



WORDS OF IMPACT

THE IMPACT DIFFERENCE

Impact is a partnership of child and family-serving agencies working together with youth and families to provide coordinated services for children with Serious Emotional Disturbance (SED). Impact strives to build and enhance home- and community-based services for young people, believing that a child with SED will become most successful in a fully supported home setting.

2010

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IMPACT RECEIVES HIGH PRAISE IN FEDERAL SITE VISIT REPORT

Impact has made consistent progress in its first four years and is a System of Care leader, according to a recently released site visit report from the Substance Abuse and Mental Health Services Administration (SAMHSA).

"Impact continues to make great strides and has emerged as a leader in Michigan as well as in the nation," the report summary states.

The site-visit team commended Impact leadership for having:

- Community stakeholders who are highly committed to the success of the initiative
- Family members and youth who assist in the decision-making throughout all aspects of the System of Care
- Decentralized planning that has resulted in greater specificity and accountability
- A structure that is understood by all System of Care participants.

"The quality of work by Impact gives not only our children a second opportunity, but adults as well," said Ingham County Commissioner Don Vickers.

Impact was started with a six-year SAMHSA grant in 2005. Federal representatives visit

periodically to track the progress of the initiative. The report was based on the October 2009 visit. The site-visit team observed Impact workgroup meetings and held discussions with Impact families, youth, staff and community partners. Team members also attended the annual Report to the Community luncheon.

"Impact's commitment from community stakeholders, coupled with its strong leadership and commitment to system of care values, clearly points to the probability of continued success beyond the term of the Federal (grant)," said the letter that accompanied the report. Gary Blau, Ph.D., chief of the Child, Adolescent and Family Branch, and Bethanie Parrish, MSW, project officer, signed the letter.



At the 2009 Annual Report to the Community luncheon, Ingham County System of Care partners signed an Interagency Agreement symbolizing their continued efforts to provide coordinated support to children with SED and their families.

The key recommendation in the report was that Impact leadership continues to find new and innovative ways to have the full participation of youth and youth voices.

IMPACT WEBSITE HAS NEW LOOK AND FUNCTIONS

The Impact System of Care recently launched a revised website. The site incorporates the traditional Impact communication tools with new media, allowing visitors to interact in new ways.

The home page features upcoming meetings and events, an informational video and easy links to the Impact Learning Center, Theory of Change and Stakeholder Group actions. There also are links to each Impact partner website.

An interactive calendar allows visitors to view upcoming Impact System of Care events and register for events and trainings using PayPal.

The website has an upgraded archive of the Impact brochure, newsletters, annual reports and a photo gallery of youth art and Impact events.

Please visit impactsystemofcare.org today to experience the new and exciting changes. You can also subscribe to an RSS feed.



MORE ARTICLES

Impact treatment model is being replicated in Monroe County

A grandmother finds hope

Partner cooperation improves accessibility to Impact services

ACMH connects families through social networks

Impact staff and youth headed to D.C.

CMHA Day event features youth art and performers





FAMILY-DRIVEN AND YOUTH-GUIDED

IMPACT TREATMENT MODEL IS BEING REPLICATED IN MONROE COUNTY

Community Mental Health of Ingham County has provided a strong, high-quality home-based family intervention program for many years. In fact, its Family Guidance Service's outcome data, using the Child and Adolescent Functional Assessment Scale (CAFAS), have been studied and compared across the state.

The conclusion is that Family Guidance Service (FGS) is "an unusually effective treatment program." The data seem to confirm the service's long-embraced and practical strength-based, family-driven "do what works" approach.

In a world with growing respect for evidence-based practice and demonstrated treatment effectiveness, researchers began to take an interest in the program as early as 2000. Questions were posed about FGS methods:

- Is there such a thing as an FGS practice model?
- What are the primary components?
- Can other service providers replicate it?

These became questions of intense interest and serious investigation. The Michigan Department of Community Health and Impact, always interested in excellence, joined the discussion, culminating in an ambitious local project: "The Family Guidance Manualization and Replication Project."

