The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services (CMHS), the Substance Abuse and Mental Health Services Administration (SAMHSA), or the U.S. Department of Health and Human Services (HHS).
What do you hope to get out of today’s session?
In Today’s Session We Will

1. **Discuss the importance** of including family and youth voice in all phases of evaluation - both as respondents and as partners in conducting evaluations

2. **Describe roles** families and youth can play at each stage of conducting evaluations

3. **Identify key strategies to better engage** families and youth in evaluations as respondents, including the use of videos

4. **Identify strategies for involving** families and youth in conducting evaluation and for peer-driven evaluation

5. **Identify challenges and facilitators** to effectively involving families and youth in evaluation

6. **Complete an activity** to help you increase engagement with families and youth in your own evaluation processes
• **Strategies for Increasing Involvement as Respondents**
  – Chandria Jones, Westat
  – Lynda Gargan, National Federation of Families for Children’s Mental Health
  – Brianne Masselli, Youth MOVE National

• **Building Research Capacity through Family-Led Community Participatory Research**
  – Denetra McBride, FAVOR, Inc.

• **Peer Driven Evaluation**
  – Rhonda Bohs, System of Care Partners, LLC
  – Alfonso Ruiz, Broward County Behavioral Health Coalition
Family and Youth Voice is Important in EVERY Phase of Evaluation

- Proposal Development
- Research Design
- Instrument Design
- Data Collection
- Data Analysis
- Dissemination
What Family and Youth Voice Contributes to Evaluation

1. Families offer an authentic perspective on all aspects of supports and services.

2. Families bring a unique perspective on navigating and understanding service delivery systems.

3. Families can help us avoid “blind spots” in data collection and the evaluation process.
Families and youth can serve as respondents AND as partners in conducting evaluations. They can:

- Collaborate in the **design** of data collection instruments
- Collaborate in **piloting** of data collection instruments
- Participate in initial or baseline and ongoing **data collection**
- Assist with data entry, accuracy and maintenance
- Assist with follow-up or longitudinal data collection
- Promote **retention** of families and youth in evaluation
Lessons Learned from the Children’s Mental Health Initiative National Evaluation

Increasing Family and Youth Involvement as Evaluation Respondents

Chandria D. Jones, PhD, MPH; Lynda Gargan, PhD; Brianne Masselli, MA; Abram Rosenblatt, PhD
What are the Challenges to Engaging Families and Youth as Respondents?

These are important, complex issues that can make or break your efforts to engage family or youth as respondents in your evaluations:

- Families and youth have limited time availability
- Hours are inconvenient
- Meeting place is intimidating
- Lack of understanding of the process
- Feeling that the process is irrelevant to their lives
What Strategies can be Effective to Increase Engagement?

• Consider doing a phone interview or a weekend meeting; be flexible in an effort to work with families and youth when they are available

• Allow the family or youth to select the interview venue and offer transportation if needed

• **Listen** to what the family member or youth is saying and thoughtfully address their concerns

• Help families and youth understand how their input will be used and why it is valued
Strategies to Increase Engagement

• Use family- and youth-friendly language; stress that the family or youth is helping to evaluate/improve the system for them and for all youth and families
• Know the services/supports that the child/youth is receiving and mention them as you talk about the relevance of the evaluation process
• Demonstrate cultural respect
Partners with family and youth peers at every step of the process. Families trust families! Youth trust youth!

TRUST IS BUILT IN VERY SMALL MOMENTS.
- BRENÉ BROWN
Important Considerations for Increasing Engagement

• The information that families and youth can provide is very valuable
• Most families and youth do not ask for outrageous accommodations; in fact they often say “no” rather than let you know that they need support
  – This is one of the situations where the family or youth peers can be a very valuable support to the process
• Families and youth have typically spent years answering the same questions over and over
  – Take a few minutes to explain how evaluation questions are different
Important Considerations for Increasing Engagement

• If families and youth feel that they are being helpful and that their contributions are valued, they are much more likely to participate.

• Families and youth often become weary of having so many professionals in their lives and sometimes become suspicious; using titles may impede developing rapport.

• A family member may need to bring children to the interview; ask in advance and be prepared with kid-friendly items.
Purpose: This series of 3 videos was created to offer a fun, casual way to introduce important elements of the evaluation process.

Intended audience:
- SOC evaluators

Topics include:
- 1) CMHI National Evaluation Overview
- 2) Engaging Youth in Evaluation, and
- 3) Engaging Families in Evaluation

The videos are available on the Westat SharePoint site for current grantees and will be available on the TA Network YouTube channel.

And now..... “Measure What You Treasure”
CMHI - The Big Picture

CHILDREN'S
MENTAL HEALTH
INITIATIVE
Let’s Talk

- What role can this video play in the data collection process?
- Did you find the video helpful?
- How could you use the videos to train staff?
- What supplemental materials would be useful to support the videos?
What are your primary concerns about engaging families in evaluation?
Let’s Talk

• What role can this video play in the data collection process?
• Did you find the video helpful?
• How could you use the videos to train staff?
• What supplemental materials would be useful to support the videos?
<table>
<thead>
<tr>
<th>How do you include youth in your evaluation efforts? Or, how have you as youth members been included in evaluation efforts?</th>
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<tbody>
<tr>
<td>Data analysis</td>
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<tr>
<td>Data collection</td>
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<td>Initial training and introducing the evaluation</td>
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<td>Reporting and dissemination</td>
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<td>Respondents</td>
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<td>Technical assistance</td>
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<td>None of the above</td>
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Strategies to Engage Youth in Data Collection
Let’s Talk

• What role can this video play in the data collection process?
• Did you find the video helpful?
• How could you use the videos to train staff?
• What supplemental materials would be useful to support the videos?
Summary

- The CMHI National Evaluation animated video series will serve as a training and technical assistance resource for National Evaluation grantees
- Plan to share the series through webinars, special trainings and conference sessions
- Identify supplemental materials that can support the series and identify additional topics to address through video
Strategies to Engage Families in Data Collection

• You are now the video producer
• You are creating a video for families by families
• What would you say to families to get them involved in data collection?
  – On the **front**: **1 barrier** to engaging families in data collection
  – On the **back**: **1 solution** or strategy to engage families in data collection
Strategies to Engage Families in Data Collection

• Now get with your video crew
• Share your ideas
• Identify the following:
  – A title for your video
  – 2 to 3 strategies that you all agreed on