



SUPPORT FOR FAMILIES OF CHILDREN WITH DISABILITIES

NEWSLETTER

SUMMER 2014

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Support for Families of Children with Disabilities is a nonprofit support, resource, and networking organization for families of children with disabilities, concerns, and special health care needs and the professionals who work with them. All services are free of charge including resources, phone-line, drop-in center, support groups, workshops & family gatherings.

Save the Date!

wine + design 2014

Gala and Auction

Friday, October 10, 2014 6 PM -10 PM
The Galleria at San Francisco Design Center

Wine, Cocktails, Hors d'Oeuvres, Dinner
Awards Ceremony, Auction, Entertainment

Patxi's Pizza Noe Valley Fundraiser



Wednesday, August 13th All Day
4042 24th St., San Francisco 94114

Let's fundraise over pizza, salads, and more!

On August 13th, Patxi's Pizza Noe Valley will donate **10% of the entire day's sales to Support for Families**. Please support us by dining at Patxi's or placing a to-go, delivery, or catering order (**T: 415-285-2000**) on our fundraising day.

THANKS FOR YOUR SUPPORT!

FVCA

Tips for Partnering with Your Child's Providers

As your child's most consistent caregiver, you know your child/youth with special health care needs (CYSHCN) in ways that no one else does. You want to be sure that your child's health care needs are met.

You need to share what you know with the providers who treat your child. Tell them if something is wrong with your child. Let them know how your child responds to a treatment or medication. You can develop partnerships with your child's doctors and other providers. **These partnerships will help your child receive the best healthcare.**

Start with clear communication between you and providers. Be sure to share your cultural differences so that they do not become barriers to access and service. The following tips will help you prepare for an office visit, talk with your child's provider, and learn more after the visit.

Trust your instincts:

Your instincts and intimate knowledge of your child are critical to his/her medical care. Share what you know and what you observe with health care providers. Call when you see a problem. Providers rely on information you give.

Never be reluctant to ask a question about how your child is doing, how a medicine is working, or what to expect during a treatment. Call your child's doctor nurse before an appointment if you have specific concerns, so they are aware ahead of time. Nurses are great mediators and can be very helpful both to the family and the doctor.

Seek all the information that you can:

There are many sources of information about diagnoses, medicines, and treatments. Talk with your child's providers. Check out national and local organizations on your child's diagnosis. Talk with other parents. Find information on the web, in the library, and through books. Share what you learn with your child's providers.

Search for providers that meet your needs:

Most health plans now require that your child have a primary care provider. This provider is responsible for overseeing all of your child's care. S/he provides well care, referrals to specialists, and coordination of care and services.

This approach is called a "medical home."^{*}

Find providers that meet your family's and child's needs. Ask other families for recommendations. Check out a provider's knowledge and experience with your child's needs. Hospital websites often post a provider's background and expertise online. Talk to providers about your role in shared decision making. Be sure they will understand your family customs and culture.



Ask for special consideration if needed:

Let your provider know what works best for your child. If specific things help your child cope or particularly frighten your child, tell your provider. If your child gets sick easily, ask to wait in a special area for your appointment. Tell your provider about your customs and beliefs that may affect recommended treatments. Speak up if an appointment date conflicts with your special plans or holidays.

Look for ways that others can participate:

Try to have more than one parent or family member participate in key appointments. If this isn't possible, try to bring a close friend or neighbor. Two people will likely remember different information from the appointment. They can talk over what they heard after the appointment.

**A family-centered MEDICAL HOME is not a building, house, hospital, or home healthcare service, but rather an approach to providing comprehensive primary care.*

In a family-centered medical home, the pediatric care

team works in partnership with a child and a child's family to assure that all of the medical and non-medical needs of the patient are met.

Through this partnership the pediatric care team can help the family/patient access, coordinate, and understand specialty care, educational services, out-of-home care, family support, and other public and private community services that are important for the overall health of the child and family. See www.medicalhomeinfo.org.

Adapted from "Families Partnering with Providers: Tips to Help Families Build Effective Partnerships with their Child's Health Care Providers," Family Voices Inc. through the National Center for Family Professional Partnerships project, a cooperative agreement with the Division of Services for Children with Special Health Care Needs, Maternal and Child Health Bureau (HRSA 5-U40-06-002), February 2007. Go to www.familyvoices.org for the entire publication.



PMP

A Big Congratulations to Our New Mentors!

