

# **FAMILY INVOLVEMENT STANDARDS**

## **PURPOSE**

The purpose of these standards is to provide direction and guidance to the Children and Family Services (CFS) programs regarding the importance of Family Involvement in all levels of the Children's Mental Health Program. These standards are intended to achieve statewide consistency in the development and application of the CMH program and shall be implemented in the context of all applicable laws, rules and policies.

## **INTRODUCTION**

The President's New Freedom Commission on Mental Health recognizes that in order for a system of care to be successful it must have parents and families of children with serious emotional disturbance as full partners in the development and delivery of children's mental health services. The Commission's Goal 2 is that, "Mental Health Care is Consumer and Family Driven."

Stroul and Friedman in their book, "Children's Mental Health: Creating Systems of Care in a Changing Society", state that parents are the most important resources in a child's life and must be given the necessary support to fulfill that role. The authors go on to say,

*The principle of family involvement applies not only to participation in planning and delivering services for the family's own children, but to participation of the family at the system level as well. Families should be involved as full partners in policy making, planning, priority setting and evaluating the overall system of care for children with emotional disturbances in their communities. Only when parents are active participants in decision making both for their own youngsters and for the overall service system will they be full partners in the system of care.*

The Idaho Children's Mental Health Services Act of 1998 (16-2402) states that Idaho Mental Health System shall, "Include participation of families with children with serious emotional disturbance in all phases of planning, developing, implementing, and evaluating the programs that affect them."

These standards provide direction on the requirements for parent involvement in the care of their own children, but also for involving parents in the development of the system of care. Only when the mental health system involves families as full partners will it evolve into a true system of care.

## **CORE VALUES**

- The system of care should be child-centered and family focused, with the needs of the child and family dictating the types and mix of services provided.

Family Involvement Standards 1  
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- The families and surrogate families of children with emotional disturbances should be full participants in all aspects of the planning and delivery of services.
- Children with emotional disturbance should receive services that are integrated, with linkages between child-serving agencies and programs and mechanisms for planning, developing and coordinating services.
- Children with emotional disturbance should receive services within the least restrictive, most normative environment that is clinically appropriate.
- Children with emotional disturbances should receive individualized services in accordance with the unique needs and potentials of each child, and guided by an individualized service plan.
- The system of care should be culturally competent, with agencies, programs, and services that are responsive to the cultural, racial, and ethnic differences of the populations they serve.
- The needs of children and families can more effectively be met through flexible funding strategies than through categorical funding restricted to the most expensive resources.

### STANDARDS

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- 1. Families of children with serious emotional disturbance shall be full partners in all aspects of planning, developing, implementing, and evaluating the children's mental health system of care for children with SED.**
- 2. Each family receiving mental health services for their child/youth from the CFS CMH program shall have the opportunity to provide input regarding those services through an anonymous satisfaction survey using the following process:**
  - a. The survey shall be offered to parents/guardians every 120-days and at the completion of services.
  - b. The survey shall be sent by mail to the parent/guardian at the time of the 120-day review or completion of services, or provided in person to the parent/guardian.
  - c. The survey should be accompanied by a self-addressed pre-posted envelope.
- 3. The Department shall be responsible to assist and support families to be able to participate to the fullest extent possible in the planning for their own child's care.**

4. Although it is encouraged that the Department attempt to involve both parents of the child accessing services, the Department only has the legal responsibility to locate, contact, and communicate with the parent that requested services, as long as that parent has legal custody.

5. Families requested to participate in meetings or activities related to the development or implementation of the system of care can be provided a stipend/honorarium for their contribution and reimbursed for the costs associated with their involvement. The following will be guidelines for stipend/honorarium and reimbursement of expenses for parents not otherwise paid to attend the requested meeting or activity.

- a) Expenses paid for travel and per diem in accordance with the Department's policy and guidelines.
- b) A stipend/honorarium is available to parents of \$37.50 for a meeting of 4 hours or less.
- c) A stipend/honorarium is available to parents of \$75 for a meeting of over 4 hours.
- d) The stipend/honorarium as identified in either b or c above is available for each day of a multiple day meeting.
- e) Childcare reimbursement for actual costs.
- f) Use the attached Family & Community Services Parent Participation Reimbursement form.
- g) Wraparound Specialist must complete the attached Parent Participation with Wraparound Specialist & Family form to be included with item (f).

Note: Time considered for a stipend/ honorarium is the actual meeting time as outlined on the meeting agenda, not for travel time to the meeting.

6. The preferred process for family reimbursement and stipend/honorarium shall be through the Idaho Federation of Families for Children's Mental Health (IFFCMH) reimbursement process. This process is outlined below:

- a. The Parent Participation form is completed in full by the person being reimbursed and authorized by individuals approved by the Regional Program Manager or the Central Office CMH Program Manager.
- b. Two copies of the form are sent to the IFFCMH. If completed in full and signed by the authorizing party, the IFFCMH will prepare a check for the family member and distributed on timelines at their discretion not to exceed 15 days.
- c. Use the attached IFFCMH Children's Mental Health Family Involvement Expense Request form.

7. The Department will provide reimbursement to parents on the ICCMH and to parents on the councils established by ICCMH. The manner, method and guidelines will follow numbers 5 and 6 above, unless there is a different manner,

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method or guideline specified by ICCMH that is consistent with requirements of the State Board of Examiners.

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**8. The Comprehensive CMH Assessment, the service/treatment plan, and treatment services shall, whenever possible, be a collaborative effort between the family and the CMH Clinician and based on Systems of Care core values and the principles of Family-Centered Practice.**

- d. Everyone desires respect;**
- e. Everyone needs to be heard;**
- f. Everyone has strengths;**
- g. Judgments can wait;**
- h. Partners share power; and**
- i. Partnership is a process.**

**9. Families shall be encouraged to include the involvement of other individuals based on their own “voice and choice” during assessment, planning, delivery, and evaluation of the services they and their child are provided.**

**10. It is the responsibility of the Department to empower families by providing them with the necessary information and options to make informed decisions regarding treatment services.**

**11. Any variance to these standards shall be documented and approved by division administration, unless otherwise noted.**

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**The stipend/honorarium as identified in either b or c above is available for each day of a multiple day meeting.**

**Childcare reimbursement for actual costs.**

**Note: *Time considered for a stipend/ honorarium is the actual meeting time as outlined on the meeting agenda, not for travel time to the meeting.***

**The preferred process for family reimbursement and stipend/honorarium shall be through the Idaho Federation of Families for Children's Mental Health (IDFFCMH) reimbursement process. This process is outlines below:**

**The Parent Participation form is completed in full by the person being reimbursed and authorized by individuals approved by the Regional Program Manager or the Central Office CMH Program Manager. Two copies of the form are sent to the IDFFCMH. If completed in full and signed by the authorizing party, the IDFFCMH will prepare a check for the family member and distributed on timelines at their discretion not to exceed 15 days.**

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