Introduction

Welcome to the National Alliance on Mental Illness’ (NAMI) Family Support Specialist (FSS) Orientation Class.

This training program was made possible by a grant awarded in 2013 to NAMI San Diego from The state of California’s Office of Statewide Health Planning and Development (OSHPD).
Two Hour Family Support Specialist Orientation Training

• What Is Mental Illness
• Serious MH Diagnosis and How Are they are Diagnosis Determined (DSM-5 and ICF)
• Facts and Numbers
• The Recovery Model
• How Family Members can contribute in the BH Field at every level

• Volunteer and Paid Job Descriptions
• What it’s like to work as a FSS Specialist
• Options for the Career Path
• What Topics will be covered in training
• Career Placement
Career Pathways

• NAMI’s -30 hour Family to Family course

• Family and Youth Roundtable -90 hour training (50 hours classroom 50 hours field placement coaching,

• Alliant University Alliant goals and objectives supporting NAMI SD and FYRT in enhancing curriculum, providing stipends for students and assisting with field placements. Alliant will also assist NAMI in the evaluation of the program, and assess the impact.
WHAT ARE THE NEXT STEPS?

Phase one
Recruitment

Phase two
Skill Training

Phase three
Career Placement

Family Support Specialist
Accepting • Learning • Serving

Career Pathway

FSS Orientation

Position Specific Training
Family-to-Family Trainers of Teachers

Family-to-Family

Core Program Competencies
- Learning Labs
- Field work
- Online

Position Specific Training
- Friends in the Lobby
- Ending the Silence
- Parents & Teachers as Allies
- Elder, Multicultural Access & Support Services
- In Our Own Voice
- NAMI on Campus
- Support group facilitator
- Special Events

Public Behavioral Health
paid or volunteer position
<table>
<thead>
<tr>
<th>Skill Training</th>
<th>Safety and Security- Pro Act- 16.0 hrs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Career Pathways Family Support Specialist Training</strong>&lt;br&gt;Orientation 2.0 hours</td>
<td><strong>Cultural Competency race/religion/disability/sexual orientation</strong></td>
</tr>
<tr>
<td>Communication Skills-Active Listening Skills</td>
<td>ETHICS</td>
</tr>
<tr>
<td>Family to Family Class course-30.0 hrs (taken in last 4 years)&lt;br&gt;Family to Family taken in last 5-7 year must take MHFA 8.0 hrs.&lt;br&gt;Family to Family taken 7+ years ago-need to take full course</td>
<td><strong>HIPPA</strong>&lt;br&gt;<strong>Listen-Empathize-Agree-Partner (LEAP Method) Dr. Amador</strong>&lt;br&gt;<strong>Motivational Interviewing</strong>&lt;br&gt;<strong>Problem Solving Workshop</strong>&lt;br&gt;<strong>Professional Boundaries</strong>&lt;br&gt;<strong>Stages of Change</strong>&lt;br&gt;<strong>Trauma Informed Care</strong>&lt;br&gt;<strong>Working with the TAY &amp; Older Adult Family</strong>&lt;br&gt;<strong>QPR- Suicide Prevention &amp; Intervention Training</strong>&lt;br&gt;<strong>Sharing Your Story</strong>&lt;br&gt;<strong>Triggers, Transference &amp; Counter transference (what’s the difference?)</strong>&lt;br&gt;<strong>Mandated Reporting</strong>&lt;br&gt;<strong>Co-Occurring Disorder</strong>&lt;br&gt;<strong>Self Care-Compassion Fatigue</strong>&lt;br&gt;<strong>The Impact of Mental Illness on the Family</strong>&lt;br&gt;<strong>Understanding Client Centered Care and Planning</strong>&lt;br&gt;<strong>Understanding Client Centered Care and Planning</strong></td>
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Skill Training

- FYRT’s Certification Program for Peer Navigators CHILDREN’S SERVICES
- Certification Program Core Training:
  - Begins the process with an introduction to System of Care, the Family Youth Movement, Peer Navigators/Support Partners, and Support for the profession via MHSA and Peer organization(s) that serve as an infrastructure to support the profession. It lays the foundation for working in/with families in the public service system.
- Wraparound the Community:
- Introduction to Wraparound Philosophy and Life Domain Planning
- The World of Systems:
- A Real Look at Understanding Public Service Systems
- Interweaving All the Elements
- Part one and two
- Developing Planning Strategies
- Peer Support Partner Skill Building Part One:
- Leadership & Engagement
- Skill Building Part Two:
- Partnership Building & Conflict Resolution
- Children’s Mental Health:
- Integrating Special Needs
- Family Helping Family:
- Integrating Philosophy, Skills & Tools
Current Numbers

• To Date 72 have attended 2.0 hour orientation training
• 42 people are scheduled to attend an upcoming 2.0 hour orientation training
• 13 Individuals in training
• Internships 22 going through Family and Youth Track
Internal Survey Results