Support for Families is happy to announce that during this past school year, the Parent Mentor Program hosted an eight month training session for both the English and Spanish speaking parents seeking to improve their Special Education knowledge and self-advocacy skills.

Our **twelve** newly trained mentors received training on what Special Education is and is not, who is eligible, the types of services that can be provided, timelines, the six principles of IDEA, placement, procedural safeguards, least restrictive environment, inclusion, etc.

Congratulations mentors, you're a wonderful group of parents and we appreciate your enthusiasm, energy, knowledge and time. Your participation in this program, allows our agency to help serve a number of families in need. We can't do it without your help!

Medical Home Resources

National Center for Medical Home Implementation
 Maternal and Child Health Bureau (MCHB) and the American Academy of Pediatrics (AAP)
www.medicalhomeinfo.org, 800-433-9016 ext 7605

"SF Medical Home Project" Packet

Support for Families
www.supportforfamilies.org/resources/Information-PacketsPage.html, 415-920-5040

Program for Children with Special Health Care Needs

Lucile Packard Foundation for Children's Health
www.lpfch-cshcn.org, 650-497-8365

Medical Home Portal Project

Department of Pediatrics, University of Utah
www.medicalhomeportal.org

Family-Centered Care Resources

Family Voices
www.familyvoices.org/work/family_care

Interested in becoming a mentor?

We encourage you to participate in our upcoming Special Education Series scheduled to begin in September 2014. This training offers English and Spanish speaking parents the opportunity to learn about their rights and responsibilities under the Individuals Disability Education Act (IDEA) and to learn how to navigate this system with the support and knowledge of sharing with other parent mentor volunteers.

The Parent Mentor trainings are FREE. Limited childcare is available with pre-registration.

To learn more about the Parent Mentor Programs, please call Joan or JoAnna at 415.920.5040 and/or via email:

Joan Selby (English)
jselby@supportforfamilies.org

JoAnna Van Brusselen (Spanish)
jvanbrusselen@supportforfamilies.org

Note: Registration with Joan Selby or JoAnna Van Brusselen is required. Thank you.

Education

Top 10 Tips: Ideas to Improve Parent-to-Professional Communication from PACER* Parent Advocates

PACER's parent advocates often hear from parents when they encounter certain statements or situations at school meetings that they find uncomfortable or uncertain. These tips are suggestions and techniques from PACER advocates to help parents address some of those concerns, as well as improve communication with school staff.



You may already use some of these approaches while others may be new ideas to consider:

1. If school staff presents a new idea that you may be interested in, you may want to ask, "What will it take to make that happen?"
2. If a school IEP team member expresses something that you think may be an opinion, you may want to ask, "Is that an opinion or do you have data I can see to support it?"
3. If you are uncertain about something in your child's school day, you may want to ask, "What does this look like in Johnnie's day?"
4. If a school IEP team member says, "Your son refuses to ___," you may want to ask, "Is that something he can't or doesn't know how to do rather than refuses to do?"
5. If a school staff member says, "We don't have the money to do that," you may say, "I understand that the school district has financial concerns. However, we are here to talk about what my child needs for a free, appropriate public education." Or you might say, "Please put that in writing for me."
6. If you are trying something new, you may want to ask, "How will we know that it is working?" and "How will data on success be collected?"
7. If you want input from all team members, you may want to ask, "What is your professional opinion?"
8. If an important agreement, decision, or promise is made, ask to have it put into writing.
9. If you are bringing a problem to the IEP team that needs solving, try to clearly present the problem and then brainstorm solutions with the team.
10. If a school staff member says, "We don't know (the answer to a particular question, concern, problem, or issue)" without offering a way to find the answer, you may want to ask, "Who can we invite to the meeting to help find the answer?"

BONUS Tips (We couldn't stop at 10!)

11. Ask a question once and then listen for the answer.
12. Keep the main thing the main thing. Too many details may only distract from your priorities.
13. When action is required, always ask who will be responsible for seeing that it is done.
14. Thank the members of the IEP team or specific teachers whenever possible and appropriate.

**PACER Center is a nonprofit organization serving children and youth with disabilities throughout the state of Minnesota and the nation. PACER is a sister agency of Support for Families.*

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SUPPORT FOR FAMILIES OF CHILDREN WITH DISABILITIES

A support and resource organization providing services for families of children with disabilities

Our Services

CALL US:

(415) 920-5040

EMAIL US:

info@supportforfamilies.org

VISIT US:

1663 Mission Street
7th Floor
San Francisco, CA 94103

GO TO OUR WEBSITE:

www.supportforfamilies.org
to get the latest information
on workshops, events and
new resources.



