Family Engagement and Youth-Guided Approaches: Expanding Services and Supports Through Time Banking in Rural Communities

Rural Behavioral Health Webinar Series
August 28, 2013
Family Engagement and Youth-Guided Approaches: Expanding Services and Supports Through Time Banking in Rural Communities

**Facilitator:**

- Karen B. Francis, Ph.D., Senior Researcher, Technical Assistance Partnership for Child and Family Mental Health

**Presenters:**

- Gary Blau, Ph.D., Branch Chief, Child, Adolescent and Family Branch, Center for Mental Health Services, Substance Abuse and Mental Health Services Administration
- Michael Marks, Ph.D., Senior Researcher, American Institutes for Research
- Stephanie Hart, M.S., President, New York State, Youth Advocates Program, Inc.
- Terry Daniels, Co-Founder, hOurworld, Lake County, California
Objectives

• Learn about family engagement and youth-guided strategies that focus on asset building in behavioral health service delivery.

• Learn about and discuss service delivery challenges in rural areas and often unexplored assets.

• Learn about the concept of Time Banking as an asset-building strategy and its implementation in rural communities.

• Share ideas, successes, and challenges to implementing asset-building strategies in rural communities.
Systems of Care and Family Engagement

Gary M. Blau, Ph.D., *Branch Chief*, Child, Adolescent and Family Branch, Center for Mental Health Services, Substance Abuse and Mental Health Services Administration
Context

- Child Mental Health Initiative
- Building Bridges Initiative
- Emerging Adults Initiative

http://www.samhsa.gov/children/
Definition of Systems of Care

A spectrum of effective, community-based services and supports for children and youth with or at risk for mental health, or other challenges, and their families, that is organized into a coordinated network, builds meaningful partnerships with families and youth, and addresses their cultural and linguistic needs, in order to help them to function better at home, in school, in the community, and throughout life.
SOC Core Values

T = (V + B + A) x (CQI)^2

- Family Driven
- Youth Guided
- EBPs & Clinical Excellence
- Continuous Quality Improvement
- Cultural & Linguistic Competence
Guiding Principles of Systems of Care: Family Engagement

• Requires mutual respect and meaningful partnerships between families and professionals.
• Involve families as key stakeholders, whether they are helping tailor their child's individualized plan of care or helping design, build, or maintain the system of care.
• Involve families in policy development, care coordination, evaluation, strategic planning, service provision, social marketing, and individual and system advocacy.
• Families include caretakers, kin, and extended family members.
Why is Family Engagement Important?

• Engaging families can:
  • Emphasize a respect for their capabilities and their role as part of the solution to their problems.
  • Help ensure sensitivity to cultural, service, and support needs.

• Child and Family Services Reviews have found that a significantly higher percentage of children have permanency and stability in their living situations in States that rated strongly in developing case plans jointly with parents.
Questions to Ask About Systems of Care and Family Engagement

• Are families invited to all meetings that address system of care issues?
• Are families adequately represented on all system of care committees?
• Do the families involved in designing and building systems of care reflect the community's cultural makeup?
• Are staff trained in how to engage and involve families?
• Are family members employed in the system of care?
• Are families reimbursed for time spent supporting systems of care (e.g., wages, transportation, childcare expenses)?
Youth Guided

means that youth are engaged as equal partners in creating systems change in policies and procedures at the individual, community, State, and national levels. This also includes plans for training and supporting youth in positions of leadership and system transformation.
Questions or Comments
Michael B. Marks, Ph.D.
Senior Researcher
American Institutes for Research
Four Rural Americas

- Amenity-Rich
- Declining Resource-Dependent
- Chronically Poor
- Transitioning areas with amenities (Amenity Transition)

Carsey Institute Report-Place Matters: Challenges and Opportunities in Four Rural Americas, 2008
The Plight of Rural America

• **Poverty** is increasing in rural America, from 2010 to 2011:
  – Metro area poverty shrunk from 14.9% to 14.6%
  – Rural poverty rates have increased from 16.5% to 17%
  – An estimated 20% of rural citizens are poor compared to 16% in metro areas

