

Pathways to Well-Being: Foundations for Collaboration and Engagement

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PCWTA is a program of the Academy for Professional Excellence at San Diego State University School of Social Work in collaboration with our University partners, CSU San Bernardino, Loma Linda University and CSU Fullerton



School of Social Work



Walk About & Seat Selection

- As you enter the room, please place a sticker on the Pathways to Well-Being Core Value that is the most important or valuable to you.
- Please select a seat that has a packet and name tent in the color that matches your job:
 - Yellow: CYF Behavioral Health provider and Youth/Parent Partners
 - Blue: Child Welfare Services staff

A Look Back ...

- You have now taken an eLearning that provided you with background information as well as an overview on Pathways to Well-Being
- You have taken an eLearning on your partner's system which included an overview of their values, purpose and processes

Learning Objectives

- Understand the purpose and core values of Pathways to Well-Being
- List strategies for cross program collaboration
- List strategies for engagement with youth, family and professional partners
- Identify children and youth eligible for enhanced services

Agenda

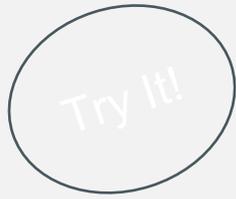
- Welcome and Walk About
- Review of purpose, learning objectives and agenda for the day
- Group agreements (communicating across difference)
- Review of Pathways to Well-Being values
- Collaboration
 - Engagement with professional partners and children/youth and families
 - Keeping the family and youth voice at the center of our work
- Identification of youth eligible for enhanced services



Introductions

At your tables go around and have each person share:

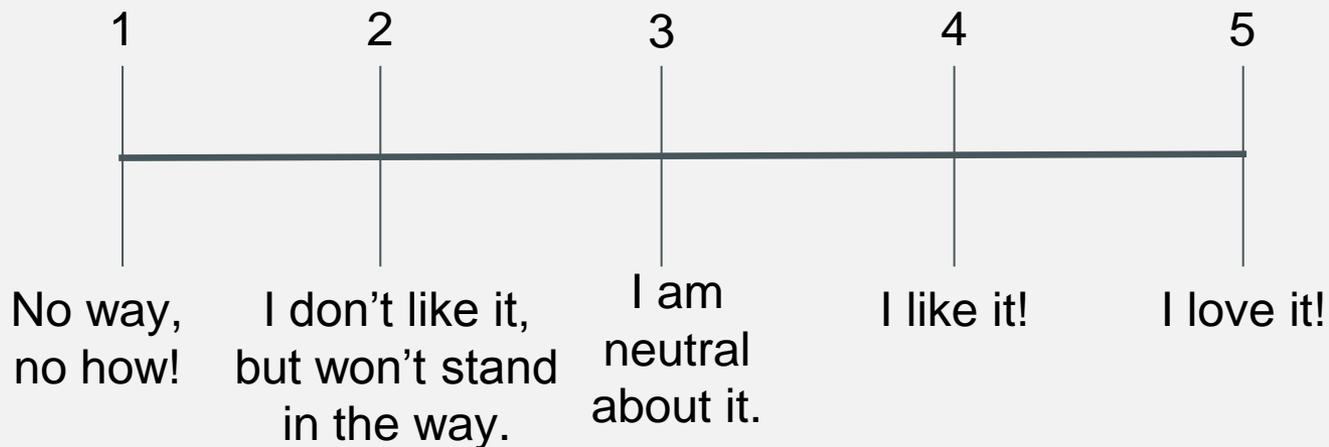
- Name
- Agency and job title
- Favorite part of your job
- Most challenging part of your job
- One personal fact (for example: a hobby that you have, a passion that you have, a little about your family, etc.)

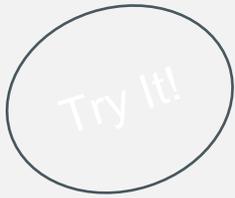


Group Agreements

- Agreements offer structure and guide collaboration
- Agreements are most effective when they are specific, mutually agreed upon and when they are held up by the group members

Gradients of Agreement:





Pathways to Well-Being Review

- In pairs, please share your understanding of the primary purpose of Pathways to Well-Being and chart the key concepts

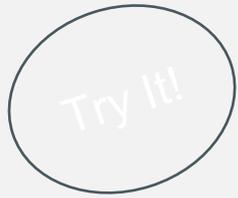
We Are Implementing ...

