youth?
- What roles do youth and families play in interagency collaboration and partnership efforts?
- How is the SOC engaging and working with the Statewide Family Network (if there is one in the state), other family-run organizations, the Statewide Consumer Network (if there is one in the state), Youth MOVE Chapters, other youth-run organizations, and other grant initiatives such as Healthy Transitions, Project Aware, ReCAST, Project LAUNCH etc.?

MOUs

- Do you have any MOUs in place with one or more family-run organizations?
 - If so, what does the State or local jurisdiction procure? Examples:
 - Grants or contracts to support participation at the state system and policy level (e.g., policy development; design and implementation of services; development of financing; evaluation; recruiting, training and supporting family and youth leaders; etc.)
 - Grants or contracts to provide parent and/or youth peer support services
 - Grants or contracts to provide other services (e.g., system navigation, respite, education/training for families and youth, social and recreational activities, community outreach, etc.)
- Do you have any MOUs in place with youth-run organizations or programs? If so, what is included in the MOU?
 - If so, what does the state or local jurisdiction procure? Examples:
 - Grants or contracts to support participation at the state system and policy level (e.g., policy development; design and implementation of services; development of financing; evaluation; recruiting, training and supporting family and youth leaders; etc.)
 - Grants or contracts to provide parent and/or youth peer support services
 - Grants or contracts to provide other services (e.g., system navigation, respite, education/training for families and youth, social and recreational activities, community outreach, etc.)
- If you have MOUs with other agencies or systems, what language is included to ensure that other agencies partner with youth and families?

Committees and teams

- How are youth and families recruited, prepared for, and engaged in committees and teams?

- Do they hold leadership positions in these groups? If so, what are the positions and responsibilities?

Committee Budgets

- How are committee budgets developed and implemented? Note: Committee budgets are no longer required and this question may not be applicable.
 - Describe how youth and families are part of the development, review, and decisions of committee budgets.

Youth and Family

- What strategies do you employ to engage families and youth at all levels (planning, governance, implementation, evaluation, and oversight) of grant activities and in system planning efforts to expand and sustain SOC?
 - How were families and youth engaged in developing and vetting these strategies?
 - How are families and youth engaged in implementation at each level?
 - How did you get input from families and youth beyond those directly involved in the grant (i.e. contract with family/youth-run organization to do focus groups, surveys, listening sessions)
- What positions for youth and families are established in your SOC?
 - Do you have job descriptions for family and youth positions in the SOC (leadership, service delivery, evaluation, etc.)? Can you share those with us?
 - How are the individuals serving in these positions supported? What capacity building activities are available to them? How are they connected to a network of their peers?
 - Where are these positions housed? (within the system or contracted through a family or youth-run organization)
 - If these positions are within the system, how are these positions supported and supervised? Are they connected to a family or youth organization for support?
- How were families and youth engaged in choosing the interventions in the service and supports array?
- Are you gathering and using ongoing feedback on service use, efficacy, and satisfaction?
 - Do families and youth have access to the feedback data loop or continuous quality improvement efforts?
 - How are you measuring this? What are the tangible ways in which this occurs?
- What is your plan for sustaining family and youth engagement at all of these levels beyond the grant period?
 - What plans are there to institutionalize the youth and family engagement values, language, positions, and services through legislation and other policy for sustainability?
 - What other mechanisms are you using to build this sustainability (data collection, funding streams/funders, leadership, and professional development, etc.)?

- How are you partnering with youth and families in making budgeting and programmatic decisions and prioritizing what must be sustained from the SOC work?
- How are you involving the family-run organization and their expertise? Do you have a formalized agreement?
- How are you involving the youth-run organization and their expertise? Do you have a formalized agreement?
- How are you partnering with the Statewide Family Network (if there is one) and the Consumer Network (if there is one) in your state? Other grantees tasked with youth and family engagement?
- Who is leading the family engagement work?
 - Are you contracting with one or more family-run organizations for their expertise in this area? Do they have a dedicated budget? Are they hired or contracted (time commitment or materials contract)?
- Who is leading the youth engagement work?
 - Are you contracting with one or more Youth MOVE chapter or youth-run organizations for their expertise in this area? Do they have a dedicated budget? Are they hired or contracted (time commitment or materials contract)?
- How are the family lead and youth lead engaged in the oversight, leadership, and management of the SOC initiative?
- How has your SOC prepared youth and families to be engaged at different levels (volunteer, committee member, service provider, etc.)?

