



**Family Involvement
Program
Annual Report
2006-2007**

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Executive Summary

In 2006 and 2007 the Family Involvement Committee achieved growth in membership, hosted the first Juvenile Department Orientation and developed a Parent-to-Parent Support Program. The committee met its intended objectives set in the previous year through the dedicated efforts of committee members including family members and Juvenile Department staff.

The increasing interest and membership of the Family Involvement Committee is due to the improved recruiting efforts of the committee. Although attendance increased in 2006-2007, the committee is dedicated to continuing recruitment and developing new and better ways to build membership in the following year.

Perhaps the biggest accomplishment of the year is the development of the Juvenile Department Orientation. The committee held the first orientation in September and continues to host orientations each month. Although interest in the orientations is increasing, the committee hopes that by scheduling orientations regularly, and inviting parents by telephone and mail, attendance will continue to build.

In addition to the orientations, the committee worked hard this year to create a Parent-to-Parent Support Program. To date, the program has not yet officially begun; however, the goal of the committee is to start the program in the summer of 2007. The growth of the Parent-to-Parent Support Program is an important goal for 2007-2008.

While the Family Involvement Committee accomplished its goals for 2006-2007, recruitment, member recognition and support, and communication with Juvenile Department counselors are essential for the growth of the program in 2007-2008. The committee's strategic plan for 2007-2008 will encourage growth in all of these areas to ensure the continued success of the program.

Vision

Family involvement is powerful! – Clackamas County Juvenile Department Family Involvement Program empowers families and unites communities to improve the operation of the Juvenile Department and the lives of Clackamas County youth.

Mission

The Family Involvement Program enhances the services of the Juvenile Department by providing parent-to-parent support and including family members in the process of improving and carrying out our responsibilities.

The Juvenile Department is committed to working with the strengths in families to assist them in being successful. The department strives to understand the barriers families face and work with them to overcome these barriers. When families are fully included in developing the systems that serve youth, and are a driving force behind the services delivered to their child, youth and families are more likely to reach their goals.



Membership

Due to improved recruiting efforts, volunteer commitment and counselor referrals, membership of the Family Involvement Committee increased in 2006-2007. This year the committee established a procedure of sending informational fliers to families before the initial intake, set up a message board in the reception lobby and worked with Juvenile Department staff to encourage referrals. Family members contributed a total of 121 volunteer hours during the year.* There are currently eighteen family members and nine Juvenile Department staff on the committee.

In 2006-2007 family members on the committee attended two Juvenile Department staff meetings to promote counselor referrals and keep staff informed of the activities of the committee. Additionally, the committee purchased a message box that is placed in the front lobby to inform families at the Juvenile Department of the program. Finally, the increase in outreach programs by the committee including the Juvenile Department Orientations, phone calls and mailings to parents have all helped increase exposure to the program.

To accomplish the membership goals for 2007-2008, the committee must continue efforts to recruit family members by encouraging referrals from Juvenile Department counselors, word-of-mouth communication and further development of the Parent-to-Parent Support Program. To effectively communicate with Juvenile Department staff, family members should continue to attend periodic staff meetings as well as openly communicate with staff regarding contact with parents involved in the Parent-to-Parent Support Program. It is the hope of the committee that the Parent-to-Parent Support Program will promote Family Involvement to more individuals as they hear of the program through word-of-mouth and publicity from the committee. The committee should consider marketing strategies to effectively promote the program.

The committee is dedicated to promoting cultural diversity and recruiting Hispanic family members to join the committee. Cultural training and appropriate measures to address language barriers are both essential for the successful involvement of Hispanic families. An important goal in 2007-2008 is to provide appropriate cultural training and begin recruiting Hispanic families to join the committee.

To recognize the dedicated efforts of parent volunteers, the Juvenile Department hosted a volunteer recognition event. Juvenile Department staff recognized Family Involvement Committee members with an achievement certificate and a reception at the Juvenile Department. Member recognition is important for ensuring that the hard work of family members is not only recognized by staff on the committee, but by the entire Juvenile Department for which they serve.

*Total volunteer hours includes attendance at meetings and does not include volunteer hours from orientations or phone calls. The committee will track all volunteer hours in 2007-2008.

**Family Involvement Committee Membership and Volunteer Hours
April 2006 - April 2007**

Volunteer Name	Start Date	Hours
Active Members		
Alice Szanto	Mar-07	3
Carol Wold	Jan-07	4.5
Jocelyn Phlegl	Nov-05	26.5
Katherine Szanto	Apr-07	1.5
Kathleen Zimmerman	Jan-07	4.5
Lois Courtney	Nov-05	14.5
Nancy Smith	Nov-05	22
Roni Harrison	Oct-06	6
Roxanne Miller	Feb-06	15
Sub-Total Active Members and Volunteer Hours	9	97.5
Inactive Members		
Char Frasier	Jan-05	5.5
Jim Yantis	Jun-06	3
Kathy Samuelson	Jun-06	1.5
Linda Hamel	Nov-05	3
Shirley Geiter	Apr-06	10.5
Sub-Total Inactive Members and Volunteer Hours	5	23.5
Interested New Members		
Karen Webb	New Member	0
Kim Persell	New Member	0
Linda Ball	New Member	0
Shelley Grey	New Member	0
Total Family Members and Volunteer Hours	18	121*
Juvenile Department Staff		
Annie Lewis	Family Involvement Coordinator	
Barbara Justiniani	Juvenile Tracker	
Bob Cambra	Supervisor	
Doug Poppen	Director	
Ellen Crawford	Supervisor	
Linda Castañeda	Juvenile Counselor	
Mark McDonnell	Supervisor	
Marla Conser	Juvenile Counselor	
Pat Wheeler	Juvenile Counselor	
Total Juvenile Department Staff	9	
Total Family Involvement Members	27	

*Total volunteer hours includes attendance at meetings and does not include volunteer hours from orientations or phone calls. The committee will track all volunteer hours in 2007-2008.

