



#### **SEMINAR GOALS:**

1. The attendee will be able to name the four (4) primary family support structures.
2. The attendee will be able to identify organizations within their geographic area that provide services for the family to access within their geographic area.
3. Using the information identified within these exercises the family will complete their family plan of action with information needed to access services from the four primary family support structures.

Each member of the family contributes to the family system. Their contribution to this exercise can help to the work required by the family in contacting and researching each support structure.

When completing the plan of action and family can then have a member of the family assigned to become the residing expert on their assigned support structure. In this way the family will be working together towards a single purpose and outcome.

---

#### ***Introduction***

---

We see the family is a system, and in any system each part is related to all the other parts. Consequently, a change in any part of the system will bring about changes in all the other parts. (Brodrick, 1993; Klein & White, 1996)

Even if you haven't seen the statistics, you've likely felt a shifting of the sands. A change is underway that's reshaping the landscape of the mental health and addiction services industry: a rapid rise of consumerism in healthcare. But what will be the impact of consumerism on the Substance Use Disorder healthcare industry? If families begin to see themselves as a system worthy of preventive maintenance,

then they will need to understanding what services are available. The problem is most mental healthcare services are not set up for consumerism.

According to The IHC, Healthcare consumerism is defined as, “transforming an employer’s health benefit plan into one that puts economic purchasing power—and decision-making—in the hands of participants. It’s about supplying the information and decision support tools they need, along with financial incentives, rewards, and other benefits that encourage personal involvement in altering health and healthcare purchasing behaviors.”

No longer content to let others make their decisions, and emboldened by the freedom of choice they enjoy in an ever more consumer-centric economy, consumers have emerged as the fastest growing payer in the industry. They are many. And they are powerful. But they are also confused and frustrated, creating one of the major issues in healthcare today. And that’s a situation no one can afford to ignore. (Primarily because the family are the ones who need to use it.)

*Families are increasingly prepared to interact with the medical industry as consumers rather than as passive patients. Through interactions with other services industries, a family’s expectations about healthcare experiences have changed, we expect more transparency, accountability, performance reporting and greater-more timely access.*

#### **4 Primary Support Structures**

- 1. The Family Support Structure:** The family members are their own, best resource support structure. They need to get educated, organized and networked. This is their responsibility.
- 2. The Church Support Structure:** The Church is a resource support structure for the family members based on each individual member faith practice.
- 3. The City/Community Professional Services Support Structure:** The Community (professional services, Medical, Govt agencies and Non for Profit) is a support structure for the family members, and their loved one.
- 4. The Healthcare Systems Support Structure:** The healthcare industry in each community is a support structure for the family unit. They have the capacity to create treat, care, build resiliency.

#### **Get Organized:**

It is important for the family to see this journey as “requiring a sense of organization”. The areas that can be organized will be assembled and placed into a family organization binder. This is where all critical documents are held. Using Tab Dividers, the binder can contain, Legal, Medical, and Support Network contacts. Take the time to get organized by using the Families Impacted by Opioids “worksheets” for each issue and place them into this binder. When addressing the 12 Key Stress Issues and determining what the family is likely to need, the family will have organized their journey and be better prepared to face each issue. This is empowering. This is the families responsibly. Empowerment = Responsibility.

### **Get Networked:**

The family needs to see the value of those who are here to help, and have these resources proactively listed in their organization binder. This list of contacts with names, title, phone and email will be valuable when created ahead of the time.

### **The 4 Primary Support Structures**

The family cannot go through this journey alone. They will require extensive support during their loved one's road towards recovery. This support will come from four primary resources. Unfortunately, there is no single resource structure that provides all four, (i.e. a case management company). In this journey although the family will learn they are not alone, just the same, they will need to become their strongest advocate. The family needs to see themselves as a consumer of services with purchasing power. This is a consumer type environment where the family is the consumer with purchasing power and the primary support structures (as resources) are selling their services for what the family will need.

