

THE FAMILY-CENTERED PRACTICE TRAINING SERIES



*Workshop #2:
Effective Family Centered
Casework: Tools and
Applications*

Florida Department of Children and Families
Office of Family Safety



Trainer Guide

Version 1.0

The overall goal of
The Family-Centered Practice Training Series
is to
increase positive outcomes for Florida's children and their families
by strengthening and improving the ways in which child welfare professionals work with children
and their families. This training series also supports the goal of safely reducing the number of
children in out-of-home care by 50% by the year 2012.

To these ends, the immediate goal of
Workshop #2: Effective Family-Centered Casework: Tools and Applications
is to enable the participants to apply the Family Centered Practice Model effectively when working
with children and families so they can work more successfully within their systems of care. This
hands-workshop focuses on effective performance of the family-centered practice skills that can help
participants conduct family engagement, assessment, planning, delivery, and coordination activities
with even greater success.

The Family-Centered Practice Training Series is provided by
the Florida Department of Children and Families, Office of Family Safety.
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for the explicit purpose of conducting training sessions for child welfare professionals
who provide services for the Florida Department of Children and Families.

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EFFECTIVE FAMILY CENTERED CASEWORK: TOOLS AND APPLICATIONS

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EFFECTIVE FAMILY CENTERED CASEWORK: TOOLS AND APPLICATIONS

WORKSHOP PREPARATION

The *Workshop Preparation* section orients the trainer to the purpose of the workshop and provides specific preparation and delivery suggestions.

PURPOSE OF THE WORKSHOP

Workshop #2: Effective Family Centered Casework: Tools and Applications is the second of two workshops in *The Family-Centered Practice Training Series*. The overall goal of the two-part training series is to increase positive outcomes for Florida's children and their families by strengthening and improving the ways in which child welfare professionals work with children and their families. This training series also supports the goal of safely reducing the number of children in out-of-home care by 50% by the year 2012.

To these ends, the goal of *Workshop #1: Opportunities in Family-Centered Practice* is to introduce the foundational concepts of family-centered practice, to firmly establish family-centered practice as an important methodology for increasing every child's and every family's opportunities for success, and to encourage child welfare professionals to implement family-centered practice with skill and confidence.

To these ends, the immediate goal of *Workshop #2: Effective Family-Centered Casework: Tools and Applications* is to enable the participants to apply the Family Centered Practice Model effectively when working with children and families so they can work more successfully within their systems of care. This hands-workshop focuses on effective performance of the family-centered practice skills that can help participants conduct family engagement, assessment, planning, delivery, and coordination activities with even greater success.

Based on the foundation laid by this first workshop, subsequent workshops will provide child welfare professionals opportunities to practice family-centered practice skills. These hands-on workshops will focus on effective performance of the family-centered practice skills that can help them execute engagement, assessment, planning, delivery, and coordination activities with even greater success.

TRAINER REQUIREMENTS

This workshop is designed for delivery by professional trainers with in-depth knowledge of the statutory, administrative code and policy framework for the provision of child welfare services, the mission and operations of the Florida Department of Children and Families, and the practice of child welfare services in a community based care environment.

Ideally, the trainer will have a strong understanding of the local and state context for child welfare services from an investigation, case management, legal or other related perspective depending on the target audience participating in the workshop. The workshop trainer should also have a strong understanding of a family-centered approach to providing child welfare services as described by the Family Centered Practice Model.

AUDIENCE CHARACTERISTICS

The training is designed for experienced investigators, case managers, and other child welfare professionals. The ideal class size is around 15, particularly if you will be delivering the training on your own. It is not recommended that the class go above 25, even with a co-trainer. The audience can be a mix of professionals, CPIs, case managers, etc., if desired.

PLANNING YOUR SCHEDULE

The recommended block of time for delivering each session is presented in the agenda:

AGENDA		
DAY ONE		
Introduction	9:00 – 10:30	
Engagement	10:30 – 3:00	
Assessment	3:00 – 4:00	
DAY TWO		
Assessment, cont.	9:00 – 4:00	
DAY THREE		
Planning	9:00 – 12:00	
Teaming	1:00 – 3:30	
Wrap-up	3:30 – 4:00	

In some instances, the amount of recommended time for a given activity is indicated beneath the activity title in the Trainer Guide. However, in most instances, a blank is provided on which the trainer may record a planned estimate of time based on the unique make-up and needs of a given audience. Prior to delivery, you may want to go through the Trainer Guide and allocated time for activities as you see fit to match your audience size, characteristics, time available for training, and whether or not you will have a co-trainer to assist with the activities.

REVIEW OF WORKSHOP MATERIALS

The following checklist identifies the comprehensive set of materials that are used during the delivery of this workshop. Carefully review each of these materials in advance.

