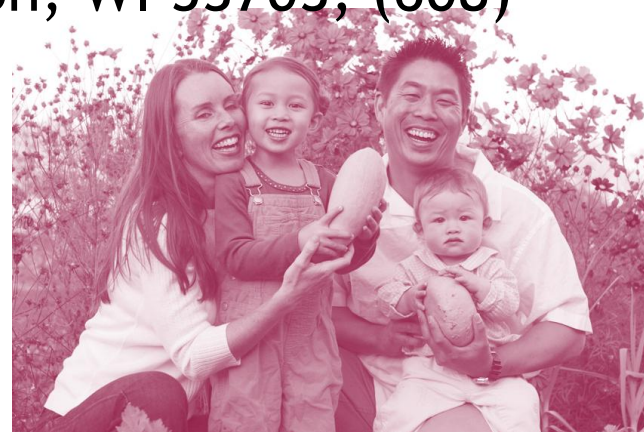


# **FAMILY TEAM MEETINGS: BASIC PRINCIPLES AND PRACTICE**

January 11, 2011

# Overview

- ◉ Sandy Ellis, Prevention Solutions LLC
- ◉ Jodee Liedtke, Integrated Community Solutions
- ◉ FRCN Grant TA Questions:
  - Technical assistance is available by telephone through 4:00 p.m. on February 1, 2011. To request technical assistance, contact: Mary Anne Snyder, Executive Director, Children's Trust Fund, 110 East Main Street, Suite 810 Madison, WI 53703, (608) 266-3737.



# Overview



- Introduction
- What is a Family Team Meeting?
- Core principles of teaming practice
- Teaming practice models along the continuum of care
- Family teaming process, role of the facilitator
- Integrating FTM into early intervention work with families
- FTM and Community Response: What have we learned?
- Questions

# Overview

- Family Team Meeting is a core strategy for supporting families experiencing multiple challenges in promoting optimal family functioning. CTF's goal is to empower families and their informal support systems to help themselves without unnecessary government involvement.
- Experience with family team meetings in other states clearly demonstrates that challenged families can succeed with community support.
  - The FTM model developed for the Community Response program by Jodee Liedtke of Integrated Community Solutions is based upon various teaming models and informed by the 2004 Milwaukee Child Welfare Philanthropy Group Issue Brief entitled, [\*Family Teaming: A Family Engagement Strategy for Improved Child Welfare Practice\*](#).

# What is a family team meeting?

- ◉ Jennifer's story
- ◉ Prevention philosophy
- ◉ Build partnerships with others
- ◉ As a program/organization work to develop natural supports.

# What is a family team meeting?

- Family team meetings are carefully structured group discussions that help families with challenges develop their own action plans.
- **Family Team Meetings are :**
- Strength based
- Family centered
- Developmental
- Empowerment model
- Community based



# What is a family team meeting?

## FTM IS A PROCESS

Family team meeting is a process that brings together family, interested people (such as friends, neighbors, community members) and formal resources (such as child welfare, mental health, education, and other agencies) with the family to:

- ◉ Learn what the family hopes to accomplish
- ◉ Set reasonable and meaningful goals
- ◉ Recognize and affirm the family strengths
- ◉ Assess family needs and identify solutions to meet them
- ◉ Design individualized supports and services that match the family's needs and build on their strengths
- ◉ Achieve clarity about who is responsible for agreed upon tasks
- ◉ Agree on the next steps

FTM functions to serve the child and family's achievement of safety, permanency, stability and well-being. The team brings together the wisdom/expertise of formal supports and works together to assure safety and meet the needs of the family.

