



CFPs Across Texas

INTRODUCTION of PRESENTORS

GOALS/OBJECTIVES

Angie Jackson

MBA, M-CFP

Project Coordinator for UTHSCSA/CTI

Danielle Mullins

MSW, CFP

The Women's Home: Family Place

Nidia Heston

LMSW, M-CFP

Texas System of Care-Family Engagement
Specialist

Meet the Presenters



ANGIE JACKSON
MBA, M-CFP



NIDIA HESTON
LMSW, M-CFP



DANIELLE MULLINS
BSW, CFP

primary goals

Obj 1 Understand qualifications for CFPs in Texas



Obj 2 Understand importance and value of engaging family voice



Obj Explore and expand systems where CFPs can be employed

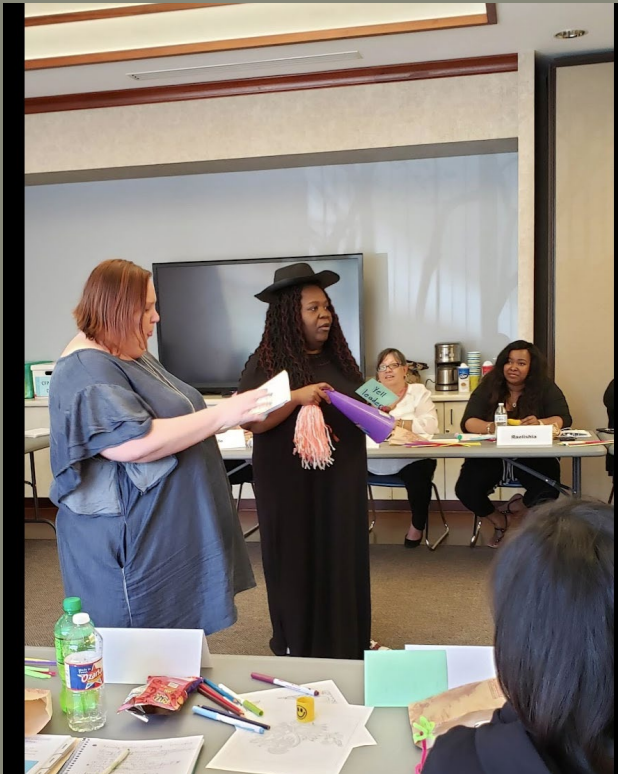
CFP Minimum qualifications:

- ✓ **Must be a parent or legally authorized representative (LAR) with a minimum of one year of lived experience being responsible for making the final decisions for a child/youth (person 17 years or under) who has been diagnosed with a mental, emotional or behavioral disorder;**
- ✓ **Must be at least 18 years or older and must have a high school diploma or GED;**
- ✓ **Have successfully navigated a child serving system for at least one year (i.e., mental health, juvenile justice, social security or special education);**

CFP Minimum qualifications:

- ✓ **Be able to articulate their lived experience as it relates to advocacy for their child/youth and success in navigating these systems;**
- ✓ **Have lived experience that speaks to accomplishments concerning their child/youth's mental health including their child/youth being in a stable place in their recovery and/or resiliency; and**
- ✓ **Can meet requirements for a Medicaid background check.**

Do for, Do with, Cheer on.



History Timeline of CFPs

2005 - Texas (DSHS) mandates that all LMHAs in Texas hire a Family Partner.

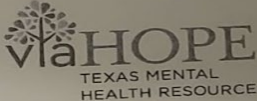
- **2005** -
- Initial responsibilities included:
 - Facilitating Wraparound Services
 - Running Family Support Groups

2005 - Meeting in Dallas to discuss family partner responsibilities and competencies

2010-2011 – Texas Family Partners develop informal network to support each other in the work.

2011 – 2012 – Major shift in the state implementation of Wraparound. Texas Family Partners no longer being asked by the state and LMHAs to facilitate those services

History Continued



**Texas Family Partner Certification Process
Kickoff Event**

WE NEED ALL STAKEHOLDERS TO ATTEND THIS TWO DAY EVENT!
We are asking for input on Policies & Procedures * Needed Competencies *
Curriculum & Training * Infrastructure Building

**Tuesday, April 26th - 10:30 am – 5:00 pm and
Wednesday, April 27th - 8:30 am – 3:00 pm**
@
**The Hogg Foundation for Mental Health
3001 Lake Austin Blvd #1202
Austin, Texas 78703**

Lodging accommodations will be covered by Via Hope for the night of Tuesday 4/26.
Lunch will be provided both days.
Travel and per diem covered by your employer or on your own.
Limited Scholarships available for travel.



