

Building Greater Collaboration for Better Outcomes: A Direct Service Providers Approach

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Session Objectives

- ▶ Identify why greater collaboration is important for older youth and successful transitions
- ▶ Identify resources available within systems to achieve better collaboration
- ▶ Understand the youth voice and empowerment achieved in the collaboration process
- ▶ Recognize how a child's developmental level requires different sets of systems and collaboration
- ▶ Understand the methods employed and outcomes achieved so far from the Lackawanna County Independent Living Collaborative
- ▶ Identify goals for collaboration in their own community

Laying the Foundation for TCOM

- ▶ Building a willingness to collaborate is necessary for success.
- ▶ Obtaining buy-in is a challenge due to the tensions between systems.
 - ▶ “Competing pressures arising from the incompatible or opposing goals and objectives that push or pull the system in opposite directions.”
- ▶ Direct service workers are often not researchers by nature.

(Redressing the Emperoro, Lyons 2004 (pg.31))

What is Collaborative Practice?

- ▶ “A relational system in which two or more stakeholders pool together resources in order to meet objectives that neither could meet individually” (Graham & Barger, 1999, p. 7)
- ▶ Intervention-driven collaboration develops interdependent relationship; characterized by norms of reciprocity and trust, allowing participants to organize for collective action.
- ▶ Collaboration is the most difficult to develop, institutionalize, and sustain because it requires new organizational designs, including inter-organizational partnerships, as well as policy change. (Encyclopedia of Social Work)
- ▶ “Collaboration is essential to identifying and prioritizing unmet needs and determining evidence-based strategies to implement.” (D’Agostino, 2013, p.248)

What Does Collaboration Mean for Lackawanna County?

- ▶ To identify, invite, and listen to current and potential partners to improve outcomes for older youth.
- ▶ As a team, assess, prioritize needs, and act together on shared goals in order to achieve more positive transitions for older youth.
- ▶ Develop a “Shared Vision” or a “Desired End State”.
- ▶ Use a common language to discuss cross-system issues.
 - ▶ Example: Transition Age Youth
- ▶ Progress to utilizing TCOM and EBP in the collaborative process.

Lackawanna County Independent Living Collaborative

- ▶ A group of over 30 organizations who work with transition age youth in various capacities
- ▶ Monthly meetings to discuss barriers to success and to develop solutions
- ▶ Sub-committees to focus on specific barriers, development of solutions
- ▶ An opportunity to network and develop personal relationships with other providers and systems

How did we start?

- ▶ Identifying & engaging multiple systems
 - ▶ Pennsylvania Child Welfare Quality of Service Review
 - ▶ Focus group with current partners & youth
 - ▶ Identified the need to communicate more about youth that are mutually served
 - ▶ Identifying Collaborators
 - ▶ Current Partners
 - ▶ New Partners - Think Outside the Box

Assessing Collaboration Needs & Priorities

- ▶ Pennsylvania Child Welfare Resource Center
 - ▶ Technical Assistance
 - ▶ Utilized the DAPIM Model
 - ▶ Define
 - ▶ Assessment
 - ▶ Plan
 - ▶ Implement
 - ▶ Monitor
- ▶ Chart Paper
- ▶ Conducted a SWOT Assessment

Assessing Collaboration Needs & Priorities

- ▶ Conducted a Root Cause Analysis
 - ▶ Fishbone Structure
 - ▶ The 5 Whys
- ▶ Determined nine major root cause categories
 - ▶ Lack of Resource Families for Older Youth
 - ▶ Coordination of Services
 - ▶ “Transition” Services
 - ▶ Transportation
 - ▶ Teen Parenting
 - ▶ Permanent Supports/Mentors
 - ▶ Career/Education Planning
 - ▶ Turn over of staff
 - ▶ Trauma

Outcomes of IL Collaborative Work

- Direct Service Provision
 - Coordinated services for mental health treatment (more to come)
 - Increased communication and prevention work with schools
 - “Safety Net” with community agencies
- For Example: Emily N.
 - Housing
 - GED

Outcomes of IL Collaborative Work

- ▶ Cross Systems Trainings
 - ▶ Connections Training to improve the knowledge of various resources and to build personal connections to those resources.
 - ▶ Over 150 direct service providers from various fields (Drug & Alcohol, Mental Health, Education, Employment, Disability Services, etc.)
 - ▶ “(One of the most valuable tools I will take back with me is that) there is always a service we don’t know about, learning more about who’s out there and how to network to help individuals.”



Outcomes of IL Collaborative Work

- ▶ Annual Networking Events
 - ▶ Speed Networking Event - provide continued opportunities to meet and learn more about community agencies.
- ▶ Use of technology to increase communication
- ▶ “Making connections is what best helps our youth.”
- ▶ “Understanding functions and services of different agencies (is one of the tools that is most valuable from this event).”



Outcomes of IL Collaborative Work

- ▶ Advocacy
 - ▶ Transportation
 - ▶ Housing
- ▶ Cross-Systems Transition Conferences
 - ▶ Review of individual, multi-system youth
 - ▶ Standing members from multiple systems
 - ▶ Specific members of identified youth's team

Next Steps

- ▶ Coordinated, Evidence-based Assessments
 - ▶ FAST & CANS
 - ▶ OYFS & Community Partners
 - ▶ PCIT, Trauma-Informed CBT, Motivational Interviewing, Solution Focused Therapy
 - ▶ Cross Systems Transition Conferences
- ▶ Systems of Care
 - ▶ Revisiting a Shared Vision
 - ▶ Developing language to communicate the shared vision across systems

Next Steps

▶ TCOM

- ▶ Total - embed in all activities with families as full partners
 - ▶ All Lackawanna County Intakes
 - ▶ Family Team Conferences & Permanency Team Conferences
 - ▶ Cross Systems Transition Conferences
- ▶ Clinical - The focus is on the child and family health, well-being, and functioning
 - ▶ Shared Vision
 - ▶ Common Language
- ▶ Outcomes - Measures are relevant to decisions about approach or proposed impact of interventions
 - ▶ Penn State University Research Project
 - ▶ Aggregating Data
- ▶ Management - Information is used in all aspects of managing the system from individual planning to supervision to systems operations
 - ▶ Utilizing the data appropriately to develop services and enhance programs

Next Steps

- ▶ **Youth & Family Voice**
 - ▶ Nothing About US, without US!
 - ▶ What youth want vs. What others want for them.
 - ▶ “Give the youth a voice and listen to them, as well as listening to what they are NOT saying.”
 - ▶ “If the adults are confused, the youth are more confused.”



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