Engaging Families in Family-Centered Child Protective Services
Agenda and Objectives

Section I: Introductions and Awareness Building

A. Welcome and Introductions

During this section, participants will:

- Be introduced to one another and the trainer
- Identify their learning needs specific to this module
- Identify and record their initial thoughts about engagement

Section II: Key Concepts in the Casework Relationship

A. Inappropriate Uses of Authoritarian and Engagement Approaches

B. Integrating Engagement and Protective Authority: The Child Protective Services Casework Approach

C. Engaging Clients in the Casework Relationship

During this section, participants will:

- Discuss the difference between engagement and authoritarian approaches of working with families
- Consider how to integrate the use of engagement strategies while maintaining protective authority, minimizing resistance, and enhancing development of collaborative relationships
- Identify how the concepts of content and process impact the ability to understand worker/client interactions
- Identify and begin compilation of an extensive resource "packet" of engagement strategies and skills including specific solution-focused interviewing strategies, such as scaling questions, miracle questions, etc.
- Explain how the worker's ability to be respectful and professional impacts the engagement process
• Identify and demonstrate strategies to engage parents through honest and transparent conversations about the casework process, including CAPMIS processes, CAPTA Guidelines, court procedures, etc.

Section III: The Dynamics of Resistance

A. Raising the Issues

B. Working through Resistance

C. Application Exercise: What would You Say?

During this section, participants will:

• Identify behaviors that exemplify client resistance and the possible sources of those behaviors

• Identify how resistance may be increased or decreased by the presence or lack of the worker’s engagement skills

• Identify how cultural variables may impact the engagement of individuals and families in the casework process and how to apply that knowledge to meet the family’s needs

• Identify strategies for engaging fathers in the casework process and addressing barriers to their involvement

• Identify how to use the S.H.E.R. model (Surface, Honor, Explore, Re-check) to reduce resistance.

• Identify strategies for engaging non-resident parents in the casework process and addressing barriers to their involvement

• Practice specific responses to challenging client questions

Section IV: Closure

During this section, participants will:

• Identify skill areas needing further development in the learning lab