

NC Department of Health and Human Services

North Carolina Child Welfare Family Leadership Model

2020 CBCAP National Meeting

March 12, 2020

Learning Objectives

Participants will be able to:

- **Identify the core elements of the North Carolina Child Welfare Family Leadership Model.**
- **List program/practice changes that have resulted from collaboration with Family Partners.**
- **Identify important elements to foster genuine collaboration between families and agencies.**
- **Identify key readiness and implementation considerations.**

How Did This Work Begin?

North Carolina History

- Multiple Response System
- Strong Able Youth Speaking Out (SAYSO)
- Community-Based Funded Programs

2015 Child and Family Services Review

- Agency Responsiveness to Community
- Interviews with Families and Stakeholders

2017-2018 Program Improvement Plan

- NC Child Welfare Family Advisory Council
- 3 County Family Engagement Committees
- Co-created with Family Partners and Community Stakeholders

What is a Family Partner?

A Family Partner is a youth or adult who has received services or is the caregiver/parent of someone who has received services and who has firsthand experience with the child welfare system.



Family Partners

North Carolina Child Welfare Family Advisory Council



Gina Brown
Kinship Parent



Teka Dempson
Biological Parent



Barry Ginn
Foster Parent



Tera McCullough
Biological Parent



Gustavo Smith
Biological Parent



Barbara Young
Adoptive Parent

Child Welfare Family Leadership Model

- **Tier Model of Engagement**

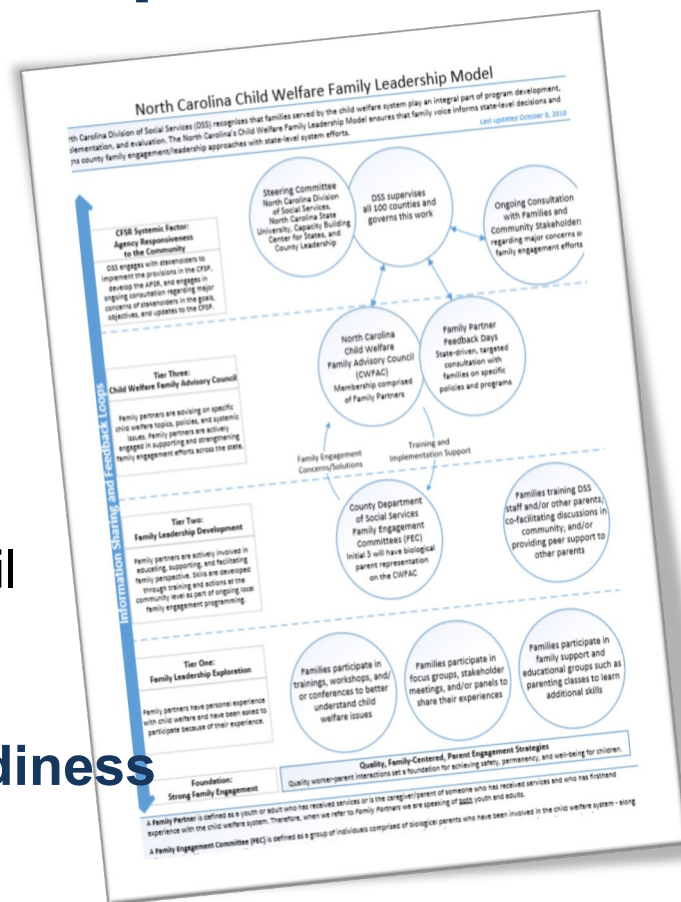
All family leadership grounded in quality family engagement

- Tier 1: Family Leadership Exploration
- Tier 2: Family Leadership Development
- Tier 3: Child Welfare Family Advisory Council

