



# CA Hub and Spoke AHP Coaching Session 2- Region 2 Family Engagement (FE)

Regions 1, 2, 3, 4



CALIFORNIA  
Hub & Spoke  
SYSTEM

# AHP Hub & Spoke Team



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# Agenda

- Introductions
- Ice Breaker
- Attendance
- Grantee Portal Orientation
- Discussion Questions and Polls
- Resources
- 5 Required Deliverables of the Grant
- On Going Grantee Support -Newsletter, Office Hours, Website
- Contact and Questions

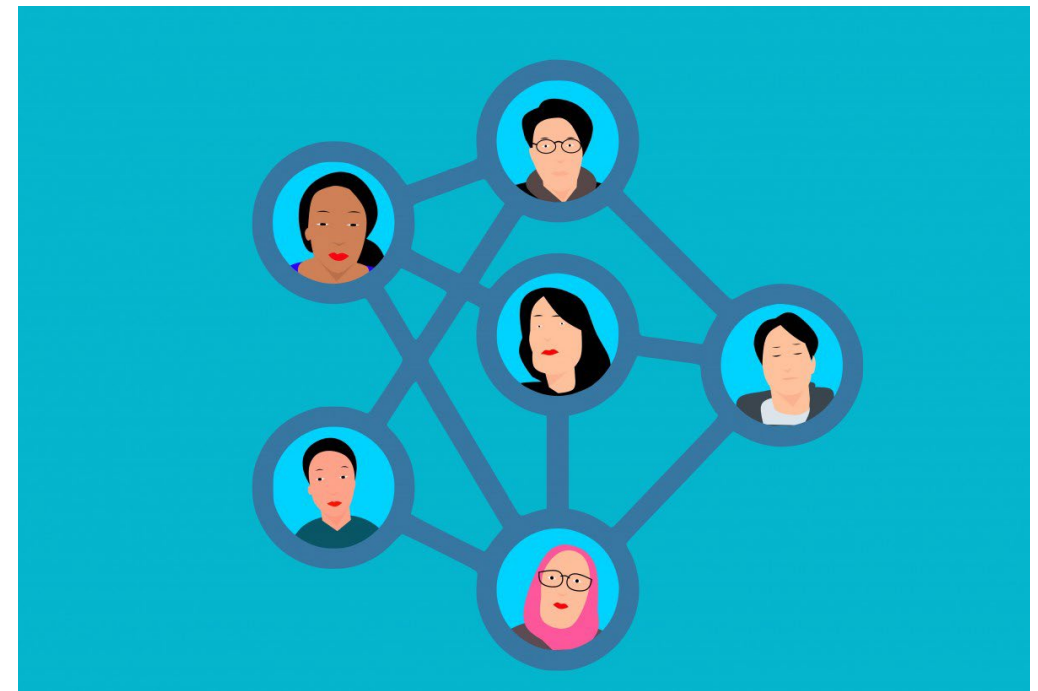
# Ice Breaker

## What site are you from?

- Share verbally, and/or write in the chat box.



## What position are you in?



# Attendance

## Roll Call!



- Please verbally affirm so your site can get credit for attending.
- Attendance is an important required deliverable of the grant.

# Website- Grantee Portal Orientation:

## What is in the New Grantee Portal?

- Website address is in the chat
- **The grantee portal is password protected & case sensitive.**
  - **Username: grantee**
  - **Password: Grantee\_256T!**

## Website:

- Include Address [The California Hub and Spoke System \(cahubandspoke.com\)](http://cahubandspoke.com)

# Family/Social Engagement Approach

## Definition

**A family-centered approach to SUD treatment provides a comprehensive array of clinical treatment and related support services that meet the needs of each family member, not just the individual requesting care.**

## Benefits

**Family involvement in SUD treatment can positively affect client engagement, retention, and outcomes. Family/Social participation in SUD treatment is associated with increased treatment engagement, increased treatment retention rates, and improved prevention of substance misuse<sup>2</sup>. Family involvement has numerous benefits besides increasing entry rates in rehab and improving treatment outcomes. Loved ones can help mental health professionals understand a patient's history. Family members provide context and an external perspective about the patient's substance use disorder. Strong family connections help improve life skills, such as problem-solving, communication, adaptability, resilience and boundary setting<sup>3</sup>.**

# Poll Question 1:

Are you integrating Family  
Engagement into your services?





# Discussion Question 1:

## How are you integrating Family Engagement into your services?

7 Cs of Family Engagement are important to recognize:

1. Continuous Culture
2. Continuum of Opportunities
3. Competency Based approach
4. Collaboration
5. Creative Thinking
6. Concrete and Specific
7. Caught and Taught.

