

Case Management Redesign

It's All Relative:
How to Engage, Support,
and Empower Family
Members as Partners

February 27, 2024



Public Meeting Notice

- Please note this meeting is open to the public and is being recorded.
- Anything said during this meeting may be part of the public record.

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Agenda

- **Introductions, Recording & Meeting Guidelines (5 min)**
- **Poll: Who is here? (2 min)**
- **Presentation: It's All Relative (43 min)**



Poll #1:

Who is Here Today?



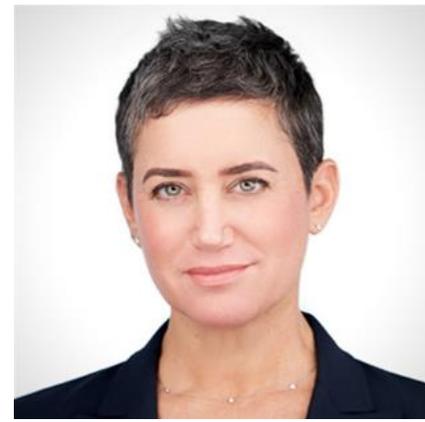
Presenters



Sheli Reynolds
she | her



Courtney Thompson
she | her



Deborah Rose
she | her



Megan Beers
she | her

Sheli Reynolds

- **Sr. Associate Director, UMKC Institute for Human Development, UCEDD**
 - Director and Founder, LifeCourse Nexus
 - Co-Director of National CoP on Supports to Families
 - Former Director of Mo Family-to-Family Health Info Center
 - Statewide Advisor of the Self-Advocacy Movement for 12 years in Missouri
- **Former Member, Presidents Committee for Persons with Intellectual Disabilities Appointed by President Obama**
- **Mother of two Gen Z sons and a sibling of three brothers, one who is 42 years old with developmental disability**



Setting the Stage | Framework and Principles

National Agenda 2011 | Supporting Families

GOAL



Individual

Will achieve self-determination, interdependence, productivity, integration, and inclusion in all facets of community life



Families

Will be supported in ways that maximize their capacity, strengths, and unique abilities to best nurture, love, and support the individual to achieve their goal

Recognizing that individuals exist within a family system

**DISCOVERY
AND NAVIGATION**
Knowledge & Skills

**CONNECTING
AND NETWORKING**
Mental Health
& Self-Efficacy

GOODS AND SERVICES
Day-to-Day
& Caregiving/Supports

National Agenda 2022 | Needs Across the Life Span

Discovery and Navigation	Connections and Partnership	Goods and Services
<ul style="list-style-type: none"> • Timely information (in plain, accessible language – and more languages) • Advocacy skill training • Anticipatory guidance (related to life experiences at each life stage, transitions, etc.) • Supported decision making supports • Education and training around parenting skills • Information, education, and resources for navigating systems, supports, services, etc. 	<ul style="list-style-type: none"> • Trauma supports (esp. for parents/siblings) • Father support groups • Mental health supports • Parent support groups • Networking and connection opportunities • Peer supports and mentoring (role models) • Assistance developing social capital/community integration 	<ul style="list-style-type: none"> • Basic needs (housing, food, healthcare, financial supports) • Technology • Home modifications • Respite/short breaks • Childcare • Everyday life and future planning/problem-solving supports • Navigational supports to access services and support systems • Funding for adaptations and accommodations to facilitate life experiences

Charting the LifeCourse

Created for people and families of all abilities and ages to:

- Explore life possibilities
- Share ideas, hopes and fears
- Set higher expectations
- Problem-solve and plan goals
- Navigate future
- Advocate for vision

