

Montgomery County System of Care



Meetings that Matter

Strengths-Based Approaches to Facilitating and Serving on Multi-System Teams

Tuesday June 21st, 2016

1-2:30pm

Presenters:

Brooke Cutler, Yale House, Montgomery County SOC Leadership Team

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Alyssa Snyder, BH/DD, Montgomery County SOC Leadership Team

Our Agenda

- **Discuss Why Meetings Do Matter**
- **Learn audience objectives/ expectations?**
- **Introduce our definition of team meetings**
- **Create Awareness of System of Care**
- **Review elements of training**

<https://www.youtube.com/watch?v=1Evwgu369Jw>

Learning Objectives

- Display an understanding of multiple factors that affect teams, including impact of trauma and prior experiences in service system.
- Identify best practices for initial engagement, identifying goals and setting expectations for multi-system meeting.
- Identify and practice the skills of engagement, active listening, reflecting and refocusing in the context of multi-system team meetings.
- Training your multi-system team members and stakeholder groups
 - Aligning training with SOC philosophy, initiatives and other trainings
- Other objectives?

Setting the Tone

- Know your audience and adapt
- Deliver your training in a way that models inclusion, shared power, agreement to a shared agenda

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Setting the Tone

Our Values

- **Be Curious**
- **Listen to Understand,
not necessarily to Agree**
- **Real Partnership needs
Shared Power**

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Learning Objectives

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Setting the Tone

We ALL bring **ourselves**
and our **experiences** into
every meeting.

Establishing a Framework

- Spread SOC philosophy
- Be intentional
 - Part of county training and initiatives to increase youth and family engagement and cultural competency
- Align with other related initiative
 - Trauma Informed Initiative
 - Motivational Interviewing

Establishing a Framework

- Further background
- What's next

Montgomery SOC Definition of Meeting

What is a CASSP/Interagency/Community Team Meeting?

- The focus of a team meeting is to develop and coordinate a plan of care and support with families and youth who are experiencing or at risk of developing emotional, mental health, or behavioral challenges.
- The plan must address concerns and identify strengths of the both the youth and family.
- In Pennsylvania, many intensive mental health services require an interagency team meeting to take place prior to the start of services.
- The goals of the team meeting are built on effective communication and facilitation, family and youth voice, and outcome resolution.
- It is a mechanism to help determine which avenue should be pursued when looking for resources/supports with youth/adolescent and families
- It involves core team members, family members, the youth/adolescent, and all other parties that are involved with or have a relationship with the youth and the family
- Should not take place without youth, family, or guardian in attendance.
- Offers recommendations for services, allows for open communication and dialogue, and provides education about community based resources

Montgomery SOC Definition of Meeting

When Should a Team Meeting be Considered?

- A team meeting could be considered for youth and families experiencing difficulty in any of several developmental areas or at risk for developing serious emotional disorders
- If there are barriers in obtaining services for the youth/ family
- When there is a need for systems coordination and collaboration, especially for youth demonstrating complex needs and having multi system involvement
- Prior service plans have not worked
- Identification of community services, natural supports, and resources
- To review a significant safety concern
- In advance of a transition from system or service
- To address challenges with stable housing
- Exploration of appropriate school placement for youth
- School issues indicate a need for family engagement
- Lack of communication between agencies serving the youth/family
- Treatment does not seem to be consistent or coordinated
- Timely and appropriate discharge planning for youth especially for those returning from inpatient or residential care; and for those “aging out” of services
- Identification of appropriate intervention and prevention services
- Change in child’s behavior, mood, attendance, academics
- Frequent inpatient hospitalizations

