

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/>

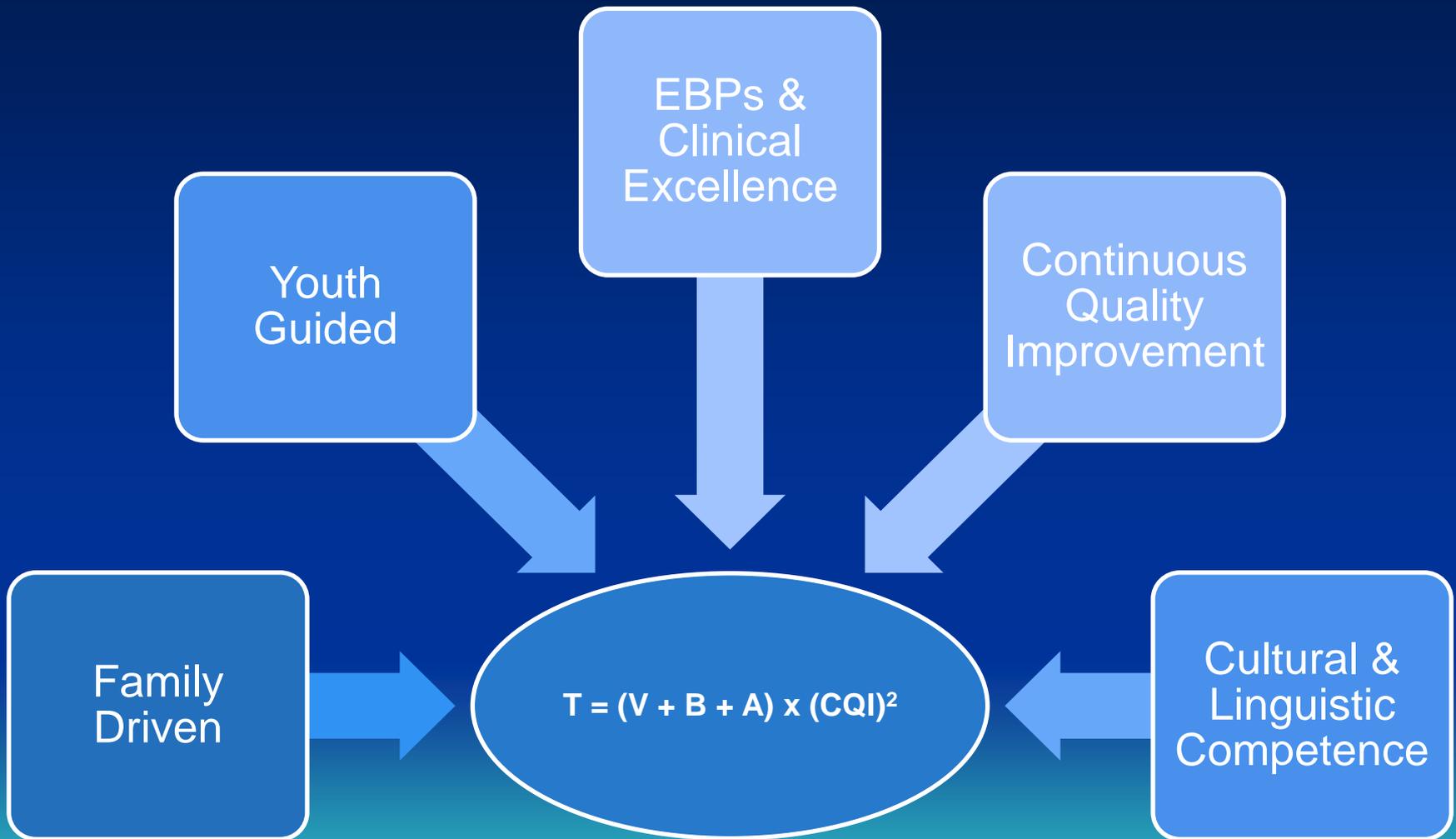


Definition of Systems of Care

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



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.