Review
the
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- An effective practice model which encompasses an array of services that includes culturally responsive and trauma informed evidence-based practices, promising practices, innovative practices and culturally specific healing traditions.

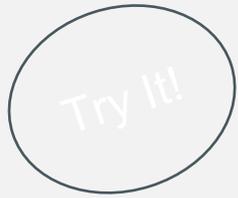
Core Values of Pathways to Well-Being

- Child safety
- Children have permanency and stability in their living situation
- Services are needs-driven, strengths-based and tailored to each family
- Services are delivered through collaboration of multiple agencies and the community
- Child/youth and family voice and choice are prioritized
- Services are a blend of formal and informal resources
- Services are culturally relevant



Values into Action Activity!

- Please go stand next to the value that you selected as the one which most resonates with you or feels most valuable in your daily practice.
- Work with the others who selected this value to write a list of the strategies, actions, and tools you use to operationalize the value. Think behavioral ... what do you DO to bring this value to life?
- You have 10 minutes for this discussion.



Collaboration

In pairs, please share a time with your partner when you had strong collaboration with a professional from a different agency or program.

- What did you do that made the collaboration effective?
- What did the other person do?
- What other factors supported the collaboration?
- What difference did this make in the work?



Collaboration

In the same pairs, please share a time with your partner when you had a collaboration with a professional from a different agency or program that did not go well.

- What got in the way?
- What difference did it make in your work?

Strategies for Successful Collaboration

- There can be no collaboration where there is no connection.
- Connection is built by knowing one another as people, not just as professionals.
- Connection is built when there is trust and safety, which warrants mutual agreements.
- Remaining in a space of openness and inquiry supports connection.
- Direct and honest communication supports healthy conflict, which results in critical thinking and promotes collaboration.
- Regular communication supports ongoing collaboration.

Creating Trust To Create Connections

- Strategies for creating trust include:
 - Developing agreements
 - Clarifying the purpose and goals
 - Role clarification
 - Genuine communication
 - Starting where the other person is
- It is important that you feel a connection to:
 - Professional partners
 - Child/youth and family
 - Heart of this work

Shifting From Hero To Host

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- Hero to Host
- Shifting from “knowing” to “exploring”
- Remaining in a space of inquiry

Keeping the Family and Youth Voice at the Center of our Work

Staying connected to the family and youth voice ensures:

- We as professionals will successfully engage the family through teaming and offering opportunities for them to be full partners in our work
- Assessment and planning is done in partnership with the family (it is done *with* and not *to* the family)
- Plans are specifically tailored to the needs and strengths of the family
- Plans are achievable and realistic
- Plans include, whenever possible, a combination of professional and natural supports

Creating a Shared Language

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- We cannot build a shared vision across Child Welfare, CYF BHS and the youth/families we serve if we do not start with a shared language
- Glossary of Terms
- Behaviorally-based language/eliminating jargon and labels
- Family-centered, strengths based language

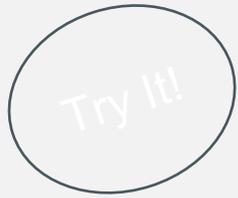
Strategies for Family/Youth Centered Practice

- Appreciative Inquiry – What we pay the most attention to will grow.
- Solution focused questions – Finding existing solutions that have worked in the past for the family will build engagement and strategies for sustainable success.
- Use of family-friendly language/eliminating jargon.
- Honoring the child/youth and family's expertise and viewing them as partners in the process.

Types of Solution-Focused Questions

Review the Handout!





Solution Focused Question Practice!

- In pairs, select one of the scenario cards from the center of your table.
- Write two types of solution-focused questions that you could use in this scenario on separate 5X7 cards.
- Place all of the questions developed at your table at the center of your group and select the two that are your group's favorite.
- You have 10 minutes for this activity.

Appreciative Inquiry: EARS

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- It is helpful to keep in mind the following acronym when conducting appreciative inquiry:
 - Eliciting
 - Amplifying
 - Reflecting
 - Start Over

Try It!

Appreciative Inquiry Practice!

- Select a scenario from the center of the table.
- In triads, role play the scenario you selected. One person will be the professional. One person will be the youth or family partner. One person will be an observer.
- The professional should only use appreciative inquiry in this interaction. Do not give advice! Use either reflective questions regarding past successes or questions that explore the things that have been working.
- You have ten minutes to role play and then 5 minutes to give feedback.

