

Placer Family Advocate Program

**Campaign for Community Wellness
October 2022**



ADVOCACY ♦ RECOVERY ♦ PEER SUPPORT

About our agency

ADVOCACY

Since 1946, Cal Voices' core activities have focused on advocacy, outreach, education, and training initiatives designed to elevate the role of clients as primary stakeholders in the public mental health system.

RECOVERY

Cal Voices' core mission reflects the concepts of client/family resiliency and recovery, incorporating these principles into all of our programs, services, and advocacy efforts.

PEER SUPPORT

As the oldest peer-run consumer advocacy agency in California, Cal Voices promotes Peer Support systems in all the programs we offer as a means to develop a relationship with everyone who we serve.

- Cal Voices is the oldest peer run agency in California
- Providing advocacy and peer support since 1946
- Cal Voices mission is based on the core values of family recovery and resiliency

Program Overview

- Cal Voices has held the Family Advocate contract and has been an embedded partner in Placer County for over a decade
- Family Advocates MUST have navigated a system or services with their child
- Our team consists of:
 - Bilingual/Bicultural team members
 - Parents who have received services in Placer County
- Co-located at Sunset, Enterprise, Tahoe and Roseville PD
- Team members have extensive knowledge of all CSOC systems and their processes

CSOC Family Advocate Team

Lived Experience - It's what sets us apart

- CWS System
 - Family Reunification
 - Guardianship/Permanency
- Accessed CMH/CBH
 - Case management
 - Psychiatric hospitalizations
 - Mobile crisis team access
- Juvenile Probation System
 - Low level involvement such as peer court
 - High level including out of home placement

- Education Supports
 - IEP/504
 - SARB
 - Alternative Education
 - Services including:
 - Wraparound
 - Juvenile Drug Court
 - AB12
 - ALTA Regional Assessments
- These are the systems and services our team has navigated with their children.

Where we are/What we do

- We provide direct support to families
- Work collaboratively with all system and community partners
 - CWS, Probation, CMH
 - LLC, Uplift, CASA
- Offer cultural brokerage support to partners and families
- Provide consultation to system partners; offering parent perspective
- Integrated into Children's System of Care programs and teams

- Host the monthly CWS Parent Orientation
- Participate in Probation Parent Orientation
- Participate in system transformation meetings:
 - Red Team
 - SARB Panel Member
 - FRCC Panel Member
 - QI CFT's
 - TDM's
 - CSEC

What do Family Advocates Do?

- Provide Peer Support by the connection made through a shared similar experience
- Work closely with families and their team to ensure the family perspective is always present
- Support the family and team to reach the family's goals by using creative, culturally sensitive and strength-based thinking
- Empower parents to become their child's best advocate and believe they are the experts on what their family needs

Program Highlights

- Expansion of contract
 - CWS system
 - Mobile crisis teams (FMT/CCMU)
 - Staff from 6 to 13
- CWS Parent Orientation
 - Launched 2014
 - Supported by court/judge
 - Survey
 - 96% found the orientation helpful

“How open the advocates and parents are makes things more understandable.”

Parent Story

Parent currently receiving support

“I did not trust anyone from CPS, but when I met my advocate, I knew she could relate. When I was questioning my own parenting abilities, she helped me gain confidence. She mentored me, while I learned how to handle life. My advocate offered ideas and suggestions that were helpful and followed through with every support that was offered. She simplified things and helped guide me through the complicated systems, by explaining things in a way I could understand. She was an unwavering support during some of my darkest moments and connected me to unique resources when I needed them most. My advocate modeled how to bring my voice to the table and mentored me to advocate for the things my family needs without feeling ashamed to ask for support.”

~ Parent

Parent/Family Support (Data)

- Served 299 families during FY 2021-22
 - 188 of them received ongoing support
 - 11% of our ongoing families were Spanish speaking
- Support provided to families while in our program
 - 37% Peer Support
 - 29% Family Team meetings
 - 22% Collaboration
 - 10% Case Management/Linkage
- Families connected to 32% of the referrals given
 - (211, Family Resource Centers, County and community mental health services, employment services, food banks, and shelters)

- Current Outcomes / FY 2022-23
 - 92% get along better w/family
 - 93% are better able to deal w/crisis
 - 93% do things that are more meaningful to them
 - 100% felt staff welcomed them and treated them w/respect
 - 100% felt staff were sensitive to their cultural background

(From Participant Perception of Care)

Referrals / Contacts

Questions about the referral process
Contact Indira Infante
(916) 223-2454