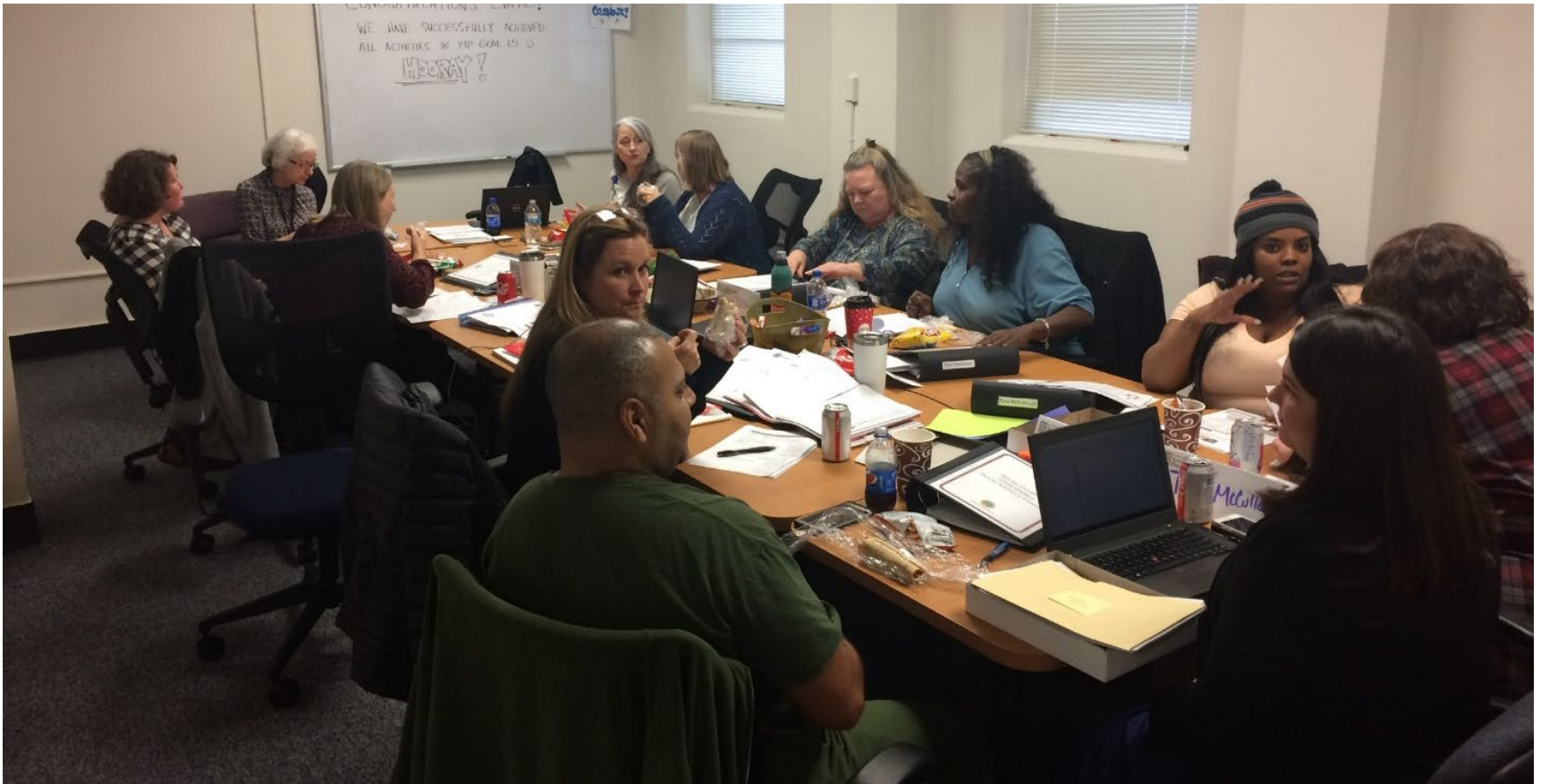
- **Multiple Opportunities Acknowledge Readiness**

- **Training and Skills Development**

- **Connection between Tiers**



What Does Partnership Look Like?



State Level CWFAC Activities

- Monthly meetings with Child Welfare
- Monthly Lunch and Learn Webinars
- Leadership Training Series

Family Partners make sure the work we do, the words we use, and the processes we create make sense to those outside of child welfare. They are an essential partner in improving the system that serves North Carolina's most vulnerable children and their families."

Lisa Cauley, State Child Welfare Director

County Level Infrastructure/Activities

- Family Engagement Committees
- Parent Café Model
- Parent Partner Program



Interacting with Family Partners holds us accountable for how we show up and pushes us to be more mindful of doing a better job at explaining our process.”