# What is a family team meeting?

## BENEFITS OF THE FTM PROCESS

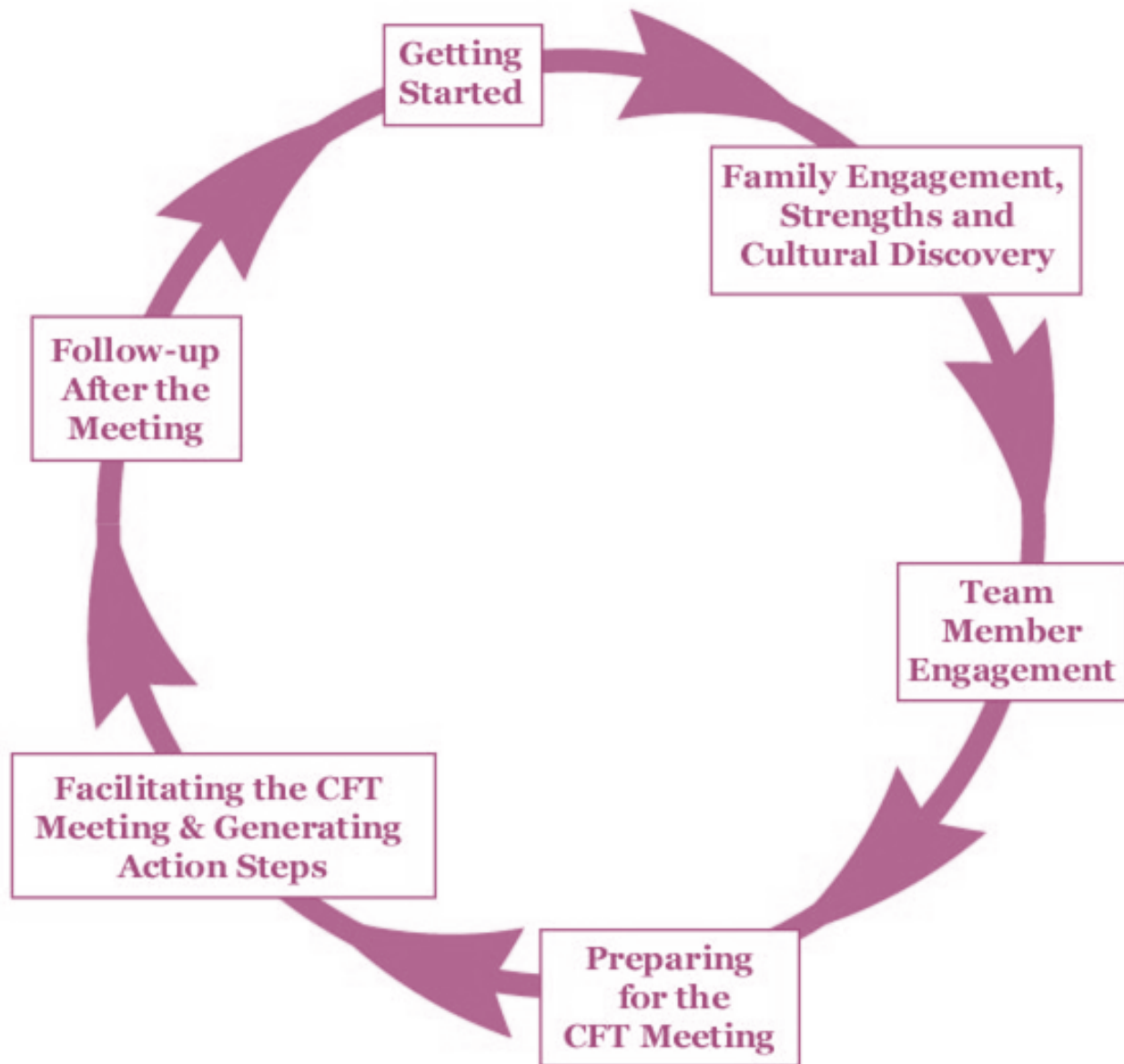
- Parents have a voice in the process & ownership of the plan
- Parents are more involved in the change process
- More sustainable change - creates lasting supports for the family
- Team effort - I'm not alone
- Shared risk with family, system and providers
- Focus on strengths & needs
- Crafts an individualized family plan - Adds to the family's natural support system
- Keeps connections with schools, social workers and other supports
- Reinforces the tradition and importance of a natural support system
- Broadens array of supports and services available to families & youth
- Respect for culture - culturally responsive and competent planning
- Provides for the coordination of action and clarity of expectations
- Best use of resources when needed

# What is a family team meeting?

## WHO CAN LEAD THE FTM PROCESS

- These meetings use highly trained volunteers or professional facilitators who bring together parents, extended family members, friends, pastors, teachers, employers, and others identified by the family and facilitator.
- Opportunity to partner with local agencies/organizations to coordinate services to families.

