



Public Children Services Association of Ohio

Stacey A. Saunders, Director for Program Excellence
400 East Town Street, Suite G-10 * Columbus, Ohio 43215
614-224-5802 * Fax: 614-228-5150 * Email Address: sas555inc@aol.com
Website: www.pcsao.org

MEMORANDUM

**TO: PATTI BEEKMAN
PAULA MARX**

FROM: STACEY A. SAUNDERS

SUBJECT: FCNB WORKSHOPS

DATE: MAY 19, 2002

Greetings to both of you. I hope you had a great weekend. Thank you so much for meeting with me on May 13, 2002 to review the FCNB Workshop menu that I had presented at the OCWTP statewide meeting a few months ago.

Per your recommendations, I have revised the FCNB Workshop menu to respond to your request that the Workshop Offerings:

1. Identify the Competencies
2. Include all competencies as related to the executive directors
3. Format the workshops to identify them as:
 - a. Sequentially sequenced as a package should the region decide to offer the sessions in order throughout the year;
 - b. Stand-Alone Workshops – workshops that can be offered separate and apart from other workshops;
 - c. Agency-specific workshops that must be offered to an agency's staff and cannot be offered regionally (although two counties might get together to attend the workshop).

I am attaching a rough draft. Please review this packet and let me know if it makes sense, if I missed something, or if you find typos (I am terrible at proof-reading my own work). **Please respond by June30, 2002.**

Once I get your comments, I will refine the document in preparation for distribution at an upcoming OCWTP RTC Coordinator's Meeting.

Thank you for the opportunity to prepare this document for your review. I look forward to hearing from you by June 30, 2002. Until then, take care and be well.

Cc: Crystal Allen

Family-Centered, Neighborhood-Based Services



A systematic and planful approach to the integration of a Family-Centered, Neighborhood-Based approach to service delivery is paramount to an agency's success. When transforming an organization, it is critical that the agency, staff, care givers, and community partners have access to support and technical assistance.

The following is a list of workshops that have been developed as a result of requests made by county agencies in Ohio. As a result of attending one or more sessions, integration can move forward at a much quicker rate and with greater success.

It is critical to note that to really move forward, the agency should allow opportunities for all staff, care givers and community stakeholders to be oriented and educated re. this approach to practice. The agency may also want to consider appointing a professional whose time is dedicated to steering the integration of this approach.

Stacey A. Saunders is the author of all training curriculums listed in this document. Competencies can be identified for the OCWTP. Stacey can be contacted at sas555inc@aol.com to schedule any and/or all of these training sessions.

**FAMILY CENTERED, NEIGHBORHOOD BASED SERVICES
WORKSHOP LISTING
WORKSHOP SEQUENCING**

Developed By Request from the OCWTP
May 2002
By: S.A. Saunders, M.A.I.A., B.S. ED

SEQUENCING INFORMATION

The following document has been revised to assist the Ohio Child Welfare Training Program (OCWTP) Regional Training Centers when planning to offer Family Centered, Neighborhood Based focused workshops as part of their quarterly training calendars. Per the OCWTP request for this information, the following document divides the workshops three ways:

1. Sequentially sequenced as a package should the region decide to offer the sessions in order throughout the year;
2. A list of Stand-Alone Workshops – workshops that can be offered separate and apart from other workshops;
3. Agency-specific workshops that must be offered to an agency's staff and cannot be offered regionally (although two counties might get together to attend the workshop).

PRE-REQUISITE INFORMATION

Each workshop has been reviewed and now includes a description of pre-requisite recommendations.

