



**Raising Special Kids**  
Families Helping Families



Strengthening Families to Improve Outcomes for Children with Disabilities

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**Mission**

To improve the lives of children with the full range of disabilities and special health conditions by helping parents become effective advocates





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**Families Helping Families**

- Parent to Parent USA (founding member)
- Arizona's Family to Family Health Information Center
- Arizona's Parent Training and Information (PTI) Center for Special Education
- Arizona Chapter of Family Voices

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## Supports and Services




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## Principles of Family Centered Care

- Recognizes the vital role that families play in ensuring the health and well-being of children and family members of all ages.
- Acknowledges that emotional, social, and developmental support are integral components of health care.
- Seeks mutually beneficial partnerships among health care providers, patients, and families.
- Families help shape policies, programs,....leading to better health outcomes and wiser allocation of resources.

*The Institute for Patient and Family-Centered Care* 

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## What Can Families Expect From Us?

- Confidentiality
- Connection to community resources
- Opportunities for training on a variety of topics
- Spanish or English support and trainings
- We work hard to make sure all services are available free of charge for families
- Connection to other parents who are informed, experienced, and ready to assist in problem-solving

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### What Does it Look Like?



When a parent calls in with a concern, our Family Support Specialist:

- Listens and offers assistance
- Recommends training
- Connects to community resources
- May offer a 1:1 consultation
- Can review documentation
- Assist family with 'next steps'
- Encourages collaboration
- Assists with dispute resolution

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### Community Resources and Information



- Helping families learn how to find services and referring parents to sources of information
- Navigating state systems of care including health, disability services and special education
- Learning techniques for effective advocacy

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### Trainings for Family Support



- Resilient Relationships
- Journey to Adulthood
- Parent and Professional Collaboration
- Positive Behavior Support
- Turning 18 - Legal Options
- Getting and Keeping the First Job

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### Training Health Care Professionals



- Emphasize the family perspective
  - Family-centered care
  - Medical home
  - Delivering the diagnosis
  - Cultural competence
  - Community resources
- Staff presentations and parent panels
- "Family Faculty" program

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### Parent to Parent Program

- Provided by Raising Special Kids and Pilot Parents of Southern Arizona
- Upon request, Parent Leaders are matched with families facing a new concern
- Parent Leaders offer support and guidance
- Provides opportunities to share personal experiences and the perspective of a family who has faced similar issues




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### Impact of Parent to Parent Support

98% of parents have reported that Parent to Parent support is helpful to them.

- Increases families' ability to cope
- Supports families in problem solving
- Develops awareness of community support




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## 2015 Impact Data

### Data on Individual Consultations

N= 90-100 year, surveyed monthly Likert Scale: 1-5 highest

- **ACCESSING SERVICES:** How useful was the assistance you received in helping you feel more confident about getting the health care services your child needs? Likert Scale Rating: **4.41**
- **PARTNERING w/ PROFESSIONALS:** How useful was the assistance you received in helping you partner with (communicate with, talk with, or work with) professionals to make informed decisions about your child's health care? Likert Scale Rating: **4.48**
- **COMMUNITY RESOURCES:** How useful was the assistance you received in helping you find and learn about community services? (primary health care, intervention programs, family services, translation, etc.) Likert Scale Rating: **4.40**

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## Improving Outcomes for Children with Special Healthcare Needs

### Requires families have-

- Knowledge and competence to manage a child's complex care needs
- Skills to access and navigate many types of services and systems
- Confidence to engage in decision-making with healthcare professionals
- Opportunities to represent the parent perspective at a systems level




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## It Takes Family Support



- For parents to gain useful and practical knowledge to make informed decisions, better understand their child's needs and services, and navigate within systems of care.
- To facilitate collaboration between parents and professionals and improve outcomes for children
- For parents to have the emotional support to move from isolation and grief into a network of families experienced in self-advocacy
- To ensure the family voice is represented at a systems level




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### How to Refer a Family to Raising Special Kids

Families can always contact us directly

**602-242-4366** or **800-237-3007**

[info@raisingspecialkids.org](mailto:info@raisingspecialkids.org)

Or complete our referral form so we can contact the family. Forms are available at

[www.raisingspecialkids.org](http://www.raisingspecialkids.org)

We will follow up with you after making contact with the family you referred!

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### Thank You!

Thank you for completing the evaluation

602-242-4366

[www.raisingspecialkids.org](http://www.raisingspecialkids.org)

Raising Special Kids is **Going Green!**

Please return materials for recycling if you will not need them 😊

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### MAKE A GIFT TODAY

**Help Raising Special Kids serve thousands more Arizona families**

- Donations to Raising Special Kids qualify for charitable tax deductions.
- Your gift will bring programs and services to more parents of children with disabilities
- Your support helps Raising Special Kids provide services for families at no charge.
- To learn more, see [www.raisingspecialkids.org](http://www.raisingspecialkids.org)



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