

# We're All in This Together Practical Tools for Building Partnerships with Families

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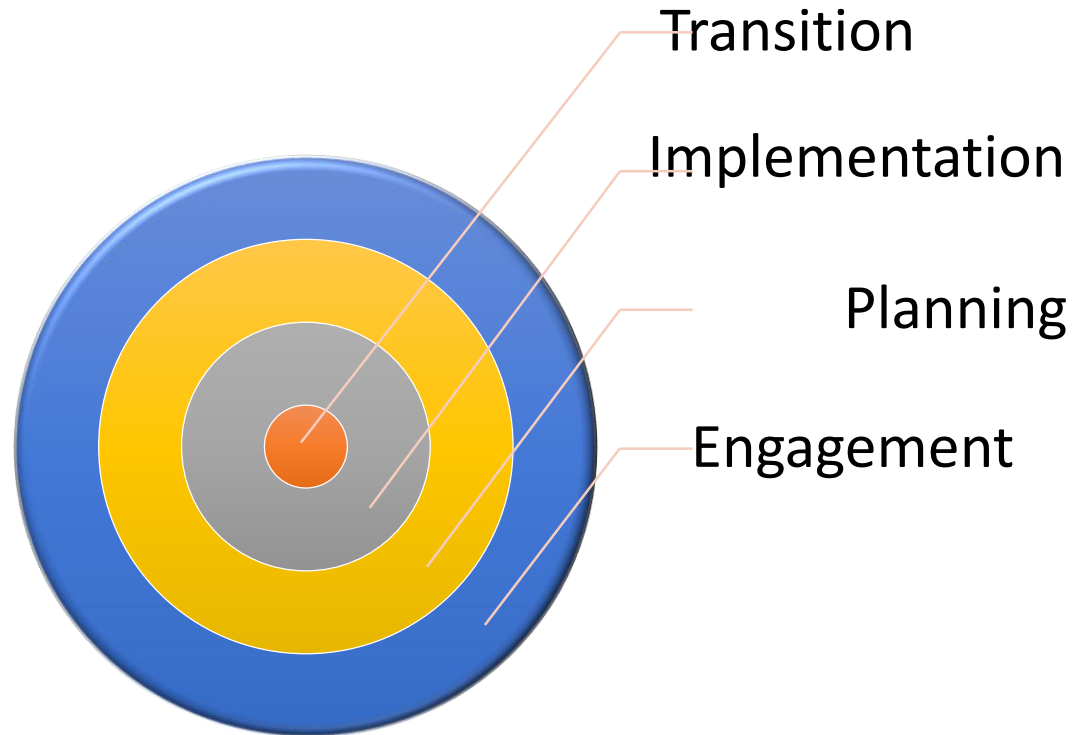
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# Underlying Logic

- If you know what to do, do it
- If you don't know what to do, do Wraparound
  - Assemble a group of people (team)
  - To build a foundation based on what's right with the story (strengths)
  - While agreeing on a common destination (mission)
  - Working together to understand what's driving the situation (underlying need)
  - And following the process to determine results (outcomes)
  - Until success is achieved (unconditional care)

# Help from Two Views

## Provider View



## Family View



# At each stage, families deserve

- Hello Stage
  - To feel that they are worth listening to
  - To be reassured that their opinion counts
  - To know this is something different and not business as usual
  - To have a sense that the Wraparound person will do something
  - To see that the Wraparound person is will actually do something different
  - To feel confident that the Wraparound staff will take steps to keep the family safe in the shortest amount of time
- Help Stage
  - To know this is more than meetings
  - To be convinced there is a link between what is decided in meetings and what is delivered outside of meetings
  - To feel confident that their opinion will be considered in crafting help
  - To have a sense that real help based on who they are (culture), what they need and what is likely to help will occur (outcome)
  - To see the process of coming together as fair and about their priorities
- Healing Stage
  - To know that their opinion will result in a change
  - To see that others are working together on their behalf
  - To experience a sense of success in efforts
  - To be reassured that what is happening is making a difference
  - To feel a sense of possibility & expectancy that things may turn out better
  - To have confidence that people will stick with them even when things are difficult
  - To feel acknowledged as more than their problems
- Hope
  - To have a sense of hello rather than goodbye
  - To feel connected to others rather than abandoned
    - To know what team members they will stay connected to after this over
  - To know that they can manage what comes their way
  - To see that things may turn out their way
  - To be recognized for what they have accomplished
  - To have a sense of their own resiliency rather than a focus on readiness

