



## Youth Engagement & Supportive Relationships

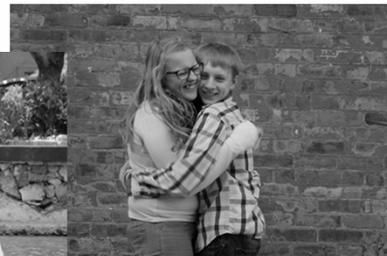
The Coordinated Services Team Initiative  
2017 Spring/Summer Regional Meetings

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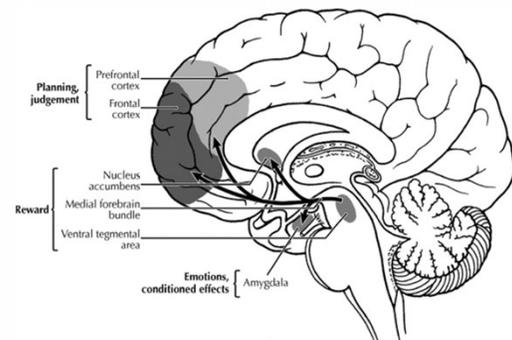
## Introductions





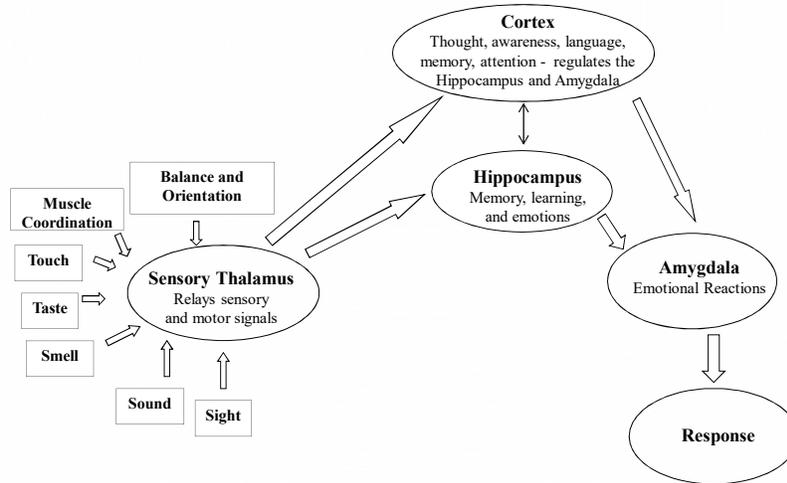
## Pre-Frontal Cortex

- Important for executive functioning
  - Decision making
  - Moderating social behaviors
  - Impulse control



Adolescence: neurodevelopmental changes, World Health Organization (WHO) 2014  
Division of Public Health, Bureau of Community Health Promotion, Family Health Section

## Decision Making in the Absence of a History of Trauma



(LeDoux 1996)

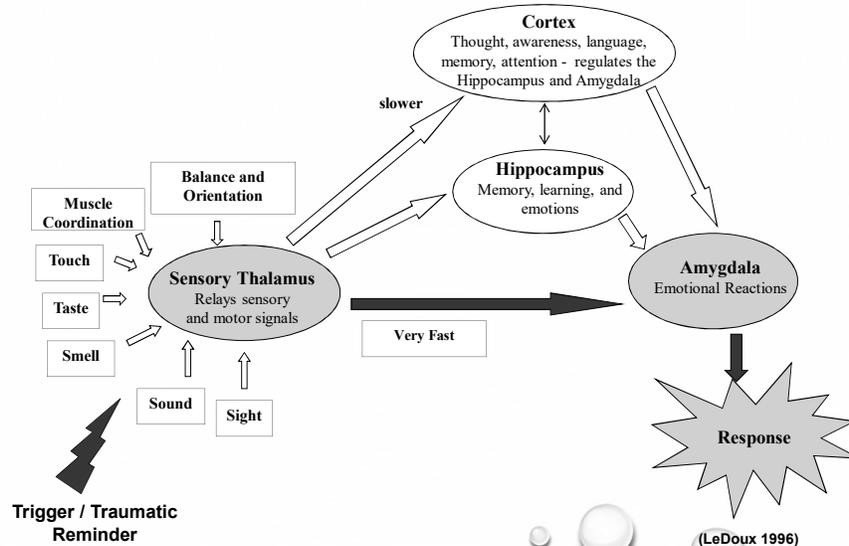
## Adverse Childhood Experiences (ACES)

