

FAMILY ENGAGEMENT

EXPLORING COMMON UNDERSTANDING AND METHODS
TO ASSESS FAMILY ENGAGEMENT

WHAT DOES IT MEAN?

HOW DO WE KNOW IF WE ARE DOING 'IT'?

Ohio's SOAR Alternative Response Project

QIC-DR CONFERENCE: FRIDAY, NOVEMBER 16, 2012

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Presentation Overview

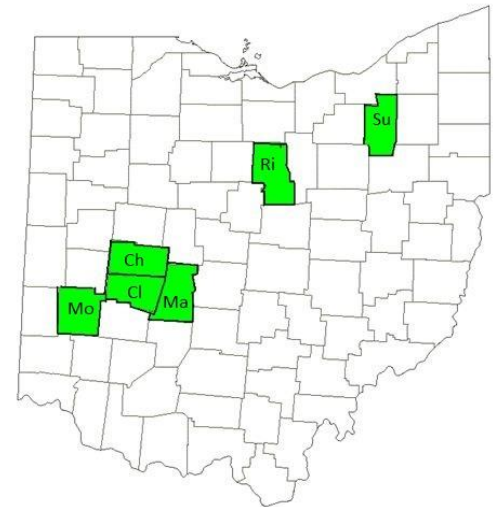
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- Overview of Ohio Differential Response Project
- Development of Framework for FE
 - ▣ Overview of Family FE Theory/Trainings/Research
 - ▣ Focus Group Findings
- Development of Framework for Measuring FE
- Where do we go from here?
- Discussion

Ohio SOAR Project

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- ❑ Quality Improvement Center on Differential Response (QIC-DR).
- ❑ Three National Sites: Colorado, Illinois, and Ohio
- ❑ Project Timeline: February 1, 2010 – September 30, 2013
- ❑ SOAR Consortium: Six Counties
- ❑ Random Assignment to AR vs. IR



FAMILY ENGAGEMENT

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Tool To Motivate Change

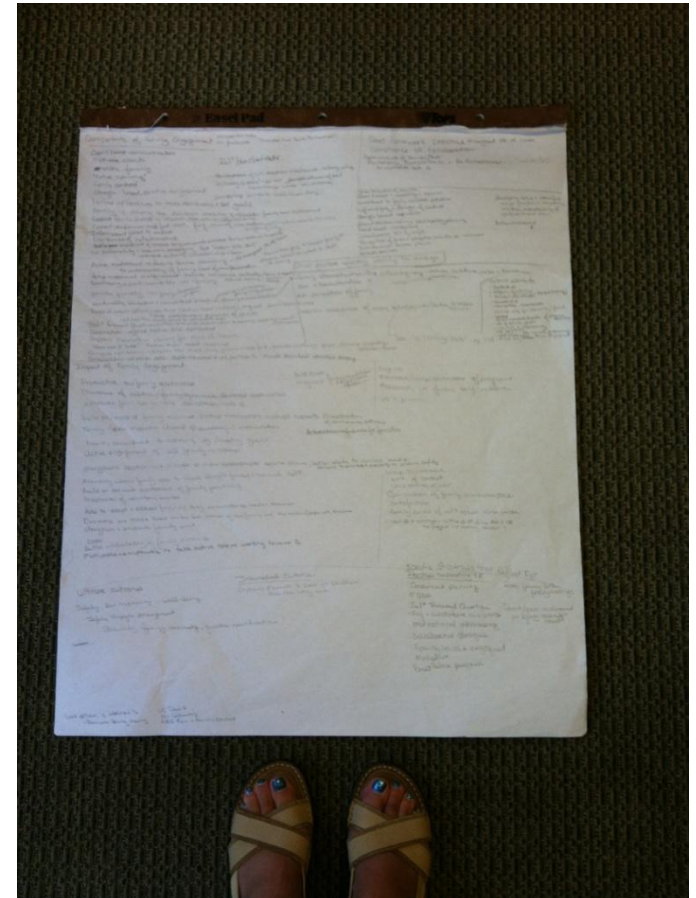
But....
what is Family Engagement???



Existing Information on Family Engagement

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Information Overload!!!



Key Stakeholders or Participants in FE

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- Family/Client
- Caseworker
- System/Organization

Varied Definitions of Engagement & to Engage

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There are many definitions for 'Engagement' and 'Engage'

- Will you marry me?



- Some people engage in battle



- Glad to see you kept our engagement -- and joined us to engage in this conversation about family engagement.