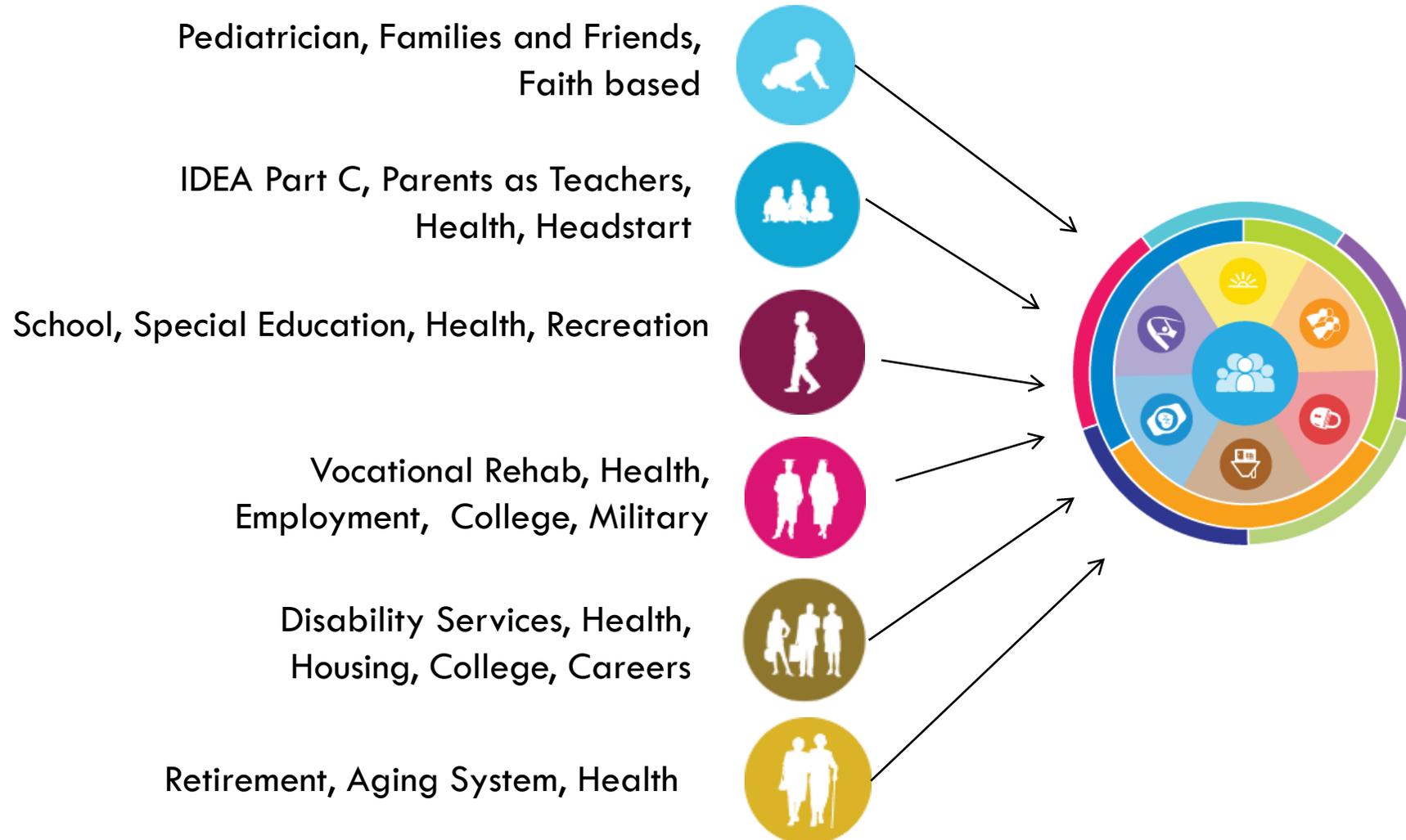


Focusing on All People

All people, regardless of age, race, ethnicity, ability, or family roles are considered in our vision, values, policies, and practices for supporting individuals and families



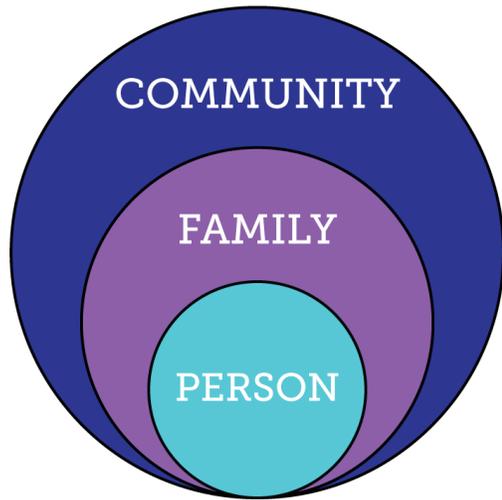
Human-Centric Approach



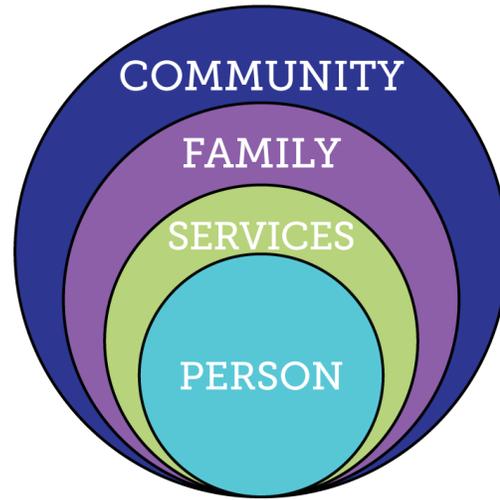
Supporting the Person in the Context of their Family and Community



