

Identifying Supportive Team Members

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Teams & Community Based Support

- **Assumptions & Values**
 - People working together can generate more solutions
 - People working together can generate more creative solutions
 - People/Families who are hurting deserve all of the people in their lives to be on the same page
 - The best teams combine the expertise of the system with the compassion of the family's people
 - In order to have full participation of informal/natural supports, system people will need to accommodate & invite
 - Effective teams should be learning & doing groups
 - Healing comes from acting together

Key Elements of Community Based Teams

- Family Driven Process
- Cross System Involvement
- Inclusion of Natural Helpers
- Identification of needs & support/service solution
- Individualized treatment/support plans
- Flexible location, timing and structure of meetings
- Intensiveness
- Skills, creativity & willingness of participants
- Training in Community Based Ideas & Processes

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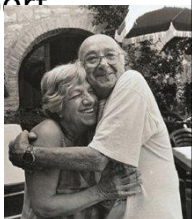
Social Support

- Social support is a feeling that other people care about us
- And will stand by us when times are tough
- One of the strongest protective factors
- Especially when we're part of a reciprocal support network



Benefits of Social Support

- Better able to manage increased life stressors
- Reduced reliance on alcohol and drugs
- Increased self-care activities
- Reduction in depression episodes
- Increased school and work performance
- Stronger self concept



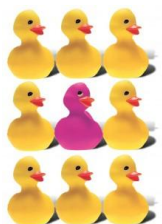
Effective Teams Have a 3-Part Foundation

- Goal Congruence
- Resource Interdependence
- Mutual Accountability



Goal Congruence

- Goal congruence doesn't mean identical goals
- If you can help me get to where I want to go, I'll help you get to where you want to go
- Think about a partner involved in another system involved on a community support team. List three areas of goal congruence.



Resource Interdependence

- Team work always involves sharing something
- Resources can be tangible
- Or ephemeral
- Sometimes we don't know what we have to share, until we learn what the other person's needs are, and what the goal is
- But learning each other's strengths and needs is a good place to start
- Think about partner involved in a community support team. List one thing you have to share and one they have to share.



Mutual Accountability



- You need just enough trust to start
- Over time the quality of a collaborative effort is built through repeated trust transactions
- But start by saying honestly what you are willing – and able – to contribute
- Think about a team member. Identify a situation in which you had mutual accountability and another when you had none.

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Ten Things that Make Teams Work in Community Based Programming

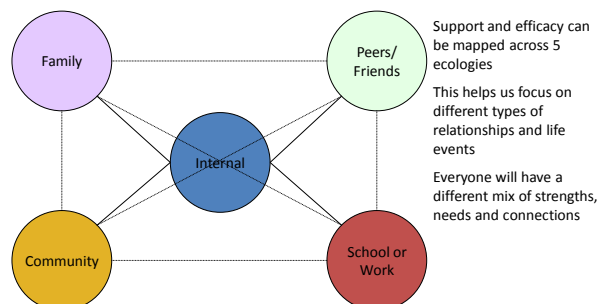
1. Clarity in Goals
2. Clearly Defined Roles
3. Clear Communication
4. An Improvement Plan
5. Beneficial Team Behaviors
6. Well Defined Decision Making
7. Balanced Participation
8. Established Ground Rules
9. Awareness of Group Process
10. Data & Fact driven decision making

Rapid Research: Consider one of your existing teams. Using letter grades rate each area as we discuss them. Be prepared to share and review your answers.

The Connections Map

- A way to learn about who helps and how they do it
- To establish a baseline of existing social support
- And a foundation for increasing it
- And options for incorporating it into the process of change and growth

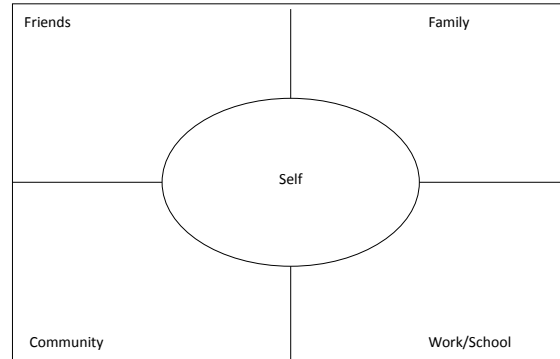
Primary Life Ecologies



Rapid Research

- Who helps you manage the various challenges and opportunities that you and your family face?
- Use the chart on the next slide to provide some examples of connections in each of the social ecologies that help sustain you and the nature of the support they provide.
- In the personal ecology, list some of the strategies you use for keeping yourself going.

