Online Learning

Common Core 3.0

Field Activities

Classroom Skill Building

CDSS

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Teaming, Collaboration and Transparency

California Common Core
December 31, 2018

CDSS

Overview of the Day

- Welcome and Introduction
- Purpose of Teaming
- Creating the Optimal Team Environment
- Meeting Facilitation
- Types of Teams
- Shared Accountability
- Wrap-up and Transfer of Learning

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Group Agreements

- Be collaborative
- Ask lots of questions – let us know what you think
- Be open to trying new things
- Be willing to make mistakes
- Maintain confidentiality
- Be responsible for your own learning

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Learning Objectives

Knowledge

- K1. The trainee will be able to identify the benefits of engagement and teaming.
- K2. The trainee will be able to describe key elements of collaboration, such as: circles of support, teaming values, family involvement, community involvement, and families as partners.
- K3. The trainee will be able to describe strategies to support the family, caregivers, and team members in shifting from a focus on the family's deficits to their strengths to meet their child's needs.
- K4. The trainee will be able to recognize the need to work collaboratively to formulate case plan objectives.
- K5. The trainee will be able to describe the assessment processes that drive decisions about reunification and permanency planning to a child and family team.

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Learning Objectives

Skills

- **S1.** Given a case scenario, the trainee will be able to identify key participants for a team meeting and how meeting outcomes support case planning and long-term success for the family.
- **S2.** Given a case scenario, the trainee will be able to use strength-based language to describe safety concerns.

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Learning Objectives

Values

- **V1.** The trainee will value engaging families, youth, and communities in a participatory decision-making process that especially includes families, youth, and communities as experts in identifying strengths, needs, and resources.
- **V2.** The trainee will value collaboration with children, youth, non-minor dependents, families, family support networks, and other professionals to access local resources and improve outcomes related to safety, permanency, and well-being.
- **V3.** Trainees will value working in partnership with Foster Care Public Health Nurses and other health care providers to promote well-being for children and youth involved in the child welfare system.
- **V4.** The trainee will value the use of teams to make case planning and placement decisions with families.
- **V5.** The trainee will value the family as the experts on themselves.
- **V6.** The trainee will value the role of the community in case planning and decision making.

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Snowball Toss!

Family, cultural, and tribal connections as team members

Explore how culture might affect the development of the team

Early and frequent sharing of information

Support person or peer advocate as part of the team

Consensus-building toward the goal of shared decision making

Help team members work through conflict

Help the team adapt to changing team member roles

Explore how team members can strengthen child safety and support the family

Develop shared understanding about safety, permanency, and well-being

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Coming up with a definition for…

Teaming

Collaboration

Transparency

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Teaming in Child Welfare

- Practice of collaboration and partnership with a family, youth, and community
- Development of ongoing, collaborative relationships
- Promote the safety, permanency, and well-being of children and families
- Ensures that interventions and proposed solutions are customized for the family, their culture, community, and Tribes

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Teaming is a Process!

TEAMING

≠

MEETINGS

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Working Together

- The purpose of Family Team Meetings is to keep children safe, promote children's well-being, and support families.
- Teaming can also ensure that interventions and proposed solutions are customized for family, their culture, community, and Tribe.

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Transparency

- Transparent:
  - Able to be seen through
  - Easy to notice or understand
  - Honest and open: not secretive

- What does transparency mean in child welfare practice?

sincerity
clarity
fairness
openness transparency honesty
truth believability
accuracy

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Common Values and Beliefs

All families have strengths

Families define their own members

Outcomes improve when families are involved in the decision making

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What kind of teaming opportunities are there?

- Emergency Response
- Voluntary Family Maintenance
- Family Reunification
- Family Maintenance
- Permanency Planning
- After 18

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Who is part of the team?
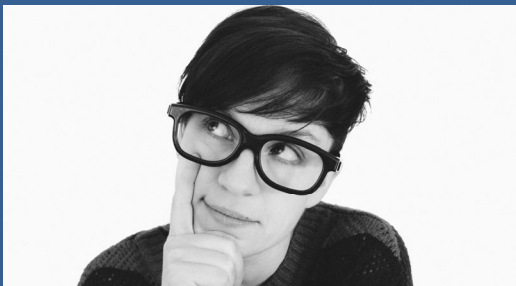
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Tools for Social Workers