- Emotional, physical, and sexual abuse
- Substance abuse in household
- Separation/divorce
- Violence between adults
- Mental illness in household
- Incarcerated household member

Adverse Childhood Experiences in Wisconsin: Finds from the 2010 Behavioral Risk Factor Survey  
Produced by the Children's Trust Fund

White Pine Consulting Service, Inc.

## The Effects of Trauma on Decision-Making

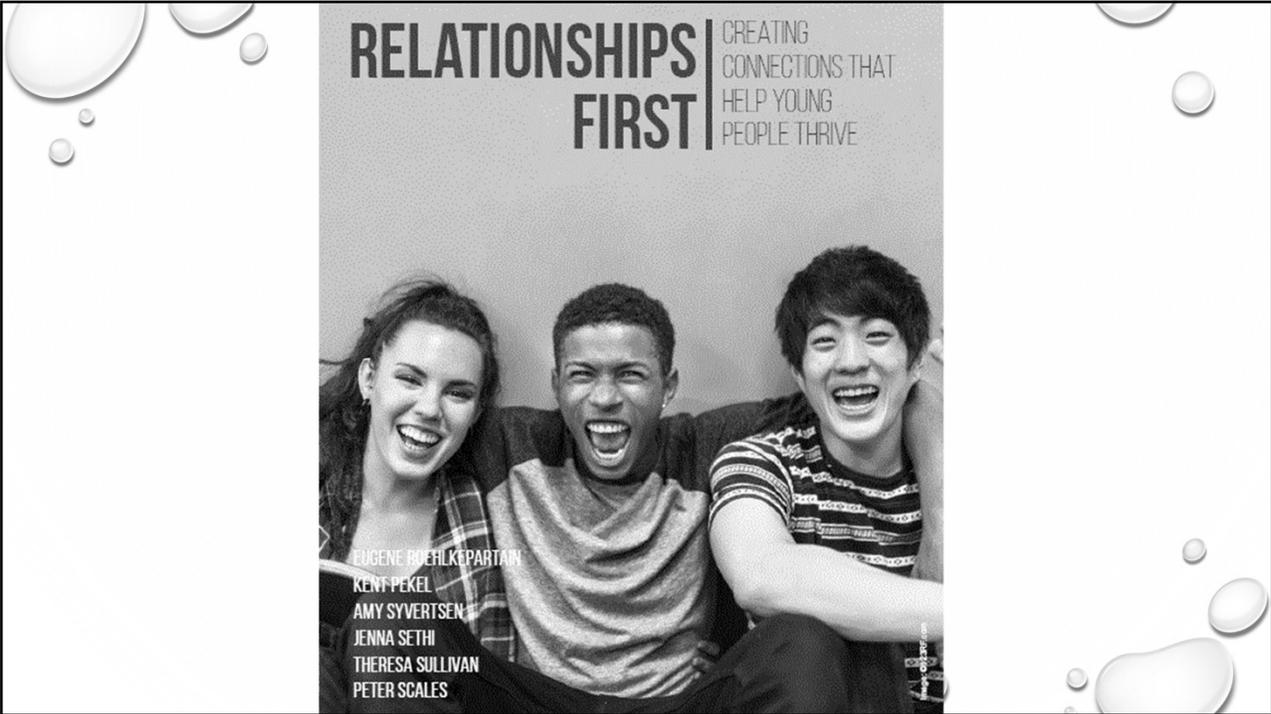


## What is PYD?

- Positive Youth Development (PYD) is an intentional, pro-social approach that engages youth within their communities, schools, organizations, peer groups, and families in a manner that is productive and constructive; recognizes, utilizes, and enhances youths' strengths; and promotes positive outcomes for young people by providing opportunities, fostering positive relationships, and furnishing the support needed to build on their leadership strengths.



