

# USING THE FAMILY RESOURCE GUIDE TO SUPPORT FAMILIES

Equitable/Person-Centered Care



This session is presented by Health Management Associates. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, California Department of Health Care Services.



[Slide Image Description: This cover slide introduces the title and category of this training. It contains the logos for the California Department of Health Care Services and Health Management Associates.]

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## Agenda

### Overview of the Family Resource Guide

- Discussion around how county behavioral health (BH) can use the Family Resource Guide when offering support for families.

### Role of Self-Help Centers in Providing Support to Families

- Overview of the services that Self-Help Centers can provide to families.

[Slide Image Description: This slide shows the major sections of this training on a light blue background.]

- Overview of the Family Resource Guide
  - Discussion around how county behavioral health (BH) can use the Family Resource Guide when offering support for families.
- Role of Self-Help Centers in Providing Support to Families
  - Overview of the services that Self-Help Centers can provide to families.

## Objectives

At the end of the session, participants will have an increased ability to:

- » Identify ways in which the Family Resource Guide could be used to support families.
- » Establish a trauma-informed approach to family education and support, including discussing information sharing.
- » Connect family members to support networks.

[Slide Image Description: This slide shows the learning objectives for this training with a light blue background.]

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- Connect family members to support networks.

## Presenters



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**PRINCIPAL**  
**HEALTH MANAGEMENT**  
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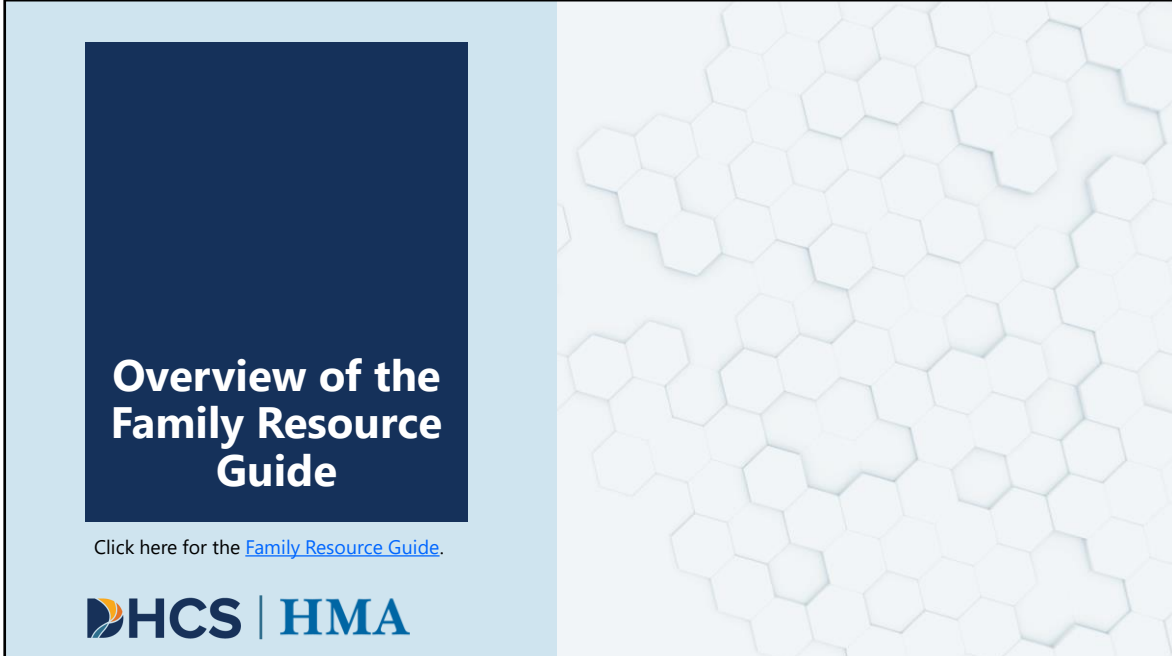
[Slide Image Description: This slide includes images of the presenters of this training on a light blue background.]

Today's training will be led by Barry Jacobs and Suzanne Daub.

Barry J. Jacobs, from Health Management Associates, is a clinical psychologist and family therapist who has authored several books and dozens of articles on enhancing support for family caregivers. Dr. Jacobs provided more than 500 presentations about caregiving for family caregivers, community groups, and medical and mental health professionals. He is an expert in behavioral health integration, complex care management, enhancing family caregiver engagement and supports, practice transformation, team-based care, and provider wellness. He brings to HMA his knowledge and decades of clinical practice experience for individuals, couples, and families.

Suzanne Daub, from Health Management Associates, is a licensed clinical social worker with over 30 years of clinical practice and over 25 years of experience integrating physical health and behavioral health. She provides supports to behavioral health organizations on defining and maximizing their value as well as overhauling their clinical

and revenue structure. Suzanne is a nationally recognized trainer providing technical assistance for clinical and non-clinical providers, staff, and volunteers in evidence-based interventions.



[Slide Image Description: This is a section divider slide to indicate a major section of this training.]

In this section, we are going to walk through how county BH can use the Family Resource Guide to support family members who are supporting a participant during the CARE process. Our emphasis will be on how county BH (and their partners, such as a contracted provider) can use the Guide. It might be helpful to look through the Guide on the CARE Act Resource Center first, so you are generally familiar with the contents.

Click here for the [Family Resource Guide.](#)

### Case Example: Meet Mark

- » Mark, 43 years old, diagnosed with schizophrenia spectrum disorder at age 25. Currently unhoused and living on the street for three years.
- » Mark's living situation exacerbates his symptoms and makes it difficult for him to take medication and attend appointments regularly.
- » Parents: Jane, 68, and Robert, 70. Both deeply concerned about Mark's safety and well-being.