Natasha Harcum Durham County Supervisor

Benefits of Partnership

- Multiple Voices = Better Outcomes
- Shift from Individual Perspective to Full Picture
- Enhance Awareness and Skills
- Greater Transparency
- Cultural Shift – More Family-centered
- Better Staff Satisfaction and Retention



Structural Supports

Charter

Monthly
Meetings
at DSS

Monthly
Lunch and
Learns

Training &
Skills
Development

Financial
Support

Preparation
& Debriefing

Point Person
for Support

Feedback
Loops

Parent Cafés

Preparing families to participate in meetings

- Explain why you are asking families to participate.
- Make sure families know who will be at the table and how information shared at the meeting will be used.
- Prepare families for what to expect so they arrive with knowledge ahead of time.
- Create a safe, comfortable environment.
- Provide peer support.
- Provide training and educational opportunities.
- Recognize that discussions have a real impact on families and children.

Preparing agencies to participate in meetings

- Agency leadership and staff buy-in.
- Avoid jargon and acronyms.
- Prepare staff that parent feedback may be difficult to hear.
- Assign a support person for each family partner.
- Provide financial compensation, food, transportation, and child care.
- Create meeting structures that encourage interaction.
- Let families know how their ideas and contributions are used.

Family Partner Contributions

Child Welfare
Overview
Video

Child and Family
Services Plan
(CFSP)

Health Oversight
and
Coordination Plan

Handbook
(given to parents
when their child is
removed)

Forms (Family
Time/Visitation,
NC FAST and
Family Services
Agreement)

Monthly
Documentation
for Foster Care &
In-Home Services

Modified Child
Welfare Policy
Manual

NC's Early
Childhood
Action Plan

NC's Adoption
Website

Guardian
Assistance
Program (KinGAP)
Marketing Materials

Annual Progress
and Services
Report (APSR)

Intensive Family
Preservation
Services (IFPS)

Community
Response
Program

Child Welfare 101
Series Training
Modules

Child Welfare
Practice Profiles

Child Welfare
Reform Efforts

Local Program Family Engagement

- Volunteer at agency
- Speak at fundraising events
- Mentor/become buddy to new families
- Manage program social media site
- Help with recruitment and outreach
- Share their talents in group (cooking, sewing, couponing)
- Help provide meals/snacks
- Serve on advisory boards/committees
- Assist with hiring process (help develop questions and participate in interview)

Tips for Partnership



Let Family Partners know who is in the room

Provide written agenda and materials in advance

Be clear about expectations of Family Partner participation

Use open ended, clarifying questions

Encourage Family Partners to share their thoughts and ask questions

Explore what worked and ask how experiences could have been better

What are core strategies for success?

Readiness and Perspective

- Agency and Family Readiness
- Inclusion of All Perspectives

Preparation and Training

- Collaboration and Problem Solving
- Reciprocal Learning

Building Family Leadership

- Integrated in all levels of the system
- Systemic role in supporting state child welfare

Working with Family Partners is always a breath of fresh air for me. They have enriched my work in ways I cannot describe. They help keep me professionally grounded, and have contributed immeasurably to the work I do and to who I am as a person.

Erin Conner, Child Welfare LINKS Coordinator

The goal is not to just get families engaged but to get them invested.

Teka Dempson, Family Partner





Deborah Day

Cornelia Singletary

Cornelia.singleary@dhhs.nc.gov





Deborah Day

Cornelia Singletary

Cornelia.singleary@dhhs.nc.gov



Building Effective Parent Practitioner Collaboration

FRIENDS Resources



A large, stylized sun graphic is positioned on the left side of the slide. It features a large, semi-circular orange body and several elongated, teardrop-shaped orange rays extending from it towards the top and right.