SUMMARY OF SEQUENCED WORKSHOPS

1. ***Sequentially Sequenced as a Package*** - offered by the RTC throughout the year
 - Initial Orientation/Values-Based Dialogue
 - Clinically-Focused FCNB Practice Integration For Supervisors
 - Foster Parent and Social Worker Training – Collaboration
 - The Family Team Meeting (FTM)
 - Family Case Conference – Teaming Decision Making – Overview
 - Family Case Conference – Team Decision Making: Facilitator Skill Building

SUMMARY OF SEQUENCED WORKSHOPS continued

2. **A list of Stand-Alone Workshops** – *workshops that can be offered separate and apart from other workshops*

- Initial Orientation/Values-Based Dialogue
- Clinically-Focused FCNB Practice Integration For Supervisors
- The Family Team Meeting (FTM)
- Family Case Conference – Teaming Decision Making – Overview
- Family Case Conference – Team Decision Making: Facilitator Skill Building

3. **Agency-specific workshops** *that must be offered to an agency's staff and cannot be offered regionally (although two counties might get together to attend the workshop).*

All of the workshops under section 1 and 2 above can be offered as agency-specific sessions. However, the workshops that follow should only be offered to agency cohort groups. In addition, all of the following workshops have pre-requisite recommendations – please see individual listing to view requisite recommendations

- Performance-Based Behaviors Review - Current Service Delivery in Agency
- Bridging the Gap between Social Workers and Care givers
- Proposal Planning Session
- Community In-Service Session on FCNB Overview

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SEQUENTIALLY SEQUENCED AS A PACKAGE offered by the RTC
throughout the year

1. Initial Orientation/Values-Based Dialogue
2. Clinically-Focused FCNB Practice Integration For Supervisors
3. Foster Parent and Social Worker Training – Collaboration
4. The Family Team Meeting (FTM)
5. Family Case Conference – Teaming Decision Making – Overview
6. Family Case Conference – Team Decision Making: Facilitator Skill Building

WORKSHOPS

1. Initial Orientation/Values-Based Dialogue Workshop

Time: 6 Hours/ 1 Day

Audience: Line staff; Care Givers; Supervisors; Managers; Directors; Board Members; Community Providers

Competencies:

- 207-2 The participant understands the values that underlie a family-centered approach to child welfare, including keeping families together, building on family and individual strengths, promoting growth and change and respecting each families uniqueness and individuality.
- 207-3 The participant understands the values that underlie a family-centered approach to child welfare, including keeping families together, building on family and individual strengths, promoting growth and change and respecting each families uniqueness and individuality.
- 601-2 The executive knows the importance of shared vision, and purpose to help staff find meaning and value in their work.
- 642-1 The executive understands the dynamics of change in an organization.
- 642-3 The executive knows how to introduce and manage change that creates the least amount of disruption in the organization.

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Purpose:

This workshop presents foundation information on the key concepts, values, principles, and outcomes of FCNB; it provides participants with an opportunity to explore the extent to which they value and embrace a FCNB philosophy and values and explore the extent to which their current practice reflects a Family-Centered, Neighborhood-Based services approach. Participants are challenged to consider their professional value-base and explore how their values can help or hinder family reunification and stabilization through integration of FCNB in daily practice. Participants are given an opportunity to reflect on what a FCNB organization looks like, how they feel about the FCNB approach and the extent to which they are willing to make a commitment to further explore this approach with colleagues at their agency.

2. Clinically-Focused FCNB Practice Integration For Supervisors

Time: 12 Hours/ 2 Days

Audience: Supervisors, Managers, Program Coordinators

Competencies:

- 306-4 The supervisor can collaborate with practitioners in other agencies and service disciplines in a team approach to family assessment, case planning and service delivery.
- 306-5 The supervisor is able to work collaboratively with child welfare staff members in other agency units and departments to assure coordinated services to families and to children in care.
- 308-5 The supervisor knows how to access and use family preservation services and naturally occurring community-based resources to help parents with mental illness or emotional problems maintain primary care capability and responsibility for their children.
- 504-2 The supervisor understands the concepts of group process and development and knows the role of leader and the most appropriate management strategies for different developmental stages.

