



Thank you for your inquiry about the Missouri Family to Family Affiliate Network. We are pleased that you are interested in becoming an affiliate organization. Affiliates formalize our shared vision of connecting families to emotional and social supports and leadership opportunities.

Affiliate Organization Application Process

- **Step 1:** Complete and submit the Family to Family Affiliate Organization Application.
- **Step 2:** Connect with Missouri Family to Family outreach coordinator to discuss your organization and the affiliate network.
- **Step 3:** Determine which affiliate options work best for your organization.
- **Step 4:** Confirm affiliate status with Missouri Family to Family.

Important Enclosures:

- **Affiliation a la Carte** –different aspects of the affiliate network
- **Affiliate Benefits and Criteria document** –benefits, criteria, expectations and requirements for affiliation
- **Affiliate Sites Model** – history and outcomes of affiliation
- **Affiliate Flow Chart** - model of affiliation
- **Parent to Parent Endorsed Practices Summary** – research and evidenced-based practices promoted by Parent to Parent programs nationally

If you have questions, please contact me at 816-235-5337. I look forward to partnering with your organization to further support families.

Sincerely,

Susan Bird

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Outreach Coordinator
Missouri Family-to-Family
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Affiliation a la Carte

The affiliate network is made up of organizations that serve and support families and individuals with disabilities or special health care needs. There are several methods for affiliate organizations to use MoF2F resources. Each affiliate can choose which options they prefer to use to enhance their own services and supports.

Information Dissemination

- Distribute network folders and Sharing our Strengths (SOS) rack cards
 - Network folders contain information on statewide resources that align with the MoF2F Life Course framework
 - SOS rack cards provide an 800 number to connect to information and referral or peer mentoring support

Host webinars and trainings

- Host educational webinars by accessing the archived Life Course webinar series
- Host the Family Leadership Certificate Series or SOS Peer Mentor training

Direct Referral to MoF2F/SOS

- Refer parents or self-advocates directly to MoF2F for information and referral or peer mentoring by submitting a simple form
 - Direct referral results in MoF2F contacting the referred party and offering support
 - MoF2F reports back to affiliate organization on a monthly basis

Peer Mentor Matching

- Complete the SOS Intake Form and match parents or self-advocates using the SOS Peer Mentor Database
- Affiliate Organization determines the population served
 - an organization that serves a particular need can have access to our database and match families based on that need
 - all families outside of that particular population can be a direct referral to SOS

Each level of involvement is tailored to the needs and resources of the affiliate organization.

Benefits & Criteria for Affiliate Organizations

Benefits

- Access to database of over 450 trained volunteers and mentors
- Access to statewide information and referral clearinghouse
- Provision of families with ongoing emotional support
- Statewide networking opportunities with other affiliate organizations
- Promotion of affiliate organization programs
- Use of Sharing our Strengths logo and Parent to Parent USA logo
- Access to training for mentors, family leaders and trainers
- Opportunity to host training webinars and sessions
- Ability to refer directly to SOS for families beyond the scope of the organization
- Ability to enhance in-house referral process using statewide database
- Ongoing technical assistance to utilize the SOS databases

Criteria for Peer Mentor Matching

- Uphold the values of Mo Family to Family, Sharing our Strengths and Parent to Parent USA
- Respect and maintain confidentiality of information gained through conversations with families
- Use SOS (or approved) curriculum and share volunteers in the overall SOS mentor database for recruitment of mentors.
- Maintain confidentiality of all information found within MoF2F databases and utilize only as intended.
- Follow the procedures for implementing the peer mentor matching program including data entry, documentation and follow-through
- Commit to implement Parent to Parent USA- endorsed practices
- Adhere to membership requirements for SOS and Parent to Parent USA

Expectations

- Provide families and professionals with information and linkages to national, state, regional and community organizations, resources and supports
- Use Sharing our Strengths and Parent to Parent USA logos and statement: Missouri Family to Family Affiliate Organization. *“A Parent to Parent USA Alliance following USA-Endorsed Standards.”*