Your voice is needed and will be heard!

**For more information contact: Angie Jackson, Family Partner Coordinator @
ajackson@namitexas.org or (512) 804 – 9095**

If planning to attend complete registration form on following page

Via Hope is a collaborative effort of Mental Health America of Texas
and the National Alliance on Mental Illness of Texas

c/o Mental Health America of Texas, 1210 San Antonio Street, Suite 200, Austin, Texas 78701 512.454.3706
c/o National Alliance on Mental Illness of Texas, Fountain Park Plaza III, 2800 S. I-35, Ste 140, Austin, Texas 78704 512.693.2000



2011 – Meeting in Austin of Family Partners and Supervisors to review the job responsibilities and roles of a Family Partner and determine, based on the first several years of implementation experience, how Family Partners might best serve the parents and guardians of children in community mental health services.

2011 (April) – Via Hope Kick Off Event with Family Partners and Pioneers to share their knowledge regarding standards of practice, skills and services needed for proficiency as a Certified Family Partner, resulting in a curriculum and competencies that validate the position of Family Partner in Texas.

2011 (November) – First Via Hope Certified Family Partner Training and Via Hope certification process is implemented.

HISTORY OF CFPS

• **2013** - Hill County MHDD Centers becomes the first LMHA to hire a Certified Family Partner as a Director of Family Partner Services (Lynn Friese).

2020-CFP contract was awarded to UT Health Science Center-San Antonio's dept of psychiatry and behavioral health. San Antonio's Clubhouse-PeerForce was awarded the contract to be the CFP and Peer Specialist hub and Texas Certification Board became the certifying entity for CFPs.

Performance Contract

- Contracts

- All 39 LMHA and LBHA contracts require CFP support services.

- Key Deliverables

- Each LMHA or LBHA shall provide CFP support services to at least 10 percent of the eligible families.
- Eligible families include children or adolescents in the following Levels of Care (LOC): LOC-2, LOC-3, LOC-4, LOC-5, LOC-RTC, and LOC-Young Child

What is a child serving system?

Special
Education

Foster
care/DFPS
involvement

Juvenile
Justice

Behavioral
Health or
I/DD System

Early
Childhood
Intervention

Social
Security

Places You May Find a CFP...

First Episode Psychosis/Coordinated Specialty Care

Child and Family Services Unit

Intellectual and Developmental Disabilities

YES Waiver

Juvenile Justice

School programs

12 Core competencies

19 Code of Ethics

8 Professional Code of Conduct



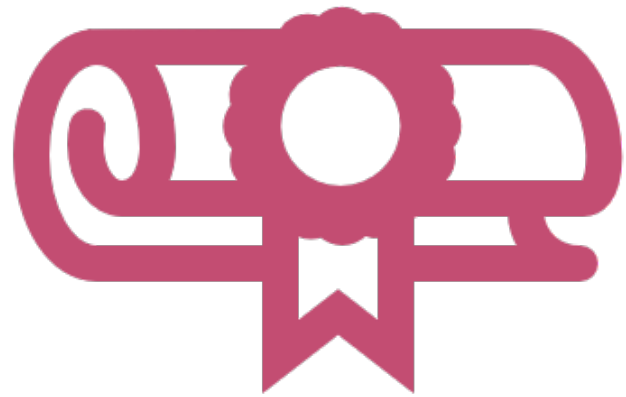
CFP DUTIES AND RESPONSIBILITIES

MAJOR AND SHOULD BE EXPECTED FROM ALL ENTITIES AND IN ALL JOB DESCRIPTIONS

- ❖ ADVOCACY
- ❖ MENTORING
- ❖ ENGAGEMENT
- ❖ ROLE MODELING
- ❖ SUPPORT GROUP FACILITATING
- ❖ WRAPAROUND PROCESS PARTICIPANT
- ❖ SYSTEM NAVIGATOR
- ❖ COMMUNITY RESOURCE LOCATOR
- ❖ STIGMA BUSTER
- ❖ UNDERSTAND TRAMA INFORMATED CARE