# Strengths in the Hello Stage

- Emerge from the story
- Are the responsibility of the helper to find not the family to report
- Types of strengths
  - Attributes: Descriptive
  - Functional: Skills & Abilities
- Reframing problem statements to generate hidden or buried strengths
- Reframing attributes to build understanding of hidden skills that could be applied to a plan

# Rapid Research: Reframing to Hidden or Buried Strengths

## **Attributes to Skills**

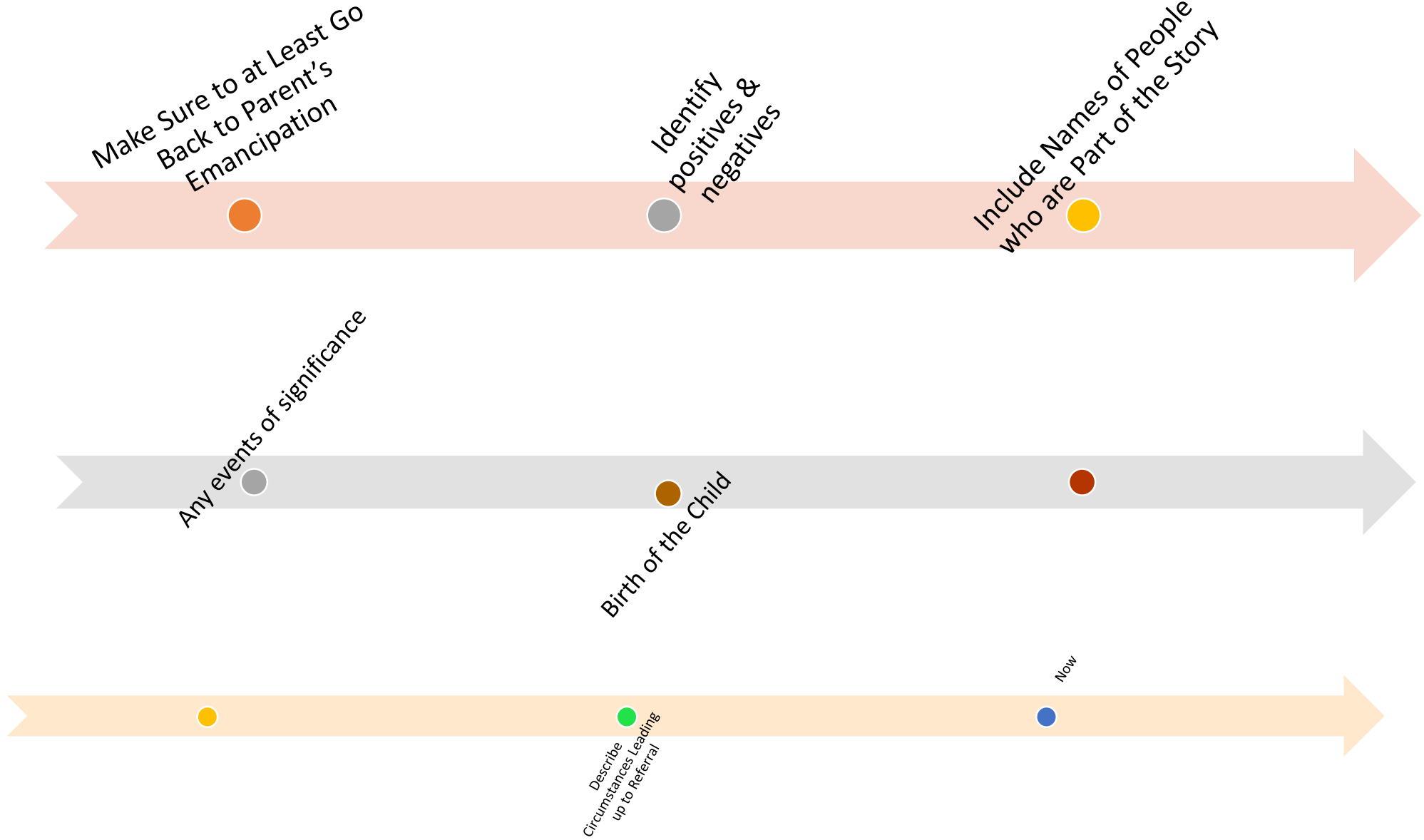
- He's a good provider
- She's a caring mom
- He's verbal
- Child Welfare Worker cares about children's safety
- Care Coordinator is resourceful
- Child is artistic
- She enjoys sports