# FAMILY TEAMING PROCESS



# What is a family team meeting?

## INDIVIDUALIZED FAMILY SUPPORT PLAN

- ⦿ The action plans that emerge from these meetings are a shared responsibility of everyone involved.
- ⦿ Action plans provide the roadmap for the family team, identifying who will do what by when.
- ⦿ Action plans connect specific family strengths with specific actions to reach their identified goal.

## Plan Summary

Family Name: \_\_\_\_\_ Facilitator: \_\_\_\_\_ Date of Meeting: \_\_\_\_\_

Family/Team Vision Statement: \_\_\_\_\_

Need	Goal/Objective	Action Step (Utilize Strengths to Meet Needs)	Responsible Person	Date

# What is a family team meeting?

- The rest of the story...
- FTM model was used to:
  - Identify family strengths & needs via the “family story”
  - Develop a “family team”
  - Facilitate a Family Team Meeting
  - Create an action plan
  - Provide follow up & support to the FT

# Core principles of teaming practice

- Family teaming is not just a process or service, it is a system orientation.
  - It is not “casework”
  - It is not “service management”
  - It is not “facilitator led staffings”
- When family teaming is being practiced system wide, family members, systems and the community participate in meeting the needs of the family and supporting them as they address their challenges.

# Core principles of teaming practice

- ◉ Family-Centered
- ◉ Consumer Involvement
- ◉ Builds on Natural and Community Supports
- ◉ Strength-Based
- ◉ Unconditional Care
- ◉ Collaboration
- ◉ Culturally Competent
- ◉ Self-sufficiency
- ◉ Believes in change
- ◉ Outcome-oriented

# Core principles of teaming practice

There are three critical principles underlying Family Team Meetings:

- 1) Families/caretakers are always involved in decision-making
- 2) Teams work collaboratively, using family, service providers and community members to develop a cross system plan
- 3) Plans are strength based, needs driven and address issues of family culture - every plan is individualized and unique

# Teaming practice models along the continuum of care

- ◉ Teaming practice happens with different families across the care continuum
- ◉ Fundamental principles and key facilitation skills are consistent across practice models
- ◉ Differences are in target population, who's on the team, the frequency of meetings and the length of time in the teaming process
- ◉ Most counties have teaming models in intervention (CPS and JJ) and CST to provide services to multiple system involved children and families.

Model	Target Population	Who's on the team	Intensity/Frequency of Mtgs.
Family Team CR	Early intervention with families who have been screened out or closed after IA	Primarily family and community members – may be service provider involvement	Meets for three to five meetings to put a plan in place and monitor implementation. May continue with family/community facilitator
Family Group Decision Making	Families involved in the child welfare system – planning for safety/placement	Primarily family members – facilitators often leave during the families planning but must approve the plan before implementation	Meets for one or two meetings to find a placement and/or develop a safety plan for the child and family
Family Team CW/JJ	Families involved in the child welfare and juvenile justice system	A mix of family/community members, service providers and system people	Meets frequently until safety is assured – continues to meet until needs are met and youth/family feels success. Can meet 3 – 12 months or longer
Coordinated Service Team	Children/youth and families involved in	A mix of family /community members and service providers – team	Meets frequently until plan is in place that addresses needs across systems. Continues to

# Community Response FTM Model

- ◉ Voluntary process
- ◉ Family engagement and family story
- ◉ Relatively short meetings (no more than 1.5 hours)
- ◉ Generally no “non-negotiable” issues or participants
- ◉ Full team involved in developing plan of care



# Stephanie's Story

- ◉ Stephanie is a 30 year old divorced mother of a 4 year old boy, Justin, who has ADHD
- ◉ Stephanie was reported to the Human Service Department by her son's daycare after exhibiting inappropriate behavior upon hearing that Justin was being discharged from daycare
- ◉ Stephanie was under considerable stress - she was recovering, trying to hold a job and parent her child without much family support
- ◉ Stephanie organized her own family team meeting by inviting the team members to her home so the facilitator could help her establish a plan

## Team Meeting Notes

Family Name: Stephanie (Mother) Facilitator: Becky

Childs Name: Justin Date of Meeting: December 21,2010

**Family/Team Vision Statement:** Stephanie would like Justin to be stabilized at daycare so she can begin to look for employment. Also, she would like to better manage Justin's ADHD.