Services and Supports for a Good Life



Everyone exists within the context of family and community



Person in relation to traditional paid services



Integrated services and supports within context of person, family and community

Focusing on the Person

- Strengths, Assets and Skills of the Person: things a person is good at, knowledge, experiences, and personal resources
- Life Experiences and Life Events
- Important to: What is important to the Person
- Important for: How to Best Support the Person



How the Person Communicates

How the Person Communicates

- Language Spoken or Understood
- Style of Communication
 - Verbal
 - Non-Verbal
 - Written
 - Visual
 - Active Listening

How the Person Identifies

- Race
- Ethnicity and Culture
- Gender
- Sexual Orientation
- Age Group
- Class
- Location/Region, Nationality
- Religion, Faith
- Disability

Lifelong Impact of Family on Individuals

BIOLOGICAL

Genetics, Eye color,
Height, Health,
Characteristics

SOCIAL

Family structure,
Friends, Reputation,
Social Groups

Neighborhood,
Schools, Access,
Laws, Social Injustice
ENVIRONMENTAL

Traditions, Food
Language, Religion
House Rules, Expectations
CULTURAL



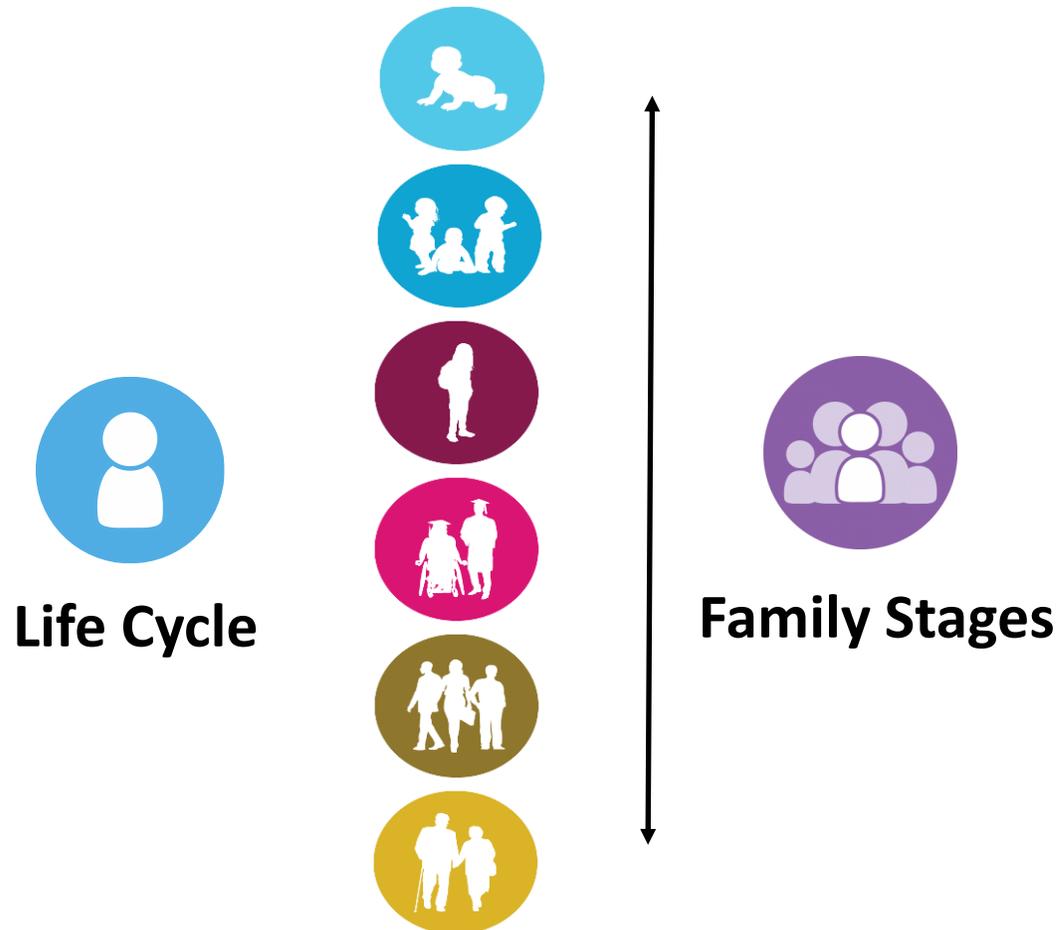
Defining Family

- Family is defined by the individual.
- Family members can be blood-related or not, friends who are like family, people who live with you or live far away.



