



Annual Report 2023-2024

FamilyWorx Family Peer Support and Advocacy Program
Montgomery County



Lisa Radcliffe, Program Supervisor

Clare Higgins, Program Director

Lori Warren, Senior Family Peer Support

Alissa Catherman-Garrison, Family Peer Support

Wendy Hughes, Family Peer Support

Vanessa Plumley, Family Peer Support

Katrina Turtu, Family Peer Support

Sue Shannon, Executive Director

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Disabilities/Early Intervention

PROGRAM DESCRIPTION:

FamilyWorx Family Peer Support and Advocacy Program at HopeWorx offers Family Peer Support to Montgomery County families whose children and adolescents have behavioral health concerns, providing them with peer support, advocacy, and education and helping them navigate the public child-serving systems, including behavioral health, juvenile justice, child welfare, and education—as well as connecting with each other and community resources. All staff members, including Family Peer Support Partners (FPSPs), the Program Supervisor, and the Program Director, meet the nationally recognized definition of a family peer, and are currently raising or have raised a child or youth with emotional, behavioral, or mental health challenges. Nationally, family peer support is identified as a key service that enables children with complex needs to remain in their home and community by helping parents to become their own best advocates and find hope and inspiration from others who have been in their shoes.

2023-2024 PROGRAM SUMMARY:

The FamilyWorx Program has completed its third contract year with HopeWorx. The team continues to prioritize direct support to families, in a manner which works best for them. Additional priorities this contract year included developing and training staff through peer coaching, building community partnerships, particularly with others serving youth in crisis or congregate levels of care, expanding our support group, and creating additional data metrics to track the efficacy of family peer services. In addition, the team worked collaboratively to examine successes and challenges from our first two years and participated in a business development planning process facilitated by Bowling Business Strategies which was aimed at developing a strategic three-year business plan for the organization.

In addition, FamilyWorx prioritized employee wellness practices in order to help mitigate increased workplace stressors, reduce staff turnover, and address burnout. Team members faced increased workloads as well as higher intensity needs from the families they served. When coupled with waitlists and lack of referral sources for these families, employees reported feelings of frustration and helplessness in providing meaningful support. Some strategies employed to improve employee morale and increase a sense of purpose included built in self-care time, intentional team building activities, additional training, and coaching.

During the 2023-24 fiscal year, the FamilyWorx team had direct contact with families 18,509 times. This represents a 28% increase over last year. Team members facilitated 24 virtual support groups and ended the fiscal year with 233 registrants, which is a 48% increase in registration over the prior year. The team attended 137 outreach meetings, community meetings, events, and workgroups. The team also attended 153 training sessions, and 274 separate individual or group supervision sessions.

STAFFING:

Staff Updates

This year, we are pleased to announce that four of our original FamilyWorx team members will be celebrating their third year with the program, having remained with the team since the contract was awarded in 2021. Additionally, one team member is quickly approaching her second-year anniversary. Another team member reached her one-year anniversary in April, and our newest FPSP, Katrina Turtu, will be with us for a year in August. One employee resigned earlier this year, leaving one open FPSP

position at the end of Q4. All current FPSPs remain focused on the important center of our work, which is supporting families in navigating the complex world of children's services. Our average monthly census throughout the 2023-2024 year was 225, with each FPSP supporting an average of between 25 and 35 youth at a time, depending upon intensity of need. Although the program has been able to avoid waitlists, some families experienced a slight delay in receiving more intensive direct support services from their FPSP again this year. Intakes and initial conversations regarding needs are typically completed within 48 hours of referral and a Family Peer is typically assigned within a week. However, as families wait for the ability to be served by a Family Peer, the Program Supervisor and Program Director continue to temporarily support them in the interim.

FamilyWorx is committed to being especially intentional with its ongoing hiring process in order to ensure that qualified applicants fully understand and can perform all expected job duties and are prepared to support families and each other in a manner that aligns with county and organization standards. To that end, the FPSP job description and posting were reviewed and modified and will be posted in early Q1. We look forward to a valuable and much needed addition to the FamilyWorx team.

Supervision

Appropriate and adequate supervision is a critical factor to the success of peer roles. We regard supervision as an investment in the FPSP and favor consistent opportunities for mutual reflection focusing on the principles and practice of family peer support. Supervision during this contract year focused heavily on record keeping and data collection standards, reviewing job expectations, and reciprocal learning through shared experiences. It is our goal to also use supervision time as an opportunity to build team relationships, decrease job burnout, and work collaboratively to support each other and the families we serve.

