

**Linking
Systems of Care**
for Children and Youth Project



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Linking Systems of Care Montana

Trauma-Informed Approaches

Participant Workbook

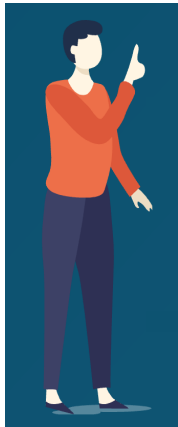
Module 5



Module 5

Collaboration and Mutuality

Learning Objectives



- Summarize the goal of collaboration and mutuality on two levels: 1) with youth and families; and 2) between frontline staff and administrators.
- Identify areas of improvement needed to: 1) engage and include youth and families in service delivery, treatment plans, and participation; and 2) improve team cohesion and development of skills.
- Develop policies and procedures that ensure ongoing collaboration and mutuality: 1) within methods used to include youth and family voice; and 2) within team building and quality improvement opportunities.

With Youth and Families

Between Frontline Staff and Administrators

Include Youth and Families

Individualized Case Planning

Goal Development and Service Delivery through Case Planning and Management

Some example approaches include:

- Motivational interviewing
 - Integrated Behavioral Health (IBH) - Motivational Interviewing (MI) – <http://hs.umt.edu/ibh/resources/therapy/mi.php>
 - Encouraging Motivation to Change Am I Doing this Right? – <https://www.centerforebp.case.edu/client-files/pdf/miremindcard.pdf>
- Using SMART goal concepts that are specific, measurable, attainable, relevant, and time bound
- Purchasing/implementing case planning software or management systems to effectively manage and share case plan information
- Purchasing / implementing specific treatment modalities that include stages and specific skills to be learned/practice (for example, Trauma-Focused Cognitive Behavioral Therapy)
- Pen & paper formal case plan templates that case managers use and follow

Mapping Choices

Consider your most common points of interaction with a child, youth, and/or family member in your program, organization, or agency. Consider the range of options that you can offer to them, and what information you have about those choices that you can provide to help them make informed choice.

Point of Interaction	Potential Choices	Considerations What should they know? What evidence can you provide?
<i>Example: First phone contact</i>	<i>1. Ask them questions now about their current situation, or set-up a time to call back and talk?</i>	a) <i>The sooner we get the information, the sooner we can address your need.</i> b) <i>This can be difficult to talk about and we can set up a time to talk when and where it is convenient and safe for you.</i>

Provide Training and Coaching

Training Calendar

Targeted Funding for Training

Consistent Booster Training and In-Service Training

Think about how you have received training in the past by answering the questions below:

1. Do you get a voice in what training is offered?
2. Do you participate in service delivery fidelity checks, meaning are you observed or videotaped when working with clients?
3. If you are observed or videotaped, do you receive targeted coaching to improve fidelity or service delivery?



Build Strong Teams

Annual Staff Retreats

Garnering Staff Suggestions

Adopt Quality Improvement Strategies

Training on Continuous Quality Improvement

Use of Benchmarks

Some example approaches include:

- Continuous Quality Improvement (CQI)
<https://www.health.state.mn.us/communities/fhv/cqi.htm>
- Plan-Do-Study-Act method (PDSA)
<https://www.health.state.mn.us/communities/practice/resources/phqitoolbox/pdsa.html>
- LEAN – the act of reducing waste and adding customer-defined value to products and services.
What is LEAN - <https://www.lean.org/whatslean/>

Engage in Community Mapping

Identify Services

Use Service/Resource Directory

Service Examples

- Charlie Health 406-361-3146
 - Video-based outpatient therapy for teens, young adults, and families, <https://www.charliehealth.com/>
- The TREVOR Project
 - The trevorproject.org
 - Offers resources for LGBTQ youth including one-on-one conversations with counselors via phone, text, or chat.
- National Parent Help Line
 - Emotional support, assistance with problem solving, and resource referrals 24-hours a day 855-427-2736 or: <https://www.nationalparenthelpline.org>
- 1 in 6
 - <https://1in6.org/about-1in6/>
 - Offers confidential services for men with histories of unwanted or abusive sexual experiences. These include online support groups and trainings.
- Make the Connection
 - [Maketheconnection.net](http://maketheconnection.net)
 - Offers services specific to the needs of veterans. Resources are searchable by zip code or category.
- Trans Youth Family Allies
 - lmatyfa.org/
 - Offers resources and support for youth who are trans, gender variant, and gender questioning, and their families.

- Strong Hearts Native Helpline
 - Domestic, dating and sexual violence helpline for American Indians and Alaska Natives Free and confidential. The Helpline is available Monday through Friday between 10 a.m. and 6:30 p.m. 844-762-8483
- Montana Crisis Line - 586-3333
 - Safety planning and referrals for Montana-based mental health services including those in Yellowstone County. For access to crisis counselors text “mt” to 741-741.

