

Decision Guide

Consumer Centered Family Consultation

This guide helps adults with mental health concerns and their providers. It's a tool for making decisions about whether to involve your family members or friends to help your recovery goals or treatment.

Let's talk about people who care about you and people you trust. Let's talk about how they can help support your recovery. This is important because studies show treatment is more effective and recovery is better when we have support from people important to us. When families feel supported, they are better able to assist their loved ones. Involving others is **your choice** and **you decide** what kind of help you prefer. Family or friends may help you by:

- Providing information that helps develop a quality service plan
- Providing information about warning signs and triggers for relapse
- Being part of a staying well plan, and agreeing to help in difficult times
- Encouraging and supporting your recovery efforts
- Learning about your mental health needs, and how to respond in ways helpful to you
- Learning about your goals, and how to support your effort to achieve them

People may have concerns about including family or friends in their treatment. If so, we can discuss these so you can make the best decision for you. Here are some common concerns:

- In the past, when my family members met with a clinician, it was uncomfortable or upsetting.
- I'm concerned that you, my clinician, will listen more to them and take their side instead of mine.
- I'm worried you might change your opinion of me.
- I don't want to burden others.
- I want to protect my privacy.
- The people I want to include don't want to be involved.
- If I ask and they refuse, I'll feel hurt or rejected.
- I want to manage my mental health concerns on my own.
- Involving others would be too stressful.
- Other concerns

Let's talk about any other concerns you may have....

Let's think about people in your life, either family members or friends, who support you in difficult times, or those who help you achieve your personal goals.

- Who do you spend holidays or birthdays with?
- Who do you turn to for support or help when you need it?
- Whose praise or encouragement makes you feel good?
- Who phones, emails or sends you letters or cards?

List who you might consider involving in your treatment and recovery:

Name: _____ Relationship to me: _____

Consumer Centered Family Consultation involves one to three meetings between you, your supports and your clinician. It's an opportunity for your supports to learn important information about your treatment and how to support your recovery. *You* are at the center of all decisions- who to invite and what topics to discuss. At the first meeting, we usually connect with one and other, and later typically will review important information like:

- General guidelines about how family members or friends may support you
- Your treatment program, team and services and who to contact with concerns
- Mental health diagnosis, treatments and services
- Additional resources from the treatment program, agency, and community that may help you and your loved ones

Is the Consumer Centered Family Consultation right for you? Together let's come up with some pros and cons...

Pros:

Cons:

Involving others is an important decision. Make it carefully. Before you choose, here are steps you may wish to take:

- Give a copy of the Consumer Centered Family Consultation brochure to your family member or friend to read
- If you're unsure, agree to talk about it later
- If your not comfortable with this, we'll put it aside
- If your ready to invite someone, discuss the options (For example: do you, the clinician or both of you invite the people to the consultation)

This survey is intended to help consumers, their families and other supports to identify areas to discuss with their treatment team to help with the recovery process.

A. Please check any services or contact you have already received from this agency.

_____Therapy and/ or medicine _____ Case Management Services _____Group Services

_____Family Consultations _____Phone contact _____No contact

B. Please answer the following questions with a rating from the scale below:

1= Not at all important to me 3= Somewhat important to me

2= Only slightly important to me 4= Very important to me

I want to receive:

1. More information about the treatment I am receiving.....1 2 3 4
2. Information about the medication I am taking and its side effect.....1 2 3 4
3. Information about the causes of mental illness to better understand me.....1 2 3 4
4. Help to talk about how my illness affects my whole family.....1 2 3 4
5. Information about professional help if and when I begin to relapse.....1 2 3 4
6. Information about things family can do to help me.....1 2 3 4
7. Knowledge about how to identify signs/symptoms of mental illness.....1 2 3 4
8. Information about how to help my family cope with my illness.....1 2 3 4
9. Knowledge about community resources for families affected by mental illness.....1 2 3 4

C. Other subject matters I would like discussed include:

D. I am interested in receiving more information related to:

- Family Information Night
- Family Education Programs

- Resource Library
- Support Groups
- Multifamily Groups
- Single and Multiple Family Psychoeducation
- Behavioral Family Therapy
- National Alliance on Mental Illness (NAMI)
- Other (please list)

CONNECT WITH MEMBERS OF CONSUMERS' FAMILY/ SOCIAL NETWORK

During the **CONNECT** phase of CCFC, the goal is to get to know one another. Although mental health concerns are important, it is equally important to remember there is more to a person and a family than the illness. The following are key components to connect:

- Brief casual conversation at beginning and end
- Explain purpose and process of the consultation as it relates to the consumer's recovery
- Family tells their story, with an emphasis on current experiences
- Demonstrates empathy and understanding
- Recognizes and reinforces strengths including personal, cultural and social resources
- Appreciate and incorporate family's cultural values and beliefs

DEFINE & PRIORITIZE WANTS AND NEEDS

During the **DEFINE and PRIORITIZE** stage the consumer and family will **define** areas to set the agenda for the consultation. Using the *Consumer and Family Needs Assessment*, list the items consumers, family and the provider would like on the consultation agenda. The following are key components to define and prioritize:

- Consultant shares the understanding of each family members high priority wants/needs
- Elicit reactions of family members to ensure there is a shared understanding
- Emphasize those wants/needs that are related to supporting the consumers' goals
- Create a list of family wants/needs
- Prioritize list with the involved parties to identify and plan next steps

PLAN AND/ OR PROVIDE NEXT STEPS

The stage entitled: **PLANNING NEXT STEPS** is when you focus on the areas agreed upon. Listed below are some methods to address your identified needs in a consultation. Based on high priority wants/needs, the consultant develops a plan with the consumer and family to one or more of the following:

- ✓ Information addressing the families questions related to the consumer's mental health
- ✓ Guidance and helpful ideas on how the family may be a support to the consumer, especially as it relates to the consumers goals/wants and needs
- ✓ Assist family with applying practical problem solving strategies to address major concerns
 - ✓ Provide information about community resources (e.g. , NAMI, MHA) and facilitate access to the range of services available in community organizations
 - ✓ Develop a next steps plan with the family including involving the consumer in subsequent consultation meetings based on the consumer's choice
 - ✓ Check with family that the next step plan is agreeable
 - ✓ Reinforce the main purpose of the consultation as a support to the consumers goals