

Team

Engage, Team, Assess, Plan, Intervene
Monitor & Adapt, Transition



[Feeling heard and respected means] “Inviting me to meetings, listening to my opinions and maybe use some of ideas. If not, tell me why they didn’t use them. It may be a totally valid reason, but if I don’t know it just makes me feel under-valued and disrespected.”

Resource Parent

“It is really important to me to have everyone working together, the DSS, my grandson’s school, and doctors, and me.”

Kin Caregiver

Family Team Meetings (e.g. Family Involvement Meetings, Client Team Collaborations) create opportunities to bring children, youth, vulnerable adults, their families and support systems to a common table to discuss their goals, identify concerns, assess progress, make decisions, and create a plan that meets their identified needs and builds upon their strengths, resiliency and other protective factors to ensure continued safety, well-being, stability and achieve independence/timely permanency.

Our **Goals** in family team meetings are to:

- Create a safe and supportive environment where individuals can voice their needs and opinions, raise questions and take the lead in their planning and decision-making.
- Engage each individual in a sensitive, respectful, and nonjudgmental manner, and encourage them to share their thoughts and expertise.
- Clarify at the onset, the purpose and desired outcome(s) for the meeting, and verify that all members share that understanding.
- Assess and address trauma reactions when they arise by pausing the discussion to check in with the individual(s) to make sure they feel safe to continue participation.
- Promote resolution, when conflicts arise, to the point that all members have a shared mutual understanding and agreement on what is to be addressed and achieved.

Our Principles in Action: We Demonstrate

- We are **Family-Centered** when we bring together individuals and family members to lead the development of their plan for care encourage participation from all members, and treat each member as the experts of their experience and care by valuing and incorporating their opinions, insights, and wishes.
- We are **Trauma-Responsive** when we proactively work with individuals and families to identify topics that may cause a trauma reaction during a team meeting and plan for how to appropriately attend to these responses if they occur.
- We are **Outcomes-Driven** when we incorporate assessment information into the team meeting discussion and plan, and come back together regularly to monitor the individual and family’s progress.
- We are **Individualized & Strength-Based** when we ensure individual and family strengths are identified, acknowledged, and integrated into the team meeting conversation, decisions and plans.
- We are **Culturally & Linguistically-Responsive** when we conduct the meeting the individual/family’s preferred language and encourage individuals to share their values, beliefs, and traditions with workers, caregivers, and community and treatment providers during and outside of the team meeting so they can be honored and celebrated.

- We are **Community-Focused** when we work to support individuals and families in their homes and communities and invite the individual and family's traditional and non-traditional natural and professional supports to team meetings and seek their assistance during planning and making decisions.
- We are a **Safe, Engaged and Well-Prepared Professional Workforce** when we demonstrate our values of collaboration, advocacy, respect and empowerment with individuals and families before, during and after team meetings; and when we routinely consult our colleagues, supervisors and other consultants for support when we experience challenging situations.

Reflective Prompts: Have I routinely ...

- Met with the youth, vulnerable adult and key family members in advance to plan and prepare them for the team meeting (e.g., establish logistics such as time/place, explain purpose and process, listened to their wants and expectations, and answered any questions)?
- Ensured key individuals (e.g. community providers, natural supports, etc), especially those identified by the youth, vulnerable adult and family, are included in the team meeting?
- Explored and honored the individual and family's cultural and linguistic needs and ensured that the meeting is individualized to meet those needs (e.g., attended to family customs and rules, conducted the meeting in their own language or provided an interpreter, etc.?)
- Come prepared with a clear understanding of the individual and family's needs and strengths, and identified potential resources, options, and available services that can be leveraged to meet the family's needs and engage the family's strengths?
- Identified, with members, the desired outcome(s) for the meeting?
- Encouraged each individual to share their thoughts, views, and/or wishes during the team meeting, and listened and reflected back what was heard?
- Attended to verbal and non-verbal communication, checking with participants and taking breaks as needed?
- Demonstrated and role-modeled the ability to compromise when conflicting views, opinions, or concerns were shared during the team meeting?
- Been solution-focused with the individual and family?
- • Incorporated information from assessments in identification of the individual and family's needs and strengths during the discussion and when developing strategies?
- Conducted myself in a sensitive, respectful, and nonjudgmental manner when related to each individual throughout the team meeting?
- Closed out the team meeting by ensuring all parties have a clear understanding of the decisions and action plan, and scheduled a next time to come together to review their progress and successes?
- After the meeting, reflected upon my actions/reactions and consulted my colleagues and supervisors to identify and address my thoughts, feelings and biases that occurred in the teaming process?

