

Welcome to

ENGAGING INDIGENOUS FAMILIES  
AND COMMUNITIES

**THE TRAINING WILL BEGIN SHORTLY**

While you're waiting...



*Icebreaker Question* (answer in the chat)

What is your favorite beverage to start your morning?



*Survey & Certificate of Completion*

Available following the training.

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# Hi, We're CalTrin!

## Who we are

- The California Training Institute
- Funded by the State of California, Dept. of Social Services, Office of Child Abuse Prevention (OCAP) to support child abuse prevention through professional development and extended learning opportunities.
- Designed for staff of family strengthening and child abuse prevention organizations in California, including Family Resource Centers, Child Abuse Prevention Councils, community-based organizations, and other child and family serving systems.

## What we offer

- Live webinars & small group training
- Virtual, self-paced courses
- Job aids & other resources



*This training was made possible with funding from the California Department of Social Services, Office of Child Abuse Prevention. Any opinions, findings, conclusions, and/or recommendations expressed are those of the CEBC /CalTrin and do not necessarily reflect the views of the California Department of Social Services.*

# UPCOMING TRAININGS

*mark your calendars!*

Visit [caltrin.org](http://caltrin.org) to view and register for upcoming webinars or workshops



**04/04** | Fostering Tribal-County Collaboration:  
The Cahto-Mendocino Experience



**4/25** | Navigating Unconscious Bias



**4/16** | Protective Factor: Concrete Support in  
Times of Need



**5/07** | Direction, Alignment, Commitment

# Before We Begin...

## DURING



Access the notetaking slides now! The link can be found in the chat.



Review interactive features for today's training. Locate the controls on the toolbar at the bottom of your screen.



This presentation is being recorded.

## AFTER



Complete the survey at the end of this training to receive your Certificate of Attendance.



A follow-up email will be sent to all participants within two days.



# Engaging Indigenous Families & Communities

**Presenters:**

**Shannon Crossbear**

**Veronica Willetto DeCrane, MEd**





# Speaker SPOTLIGHT



**Shannon Crossbear**

Owner and  
Sr. Consultant, Trainer, & Facilitator  
Strongheart Resource Development



**Veronica Willeto DeCrane**

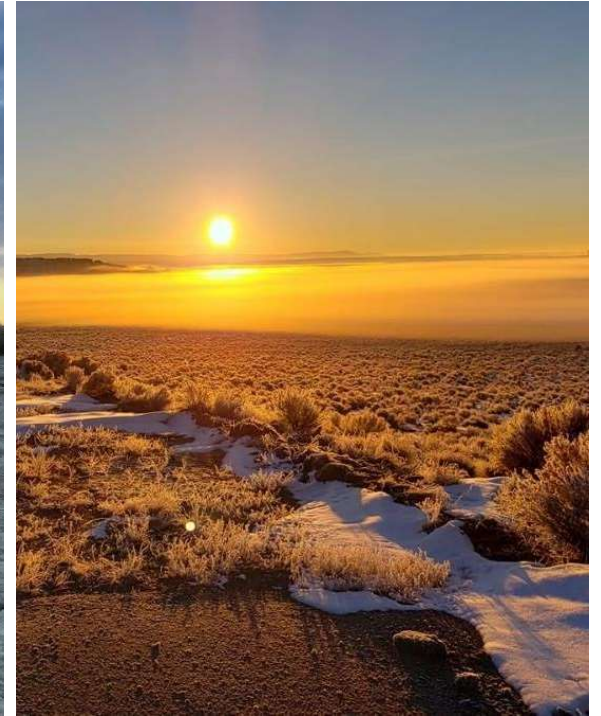
Training & Technical Assistance Manager  
National Native Children's Trauma Center



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# Introductions

*Please introduce yourself in the chat and share the ancestral lands on which you reside.*