Lisa Radcliffe, Program Supervisor, provided formal and/or informal individual supervision with each FPSP for a minimum of one hour weekly. Group supervision also occurred weekly, for an average of 1.5 hours. Additionally, all programs at HopeWorx met weekly for an all teams meeting to discuss program updates, participate in team building activities, and attend group trainings and supervision.

In addition to formal supervision, FamilyWorx added a coaching and professional development component to each FPSP's schedule this year. Lori Warren, Senior FPSP, has completed significant training in Motivational Interviewing and The Coach Approach to Adaptive Leadership and facilitated coaching sessions for the team. Each Family Peer Support Partner was given the opportunity to participate in peer coaching and development. They were also offered the opportunity for group coaching sessions. Coaching was provided separately from weekly supervision—at a different time, with a different person. The primary purpose of coaching is to partner with employees to facilitate goal setting, self-reflection, self-awareness, and to promote self-efficacy. To preserve the sanctity of the coaching relationship, both coach and coachee have a right to expect that most coaching conversations will remain confidential between them.

FUNDING DIVERSIFICATION:

In April of 2024, the VNA Foundation of Greater North Penn awarded FamilyWorx another program grant of \$5,000. This marks the ninth year in a row that the Family Peer Programs in Montgomery County have received generous funding support from the VNA. Through a flexible and partner-centered approach, the VNA grants aim to support the work of nonprofit organizations dedicated to improving health access and outcomes in the North Penn region. The grant funding for the Spring 2024 VNA grant will be used to create trauma informed spaces and calming items for youth who are in crisis or are involved in the child

delinquency and/or dependency systems. Grant funding from the 2023 Spring Grant was utilized to create materials which would help inform parents and youth about the acute inpatient process. Please see additional details later in this report.

In addition, in January of 2024, FamilyWorx received a \$1500 donation from The Garet Lee Smith Suicide Prevention Grant as a result of various partnerships FamilyWorx had with that organization throughout the year.

In June of 2024, FamilyWorx received \$6000 in grant funding from Montgomery County Drug & Alcohol's Community Prevention Program, an initiative of the Montgomery County Department of Health and Human Services' Office of Drug & Alcohol and coordinated through Family Services of Montgomery County. Details of the programs offered through that grant can be found later in this report.

PROGRAM EXPANSION:

Youth Support Partner

Per the RFP agreement, both FamilyWorx and FST were tasked with hiring a consultant who could determine how youth peer support could be utilized successfully within the family programs at HopeWorx. Feedback from interviews with youth peer support partners indicated a need for consistent, intensive supervision and training opportunities to be successful in their roles. To successfully staff this position at HopeWorx, development of a training and supervision program to meet those needs is essential.

The youth peer position was explored during the business plan development with Bowling Business Strategies. Suggested next steps for this position were incorporated into Goal Area 3 on the Business Plan, which focuses on strategic opportunities that enhance and expand peer-led models within HopeWorx. According to the Business Plan, our year one goal is to develop a pilot initiative for youth peer support, with the hope that a review of lessons learned during youth peer support pilot would allow for a launch of a youth peer support program by year three, capitalizing on HopeWorx's unique strengths and niche in the community.

FAMILY SUPPORT:

Direct Family Support Activity – Extended and Brief Support

Throughout this contract year, families were supported both virtually and in person. There was a significant increase in the number of meetings that Family Peers attended in person as the contract year progressed. Travel throughout Montgomery County is an expected responsibility of the job, since we offer families support in whatever way meets their needs. Families have expressed that they appreciate the flexibility which FamilyWorx can provide, so the team plans to continue delivering support both virtually and in person, as the family prefers, going forward.

Throughout the year, FamilyWorx provided extended support services to families of 382 youth, which is consistent with last year. That being said, with the increase in our in-person support services, the average time spent with each family did increase over last year. Brief support, in the form of outreach, initial referrals, and support groups, was provided to families of an additional 165 youth, which brought the total number of families served during the 2023-24 fiscal year to 547, which represents a 10% increase in families served over last year. Families in 22 school districts and 47 municipalities across Montgomery County received Family Peer Support throughout the year.

