



# Family Support and Education



# Welcome!

## Our Speakers...

- **Cindy Marty Hadge**  
Hearing Voices Network Family & Friends Support Group facilitator
- **Elizabeth Fong**  
NAMI Family-to-Family teacher
- **Vivian Dole**  
CBHI Family Partner at Riverside
- **Jill Gichuhi** (/gi/-shoo-hey)  
COMPASS Helpline director
- **Takeya Faison** (moderator)  
COMPASS Justice System & Diversion Navigator

# **What is family support and education?**

**Getting information and support from another person who has cared for someone who has experienced mental health symptoms**

**This can include support groups, education programs, and one-on-one support**

# What is family support and education?

## Family support and education can help you...

- manage your own wellness
- be a better supporter for your loved one.
- find comfort and community with people who have shared a similar journey

# Who is family support and education for?

- family members (parents, siblings, adult children, etc.)
- partners, friends, and other caregivers
- some options are for anyone
- some options are tailored to caregivers of people with a specific diagnosis or experience

# Family Support Groups

## In a family support group...

- you can share your experiences as a family member
- you can get empathy and validation from participants
- the primary focus is on mutual support

# Family Support Groups

## many options...

- NAMI Family Support Groups
- Hearing Voices Network Friends & Family Support Groups
- DBSA Family & Friends Support Groups
- MIA Online Parent Support Groups
- Family Support Program network (for parents of kids & teens)

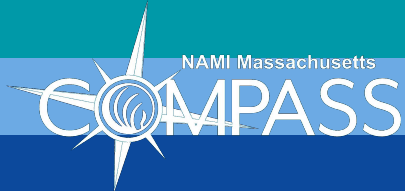
**perspective: Family Support Groups**

**Cindy Marty Hadge, facilitator  
Hearing Voices Network USA  
Friends & Family Support Group**



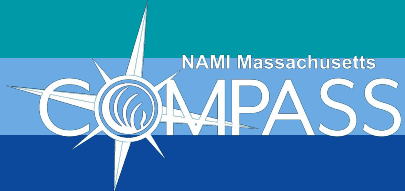
## **perspective: HVN Friends & Family Support Group**

Our meetings are non-clinical social groups where we can share our experiences openly. We are free to talk about our efforts to sustain supportive relationships with our voice-hearing friends and family members and about the variety of emotions, thoughts, and other reactions we have in relation to our loved ones' experiences. We embrace the values and guidelines outlined in the [HVN-USA Charter](#)



# **perspective: HVN Friends & Family Support Group**

We explore our own fears, limits and strategies to take care of ourselves and ways to advocate for our loved ones, while sharing our joys and struggles..



# Contact Information

Cindy Marty Hadge

[cindy@westernmassrlc.org](mailto:cindy@westernmassrlc.org)

To join a group

[families@westernmassrlc.org](mailto:families@westernmassrlc.org)



**Questions?**



# Family Education Programs

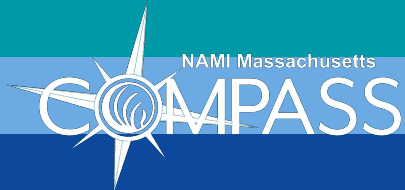
## Family education programs are...

- structured, time-limited programs
- participants can learn things like communication skills and coping strategies
- led by teachers who are also family members

# Family Education Programs

## many options...

- NAMI Family-to-Family
- NAMI Homefront Online
- NAMI Basics & NAMI Basics OnDemand
- Family Connections & Family TeleConnections Program
- Recovering Our Families Online Class

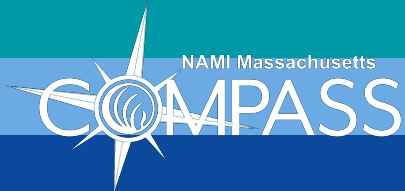


**perspective: family Education**

**Elizabeth Fong, teacher  
NAMI Family-to-Family**

# NAMI F2F - Class 1 Introduction

- Discrimination, stigma and bias toward mental illness
- Impact of mental health conditions on the family
- Predictable emotional responses to mental health conditions





# NAMI F2F - Class 2 Understanding Mental Health Conditions and Preparing for Crisis

- Positive and negative symptoms of mental health conditions
- The brain
- Genetics and inherited risks
- Environmental factors
- Preparing for and responding to crises

# NAMI F2F - Class 3 Getting a Mental Health Diagnosis and Sharing Our Stories Agenda

- Public and private health care services
- Challenges when seeking a diagnosis
- Advocating for care
- False beliefs about mental health conditions and violence
- Sharing our stories