LSOC Montana Organizational Trauma-Readiness Self-Assessment

If your organization does a good job in this category, please provide an example of the mechanism used to accomplish this principle.

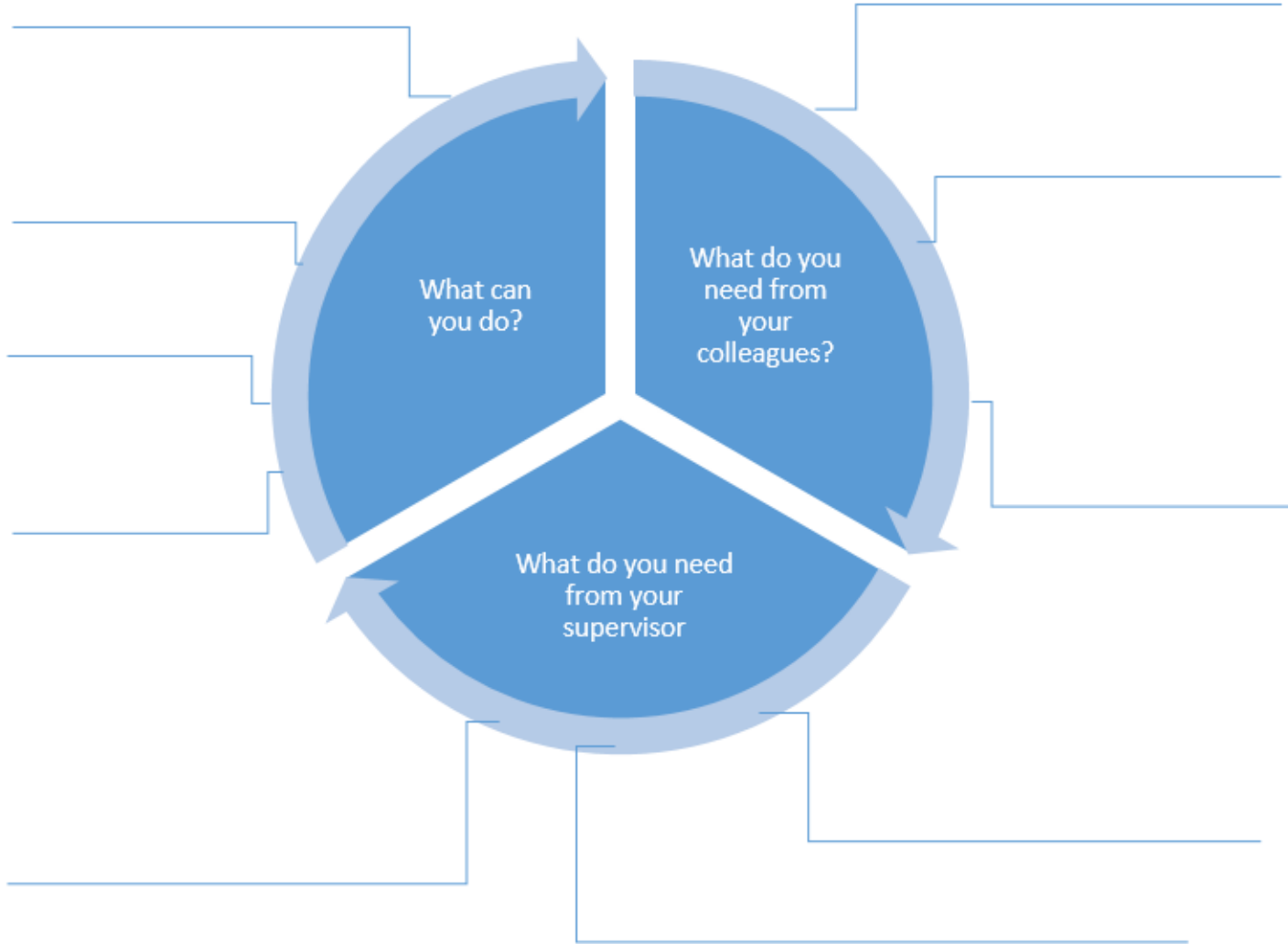
What could be different in your organization for a ranking one number higher?

What is the next step to increase rankings in this category?

Document the next steps your organization will take.

Individual Action Planning

Zone of Control



**Test your
knowledge**



Question 1

Collaboration and Mutuality as discussed in this curriculum refer to what two levels?

- A. With youth and families and between front-line staff and administrators
- B. With youth and families
- C. With agency administrators and the public

Question 2

What technique can be used to engage youth and families in service delivery and planning?

- A. Community Mapping
- B. Team Building
- C. Motivational Interviewing

Question 3

How can agencies, programs, and organizations improve skill development?

- A. Use benchmarks and quality improvement strategies
- B. Mandate team cohesion
- C. Provide food at staff retreats