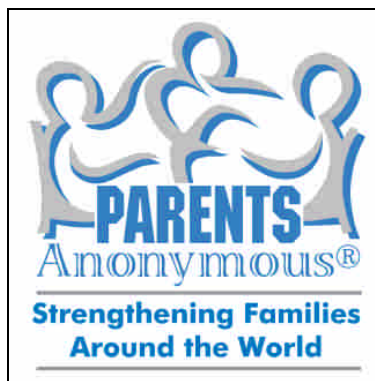


**CALIFORNIA SB 163**

**WRAPAROUND PARENT PARTNER**

**SURVEY FINDINGS**

**MAY 29, 2007**



**Parents Anonymous® Inc.**  
**675 West Foothill Blvd., Suite 220**  
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**FUNDED BY CALIFORNIA DEPARTMENT OF SOCIAL SERVICES**

## ACKNOWLEDGEMENTS

This SB 163 Wraparound Parent Partner Survey Report is a result of the hard work and efforts of many dedicated staff and Parent Partners throughout California over the past year. Under the leadership and direction of Cheryl Treadwell, Manager, Integrated Services Unit, California Department of Social Services, Child Protection and Family Support Branch, statewide efforts were undertaken to gather information about the role, training needs and supports of Parent Partners statewide. Parents Anonymous<sup>®</sup> Inc. was charged with the task of establishing a Work Group to help develop survey tools to collect this information. Three survey tools were posted online from January 1 to February 28, 2007. The following report is a summary of the survey findings.

We wish to thank the many individuals who have provided valuable input and support to this important project: Cheryl Treadwell, Patrick Keleher, Anna Shetka, Martha Dominguez, Peggy Polinsky and all of the committed members of the Wraparound Work Group. We are especially grateful to the County Administrators, Program Staff and Parent Partners who took time to complete the surveys and help us gather this new information for purposes of strengthening and supporting the vital role of Parent Partners in Wraparound Programs. Ultimately this information will be utilized to improve the outcomes for the children and families served in Wraparound Programs throughout the state.

With much gratitude,

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# HIGHLIGHTS OF CALIFORNIA SB 136 WRAPAROUND PARENT PARTNER SURVEY FINDINGS

Report Date: May 29, 2007

## BACKGROUND

- California SB 163 Wraparound Programs were well-represented in the **211 responses** to the *SB 163 Wraparound Program Survey* from **23 California counties**
  - 92 Parent Partners
  - 87 Program Staff
  - 32 Administrators/Coordinators
- **Location**
  - Most of the Parent Partner respondents (72%) came from Los Angeles County
  - Program Staff and Administrator/Coordinator respondents were fairly evenly distributed across all counties
- **Gender.** More than two-thirds of each respondent type was female.
- **Education**
  - 98% of Parent Partners had a high school diploma or more
  - 94% of Program Staff and 98% of Administrators/Coordinators had Master's degrees or higher
- **Ethnicity**
  - 52% of Parent Partners were White
  - 56% of Program Staff were White
  - 82% of Administrators/Coordinators were White

## WRAPAROUND PROGRAM DESCRIPTIONS

- 56% of Wraparound Programs operated in a Lead Agency Model and 35% operated in a Public Model (run by County)
- The average number of Parent Partners employed by California Wraparound Programs is 7, ranging from 1 to 65
- 94% of Administrators/Coordinators reported that their programs *required* the employment of Parent Partners
- 41% of Administrators/Coordinators reported that there were not enough Parent Partners
- The average number of families served annually by California Wraparound Programs is 193, ranging from 1 to 3,600 across counties
- 61% of Program Staff and 56% of Administrators/Coordinators reported that Wraparound families were *required* to have Parent Partners on their Team
- The average percent of Wraparound Families that opt to have a Parent Partner is 83%, ranging from 15% to 100%

## PARENT PARTNER JOB CHARACTERISTICS

In addition to the 211 survey responses, data was acquired from Parent Partner job descriptions submitted to Parents Anonymous<sup>®</sup> Inc.

### *Parent Partner Job Descriptions – Yes*

- 73% of Parent Partners
- 64% of Program Staff
- 88% of Administrators/Coordinators

### *Primary Parent Partner Hiring Requirements*

- High School Diploma or equivalent
- Experience with a child with special needs
- A car and a valid California driver's license
- No current criminal history
- Physically fit
  
- 87% of Parent Partner respondents had **not** been consumers of Wraparound Services

### *Parent Partner Experiences that Led to Hire -- Major Categories of Experiences*

- *Advocacy Experiences*
- *Personal Experiences of Parent*
- *Experiences Parenting Children with Special Needs and Disabilities*
- *Participation in or Linkage to Wraparound Services*
- *Work Related Experiences or Background*
- *Experiences or Knowledge of Services, Systems, or Resources*
- *Experiences Working with Children and Families*
- *Special Interests and Desires*

### *Length of Time as a Wraparound Program Parent Partner*

- **2.5 Years** – average length of time as a Parent Partner  
(Range: 1 month to 10.5 years)

### *Employment Status*

- **About 80%** reported that Parent Partners were **Regular Full Time Employees** vs. Contract or Volunteer
- **40 Hours Per Week** – average number of hours worked by Parent Partners  
(Range: 7 to 72 hours per week)

### *Parent Partner Wages*

- **\$14.50 Per Hour** – average Parent Partner wage, reported by Parent Partners, Program Staff, and Administrators/Coordinators (Range: \$8.35 to \$25.72/hour)

### *Parent Partner Caseload*

- **11 Families** – Average highest number of families Parent Partners worked with at one time (Range: 1 to 35)

### *Primary Parent Partner Employee Benefits*

- Medical Benefits
- Vacation Time
- Sick Leave

### ***Job Title of Parent Partners***

- Most “Parent Partners” are called Parent Partners
- The next most frequent title is “Family Partner”

***Parent Partner Roles.*** The 5 top Parent Partner Roles were reported as:

- Supports Family at Meetings
- Resource Person
- Mentor
- Advocate
- Family Liaison

## **PARENT PARTNER TRAINING AND ORIENTATION**

- Most respondents reported that Parent Partners received *orientation* training and materials specific to their role.
- About 60% of all respondents reported that parent Partners received the required SB 163 trainings on *Skills Building* and *Introduction and Engagement*.

### ***Training Topics for Parent Partner Trainings***

- **84% or more** of the respondents noted the following basic training topics as Important for Parent Partners:
  - Conflict Resolution
  - How to Empower Parent Partners in Wraparound Programs
  - Roles of Parent Partners
  - Communication Strategies with Families
  - Crisis and Safety Planning
- **About 50%** - Average number reporting that Parent Parents received training in these areas.
- Training on **Boundaries and Limit Setting** – the most often noted challenge for Parent Partners.
  - 82% of Parent Partners, 82% of Program Staff, and 94% of Administrators/Coordinators noted this as an **Important** training topic
  - *Yet:* 52% of Parent Partners, 64% of Program Staff, and 50% of Administrators/Coordinators reported that Parent Partners had *not* received training on this topic
- Least often noted as **Important** training topics for Parent Partners were:
  - Technical Skills: computer, phone, fax, etc.
  - Case Management
  - Project Management
- Most Parent Partners had not received training on these topics.

