

PCSAO PROVIDED TECHNICAL SUPPORT FOR THE INTEGRATION OF

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, foster parents, and community partners have access to support and technical assistance.

The following is a list of technical assistance that has been developed as a result of requests made by county agencies in Ohio.

As a result of using one or more strategy, integration can move forward at a much quicker rate and with greater success. The list may or may not be "right" for another county agency, but it does provide insight as to how to unfold this approach at the local level.

It is critical to note that to really move forward, the agency should consider appointing a professional whose time is dedicated to steering the integration of this approach. *PRC dollars are currently being used by several agencies to pay for the implementation of this position.*

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.

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1. Initial Orientation

Time: 3 Hours

Audience: One or more of the following groups: Line staff, Supervisors, Managers, Directors, Board Members

Purpose:

To present background information on the key concepts, values and principles of FCNB to child protection and family stability and to 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. *Once agency staff and board members are oriented, this session can then made available to ALL Foster Parents, Network Providers, Local Providers, and Neighborhood Councils.*

2. Values-Based Dialogue

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 family reunification and stabilization through integration of FCNB in daily practice. Included in this session is the distribution of a FCNB quiz, and the types of performance a FCNB service approach embraces. This gives participants an opportunity to reflect on what a FCNB organization looks like, how they feel about the FCNB approach, and provides an opportunity for a deeper analysis as to the extent to which the organization is currently practicing a FCNB approach to service delivery. *If Foster Parents are not included, this session is then made available to ALL Foster Parents and Network Providers.*

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3. Clinical Training for Supervisors on FCNB in Practice

Time: 12 Hours

Audience: Supervisors, Managers

Purpose:

This two-day session provides Supervisors, from Intake through Adoption, with an opportunity to explore how to clinically support the integration of FCNB through casework practice. Using current cases in Ohio, Supervisors 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 Supervisors to work with staff, when reviewing cases in weekly conferences and monthly unit meetings in identifying strategies and activities that are more FCNB focused.

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

Time: 3 Hours

Audience: Direct Line Supervisors, QA Supervisors, Managers

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". As a result, Supervisors meet with their staff to review the behaviors together, "own" where they are with integration, and plan specific ways to change practice for FCNB integration.

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5. Bridging the Gap between Social Workers and Foster Parents

Time: 3.5 Hours

Audience: Line staff, Supervisors, Managers, Foster Parents

Purpose:

An In-Service session with staff and foster parents 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 foster parents 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 foster parents 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 foster parents in taking action to problem solve relationship barriers.

6. Family Case Conference – Teaming For Success Training

Time: 3 Hours / 1 Day

Audience: Line staff, Supervisors, Managers

Purpose:

This workshop explores one Family Case Conferencing model developed as a result of FCNB research. This model, and similar models, have been successfully used prior to and following the removal of the child from the home. This model guides professionals in how to develop and review concurrent plans in partnership with the family and others who are significant in the family's life. As a result of attending this session, the practitioner will learn a successful model for facilitating the Family Case Conference and developing concurrent plans. They will have an opportunity to review their facilitation skills and will be given an opportunity to plan for the use of this model in their agencies.

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7. 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

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; 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.”

8. The Family Team Meeting (FTM)

Time: 3 Hour Orientation and/or 6 Hour Training

Audience: Line Staff, Supervisors, Managers, Foster Parents

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, Foster Parent, and Social Worker.

Following these initial training sessions, staff should jointly schedule sessions with foster parents to conduct the same training. PCSAO will provide the outline, agenda, overheads, and handouts, as well as an instruction guide to assist in the in-house training of staff and foster parents. There is also a “generic” policy and procedures document available for agencies to use to fashion the same in their organizations.

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9. Proposal Planning Session

Time: 12 Hours

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

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.

10. Community In-Service Session on FCNB Overview

Time: 4 Hours

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.)

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.*

11. FCNB Orientation, Values, and Multi-System Case Scenario Session for Community Providers

Time: 4 Hours

Audience: Community Providers

Purpose:

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. This session includes a community scenario which requires the providers to work together to identify FCNB solutions where none exist. Invite whoever the agency feels are most critical to assist

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FCNB Orientation, Values, and Multi-System Case Scenario Session for Community Providers **continued**

and get on board with FCNB. Invite as many as is appropriate. Consider holding it in one of the targeted neighborhood, perhaps a church or community center.

12. Foster Parent and Social Worker Training – Collaboration

Time: One day

Audience: Foster Parents, Social Workers

Purpose:

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

13. Reading Materials

The agency will receive a cover memo and packet of FCNB focused articles from the PCSAO Heartbeat newsletters for ALL. Distribute this packet as an educational and informational piece on FCNB. The purpose is to keep the importance of FCNB in the forefront of the minds of staff and to inspire a continued dialogue amongst collegial groups. *ALL staff and foster parents should be engaged and feel part of the change process.*