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

Tera McCullough
Biological Parent

Gustavo Smith
Biological Parent

Barbara Young
Adoptive Parent

Teka Dempson
Biological Parent

Barry Ginn
Foster 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
- 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
Thank you!

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Cornelia Singletary
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Thank you!

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Building Effective Parent Practitioner Collaboration

FRIENDS Resources
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

Parents and Practitioners build capacity to work together as partners

Parents and Practitioners grow together and develop collaborative leadership skills

Parents become leadership models and mentors for their family and community
Identifying Parent Leaders & Partners

Utilizing the Theory of Change

Assessing Readiness

Building Protective Factors

Having Shared Language & Definitions

FRIENDS Online Learning Center

Facilitating Discussions with Stakeholders

On Site Learning & Action Planning

Implementation Monitoring & Impact Evaluation

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
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

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
Online Learning Courses

Suggested Courses
• Protective Factors
• Parent Leadership
• Creating Effective Parent-Practitioner Partnerships
  https://friendsnrcelearning.remote-learner.net
Questions
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