[facebook.com/
supportforfamilies](https://www.facebook.com/supportforfamilies)

Phone Line/Drop-in Center

Get individualized information, referrals, and answers to all your questions from Support for Families staff, who are parents themselves. Staff will follow up to make sure you get the answers you need. Staff speak English, Spanish, and Cantonese. Caregiving for children available 4:30-8:30 p.m. Tuesdays and Thursdays.

Resource Library

Access more than 3,500 books, DVDs, and a toy lending collection for families and professionals. Visit the library catalog online at: www.supportforfamilies.org/library.html. On-site computer access and assistance is also available.

Support Groups

Come to a support group to find solutions to challenges, learn advocacy skills, and explore resources. Support groups provide a network for families to gain strength by sharing experiences with peers.

Volunteer Parent Mentors

Find a match with a trained volunteer Parent Mentor based on a shared issue, condition and or situation.

Educational Workshops and Clinics

Learn about resources, rights, and responsibilities in monthly parent/professional workshops and weekly small-group clinics. Care giving for children and interpretation services are available with advance reservation for clinics and workshops.

Case Management

Get peer support from parents or a professional consultation from mental health clinicians who can help families and professionals access mental health and other services for children.

Family Special Events

Socialize and network in a fun relaxed atmosphere at quarterly events, such as our annual ice-skating party and Halloween party.

Newsletter

Read the quarterly newsletter in English, Spanish, or Chinese to find articles of interest to families and professionals.

NEW: iPads for Assistive Communication Workshop & Lending Program

Take a clinic on how your child can use the iPad for communication; possibly borrow an iPad from our iPad lending library; and attend a Conversation Club so your child can practice using the device to communicate with peers.

MISSION STATEMENT

The purpose of Support for Families is to ensure that families of children with any kind of disability or special health care need have the knowledge and support to make informed choices that enhance their children's development and well being. Through fostering partnership among families, professionals and the community, our children can flourish.

BOARD OF DIRECTORS

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EXECUTIVE DIRECTOR

Juno Duenas

How You Can Help

All services and events, even childcare, are always free of charge to encourage participation by all families. With the demand for services greater than ever, your donations help make this possible. A gift to Support

for Families means that families of children with special needs will be better prepared to help their children—and that more children with disabilities will live their lives with dignity and opportunity.

Send a check to the address below or give online at www.supportforfamilies.org/help.html. Every gift can help make a difference in the life of a child with special needs.

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Support Groups

All support groups are free of charge. Groups are located at Support for Families unless otherwise indicated. Childcare is provided unless otherwise indicated and must be reserved in advance. If you are interested in participating in any of these groups, or if you are interested in a specific issue, call (415) 920-5040 or e-mail us at supportgroups@supportforfamilies.org for more information. We have staff who speak English, Spanish, and Cantonese.

Daytime Autism Group: Meets 1st Tuesday of the month, 11:30am - 1:00pm

Evening Autism Group: Meets 4th Tuesday of the month, 7:00pm - 8:30pm.

Behavior Support Group: A parent support group for parents of children who have challenges and difficulties with behavior and emotions. Meets 1st Tuesday of the month, 6:30pm - 8:00pm.

Cantonese-Speaking Parents Support Group: Meets 2nd Saturday of the month, 1:00pm - 3:00pm.

Children with Cerebral Palsy Peer Group: A group for children with Cerebral Palsy (concurrent with the Parent Group). Meets 4th Tuesday of the month, 4:45pm - 6:45pm.

Parents of Children with Cerebral Palsy Group: Meets the 4th Tuesday of the month, 4:45pm - 6:45pm (concurrent with Children's Group).

Chinatown Child Development Center (CCDC) Group: For Cantonese-speaking families of children with special needs. Meets at the CCDC on the 3rd Monday of the month, 9:30am - 12:00pm.

Down Syndrome Support Group: Meets the 2nd Tuesday of the month, 6:30pm - 8:30pm (except December).

Living with Loss: Loss, Hope and Healing: A group for parents/caretakers of medically fragile children and children facing life threatening illness. Call our Warmline for information.