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Prerequisite Recommendation:

*Strongly recommend participants first attend the **Initial Orientation/Values-Based Dialogue** Workshop prior to attending this session*

Purpose:

This two-day session provides Supervisors and Managers from Intake through Adoption, with an opportunity to explore how to support the integration of FCNB through casework practice. Using current Ohio cases, participants identify what is happening (has happened) in the case that is Family-Centered and Neighborhood-Based, what contradicts FCNB, and what can be done to be more FCNB. Coaching skills are reviewed as are training and non-training interventions to assist staff with practice-based integration. This session helps prepare participants to support staff with integration by identifying strategies and activities that are more FCNB focused when reviewing cases in weekly conferences and monthly unit meetings

3. Care Givers and Social Workers – Collaboration Workshop

Time: 6 Hours/ 1 Day

Audience: Care Givers, Social Workers

Competencies:

- 915-4 The participant understands the values that underlie a family-centered approach to child welfare, including keeping families together, building on family and individual strengths, promoting growth and change and respecting each families uniqueness and individuality.
- 915-4 The participant knows the importance of strengthening and maintaining relationships between foster children and their families and knows the importance of regular visitation to promote this.
- 915-5 The participant knows ways that foster families can work with and help primary families, can contribute to the case assessment and planning process, and can implement activities with primary families as determined in the case plan.

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940-1 The participant understands their role and responsibilities as part of a child welfare team to empower, strengthen and preserve the families of children in foster care.

Prerequisite Recommendation:

*Strongly recommend participants first attend the **Initial Orientation/Values-Based Dialogue** Workshop prior to attending this session*

Purpose:

This one-day OCWTP workshop on collaboration, developed and piloted by Betsy Keefer of the OCWTP with the Institute for Human Services, will teach Care Givers and Social Workers how to work more effectively together.

4. The Family Team Meeting (FTM)

Time: 6 Hour/ 1 Day

Audience: Line Staff, Supervisors, Managers, Care Givers

Competencies:

207-2 The participant understands the values that underlie a family-centered approach to child welfare, including keeping families together, building on family and individual strengths, promoting growth and change and respecting each families uniqueness and individuality.

915-4 The participant understands the values that underlie a family-centered approach to child welfare, including keeping families together, building on family and individual strengths, promoting growth and change and respecting each families uniqueness and individuality.

915-6 The participant knows the importance of strengthening and maintaining relationships between foster children and their families and knows the importance of regular visitation to promote this.

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- 915-7 The participant knows ways that foster families can work with and help primary families, can contribute to the case assessment and planning process, and can implement activities with primary families as determined in the case plan.
- 940-2 The participant understands their role and responsibilities as part of a child welfare team to empower, strengthen and preserve the families of children in foster care.

Prerequisite Recommendation:

*Strongly recommend participants first attend the **Initial Orientation/Values-Based Dialogue** Workshop prior to attending this session*

Purpose:

To provide content information on the Family Team Meeting (a meeting between foster family, birth family, social worker and family support within 3-5 days of placement), which:

- a. Establishes roles and responsibilities;
- b. Allows for a dialogue about likes and dislikes, habits of child in care;
- c. Begins to establish an open and supportive relationship between Birth Parent, Care Giver, and Social Worker.

Participants will be introduced to the FTM philosophy, values and framework. They will have an opportunity to participate in value-based work regarding the care giver, birth family and social worker relationship. Participants will receive a FTM outline as well as an instruction guide to assist in the in-house training of staff and care givers. *There is also a "generic" policy and procedures FCNB document available for agencies to use to fashion the same in their organizations.*

5. Family Case Conference – Team Decision Making - Overview

Time: 6 Hours / 1 Day

Audience: Line staff, Supervisors, Managers, Care Givers, Community Providers

Competencies:

- 312-1 The participants understand the potential uses of groups in child welfare practice, understands the concepts of group process.

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- 504-3 The participants can identify situations when group decision-making is the most appropriate decision-making approach.
- 604-2 The executive understands concepts of group process and development; knows the responsibilities of the leader/facilitator; and knows appropriate leadership strategies for groups

Prerequisite Recommendation:

*Strongly recommend participants first attend the **Initial Orientation/Values-Based Dialogue** Workshop prior to attending this session*

Purpose:

This workshop explores a Family Case Conferencing model developed as a result of FCNB research and adopted by Ohio's statewide Family Stability Committee. This model and similar models, have been successfully used prior to and following the removal of the child from the home. This model guides the professional in reflecting on their agency's current case planning practice and challenges them to rethink current practice using this model.