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**RELATIONSHIPS FIRST** | CREATING CONNECTIONS THAT HELP YOUNG PEOPLE THRIVE

EUGENE ROHLKEPARTAIN  
KENT PEKEL  
AMY SYVERTSEN  
JENNA SETHI  
THERESA SULLIVAN  
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## Video: Every Kid Needs a Champion

## Youth Guided: Definitions

**SAMHSA Definition:** "...means that youth are engaged as equal partners in creating systems change in policies and procedures at the individual, community, state and national levels."

**Youth M.O.V.E National definition:** "...means that young people have the right to be empowered, educated, and given a decision making role in the care of their own lives as well as the policies and procedures governing care for all youth in the community, state and nation."

**Youth Mental Health Bill of Rights** states youth have the right to:

- Be leaders of their treatment
- Evaluate their services
- Be consulted on service transition
- Have access to trained providers

## Youth Guided Teaming

- Forming relationships with people who are supporting them and are learning ways to communicate with team members
- Developing a deeper knowledge and understanding of the systems and processes
- Able to make decisions with team support in the treatment process and has an understanding of consequences
- The youth sets goals for treatment with input from team. Youth fully understands his or her roles and responsibilities on the team
- The youth and all members of the treatment team are equal partners and listen and act upon youth decisions

## Activity:

- In small teams discuss the benefits of incorporating the “Youth Guided” process in your work (from your experience)
- Large group discussion

## Benefits of Youth Guided Systems of Care

### Youth...

- Achieve positive development of themselves and those around them
- Develop connections/relationships to their communities, peers, and others
- Feel more in control of their own lives
- Become more resilient to stress and trauma
- Develop critical thinking skills
- Have a sense of competence, safety, autonomy, purpose, and respect
- Develop new skills and knowledge
- Strengthen their sense of pride, self esteem, and identity
- Have a voice and ownership over their choices and their life

Youth Involvement in Systems of Care 2005

## Roles in Youth Guided Systems of Care

Community  
Organizations

## Community

- Provides networks of people with similar experiences
- Access to resources to meet basic needs
- Enhances sense of belonging
- Encourages activities and relationships to promote healthy life styles
- Decreases stereotypes about youth
- A desire to involve youth
- Youth have a safe place to go and be heard throughout the community



Jivanjee, P., Brennan, E., Sellmaier, C.,

## Organizations

- Promote an organizational culture that sees youth participation as valuable and feasible
- Provide resources (like time and training) for staff to gain skills
- Ensure youth are present and have a voice when decisions are made about them- “nothing about me without me”
- Encourage youth to develop goals to improve wellbeing
- Engage youth and build relationships through the teaming process
- Ensure cultural responsiveness
- Build and maintain healthy community relationships and resources
- Provide youth sensitive materials in waiting rooms and offices



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Video:  
Sometimes You're A Caterpillar



**Building & Maintaining of Relationships:  
The Start of the Teaming Process**

Youth Engagement  
Natural Support Engagement  
Professional Support Engagement

## Youth Engagement

Build and maintain relationships with youth through these 5 elements:

- Express Care
- Challenge Growth
- Provide Support
- Share Power
- Expand Possibilities

Roehlkepartain, E., Pekel, K., Syvertsen, A. K., Sethi, J., Sullivan, T.K., & Scales, P.C.

## Activity:

In small groups identify how you:

Express Care  
Challenge Growth  
Provide Support  
Share Power  
Expand Possibilities

## Actions:

- Be dependable
- Listen
- Believe in me
- Be warm
- Encourage



Express Care

Roehlkepartain, E., Pekel, K., Syvertsen, A. K., Sethi, J., Sullivan, T.K., & Scales, P.C.