**Veronica Willetto DeCrane**



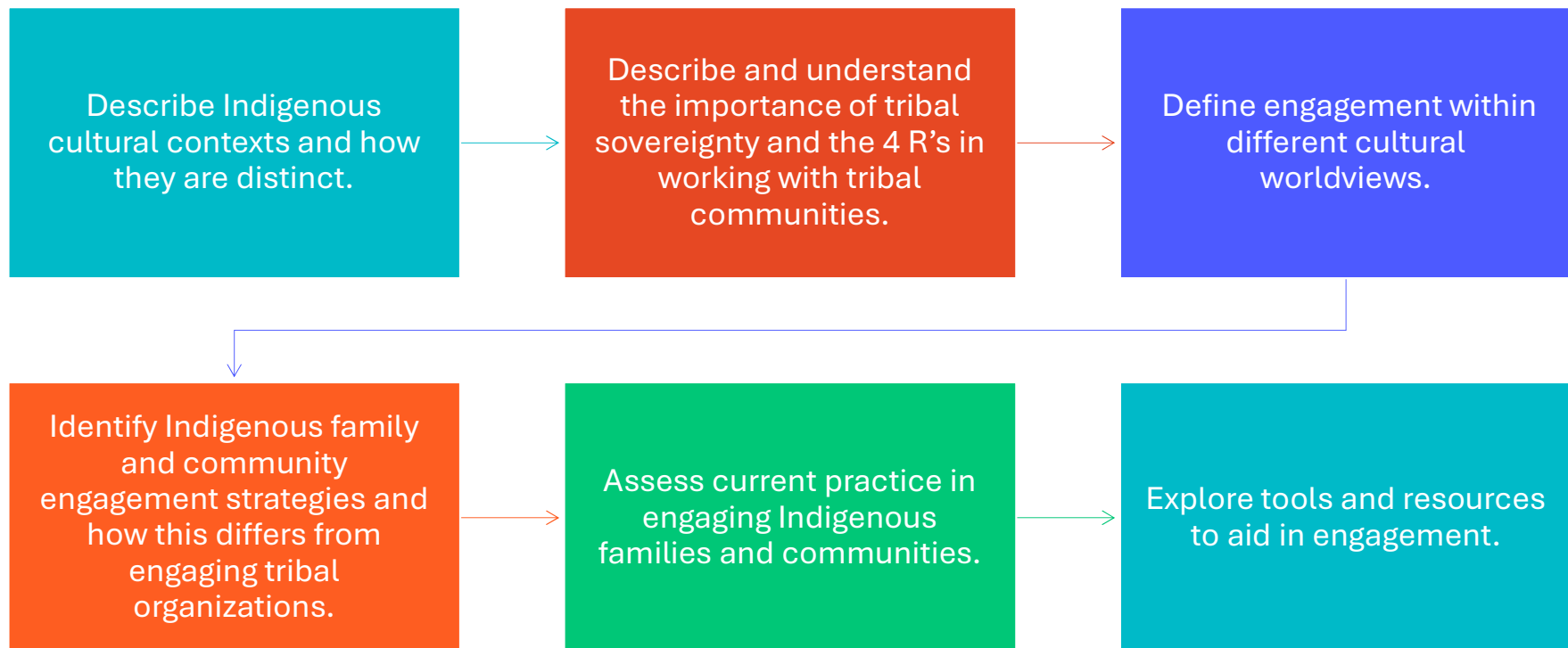
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# Shannon Crossbear



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# Our Time Together



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# Considerations

*Reflect on your previous responses and make any revisions you feel are helpful.*

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What is the reason for the engagement?

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Who specifically do you hope to engage with?

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What do you hope the outcome will be?



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# Intentions Matter

## **Pur-pose-ful**

/ˈpɜːpsəfəl/

Adjective: having or showing determination or resolve

Similar words: determined; resolute; resolved; firm; steadfast; single-minded

Having a useful purpose

- “purposeful activities”

## **Intentional**

- “if it wasn’t an accident, it must have been purposeful”