Disclaimer: This is a hypothetical case example.  
Any resemblance to an actual person is purely coincidental,  
including race, nationality, and gender.

[Slide Image Description: This slide shows an image of an individual depicting Mark and his parents Jane and Robert, as well as a description of their situation.]

Mark is a 43-year-old man diagnosed with schizophrenia spectrum disorder at age 25. He is higher acuity, has strong family support, and values independent decision-making. Mark frequently declines help. He is currently unhoused and has been living on the street for three years. Mark's current living situation exacerbates his symptoms and makes it difficult for him to maintain medication and attend appointments.

Jane, Mark's 68-year-old mother, wants to help Mark stabilize and eventually transition to more secure housing.

Robert, Mark's 70-year-old father, takes Mark food shopping twice a month. He urges Mark to get treatment, but their communication has been deteriorating quickly.

*Disclaimer: This is a hypothetical case example. Any resemblance to an actual person is purely coincidental, including race, nationality, and gender.*

## The Importance of Family Support

- » Family members and natural supports are important. They can help improve the outcomes of people living with schizophrenia spectrum and other psychotic disorders.
- » Family members can face challenges that require emotional resilience, financial resources, and social support.

The goal is for people living with schizophrenia spectrum and other psychotic disorders, their support systems, providers, and community supporters to **work together**. This will help with recovery.



For more information on the impact of family support on outcomes, see the training [Role of the Family in the CARE Process](#).

[Slide Image Description: This slide shows a blue box listing goals for people with schizophrenia spectrum and other psychotic disorders, as well as bullets highlighting the importance of family support.]

Family members and natural supports are important; they can help improve the outcomes of people living with schizophrenia spectrum and other psychotic disorders. They can provide support, encouragement, and hope and highlight the person's strengths to support their recovery. We heard that Mark's parents help him meet basic needs and encourage his participation in recommended services and treatments. Family members can assist the person in coordinating with care providers and maintaining connections with family and community supports. They can serve as advocates promoting understanding of the person's mental health condition and ensuring appropriate care is provided at the best time and place.

Keep in mind that family members and natural supports can face challenges that require emotional resilience, financial resources, and social support. As happens in most families, communication with their loved one can be challenging. Given the impact serious mental illness can have on communication, they may need assistance from a more neutral party in navigating communication challenges.



The goal is for people living with schizophrenia spectrum and other psychotic disorders, their support systems, providers, and community supporters to work together. This will help with recovery.

Consider how Jane and Robert can be crucial in providing support to Mark. They are both deeply concerned about Mark's safety and well-being. Despite this, their relationship is deteriorating, and they could really use some coaching, support, and resources to help strengthen their efforts to support Mark.

For more information on the impact of family support on outcomes, see the training [Role of the Family in the CARE Process](#).

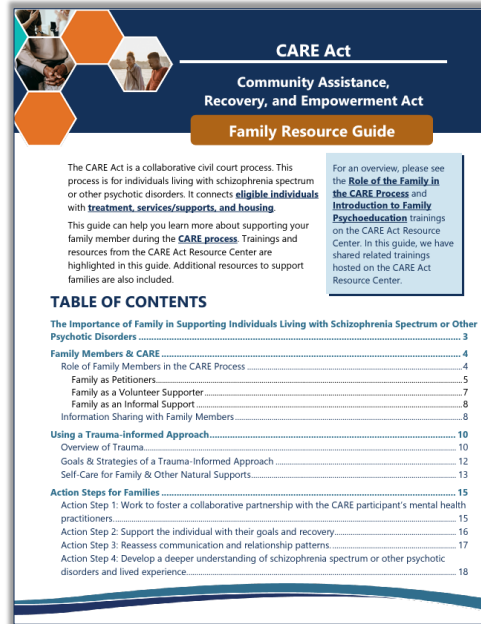
## The Family Resource Guide Can Help

- » The [Family Resource Guide](#) provides resources, information, and recommendations for family members.

### What is included?

The Family Resource Guide highlights:

- Trainings and resources from the CARE Act Resource Center.
- Additional resources to support families.



[Slide Image Description: This slides shows a screenshot of the Family Resource Guide with a description of what is included in the Guide.]

The [Family Resource Guide](#) was created to provide families with resources, information, and recommendations, particularly on where to find more information and how to develop support networks. Trainings and resources from the CARE Act Resource Center are highlighted throughout the Guide, with additional resources that could be helpful to families.

The document is highly accessible:

- Although covering technical information, the Guide is easy to read.
- It is translated into multiple languages to support different linguistic backgrounds.
- The Guide provides a lot of information, but there is also a high-level overview on the website, which can direct families on where to quickly find information when needed.

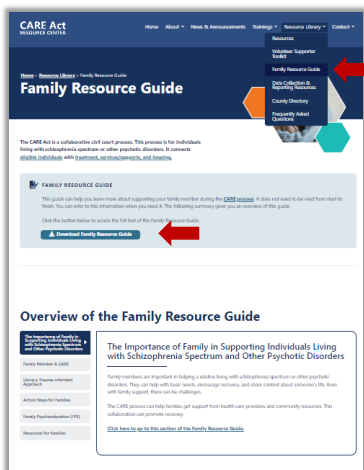
It includes the following sections:

- The Importance of Family in Supporting Individuals Living with Schizophrenia Spectrum and Other Psychotic Disorders

- Family Members & CARE
- Using a Trauma-Informed Approach
- Action Steps for Families
- Family Psychoeducation
- Resources for Families

As we go through this section, we will be highlighting how county BH can use the Guide to support families going through the CARE process along with a respondent, especially thinking of how it can be used to help Robert and Jane (and in turn, help Mark).

