

Intensive Family Services: working towards empowering parents to Reclaim Their Families

Presenters: Katherine Bodkin
Mike Serwatuk

Craigwood Youth Services

- 62 years serving children's mental health in the London area
- Mental health Community-based and Intensive services for youth 12-18
- Accredited by Canadian Centre for Accreditation

Workshop objective

- Understanding of the 2 year evaluation project
- Modification of service and delivery to ensure effectiveness and efficiency
- Provide sample of directly applicable and evidence-informed strategies to support healthy family functioning and interactions

IFS refresh contributors

Pre 2017

- Roger Houghton*
- Scott Forsythe
- Jody Lake*
- Chris Sollazzo
- Jon Deactis*
- Terry Bouchard
- Mya Barak

2017

- Kristen Marcovecchio*
- Colleen Dobinson
- Kerri Steele
- Katherine Bodkin
- Melissa Ankers
- Mike Serwatuk
- Paula Shea
- Terry Bouchard

*denotes MST original participants

Intensive Family Service Refresh

- Journey started in summer of 2015 with goal of presenting at CMHO
- Work groups assigned within IFS team
- Evaluation of client outcomes through Child and Adolescent Functional Assessment Scale (CAFAS) over an 8 year period
- Material referencing and sourced
- Professional package and consistent delivery practices completed in 2017 (2.5 years!)

Why a refresh?

- Review of overall delivery of IFS service, current research, and best current practice literature
 - Noted that not all staff were delivering the same material/way
 - Strengthening key deliverables and methodologies
 - Proper annotation and referencing materials/literature
- Review of Reclaim Your Family parent group
 - Development over 15 year period created additional resources and materials were not well documented or shared by all team members

Why refresh(cont.)

- Review of delivery of intensive in-home service
 - Brought consistency to delivery model
- Review of Multi-Systemic Therapy(MST) and Family Preservation (FP) principles
 - Reviewed key operating rules in order to re-commit to those that best articulate our beliefs
 - Directly linked tools with MST and FP principles

Research Findings

- Some research indicates model is not as important as certain characteristics of providers (i.e. respect client's view, understanding client's culture/beliefs, established relationship, establish hope)
- Meta-analysis of Family Support Programs found that most family support programs worked primarily with parents, viewing them as agents of positive outcomes for children

Additional research findings noted at Summary #5 in handouts.

Research and literature Bibliography available by request

Findings

- CAFAS review: historical and current
 - Provided evidence to demonstrate effectiveness for clients and efficiency for delivery
 - 2012/2013 determined that the most efficient and effective way of delivering the service was 6-6

IFS Target Client Groups

Teens who present as:

- Defiant/ disrespectful
- School avoiding
- Physical and/or verbal aggression
- Property damaging
- Displaying criminogenic behavior
- Lying
- Emotional dysregulation
- Serious self-harm or suicidal
- Mental health concerns

Parent Presentation:

- Overwhelmed
- Burnt out
- Lack of love/affection
- Guilt
- Powerless
- Ineffective parenting strategies
- Loss/unavailable supports

Team structure

Team

- 4.5 Full Time Equivalent Positions (3@FT, 3@PT)
- 2 workers paired/cycle

Service

- 3-5 families at a time/worker
- Up to 8 hours/family/week direct service

Schedule (current)

- 16 week cycle of client pick ups (9 cycles/year)
- Service clients within the cycle
- 3 parent groups/team/year
- Room for Quick Response, 12 week and additional psychoed group.

targets

2017/18 Ministry targets

- 90 parent group families (> 90 participants)
- 75 IFS families served

Historic achievements

2016/17- Turning point for consistency of reducing waitlist and meeting Ministry targets is with new 16 week rotation cycle.

outcomes

Client satisfaction

Addressed waitlist issues

Addressed client turnover

Predictable group schedule

Average wait times:

- PG ~ 6-8 weeks
- IFS ~ 6-16 weeks (~10% of wait list)

Worker satisfaction

- Planning of time off/work-life balance
- Flexible work hours
- Predictable partners
- Accountability
- Clarity of goals and timelines ensures turnover

“..... When we were offered support through the parent group and IFS we were already in so much turmoil. Mike and the rest of the staff were amazing. They held no judgements or ideas that only one thing will work with every child, parent or situation. The support that we received saved our family. So often in the past my child was treated as a problem that we created and we as parents had to fix. I had always felt embarrassed that I was such a failure as a parent to have to be facing these issues with my son, not so with the parenting group, IFS, or any of the staff we encountered. There was no sugar coating on anything we learned or talked about but it was open, honest and above all very effective. **The program separated what seemed like an insurmountable crisis into individual behaviors and responses that created a feeling of hope and imparted a sense of accomplishment. Dealing with small behaviors seemed doable....”**

Cont.