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# Digging Deeper

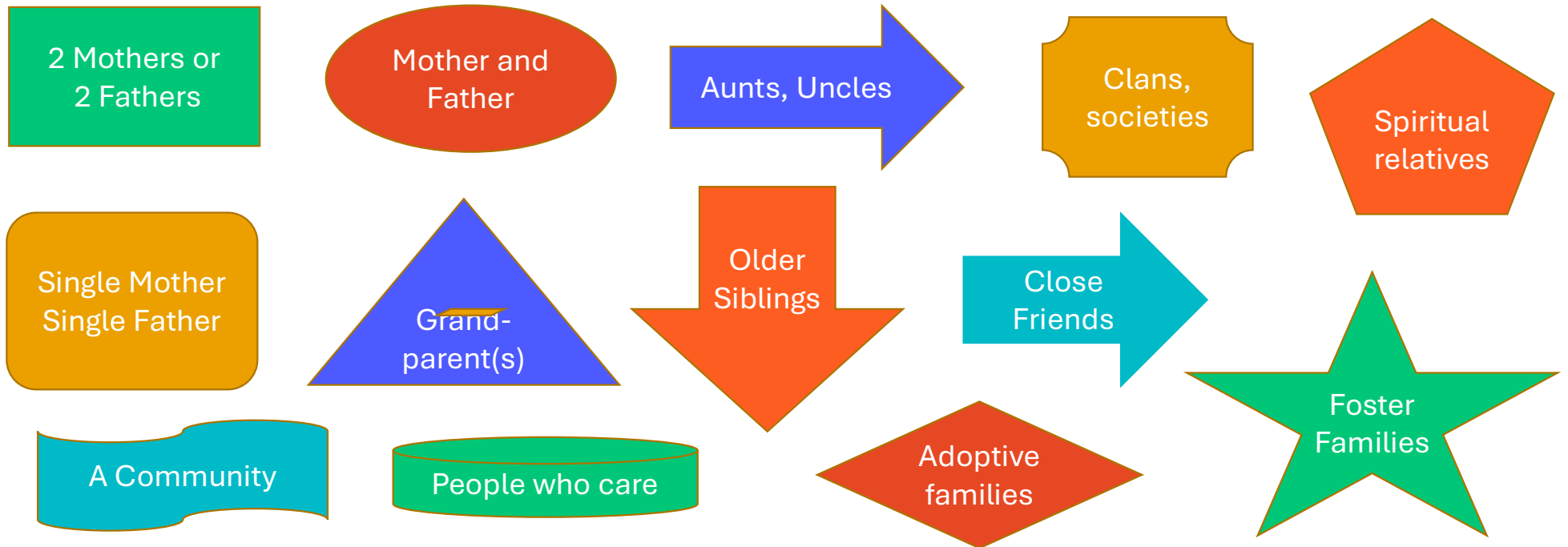
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# Definition of an Indigenous Family

A family takes on many different shapes and sizes:



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# Types of Relationships with Families

## Family Engagement

Engage families in services & improve service utilization

## Family Involvement

Involve families at every step of the service delivery and evaluation process

## Family Partnership

Partner with families by valuing and utilizing their input on par with the providers within agencies. Families have equal voice and input into processes that may continue after they have left services.



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# What does Family-Driven care mean?

Families have a primary decision-making role in the care of their own children as well as the policies and procedures governing care for all children in their community, state, tribe, territory and nation. This includes:

- Choosing supports, services, and providers
- Setting goals
- Designing and implementing programs
- Monitoring outcomes
- Determining the effectiveness of all efforts to promote the mental health and well being of children and youth.

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## What have we learned?

*Please share with your small group some engagement efforts you have tried with Indigenous families.*

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How have you engaged Indigenous families in the past?

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Where did you connect with the Indigenous families you engaged with in the past?

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# Positive Outcomes for Families

## The Child or Youth

- Earlier access to care
- Better adjustment, functioning, and quality of life
- Faster recovery for mental health and addiction
- Decreases isolation
- Improves skills and functioning
- Reduces rates of relapse, recidivism, and deeper involvement with CW and JJ
- Improves achievement in school
- Better overall social/emotional wellbeing
- Reduces likelihood of maltreatment, teen pregnancy, incarceration, mortality

## The Family

- Improves stable living situation
- Decreases parenting stress and increases parent confidence
- Improves access to social supports
- Increases ability to navigate confusing systems/services
- Facilitates access to insurance
- Teen males who live with fathers are less likely to carry guns & deal drugs
- Reduced sibling discord

Source: Family-Run Executive Director Leadership Association, 2022

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# Positive Outcomes for Organizations