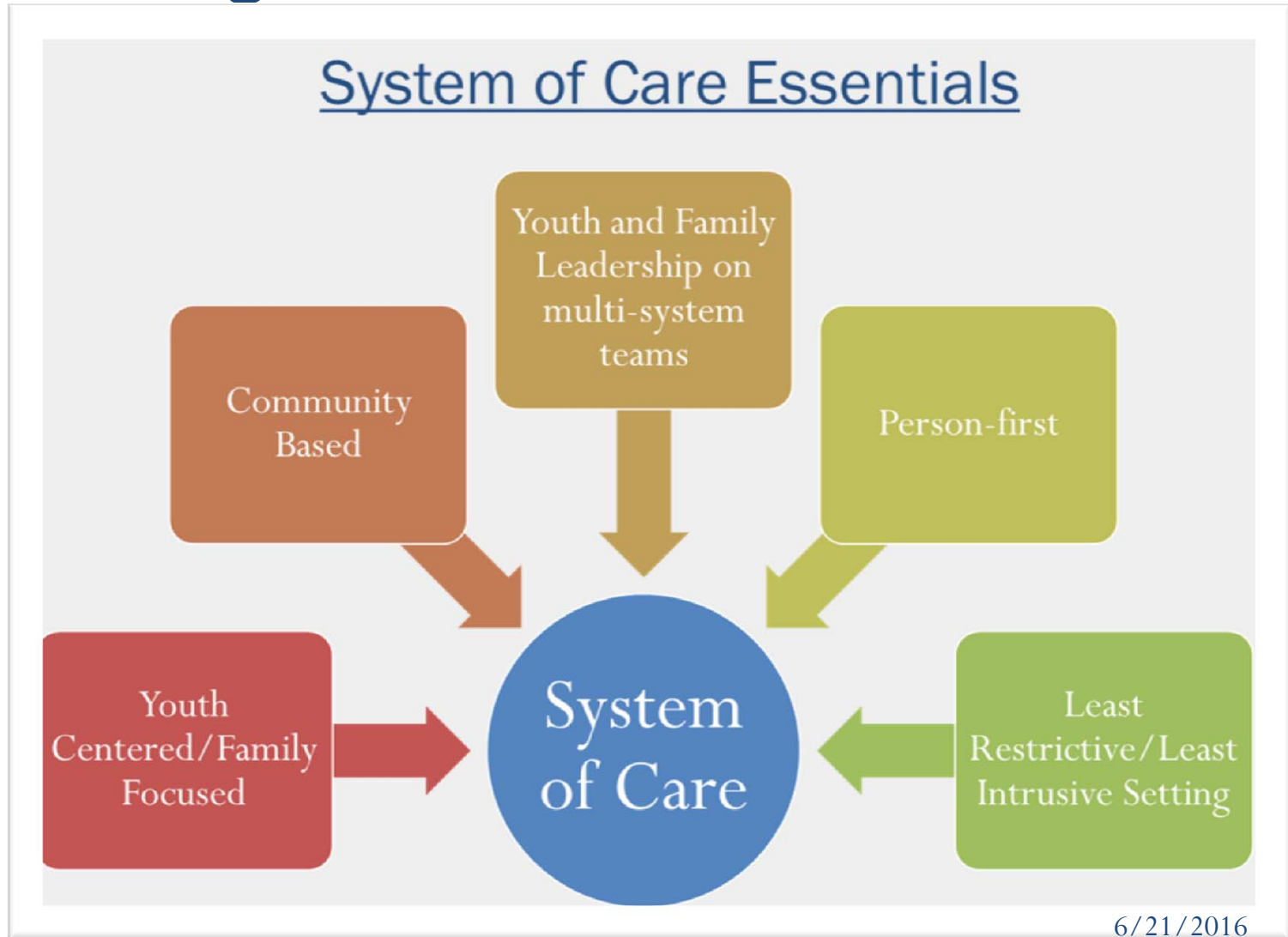
Montgomery SOC Definition of Meeting

Who Should Come to the Team Meeting?

- Attendance should be limited to those who can support the youth and family and those who can contribute to the development of a plan as well as those who can authorize or provide services included in the plan.
- The team meeting is designed to bring together youth, family, child-serving agencies, system partners, and community supports to help brainstorm ideas to and share information to overcome barriers and develop a plan.
- Personal information should not be shared without permission and meetings should have clear agenda and designated facilitator.
- Team meetings will not determine medical necessity for services, approve payment for services, determine custodial right or visitation, determine court recommendations or school placement but can be used as venue to inform decisions.