## How County BH Can Use the Guide



### How can the Guide be accessed?

- The Guide can be accessed on the CARE Act Resource Center through the Resource Library dropdown.
- The overview is on the website. The full Guide is available for download.

### How can county BH use the Guide to support families?

- Provide the Guide directly to families.
- Integrate into county BH trainings and communications.
- Use as a tool for county BH to develop their own family supports.
- Facilitate crucial conversations about family roles, information sharing practices, possible action steps, etc.
- Provide a structure for county BH to educate families on CARE through a sequencing of trainings and resources.

[Slide Image Description: This slides shows a screenshot of the Family Resource Guide landing page with a description of how to use the Guide.]

### How can the Guide be accessed?

- The Guide can be accessed on the CARE Act Resource Center through the Resource Library dropdown.
- The overview is on the website. The full Family Resource Guide is available for download.

### How can county BH use the Guide to support families?

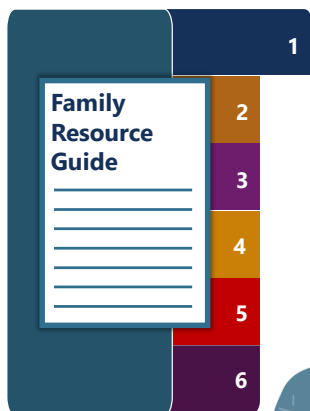
- **Provide the Guide directly to families.** This can be done either by sending family members to the CARE Act Resource Center directly, linking to the Family Resource Guide on the county's website, or printing out a version of the Guide (consider always referring to the website for the most current version). The Family Resource Guide can be used in companion with the Volunteer Supporter Toolkit, which goes into more detail about the CARE process and how the volunteer supporter can participate.
- **Integrate into county BH trainings and communications.** It can be helpful for county BH staff and partners (e.g., Self-Help Centers, NAMI, contracted providers) to understand for themselves the roles of family members in CARE and resources that

are available to them.

- **Use as a tool for county BH to develop their own family supports.** County BH may choose to develop their own tools to help families in CARE that reflect systems and processes within the county. The Guide can be leveraged to help create complementary materials.
- **Facilitate crucial conversations about family roles, information-sharing practices, possible action steps, etc.** There are some conversations that may be difficult to navigate, especially when it comes to communicating information-sharing practices and the requirement for the respondent's consent to share that information with family members. It can be helpful to use the Guide to navigate these conversations so that everyone is on the same page with what information will be shared. It can also help to walk through the potential roles of a family member in CARE (e.g., petitioner, volunteer supporters, informal support).
- **Provide a structure for county BH to educate families on CARE through a sequencing of trainings and resources.** The CARE Act Resource Center provides many resources for all CARE stakeholders. The Family Resource Guide structures trainings and resources and sequences them in a way that could be helpful to family members. County BH may consider encouraging family members to watch these trainings and/or discuss the contents with them.

For example, county BH may consider the following script to share the Family Resource Guide with Jane and Robert: "We have a very useful tool called the Family Resource Guide that I think you'll find helpful. I can provide you a printed copy of the Guide, or there's also a link to the Family Resource Guide on our county website. For the most up-to-date version, it's best to refer to the website."

## The Importance of Family in Supporting Individuals Living with Schizophrenia Spectrum and Other Psychotic Disorders



» County BH can use this section with family members to:

- Discuss the importance of family support.
- Brainstorm ways they can help their relative (e.g., help with basic needs, encouraging their recovery, and sharing context about their life with others).
- Determine how collaboration between family and treatment teams can promote recovery.



» The county BH team can encourage families to use many sources of support for their family members.

[Slide Image Description: This slide shows an icon of a paper representing the Family Resource Guide and a description of the first section.]

This first section highlights the importance of family in supporting individuals living with schizophrenia spectrum and other psychotic disorders.

County BH can use this section with family members to:

- Discuss the importance of family support.
- Brainstorm ways they can help their relative (e.g., help with basic needs, encouraging their recovery, and sharing context about their life with others).
- Determine how collaboration between family and treatment teams can promote recovery.

The county BH team can also encourage families to get support for their family members from many sources.

- These can include churches, schools, peer-based organizations, and jobs. Recovery will look different for everyone. Hopefully, people can return to tasks they couldn't do because of their untreated condition.
- Sometimes, this support network is referred to as "natural supports," which are

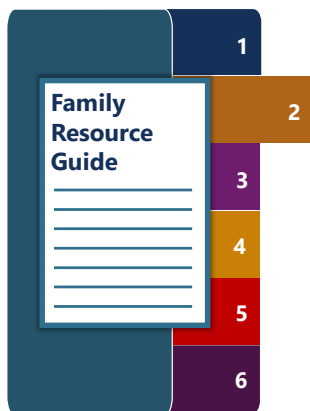
informal, non-professional help. This can come from family, friends, peers, and community members. They may give emotional encouragement and help with daily tasks. They may also offer companionship and the chance to socialize or participate in activities.

For example, county BH may consider the following script to discuss the importance of family with Jane and Robert: “Your involvement and support could be important for Mark’s recovery. If you’d like, we can brainstorm ways you can help, such as assisting with basic needs, encouraging their recovery, and sharing important context about their life with the treatment team. We can review specific sections of the Guide that address your current concerns and needs. For instance, if you’re looking for ways to help with daily tasks, we can explore that section. If you’re interested in enhancing communication with the treatment team, we can focus on those strategies.”

A couple of trainings are linked in this section, which county BH can use to help families have an overall understanding of CARE. It can be helpful for county BH to walk families through these resources to better understand the CARE process and a family member’s potential roles.

- **Overview of CARE Process for Supporters**
- **Role of the Family in the CARE Process**

## Role of Family Members in the CARE Process



It is often up to the county BH team to gently but clearly explain the roles family members may have, such as petitioner, volunteer supporter, and informal supporter.