Each entity has its own structure. These structures don't talk to each other, they don't collaborate unless within the same health system. In many cases accessing these structures can be very challenging. The problem is many of these resources do not understand the family's holistic needs. They are set up to provide just their services, but not necessarily for all the exact needs of the family. Because the support structure is complex, and the resources lack of understanding a family whole needs, it is best to use a model that can extract what the family needs from each resource.

---

### ***Lesson One: The Family is the Consumer***

---

The nation is responding to the opioid epidemic by pouring money and resources into increasing access to addiction treatment. But these consumers of services are not examining the providers accountability of addiction providers to deliver quality of care. There are more than 14,000 specialty addiction treatment programs in the US. Although addiction can be treated with the same effectiveness as other chronic diseases, there is significant variability in how treatment services offer their addiction services.

Most of these programs are group counseling. We want to see providers offering a more comprehensive set of treatment types. For example: less than 20 percent of provider programs prescribe any of the four medications approved therapies to treat opioid or alcohol use disorders. As a result, families as the consumer/payer do not find these services available: The outcome is often, a third of patients

discontinuing their treatment within two weeks of treatment initiation— this is far less than what is recommended. But no one is accountable, there is no structure to support adherence to a plan of treatment.

### **A Family Report Card**

The concept of consumer report cards is documented effective in providing the accountability and quality of health care providers services. It gets measured, it gets reported, it becomes available. The opposite is also true. These initiatives provide immediate value to the family in helping them to select the right level of care from the right provider.

Public rating systems for mental health and addiction providers are used in other parts of the world, such as in the UK; however, not in the US.

What should consumers expect from purchasing addiction treatment services?

The first question a family needs to ask is “does the facility or treatment service provider view addiction and a chronic disease”. It is the position of most healthcare providers “*all addictions are best considered chronic illnesses affecting many organ systems but particularly the motivational, inhibitory, and reward circuits of the brain*”. In turn, it is reasonable to apply the same expectations of structure and support for addiction treatments as are commonly applied to the treatments of other chronic illnesses:

- 1. Reduction in key symptoms.**
- 2. Improvement of general health and ability to function.**
- 3. Education for both patient and family.**

The provider should be able to demonstrate their results in a quarterly outcomes report for your family to review. If not, you may want to consider a different provider. If they can not measure it, it is likely they do not manage it, come prepared to walk away.

The family will benefit providers are who are most likely to help them progress across these three areas of services: 1. Substance Use Disorders Assessments, 2. Mental Health Assessments and Medical Health Assessments. Their programs should state how this is included to their services. They should also be prepared to demonstrate how well they perform in this area.

Here are some areas for reporting by providers, ask for them:

Family Required Performance Measures:

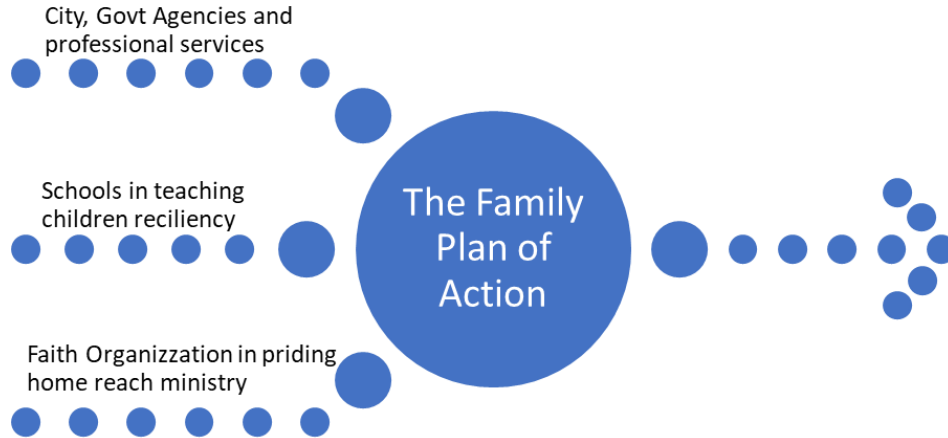
- Screening for substance use disorders (SUDs) across medical care settings.
- Rapid access to appropriate SUD care.
- Personalized diagnosis, assessment, severity of disease level and a treatment plan.
- Engagement in continuing long-term outpatient care with monitoring and adjustments to treatment.
- Concurrent, coordinated care for Medical, Addiction and Mental Health illnesses.
- Access to fully trained and accredited behavioral health professionals.
- Access to FDA-approved medications.
- Access to non-medical recovery support services, (i.e. Peer to Peer, Housing, Job finding services).

