

# Entry Form

Deadline: All entries must be postmarked by Friday, February 26, 2010.

# 2010 ECCO Recognition Program

Celebrating Excellence in Community Communications and Outreach

Please include this form with one sample of each entry(s). Label each of your entries with the entry category, community name, and contact information.

## Entry Procedures

Please see the Call for Entries for complete entry instructions. To access this form electronically, contact your Campaign technical assistance provider at 202-331-9816 or via e-mail.

Copy form and fill out entirely for EACH entry. Photocopy form as needed.

ECCO entries will not be returned; they will be added to the Campaign Resource Center to serve as examples of communications and social marketing for reference by other system of care communities.

★ **Category:** (For complete category descriptions, see the Call for Entries.)

- |  |   |
|--|---|
| <input type="checkbox"/> National Children's Mental Health Awareness Day | <input type="checkbox"/> Professional Outreach                    |
| <input type="checkbox"/> Media Outreach                                  | <input type="checkbox"/> Partnership Development                  |
| <input type="checkbox"/> Community Outreach: Parents and Caregivers      | <input type="checkbox"/> Communications/Social Marketing Planning |
| <input type="checkbox"/> Community Outreach: Children and Youth          | <input checked="" type="checkbox"/> Internal Communications       |

★ **Title of entry:** (Please type or print clearly and keep to 10 words or less.)

Impact System of Care internal communications collateral

★ **Submitted by:** (Note: The person submitting will be the point of contact.)

Name: Roni Rucker Waters

Title: Marketing Counselor

Organization: Impact System of Care

Address: 5303 S. Cedar Street, Bdg. 2

City: Lansing State: MI Zip Code: 48911

Telephone: 517 853-3873 Fax: 517 267-9815

E-mail: rrw@paceandpartners.com

★ Please PRINT organization name exactly as it should appear on the recognition plaque:

Impact System of Care

★ Was the entry created with or by an external consultant?  Yes  No

Approximate budget for entry: \$500



# Entry Questions

Please answer all of the following eight questions while adhering to the allowed maximum word count. Answers can either be typed on a separate sheet or completed electronically. (Individual descriptions that exceed the maximum word counts will not be considered beyond the number of words indicated for that section.)

## **1. Relevance to Category (30-word maximum) (5 points)**

Why have you chosen this category for your entry?

Impact System of Care revamped its internal communications vehicles and created new ones to address needs expressed by Impact Family Council and target audiences in evaluation discussion groups.

## **2. Planning (90-word maximum) (10 points)**

What were the specific objectives of the entry? How does your entry relate to your social marketing plan and your overall program strategic plan? What overall strategy was employed to meet the objectives?

At the end of 2008, the evaluators shared analysis of group interviews with key stakeholders - representatives of the primary agency partners (CMH, DHS, and Court) and Impact parents (or caregivers). While the agency partners had a growing awareness of Impact, the caregivers struggled with the Impact System of Care philosophy. Since families are in crises when they are referred to Impact, stakeholders concluded that each might not get the same information or understand everything they are told. The Communications Workgroup created new collateral to address this need.

## **3. Cultural and Linguistic Competence (70-word maximum) (10 points)**

How did you ensure that your entry was culturally and linguistically competent? What resources or methods did you use?

Cultural and linguistic competence is an Impact value, so it and the resulting evaluation of how Impact is doing in that area is woven into all communications. Youth and caregivers were involved in the creation of each of the new communications pieces. In the case of the orientation video and newsletter articles, they told their own stories to help other families understand the System of Care philosophy.

#### **4. Youth, Family, and Partner Involvement (70-word maximum) (10 points)**

How did you involve youth, families, and partners in the planning and execution of your entry?

Each new Impact communications piece was planned and executed by the Communications Workgroup and approved by the Stakeholder's Group. Both have youth, family and partner representatives. All three groups are featured in the family orientation video and Impact newsletters. The Family Council and the Speak Your Mind youth group are consulted regularly on the effectiveness of communications by Communications Workgroup members.

