

COLLABORATE



COLLABORATIVE FAMILY ENGAGEMENT

Sharing of information between CPS/SSCC and CASA occurs on a case and a plan is developed with a shared workload. Any questions? Please contact your CFE Coach.

WHAT DOES COLLABORATE LOOK LIKE?

CFE team meeting, transfer staffing, initial coordination meeting or any “meeting” amongst the CFE team that occurs in person, virtually, via email chain, phone call or at court, etc.— where a case is discussed, and information is shared between CASA and CPS/SSCC.

HOW DO I ENTER THE INFORMATION?

Contact with CPS/SSCC

Subject line: Enter type of collaboration held (CFE team meeting, transfer staffing, initial collaboration meeting via email, etc.)

Notes: Either upload the team document form or enter your notes from the meeting

COLLABORATE FAQ

Sharing information with CPS? What about confidentiality?

CASA volunteers and staff may share information about the child, family, CFE tools, etc. in accordance with confidentiality guidelines. Please refer to the statewide and/or local CASA/DFPS/SSCC MOU for more information and instruction. When in doubt about what information may be shared, please speak with your supervisor.

Do I need to use a special form? What do I need to document?

There is not a specific form required. Please upload any notes regarding the collaboration and what plans are developed, or enter your notes into the description section. There is a CFE Team Meeting form that is very helpful in documenting important information that could be used to guide collaboration e.g. notating the purpose of CFE for the case and which tools will be attempted.

What happens if CPS/SSCC doesn't respond? Do attempts to collaborate count?

CPS must agree that a case should utilize the CFE approach, because you will need their support throughout the other CFE activities. However, CPS/SSCC does not actively need to participate in the approach if they have given CASA the OK to move forward with tools, family meetings and connections. If you are having challenges with building the relationships with CPS/SSCC, please contact your CFE Coach for guidance. Attempts to collaborate with CPS/SSCC about CFE should be documented accordingly, and count towards Collaborate.

Do I only collaborate once?

Per CASA standards, volunteers communicate monthly with CPS/SSCC to share information. The initial collaboration is where plans are set, CFE tools are discussed and the purpose of CFE is shared. Future collaborations will strengthen the relationships and ensure volunteers and caseworkers have the most current information to make the best recommendations. The hope is the CFE Team will have regular communication and collaboration throughout the life of the case, but there is no set requirement for how many instances of collaboration have occurred (i.e. there is not a specific number of CFE Team Meetings that need to happen).

What about collaboration with family, attorneys and other parties?

For tracking Collaborate for CFE, the focus is on efforts to collaborate with CPS/SSCC. Other collaborations should be documented using your contact logs.

CULTIVATE



COLLABORATIVE FAMILY ENGAGEMENT

Three or more of any of the CFE tools have been attempted or completed with/for child, parent, and family/fictive kin. Of the three tools, at least one tool needs to be attempted with/for child, and one tool with a parent.

WHAT DOES CULTIVATE LOOK LIKE?

Refer to list of CFE tools in the data definitions.

HOW DO I ENTER CULTIVATE INTO OPTIMA?

CFE Tool Completed

Subject line: Enter which tool is used

Notes: Indicate with whom the tool was completed and any information gained, or indicate if tool was uploaded into documents

CULTIVATE FAQ

CPS/SSCC is doing a tool. Does that count?

Yes! We encourage CPS/SSCCs to complete CFE tools. Enter the information in Optima about what tool was done, with whom, by whom, and the outcome—but do not allot time spent on this activity by CASA.

What happens if there are no parents available or a parent refuses to complete a tool with me?

If a parent is not available or refuses to complete a tool with you, there are some other ways to try and gain the information. The first may be to explain to the parent, again, why you want them to complete the tool and how the tool will help you as a volunteer keep the child connected to those who love them. The parent's attorney may be able to complete the tool with the parent, or be present and encourage them to complete the tool. You might try to speak with a family member, share the reason for completing the tool, and ask if they could speak to the parent.

If all else fails, there are other options to gain the information you need. If the child is of age, you may be able to gain information about the network from them. You can also complete a tool with another family member or fictive kin to gain valuable information about the network around the child or family. The most important thing is: don't give up! Once you complete (or have attempted) the tool, enter CFE tool completed, and in the description section, note if the parent refused or was not available, and with whom you completed the tool.

What information do I need to enter?

Enter the name of the tool in the subject line and either upload the tool (via a picture or document) in documents or include the information you gained in the description section of the contact.

CULTIVATE

CULTIVATE FAQ

There are multiple parents, which one should I do a tool with?

