Engaging Families
A Safety Organized Practice Approach

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1. Welcome
2. (I)CPM Engagement Behaviors
3. Trauma and Engagement
4. Cultural Humility
5. SOP Engagement Skills
6. SOP Tools of Engagement
WEBINARS

Block 1: Leadership Drivers

• Session 1 (October 4, Southern) The Supervisor’s Role: How supervisors support implementation and practice of SOP.

• Session 2 (October 18, BAA) The Manager’s Role: How managers support implementation and practice of SOP.

Block 2: Competency Drivers

• Session 3 (November 1, BAA) Attending to Competency Drivers: Strategies for developing SOP skills at all levels of the workforce.

• Session 4 (November 15, Northern) Engaging Families: Strategies for engaging families.

Block 3: Organizational Drivers

• Session 5 (November 29, Southern) Attending to context: Creating a healthy organizational culture, developing a culture of learning and considering how SOP fits with other statewide practices and initiatives.

• Session 6 (December 13, Northern) Implementation, Fidelity and CQI: Gathering and analyzing information to see the impact of SOP.
Learning Objectives

• Review concepts of trauma and cultural humility as they relate to engagement.
• Review how SOP conceptualizes *engagement* and associated skills and tools.
• Describe strategies your agency has in place to support and evaluate engagement skills.
• List new strategies your agency can begin to use to support development of skilled engagement.
Welcome!

- Type your name and county in the chat box.
(I) CPM Engagement Behaviors

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

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

• Identify and engage family members and others who are important to the child, youth, young adult, and family.

• Support and facilitate the family’s capacity to advocate for themselves.
A trauma-informed approach reflects adherence to six key principles rather than a prescribed set of practices or procedures.

- Safety
- Collaboration & Mutuality
- Trustworthiness & Transparency
- Empowerment, Voice & Choice
- Peer Support
- Cultural, Historical, and Gender Issues
Trauma-Informed Engagement

• Initiate engagement in a place where the person feels physically and emotionally comfortable.
• Give children, youth and families choices whenever possible.
• Be transparent; tell people what is happening and why.
• Provide consistency and follow through.
• Conduct trauma screening with children, youth and parents.
• Ask about and show respect for people’s culture and values.
Cultural Humility: Multicultural Guidelines for Communicating Across Difference

• Try On
• Okay to Disagree and NOT okay to blame, shame or attack ourselves or others because of our differences
• Practice "Self-Focus" and Use "I" Statements
• Be Aware of Intent and Impact
• Practice Both/And Thinking
• Notice Both Process and Content
• Confidentiality
Trauma-Informed Engagement and Cultural Humility in Action

• What strategies or approaches has your county used to implement trauma-informed engagement?

• What strategies has your county used to operationalize cultural humility?
The SOP Difference

Engagement = Intervention
Solution-Focused Questions

Solutions to problems are typically found in the “exceptions” to the problem – the times when the problem is not actively affecting the individual.

Exception ~ Coping ~ Position/Relationship
Preferred Future ~ Scaling
Opportunities to Use SFQs

- Face-to-face with children, youth, parents
- Child and Family Team meetings
- Safety Mapping/Safety Planning discussions
- Case Planning
- With network members/collaterals (hotline, ER, etc.)
Motivational Interviewing

Collaborative, goal-oriented method of communication with particular attention to the language of change.

Intended to strengthen personal motivation for and commitment to a target behavior change by eliciting and exploring an individual’s own arguments for change.

(Miller & Rollnick, 2010)
Key Concepts of MI for SOP

**Motivation and “resistance” are not traits or personality problems**
And, we can significantly influence these.

**People change because they are ready, willing and able**
And, we can influence their readiness and willingness.

**Defensiveness reinforces problem behavior**
And, we are responsible for increasing or decreasing it.
Put simply...

MI is an evidence-based tool to foster behavior change

...which is the goal of SOP
4 PRINCIPLES

- Express empathy
- Roll with resistance
- Develop discrepancy
- Support self-efficacy
Engagement Strategies to Support Change

• What strategies have you used to build staff skill in Solution-Focused Questions and Motivational Interviewing?
Tools for Engagement

- Safety Circles/Circles of Support
- Three Questions
- Three Houses
- Safety House
- Harm and Danger Statements

- Safety Goals
- SOP-DV Timeline
- Child and Family Team Meetings (facilitated meeting dialogue structure)
SOP Tools for Engagement

• How do your staff use tools of SOP for engagement?
Evaluation of Engagement Strategies

• How do you evaluate staff’s skill in, frequency of, and fidelity to engagement strategies?
  • Cultural humility, trauma-informed practice, SFQs, MI, SOP tools, etc....
Organizational/System Engagement

• How does your organization support and encourage family engagement? Examples:
  • Lobby and visitation rooms
  • Welcoming environment
  • Readable, user-friendly materials and information
  • Copies of agreements and expectations
  • Consultation framework/safety mapping with networks
  • Parent engagement groups
Family/Parent Early Engagement Groups

- Peer to peer support (people make change through relationships)
- Learn about processes & expectations of child welfare
- Free to express frustration and anger
- Encourages pre-contemplation to contemplation
- Get connected to resources
• How does your organization support engagement?
• What other creative engagement strategies do you use? (with children, youth, parents, network members?)
Other Questions

What questions do you have for each other?
Webinar Session #5

November 29, 10:00-11:30 a.m., Southern
Attending to Context:
Creating a healthy organizational culture, developing a culture of learning and considering how SOP fits with other statewide practices and initiatives
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