CBCAP Parent Leadership Priority

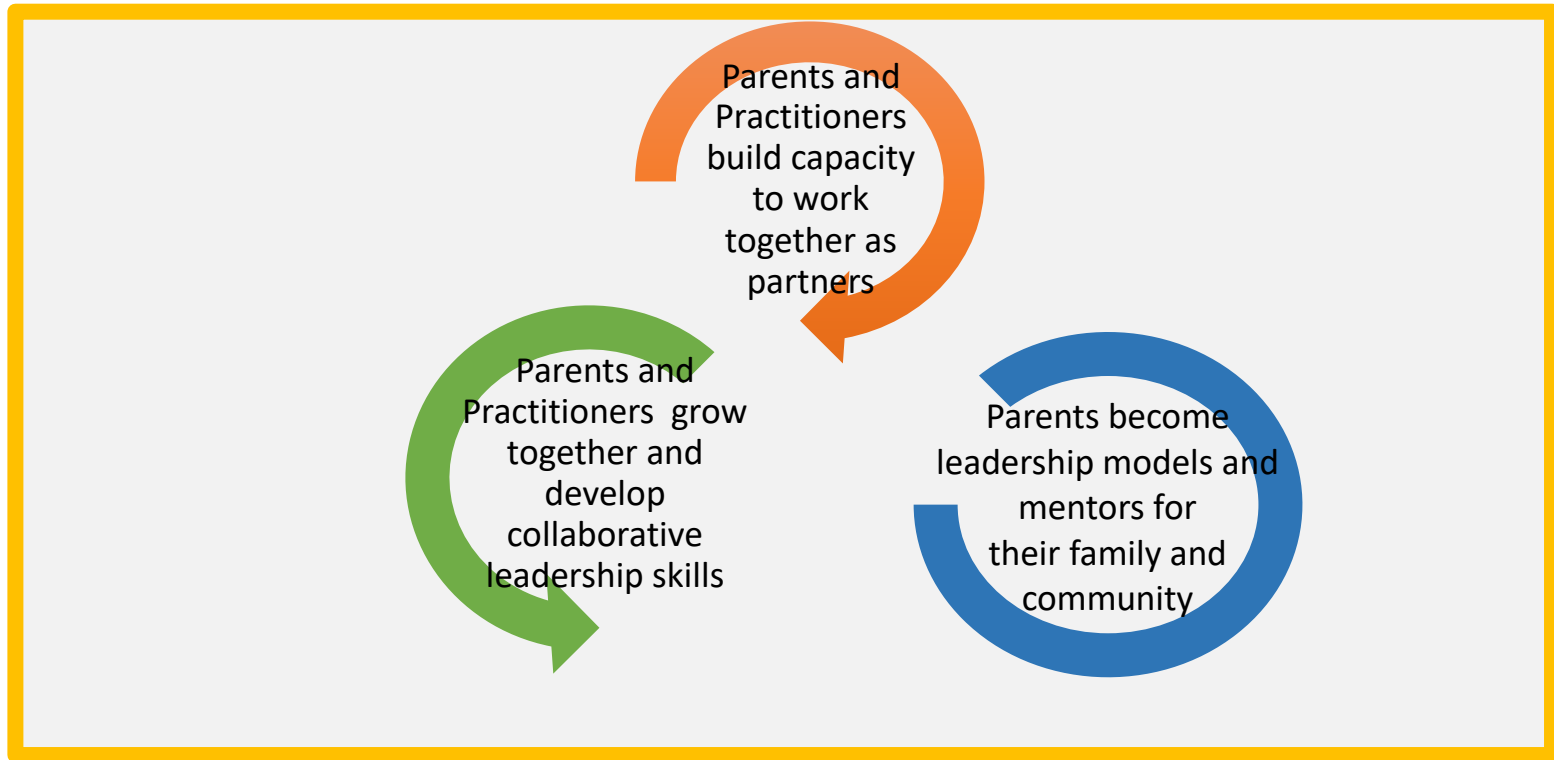
There is a strong emphasis on involving parents in the planning and program implementation of the lead agency and entities carrying out local programs.

Each CBCAP SLA must:

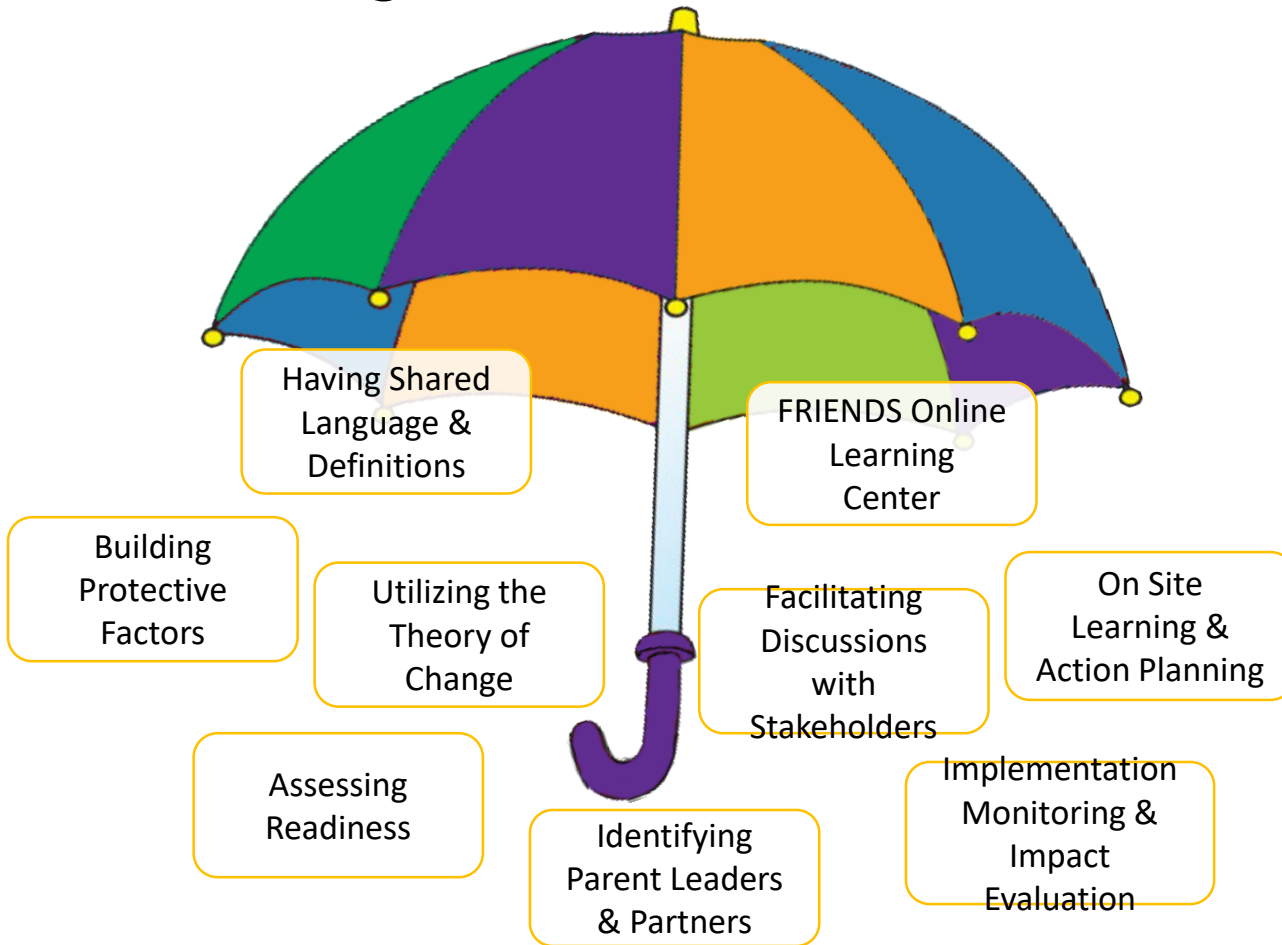
- Implement activities and training to enhance parent participation and leadership.
- Involve parents in the planning, implementation and evaluation of funded programs.
- Provide training and technical assistance related to parent leadership and family involvement.

FRIENDS – Theory of Change:

Parents are Collaborative Partners Within the Systems they are Connected to



BEPPC: Building Effective Parent / Practitioner Collaboration





What is a BEPPC onsite?

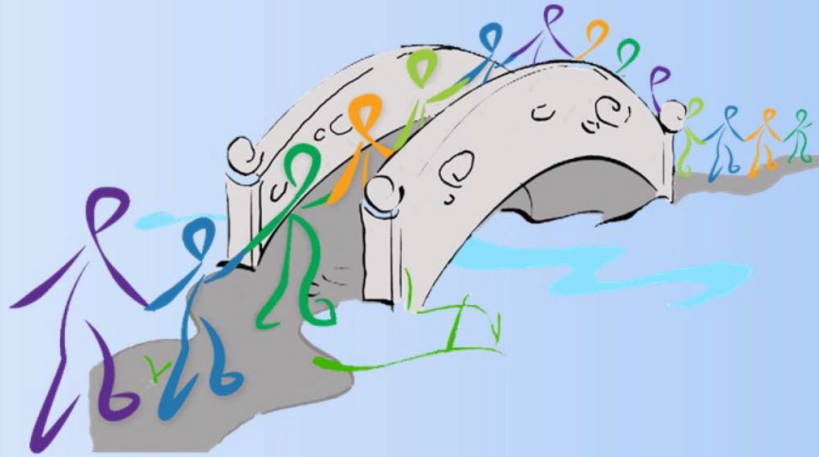
- Learning and Action Planning Process... not a typical training
- Collaborative experience for parent and practitioner dyads
- Opportunity to build parent/practitioner capacity related to leadership and collaboration
- Emphasis on the importance of culture in collaboration
- Ties parent / practitioner collaboration and action planning efforts to building protective factors on a variety of levels