Petitioners

Volunteer Supporter

Informal Support

[Slide Image Description: This slide shows an icon of a paper representing the Family Resource Guide and a description of the second section.]

This section of the Guide can be particularly helpful to county BH in helping to support conversations with family members that can be difficult to navigate: the role of family members in CARE and guidance around information sharing.

Let's discuss potential roles of family members in CARE. Families sometimes have strong beliefs about the roles they should play in the CARE process. It is often up to the county BH team to gently but clearly explain the roles they may be allowed to play. Through the CARE process, family members can be petitioners or volunteer supporters. They can also help informally by giving guidance and encouragement.

When helping family members understand these different roles, it's important to approach this conversation with empathy and compassion but with clarity and directness. While you want to build trust and rapport and emphasize the importance of family support, remember that you also need to build in realistic expectations about how a family member can be involved and communicate that formal involvement is at the discretion of the respondent.



Helping Jane and Robert understand their potential roles in the process can help set up transparent and realistic expectations.

- As petitioners, they can use the CARE petition as another tool to help connect Mark with services and supports.
- If elected as a formal volunteer supporter, Robert or Jane could channel their concern for Mark into helping him through the CARE process and using a supported decisionmaking framework to reflect his needs and preferences into his CARE agreement or CARE plan.
- As an informal support, Jane and Robert could continue to offer ongoing support.

In any of these instances, county BH could help Jane and Robert in their roles by using the Family Resource Guide to provide education, support, and a way to facilitate crucial conversations.

The next slide includes scripts for county BH to share about the role of family members in CARE.

## Discussing Roles with Jane and Robert

### Petitioner

"As a petitioner, you can use CARE as an additional tool to help connect Mark with support. You can submit a petition to request that Mark receives CARE services. This involves filling out necessary forms and showing why CARE is needed. You will provide information about Mark's condition, behaviors, and any incidents that highlight his need for support."

### Volunteer Supporter

"If Mark agrees for one or both of you to be his volunteer supporter, your role in the court process is more hands-on. This can include helping Mark prepare for upcoming hearings, helping Mark voice his preferences for services and supports, and ensuring we do our job as county BH. A great resource to understand this role is the [Volunteer Supporter Toolkit](#). Would you like to walk through that resource together?"

### Informal Support

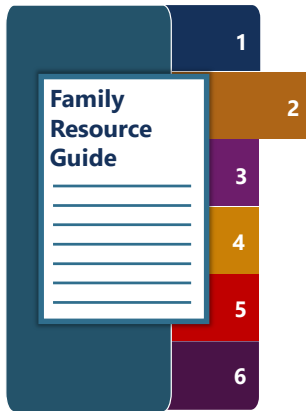
"Even if you are not formally involved with the CARE process, your support can be vital to Mark's well-being. You can be there for him by offering encouragement and a listening ear and helping him stay connected to family and friends. This role requires patience, understanding, and a commitment to being there for your loved one."

[Slide Image Description: This slide shows three boxes detailing potential family roles in CARE.]

These can be challenging conversations. County BH may consider the following scripts to discuss the family roles in CARE with Jane and Robert:

- **Petitioner:** "As a petitioner, you can use CARE as an additional tool to help connect Mark with support. You can submit a petition to request that Mark receives CARE services. This involves filling out necessary forms and showing why CARE is needed. You will provide information about Mark's condition, behaviors, and any incidents that highlight his need for support."
- **Volunteer Supporter:** "If Mark agrees for one or both of you to be his volunteer supporter, your role in the court process is more hands-on. This can include helping Mark prepare for upcoming hearings, helping Mark voice his preferences for services and supports, and making sure we do our job as county BH. A great resource to understand this role is the [Volunteer Supporter Toolkit](#). Would you like to walk through that resource together?"
- **Informal Support:** "Even if you are not formally involved with the CARE process, your support can be vital to Mark's well-being. You can be there for him by offering encouragement and a listening ear and helping him stay connected to family and friends. This role requires patience, understanding, and a commitment to being there for your loved one."

## Navigating Conversations about Information Sharing



Consider the following guidance for conversations with family members:

- » Approach conversation with empathy and compassion.
- » Clearly explain limitations about sharing protected health information.
- » Encourage family members to share background information.

Information you can consider asking family members to share:

- » Past medications and interventions.
- » Mental and physical care providers.
- » The person's strengths, interests, hobbies, and goals.
- » How to know the person is doing well and not doing well.
- » Support networks.
- » Past and current living situations.
- » Medical history.
- » Situations that might cause stress or trigger the person.
- » Existence of an advance health care directive or psychiatric advance directive (PAD).

See the [Information Sharing With Family Members](#) brief to help support these conversations as well as the section in the [Family Resource Guide](#).

[Slide Image Description: This slide shows an icon of a paper representing the Family Resource Guide and a description of the second section.]

Section two of the Guide also discusses guidance around information sharing.

The county BH teams may also need to explain information-sharing expectations. Consider the following guidance for these conversations:

- Approach conversation with empathy and compassion.
- Clearly explain limitations set out by federal and state laws from sharing protected health information (PHI) but also be open to hearing from family members.
  - The Family Resource Guide summarizes federal and state laws that dictate what information health care providers can share. These laws include the Health Insurance Portability and Accountability Act (HIPAA) and the California Confidentiality of Medical Information Act. There are exceptions to these laws for emergencies and clinical needs. Information can be shared if the patient provides consent.
- Encourage family members to share background information related to their loved one's history and health.

