

# Engagement Guide | Prevention

## Overview

As part of the CW 20/21 project, ACS is asking advisory committee members to partner with us in identifying engagement opportunities to learn more about the needs and goals for the future of child welfare in NYC. For prevention services, the engagement targets and guiding questions are detailed below. Please help us in identifying opportunities in the next 6 weeks that would enable us to engage each stakeholder group in a co-facilitated session around these topics. We hope all conversations can focus on outcomes and how to achieve them!

## Stakeholder Groups + Engagement Questions

### PROVIDER AGENCY STAFF – SENIOR LEADERSHIP

#### Discussion Questions/Activities

- Do the CW 20/21 goals & values resonate with you? Is there anything that is missing/that you don't agree with?
- Scope of practice and outcomes: Share proposed outcomes framework and gather feedback/reactions. Do these outcomes resonate? What are we missing? Can you leverage a framework like this to support your organizational mission?
- How can ACS best support providers in delivering high quality services?
- Organizational Health:
  - What to providers need in place to deliver high quality services?
  - How do we support a high-quality workforce?
  - What do providers do now that works well?
  - What resources are needed?
- What investments can be made with new funds/funding that could drive changes in practice?
- What is the definition of a case planner's "case load?"-- Does the definition consist of the number of people the case planning is working with or is it strictly the number of open cases that are assigned to the case planner?
- What methods/strategies could you implement to increase staff retention?
- Evidence based models- what is working and what is not?
- Are there any models or strategies you would like to suggest that could be effective and could build a positive communication pattern between DCP, Providers and Families?
- What strategies can be used to increase access for families to resources they may need within their local communities?
- How can we streamline or make the paper work piece of the work easier on case workers-- knowing the OCFS mandates for documenting and sharing work processes?
- What is the definition of senior leadership? For smaller agencies think about this differently? (Maybe senior staff that manage multiple programs?)

Executive Directors in one group and Program Director/Supervisors are another group)

- How can the RFP be leveraged to improve processes and work flow with DCP? Do you have any structural ideas for solving DCP difficulties?

**Possible Group Activities:**

- Share & validate the CW 20/21 goals & values.
- Share and validate areas of focus from the Phase I Research.
- Based on the response to the discussion above, identify your top 3 priorities to be addressed in CW 20/21?
- Cross Communications with other city agencies for communication, access to records and data—brainstorm as a group on methods/ideas
- We need to address Homelessness with frontline staff and the conversations that are had or not had with families on this issue need guidance from leadership and frontline staff needs specific training

**PROVIDER AGENCY STAFF**

**Discussion Questions:**

- What are your goals for the families you serve? What are the outcomes you hope families will achieve by engaging with prevention services?
- How would your role or resources need to change to enable you to help families achieve those goals better?
- Describe your best day at work. What makes days like this possible?
- What kind of supervision do you need to do your best services?
- What are the variables that would enable you to continue this position?
- What kind of support do you need to best support families
- What are your goals for community engagement
- What resources do you need to increase community engagement efforts?
- What additional support do you need to do your best work? - Hardware (phones/iPads), transportation, technology
- What kind of support/resources do you need to better support families
- How do we include family voice and and choice in goal setting?
- Are there better ways to helping your families?
- Paper work and better solutions to managing it? - Auto input via new technology?
- What tech would your work and better support your success? Why do you choose to do this?
- What methods would help to identify and communicate your challenges? (With Supervisory Staff and families)

**Possible Group Activities:**

- Share proposed outcomes framework and gather feedback/reactions. Do these outcomes resonate? What are we missing? Does this describe what you do every day, or what you would like to do every day with families?
- Turn and talk to a partner, spend 2 minutes describing a recent success with a family. Then switch. After you each describe the success, discuss common themes that helped enable that success. Then share out your list of enabling factors.
- What gets in the way? Write barriers on post its and we'll create a venting wall to document all the challenges we face in our work.

**PREVENTION SERVICES FAMILIES****Pre-planning notes:**

- Large group discussions are not our preferred way to engage with families – but let's discuss together how you've had success connecting and learning from families. We will tailor these guides based on the specific groups. Ideally, we could break up into smaller groups or use cultural probes to get people talking to each other.
- We'll also need to do some work at the beginning to identify ourselves, the purpose, and confidentiality very clearly.
- Be mindful of our migrant populations and sensitive-- other languages? \*\*Spanish, Chinese, Russian, any other language translations? \*\*
- Be transparent with families and ACS roles
- Give space to the family for their reaction to ACS involvement in this process
- Make sure all the questions are well understood after they are asked, possibly repeat them if needed
- We need to discuss child care for the working parents, so they can make their feedback possible
- Mindful disclosure for the questions
- Don't waste time

**QUESTIONS: AFFIRM THAT FAMILIES ARE EXPERTS --**

- What is working with your services/case planner? What is not working? Can you describe your ideal case worker? How would they help?
- Are we effectively communicating the steps/process/services to enable you to move through the program successfully? If not- what can we do differently
- What are your personal goals for your family? Is this program helping you with those goals? -- Housing, children, career, getting to our best life-- how are we helping to get these families to their best lives
- Do you believe in this process? Do you benefit?
- Are you with this services voluntary or are you mandated/referred?
- Why are you coming to the program? Is it working for you?
- Do you understand why/how you're involved with Child Welfare, if yes how?

- Have someone familiar with the families do introductions and prep and inform the families before the meeting
- What work do you need help with and how can we help you with that? Or not help?
- What do you wish for?
- If you could change anything what would it be?
- Talk about the kids what do they do that is amazing hopes and dreams for them?

**Possible Group Activities (as a bank to help us brainstorm)**

- Share proposed outcomes framework and gather feedback/reactions. Do these outcomes resonate? What are we missing? Does this describe the kinds of support you feel you need and want?
- One word. What one word describes the services you are receiving? Write that down on a post it notes.
- Let's dream together. Break into small groups and discuss what your ideal caseworker would be like. How would they help? What would they do for you? How would you reach them?
- Food maybe pizza?
- Explain the why we are here
- Small group activity- icebreaker- 8/10 people at a table

**AGENCIES NOT INVOLVED IN ADVISORY GROUP**

**Discussion Questions: We can plan to the same sets of questions from the Frontline and Leadership Staff lists--**

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- Describe your best day at work. What makes days like this possible?

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