

## Technical Support Products

When transforming an organization, it is critical that the agency, staff and community partners have access to support and technical assistance. The following is a list of the types of support and assistance that have provided guidance to Ohio stakeholders involved with systems transformation to a family centered, neighborhood based approach to child welfare practice.

### General Types of Technical Support

1. Contact with states and local agencies that have been involved with the transformation effort.
2. Securing copies of the Tools and Lessons Learned documents available through the Annie E. Casey Foundation and literature from the child welfare field.
3. Training and developmental activities in response to specific staff, foster parent, provider and neighborhood needs such as:
  - a. On-site visits for information and planning sessions;
  - b. Coordination of monthly tele-conference sessions with local experts on grass roots organizing; use of data; partnering with foster parents and building partnerships with providers;
  - c. Development of marketing materials for county use in target neighborhoods (see Attachment section of this document);
  - d. Development and distribution of publications that synthesizes the experiences of local efforts.

### Specific Sessions Designed to Assist with the Transformation Effort

As discussed in the section: Getting Started: Lessons From the Field – The Leader’s Role, staff, foster parents and community stakeholders must be properly oriented and prepared to undertake this effort. The following is a list of the types of sessions that were specifically designed as a result of requests by local agencies to meet the orientation and preparation needs of involved stakeholders:

1. General All-Staff Meeting

Time: 3 hours

Audience: Line staff, supervisors, managers, directors, board members, local providers, family and neighborhood councils.

Purpose:

To present background information on the concept and importance of FCNB to child protection and family stability, and provide an opportunity for participants to explore the extent to which they value and embrace the philosophy, values and outcomes of this approach to service. Participants are given an opportunity to explore the extent to which their current practice reflects a family-centered, neighborhood-based services approach.

2. Values Discussion

Time: 3 hours

Audience: Line staff, supervisors, managers, directors, foster parents

Purpose:

To challenge the value-base of the participants and explore how their values can help or hinder integration of FCNB in daily practice. Included in this session is the distribution of a FCNB quiz, and the types of performance FCNB service embraces. This gives participants an opportunity to reflect on what a FCNB organization looks like.

3. Clinical Practice of FCNB Integration and Performance Based Behaviors Review

Time: 12 hours

Audience: Supervisors, managers

Purpose:

This exciting two-day session provides supervisors from Intake through Adoption an opportunity to explore FCNB through a rigorous case study process. This training combines a review of the FCNB goals and values; two intense case studies; a dialogue regarding the pros and cons of FCNB and a review of current agency practice against a set of specific performance-based criteria.

#### 4. Performance-Based Review of Practice

Time: 3 hours

Audience: Line staff, supervisors, managers

Purpose:

This is a facilitated session whereby the facilitator introduces and distributes a white paper on performance specific behaviors for professionals in Intake, Assessment, Ongoing Services, Foster Care, Adoption, Homemaker/Health, Quality Assurance, Independent Living, and Child Care, and behaviors for the community. The facilitator gives staff an opportunity to review, discuss and identify strengths and areas for improvement within the specific program areas. There is a preliminary large group discussion on areas for improvement with the understanding that the Units will identify plans for improving practice following the session.

#### 5. Foster Parent and Staff Session

Time: 3.5 hours

Audience: Line staff, supervisors, managers, foster parents

Purpose:

To explore the continuum of services that are representative of family-centered, neighborhood-based services (FCNB) using the **Bridge** document developed by Dr. Denise Goodman and the Cuyahoga County Department of Family and Children Services. Using this tool, staff and foster parents identify what they are doing together that is FCNB, and develop rough protocols for joint decision between foster and biological parents.

#### 6. Case Conferencing Training

Time: 6 hours

Audience: Line staff, supervisors, managers

Purpose:

This is a one-day session designed to assist staff in reviewing the process and skills needed to successfully conduct a Family Case conference. The structure, agenda, roles and responsibilities are shared at this meeting designed to establish a Concurrent

Family Case with the family, social work staff, community providers and significant others in the family's life.

7. Family Team Meeting Training

Time: 3 hour Orientation and/or 6 hour Training

Audience: Line staff, supervisors, managers, foster parents

Purpose:

This session provides staff and foster parents with the framework for participating in the Family Team Meeting with the birth family. The structure, agenda, roles and responsibilities are reviewed and discussed and the agency's policy on the Family Team Meeting shared to establish a working relationship between the primary adults in the child's life: the birth parents, foster parents and social worker.

8. Proposal Planning Session

Time: 4 hours

Audience: Supervisors, managers, staff directly responsible for assisting with integration of FCNB services

Purpose:

To review the planning and proposal outline, generate ideas and strategies for the integration of FCNB services, and to discuss some of the finer points of the transformation process.

## PCSAO Technical Assistance Availability

PCSAO is able to assist states with thinking through and planning for the development of their FCNB Transformation Plan. Based on previous requests from agencies, the following technical assistance has, and continues to be provided in the following areas:

- a. Develop, coordinate and/or provide training on family-centered, neighborhood-based (FCNB) services;
  - i. PCSAO holds an annual two-day Conference with intensive workshops on FCNB specific topics;
  - ii. PCSAO, in conjunction with the Institute for Human Services (IHS), has developed a one-day mini-training session on the partnership between the biological family, foster family and staff using the newly developed pre-service training for foster and adoptive staff;
  - iii. PCSAO has developed a variety of 3-12 hour workshops for community stakeholders, staff, and foster parents.
- b. Provide on-site presentations to staff, foster parents and community stakeholders;
- c. Coordinate the statewide Data Team to assist counties with bringing up and maintaining the PCSA local self-evaluation team;
- d. Partner with the state department of human services to produce marketing materials for the counties to use in their target neighborhoods (several exciting PR pieces have been developed and have been/are being distributed throughout the state);
- e. Develop and distribute a publication that synthesizes the experiences of Cuyahoga and Hamilton counties (FCNBcps Cliff Notes- four have been published to date and are available upon request);
- f. Facilitate planning sessions for agencies to develop structure plans for the integration of FCNB locally;
- g. At the request of the agency director, provide troubleshooting and problem-solving facilitation regarding integration of FCNB and recommendations for the removal of systems barriers prohibiting integration.