Need	Strength	Action	By Whom?	By When?
Daycare for Justin so Stephanie can go to work	Stephanie has family and friend support Stephanie wants to work Stephanie wants to find the right daycare for Justin	Agreement on finding a Family Day Care Home 1) Get the \$-C List for Day Care Homes 2) Begin to check out options based on Justin's special needs – make calls 3) Can offer consultation from the EC teacher 4) Pick a few that sound good over the phone and visit with Sharon 5) Back up plan for when a daycare provider is ill or gone could be Sharon or Jackie (must pay Jackie as she is not licensed and voucher would not work)	Mari will e-mail the list to Stephanie Stephanie will begin to make calls and arrange visits Sharon will go with Stephanie to visit the day cares Mary will help daycare provider with consultation regarding Justin's behaviors Greg and Grandma have offered to be a back up when necessary	ASAP  By 1/7  By 1/11  When needed
More information about ADHD, medications, and Justin's special needs	Stephanie loves and is committed to Justin Stephanie advocates for Justin Stephanie wants to learn more about what is happening with Justin's ADHD	1) Make appointment with Dr. Holloway regarding ADHD medications 2) Make a list of questions for appointment with Dr. Williams 3) Make appointment with Dr. Williams to get more insight into parenting strategies with an ADHD child and how to help with Justin's screaming fits and ask his recommendations for a therapist	Stephanie  Stephanie/Sharon  Sharon will go with Stephanie to the appointment to help her get the information	1/21

Need	Strength	Action	By Whom?	By When?
Help find out more information about Justin's frustration issues, anxiety issues and screaming fits	Stephanie wants to learn more about what is happening with Justin	Therapy for Justin was discussed:  Get information about play therapy options from Dr. W. and Erin  Investigate possibilities for therapy	Erin will get information to Stephanie Stephanie/Sharon will have info from Dr. W Stephanie will call to get more information and see if it is something she wants to pursue Stephanie will make an appointment	ASAP 1/11/11
AA Support for Stephanie – she would like to attend AA 3-4 times per week	Stephanie knows she must take care of herself so she can be more helpful to Justin	Stephanie would like to be able to attend AA meetings 3-4 times per week. Currently she is able to attend 2x/week and sometimes more when Greg is watching Justin – current plan will continue  This will need to be looked at further when Stephanie is back to work and Justin is in daycare (it may be that she can attend when Justin is in daycare or school).	Sharon's family will babysit on Thursdays. Greg and Grandma take Justin on some weekends Greg and Grandma can be called when needed if Stephanie wants to go to a meeting	To be discussed at the next meeting when there is more information
Stephanie needs to get a job	Stephanie wants to work	Stephanie will complete her work on a resume and begin looking for a job. Sharon will review Stephanie's resume and help Stephanie compile a list of possible employment options	Stephanie Sharon	1/11/11

**Next Meeting Date/Time/Place:** January 11, 2011 at 4:30 p.m. at Stephanie's house

Attendees:

- Justin (Child)
- Stephanie (Justin's Mother)
- Greg (Justin's Father)
- Mari (Safe at Home Program)
- Sharon (Stephanie's Friend)
- Ericka (County Social Worker Liaison)
- Grandma (Justin's Paternal Grandmother)
- Mary (Early Childhood Teacher)
- Erin (Family Resource Center)

# Functions of Facilitators

## Engaging the Family

- ◉ Meets with the family and develops an understanding of their story
- ◉ Assists the family in identifying the initial team members
- ◉ Helps the family with immediate needs
- ◉ Completes an asset/needs interview with the family
- ◉ Prepares team members for participation on a child/family team

## Facilitating Team Meetings

- ◉ Maintains a strength-based agenda
- ◉ Helps team develop ground rules
- ◉ Facilitates the group process and builds agreements on needs, strengths and action plan
- ◉ Assures family and other team member participation
- ◉ Manages conflict
- ◉ Models a strong non-judgmental family centered approach