Mission Head Start Group: For Spanish-speaking families of children birth to five

with special needs. Meets 2nd Wednesday of the month at Mission H.S., Sept - May, 9:00am - 10:30am.

Parents of Transition Age Youth: Join us for information, resources and support for the issues we and our youth face as they reach adulthood. Meets 1st Tuesday of the month, 6:00pm - 8:00pm.

Prader-Willi Group: For families of children with Prader-Willi Syndrome. Meets quarterly on Saturdays, 10:15am - 1:30pm.

Spanish-Speaking Parent Support Group: Meets the 2nd Wednesday of the month, 10:00am - 12:00pm.

Tube Feeding Support Group: For parents of tube fed babies and young children (and those who may be at risk). Meets the 4th Tuesday of the month, 7:00pm - 8:15pm.

Tuesday Night Group: A group for parents who have children with disabilities or special health care needs. Meets the 2nd and 4th Tuesdays of the month, 6:45pm - 8:30pm.

AAC Conversation Club: The Conversation Club is an opportunity for Alternative and Augmentative Communication (AAC) users of all levels to come together and practice the use of the devices by exploring topics and themes. Meets weekly on Mondays, 4:30pm - 5:30pm at Noe Valley Public Library Meeting Room, 451 Jersey St, SF. *Contact Kris (parent volunteer and mother of Anna (AAC user)) at krismoser@aol.com directly to sign up.*



The 2014 Information and Resource Conference on Saturday, March 22 was a tremendous success!



Thank you to 25 workshop presenters, 4 keynote speakers, 81 exhibitor organizations, 100 volunteers, staff and board, and nearly 500 parents and professional attendees who made the conference such a success.

Go to our website (www.supportforfamilies.org) for conference photos.



Clinics and Parent-Professional Workshops (PPWs)

Workshops and Clinics are **FREE** and held at **Support for Families (SFCD)**, 1663 Mission St., 7th Floor (between Duboce St. and S. Van Ness Ave.).

Pre-registration is required. To attend, reserve child-care and/or interpretation services, you must call at least one week in advance: **415-920-5040**.

WORKSHOPS

Crossing the Bridge to Preschool Services

Friday, June 13, 2014; 1:30pm - 3:30pm

If your child will be turning three in the next year and you are currently receiving early intervention services, you may be wondering: what exactly is transition? Join us and learn about the process of transition from early intervention services to preschool services when children turn three. *Presenters: Representatives from SFCD, Golden Gate Regional Center, and San Francisco Unified School District.*

CANCELED PPW: Healthy Relationships and Sexuality for Individuals with Disabilities

Saturday, June 14, 2014; 8:30am - 12:30pm

KidPower (Adults Only)

NEW DATE: Tuesday, June 17, 2014; 5:30pm - 7:30pm (ENGLISH)

People Safety skills help people be safe with people at home, at school, online, out in the world... everywhere. They also help strengthen important relationships. Learn ways to help young people learn and use age-appropriate People Safety skills on an everyday basis to have safer, more positive experiences with people, including strangers, siblings, peers, and other people they know. *Presenter: Erika Leonard, Program Manager of California Services, Kidpower*

NO WORKSHOPS OR CLINICS IN JULY

(except for Skills for Parent Advocacy Clinic on Thursday, July 31)

Relationship Development Intervention® (RDI)

Saturday, August 9, 2014; 8:30am - 12:30pm

8:30am: check-in, light breakfast served; 9am: workshop begins. RDI® is a cognitive- developmental treatment program that teaches parents how to guide their child to seek out and succeed in truly reciprocal relationships, while addressing key core issues such as motivation, communication, emotional regulation, episodic memory, rapid attention-shifting, self awareness, appraisal, executive functioning, flexible thinking and creative problem solving. Come and learn about building trust relationships, experience sharing communication and limit setting with your child, teenager or adult with ASD. You will leave with an understanding of the power of RDI® in creating reciprocal communication and inter-

actions with your child, and how you can guide them towards a brighter future. *Presenters: Maisie Soetantyo and Pete Dunlavey, RDI® Consultants and co-founder of CATCH clinic*

SSI/SSDI Workshop

Tuesday, August 12, 2014; 5:00pm - 6:30pm

Social Security Disability benefits can help ease the difficulties caregivers face when caring for individuals with disabilities. This workshop will introduce participants to Social Security Income (SSI) and Social Security Disability Insurance (SSDI) and the benefits associated with each. *Presenter: Representative(s) from People with Disabilities Foundation*

