

# Family-Friendly Treatment House of Mercy

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# About House of mercy

- Residential treatment for 80 women and their children
- House of Mercy provides substance use disorder treatment and mental health programs
- Behavioral Health Intervention Services (BHIS)
- Outpatient mental health counseling (e.g., individual, group, relationship, trauma, and family therapy)
- Addiction counseling services (e.g., substance abuse assessments, relapse prevention education, individual/group counseling, aftercare support, twelve-step meetings, etc.)
- Walk-in assessment,
- Early Intervention Services
- Case management services
- Education and employment assistance
- Life Skill development training in communication, parenting, anger management, and nutrition.
- On-site accredited child-care



# Why Participate in Family-Centered Care Learning Collaborative?

Participation in the Pregnant Post-Partum Women's grant (PPW)  
Collaboration with Iowa Department of Public Health (IDPH)  
Applied to FCCLC to expand learning opportunities



# Identified Need: Domain Chosen

An organizational culture that feels like family, where policies model to both staff and clients that relationships matter, making them feel they are cared for and have opportunities for growth.

# Why this Domain?

- Aligns with our Cultural Beliefs:
- Personalize Care  
(Your experience. My responsibility)
- Improve Daily  
(Make improvements every day for those we serve and each other)
- We believe that when you serve both parents and/or who they identify as family you are serving the “whole child”.

# Project Description

- Administered the *Father-Friendliness Organizational Self-Assessment and Planning Tool* to all of our staff and to the fathers participating in the 24/7 Dads class as well as a couple female clients.
- *19 Surveys returned; most responses were 2's (we've started to think about but haven't made much progress) and 3's (we've made some good efforts but still have some work to do).*
- Developed a father-friendly focus committee to work on PPW Strategic Plan for Father Services.
- Created a video that could be used as a referral source and to add to our website to highlight that we serve men/fathers in addition to women and children.



# Implementation

- **Formed father-friendly focus committee**
- **Reviewed survey data**
- **Asked follow-up questions to staff of what their concerns are about serving more fathers**
- **Created short video to showcase services for men/fathers**
- **Reviewing policy and procedures with a father-friendly lens**
- **Developing Father's Day activities**
- **Updated forms to gather more information about fathers/father-figures**
- **Looking at ways to make our front entrance more family-friendly for visits**

# Outcomes

- **Consistent attendance and participation in 24/7 Dads group**
- **Increased awareness and participation in family-parent education sessions**
- **Starting to see a shift in staff awareness and acceptance of increasing father involvement in the treatment process**



# Next Steps

- Continue to survey fathers/family members to see if we are meeting their needs
- Continue meeting as a focus committee to keep the momentum going and consistently assess our progress and pitfalls as we implement changes
- Developing posters and brochures as well as updating our website to highlight family-centered services
- Continue to look for collaborations that make sense in our community to meet family needs that we are unable to provide
- Implement new group “Understanding Dad” to increase mother’s knowledge, attitude towards father involvement and communication and the overall importance of fathers’ presence in the lives of their children



**“Call it a clan,  
call it a network,  
call it a tribe, call  
it a family:  
Whatever you call  
it, whoever you  
are, you need  
one.”**

**—Jane Howard**

# Thank you

House of Mercy Staff