#### **5. Message (50-word maximum) (10 points)**

Explain why the message of your entry is appropriate to your target audience.

The message of each internal communications piece emphasizes Impact's values - family-driven, youth-guided, culturally and linguistically competent, individualized care, coordinated care, collaborative care, accessible and high-quality services - and key outcomes. This helps keep the partners both focused and informed so that they can function as Impact champions.

#### **6. Execution/Presentation (70-word maximum) (15 points)**

How was your entry implemented? How were unexpected circumstances—positive or negative—addressed, and how did they affect the overall presentation of your entry? Please note: To evaluate the written quality of a printed piece (brochure, poster, etc.) or video script, the judges will consider whether the writing is logical and concise.

Impact youth and caregivers are featured in an orientation video created at the behest of the Family Council. A folder highlighting Impact's values was designed to hold the video, brochure and all of the paperwork families receive upon intake in an engaging package ideal for future reference. The Report to the Community, while planned well in advance, was produced on a tight deadline to incorporate the latest available data.

#### **7. Creativity (70-word maximum) (15 points)**

How was creativity used in the development of this product or activity? How does the design enhance or detract from the message? Please note: Given that all production components, including budget, are considered, the most expensive entry does not necessarily win.

The redesigned brochure, newsletter, and 2009 Report to the Community each feature local youth art created for Children's Mental Health Awareness Day. The art used in combination with the diverse black and white photos of youth and caregivers give the brochure and newsletter an inviting warmth. The orientation video uses both spoken and written information to engage different types of learners. Impact values are featured prominently in each communications piece.

**8. Effectiveness and Evaluation (90-word maximum) (25 points)**

What methods of evaluation were used? How well did the entry succeed in reaching its target audience and meeting other objectives?

Each new communications piece was unveiled at Stakeholder Group meetings and received unanimous votes of approval. The number of printed copies of the Impact newsletter was increased 20% to accommodate increased interest. Analysis of 2009 group discussions with parents is not completed, but evaluator notes show that caregivers no longer give "blank stares" when asked what Impact System of Care means to them. Youth, caregivers, and Impact partners are now engaged in writing newsletter articles that explain Impact values from their unique perspectives.

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**Total Points Possible: 100**

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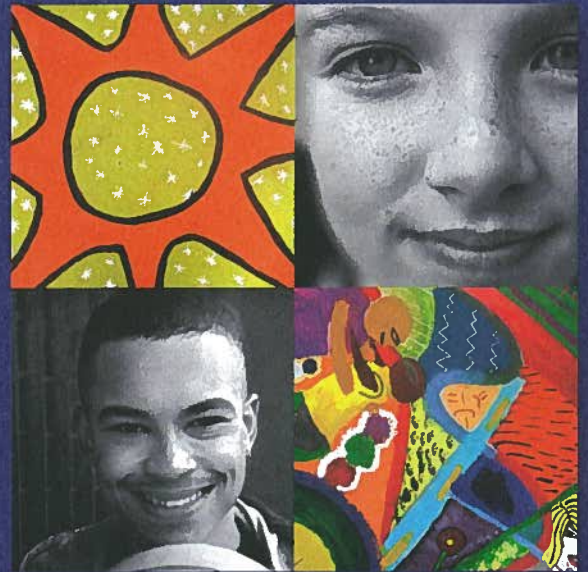


PLEASE MAIL ENTRIES TO:

Scott LaLonde  
Caring for Every Child's Mental Health Campaign  
c/o Vanguard Communications  
2121K Street, NW, Suite 300  
Washington, DC 20037



Impact is **family-driven** and **youth-guided**, which means that families and youth have a significant voice in the care they receive • Impact provides **individualized** services and supports driven by, and in response to, the strength and needs of each child and family • Impact respects **culture and language** of families and young people • Impact has established clearly defined goals, roles, and responsibilities for each partner, agency, provider or organization, in order to better provide **high-quality, accessible** care • Impact provides a seamless system of services and supports for children and families through close **collaboration** and **coordination** of information and resources that enhance the capacity of all partner agencies, providers, and organizations.