## **Problems to Strengths**

- He is manipulative
- Moody
- Out of control
- Needs anger management
- Oppositional
- Family system is chaotic
- Controlling
- Not willing to engage

Tool Time: Family Focus

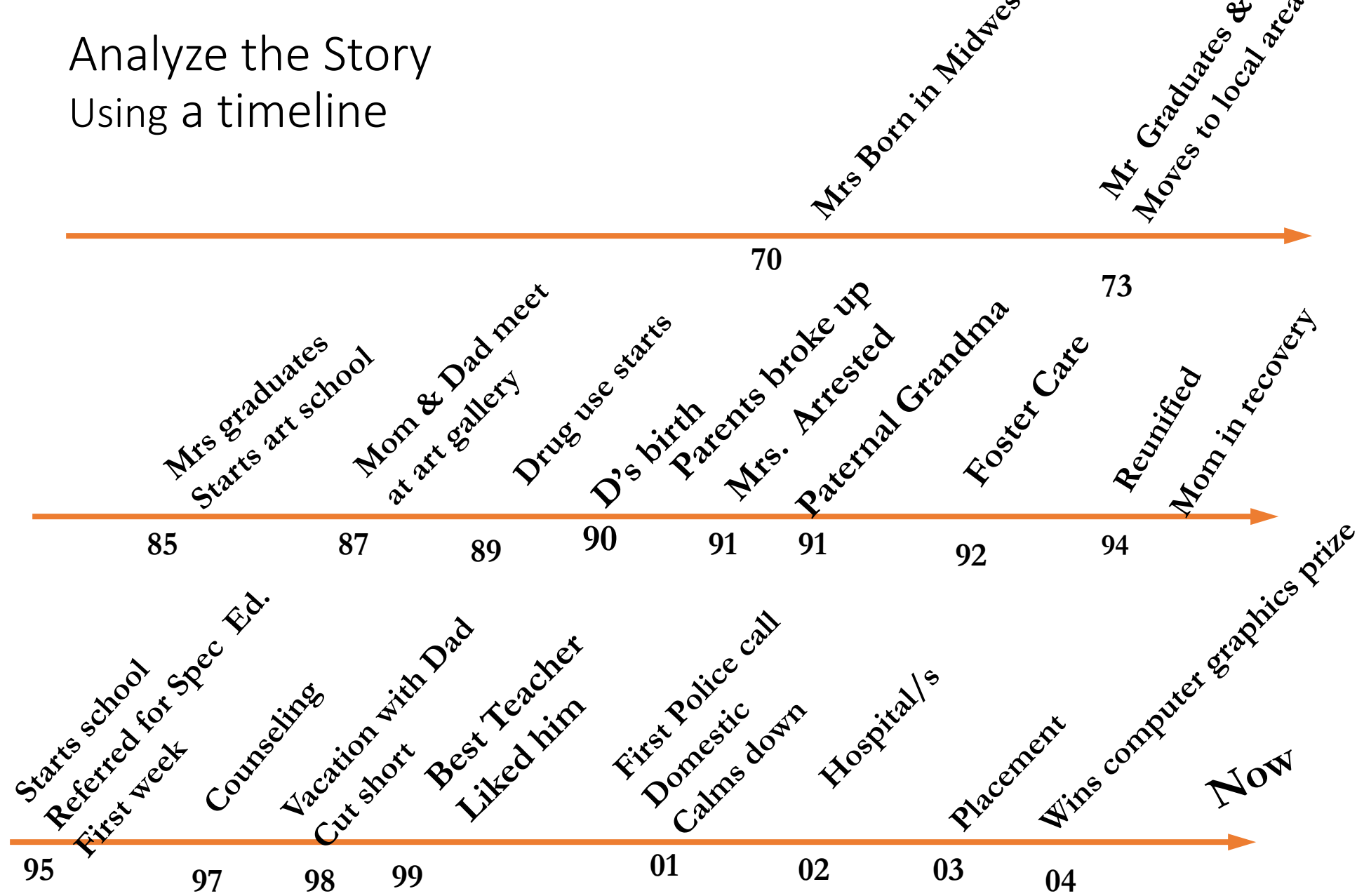
# The Family Timeline



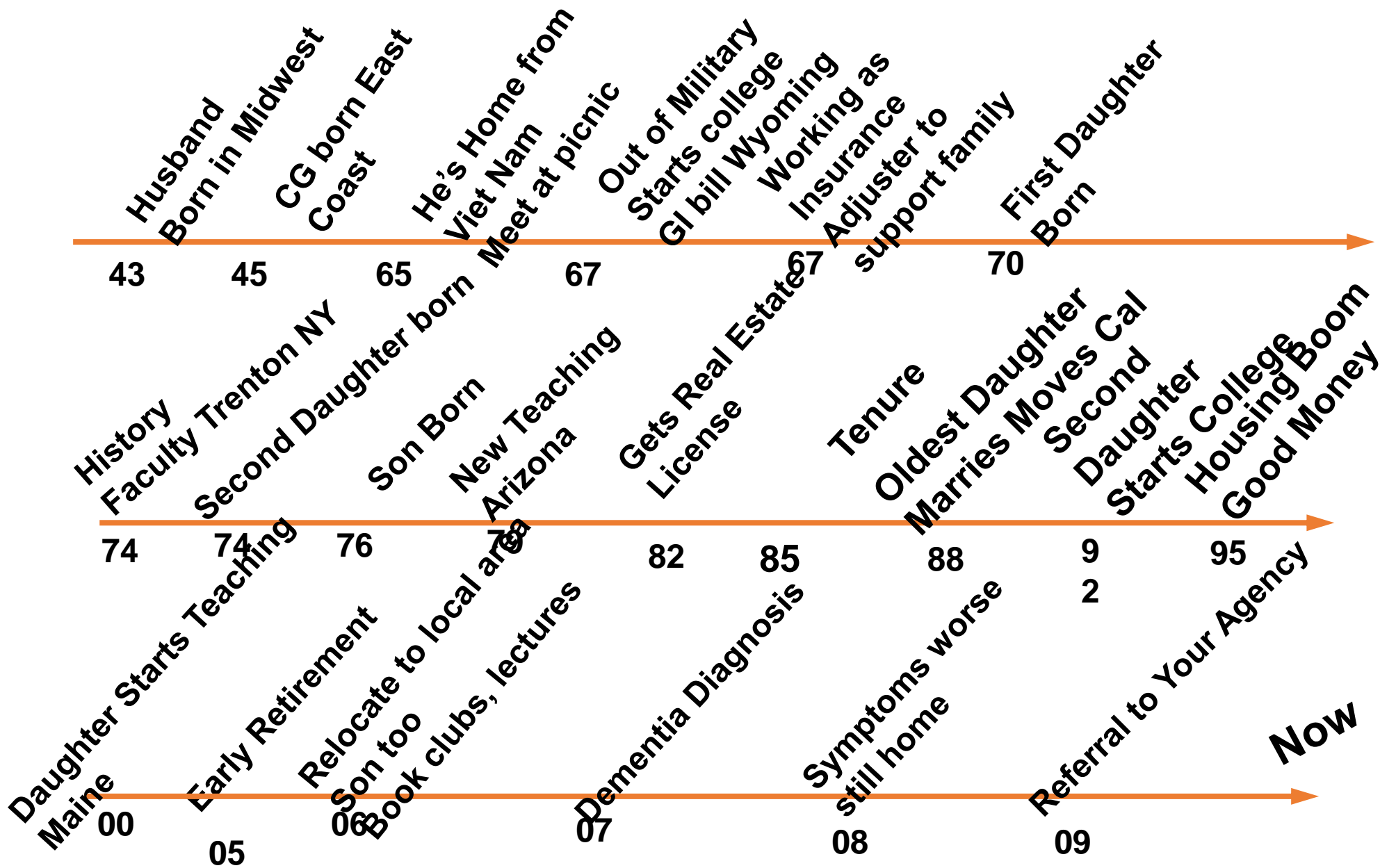