## **SUPPORTS FOR PARENT PARTNERS**

- The most commonly reported supports for Parent Partners were:
  - Ongoing Feedback
  - Training
  - Clinical Supervision
- **59%** - Parent Partners who reported receiving Peer Support
- **80% or more** of Parent Partners noted the following as desired supports:
  - Continuing Education Training
  - Ongoing Training on Wraparound (Model Fidelity)
  - Networking Meetings with Other Parent Partners
  - Annual Conference

## WORKING IN PARTNERSHIP

- More Program Staff and Administrators/Coordinators reported working in partnership than Parent Partners reported.
- Almost half of the Parent Partners reported working in partnership with other Wraparound Team member on developing and reviewing training curriculum.
- Few Parent Partners reported working in partnership with other Wraparound Team members on:
  - Wraparound Program planning and development
  - Developing Wraparound Program standards
  - Participation in Wraparound Program evaluation activities
  - Serving on Wraparound work groups and committees

## RESPECTING AND VALUING PARENT PARTNERS

- Parent Partners are valued for being models for other parents and providing them with hope and empowerment, reported by:
  - 92% of Parent Partners
  - 84% of the Program Staff
  - 78% of the Administrators/Coordinators
- Parent Partners seeing themselves as true partners with other staff, reported by:
  - 82% of Parent Partners
  - 80% of Program Staff
  - 59% of the Administrators/Coordinators
- Parent Partners are respected for their ideas, opinions, and recommendations, reported by:
  - 64% of Parent Partners
  - 72% of Program Staff
  - 66% of Administrators/Coordinators

## BENEFITS AND CHALLENGES OF WORKING AS A PARENT PARTNER AND WITH PARENT PARTNERS ON A WRAPAROUND TEAM

- *Parent Partners* – the most frequently noted *benefit* was “*self-satisfaction, a sense of accomplishment in helping other families and their own.*”
- *Program Staff and Administrators/Coordinators* – the most frequently noted *benefit* was “*Parent Partners being able to engage families due to common experiences.*”
- About 20% of each respondent type noted “Negative Staff Attitude” as a *challenge*.
- *Parent Partners* – the 3 most frequently noted *challenges* were:
  - Communication issues
  - Family engagement issues
  - Need for training in specific job skills
- *Program Staff and Administrators/Coordinators* – the 3 most frequently noted *challenges* were:
  - Parent Partners’ need for job training in specific job skills
  - Boundary issues with Parent Partners and families
  - Not enough Parent Partners

\*\*\*

# CALIFORNIA SB 163 WRAPAROUND PARENT PARTNER SURVEY FINDINGS

## BACKGROUND INFORMATION

Under the direction of the California Department of Social Services, Children and Family Services Division, Parents Anonymous<sup>®</sup> Inc. and a statewide Wraparound Work Group developed a survey to gather information about Parent Partners in California Wraparound Programs. Three versions of the *SB 163 Wraparound Program Survey* were made available online on January 1, 2007: one for SB 163 Wraparound Parent Partners, one for Program Staff; and one for Administrators/Coordinators. The Parent Partners version was offered in English and Spanish.

211 surveys were received from 23 California counties from January 1 to March 7, 2007. The counties that participated in the Parent Partner Survey, their population size, and their respondent rates are indicated in **Table 1**.

COUNTY		Population (2000 Census)	NUMBER OF RESPONDENTS		
			PARENT PARTNERS (n=92)	PROGRAM STAFF (n=87)	ADMINISTRATORS/ COORDINATORS (n=32)
1	Los Angeles County	9,519,338	49 (53%)	12 (14%)	6 (19%)
2	Orange County	2,846,289	8 (9%)	17 (20%)	1 (3%)
3	San Diego County	2,813,833	1 (1%)	0	0
4	San Bernardino County	1,709,434	0	0	1 (3%)
5	Santa Clara County	1,682,585	2 (2%)	6 (7%)	1 (3%)
6	Riverside County	1,545,387	5 (6%)	10 (12%)	3 (10%)
7	Sacramento County	1,223,499	1 (1%)	1 (1%)	1 (3%)
8	Contra Costa County	948,816	3 (3%)	4 (5%)	2 (6%)
9	Fresno County	799,407	4 (5%)	2 (2%)	1 (3%)
10	San Francisco County	776,733	2 (2%)	1 (1%)	0
11	Ventura County	753,197	4 (5%)	2 (2%)	3 (10%)
12	San Mateo County	707,161	1 (1%)	9 (10%)	2 (6%)
13	San Joaquin County	563,598	0	0	1 (3%)
14	Monterey County	401,762	0	1 (1%)	0
15	Santa Cruz County	255,602	2 (2%)	3 (3%)	1 (3%)
16	Placer County	248,399	3 (3%)	0	1 (3%)
17	San Luis Obispo County	246,681	1 (1%)	2 (2%)	1 (3%)
18	Butte County	203,171	2 (2%)	4 (5%)	0
19	Shasta County	163,256	1 (1%)	4 (5%)	2 (6%)
20	Humboldt County	126,518	0	1 (1%)	0
21	Napa County	124,279	0	3 (3%)	1 (3%)
22	Siskiyou County	44,301	2 (2%)	4 (5%)	3 (10%)
23	Del Norte County	27,507	1 (1%)	1 (1%)	1 (3%)
<b>Totals</b>		<b>27,730,753</b>	<b>92 (100%)</b>	<b>87 (100%)</b>	<b>32 (100%)</b>

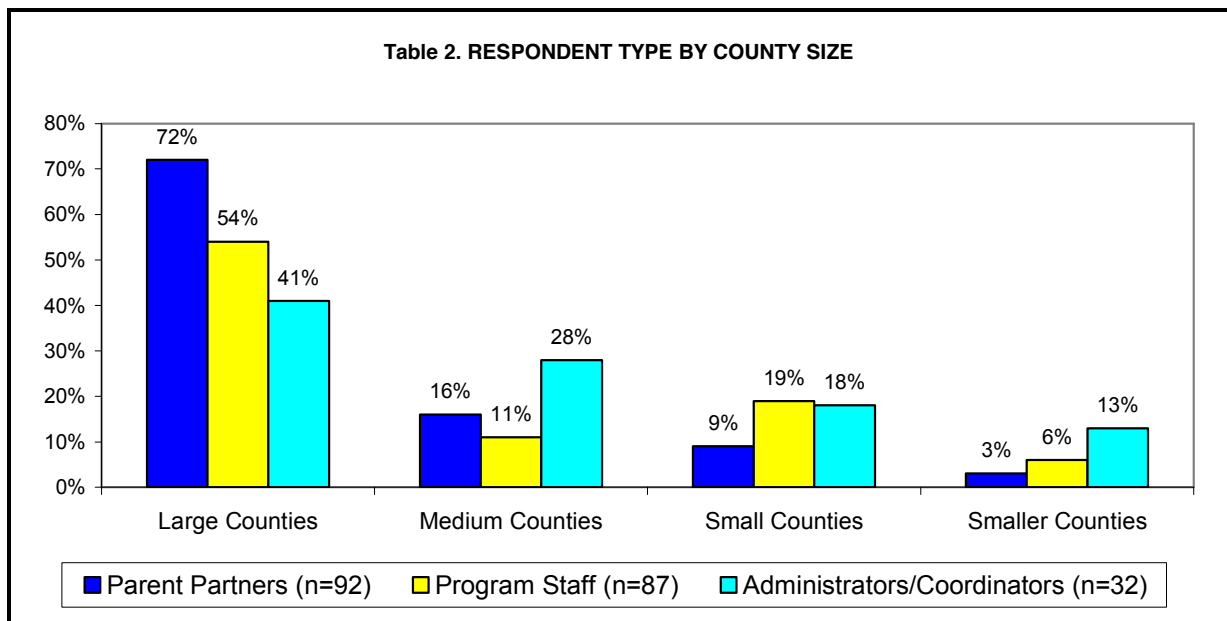
- Large = More than 1 million
- Medium = 400,000 to 1 million
- Small = 100,000 to 400,000
- Smaller = Less than 100,000



## RESPONDENT DEMOGRAPHICS

**Respondent Types.** Most of the respondents came from Los Angeles County, the largest County in California, including 53% of the Parent Partner respondents, 14% of the Program Staff respondents, and 19% of the Administrator/Coordinator respondents. Orange County, the second largest County in California, also had a fairly high response rate, accounting for 9% of the Parent Partners, 20% of the Program Staff, and 3% of the Administrators/Coordinators. Riverside County, sixth largest in California, accounted for 6% of the Parent Partners, 12% of the Program Staff, and 10% of the Administrator/Coordinator respondents. Some of the smaller counties also had fairly good response rates; notably, Ventura and San Mateo Counties that together accounted for 6% of the Parent Partners, 12% of the Program Staff, and 16% of the Administrator/Coordinator respondents and Siskiyou County that accounted for 10% of the Administrator/Coordinator respondents.

As can be seen in **Table 2**, 72% of the Parent Partner respondents came from large-sized counties, 16% came from medium-sized counties, 9% came from small-sized counties, and 3% came from smaller-sized counties. For Program Staff, 54% came from large-sized counties, 11% came from medium-sized counties, 19% came from small-sized counties, and 6% came from smaller-sized counties. For Administrators/Coordinators, 41% came from large-sized counties, 28% came from medium-sized counties, 18% came from small-sized counties, and 13% came from smaller-sized counties. Although the large counties dominated in terms of the response rate for the Parent Partners, this was not the case for Program Staff and Administrators/Coordinators, which were more evenly distributed across all county sizes.

