

Strength of the Team

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**Becoming skilled at doing more with others
may be the single most important thing you
do to increase your value regardless of your
level of authority.**

Useem, J. (2004)
What's That Spell? TEAMWORK!.
Fortune. 153.11:64

Why do we use teams?

A decorative horizontal line consisting of a thick yellow bar on top, followed by a white bar, and then three thin yellow lines on the right side.

A team brings together individuals with similar interests and objectives. Teamwork originates with, and builds relationships among, a group of people who share a common interest or purpose. Working in teams allows individuals from different areas with different roles and different organizations to work together on issues of interest to team members. A team focuses its work on common objectives and finding solutions to shared problems.

Think of the BEST team experience you have had:

What made the team work?

Now think of the WORST team experience you have had:

What made it the worst?

Team Players

Every team has a natural style. All of these styles are important ingredients of successful teams.

What's your style?

Contributor

This member gets the team to focus on the immediate task.

Colloaborator

This team player emphasizes the overall purpose of the team.

Communicator

This member encourages positive interpersonal relation and group processes.

Challenger

This style asks the tough questions and pushes the team to take reasonable risks.

6 Key Factors of Successful Partnerships

- **Inclusion**

1. Must have a diverse group
2. Stay away from hidden agendas

- **Transparency**

1. Honest about what you want/think/expect
2. Must be willing to give up something

- **Accountability**

1. Key indicators of performance and success
2. Ownership of the problem

- **Clarity**

1. Whose role is what
2. Clear mission and clear values
3. Values need to be consistent with data outcomes

- **Open Communication and Willingness to Learn**

1. Must own and share success – what's working

- **Trust**

1. Must consistently do what you say
2. Development and maintenance of the relationship

Team Organization

- Establish Roles
- Set ground rules for the team
- Establish team values and goals
- Evaluate data collection

Role of Family Assessment and Planning Team (FAPT)

- ❖ Operationalizes CSA philosophy and goals through constructing creative case plans and brainstorming solutions to challenging service delivery road blocks.
- ❖ Commitment to a wraparound process which ensures that services and supports are around children and families, utilizing both clinical treatment services and natural supports.
- ❖ Assumes the responsibility of care authorization, as well as care monitoring and review to ensure that an “**out of sight, out of mind**” phenomenon will not occur.

Role of Family Assessment and Planning Team (FAPT)

- ❖ Actively assist service coordinators in implementing case plans by researching services and by committing “home” agency resources.
- ❖ Ensures that family and children are full partners in the service delivery process – paying close attention to their opinions, suggestions, and refusals – they know their children better!

7 Commandments of FAPT Etiquette

- I. Thou shalt not allow your cell phone or any other little noisy gadgets you may have to go off during FAPT staffings...Vibrate is Magic!
- II. Thou shalt not eat your breakfast, lunch or dinner while families are pouring their hearts out to you!
- III. Thou shalt not take a cat nap regardless of how boring you think the “story” is!
- IV. Thou shalt not read the paper, skim through magazines or devote FAPT staffing time to the other very important job duties for which are responsible!
- V. Thou shalt not share your own personal testimonies with families during their time of crisis! (Feel free to testify upon their exit...)
- VI. Thou shalt always remain calm, cool and collected regardless of how frantic, hostile and out of control the family (or service coordinator) may behave...We expect such behavior!
- VII. Thou shalt always treat the family with dignity and respect. Be mindful of our tone of voice, our body language, and our biases...Remember we are on child, sibling, parent, spouse, or friend away from being in their shoes!

Team Dysfunction

1. Absence of Trust
2. Fear of Conflict
3. Lack of Commitment
4. Avoidance of Accountability
5. Inattention of Results

Hampton Virginia Systems of Care

Core Values and Beliefs

- Keeping children and families together is the best possible use of resources.
- Hampton partners with all who can support children and families' successful outcomes.
- We begin with outcomes not process.
- Families are the experts about their families.
- All stakeholder groups are accountable for positive outcomes for children and their families at home, school and in the community.
- Child centered, family focused and community based service delivery is the law in Virginia and must be implemented through new practice models.
- Do ***whatever it takes*** to support the success of children and families.
- Trying hard is not good enough.

Hampton FAPT Outcomes Review Tool

Client Name _____

Parent/Guardian Name _____

Service Coordinator/Agency _____

Reviewer _____

Date _____ 2014

Initial

Review

FAMILY RACE

- Caucasian/White African American/Black Native American/Alaskan Native
Asian/Pacific Islander Bi-Racial Hispanic Other _____

GENDER Male Female

AGE _____

GRADE _____

DOB _____

CUSTODY

- DSS
Parents
Relatives
Other _____

DSM-IV DIAGNOSIS

- Yes
No

MEDICATION

- Yes
No

MULTIPLE AGENCY INVOLVEMENT (Please check all that apply)

- Juvenile Justice
Hampton/Newport News Community Service Board
Education – Pub.Sch. Pri.Sch. Pri.Day Pub.Day Hm Bound Spec. Ed.
Healthy Family Partnership
Department of Social Services
 CPS
 Foster Care
 Adoption
 Benefits
Health Department
Private Provider/Other _____

Eligibility Classification

- Mandated: FC FCP SPED Non-Mandated

SUCCESS IN PLACEMENT OUTCOMES	Yes	No	N/A
1. Remained in home.			
2. Moved from home to family member.			
3. Moved from home to more restrictive environment.			
4. Lives in family environment.			
5. Transition to permanent placement.			
SUCCESS IN SCHOOL OUTCOMES	Yes	No	N/A
1. Attends school daily.			
2. Earned average or above average grades.			
3. Reading at 3 rd grade level or above.			
4. Showing progress toward IEP goals.			
5. Obeying school rules. (out of school suspensions/expulsions)			
*6. Has HS Dip/GED? <input type="checkbox"/> Y <input type="checkbox"/> N Enrolled in secondary ed./vocational? <input type="checkbox"/> Y <input type="checkbox"/> N _____			
SUCCESS IN COMMUNITY OUTCOMES	Yes	No	N/A
1. Any new formal charges.			
2. Any new adjudication. (sentencing)			
3. Follows curfew daily.			
4. Complying with terms of probation.			
5. Eliminate use of illegal substances.			
6. Child/YA engagement in meaningful and thoughtful community activity.			

Building your team for lasting success

- ❖ Be aware of yourself and how you do things.
- ❖ Get to know your team.
- ❖ Clear defined roles and responsibilities.
- ❖ Celebrate success and learn from failure.