

CSA New Coordinators Academy



Introduction to Developing Effective Working Relationships

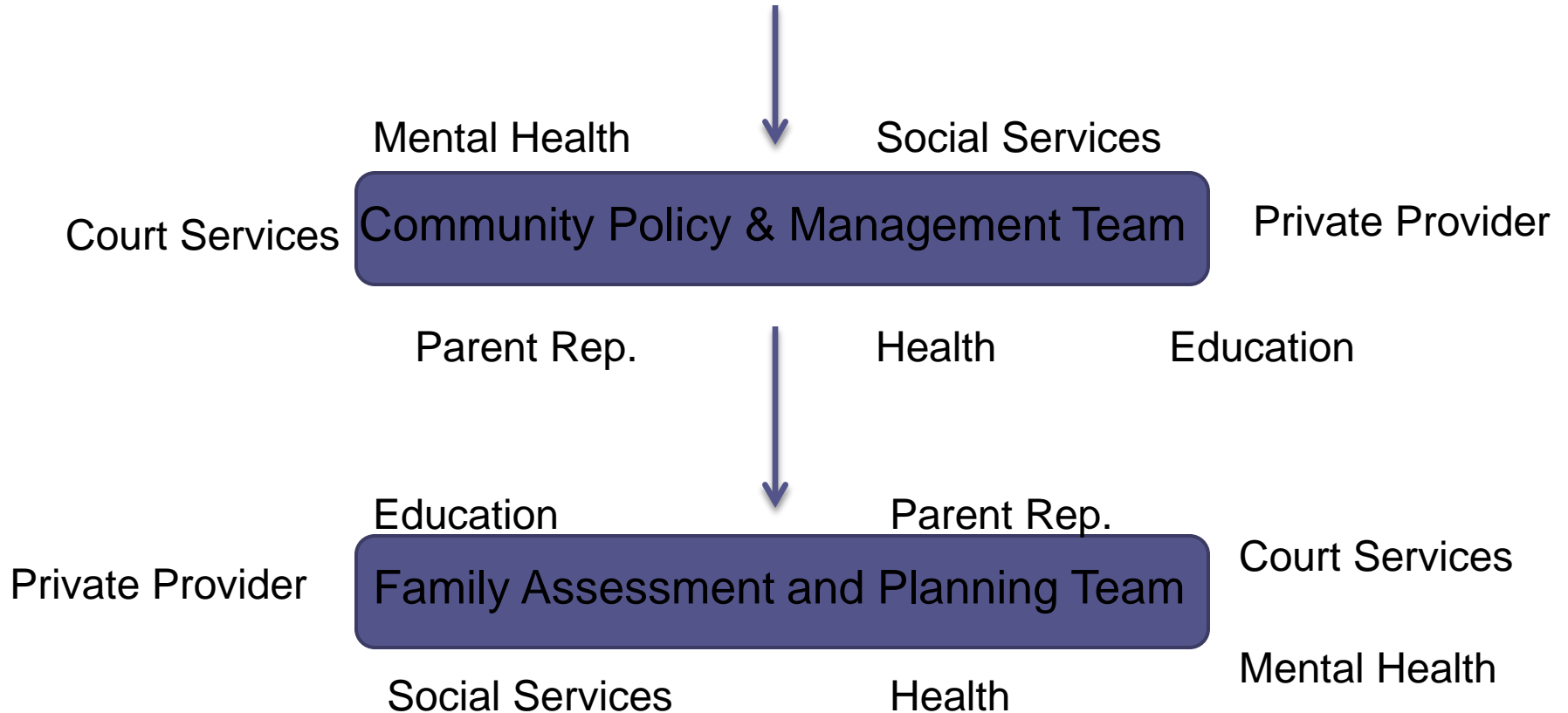
Betsy Clark, CSA Administrator
City of Hampton
March 10, 2015

- “Effective collaboration does not just occur because stakeholders are well meaning. It takes time, energy, and attention to relationship building, trust building, capacity building, team building, conflict resolution, mediation, development of a common language and communication.”

- Building Systems of Care, A Primer by Shelia A. Pires Human Services Collaborative Spring 2010

Comprehensive Services Act

Block Grant to Localities for Services to At-Risk Families & Children



A WAY of LIFE

Family focused, community based care is a “lifestyle,” an organizing framework that is value based versus a “model” to be followed. Understanding is very different than internalizing the principles as the only way of practice.

