

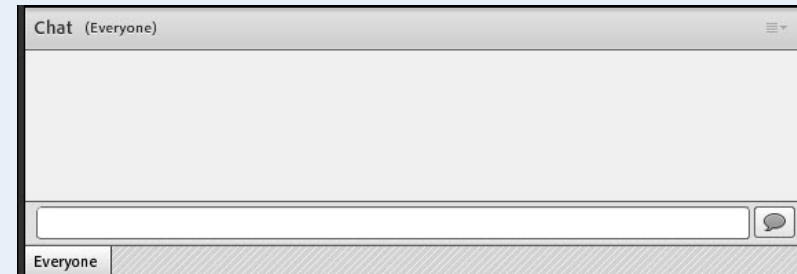


# Preparing Families to Participate

Webinar 3 of a 3-webinar learning series  
February 12, 2020

# Welcome

- Please mute your line by using the mute function on your phone or by using \*6 to mute/un-mute.
- To Ask a Question
  - Please type your questions into the chat box (shown right).
- At the end of the presentation, there will be time for additional questions and to share strategies you have used to engage diverse and medically underserved families in Title V programs & activities



**If you need technical assistance, contact Ian at [iwhitney@familyvoices.org](mailto:iwhitney@familyvoices.org)**

# Support for this work

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# Agenda

- Welcome
- Iowa Example
- Utah Example
- Q & A and discussion

# Objectives

1. Participants will two state's examples of strategies they use to prepare families to participate in Title V programs and activities
2. Participants will have an opportunity to share additional strategies and resources

# *PREPARING FAMILIES TO PARTICIPATE: IOWA'S FAMILY NAVIGATOR NETWORK*

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Martha Hanley, MA, FPSS  
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# FAMILY NAVIGATOR PROFILE

Parent or primary caregiver of a child or youth with special health care needs (CYSHCN)