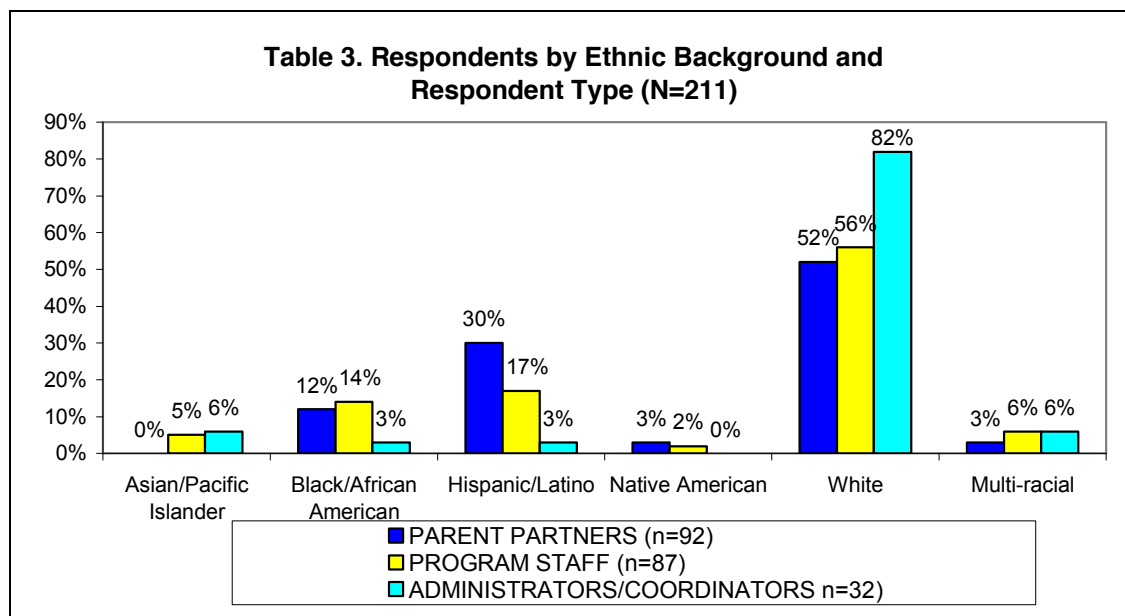


**Language.** Of the Parent Partners, 96% responded in English and 4% responded in Spanish. All Program Staff and Administrators/Coordinators were required to respond in English.

**Gender.** In terms of gender, 91% of the Parent Partners, 77% of the Program Staff, and 75% of the Administrators/Coordinators were female.

**Education.** Most Parent Partner respondents (66%) had achieved high school, GED, or vocational school levels of education. Sixteen percent had Bachelor's degrees, 14% Master's degrees, and 2% greater than Master's degrees. Ninety-four percent of Program Staff and 98% of Administrator/Coordinators had Bachelor's, Master's, or greater than Master's degrees.

**Ethnic Background.** Parent Partners were primarily White (52%), followed by Hispanic/Latino (30%), Black/African American (12%), Native American (3%), and Multi-Racial (3%). The same pattern was followed for Program Staff, where 56% were White, and by Administrators/Coordinators, where 82% were White. Although no Parent Partners were Asian/Pacific Islander, 6% of Program Staff and 5% of Administrators/Coordinators were Asian/Pacific Islander. See **Table 3**.



### **WRAPAROUND PROGRAM DESCRIPTIONS**

According to the Administrators/Coordinators, California Wraparound Programs operated in a Lead Agency Model (56%), a Public Model (run by county) (35%), or another model (9%).

The average number of Parent Partners employed in the California Wraparound Programs was 7, with a range of 1 to 65 across counties.

Ninety-four percent of Administrators/Coordinators reported that their Wraparound Program *required* the employment of Parent Partners.

Fifty-six percent of the Administrators/Coordinators reported that there were enough Parent Partners to meet the demands of the program and 41% reported that there were not enough Parent Partners.

The average number of families served annually by the California Wraparound Programs is 193, ranging from 1 to 3,600 across counties.

An average of 83% of Wraparound families opt to have a Parent Partner on their Team (ranging from 15% to 100%). Sixty-one percent of Program Staff and 56% of Administrators/Coordinators reported that Wraparound families do not have a choice—Parent Partners are required for them. However, 8% of Program Staff and 19% of Administrators/Coordinators did not answer this question.

Forty-five percent of Program Staff and 38% of Administrators/Coordinators reported that Parent Partner services were billed to Medi-Cal; 16% of Program Staff and 13% of Administrators/Coordinators did not answer this question.

## PARENT PARTNER JOB CHARACTERISTICS

In addition to data in the 211 surveys, information was also acquired from Parent Partner job descriptions submitted to Parents Anonymous<sup>®</sup> Inc.

**Parent Partner Job Description.** 73% of Parent Partners, 64% of Program Staff, and 88% of Administrators/Coordinators reported that there was a job description for Parent Partners. Eighty-five percent of Parent Partners reported that there was a job description for them when they were hired and 25% said they helped create the Parent Partner job description.

**Hiring Requirements.** Appendix A summarizes Parent Partner hiring requirements provided by Administrators/Coordinators, Program Staff, and Job Descriptions.

*Primary requirements* included High School Diploma or equivalent, experience with a child with special needs, a car and a valid California driver's license, no current criminal history, and physically fit.

*Other desired qualifications* included higher-level educational achievement such as AA and BA degrees. *Expected life experiences* included being the parent, guardian, or relative of a child with special needs; working as a home visitor or mentor; and participation in an SB 163 Wraparound Program. Although this was a desired qualification in most counties, most Parent Partner respondents (87%) had **not** been consumers of Wraparound Services.

*Knowledge background qualifications* included knowledge of public and private agency services and systems available for children with special needs—schools, social services, probation, mental health, health, etc.) and public agency regulations and guidelines; familiarity with Medi-Cal billable standards and expectations; knowledge of DCFS reporting; and computer knowledge.

*Abilities requirements* included completion of Wraparound training; ability to communicate effectively orally and in writing; and ability to work as part of a Team.

**Parent Partner Experiences Leading to Hire.** Parent Partners were asked to describe the experiences they had had that led them to be hired as Parent Partners. These are summarized in APPENDIX B. The major types of experiences were categorized as *Advocacy Experiences; Personal Experiences of Parent; Experiences Parenting Children with Special Needs and Disabilities; Participation in or Linkage to Wraparound Services; Work Related Experiences or Background; Experiences or Knowledge of Services, Systems, or Resources, Experiences Working with Children and Families; and Special Interests and Desires.*

**Length of Time as a Wraparound Program Parent Partner.** On average Parent Partners reported having their positions for 2.5 years, ranging from 1 month to 10.5 years. Program Staff reported that the average length of employment of Parent Partners was 4.5 years, ranging from 2 months to 21 years and Administrators/Coordinators reported an average length of employment of 4 years, ranging from 4 months to 10 years.

**Employment Status.** Parent Partners (89%), Program Staff (83%), and Administrators/Coordinators (78%) reported that Parent Partners were hired as regular employees; 8% of Parent Partners, 14% of Program Staff, and 16% of Administrators/Coordinators said that the Parent Partners were contracted for services. Parent Partners (88%), Program Staff (77%), and Administrators/Coordinators (75%) reported that Parent Partners worked full time.

**Number of Hours per Week.** Parent Partners reported working an average of 40 hours per week, ranging from 7 to 72 hours per week.

**Number of Families in Parent Partner Caseload.** Parent Partners reported that, on average, the highest number of families they had worked with at one time was 11, ranging from 1 to

35. Program Staff reported that the maximum number of families assigned to a Parent Partner was 10, ranging from 1 to 40.

**Parent Partner Wages.** Reports were fairly consistent across respondent types.

<b>Respondent Type</b>	<b>Hourly Wage</b>	<b>Range</b>
Parent Partners	\$15.24 per hour	\$10.30 to \$25.72
Program Staff	\$14.09 per hour	\$8.35 to \$19.00.
Administrators/Coordinators	\$14.28 per hour	\$10.39 to \$20.00

**Parent Partner Employment Benefits.** As can be seen in **Table 4**, most Parent Partners receive employee benefits, although 88% of the Parent Partners responded that they received benefits compared to 77% of Program Staff, and 81% of Administrators/Coordinators. There was fairly good consistency across the respondent types in terms of which benefits the Parent Partners received, with the most frequent benefit being Medical Benefits, followed by Vacation Time, Sick Leave, and Vision Plan. Some received Retirement Plans and Educational Reimbursement, but very few received Dental or Child Care Benefits. Other benefits not included in the survey list were noted by respondents and are shown in **Table 5**, “Other Parent Partner Benefits.”