Extended support includes one on one communication with families, documentation review, preparation for and attendance at system meetings (such as IEP meetings, Interagency Team Meetings, Juvenile Justice hearings, Truancy Hearings, Victim's Services Hearings, and Behavioral Health meetings), and other extensive support as requested from families. In total, there were 3589 Extended Support contacts with families during the contract year, averaging 229 extended contacts per month.

As a supplement to extended support, FPSPs also provide brief support in the form of family check-ins, resource sharing, training or webinar opportunities, brief calls, and warm hand-offs. During this contract year, FPSPs provided brief support to families 14,920 times for an average of 1243 brief contacts per month. This represents a 43% increase over last year.

Primary Reason for Referral

FamilyWorx once again tracked each family's primary reason for seeking Family Peer Support. This information was captured during the initial intake, where each family self-identified areas of concern. Quite often, once the primary reason a family sought out FPSP services was resolved, other areas where there were opportunities to collaborate with our FPSPs were uncovered. The primary areas where families identified needing support were in education, behavioral health, and resource sharing. Seventy-five percent of families served identified needing support with multiple child-serving systems, and 22 percent of families requested support for multiple children within the family as well. Approximately 21% of families served were classified as having very high or moderately high-intensity needs, requiring three to four or more hours of direct support for each child each month. This is a 25% decrease in the number of families with high intensity needs vs. last year, which is a downward trend that we are happy to report.

Support Group

FamilyWorx continued to provide a virtual support group throughout the year. Meetings are scheduled the 2nd and 4th Thursdays of the month, from 7-8pm. The meeting is co-facilitated by 2 FPSPs and follows a trauma informed, mutual aid format, allowing the meeting to flow organically with what concerns parents and caregivers bring with them. Participants are given the option to be on or off camera and there is no pressure to participate. We start the meeting with an ice breaker and a review of safety agreements, so everyone feels comfortable in the space. We then open the discussion to anyone who has something they want support with. Email follow ups are done for parents/caregivers requesting additional support and/or resources. Some parents have requested FamilyWorx Family Peer Support Services after attending a meeting. Registration steadily increased over the year with 233 families currently on the active registration list, which is a 43% increase over last year. Attendance varies, with an average of ten participants per group.

FamilyWorx partnered with FST to develop a survey for support group participants to assess their perceived successes and challenges with the group. As a result of the responses received, the team has added a speaker series to the support group offering. Throughout this contract year, FamilyWorx offered three speakers during support groups. The speakers covered IBHS Services from the Parent's Perspective, Act 65 of 2020 Updates and Training, and Self Care as a Root to Recovery.

REFERRAL UPDATES:

Referral Sources

Targeted outreach to community providers and school districts to strengthen awareness about the FamilyWorx Program led to multiple new provider connections in the community throughout the year. Thirty-Eight different providers referred families to the program, five of whom had never referred families to Family Peer Support in the past. Referral sources included Abington Police Department, Abington School District, Access Mobile Crisis, Aldersgate, Bucks County Life, Children's Crisis Treatment Center, Cheltenham School District, Child and Family Focus, Children of America, CHOP, Colonial School District, Creative Health, Family Services, Hatboro Horsham School District, Indian Creek, KS/MST, Lower Merion School District, Magellan, Main Line Health, MCIU, Montgomery County Office of Health and Human Services Office of Mental Health (MCOMH), Merakey, Methacton School District, Mission Kids, NAMI, Nexus School, Montgomery County Office of Children and Youth, PA Parent and Family Alliance, Penn Foundation, Philadelphia Family Voices, Pottstown School District, Upper Moreland School District, Upper Perkiomen School District, Victim Services, Warwick House, Wissahickon School District, YMCA Willow Grove.

In addition to professional referrals, 28 referrals came from family members and friends of families who are currently being served by the program.

Warm Line Outreach

FamilyWorx provided extensive warm line support during the 2023-24 contract year. Warm line support consisted of contacts with referral sources and resource sharing with community partners. Many resources, including opportunities for families to participate in community events and trainings, support group and program flyers, inquiries regarding outreach and community events, and information sharing were sent to community partners throughout the year. During the 2023-2024 contract year, FamilyWorx contacted community partners 23,908 times throughout the year, primarily via email. This represented an average of 1992 contacts with referral sources, community partners, and providers per month.

OTHER PROGRAM HIGHLIGHTS:

HopeWorx For the Holidays

In October of 2022, the family teams launched the first annual HopeWorx for the Holidays Drive. Families of 87 Montgomery County children and teens applied for support with various needs, many of whom expressed multiple areas where they could use assistance.