Work with parents of CYSHCN to provide

- Emotional support
- Systems navigation
- Connection to community resources

# HISTORY OF THE NETWORK



First “Parent Consultant” in 1984: Julie Beckett



Training developed as funding became available



Family Navigator designation, 2010



Deployed for the first time in primary care practices, 2014

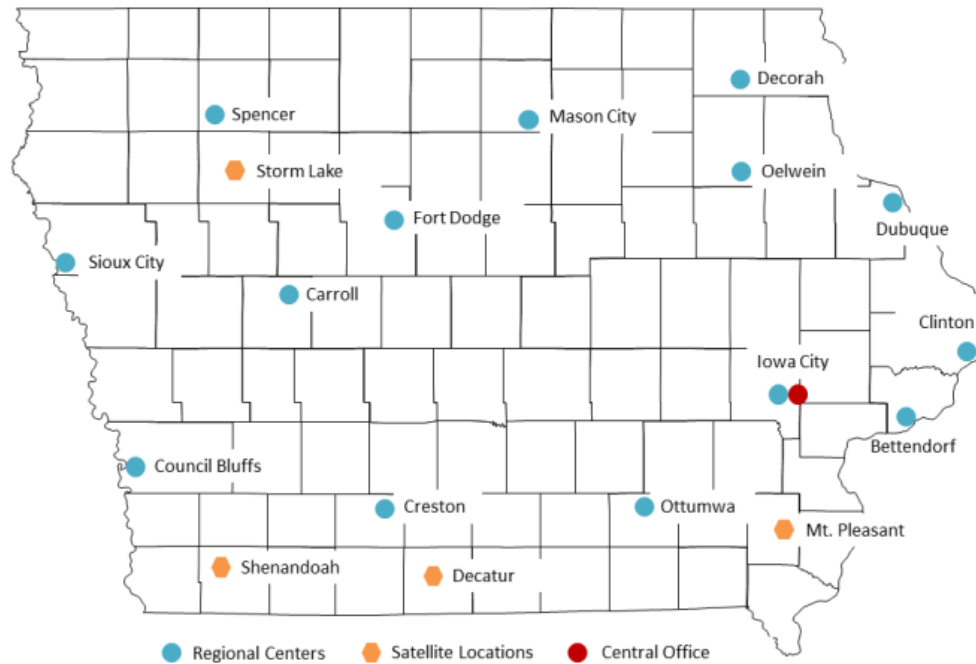


Developed EMR Consult, 2015



Certification, 2019





14 Regional Centers  
30 Family Navigators  
23 Certified FNs  
8 Programs  
10 Funding Sources

## 2020 SNAPSHOT, CHSC FAMILY NAVIGATOR NETWORK

# 1. IDENTIFYING CAPACITY FOR ROLE

Distance from diagnosis

Empathy

Team player

Knowledge of community resources

Experience negotiating for services

Committed to the greater good

Strengths-based view of families

Follow-through

Inclusive

Ability to maintain professional boundaries

## 2. PREPARE WITH INTENTIONALITY

Make connections with several mentors

Provide skill-building training

Provide inspiration for the role

Monitor, visit and support

# IOWA PEER SUPPORT AND FAMILY PEER SUPPORT SPECIALIST TRAINING PROGRAM

Developed curricula

Educated supervisors

Provided continuing education

Made recommendations for certification

Developed with funding from Iowa Department of Human Services in collaboration with ASK Resource Center, NAMI Iowa, and the UI National Resource Center for Family-Centered Practice

<https://iowapeersupporttraining.org/about-us-2/>

# EMBRACING DIVERSITY

Leverage relationships with local communities to create pools of candidates

Educate staff

Involve cultural brokers

Translate materials

Recognize pioneers

Provide peer mentoring

### 3. PROVIDE ONGOING EDUCATION/SUPPORT

Encourage/provide time for continuing education

Support problem-solving

Promote self-care

Continue to clarify role

Provide leadership opportunities

Appreciate

## 4. ADVOCATE FOR THE FAMILY NAVIGATOR ROLE

Educate new staff, stakeholders,  
policymakers

Assess impact

Communicate supporting research

# VALUE OF PARENT PEER SUPPORT

Increased sense of collaboration

Increased sense of self-efficacy

Increased empowerment to take action

Recognition of the importance of self-care

Decreased internalized blame



# QUESTIONS?

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A vertical image on the left side of the slide showing a tall palm tree silhouette against a sunset sky with orange and yellow clouds. Other smaller palm trees and stadium lights are visible in the background.

# **PREPARING FAMILIES TO PARTICIPATE**

**With Title V  
&  
Beyond**

Gina Money – Utah  
[gina.ufv@gmail.com](mailto:gina.ufv@gmail.com)

# IT'S OKAY TO BLEND IN, AND THEN IT'S NOT

Focus Groups

Surveys

Meetings

NPMs, SPMs, ESMs, NOMs, etc.

