



LEARNING MODULE I

Seminar # 17

Support Agencies Mapping

Learning Objective

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

Pathfinder: The 12 Key Issues a Family Faces

#1 Enabling vs Consequences

#2 Addiction Behavior

#3 Family Intervention

#4 The Police

#5 Emergency Medical Services

#11 Bereavement
(Learning how to move forward)

#12 Spirituality, Faith Practices

#6 Legal Court System

#7 Treatment Centers

8 Support Agencies Mapping

9 The Relapse

#10 Successful Lifelong Recovery

What is
the
issue?

It is
most

because

families on a journey with Substance Use Disorders do not have a full understanding of what is required to solve the issues they will face on this journey, that makes finding the right level of support so difficult.

Therefore, a tool in determining what the family is facing, i.e., the Family Transformational Response Model, combined with Family Resource Mapping and knowledge of Community Reinforcement Family Training (C.R.A.F.T.) is so important. It may seem like this to overdone but when completed you see its value.

These three components are included in this Seminar # 17 “Support Agencies Mapping” family learning seminar. There is an incredible advantage for each family when a strategy for promoting interagency collaboration by better aligning programs and services becomes a part of the Families Master Plan of Action. The family members can help control communication between inter-links of providers. The plan is to close the gap when transferring information. But this is not what the industry provides. In its place is a disjointed, selection of silo providers that provide no transition paths between services as the family travels through the phases of their journey.

So, it is up to the family to create their own, Support Agencies Network. We already know the 12 key issues a family is likely to experience, and that there are providers, services, and programs available for supporting the family on each issue. Therefore, let us plan, interview them for which is the best fit and include them to the family master plan of action, to use when and if that issue is presented.

what is needed is a community map of who is out there to help. For this we will create our own, family resources map of providers based on each of the 12 key issues. The major goal of the *Family Resource Mapping* is to ensure that all family members have access to a broad, comprehensive, and integrated system of services essential in achieving outcomes related to the issues they are dealing with in their journey with SUD's. Family Resource Mapping can be used to improve personal coping skills, personal mental and medical health, and support in dealing with the 32 plus issues a family will likely face on their journey with SUD's. By identifying areas of need and aligning their needs with available services and resources in the community, streamlining those services and resources from organizations to support the family, the family will have created their own referral network for family member support.

The idea of resource mapping builds on the community's strengths by increasing the frequency, duration, intensity, quality of services and supports from the community. It is a way to organize information and give direction to meet a common family/community goal.

As a result of resource mapping, family members have more flexibility and choice in navigating the system. Family Resource Mapping for the family members is particularly important as a strategy for improving school, work, social and spiritual life for the family members who have a complex and varied list of needs. When collectively pooled, these resources can create a synergy that produces a variety of services going well beyond the scope of what any single system can hope to mobilize. The problem is, when looking for these services, the family members have no idea what they are asking for, how to evaluate the organization and how to compare them against their other options. And this industry does not make it easy for you to do a "search and compare" strategy.

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 Resource Mapping is best noted as a systematic-building process used by many different families at many 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.

The first step is the outcome typically occur at the local community level while the second and third outcome can happen at any level—local, state, or federal. This seminar “Support Agencies” focuses on strategies for building the capacity of communities to better serve the families in their journey with substance use disorders. 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 stakeholders/organizations to lay the foundation for their programs and products as a collaboration 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 stakeholders/organizations to identify strengths and challenges more clearly based on the family’s inquiry prior to needing the services. 3) Acting; this allows stakeholders/organizations 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 Resource Mapping strategy. 4) Established goals; Communicating and disseminating information about the family goals and needs is key throughout the implementation step. The final step involves maintaining, sustaining, and evaluating the efforts outlined in the map by continuously evaluating progress, making necessary changes to the plan, and learning from experiences.

What are the options?

Step One: Pre-Mapping

The pre-mapping step allows the necessary partners to come together with the family and establish a purpose and overall direction for the mapping activity. 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 the community resources. Establishing clear communication in the beginning will make it easier to achieve your long-term goal of aligning and streamlining community resources meet their needs. This section will highlight strategies to establish the mapping efforts and how to set realistic goals.

The goals need 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.

Therefore, be sure to set goals at a level slightly out of your immediate grasp, but not so distant that there is no hope for achievement. Determining short-term goals allow for the bigger goals to be more manageable.

For Example: It is Foster Care Services:

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 12 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 this 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. Resource identification should not be limited to dollars in support the family; the identification of resources needs to be expanded to include human resources, technical assistance, in-kind resources, academic and spiritual support. Not only are new resources identified during the mapping process, but how other families have utilized current resources is 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 information collection 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. Strive to organize the information in a manner that is comprehensive, responsive, and meaningful to the family.

Step Three: Set-Up a Map

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 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 depend 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 has strong support in addiction treatment of 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 look 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, presentations with key audiences (e.g., formal/informal leaders, program advocates, service providers to targeted audiences, and end-users).
- Interviews with specialists (e.g., legislators, administrative consultants, and internal/external evaluators).
- 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.