Due to the overwhelming success of the drive, the program was expanded to include a back-to-school drive for the fall of 2023, as well as another holiday drive which took place in the month of December 2023.

The Back-to-School Drive addressed specific needs of families being served by FamilyWorx, supplying them with dietary friendly snacks, specific school supply needs not met elsewhere, and gift cards for school clothing. Families of 39 youth were supported through the drive.

Following the Back-to-School Drive, FamilyWorx kicked off the second annual HopeWorx for the Holidays Drive in December of 2023 by partnering with Access Services Respite Program to host a free community movie event at the Grand Theater in East Greenville. The event featured the movie Elf, as well as tables from various children's providers in Montgomery County. Approximately 80 individuals attended the event. For this holiday drive, we surveyed all current families regarding their needs for clothing, food, and

gifts during the holidays. With generous donations and partnerships throughout the community, FamilyWorx was able to provide supplemental holiday support to 119 youth and their families. Community partners and individuals adopted/sponsored a total of 78 youth, and the FamilyWorx ELF team shopped for the balance of the items. All purchases and donations were tailored to each family's specific needs and were hand delivered to the families.

Partnership with CHOP

As stated above, FamilyWorx was awarded a VNA grant of \$5000 during the spring 2023 grant cycle. The grant was used to create materials which would help inform parents and youth about the acute inpatient process. An inpatient hospitalization for a mental health crisis can be frightening and overwhelming for families, and the materials created are designed to answer frequently asked questions from the parent and youth perspective. Children's Hospital of Philadelphia (CHOP) expressed interest in supporting youth who are being transported from their facility to a different inpatient hospital. FamilyWorx partnered with CHOP and the county to create printable infographics for parents, youth, and first responders that can be shared during the process. Materials were reviewed by Magellan and county partners to ensure accuracy. A separate phone number dedicated exclusively to families at CHOP was created to track any referrals coming from this source. All materials were delivered to CHOP in early Q2 for widespread distribution and were adapted to be shared with other community partners as well.

Drug and Alcohol Mini Grants

In Q4, the family teams applied for and were awarded three separate mini grants through the Montgomery County Drug & Alcohol Community Prevention Program, an initiative of the Montgomery County Department of Health and Human Services Office of Drug & Alcohol Prevention and coordinated through Family Services of Montgomery County. The mini grant applications were to be focused on promoting positive mental health among youth and/or youth substance use prevention. FamilyWorx and FST were able to work together to host three separate family friendly events (Family Bingo, Family Baking, and a Creative Arts Clay Sculpting event) in the months of May and June.

FamilyWorx supported these events by planning, organizing, scheduling, and coordinating all three events. Team members solicited prize donations and grocery staples for families to take home with them. Prevention resources were provided at all three events. Between the three events, over 150 families and youth participated. FST also created, distributed, and analyzed a brief satisfaction survey measuring families' satisfaction with the event and the D&A resources provided at the event. Overall, all families found the events and D&A resources to be helpful and would recommend the events to others. Families also included suggestions for future events. Please see attached infographics for further details.

Certification Efforts

Although Family Peer is not currently a certifiable service in PA, the Community Mental Health Services Block Grant Plan had prioritized moving Family Peer Support forward to a certifiable service in the state of Pennsylvania. In December 2021, OMHSAS created a steering committee to review current family peer programs across the state and develop a certification and training curriculum process for family peers. Clare Higgins continued to meet with the steering committee throughout the year, with the goal of adding Family Peer Support to the state plan and creating a statewide certification. With a recent change in administration at OMHSAS, all peer initiatives are being reassessed and re-prioritized. It is currently unclear whether Family Peer will continue to top the priority list, as many peer programs and initiatives have been proposed and need to be ranked in order of importance.

Family Teams Mental Health Fund

While discussing strategic planning for the family teams at HopeWorx, team members identified financial barriers to accessing certain supports and activities that they felt could improve their wellbeing, improve job performance, and decrease burnout. In response to suggestions from the team, a mental health fund for team members was established in November of 2022. The purpose of the mental health fund was to provide partial reimbursement for self-care activities or therapeutic co-pays not otherwise covered through HopeWorx. Team members worked together, outside of regular work hours (on their own time), to create and sell various craft items and custom jewelry pieces at vending fairs and online. All profits from the sale of items are donated to the fund for reimbursements of self-care activities requested by team members throughout the year. In the past year, the mental health fund was able to provide funding for 16 different self-care requests from team members. Team members can self-request funding or can be nominated by other members of the team to receive a grant. In addition to supplementing the financial cost of much needed stress relievers which helped the team to attend to their own care, this fund also allowed team members to support and recognize each other through anonymous nominations for the fund. Team members have expressed that this additional support has been instrumental in helping them with their own self-care and supporting them in the ability to continue doing the important work they do.