A close-up, black and white photograph of a child's face, focusing on the eyes, nose, and mouth. The child has freckles and is looking slightly to the right. The image is split vertically by a thin gold line, with a light blue-grey background on the left side.

**WORRIED ABOUT YOUR  
CHILD'S BEHAVIOR?**



# WORDS OF IMPACT

## THE IMPACT DIFFERENCE

Impact is a partnership of child and family-serving agencies working together to provide coordinated services for children with Serious Emotional Disturbance (SED) and their families. Impact strives to build and enhance home- and community-based services for young people, believing that a child with SED will become most successful in a fully supported home setting.

A P R I L

## COLLABORATION HAS BECOME A PRIORITY AMONG IMPACT PARTNERS

Impact System of Care agency partners say they are seeing a substantial increase in trust, respect, and collaborative work as a result of the initiative.

Recent interviews with representatives of the partners – Ingham County Circuit Court Family Division; Community Mental Health (CMH) Authority Clinton-Eaton-Ingham; and the Ingham County Department of Human Services (DHS) – explored changes in attitudes and behaviors within and between organizations since the Impact System of Care began.

"The partnership among the Court, Community Mental Health, and the Department of Human Services is at a much higher level of trust and collaboration," one partner observed during the interviews. "These organizations are much more responsive to one another and more positive toward one another. Collaborative work has become a priority, as we put in the extra time required to make it happen, and I'm seeing the benefits."

Partners also reported more flexible and joint problem-solving and decision-making among agency partners.

"We do many things differently, like working together to identify options and ramp up services to support community-based care," one partner said. "We use Impact processes not only to avoid residential placements, but to shorten temporary removals."

There are a number of opportunities for partners to work on developing coordinated and collaborative care consistent with Impact values.

There also are monthly lunch meetings for managers and frontline staff to encourage relationship building among staff that fosters collaboration. As a result of these meetings, staff members are more likely to pick up the phone to discuss cases.

"Everything has become a collaborative effort to achieve a common goal," said Mike Botke, Teen Court program director, at a recent Frontline Luncheon. "Sharing resources allows for getting services [to youth and families] quicker."

Ingham County Commissioner Carol Koenig said it's natural in all agencies to be suspicious of change and how things will work out.

"It's the nature of complex problems," she said. "As a member of the judiciary committee, what I get from the courts is that there is little hesitation about Impact."

Koenig also is a Lansing attorney and president of the Lansing-area branch of the ACLU. As a newly elected commissioner, she has found the initiative to be cost-effective.

"I am really encouraged," said Commissioner Laura Davis, who is also new to the office. "Impact, especially, has been a really positive collaboration. It gives me a lot more hope that we are reaching more children, perhaps sooner than we would have."



Laura Davis

"It's easy to focus on what's going wrong," said Davis, vice chair of finance and a member of the human service committee. "We have a gem in Ingham County; our health issues are being addressed."



Carol Koenig



### New Look

The Impact newsletter has a fresh look this month. The new design coordinates with Impact's new brochure. If you would like a copy of the new brochure, contact Marilyn Schultz through the Web site at [www.impactsystemofcare.org](http://www.impactsystemofcare.org) or call her at (517) 346-9597. Impact newsletters and the brochure are archived on the Web site.



### MORE ARTICLES

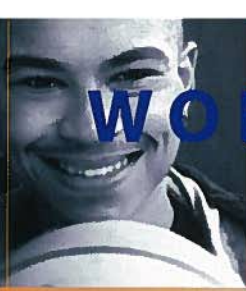
- [Impact Helps Mother and Son Make Positive Changes](#)
- [Second Annual Youth Art Show](#)
- [Impact Redesigns System of Care Community Teams](#)
- [Impact Stories Part of CMH Annual Report](#)
- [Youth Group Wins National Grant](#)



**2009**

**ANNUAL REPORT** *to the* **Community**





# WORDS OF IMPACT

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2009

J U N E

## IMPACT FAMILIES AND YOUTH APPRECIATE SERVICE ACCESS AND QUALITY

When Karen Gibson-Riddle called Community Mental Health Authority (CMH) to get her daughter signed up for Impact System of Care, she gained immediate access to services.

