



# NAMI National Education Programs Operating Policies and Procedures, 2019

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*These policies replace all previous versions*

# **NAMI National Education Programs Operating Policies**

## **Overview**

NAMI national education programs (NAMI programs) are the intellectual property of NAMI. They are developed and owned by NAMI. They include NAMI Basics, NAMI Connection Recovery Support Group, NAMI Ending the Silence for Families, NAMI Ending the Silence for School Staff, NAMI Ending the Silence for Students, NAMI Family & Friends, NAMI Family Support Group, NAMI Family-to-Family, NAMI Homefront, NAMI In Our Own Voice, NAMI Peer-to-Peer, NAMI Provider and any cultural adaptations and/or translations of these programs. NAMI considers changes to the program format or delivery method, or additions to program content to be program adaptations, in which case all policies apply.

NAMI has invested considerable time and resources in the development, maintenance and technical support of each of these programs to ensure they reflect the goals and mission of NAMI. The following operating policies have been developed to ensure the ongoing delivery of consistent and quality programming at all levels of NAMI.

NAMI State Organizations (NSO) and NAMI Affiliates (NA), their boards of directors and staff may not set policies in conflict with the NAMI national education program policies stated below. These policies are also to be followed by certified NAMI program leaders (previously referred to as teachers, mentors, presenters and facilitators) and trainers.

Any operational issues not covered below should be addressed by the NSO in accordance with all applicable laws in the respective state.

## **Access to NAMI programs and materials**

- NAMI programs are the intellectual property of NAMI
- NAMI grants access to program manuals and materials to NSOs that have sought and obtained permission from NAMI to bring that program to their NSO
- NAs are granted access to these intellectual properties by their NSO
- NAMI programs are only available through NSOs and NAs
- In return for access to the NAMI programs, the NSO and NAs are expected to maintain the fidelity of the programs and report participation data for all trainings and programs at [www.nami.org/programdata](http://www.nami.org/programdata)
- NSOs and NAs may not offer any NAMI programs outside of the United States of America

## **Copyright**

- All NAMI program material is copyrighted and can only be used by certified program leaders and trainers for the intended audiences

- Permission to use any material in a setting other than a NAMI program must be sought from and given by NAMI in advance. In every case where permission is granted, NAMI must be referenced as the source of the material.
  - Review the procedures section of these policies for more details: Use/Adaptation of NAMI Education Program Materials
- No portions of a NAMI program may be used as a component for other program development or presentation
- No group or individual outside of NAMI may rewrite any of the NAMI program materials
- Permission to translate NAMI programs and materials in either written or verbal form into another language must be sought from and given by NAMI in advance and follow NAMI procedures
  - Review the procedures section of these policies for more details: Translation of NAMI Education Program Materials

## **Confidentiality**

- All NAMI programs incorporate the principles of mutual trust and respect among participants and leaders
- All NAMI program leaders are trained in the importance of creating and maintaining an atmosphere of respect in NAMI programs that is conducive to participants' ability to gain valuable information and support around mental health conditions
- This atmosphere of respect includes the assurance of confidentiality regarding participation in NAMI programs as well as any information shared by participants about themselves or others. If confidentiality is broken, the NSO and NA are responsible for addressing the incident and preventing future violations.
  - If a program leader violates confidentiality, they may be suspended or decertified
  - If a participant violates confidentiality, they may be asked not to return to the program
- The only reason confidentiality should be broken is for the safety of the participant or someone else
- Audio or videotaping during any NAMI programs is not permitted
- Observers are not permitted to attend or audit any NAMI class or support group, e.g., media, researchers, students

## **Code of Conduct**

- Program leaders are representatives of NAMI and NAMI holds these leaders to a high standard of conduct
- The NAMI Code of Conduct (Code) is covered during program leader trainings and is included in all NAMI program manuals
- The Code also applies to program participants

## **NAMI National Education Programs Code of Conduct, 2019**

NAMI national education programs are built around the principles of mutual trust and respect among participants and leaders. Certified program leaders are representatives of NAMI and are held to standards of conduct when leading a program. This Code of Conduct is discussed during leader trainings and is included in all NAMI program manuals.

### **What we ask of you as a NAMI national education program participant:**

- Attend programs with an open mind and open heart
- Be courteous and respectful to program leaders and other participants
- Maintain the confidentiality of all participants by not discussing personal topics outside the program
- Take from the program the information that you believe is most helpful for you
- Find an atmosphere of support in the program that enables you to feel comfortable sharing with others, knowing that what you share will be respected and held in confidence by the other participants

### **NAMI national education program leaders will:**

- Provide a safe and respectful environment for participants
- Prepare for each program and conduct yourself with courteous and respectful behavior
- Actively monitor your own wellness; respect your emotional and physical resources; know your limitations
- Understand the difference between peer support and therapy and not act in the capacity of a therapist or mental health professional
- Offer only the services that you have been trained to provide and ask for assistance from your NAMI Affiliate or NAMI State Organization as needed
- Respect the cultural differences of program participants
- Respect the privacy of program participants by creating an environment of confidentiality and by not sharing sensitive, private and personal information. As a NAMI program leader, you must also be prepared to break confidentiality when you believe there is a risk of danger or harm to a participant or others.
- Maintain appropriate boundaries by not engaging in romantic, physical or sexual relationships with co-leaders or participants in the NAMI program you are leading
- Recognize that it is best practice for participants to not attend a program led by someone with whom they are in a relationship
- Refrain from promoting your own personal or faith/spiritual beliefs
- Not endorse/promote any individuals, groups or businesses in which you have a personal or financial interest
- Be accountable for your own behavior and keep personal opinions and actions separate from those made as a representative of NAMI. Understand that your actions and behaviors reflect on the integrity of NAMI national education programs and impact the public perception of NAMI as an organization.