☐ Trainer Guide (master file provided on CD). Read through the Step-by-Step Training Directions that are provided for each session.

☐ Trainer Handouts. These are included in **Appendix A of the Trainer Guide**. The handouts will be distributed as materials for various activities in the training.

You'll need to review the activity to determine the number of handouts you'll need for a particular training delivery. The activities for which Trainer Handouts are used are:

- Session 2, Activity 2-8: Engagement Practice, Page 2-45
- Session 3, Activity 3-4: Family Story, Exceptions, and Miracle Question, Page 3-32
- Session 4, Activity 4-2: Mission Possible, Page 4-8
- Session 4, Activity 4-3B: Case Planning with the Family, Page 4-12
- Session 5, Activity 5-4: Teambuilding Idol, Page 5-16

In the Step-by-Step Training Directions, the activities that require trainer handouts are clearly marked with **TRAINER HANDOUT** in the left column. Make the copies you need before delivering the training.

☐ Participant Guide (master file provided on CD). The Participant Guide consists of activity worksheets, other informational materials, and the Powerpoint slides (three to a page).

Make one copy of the Participant Guide for each person attending the workshop.

☐ PowerPoints (master file provided on CD). The Powerpoint slides are illustrated in the Step-by-Step Training Directions at the point of their use in the training delivery. Some slides are used as a series of “progressive disclosures” to build a model or explain a concept and may have animations.

Practice using the Powerpoints a time or two to get familiar with them before training. Prior to training, you should transfer the Powerpoint files from the CD to the hard drive of the computer you will be using during the training delivery.

☐ Videos: The following videos are used during the conduct of the workshop. The videos are provided on the DVD. When the DVD starts, a menu of the video segments is presented. Click on the segment you wish to play. At the end of the segment, the video will automatically return to the menu. The video segments are:

- Video 1: Frontline Perspective
- Video 2: Trachell: Engagement
- Video 3: Getting the Family Story: A Reenactment
- Video 4: Trachell: Case Planning
- Video 5: Trachell: The Why Behind the What

If you have a new (fast) computer, during training you can play the video from the DVD drive of your computer. Otherwise, you should use a DVD player that connects to the LCD projector or television(s) in the training room. Test out the DVD on your computer prior to training. If the video and audio get out of sync, you need a faster computer or a DVD player.

MAKE POSTERS AND FLIPCHARTS

There are five posters that can be posted around the room and referred to frequently during the training. The masters for these posters are Powerpoint slides that are included in the Powerpoint folder of the master CD. The file name is **FCP Training Posters**. You'll need a printer that can make poster sized images to make the posters.

At the beginning of the training have these three posters (introduced in Workshop 1) displayed:

1. Family Centered Practice Model
2. Culture of Success Model
3. Best Interests Model

Put the other two sessions up prior to the appropriate session:

4. Teaming for Family Change Process – **Session 2: Family Centered Engagement**
5. Teambuilding Process – **Session 5: Teaming and Leading**

There are a few occasions in the training when you need to prepare flipcharts. These are during activities and you will have time during the activity to prepare the flipchart. However, if you prefer to prepare the flipcharts prior to training, here are the locations of the activities in the Step-by-Step Training Directions from which you can determine how to prepare the flipchart:

- Session 4, Activity 4-1: Good Plans, Bad Plans, You Know I've Had My Share, page 4-10
- Session 5, Activity 5-1: My Teaming Story, page 5-8
- Session 5, Activity 5-3: Teaming Assessment, page 5-11

MATERIALS AND ELECTRONIC EQUIPMENT

You will use the following materials to deliver the workshop:

- ☐ 2 Flipchart stands and paper (preferably flipchart paper that adheres to smooth surfaces)
- ☐ If you don't use flipchart paper that adheres to smooth surfaces, then obtain removable "glue dots" or other common office product for posting flipchart pages without damaging wall surfaces.
- ☐ Markers for use on flipchart paper
- ☐ Pens or pencils for participants to use in completing the Workshop Evaluation Form.
- ☐ Activity 5-4: Teambuilding Idol (page 5-16) encourages the participants to present solutions to family service planning issues in a creative way. For this activity, it is beneficial to have materials such as: colored paper, magazines with many pictures, markers, scissors, tape, glue, string, some sort of sound recording equipment, computer and Powerpoint capabilities, etc.
- ☐ Optional: whiteboard markers and an eraser

You will use the following electronic equipment to deliver the workshop:

- ☐ LCD projector for PowerPoint and video presentations
- ☐ Laptop for PowerPoint presentation
- ☐ DVD drive on computer for video presentation . . . or a DVD player (and connection cables to the LCD projector or at least one TV).

Before the training check how the DVD plays on your computer. If the video and sound get out of sync, you'll need to either get a faster computer or a DVD player to play the video segments in the training.