"Everything was boom, boom, boom; it just fell into place," Gibson-Riddle said. "I just told them that I had a young daughter who has been in trouble and is acting out. They did intake in a day or two."

Her daughter Ciarra, 15, was referred to Impact after an Ingham County Circuit Court Family Division judge put her on probation for fighting at school.

"That's what we want to be the standard," said Carol Dixon, Impact. "We have continually refined our intake process so it is more responsive to families and referring agents."

*Providing accessible and high quality services is an important Impact value.*

"Our home-based services have been good for a long time," said Robert Sheehan, CMH executive director. "Now family access has almost doubled and it's a much faster process."

"As a teacher of special needs students, I know that students need these services and the quicker the better," said Ingham County Commissioner Victor Celentino, who has taught in the Lansing School District for 15 years. "I think Impact services are very important. We are seeing an increase in students with a lot of different emotional needs."

Gibson-Riddle said Impact's response was overwhelming.

"The wheels started turning and they haven't stopped," she said. Gibson-Riddle is seeing some improvement in her daughter's behavior and is taking advantage of

Love and Logic parenting classes, a Family Advocate, and respite services.

Longitudinal Outcome Study (LOS) data, which has been collected since Impact began, shows that caregiver satisfaction with Impact services increases over time. At the six-month interview, the majority of caregivers (61 percent) agree or strongly agree that they are satisfied with services received. That increased to 84 percent, then 92 percent at the 12-month and 18-month interviews, respectively.

Youth also show an increase in satisfaction with services between the six-month (70 percent) and 18-month (77 percent) interviews. Their satisfaction drops to 54 percent at the 12-month interview. While the LOS questions do not delve into the why behind the answers, Impact Stakeholders discussed the probability that youth are less satisfied after a year because they feel the adults in their lives have become more assertive.

Like Ciarra, most Impact youth are improving in many areas of their lives.

The latest Child and Adolescent Functional Assessment Scale (CAFAS®) score data, from fiscal year 2007-08, showed that 75 percent of youth served by Impact have a clinically meaningful reduction in their CAFAS total score at the time their case was closed. And 31 percent of the youth are not SED at the time of exit, having a CAFAS score of 40 or less.

CAFAS measures how well youth function in eight areas of their lives – school, home, community, behavior toward others, moods/emotions, self-harmful behavior, substance use, and thinking. Scores range from 0 to 240, with scores of 50 and above indicating Serious Emotional Disturbance (SED). Youth with scores of 80 and above meet the criteria for Impact.



Victor Celentino

## STATEWIDE SYSTEM OF CARE CONFERENCE SET FOR OCTOBER

**Building a System of Care: Putting Principles into Practice**, Michigan's second annual Statewide System of Care Conference, will be held October 29 and 30 at the Lansing Center in downtown Lansing.

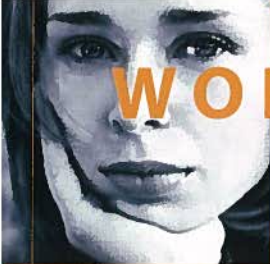
The featured keynote speakers will be Vivian Jackson, PhD, LICSW, Senior Policy Associate, Georgetown University Center for Child and Human Development; and Susan Osborne, Director, Alamance County, North Carolina Department of Social Services.

Impact is a co-sponsor. **Online registration will begin August 1 at [www.impactsystemofcare.org](http://www.impactsystemofcare.org)**

### MORE ARTICLES

- Impact Takes on Big Role in National Training Five Head to Portland Family Conference*
- Youth Art Show will Travel for Year*
- Impact Recognizes Partners as Shining Stars*





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2009

AUGUST

## IMPACT TAKES NATIONAL LEAD WITH YEARLONG MANAGER TRAINING

Twenty Impact managers recently completed a unique, yearlong leadership training experience that will serve as a model in System of Care communities across the country.

