Statement of Consideration (SOC)

PPTL 20-11 SOP 1.6 Quality Engagement for Successful Partnership and tip sheets

The following comments were received in response to SOP drafts sent for field review. Thanks to those who reviewed and commented. Comments about typographical and grammatical errors are excluded; these errors have been corrected as appropriate.

SOP 1.6

1. **COMMENT:** There should be instructions to help workers slow the process down to be able to spend time on engagement with families.  Staff feel there’s too much to do and too many cases which prevent them from being able to spend quality time with clients on home visits, in case planning conferences, etc.

**RESPONSE:** Coaching and mentoring should occur during supervision to assist staff in skill development that will help them properly engage with families. These steps are not broken down in SOP, as this is often worker and family specific.

1. **COMMENT:** The SOP changes appear to focus on engagement rather than assessment - is this the intention? It sounds like there aren’t tangible goals of gathering information or signing plans compared to the marked out sections.

**RESPONSE:** Yes, SOP 1.6 focuses on engagement. Assessment is addressed throughout other chapters of SOP.

**COMMENT: Under Procedure:** Reconsider the order of these steps to help orient the SSW to the frame of mind and flow of the process.

Ensures family input in meeting time…

Make every effort to accommodate…

Consider not traditional times...

Offer options for participation… conf. call… correspondence

Explains purpose and roles (see comment below)

Encourages family to actively participate.

Give the family time to talk…

Listens to family’s concept…

Explores the family vision for a safe future…

Recognizes and builds upon…

Partners with families and other staff…

**RESPONSE**: Changes have been made to reflect this recommendation.

**Comment:** ~~Explains the purpose of the meeting and the role of all of the participants;~~  Why is this being taken out? It seems that it would be important to give some explanation for why the meeting was called, who is participating and what it hoped to be achieved so that all participants are able to participate effectively.

**RESPONSE**: Changes have been made to reflect this recommendation.

**COMMENT:** Makes every effort when scheduling a face-to-face meeting to accommodate the family's schedule and impose as little disruption to work schedules as possible; Duplicates information contained in item 1. It might be helpful to break Item 1 down into two parts.

1. Ensures that the family has input as to the meeting time/date/location.
2. Every effort should be made to accommodate the family’s schedule and impact as little disruption…

Advanced planning for the meetings is critical for success sounds like practice guidance

**RESPONSE:** Changes have been made to reflect this recommendation.

**COMMENT:** Should be moved toward the top so it’s linked to scheduling guidance. In this current location it would be more easily overlooked

* 1. Offering options such as participation by conference call or by written correspondence outlining progress or lack of progress in obtaining negotiated goals; or
  2. Considering non-traditional hours for meeting including before and after hours or during lunch.

**RESPONSE:** Changes have been made to reflect this recommendation.

**COMMENT:** Every effort should be made to accommodate the family’s schedule and impose as little disruption to work schedules as possible. Same as #10

**RESPONSE:** Changes have been made to reflect this recommendation.

1. **COMMENT:** ~~Explains the purpose of the meeting and the role of all of the participants;~~ This is a good practice for any meeting. I’m not sure why it’s crossed out

**RESPONSE:** Changes have been made to reflect this recommendation.

1. **COMMENT:** ~~Incorporates information from all sources into a coherent, individualized planning document with specific and measurable objectives that will guide the provision of services;~~ We may not be developing a case plan at each engagement but we should be discussing it. This could be revised but it’s content seems valid.

**RESPONSE:** The focus of this SOP is engagement**.** Case planning is addressed in other chapters of SOP.

1. **COMMENT: Makes every effort when scheduling a face-to-face meeting to accommodate the family's schedule and impose as little disruption to work schedules as possible;** Very similar to #1.

**RESPONSE:** Changes have been made to reflect this recommendation.

1. **COMMENT:** ~~Is creative in ways to include individuals who cannot physically attend the meeting by:~~
   1. Offering options such as participation by conference call or by written correspondence outlining progress or lack of progress in obtaining negotiated goals; or
   2. Considering non-traditional hours for meeting including before and after hours or during lunch.

Need this before including 1 and 2 below it. Creative options are a must for some community partner involvement, parents in jail, etc.

**Response:** Changes have been made to reflect this recommendation.

**TIP SHEETS**

1. **COMMENT:** Staff feel this would be more helpful if it offered tips on ways to engage the client other than worker will do this or that.

**RESPONSE:** The tip sheet was created to support overall quality worker engagement. As each family and worker is different, specifics cannot be outlined for every potential scenario.

**Substance misuse tip sheet:**

1. **COMMENT:** -The font is difficult to read, particularly in the bed box with the questions.