• **Employment**: In 2012, individuals ages 20 to 39 in rural areas reported higher levels of unemployment than those in metro areas

• **Income**: From 2006 to 2011, average income for the poorest 20 percent of rural Americans dropped by 12 percent

Youth Today-Special Report, Summer 2013
Service Delivery Challenges in Rural Areas

• Alignment, Integration, and Collaboration of Service Systems
• Accessibility of Services
• Shortage of Professional Services
• Lack of Government Funding with Recession
• Transportation
• Cultivating Active Youth and Family Engagement
• Distrust of Government
• Others…
The Challenge of Supporting High Risk Youth and Families

- Single issue interventions do not work.*

- Most communities and their service organizations are not currently constructed to address the challenges of working with high need and cross-system involved youth/families where protective factors are not occurring naturally and persistent poverty is faced by many youth and families.

- Complex change initiatives are needed. These initiatives involve working across multiple sectors (e.g., social, economic, and physical) and seek to foster change at multiple levels (individual, family, community, systems).**

- Some are calling for the creation of new environments to be “manufactured, recreated for youth whose life structures lack such opportunities.”***

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* Public/Private Ventures, 2002; Butts, Mayer & Roth, 2005
***Smith, Lizette, Thornberry & Krohn, 1995
Strengths/Assets in Rural Communities

- Strong ties to place and beliefs. High levels of self-reliance, personal strength, and sticking together.
- Community trust and cohesiveness are high.
- People are willing to help out their neighbor and generally trust one another.
- If faced with a local issue such as a plant or school closure, people can be counted on to work together to address the issue.
- Lack of trust in local government to address problems.

Carsey Institute Report-Place Matters: Challenges and Opportunities in Four Rural Americas, 2008
Strengths/Assets in Rural America

- Rural Americans tend to be joiners, especially in the Midwest
  - Business and civic organizations
- Religion is important in some areas
- Military service is shared even in Amenity-Declining areas and Areas of Chronic Poverty
- Outdoor activity is important
  - Hunting, skiing, camping, hiking
- Conservation and preserving the environment is important although there is tension with the need for job creation

Carsey Institute Report-Place Matters: Challenges and Opportunities in Four Rural Americas, 2008
Community Asset Mapping and Mobilization

• Gifts of Individuals
  – Artists, Youth, Elderly, “Labeled” People

• Citizen’s Associations
  – Block Clubs, Cultural Groups, Civic Groups, Religious Organizations

• Local Institutions
  – Schools, Libraries, Community Colleges, Hospital, Parks, Businesses, Government Departments

Kretzmann and McKnight-1993-Building Communities From the Inside Out
Key Principles of Family-Driven/Youth-Guided Wraparound Approaches

- Family Voice and Choice
- Team Based Decision-Making
- Cultivating Engaged and Sustainable Natural Supports
- Community-based
- Culturally Competent
- Individualized
- Strengths-Based
- Persistence-Unconditional Care
- Outcome and Evidence-Based
- Trauma-Informed


What is Time Banking?

- **Time Banking**: A unique transaction-based system and approach that leverages the talents, capabilities and energies of individuals traditionally referred to as “clients” so that they are viewed as partners and co-producers to achieve mutually agreed upon goals and outcomes.
Time Banking in a Nutshell

• Members list the services they can offer and those that they need
• All agree to both give and receive services
• Everyone is interviewed and provides references
• Every hour giving help earns the giver one credit, a TIME DOLLAR
Time Banking in a Nutshell, continued

- Members “buy” the services they need with their credits
- The computer matches the task, the giver, and the receiver
- Every transaction is recorded on a computer “time bank”
- Members receive a regular “bank” statement
Time Banking in a Nutshell, continued

• One hour is one credit regardless of the skills one offers

• Members can donate credits to friends or to the “credit pool”

• Everyone is seen as special to friends or to the “credit pool”

• All activities maintain set standards of care and a code of ethics
Practice Innovations

Tools/Strategies that Build on Existing Assets and Develop Underutilized Community Assets in Rural Areas

