

Program Name: Tough Love

Your name and date: Michelle Baynes 8/22/02

Program Evaluation Template - This template is to be used as an evaluation tool during our program investigation. The questions are designed to assist in determining what elements of each program we want to consider for incorporation into our programs. Feel free to add additional notes as you use the template. This template is the foundation for your presentation about the program you have researched. (Version #4)

Program or Concept Purpose or Mission Statement:

ToughLove International is a non-profit, self-help organization that provides ongoing education and active support to families, empowering parents and young people to accept responsibility for their actions. Our support network strives to make communities safe to live.

Principles or Values: (vision)

Every family in the world will have the ToughLove program available to them.

Program Structure or Key Points:

We believe that drug and alcohol abuse, family violence, teen pregnancy, suicide, family dissolution, school drop-outs, and runaways are problems created and maintained by the culture in which we live.

ToughLove International strives to:

- ◆ Continue to provide cost-effective, community-based, self-help groups for communities troubled by the acting-out behavior of kids of all ages, even adult children.
- ◆ Develop new programs using the existing ToughLove problem-solving model.
- ◆ Develop national recognition and support for quality care and service for families in trouble.
- ◆ Promote a cooperative relationship between families and the community human services agencies.
- ◆ Network with public and private agencies, groups, and institutions to attain stated goals.
- ◆ Promote a positive, realistic image of parents and families.
- ◆ Help children of all ages to become responsible adults.

We do not:

- ◆ Advocate or support "throwing kids out"
- ◆ Advocate or support violence against kids or parents.
- ◆ Advocate or support verbal abuse.
- ◆ Offer an instant fix. Your situation took a long time to develop; it will take time to reverse.

The Ten Beliefs

1. Family problems have their roots and supports in the culture.
2. Parents are people too.
3. Parents' material and emotional resources are limited.
4. Parents and kids are not equal.
5. Blaming keeps people helpless.
6. Kids' behavior affects parents. Parents' behavior affects kids.
7. Taking a stand precipitates a crisis.
8. From a controlled crisis comes the possibility of positive change.
9. Families need to give and get support in their own community in order to change.
10. The essence of family life is cooperation, not togetherness.

Parent's Bill of Rights

Even though you are a parent, you have rights.

You have a right to a night's sleep without:

- ◆ Worrying where your child is.
- ◆ Being awakened by your child coming in drunk, stoned, etc.
- ◆ Phone emergencies from police, hospitals, stranded family members.

You have the right to:

- ◆ Live in a clean house.
- ◆ Expect cooperation and courtesy in your home.
- ◆ Expect responsible behavior from your children in your family, regardless of age.
- ◆ Stop paying other's fines.
- ◆ Stop "helping" your child and start taking care of yourself.
- ◆ Make changes in your behavior that your son/daughter does not like.

You have the right not to be treated badly or inconsiderately by your child. Loving your child is no excuse for accepting rude, violent, inconsiderate behavior. Help your children learn about your rights. If you do not make sure that your rights are respected, you cannot expect others, even your children, to respect you.

What are the client decision points in this program? (Are they clear and identifiable?)

The parents need to decide that they want to do the program. They need to commit to it.
The child needs to accept the new plan.

What would you change to make the program or concept more useful in our setting?

Look at **The Ten Beliefs**, **Parent's Bill of Rights** and the **Crisis Assessment** to see if we could revise or adapt any of the ideas.
We could check into their workshops and classes to get see if there might be ideas we could use for our workshops.

Additional Issues:

- **Staffing Requirements** (Any additional staff? Any staff training requirements?)
We would need to contact ToughLove and get the information and training packet.
We would need to have a staff member trained by ToughLove. All staff working directly with clients should be trained.
- **Aftercare**
There are workshops, support groups and meetings. There is a cost.
- **Costs**
Cost to train the staff and possibly volunteers. Costs to train the "trainer."

Additional Comments (Tell us what you really think.)

After reading all this information about ToughLove, I realized how lucky I have been with my two sons. I was surprised to read how bad things are for some parents and children. I really like the tools - especially the **Parents Bill of Rights**. I think that this is a great program for people that have problems with their children. It seems like it works not only for teens but also for adult children.

What makes you like this program or concept?

I like the idea of people taking responsibility for their own behavior and using respectful, appropriate boundaries with each other.

What makes it appealing or motivating to the clients?

I'm not sure if a tougher approach, better boundaries or "calling clients on their stuff" would be appealing to our clients.

How would you sell this to the clients?

This program isn't for our clients although I believe we can use some of **ToughLove's** ideas in working with our population.

How would community support be generated for this program?

Maybe this is something that could be used at the Phoenix Theatre with the teens. I believe there would be a lot of community support. PPCS has a **Toughlove Program** in the Petaluma schools. Maybe the team of counselors from PPSC could meet with Tom Gaffe to see how this program might help.

What makes you feel uneasy about this program or concept?

Nothing. It sounds like a great program for families with teens or adult children with issues.

How does the program define or measure success? (What evidence does the program provide to show success?)

Success stories. The program was started in 1970 by Phyllis and David York. The Yorks were family therapists who worked in one of the most famous drug and alcohol programs of its time, training counselors, working with clients and their families. The program is international. When I looked it up on the web site there were pages and pages of links to workshops, etc.

Describe a successful participant.

"Finally their plan worked and their daughter began to change and to be successful at new, acceptable behaviors".

At what level would a participant enter the program?

When parents have tired everything possible and their kids are still out of control. Nothing worked. They took a stand that said, "we will not tolerate this in our home anymore."

If the child is willing to participate in the program and not "run".

Complete the table below.

Program Approach (Application)	Method (How it's used?)	Outcome (What would it look at COTS?)	Measurement (How do we measure success?)
Human Growth & Transformation	ToughLove brings structure, boundaries and respect into the family relationship.	We could use some of the tools for self measurement. The Family Shelter and Housing Programs might benefit from the ToughLove Program when there are problems with children.	We could use the <i>Crisis Assessment</i> tool. Where did the client start at and what has changed in one month, three months, etc.
Staff Interaction with Clients	Trainers work directly with the family.	Case Managers could adapt some of these tools to use with the clients' service plans. Staff training on boundaries with clients would be beneficial. I like #5. "Blaming keeps people helpless" from The Ten Beliefs. Clients focusing on their behavior and taking responsibility rather than blaming everyone and everything else for their problems.	Same.
Client-to-Client Interaction	Interaction between parent and child and sometimes a third party (other supportive adults) is used.	Possibly a ToughLove workshop run by clients for clients calling each other on their stuff. (like The Healing Place).	Same.

Client self-help	Reading, attending groups, workshops, and getting support from the program staff.	Practicing the tools daily would support client self-help.	Same.
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Does this promote a responsible and accountable lifestyle? How?

Yes. By promoting respect and healthier communication within the family unit. By giving children healthy choices. By setting boundaries which sometimes include placing the child in another environment.

Don't forget to email a copy of this completed form out to team members prior to your presentation? Please include sources for your research.

Sources:

<http://www.toughlove.org>

Additional links

<http://www.nrscrisisline.org/links.asp>

<http://www.trebach.com/media/carta.htm>

http://www.toughloveca.org/home/home_locations.htm

<http://www.sanger.org/spd/tlove.html> (Police Officer Tom Reinhart's site)

Local number to call for Parent Support Groups: (650) 780-9587

There is a movie out called Toughlove but it was not available at any of the video stores I called.