## Presentation format

- The presentation format and number of required leaders are listed in Table 1
- Specific qualifications for program leaders are listed in Table 3
- For NAMI Basics, NAMI Family-to-Family, NAMI Homefront, NAMI Peer-to-Peer and NAMI Provider, no greater than a one-week break may be taken for holidays which may occur during the course (e.g., Thanksgiving, spring break). More than a one-week hiatus between classes creates too great a disruption in content presentation.

Table 1: Presentation formats

| <b>Program</b>                           | <b>Presentation format</b>  | <b>Led by</b>           |
|--|---|-------------------------|
| NAMI Basics                              | 6 consecutive weeks, 1 class per week;<br><u>OR</u> over a period of 3 consecutive weeks, with no more than 2 classes per week;<br><u>OR</u> across consecutive weekend days with no more than 2 classes offered during any 1 weekend | 2 certified leaders     |
| NAMI Connection                          | 90 minutes, once a week, once every other week or monthly   | 2 certified leaders     |
| NAMI Ending the Silence for Families     | 60-75 minutes   | 2 certified leaders     |
| NAMI Ending the Silence for School Staff | 60-75 minutes   | 2 certified leaders     |
| NAMI Ending the Silence for Students     | 50 minutes  | 2 certified leaders     |
| NAMI Family & Friends                    | 4-hour version: 1 day;<br><u>OR</u> split into 2 hours over 2 days<br><br>90-minute version: 1 day  | 2 - 4 certified leaders |
| NAMI Family Support Group                | 60-90 minutes, once a week, once every other week or monthly  | 2 certified leaders     |
| NAMI Family-to-Family                    | 12 consecutive weeks, 1 class per week;<br><u>OR</u> over a period of 6 consecutive weeks, 2 classes per week;<br><u>OR</u> across consecutive weekend days with no more than 2 classes during any 1 weekend                          | 2 certified leaders     |

|                       |   |   |
|-----------------------|---|---|
| NAMI Homefront        | 6 consecutive weeks, 1 class per week;<br><u>OR</u> over a period of 3 consecutive weeks, 2 classes per week;<br><u>OR</u> across consecutive weekend days with no more than 2 classes during any 1 weekend   | 2 certified leaders   |
| NAMI In Our Own Voice | 40, 60 or 90-minutes  | 2 certified leaders   |
| NAMI Peer-to-Peer     | 8 consecutive weeks, 1 class per week   | 2 certified leaders   |
| NAMI Provider         | 5 consecutive weeks, 1 class per week;<br><u>OR</u> over a period of 5 consecutive days, 1 class per day;<br><u>OR</u> over a period of 2 consecutive weeks, 2 classes in 1 week and 3 classes in the other;<br><u>OR</u> over a period of 2 consecutive days, 2 classes in 1 day and 3 classes the other day | <u>Best Practice</u> : 5 certified leaders (2 family members, 2 individuals with a mental health condition, 1 mental health professional)<br><u>Alternate Option</u> : 3 certified leaders (1 family member, 1 individual with a mental health condition, 1 mental health professional) |
| NAMI Provider Seminar | 4-hour: 1 day;<br><u>OR</u> split into 2 hours over 2 days  | 3 certified leaders (1 family member, 1 individual with a mental health condition, 1 mental health professional)  |

### Program fees

- Participants will not be charged a fee of any kind for enrolling and/or participating in any NAMI program
- NSO/NAs may charge organizations for offering the program to their audience/staff, for example, NAMI Basics for Professionals (social workers, case managers, etc.) or NAMI Provider (medical office staff, hospital staff)

### Translation of NAMI materials

- Any translation of NAMI programs must be approved in advance by NAMI
- All NAMI program materials are copyrighted; therefore, any translation of program materials belong to NAMI
- The organization completing the translation must provide the editable translated documents to NAMI
- The NSO/NA providing the translation is not authorized to share those documents or electronic files with another NSO/NA without written permission from NAMI
- Review the procedures section of the policies for application details: Translation of NAMI Education Program Materials



## **Interpreting into a second language during a program**

- Interpreting during a NAMI program is not recommended. The activity is distracting to the participants and program leaders. Consult with the NA or NSO about the availability of offering the program in the needed language.
  - The exception is American Sign Language with a certified interpreter
- For trainings, consult with NAMI about the availability of certified trainers that can offer programs in the needed language

## **Research on NAMI programs**

- Any research studies conducted on NAMI programs or recruiting participants from NAMI programs must be approved in advance and in writing by NAMI
- The individual/institution conducting the research must share with NAMI the data, analysis and conclusions from the research project
- Review the procedures section of the policies for more details: Research on NAMI National Education Programs