Work Groups, Training, Community Meetings and Committees

Team members attended 137 different work groups, community meetings, and committees throughout the year. The team attended 153 trainings which focused on trauma informed care, diversity and inclusion, LGBTQIA+ support, cultural competency, self-care, and enhancing the ability to serve families with a person-centered approach. Family Peers can play a critically important and unique role in representing and supporting family and youth voice in the community. Doing this well requires ongoing learning. We support continuing education, training, and certification opportunities which will enhance the FPSPs' ability to serve families and provide meaningful contributions in the community.

All current FPSPs have completed the five-day Family Peer Support Specialist Training offered through the Youth and Family Training Institute, as well as trauma training courses offered through Lakeside Global Institute. Additionally, all FPSPs have completed the Family Roadmap Training offered through PA Care Partnership, which helps train support staff on how to assist families in creating a self-directed roadmap to supports and services their own family needs in order to succeed. All team members are up to date on required clearances, HIPAA compliance and Mandated Reporter Training.

County Collaboration

FamilyWorx is grateful for the continued collaboration with Montgomery County Office of Children's Mental Health (MCOMH). In addition to update meetings which continued throughout the year, FamilyWorx continues to consult with the county offices regularly for input and support on children and youth with multiple complex needs. FamilyWorx was able to work collaboratively with MCOMH at numerous Interagency Team Meetings, school meetings, and in conjunction with IBHS and Family Based teams. The County Offices also continues to consult with FamilyWorx and FST on various projects and grant funding opportunities.

Digital Outreach

In response to family requests for community resources, Vanessa Plumley created and manages a weekly email update and resource Padlet which is sent to all families each week. The weekly email provides updates on the program, self-care tips, key community happenings, and opportunities for families and youth to advocate in the community. The Padlet is updated weekly with new resources and events. All

materials are easy to read, visually appealing, and have been very well received by families. We are grateful for the innovative ideas that team members present to enhance our program.

In addition to the weekly newsletter, all FPSPs have also created a “get to know your family peer” document which is shared with new families during the initial support process. The purpose of this document is to explain the multitude of ways that FPSPs can support a family, as well as to share some information about the FPSP with the families they are supporting. Feedback from families has been overwhelmingly positive, with many commenting that this document has added another layer of immediate connection with the FPSPs supporting them. The Getting to Know Your Family Peer document was also introduced based upon the suggestions of two FPSPs, who were looking for ways to enhance virtual connections with families.

FamilyWorx also continues to update the Facebook page (<https://www.facebook.com/FamilyWorxMontco>) throughout the year. The page is used to post motivational messages, provide information on community and company events, and create a forum for families to share resources and insights. There are currently 148 followers on the site, with the hopes of increasing that number in the upcoming year.

HopeWorx website was updated and reformatted in 2023. The website has been updated with anniversary information, our new mission, and values, updated FamilyWorx team bios, detailed program descriptions, program flyers, and more. Please feel free to view additional information at <https://www.hopeworxinc.org/welcome.html>

2023/2024 Contract Year Attendance Highlights



County Meetings

- Advocacy Coalition Meetings
- Children's Roundtable
- County/FamilyWorx Bi-Monthly Meetings
- CPS Supervisors' Meeting
- Suicide Prevention Taskforce
- Truancy Taskforce
- 302 Delegates Meeting



Workgroups

- Abington, Lansdale, Lower Merion, Norristown, Pottstown and Upper Perk HUBS
- Call for Change Steering Committee
- FPSS Steering Committee
- GLS Family Engagement Workgroup
- Juvenile Court Judges Commission Family Involvement Committee
- Mental Health Planning Council
- Transition Coordinating Council
- TAYYA Workgroup



HopeWorx Meetings

- Bi-Monthly Family Teams Admin meetings
- Bi-Monthly Team Coaching
- Monthly Department Head meetings
- Monthly Fundraising Committee meetings
- Quarterly Trauma Team meetings
- Weekly Family Teams Group Supervision
- Weekly Individual Supervision
- Weekly Individual Coaching
- Weekly Staff meetings