Connections and Support Map Rapid Research Complete this for some you get to serve



Family, Friends & Community Based Care Myths & Facts

Myth

- Those who are supportive & positive should be involved in team meetings
- Natural supports will assure that system efforts are sustained
- If natural supports are present in the family's life but not formally connected in planning, that's enough

Fact

- Those are involved should be included in team meetings
- Natural supports will help professionals make better decisions
- Natural supports involved in planning increase the likelihood of fit between what you need & get

Top Challenges in Engaging Natural Supports in Community Based Care (and the alternatives)

- The family is isolated
 - (the family is independent)
- The family has burned their bridges
 - (but people come back in a crisis)
- The family is ashamed
 - (the family is proud)
- This family's natural supports are not supportive
 - (all families judge, some more harshly than others¹)
- The family doesn't want them involved
 - (the family probably doesn't want you involved either but for help to happen it has to occur)

Po Bronson, Why do I love these people

Changing the Equation Methods for Engaging Natural Supports

- Avoid terminology
 - Focus on friends & family
- Screen out no one
 - It's about involvement not our assessment of the system
- Speak to self interest
 - What are the benefits to the person to have involvement
- Ask for help
 - You need someone to help make sure you do a good job, family doesn't need to have their friends at the table, maybe you do
- Get the story and generate the list
 - If you know the family story you'll know who should be involved
- Take responsibility for outreach and invitation
 - Orient friends and family to the process, not the family's burden to carry
- Stay persistent
 - If you hear a no, keep asking

Tips for Building Broad Based Family Support

- Use "other" good reasons i.e. resiliency studies, refugee framework
- Use other family members who have been through the process to talk with this person
- Avoid framing reluctance as shame
- Normalize loud behavior
 - Don't mistake anger for abuse
- Assume strengths in the reason
 - Don't see it as shame see it as pride
- Create a context for you to get help
- Create a list of what's off-limits
- Time limit your interventions
- Tie your activities to team participation
- Identify who young people in transition age admire
- Go to the early files, who was there?
- Use the disaster question.

Tips for Engaging Team Members As You Develop the Plan

- Start with introductions
 - Even if people know each other
- Clarify each person's agenda
 - Introduce by role and goal not job title
- Reinforce points of agreement
 - Summarize individual stories into the collective
- Make sure everyone gets a job

Tips for Maintaining Team Participation During Implementation

- Develop communication strategies
 - Use of telephone tree
 - Technical options (text, web page, email)
- Monitor communication among team members
 - Who talks where when?
 - Attend to time between meetings
- Recognize participation
 - Assure everyone continues to have a job
 - Recognize contributions

Why Do Natural Supports Quit Coming in Phase 3?

- We stray from a process
- No sense of progress
- Not involved in actually doing something
- Role gets muddy
- Feels too intrusive, delicate details get overly discussed at team meetings
- Brainstorm 10 other possible reasons

Team Work Multiple Perspectives

- Young Person may say
 - Another group of adults telling me what to do
- Parent may say
 - A group of experts who help me feel better
- System professionals
 - A group of well meaning folks who are trying to help but don't know what I really do
- Friends of the family
 - Why am I here?
- Community Resource
 - Why don't we just quit talking and do something?
- Brainstorm other perspectives that stakeholders might have about teams.
- Choose your most challenging.
- Identify what you would do differently to engage that perspective.

Cautions

- Teams can make a worse decision than any individual
 - Just because a group of people are involved when decisions are made doesn't mean that the result will be good
 - Effective teams in community based programming should include a focus on strengths, needs, culture

Why Meet?

- To make communication fair & efficient
- To frame a common problem
- To get to know one another
- In hopes of creating new options
- To officially ratify decisions
- To hold all of us accountable
- To create a sense of the whole
- To represent an idea or ideal (collaboration, open decision making, etc.)

Why Not Meet?

- Takes time
- “Gang up” effect
- Group think: groups aren’t necessarily smarter
- From subtle conflict to open warfare
- Don’t have that much flexibility; your job is your job no matter what is decided in the meeting

A team is similar to a battery, you know. If you let one cell go dead, then it’s much harder to get the car started

Ramiro Mendoza
Group Leader
Suburu-Isuzu, Inc..