# Analyze the Story

## Using a timeline

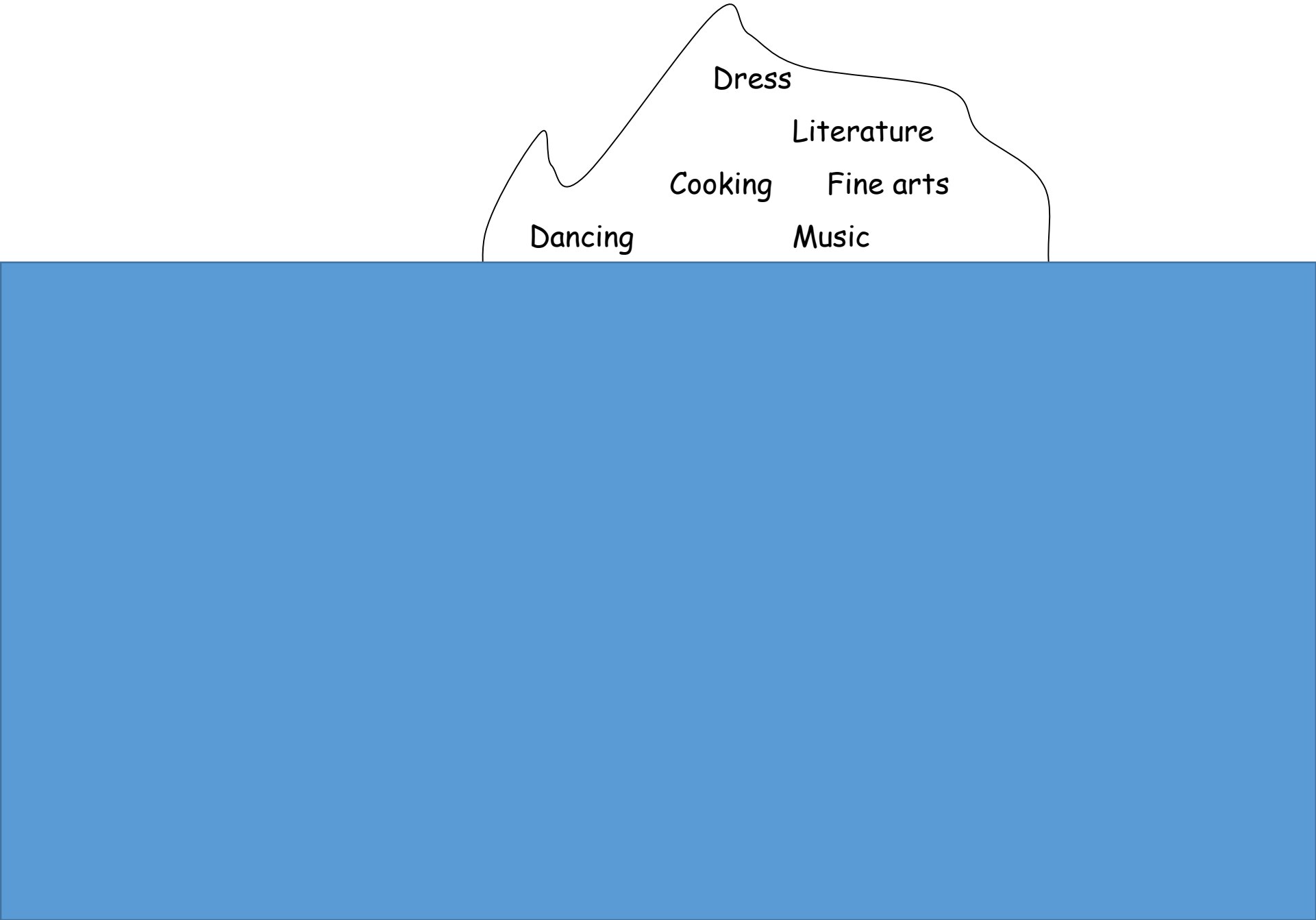


# Analyze the Story Get Strengths & Team



# Some Definitions

- Culture: A particular form of civilization, especially the beliefs, customs, arts, and institutions as a society at a given time (Webster's)
- Family Culture: the unique way that a family forms itself in terms of rules, roles, habits, activities, beliefs, and other areas. (CECP)
- Take out a piece of paper. Draw a line down the middle. On the left hand side identify your family's culture.