Case Study 1: Youth Advocate Programs, Inc. work in the North Country
- Innovations originating at the Program Level

Case Study 2: hOurlworld in rural California
- Innovations at the Community Level
Stephanie Hart

President of New York State programming for Youth Advocate Programs, Inc.
The Mission of Youth Advocate Programs, Inc. (YAP)

Our mission is to provide individuals who are, have been, or may be subject to compulsory care with the opportunity to develop, contribute, and be valued as assets so that communities have safe, proven effective, and economical alternatives to institutional placement.
YAP’s Scope of Services

YAP Overview

- 120 programs across 17 states
- Urban, suburban, rural and tribal communities
- Intensive community-based services as an alternative to placement
- Re-entry, reunification and family finding
- High and complex need youth or adults and families

Ney York City, NY
Camden County, NJ
Charleston, SC
Orlando, FL
Houston, TX
Dallas, TX
Fort Worth, TX
Las Vegas, NV
Denver, CO
Pittsburgh, PA
Austin, TX
Harrisburg, PA
Santa Fe, NM
Chicago, IL
Toledo, OH
Newark, NJ
Baltimore, MD
Philadelphia, PA
Atlantic City, NJ
Tampa, FL
Initial Engagement Activities: The First 30 Days

“The First 48 Hours”

- Intake and referral meeting, face to face with Department of Social Services (DSS) and other stakeholders
- Initial meeting with youth and family, strengths-based assessment and needs based discovery process
- Contact key stakeholders, set date for formal child and family team meeting

Week One

- Crisis and safety planning, neglect, abuse, community safety, substance abuse, etc.
- Identify "tangible needs" list necessary to implement safety plan
- Stakeholder input and safety plan approval from DSS, probation, and courts
- Making the advocate match
- Begin to meet initial "concrete and emergency" needs
Initial Engagement Activities: The First 30 Days, continued

Week Two
• Informal resource assessment
• Assessment of possible partners and team members, supported employers, community-based agencies and professional services
• Advocate assignment and relationship building
• Identify respite homes and normal resources

Weeks Three and Four
• Child and family team meeting including delegation of roles
• Development of written Individualized Service Plan, assessment, and/or redevelopment of crisis and safety plans
Advocates/Mentors

• Paraprofessional community members (zip code recruitment)
• Hired on an hourly basis
• 20-hour orientation and training program
• Weekly supervision
• Come from all walks of life, “From GED’s to Ph.D’s”
  – students, recent college graduates, seniors
  – professionals, business people
  – ex-offenders
  – ex-foster children

*Advocate work provides new jobs and positive economic trajectories for many poor community members*
St. Lawrence County, New York
Declining Resource Dependent Rural Area

- Part of the “North Country” of upstate New York, bordering on Canada
- Stagnant population: 112,000; 94 percent white
- 19 percent with BA degrees (33 percent statewide)
- 23 percent children and youth living below poverty level (20 percent statewide)
- Employment - prisons, universities, health care
- Unemployment 10.5 percent (8.5 percent statewide)
- Money Poor-Time Rich!

State and County Quick Facts, St. Lawrence County, New York, United States Census Bureau, 2013
Core Services Model + New Features

**Core Model**

- Case Management Based on Wraparound Principles
- Advocates/Mentors - Individual and Group Activity-Based Services
- Family Support
- Supported/Subsidized Employment
- Evidence-Based Group Interventions
- Use of Wrap Funds/Flexible Dollars

**New Features**

**Core strategy:** Contribution-Based Programming: Utilizing parents and youths as “contributors”, resources, and change agents. Empowerment and collaboration strategies with and for youth.