IMPORTANT BUT MAY DEPEND ON ENTITIES JOB DESCRIPTIONS

- ❖ ORGANIZE CHILDREN'S MENTAL HEALTH AWARENESS EVENTS
- ❖ RECEIVE AND ORGANIZE DONATIONS FOR FAMILIES
- ❖ ORGANIZE SCHOOL SUPPLY DRIVES
- ❖ ORGANIZE POSSIBLE HOLIDAY BASKET OR TOY DRIVES AND GIVEAWAY
- ❖ COMPANY WIDE CHILDREN MENTAL HEALTH AWARENESS CONTEST FOR COMPANY MORAL AND TOGETHERNESS



CFP, CEUs, and Code of Ethics and Code of Professional Standards

- ❑ RENEW CERTIFICATIONS EVERY TWO YEARS
- ❑ 20 CEUS IN THE 12 AREAS OF CFP CORE COMPETENCIES
- ❑ CAN BE OBTAINED IN MULTIPLE PLACES (IE. CTI AND LMHA)
- ❑ UPHOLDING CODE OF ETHICS See manual pages 5 - 7
- ❑ UPHOLDING CODE OF PROFESSIONAL STANDARDS

Steps to Training and certification



1. Register (make profile) with CTI – Centralized Training Infrastructure.
2. When application is released fill out app and submit to CTI.
3. Project Coordinator Senior will contact you to let you know your application has been received and set up a virtual interview.
4. Have virtual interview
5. You will be notified if you are accepted into certification training.
6. Attend certification training and pass final exam with a 70% or higher.
7. Apply for initial certification application on the TCB website <https://www.tcbap.org/>
 1. 2 letters of recommendation
 2. Certificate of attendance from CTI
 3. Start obtaining CEU's
8. Ongoing support from CTI project Coordinator

Things to mention



STATEWIDE
MENTORSHIP PROGRAM



STATEWIDE CALL WITH
HHS



ENDORSEMENT WITH
CTI

Where Are CFPs Employed?

Presenter: Danielle Mullins

Presentation Outline:

Not Your Traditional CFP

How Can I Help You

My Story My Vision

Topic No. 1

- Non-traditional CFP role
- As a Community Outreach Case Manager for the Women's Home in Houston, Texas, my role as a CFP allows the following:
- Information and Education
- Provide families with accurate and up-to-date information including available resources, treatment options and support services.
- Advocacy
- Advocate for families helping them navigate the complex healthcare and education systems.



Topic No. 2-How Can I Help You

Certified Family Partner & Case Manager

The role of a Case Manager
& CFP is the perfect relationship.

- Information and Education
- Advocacy-Using my Voice
- Referrals and Coordination
- Emotional Support
- Community Integration





MY STORY...

As a mother of five, I thought I knew it all. Children developing differently was normal. This mindset lead to me overlooking my youngest son behaviors. Before he turned two, I noticed some obvious signs.



MY JOURNEY...

Relocating my family with no support system
built my strength and character. I became
who I needed for my son and now for others.

Questions for Presenters



Thank you so much

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NIDIA HESTON

- Family Engagement Specialist
- Texas System of Care-
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DANIELLE MULLINS

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Outreach
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Family Place
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Certified Family Partners Across Texas – Family Voice

**Nidia Heston, LMSW, CFP-M, Texas System of Care – Family Engagement
Specialist**

**Office of Mental Health Coordination (OMHC), Behavioral Health Services
Texas Health and Human Services**

July 26, 2023

What is Family Voice? (1 of 3)

Families and family-run organizations are vital components of recovery-oriented service systems. Family members train and support other families—sharing lived experiences and insights that instill hope, increase understanding, and contribute to systems transformation.