---

*Four Primary Support Structures*

---

**Four Primary Support Structures feed into the family plan of action**



It is through the family “*getting educated*” about what each structure offers, *organized* around how to approach these organizations to use these services and *networked* to put these services into action according to their family plan. We need to consider for the benefit of the family members, there are non-medical services which are important in supporting the family in their journey.

But the family first must know what it needs, prior to asking for help. An evaluation of family needs, by take an inventory of needs will be a helpful exercise.

---

*Practical Exercise One: What are your family needs?*

---

**1. What is your need?**

---

**2. Prioritized: Urgent (now), Immediate (12-36 hrs), Soon (this week), In the future (month or more).**

Priority: \_\_\_\_\_.

**3. Category of Organization Type (who can help)**

---

**Category of Organization (who can help)**

CATEGORY)	Point of Contact	Phone Number	Email Address	Website
Medical Needs				

Mental Health Needs				
Addiction Treatment Needs				
Legal Needs				
Financial Needs				
Employment Needs				
Foster Care Needs				
Elder Care Needs				
Housing Needs				
Transportation Needs				
Child Care Needs				
Spiritual / Faith Needs				

### **Family Support Structure Needs (Worksheet)**

#### **I. Where to go to for help?**

##### **The City:**

- Police
- Prosecutors Office
- Court System,
- Emergency Medical Services

##### **County:**

- Sheriff's Office
- Prosecutors Office
- County Jail system
- Family Services
- Job Services and Family Welfare
- Department of Mental Health Services
- ADAMHS Board
- Child & Human Health Services.
- Community Service Centers

##### **Professional Services:**

- Addiction Treatment Centers (Detox, Residential, IOP)
- Medical Professionals and Specialist
- Addiction Counseling
- Peer to Peer.
- Mental Health Family Therapy Networks

**II. School Services**

**III. Faith Organizations**

---

*Practical Exercise Two: Take an Inventory of Available Services*

---

**City Departments: Inventory**

<b>CATEGORY ()</b>	<b>Point of Contact</b>	<b>Phone Number</b>	<b>Email Address</b>	<b>Website</b>
Police Department				
Fire Department				
Quick Response Team Medical Service				
Legal Defense				
Prosecutor's Office				
Clerk of Courts Office				
City Jail				
City Social Workers Services				
Drug Court judges Office				
City Hospital				
Other				
Other				
Other				

**County Agencies: Inventory**

CATEGORY ()	Point of Contact	Phone Number	Email Address	Website
Sheriff Department				
Department of Mental Health				
Department of Human Health and Family Foster Services				
Job and Family Services				
United Way				
Clerk of Courts Office				
County Jail				
City Social Workers Services				
Drug Court judges Office				
Other				
Other				
Other				

**Professional Services: Inventory**

	Point of Contact	Phone Number	Email Address	Website
Medical Needs				
Mental Health Needs				
Addiction Treatment Needs				
Legal Needs				
Financial Needs				
Employment Needs				
Foster Care Needs				



Elder Care Needs				
Housing Needs				
Transportation Needs				
Child Care Needs				
Spiritual / Faith Needs				
Other				

**The School Systems: Inventory**

<b>CATEGORY</b>	<b>YES</b>	<b>NO</b>	<b>MAYBE/Sometimes</b>	<b>To Coordinate with a Ministry</b>
Teacher				
Police Service Office				
Guidance Counselor				
Mental Health Social Worker				
Family Therapist				
District School Board Members				
PTA Association				
Coaches and Coaching Staff				
Librarians				
After School Program Directors and Staff				
Adult Supervised Clubs (at school)				
Peer to Peer Groups				