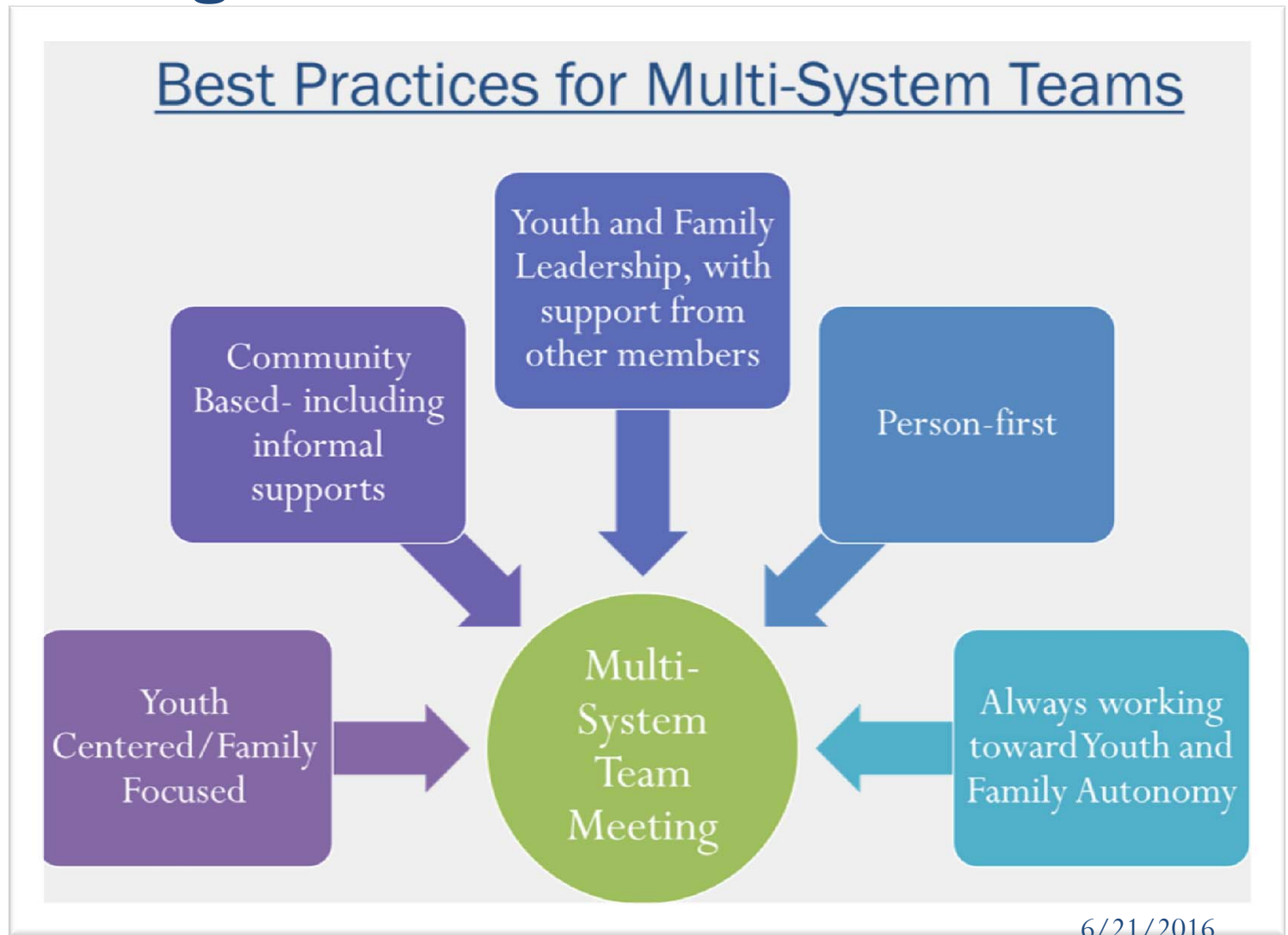
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Establishing a Framework