Intensive Training and Technical Assistance: Expectations of CBCAP State Lead

- Determine short-term and long-term goals
- Coordinate with FRIENDS to plan onsite and post-event activities
- Coordinate all aspects of participant logistics, pre/post event activities
- Provide ongoing support and technical assistance related to action planning and implementation of goals
- Coordination of outcome accountability activities





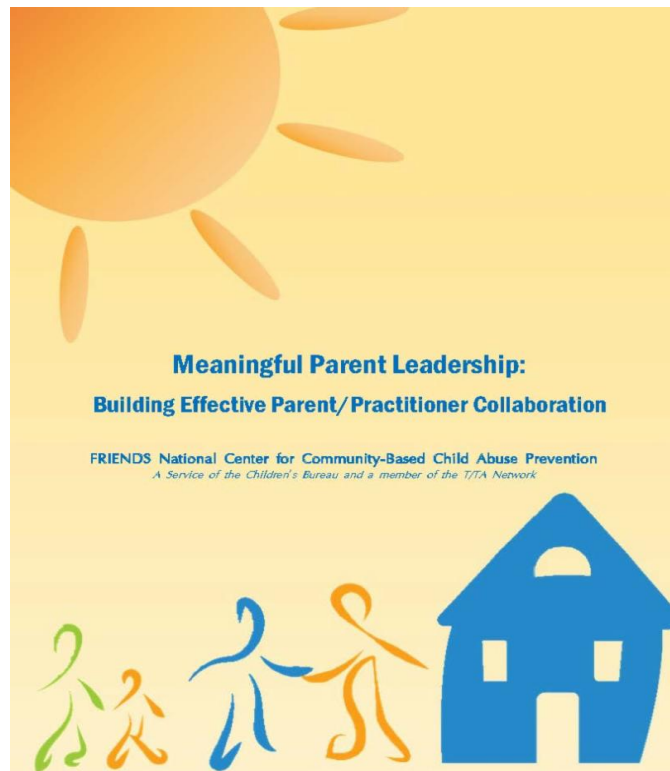
Sharing the Journey

Voices of Parent Leaders

<https://friendsnrc.org/parent-leadership/parent-stories>



Meaningful Parent Leadership: Building Effective Parent/Practitioner Collaboration



CONTENTS

- Definitions
- Why Involve Parents?
- How Do We Achieve Meaningful Parent Collaboration?
- Successful State Models of Parent Leadership
- Tools
 - Provider Self Assessment for Parent-Professional Partnerships
 - Checklist of Policies that Support Parent Involvement and Leadership Roles
 - Parent Leadership Development Self-Assessment
 - Checklist for Involving Families as Advisors and Consultants



Parents & Practitioner Newsletter

Winter 2015

Parents & Practitioners

Volume 1, Issue 17

The FRIENDS National Center for CBCAP Parent Advisory Council Newsletter

Families: Key Ingredient in Collective Impact Work

There's hardly a day that goes by that we don't hear about a new strategy or model for organizational collaboration and problem-solving, and Collective Impact is an approach that has recently gained a lot of momentum. Collective Impact is a framework that is designed to address social and community challenges by focusing on five key principles:

- Common Agenda
- Shared Measurement
- Mutually Reinforcing Activities
- Continuous Communication
- Backbone Support

Over the past several years, new collaborative efforts have begun using Collective Impact principles to affect social change and influence public policy. Practitioners and researchers that have observed these collaborative endeavors have found that the most successful Collective Impact efforts recognize the importance of developing relationships and engaging with people who have authentic experience with the issue being addressed and who will ultimately benefit from program and policy changes.

As in all collaborative efforts, families are key partners in Collective Impact efforts and can play a critical role in collecting and reviewing data as well as building relationships and creating the structure that support a cross-sector approach to problem-solving.

Collective Impact has the potential to shift the way communities approach collaboration and the relationships that make those collaborative endeavors effective. Practitioners must commit to authentic partnerships with families and community stakeholders to ensure that Collective Impact doesn't become the latest buzzword, but instead a viable strategy for sustained system change that provides solutions to complex social and community challenges.

