



**BOYS TOWN**  
California

Boys Town's  
Family Support Services

Funded by the Orange County Health Care Agency Behavioral Health Services, Prevention and Intervention Clinics, NIOSA/Pract 02




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# Family Support Services

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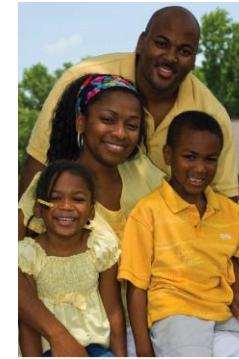
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Program Goals/Target Population

- › Support and educate families about behavioral health and parenting issues
- › Establish a unified family support system for families and caretakers of those who have behavioral health conditions

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Admission Criteria and Referral Process

- › For all programs, participants must reside in Orange County
- › For Parent Workshops - Parent/Caregivers of children ages 13-18
- › Referral Process
  - › Self-referral



Parent Education Workshops

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### Parent Education

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- › *Common Sense Parenting*® (CSP) is a practical, skill-based parenting program that can be applied to every family with children.
- › The program addresses issues of communication, discipline, decision making, relationships, self-control and school success.
- › CSP® is effective for parents of children with behavioral, emotional or mental health concerns.



### Parent Education

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- › Classes are available at **no cost** to any family or person who resides in Orange County and is a parent or caregiver of children 13-18 years of age.
- › Classes are available in English, Spanish Vietnamese, and Farsi.
- › Parents receive a parenting book, a personal workbook, and a wallet card with 24 hour support line.



### Classes

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- › Weekly classes for 6 weeks (2 hours each)
- › Childcare can be provided
- › Bus Passes are provided as needed
- › Class size:
  - › Minimum: 6
  - › Maximum: 14
- › Classes held based on parents' availability (i.e., evenings and weekends)




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### Class Completion

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- › Upon completion, participants receive a certificate that is accepted for court-mandated parenting classes.
- › Participants have access to our Family Support Line post services for help with any skill learned in the class.



### Booster Session

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- › For Parents who need an “extra boost,” Booster Sessions are available.
- › Booster sessions can include an extra hour before or after class to practice application of skills, or a home visit with the family to help encourage and guide parents in using the skills.



## Community Support Groups

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### Community Support Groups

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- › Learn about and connect to community resources.
- › Receive social support through shared experiences.
- › Establish social networks.



### Community Group Support

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Group workshop topics are specific to the needs of the families served and may include, but are not limited to, these areas:

- › Adult mental health and parenting
- › Transitional age youth and the importance of social supports
- › Emergency psychiatric services
- › Elder care and community resources
- › Mental Illness and relationships
- › Working with a child with Reactive Attachment Disorder (R.A.D.)
- › Recognizing mental health and substance abuse problems in family members
- › Supporting the emotional needs of elderly adults
- › Parenting a child with autism



### Community Group Support

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- › Community groups are available at **no cost** to any family or person who resides in Orange County.
- › Groups meet in community settings and bilingual (Spanish, Vietnamese, and Farsi) services are available.
- › Duration and frequency depends on the needs of the participants.




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### Community Group Support

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- › Groups are led by a clinician, and a volunteer community member is asked to co-facilitate.
- › Volunteers are trained in our peer mentor model of care.



## Peer Mentoring

### Parent Mentors

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- › Peer Mentoring is an intervention that connects trained Peer Mentors to families or individuals.
- › Through weekly contact, Peer Mentors provide information and individualized instructional and emotional support to families or individuals in need.



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### Peer Mentors

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- › Our Peer Mentors are consumers who have successfully navigated mental health and social services systems.
- › Their real-life experiences and the training we provide enable them to guide family members to become active participants in services.




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### Peer Mentors

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- › Peer Mentor interventions last approximately three months, depending on each family's needs.
- › Peer Mentors are Bilingual (Spanish or Vietnamese).
- › Families are assessed at the beginning of services to identify their strengths and challenges.




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### Peer Mentors

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- › Peer Mentoring is available at **no cost** to any family or person who resides in Orange County.
- › Participants self refer by contacting our agency.




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# Family Matching

## Family Matching

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- › Creates helpful peer-to-peer relationships between families in the community and trained Volunteer Family Mentors.
- › Monthly events provide a relaxed social environment.
- › Families exchange information and begin to develop beneficial relationships.



## Family Matching

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- › Families are matched based on interviews, common strengths and challenges and past experiences.
- › Supervisor oversees matches to provide ongoing support, encouragement and guidance for participating families and Family Mentors.




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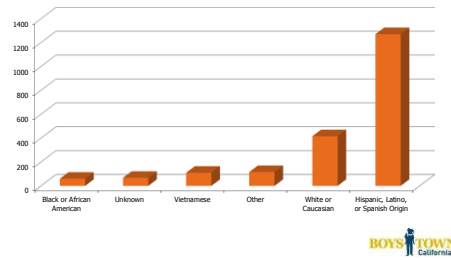


## Family Matching

- › Family Matching is available at **no cost** to any family that resides in Orange County.
- › Participants self refer by contacting our agency.



## Participants Served FY 13/14



## 2013-2014 Satisfaction and Outcomes

| Survey Instrument/Data Collection  | Percentages                                    |
|--|--|
| Group Satisfaction Survey (post)   | 92%  |
| Support Group-Information Useful (post)                                      | 94%  |
| Family Matching Survey (post)  | Overall Satisfaction 86%<br>Felt Supported-96% |
| Peer Mentor Survey (Improvement in Protective Factors Survey pre/post)       | Social Support 96%<br>Concrete Support 100%    |
| Parent Education Survey (Protective Factors Survey-Nurturing and Attachment) | 68%  |
| CSP Class Completion   | 81%  |
| Participants Satisfaction Surveys-Common Sense Parenting Classes (post)      | 96%  |




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Questions?



For more information

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