Cultural and Linguistic Competency (CLC)

- How does the CLC task lead work with the family lead and youth lead?
- How are you identifying and engaging hard to reach populations (youth and family)?
- How are youth and families engaged in outreach, training the workforce, and vetting materials to ensure cultural responsiveness in the SOC?
- How are you acknowledging and being responsive to the unique differences between family and youth culture (within families, in services, etc.)?

Behavioral Health Disparity Statement

- How were youth and families involved in the development of the behavioral health disparity statement?
- Describe how youth and families are involved in the development and implementation of policies and procedures to ensure adherence to National CLAS Standards.
 - How are youth and families engaged in the quality improvement plan to decrease the difference in access, service use, and outcomes among those subpopulations?

Social Marketing

- Describe how youth and families are involved in developing outreach and engagement strategies for the SOC.
 - How are families and family-run organizations involved in social marketing efforts?
 - How are youth and youth-run organizations or programs involved in social marketing efforts?

Training, Technical Assistance, and Workforce

- Describe how youth and families are engaged in training, technical assistance, and the development of the workforce in your SOC.
 - How are youth and families involved in the provision of technical assistance and workforce development?
- Describe your workforce efforts around increasing the capacity of, access to, and sustainability of parent peer support in the SOC.
- Describe your workforce efforts around increasing the capacity of, access to, and sustainability of youth and young adult peer support in the SOC.
 - How are you partnering with family-run organizations for workforce development and parent peer support services?
 - How are you partnering with youth-run organizations or programs for workforce development and youth/young adult peer support services?

Integration

- How are youth and families involved in developing policies, procedures, or MOUs to facilitate integration of and collaboration with substance use, mental health, and physical health services/supports?
 - Describe how youth and families are engaged in efforts to integrate mental health and substance use services/supports in your SOC.
 - Describe how youth and families are engaged in efforts to integrate mental and physical health services/supports in your SOC.

Health Reform

- Describe how youth and families are engaged in planning and processes to financially link or coordinate with other child-serving systems.
 - How are youth and families engaged in strategies regarding the use of Medicaid, the mental health block grant funds, and the Affordable Care Act to improve availability and provision of mental health services?
 - Do these efforts include funding and sustaining parent and youth peer support services?
- How are you engaging family-run and youth-run organizations or programs in strategies regarding the use of Medicaid, mental health block grant funds, and the Affordable Care Act?

- How are you partnering with them to fund and sustain parent peer support and youth peer support services?

MIS Systems

- How are youth and families involved in determining what outcomes are meaningful to youth and families and should be tracked by the SOC?

National Evaluation

- Do you have a local evaluation plan?
 - How are youth and families engaged in identifying and prioritizing what will be evaluated and how it will be evaluated?
- How are youth and families engaged in outreach, collection, analysis, and dissemination of local and National Evaluation info?

Meetings

- Are youth and families routinely included in meetings and conferences attended by the SOC?
 - What processes or policies are in place to ensure youth and family participation in meetings and conferences? How were these processes or policies developed?
 - How are decisions made about funding for youth and family participation in and attendance to meetings and conferences?

Required Positions

- How are youth and families hired and involved in the hiring of required positions for the SOC?
 - How are youth and families engaged in the interview and decision-making process for hiring required and key positions in the SOC?
 - What positions and roles are filled by youth and families in the SOC? What leadership positions are filled by youth and families in the SOC?
- How are the task leads consistently partnering with youth and families?

Match

- How are youth and families involved in the identification and tracking of match for the SOC?

For more information or technical assistance in the area of youth/young adult and family involvement, engagement, or role development, please contact the TA Network, Youth MOVE National (www.youthmovenational.org) or the Family-Run Executive Director Leadership Association (FREDLA) (www.fredla.org).