## **Participation in NAMI Programs**

### **Participant eligibility**

- The program-specific participation requirements are listed in Table 2
- Professionals (mental health, school, day care workers, etc.) are not permitted to attend NAMI education programs or support groups unless they meet the lived experience requirements of that specific program and participate fully as a non-professional
  - The exception is the NAMI Basics program, which may be offered in its entirety to groups comprised only of professionals; mixing groups of family members and professionals is not permitted
- Observers, including children of participants, are not permitted to attend or audit any NAMI class or support group
- Refer to your program manual for specific eligibility requirements
- A formal diagnosis is not required to participate in any NAMI program
- An adult is defined as a person 18 years or older

Table 2: Requirements to participate/attend

| <b>Program</b>                           | <b>Who is eligible to attend</b>   |
|--|--|
| NAMI Basics                              | Parents or other primary caregivers of an individual, 22 years of age or younger, who is experiencing mental health symptoms   |
| NAMI Connection                          | Any adult who has experienced symptoms of a mental health condition  |
| NAMI Ending the Silence for Families     | General public, although the program is designed for adults with middle or high school aged youth  |
| NAMI Ending the Silence for School Staff | Any adult staff in a school setting  |
| NAMI Ending the Silence for Students     | Middle and high school aged youth  |
| NAMI Family & Friends                    | General public   |
| NAMI Family Support Group                | Any adult with a loved one who has experienced symptoms of a mental health condition   |
| NAMI Family-to-Family                    | Any adult with a loved one with a mental health condition; youth ages 14 and older provided they are attending as a participant and are accompanied by a parent or guardian                                    |
| NAMI Homefront                           | Any adult with a loved one who is a Service Member (active duty military or Veteran) with a mental health condition  |
| NAMI In Our Own Voice                    | General public   |
| NAMI Peer-to-Peer                        | Any adult with a mental health condition   |
| NAMI Provider                            | Any adult who works with people with mental health conditions and/or their family members as a part of their job: e.g., mental health professionals, clinicians, lay professionals, administrative staff, etc. |
| NAMI Provider Seminar                    | Any adult who works with people with mental health conditions and/or their family members as a part of their job: mental health professionals, clinicians, lay professionals, administrative staff, etc.       |

**Americans with Disabilities accommodations**

- Under the Americans with Disabilities Act (ADA) accommodations must be made for participants who are deaf, hard of hearing or deaf-blind. Accommodations that are made, such as contracting with interpreters are the responsibility of the NSO or NA.
- Digital copies of participant manuals should be made available for those individuals that need large print versions. Copies may be downloaded from the NAMI Store. The device to read the manuals is the responsibility of the participant.
- Service animals (dogs that are individually trained to do work or perform tasks for a person with a disability) are legally permitted to attend all NAMI programs (classes, presentations and support groups [https://www.ada.gov/service\\_animals\\_2010.htm](https://www.ada.gov/service_animals_2010.htm))
  - Comfort and emotional support animals do not qualify as service animals under the ADA and therefore are not guaranteed the same access

- The NSO/NA will decide whether comfort and emotional support animals are permitted at NAMI programs
- Consideration for people with serious allergies or fear of an animal may take priority when comfort and emotional support animals are present

## **Program Leaders**

### **Program leader qualifications**

- Specific additional eligibility requirements for each NAMI program are listed in Table 3
- All NAMI program leaders must be NAMI members, meaning they are current in their annual dues and have a record in NAMI's member management system
- All NAMI program leaders must be trained and certified in accordance with the program standard (i.e. in-person and/or online training)
- All NAMI program leaders must be at least 18 years of age
- Untrained individuals are not permitted to serve as leaders in NAMI Basics, NAMI Family-to-Family, NAMI Homefront, NAMI Peer-to-Peer and NAMI Provider. In cases where a leader is unable to continue leading the program, an untrained substitute may be appointed to help with lecturing. The substitute is not considered certified and will not be allowed to lead again until they attend the program training and are certified.
- Untrained individuals are not permitted to be substitutes in NAMI presentations
- For NAMI support groups that do not have co-facilitators, the NAMI Support Group mentorship process may be used. This process allows a trained facilitator to mentor a prospective facilitator until an official training can be held. This process cannot continue indefinitely and the mentee must be trained within 1 year of starting the mentorship process.
- Due to the investment of time and money to train volunteers, prospective NAMI program leaders are expected to meet outlined requirements of the NSO for the program for which they are training. It is understood that unexpected life situations may occur that will necessitate compassion and flexibility in this policy.
- Existence of a criminal record does not automatically disqualify individuals from leading NAMI programs. The NSO/NA will review each situation on a case-by-case basis and may deny or limit those volunteer opportunities based on local, state and federal laws and statutes.
- Certain sites (schools, hospitals, VA facilities, jails, prisons, juvenile detention centers, etc.) may require that all volunteers have criminal background checks to comply with the law or submit proof of vaccinations (e.g., TB, etc.) for the safety of patients. The NSO or NA will need to determine what level of background check (county, state or federal) is needed and whether the expense of background checks will be paid by the program leader, NA or NSO.