Dress

Literature

Cooking

Fine arts

Dancing

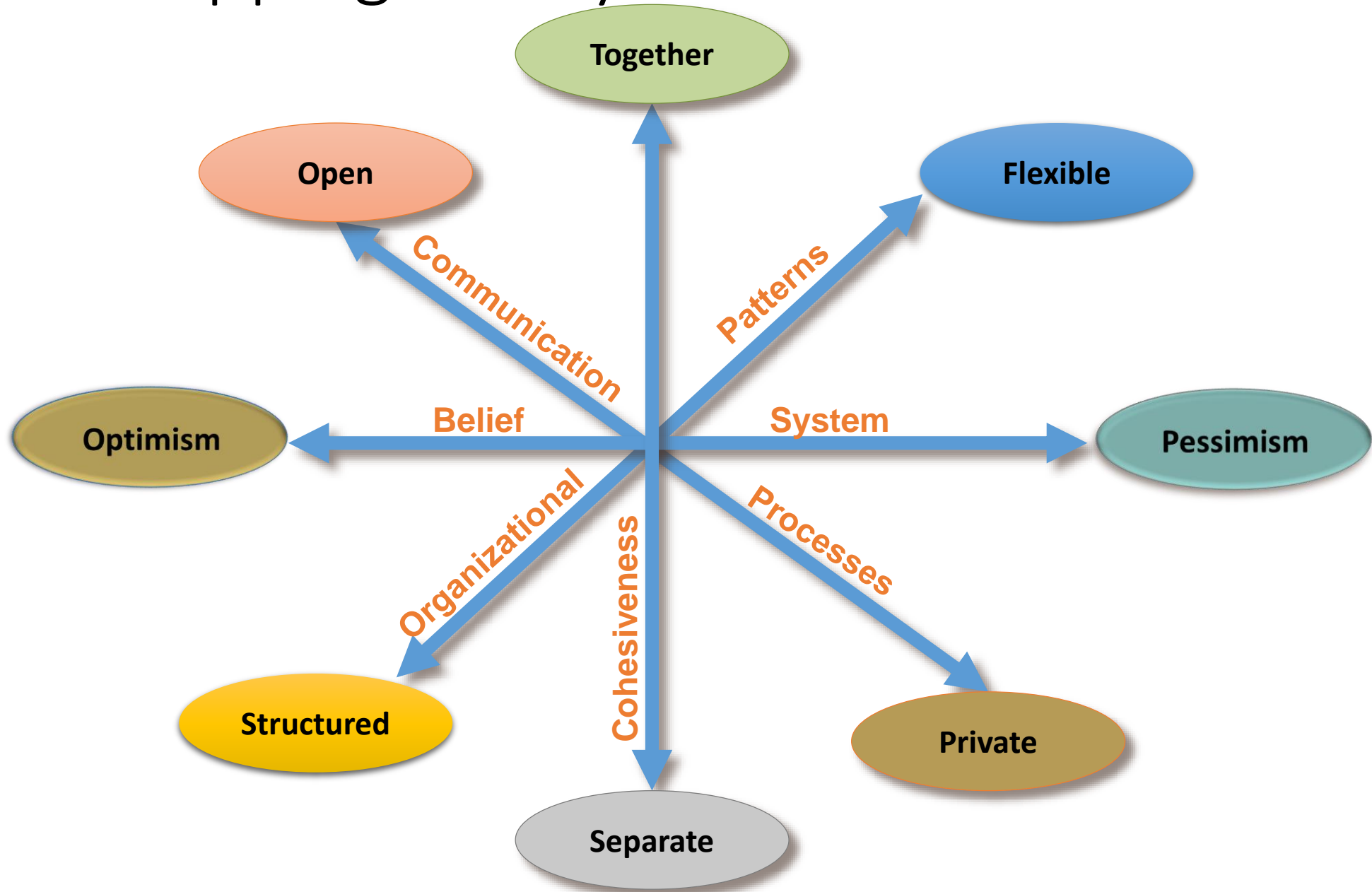
Music

# The Dimensions of Family Culture

- Cohesion
  - Feeling of bonding
  - Lining up versus stepping out
  - We or me
- Belief Systems
  - Making meaning of adversity
  - Positive outlook
  - Transcendence and spirituality
- Organizational Patterns
  - Flexibility
  - Connectedness
  - Social and economic resources
- Communication Processes
  - Clarity
  - Open emotional expression
