

The Zoom Interface

The screenshot shows the Zoom Webinar interface. At the top, it says "Zoom Webinar" and "You are viewing David Terry's screen". Below this is a "View Options" dropdown and a "Click here to maximize your session view" button. The main content area displays the TTC logo (Technology Transfer Centers, Funded by Substance Abuse and Mental Health Services Administration) and a large message: "Thank you for joining us today! You will not be on video during today's session". A "Select a Speaker" menu is open, showing options: "Speakers (Realtek(R) Audio)", "Same as System", "Test Speaker & Microphone...", "Leave Computer Audio", and "Audio Settings...". A "Question and Answer" window is open, showing a question: "This is a test question!" and a text input field "Type your question here...". A "Zoom Webinar Chat" window is also open, showing a "To:" field set to "All panelists" and a text input field. Callouts explain: "You can switch between questions you've asked and those asked by others using these buttons." (pointing to "All questions (1)" and "My questions (1)"); "You can use the Q&A feature to ask questions of the host and presenters. These questions can receive text or live responses. To begin asking a question use the field below. You can see a test question above." (pointing to the Q&A window); "The chat feature will allow you to talk with other people in today's webinar." (pointing to the chat window); "The To field will tell you who will receive your message. Be mindful of who you are chatting to." (pointing to the "To:" field); "Click Here to adjust your audio settings" (pointing to the "Audio Settings" button); "Click here to leave the session" (pointing to the "Leave" button); and "Enter Full Screen" (pointing to the "Enter Full Screen" button).

All attendees are muted. Today's session will be recorded.

The Family Experience

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&

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Northeast and Caribbean (HHS Region 2)

MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

About Us ...

The Northeast and Caribbean MHTTC received 5 years of funding to (2018 – 2023):

- Enhance capacity of behavioral health workforce to deliver evidence-based and promising practices to individuals with mental illnesses.
- Address full continuum of services spanning mental illness prevention, treatment, and recovery supports.
- Train related workforces (police/first responders, primary care providers, vocational services, etc.) to provide effective services to people with mental illnesses.

Supplemental funding to:

- Support school teachers and staff to address student mental health
- Support healthcare providers in wellness and self-care activities



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We Want Your Feedback!

Our funding comes from the Substance Abuse and Mental Health Services Administration (SAMHSA), which requires us to evaluate our services. We appreciate your honest, ANONYMOUS feedback about this event, which will provide information to SAMHSA, AND assist us in planning future meetings and programs.

Feedback about this training will assist us in developing future trainings that are relevant to your professional needs. Therefore, your feedback counts!

Video Recording Information

Please Note:

We will be recording this webinar and posting it to our website along with the presentation slides and any relevant resources.

Disclaimer

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At the time of this presentation, Tom Coderre served as Acting Assistant Secretary for Mental Health and Substance Use at SAMHSA. The opinions expressed herein are the views of the speakers, and do not reflect the official position of the Department of Health and Human Services (DHHS), or SAMHSA. No official support or endorsement of DHHS, SAMHSA, for the opinions described in this presentation is intended or should be inferred.

This work is supported by grant H79SM081783 from the DHHS, SAMHSA.

Your Interactions With Us

Question and Answers

- Q & A will occur at the end of the call.
- Type your questions in the Q & A feature in Zoom located on the task bar (hover over task bar).
- Note: your question is visible to all participants.

Chat and Polls

- Throughout the webinar, we will be asking for your input.
- Use the Chat or Poll features in Zoom located on the task bar.
- You can control who can see your chat comments.

The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

STRENGTHS-BASED
AND HOPEFUL

INCLUSIVE AND
ACCEPTING OF
DIVERSE CULTURES,
GENDERS,
PERSPECTIVES,
AND EXPERIENCES

HEALING-CENTERED AND
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS
PARTICIPATING IN THEIR
OWN JOURNEYS

PERSON-FIRST AND
FREE OF LABELS

NON-JUDGMENTAL AND
AVOIDING ASSUMPTIONS

RESPECTFUL, CLEAR
AND UNDERSTANDABLE

CONSISTENT WITH
OUR ACTIONS,
POLICIES, AND PRODUCTS

Our Presenters



Michelle Zechner, PhD, LSW, CPRP



Valerie Ferri, MSW, MPH, LSW

Objectives

Familiarize providers with the perspective of family members of people with mental illness

Define family, types of support, experiences and strengths of family members of people with mental illness

How are Family Members Perceived?