**RESPONSE:** Changes have been made to reflect this recommendation.

1. **COMMENT:** I also find these questions to be rather vague and evasive if they are meant to be used verbally/directly with clients. I find people with substance use benefit from more direct and specific questions spoken with non-judgement, at least in the beginning if the goal is assessment. However, if these are all intended as engagement/rapport-building questions, I could see these being helpful questions down the road in a relationship with a client once they are more willing to be honest with you and with themselves (i.e. not right away). Now, I have little CPS experience, but particularly with investigations I wouldn’t find these types of questions super helpful considering the brief amount of time we may be with a particular client. But again, I’m not familiar with ongoing cases or the frequency/opportunities with “repeat customers,” if you will.

**RESPONSE**: These questions came from Motivational Interviewing and other evidence based practices (EBPs).

1. **COMMENT:** Motivational interviewing and ambivalence – I am a huge fan of motivational interviewing and the main constructive criticism I have for this box is ambivalence is being portrayed very negatively. My training in MI focused on embracing and exploring ambivalence rather than handling it with fear. To be clear, my understanding of the definition of ambivalence is “having mixed feelings or contradictory ideas about something or someone.”

**RESPONSE:** The tip sheet is meant to be helpful and used as staff feel appropriate. The information was taken directly from Motivational Interviewing training.

1. **COMMENT:** -I’m again struggling with the concept of this tipsheet. Is it intended for longer-term relationships with clients? Because it sometimes reads as if we are trying to educate ourselves, sometimes it sounds like we are trying to educate the client, and sometimes it is like we are trying to provide clinical services/utilize clinical skills. I guess I didn’t think investigators were intended to be clinical roles. Is there training within academy to backup these tipsheets? And is the goal to support workers in being more clinical, regardless of educational background/qualification? Just questions coming from someone who is not very knowledgeable about CPS worker roles and expectations. Overall, I think it’d be beneficial to better define the primary purpose of this tipsheet, because it doesn’t seem to know its own purpose.

**RESPONSE:** The tip sheet was created to support overall quality worker engagement. As each family and worker is different, specifics cannot be outlined for every potential scenario.

**HEAT tip sheet**

1. **COMMENT:** This is a decent reminder tipsheet for someone who already knows HEAT, but doesn’t provide a whole lot of guidance for someone who needs a heavier refresher.

**RESPONSE:** The tip sheet is meant to provide guidance on ways to diffuse resistive clients.

**Mental health tip sheet**

1. **COMMENT:** I find it somewhat difficult to utilize a 1-10 scale in the field, but appreciate the idea of the client defining what’s important to them or trying to be real about what they’re confident in. I think I could adapt scaled questions for the field pretty easily, but wonder if some workers may need more adapted forms of the questions? Maybe not! I get the heart of what is being presented with all the questions on this tipsheet, though. One suggestion is open-endedly asking what some of their goals are, what’s important to them, what they find effective in treatment, etc.

I like how the tipsheet suggests referring, because if a worker is not familiar with particular diagnoses or how it can affect clients or how to safely/positively engage with someone with certain diagnoses, it could bring more harm than good. I would hope there is more education behind engaging with people who have mental illnesses. Eg. A level of “entering into their reality,” believing what they are telling you, going with the flow, etc.

**RESPONSE:** A link is provided in the body of the tip sheet to help the worker educate themselves and become familiar with the mental health condition/diagnosis.

**Rolling with resistance tip sheet**

1. **COMMENT:** I find this tipsheet to be less about rolling with resistance/engaging the clients and more about putting up hard fences about the purpose of the agency.. perhaps it would help to include more “DO” statements than “DO NOT” statements?

HEAT can be helpful in rolling with resistance.

“Taking the client’s side” on common ground and on things you can understand where they are coming from.

Seek to understand (not just “don’t argue,” literally can say “Help me understand”).

Establish mutual respect.

Acknowledge and name their feelings (“I can see that hurts,” or “I see you’re angry”)

Articulate boundaries to empower/engage both the worker and the client.

**RESPONSE:** The tip sheet was created to support overall quality worker engagement. As each family and worker are different, specifics cannot be outlined for every potential scenario.

**Supervisor engagement tip sheet**

1. **COMMENT:** I like this one lots! You could even add the question “What could motivate the client more effectively/appropriately in the future?” (like what else could they be motivated by, what else do you think would be effective at engaging the client. As opposed to what is motivating them now) Why is there a hashtag at the end? Just wondering the purpose or how it got there, if there is some “movement” we are supposed to be catching onto.

**RESPONSE:** This is a hashtag campaign to support quality engagement.