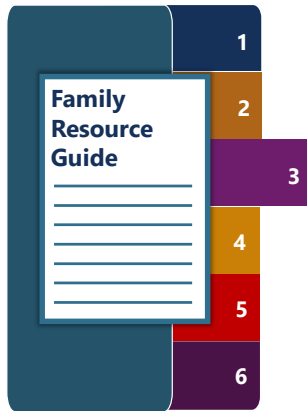
Information you can consider asking family members to share:

- Medications and interventions that have been the most and least effective in the past.
- Mental and physical care providers the person has received treatment from.
- The person's strengths, interests, hobbies, and goals.
- How to know the person is doing well and not doing well.
- Support networks.
- Past and current living situations.
- Medical history, including diagnosis history and co-occurring diseases.
- Situations that might cause stress or trigger the person.
- Existence of an advance health care directive or psychiatric advance directive (PAD).

Confidentiality laws can sometimes be frustrating for families who are eager to understand what is happening with their loved one's treatment. It's important to remember that these laws also protect the participant's privacy and rights.

For example, county BH may consider the following script to discuss information sharing with Jane and Robert: "You know Mark better than all of us, and your knowledge and observations are important to our understanding of his life and needs. For example, it would be helpful for us to hear about whether Mark has an advance health care directive or psychiatric advance directive. We'd also like to learn your perspective on Mark's strengths, support networks, and his stressors and triggers. Your input in these areas is invaluable and will help us provide the best possible care for Mark."

## Using a Trauma-Informed Approach



### Overview of Trauma

- The county BH team can help families understand that participants may have experienced significant trauma. This could include helping family members better understand their own experience and how trauma impacts them, and using the information on trauma to train county BH staff and providers.

### Goals & Strategies of a Trauma-informed Approach

- The county BH team can also teach family members about the impact of trauma and the core principles of a trauma-informed approach, which aims to understand trauma, support recovery, and respect individuals.

See the [trauma-informed care for volunteer supporters](#) training series for more information. Also, consider viewing the [series for county BH](#) on trauma-informed care (including a module on mitigating bias).

[Slide Image Description: This slide shows an icon of a paper representing the Family Resource Guide and a description of the third section.]

This third section highlights using a trauma-informed approach with families in the CARE process. It provides an overview of trauma; goals and strategies of a trauma-informed approach; and self-care for families and other natural supports.

County BH can use this section of the Family Resource Guide to discuss the ways trauma can impact their family member. It could look like:

- Helping family members better understand the experience of the respondent and the layer(s) of trauma.
- Helping family members better understand their own experience and how trauma impacts them.
- Using the information on trauma to train county BH staff and providers on approaching families with a trauma-informed approach.

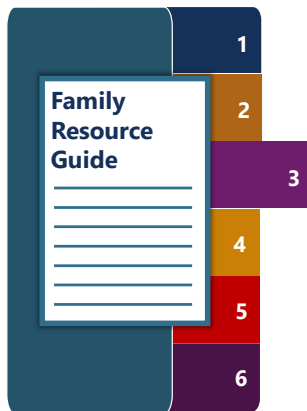
The county BH team can also help families understand that participants may have experienced significant trauma. They can teach family members about the impact of trauma and on the core principles of a trauma-informed approach. This approach aims

to understand trauma, support recovery, and respect individuals. Potential strategies include anticipating triggers, using cultural humility, using cross-cultural communication, taking a strengths-based approach, using trauma-informed listening skills, and avoiding judgement.

For example, county BH may consider the following script to discuss a trauma-informed approach with Jane and Robert: “We practice something called trauma-informed care, which means we take difficult life experiences into account and provide support that acknowledges and addresses the impact of trauma on both of you. Trauma can be experienced in various ways, such as going through it directly or by witnessing the suffering of someone you love. Some of the experiences Mark has had while unhoused may have been traumatic. For you, watching Mark go through these hardships may have also been a significant source of pain, grief, or even trauma. Understanding these experiences helps us guide you to the best care for both you and Mark.”

This section summarizes and also links to the [trauma-informed care for volunteer supporters](#) training series. Also, consider viewing the [series for county BH](#) on trauma-informed care (including a module on mitigating bias).

## Using a Trauma-Informed Approach



### Self-Care for Family & Other Natural Supports

- Trauma can be experienced in various ways, such as experiencing it directly or by witnessing the suffering of someone they love.
- The county BH team can validate the family members' experience and encourage family caregivers to seek support, using stress management techniques and healthy behaviors to address and mitigate the effects of their own trauma.

See the [trauma-informed care for volunteer supporters](#) training series for more information. Also, consider viewing the [series for county BH](#) on trauma-informed care (including a module on mitigating bias).

[Slide Image Description: This slide shows an icon of a paper representing the Family Resource Guide and a description of the third section.]

This third section also highlights self-care for families and other natural supports.

### Self-Care for Family & Other Natural Supports:

- Trauma can be experienced in various ways, such as experiencing it directly or by witnessing the suffering of someone they love.
  - County BH teams should help families understand how these layers of trauma may have impacted them. Validate their experience without blaming the respondent. Normalize the range of experiences and emotions they have experienced. Emphasize that each person's experience (and reaction) will be unique.
- County BH teams can validate the family member's experience and encourage family caregivers to seek support, using stress management techniques and healthy behaviors to address and mitigate the effects of their own trauma.

For example, county BH may consider the following script to discuss self-care with Jane and Robert: "We recognize that while supporting Mark is important and rewarding, it

may also be taxing and lead to burnout. Consider the following symptoms of burnout and whether you have experienced any recently: feeling overwhelmed, experiencing mood problems, feeling helpless, dealing with physical health challenges such as fatigue, or potentially relying on harmful habits to cope with stress. If you have been experiencing any of these symptoms, consider how you might improve your well-being by reducing your stress. Taking walks, spiritual practices, prioritizing healthy behaviors, and counseling are all forms of self-care. You might also consider creating a Self-care On the Spot (SOS) list, with at least five safe, effective self-care tools that can help you to calm down in a stressful situation. Engaging in self-care can help to prevent and mitigate burnout, as well as allow you to better support Mark.”