Requirements

- Meet with outreach coordinator to determine affiliate relationship with Mo Family to Family
- Recruit peer mentors and family leaders
- Participate in affiliate meetings (face to face and/or conference call)
- Provide technical assistance to other affiliate organizations upon request



F2F Affiliate Site Model: Enhancing Service/Care Coordination Through Parent-to-Parent Mentoring

The Missouri Family-to-Family Resource Center (MoF2F) serves as a statewide clearinghouse for information, emotional/peer support, and leadership support for self-advocates, families, professionals, and community members. It was established over 25 years ago and continues to exist as a partnership between the Missouri Council for Developmental Disabilities, the UMKC-Institute for Human Development (UCEDD) and the DMH Division of Developmental Disabilities to assist in disseminating evidence-based information to those it serves and to its staff. Since its beginning the MoF2F has been able to expand and sustain its capacity through new and continued partnerships and initiatives. In 2008, the MoF2F received funding from the Health Services & Resource Administration (HRSA) to become Missouri's Family-to-Family Resource Center.

In 2009, the MoF2F and the Thompson Center on Autism, through the Missouri HRSA-funded Implementation Grant for Improving Services for Children and the Missouri HRSA Combating Autism Grant, collaborated to address peer support and care coordination needs through an innovative parent-to-parent/peer mentoring model implemented in three Autism clinics in Missouri. Based on initial evaluation data, this model of integrating parent-to-parent into existing service or care coordination infrastructures shows to be a promising practice; 96% of parents say they no longer feel so alone in their experience and 86% of parents report "my life is better" as a result of a mentoring match. In response to qualitative questions parents valued "connecting with a parent who won't speak in medical terms and who gives me answers based on experience" as well as "just knowing that there are other families out there that know what it is like."

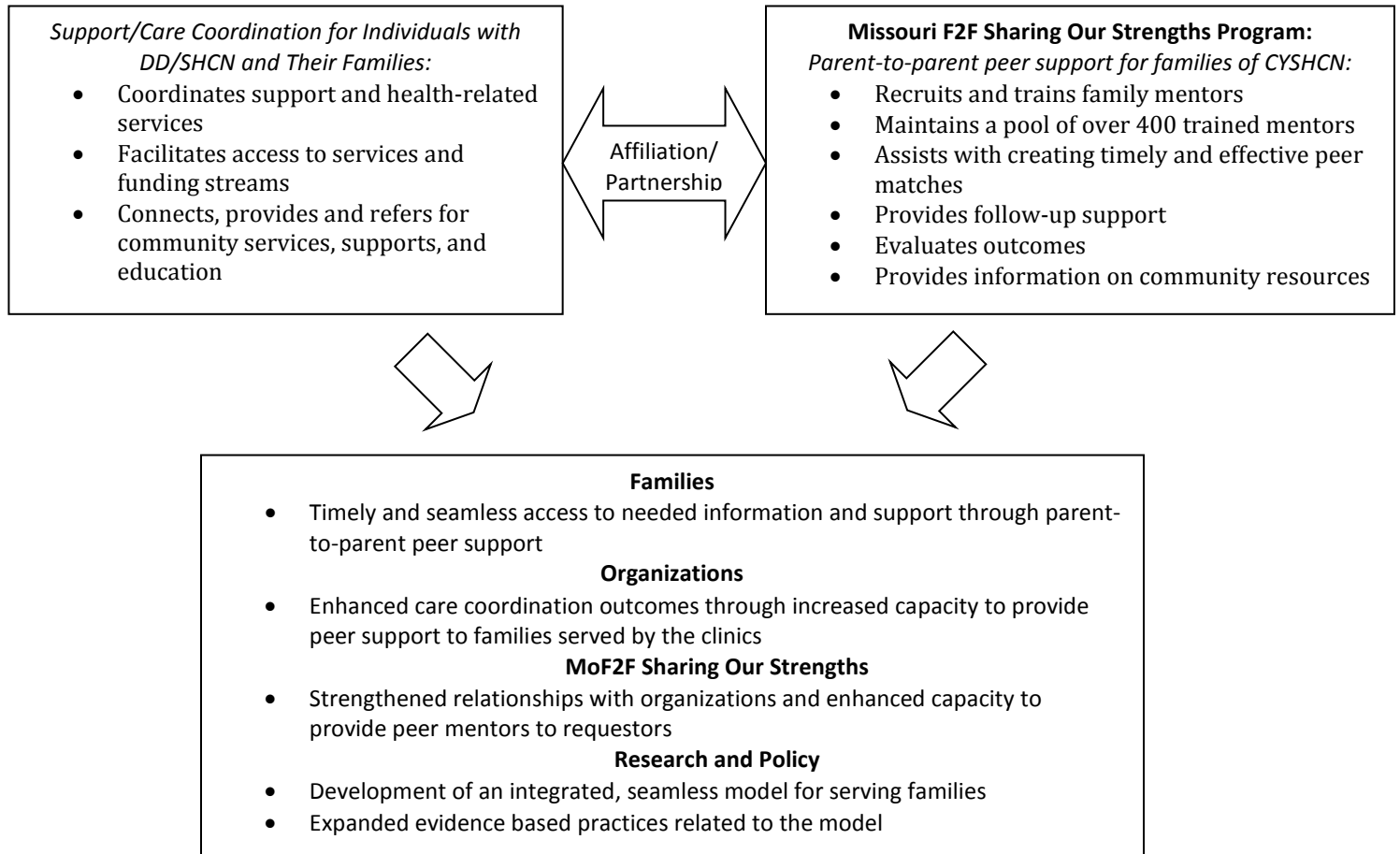
Beginning in September 2011 with a new grant from HRSA focused on evidence-based practices, the MoF2F continues to expand and evaluate the effectiveness of enhancing care coordination through parent-to-parent matches specifically focusing on two pediatric care clinics in the Kansas City area. The overall goal of this project is *"to enhance care coordination for urban families with children and youth with special healthcare needs through integration of a parent-to-parent model of peer support within pediatric care clinics."* Care coordination will be enhanced through responsive and effective parent/peer mentoring that addresses the needs of low-income urban families with CYSHCN.