Everyone Defines Family Differently

Connected Life Cycles



- Families with no children
- Families with young children
- Families with adolescents
- Families with children launching to adulthood
- Families in post-parental years
- Families with parents who are elderly
- Death of family and friends

Many Different Family Structures

- Single Person family
- Biological family
- Nuclear family
- Family of Choice
- Adopted family
- Multigenerational family
- Divorced families
- Blended family
- Same Sex Parents
- Transgender Parents
- Grand families
- Childfree family



Family Functions and Roles



Caring
About

Share Love, Affection and Trust

Spend Time and Create Memories Together

Know About Personal Interests, Traditions, and Cultures



Caring
For

Supports Day-to-Day Needs

Ensures Material and Financial Needs are Met

Connects to Meaningful Relationships and Roles

Advocates and Supports Life Decisions

Supporting Life Outcomes

Engaging Families in Planning and Supporting the Person's Good Life



Life Domains | Achieving Outcomes



Daily Life and Employment

school/education, employment, volunteering, routines, life skills



Healthy Living

medical, behavioral, nutrition, wellness, affordable care



Community Living

housing, living options, home adaptations & modifications, community access, transportation



Safety and Security

emergencies, well-being, legal rights & issues, guardianship options & alternatives



Social and Spirituality

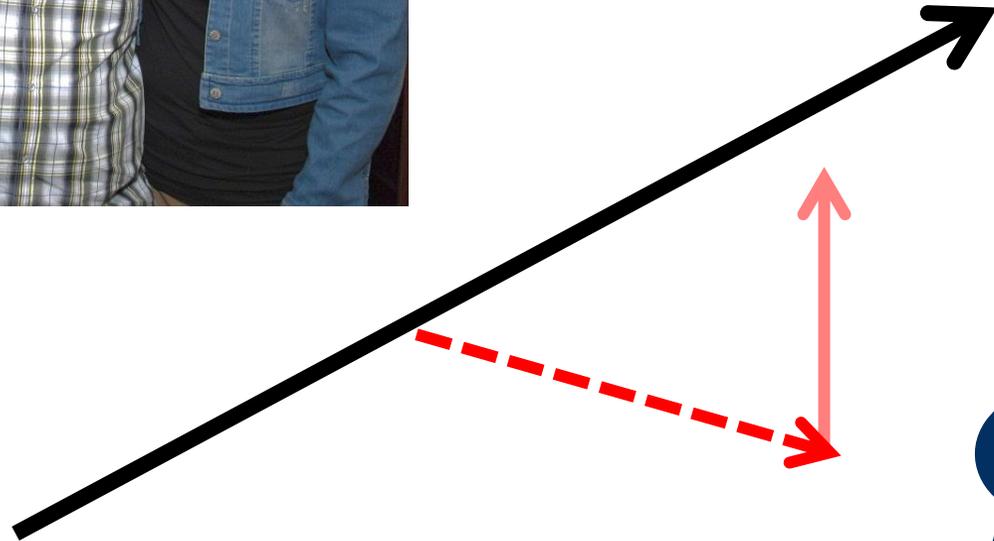
friends, relationships, leisure activities, personal networks, faith community



Advocacy and Engagement

valued roles, making choices, setting goals, responsibility, leadership, peer support