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Establishing a Framework



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**What might influence a
Multi-system Team
Meeting?**

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Video short- Creating Empathetic Connection

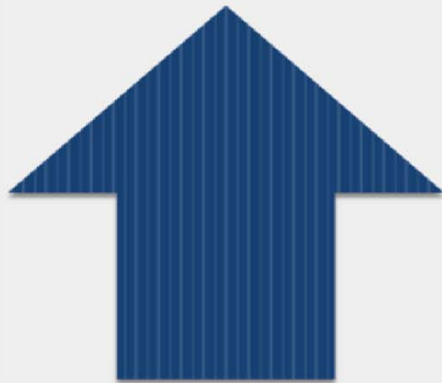
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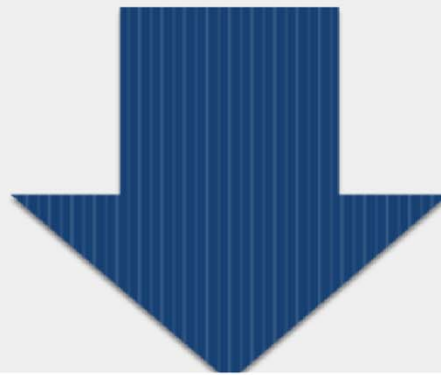
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Prior Experiences in Multi-System Meetings



- Outcome that you wanted
- Felt heard, respected, supported
- Follow through on tasks, consistent attendance in team meeting



Decisions made without your input

- Felt ignored, unimportant
- Best idea is to “check out”
- Everyone else is in charge of my life

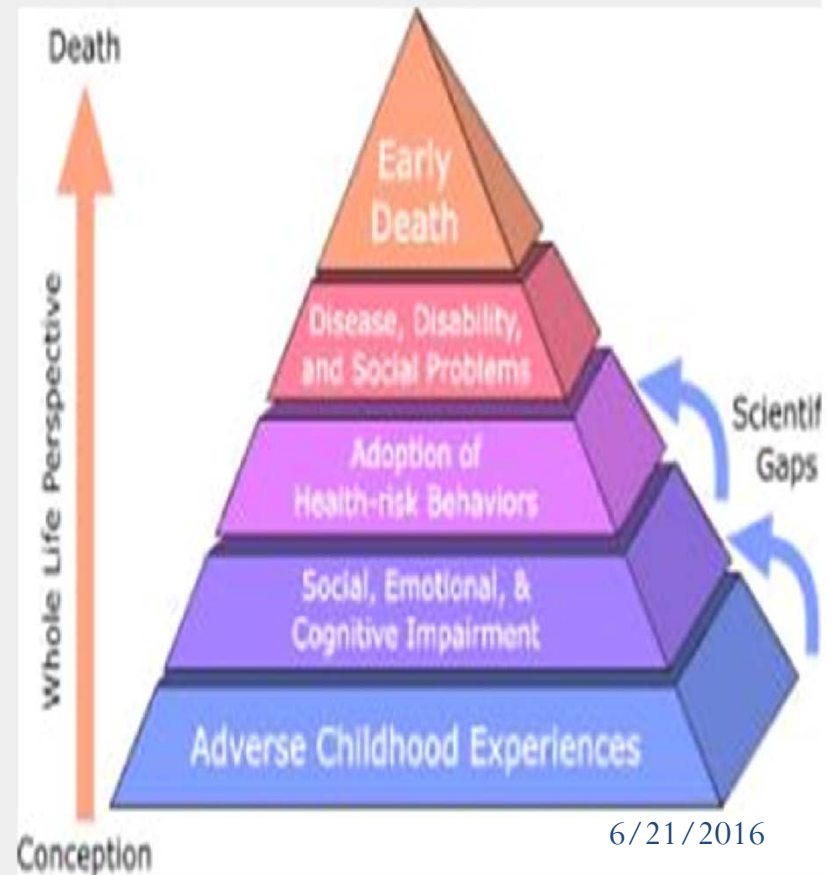
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Establishing a Framework