The MoF2F Affiliate Site Model

The following graphic represents the MoF2F Affiliate Model. In this model, existing support/care coordination services that are offered are expanded to include a parent-to-parent peer mentoring component. This expanded model of support/care coordination is provided through a partnership between the organization and the Missouri F2F. The organization expands its support/care coordination services to include peer mentoring by utilizing the peer mentoring infrastructure of the Missouri F2F Sharing Our Strengths (SOS) mentoring program.

Through this affiliation, support/care coordinators within the organizations are trained and provided the tools to create effective peer matches for families. Missouri F2F staff provides access to a pool of trained mentors and an infrastructure to support and evaluate the outcome of matches. The graphic highlights how existing support/care coordination services are expanded to include peer support through an affiliation and partnership with Missouri F2F. The results are improved outcomes for families that are served and increased capacity of the organizations providing support/care coordination.

Figure 1: Support/Care Coordination Peer Support Model



With many years of experience facilitating and tracking peer connections Missouri F2F is in a unique and strong position to develop this new model of support/care coordination within organizations. Through affiliation, each participating organization agrees to work collaboratively with SOS to develop peer support services within their own organizations.

The support/care coordinator at each site is trained by SOS to facilitate peer matches for families using the SOS peer matching infrastructure, including a database of over 400 trained mentors who can be matched with requestors according to factors including specific disability, condition, therapy or treatment, race/ethnicity, location, gender, etc. In this model, organizations also assist with the recruitment and training of new peer mentors for the program. This serves as a cost-effective means of providing parent-to-parent services in collaboration with other organizations.