- Enter a few words that describe your thoughts about family members of people with mental illness at this location:

www.menti.com

Code will be in the chat

Family Members

Definition: A person or people that a client identifies as part of their support system. This could be a blood-relative, related by marriage, friend, peer or neighbor.

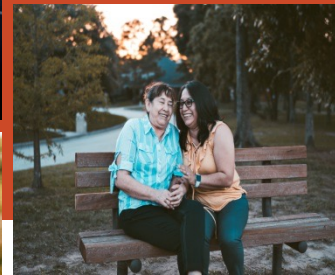




Word Cloud



Overview of Family Experiences



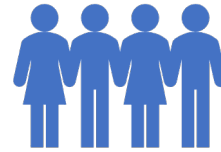


Family Examples

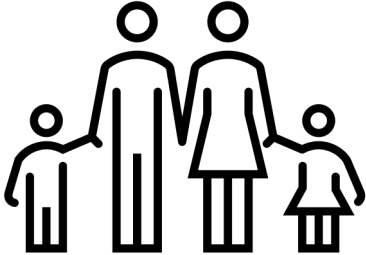
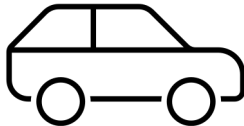
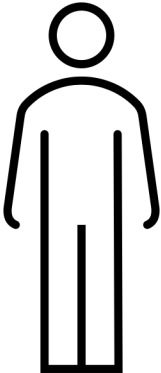
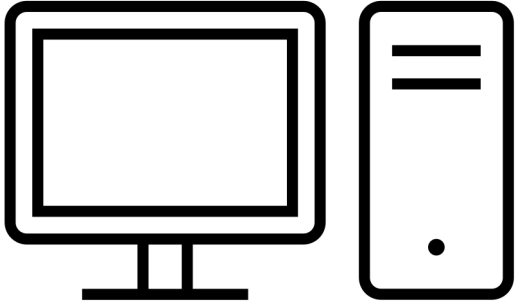
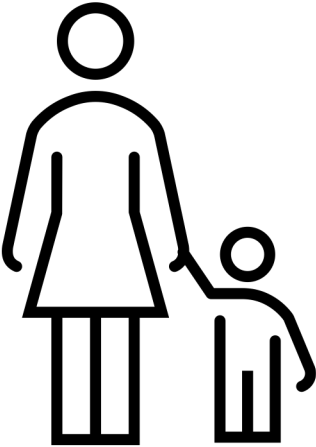


Family Considerations

- Strengths
- Finances
- Culture
- Transportation
- Supports



Family
Experience by
Age, Role,
Resources



Chat question

Think of a family that stands out in your mind.
What are 1 or 2 things that influenced their experience?

What do we know about Families?

