

# Using Systems of Care to Promote Shameless Environments for Families

Mental Health Transformation Alliance



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## Opening




Welcome



Introductions

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## Objectives

- Participants will
  - Understand the meaning of “shameless environments”
  - Learn ways to facilitate shameless environments across systems of care
  - Know how to use a family driven tool to measure and monitor provider and system environments
  - Recognize the roles of culture, customs, and traditions in shameless environments

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**What is a Shameless Environment?**

*“What do you regard as most humane? To spare someone shame.” — Friedrich Nietzsche*



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**Definition**

- Shame:
  - Disgrace
  - Embarrassed
  - Humiliated
  - Dishonored
  - Make uncomfortable
- An environment that causes an individual to feel disgraced, embarrassed, humiliates, dishonored, or uncomfortable by what is said, done, not done, insinuated, or required due to their own ability, culture, language, customs, traditions, beliefs, or values.

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**Relevance to SOC**

- It is in the foundation
  - The system of care model is an organizational philosophy and framework that involves collaboration across agencies, families, and youths for the purpose of improving access and expanding the array of coordinated community-based, culturally and linguistically competent services and supports for children and youth with a serious emotional disturbance and their families.

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### What We Are Looking For



A universal precautions approach

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### Relationships

- How do we use the relationship between practices and philosophies to promote and affirm shameless environments?
- How have we embedded the impact of the environment on the collaboration and access to care and support?

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### Systems of Care



Family driven and youth guided

Community based

Culturally and linguistically competent

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## SOC Principles

- Provide individualized services in accordance with the unique potentials and needs of each child and family. Stroul, B., Blau, G., & Friedman, R. (2010).



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## SOC Principles

- Deliver services and supports within the least restrictive, most normative environments that are clinically appropriate. Stroul, B., Blau, G., & Friedman, R. (2010).



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## SOC Principles

- Provide developmentally appropriate mental health services and supports that promote optimal social-emotional outcomes for young children and their families in their homes and community settings. Stroul, B., Blau, G., & Friedman, R. (2010).



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## SOC Principles

- Provide services and supports without regard to race, religion, national origin, gender, gender expression, sexual orientation, physical disability, socio-economic status, geography, language, immigration status, or other characteristics. Stroul, B., Blau, G., & Friedman, R. (2010).



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13



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## Family Driven Care

- Family-driven means 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.

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## Family Driven Principles

- Families and youth are given accurate, understandable, and complete information.



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## Family Driven Principles

- Families and youth, providers and administrators embrace the concept of sharing decision-making and responsibility.



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## Family Driven Principles

- Community attitude change efforts focus on removing barriers and discrimination.



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## Health Literacy and Linguistic Competency

- Health literacy & Limited English Proficiency (LEP) are commonly encountered issues
  - Low health literacy affects ~1 in 3 US parents
  - Limited English Proficiency (LEP) affects ~1 in 10 US adults
  - Issues of low health literacy and limited English proficiency closely intertwined
  - Low income and immigrant families disproportionately represented

Yin 2009; U.S. Census Bureau, 2011 ACS

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18




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## Literacy

- "The degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions." *HHS 2000; IOM 2004*



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## Linguistic Competence

- Linguistic Competence is the capacity to communicate effectively, and convey information in a manner that is easily understood by diverse groups including persons of limited English proficiency, those who have low literacy skills or are not literate, individuals with disabilities, and those who are deaf or hard of hearing. *Goode & Jones (modified 2009).*



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## Culture, Customs and Traditions

"Culture encompasses religion, food, what we wear, how we wear it, our language, marriage, music, what we believe is right or wrong, how we sit at the table, how we greet visitors, how we behave with loved ones, and a million other things,"  
Cristina De Rossi, anthropologist at Barnet and Southgate College in London.

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21



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## Culture, Customs and Traditions

- Culture is the way of life of a particular people, such as in their ordinary behavior and habits, their attitudes toward each other, and their moral and religious beliefs



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## Culture, Customs and Traditions

- Custom is a habit or practice; the usual way of acting in given circumstances or a group pattern of habitual activity usually transmitted from one generation to another.



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## Culture, Customs and Traditions

- A tradition is a belief or behavior passed down within a group or society with symbolic meaning or special significance with origins in the past. Common examples include holidays or celebrations.



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## Screening Environments

Systematically monitoring and improving the way we look at environments where families and their children are served and supported.

- Where
- When
- How

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## Uses

Short and simple

Detailed

Contract monitoring and compliance

Satisfaction

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26



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## Areas of Focus

1.

2.

Focus Areas

3.

4.

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## What are we Looking For?

1.

- a.
- b.

2.

- a.
- b.

3.

- a.
- b.

4.

- a.
- b.

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28



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## Testing Our Creativity



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ROUND ORANGE  
TABLET  
Side 1: 029  
Side 2: 8

This Drug May  
Impair The Ability  
To Drive Or Operate  
Machinery. Use Care  
Until You Become  
Familiar With Its  
Effects.

Do Not Take Other  
Medicines Without  
Checking With Your  
Doctor Or  
Pharmacist.

**CALVIN MATHER**  
363 SARASOTA AVE SARASOTA, FL 34243 DATE: 07/09/11

**ALPRAZOLAM 0.5MG TABLETS**  
MPF ACTAVIS - SUBSTITUTED FOR KANAX 0.5MG TABLETS  
**TAKE 1 TABLET BY MOUTH  
UP TO 3 TIMES DAILY**

rx: **0493567-64430** EXPIRATION DATE: 07/09/12

QTY: **90**  
**NO REFILLS - DR. AUTH REQUIRED**

*Walgreens*  
3535 N TAMAMI TRAIL, SARASOTA, FL 34234  
**(941) 360-3474**

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## Closing

- Environments dictate engagement
- Environments include more than furniture and decorations
- You can be the key to spread ideas of shame free environments

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## Check back with us

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