"There is something very special going on here," Change Management Trainer Ellen Kagen told the managers after the final session July 15. "You are forming relationships and crossing boundaries that aren't normally crossed to forge a future for youth."

Kagen, of Georgetown University, said leadership training often is something that is just checked off of a to-do list, but Impact has done "something very different" that can serve as a model for others.

Change Management provides a framework for better understanding and managing the multiple, and at times competing, demands of leadership. The participants learned eight steps and three phases of leadership and change.

Kagen sums up leadership and change as "really hard work that takes forever," and the managers agree.

"People who get excited about culture change have never done it," Impact Project Director Matt Wojack observed. Wojack and Lead Family Contact Malisa Pearson approached Kagen to conduct the training and they both participated.

Kagen designed the customized format of monthly half-day sessions for Impact to enhance the leadership skills of the Impact staff and partner agency managers in a System of Care context. Based on the results in Ingham County, she is eager to present it to other Systems of Care.

"As leaders, we are really teachers," Kagen said. "We have to teach the System of Care values and how they translate into new behaviors. You now have each other to continue as an alumni group."

"There is lots of evidence of improvement in Ingham County," Wojack told fellow participants

following the last session. "You are what makes this happen day-to-day."

Before handing them certificates of completion, Ingham County Board of Commissioners Chairperson Debbie De Leon thanked the managers for their desire to be agents of change.

"You each now have a sophisticated skill set that will truly transform agencies and reinforce a strong responsive System of Care that will help ensure that our kids can get on the right path for a brighter future, with so much more potential than they could ever have imagined was possible before," she said.

De Leon was particularly impressed with their 12-month commitment.

"Having attended a number of conferences with one-hour workshops to introduce new ideas, and one- or two-day trainings over the years, this new training approach makes so much more sense to me," she said, "and I am proud that Ingham County is a national leader in this regard."



### Impact Change Management Class of 2009

Row 1 (seated): Scott Leroy, Ingham County Circuit Court – Family Division; Matt Wojack, Impact; Ellen Kagen, Georgetown Univ.; Andrea Carlson, Clinton-Eaton-Ingham Community Mental Health (CEICMH); Sara Deprez, Circuit Court.  
Row 2: Carol Dixon, Impact; Lesley Simpson, Lutheran Social Services; Carol Reed, Circuit Court; Katie Van Dorn, Impact; Kelly Glusweski, CEICMH; Juakin Sanchez, Impact. Row 3: Malisa Pearson, Impact; Gwenda Summers, Impact; Janet Kaley, Ingham County Department of Human Services (DHS); Eric Duby, St. Vincent Catholic Charities; Kathy Davis, Child & Family Services – Capital Area; Dagmar Moravec, WrapAround; Joyce Tunnard, CEICMH.

## Registration is open for October System of Care Conference

The Building a System of Care: Putting Principles into Practice statewide conference will be held Oct. 29–30 at the Lansing Center in downtown Lansing.

In addition to how to build a System of Care, workshop topics will include school, mental health, juvenile justice, child welfare, and youth and family involvement in Systems of Care.

Featured keynote speakers will be Vivian Jackson, Ph.D., LICSW, senior policy associate for Georgetown University Center for Child and Human Development; and Susan Osborne, director of Alamance County, North Carolina, Department of Social Services.

Impact's Annual Report to the Community Luncheon is part of the Thursday conference agenda. Anyone who is not registered for the conference may RSVP for the luncheon only by sending an email to Marilyn Schulz at [schulz@ceicmh.org](mailto:schulz@ceicmh.org) or calling (517) 346-9597.

The fee for the conference is \$75. Information about free registration is available from Impact partner agency supervisors. CEU's will be available.

Go to [www.impactssystemofcare.org](http://www.impactssystemofcare.org) for more information and to register online.