Middle -Aged Females

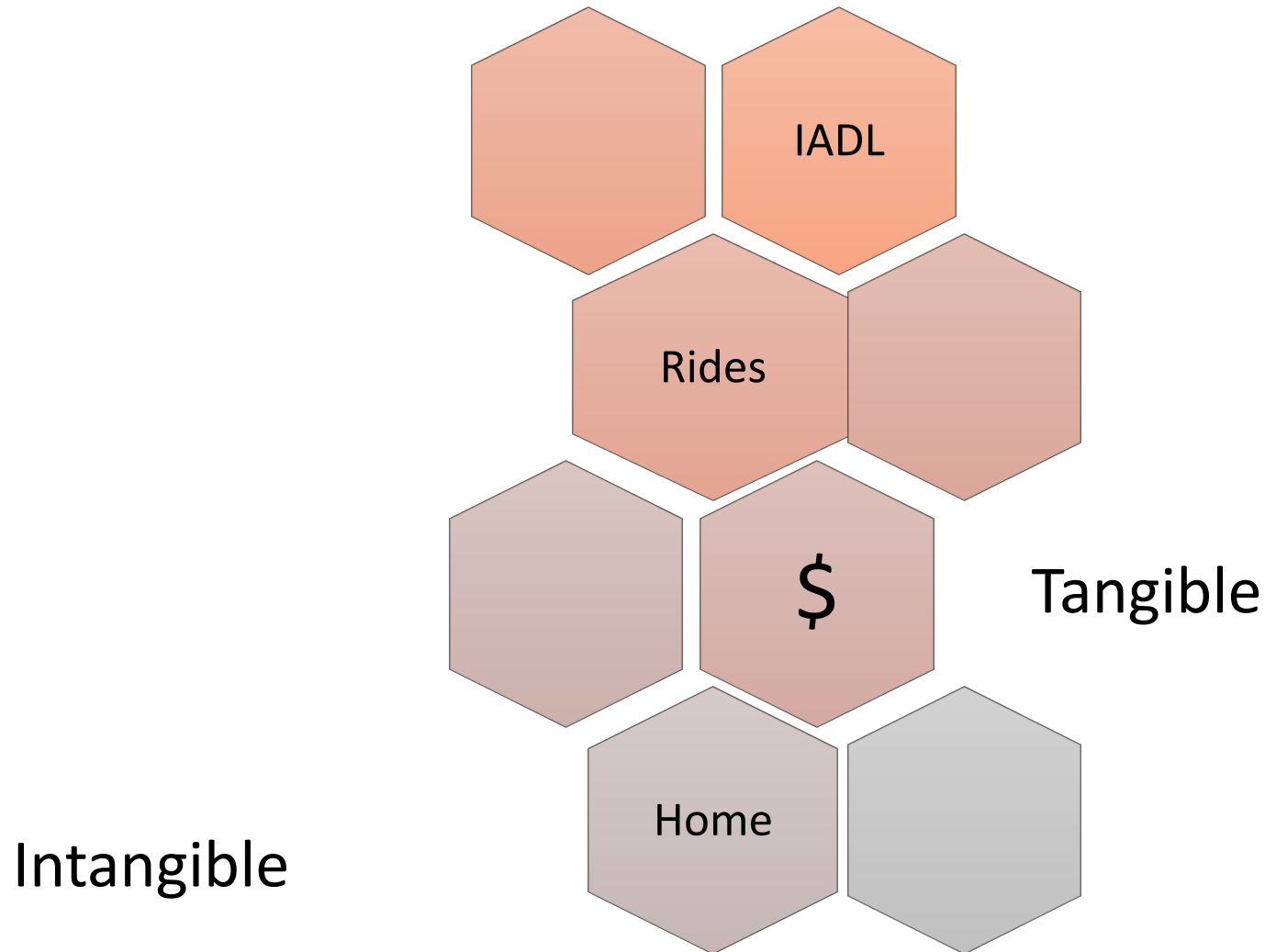
Recipients between 18-39

Provide ~ **32 hrs**/per week

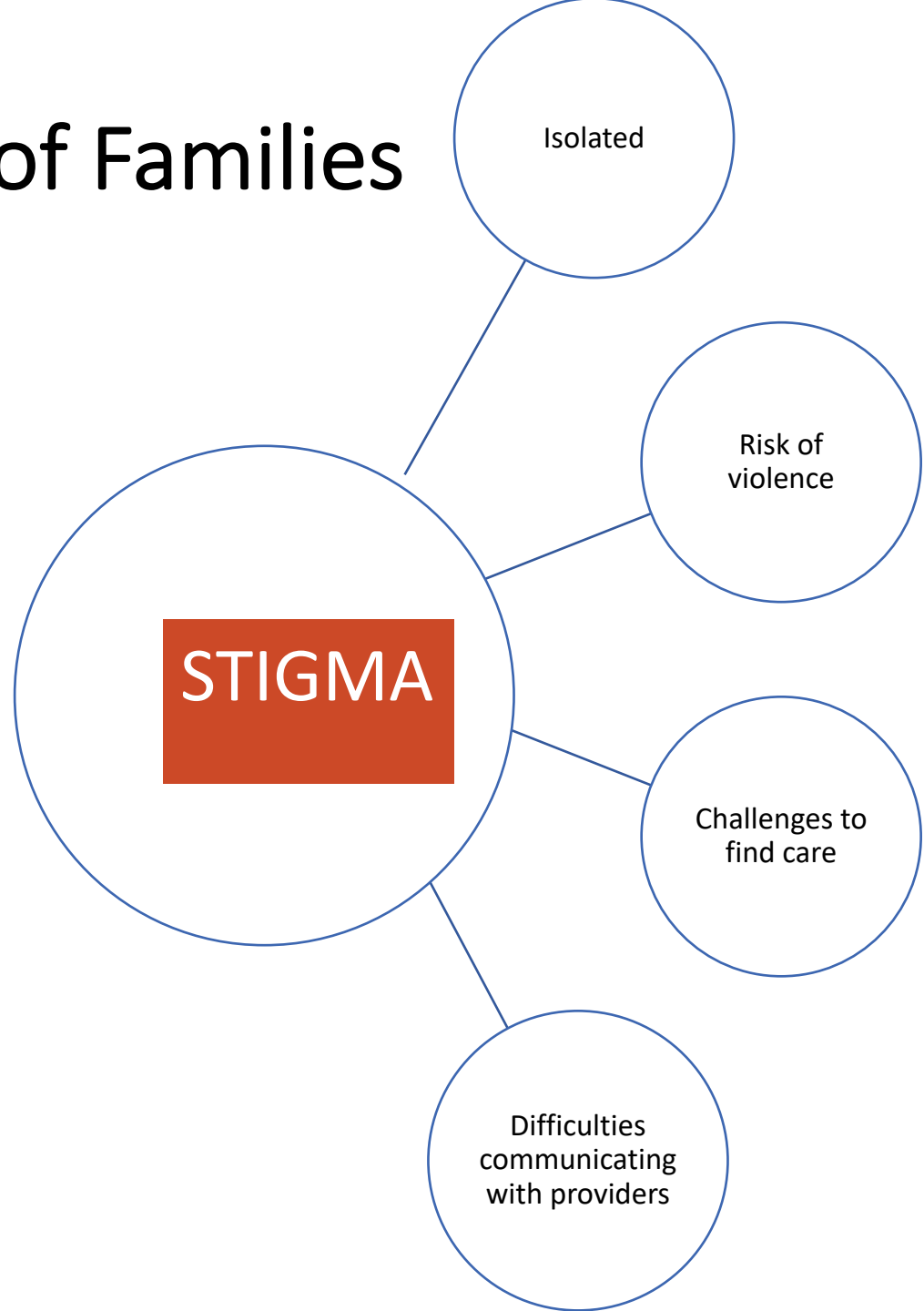
Half live together

Financial support

Type of Supports Provided



Experiences of Families

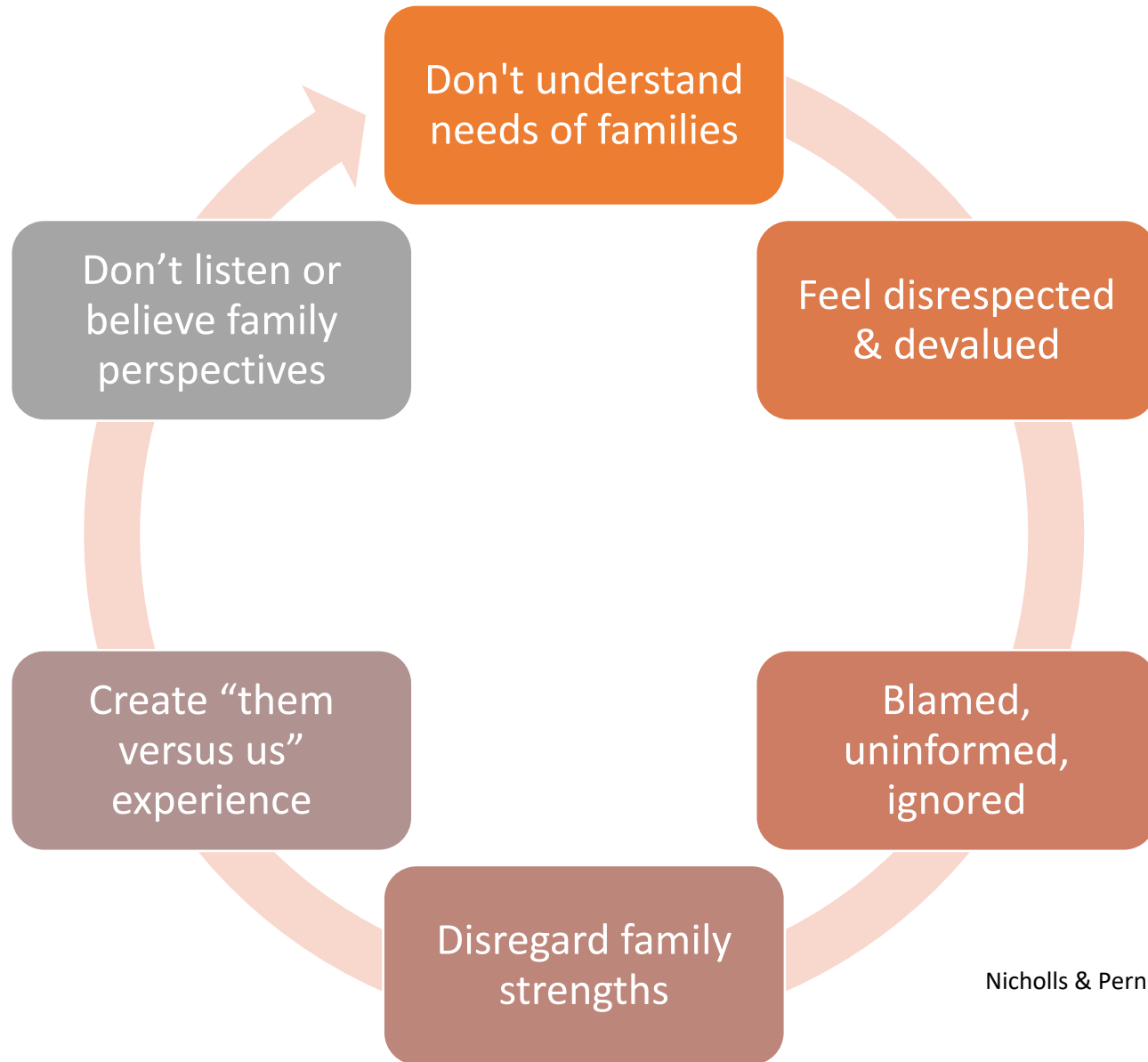


Activity

Take a moment to think of a time you supported someone in your family through illness or other difficulty.

1. What was challenging
2. What was helpful
3. What strengths did you bring?

Family Perspective About MH Providers



Vignette #1

Mary's 34 year old son Danny, has recently been hospitalized after a manic episode where he quit his job, bought a new car, and accidentally lit a fire at home. Mary knows what hospital Danny has been involuntarily committed to, however, when she calls, she can't get anyone to listen to her.

She explains to the social worker that she knows Danny is there, and that he will sign a release if he is asked to do so.

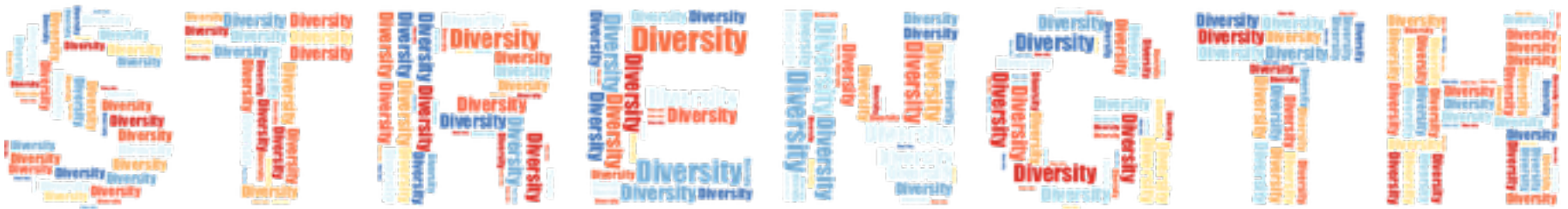