This section summarizes and also links to the [trauma-informed care for volunteer supporters](#) training series. Also, consider viewing the [series for county BH](#) on trauma-informed care (including a module with information on self-care and dealing with burnout).



## Action Steps for Families



[Slide Image Description: This slide shows an icon of a paper representing the Family Resource Guide and a description of the fourth section.]

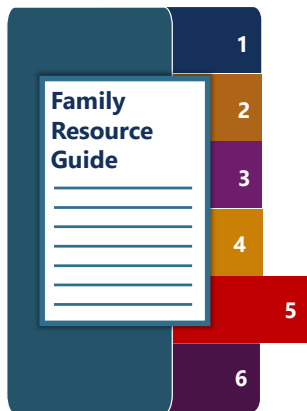
This fourth section highlights five action steps for families in the CARE process. These action steps acknowledge past work and suggest new ways to support loved ones. It's important to acknowledge what family members have done in the past and to help them think about how they can move forward.

The county BH team can guide family members to consider taking some recommended action steps:

- Action Step 1: Work to foster a collaborative partnership with the CARE participant's mental health practitioners.
- Action Step 2: Support the individual with their goals and recovery.
- Action Step 3: Reassess communication and relationship patterns.
- Action Step 4: Develop a deeper understanding of schizophrenia spectrum and other psychotic disorders and lived experience.
- Action Step 5: Plan together as a family support network.

Conversations about these potential steps should be navigated carefully. For example, county BH may consider the following script to outline action steps with Jane and Robert: "The Family Resource Guide provides a lot of good resources on steps you can take as a family member to support Mark on his recovery journey. For instance, you can develop a partnership with his mental health practitioners to ensure everyone is working together, and you can support Mark's goals by encouraging and celebrating his progress. Additionally, reflecting on your communication patterns and developing a deeper knowledge of Mark's needs can make a significant difference."

## Family Psychoeducation



Family psychoeducation (FPE) is a structured, educational intervention where families learn about their relative's diagnosis and how best to support them.

» **What is discussed in FPE?**

- Information about schizophrenia spectrum and other psychotic disorders as a brain disease and its treatments.
- Skill building, such as communication and problem-solving.

» **How is FPE structured?**

- Usually offered in 8 to 12 sessions but can continue longer.
- Meetings occur in a series, with a specific topic for each.

» **Who is included in FPE?**

- Can include a single family or a group of families.
- Includes the individual in recovery for most or all educational sessions.

[Slide Image Description: This slide shows an icon of a paper representing the Family Resource Guide and a description of the fifth section.]

This fifth section highlights family psychoeducation (FPE). FPE courses can help the families of people living with schizophrenia spectrum and other psychotic disorders. Families can learn about their relative's diagnosis and how best to support them. An FPE program can address clinical and social needs, treatment adherence, crisis management, and family support.

County BH can consider if they want to start their own FPE program and/or partner with local organizations (e.g., NAMI affiliate) to provide this support. The Guide also links to resources and trainings that family members can access if a full FPE curriculum is not a viable option.

### **What is discussed in FPE?**

- Information about schizophrenia spectrum and other psychotic disorders as a brain disease and its treatments.
- Skill building, such as communication, problem-solving, and coping.

### **How is FPE structured?**

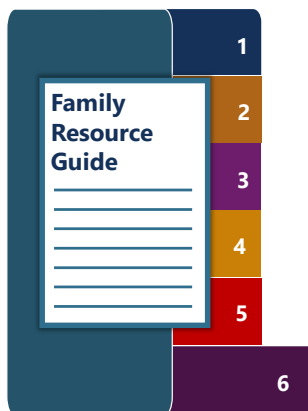
- Usually offered in 8 to 12 sessions but can continue longer.
- Meetings occur in a series, with a specific topic for discussion for each.

**Who is included in FPE?**

- Can include a single family or a group of 8 to 12 families led by a facilitator.
- Includes individual in recovery for most or all educational sessions.

Jane and Robert have watched Mark's journey and have been impacted by schizophrenia, but they may or may not have received formal education on symptoms, causes, or communications skills. Receiving some education through an FPE program can help them better understand this disorder and how to support Mark's recovery.

## Resources for Families



### Additional Resources

- Resources from NAMI CA, Caregiver Action Network, Family Caregiver Alliance resources on Caring for Yourself, and others.

### Developing a Support Network

- Guidance for developing both informal and support networks, like county-based programs or other diagnosis-specific groups.

### CARE-Specific Resources

- The [CARE Act Resource Center](#) has recorded webinars and training materials covering topics to help learn about schizophrenia spectrum and other psychotic disorders and more.

[Slide Image Description: This slide shows an icon of a paper representing the Family Resource Guide and a description of the sixth section.]

This sixth section of the Family Resource Guide highlights information, resources, and trainings for families, including:

### Additional Resources:

- FPE offers a structured learning environment for family members, but it may not be an option for everyone. There are other resources to learn about supporting people with serious mental illness. There are also resources to learn about the CARE Act more broadly.
- These include resources from NAMI CA; Caregiver Action Network; Family Caregiver Alliance resources on Caring for Yourself; Treatment Advocacy Center; Families Advocating for the Seriously Mentally Ill; Schizophrenia & Psychosis Action Alliance's Caregiver Toolkit; LEAP Institute; and CalHOPE.

### Developing a Support Network:

- Many families find it helpful to connect with others who share their experiences. Families can help provide validation. They can discuss tools to support resilience. And they can share resources and strategies to navigate systems.
- Families can connect with religious or faith-based organizations; local organizations

or support groups responsive to your family’s cultural needs; peer organizations; or an individual with lived experience. Families can also consider starting their own local support group.