**Guided by:**

- Time Banking Service Exchanges - Mutual Assistance Strategies
- Restorative Community Service and Service Learning
- Positive Youth Development Best Practices
Time Banking Exchanges (Services Provided)

- Youth helping youth in program (YY)
- Youth helping their family members (YF)
- Youth helping families other than their own in program (YF)
- Youth repairing harm to victims directly (YV)
- Youth assisting Time Bank members as part of restorative justice contract (Y-TB)
- Youth assisting YAP, Inc. (Y-YAP)
- Youth assisting another community organization (Y-CBO)
Time Banking Exchanges (Services Received)

- Services from other members
- Meeting mandated service/restitution requirements
- Special privileges
- Donated goods
- Admission to trips/events
- Access to ancillary funds
Service Delivery Innovations

Micro:
- Addressing basic family needs
- Reducing youth/family conflict
- Active youth engagement and leadership
- Enhance social capital supports and networks

Macro:
- New organizational collaborations
- Utilizing under-utilized community capacities
- Cultivating a culture of sharing and giving; building engaged and sustainable family support teams
## Time Banking-Organizational Partnership Example 1

### Alternative School
- Teachers and Staff
- Parents of Students
  - Students
  - Needs
  - Mentorship, Ideas for Community Service Projects,
    Adult support in developing portfolios
  - Give Back
    - Ongoing service to community organizations
    - Space

### Youth Advocate Program
- Staff, Friends, and contacts
- Current youth and family members
  - Alumni
  - Child and Family Team Members
  - Needs
  - Involving youth in purposeful activities with parents to build new community connections,
    self esteem, positive identity
  - Give Back
    - Assisting DSS with Foster Parent recruitment
    - Manage the Time Bank

### TST Community School
- Teachers and Staff
- Parents of Students
  - Students
  - Needs
  - Group Mentorship, Greater Parent Involvement in School
  - Give Back
    - Service to community organizations – TBD
    - A number of YAP kids attend TST

### Department of Social Services
- Staff, friends, and contacts
- Other clients within the system
  - Needs
  - Recruiting Foster Parents of hard to serve youth (Teens, Special Needs)
  - Give Back
    - Letters of reference for those that participate
### Government Departments

1. **Local Fire Department**
   - **Needs:** Fire Prevention Support
   - **Give Back:** Training/Career Development for Youth

2. **Local Parks/Recreation Department**
   - **Needs:** Resources
   - **Give Back:** Fund raise for materials
   - Volunteer recruitment

### Youth Advocate Programs

- **Needs:** Resource, Community Justice sites; Service Learning venues for kids
- **Give Back:** Staff oversight, project management

### Local Businesses

1. **Pizza Hut**
   - **Needs:** Positive Publicity
   - **Give Back:** Contributed to fund raising
   - Supported Work Site Needs

2. **Local Bike Shop**
   - **Needs:** Positive Publicity
   - **Give Back:** Restored Bicycles

### Youth and Family Members

- **Needs:** To reduce family conflict
  - New recreational options for kids
  - Build self-efficacy
  - Get out from under DSS/Probation
- **Give Back:** Labor for projects;
  - Parent group to lead fund raising efforts
Adopt a Non-Profit/Cause

- Adopting a Government Agency
  – DEC
- Adopting a Community Agency
  – Boys and Girls Club
- Adopting an Elementary School
- Adopting the Army Reserves
  – Assisting families of deployed men and women in Iraq
Terry Daniels

Co-Founder, hOurworld
Lake County, California
What is \textit{hO}ur\textit{w}orld? \\

A Worker-Owned Cooperative: \\
That creates software, training, and consulting to service exchanges (time banks) across the country

A Network: \\
\begin{itemize}
  \item 10,001 hOurl\textit{w}orld members
  \item 116 Kinds of Services
  \item 325 Exchange Coordinators
  \item 667,213 hours of service exchanged
\end{itemize}
A Co-op of Social Architects: Builders of the Common Wealth Economy

Linda Hogan
Immersion Training Developer, Storyteller

Stephen V Beckett
Software Developer, Physical Therapist, Artist, Sailor

Terry Daniels
Community Co-op Developer, Trainer
Lake County, California
Declining Resource Dependent Rural Area

