

DEVELOPING STAKEHOLDERS

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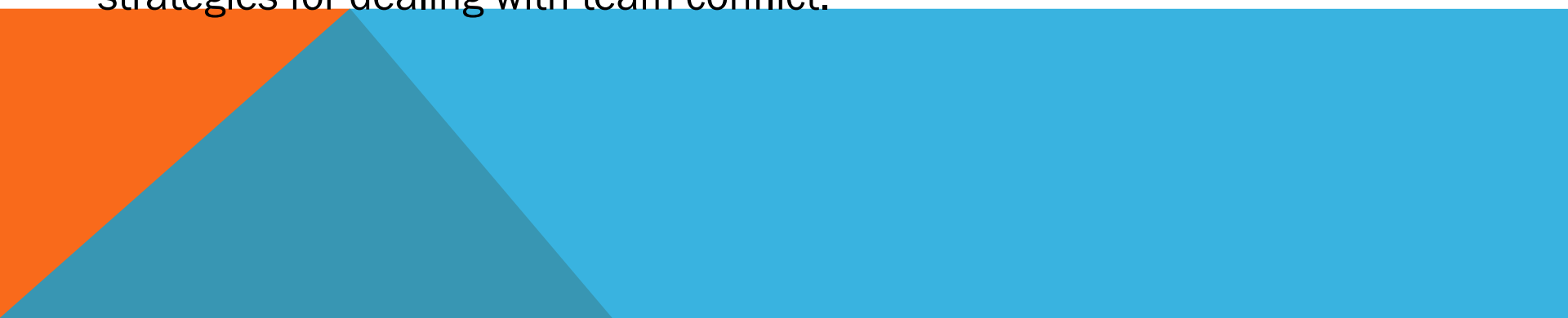
INTRODUCTION

- **Who Am I?**
- **What are Stakeholders?**




WHAT TO EXPECT TODAY:

This workshop discusses

- the process of developing comprehensive partnerships and stakeholders in the FAPT process,
 - the stages of team development, the roles members operate in, and how these along with their communication processes, affect team performance.
 - help participants identify and use the proper roles in their team structure,
 - explain the dynamics of interchangeable roles,
 - identify barriers to the team's overall process,
 - practice strategies for giving and receiving feedback in order to improve team performance,
 - And determine the source of conflict that arises in teams and practice strategies for dealing with team conflict.
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YOUR CHARGE: MISSION STATEMENT

The mission of the CSA is to create a collaborative system of services and funding that is child-centered, family-focused and community-based when addressing the strengths and needs of troubled and at-risk youth and their families in the Commonwealth.




MEMBERSHIP

Each Family Assessment and Planning Team shall include representatives of the following community agencies who have authority to access services within their respective agencies:


- Community Services Board
- Juvenile Court Service Unit,
- Department of Social Services, and
- Local School Division
- Parent Representative
- may include a representative of the Department of Health
- may include a representative of a private organization or association of providers for children's or family services and of other public agencies
 - Although participation of private providers on the Family Assessment and Planning Team is not required, it is encouraged.

Optional Members: Other representatives may be appointed to the Family Assessment and Planning Team at the discretion of the Community Policy and Management Team.


THE DEFINED ROLES MEMBERS OPERATE IN...

- Each person on your team should have a specific role.
 - They should know the role and perspective that they are expected to play.
 - The person on your team in each role, should be the expert (or have access to the expert) in their role.
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FAPT/CPMT CHAIR

- Lead the Meeting
 - Facilitate Discussion
 - Enforce Policy & Procedures
 - Support the CSA Coordinator
 - Mediate Conflict
 - Set the tone of the meeting
 - Engage Families, Providers, & Members
 - Represent the Team's Interests
- 


CSA COORDINATOR

- Manages the Agenda
 - Assures that policy and procedures is followed
 - Organizes the Logistics of the Meeting
 - Mediate Conflict
 - Set the Tone of the Meeting
 - Engage Families, Providers, & Members
- 


COMMUNITY SERVICES BOARD REPRESENTATIVE

- Represents the interest and concerns from a Mental Health perspective
 - Contributes knowledge from a Clinical Perspective
 - Offers expertise, experience, and clinical enlightenment to the cases
 - Engage Families, Providers, & Members
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JUVENILE COURT SERVICE REPRESENTATIVE

- Represents the interests and concerns from a Juvenile Justice perspective
 - Offers expertise and experiences related to legalities, options for services, regulations, etc.
 - Engage Families, Providers, & Members
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DEPARTMENT OF SOCIAL SERVICES REPRESENTATIVE

- **Represents the interests and concerns from a DSS perspective**
 - **Offers support to families & children**
 - **Offers knowledge of DSS practices, programs, options for services, and linkages to resources**
 - **Engage Families, Providers, & Members**
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LOCAL SCHOOL DIVISION REPRESENTATIVE

- **Represents the interests and concerns from a Schools perspective**
- **Offers support to families and children**
- **Offers knowledge of service needs for the child in and out of school**
- **Offers a wealth of knowledge related to the IEP process, 504 Plans, DOE standards, etc.**
- **Engage Families, Providers, & Members**


PARENT REPRESENTATIVE

- Represents the interests and concerns from a Parent perspective
- Offers support to families and children
- Can often be your first line of support when relating to parents
- Offers knowledge of programs in the community and linkages to resources
- Engage Families, Providers, & Members

DEPARTMENT OF HEALTH REPRESENTATIVE

- Represents the interests and concerns from a Health Perspective
 - Offers an understanding of Health Practices and Policy
 - Offers linkages to resources
 - Engage Families, Providers, & Members
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PRIVATE PROVIDER REPRESENTATIVE

- Represents the interests and concerns from a Private Provider perspective
 - Offers support to families & children
 - Offer knowledge of outside programs
 - Should have a knowledge of multiple program options for services and linkages to resources.
 - Engage Families, Providers, & Members
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TEAM PERSONALITIES



EXTROVERT V/S INTROVERT—OUR PREFERENCE FOR THE OUTER OR INNER WORLD...