Positive Behavior Supports

Saturday, September 13, 2014; 8:30am - 12:30pm

8:30am: check-in, light breakfast served; 9am: workshop begins. Positive Behavioral Support (PBS) is an empirically validated, function-based approach to eliminate challenging behaviors and replace them with prosocial skills. Use of PBS decreases the need for more intrusive or aversive interventions (i.e., punishment or suspension) and can lead to both systemic as well as individualized change. PBS can target an individual student or an entire school, as it does not focus exclusively on the student, but also includes changing environmental variables such as the physical setting, task demands, curriculum, instructional pace and individualized reinforcement. Thus it is successful with a wide range of students, in a wide range of contexts, with a wide range of behaviors. *Presenter: Keith Storey, Ph.D., Professor of Education and the Special Education Program Chair at Touro University*

CLINICS

For dates/times of clinics, see Calendar of Events on back page.

Individualized Education Program (IEP)

Presented by SFCD. Offered in English, Spanish, and Cantonese. Learn about Special Education law, the IEP process, what to do when things aren't working, and how to become a more active and effective team member.

Transition to Adult Services

Presented by SFCD. Learn about special education transition services for children age 16 and over, and how to effectively participate in the development of your child's transition plan.

Skills for Effective Parent Advocacy

Presented by SFCD. Participants will learn what advocacy is, the specific skills needed to be an effective advocate, and how to apply those skills to make a difference.



Calendar of Events

June 2014

June 6	4:00pm - 6:00pm	IEP Clinic - Cantonese
June 12	4:00pm - 6:00pm	IEP Clinic - English
June 13	1:30pm - 3:30pm	Crossing the Bridge to Preschool
June 13	5:30pm - 7:30pm	Movie Nights: Monsters University
June 14	8:30am - 12:30pm	CANCELED PPW: Healthy Sexuality
June 14	8:30am - 4:30pm	Parent Mentor Program (PMP): Parent to Parent - English
June 17	5:30pm - 7:30pm	Kid Power - English and Cantonese
June 18	9:30am - 1:30pm	PMP: Parent to Parent, Pt 1 - Spanish
June 19	4:00pm - 6:00pm	IEP Clinic - Spanish
June 25	9:30am - 1:30pm	PMP: Parent to Parent, Pt 2 - Spanish
June 26	4:00pm - 6:00pm	CANCELED Transition to Adult Services Clinic
June 26	6:30pm - 8:30pm	Community Advisory Committee (CAC) Meeting

July 2014

NO WORKSHOPS OR CLINICS IN JULY (except Advocacy Clinic)

July 4	SFCD CLOSED	Holiday
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July 31	4:00pm - 6:00pm	Skills for Effective Parent Advocacy
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August 2014

Aug 7	4:00pm - 6:00pm	IEP Clinic - Cantonese
Aug 9	8:30am - 12:30pm	PPW: Relationship Development Intervention® (RDI)
Aug 12	5:00pm - 6:30pm	SSI/SSDI Workshop
Aug 13	All day	Patxi's Noe Valley Fundraiser for SFCD
Aug 14	4:00pm - 6:00pm	IEP Clinic - English
Aug 21	4:00pm - 6:00pm	IEP Clinic - Spanish
Aug 28	4:00pm - 6:00pm	Transition to Adult Services Clinic
Aug 28	6:30pm - 8:30pm	CAC Meeting

September 2014

Sept 1	SFCD CLOSED	Holiday
Sept 4	4:00pm - 6:00pm	IEP Clinic - Cantonese
Sept 6	11:00am - 2:00pm	Family Access Day at the De Young
Sept 11	4:00pm - 6:00pm	IEP Clinic - English
Sept 13	8:30am - 12:30pm	PPW: Positive Behavioral Supports
Sept 16	5:30pm - 8:30pm	PMP: Special Education Ser. - English
Sept 17	10:00am - 1:00pm	PMP: Special Education Ser. - Spanish
Sept 25	4:00pm - 6:00pm	Transition to Adult Services Clinic
Sept 25	6:30pm - 8:30pm	CAC Meeting

For more information or to register for any of these events, please call us at 415-920-5040 or visit us at www.supportforfamilies.org.