- ❖ Although there are clearly defined roles of CPMT and FAPT, in Hampton, CPMT and FAPT see themselves as part of the same system building team – there is no evidence of a “we versus they” philosophy.
- ❖ There is a non categorical approach to service delivery – service delivery crosses agency and program boundaries versus a “reform” of one agency or another.
- ❖ CPMT and FAPT have been creative and flexible enough to respond to how the administration of funding has changed/evolved over time – understanding that additional constraints would be present and developing alternatives to ensure that the quality of services and access to those services remains the same.

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

Moving from knowing to doing.....

- **“We have each come from a single agency somewhat specialized approach to providing services for children and families. CSA challenges us to create a new approach, to reinvent the way services are provided.”**
 - Walt Credle
 - Hampton DSS Director
 - October 31, 1994

So Where Do You Start?

- **Community assessment, what are the area's of strength, challenge and opportunity in your community?**
- **What are the common and shared goals in your community?**
- **Who are your stakeholders? Who are your partners? Who are your system champions?**
- **What are you measuring?**
- **Whose job is that?**

Community Assessment

What are the strengths, challenges, and opportunities in your community?

What does assessing your community have to do with effective working relationships?

What are the goals and vision for your community?



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.

Trying Hard Is Not Good Enough

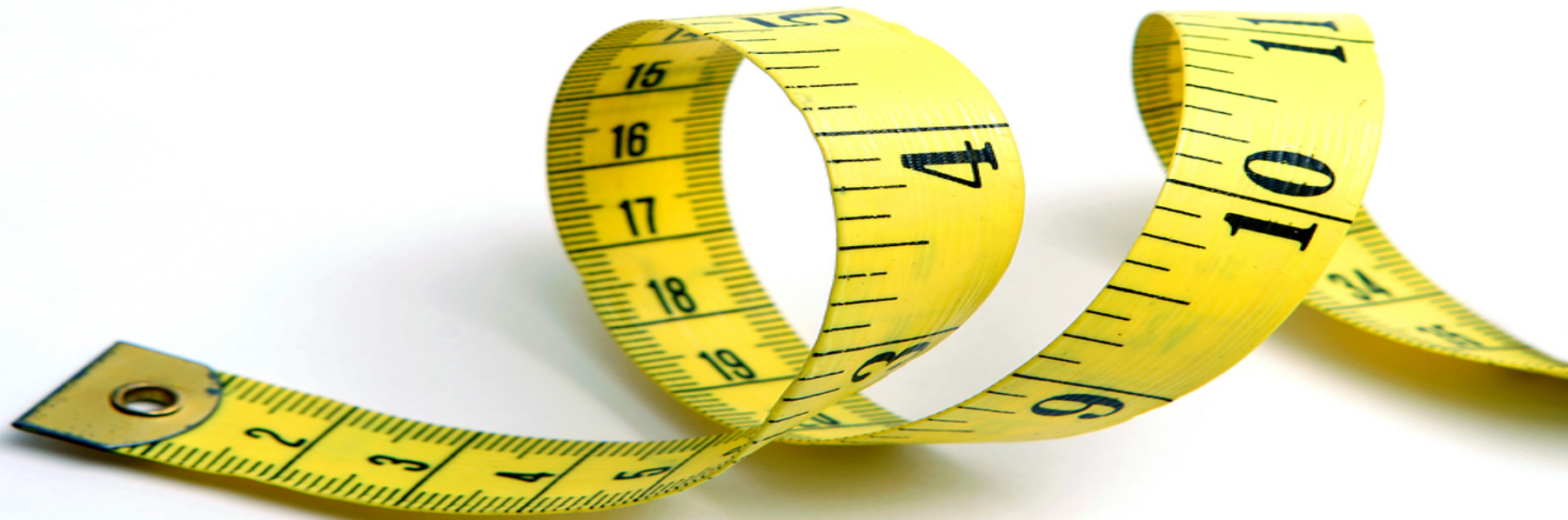
By Mark Friedman - 2005

Who are your stakeholders? Who are your community partners? Who are your system champions?

Communication begins with a shared language, what is that language in your community? What are the common or shared goals on which you build those relationships?



What are you measuring?



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.			

Whose Job is that? Role Clarity

- **Role of the CPMT**
- **Role of the FAP team**
- **Role of the CSA Coordinator**
- **Role of the Agency Service Coordinator**

Conversation Starters

- ❖ **Where are our children and young adults?**
- ❖ **How are we spending our money?**
- ❖ **Can our community based service providers support children and families with complex needs in our community?**
- ❖ **Are our schools ready?**

Conversation Starters

- ❖ What do our judges need?
- ❖ What model should we use?
- ❖ How do we manage liability?