EXTROVERSION

Takes an interest in other people's stories & views, and will often seem more energetic in company. Can feel lonely if left alone for too long, maybe be uncomfortable with silence. Often acts on impulse.

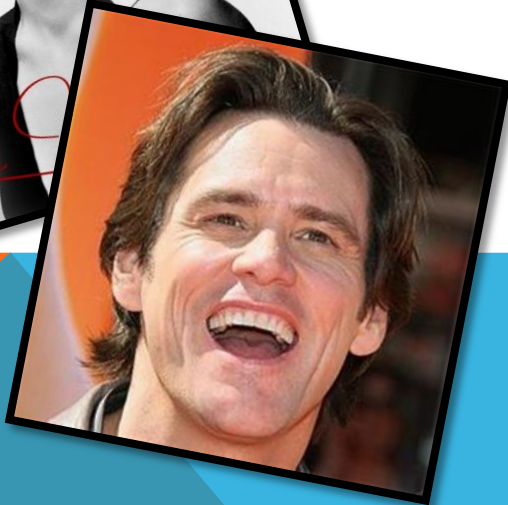
INTROVERSION

Although they like the company of other people, introverts need time on their own. Tend to have fewer, but very good friends. Can find small-talk difficult, and may be harder to get to know.

FAMOUS EXTROVERTS & INTROVERTS

EXTROVERTS

INTROVERTS



SENSING V/S INTUITING: HOW WE TAKE IN INFORMATION ABOUT THE WORLD AROUND US...

SENSORS

Realistic, practical, sensible. Likes method and instruction, and pays attention to detail. Literal-minded; prefers facts to possibilities.

INTUITIVES

Imaginative, impulsive, creative. Likes change and innovation; prefers to look at the big picture rather than minor detail.

Visionary



THINKING V/S FEELINGS: HOW WE MAKE OUR DECISIONS...

THINKERS

Makes decisions ruled by the head. Favors logic over emotion when making choices and tends to be better at objective analysis

FEELERS

Makes decisions ruled by the heart. Tends to consider human need and emotion and considers sympathy more important than cold logic.



JUDGING V/S PERCEIVING: HOW WE PREFER TO ORDER OUR LIVES...

JUDGES

Feels more comfortable when decisions have been made and deadlines agreed. Rarely relaxes unless they feel their work is done.

PERCEIVERS

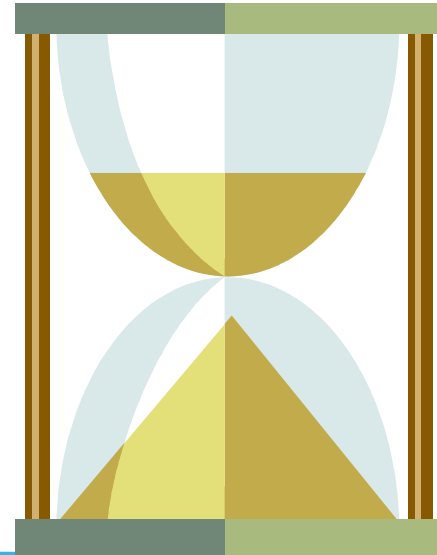
Sees deadlines as flexible agreements; prefers to go with the flow. May feel uncomfortable with arrangements if they are final.

DYNAMICS OF INTERCHANGEABLE ROLES

IT'S OK TO TRADE
PLACES



JUST KNOW WHEN THE
TIME IS UP!



HIDDEN ROLES

- Mediator
- Expert
- Timekeeper
- Gentle Giant
- Comedian
- Mother Hen/Baker
- Ultra Liberal/Ultra Conservative



BARRIERS TO THE TEAM'S OVERALL PROCESS


- **Correct Roles...wrong people**
- **Right People...Incorrect Roles**
- **Conflict Avoidance**
- **Philosophy Clashes**
- **Communication Barriers**
- **Hidden Agendas**
- **Misinformation...leads to distrust**
- **Lack of Cultural Diversity**

PRACTICE STRATEGIES THAT IMPROVE TEAM PERFORMANCE

- **Performance Surveys from Families & Providers**
 - Internal Surveys...make them anonymous also!
- **FAPT Retreat & Planning Sessions**
 - Ask the hard questions in a safe place...seek the answers
- **10-Minute Check-Ins**
- **Celebrate the Humanistic Side**
- **Adopt a Continuous Growth Model**
 - Always Learning
 - Always Informing & Educating
- **Tour Providers as a Team! Then Process your visits together**
- **Find a problem...Address IT!!**
 - Be direct!



SOURCES OF CONFLICT & PRACTICE STRATEGIES FOR DEALING WITH TEAM CONFLICT

- Conflict is natural. This is a part of team growth.
 - Differing opinions on treatment options, philosophies, experiences, work ethic, and personalities.
 - Offer a platform for how discussion are to be conducted!
 - Make sure your MEDIATOR is the calmest person at the table!
 - BE DIRECT!! Make this a part of your team's culture.
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IN CLOSING...

- Know your role...PLAY IT!!
- Approach Conflict as a Challenge
- Be Open and Honest at the table!
- Don't walk away feeling empty!
- Remember WHY YOU are here & WHO you are here to serve!!!
- Develop a Culture of Continuous Learning!



THANK YOU FOR CHOOSING PICF!

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