<table>
<thead>
<tr>
<th>Demographics</th>
<th>Lake County</th>
<th>California</th>
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<tbody>
<tr>
<td>Population</td>
<td>64,000</td>
<td>38 million</td>
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<tr>
<td>Persons 65 years and over</td>
<td>19.1%</td>
<td>12.1%</td>
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<td>White</td>
<td>73.4%</td>
<td>39.4%</td>
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<tr>
<td>Latino</td>
<td>18.0%</td>
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<tr>
<td>Native American</td>
<td>4.1%</td>
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<tr>
<td>Black</td>
<td>2.0%</td>
<td>6.6%</td>
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<tr>
<td>Asian</td>
<td>1.3%</td>
<td>13.9%</td>
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<td>Median Household Income</td>
<td>$39,525</td>
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<tr>
<td>Unemployment Rate</td>
<td>15.0%</td>
<td>10.5%</td>
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<td>Persons per square mile</td>
<td>51.5</td>
<td>239.1</td>
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<tr>
<td>Disabled</td>
<td>21.6%</td>
<td>10.1%</td>
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Lake County Assets
Its Natural Beauty.

They need each other.

They are connected!
Two Degrees of Separation.

Money Poor, Time Rich!
History of the Time Bank of Lake County (TBLC), California

- **August 2010:** Carol Cole-Lewis and Steve Elias head the topic "Alternative Economies" in a Transition Lake County "Open Space."

- **January 2011:**
  - The Time Bank of Lake County is officially formed.
  - North Coast Opportunities ("NCO") (http://ncoinc.org) agrees to fiscally sponsor Thrive Lake County. Commits $20,000 of its own funds in November 2012.

- **January 2013:** TBLC and Lake Co-op agree to share space and work together
History of the Time Bank of Lake County

• **February 2013:**
  • Time Bank Immersion training by hOurworld held in Lakeport for Lake County non-profit leaders. Twenty people attend.
  
  • Lakeworks Community Spaces grand opening with Thrive Lake County/ TBLC / Lake Co-op. One hundred and twenty-five people attend.
  
  • Monthly orientation brunches begin (held in different communities around the lake each month).
History of the Time Bank of Lake County,
(continued)

• **May 2013**: A deepening of NCO relationship begins - attendance at NCO events, monthly volunteering at NCO Clearlake Food Pantry

• **June 2013**: Discussions begin about Thrive assisting with the growth and development of the Volunteer Network

• **July 29, 2013**: Time Bank reaches 300 members
## Current Statistics of the Time Bank of Lake County

<table>
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<tr>
<th>Month</th>
<th>Active Members</th>
<th>New Members</th>
<th>Members Transactions</th>
<th>Transactions</th>
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<td>34</td>
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<td>May 2013</td>
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<td>20</td>
<td>39</td>
<td>83</td>
<td>341</td>
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<td>June 2013</td>
<td>280</td>
<td>6</td>
<td>30</td>
<td>45</td>
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<td>July 2013</td>
<td>302</td>
<td>22</td>
<td>47</td>
<td>67</td>
<td>316</td>
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Participating Organizations
Time Banking and “Volunteerism”

- North Coast Opportunities Volunteer Network
- Workforce Lake
- Food Pantry
- Food Co-op
- Lake Family Resource Center
- Highlands Senior Center
- Transition Lake County
- KPFZ Radio
Community Cooperatives: 
Time Banking within a Co-op

The Lake County Community Co-op
“Stories In Time, Images in Time”
Lake County Initiatives and Risk Populations: Emerging Ideas

• Jobs and Basic Needs for “Homecomers”
• Respite Care for Caregivers
• Social Support for Folks with Disabilities
• Internships, Apprenticeships for Aging Out Foster Care Youth
• Nutrition Programs for Pregnant and Parenting Teens
The Future of Time Banking

John M. Carroll
Human Computer Interaction (HCI)
Questions or Comments
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• Western Interstate Commission for Higher Education, Mental Health Program
• National Center for Mental Health Promotion and Youth Violence Prevention
• National Technical Assistance Center for Children's Mental Health at Georgetown University
• Technical Assistance Partnership for Child and Family Mental Health
References


Kretzmann and McKnight-1993-Building Communities From the Inside Out


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