For multiple children and parents in one family, please work with the CFE Team on the case to determine which tools should be done with which child/parent. Ideally all of the children's parents would have the opportunity to complete a tool, so volunteers or others on the CFE Team are not limited to doing a tool with just one parent. Remember to make equal efforts to engage with both parents' sides.

I am calling people from the Seneca Search or another CFE tool to determine who they are. How do I enter that?

Calling people from the Seneca Search or other CFE tool to determine who they are is part of Cultivate. Enter the information into Optima in the Family member or Associated member's section. Once you have engaged the person and determined that they are willing to be a connection and a plan is in place to strengthen those connections, you should enter Child/Family Connection.

I completed a CFE tool using the CFE mobile application, does that count?

Absolutely! This counts the same as completing the tool on paper and should be documented the same way.

Any questions? Please contact your CFE Coach.

CONVENE



COLLABORATIVE FAMILY ENGAGEMENT

A meeting between family and professionals in which family and support network members are invited and have the opportunity to participate in the planning and decision-making for the case. Plans of support for the child and/or parents are developed.

In advance of the family meeting, family is contacted or attempted to be contacted and invited, and one or more family meetings are attempted or completed, informally or formally. Any questions? Please contact your CFE Coach.

WHAT DOES CONVENE LOOK LIKE?

Family meetings may include FGC, PC, COS, or any other family meeting (formal or informal) in which family/fictive kin are invited.

HOW DO I ENTER THE INFORMATION?

CFE Family Meeting

Subject line: What type of meeting was held or attempted

Notes: Information about who was invited and what happened in the meeting

CONVENE FAQ

CPS/SSCC is inviting the family. Does that count?

Yes! It may be CPS/SSCC who contacts/invites the family. If the CASA staff/volunteer talks to CPS/SSCC/FDGM about inviting family or is notified of the invitations, this counts and can be documented as such.

My area doesn't hold family meetings. What do I do?

For areas that may not currently have family meetings, count any case-related meetings held that had family (child/family/youth/fictive kin) in attendance and included them in the planning and decision-making for the case.

What happens if there are no family members available, or family did not show up after they were invited?

Sometimes family is not ready to engage with CASA or CPS/SSCC. If family/fictive kin are invited and do not show up for the meeting, enter that a CFE Meeting was held, and in the notes section, enter whom was invited and that they did not attend. Document here the plan to follow up with the family.

What information do I need to enter?

It is important to capture who was at the family meeting, their contact information, if possible, as well as the plan that was developed at the meeting. Include a brief description of what occurred in the meeting, such as an overview of the plan, as well as any decisions made, next steps, any connection activity, the Biggest Unmet Needs Statement, or if a different CFE tool was completed. The notes from the FGDM facilitator that are shared can also be uploaded into the document sections.

Does a PC count for a CFE Family Meeting?

If family was invited prior to the meeting and elements of a CFE meeting were included, the PC would count.

CHILD FAMILY CONNECTIONS



COLLABORATIVE FAMILY ENGAGEMENT

Through the CFE work completed, connections for the child/family have been found, made, or strengthened, and a plan is in place to grow or maintain these connections for the child.

WHAT IS A CONNECTION?

Activities that, through the work of CFE, occurred between a child and their network member/s, and/or parent and their network member/s, such as phone calls, email, letter, text, video calls or visits. Network members may include kin, fictive kin, siblings and people from other areas of support for the child or family. Activities can happen in person, virtually or via correspondence.

HOW DO I ENTER THE INFORMATION?

Select: Child Family Connection

Subject line: Type of connection

Notes: Describe the connection type

IS THIS A CONNECTION ACTIVITY?

YES

- Weekly phone calls with child and their grandmother
- Aunt drives mom to drug testing
- Gifts mailed from support people to child for their birthday
- Letters written from paternal uncle to child
- Teacher eating lunch with child for support
- AA or NA support group people calling dad weekly
- Sibling visits for child, including when not living together
- Mentor or Big Brother/Sister assigned to teen that will be involved long term
- Creating a calendar of support for child
- Church group providing dinners to mom weekly
- Reaching out via phone, text or email to family members to engage them with child/parent
- Starting phone calls with father who has not been in the child's life previously

NO

- Phone calls with a child and their mom (that are not a new occurrence)
- Counseling services ordered for mom
- Domestic violence counseling
- CPS court-ordered visits with dad
- CPS service plan for child
- Searching for family with no contact, or contacting only to determine who they are and not engaging them

Generally, support through professional services as part of the service plan is not a connection activity. Support through a network community group that are not professionals involved in the case is a counted activity.

Any questions? Please contact your CFE Coach.