## Actions:

- Expect my best
- Stretch
- Hold me accountable
- Reflect on failures



Challenge Growth

Roehlkepartain, E., Pekel, K., Syvertsen, A. K., Sethi, J., Sullivan, T.K., & Scales, P.C.

### **Actions:**

- Navigate
- Empower
- Advocate
- Set Boundaries



Provide Support

Roehlkepartain, E., Pekel, K., Syvertsen, A. K., Sethi, J., Sullivan, T.K., & Scales, P.C.

### **Actions:**

- Respect me
- Include me
- Collaborate
- Let me lead



Share Power

Roehlkepartain, E., Pekel, K., Syvertsen, A. K., Sethi, J., Sullivan, T.K., & Scales, P.C.

## Actions:

- Inspire
- Broaden horizons
- Connect



Connect me with  
people and places that  
broaden my horizon

Expand Possibilities

Roehlkepartain, E., Pekel, K., Syvertsen, A. K., Sethi, J., Sullivan, T.K., & Scales, P.C.

## Ongoing Youth Engagement

- Show genuine concern and build a genuine relationship
- Learn about youth lives and culture
- Use words youth understand
- Be aware of your tone and reactions
- Provide a comfortable and safe environment
- Show youth you know something about what they are interested in such as hobbies and social media
- Ask youth how they prefer to communicate
- Understand it takes time to trust and open up
- Provide youth with information
- Offer choices & hope
- Help to reduce self stigma
- Maintain confidentiality when speaking to others about the youth
- Remember you are not the youths parent

Youth Voice Tip Sheet 2012

## Natural Support Engagement

- Parents and Youth decide which natural supports to invite to the team (can include other family, friends, community members, and others)
  - Treat parents as equals
  - Invite parents to tell their stories
  - Build relationships with parents and other natural supports

## Natural Support Engagement

- Service Coordinator spends time with natural supports to discuss the teaming process before first team meeting and ongoing as needed:
  - Family Driven and Youth Guided (including purpose and structure)
  - Team is responsive to family culture
  - Best approaches to offering skills and support
  - Discuss options for involvement
  - Ensure they understand their role and others roles on the team
  - Ensure your understanding of the natural supports skills and abilities
  - Discuss barriers to participation
  - Get to know each other as people- build a relationship
  - Be honest
  - Create a positive and safe environment

## Professional Support Engagement

- Parents and Youth decide which professionals to invite to the team (can be internal or external professionals)
- Service Coordinator spends time with professionals to train on the teaming process before first team meeting and ongoing as needed:
  - Family Driven and Youth Guided(including purpose and structure)
  - Cultural responsiveness
  - Best approaches to offering skills and support
  - Ensure they understand their role and others roles on the team
  - Ensure your understanding of the professionals skills and scope of practice
  - Build a relationship

## Before Each Meeting: Preparation

- Discuss what the youth is comfortable doing in the meeting
- Discuss what to do if topics are brought up that are not on the agenda
- Discuss what to do if someone not invited shows up to a meeting
- Discuss a support plan if support is needed during the meeting
- How will youth manage attention, emotions, and behaviors

## Before Each Meeting: Formulate an Agenda With the Youth

- Specify time frame/date/location
- List team member names- each member identifies role at the meeting
- List the goals and steps on the agenda (after treatment plan developed)
- Topics the youth wishes to address at the meeting
- Next projected meeting (date/location)

\* Send proposed agenda to team members in advance whenever possible

The TA Telescope 2015  
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## Team Meetings:

Everyone is Invited to The Table



## Activity

Develop possible ways to address these common complaints from youth regarding team meetings...