6. Family Case Conference – Facilitator Skill Building Training

Time: 6 Hours / 1 Day

Audience: Professionals that Facilitate FCC-TDM meetings, Line staff, Supervisors, Managers, Community Members who will likely be regular participants, Court Administrator

Competencies:

- 312-1 The participant understands the potential uses of groups in child welfare practice, understands the concepts of group process.
- 504-4 The participant can identify situations when group decision-making is the most appropriate decision-making approach.
- 504-5 The participant knows how to plan, organize and lead effective meetings.
- 504-6 The participant knows strategies to promote collaboration and effective conflict resolution within the group.

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Prerequisite Recommendation:

*Strongly recommend participants first attend the **Initial Orientation/Values-Based Dialogue** Workshop prior to attending this session*

Purpose:

This workshop reviews the Family Case Conferencing- Team Decision Making (FCC-TDM) model developed as a result of FCNB research and approved by the Annie E. Casey Foundation. As a result of attending this session, the facilitator will become familiar with the process for conducting these meetings; “brush up” on the skills needed to facilitate these meetings effectively; and participate in experiential activities to gain valuable insight into the FCC-TDM process; the importance of demonstrating effective facilitator skills and in being “strength based.”

A LIST OF STAND-ALONE SESSION – workshops that can be offered separate and apart from other workshops

1. Initial Orientation/Values-Based Dialogue
2. Clinically-Focused FCNB Practice Integration For Supervisors
3. The Family Team Meeting (FTM)
4. Family Case Conference – Teaming Decision Making – Overview
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WORKSHOPS

1. Initial Orientation/Values-Based Dialogue Workshop

Time: 6 Hours/1 Day

Audience: Line staff; Care Givers; Supervisors; Managers; Directors; Board Members; Community Providers

Competencies:

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- 642-1 The executive understands the dynamics of change in an organization.
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Purpose:

This workshop presents foundation information on the key concepts, values, principles, and outcomes of FCNB; it provides participants with an opportunity to explore the extent to which they value and embrace a FCNB philosophy and values and explore the extent to which their current practice reflects a Family-Centered, Neighborhood-Based services approach. Participants are challenged to consider their professional value-base and explore how their values can help or hinder family reunification and stabilization through integration of FCNB in daily practice. Participants are given an opportunity to reflect on what a FCNB organization looks like, how they feel about the FCNB approach and the extent to which they are willing to make a commitment to further explore this approach with colleagues at their agency.

2. Clinically-Focused FCNB Practice Integration For Supervisors

Time: 12 Hours/ 2 Days

Audience: Supervisors, Managers, Program Coordinators

Competencies:

- 306-4 The supervisor can collaborate with practitioners in other agencies and service disciplines in a team approach to family assessment, case planning and service delivery.
- 306-5 The supervisor is able to work collaboratively with child welfare staff members in other agency units and departments to assure coordinated services to families and to children in care.
- 308-5 The supervisor knows how to access and use family preservation services and naturally occurring community-based resources to help parents with mental illness or emotional problems maintain primary care capability and responsibility for their children.
- 504-2 The supervisor understands the concepts of group process and development and knows the role of leader and the most appropriate management strategies for different developmental stages.

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Purpose:

This two-day session provides Supervisors and Managers from Intake through Adoption, with an opportunity to explore how to support the integration of FCNB through casework practice. Using current Ohio cases, participants identify what is happening (has happened) in the case that is Family-Centered and Neighborhood-Based, what contradicts FCNB, and what can be done to be more FCNB. Coaching skills are reviewed as are training and non-training interventions to assist staff with practice-based integration. This session helps prepare participants to support staff with integration by identifying strategies and activities that are more FCNB focused when reviewing cases in weekly conferences and monthly unit meetings

3. The Family Team Meeting (FTM)

Time: 6 Hours/ 1 Day

Audience: Line Staff, Supervisors, Managers, Care Givers

Competencies:

- 915-4 The participant understands the values that underlie a family-centered approach to child welfare, including keeping families together, building on family and individual strengths, promoting growth and change and respecting each families uniqueness and individuality.
- 915-6 The participant knows the importance of strengthening and maintaining relationships between foster children and their families and knows the importance of regular visitation to promote this.
- 915-7 The participant knows ways that foster families can work with and help primary families, can contribute to the case assessment and planning process, and can implement activities with primary families as determined in the case plan.
- 940-2 The participant understands their role and responsibilities as part of a child welfare team to empower, strengthen and preserve the families of children in foster care.