Basic Activities of Collaborative Work with Families

- Engagement
- Assessment
- Service Planning & Implementation
- Monitoring & Adapting
- Transition

Child and Youth Eligible for Enhanced Services



- Child/youth has an open CWS Case (voluntary cases included) **AND**
- Child/youth meets medical necessity criteria (included diagnosis; significant impairment in an important area of life functioning; and intervention will result in positive impact) **AND**
- Child/youth has full scope Medi-Cal

AND EITHER:

- Child/youth has had 3 or more placements within 24 months
- **OR**
- Child/youth is currently receiving or being considered for any of the following services: crisis stabilization, placement in a RCL 10 or above facility, placement in psychiatric hospital or 24 hour mental health treatment facility, special care rates due to behavioral health needs, Therapeutic Behavioral Services, Therapeutic Foster Care/Foster Family Agency placement level/CASS, Wraparound

Enhanced Services

Enhanced services should be sufficiently flexible to meet the unique needs of the child and youth and, whenever possible, be delivered where the family and child reside and include:

- Intensive Care Coordination (ICC) is a service that is responsible for facilitating assessment, care planning, and coordination of services, including urgent services for children/youth who are eligible for enhanced services through Pathways to Well-Being
- Intensive Home-Based Services (IHBS) are to be made available to youth eligible for enhanced services when medically necessary
- Therapeutic Foster Care (TFC) is being developed and the definition will be added at a later date

Enhanced Services

Examples of ICC

- Identifying and engaging the Child & Family Team
- Facilitating or attending a CFT Meeting
- Evaluating and assessing needs of youth
- Developing Goals related to permanency, safety and well-being
- Working with the team to complete the Meeting Summary
- Referring to appropriate resources
- Monitoring plan and changing it, as needed

Examples of IHBS

- Rehab-like services that build functional skills for youth
- Assisting youth in an activity that will create a new skill or build on a strength
- Activities that assist youth in building support
- Assisting youth in getting a driver's license, fill out a job application, look at housing options, sign up for a class, modeling behaviors in the community
- WRAP services
- CASS services

CYF BHS Provider Role

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- Actively participate in the CFT and attend CFT meetings
- Support child/youth by explaining the process of CFT development and CFT meetings
- Collaborate with Child Welfare workers to determine eligibility for enhanced services after mental health concerns are identified
- Provide treatment plans and progress notes to Child Welfare worker
- Document CFT efforts in progress notes

Child Welfare Worker Role

- Actively participate in the CFT and attend CFT meetings
- Support child/youth by explaining the CFT process and providing the CFT brochure
- Collaborate with BHS Pathways staff to determine eligibility for enhanced services after mental health concerns are identified
- Provide all health records to Care Coordinator
- Document CFT efforts in CWS/CMS contacts

Care Coordinator (BHS Provider or CWS Pathways Staff) Roles

- Provide Intensive Care Coordination
- Develop the CFT
- Schedule and coordinate communication of the CFT
- Serve as a single point of contact and accountability
- Oversee and ensure the care planning process matches the needs

Review

Creating a shared vision and mission –
understanding our shared values and
goals



Creating a shared language –
understanding one another's terms and
abbreviations and communicating
across our differences



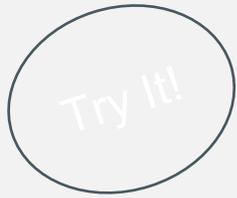
Creating a shared process –
Identification of children and youth
eligible for enhanced services and
keeping the youth and family voice at
the center of our work

A word about what is next...

- This is one of four training modules to support implementation of Pathways to Well-Being.
- Module 2 (this afternoon) will review teaming with families and the Child and Family Team.

June 12:

- Module 3 will cover monitoring and adapting.
- Module 4 will focus on transition.



Planning Ahead ...

On your own:

- Please write down two ideas or tools you learned today that you hope to put into practice or try.

With a partner:

- Please share one of the new ideas or tools you learned about that you would like to put into practice or try on and share what you will need to do this.

With your supervisor:

- Review what you learned and what you plan to put into practice in your next supervision.

For More Information

- Child Welfare Services Staff: Contact Becki De Bont:

Becki.DeBont@sdcounty.ca.gov

- CYF BHS Providers: Contact your COR

References

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