	<b>PARENT PARTNERS (n=92)</b>	<b>PROGRAM STAFF (n=87)</b>	<b>ADMINISTRATORS /COORDINATORS (n=32)</b>
<b>RECEIVE EMPLOYEE BENEFITS? (% YES)</b>	<b>88%</b>	<b>77%</b>	<b>81%</b>
<b>WHICH BENEFITS? (% YES)</b>			
Medical Benefits	82%	74%	72%
Vacation Time	79%	71%	72%
Sick Leave	76%	71%	72%
Vision Plan	61%	58%	44%
Retirement Plan	46%	52%	50%
Educational Reimbursement	30%	23%	22%
Other Benefits (See Table 4.)	9%	13%	22%
Dental Benefits	3%	3%	6%
Child Care Benefits	2%	3%	0%
<i>Totals</i>	<i>100%</i>	<i>100%</i>	<i>100%</i>

<b>LISTED BY PARENT PARTNERS</b>	<b>LISTED BY PROGRAM STAFF</b>	<b>LISTED BY ADMINISTRATORS/ COORDINATORS</b>
403	Optional 401K	
Chiropractor	Chiropractic	
Expense Reimbursement	Mileage Reimbursement (Very Low Rate)	
Flex Funds	Flex Fund	
Health Club Discount	Discounted Gym Membership (\$19.50/mo.)	
Life Insurance		Life Insurance
	Insurance	CASDI
Psychological Services	Behavioral Health	
Sick Leave for when my kids are sick	Same as Other Employees	Same as Other Staff
3 Floating Holidays	Credit Union	Unknown, since they are employed by contract agencies
	Café Discount	Varies by Vendor

In addition, 69% of Parent Partners, 61% of Program Staff, and 56% of Administrators/ Coordinators thought that Parent Partners received information regarding taxes and benefits, and 21% of Parent Partners, 12% of Program Staff, and 16% of Administrators/Coordinators said Parent Partners *did not* receive this information.

**Job Title of Parent Partners.** As can be seen in **Table 6**, most “Parent Partners” are called **Parent Partners**. However, many are called “Family Partners” and one Parent Partner respondent commented that the title should be Family Partner because the Wraparound Program wants to include as many family and community members as possible. Another respondent commented that “Parent Partner Advocate” is too narrow; Parent Partners are much more than advocates.

<b>TITLE PROVIDED</b>	<b>PARENT PARTNERS (n=87)</b>	<b>PROGRAM STAFF (n=84)</b>	<b>ADMINISTRATORS/ COORDINATORS (n=31)</b>
<b>Parent Partner</b>	<b>75%</b>	<b>68%</b>	<b>61%</b>
<b>Family Partner</b>	<b>14%</b>	<b>18%</b>	<b>26%</b>
Family Advocate	6%	2%	3%
Peer Specialist	2%	7%	6%
Family Specialist	2%	1%	0%
Family Consultant	1%	0%	0%
Parent Partner Advocate	0%	4%	3%
<i>Totals</i>	<i>100%</i>	<i>100%</i>	<i>100%</i>

**Parent Partner Roles.** As can be seen in **Table 7**, there was a great deal of agreement across respondent types that the primary roles of the Parent Partners were “Supports Family at Meetings,” “Resource Person,” “Mentor,” “Advocate,” and “Family Liaison.” Other roles were also noted such as “Case Manager,” “Advisor,” “Coach,” “Driver,” and “Translator” (see **Table 8**).

	<b>PARENT PARTNERS (n=92)</b>	<b>PROGRAM STAFF (n=87)</b>	<b>ADMINISTRATORS/ COORDINATORS (n=32)</b>
<b>Supports Family at Meetings</b>	<b>87%</b>	<b>84%</b>	<b>84%</b>
<b>Resource Person</b>	<b>86%</b>	<b>86%</b>	<b>84%</b>
<b>Mentor</b>	<b>85%</b>	<b>91%</b>	<b>97%</b>
<b>Advocate</b>	<b>82%</b>	<b>89%</b>	<b>94%</b>
<b>Family Liaison</b>	<b>80%</b>	<b>79%</b>	<b>91%</b>
Case Manager	53%	45%	56%
Other (See Table 8.)	24%	16%	28%

<b>Table 8. DESCRIPTIONS OF OTHER PARENT PARTNER ROLES</b>		
<b>PARENT PARTNERS</b>	<b>PROGRAM STAFF</b>	<b>ADMINISTRATORS/ COORDINATORS</b>
Advisor	Advisor	Advisor
Coach	Coach	
Driver	Driver	Driver
Job finder		Job finder
Manager	Conduct Advocacy groups that teach agency to be family friendly	
	Teacher of parenting skills	Trainer
National evaluation participant		
On-call staff	Clinician	Respite provider
Role model for parent	Role model for parents	Role model
Supervisor		
Translator	Translator	
“Other duties as assigned” and it keeps being added on to.		

**Wraparound Program Guidelines.** Eighty-six percent of Parent Partners reported that Wraparound Program guidelines were usually followed, 2% said they were not usually followed, 5% said they did not know, and 7% did not answer the question.

**Client Privacy Issues.** Ninety-eight percent of Parent Partners reported that they were clear about client privacy issues (e.g., HIPAA laws, confidentiality) and 2% did not answer the question.

**Mandated Reporter of Child Abuse.** Ninety-nine percent of Parent Partners reported that they were mandated reporters of child abuse and 1% did not answer the question.

**Parent Partner Training and Orientation.** Table 9 shows quite a bit of discrepancy among the perceptions of Parent Partners, Program Staff, and Administrators/Coordinators in terms of the training and orientation of Parent Partners. Especially notable was the relatively low percents (about 60%) reported for Parent Partners receiving *required* SB 163 training sessions (orange rows). The respondents also showed large discrepancies with regard to Shared Leadership (parents and staff working together) and Parent Partner trainings (green rows) where many more Program Staff and Administrators/Coordinators reported training in these areas than Parent Partners reported.

<b>Table 9. PARENT PARTNER TRAINING AND ORIENTATION PERCENT OF “YES” RESPONSES, BY RESPONDENT TYPE</b>			
	<b>PARENT PARTNERS (n=92)</b>	<b>PROGRAM STAFF (n=87)</b>	<b>ADMINISTRATORS/ COORDINATORS (n=32)</b>
Parent Partners receive orientation training specific to their role.	85%	78%	88%
Parent Partners receive orientation materials specific to their role.	82%	77%	91%
Parent Partners participate in job shadowing as part of their training.	67%	71%	63%
Parent Partners receive the <b>required</b> SB 163 training sessions on <i>Skills Building</i> .	<b>58%</b>	<b>60%</b>	<b>63%</b>
Parent Partners receive the <b>required</b> SB 163 training session on <i>Introduction and Engagement</i> .	<b>53%</b>	<b>62%</b>	<b>69%</b>
Parent Partners co-train with staff.	51%	92%	94%
Parent Partners develop and review training curriculum with staff.	49%	68%	63%
Parent Partners work in partnership with other Wraparound Staff by developing training materials for the Wraparound Program.	24%	37%	50%

**Training Topics for Parent Partner Trainings.** Table 10 shows that although a number of training topics for Parent Partners are deemed *Important* by Parent Partners, Program Staff, and Administrators/Coordinators (white columns), most Parent Partners had not received training on these topics (yellow columns). For example, 88% of the Parent Partner respondents reported that “Conflict Resolution” was an *Important* training topic, yet less than half (45%) reported receiving training on that topic. For “Conflict Resolution,” 78% of Program Staff and 81% of Administrators/Coordinators thought it was an *Important* topic for Parent Partner training, but reported that only 38% of Parent Partners had received training on this topic. For training on “Boundaries and Limit Setting” – the most often noted skill lacking in Parent Partners – 82% of Parent Partners, 82% of Program Staff, and 94% of Administrators/Coordinators noted this as an *Important* training topic. Yet, 48% of Parent Partners, 38% of Program Staff, and 50% of Administrators/Coordinators reported that Parent Partners had received training on this topic. This same pattern is evident for all of the training topics listed in Table 10.