Missouri Affiliate Network Flowchart

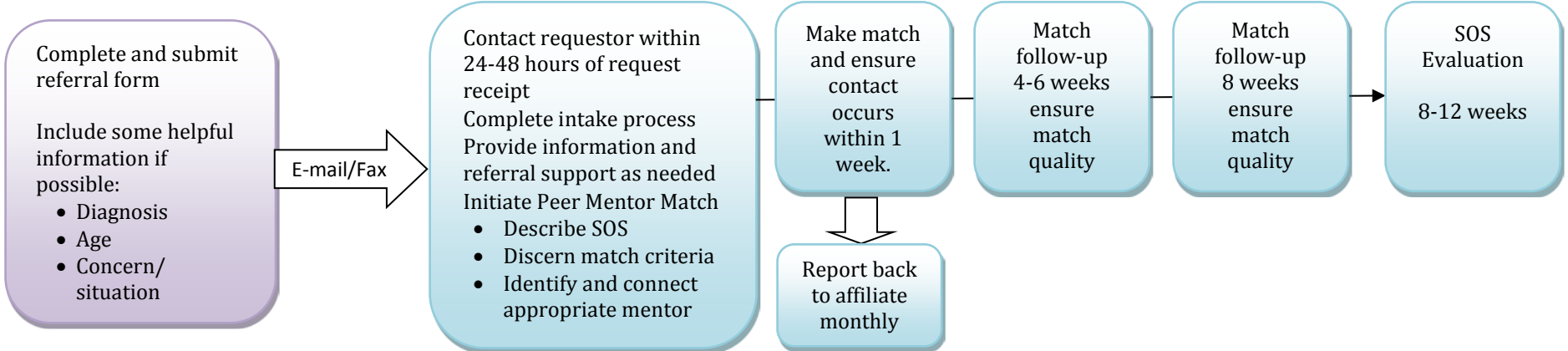
All Affiliates

- Attend quarterly conference calls
- Join online networking community
- Disseminate information:
 - Folders, Lifecourse books, rack cards
- Host training or webinars or refer to host sites
- Link to website

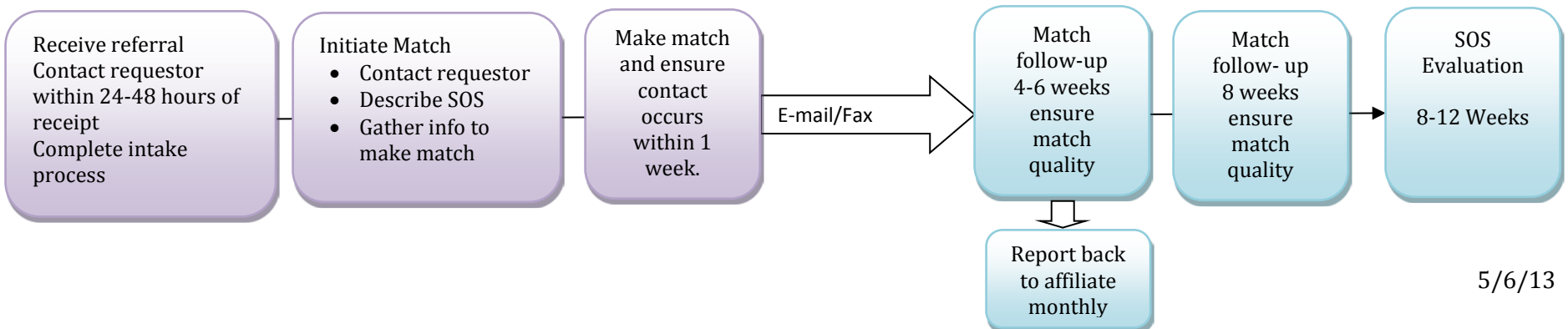
MoF2F Network

- Host quarterly conference calls
- Host online networking community
- Provide information, materials
- Provide training resources, webinars
- Update training information
- Link to Website