Youth M.O.V.E.



www.youthmovenational.org

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

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.”***

* Public/Private Ventures, 2002; Butts, Mayer & Roth, 2005

**Kubisch, Weiss, Schorr & Connell, 1995.

*** 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

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

VanDenBerg, J. E., & Grealish, M.E. (1996). Individualized services and supports through the wraparound process: Philosophy and procedures. *Journal of Child and Family Studies*, 5(1), 7-21.

Walker, J. (2004). Team practices to increase individualization in wraparound. *Focalpoint: A national bulletin on family support and children's mental health*, 18(1), 16-18.

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: hOurworld 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

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



- 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

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

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

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

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



Time Banking-Organizational Partnership Example 2

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 hOurworld ?

A Worker-Owned Cooperative:

That creates software, training, and consulting to service exchanges (time banks) across the country

A Network:

- 10,001 hOurworld members
- 116 Kinds of Services
- 325 Exchange Coordinators
- 667,213 hours of service exchanged



hourworld

A Co-op of Social Architects: Builders of the Common Wealth Economy

Linda Hogan



**Immersion Training
Developer, Storyteller**

Terry Daniels



Community Co-op Developer, Trainer

Stephen V Beckett



**Software Developer,
Physical Therapist,
Artist, Sailor**

Lake County, California

Declining Resource Dependent Rural Area

Demographics	Lake County	California
Population	64,000	38 million
Persons 65 years and over	19.1%	12.1%
White	73.4%	39.4%
Latino	18.0%	38.2%
Native American	4.1%	1.7%
Black	2.0%	6.6%
Asian	1.3%	13.9%
Median Household Income	\$39,525	\$61,632
Unemployment Rate	15.0%	10.5%
Persons per square mile	51.5	239.1
Disabled	21.6%	10.1%

Lake County Assets

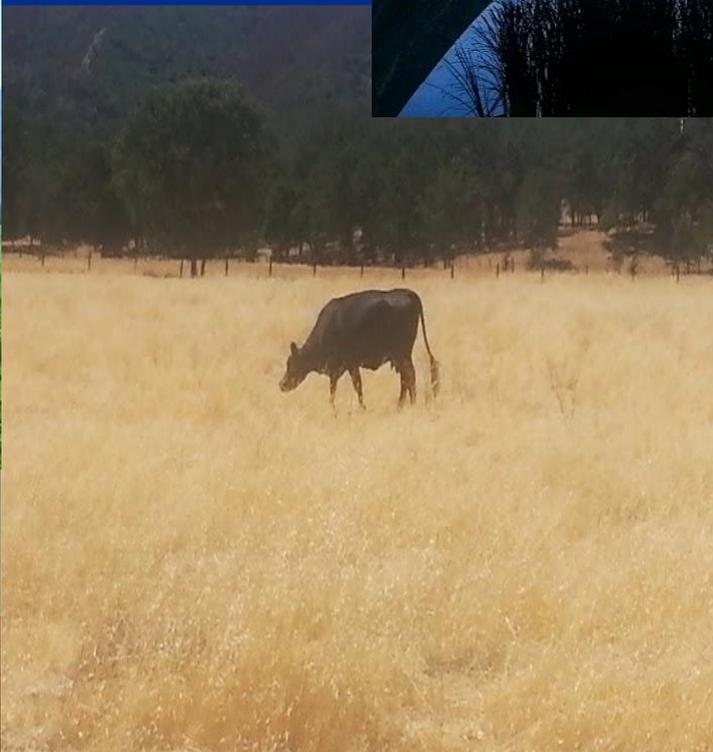
Its Natural Beauty.



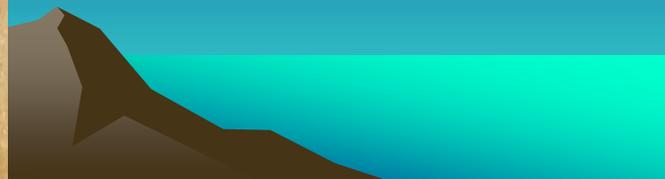
They need each other.