# Functions of Facilitators

## **Assuring and Documenting the Team Process to Implement the Action Plan**

- ◉ Integrates results of the meeting into the action plan
- ◉ Documents needs, strengths, plans, assignments and outcomes
- ◉ Utilizes family and community supports first
- ◉ Helps family access services/supports where needed
- ◉ Helps explore for supports
- ◉ Documents crisis plan and distributes to necessary people/systems

## **Managing the Team and Plan of Care over Time**

- ◉ Works with the family and team in reviewing and modifying the action plan
- ◉ Maintains family and team ownership of the plan over time
- ◉ Reviews crisis response plan
- ◉ Begins to think about transition plans to discuss with team
- ◉ Maintains team commitment to the family over time

# Integrating FTM into early intervention work with families

## Variations in CR FTM Training and Practice

- The CR FTM model envisioned the CR site as the coordinating force for spreading FTM practice among community partners.
- In most sites, community partners trained as facilitators and in some sites facilitation responsibility has been shared when shared families are involved. (For example, a family referred to both CR and Birth to Three might have either a CR or Birth to Three staff person serving as FTM facilitator)

# Integrating FTM into early intervention work with families

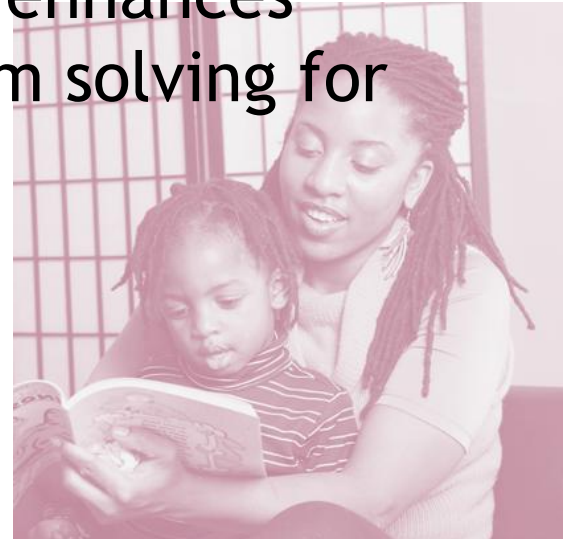


- Partner agencies trained at various sites so far include: school social workers, Head Start, youth services, home visitors, Birth to Three, disability services, housing services, county human services, community service providers, victim/offender mediators and respite care.
- Some sites also engaging volunteers to train as facilitators.
- “Learning circles” provide ongoing skill development support both with local partners and statewide through monthly networking and tech assistance call.

# FTM and Community Response

## What have we learned?

- ◉ This is not just another service, it is a philosophy of practice that functions best when the system as a whole has embraced it.
- ◉ Supervisors play a critical role in adoption of teaming practice.
- ◉ Engaging community partners enhances collaboration/creative problem solving for families.



# QUESTIONS?

- Contact:

- Kathy Markeland, FTM Training Coordinator,  
WAFCA, 608.257.5939, [kmarkeland@wafca.org](mailto:kmarkeland@wafca.org)

# RESOURCES

- ◉ **National Resource Center for Permanency and Family Connections**

[http://www.hunter.cuny.edu/socwork/nrcfcpp/info\\_services/family-group-conferencing.html](http://www.hunter.cuny.edu/socwork/nrcfcpp/info_services/family-group-conferencing.html)

- ◉ **Family Teaming: A Family Engagement Strategy for Improved Child Welfare Practice**

<http://www.wafca.org/PDFFilesandDirections/Family%20Teaming.pdf>

- ◉ ***BRINGING FAMILIES TO THE TABLE: A Comparative Guide to Family Meetings in Child Welfare***

<http://www.cssp.org/publications/child-welfare/child-welfare-misc/bringing-families-to-the-table-a-comparative-guide-to-family-meetings-in-child-welfare.pdf>

- ◉ **American Humane**

<http://www.americanhumane.org/protecting-children/programs/family-group-decision-making/>