- The following slide will detail additional opportunities for developing supports.

**CARE-Specific Resources to Understand Schizophrenia Spectrum and Other Psychotic Disorders:**

- It can be helpful to learn about schizophrenia spectrum and other psychotic disorders, treatment options, supported decisionmaking, creating PADs, trauma-informed care, and other information on interacting with people living with schizophrenia spectrum and other psychotic disorders.
- The [CARE Act Resource Center](#) has recorded webinars and training materials.

These resources provide helpful information, but it can be overwhelming. County BH professionals can consider working with family members to determine what they are looking for and which of these resources would be helpful.

## Helping Family Members Develop Supports

- » The county BH team can consider the following to help family members develop a support network:
  - Connect families to existing county BH supports, including resources and peer support.
  - Suggest that family members consider connecting with faith-based organizations.
  - Explore available local organizations or support groups that could be responsive to the family's cultural needs.
  - Encourage them to start their own support group and provide them with information on grants to do so if relevant.
  - Identify and connect families to peer organizations or an individual with lived experience.



[Slide Image Description: This slide includes a description of helping family members develop supports along with a picture of people sitting in a circle.]

As we have noted, many families find it helpful to connect with others who share their experiences. The county BH team can consider the following to help family members develop a support network:

- Connect families to existing county BH supports, including resources and peer support.
- Suggest that family members consider connecting with faith-based organizations.
- Explore available local organizations (e.g., NAMI California, Schizophrenia & Psychosis Action Alliance) or support groups that could be responsive to the family's cultural needs.
- Encourage them to start their own support group and provide them with information on grants to do so if relevant.
- Identify and connect families to peer organizations or an individual with lived experience.

It could be helpful for Robert and Jane to connect with peers who also have lived experience with schizophrenia spectrum and other psychotic disorders, especially

family members. They may not have talked to other family members and friends about Mark's diagnosis or his current living situation, for many reasons. But it can be helpful to connect with others who have similar experiences or can even speak from the perspective of those who are in recovery themselves. Helping Robert and Jane connect with support groups can be a great way to make sure they are supported, so they can in turn support Mark.

County BH can also connect families to additional resources, including those listed on the following slide.



## Resources to Understand Schizophrenia Spectrum and Other Psychotic Disorders

- » NAMI's Family-to-Family (email [namieducation@nami.org](mailto:namieducation@nami.org))
- » Introduction to Family Psychoeducation ([training link](#))
- » Role of the Family in the CARE Process ([training link](#))
- » Supported Decision making for Volunteer Supporters ([training link](#))
- » Maintaining Neutrality as a Volunteer Supporter ([training link](#))
- » Psychiatric Advance Directives ([training link](#))
- » Series: Schizophrenia Spectrum Disorders & Evidence-Based Care for Volunteer Supporters ([series link](#))
- » Series: Trauma-Informed Care for Volunteer Supporters ([series link](#))

For more resources, access [the CARE Act Resource Center](#).



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[Slide Image Description: This slide shows links to resources to understand schizophrenia spectrum and other psychotic disorders.]

We won't go over all the resources in this training, but it could be helpful for county BH to be aware of the resources and trainings available on the CARE Act Resource Center that can help support families.

Resources to Understand Schizophrenia Spectrum and Other Psychotic Disorders:

- NAMI's Family-to-Family (email [namieducation@nami.org](mailto:namieducation@nami.org))
- Introduction to Family Psychoeducation ([training link](#))
- Role of the Family in the CARE Process ([training link](#))
- Supported Decision making for Volunteer Supporters ([training link](#))
- Maintaining Neutrality as a Volunteer Supporter ([training link](#))
- Psychiatric Advance Directives ([training link](#))
- Series: Schizophrenia Spectrum Disorders & Evidence-Based Care for Volunteer Supporters ([series link](#))
- Series: Trauma-Informed Care for Volunteer Supporters ([series link](#))

It can be beneficial for members of the county BH team to walk through these resources to help family members know what's available broadly and how to better understand schizophrenia spectrum and other psychotic disorders.

## Resources to Understand the CARE Process

- » Overview of CARE Process for Supporters ([training link](#))
- » Overview of CARE Agreement & CARE Plan for Volunteer Supporters ([training link](#))
- » Housing, Services, & Supports Available Through the CARE Act: Training for Supporters ([training link](#))
- » The Supporter Role in the CARE Act ([training link](#))

For more resources, access [the CARE Act Resource Center](#).



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[Slide Image Description: This slide shows links to resources to understand the CARE process.]

Likewise, it could be helpful to walk family members through resources to better understand the CARE process.

Resources to Understand the CARE Process:

- Overview of CARE Process for Supporters ([training link](#))
- Overview of CARE Agreement & CARE Plan for Volunteer Supporters ([training link](#))
- Housing, Services, & Supports Available Through the CARE Act: Training for Supporters ([training link](#))
- The Supporter Role in the CARE Act ([training link](#))

## Ideas in Action

» How might the county BH team support Mark's family?

- Brainstorm sessions.
- Validate their experience.
- Encourage stress management techniques and healthy behaviors.
- Recommend seeking support.
- Outline potential roles within CARE.
- Provide education and resources on FPE.
- Aid in building a strong support network.

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[Slide Image Description: This is an Ideas in Action slide that provides an opportunity for participants to practice using the information. It contains a checkbox and an arrow.]

How might the county BH team support Mark's family?