Special Events for Families this Summer

Movie Nights: "Monsters University"

Friday, June 13, 5:30pm - 7:30pm

Support for Families, 1663 Mission St. 7th Flr, SF 94103

Join us for our last Movie Night of the series! Watch a family-friendly movie while munching on fresh-popped popcorn and pizza right here in our office. Our playroom will be open too! As always, these family events are free and donations are appreciated. *Note: Parents must stay with children at all times as childcare will not be provided.*



Movie Nights

FAMILY ACCESS DAY at the de Young Museum:

Gallery Tour and Art Workshop

Saturday, September 6, 11:00am-2:00pm

de Young Museum, 50 Hagiwara Tea Garden Dr, SF 94118

Join us for a hands-on art workshop and family gallery tour of Modernism from the National Gallery of Art: The Robert & Jane Meyerhoff Collection. Event (including museum admission, gal-

lery tour, and workshop) is free! *Co-presented by the de Young Museum and Support for Families.*



Old-Time Fun at the Old-Fashioned Spring Picnic

Thanks to everyone who joined us at the Old-Fashioned Spring Picnic in Golden Gate Park on May 3rd! Families had fun playing on the grass and participating in art, music, sports and other activities. It was a great event. We are looking forward to bringing back Access to Adventure next spring in 2015!

Inclusion/Mental Health**Rethinking Behavior**

by *Special Needs Inclusion Project (SNIP), a Support for Families program*

Behavior is simply an observable action and is not inherently good or bad. All behavior has meaning, and is a form of communication.

**Problem or Solution?**

Challenging behavior or “acting out” may be a problem for staff when it has a negative impact, but it may also be a solution for children who are trying to get their needs met. It is up to the adults to reframe their view of behavior in order to teach children more positive and appropriate ways of communicating their needs.

Reframing “Misbehavior”

Reframing means changing the way we think about something by considering a situation from a different, broader point of view. In out-of-school time, we can reframe the way we see a “problem” with a child by understanding the child’s point of view and using that understanding to teach alternative behaviors.

Ask Yourself:**1) What underlying strengths are shown in this behavior?**

This question can be tough at first, but inspiring once you get the hang of it. For example, a child who is “bossy – demands that others do what he wants” – might also be seen as a child with well-developed opinions who wants to be a leader.

2) What is the child communicating?

Begin by identifying a challenging behavior – define it

clearly, objectively, and without judgment (e.g., “Student talks with neighbors during homework time” instead of “student is lazy and doesn’t do homework.”)

Then observe before, during, and after a challenging behavior AND appropriate behaviors. You are looking for patterns, like increases in challenging behaviors during transitions.

Finally ask yourself, and the student:

- What is the student trying to communicate, get, or avoid?
- Does the student have the skills or knowledge needed to participate appropriately?
- What is happening in the environment when the student is engaged and is not engaged appropriately?
- How does the student know what behavior is expected of them?

Now what?

Once a behavior has been reframed in a more positive light, it is easier to see how to help children be more successful. In the case of the child who is “bossy,” we might proactively prevent challenging behavior by helping him find appropriate opportunities for leadership through class jobs. We may have noticed that he needs to be taught new language for asking others to play with him rather than demanding. The same strategies might apply to a child who hits to get her way, coupled with consistent, logical consequences when behavior does escalate to hitting.

<< Quick Tip >>

Remember to listen! When we truly listen, we are more likely to actually understand an individual’s experience, and in turn understand how we can better include them in our programs. Often, children can tell us what accommodations or supports they need to be successfully included, but sometimes adults forget to listen.

An Inclusion Resource Sponsored by:



Find additional Tip Sheets and more information about the Special Needs Inclusion Project (SNIP) at: www.SNIPSF.org. SNIP is a program of Support for Families.

In Memoriam

Excerpted from the 2013 Annual Report

Because we so value the many contributions and talents of the staff and volunteers who make up Support for Families, it is especially difficult to note the recent passing of three extraordinary people.

Ann Carr was a speech pathologist and highly regarded expert in early childhood and inclusion who began working at Support for Families in 2008 as Director of the High Risk Infant Interagency Council (HRIIC). In 2012 she helped develop the San Francisco Inclusion Networks Project and became its first Demonstration Site Manager. She is sorely missed by all who had the privilege of knowing her. Ann's family has generously donated a number of professional reference books to the SFCD Family Resource Center Library in her memory.

