



Katie A. Technical Assistance Webinars

**Preparing Professionals and Others for
Participation in the Child and Family Team
(CFT)**

November 21, 2014



Overview of Webinar



A key value and principle of the implementation of Katie A. is that all members of the Child and Family Team are meaningfully engaged with the youth and parents and participate effectively in the teaming process. Team members frequently include staff from other agencies, such as teachers, probation officers, mentors, therapists, and other service providers. This webinar focuses on how to prepare them to participate in the team in a way that is supportive of the process.

Polling Questions

Please tell us where you work:

- State/County child welfare
- State/County behavioral/mental health
- Contract agency/CBO providing services
- Education/training organization
- Other

Polling Questions

Please let us know the nature of your work:

- Work directly with children and families (case worker, clinician, wraparound facilitator, etc.)
- Supervisor/manager
- Family partner/Youth/peer provider
- Consultant/trainer/TA provider
- Other

Polling Questions

In your county do you have a specific way to prepare professionals and others for participating in Child and Family Teams?

- Yes
- No
- Don't know

Part 1:

- San Diego County

Part 2:

- Tulare County

Overview
of
Webinar



**Preparing Professionals for
Participation on Child and Family
Teams**

County of San Diego
Health and Human Services Agency
Family & Youth Roundtable
Amanda Lance-Sexton, Sarah Pauter, & Steven Wells

Learning Objectives

- Understand the structure and purpose of the triad training model
- Learn different methods to support professionals in their CFT participation
- Understand the importance of specific tools that the County of San Diego has implemented for use in the CFT meeting
- Understand the importance of including the family/youth perspective in the CFT meeting

Background and Context

- Initial workgroup formed in January 2013 included BHS, CWS, Family & Youth Roundtable (the County of San Diego Behavioral Health Services Liaison for children, youth, and families), Probation, and Training Academy
- CFT implementation began in September 2013 via BHS contracted providers. In 2014 CWS designated staff began offering ICC for youth not served by a contracted BHS agency.
- Family and youth voice has been integral to the development of Pathways to Well-Being and is reflected in the Teaming Standard and Progress Summary and Action Plan used at CFT meetings.
- The County of San Diego CWS serves approximately 4,500 children/youth (in home and placed out of home) and works within a large, diverse county with six regional offices as well as centralized programs.

Challenges

- Staff Workload Woes: Is this “just another thing to do?”
- Providers having difficulty upgrading the “treatment team” model to CFTs
 - Compliance Behavior vs. Practice Behavior
 - Focusing on Behavior vs. Focusing on Needs
- Youth saying they don’t want to have a CFT and feeling “burned out” with meetings. Youth do not trust the meetings will be different than what they have experienced before.
- BHS therapists balancing ICC responsibilities and therapeutic relationship

Challenges

- Adults having difficulty allowing youth voice to be primary and wanting to dominate conversation in meetings
- Scheduling with all partners – scheduling conflicts leads to delays and may interfere with family/youth choice in time/location of meeting
- Ensuring information being shared is positive and strength based
- Difficulty training community partners (CASAs, Court, Attorneys, foster parents) in a timely manner
- Group home staff struggle with expanding/altering existing model to incorporate Core Practice Model principles and values.

Elements of Preparation

- Engagement and education of team members
- Tools (*Handouts*):
 - Meeting Structure
 - Teaming Standards
 - Progress Summary and Action Plan
 - Challenges and Strategies tool
 - CFT Brochure



“Before anything else, preparation is the key to success.”
 -Alexander Graham Bell

Strategies for Preparing Professionals for CFT meetings

- Triad Training Model: BHS, CWS, and Parent /Youth Partner
- BHS: Program specific support, focus groups
- CWS dedicated Pathways staff to implement screening and fill ICC gaps
- Meeting with the youth prior to the meeting to see what they would like to speak about and having them set the agenda for the meeting.

Strategies for Preparing Professionals for CFT meetings

- CWS and BHS staff regularly exchange information contained in their unique databases
- BHS staff is co-located with CWS staff twice per week to enhance partnership and communication
- Care coordinators have had one on one meetings with therapists to talk about their role in the CFT
- Regular meetings with CWS and BHS staff to discuss implementation issues.

Strategies for Preparing Professionals for CFT meetings

- Reminding CWS workers to inform team members about other meetings (e.g., TDMs) so there can be continuity of information
- Presenting “Mock CFT” to BHS contracted agencies to demonstrate CFT meeting process/structure
- Utilizing family and youth partners to engage team members
- Authentic Family & Youth participation in the implementation of Pathways to Well-Being, including CFT standards and processes, and development of training curriculum.

Benefits we are seeing:

- Family involvement in the meetings is increasing
- CWS workers are seeing the benefit of CFT and encouraging the youth to participate
- System culture is changing to embrace CFTs because they see progress with the youth
- Many youth express they enjoy the meetings and feel empowered.

Next Steps

- Extension of Pathways to Well-Being trainings to include all CWS workers in regional offices, additional BHS contracted providers, foster parents, CASAs, and legal partners, etc...
- Arrange for focus groups to receive feedback from family and youth, BHS providers, and CWS workers regarding challenges and concerns specifically related to Child & Family Teams
- Development of a Pathways to Well-Being e-Learning that will serve as a resource for those BHS partners who have already been trained
- Launching of a Pathways to Well-Being website that will provide information on processes, procedures, and frequently asked questions along with links to various forms and resources.

