

## Pre-Planning Meeting(s) With Consumers

After a consumer chooses to participate in a CCFC to help support their recovery-oriented goals, and in order to increase the likelihood for a successful CCFC, it is highly recommended to conduct a pre-planning meeting(s) with the consumer and the practitioner prior to the actual CCFC occurring. Reasons for this pre-planning meeting are:

- To emphasize that the consumer is in the “driver’s seat” and has choices
- To plan and list the goals/issues/topics to discuss during the CCFC (and what NOT to discuss)
- To collaboratively decide on the best method for reaching out to Family/Supports
- To prepare the consumer for the fact that Family/Supports will typically share some of their own experiences and perspectives during the CCFC
- To talk about how to handle any unexpected situations that may arise during the CCFC (e.g., what to do if the family raises a topic that the consumer specifically chose NOT to discuss during the planning meeting)

## Pre-Planning Outreach to Family/Supports

It is important that the consumer makes the decision on how they want to outreach to the people that they want involved in the consultation. The consumer may need assistance from the practitioner about how to go about doing this task. Together the practitioner and consumer will make a plan on how the outreach is going to occur. Below are some suggestions about outreach strategies. For each strategy that involves the consumer, the practitioner may suggest practicing this task a few times prior to the consumer informing their family/supports about the CCFC. The CCFC brochure is a tool that can help with all of the different methods below.

- The consumer wants to tell their family/supports on their own.
- The consumer wants to call their family/supports from your office.
- The consumer wants you (practitioner) to inform their family/supports by phone. The consumer can choose to be present or not present. The practitioner should be sure to tell the consumer what will be said during the outreach conversation
- The consumer wants you (practitioner) to inform their family/supports in person or face-to-face. The consumer can choose to be present or not present. The practitioner should be sure to tell the consumer what will be said during the outreach conversation.
- Other: \_\_\_\_\_

## Pre-Planning Wants/Goals Assessment Tool

This tool is intended to help the practitioner and consumer start a conversation so that they can begin to identify goals and/or topics that they would like discussed and/or NOT discussed in a Consumer Centered Family Consultation.

Please answer the following questions with a rating from the scale below:

1

2

3

4

Not at all important  
to consumer

Somewhat important  
to consumer

Only slightly  
important to  
consumer

Very important to  
consumer

### I want my family/supports to receive:

1. More information about the treatment I am receiving .....1 2 3 4
2. Information about the medication I am taking and its side effects.....1 2 3 4
3. Information about the causes of mental illness to better understand me.....1 2 3 4
4. Help to talk about how my illness affects the whole family.....1 2 3 4
5. Information about professional help if and when I begin to relapse.....1 2 3 4
6. Information about things they can do to help me .....1 2 3 4
7. Knowledge about how to identify signs/symptoms of mental illness.....1 2 3 4
8. Information about how to help me/them cope with my illness.....1 2 3 4
9. Knowledge about community resources for people affected by mental illness.....1 2 3 4
10. Other goals and/or topics that I would like to discuss include: \_\_\_\_\_
11. Other goals and/or topics that I would NOT like to discuss include: \_\_\_\_\_

## Pre-Planning – The Reality of Having a Variety of People in the Room

It is important for consumers and practitioners to recognize that the family/supports are likely to share some information about their perspectives and experiences related to someone they care about that has mental illness. The practitioner may wish to talk with the consumer about this likelihood, as part of inviting the family/supports to participate in a CCFC involves engaging all three stakeholders (i.e., practitioner, consumer, family/supports) in a conversation with the goal of providing the best possible supports for the consumer. It will be important to emphasize that although the family/supports are likely to share some of their perspectives, the way in which the practitioner and consumer may handle this conversation should be discussed in advance.

## Pre-Planning for the “What Ifs”...

Prior to a CCFC taking place it is always a good idea for the practitioner and consumer to create a plan about how to deal with unexpected situation (in other words, the “What ifs”). The following is a list of some situations that may occur. Together the consumer and practitioner should spend time in the pre-planning session(s) to discuss/strategize about these situations and how they want to handle them if they do occur.

- The family/support person brings up an issue/topic that the consumer does not want discussed? How will we (the consumer and practitioner) agree to handle the situation? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- A serious argument starts between the consumer and family/supports during the CCFC meeting. How will we (the consumer and practitioner) agree to handle the situation? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- The consumer becomes a little uncomfortable with what is being discussed, but is ultimately okay with the conversation taking place because s/he thinks it’s important. How will we (the consumer and practitioner) agree to handle the situation? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Are there other “what ifs” that seem likely based on the family and/or life situation, or that the consumer is concerned about? How will we (the consumer and practitioner) agree to handle the situation(s)? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_