Eric's Good Life Vision

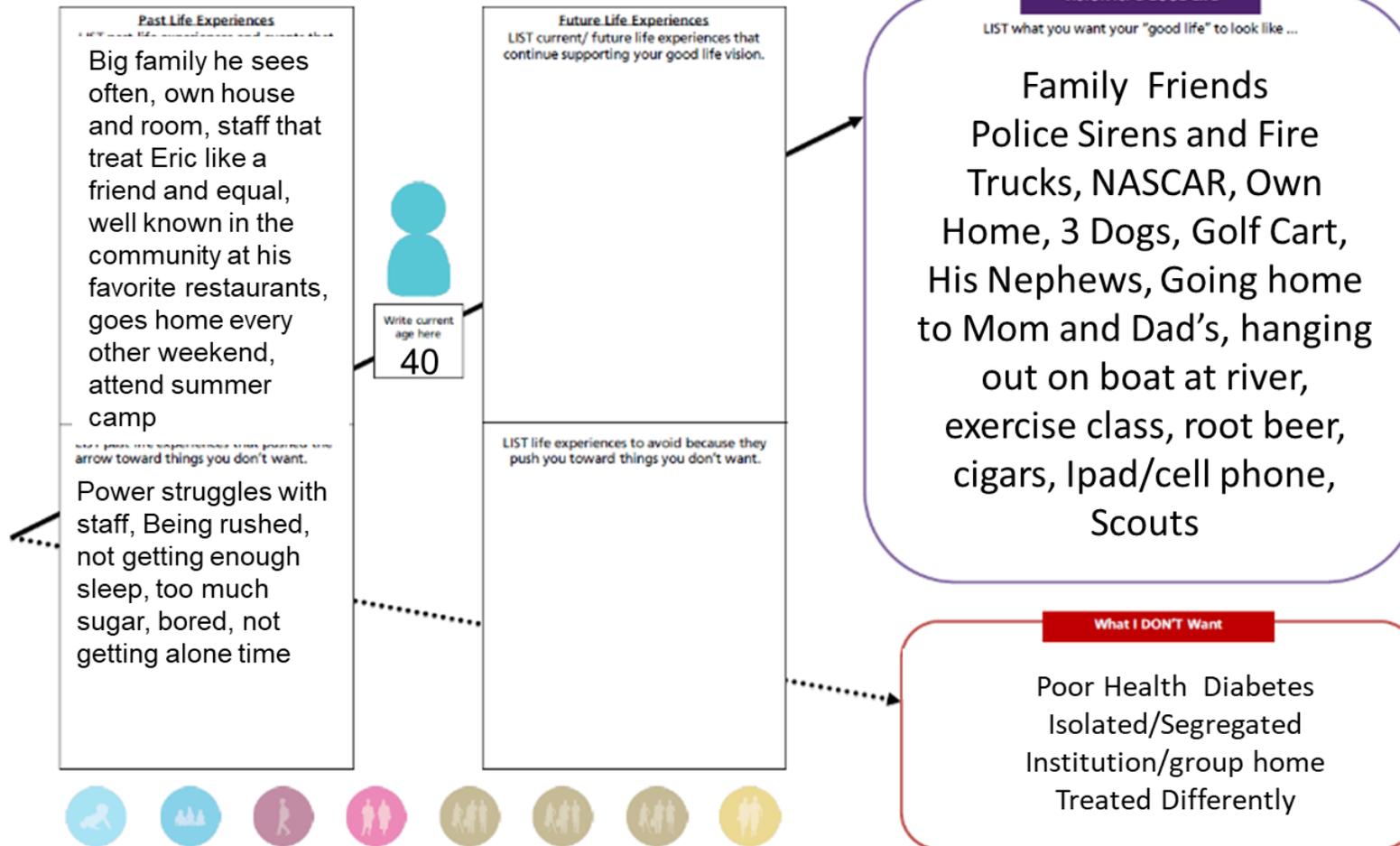


Family Friends
Police Sirens and Fire Trucks,
NASCAR, Own Home, 3 Dogs,
Golf Cart, His Nephews, Going
home to Mom and Dad's,
hanging out on boat at river,
exercise class, root beer, cigars,
Ipad/cell phone, Scouts

Poor Health Diabetes
Isolated/Segregated
Institution/group home
Treated Differently

