

### Helping Families Find Their Way

A Family Navigator is a warm, caring person who has raised a child with social, emotional and/or behavioral challenges. They are ready to "pay it forward," and help other parents who may need support and a listening ear.

Family Navigators are employed, trained and supervised by Racker Centers' staff.

What is a School-Based Family Navigator? School-based Family Navigators help create partnerships among families, schools and community and increase student success by providing peer support to families. They listen, make connections, collaborate, inform, help bridge communication and understanding, and build hope together.

A Family Navigator Can Support You They can help identify barriers and help move toward partnerships among families, schools and community.

- As a parent you may find yourself overwhelmed and want to speak with another parent who will listen and be
- As a teacher you may want a parent perspective on how to open up a conversation with a parent/caregiver of a

The possibilities are many and all interactions are focused

on a strength-based approach.

Help from a Family Navigator is free, confidential, and is available to ALL families in need of support.

Family Navigators Build Hope...with Heart!

### School-Based Family Navigator Partnership Model

Bonita Davis, Family Navigator Franziska Racker Centers Groton Public Schools

Tina Hallock, Family Navigator

Franziska Racker Centers

South Seneca Central Schools

Sally Manning, M.S., Supervisor Franziska Racker Centers

We are...

Franziska Racker Centers Ithaca, NY

www.rackercenters.org

In collaboration with . . .

Collaborative Solutions Network www.collaborativesolutionsnetwork.org

▶ 2009: Mental Health Integration Grant through the US Dept. of Education which led to the development of a formal regional strategic plan to improve the system of care that supports children, youth and families - and the Collaborative Solutions Network (our system of care entity)

▶ 2011: New York State Sucesss mini-grant to integrate System Of Care principles and values

Community partners, youth and families identified "Peer Family Partnership" as an area for growth through our collaborative work in the following areas:

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- 2. Families who were experiencing transitions between hospitals and other residential placements identified peer family support as important element In successful transitions between levels of care

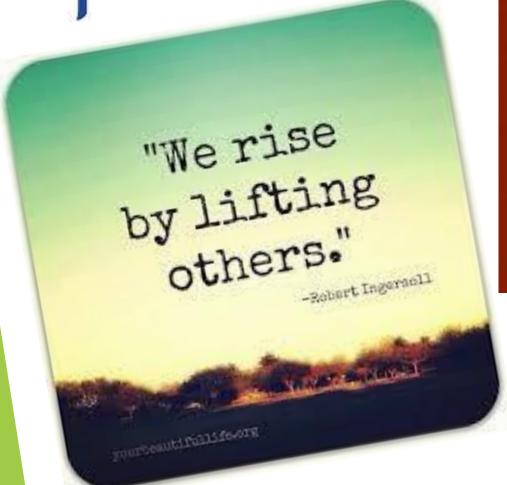
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- 2. Families who were experiencing transitions between hospitals and other residential placements identified peer family support as important element In successful transitions between levels of care
- 3. Families with children who have experienced a positive screen for mental health concerns identified that peer parent support would be a helpful resource as they enter the child serving system for the first time.

### How did we make this happen?

- ► Gathered information from parents, caregivers, youth about what they needed
- ► Collaborated with System of Care partners about needs of families
- ▶ Wrote grants with community partners
- ▶ Developed contracts with school districts
- Provided Training

## PAYIToward



AT THE END OF
THE DAY IT'S NOT
ABOUT WHAT YOU HAVE
OR EVEN WHAT YOU'VE
ACCOMPLISHED... IT'S
ABOUT WHO YOU'VE
LIFTED UP, WHO YOU'VE
MADE BETTER. IT'S
ABOUT WHAT YOU'VE
GIVEN BACK.

DENZEL WASHINGTON

NEVERGET
LIREDOFDOING
LITTLETHINGS
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# Helping Families Find Their Way

### What is a Family Navigator?

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### Family Navigator Partnership Connection

- Open to any parent/caregiver....No diagnosis needed
- Easy access.....No intake process
- Parent Driven.....No goals
- Support....Not advocacy
- Listen, Reflect, Support....no fixing, no advice
- Confidential and judgment-free
- Support has no determined time frame
- Meet people where they are

L isten

E mpathize

A cknowledge and Reflect

N etwork (Connection)