Source: SAMHSA-
<https://www.samhsa.gov/brss-tacs/recovery-support-tools/parents-families>



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What is Family Voice (2 of 3)

The insights of individuals need to be front and center in every aspect of a system of care including policy making, program design, service delivery, quality improvement, and workforce development. If there are professionals coming together to discuss services and supports for children and youth, then families should be there as well to drive the process.

Source: Texas System of Care-
<https://txsystemofcare.org/initiatives/family-voice/>





What is Family Voice (3 of 3)

Family Voice Matters. Nothing About Us Without Us.

Family voice and choice: Family and child or youth perspectives are intentionally elicited and prioritized during all phases of the wraparound process. Planning is grounded in family members' perspectives, and the team strives to provide options and choices with the plan reflecting family values and preferences. Source: National Wraparound Initiative First level.

Source: National Federation Of Families-
<https://www.ffcmh.org/resources-familydriven>



Partnering With Families



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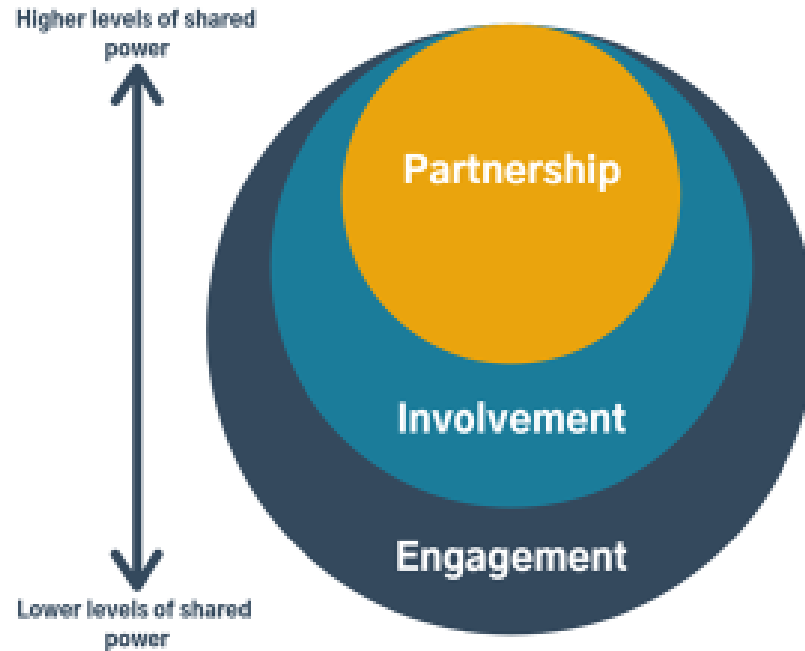
THE POWER OF PARTNERING WITH FAMILIES

“Providers are considered subject matter experts in what they were trained to do. Families get to contribute lived expertise and claim their own journeys. They become the subject matter experts of their families and their experience. The sum of the combined expertise is powerful.”

Source: Texas Family Voice Network Provider Tips-The Power Of Partnering With Families <https://txfvn.org/wp-content/uploads/2020/01/txfvn-provider-tip-sheet-1-draft-2.pdf>

Partnering with Parents

Moving Towards Partnership



PARTNERSHIP

Youth and families have equal power, input, and investment in mutually agreed upon outcomes.

INVOLVEMENT

Youth and families are invited to participate or contribute to some portions of a larger project or goal.

ENGAGEMENT

Youth and families are consulted, typically in an extremely time bound, sporadic manner.

