

Breakout Room Activity

August 9, 2023 - 1:00pm-3:00pm

Southern California Region

Please record your notes on your breakout room slide.





Caught & Taught

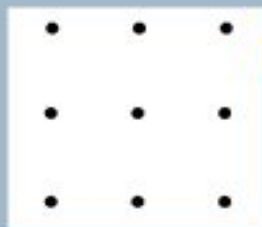
Continuum of Opportunities



Concrete & Specific



Competency Based



Creative/Outside the Box

Collaborative & Inclusive



7 C's

Breakout Room 1

- **Which of the 7 C's of Family Engagement are you using in your program?**
 - Creativity, concrete/specific, collaborative, and competency based.
 - Continuum of opportunities, continuous culture and caught & taught as well.

- **Who else in your organization needs to be involved? (A person, a department, an outside agency?)**
 - Doctors, nurses, entire medical team needs to have buy-in for true success.
 - Outside entities are vital too.
 - Communication, compassion, and passion help dramatically.
 - Patients might tell one therapist something but forget to mention it to another. Communication between team members therefore helps deliver better care to patient across whole organization.
 - Patient's friends and family members provide invaluable support.

- **What are 1-2 ways you would like to improve family engagement in your treatment program?**
 - Creating more events that involve family members (lunch and learns).

Breakout Room 2

- ***Which of the 7 C's of Family Engagement are you using in your program?***
 - The whole agency is engaged in a strategic initiative for patient enhancement. Many of the 7C activities are being promoted throughout the agency (how you greet patients, hiring customer service person, patient engagement person. It sounded very much like what we have been hearing in the presentations. -FQHC (Federally Qualified Health Center)
 - Women that come back for treatment feeling embarrassed or uncomfortable. I try to keep it friendly and open. Focusing on the positive (you stopped yourself after 5 days instead of continuing). Normalizing and making them feel that there is nothing wrong with asking for help. GIPRA intake Worker, SUD Residential Program
 - Does not have interactions with children. Most clients do not have a relationship with family; living in isolation. Focused on Harm Reduction and needs/goals that are or are not aligned with DCFS/probation. Having goals that are aligned with their expectations and needs. -FQHC w/Summit Harm Reduction Program (MH/SUD)
 - Serves adults 18+, experiencing homelessness and/or SUD. Not a lot of family involvement. Meet clients where they are and building social support network so when they leave they have those supports to capitalize on.
- ***Who else in your organization needs to be involved? (A person, a department, an outside agency?)***
- ***What are 1-2 ways you would like to improve family engagement in your treatment program?***

Breakout Room 3

- **Which of the 7 C's of Family Engagement are you using in your program?**
 - *Don't have a lot of family engagement in MAT program - attendance rate is low*
 - *Willing to collaborate - people seeking tx have walls - as time progresses they want to involve family*
 - *Clare matrix - doesnt implement family engagement. Introducing basic services is difficult*
 - *Tarzana - try to include family members. Youth division - a lot of communication between family + youth*
 - *Having pt parent involvement + support very helpful in providing tx to youth pts*
 - *Have collaborative whole person care approach*
- **Who else in your organization needs to be involved? (A person, a department, an outside agency?)**
 - *Leadership, clinicians, participants, alumni, peers, as many different cohorts in the same room would be beneficial*
 - *Different counselors w/ different expertise*
 - *Peer support*
- **What are 1-2 ways you would like to improve family engagement in your treatment program?**
 - *At intake - inform pt + family members educational meeting - Q&A*
 - *Actually start and implement family engagement groups*
 - *Gain trust of people that they work with*
 - *Hold educational family groups for pt. + family members*
 - *Have more staffing and resources to involve families*
 - *Getting counselors better trained to work w/ family engagement*

Breakout Room 4

- **Which of the 7 C's of Family Engagement are you using in your program?**
 - collaborative and inclusive mainly and also creative (have group settings with families to explain to the children substance use)
 - LA LGBT Center: not a lot of family engagement. Most ppl receiving services come alone or don't have families involved. Don't deal w youth
 - MAT program and intensive outpatient which focuses on ind therapy and group setting for IOP. couples therapy is an option
 - Tarzana: accessing mental health counseling but offers more resources like: giving free food, have had a book fair
- **How are you including the voices on family in your assessment and planning?**
 - Matthew Choi: have to talk to the youth's families, so it's part of the treatment
 - Tarzana: Youth Advisory Committee (meets quarterly. Previous patients providing perspective of strengths/weaknesses of the program)
- **What are 1-2 ways you would like to improve family engagement in your treatment program?**
 - Alenna Benson: don't see youth. 18 and over. Difficult to get families involved. Some don't know their family member is in treatment
 - want to make them comfortable with their treatment so that they feel comfortable enough to bring in their family to expand support
 - LA LGBT Center: some patients have been referred by partner and that person then enrolls
 - could be beneficial to reach out to partner if patient consents
 - don't know how to engage family when they are given the opportunities to come and they never show

Breakout Room 5

- **Which of the 7 C's of Family Engagement are you using in your program?**

Inpatient Program: Ramping up family involvement (after covid); re-starting programs

Another program is starting to build up engaging families in their program.

- **How are you including the voices on family in your assessment and planning?**

Patient Advisory committee: asking patients what they want. This meeting is providing ideas on how to engage families in the process.

Looking to engage families to support patients after they leave the inpatient program; ask patient if they want family involved

One item to note: ask in what way could someone in family be helpful (might be an aunt or uncle)

At intake - ask is there a friend or another support person (if immediate family isn't supportive)

- **What are 1-2 ways you would like to improve family engagement in your treatment program?**

More staff meetings; discussing engaging families as a team. And thinking of the larger family system. Getting providers more comfortable with discussing families.

Periodic meetings with client and discussing how we can support this client - the best way to give folks a chance to succeed in recovery.

One comment: most clients did not have family or friend support since the circle they have are mostly toxic and would not be beneficial towards recovery

Broaden the definition of family; support can come from other sources

Breakout Room 6

- ***Which of the 7 C's of Family Engagement are you using in your program?***

- Had our MAT leaders go from site to site to see patients – thinking outside of the box (creative)
- Whole patient experience and engagement – collaborative
- Concrete and specific – specific interventions one on one using lived experience, helps clients get over discomfort and have a better understanding of what to expect from the program

- ***How are you including the voices on family in your assessment and planning?***

- Ask clients if they want their family members involved, and who they would want to be involved in their treatment

- ***What are 1-2 ways you would like to improve family engagement in your treatment program?***

Who is their person that they would like us to contact if they're having issues - their support system