  - Collaborative problem solving

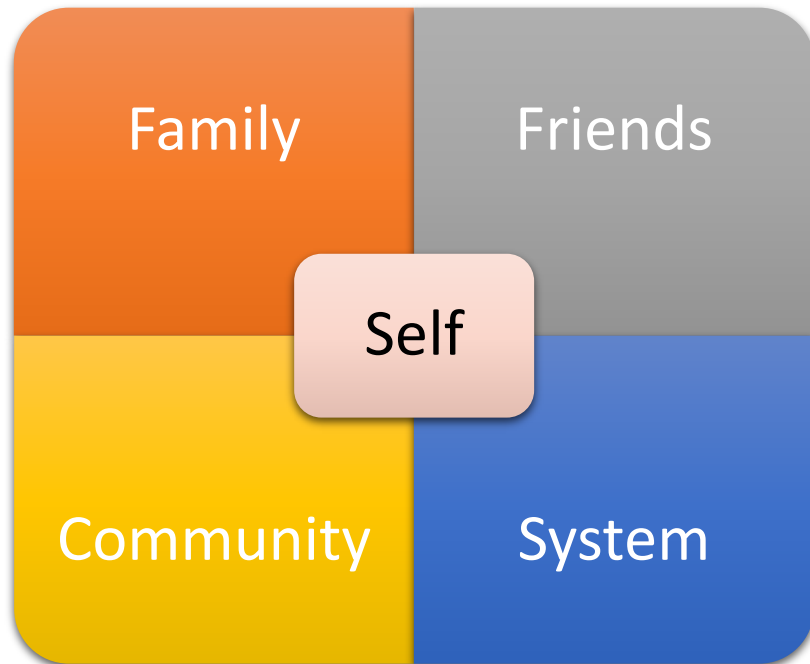


# Mapping Family Culture



Tool Time: Collaboration

# The Connection & Support Map



- Connections can be charted across four areas
  - Family: Who is your chosen and blood family?
  - Friends: Who are the people you feel mutually bonded to and connected?
  - Community: Who are the associates that you are have contact with?
  - System: Who are the paid professionals that you have connected with through your journey?