# NAMI F2F - Class 4 Overview of Mental Health Conditions

- Bipolar disorder
- Schizophrenia and schizoaffective disorder
- Post-traumatic stress disorder
- Obsessive-compulsive disorder (OCD)
- Borderline personality disorder
- Co-occurring mental health conditions and substance use disorders

# NAMI F2F - Class 5 Treatment Options

- Comprehensive approaches
- HIPAA: Health Insurance Portability and Accountability Act
- Psychotherapeutic interventions
- Medication
- Hospitalization and Assisted Outpatient Treatment (AOT)
- Warning signs of relapse

# NAMI F2F - Class 6 Communication Skills and Problem Solving

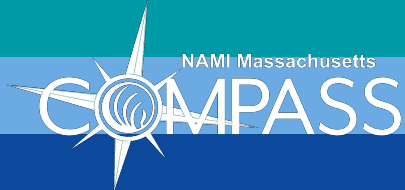
- Communication guidelines
- I-statements
- Reflective responses
- Problem-solving skills

# NAMI F2F - Class 7 Empathy and Recovery

- Psychological impact of mental health conditions
- Protecting self-esteem with defensive coping strategies
- Guidelines for offering empathy
- Defining recovery
- The role of rehabilitation in mental health recovery
- Guest speakers

# NAMI F2F - Class 8 Moving Forward

- Challenges associated with mental health conditions
- Family roles and perspectives
- Talking about difficult emotions
- Ways to take care of ourselves



**Questions?**





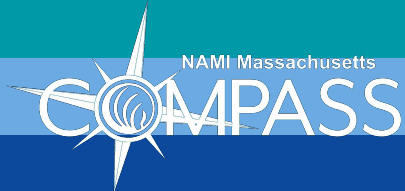
# One-on-One Family Support

- One-on-One Family Support is a combination of support, mentoring, teaching, and learning.
- People in family support roles have experience supporting their family member as they navigate the mental health system
- Called Family Partners, Parent Partners, Family Connectors, Family Support Specialists, etc.

# One-on-One Family Support

## For family members of kids and teens...

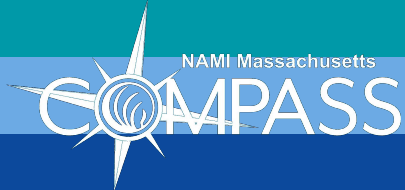
- MassHealth's Children's Behavioral Health Initiative
- Insurance-Based Access to Parent/Family Partners
- Family Support Programs
- Family Resource Centers
- Caring Together Continuum
- Department of Mental Health (DMH) Young Adult Centers
- Early Psychosis Programs



# One-on-One Family Support

## For family members of adults...

- DMH Adult Community Clinical Services
- DMH Young Adult Centers
- Early Psychosis Programs



**perspective: One-on-One Family Support**

**Vivian Dole, Family Partner  
CBHI team at Riverside**

# perspective: One-on-One Family Support

A **Family Partner** has lived experience parenting a child with mental health, social/emotional or behavioral needs.

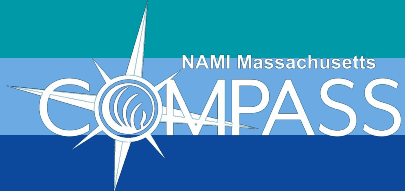
The FP helps the parent widen their base of support, and connect with other community resources and supports.

The FP advocates for and supports families to identify their own strengths, needs, culture and vision and to get those needs met.

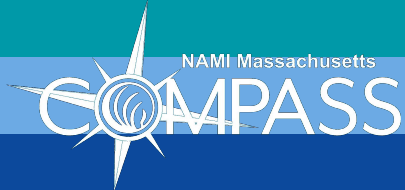
The FP mentors families to improve their confidence and ability to advocate for and effectively manage the services for their child.

The FP helps parents navigate the mental health system, the educational system and provides information to better understand their child's diagnosis.

The FP also encourages the parent to think about their own self-care.



**Family Partners** work in partnership with an **Intensive Care Coordinator** (ICC). The ICC is a clinician with an MSW who provides wraparound care planning which coordinates multiple services and supports for that youth and their family.



**Questions?**





# How can I find family support and education?

**Visit the NAMI Mass website:**

[www.namimass.org/family-support](http://www.namimass.org/family-support).

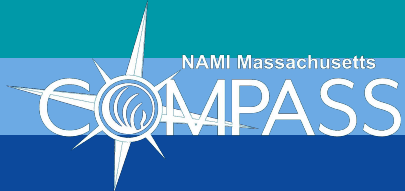
**Contact COMPASS:**

call 617-704-6264

email [compass@namimass.org](mailto:compass@namimass.org)

**Learn more about COMPASS:**

[www.namimass.org/nami-mass-compass-helpline](http://www.namimass.org/nami-mass-compass-helpline)



**Thanks for  
Attending!**