- Brainstorm with Jane and Robert to identify ways to help Mark with basic needs and encourage his recovery.
- Validate their experience and encourage Jane and Robert to use stress management techniques and healthy behaviors to address and mitigate the effects of their own trauma.
- Encourage Jane and Robert to get support for Mark from a variety of sources (e.g., faith-based organizations, peer-based organizations, and jobs).
- Outline the roles Jane and Robert may have within CARE, such as petitioner, volunteer supporter, and as an informal support providing guidance and encouragement to Mark.
- Educate Jane and Robert on FPE and connect them to local sessions.
- Aid Jane and Robert in building a strong support network.

## **Role of Self-Help Centers in Providing Support to Families**

[Slide Image Description: This is a section divider slide to indicate a major section of this training.]

This next section outlines the role of Self-Help Centers in providing services and supports to families.

## Overview of Self-Help Centers



Self-help centers provide many services to the public, including understanding how to identify and complete necessary forms and what the legal process entails. All services are offered free of charge. Self-help centers provide legal information but not advice.

- Approximately 119 physical locations throughout the state.
- Services offered in-person and remotely over the phone, emails, and/or via live chat at some locations.
- Many locations offer language assistance.

[Slide Image Description: This slide shows the Judicial Council of California logo and lists an overview of self-help centers.]

Self-help centers provide many services to the public, including understanding how to identify and complete necessary forms and what the legal process entails. All services are offered free of charge. Since the self-help center staff do not provide legal advice, they can help both sides in a case. Self-help centers provide legal information but not advice. This means they do not tell people what strategy they should adopt in pursuing their matter, but instead give information about what each question on a form means and about the legal process required.

Considerations:

- Approximately 119 physical locations throughout the state.
- Services offered in-person and remotely over the phone, via email, and/or via live chat at some locations.
- Many locations offer language assistance.

## Common Services and Resources

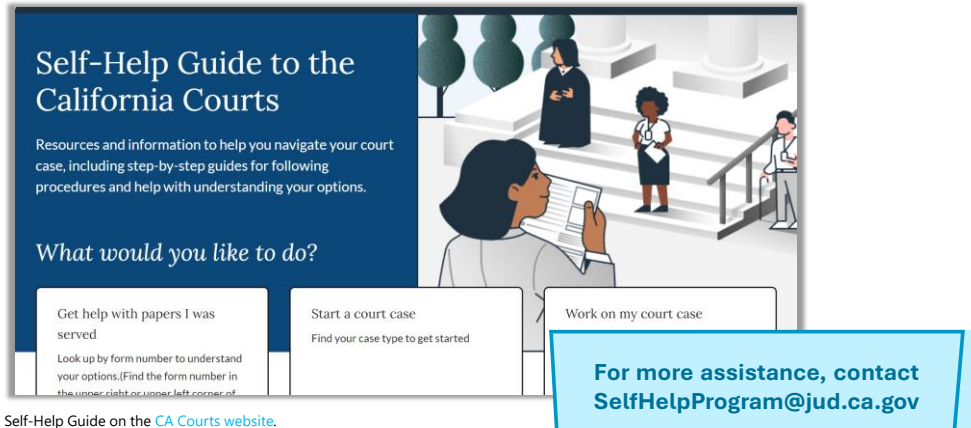
- Online Self-Help Guide to the California Courts.
- Informational videos.
- Live and video-conference workshops.
- Form assistance and document assembly.
- List of available referrals.

[Slide Image Description: This slide shows common services and resources of self-help centers.]

Self-help centers provide many services to the public. This is just a short-summarized list of some of the most common services and resources available.

- Online Self-Help Guide to the California Courts.
- Informational videos.
- Live and video-conference workshops.
- Form assistance and document assembly.
- List of available referrals.

## CA Courts Website: The Self-Help Guide



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[Slide Image Description: This slide shows a screenshot of the CA Courts Website for the Self-Help Guide to California Courts.]

The Self-Help Guide is tailored to assist self-represented litigants and includes step-by-step guides to help complete forms, and many pages filled with educational information about the legal action the person might be attempting to take. Find the Self-Help Guide on the [CA Courts website](#).

For more assistance, contact [SelfHelpProgram@jud.ca.gov](mailto:SelfHelpProgram@jud.ca.gov).

## Objectives

At the end of the session, participants will have an increased ability to:

- » Identify ways in which the Family Resource Guide could be used to support families.
- » Establish a trauma-informed approach to family education and support, including discussing information sharing.
- » Connect family members to support networks.

[Slide Image Description: This slide shows the learning objectives for this training with a light blue background.]

At the end of the session, participants will have an increased ability to:

- Identify ways in which the Family Resource Guide could be used to support families.
- Establish a trauma-informed approach to family education and support, including discussing information sharing.
- Connect family members to support networks.



## Next Steps

- » Visit [CARE-Act.org](https://CARE-Act.org) for resources (including recordings of past trainings) and to submit questions/technical assistance (TA) requests.
- » [Complete this form](#) to join the communication listserv.
- » Email [info@CARE-Act.org](mailto:info@CARE-Act.org) to access the County-Level Family Supports Brief.



[Slide Image Description: This slide shows bullets with next steps. It contains decorative arrows.]

Please let us know how we can best support your teams. Contact [info@CARE-Act.org](mailto:info@CARE-Act.org) with questions, join the communications listserv, and submit requests and feedback for CARE Act TTA. Please also visit the CARE Act Resource Center website for training decks and recordings, which will be added two weeks after each training.

## Questions?

[CARE-Act.org](https://www.care-act.org) | [info@CARE-Act.org](mailto:info@CARE-Act.org)

[Slide Image Description: This slide shows the CARE-act website and the email address.]

We are here to support you and provide you with those opportunities to connect and hear about implementing the CARE Act. The website is [\*\*CARE-Act.org\*\*](https://www.care-act.org) and our email address is [\*\*info@CARE-Act.org\*\*](mailto:info@CARE-Act.org).