

Family Support Program begins May 1, 2015

Overview and features

Family Support Program addresses today's systemic gaps



Families with “transitional-aged” children, 18 to 25 years old, have unique and mostly unaddressed needs¹



The treatment community is grappling with the surge in need and with developing evidence-based approaches to care



Highly visible “destination” treatment centers are alluring to desperate families — and costly to those paying the bills

1. Survey results and parent quotes from: Gerten, A., & Hensley, M. (2014). Transition-Age Children With Mental Illness: Hearing the Voices of Mothers. *Social work in health care*, 53(3), 233-24

Building blocks to the Family Support Program

- **Awareness:** communication that a clinically licensed family support specialist is there for members
- **Assessment:** in-depth assessment of the family's needs, including immediate, short-term and long-term concerns
- **Education:** information on treatment programs and options specific to the needs identified for each family or individual
- **Empowerment:** helping the family navigate the maze of treatment options and programs
- **Emotional support:** regularly scheduled contacts with active listening, educational materials, discussion about feelings of loss of control or lack of support
- **Advocacy:** help accessing community resources, including family support groups and advocacy organizations



Family Support Program addresses most critical needs

- Information about the illness, and evidence based treatment options
- Collaborative planning
- Case management
- Emotional support
- Practical advice
- Preparing adult children for independent living

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GUIDE

SUPPORT



Family Support Program for the University of California

- Clinically licensed family support specialist
 - Independently licensed in California
- Dedicated program toll free telephone number
- Monday–Friday 8:30 a.m. to 5:00 p.m. PST
- Ongoing support and follow-up
 - Anticipated three-month duration for most cases, but no limit
- Household benefit

No deadlines, no limits

Support is available for as long as the family needs it.

Sample scenario

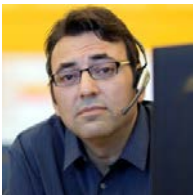


Cindy arrived home unexpectedly after dropping out of college. The family is not happy about her decision and concerned about her erratic behavior. Confronted by her mother, Cindy admits that she has been using opiates and alcohol.



Heidi is Cindy's mom.

Heidi remembers seeing a poster about the Family Support Program. She writes down the phone number and calls for advice on how to find treatment for Cindy.



Bob is a family support specialist.

Bob clinically assesses the family situation, and structures a conversation focused on educating, guiding and supporting Heidi and Cindy with: information on substance use disorder and treatment options, practical advice, arranging in-network treatment near their home, follow-up calls and consultations.