### MORE ARTICLES

- Impact Family Strengths Help Direct Individualized Care
- Impact Partnering with MSU to Educate Social Workers
- Impact Recognizes Partners as Shining Stars



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



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DECEMBER

2009

## IMPACT'S 2009 REPORT TO THE COMMUNITY EMPHASIZES GREAT STRIDES

Dylan Meeks credits Impact System of Care with his success in high school and his ability to apply himself.

"I am proud to say I am graduating [in May]. If it weren't for this help, I probably would have dropped out and be in jail now," Dylan told some 200 people attending Impact's recent 2009 Report to the Community luncheon at the Lansing Center.

Dylan is one of the 411 youth served by Impact since the initiative began supporting Ingham County youth and families in 2006. According to the 20-page report distributed during the luncheon, Impact youth are showing unprecedented improvement in their Child and Adolescent Functional Assessment Scale (CAFAS®) scores.

CAFAS measures how youth are doing in school, home, and community; their behavior toward others; moods/emotions; self-harmful behavior; substance use; and thinking. Scores range from 0 to 240, with scores of 50 and above indicating Serious Emotional Disturbance (SED). Youth with scores of 80 and above meet the criteria for Impact, meaning they have SED with a risk of out-of-home placement.

Results of a Longitudinal Outcomes Study show that satisfaction with family life also improves for youth and caregivers involved in Impact.

Phyllis Burton, who took in her six grandchildren, told the audience that they were having behavioral

problems and needed help beyond what she or the school system could provide.

"My house turned from being chaotic, lost, and puzzled to my children, husband, and I loving each other [as a result of Impact support]," Burton said.

"The data shows that Impact has reduced the need for out-of-home placements of youth and helped improve family life for these young people and their caregivers," said Debbie De Leon, chairperson of the Ingham County Board of Commissioners.

She relayed that Dr. Robert Friedman of the University of Florida, who is considered to be one of the originators of the System of Care philosophy, has described Impact's progress as moving from "good to great."

Mike Head, deputy director for Mental Health & Substance Abuse Administration, agrees.

"Impact shows constant improvements with those involved," Head said.

Judge Janelle A. Lawless, presiding judge of Ingham County Circuit Court – Family Division, served as the master of ceremonies during the luncheon, which was held as part of the Second Annual Statewide System of Care Conference.

The 2009 Report to the Community is archived at [www.impactssystemofcare.org](http://www.impactssystemofcare.org).



### Youth Art Note Cards For Sale

Photos of paintings created by Ingham County youth in recognition of Children's Mental Health Awareness Day have been used to make beautiful note cards just in time for holiday giving.

The note cards will be for sale from Noon until 5 p.m. Sunday, Dec. 6, in the lobby of the Grand Center, at 1223 Turner Street in Lansing, during the Old Town First Sunday Gallery Walk. Youth art will be on exhibit and some of the artists will be on hand.

Proceeds from the sale of the note cards will be used for Impact System of Care youth activities. Contact LouKasha Lee at (517) 346-8108 or [leelo@ceicmh.org](mailto:leelo@ceicmh.org) to purchase cards.

## MALISA PEARSON TAKES STATE ROLE

Malisa Pearson believes that every Michigan family caring for a child with serious behavioral and mental health challenges could benefit from support programs.

Pearson, who has been Impact's lead family contact since 2005, has taken on a new role as the statewide parent-to-parent support coordinator for the Michigan Department of Community Health

(MDCH). She will continue to be connected with the Association for Children's Mental Health, an Impact partner, but will work full-time for MDCH.

"I will have the opportunity to help develop family support programs like Impact's Family Advocacy Support Program," Malisa said. "We will be providing training, technical assistance, and skill development. Hopefully, over time, we will provide supports across the state."

Malisa is "overwhelmed" by the work that has been accomplished by Impact.

"Across the board, there has been incredible growth in all the partner agencies," she said. "There is real commitment to providing care that is individualized and targeted at helping kids and families to be successful."