Table 3: Qualifications for program leaders

Ideally, trainees will have graduated from or participated in the program for which they will be trained, although this is not a requirement.

A formal diagnosis of a mental health condition is not required to lead NAMI Connection, NAMI Ending the Silence, NAMI In Our Own Voice, NAMI Peer-to-Peer or NAMI Provider. The trainee needs to have experienced mental health symptoms and be in recovery. Recovery is defined as a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential (*SAMHSA's Working Definition of Recovery*).

| <b>Program</b>                           | <b>Program leader qualifications</b>  |
|--|---|
| NAMI Basics                              | Prospective leaders must be parents or other primary caregivers of a person who exhibited mental health symptoms prior to age 13 (the formal diagnosis may have been made years later, but symptoms appeared prior to age 13)   |
| NAMI Connection                          | Prospective leaders are adults in recovery with a mental health condition   |
| NAMI Ending the Silence – all 3 versions | Prospective leaders must meet one of the following descriptions: (1) young adult age 18-35 in recovery with a mental health condition; (2) adult who is either a family member or a person with a mental health condition. One leader must be a young adult in recovery.  |
| NAMI Family & Friends                    | Prospective leaders are adult family members (parents, siblings, adult children, spouses, partners, etc.) of a person with a mental health condition. They must be an existing leader and have led 1 complete course in any of the following: NAMI Basics, NAMI Family-to-Family or NAMI Homefront.   |
| NAMI Family Support Group                | Prospective leaders must be adult family members (parents, siblings, adult children, spouses, partners, etc.)   |
| NAMI Family-to-Family                    | Prospective leaders must be adult family members (parents, siblings, adult children, spouses, partners, etc.) of a person with a mental health condition  |
| NAMI Homefront                           | Prospective leaders must be adult family members (parents, siblings, adult children, spouses, partners, etc.) of Service Members (active duty military or Veteran) who have experienced mental health challenges  |
| NAMI In Our Own Voice                    | Prospective leaders are adults in recovery with a mental health condition   |
| NAMI Peer-to-Peer                        | Prospective leaders are adults in recovery with a mental health condition   |
| NAMI Provider                            | Prospective leaders must meet one of the following descriptions: (1) adult in recovery with a mental health condition, (2) adult family member or partner of a person with a mental health condition, (3) a mental health professional who also is either a family member of someone with a mental health condition or who has a mental health condition themselves |
| NAMI Provider Seminar                    | Must be certified as a NAMI Provider leader   |

## Mandated reporting

- A mandated reporter is a person who, because of his or her profession or training is legally required to report any suspicions of potential harm or neglect of a person to the relevant authorities. The specifics of these laws vary from state to state.
- NAMI program leaders are not considered mandated reporters by virtue of their NAMI training. If a NAMI leader has additional certification or licensure (e.g., Certified Peer Specialist, mental health counselor), and/or has been trained in their respective state's laws around mandated reporting, they are obligated to follow those laws.
- A NAMI program leader who also has the designation of being a mandated reporter in his or her state is required by NAMI to inform the participants in the class/support group of their status even if their specific mandated reporter regulations do not require this disclosure
- Participants in NAMI programs, who are also mandated reporters, should follow the requirements of their licensure and state and may not be required to inform participants of their presence
- A NAMI program leader, who is not a mandated reporter in his or her state but who is concerned about something reported by a participant in their class/support group, should discuss those concerns with the sponsoring NSO or NA and follow the policies and procedures of that organization, which must comply with the laws in that state

## Compensation for program leaders

- It is imperative that all NSOs and NAs understand that any form of payment to program leaders (contract fees, stipends, etc.) may be considered an employer/employee relationship. NSOs and NAs must be familiar with federal and state law regarding regulations on employees and contractors if they opt to provide payments of any sort to program leaders.
  - Guidance on federal law can be found at [www.irs.gov/businesses/small](http://www.irs.gov/businesses/small). On that page, click on the title ***Independent Contractor (Self-Employed) or Employee***.
- NAMI neither requires nor recommends payment of any type for NAMI program leaders
- NAMI recommends reimbursing program leaders for expenses such as supplies, copies, snacks or mileage. Documentation (receipts and expense forms) should be managed in accordance with the policies of the NSO or NA hosting the program.
- Please consult local resources for state-specific laws related to employer/employee relationships

## State Trainings

### State trainer qualifications

- Program specific eligibility requirements to become a state trainer are detailed in Table 4
- All prospective state trainers for NAMI programs must be NAMI members, meaning they are current in their annual dues and have a record in NAMI's member management system
- All prospective state trainers for NAMI programs must be screened for readiness and then be recommended to attend a NAMI Training of Trainers event by their NSO (either by the executive director or the president of the board of directors). This recommendation indicates the NSO endorses not only that the individual meets the minimum requirements, but that they are willing and able to perform in that new role.
- Eligibility of a state trainer to train may be reviewed and eligibility withdrawn at any time by the NSO or NAMI
  - Review the procedures section of the policies for more details: Non-, Provisional or De-Certification of a NAMI Program Leader
- All prospective state trainers must be trained in the latest version of the program and have led the program in the last 12 months