**Table 10. TRAINING TOPICS: IMPORTANT AND PARENT PARTNERS  
HAVE RECEIVED, BY RESPONDENT TYPE**

TRAINING TOPIC	PARENTS		PROGRAM STAFF		ADMINISTRATOR/ COORDINATORS	
	Average % Responding Important	Avg. % Responding Parent Partners Have Received	Average % Responding Important	Avg. % Responding Parent Partners Have Received	Average % Responding Important	Avg. % Responding Parent Partners Have Received
Conflict Resolution	88%	45%	78%	38%	81%	38%
How to Empower Parent Partners in Wraparound Programs	85%	52%	82%	38%	78%	53%
Roles of Parent Partners	85%	72%	81%	47%	84%	69%
Communication Strategies with Families	84%	51%	84%	45%	84%	47%
Crisis and Safety Planning	84%	62%	81%	52%	78%	69%
Boundaries and Limit-Setting	82%	48%	82%	38%	94%	50%
Working in Shared Leadership (Parent Partners and Staff Working Together)	82%	51%	78%	37%	75%	50%
Understanding the Education and Special Education Systems	80%	41%	78%	28%	78%	47%
Advocating for Needs and Services of Wraparound Families	79%	48%	84%	43%	87%	72%
Preventing Burnout	79%	26%	75%	25%	66%	31%
Understanding the Mental Health System	79%	36%	81%	32%	69%	47%
Cultural Competency	78%	53%	79%	47%	78%	56%
Mandated Reporting of Child Abuse and Neglect	78%	65%	82%	52%	81%	72%
Understanding the Probation System	77%	36%	77%	29%	69%	41%
Maintaining Confidentiality	76%	72%	77%	54%	81%	66%
Understanding the Child Welfare System	76%	29%	74%	29%	69%	44%
Learning about Mentoring and Coaching	75%	27%	70%	28%	66%	38%
Self-Care	73%	36%	66%	30%	72%	47%
Documentation, Charting	72%	58%	64%	45%	66%	63%
Organizational Skills and Time Management	72%	27%	64%	22%	53%	16%
Navigating Systems	71%	28%	61%	16%	63%	28%
Serving on Task Forces, Work Groups and Other Decision- Making Bodies	70%	22%	49%	18%	31%	6%
Understanding the Health System	70%	25%	67%	21%	63%	25%
Overcoming Barriers to Working in Shared Leadership	66%	23%	62%	17%	66%	22%
Technical Skills: Computer, Phone, Fax, etc.	58%	41%	52%	32%	53%	38%
Case Management	53%	27%	49%	26%	47%	31%
Project Management	46%	8%	38%	7%	16%	3%



**Supports Provided to Parent Partners.** Table 11 shows that *Ongoing Feedback*, *Training*, and *Clinical Supervision* were the most commonly reported supports provided to Parent Partners (blue rows). Looking at the bolded items, one sees a great deal of discrepancy with regard to respondent type perceptions of whether or not Parent Partners receive *Training*, *Clinical Supervision*, *Educational Advancement*, or *Job Advancement* as supports. For example, 62% of Parent Partners and 61% of Program Staff reported that Parent Partners receive *Clinical Supervision*, but 84% of Administrators/ Coordinators reported that Parent Partners received this support.

In another question about *Clinical Supervision*, 61% of Program Staff and 72% of Administrators/Coordinators reported that Parent Partners received *Clinical Supervision* in Individual and Team approaches.

Reports of the provision of *Peer Support* and *Mentoring and Coaching* were fairly consistent across respondent types, with 51% to 66% reporting that Parent Partners were provided these supports. Respondents were asked to describe *Peer Supports* and their descriptions are summarized in Table 12 under the primary headings of *Groups/ Meetings*, *Team Support*, *Parent-To-Parent Support*, and *Other*.

<b>Table 11. SUPPORTS PROVIDED TO PARENT PARTNERS, BY RESPONDENT TYPE</b>			
<i>Note: Bold=Highest levels of discrepancy across respondent types.</i>			
<b>SUPPORT PROVIDED - % YES</b>	<b>PARENT PARTNERS (n=92)</b>	<b>PROGRAM STAFF (n=87)</b>	<b>ADMINISTRATORS / COORDINATORS (n=32)</b>
Ongoing Feedback	82%	82%	81%
<b>Training</b>	<b>72%</b>	<b>68%</b>	<b>84%</b>
<b>Clinical Supervision</b>	<b>62%</b>	<b>61%</b>	<b>78%</b>
Peer Support (See Table 10.)	59%	51%	56%
Mentoring and Coaching	50%	63%	66%
Help with Personal/Family Issues	49%	41%	34%
<b>Educational Advancement</b>	<b>44%</b>	<b>26%</b>	<b>25%</b>
<b>Job Advancement</b>	<b>38%</b>	<b>29%</b>	<b>59%</b>

<b>Table 12. DESCRIPTIONS OF PEER SUPPORT</b>		
<b>PARENT PARTNERS</b>	<b>PROGRAM STAFF</b>	<b>ADMINISTRATORS/ COORDINATORS</b>
<b><i>GROUPS/MEETINGS</i></b>	<b><i>GROUPS/MEETINGS</i></b>	<b><i>GROUPS/MEETINGS</i></b>
Parent Partner support groups.	Parent Partner support groups.	Regular meetings among themselves and a peer support manager.
Parent Partner meetings.	Parent Partner meetings	Parent Partner group meetings.
Weekly Team meetings.	Weekly Team meetings.	Have weekly Team meetings.
Staff meetings every week.	Staff meetings every week.	Frequent meetings with co-workers to discuss challenges and issues.
Monthly support trainings.	Parent Partner meetings across agency programs.	
	Meet once a month with Parent Partners from other agencies.	
	They have Parent Partner forums.	
<b><i>TEAM SUPPORT</i></b>	<b><i>TEAM SUPPORT</i></b>	<b><i>TEAM SUPPORT</i></b>
Our Team has a lot of discussion and exchanges ideas and opinions.	From professional teammates working with the same families.	Team support available any time.
Our Team is very strong and we support each other.	Support from other staff in agency.	All staff work together and support each other.
Team Building	Team members support each other.	Lead Parent Partner / other Team members.
		Reframing situations to help see all points of view.
<b><i>PARENT-TO-PARENT SUPPORT</i></b>	<b><i>PARENT-TO-PARENT SUPPORT</i></b>	<b><i>PARENT-TO-PARENT SUPPORT</i></b>
All the Parent Partners are together and can talk to each other.	Working closely with fellow Parent Partners for best outcomes.	
Being helped by the Lead Parent Partner if any issues occur.	Open discussions of life issues and experiences.	
My peers understand and support my role, as well as the challenges I have with my child.	Ability to consult with other Parent Partners.	
One-on-one meetings with other Parent Partners.		
We all support and give each other ideas when running into difficult situations.		
<b><i>OTHER</i></b>	<b><i>OTHER</i></b>	<b><i>OTHER</i></b>
Parent Partner class.	Outings and retreats are encouraged.	
Shadowing other Parent Partners.	Conference Training.	
If I need the training for something, I go looking for it in staff or trainings offered.	Monthly in-service provided by agency.	

***Ongoing Technical Assistance and Training Seen as Helpful for Parent Partners.*** Table 13 shows that although 88% of Parent Partner respondents thought *Continuing Education Training* would be helpful, only 66% of Program Staff and Administrator/Coordinator respondents thought this way. This pattern also appeared for *Annual Conference*, *Educational Opportunities*, and *Newsletter*. On the other hand, 83% of Parent Partners and 81% of Administrators/Coordinators thought *Networking Meetings with Other Parent Partners* would be helpful, but only 67% of Program Staff felt this way. Also, it should be noted that not many reported that *E-Mail Groups* or *Online Chat Rooms* would be helpful. A number of other suggestions were made by the respondents, seen in **Table 14**.

