LEARNING MODULE I

Seminar # 24

Getting Networked in Advance

Learning Objectives
1. What is the issue.
2. How can the issue impact the family.
3. What are the options.

What is the issue?

The "My Organized Resources Evaluation" Program (M.O.R.E.) is designed to provide an organized process of networking families into agencies and services that best meet their evaluated needs. This is completed by first developing a network for the family to use for each of the 32 issues. Then using an evaluation tool to ensure each referral is made to the right resource that best meets the family's needs. From within the Substance Used Disorder Journey, it's time to get Networked" is a process for the family to follow.

The Steps:

1. Family member identifies a need or issue requiring support or services from a within the local community.

2. The correct type of provider is contacted, and their services are confirmed to be a value to the family in meeting the needs of their issue.

3. The selected network list is used to contact those local community groups which will best meet the family needs.

4. This is completed for each issue, prior to the time of services being needed and a directory list of providers is created for future reference by the family members.

How can the issue impact the family?

Family Resource Mapping is not a new strategy or process. It has been in use for many years in varying forms. Family Resource Mapping is sometimes referred to as asset mapping or environmental scanning. Family Community Resource Mapping is best noted as a systematic-building process used by many different families at different stages to align resources and programs in relation to specific family system goals, strategies, and expected outcomes.

Mapping of needed services, support organizations, and programs within a community can have essentially three outcomes: 1) the identification of resources available to the family members 2) the identification of new or additional resources to sustain existing needs of the family with activities or initiatives from within their community, and/or 3) the identification of resources to assist in creating and building capacity to support a more complex family system of needs. The first outcome typically occurs at the local community level while the <u>second and third outcome can happen at any level—local, state, or federal</u>.

There are four steps to the Family Resource Mapping process: 1) pre-mapping; 2) mapping; 3) acting; and 4) maintaining, sustaining, and evaluating mapping effectiveness. The pre-mapping step allows with the family to establish a clear vision and goals for supporting a family system. The second step, mapping, determines which resources to map and how to best map them. The collection and analysis of data helps the family to identify strengths and challenges more clearly based on the family's inquiry prior to needing the services. 3) Acting; this allows the families to determine the most useful plan of action for effectively addressing the family system likely needs. Because "No one agency can meet the needs of all family member's needs, all of the time." A network of providers and programs and service are required to be included to the Family Community Resource Mapping strategy. 4) Established goals; Communicating and disseminating information about the family goals and needs is key throughout the implementation step.

What are the options?

Step One: Pre-Mapping, what is the goal?

The pre-mapping step, this step in the mapping process should not be overlooked or rushed. Specifically, during the pre-mapping step, you will identify and secure the organizations and key stakeholders and define the vision and goals for aligning the family to community resources. Establishing clear communication in the beginning with these providers will make it easier to achieve your long-term goal of aligning and streamlining community resources.

The goal needs to be specific, measurable, action-oriented, realistic, and time-constrained. The way in which a goal is stated strongly affects its effectiveness. It is important to be positive, precise, and practical when stating goals and setting priorities. Goals set the expectations for overall performance over time for everyone involved.

Determining short-term objectives allow for the bigger goals to be more manageable. Short term objectives build together to achieve a single goal. State the goal then the objectives needed to achieve the goal.

When thinking about setting realistic yet meaningful goals, ask yourself the following questions:
- What skills, information, and knowledge will be needed to achieve each goal?
- What assistance or collaboration is required to achieve each goal?
- What resources will be needed to achieve each goal?
- What factors may inhibit meeting each goal?
- How will we know when we have met each goal?
- Are there other goals we should be pursuing?

Goal setting is an ongoing and ever-changing process that is accomplished over time. Keep in mind, you will need to periodically review your goals and modify them to reflect any changes in priority.

Step Two: Mapping

The mapping process begins by selecting one issue in the 32 Key Issues a family is likely to face in their journey to map. The usefulness of resources is determined by evaluating the extent to which they assist in meeting strategic goals and objectives of the family system. This stage involves selecting a focus, identifying, and collecting data or resources, and analyzing the information or resources collected. While the mapping step can be time-consuming, efficient organization can make it one of the simplest steps.

The first step in the mapping phase is to determine what resources need to be collected to provide the information necessary for making informed decisions about change. You can collect what will be the family's outcomes using selected organization or, what process they use to meet the family's needs.