## For those who do not offer FE, How can you get started?

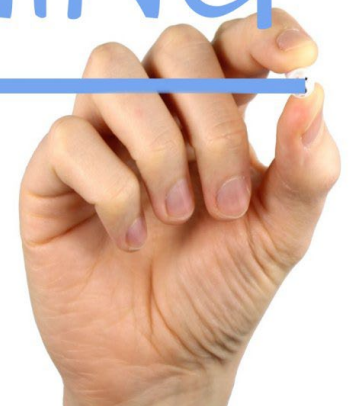
### What can be improved?

- What are the barriers to starting integration of family engagement.
- Experienced sites please share first steps they took.
- What is working?
- Will there be a lead position?
- You can use SOR3 fund to hire staff to start.
- Telehealth can help and equipment is covered by the grant.

# Poll Question 2:

Has there been staff training to increase competency around family engagement?

TRAINING



# Discussion Question 2:

## Has there been staff training to increase competency around family engagement?

- It is important to also recognize that the family also has competency- look to their strengths, culture, and the unique type of family they are.
- It is importance to work collaboratively with the family when developing treatment plans/goals.
- Utilize concrete and specific strategies to meet the unique needs of each patient and their family. *Example- Teaching the family the physiology of addiction and that it is a medical diagnosis.*

## Provider Training on Family Centered Care?

- Engage patients with their own family and their own case.
- Decide who to bring into family involvement. Acknowledge, and incorporate their unique needs, reality, and preferences.
- As a provider, learn how to share power and decision making in their case or treatment.
- Please share about integrating family engagement at a staff meetings or other ways at your programs site.

# Resources on Family Engagement:

## Trainings

- Family Engagement Strategies for Clinicians: In Recovery Oriented Care and Planning by SAMSHA <https://www.youtube.com/watch?v=KJbNImtFZ9Y>
- 3 Part Module - Family Centered approach
- [Family-Centered Approach Modules | National Center on Substance Abuse and Child Welfare \(NCSACW\) \(hhs.gov\)](#)
- [Parents and Families | SAMHSA](#)
- [Understanding Engagement Of Families Affected By Substance Use Disorders: Child Welfare Practice Tips \(hhs.gov\)](#)

## Article

- *Screening and Assessment for Family Engagement, Retention and Recovery* <https://ncsacw.acf.hhs.gov/files/SAFERR.pdf>
  - Page 23 Responsibilities of the Alcohol and Drug System
  - Page 39-64 Developing protocols, assessments, treatment, interventions.

# 5 Required Deliverables of the Grant:

## 1. GPRA

- GPRAs should be submitted ongoing throughout the quarter.
- GPRA intake conducted ideally within 4 days of new patient admit, later is better than never.
- Types of GPRA surveys:
  - GPRA Intake
  - GPRA 6-month
  - GPRA Discharge at 1 yr.

## 2. UCLA DATA

- Please submit UCLA Data Reports each quarter
- Next due date: October 15<sup>th</sup>, 2023
- New questions have been added to survey
- We have emailed FAQ from UCLA

## Mandatory Events

- 3.** Quarterly PSI Webinars hosted by UCLA throughout the Grant year (not all PSIs are mandatory)
- 4.** Quarterly Regional Learning Collaboratives facilitated by UCLA
- 5.** Quarterly Regional Coaching Calls facilitated by AHP
  - All dates listed on the Calendar for Grantees and always in the Hub and Spoke Scoop.

# On Going Grantee Support

## Newsletter

- The **Hub and Spoke Scoop** Newsletter is emailed approximately every three weeks. Contains updates, important dates and information.
- Not receiving The H&SS Scoop, Newsletter, please email: [sor3ae@ahpnet.com](mailto:sor3ae@ahpnet.com)
- Next Newsletter August 30th, 2023.

## Website

- The website has launched.
- Has information on Hub and Spoke System, grant, team and resources.
- The Grantee Portal section of the H&SS website is password protected

## Remaining Office Hours

- The 1<sup>st</sup> Wednesday of the Month at 8:30am:
  - **2023:** Sept. 6, Oct. 4, Nov. 1, Dec.6 **2024:** Jan.3, Feb. 7, Mar. 6, Apr. 3, May 1, June 5
- The 3<sup>rd</sup> Monday of the month at 12:30pm:
  - **Aug. 21**, Sept. 18, Oct. 16, Nov. 20, Dec. 18, **2024:** Jan. 15, Feb. 19, Mar. 18, Apr. 15, May 20, June 17.

**There is no invite to office hours only a link. You will find it in every H&SS Scoop Newsletter and email blast reminders.**

# Questions and Contact?

## Contact us at:

- Doveina Serrano [dserrano@ahpnet.com](mailto:dserrano@ahpnet.com)
- Susan DeSalvo [sdesalvo@ahpnet.com](mailto:sdesalvo@ahpnet.com)
- Admin Team [sor3ae@ahpnet.com](mailto:sor3ae@ahpnet.com)

**\*If you missed roll call/attendance please put your name and site/location in the chat to get your site credit.**