Table 4: Qualifications to become a state trainer

| <b>Program</b>                   | <b>State trainer qualifications</b>   |
|----------------------------------|---|
| NAMI Basics                      | Must have led 1 complete NAMI Basics program  |
| NAMI Connection                  | Must have at least 6 months experience leading a NAMI Connection group, utilizing the NAMI Support Group model                              |
| NAMI Ending the Silence          | No state trainers for this program; to lead the practice session, you must complete the online training for NAMI Ending the Silence coaches |
| NAMI Family & Friends            | No state trainers for this program  |
| NAMI Family Support Group        | Must have at least 6 months experience leading a NAMI Family Support Group, utilizing the NAMI Support Group model                          |
| NAMI Family-to-Family            | Must have led 1 complete NAMI Family-to-Family program  |
| NAMI Homefront                   | Must have led 1 complete NAMI Homefront program   |
| NAMI In Our Own Voice            | Must have given at least 5 NAMI In Our Own Voice presentations (2018 edition)   |
| NAMI Peer-to-Peer                | Must have led 1 complete NAMI Peer-to-Peer program (2018 edition)   |
| NAMI Provider & Provider Seminar | Must have led 1 complete NAMI Provider Education program  |

## State training procedures

- Specific training formats and trainer requirements are described in Table 5
- State training schedules, formats and content may not be altered or condensed in any way without the approval of NAMI
- Refer to the program manual for specific procedures
- Not all trainees are guaranteed certification; certification will be decided upon by the state trainers based on the trainee’s ability to demonstrate the skills required and to adhere to the program model. In cases where certification is not granted, the Non- and De-Certification Procedures must be followed.
  - Review the procedures section of this document for more details: Non-, Provisional or De-Certification of a NAMI Program Leader
- NSO/NA may not charge trainees a fee to attend a NAMI program leader training. A NSO/NA may charge another NSO/NA for the expenses of training a leader if such an agreement is made in advance.
- NSO or NAs who need an out-of-state trainer to conduct a training must contact NAMI to facilitate introductions to other NSOs with certified trainers
- All trainings must be reported to NAMI through the online data reporting system 6 weeks prior to the training
- The NAMI state program director/coordinator must submit any documentation required for specific programs to NAMI after the training. This documentation is described in each of the NAMI program training manuals.

Table 5: State training formats

| <b>Program</b>            | <b>Training format</b>   | <b>Led/Taught by</b>                             |
|---------------------------|--|--|
| NAMI Basics               | 2-day in-person  | 2 certified state trainers                       |
| NAMI Connection           | 2-day in-person  | 1 certified state trainer for every 6 trainees * |
| NAMI Ending the Silence   | Blended training: a combination of online, self-directed modules followed by a 4-hour in-person practice session | 1 certified coach                                |
| NAMI Family & Friends     | Online self-directed modules   | Self-directed                                    |
| NAMI Family Support Group | 2-day in-person  | 1 certified state trainer for every 6 trainees * |
| NAMI Family-to-Family     | 2.5-day in-person<br><u>OR</u><br>2-day in-person, if all trainees are NAMI Family-to-Family graduates           | 2 certified state trainers                       |
| NAMI Homefront            | 2-day in-person  | 2 certified state trainers                       |

|                         |  |                             |
|-------------------------|--|-----------------------------|
| NAMI In Our Own Voice   | Blended training: a combination of online, self-directed modules followed by a 1-day in-person training  | 2 certified state trainers  |
| NAMI Peer-to-Peer       | Blended training: a combination of online, self-directed modules followed by a 1½-day in-person training | 2 certified state trainers  |
| NAMI Provider & Seminar | 1.5-day in-person  | 1 certified state trainer * |

*\* if training 6 or fewer people and using only 1 trainer, a state coordinator or other designated staff member must be present at the training site*

### **Compensation for state trainers**

- It is the responsibility of NSOs and NAs to take into consideration all federal and state laws regarding employees and contractors as well as the budget amount available for this purpose
- NSOs and NAs are encouraged to contract with the state trainer for his or her services. NAMI recognizes funds may not always be available but suggests that each state trainer receive a minimum amount of \$125 per day of training, with the possibility of up to \$250 per day of training.
  - For example, a 1-day training for NAMI In Our Own Voice would pay \$125–\$250 while a 2-day training for NAMI Homefront would pay \$250–\$500.
- State trainers shall be offered accommodations the night before and nights during trainings when travel is required, at the expense of the host NSO/NA
- Trainers should be reimbursed for all actual training expenses, including travel and meals
- If a state trainer from one state agrees to train in another state, the trainer and requesting NSO/NA should confirm the stipend amount prior to agreeing to the training



# **NAMI National Education Program Procedures**

## **Use or Adapt NAMI Education Program Materials**

Excerpt from NAMI National Education Policies Operating Policies, 2019

- *NAMI programs are the intellectual property of NAMI*
- *All NAMI program material is copyrighted and can only be used by certified program leaders and trainers for the intended audiences*
- *Permission to use any material in a setting other than a NAMI program must be sought from and given by NAMI in advance. In every case where permission is granted, NAMI must be referenced as the source of the material.*