Impact of Trauma

- The Adverse Childhood Experiences (ACE) Study

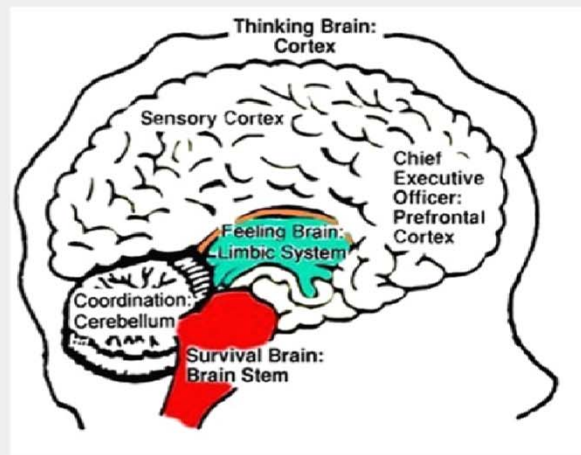
- Recurrent emotional Abuse
- Recurrent physical Abuse
- Sexual Abuse
- Emotional Neglect
- Physical Neglect
- Mother treated violently
- Alcohol or drug use at home
- Someone in the home experiencing recurrent and strong symptoms of mental health diagnoses
- One or no parents
- Someone in the home is incarcerated



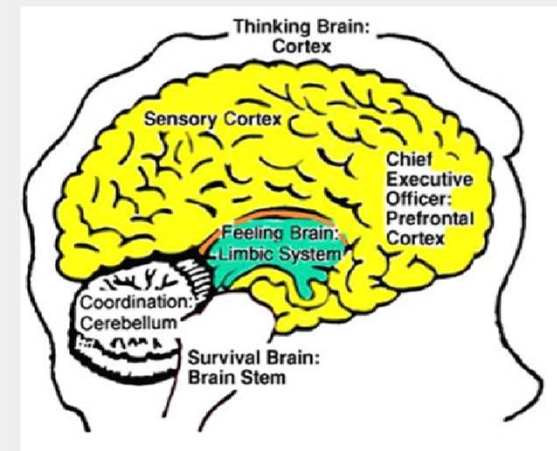
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Establishing a Framework

Trauma Changes Our Physical Responses



Stressed Brain



Calm Brain

(Tennant 2007)- Material from Multiplying Connections, Being Trauma Informed, Part 1

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Establishing a Framework

3 Pillars of Trauma Informed Care

(Material from Multiplying Connections, Being Trauma Informed)

Safety

Connections

Managing
Emotions

Meeting Basics

- Group Dynamics
- Components of a good meeting
- Skills Needed
- Opportunity to practice some skills