For the project, researchers from the University of South Florida (USF)

and Michigan State University, headed by Dr. Robert Friedman of USF, did an in-depth study of FGS. They looked at outcome data and program materials and talked with families, therapists, supervisors and community partners.

They concluded that FGS has a clear model of practice and that the model could be replicated in other home-based programs.

Monroe County CMH's children's program has been chosen as the first site to receive intense training in the FGS model, utilizing a replication guide developed collaboratively by the project researchers and FGS. Training, support and consultation will be provided for up to six months to ensure that the FGS model has been implemented in a sustainable way. Research will be conducted to determine the efficacy of the replication attempt.

FGS therapists have long understood that it is families who teach us how to be truly helpful to them. Families are in the best position to determine their own solutions. Therapists who demonstrate that belief provide hope to families and help them rally their internal resources in moving toward their preferred futures.

The project provides an exciting opportunity to further identify the key factors in facilitating change that is sustainable and valuable to families. It also provides the opportunity to give voice to the strength-based, family-driven values and practices of FGS, as well as the lessons learned from families.



A GRANDMOTHER FINDS HOPE

The moment I first decided to be a part of the Impact System of Care was the beginning of my family's life. It was frightening at first, because it felt like being in uncharted waters.

After being interviewed by an intake worker and assigned a Family Guidance Service (FGS) therapist, hope was again a reality for my family. I received an understanding of which services my grandchildren were eligible for. I was also educated about serious emotional issues.

The weekly visits from FGS allowed us to receive therapy services without leaving home. The combination of Wraparound services, a family advocate, Juvenile Court and parenting classes helped to reinforce structure in our home and accomplish some of our family goals.

What I love most is that everyone works together with the family to brainstorm and accomplish a plan for family goals. The help we received from the agencies gave us reassurance that help was only a phone call away.

I went to other agencies seeking help for my children, but it wasn't until I went to Impact System of Care that I received prompt, professional care and true concern from a well-trained staff that continues to help me daily.

IMPACT VALUES

- Family-Driven
- Youth-Guided
- Accessible and High-Quality Services
- Culturally and Linguistically Competent Services
- Individualized Care
- Coordinated Care
- Collaborative Care

PARTNER COOPERATION IMPROVES ACCESSIBILITY TO IMPACT SERVICES

By Margaret Mays

*Ingham County Department of Human Services
Children's Protective Services Section Manager*

In the more than three years that Impact System of Care services have been available, the collaboration between Community Mental Health of Clinton, Eaton and Ingham Counties (CMH) and the Ingham County Department of Human Services (DHS) has been a work in progress, requiring an ongoing discussion and tweaking of the referral process.

We have encountered some problems that were resolved by working together and meeting often. The key words that we as agencies learned were adaptability and communication for making this a useful, high-quality service for families.

Impact services are very supportive in Children's Protective Services (CPS) cases, which involve abuse and neglect, and help to keep the families together and safe. On occasion, the biggest problem was the slowness of getting services started. We worked together to fix this problem.

CMH agreed to make significant changes in its intake system by providing speedier access

to Emergency Services and the assessment process. Our staff immediately completes the referral and it is faxed to CMH. Within seven days, the family is assessed and services made available.

This expedited process has helped keep children in their homes and has prevented removal in the majority of our CPS cases.

We at DHS also agreed to stay involved and help assist the family to become engaged by being available and attending various meetings to ensure that the families got hooked up to services. Three DHS workers are responsible for Impact cases. With their intense involvement in the Impact Wraparound and family meetings, everyone stays close to being on the same page.

We must continue to work together, as this helps keep the services in place and builds

ACMH CONNECTS FAMILIES THROUGH SOCIAL NETWORKS

The Association for Children's Mental Health (ACMH), an Impact partner, is using Facebook and online bulletin boards to help youth and families connect and communicate about mental health challenges and triumphs.