... Initially when we started implementing some of the strategies we had learned we found ourselves in a maelstrom of conflict and increased resistance with our son. Craigwood was there every step, not only at our meetings, but throughout the day and evening when we were in crisis. I don't think I would have made it without them; I am certain my son would have suffered terribly if we had not had that support.

We still have our learning materials, and we still have to go back to them now and again; especially with two teenage boys in the house. We still deal with issues of power struggles, but we now know how to break every problem down into more attainable goals. I wish we had found resources like this when my son was much younger."

~B

We recently found ourselves in crisis with our 14 year old son who had not previously had any issues whatsoever. We were suddenly dealing with school suspensions, substance use, disrespect, suicide threats and we were in total shock. We had no idea why this was happening and how to begin to deal with it.

We connected with Craigwood and the Parent group and got the coaching and **tools we needed to allow us to understand our own behavior and how to ensure that our reactions and actions were not escalating the situation with our son.** We were given real life examples and coaching on how to set up the structure, including a behavior contract, so that we were always consistent and clear with our expectations of our son.

As result of our experience with Craigwood, we feel that we have **much more control over what seemed to be a completely out of control situation.**

Intensive Family Services (IFS)

- Rooted in Multi-Systemic Therapy (MST) framework and Family Preservation principles
- MST pilot project in 1997 with 3 staff/1 Supervisor (Funding ended 2001/2). Delivered as a 12 week in-home service
- IFS evolved out of the MST experience and extensive training in 2002. Seamless transition into IFS services as program offering
- Parent group was later added to assist with waiting list for IFS
- Expected outcome of Service: preserve the family system
 - Build family system capacity
 - Build on family and youth resilience
 - empower families through the change process via:
 - strength based and skill development lens
 - implementation support by experienced clinicians

IFS Service Model

- Current 12 week model
 - 6 week Reclaim your Family group for parents
 - 6 week Intensive in-home/community services to help the youth and parents integrate strategies learned through real-time interactions

Where families cannot participate in Parent Group, IFS workers will provide 12 weeks of service in-home and in-community

Delivered as one integrated service, although MCYS views parent group and in-home services as separate for reporting and data collection purposes

IFS modified

- 3 week psychoeducational group developed to support youth and families on other Craigwood waitlists
- IFS Quick Response (QR)- partnership with WAYS/Vanier/London Middlesex CAS began in 2013 to provide a rapid pickup for 6 week in-home support. Goal was to preserve the family and prevent family breakdown

Future ideas: residential parent psychoeducation group, QR referral to PG and IFS for prioritized service

Reclaim Your Family (Parent Group)

- Parent Support
- Tools for learning
- Focuses on parent being the change agent to empower whole family (youth does not have to participate)
- Family dynamics and interactions as the problem (rather than blaming youth)
- Focusing on parents to respond instead of react
- Support to parents is support for whole family

Cont.

- Learning the tools in PG first makes the application of these tools in the home easier and more successful.

Benefit

-PG is efficient in reducing need for in-home intensive services (from 12 weeks to 6 weeks-CAFAS confirmed re: effectiveness)

Parent Feedback Review

Parent feedback obtained via questionnaires following Parent Group and at the end of full IFS service

- Anecdotal/written responses indicate that parents were overwhelmingly appreciative of the services, support as a parent, and of the individual staff that support them
- CAFAS data for clinically significant change confirmed feedback data for satisfaction by parent
- The IFS service receives top marks of all agency services consistently from feedback reports.

Parent Group Structure

6 weeks, 1.5 hours

Session 1- Introductions, ice breaker, group rules, top 8 reasons

- *Homework* = adolescent development, parenting style quiz

Session 2- Button pushing, Button busting

- *Homework* = identify top buttons, awareness

Session 3- Effective communication, supports, cycle of emotional reaction, fit circles, sequence intro

- *Homework* = complete a sequence

Cont.