Small and large group discussion

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No one asks me what I think and decisions are made without my input

People talk about me like I am not there

We don't talk about the things I want to talk about

My juvenile justice worker shows up with her own agenda at my meetings

Team members focus on my problems and what I did wrong

Meetings go a long time, but we never get anywhere

## Safety

### Ensuring the Team Environment Feels Safe for the Youth

- Set ground rules (be specific) – at the first meeting
- Remain strengths based and solution focused
- Stick to the agenda
- Encourage open communication
  - don't use jargon
  - be aware of potentially hurtful information or language and know how to intervene when necessary

The TA Telescope 2015  
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## Engaging Youth in the Team Meeting

- 1) Ask one open-ended question and Stop
- 2) Ask a question before offering a suggestion
- 3) Provide reflection when youth says something important
- 4) Make a conversation- show genuine interest
- 5) Be specific when praising youth
- 6) Acknowledge successes
- 7) Highlight all of the youth's goals, ideas, strengths
- 8) Prompt to think about support they might need
- 9) Don't move on until youth is ready
- 10) When taking notes ask youth if they would like to do the note taking

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## During the Meeting

- Structure discussions to provide opportunities for youth to participate- encourage youth to participate as much as they are comfortable to do so
- The team should genuinely want to hear what the youth says and utilize the information offered
- Assist youth in identifying goals they wish to work on
- Assist youth in developing steps to work on goals
- Ensure the youth's strengths, talents, and achievements are a focus of the meeting
- Be sure the youth (and all team members) understand any decisions made and the next steps after the meeting concludes
- Allow time for questions
- There should be no surprises for youth during meetings

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Stephens, J., Sippl, K., Bostrom, M., Stephens, C.

## After the Meeting

- Obtain feedback from the youth about the meeting
- Provide support to youth
- Create time for answering questions or clarifying decisions/changes made during the meeting to all team members
- Distribute meeting notes to team members



## Transition

- Youth identifies when closure is appropriate
- Discuss progress with team
- Discuss needs that are met and unmet
- Discuss how unmet needs will be met
- Team discussion of what life will be like after closure
- Discuss the transition of the relationship with providers
- Discuss with team what might happen to indicate services are needed again in the future

## Transition

### Youth on committees:

- Youth are invited to meetings
- Training and support is provided for youth on what the meeting is about
- Youth and board understand the role of youth at the policymaking level
- Youth can speak on their experiences and talk about what's really going on with young people
- Adults value what youth have to say in an advisory capacity
- Youth have an appointed mentor who is a regular attendee of the meetings and makes sure that the youth feels comfortable to express his or herself and clearly understands the process

### Youth utilized as peer supports (Research and Training Center):

- Meet with youth to engage them in the teaming process
- Prepare youth for team meetings
- Help connect youth to natural and community supports
- Advocate for youth and help youth advocate for self

## Activity: Quiz Review

A Self-Assessment Quiz  
AMP (Achieve My Plan) Project  
Research and Training Center  
Portland State University, Portland, OR

## Handouts...



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## References

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Youth M.O.V.E National <http://www.youthmovenational.org/>

Youth Voice Tip Sheet 2012 [www.aacap.org](http://www.aacap.org)

## [www.wicollaborative.org](http://www.wicollaborative.org)



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### Coordinated Services Team (CST) Initiative Statewide Expansion Funding

Act 20, the Wisconsin 2013-2015 biennial budget, includes legislation and funding to support the expansion of the Coordinated Services Team (CST) Initiative to all counties and tribes in the State of Wisconsin.

For more information, please visit the Wisconsin Department of Health Services website.

[Map of CST Initiatives](#)

### Training and Technical Assistance for CST Sites

Waupaca County Department of Health and Human Services, in partnership with White Pine Consulting Service currently holds a contract with the Wisconsin Department of Health Services to provide training and technical assistance (T and TA) to counties and tribes developing and sustaining Coordinated Services Team (CST) Initiatives in Wisconsin. If you'd like to more information regarding T and TA opportunities or resources, visit the Training and Technical Assistance section of this website.

### Wisconsin Department of Health Services

The Wisconsin Department of Health Services (DHS) - Division of Mental Health and Substance Abuse Services (DMHSAS) provides funding and support for counties and tribes in Wisconsin to develop and sustain Coordinated Services Team (CST) Initiatives.

The CST Contract Administrators with the Division of Mental Health and Substance Abuse Services Bureau of Prevention, Treatment and Recovery