- Safety Circle
- Genogram
- Eco-map
- Safety House

ECOMAP
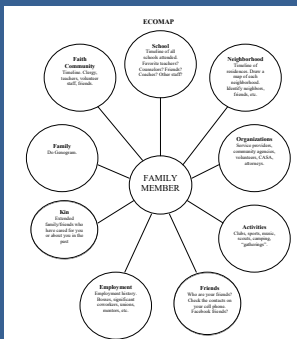
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At the Table with Giselle
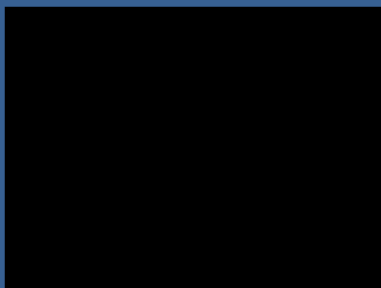
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Benefits

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Creating the Optimal Environment

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Language Reflects Thinking

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Structure

Create an environment for open and honest communication with the family and the family's team about:

– Child safety

– Permanency

– Court time frames

– Planning and decision making that is informed, relevant, and timely

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Set the Structure

• Establish and refer to ground rules/group agreements

• Identify the purpose of the meeting

• Introductions

• Discussion of roles

• Exploring what's working well and the worries

• Brainstorming/ideas

• Developing and recording plan (safety plan, case plan, action items, next steps, etc.)

• When will the team meet again?

• Reflections about the meeting

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At the Table with Natalie

• Purpose and goal of the meeting

• Who should be at the table?

• How should the team be identified?

• How should the meeting "feel"? How can we create a comfortable and supportive environment?

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Tips for Effective Meetings

- Come prepared with information about the family and situation (review the case file)
- Invite the right people
- Be on time
- Schedule adequate time for yourself
- Be respectful
- Be clear on the goal of the meeting
- Be honest and fair in what you say
- Assist the group in staying focused on the meeting goal
- Invite others to share information

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3 Questions

- What's working well?
- What are we worried about?
- What should be the next steps?

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Let's Practice!

What's working well?	What are we worried about?	What needs to happen next?

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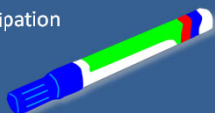
Charting

- Helps meeting members participate – 50% learn by listening; 50% learn by reading
- Keeps meeting members focused
- Allows meeting members to see what they have accomplished and what is left to do
- Provides an opportunity for the family to see that they have strengths and things that are going well in addition to areas that people are worried about and need to be addressed for the child's safety
- Promotes participation

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Charting

- Encourages enlarged thinking
  - Thinking "outside of the box"
- Generates solutions in a focused, forward thinking manner within a deliberate structure
- Provides a visual structure
- Helps members see others' ideas and build upon them
- Provides families and others with visual affirmation that they have been heard

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The Team

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Measuring Teamwork

- The degree to which:
  1. The "right people" have formed a team that meets, talks, and plans together
  2. The team has the skills, family knowledge, and abilities to define strengths and needs to organize effective services
  3. Members of the team collectively function as a unified team in planning services and evaluating results
  4. The decisions and actions of the team reflect a pattern of effective teamwork and problem-solving that builds on strengths and needs to benefit the family

Adapted from Quality Service Review for a Child and Family (Version 2.2B), Human Systems and Outcomes, Inc., October 2010

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How Does the Team Function?

- The team has the abilities and cultural competence to design effective supports and services to meet the needs of the family
- Team flexibility to adjust as the family's needs change
- Uses collaborative problem-solving
- Only emergency decisions are made outside of the team

Adapted from Quality Service Review for a Child and Family (Version 2.2B), Human Systems and Outcomes, Inc., October 2010

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Optimal Teamwork

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Effective Facilitation

Active Listening	**Linking**
Clarifying	**Negotiating**
Collaborating	**Paraphrasing**
Confronting	**Reality Testing**
Crediting	**Reflecting/Mirroring**
Empathizing	**Relieving Tension**
Encouraging	**Silence**
Establishing Rapport	**Strength-Based Interviewing**
Harmonizing	**Summarizing**
Interpreting Verbal Statements	**Supporting**
Interpreting Nonverbal Cues	

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Try It On!