Tool Time: Needs

# Why Needs?

- Needs define the underlying cause(s) of a situation
  - Addresses the “why” of a certain situation
  - Assists people in understanding their behavior
  - Focuses team members on addressing the cause rather than getting caught up in the result
  - Sets a tone for not only what to do but why you’re doing it

# Some BIG ideas associated with Needs

- Big behavior comes from unmet need
- The biggest unmet need is often loneliness
- All behavior is communicative
- Getting a service doesn't necessarily mean you get your needs met
- It's easier to institutionalize people than new ideas.
  - Moving from "what" you need to "where you need to go"

# Needs

- Assumptions & Values
  - Meeting need is as important as providing treatment
  - Common “misses” for families in the service system
    - Meaningful relationships
    - Sense of safety & well being
    - Power & Control
    - Joy
    - Relevant skills & knowledge
    - A sense of value & self worth
  - Needs are not services or goals
  - Individuals express needs in a variety of ways
  - System representatives are responsible for finding unmet need

# Challenges with Needs & Services

- BIG behaviors cause us to overlook need & react to behavior
- Finding words to communicate unmet need
- Helping families find a language to communicate the most important unmet need at the earliest possible moment
- Increasing the precision of “fit” between what you get and what you need
- Overburdening families with the responsibility for “voicing” needs
- Mistaking service for need
- Mistaking goals for need

# Needs Come Disguised as Many Things

- As a Requirement
  - Jason needs to follow through on his probation
  - *Jason's mother needs to feel confident that he can make the right decision*
- As a Goal
  - Jason's mother needs to get him to come in on time
  - *Jason needs to learn that he can listen to his mother & have a life too*
- As a Problem Statement
  - Jason's parents don't set limits
  - *Jason needs to see that adults can be in charge & fair*
- As a service
  - Jason needs counseling to address his issues
  - *Jason needs to be reassured that he can be more than his past*
- As a strong desire
  - Jason just thinks his friends are more important so he wants to spend time with them
  - *Jason needs to have a sense that he can be successful and accepted too*

# Unmet Needs

The holes in our hearts that keep us from doing the things we should and cause us to do the things we shouldn't.

# Developing Needs Statements

- Start with what you know
  - Identify an event/behavior and consider it
- Consider what you don't know
  - You don't know the answer until you've checked it out
  - Consider a range of possibilities
- Craft your possibility in needs focused language
  - Avoid “needs to”
  - Focus on needs from
    - To Know
    - To Have
    - To Feel
    - To See
    - To Be
    - To Learn



# Good Needs Statements Will Do Three Things

- When well structured needs statements will:
  - *Multiply* the options available to address the need
    - If there's only one way to do or it reflects a goal then it's not a good needs statement
      - Example: Child will keep calm when corrected or Child will be reassured that he is wanted even when he doesn't behave
  - *Defines* a situation rather than describes a situation
    - Builds greater understanding about the underlying conditions by anyone who hears it, will help to answer why are things like this
      - Example: Parent has an anxiety disorder versus parent needs to be confident that they can be in charge of their feelings even when things are stressful
  - *Activates* individuals to actually do something
    - Inspires people who hear the statement to consider what they could do to make things work better
      - Example: Child needs more structure in the home versus child needs to know that he can count on adults to keep him safe

# Families Communicate Their Underlying Needs in a Variety of Ways