**Table 13. ONGOING TECHNICAL ASSISTANCE AND TRAINING SEEN AS HELPFUL, BY RESPONDENT TYPE**

*Bold=High levels of discrepancy, indicating that the Parent Partners' responses are quite different from the responses of Program Staff and/or Administrators/Coordinators.*

WOULD BE HELPFUL = % YES	PARENT PARTNERS (n=92)	PROGRAM STAFF (n=87)	ADMINISTRATOR/ COORDINATORS (n=32)
<b>Continuing Education Training</b>	<b>88%</b>	<b>66%</b>	<b>66%</b>
Ongoing Training on Wraparound (Model Fidelity)	86%	79%	81%
<b>Networking Meetings with Other Parent Partners</b>	<b>83%</b>	<b>67%</b>	<b>81%</b>
<b>Annual Conference</b>	<b>80%</b>	<b>66%</b>	<b>63%</b>
<b>Educational Opportunities</b>	<b>71%</b>	<b>61%</b>	<b>53%</b>
<b>Newsletter</b>	<b>67%</b>	<b>43%</b>	<b>53%</b>
<b>Agency/Clinical Training</b>	<b>54%</b>	<b>66%</b>	<b>63%</b>
E-Mail Group	35%	25%	38%
Online Chat Rooms	20%	18%	16%
Other (See Table 14.)	9%	7%	3%

**Table 14. DESCRIPTIONS OF OTHER HELPFUL ONGOING TRAINING AND TECHNICAL ASSISTANCE FOR PARENT PARTNERS**

PARENT PARTNERS	PROGRAM STAFF	ADMINISTRATORS/ COORDINATORS
More in-depth IEP trainings.	Any assistance and training is helpful.	File sharing on line.
Helping Parent Partners with personal life and work.	Parent Partners seem to crave information and knowledge/skill building.	HIPAA requirements.
Work skill classes for Parent Partners that don't understand the work	Phone conferencing.	
Computer-Based Training.	Literature.	
Better understanding of Advocate role and having the same respect and value as the other professional roles.	Self care retreats.	
Anything where we can get together -- citywide, statewide, countywide.		
Opportunities for Family Partner Certificate/Degree.		
Parent Partner Support Groups.		

**Parent Partners Working in Partnership with Other Wraparound Staff.** Table 15 shows the percent of respondents who reported that Parent Partners worked in partnership with other Wraparound Staff in various program areas. As can be seen in Table 15, in every case, the percent of Parent Partners responding "Yes" is lower than the percent of Program Staff and the percent of Administrators/Coordinators. This indicates that the Program Staff and Administrators/Coordinators perceived more partnership than the Parent Partners perceived. The pink row indicates where almost half of the Parent Partners (49%) saw partnership—developing and reviewing training curriculum. The blue rows show that about one-third of the Parent Partners saw partnership in these areas—program planning and development, serving on work groups and committees, participating in public awareness, outreach, and evaluation activities. The yellow rows show that about one-fourth of the Parent Partners saw partnership in these areas—developing training and promotional materials and developing standards. Few of any respondent types saw partnership happening in working with the

media or assisting with grant writing. In addition to the lower percents of Parent Partners responding “Yes,” there is quite a bit of discrepancy across respondent types, with almost every item showing wide variation on perceptions of whether or not Parent Partners work in partnership with other Wraparound Staff.

<b>WORK IN PARTNERSHIP = % YES</b>	<b>PARENT PARTNERS (n=92)</b>	<b>PROGRAM STAFF (n=87)</b>	<b>ADMINISTRATORS/ COORDINATORS (n=32)</b>
Parent Partners develop and review training curriculum with staff.	49%	68%	63%
Participating in Wraparound Program planning and development.	36%	72%	69%
Serving on Wraparound Work Groups or Committees.	33%	54%	56%
Participating in public awareness and outreach activities.	33%	46%	50%
Participation in Wraparound Program evaluation activities.	33%	54%	41%
Developing training materials for the Wraparound Program.	24%	37%	50%
Developing brochures and other written materials about the Wraparound Program.	21%	32%	44%
Developing Wraparound Program standards.	21%	36%	41%
Working with the media (TV, radio, newspapers).	3%	6%	6%
Assist with grant writing.	2%	2%	6%
Other (See Table 16.)	23%	15%	13%

Respondents also noted other ways Parent Partners worked in partnership with Wraparound Staff. These are described in **Table 16**.

<b>PARENT PARTNERS</b>	<b>PROGRAM STAFF</b>	<b>ADMINISTRATORS/ COORDINATORS</b>
All		All of above.
None of the above. (n=3)		
Not Applicable. (n=3)	Not aware of any.	
We don't do that very often (work in partnership).		
Marketing		Marketing
Public speaking		Public speaking
Training - all staff	Training.	
Resource development	Resource development.	Resource development.
SPA meetings, public forums		Participate in agency strategic planning.
Parent Partners Helping Parent Partners program- developing and planning.		

**Respect and Value for Parent Partners.** Table 17 shows the percent of time ratings of *Much* or *Very Much* were given by respondents on a scale of 1 to 5, where 1=*Not At All* and 5=*Very Much*. It is noteworthy that almost all of the Parent Partners (92%) saw themselves as valued for being models for other parents and providing them with hope and empowerment and that

84% of the Program Staff and 78% of the Administrators/Coordinators responded that this was the case. However, in terms of Parent Partners seeing themselves as true partners with staff, 82% of the Parent Partners and 80% of the Program Staff thought this, but only 59% of the Administrators/Coordinators thought this way. Another noteworthy finding is that only about two-thirds of the Parent Partners (64%) and Administrators/Coordinators (66%) reported that Parent Partners were respected for their ideas, opinions, and recommendations, but almost three-fourths of the Program Staff (72%) felt this way, indicating some level of differences in perceptions of the degree of respect Parent Partners receive in this area.

<b>Table 17. PARENT PARTNERS – RESPECT AND VALUE, BY RESPONDENT TYPE</b>			
<b>Rating Scale: 1=Not At All; 2=A Little; 3=Somewhat; 4=Much; 5=Very Much</b>	<b>PARENT PARTNERS (n=92)</b>	<b>PROGRAM STAFF (n=87)</b>	<b>ADMINISTRATORS /COORDINATORS (n=32)</b>
<b>Percent Responding “Much” or “Very Much”</b>			
How much do Parent Partners <i>see themselves as models for other parents</i> , providing them with hope and empowerment?	92%	84%	78%
How much do Parent Partners <i>see themselves as true partners</i> with staff?	82%	80%	59%
How much do Parent Partners <i>feel supported</i> in their role?	76%	72%	75%
How much do Parent Partners work with staff in a <i>Shared Leadership</i> approach?	73%	74%	69%
How much do Parent Partners <i>feel valued</i> for their work in the Wraparound Program?	71%	83%	75%
How much are Parent Partners <i>respected</i> for their ideas, opinions and recommendations?	64%	72%	66%

## **BENEFITS OF WORKING AS A PARENT PARTNER AND WITH PARENT PARTNERS ON A WRAPAROUND TEAM**

Benefits to Parent Partnership are summarized in **Table 18**. For *Parent Partners* 23% or more cited the benefits to their job as “self-satisfaction, a sense of accomplishment in helping other families and their own” (43%), “engaging families due to common experiences” (38%), “providing support and empowerment to families” (34%), acting as a “mentor, guide, role model” (25%), “seeing families succeed” (23%).

For *Program Staff*, 27% or more cited the benefits of working with Parent Partners as “their ability to engage families due to common experiences” (65%), “their ability to provide support and empowerment to families” (35%), Parent Partners acting as “mentors, guides, role models” (30%), and “presenting the parents’ perspective” (27%).

For *Administrators/Coordinators*, 29% or more cited the benefits of working with Parent Partners as “their ability to engage families due to common experiences” (71%), Parent Partners acting as “mentors, guides, role models” (33%), “their role in creating honesty for the Team and educating the staff” (33%), “adding credibility to the Team” (29%), and “advocating for parents” (29%).

Although there was variation in the themes noted by respondent types, almost all respondents provided positive and enthusiastic comments on the benefits of Parent Partners. However, one Program Staff member did comment, “I do not see any benefits to having Parent Partners.”