Trainings Attended

Trauma-Informed Care

- Applying Trauma Principles
- Compassion Over Compliance
- Deepening Trauma Awareness
- Enhancing Trauma Awareness
- Recognizing and Understanding Complex PTSD
- The Body Keeps the Score
- The Complex Emotional Needs of Children Exposed to parental Substance Misuse
- The Impact of Trauma on Childhood and Teen Development
- Trauma-Informed Practice, Help that HELPS!
- Understanding Trauma and Trauma-Related Disorders

Family/Youth Voice and Involvement

- Building on the Strengths of Youth
- Coordinate with OCYF to Help Keep Kids Safe
- Family Exchange: Tools to Survive the Juvenile Justice System
- Family Road Map Training
- Helping Kids and Teen Manage Stress
- Meeting Youth Where They Are
- Parent Powered CAFE Family Engagement Webinar
- Raising Resilient Children in a Negative News Landscape
- Smarter Parents, Safer Kids
- Social Media and Your Child's Mental Health: Creating a Positive Impact

Mental Health System

- A Pilot Program Perspective; The Opioid Misuse Prevention Project
- Fetal Alcohol Spectrum Disorder
- Learn how one Green Light Bulb Can Illuminate Mental Health Awareness
- Medicaid Eligibility & Access to Behavioral Health Services for Youth
- Optimizing Medicaid To Improve the Child and Mental Health System
- Overview of Children's Services
- Reimagining our Mental Health System for Pennsylvania's Children and Youth
- Shining a Light on OCD
- Stages of Change and Building Motivation
- Understanding & Navigating Multi-Systems in Support of Children & Families
- Understanding ADHD in kids and teens webinar

Cultural Competency

- Disability Allyship, Inclusion, & Etiquette
- How to Transform Unacceptable Behavior to Positive Coping Skills & Cooperation with Strategic Rewards, Limits & Consequences: A Neurodiversity Affirming Approach
- Navigating Black and Queer Communities
- Together we can Congressional Black Caucus Emergency Taskforce on Black Youth Suicide and Mental Health
- Traumatic Racism
- Uplifted Together: Community Healing and Joy

Crisis Intervention

- Calming Rooms; Supporting Self Regulation in Challenging Settings
- Integrating Agency Wide Suicide Prevention Practices
- Recognition and Meaningful Intervention with Autistic Adolescents at Risk for Juvenile Justice Involvement
- Update on Evidence-Based Practices for Youth Suicide Prevention
- Youth Mental Health First Aid

Peer Support

- Empowering Resilience Through Nurturing Connections
- FPSS 5-Day training
- SAMHSA Peer Webinar
- Strategies for Enhancing the Success for Peer Support on College Campuses

LGBTQIA+

- Navigating Black and Queer Communities
- SAGA Training
- SJLA Putting Allyship into practice

Employee/Organizational Wellness

- Dani Bowman's Story, Building Employment Opportunities for herself and others
- Empowering People with Autism through Inclusive Hiring and ABLE Accounts
- FamilyWorx Isle of Zen Self Care Presentation
- Positive Mindfulness- Moving from Mind-Full to Mindful
- Relax and Restore: Yoga, Breathwork & Mindfulness

Education

- Building Educator Capacity to Engage Families in Meaningful Ways
- Chronically Absent: How to Manage School Refusal
- Collaborating with Your Child's School in Ways that Work
- Cornerstones of the Student Assistance Program
- Flexible Support for College Success
- Middle School and High School IEP
- Special Education 101: Know Your Child's Rights
- The State of Ed in PA
- Violence Interruption and Schools: A Critical Intersection for Youth, Families and Community

Other

- Everything You Need To Know About Estate Planning, But Are Afraid To Ask
- From Broken Pieces to Masterpieces
- HIPAA
- I Don't Know How to Handle Holiday Stress
- Intimate Partner Violence Awareness
- Mission Kids: Trafficking Presentation
- The Distorted Mirror: Technology's Impact on Youth Body Image
- The Hustle of Perfection, Achievement, Connection and Worth

Leadership

- Coach Approach
- Ethical Dialogue: Navigating the Unique Peer Relationship - Important Discussion for Supervisors
- Guide to Non-Profit Budgeting
- Partner for Success with Self