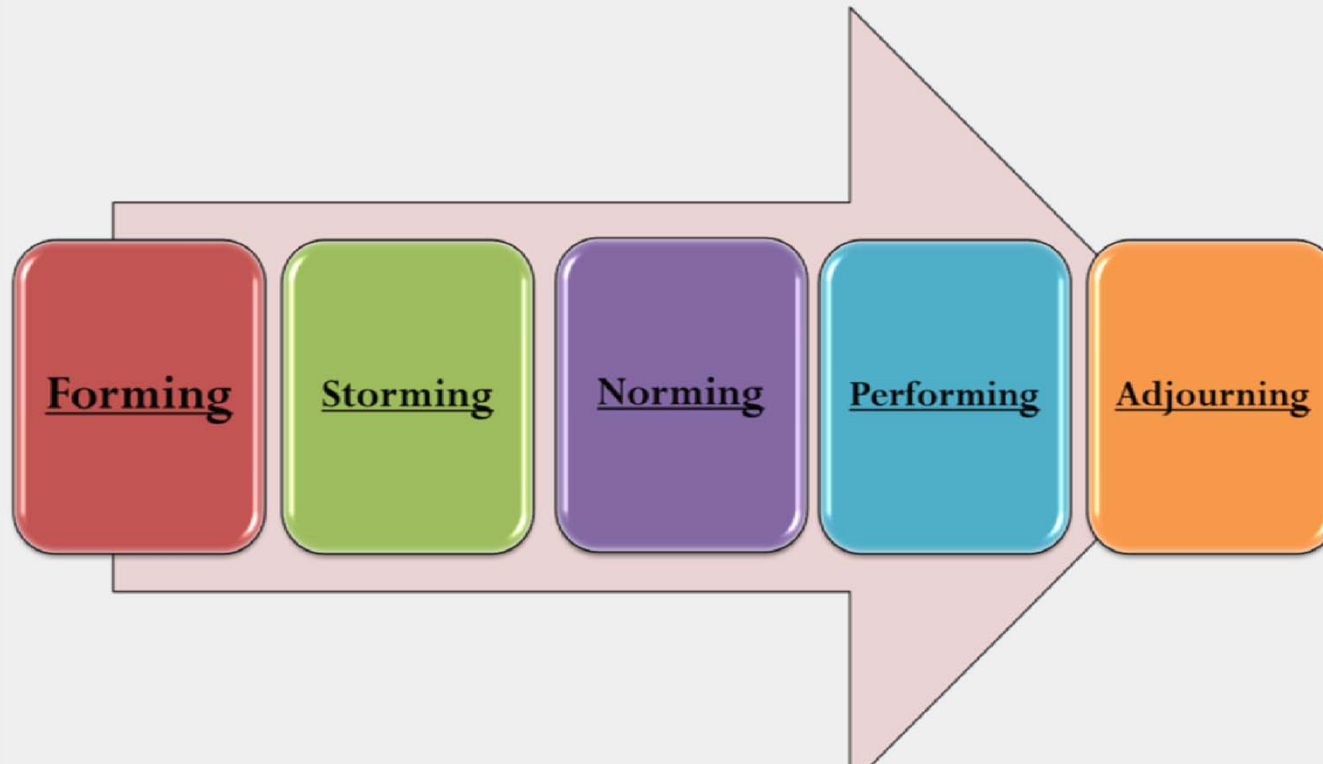
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**Teams Are More Than a
Bunch of People...**