The ACMH Facebook page offers resources, upcoming events and trainings, and critical legislative news.

The online bulletin boards give parents/caregivers a place to communicate with other caregivers about the unique challenges and triumphs faced every day caring for youth with mental health challenges. Youth will also have a bulletin board for communicating with other youth who know what it is to deal with mental health challenges.

ACMH staff will moderate the online bulletin boards, ensuring they will be a place for safe, honest communication.

Visit the ACMH website at <http://www.acmh-mi.org> to find the link to the ACMH Facebook page and bulletin boards. If you have questions or would like more information, please contact Jessica Leese, ACMH youth coordinator, at 517-372-4016 or acmhjessica@sbcglobal.net.

accountability for all parties while engaging the families in making the necessary changes. Lately, it has been very apparent to the Department of Human Services how lucky we are to have Impact in our community.

IMPACT STAFF AND YOUTH HEADED TO D.C.

Four Impact System of Care staff members will present workshops in July during the 2010 Georgetown University Training Institutes in Washington, D.C. And youth Amber Smith will attend a Youth Advisors Driving Action (YADA) meeting to work on promoting the youth voice in evaluation activities.

Katie Van Dorn, quality assurance coordinator, is presenting a three-hour institute on using digital media strategies to engage families and youth.

"We are looking at the use of social media tools, such as Facebook, MySpace, Twitter and blogs, to engage youth and families in the system of care and social marketing events, such as Children's Mental Health Awareness Day," Katie said.

Katie will also address digital media and communication at the communication pre-institute.

Juaquin Sanchez, Impact's cultural and linguistic coordinator, will provide an introductory session that will highlight cultural and linguistic competency (CLC) concepts and guide other CLC coordinators to develop a vision and mission for their role in their organizations.

"My plan is to share what we're doing in Ingham County with our training modules, the theory of change and how we 'grow our own' module participants into facilitators as a means of sustaining the training," Juaquin said.

Matt Wojack, project director, is part of a roundtable discussion on cultural proficiency.

Kathy O'Neill, Family Advocacy Support supervisor, will be part of a workshop on supporting families.

The theme for the national conference is "New Horizons for Systems of Care: Effective Practice and Performance for Children and Youth with Mental Health Challenges and Their Families."

The YADA national evaluation advisory council provides youth with a way to comment on and influence national evaluation efforts. Amber has been involved since the 2009 conference in Anaheim, CA. She and Katie, who was youth engagement specialist until recently, worked together to review and contribute to an article that was submitted to Portland State University's publication and contributed to the Youth in Evaluation tip guide. They also were part of the YADA presentation in March at the Research Conference in Tampa, FL. And developed a logic model and timeline goals for the group.

Most recently, Amber wrote an article on the evaluation efforts that involve youth in our community that was used in the Updated TAP National Youth Guide.



IMPACT RECOGNIZES PARTNERS AS "SHINING STARS"

The Impact System of Care staff has created a Shining Star Award to recognize individuals at partner agencies who go the extra mile to advance the initiative. Award winners are nominated based on the recommendations of the recipient from the previous month.

The monthly award consists of a traveling trophy and notebook, in which peers write words of praise and encouragement.

The latest recipients are:

- **April** – *Nate Gundrum, Juvenile Court officer*
- **May** – *Moniqua Chaffin, Wraparound facilitator*

CMHA DAY EVENT FEATURES YOUTH ART AND PERFORMERS



More than 100 people attended Impact's third annual Children's Mental Health Awareness Day youth art exhibit and talent show at the Ingham County Family Center. Twenty-two paintings by Ingham County youth were unveiled and there were 13 talent show acts featuring Impact staff, partners and youth. Ingham County Board of Commissioners Chair Debbie De Leon provided the welcome. The youth art will become a traveling exhibit soon. Go to www.impactsystemofcare.org for locations and to see photos of the art and the event.

Visit www.impactsystemofcare.org for a current calendar of Impact meetings and events.

Youth and families are encouraged to participate.