## CHALLENGES TO WORKING AS A PARENT PARTNER AND WITH PARENT PARTNERS ON A WRAPAROUND TEAM

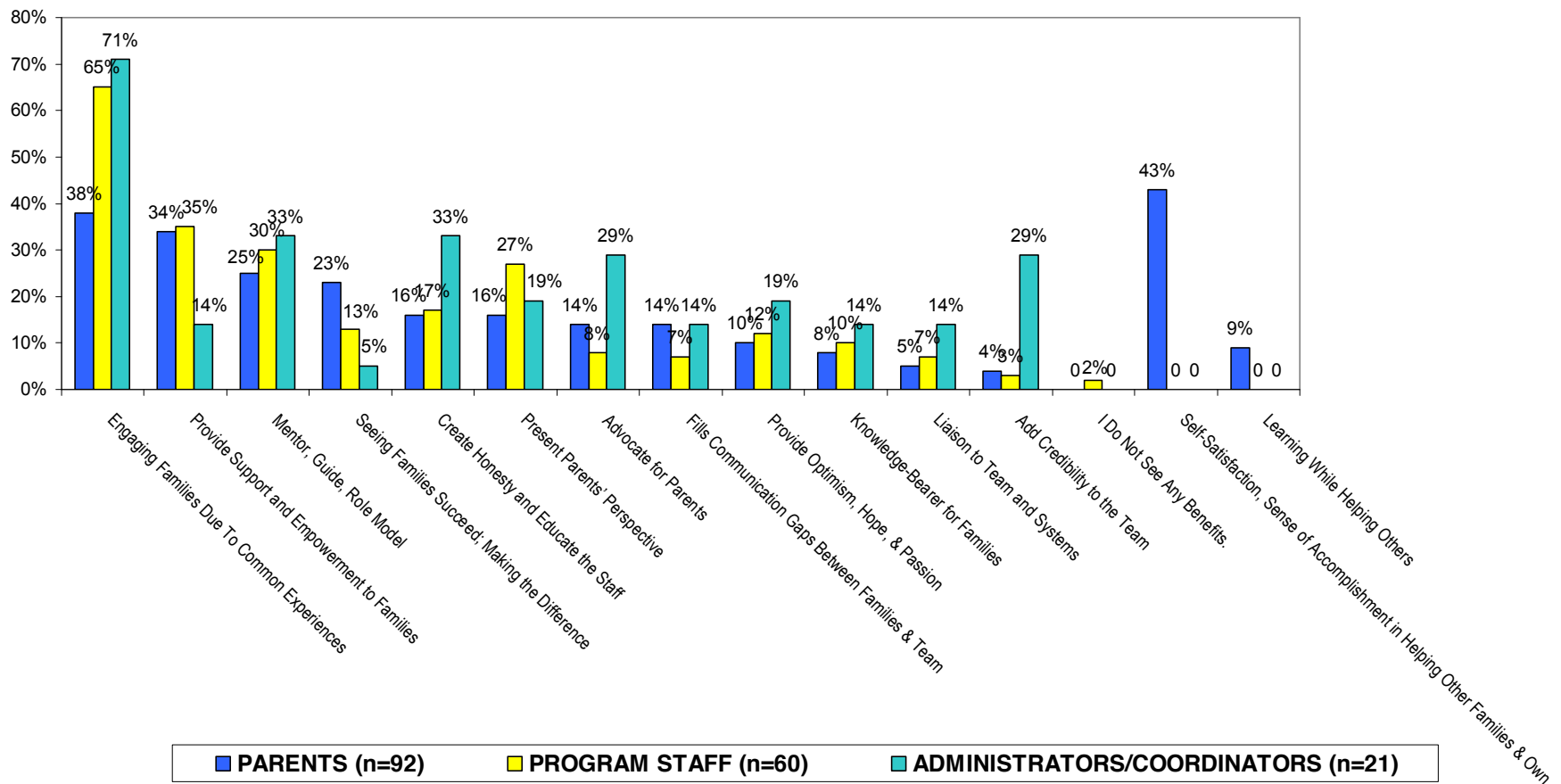
Challenges of Parent Partnership are summarized in **Table 19**. For *Parent Partners* the most common themes were “communication issues” (24%), “family engagement issues” (23%), “negative staff attitudes” (21%), “staff perspective of Parent Partner” (19%), “need for training in specific job skills” (17%), “not enough time to do the job” (14%), and “attitudes of families that want the Parent Partners to do it for them” (12%).

For *Program Staff*, the most common themes were “Parent Partners’ need for job training in specific job skills” (49%), “boundary issues with Parent Partners and families” (46%), “negative staff attitudes” (21%), “Partner Partner’s own issues interfere with doing the job” (15%), “not enough time to do the job” (13%), and “Parent Partners’ need for support” (13%).

For *Administrators/Coordinators*, the most common themes were “not enough Parent Partners” (32%), “boundary issues with Parent Partners and families” (24%), “negative staff attitude” (20%), “need for training in specific job skills” (20%), and “Parent Partner’s own issues interfere with doing the job” (16%).

Although there was variation across respondent types, two challenges were predominant in the responses of the Program Staff: “Need for Training in Specific Job Skills” (49% of Program Staff noted this) and “Boundary Issues with Parent Partners and Families” (46% of Program Staff noted this). These two challenges are perhaps the ones that need the most immediate attention in the Wraparound programs.

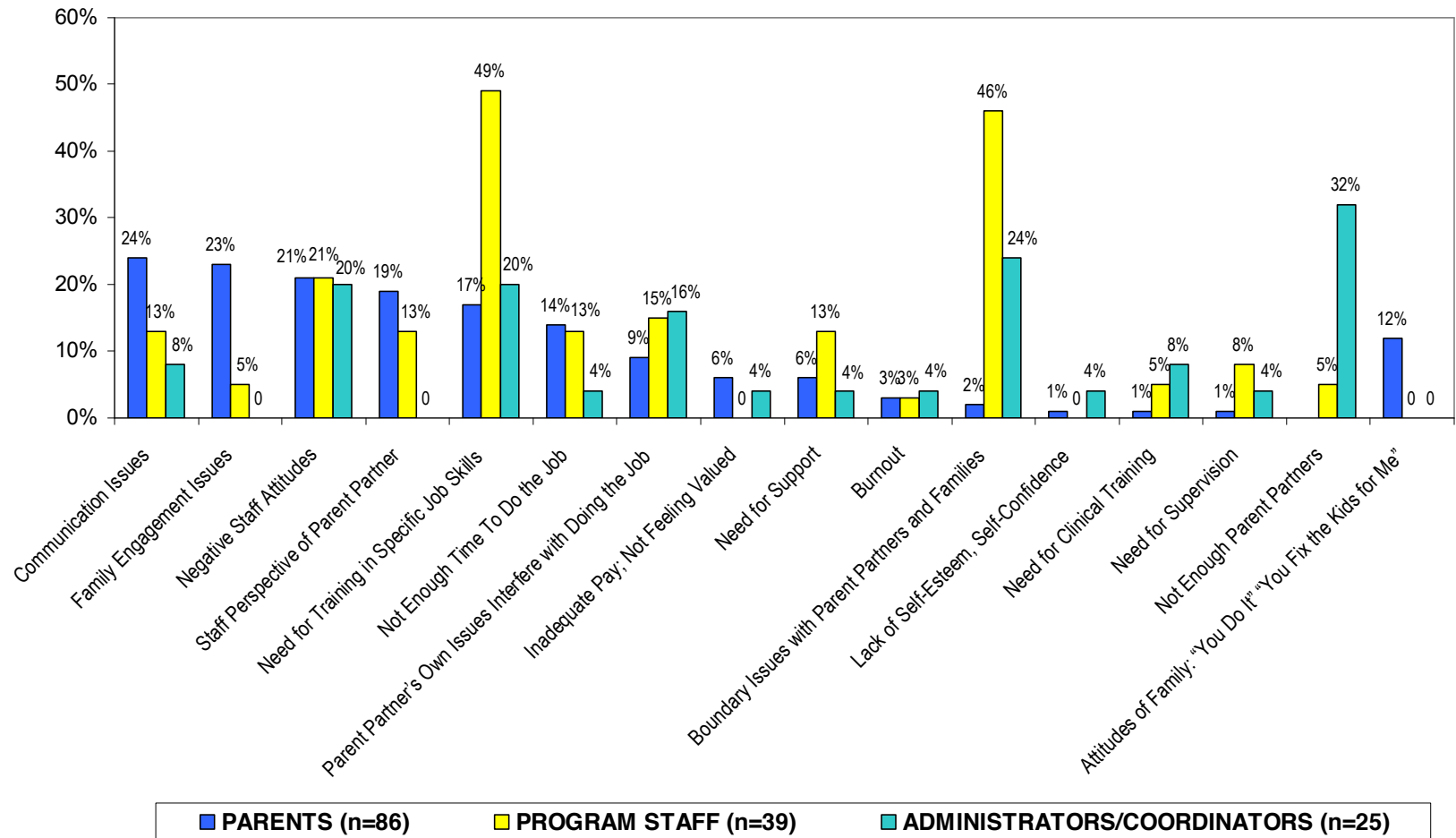
**TABLE 18.**  
**BENEFITS TO BEING A PARENT PARTNER AND TO HAVING A PARENT PARTNER ON THE WRAPAROUND TEAM - PRIMARY NARRATIVE THEMES**  
 (% of comments made relating to each theme, by respondent type)