Impact of Family Voice in Systems

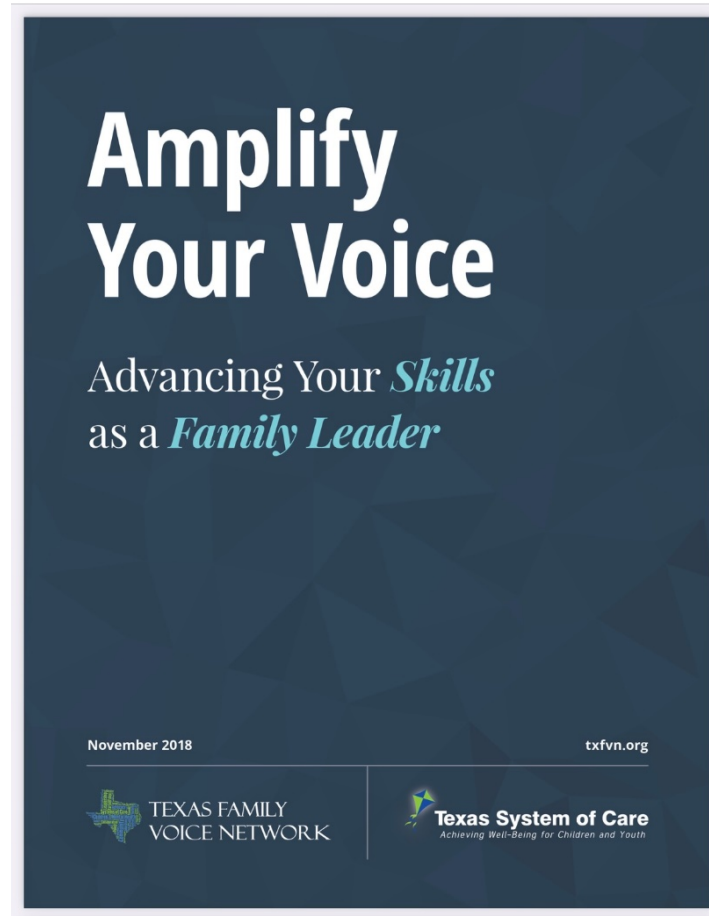
- The mission of a Certified Family Partner (CFP) in Texas is to support families having their voices integrated into systems and recovery models. It is best practiced as part of a person-centered plan.
- To align with Texas System of Care values, CFPs are instrumental in all areas where families are involved: recovery journeys, advocacy at all levels, and in developing policy and processes that impact their lives.
- Family voice promotes engagement and ownership in processes, policy development and a family's own care. When families know they are heard, youth experience better outcomes and the ability to elevate their voices.



Advocacy-Amplify Your Voice

[Texas Family Voice Network](#)

Booklet provides guidance on how to share lived experience at local, state, and other system levels.



Resources for Supporting Parent Voice



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- [Substance Abuse and Mental Health Services Administration \(SAMHSA\)-Parents and Families](#)
- [Texas System of Care-Family Voice](#)
- [Texas Family Voice Network](#)
- [National Federation Of Families-Family-Driven Resources](#)
- [Family Run Executive Director Leadership Association \(FREDLA\)-publications and resources](#)



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How CFPs Support Family Voice

<https://www.fredla.org/wp-content/uploads/2019/12/Family-Engagement-v8-1.pdf>

Family Engagement in Systems

Family engagement is an active partnership between families, service providers, and agencies which involves listening to what families have to say, engaging in two-way communication and seeing families as partners and allies in all child-serving systems of care.*



Core Value of a System of Care

Effective and sustainable systems of care engage families as partners in all aspects of the system, from service delivery to program development, policy, and evaluation.

Shared Responsibility



Family engagement is embedded in the work of all staff members, management systems and leadership priorities.



Built on Relationships

A welcoming environment, actively listening, and exploring the family's area of expertise and interest ensure that families are engaged in ways that are meaningful to them.

Voices of All Families



Creative outreach strategies such as community events, focus groups, online surveys, and social media provide opportunities for the voices of all families to be heard.



Equal Partnership

Listening and benefitting from each other's knowledge and expertise fosters equal partnership between families and systems.

Support Participation



Assistance with transportation and child care, translation services, and the use of technology facilitate families' participation.



Acknowledge Expertise

Financial compensation such as stipends or gift cards for families' time is an acknowledgment of the expertise that families bring to policy and decision-making tables.

Opportunities to Grow



Ongoing opportunities to attend conferences and trainings as well as mentoring by those within systems support families to gain knowledge and develop their leadership skills.

*The Ontario Centre of Excellence for Child and Youth Mental Health and the Ministry of Children and Youth Services (MCYS, 2013)

Summary for Q and A



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- Family voice is the expertise families bring to systems and their recovery plans.
- Family voice should be included in all levels of system planning, process development, and policy development as well as their own recovery plans.
- CFPs help support family voice in systems by sharing in the lived experience of those they serve and having a voice in systems.





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Thank You

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