Session 4- Behaviour strategies, Sequencing, Teen Contract, Privileges

- *Homework*= Behaviour tracking, privilege identification

Session 5- Sequencing, parent contract

- *Homework*= draft contract

Session 6- Parent progress self-report, feedback form, Trouble shooting, special topics, formalize contract

Psychoeducation group

3 weeks, 2 hours

Session 1- Introductions, Group Rules, Top 8 Reasons, Button Pushing, Button Busting, Teen contract intro

Session 2- Effective Communication, Teen Contract, Parent Contract, Privileges, Sequencing

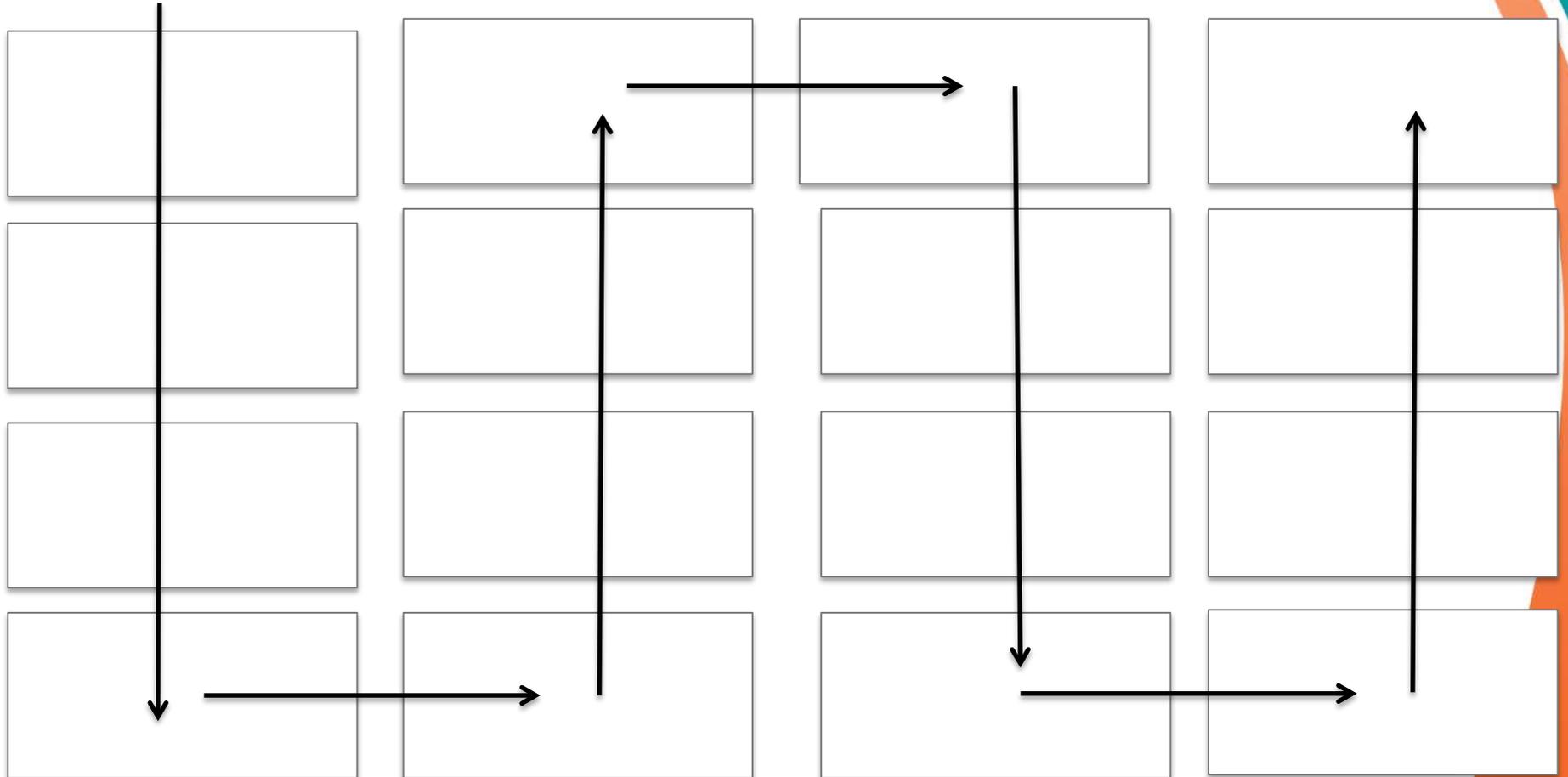
Session 3- Behaviour Strategies, Successful Contracting, Social Supports, Safety Planning, Parent Contract examples, Feedback forms