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Purpose:

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Participants will be introduced to the FTM philosophy, values and framework. They will have an opportunity to participate in value-based work regarding the care giver, birth family and social worker relationship. Participants will receive a FTM outline as well as an instruction guide to assist in the in-house training of staff and care givers. *There is also a "generic" policy and procedures FCNB document available for agencies to use to fashion the same in their organizations.*

4. Family Case Conference – Team Decision Making - Overview

Time: 6 Hours / 1 Day

Audience: Line staff, Supervisors, Managers

Competencies:

- 312-1 The participants understand the potential uses of groups in child welfare practice, understands the concepts of group process.
- 504-5 The participants can identify situations when group decision-making is the most appropriate decision-making approach.
- 604-3 The executive understands concepts of group process and development; knows the responsibilities of the leader/facilitator; and knows appropriate leadership strategies for groups

Purpose:

This workshop explores a Family Case Conferencing model developed as a result of FCNB research and adopted by Ohio's statewide Family Stability Committee. This model and similar models, have been successfully used prior to and following the removal of the child from the home. This model guides the professional in reflecting on

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their agency's current case planning practice and challenges them to rethink current practice using this model.

5. Family Case Conference – Facilitator Skill Building Training

Time: 6 Hours / 1 Day

Audience: Professionals that Facilitate FCC-TDM meetings, Line staff, Supervisors, Managers, Community Members who will likely be regular participants, Court Administrator

Competencies:

- 312-1 The participant understands the potential uses of groups in child welfare practice, understands the concepts of group process.
- 504-3 The participant can identify situations when group decision-making is the most appropriate decision-making approach.
- 504-4 The participant knows how to plan, organize and lead effective meetings.
- 504-6 The participant knows strategies to promote collaboration and effective conflict resolution within the group.

Purpose:

This workshop reviews the Family Case Conferencing- Team Decision Making (FCC-TDM) model developed as a result of FCNB research and approved by the Annie E. Casey Foundation. As a result of attending this session, the facilitator will become familiar with the process for conducting these meetings; “brush up” on the skills needed to facilitate these meetings effectively; and participate in experiential activities to gain valuable insight into the FCC-TDM process; the importance of demonstrating effective facilitator skills and in being “strength based.”

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AGENCY-SPECIFIC WORKSHOPS *that must be offered to an agency's staff and cannot be offered regionally (although two counties might get together to attend the workshop).*

All of the workshops under section 1 and 2 above can be offered as agency-specific sessions. However, the workshops that follow should only be offered to agency cohort groups. In addition, all of the following workshops have pre-requisite recommendations – please see individual listing to view requisite recommendations

1. Performance-Based Behaviors Review - Current Service Delivery in Agency
2. Bridging the Gap between Social Workers and Care givers
3. Proposal Planning Session
4. Community In-Service Session on FCNB Overview

WORKSHOPS

1. Performance-Based Behaviors Review - Current Service Delivery in Agency

Time: 2-3 Hours/ ½ Day Workshops for a total of 6 Hours/1 Day

Audience: Direct Line Supervisors, QA Supervisors, Managers

Competencies:

- 533-1 The supervisor understands his/her role in facilitating worker development on the job through management practices, on-the job training and support.
- 533-4 The supervisor can address supervisees' knowledge and skill deficiencies and can promote the transfer of learning through: the use of training needs assessment; referral to formal training program; the use of learning contracts; opportunities to practice skills and receive feedback on the job; modeling; and reinforcement for good practice.
- 533-8 The supervisor can help supervisees' identify personal barriers to performance including lack of confidence; job-related anxiety or depression, lack of commitment or interest and reactions to stress.

