



# Resiliency-Oriented Mental Health Agencies

## Tools for Transformation Provider Resiliency Implementation Continuum

The purpose of this tool is to assist in identifying agencies who exemplify excellence in promoting resiliency for the youth and families they serve. This tool can also be used to assess where your agency is, developmentally, in implementing resiliency-oriented mental health services.

**Resiliency Definition:** Resiliency is an inner capacity that when nurtured, facilitated, and supported by others— empowers children, youth, and families to successfully meet life's challenges with a sense of self-determination, mastery, hope, and well-being. (ODMH Youth and Family Resiliency Workgroup)

The Clinical Quality Council recognizes that: "The extent of resiliency gained in youth is a primary factor in adults' susceptibility to and ability to recover from mental illness."

### **PHASE I Provider Resiliency Readiness Assessment and Planning**

- Initiates plans for the development and implementation of a resiliency-oriented agency: Training and Supervision; Policies and Decision-Making; Evaluation; Services and Supports
- Organizational assessment of readiness to adopt resiliency perspective
- Identifies existing resiliency-oriented services and supports that agency provides
- Strategic planning is guided by and incorporates resiliency values and principles
- Include parent and youth consumer in resiliency planning process
- Introduces resiliency values and principles to agency staff through in-service trainings

**PHASE II Provider Resiliency Implementation** (Training and Supervision; Policies and Decision-Making; Evaluation; Services and Supports)

- Agency mission and value statements reflect resiliency-orientation
- Agency policies reflect resiliency values and principles
- Parent and youth representatives given role in agency's development and implementation of resiliency-oriented agency
- Agency-wide training on resiliency
- Implementation of at least one resiliency-based set of services, supports, and/or processes (those with strong asset-building focus; e.g. Multisystemic Therapy; Wraparound; IHBT; Functional Family Therapy; DECA; Incredible Years; mental health skill building, strength-based engagement, etc.)

**PHASE III Sustaining and Growing Provider Resiliency through Quality Monitoring and Performance Improvement**

**Training and Supervision**

- Staff and agency trainings reflect and support resiliency-oriented values, principles, and practices
- Parent & youth are involved in resiliency training of staff
- Agency trains staff on how to integrate resiliency and asset-building into assessment, treatment planning, and documentation
- Ongoing resiliency coaching is integrated into supervision and consultation processes and builds on training
- Agency makes resiliency training available to its consumers and families

**Policies and Decision-Making**

- Family members (parent and/or youth) have permanent seats on the board and have a full vote
- Family member representation (parent and/or youth) on the agency's policy and planning committee
- Agency provide the necessary information and support to assist parents and youth in their roles as board members and involvement in governance activities
- Agency employs consumer/ family members as family advocates
- Policies support the values of resiliency to programming & decision making

**Evaluation**

- Utilize assessment and outcome tools that measure positive growth, (examples: hopefulness, functioning, asset development, competencies, etc)
- Utilize resiliency assessment and outcome measures to inform practice
- Track resiliency outcomes and utilize in quality and performance improvement processes
- Consumer satisfaction survey incorporates items that evaluate agency services from a resiliency-perspective

## **Services and Supports**

- Agency utilizes multiple strategies for promoting resilience\* and offer continuum of resiliency-based services, supports, and/or processes (those with strong asset-building focus; e.g.: Multisystemic Therapy; Wraparound; IHBT; Functional Family Therapy; DECA; Incredible Years; mental health skill building; strength-based engagement; etc.)
- Agency staff actively assist the family in identifying and/or linking to respite, mentoring, and other support services provided by the agency or other community resources
- Risk reduction, protective factor & asset-building strategies are utilized\*
- Services have empowerment focus, where the family is considered an equal partner in the treatment process
- Treatment plans include asset building goals such as building functional competencies
- Family and youth point of view integrated at all points in the assessment and treatment planning process
- Services foster hope as evidenced by positive gain scores on the Ohio Scales Hopefulness scale

***This material developed by the Program and Policy Development Youth/Family Resilience Work Group and the Center for Innovative Practices***

\* From Dr. Ann Masten