—Carolyn Abdullah
Prevention Network Coordinator

Dads' Café in Missouri

Through a collaboration of Churches, Social Service programs and Community Members the first Dads' Café was held at the Everlasting Life Church in St. Louis, Missouri, on November 15, 2014. The theme of the café was "Conversations to Keep Your Family Strong". The Dads gathered around tables in groups of five while following the Parent Café structure which allows each person to share their thoughts and talk about how to incorporate the protective factors into their lives. These conversations brought forth stimulating conversations and the beginning of a new stronger partnership.

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Visit the PAC on the FRIENDS website at www.friendsnrc.org

Winter 2016

Parents & Practitioners

The FRIENDS National Center for CBCAP Parent Advisory Council Newsletter

Meaningful Family Engagement: It's Not About Why, It's About Why Not?

Question: How do you best demonstrate your commitment to integrating parent engagement within program development and implementation?

Answer: Fund positions whose sole purpose is to ensure the parent/caregiver presence is a constant as both the consumer and stakeholder. As the state Title V administrator within the North Carolina Division of Public Health, the Children and Youth Branch implements this parent engagement model on several levels.

First, it develops family liaison coordinator positions that are responsible for increasing and overseeing activities for family support and engagement. Family Liaison Specialists Holly Shoun and Christy Moore work to have families engaged in meaningful ways. "There is a distinction between family involvement and family engagement" according to Christy Moore. "Involvement" implies doing something to one or more people, as compared to engagement which refers to doing something along with other people. "Educating and training branch staff, establishing relationships with families and engaging families in meaningful ways is a process. Our job is to keep this process in motion and at the forefront of our program development and implementation."

Families, including children and youth, have the first-hand knowledge of how to best shape programs and services to effectively meet their needs. "Their

Implementation and evaluation is crucial," says Christy. A second family engagement strategy involves identifying family stakeholders to co-train with branch staff. The parent perspective offers a real life experience and authentic application of the topic.

Finally, the branch works to develop a leadership group of diverse parents who would effectively and efficiently offer local training. The training is designed to engage and empower parents as leaders within their community, to enhance the quality of life for children and young adults with disabilities. Best practices of parent engagement can have many approaches and appearances, because it's not about why, it's about why not!

Christy Moore and Holly Shoun

February is National Parent Leadership Month!

Verano de 2017

Padres de familia y profesionales

Boletín del Consejo Asesor de Padres de Familia del Centro Nacional FRIENDS para la Prevención del Maltrato de Niños Basado en la Comunidad (CBCAP)

Crecimiento y desarrollo de adolescentes con estrategias de prevención primaria

Una oportunidad para que padres de familia asesoren y guíen a los jóvenes a través de roles significativos como voluntarios

Como voluntarios del 4-H, he podido contribuir a mi comunidad de muchos maneras. Primero, que me inspiraron a ser joven, así también a las familias. Participo en la programación del 4-H he obtenido de las mejores experiencias que he tenido trabajando con jóvenes. A pesar de que la mayoría de las personas, incluso en el 4-H en términos de cosas, vacas y agricultura, encuentran esto difícil. Vivimos en un entorno urbano y he participado en el 4-H durante los últimos 10 años.

El 4-H es un programa de desarrollo de liderazgo para jóvenes diseñado por una Organización Cooperativa que ayuda a jóvenes a convertirse en ciudadanos responsables. Como un programa de prevención primaria es muy efectivo. Los jóvenes aprenden a trabajar en colaboración con adultos (mentores), con lo que aprenden que sus voces son importantes. He sido alentado a participar en un programa y carrito del 4-H que enfoca en desarrollo y que ahora he sido analizado por compañeros a través del Consejo Asesor de Padres de Familia del Centro Nacional FRIENDS de 4-H. Durante la semana, jóvenes y adultos para fortalecer las comunidades. Este programa comenzó en 1988 en la ciudad de Baltimore y he tenido grandes resultados. La mejor parte de este programa es hacer que los jóvenes se involucren en las comunidades de manera significativa y que los padres de familia tengan la oportunidad de tomar un rol de liderazgo como voluntarios para apoyar, crear o liderar roles.