Parent Group Sequencing Tool

- Allows participants to make connections, identifying faulty interactions, and communication patterns
- Incorporates learning styles
 - visually see connections
- Facilitates learning and group engagement
- Individualizes family situations and needs
- Compliment in-home implementation

IFS SEQUENCE SHEET

FAMILY: _____ DATE: _____



Sequence example

Jane*: 16 year old youth

- Not attended a school classroom since grade 3
- Refused home schooling as of Grade 7
- Rarely leaves the house due to social anxiety disorder
- Alice*-7 year old half-sister
- Mitch*-Mom's ex-boyfriend
- Esther*-Jane's best friend with similar experiences/history

*Names changed

Sequences

- Use tools: Button Pushing, Button Busting, Teen Contract, Parent Contract.
- Tool prompts parents to answer questions:

What are the reoccurring patterns in your interactions?

How do you get pulled in? (**button pushing, teen contract**)

Where is the best point of intervention, **button busting, family contract**?

Can you anticipate the next step? What will you do?

Questions for parent:
1-What are the recurring events in your life? 2-How do you get pulled in? 3-Where's the best point of intervention? 4-Can you anticipate the next one? 5-What

I'm supposed to get my allowance today **TC**

I'm not sure how we are moving forward with allowance. I will probably be in your control **PC**

But it's not better and it's never going to be and I just want you to leave me alone-you don't want me to be happy **TC, BP**

Missing out on life isn't going to make you happy **BP**

I don't know why Craigwood gets to make the decision-they're not the bank **BP**

Jane, I know that I've made mistakes in the past and that's why we are no longer in the situation now **BB**

I want to kill myself-does that make you happy? **BP**

They are not making the decision that they are helping me make the rules to make the household better **PC**

We wouldn't be in any of this mess if you didn't start with Fred for the last 8 years **BP**

No-do you feel like you want to kill yourself (staring because if you are using this to manipulate me its not going **BB**