## Agency, Facility

- Earlier access to services
- Improves quality of care
- Improves clinical outcomes
- Increases satisfaction of staff in their careers
  - ☐ Improves data collection (quantity & quality)
- Improves client satisfaction with care
- More successful involvement in care

## Managed Care

- Increases enrollment
- Improves coordination of care
- Strengthens engagement in treatment
- Permits better stewardship of resources
- Produces return on investment
- Provides for reinvestment
- Yields better clinical outcomes
- Improves quality of care

Source: Family-Run Executive Director Leadership Association, 2022

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# Positive Outcomes Overall

## The System

- More effective and efficient use of state and federal resources among systems
- Reduced out of home placements
- Shorter LOS in residential care
- Self efficacy reduces over-reliance on services
- Improves data for decision making

## The Community

- Improves community tenure
- Citizens exercise participation/voice
- Reduces disconnection from culture
- Increases community awareness of children's mental health issues
- Improves ability to respond to community needs

Source: Family-Run Executive Director Leadership Association, 2022

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## 3 Types of Engagement:

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**1. Individual** (Youth and Family enrolled in services)

**2. Program** (Your agency or organization)

**3. System** (State, Tribe and National Levels)

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# Individual

- ❑ Choosing supports, services and providers that the youth and family wants.
- ❑ Given accurate, complete and understandable information so that families can make an informed decision.
- ❑ Families and youth setting their own goals.
- ❑ Providing youth and families with opportunities to participate in peer support activities to reduce isolation and to learn from each other.
- ❑ Giving the families and youth a sustainable voice and listening to that voice.

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## Scenario

*“The parents are not concerned for their child.”*

Are we thinking about about trauma?

Are we using a Strength-based approach?

Have we considered culture?



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# Program

- ❑ Reviewing and encouraging use of supports, services and providers that families feel fit the community's culture.
- ❑ Involved in policy, quality assurance and evaluation activities.
- ❑ Involved in creating and delivering services.
- ❑ Providing peer support services and included in trainings and other workforce development activities.
- ❑ Giving the families and youth a sustainable voice at the program level and listening to that voice.

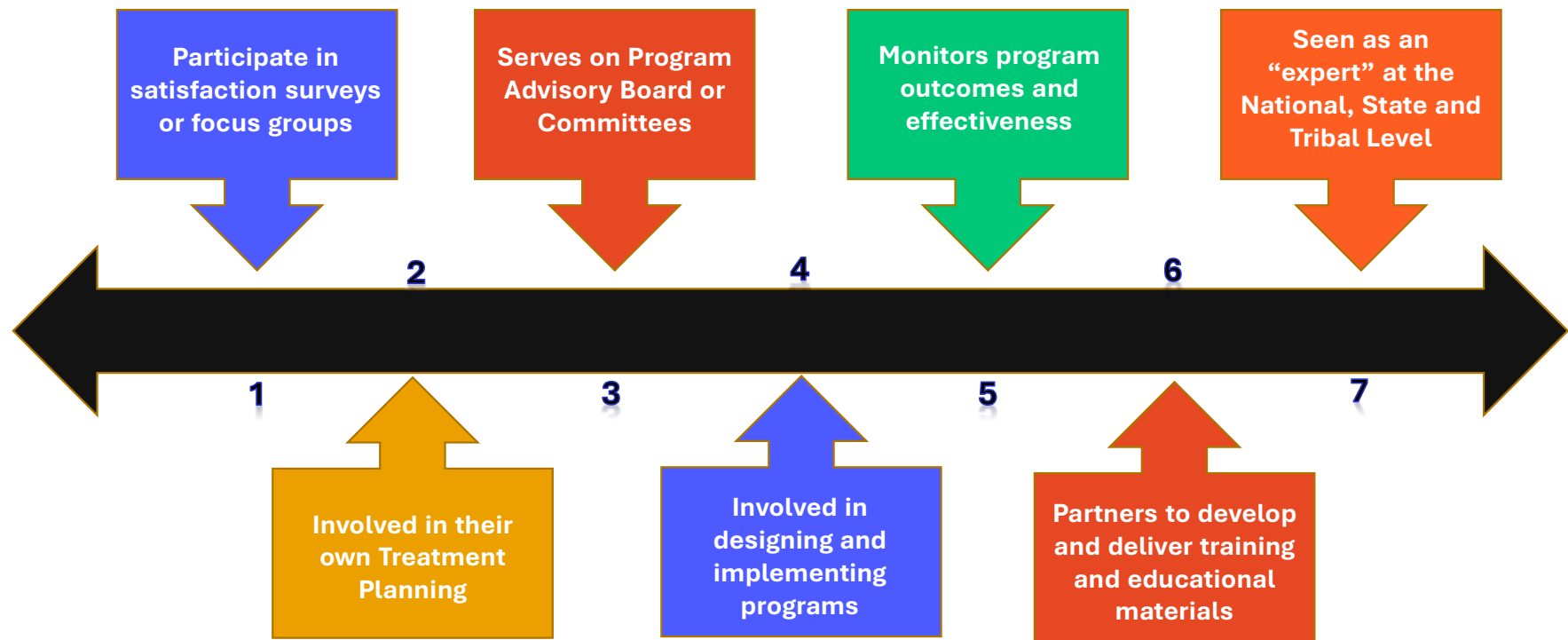
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# System