O pportunity to Build Hope

N ormalize Emotional Health

M eet Families Where they Are

E mphasize Partnership and Collaboration

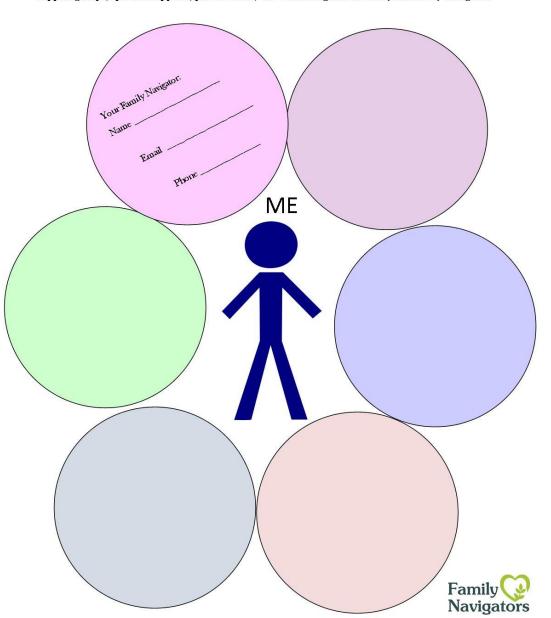


Hear from some of our School-Based Partners:

https://www.youtube.com/watch?v=PqfmRlCTKnY

#### My Supports

Think of people or organizations that support you. These supports might include family, friends, community support groups, spiritual supports, professionals, etc. Don't forget to include your Family Navigator!



### What is a School-Based Family Navigator?

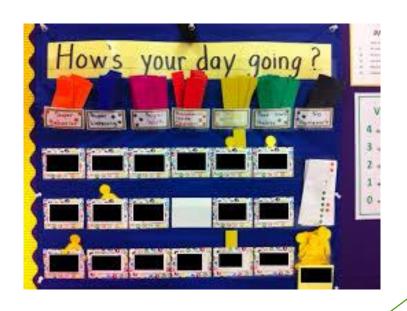
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Hear from some of our School-Based Partners:

https://www.youtube.com/watch?v=FIUPpE\_c4qg

### Examples of School-Based Interactions







Hear from some of our School-Based Partners:

https://www.youtube.com/watch?v=ADx7Nv3l58E

### I want my child/my student to be successful and I WONDER...

H

E

R

P A R E N T

...if I am the only parent who struggles to help my child with homework?

...about all of the acronyms used in meetings. Should I know these things?

...how I can best partner with the school when I had a bad school experience myself?

...how I can approach someone at school knowing my son is depressed and his grades are falling? E A ...if parents only hear part of what I say?

...how to create opportunities and encourage parents to feel more connected?

...how to find time to reach out to parents when I feel overwhelmed by my job?

...how to talk with a parent when I notice grades falling and the student seeming depressed?



Hear from some of our School-Based Partners:

https://www.youtube.com/watch?v=7Mh6DdluS4s

### **Supervision**

Individual 1x/week
Group supervision 2x/month
Peer Group supervision 2x/month

#### **COMMON SUPERVISION THEMES**

- Emotional Support
- Boundary Issues
- Impact of Ongoing Lived Experience
- Resources
- Building Connections
- Ongoing Training System of Care values (family driven, culturally sensitive, trauma informed), active listening
- System change



Categories of Contact/
Documentation

Outreach and Information

• Self advocacy, Power restoration

- Engagement, bridging, transition support
- Community connections, natural supports
- Emotional support

### Partnership Activities

- Community Events
- Parent Support Groups
- Early Recognition
- Administrative Meetings
- Outreach and Marketing
- Curriculum/material development
- Staff Development/Community Workshops



#### PARTNERSHIP EVALUATION

- Ongoing assessment with each contact with a parent
- Parent surveys at beginning and end of school year
- ▶ School staff surveys at beginning and end of school year
- Regular communication and ongoing assessment with school administrators

(with Navigators and with Supervisor)

► Assessment with Superintendents at least 2x/year



### Initial Funding



New York State Success - System of Care

- ► Innovations Grant and Technical Assistance Grant
  - ► Create, Brand, Market and Operationalize the community based Navigator model
  - ► Codify the School Based Navigator model
  - ▶ Promote Navigator model to all school districts in the county
  - ▶ Promote and Support Family Driven practices

### Ongoing Funding

School Based Contracts

Contract amount includes

- ► Hourly stipend for Family Navigator (up to 20 hours/week)
- ► Cell phone service
- Printing of rack cards
- Administrative costs covering weekly individual supervision with master's level mental health professional
- Mileage
- ► Contribution to local System of Care entity (Collaborative Solutions Network)
- ► Early Recognition Grant NYS Office of Mental Health
  - Assist with developing partnerships with primary care and school districts to promote universal mental health screening
  - Assist with events to de-stigmitize conversation about emotional health
  - Initiating contact with families who have questions about connecting with mental health resources in the community



Parting words of wisdom...

keep an open mind....

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#### Links to full videos:

South Seneca Schools: Mr. Z.

Groton Schools: Mr. H

Groton Schools: Mrs. P.

# Family Navigators

School-Based Partnership

Family Navigators
Build Hope...with Heart!

Questions?