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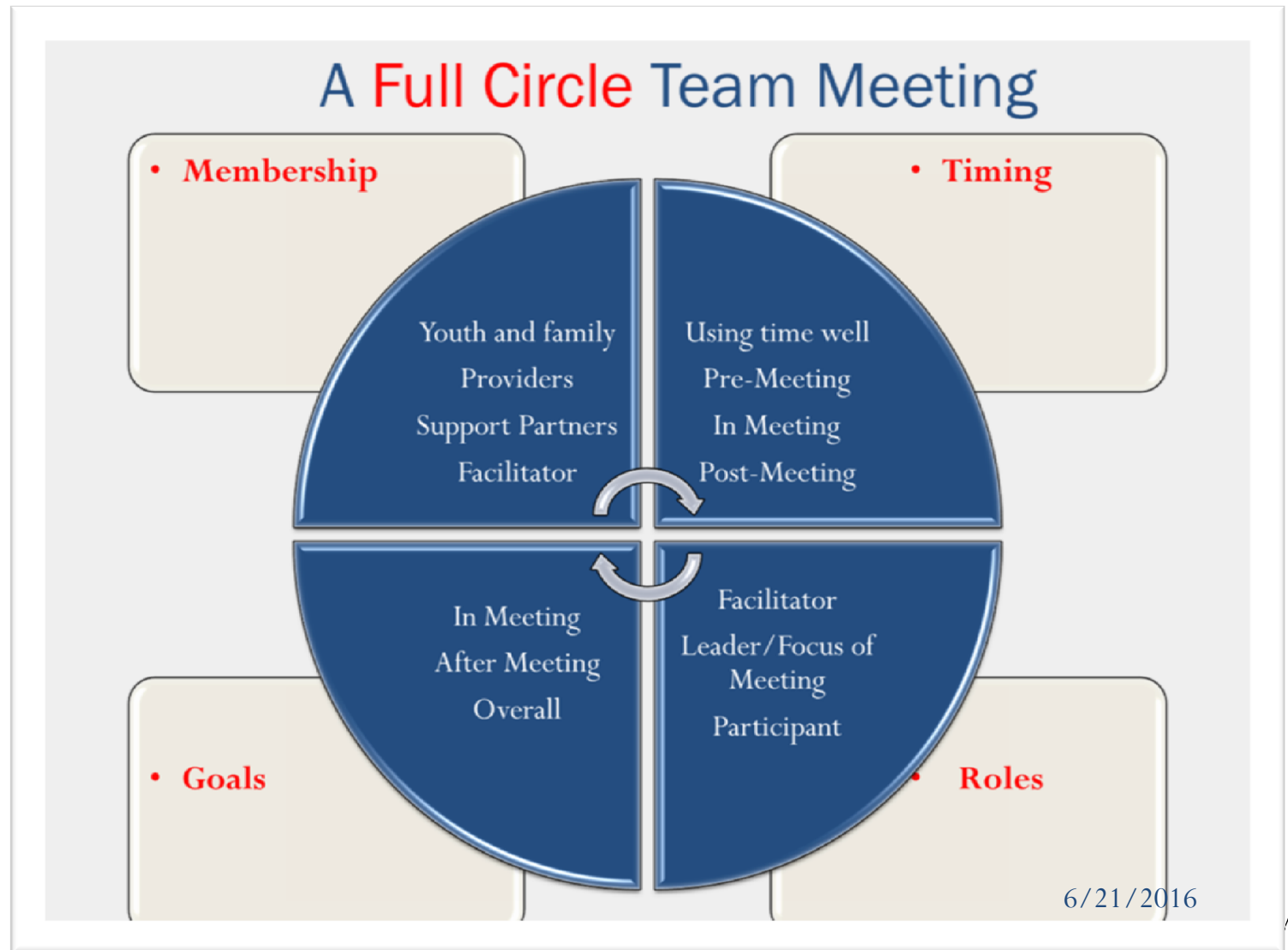
Meeting Basics

Group Formation- Bruce Tuckman



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Meeting Basics



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Membership

- Youth and Family
- Providers
- Support Partners
- Facilitator



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Meeting Basics

Timing



- How do we use our time?
- **Pre-Meeting** Focus
- **In Meeting** Focus
- **Post-Meeting** Focus
- Use of an **Agenda**

6/21/2016

Montgomery County Training Meeting Basics

Roles- Facilitator

- Facilitator
 - Engagement
 - Identifying Goals
 - Setting Expectations
 - Follow up/Next Steps



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Meeting Basics

Roles- Participant



- Participant
 - Engagement
 - Identifying Goals
 - Setting Expectations
 - Follow up/ Next Steps

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Meeting Basics

Goals

- **In** Meeting
- **After** Meeting
- **Overall** Goal



Montgomery County Training Meeting Basics

**Let's Talk About
Change.**

Let's Talk About Change

- One person talks about something they want to change in their own life- a behavior, a situation, a feeling- anything at all as long as it is true.
- The other people in the group focus on convincing them to make the change. Use the following tools:
 - Give good reasons
 - Emphasize the importance of changing
 - Tell them how to do it
 - Encourage them to make the change and assure them that they can do it

Let's Talk About Change – Take 2

- One person talks about something they want to change in their own life- a behavior, a situation, a feeling- anything at all as long as it is true.
- The other people in the group primarily listen to them and ask questions. Use the following questions:
 - Why would you want to make this change?
 - How might you do it in order to succeed?
 - What are the 3 best reasons to do it?
 - How important is it for you to make this change and why?
 - So what do you think you will do?

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Meeting Basics

4 Key Skills in Multi-System Teams

- Engagement
- Active Listening
- Reflecting
- Refocusing



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Meeting Basics

Before any meeting, **ask yourself...**

- What does the family think?
- What does the youth think?
- Have I asked them?