Needs Assessment

Individual families

Family Organizations

Staff







# **EVIDENCE BASED VS. REALITY BASED**

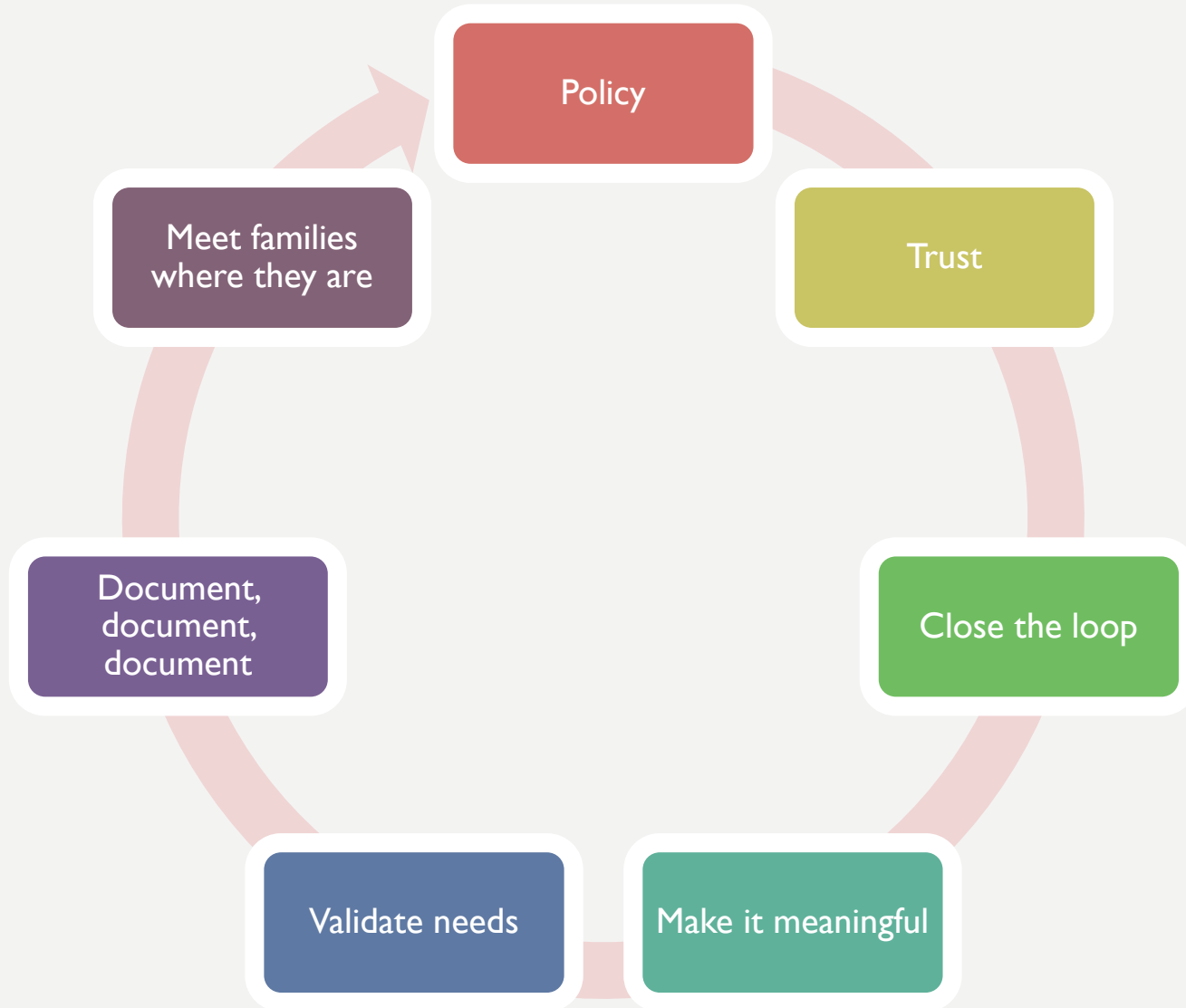
- Creating a Culture of Family Engagement

- Levels of Family Engagement

- Sustaining and Diversifying Family Engagement

- Evaluating Family Engagement

# MEANINGFUL PARTNERSHIPS



**OUTSIDE OF THE BOX  
IDEAS AND CREATIVE  
SOLUTIONS ARE NOT  
ONLY WELCOMED BUT  
ENCOURAGED**





**FREEDOM TO GIVE  
INPUT BASED ON  
FAMILY  
EXPERIENCE AND  
EXPERTISE**



# RESOURCES



- <https://www.nichq.org/insight/roadmap-authentic-community-engagement>
- <https://familyvoices.org/fesat-request-form/>
- <http://www.amchp.org/programsandtopics/family-engagement/SiteAssets/Pages/default/Family%20Engagement%20Executive%20Summary%20v107.pdf>
- <https://www.mchnavigator.org/transformation/family-engagement.php>



# Supporting Family Engagement

- Family engagement policy
- Clear “ask”
- Family-friendly materials
- Provide mentoring & Support
- Convenient meeting times
- Provide compensation or other support
- Close the loop
- Partner with family/youth-led organizations and others focused on family/youth engagement

Q & A

# Thank you & Feedback Please



<https://www.surveymonkey.com/r/PrepFamiliesParticipate>