**The Faith Organizations: How you practice faith**

<b>CATEGORY ()</b>	<b>YES</b>	<b>NO</b>	<b>MAYBE/Sometimes</b>	<b>To Coordinate with a Ministry</b>
Do you attend church weekly				
Do you pray by yourself				
Do you pray with others				
Do you read the Bible				
Do you attend church events (non-retreats)				
Do you have close ties to a senior citizen family member				
Are your children engaged with church education or events				
Are you volunteering in a church ministry				
Would you allow a church member to come to your home				
Do you attend spiritual retreats				
Do you or have you participated in a bible study group				
Have you had a church ministry come to your home				

## **Identify What is Happening**

Communities have a great influence in families' lives. Just as plants are more likely to thrive in a garden with good soil and plenty of sunlight and water, families are more likely to thrive in supportive communities. The family is its own best resource for support. Once unified with a plan, the family can seek services and programs from the community that best match their needs.

1. In preparing, a family will find the best results from using the Nine by One worksheet listed Appendix One. This will provide the necessary steps to understand the organization and what they provide.
2. In the Needs inventory, the family will see exactly what they need. This clarity will help them to more clearly describe to others what services will help them the best.
3. The Services inventory will help the family identify what services are available where they can be found and how to access these providers.
4. The Family Plan of Action and Needs Matched to Services, this exercise will allow the family to act on the collected information. This knowledge will then be applied to a plan and become a source of empowerment. An empowered family is a powerful force as they seek to resolve their issues.

## **Create a plan by using a planning guide**

Supportive communities that are nurturing to families will have the following:

- List of their services, most likely found on their website.
- Access to learn more about their organization, most likely a phone number, email address, on-line chat room.
- A point of contact that will answer questions, usually provide upon your request.
- A program application typically requires the applicant provide documents of proof based on their qualifying criteria.

All the above should be included to the family plan of action.

---

### *Family Plan of Action*

---

#### **I. SOLUTION:**

The Identified Solution: (From the completed F.T.R. Worksheet):

#### **II. DECISION:**

The Decision-Making Process: (From the completed Family Values Decision-Making worksheet)

### **III. PLAN OF ACTION:**

#### **Priority # 1.**

Task:

Task:

Task:

#### **Priority # 2.**

Task:

Task:

Task:

#### **Priority # 3.**

Task:

Task:

Task:

Prior to taking any action it is important to review your families plan of action with a professional therapist, counselor or licensed State/Federal professional. This step should not be ignored and will ensure safety, continuity and bring about the best results for your loved one and your family.

---

*Preparation is about taking baby steps*

---

As in building a house, it is important to have a good plan, hire the right people to help and prep. Your work before starting.

- Expect things to move slowly in the beginning. The first step is to introduce your family to the organization, let them introduce their services.

- Let them review your information, while you review their information.
- The family will need to understand (clearly) how this organization or agency processes its work. Learn each step of their process.

It is only after taking these initial Baby Steps that a family will be in position to ask for help.

### **Share your plan**

- Set up a meeting to review with the organization how their services fit into your family plan of action. You will likely find them to be helpful in making other suggestions and may be in addition to your original thought, now that they are empowered by knowing what you plan to accomplish.
- Ask if their service provides any collaborative sharing between their client base, discussion groups, seminars or special topic discussions.

### **Use the family Plan of Action**

This is where your information becomes useful to the family. Take each section and place your findings into your plan of action. By doing this, all your organizing becomes a useful tool. This step also allows other groups and people the information they need to help you in your tasks. People will be more able to help your family, if they have a clear understanding of what you family is planning to accomplish.

## **The Story**

In this seminar the video's is the most valuable of what we are presenting.



