

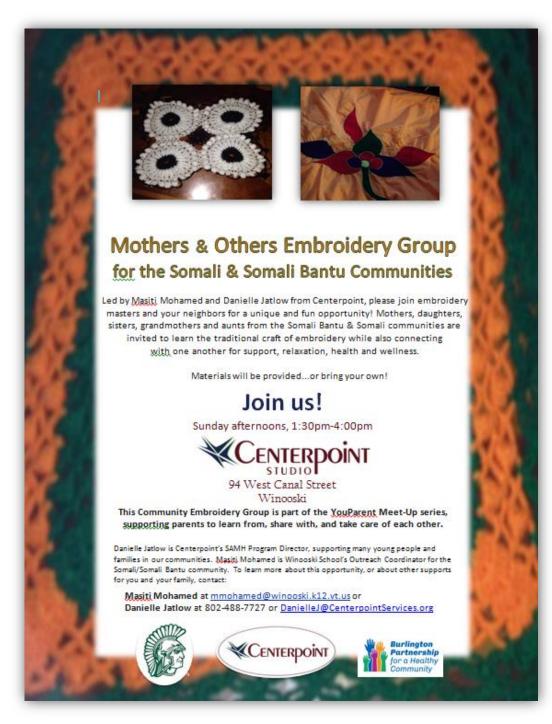
Centerpoint's Multidimensional and Multimodal Model of Support for Parents, Families, and Caregivers







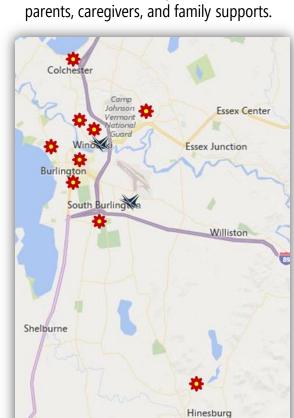




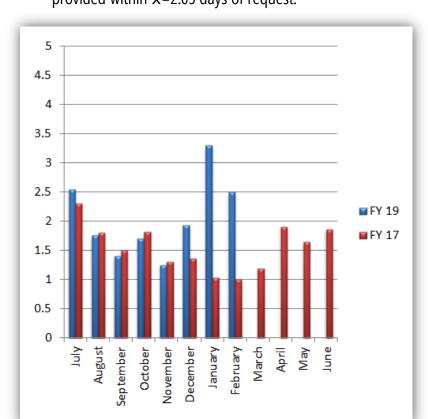
Principles of Practice

- A model of **Complementary Expertise**: a culturally-responsive consultative orientation that results in motivational enhancement and positive engagement;
- **Complementary Expertise** requires a transparent framework of positioning and power. Systemic considerations, including oppressive forces, are acknowledged and integrated within the work.
- Complementary Expertise benefits from a 'lightness in touch' with grace, balance, and humor all based upon the continuous development of understanding, a stance of curiosity, intentional practice, and maintaining perspective and awareness.
- **Community partnership** and the leveraging of existing relationships generates within-community leadership and sustained support and growth.
- Meet-Up format: consumer-selected topics provide relevant and meaningful response to emerging trends and themes, recognizing and honoring local knowledge, events, and contexts;
- Family is understood as a **primary base**... for health, wellness, recovery;
- Broadened and inclusive definitions of family and parent;
- **Episodic** use of treatment and support : responding to a cyclical and stage-wise understanding of growth and change, and a developmentally-matched approach to parenting skills and strategies;
- All needs, challenges, and presentations are understood as **opportunities** for growth and change.
- **Dynamic understandings** of family systems and family lifespace;
- Multiple perspectives do exist and should exist simultaneously: these are identified, explored, and appreciated with families determining the navigation through these multiple perspectives;
- Instilling hope is a **Core Value**. Skill, dedication, creativity, and flexibility are essential, with differentiated styles, strategies, and modalities as the norm of practice.

In addition to Centerpoint's clinic-sites (**) and home-based services, family and parenting support services are provided throughout Chittenden County in community locations (**) that are accessible and culturally relevant for parents, caregivers, and family supports.



Responsiveness is essential to promote engagement. In FY 17, youth and families requesting support received services within $\bar{x}=1.56$ days of request. While FY 19 has seen a > 118% increase in service volume, youth and families requesting support have continued to receive timely response, with services provided within \bar{x} =2.05 days of request.



Outcomes Demonstrated: RBA

Volume of service:

- >118% increase in parenting and family engagement each year since service enhancement and expansion.
- >1,100 families and young people reached during FY 18.
- Culturally responsive services have increased by >400% since service enhancement and expansion. ■ Differentiated models and services have increased by >550% since service enhancement and expansion.
- Family-focused community partnerships have increased by >350% since service enhancement and expansion. • Centerpoint clinicians trained, skilled, and confident in providing enhanced services have increased by >450%

Quality of care:

• Principle-based model developed with emerging, progressive, culturally relevant, and well-established practices. Consultation and supervision, including Working Sessions and Recording Cohorts, support continuous quality improvement and fidelity to principles.

Benefits experienced:

- Perception of Care/Consumer Satisfaction: Consistent and effusive appreciation for services delivered in regards to style, model, location, duration, frequency, outcome.
- Community partners (schools, medical providers, youth and family services) serving as ambassadors and amplifying principles of practice to support engagement, growth, and change.
- Community leaders and cultural brokers promoting health and wellness within their communities.
- Parent and caregiver engagement in and modeling of help-seeking behaviors has resulted in a significant increase in youth accessing treatment and support.
- Families engaging in services earlier in the progression of need, resulting in lesser distress, greater amelioration,
- and fewer formal services/systems contacts (including disciplinary or juvenile justice involvement). • Consistent reporting of hope instilled, change established, progress achieved.

For more information

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