Affiliate: Direct Referral to MoF2F



Affiliate: Peer Mentor Matching





Parent to Parent USA

Endorsed Practices for Parent to Parent Support

Summary Document

Parent to Parent USA (P2PUSA) is a national non-profit organization whose mission is to promote access and quality in parent to parent support for all families who have children or adolescents with a special health need, mental health issue or disability. The formal matching of a Referred Parent with a trained, volunteer, Support Parent is the model of peer support promoted by Parent to Parent USA. The following practices, endorsed by Parent to Parent USA, are based on research¹ and the knowledge and experience of Parent to Parent Program Directors.²

Glossary of Terms

- **Matching** – The formal connecting of a parent seeking the support of an experienced parent. Formal matching involves connecting a parent to a Support Parent who has received training.
- **Parent to Parent Programs** – Programs that have processes in place to formally match parents seeking emotional and informational support with an experienced, trained, volunteer Support Parent.
- **Support Parent*** – Parents with children or youth who have a disability, special health care need or mental health challenge who have completed training(s) in preparation for their role as Support Parent.
- **Referred Parent** – Parents with children or youth who have special needs who request to talk to another parent with similar experiences for the purpose of emotional and information support.

Matching Program

Evidence-Based Practice

- Maintains the capacity and/or ability to match families with diverse experiences including but not limited to ethnicity, culture, race, language, socio-economic, disability and other child/family related factors
- Continuous quality improvement processes are in place

Best Practice

- Program is directed/coordinated by parent of child or youth with special health care needs, disability or mental health issue

¹ Singer, G.H.S., Marquis, J., Powers, L.K., Blanchard, L., DiVenere, N. Santelli, B., (1999) A Multi-site Evaluation of Parent to Parent Programs for Parents of Children with Disabilities. *Journal of Early Intervention*, Vol. 22, No 3. 217-229.

² Statewide Parent to Parent Director's Meeting. Philadelphia, PA 2002. Parent to Parent USA Organization Survey 2007. Parent to Parent USA Organization Survey 2010.



The Match

Evidence-Based Practice

- Criteria for the match are driven by the concerns, needs and priorities of the Referred Parent
- Matches are made within 24-48 hours of request
- Support Parent makes at least 4 contacts within the first 8 weeks of receiving the match

Best Practice

- Referred parents are informed when a match cannot be made within 24-48 hours and updated on the process until a match is made³
- The person facilitating the training coordinates the matches

Follow-up to Match

Evidence-Based Practice.

- Follow up with both the Support Parent and the referred parent shortly after the match is made helps ensure mutual satisfaction and provides an opportunity to offer support and additional resources to the Support Parent or re-match parents if necessary

Best Practice

- Many local, regional, and statewide programs contact the Support Parent within 2-3 days after they have been matched with a Referred Parent just to be sure that the important first contact has been made and to answer any questions that the Support Parent may have. A final formal follow-up call to both the referred and Support Parent should be made at 8 weeks for evaluation purposes. In the most recent Parent to Parent USA Quality Standards survey of statewide Parent to Parent programs³ the following reported follow-up with both the Support Parent and referred parent 100% of the time: Raising Special Kids, Arizona; PATH Connecticut; Family Ties, Massachusetts; Washington State Parent to Parent; and Parent to Parent of Wisconsin.

Support Parent

Evidence-Based Practice

- Parent of child or youth with special needs
- Completes Skill-Building Support Parent Training(s)
- Commitment to program standards
- Participates in program evaluation

Referred Parent

Evidence-Based Practice

- Parent of a child or youth with special health care need, disability or mental health issue who is voluntarily requesting a match
- Specifies criteria for match
- Participates in program evaluation

³ Parent to Parent USA Organization Survey 2010.



Best Practice

Support Parent Training Curriculum

- Program orientation including expectations; referral, matching, follow-up and evaluation processes
- Program orientation including matching and referral process, follow-up and evaluation processes and confidentiality
- active listening and communication skills
- self-reflection/self awareness
- sharing family stories
- simulation/role play activities
- adjustment/adaptation process
- cultural diversity
- national, state and community resources
- positive philosophy
- leadership

* This document and subsequent materials developed by P2PUSA will use the term Support Parent to describe the role of an experienced, veteran supporting parent.