For additional information:

Family & Youth Roundtable

- Sarah Pauter, MPPA, Executive Youth Partner

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County of San Diego, HHSA, Behavioral Health Services

- Amanda Lance-Sexton, LMFT, ATR – BC

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County of San Diego, HHSA, Child Welfare Services

- Steven Wells, PSS, Residential Services

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Preparing Professionals for Participation on Child and Family Teams

Tulare County CWS – Natalie Bolin,
LCSW

Tulare Youth Service Bureau

Tim Zavala, LCSW

Sandra Ruiz, MA, LMFT

Milia Mahfoud-Staggs, MA, LMFT

Background and Context – Tulare County

- ▶ The “Katie A. Planning Committee” convened in May of 2013. Members of the committee included Tulare County HHSA Managed Care staff, CWS Program Managers, and Mental Health Provider Directors.
- ▶ Tulare County CWS began screening all children in the Child Welfare System in October of 2013.
- ▶ Referrals to mental health providers began in December 2013.
- ▶ At Tulare Youth Service Bureau, first CFT was held in December 2013.
- ▶ CWS has screened 1053 children to date
- ▶ There are currently 80 active cases

Lessons Learned in Relation to Pathways to Well-Being

Developing and implementing CFTs

- ▶ Successes
 - ▶ Participation by family members and consumers has been positive.
 - ▶ Family members and consumers feel that they have a voice, and that they are being heard and supported.
 - ▶ CFT members feel that the plans being developed are relevant and useful.
 - ▶ Increased communication between all parties, including family members, consumer, and professionals
 - ▶ Increased stability for consumer and family
 - ▶ Decreased need for intensive services (ICC, IHBS)



Lessons Learned in Relation to Pathways to Well-Being

Developing and implementing CFTs

- Challenges
 - Coordinating schedules of professionals and family
 - Conducting CFT's within necessary time frames.
 - Initially, explaining ("selling") the services to consumer and family members was difficult
 - Consumer and family can be overwhelmed
 - Accessing web-based EHR system in consumers' homes
 - Who makes the final decision regarding services?



Lessons Learned in Relation to Pathways to Well-Being

Developing and implementing CFTs

- Solutions
 - Designated support staff to coordinate CFT's and ensure timely scheduling
 - Educating professionals about the benefits of CFT's
 - Designated 2 Coordinators to facilitate CFT's
 - Being patient with the process, particularly initially as large numbers of consumers need to be screened and served.
 - Being attentive to family's needs, considering their schedule and what other services they are receiving/participating in
 - Be aware that consumer and family can be overwhelmed

Collaborating with County Child Welfare, Behavioral/Mental Health and other partners

■ Successes

- A strong collaborative relationship between CWS and Mental Health providers already existed in Tulare County.
- CWS has a designated Mental Health Liaison to facilitate collaboration and communication between agencies.
- Participation of representatives from all agencies in the planning process
- Keeping agency staff informed of ongoing changes during the planning process and program implementation.

Strategies for Preparing Professionals to participate as Effective CFT Members

Mental Health Professionals

- Review current Consumer Wellness Plan/Treatment goals
- Review consumer's ongoing participation in mental health services.
- Be aware of recent crisis issues
- Review changing needs of client and be able to verbalize these during each CFT
- Clinical Director keeps professionals updated regarding ongoing development of overall program
- Clarify the different roles of CFT Coordinator and Clinician



Strategies for Preparing Professionals to participate as Effective CFT Members

Other Professionals

- ▶ Meet/make contact with professional prior to the CFT Meeting
- ▶ Clarify the purpose of the CFT Meeting
- ▶ Clarify the purpose and importance of their participation related to the child's well-being
- ▶ Encourage the professional to share information relevant to the child's treatment goals



Resources and Strategies

- ▶ Our Child and Family Team Plan is a written guideline for the CFT Meeting that focuses on the family's vision statement, child and family strengths, and various life domains.

Child and Family Team Plan

Visalia Youth Services
 Tulare Youth Services
 TCOE Behavioral Health Services
 Sequoia Youth Services
 Dinuba Children's Services
 Porterville Youth Services
 South One Stop
 North One Stop
 Central One Stop

Child's Name _____ Assigned ICC Coordinator _____
 DOB _____ ICC Coordinator Signature _____
 Assigned Social Worker _____ Co-Signature _____
 Treating Therapist _____

We, the members of the Child and Family Team, agree to this Service Plan:

Name	Relationship	Initials/Date	Name	Relationship	Initials/Date

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Child and Family Team Plan

Family Vision Statement

Child's Name _____ DOB _____

*Life Domain	Needs/Goals	Actions / Interventions	Party Responsible for Action / Task	Family / Team Member Strength	Date of Implementation	Date of Completion

*** Life Domains:**
 1 - Safety 2 - Family 3 - Legal 4 - Emotional/ Behavioral 5 - School/ Educational 6 - Money Matters 7 - Housing/ Living Environment
 8 - Social Relationships 9 - Fun/ Recreational 10 - Health/ Medical 11 - Work/ Vocational 12 - Cultural/ Spiritual

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Next Steps and Future Direction

- Continue Collaboration between agencies
- Involve Parent partners in the process
- Revise/revamp the CFT Plan to meet specific needs of the Pathways to Well-being Program
- Develop brochure to educate families and professionals about the program



Thank You!

Tulare County Presenters Contact Information

- Natalie Bolin, LCSW, CWS Manager, NBolin@tularehhsa.org
- Tim Zavala, LCSW, Clinical Director, Tulare Youth Service Bureau, tzavala@tysb.org
- Sandra Ruiz, LMFT, FSP Program Manager, sandrar@tysb.org
- Milia Mahfoud Staggs, LMFT, CFT Coordinator, milia@tysb.org



Series of 3 new Katie A. Webinars January – May 2015

Recordings of CIBHS Katie A Webinars:

<http://www.youtube.com/playlist?list=PLtnjn3qYJROhszlrBE0iiMDYUV8aTyum>

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Thank
You!