## **Request for approval to use or adapt NAMI materials**

1. Complete the Application: Request to Use/Adapt NAMI National Education Program Materials
2. Include answers to all questions
3. Email to [namieducation@nami.org](mailto:namieducation@nami.org), attention Content Adaptation

## Application: Request to Use/Adapt NAMI Education Program Materials

Name: \_\_\_\_\_ Date of request: \_\_\_\_\_

State: \_\_\_\_\_ NAMI Affiliate (if applicable): \_\_\_\_\_

Contact person phone: \_\_\_\_\_ Email: \_\_\_\_\_

Program(s) from which material will be used/adapted:

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> NAMI Basics           | <input type="checkbox"/> NAMI Connection           | <input type="checkbox"/> NAMI Ending the Silence |
| <input type="checkbox"/> NAMI Family & Friends | <input type="checkbox"/> NAMI Family Support Group | <input type="checkbox"/> NAMI Family-to-Family   |
| <input type="checkbox"/> NAMI Homefront        | <input type="checkbox"/> NAMI In Our Own Voice     | <input type="checkbox"/> NAMI Peer-to-Peer       |
| <input type="checkbox"/> NAMI Provider         |  |  |

### Please answer the following questions and include with this application:

- Who will be involved in the development of the adaptation; include names of individuals, colleges/universities, research groups, etc.
- Describe the adaptation; its purpose, design, audience, what specific NAMI content will be used and how
- If the adaptation will require participants to share their personal information, describe the safeguards that will ensure confidentiality (permission to video tape or record forms, signed media releases, etc.)
- How you will implement the adaptation, include any necessary training procedures
- How the adaptation will benefit the NAMI Alliance
- The time frame in which you will develop and implement the adaptation; include start, pilot and implementation dates
- Attach copies of all documents you refer to in this form (instruments to be used, training process outlines, etc.)
- Anything else that would be helpful to NAMI in deciding whether to approve this request

### By submitting this application, you agree to:

- Acknowledge all adaptations of NAMI content remain NAMI property
- Provide the adapted content to NAMI in an electronic, editable format
- Share the evaluation tool/s and outcomes of the adaptation with NAMI
- Obtain NAMI's consent prior to publishing any data or analyses that result from this adaptation
- Reference NAMI in all publications of adaptation results
- Gain approval from NAMI if the approved adapted materials are used outside the parameters of this application

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**For NAMI Use Only – Use/Adapt Application**

- Use/Adaptation proposal is approved
- Use/Adaptation proposal is denied
- No decision can be made until the following questions are addressed:
  - 1.
  - 2.
  - 3.

Reviewed by, title & date:

## Translation of NAMI Education Program Materials

**Contact NAMI before beginning your project as it may already be in process**

**Criteria of an approved translation of NAMI program materials:** a translation that modifies and/or adapts elements of the original text for a specific audience

Excerpt from NAMI National Education Policies Operating Policies, 2019

### ***Translations of NAMI education program materials***

- *Any translation of NAMI programs must be approved in advance by NAMI*
- *All NAMI program materials are copyrighted; therefore, any translation of program materials belong to NAMI*
- *The organization completing the translation must provide the editable translated documents to NAMI*
- *The NSO/NA providing the translation is not authorized to share those documents or electronic files with another NSO/NA without written permission from NAMI*

### **Application process**

1. Identify the NAMI program materials to be culturally translated
  - Determine your target audience
  - Create a project plan
  - Create a review process
2. Identify individuals involved in the translation project
  - Point of contact
  - Person with NAMI program experience
  - Translator/s
  - Reviewer/s
  - Pilot group
3. Complete and submit the application to [namieducation@nami.org](mailto:namieducation@nami.org), attention NAMI Program Translation

## Application: Request to Translate NAMI Education Program Materials

Name: \_\_\_\_\_ Date of request: \_\_\_\_\_

State: \_\_\_\_\_ NAMI Affiliate (if applicable): \_\_\_\_\_

Contact person phone: \_\_\_\_\_ Email: \_\_\_\_\_

Program(s) for which translation is being proposed:

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> NAMI Basics           | <input type="checkbox"/> NAMI Connection           | <input type="checkbox"/> NAMI Ending the Silence |
| <input type="checkbox"/> NAMI Family & Friends | <input type="checkbox"/> NAMI Family Support Group | <input type="checkbox"/> NAMI Family-to-Family   |
| <input type="checkbox"/> NAMI Homefront        | <input type="checkbox"/> NAMI In Our Own Voice     | <input type="checkbox"/> NAMI Peer-to-Peer       |
| <input type="checkbox"/> NAMI Provider         |  |  |

**Please answer the following questions and include with this application:**

### The project

- Describe the project, include the purpose, target audience, design and how the NAMI content will be used
- How the translation will impact the target audience
- How the translation will be culturally applicable to the target audience
- The time frame for the adaptation/translation, including start and completion date

### Individuals involved

- Point of contact
  - Name
  - Contact information if different from above
- Person with NAMI program experience:
  - Name
  - Describe NAMI involvement
- Translator/s
  - Name and credentials of the individual/s completing this project
  - Describe any previous translation experience
  - Explain how the translator is familiar with the cultural elements of the target language
- Reviewer/s
  - Name and credentials of an independent reviewer/s of the translation
  - Describe any previous translation experience
  - Explain how each reviewer is familiar with the cultural elements of the target language

- Pilot group
  - Will the entire translated program or part of the program be tested with the target audience
  - Gather feedback to assess the quality of the translation
  - Make revisions of translation based on feedback

**Other:** Anything else that would be helpful to NAMI in deciding whether to approve this translation request

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**For NAMI Use Only – Translation Application**

- Adaptation/translation proposal is approved
- Adaptation/translation proposal is denied
- No decision can be made until the following questions are addressed:
  - 1.
  - 2.
  - 3.