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Meeting Basics

Role Play- Team Meeting

What did you see?

What did you hear?

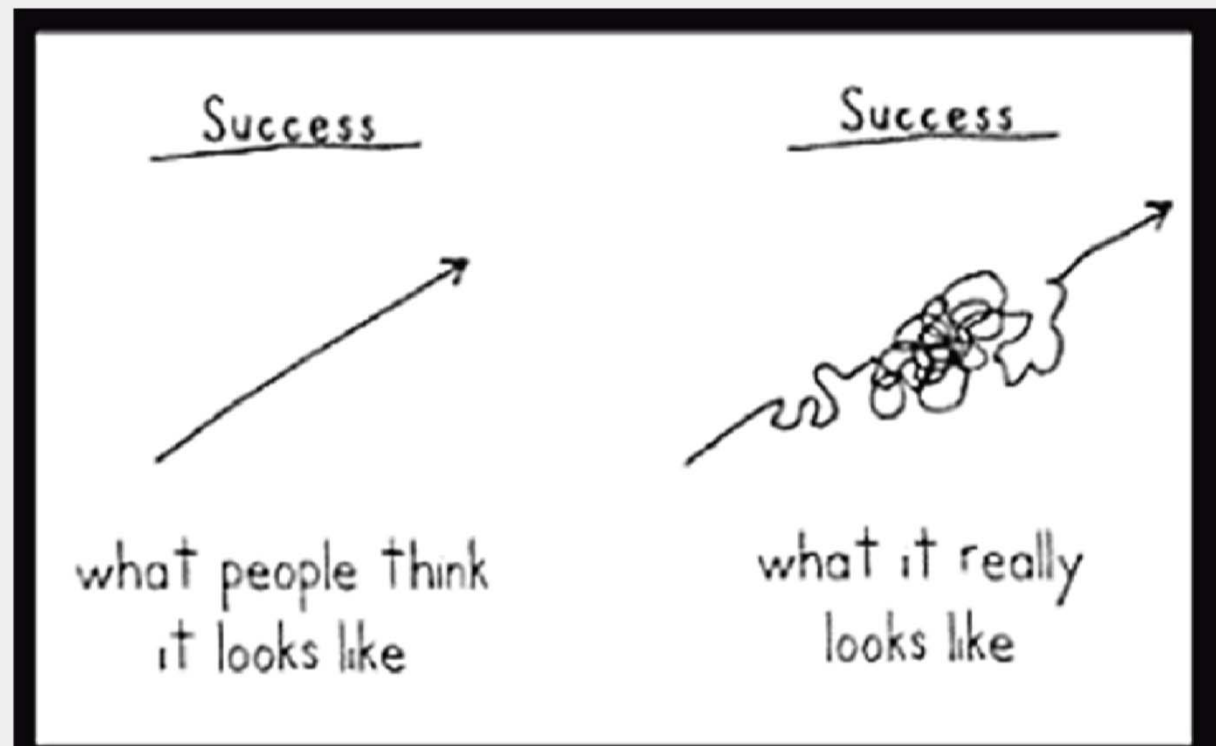
What was it like to
participate?

What was it like to observe?

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Meeting Basics

And Remember...



Closing the Training

- Final review of key points
- Including and/or engaging with youth and families leads to better outcomes

Wrap Up

- Discussion – How might you use this in your county? Who can help you?
- Did we address learning objectives?
- Q&A

Resources

- Pennsylvania System of Care Partnership: www.pasocpartnership.org
- Montgomery County System of Care: www.pasocpartnership.org/soc-counties/montgomery-county
- Georgetown University Center for Child and Human Development: gucchd.georgetown.edu
- Annie E. Casey Foundation, 4 Approaches to Family Meetings: www.aecf.org/resources/four-approaches-to-family-team-meetings
- Technical Assistance Partnership for Systems of Care: www.tapartnership.org/systemsOfCare.php
- My Life, Montgomery County: magellanofpa.com/county-info/my-life.aspx
- Youth and Family Training Institute (YFTI): www.yftipa.org

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