Analyzing 'Engagement' & 'Engage'

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- Common Themes/Components among the multiple Engagement/Engage Definitions:
 - ▣ **Relationship**: Building between worker and family member; this relationship builds on individual respect and a commitment to the process, supports collaborative actions, develops understanding, and is open to growing and changing as circumstances require
 - ▣ **Communication**: Open, honest, respectful, two-way interactions (including listening) that leads to understanding of individuals, circumstances, and shared expectations
 - ▣ **Action**: Commitment to a goal-oriented, collaborative process that produces positive outcomes/change. Involvement in a casework process with collaborative activities appropriate to the individual's role (worker and family member)

Key Elements of Family Engagement Relationship (World View)

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- ▣ View family holistically
- ▣ Respect for family choices
- ▣ Cultural Sensitivity
- ▣ Personal dynamics
- ▣ Cooperation
- ▣ Confidentiality

Stakeholders: Case worker

Relationship Components of FE

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□ Comments from AR Professionals

- “There’s a connection on some level. You’ve found a way to relate to this family.”
- “I’m thinking about my staff and how they may be upfront, [brutally] honest – but with respect, trust and shared responses. Also, transparency.”
- The professionals also discussed persistence in the relationship (commitment to the process)

□ Comments from AR Families

- The caseworker was understanding “about everything I said. I think she has kids, too, so she understood. We connected.”
- “She (the caseworker) was great. On time. Anything I needed, she helped me. Nice, always on time.”
- The caseworker was “down-to-earth. Not judgmental. Open minded. Not on a power trip.”
- “I tried to be as thorough as possible.”
- “I was scared because I didn't know what would happen. But when she came in it wasn't a power trip and she asked what had happened.”
- “She really got to see what I dealt with -- with (my son's) ADHD.”

Key Elements of Family Engagement Communication

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- ▣ Open and Honest Communication
- ▣ Motivational
- ▣ 'Active' Listening
- ▣ Clear expectations
- ▣ Family Friendly Language
- ▣ Recognizing successes, failures are opportunities for change

Stakeholders: Caseworker & Family

Communication Components of FE

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□ Comments from AR Professionals

- ▣ “It's (so important) for us to talk to the family.” (Listening and understanding implied in the comments)
- ▣ The workers “engage in discussion and motivational interviewing. We have done so much training on this.”
- ▣ “Re-frame and re-present (information as needed) so that the family understands.”
- ▣ The AR families are “more comfortable, more cooperative, more willing. They realize that it's not just us coming in and telling what to do.”

□ Comments from AR Families

- ▣ “I didn't have a negative attitude. I was willing to do what we needed to do.”
- ▣ “At first I wanted to be nasty and mad, but I realized if I was nasty it wouldn't help.”
- ▣ “At the first [contact] we were laughing and getting to know each other. The kids asked some questions and then she gave me stuff. When talking about the serious stuff she asked 'what can we do the help fix this problem?’”

Key Elements of Family Engagement Action (SW Processes/Practices)

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- ▣ Involvement of all 'family members'
- ▣ Collaboration vs. Compliance
- ▣ Family Centered Practice
- ▣ Strength-based Practice
- ▣ Solution-Focused Approach
- ▣ Family-Driven Assessment and Case Plan
- ▣ Family Contact
- ▣ Good case practice throughout life of case

Stakeholders: Caseworker, System/Organization

Action Components of FE

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□ Comments from AR Professionals

- “When I was a caseworker (in traditional), there was a lack of transparency. We interviewed people separately. We gathered information (from one person and made the other person feel like) we aren't giving you (that information).”
- “Take the extra steps to show how much you're interested.” This AR supervisor talked about a stranded client who missed the bus and the worker showed interest and caring by offering a ride.
- “It's about the climate you develop with families. More of a climate that allows the family to see us as a partner rather than being against them.”

□ Comments from AR Families

- “I was involved in planning and she asked (me) 'what are the things you need to do to help (your son)?' She suggested that I bring him to a therapist and I agreed. I followed through with the plan. She pulled hard for me on child care.” (This mother reported that there was a problem with the paperwork process in setting up child care).
- “The things I was supposed to have accomplished, I got done. If I didn't get things done, I let her (the caseworker) know. She didn't get mad cause I had a real reason. I always rescheduled (when needed).”

Consider the Engagement of Gears

Stock Photo: www.masterfile.com

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AR Professionals Noted

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- Engagement is more than compliance:
 - ▣ “You can be compliant without engaging. I'm thinking about time in my life where I didn't like what I heard, [but I did what was asked].”
 - ▣ “Compliant clients can be (problematic, too). But, by definition, they're making progress. And some, despite their best efforts, they cannot comply.” (capacity issues)
 - ▣ “It's [a situation where] I'll do the minimum to get you off of my back.”