Los tres componentes del Consejo de Adolescentes del 4-H son:

- **Creación y desarrollo de adolescentes con estrategias de prevención primaria**
- **El apoyo de los padres de familia**
- **En primer plano**
- **Evento especial**
- **El 4-H**
- **El Consejo de Padres de Familia del PAC**

La ciencia ambiental enseña a los jóvenes la importancia de cuidar el lugar en el que viven, a no contaminar, cómo prevenir la contaminación y ofrecer como voluntarios para ayudar a reducir la contaminación en su comunidad, localmente o en los ámbitos estatal o nacional. Los jóvenes también aprenden a cuidar plantas para su salud como adorno o alimento. Ayuda en jardines comunitarios y aprenden y experimentan la importancia de una alimentación sana y de llevar un estilo de vida sano y saludable con decisiones importantes que los jóvenes también aprenden.

La belleza de este campo es que puede ser utilizado y adaptado por cualquier programa.

continúa en la página 2

Visite al PAC en el sitio web de FRIENDS en www.friendsnrc.org

<https://friendsnrc.org/parent-leadership/parent-and-practitioners-newsletter>



National Parent Leadership Month Resources

National Parent Leadership Month Downloadable Resources



National Parent Leadership Month Certificate - English

A customizable award that you can download and fill in for the parent leaders you are recognizing.

[National Parent Leadership Month Certificate - Spanish](#)



A Recipe for Growth- English

An example of how to nurture and develop parent leaders.

[A Recipe for Growth- Spanish](#)



Tips for Practitioners- English

Insights and wisdom from the PAC on what has helped them grow in their leadership role as well as suggestions of how parents and practitioners can join together to support parent leadership.

[Tips for Practitioners- Spanish](#)



Appreciation Cards- English

These cards are designed to help you recognize parents in your program. They are 2-sided and one side has a statement of thanks and appreciation and the other has some parent leadership resources they can access for free. These two sided Appreciation Cards can be printed 10 to a page on a standard Avery business card paper using template 18871 clean edge business card.

[Appreciation Cards- Spanish](#)

<https://friendsnrc.org/parent-leadership/parent-leadership-month-resources>

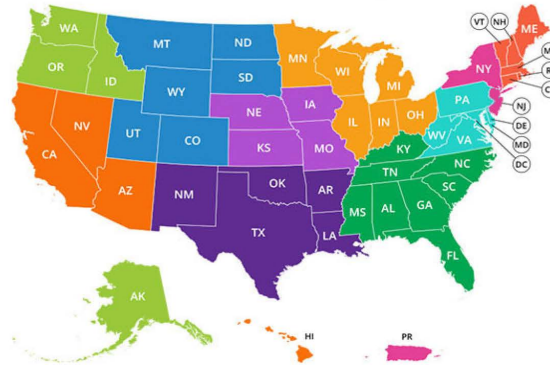


FRIENDS Parent Advisory Council



FRIENDS Parent Advisory Council 2020

FRIENDS Parent Advisory Council 2020



Region 1

Region 2

- Melba Henao (NJ)

Region 3

- Eliza Cooper, *PAC Alumni (MD)*
- Stephanie Eckhart, *PAC Alumni (MD)*

Region 4

- Beth Stodghill (TN)
- Valerie Lebanon (KY)
- Sam Bowman Fuhrmann, *PAC Alumni (NC)*
- Vadonna Williams (AL)

Region 5

- Anthony Queen, MI
- Joanne Hodgeman, (MN)
- Brook Hoffbauer, *PAC Alumni (MN)*

Region 6

- Bruce Bynum (TX)
- Raven Sigore (LA)

Region 7

- Sam Blue, *PAC Alumni (MO)*
- Jessica Diel *PAC Mentor (MO)*

Region 8

- Heather Stenson (MT)

Region 9

- Art Hernandez, *PAC Alumni (CA)*
- Melissa Zimmerman (AZ)

Region 10

- Fatima Gonzalez-Galindo *PAC Mentor (WA)*
- Jill Gentry, *PAC Alumni (OR)*
- Dawn Patzer, *PAC Alumni (WA)*



Online Learning Courses



Suggested Courses

- Protective Factors
- Parent Leadership
- Creating Effective Parent-Practitioner Partnerships

<https://friendsnrcelearning.remote-learner.net>



Questions



Carolyn Abdullah, TTA Coordinator
FRIENDS NC for CBCAP
cabdullah@friendsnrc.org