**PARENTS – What benefits do you see in being a Parent Partner in a Wraparound Program?**

**PROGRAM STAFF, ADMINISTRATORS/COORDINATORS – What benefits do you see in working with Parent Partners in Wraparound Programs?**

**Table 19.**  
**CHALLENGES IN WORKING AS A PARENT PARTNER AND IN WORKING WITH PARENT PARTNERS ON A WRAPAROUND TEAM - PRIMARY NARRATIVE THEMES**  
 (% of comments made relating to each theme, by respondent type)



**PARENTS - What do you see as challenges in your work as a Parent Partner?**

**PROGRAM STAFF and ADMINISTRATORS/COORDINATORS - What do you see as challenges in working with Parent Partners?**



<b>APPENDIX A. HIRING REQUIREMENTS FOR PARENT PARTNERS</b>		
<b>HIRING REQUIREMENTS</b>		<b>JOB DESCRIPTIONS **</b>
<b>ADMINISTRATORS/ COORDINATORS*</b>	<b>PROGRAM STAFF*</b>	
<b>BASIC REQUIREMENTS</b>		
Must have high school diploma or GED	High School Diploma or GED	High school diploma/GED
Required to have experience with special needs child or parent/relative of special needs child	Experience with SED child or emotionally/behaviorally impaired	Parent or relative of special child who has received services from a child-serving agency (e.g., DCFS, Probation, Mental Health Services)
Must have car, valid driver's license, submit to DMV driving record report, proof of auto insurance	Must have car, valid driver's license, submit to DMV driving record report, proof of auto insurance	Valid California driver's license, satisfactory driving record, meets motor vehicle operating standards and maintains current automobile insurance.
	Clean and Sober	Completed drug/alcohol screening
Willingness to complete full background check	No current criminal history/pass Background checks	Completed criminal background check
Willingness to complete physical and TB exam		Health screen physical exam and TB clearance
	Physical requirements (stand, sit or walk up to 6 hours, sit up to 2 hours), lift and carry up to 10 pounds (charts, records) and possess body flexibility to perform the following: bending, reaching, stooping, standing and climbing stairs	Must be physically and mentally fit to work in accordance with Agency's physical and mental health standards.
Required to live in the community of consumers of service		Must be sensitive and responsive to cultural influences among the Agency's client population.
Willing to share personal story	Open cases with system services must be closed prior to employment	Completed First Aid and CPR Certification
		Able to work flexible hours, including evenings and weekends.
		Must have good oral communication and writing skills.
		Must have good organization and time management skills
		Must have computer skills.
<b>OTHER DESIRED QUALIFICATIONS</b>		
A.A. Degree or equivalent		AA degree or equivalent desired
	Must have BA in Social Work or related field	Bachelor's degree desired
	Licensure, registration, certification required	Bilingual skills (Spanish) preferred
	Must have successfully reunited with own family	Completion of basic psychology, developmental psychology, and communication courses preferred.
<b>EXPERIENCE</b>		
Life experiences in assisting children with serious emotional or behavioral problems	Must be parent, guardian or relative of special needs child	Current or previous experience with severely emotionally disturbed children
Relevant experience working as home visitor or mentor	2 Years full-time experience delivering services in mental health field (in employment or volunteer capacity)	Two years relevant experience working as a home visitor, mentor or work in a related field

<b>APPENDIX A. HIRING REQUIREMENTS FOR PARENT PARTNERS</b>		
<b>HIRING REQUIREMENTS</b>		<b>JOB DESCRIPTIONS **</b>
<b>ADMINISTRATORS/ COORDINATORS*</b>	<b>PROGRAM STAFF*</b>	
	Experience in social science field/background in child development	Training or teaching experience
Participant in SB 163 Wrap Program	Required to submit letter of interest outlining experiences raising special needs child and interfacing with systems	Experience in accessing a variety of diverse resources
		Experience working in Medi-Cal Certified site
<b>KNOWLEDGE</b>		
Knowledge of basic needs and problems of families with special needs and using system services.		Knowledge of public and private agency services and systems available for children with special needs (schools, social services, probation, mental health, health, etc.)
Has utilized system services (Probation, Child Welfare System, Mental Health, Foster Care, AB3632)	Has utilized system services (Probation, Child Welfare System, Mental Health, Foster Care, AB3632)	Knowledge of public agency regulations and guidelines.
		Familiarity with Medi-Cal billable standards and expectations
		Knowledge of Juvenile Court system
		Knowledge of DCFS reporting
		Knowledge of MS Office, word processing, spreadsheets and databases
<b>ABILITIES</b>		
Must complete mandated Wraparound Training; Willingness to participate in training		Understand cultural and social factors affecting behavior patterns
Learn basic principles of Wraparound program		Effectively communicate social, cultural, and behavioral facts to parents, professional staff and community members
		Obtain and record accurate information for case documentation and other reports
Good listener	Positive attitude	Ability to work as part of a Team

## APPENDIX B.

### EXPERIENCES (LIFE AND/OR WORK) THAT LED TO PARENT BE HIRED AS A PARENT PARTNER

#### **ADVOCACY EXPERIENCES**

- Experiences advocating for own children in many systems (education - IEPs, special education, medical, mental health, child welfare, Juvenile Court/Probation, Regional Center)
- Sat on boards related to children and family issues
- Developed programs to respond to needs of families (support groups, developed resources, developed Children's Crisis Team, developed Respite Care Program for Children with Emotional/Behavioral Disorders)

#### **PERSONAL EXPERIENCES OF PARENT**

- Single Parent and Sole Provider
- Experienced abuse as a child
- Experienced domestic violence as an adult
- Placed in residential treatment
- Former Gang member
- Addict in recovery
- Experienced mental illness
- Experiences dealing with other family members who had mental illness or disabilities

#### **EXPERIENCES PARENTING CHILDREN WITH SPECIAL NEEDS/DISABILITIES**

- Parent/Guardian of 1 or more children with special needs including mental, physical and/or behavioral challenges such as:
  - Cerebral Palsy
  - Mental Retardation
  - Tourettes Syndrome
  - Attention Deficit Hyperactivity Disorder (ADHD)
  - Attention Deficit Disorder (ADD)
  - Bipolar Disorder,
  - Obsessive Compulsive Disorder
  - Dual diagnosis
  - Post Traumatic Stress Disorder
  - Oppositional Defiant Behavior
  - Asbergers Syndrome
  - Learning disabilities
  - Depression
  - Deaf/hard of hearing
  - Substance abuse

#### **PARTICIPATION/LINKAGE TO WRAPAROUND SERVICES**

- Own family received Wraparound Services
- Member of Wraparound Team for relative
- Relative/Close Friend was in Wraparound Services

#### **WORK RELATED EXPERIENCES/BACKGROUND**

- Foster Parent
- Foster Youth Advocate Counselor
- Parent Advocate
- Special Education Advocacy Trainer
- Drug and Alcohol Counselor
- Home day care provider
- Teacher/ Special Education Teacher/Religious School Teacher/Master Teacher in Alternative Education
- Retired Correctional Officer
- Residential Counselor
- Trainer/Teacher's Aid for Developmentally Disabled
- Counselor in Group Homes for Youth
- Worked in Crisis Youth Shelter
- Worked in Adult Residential Care
- Worked in Respite Care
- Certification in Anger Manager
- AA Degree in Criminal Justice
- Taught Parenting Classes
- Church Youth Leader/Church Activities Coordinator for Youth Department

#### **EXPERIENCES/KNOWLEDGE OF SERVICES/SYSTEMS/RESOURCES**

- Experience With:
  - Children Involved with Hospitalizations
  - Court System, Probation and Incarceration
  - CPS/DCFS/Social Service Systems
  - Day Treatment Program
  - Department of Mental Health/Mental Health Services
  - Drug Recovery Programs
  - Foster Care System
  - Group Home Care
  - Locating Resources
  - Navigating the System/Multiple Systems
  - Police Departments
  - Regional Center
  - Residential Treatment Facilities
  - Schools And IEP's
  - Services under AB3632
  - Special Education

#### **EXPERIENCES WORKING WITH CHILDREN/FAMILIES**

- Coached the Soccer League for children with special needs
- Experience doing volunteer work as a face painter with kids with special needs and worked privately with parents and their children in the home creating family art galleries as a means to open communication and parental participation

#### **SPECIAL INTERESTS/DESIRES**

- Desire to give back to those who have done so much for us
- Desire to give back to the community and assist families in getting needs met.
- I like very much working with parents to support them and advocate for them
- Desire to help and assist families with children