MODELING & COACHING

- Model and coach engagement strategies, tools and language in supervision, meetings and case consultations
- Recognize the parallel process of engaging workers as you want them to engage families
- Coach social workers in consultations on how to explore and encourage positive relationship-building with children/youth, birth parents, resource families and community partners
- Coach workers and help them practice explaining their role to birth, resource, and kinship families
- Observe staff in the field and give feedback on their engagement strategies

FAMILY VOICE

- Coach workers to engage the child/youth, family, Tribe and network in developing case plans and safety plans
- Ensure staff elicit, honor and incorporate the voices of children and youth when making decisions about their best interests
- Help workers identify which solution-focused questions are best utilized with each child/youth or parent
- Coach workers to help them provide trauma-informed opportunities for children/youth to participate in court proceedings

Encourage workers to use quotes in meetings and in documentation to show that they are gathering the child’s/youth’s voice
- Review court reports to ensure strengths and the voice of the family and child/youth are included
- Ensure workers avoid jargon and acronyms and use family-friendly language in case plans, court reports and meetings

CULTURAL HUMILITY

- Inquire as to cultural issues on every case, including race, ethnicity, Tribal membership, gender, age, socioeconomic status and sexual orientation
- Highlight times when workers use strategies to communicate across difference
- Ask the social worker if an interpreter or cultural liaison is needed, and ensure proper translation and cultural services are available
- Ensure that cultural or tribal representatives/liaisons are present during case consultations whenever possible
- Coach workers to remain in a place of inquiry and use questions to elicit cultural wisdom from the family
- Encourage and expect workers to utilize genograms, ecomaps, and safety networks that include cultural values and traditions of the network
- Ensure staff engage and partner with the Tribe on every ICWA case
- Advocate for staff to meet the language needs of families and resource families in your programs

NATURAL SUPPORTS

- Ensure workers identify and document collaterals and network members in all stages of the referral/case
- Support workers to facilitate children’s safe contact with all family members
- Ensure that visitation and contact occurs with siblings and important people in the child’s/youth’s life
- Help social workers identify resources/partners who may help preserve connections
- Support staff to rapidly identify placements that support children and their relationships
- Ask workers about extended family and community connections during supervision
- Support icebreaker meetings and/or phone calls between resource families and parents
- Expand community liaisons and family partners, such as parent or youth partners, to provide knowledge and support to the Agency
**ENGAGEMENT PRACTICE BEHAVIORS FOR SOCIAL WORKERS**

Listen to the child, youth, young adult, and family, and demonstrate that you care about their thoughts & experiences:

- Listen attentively and use language and concepts that the family has used.
- Use a trauma-informed approach to acknowledge and validate venting, expressions of anger, and feelings of grief and loss.
- Reflect what you heard so the child, youth, young adult, and family can see that you understood.

Demonstrate an interest in connecting with the child, youth, young adult, and family, and help them identify and meet their goals:

- Express the belief that all families have the capacity to safely care for children and youth.
- Use positive motivation, encouragement, and recognition of strengths to connect with youth and express the belief that they have the capacity to become successful adults.

Reach out to children and families in ways that are welcoming, appropriate, and comfortable for them, and make a special effort to engage fathers and paternal relatives to build connections and engage them as family members and team members.

- Affirm the unique strengths, needs, life experience and self-identified goals of each child, youth, young adult, and family.
  - Show your interest in learning about the family and their culture, community, and tribes.
  - Ask global questions followed by more descriptive questions that encourage exchange.

- Honor the role of important cultural, community, and tribal leaders the child, youth, young adult, and family have identified.

- Identify and engage family members and others who are important to the child, youth, young adult, and family:
  - Ask questions about relationships and significant others early and often.
  - Search for all family members, including fathers, mothers, and paternal and maternal relatives through inquiry, early and ongoing Internet search, and review of records.
  - Work quickly to establish paternity and facilitate the child or youth’s connection with paternal relationships.
  - Contact family, cultural, community, and tribal connections as placement options, team members, and sources of support.

Support and facilitate the family’s capacity to advocate for themselves:

- Coordinate with the family’s formal and informal advocates to help the family find solutions and provide on-going support.
  - Promote self-advocacy by providing opportunities for children, youth, young adults, and families to actively share perspectives and goals.
  - Incorporate the family’s strengths, resources, cultural perspectives, and solutions in all casework.

**SAFETY ORGANIZED PRACTICE ENGAGEMENT TOOLS/STRATEGIES**

- Appreciative Inquiry
- Child & Family Team (CFT) Meetings
- Circles of Support/Safety Networks
- Consultation & Information-Sharing Framework
- Cultural Humility
- Ecomaps
- Genograms
- Safety House
- Scaling Questions
- Solution-Focused Questions
- Three Houses
- The Three Questions: what’s working well, what are we worried about, what needs to happen next?
- Trauma-Informed Practice