Reviewed by, title & date:

## **Research on NAMI National Education Programs**

Excerpt from NAMI National Education Policies Operating Policies, 2019

### ***Research on NAMI programs***

- *Any research studies conducted on NAMI programs or recruiting participants from NAMI programs must be approved in advance and in writing by NAMI*
- *The individual/institution conducting the research must share with NAMI the data, analysis and conclusions from the research project*

### **Request for approval to conduct research**

4. Complete the Application Request for Approval of Research on NAMI National Education Programs
5. Include answers to all requested questions
6. Email to [research@nami.org](mailto:research@nami.org), attention Research Application

**Application: Request for Approval of Research on NAMI National Education Programs**

Name: \_\_\_\_\_ Date of request: \_\_\_\_\_

State: \_\_\_\_\_ NAMI Affiliate (if applicable): \_\_\_\_\_

Contact person phone: \_\_\_\_\_ Email: \_\_\_\_\_

Program(s) for which research is being considered:

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> NAMI Basics           | <input type="checkbox"/> NAMI Connection           | <input type="checkbox"/> NAMI Ending the Silence |
| <input type="checkbox"/> NAMI Family & Friends | <input type="checkbox"/> NAMI Family Support Group | <input type="checkbox"/> NAMI Family-to-Family   |
| <input type="checkbox"/> NAMI Homefront        | <input type="checkbox"/> NAMI In Our Own Voice     | <input type="checkbox"/> NAMI Peer-to-Peer       |
| <input type="checkbox"/> NAMI Provider         |  |  |

**Please answer the following questions and include with this application:**

- Who will conduct the research (e.g. NAMI State Organization, university, research group)?
- The type of evaluation/research being proposed (e.g. pre/post-test, interviews)?
- The purpose of the research (e.g. funder requirement)?
- The research methodology includes, at a minimum:
  - The instruments that will be used
  - Who will administer and collect the instruments
  - How participant consent will be obtained
  - IRB approval documentation
  - The training process for NAMI volunteer leaders
  - Who will complete the data analysis
  - The data analysis process
  - What will be done with the results
- The time frame for the research including start and completion date
- Anything else that would be helpful to NAMI in deciding whether to approve this research request

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**For NAMI Use Only**

- Research proposal is approved
- Research proposal is denied
- No decision can be made until the following questions are addressed:
  - 1.
  - 2.
  - 3.

Reviewed by, title & date:



## **Non-, Provisional or De-Certification of NAMI Program Leader**

NAMI empowers and expects certified state trainers to make decisions regarding the certification, provisional certification or the non-certification of individuals attending NAMI national education program leader trainings.

### **Non-Certification of a NAMI Program Leader Trainee**

Potential reasons a trainee would not be certified include, but are not limited to:

- Does not demonstrate understanding of the model or program
- Does not contribute to group safety
- Is focused on a directive model (giving advice or acting as a therapist)
- Is self-focused and unable to create a space for all to share
- Is unwilling to be faithful to the model or program (fidelity)
- Does not follow the NAMI National Education Programs Code of Conduct
- Verbally or physically threatens a trainee or the leader of the training

Specific steps are to be followed by certified state trainers if they determine a trainee is not eligible for certification:

- Documentation by certified state trainers of the specific, objective reasons why the individual is not receiving certification
- A documented conversation between the certified state trainers and the trainee:
  - The certified state trainers explain why the trainee is not eligible for certification
  - Allow the trainee to respond and provide their own assessment of their performance in the training
- A documented conversation between the certified state trainers and the NSO/NA relaying the decision to not certify, explaining the basis of the non-certification decision and outlining any follow-up that may be recommended
- Awarding a certificate of attendance instead of a certificate of completion to the trainee
- Documentation of retrieval of program training materials

In order to maintain program quality and fidelity, NAMI does not recognize any course, presentation or support group provided by individual(s) who attended a program training but were not fully certified by the state or national trainers.

Throughout the process outlined above, there are different levels of responsibility held by the NA, NSO and NAMI.

Responsibility of the NA:

- Participate in a conversation with the NSO to understand why the non-certification decision was made
- Support the decision when speaking with the trainee

Responsibility of the NSO:

- Provide written documentation from the certified state trainers to the NA describing the specific objective criteria that were the basis for the non-certification decision and a description of the meeting in which that decision was explained to the trainee
- Support the decision made by the certified state trainers

- If necessary, provide mediation between the trainee and the NA
- Consult with the appropriate NAMI program manager if necessary

#### Responsibility of NAMI:

- Provide direction and guidance to the NSO as needed as they follow the policies and procedures of NAMI programs
- Support the NSO and NA in their authority to enforce non-certification so long as that determination is documented as outlined above
- Manage all concerns presented to NAMI relating to the non-certification
- Follow the procedures described above in the event of non-certification of a state trainer candidate at the NAMI Training of Trainers event

#### Frequently asked questions

What constitutes an objective reason for non-certification?