Program Development Overview **Juvenile Department Orientations**

The development and implementation of the Juvenile Department Orientation was a principal focus of the committee in 2006 and 2007. The Orientation Sub-committee, established in 2005, developed the outline and content of the orientation and successfully hosted the first orientation in September 2006. Parents attending the orientations have expressed unanimous satisfaction with the orientations. Attendance at orientations remains lower than satisfactory, but attendance is increasing. To address recruitment needs, the sub-committee developed a script to invite parents to the orientation by telephone and a post card to invite parents by mail. The committee members have contacted over 100 families this year.

Prior to initiating phone calls, all members of the committee must complete a confidentiality training module. After the training, parent volunteers contact parents using the script and invite them to the orientation. The majority of parents contacted expressed interest in the orientations, in addition to expressing concerns and questions regarding their children. While telephone contact has been effective, the committee decided to improve recruitment efforts by developing a post card to send to parents not available by telephone. The post card instructs interested parents to call the Juvenile Department and leave their name and address on a voice mail box.

The committee decided to schedule orientations on a regular basis, now scheduled for the third Thursday of each month. It is hoped that through recruitment efforts and word-of-mouth, attendance at the orientations will continue to grow. Juvenile Department staff must be willing to facilitate orientations as well as parents. With this support, the orientations will work to address the need for parent support during the initial stages of contact with the Juvenile Department.

Recently the committee decided to provide the Juvenile Department Orientation in Spanish. The committee is currently working with the Hispanic Juvenile Counselors to begin scheduling orientations for Spanish speaking families. This is seen as an important step in involving Hispanic families in the Juvenile Department and Family Involvement Program.

Program Development Overview Parent-to-Parent Support

The Parent-to-Parent Support Program began as an idea developed by family members to address concerns regarding the necessity to provide support to family members who are new to the juvenile justice system. Family members expressed their frustrations in the early stages of cases, citing a need to improve communication with parents to alleviate confusion in the juvenile justice process, especially at the beginning of a case. The Parent-to-Parent Support Program is aimed at alleviating these concerns by connecting family members of juvenile offenders with experienced parent volunteers to promote a positive experience in the juvenile justice system.

Seeking the input of the committee members, Juvenile Department staff and outside resources, such as Families United, Stand-Up Parenting and the Oregon Family Support Network, the Family Involvement Committee developed the vision of the program and volunteer job descriptions. Additionally, the committee is currently planning the training program for the volunteers and will begin recruitment for the program soon.

The role of the parent volunteer will be to promote a positive, constructive experience by supporting, listening, and advocating for parents, and to facilitate communication between the parents, Juvenile Department counselors and management staff. The volunteer fulfills this role by providing support to parents by telephone, in person, or email. Support may include listening to problems or concerns, answering general questions, referring parents to appropriate community resources, accompanying parents to juvenile court proceedings or other appointments and/or communicating with Juvenile Department counselors regarding parent concerns or questions. Finally, the volunteer will encourage parents to contact department staff whenever they need additional information or voice concerns.

The goal of the committee is to begin recruitment for the program in the summer of 2007. In order for the program to be successful, the committee must work hard to increase membership and market the program effectively so that parents are aware of the program and feel encouraged to join.

2007-2008 Strategic Plan

To accomplish the mission of the committee, Juvenile Department staff and family members alike will continue to foster the positive energy alive in the committee. To do so, Juvenile Department staff must continue to dedicate time to the program by attending meetings, referring family members, and responding to family member needs promptly and appropriately. Family members must also dedicate continued effort to attend meetings regularly, recruit family members and actively engage in the programs developed by the committee.

An important goal of the committee in 2007-2008 is to implement the Parent-to-Parent Support Program. To do so, family members and Juvenile Department staff must continue to recruit and refer family members to the committee. Additionally, current members of the committee must be available to interview and evaluate candidates, provide input at meetings, and participate as parent support volunteers. Regular attendance at meetings is essential to remain informed about changes and developments.

The committee continues to rely on the parent sub-committee for much of the ground work. It is hoped that in 2007-2008 the sub-committee will grow to be able to support current and new programs. As the committee grows and develops new programs, it may be necessary to establish separate sub-committees for each program.

Recruitment of Hispanic family members will assume an important role in 2007-2008. As a preliminary step, the committee will provide cultural sensitivity training for current members to address cultural differences and language barriers. Proper steps must also be taken to arrange for interpreters at Family Involvement meetings. Additionally the committee must work with the Hispanic Juvenile Counselors to encourage referrals.

While the focus of this year has been on the orientations and Parent-to-Parent Support, the committee hopes to develop beginning steps for involving family members in Juvenile Department policy and procedure development. By the end of 2007-2008 the committee envisions the participation of family members on interviewing panels for hiring Juvenile Department staff, as well as inviting family members to participate in Juvenile Department staff meetings. The steps and plans of this important element of the committee will be developed in the coming year.

The Family Involvement Committee will work hard to accomplish its mission and promote the vision of empowering families through involvement. Recruitment, active participation and dedication to the community on the part of family members and Juvenile Department staff are the essential elements for the successful achievement of the committee's goals in 2007-2008.