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Prerequisite Recommendation:

*Strongly recommend participants first attend the **Initial Orientation/Values-Based Dialogue** Workshop prior to attending this session*

Purpose:

An In-Service with the Direct Line Supervisors, Quality Assurance Supervisors, and Managers is conducted to review FCNB Performance-Based behaviors and/or activities per program area to:

- a. Ascertain the extent to which these behaviors are consistently demonstrated in daily practice across program areas and within units;
- b. Prioritize a list of performance-based behaviors for systematic integration in program areas;
- c. Plan for the implementation of the prioritized behaviors.

A follow-up session is conducted with Supervisors to review the performance-based behaviors/activities self-evaluation "report card" and develop an Action Plans. Supervisors will be encouraged to review their Action Plans with their staff to begin implementation of FCNB performance based behaviors post session.

2. Bridging the Gap between Social Workers and Care Givers

Time: 6 hour/1 day

Audience: Line staff, Supervisors, Managers, Care givers

Competencies:

- 207-4 The worker/care givers understand the values that underlie a family-centered approach to child welfare, including keeping families together, building on family and individual strengths, promoting growth and change and respecting each families uniqueness and individuality.
- 915-4 The foster parent/staff knows the importance of strengthening and maintaining relationships between foster children and their families and knows the importance of regular visitation to promote this.

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- 915-5 The foster parent/staff know ways that foster families can work with and help primary families, can contribute to the case assessment and planning process, and can implement activities with primary families as determined in the case plan.
- 940-1 The foster caregiver and staff understand their role and responsibilities as part of a child welfare team to empower, strengthen and preserve the families of children in foster care.

Purpose:

An In-Service session with staff and care givers is provided to explore the continuum of services that are representative of FCNB services. Using Dr. Denise Goodman's Bridge, (a document which was developed in partnership with Cuyahoga County DCFS) staff and care givers begin to identify ways to close the relationship gap that exists in so many of our agencies between these two groups. Participants have an opportunity to identify and celebrate activities that each have participated in that are FCNB; identify FCNB activities that the staff and care givers have not participated in; and to identify additional activities that each group would be willing to consider. Participants responses are typed up and provided in a report format to assist staff and care givers in taking action to problem solve relationship barriers.

3. Proposal Planning Session

Time: 12 Hours/ 2 Days

Audience: Supervisors, Managers, Staff directly responsible for assisting with integration of FCNB services

Competencies:

- 531-5 The participant can initiate or participate in planning strategies appropriate for his/her level of authority and responsibility.

Prerequisite Recommendation:

*Strongly recommend participants first attend the **Initial Orientation/Values-Based Dialogue** Workshop prior to attending this session*

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Purpose:

To review the Five Primary FCNB service approach areas, plan for integration within each area, discuss some of the finer points of the transformation process, and identify technical assistance needs.

4. Community In-Service Session on FCNB Overview

Time: 6 Hours/ 1 Day

Audience: Whomever the agency feels is most critical in assisting in getting on board with FCNB (e.g., Community Centers, Settlement Houses, Community Providers, churches, etc.)

Competencies:

- 207-5 The participant understands the values that underlie a family-centered approach to child welfare, including keeping families together, building on family and individual strengths, promoting growth and change and respecting each families uniqueness and individuality.
- 207-6 The participant understands the values that underlie a family-centered approach to child welfare, including keeping families together, building on family and individual strengths, promoting growth and change and respecting each families uniqueness and individuality.

Prerequisite Recommendation:

*Strongly recommend participants first attend the **Initial Orientation/Values-Based Dialogue** Workshop prior to attending this session*

Purpose:

To educate the community stakeholders on the direction in which the agency is moving. To explain the FCNB approach and the importance of collaboration in assisting the county in successfully working with children, families, and communities based on this approach. To provide information on what the agency has done and is planning to do with regard to FCNB integration. *Invite as many people as appropriate. Consider holding it in one of the targeted neighborhoods, perhaps in a church or community center.* To create a facilitated opportunity for dialogue and discussion regarding the values, principles, outcomes and performance-based behaviors of the community providers in demonstrating a FCNB approach to service provision.