"Youth and families have been given opportunities to play an

*Continued on back page*



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

### MORE ARTICLES

*Youth Testimonials and Poetry*

*Impact Recognizes Partners as "Shining Stars"*



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2010

F E B R U A R Y

## NEW IMPACT SUPERVISOR VALUES ADVOCATE ROLE

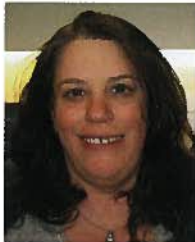
Impact Family Advocacy Support Supervisor Kathy O'Neill had no way of knowing that a playground intervention would change both her family size and her career.

She and her two children had just moved back to Holt after several years of living in Detroit when she noticed a little girl hitting other children at the playground.

"I intervened because no other adults did," Kathy recalls. She was shocked by the little girl's expletive-filled response, but something clicked between the two of them during their verbal exchange. "She started coming to my house, but I told her she could only stay if she acted appropriately."

Kathy eventually learned that the 7-year-old had a twin sister and a younger brother and that Child Protective Services (CPS) frequently visited their home. When the little girl asked if she could spend the night, Kathy told her she needed to speak with the girl's mother.

The two women discovered they had gone to high school together. Kathy learned that the woman feared losing her children because she was going to jail. Kathy promised to care for the three siblings in her absence.



Kathy O'Neill

"I had great hope in my heart that their mom would get it together, but after a year I realized that wasn't going to happen," Kathy said.

In fact, the mother lost her parental rights. When that happened, Kathy and her high-school-aged children decided they could provide the three youngsters a home filled with love and structure.

"It was truly a family decision," Kathy said.

There have been many challenges along the way. Kathy had never heard of Serious Emotional Disturbance or Impact System of Care, but all three children were receiving Impact supports when she took them in.

"Without me, two would have ended up in residential treatment. It's been very challenging, and yet it's been so very rewarding that if someone were to say to me that I had to give them up, I would fight to keep them," said Kathy, who is in the process of adopting the children. "They are my kids now."

"I believe the outcome of this story would have been significantly different if their biological mom had had a Family Advocate and used other Impact supports. I believe she would have gotten her kids back."

While she never had a Family Advocate herself, Kathy became part of a friend's Wraparound Team. The Family Advocate assigned to the case recognized that Kathy was a natural advocate and encouraged her

*Continued on back page*

## Seven Family Advocates Serve Families

About half of Impact families report using Family Advocate services. Additional Family Advocates were hired in the last year to make sure families get services in a timely manner and to reduce the caseloads of each advocate. The supervisor position also was increased to full-time.

For the 2009 fiscal year, 77 percent of the families with Family Advocates say that the support they received met the needs of their child and/or family "moderately well" to "extremely well."

## FAMILY PARTICIPATION BENEFITS THE COMMUNITY

Impact caregivers who get involved in Family Council and other activities help the community as well as their own children, according to new Lead Family Contact Tiffany Leischner.

"It's a very powerful and neat experience when you start to do things for others," Tiffany said.

"When you are doing things for the greater good, rather than just focusing on your own child, you see things in a different light."

She recommends that caregivers take part in Impact work groups, Family Council, speaking opportunities, facilitating learning opportunities, and working on Impact partner initiatives.

"It's a matter of getting out there and making sure that the family voice is at the table when different decisions are being made," she said.

She said the Family Council becomes a place to brainstorm when a caregiver brings up a struggle.

"That family gets comfort and the other families focus on someone else, and it's pretty empowering," Tiffany said. "The feeling that you get when you can put your challenge aside and you can focus on someone else, help them and see them feel better, is uplifting. Then you can look at your own situation with a different perspective; a bigger perspective."

"The thing I enjoy most when I am involved in any setting is when caregivers and youth speak from the heart. It's so powerful. It fills me up so I can get back out there day-to-day and make a difference."



Tiffany Leischner



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

### MORE ARTICLES

- DHS Team Decision-Making Process Involves Families*
- Commissioner Comments*
- Court-Ordered Services Incorporate Family Voice*
- Mothers Share the Meaning of Impact*
- Impact Recognizes Partners as "Shining Stars"*