The type of information you choose to collect depends largely on the issue you select to map. Sources of information extend far beyond those traditionally assessed. Not only are new resources identified during the mapping process, but how other families have utilized current resources should be examined.

The primary question is whether current resources can be used differently to help meet the needs presented by this issue or whether new resources are needed. The amount of information collected during the mapping process can often be overwhelming. It is essential to select only what is needed to get the report job done.

Prioritize your resource mapping issues based on your overall vision of what is most likely, and then map around each of the issues.

Mapping Steps:
1. Reach consensus on the parameters of the map—select a goal to map.
2. Select the information to be collected based on these parameters— determine what types of the resources you would like to collect.
3. Develop tools to collect your information.
4. Collect data with help from stakeholder organizations.
5. Conduct a community (or geographical) scan.
6. Review, analyze, and interpret the information.
7. Communicate your findings.
8. Set priorities.
9. Include to the families, "Master Plan of Action".

Different methods can be used to gather information. The information collection methods you select depends on the type of information you want and the stakeholders who are sharing the information. Possible methods include questionnaires, on site or by telephone interview meetings, and written or at a public event/presentation. No single collection method can provide all the necessary information to support good decisions, be creative in how you collect the information. Remember, much data already exists within your community and is available for your use, such as state eligibility requirements, referral processes and about us pages on the organization's website.

A significant first step in the resource mapping data collection process is to geographically scan the community for existing and potential resources. A geographical scan includes an analysis of both the external to the community and internal to the community geographical boundaries.

Specifically, you need to determine what your community has to offer that will assist you in meeting your goals. For example, a community may be insufficient in providing resources to effectively address mental health issues by it not having a strong support in addiction treatment and detox services.

The inquiry might encourage the development of new programs within the community to reduce duplication of services and resource use, minimize gaps in services and resources, and expand a community's services/resources to meet the needs of more of its members. This is one advantage from a family being proactive, the community can gain a better understanding about what a family needs and is looking for in services. Ways to Collect Information Keep in mind that there are many suitable ways to collect information. No single collection process is perfect.

Some, but not all, options for collecting useful information are listed below:
• Geographical or community scans.

• Interviews formal/informal leaders, program advocates, service providers to targeted audiences, and end-

• Site visits or observation of a setting (e.g., climate, attitudes of specific personnel, professional practices, resources and support services, facilities, and budget allocations).

• Analysis of written and online documents.

• Interaction with existing groups (e.g., support groups, advisors, faith groups, organizations management teams, and staff).

• Case studies and success stories.

The Family Community Resource Mapping

Once the data has been collected and reviewed, the challenging part begins. Acting on the information from the mapping perspective is an important step. What are you going to do with the information now? The misconception exists that once resources are identified and mapped; the work is completed. It is not. The greatest challenge in Family Resource Mapping often exists in developing a *plan of action* for implementing the map. This step in the process allows the family to take pro-active action in planning and building its system.

Developing a Family Master Plan of Action is a matter of detailing the action the family will take to build their system, so it meets the family's individual needs. Action planning allows you to determine how to strategically act on the information revealed in the information analysis step. The action plan aligns your resources with the goals outlined in the pre-mapping stage. For example, you may identify new resources to support your goal. If this is the case, the action plan would focus on pursuing those resources. You also may discover that existing resources could better meet your goals if they were realigned. This action plan would outline a course for redirecting these resources to support the goals as outlined earlier in the pre-mapping step.

Most important are other possible actions, considering the information analysis, are aligning services to fill gaps or eliminate duplication or un-necessary services.

Many patients' individual needs are such that some program with standardized, one size fits all, may not include these needs to the plan of treatment.

When treating clients with co-occurring mental health and substance use disorders, these cases tend to involve the most from the family because of the exceptional number of community services.

Moreover, substance abuse, medical and mental health programs historically have had problems forming good collaborative relationships. Programs also encounter substantial potential for stakeholder conflict when treating adolescent patients. Families routinely disagree with courts; juvenile justice, child protection, and school representatives all have their opinions on the most appropriate care. Disagreements on the nature and duration of treatment are common, and subtle conflicts are the norm rather than the exception.

The family member will be benefited by knowing their options prior to the issue being presented.