

Engaging Families in Family-Centered Child Protective Services

Agenda and Objectives

Section I: Introductions and Awareness Building

Welcome and Introductions

During this section, participants will:

- Be introduced to one another and the trainer
- Identify their learning needs specific to this module
- Identify and record their initial thoughts about engagement

Section II: Key Concepts in the Casework Relationship

- A. Inappropriate Uses of Authoritarian and Engagement Approaches
- B. Integrating Engagement and Protective Authority: The Child Protective Services Casework Approach
- C. Engaging Clients in the Casework Relationship

During this section, participants will:

- Discuss the differences between engagement and authoritarian approaches to working with families
- Consider how to integrate the use of engagement strategies while maintaining protective authority, minimizing resistance and enhancing development of collaborative relationships
- Identify how the concepts of content and process impact the ability to understand worker/client interactions
- Identify and begin compilation of an extensive resource "packet" of engagement strategies and skills, including specific solution-focused interviewing strategies, such as scaling questions and miracle questions
- Explain how the worker's ability to be respectful and professional impacts the engagement process
- Identify and demonstrate strategies for engaging parents through honest and transparent conversations about the casework process, CAPTA guidelines and court procedures

Section III: The Dynamics of Resistance

- A. Raising the Issues
- B. Working through Resistance
- C. Application Exercise: What would you Say?

During this section participants will:

- Identify behaviors that exemplify client resistance and the possible sources of those behaviors
- Identify how the worker's engagement skills might increase or decrease resistance
- Identify how cultural variables may impact individual and family engagement in the casework process and consider how the caseworker might apply this knowledge to meeting the family's needs
- Identify strategies for engaging fathers and addressing barriers to their involvement in the casework process
- Identify how to use the SHER (Surface, Honor, Explore, Re-check) model to reduce resistance
- Identify strategies for engaging non-resident parents and addressing barriers to their involvement in the casework process
- Practice specific responses to challenging clients' questions

Section IV: Closure

During this section, participants will:

- Identify skill areas that need further development in the learning lab