I don't want any part of this **TC**

Obviously I don't-that's why I am going to Craigwood **BB**

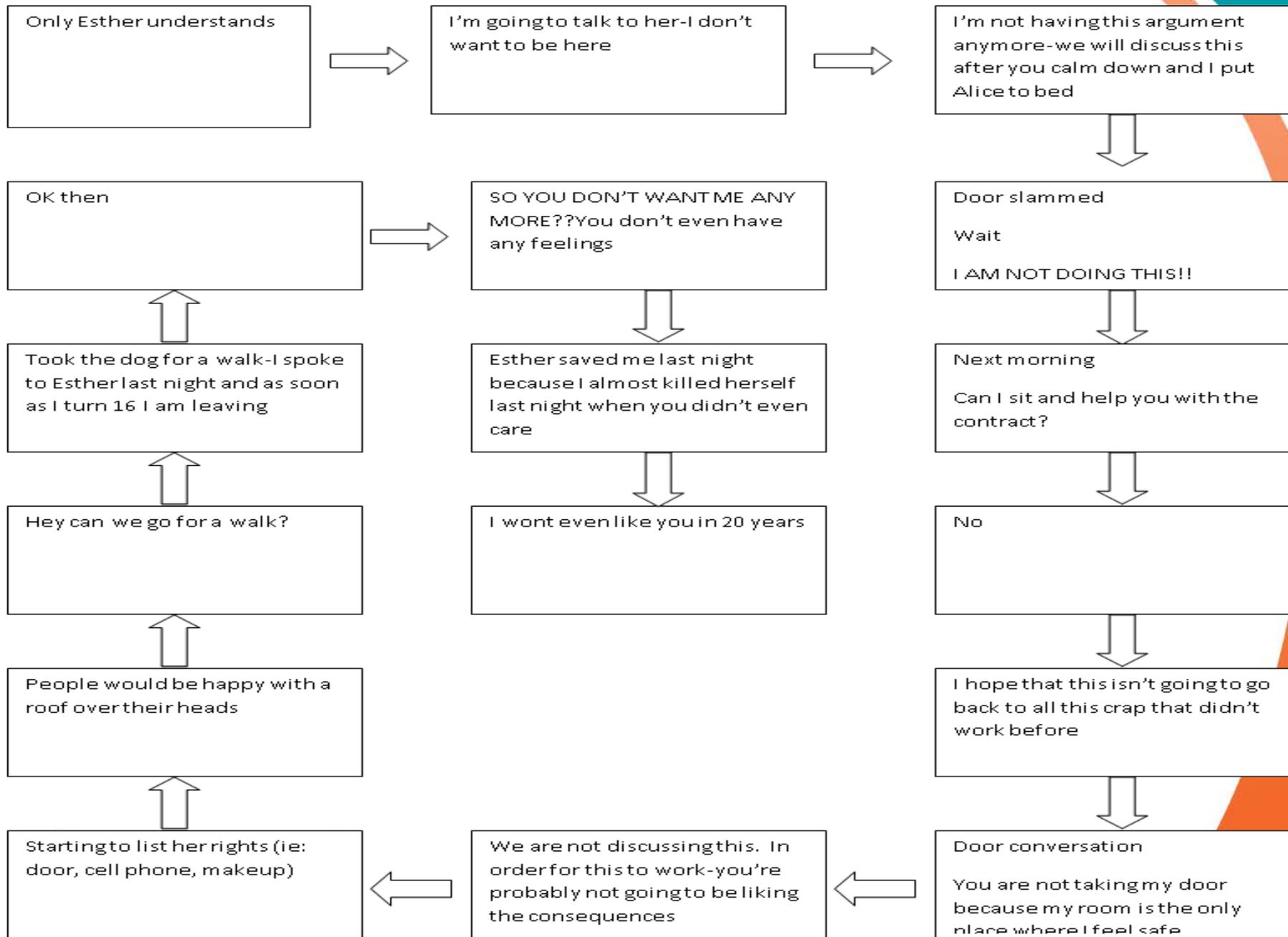
What is the outcome of this interaction?
Are you happy with it or could there be improvements?

We already discussed that this was my choice to be part of the program and they will be coming over to the house **BP, PC**

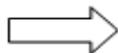
You think you're so perfect and you know everything **BP**

It's not done and we're going to review it with the group **BB**

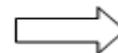
They're coming to the only place that feels comfortable and running it will give me the control now that I can see it **BP**



I have anxiety you don't understand I just want to be left alone



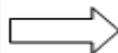
It would be one thing if nobody agreed with me but there are lots of people who are agreeing with me that staying home



All this has done is made things worse



I'm not talking about this anymore we are not doing this



Home-marched off and went to room and slammed door



You had sex with Mitch



You have no idea to make me better. You don't know what it's like-you think it's a joke



Shooting evil looks as mom leaves for group



That's adult business and has nothing to do with you



You know what? None of your business-you shouldn't have been reading other peoples' emails in the first place



END



I am not a child



You should know Mitch was a mistake



This is why I hate you because you think you know everything and you're so perfect



Really? You think you are going to move out? No education and no hopes to get a job how do you think you're going to



IFS Refresh Summary

- IFS program is a gem!
- Unique in literature
- Client outcomes are very good and consistent
- Clinicians are well trained and take pride
- Clear roots in MST and Family Preservation solidified with practical tools
- Materials are now properly annotated of authorship or attributes
- Parent participation in reviewing/refreshing material

Cont.

- Current refresh will serve to strengthen integrity and consistency
- Lack of research for best practice for program development
 - Use literature, learned experience, and look ahead at means to strengthen the research and literature base
- In 2016/2017, proven to be cost effective: delivering the 6-6 week model verses 12 week model in a 16 week cycle.
 - 2013/14 ~ 40 families waiting @ 20-26 weeks
 - 2016/17 ~ 20 families waiting @ 6-8 weeks

Thank You

For further enquiries or training opportunities
please connect with Graham Ashbourne (ED)

gashbourne@craigwood.on.ca

519-432-2623 ext 225