**ASSIGNMENT VIDEO: On [www.youtube.com/](http://www.youtube.com/)**

**Search Title:** Road to Recovery - Recovery Support (Full Episode)

**Link:** [www.youtube.com/watch?v=4LX5VD19oSI](http://www.youtube.com/watch?v=4LX5VD19oSI)

**Duration: 59.53 min**

Road to Recovery - Recovery Support (Full Episode)

Published on Feb 11, 2016

Recovery Support: Collaboration, Coordination, and Recovery Management Wednesday, June 1, 2011

This show addresses the elements that contribute to long-term recovery and how advances in improved collaborations, service coordination, and recovery management have led to more effective systems of support. The show also highlights effective models for providing this support, such as recovery-oriented systems of care (ROSC), peer-to-peer support, and recovery-related resources.

Call SAMHSA's National Helpline, 1-800-662-HELP (4357) or visit <http://samhsa.gov/treatment> for free and confidential information on prevention and treatment referral. Please visit <http://www.recoverymonth.gov> for more information. This video can also be viewed on the Recovery Month website: <http://www.recoverymonth.gov/road-to-...> Comments on this video are allowed in accordance with the HHS and Recovery Month comment policies: <http://www.recoverymonth.gov/about/so...>

---

***Practical Exercise Three: A NINE by ONE, Primary Support Structure Form***

---

Nine Questions to One Issue

Questions to ask the organization:

**1. Who are you:**

\_\_\_\_\_

Address:

\_\_\_\_\_

Phone:

\_\_\_\_\_

Website:

\_\_\_\_\_

Primary Point of Contact Name & Title:

\_\_\_\_\_

\_\_\_\_\_

Phone:

\_\_\_\_\_

Email:

\_\_\_\_\_

**2. What do you offer:**

Medical Services:

\_\_\_\_\_  
Mental Health Services:

\_\_\_\_\_  
Addiction Services:

\_\_\_\_\_  
Social Services:

\_\_\_\_\_  
Family Services:

Legal Services: \_\_\_\_\_

Child Services: \_\_\_\_\_

**3. When do you offer it?**

Hours: \_\_\_\_\_

Episodic: \_\_\_\_\_

Continuous Care: \_\_\_\_\_

Required Physician's Referral/orders: \_\_\_\_\_

**4. To whom do you offer it:**

Gender: \_\_\_\_\_

Age: \_\_\_\_\_

Economic Status: \_\_\_\_\_

Geographic Boundaries: \_\_\_\_\_

Bi-Lingual \_\_\_\_\_

**5. Where do you offer it?**

Facility/Residential: \_\_\_\_\_

Home Based: \_\_\_\_\_

Out-Patient: \_\_\_\_\_

**6. How do you offer it?**

Initial Intake, Start of Care or Application:  
\_\_\_\_\_

Delivery Process, (step by Step):  
\_\_\_\_\_

Discharge Requirements:

---

**7. How does one qualify for it?**

**Qualify:**

Acceptance criteria:

---

Documents required for qualifying:

---

**Cost:**

Amount charged for each service:

---

Frequency of charges: \_\_\_\_\_

Types of payments: \_\_\_\_\_

**8. How will I use it?**

What part of the family Plan of Action does this belong in:

---

---

Assign to for action steps:

---

Timeline for Start & Finish:

---

**9. What should we expect from using it?**

1<sup>st</sup> Expectation:

---

2<sup>nd</sup> Expectation:

---

3<sup>rd</sup> Expectation:

---



---

*Needs Matched to Organization & Services*

---

<b>Category of Service Need</b>	<b>Organization Name:</b>	<b>Service Provided:</b>	<b>Assigned to Family Member:</b>	<b>Completed By:</b>
Medical Needs				
Mental Health Needs				
Addiction Treatment Needs				
Legal Needs				
Financial Needs				
Employment Needs				
Foster Care Needs				
Elder Care Needs				
Housing Needs				
Transportation Needs				
Child Care Needs				
Spiritual / Faith Needs				
Other				