Refer to the section “Potential reasons a trainee would not be certified”.

An example is that the person does not demonstrate understanding of the model, e.g., in a support group training, a trainee repeatedly fails to use the facilitator charts even after attempts by the trainers to help correct this.

What is a tangible outcome?

Something based on a person’s behavior that will occur. It is important to observe and document objective observations about a person’s behavior and link those with tangible outcomes.

An example of a tangible outcome is if a person leading the group does not use the facilitator charts, none of the group attendees will be able to understand or follow the structure of the program. This compromises the quality of the program when the trainee returns home to lead groups.

### **Provisional Certification of a NAMI Program Leader Trainee**

Provisional certification will be considered when the state trainer determines the trainee is capable of fidelity to the model but needs more practice time or oversight training the program.

Specific steps are to be followed by certified state trainers if they determine a trainee will be provisionally certified:

- Documentation by certified state trainers of the specific, objective reasons why the individual is being provisionally certified
- A documented conversation between the certified state trainers and the trainee:
  - The certified state trainers explain why the trainee is not eligible for full certification and the expected action steps and timeline to receive full certification
  - Allow the trainee to respond and provide their own assessment of their performance in the training

- A documented conversation between the certified state trainers and the NSO/NA relaying the decision to provisionally certify the trainee, explaining the basis of the decision
- Specific action steps and timelines required to achieve full certification
- A written summary of these conversations signed by all certified state trainers involved and provided to the trainee, with a copy provided to the NSO/NA

### **De-Certification of a NAMI Program Leader/Trainer**

There are times when a certified program leader/trainer must take a break from leading the program. Criteria for separation, either temporary or permanent, from their role as a NAMI program leader include, but are not limited to:

- Does not demonstrate understanding of the model or program
- Does not contribute to group safety
- Is focused on a directive model (e.g., giving advice or acting as a therapist)
- Is self-focused and unable to create a space for all to share
- Is unwilling to be faithful to the model or program (i.e., fidelity)
- Does not follow the NAMI National Education Program Code of Conduct
- Verbally or physically threatens a member or leader of the program or training

Once it has been determined that separation from leadership responsibilities is necessary, it becomes the responsibility of the NA and NSO to initiate the process of de-certification.

During this process there are different levels of responsibility held by the NA, NSO, NAMI and any program leader or other individual involved in the de-certification decision and process.

Responsibility of the co-leader, state trainer or any other individual who witnessed or otherwise provided objective rationale for de-certification:

- Provide written documentation to the NA or NSO with specific objective reasons separation is necessary
- Provide written documentation of when and how this recommendation was made to the NA program director or executive director, including information about the reasons that de-certification is necessary

Responsibility of the NA:

- Investigate claims made
- Document the specific objective reasons for separation and provide this information to the NSO program director or executive director
- If it is agreed that separation is deemed necessary, the NA will have a conversation with the individual explaining the rationale for the decision and document the meeting

Responsibility of the NSO:

- Reinforce and support the decision
- Provide mediation between the individual and the NA, if necessary
- Notify the appropriate NAMI program manager about the de-certification

Responsibility of NAMI:

- Provide direction and guidance to the NA/NSO as they follow the policies and procedures of NAMI programs
- Support the NA/NSO in their authority to de-certify a program leader so long as the process outlined above has been followed
- Manage all concerns presented to NAMI relating to the de-certification

# Documentation for Non/Provisional/De-Certification of a NAMI Trainee/Program Leader

This information serves as documentation of:

- Non-Certification of a NAMI program trainee
- Provisional Certification of a NAMI program trainee
- De-Certification of an existing NAMI program leader

Name of Individual: \_\_\_\_\_

NAMI Affiliate: \_\_\_\_\_

NAMI State Organization: \_\_\_\_\_

Date: \_\_\_\_\_

**NAMI Program:**

- NAMI Basics
- NAMI Family Support Group
- NAMI Homefront
- NAMI Provider
- NAMI Connection
- NAMI Family & Friends
- NAMI In Our Own Voice
- NAMI Ending the Silence
- NAMI Family-to-Family
- NAMI Peer-to-Peer

Objective reasons – observed behavior – that certification is either not being granted or is being removed (be as specific as possible):

\_\_\_\_\_  
\_\_\_\_\_

Consequences or potential consequences of observed behavior (what has or could happen as a result):

\_\_\_\_\_  
\_\_\_\_\_

Description of conversation with trainee/program leader (who attended; summary of discussion):

\_\_\_\_\_  
\_\_\_\_\_

Specific recommendations including time frames:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Program materials have been retrieved and returned to the NAMI Affiliate or NAMI State Organization

- Yes     No

Name, signature and credential NAMI state trainer or other NAMI official making this decision:

\_\_\_\_\_  
**Printed Name                      Credential                      Signature                      Date**

\_\_\_\_\_  
**Printed Name                      Credential                      Signature                      Date**

*This report should be completed and submitted to the NAMI State Organization program director.*