Mediating Factors

Case Worker Characteristics:

- Values, Culture, Beliefs, Worldview
- Experience, Job Responsibilities
- Biases and Opinions
- Personality

Family Characteristics:

- History with agency/Family Story
- Values and Culture
- Roles and Boundaries
- Personality

System Characteristics

- Leadership, organizational culture
- Policies/guidelines and State Requirements (e.g. timeframes)
- Caseload size
- Availability and accessibility of diverse services/resources

Key Elements of Family Engagement

System Level

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- ▣ Leadership
- ▣ Collaboration with community partners
- ▣ System Change Initiatives, PIPs
- ▣ Policies and Standards
- ▣ Training/coaching for workers and supervisors
- ▣ Manageable Caseload
- ▣ Defined roles for planning and facilitation
- ▣ Availability and accessibility of diverse services; identification of service gaps
- ▣ Staff performance reviews
- ▣ QA and case review processes

Stakeholders: Agency and Caseworker

Practices Supporting FE



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	Relationship	Communication	Action
Concurrent Planning			
FGDM			
Solution Focused Questions			
Freq and Substantive cw visits			
Motivational interviewing			
Collaboration Strategies			
Family Search and Engagement			
Mediation			
Parents as Partners Programs			
Foster Family/Birth Family Meeting			
Parent/youth involvement in agency councils & boards			

Family Engagement Model

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Mediating
Elements

Key Players

The Black Box of Family Engagement

Practices
Supporting FE

Measuring Family Engagement

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- Can we measure relationship, communication, and actions, given mediating factors? (I.E. What is in the Black Box)
- How can we determine the impact of FE?

Ohio Questions re: Relationship

□ Family Survey

- ▣ How satisfied are you with the way you and your family were treated by the caseworker who visited your home? (1)
- ▣ Overall, how well do you feel the caseworker understood you and your family's needs? (7)
- ▣ How often did the caseworker consider your options before making decisions that concerned you or your family? (9)
- ▣ Did the caseworker recognize things that you and your family do well? (10)
- ▣ I wasn't just going through the motions, I was really involved in working with my caseworker. (19)

□ Case Report

- ▣ Change in family characteristics between first and last meeting (e.g. cooperation, receptivity, difficulty) (13 & 14)

Ohio Questions re: **Communication**

□ Family Survey

- ▣ Overall, how carefully did the caseworker listen to what you and other members of your family had to say? (6)
- ▣ Were there things that were important to you or your family that did not get talked about with the caseworker? (8)
- ▣ How easy was it to contact the caseworker? (11)

□ Case Report

- ▣ Was information about the referral to services given to the family? (8)

Ohio Questions re: **Action**

□ Family Survey

- About how many times did you or other members of your family meet with the caseworker? (5)
- Did you or your family get any of the following help or services during your experience with the agency? E.g. housing assistance, help paying utilities, parenting classes (11.5)
- Was there any help that you or your family needed but did not receive? (12)
- I really made use of the services my caseworker gave me. (17)
- What the agency wanted me to do was the same as what I wanted. (20)

□ Case Report

- Number of contacts with family (F2F, telephone, etc.) (5)
- Family Functioning: Material Needs (e.g. housing, food/clothing, income, employment) Condition addressed while the case was open? (6)
- Was information about or referral to services given to the family? (8)
- Did you help members of this family in obtaining services from any of the following? (e.g. school, mental health, legal, etc.) (15)
- Overall, how well were the services that were actually provided matched to the service needs of the family? (16)

Family Engagement Logic Model

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Measurable Aspects

- Model Components-
Input
- Outputs
- Outcomes

Influencing Factors

- Key Stakeholder
- Mediating Factors

Inputs

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Client-Level

- Relationship
 - ▣ Family Choice in Contact
 - ▣ Worker perspective of family characteristics
 - ▣ Family perceptions of relationship with cw and visa versa
- Communication
- Action
 - ▣ Contacts
 - ▣ Attendance

Agency-Level

- Engagement Training
- Consistency of worker
- Satisfaction

Outputs

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Relationship

- Productive case worker/family relationship
- Family feels respected/heard
- Better understanding of family dynamics
- Build trust, recognize families capabilities, not just needs and problems
- Satisfaction

Communication

- Disclosure of culture/family dynamics/ personal experiences

Action

- Build on/expand family resources, kinship connections, natural supports-> exploration of permanency options
- Buy-in→ successful completion of programs, increase capacity for future self-reliance
- Strengthen assessment process → more appropriate service plan, better able to connect need and concerns to services and supports to ensure safety
- Accurately assess family needs and functioning to create straight forward and concrete solution
- Acceptance of voluntary services
- Able to adapt and address families changing circumstances, needs and desires
- Decisions made based on best interest of family, not the system (paperwork, timelines)
- Motivate and empower families to take active role in working toward change.

Outcomes

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Intermediate Outcomes

- Empower parents to care for children over long-term and minimize/reduce risk

Long-Term Outcomes

- Safety
- Permanency
- Well-Being
- Safety through engagement
- Stability, Family Continuity
- Quicker unification

Next Steps & Considerations

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- Flesh out FE Model Components
 - Flesh out FE Mediating Factors
 - Develop a more refined logic model and measures
 - Feedback through Site Visits
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- Do these three components capture comprehensive definition of FE?
 - Appears that Relationship in particular is key → begin to develop measures of the caseworker/client relationship. Caution against simply counting Actions and Communication.
 - Consider if FE is a process or an outcome? Is it an independent or dependent variable?

Discussion Questions

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- Is engagement always appropriate?
- How does practice parallel theory?
- Where do we go from here?

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