Money Poor, Time Rich!



They are connected!
Two Degrees of Separation.



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

Month	Active Members	New Members	Members Transactions	Transactions	Hours
March 2013	246	19	42	46	343
April 2013	259	15	34	74	400
May 2013	276	20	39	83	341
June 2013	280	6	30	45	288
July 2013	302	22	47	67	316



Participating Organizations

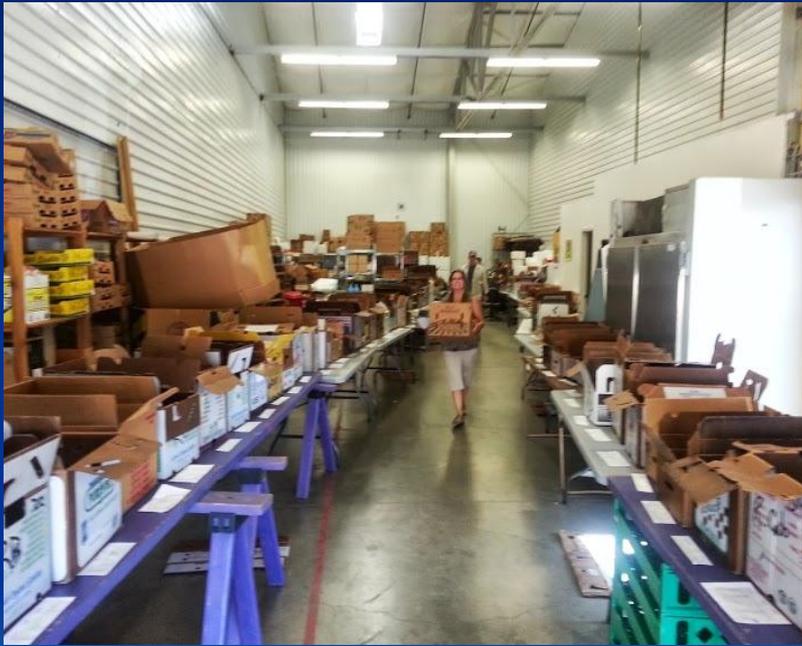


Time Banking and “Volunteerism”

- 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”



AN DEHART PHOTOGRAPHY



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



PENNSTATE



College of Information Sciences and
Technology

John M. Carroll

Human Computer Interaction (HCI)

Questions or Comments



Contact Information

Gary Blau

gary.blau@samhsa.hhs.gov

Stephanie Hart

shart@yapinc.org

Terry Daniels

terry@hourworld.org

Michael Marks

mmarks@air.org

Karen Francis

kfrancis@air.org

Allyson Pakstis

apakstis@air.org



The Rural Behavioral Health Webinar Series 2013 is sponsored by:

Child, Adolescent and Family Branch, and the Mental Health Promotion Branch, Center for Mental Health Services, at the Substance Abuse and Mental Health Services Administration

In collaboration with the:

- 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

Carsey Institute Report-Place Matters: Challenges and Opportunities in Four Rural Americas, 2008.
Retrieved from http://www.carseyinstitute.unh.edu/publications/Report_PlaceMatters.pdf

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

Kubisch, Weiss, Schorr & Connell, 1995.

Public/Private Ventures, 2002; Butts, Mayer & Roth, 2005

Smith, Lizette, Thornberry & Krohn, 1995

State and County Quick Facts, St. Lawrence County, New York, United States Census Bureau, 2013.
Retrieved from <http://quickfacts.census.gov/qfd/states/36/36089.html>

VanDenBerg, J. E., & Grealish, M.E. (1996). Individualized services and supports through the wraparound process: Philosophy and procedures. *Journal of Child and Family Studies*, 5(1), 7-21.

Walker, J. (2004). Team practices to increase individualization in wraparound. *Focalpoint: A national bulletin on family support and children's mental health*, 18(1), 16-18.

Youth Today-Special Report, Summer 2013