- Practice some of the skills you just discussed – think about trying out one of the skills that you identified as being the most challenging (if it applies).
- Using the statement, rewrite them to reframe the comment, develop a clarifying question, or write a reflective statement.

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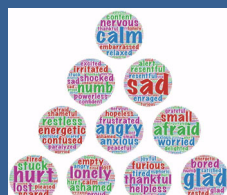
Managing Difficult Emotions

- Conflict is normal and healthy
- Healthy conflict is one of the five elements of healthy team functioning
- Can be seen as "danger" or "opportunity"

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Conflict Resolution: Steps and Strategies

- Agree to Negotiate
- Gather Points of View
- Focus on Interests
- Create Win/Win Options
- Evaluate Options
- Create Agreement

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Role Play

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At the Table with Natalie
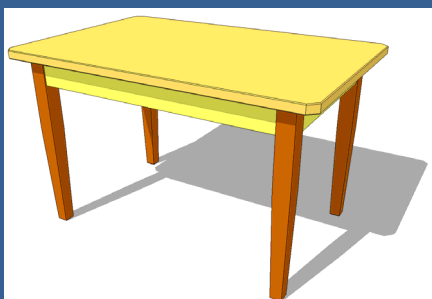
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The Team

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Your Role in Preparing the Team

- Establishing trusting, helping relationship
- Demonstrate genuine interest
- Acknowledge strengths and culture
- Provide overview of teaming
- Gain information
- Decide contact information and process
- Ensure that the right people are at the table

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Preparing Natalie's Team

- What are some questions you (as the social worker) would ask the participant as you are preparing for the meeting?
- What is some information that would be important to share with this participant?
- What would be important to discuss with the team before the meeting?

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Ideas and Next Steps

NEXT STEPS

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Tips for Developing Ideas

DO
- Encourage creative, innovative thoughts
- List all ideas
- Include everyone

DON'T
- Leave someone out
- Evaluate ideas (you'll do this when you get to next steps)

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Tips for developing ideas

- If the Family Strengths and Needs Assessment has been completed, use this as a guide for prioritizing the needs and developing ideas to address those needs.

SDM

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Tips for Developing a Plan and Identifying Next Steps

- Incorporate safety concerns first
- Reflect the family's goals and needs
- Incorporate strengths and cultural considerations
- Identify formal and informal support
- Be specific – Who? What? By when? How to monitor?
- How will we know? – Desired outcome and method for measuring success

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Building Consensus

- Reality test
  - Least restrictive?
  - Does it provide safety?
  - Is it do-able?
- Ensure everyone has a chance to speak and be heard
- Check for agreement
- Be attentive to family members' feelings and responses
- Be specific

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Building Consensus

- Ask team members who can't agree what it would take to support the idea.
- Combine suggestions to come up with a mutually agreed upon solution.
- Be sure that the plan complies with court orders (if applicable).

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Review the Plan/Next Steps

- Read the plan back to the group
- Check for understanding
- Ask if there are any questions
- Provide copy of the plan/next steps to the team (if appropriate)
- Ensure emotions/responses are addressed
- Set any further meeting dates

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Let's Practice!

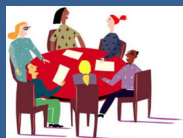| What's working well?	What are we worried about?	What needs to happen next?

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Try It On!

- Think about what was identified as "What should happen next?"
- Using the ideas that were developed and charted, create two action items at your table that will provide safety for Natalie

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More Practice!

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Teaming in the Office

- Warm hand-off when changing social workers
- Involving the family's team in transition planning
- Working with your supervisor or others in your unit to provide support for families if you are out of the office
- Demonstrate teamwork with your peers!

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Teamwork

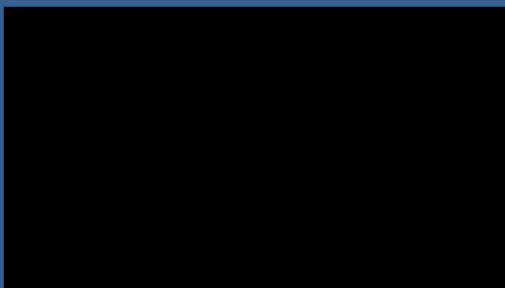
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**Wrap-up and
Transfer of Learning**

Complete the "My Teaming Reflections"
Worksheet" on page 29 of the Trainee Guide.

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Thank you!

Please complete the Participant Satisfaction Survey

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