- ❑ Advocating at the national, state or tribal level for appropriate supports and services.
- ❑ Participating in tribal, statewide or national conferences as attendees or presenters.
- ❑ Developing policies and procedures governing the care for all children in their community.
- ❑ Reviewing programs compliance with standards and policies that have been developed.
- ❑ Giving the families and youth a sustainable voice at the systems level and listening to that voice.

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# A typical path a family member might take...



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# Pathways to Family Partnership

*Reflections from the homework assignment.*

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# Barriers to Family Engagement

1. A lack of understanding and valuing family and youth involvement at all levels
2. The lack of knowledge of available resources across agencies
3. Lack of management support for family and youth involvement in practice
4. Access/transportation
5. Financial limitations / funding issues / siloed funding
6. Overwhelmed families, youth not engaging in services
7. Lack of confidences and lack of ability in advocating for and with families
8. Why is language so important? What are the additional historical trauma considerations in working with indigenous families?

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# Barriers for Indigenous Families

## Historical Trauma due to the boarding schools

- "Parents have forgot how to love."
- White Bison's "[Journey to Forgiveness](#)" Video
- [www.whitebison.org](http://www.whitebison.org)

## Blamed and Ashamed

- "All the youth and family members were severely blamed and shamed by providers and systems when what they needed was nonjudgmental recognition of their struggle to find caring help and support."
- *Blamed and Ashamed*, Federation of Families for Children' Mental Health. Alexandria, Virginia. 2001
- [www.ffcmh.org](http://www.ffcmh.org)

## Differences in Cultural Perspectives

- Discipline
- Parenting

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# Possible Strategies

- ✓ Provide information and education about local resources,
- ✓ Provide in-person or on-line training and education on the role and value of family and youth involvement (including, but not limited to)
  - ✓ Telling your own story
  - ✓ Parent Peer Support and leadership mentoring
- ✓ Develop a consistent definition and understanding of the role of the family involvement and provide consistent consultation
- ✓ On-going training on being strengths-based and goal oriented
- ✓ Include an element of “fun” for families and youth to participate in their own treatment planning

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# Additional Strategies

*Please put in “chat” any additional strategies that come to mind*

- ✓ **Practices in service delivery, management and policy need to be about the family and youth, not about the budget, the program, etc.**
- ✓ Utilize cross agency committees and include family input and feedback as a regular feature
- ✓ At cross agency trainings, include how peer support works within each agency and/or include family and youth perspectives from those who have received services.
- ✓ Provide monthly communication through something like a newsletter or email that highlights specific strategies. ***Include some family stories to make it real***



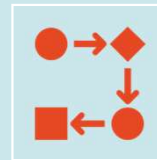
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# Next Step

*Please share in “jamboard” the next step you will commit to taking to advance family engagement.*



What strategies stood out to you?



Share one strategy you would like to implement in the next 30 days.



Name one person you will share your family engagement commitment with in the next week



# Resources

# Thanks for joining us!

## WHAT'S NEXT?

- Survey and certificate in the chat now
- Follow-up email with resources within two days
- Watch your inbox for the next issue of *CalTrin Connect*



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