


Engaging Families in Family-Centered Child Protective Services




Module II

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AGENDA

- ◆ Introductions and Awareness Building
- ◆ Key Concepts in the Casework Relationship
- ◆ The Dynamics of Resistance



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The Authoritarian Approach



- ◆ Worker sets expectations, monitors, sanctions

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The Engagement Approach

- ◆ Worker helps family identify problems and strengths to protect their own children



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Integrating Engagement Skills and Protective Authority

- ◆ Develop a collaborative relationship
- ◆ Remove barriers and supplement strengths
- ◆ Use protective authority only as needed to protect child in immediate danger of serious harm
- ◆ Continue to engage

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Engagement strategies are designed to:

- ✓ Establish intent to be forthright
 - ✓ Expect family participation
 - ✓ Provide a "road map"
- ✓ Deal openly with resistance

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Engagement strategies are designed to:

- ✓ Reaffirm competence
- ✓ Demonstrate empathy
 - ✓ Identify and use family strengths
- ✓ Promote involvement

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Consider.....

Bridge Responses

Content

Process

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Interviewing Strategies

- ◆ Closed-Ended, Probing, and Yes-No Questions
- ◆ Open-Ended Questions
- ◆ Supportive Responses and Active Listening
- ◆ Clarification

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Interviewing Strategies *cont.*

- ◆ Summarization/Redirection
- ◆ Giving Options, Advice or Suggestions
- ◆ Constructive Confrontation



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Parents' Thoughts on Caseworker Engagement



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Theme One

- ◆ Being respectful and earning trust as a professional



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THE PROFESSIONAL RELATIONSHIP

- ◆ Vehicle for change
- ◆ Power differential
- ◆ Has purpose, ending point, and rules
- ◆ Requires engagement strategies

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Theme Two

- ◆ Being transparent and honest



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Raising the Issues

- ◆ What is resistance?
- ◆ What client behaviors indicate resistance?
- ◆ Why might clients resist?
- ◆ How does the agency/office increase resistance?

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The S.H.E.R. Model

- ◆ Surface
- ◆ Honor
- ◆ Explore
- ◆ Recheck

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Diversity Dimensions to Consider

Awareness of cultural differences

Respect


Language barriers

Decision-making

Level of trust

The meaning of eye contact


View of outsiders



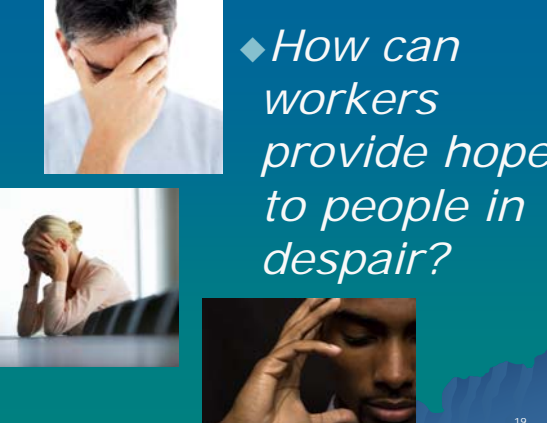
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Theme Three

- ◆ Being hopeful and positive



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◆ *How can workers provide hope to people in despair?*

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Theme Four

◆ *Engaging fathers, non-resident parents and extended family*



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Theme Four

- ◆ *Why is it important to find non-resident parents?*
- ◆ *What are barriers to their engagement?*
- ◆ *How can we engage them?*

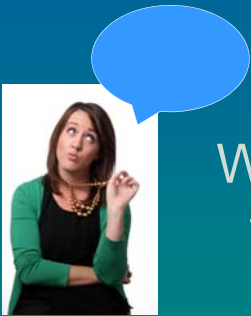
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Theme Five


◆ Some final thoughts




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What would you say?



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What's Next?

Identify three skills or strategies you would like to practice at the Learning Lab

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