Kathie Darby became involved with Support for Families when her daughter was born with Down Syndrome. In the early years of SFCD, Kathie helped us build a supportive community where families learn to be advocates

for children with special needs. We benefited greatly from her volunteer efforts as a leader of the Down Syndrome Support Group and as an active Parent Mentor. The family's generous donation of books to our Resource Library will honor Kathie's memory.

Bill Lewandowski was the Director of Operations at Support for Families since 2004. Bill managed our agency finances, budget and human resources with thoroughness, care and grace. Thanks to Bill, Support for Families has maintained a reputation for transparency in its finances and careful stewardship of grants and donor contributions. We have lost a dedicated and beloved member of our team. This year at our annual Wine+Design Gala we will initiate a special award in Bill's name to honor a community partner who exemplifies his dedication to our vision and mission.

All of the staff and board at Support for Families remain committed to continuing the high standards and quality work of Ann, Kathie, and Bill. We miss them dearly and send our thoughts and condolences to their families and loved ones.

Annual Report Summary



The Support for Families Annual Report for 2013 is now available!

Some highlights:

- In 2012 Community Resource Parents (CRPs) provided individualized information and support to **702 families and 365 professionals, making more than 6500 phone, e-mail or in-person contacts.**
- Support for Families provided **507 workshops, trainings, and clinics** in 2013 on a wide variety of topics based on needs expressed by families. Attendance totaled more than **3,132** parents and professionals.
- **165 active volunteer Parent Mentor volunteers** provided individualized assistance and outreach.
- More than **500 other volunteers** contributed more than 3,800 hours of services.
- **230** (unduplicated) family members attended one of the 21 Support Groups active in 2013.
- Total attendance at Family Events exceeded **1,200 children, youth, and adults.**

In our workshops and trainings surveys, families told us about the impact of Support for Families on their lives:

- 91.5% reported that they increased their knowledge of their child's special needs.
- 94.8% reported that they increased their knowledge of resources or services for their children.
- 91.8% learned strategies to advocate more effectively for their children.
- 87.8% increased their ability to communicate with professionals.

The report includes data on the families we served in 2013 and families talking in their own words about how Support for Families has helped them. We have family portraits and photos of some of our 2013 events. The Annual Report also summarizes the agency's finances. And we are honored to list the names of more than 500 individuals, couples, groups and businesses who made gifts to Support for Families in 2013 to sustain our work!

Please visit the SFCD website (www.supportforfamilies.org), stop by the Family Resource Center, or call the office to request a copy of the 2013 Annual Report.

Thank you!

Donations received Jan 1, 2014 through April 30, 2014

Support for Families gratefully acknowledges gifts from the following individuals, groups and businesses. We apologize for any omissions or misspellings; please contact us so we can correct our records.

Development

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In memory of Bill Lewandowski

Audrey deChadenedes

SFCD is Seeking New Board Members!

The Support for Families Board of Directors is looking for energetic people who want to ensure that San Francisco families of children with disabilities have the support and information they need to enhance their children's well being and development.

Although we are specifically seeking board members who have expertise in Media/Public Relations and/or Fundraising, we are very open to hearing from other well-qualified candidates.

To be considered, please contact Diego Valderrama at dv10@cornell.edu for more details.

Support for Families values diversity and we strongly encourage family members, professionals, people with disabilities, language and ethnic distinct communities, and other traditionally underserved communities to apply.



**SUPPORT FOR FAMILIES
OF CHILDREN WITH DISABILITIES**
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San Francisco, CA 94103

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All services are free of charge:

- Phone Line & Drop-In Center
- Information & Resources
- Resource Library
- Support Groups
- Parent Mentor Program
- Educational Workshops
- Family Gatherings
- Short-term Counseling
- Community Outreach
- Website: www.supportforfamilies.org

This NEWSLETTER is published quarterly in English, Spanish & Chinese. If you have a question or comment, email us: info@supportforfamilies.org

Support for Families

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Family Resource Center Warmline, Information, and Referral

1663 Mission Street, 7th Floor
San Francisco, CA 94103
T: 415.920.5040

Support for Families strives to present families and professionals with a wide range of views and options in its materials and trainings.

The materials and trainings are not necessarily comprehensive, are not meant to be exhaustive, nor are they an endorsement of the author and/or presenter.

If you would like to offer feedback or if you know of additional resources, speakers and/or materials that may be helpful, please contact us at info@supportforfamilies.org.

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