Mary tries to tell the SW that generics have not helped in the past, and Clozaril has. She also shares that her son was stable for several years, but was recently diagnosed with diabetes, and it seems that the diabetes medication worsened his mental health. The social worker simply said she couldn't talk with Mary and hung up the phone.

Debrief

- What emotions might Mary be experiencing in this situation?
- What strengths can you identify that Mary has?
- What resources does Mary have?
- What concerns did you have about this situation?
- How might you have handled this differently?
- How might a different approach impact Danny?

Practice Opportunity

The next time you interact with a family member of someone with an illness, pause and ask yourself : “What emotions is this person experiencing”? “What strengths does this person have in this situation”?



Questions?



Summary

Families feel isolated, stressed & unheard

Families offer resources and support

Experience is influenced by many things

Address emotional experience & strengths

Resources

- National Alliance on Mental Illness www.nami.org
- National Family Support Technical Assistance Center <https://www.nfstac.org/>
- National Caregiver Alliance <https://www.caregiving.org/>
- Mental Health America <https://www.mhanational.org/>
- State/Local Behavioral Health Authorities

References

- Lefley, H. P. (2009). *Family psychoeducation for serious mental illness*. Oxford University Press.
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- Nicholls, E., & Pernice, R. (2009). Perceptions of the relationship between mental health professionals and family caregivers: Has there been any change?. *Issues in Mental Health Nursing*, 30(8), 474-481.
- Spaniol, L., Zipple, A., Marsh, D. & Finley, L. (2000). *The Role of the Family in Psychiatric Rehabilitation: A Workbook*. Center for Psychiatric Rehabilitation: Boston University

Question and Answer



Evaluation Information

The MHTTC Network is funded through SAMHSA to provide this training. As part of receiving this funding we are required to submit data related to the quality of this event.

At the end of today's training please take a moment to complete a **brief** survey about today's training.



<https://bit.ly/2S92xgE>

Connect With Us!

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