Eric's Person-Centered Trajectory

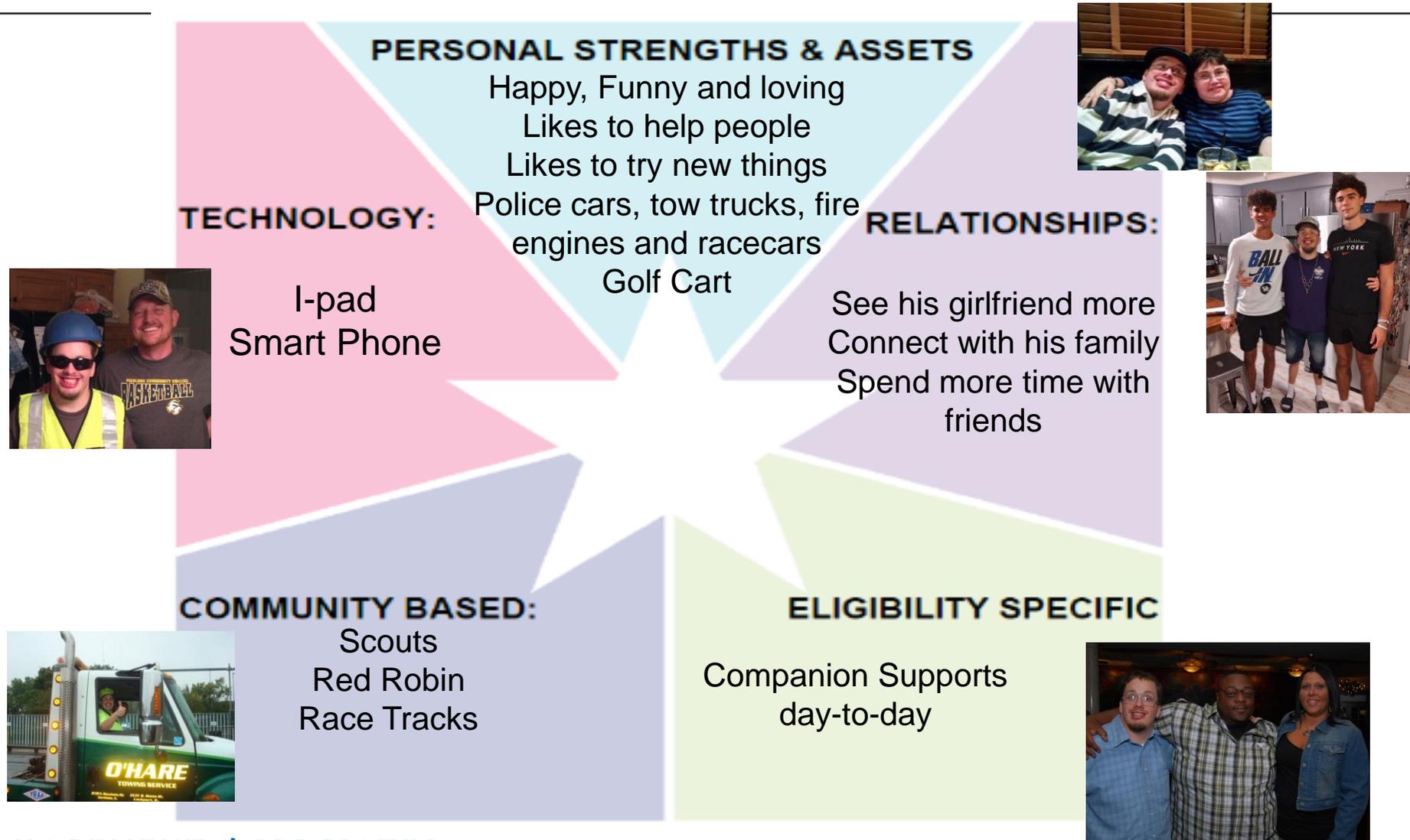
Life Trajectory Worksheet



Life Experiences = Life Outcomes = Good Life



Exploring Eric's Supports with Family



Closing Thoughts | Engaging Families

Must Challenge Our Own Thinking About Families

- The families I work with are often a barrier.
- Families are too tired and overwhelmed.
- Families' expectations are too high.
- Families' expectations are too low.
- The people I support don't have any family.



Recognize That Families are Complex, But We Know Families...

- Help each other; they sacrifice for one other.
- Hurt each other; they apologize and may forgive.
- Might commit abuse and take advantage of other family members.
- Have fun and celebrate with each other.
- Have their own culture, routines, customs and habits – they have their way of doing things.
- Have secrets and things they don't talk about.
- Have troubles, get tired and discouraged.
- Do the impossible.
- Can't do everything by themselves without support.

Remember Family Engagement is Person Centered

- Family Engagement is a component of a holistic approach to person centered supports that recognizes the context and impact of the family in practice and policy implementation
- *Recognizing and supporting the different roles and needs of family members is person-centered*

“

Life isn't about how to survive
the storm, but how to dance in
the rain.

”

**unknown author*



Contacts

Please contact us if you have additional questions, suggestions, or ideas.

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Thank You!



References/Resources

- LifeCourse Nexus
- Supports To Families