



THE IMPORTANCE OF ENGAGEMENT AND CONNECTING
SPECIFIC TO BIRTH TO THREE POPULATION
FEBRUARY, 2018



GOALS

- Increase understanding of the importance of engaging with families, youth and children receiving mental health services.
- Understand the importance of not only engaging but connecting with our families
- Increase understanding of the role engagement plays in the process of positive outcomes.



WHAT IS ENGAGEMENT?

Ongoing communication that creates a positive, trustful and effective working relationship with families in order to help them learn how to become full partners in the services they receive.





SHARE CORE PRACTICE MODEL PILLARS

Long-Term View: The degree to which there are stated, shared and understood goals of safety, well-being and permanency outcomes, as well as, functional life goals for the child and family

Cultural Humility: Seeks to explore and embrace diversity; listens for and is open to differences in experience, perception, values, beliefs and traditions; supports exploration of how one's bias and assumptions may impact interactions

Trauma Informed Care: Recognizes that interventions can cause traumatization & re-traumatization. Utilizes a comprehensive assessment to guide practice. Explore how one's own traumatic experience may impact interactions and practice

**THE PRACTICE WHEEL
KEY SHARED PRACTICE MODEL STRATEGIES**



Engaging: Creating trustful working relationships with a child and their family

Teaming: Building and strengthening the child and family's support system

Assessing: Collaborating with a family's team to obtain information about their strengths and underlying needs

Planning and Intervening: Tailoring and implementing plans to build on strengths and protective capacities in order to meet individual needs for each child and family


Tracking, Adapting and Transitioning: Evaluating the effectiveness of the plan; adapting to challenges and organizing after-care supports

THE BENEFITS OF ENGAGING FAMILIES



Supports the family's goals.
Increases family participation.
Increases the family's willingness to continue to work even when faced with challenges.
Increases the family's willingness to change and improve.

BUILDS TRUST

ACTIVE LISTENING
LISTENING = LEARNING


Guiding Points:
Stop talking.
Show that you are willing to listen.
Eliminate distraction.
Put yourself in their shoes.




MOTIVATIONAL INTERVIEWING

Motivational interviewing is used to assist people with accepting change. These skills include the following:

- The ability to ask open ended questions.
- The ability to provide affirmations (confirmation).
- The ability to use reflective listening .
- The ability to periodically provide an oral summary and upon request written updates in the parents/youth/caregivers language.





GET INFORMED.
ALWAYS ASK QUESTIONS



ROLE PLAY

#1 First Time Parents

- Parent
- Provider of Services
- Observer



REMINDERS

Engagement is ongoing.
Empower the family encourage hope.
Don't give up, regardless of how guarded a parent can be.

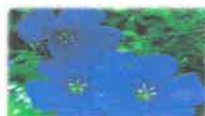


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Questions



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