• The PDF is a short survey we conducted to gauge the interest and gather information about who might be interested in a Career Pathway and Family Support Specialist training. Attached are the results of the FSS Orientation surveys. It is important to note the following:

• a. Not every attendant participated in the survey.
• b. Not everyone who filled out a survey completed that survey in its entirety.
53 responses

View all responses

Summary

Date of Orientation

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<td>12/6/2014</td>
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Presenters' Names

- Anita & Sarah: 50 (94%)
- Anita: 1 (2%)
- Sarah: 0 (0%)

Age

<table>
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<th>Age Range</th>
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<td>26-59</td>
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<td>9%</td>
</tr>
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<td>50+</td>
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</tr>
<tr>
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<td>9%</td>
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<tr>
<td>50+</td>
<td>5</td>
<td>9%</td>
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</table>
I already attended NAMI's Family-to-Family course

- Yes: 20 (38%)
- No: 28 (53%)

If you have not yet attended a Family-to-Family Course, are you interested in attending.

- Yes: 24 (45%)
- No: 0 (0%)
- N/A: 17 (32%)

I completed the Family-to-Family class within the past 5 years

- Yes: 15 (28%)
- No: 3 (6%)
- Not Applicable (I haven't taken the class yet): 26 (45%)

I have a family member living with a mental illness or I am the caregiver of someone living with mental illness.

- Yes: 44 (83%)
- No: 2 (4%)
- The person has passed on: 1 (2%)
**That person is my**

- Sibling: 9 (17%)
- My parent: 13 (25%)
- my child: 23 (43%)
- myself: 7 (13%)
- spouse: 4 (8%)
- step-family member: 0 (0%)
- significant other: 1 (2%)
- I am a caregiver: 5 (9%)
- other: 4 (8%)

**This FSS Orientation meets the description on the Flyer/email invitation**

- yes: 49 (92%)
- no: 1 (2%)

**I feel the FSS Orientation was delivered in a clear and concise way**

- 1 = Completely Clear: 46 (87%)
- 2 = Somewhat: 3 (6%)
- 3 = Not clear: 3 (6%)
- 3 = Not clear at all: 3 (6%)
Please explain your response to whether or not the presentation was presented clearly.

A-B-C 123! And in a positive manner & perspective. Also, I didn’t realize it’s a new thing—like being on the ground floor in a new thing.

Great Job! Thank you!

Provided you (sic) an opportunity to understand what you offer.

Excellent! Thank you!

every great job building from “What is mental illness?” upward. Everything was a smooth transition.

It wasn’t clear that the training program/competencies hasn’t been developed yet, so obviously not yet known how many hours (etc)

Not enough information to answer certain questions

It was great

It was great. I worked as a community support facilitator for network-slc, provided 1-1 support to clients with mental & physical conditions.

I was totally attentive.

I understand all material. Everything that was presented is exactly in relation to myself and what I love to do, which is help.

Nice to have “Guest Speakers”

I am completely inspired to participate more than ever.

I completely understand the delivery and details of the program.

Overview was very helpful and presentation was organized and very motivating to become involved.

Handouts and slide show surely helped. Thanks!

Personal experience given along with a informative powerpoint presentation.

very descriptive and informative. very Well Explained.

I was very satisfied. I am really excited to get a job and use my lived experience.

The FSS orientation met my expectations.

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<table>
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<th></th>
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<tbody>
<tr>
<td>yes</td>
<td>46</td>
</tr>
<tr>
<td>no</td>
<td>0</td>
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</tbody>
</table>

Please help us understand your response to whether or not the FSS orientation met your expectations below

Peaked my interest

Clarified level of experience -- and flexibility.

This is exactly what I see myself doing. I usually listen to many people and I do give them hope in some way.

Thank you!

Awesome!

I feel prepared for the timeline of future events.

For the most part, yes . . . . I would like more info on specific duties of a daily job schedule.

very good. looking forward to this class

Would like to know where you placed FSS in work settings. Is there any special training for different culture groups?

It was very informative and interested me into furthering my knowledge about nami to eventually make it a career.

very informative and encouraging

I appreciate the enthusiasm of both presenters.

was very informative.

Everyone is willing to share their own experience.
Please help us understand your response to whether or not the FSS orientation met your expectations below

<table>
<thead>
<tr>
<th>Lots of helpful information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent! Thank You!</td>
</tr>
<tr>
<td>This orientation has really made my passion in helping friends and family out in the community.</td>
</tr>
<tr>
<td>Looking forward to taking this course, thank you.</td>
</tr>
<tr>
<td>I was very satisfied</td>
</tr>
<tr>
<td>Excellent training</td>
</tr>
<tr>
<td>Motivated me to continue in this program</td>
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