Quality Assurance: Building Links
Safety Permanency Well-Be

# Quality Assurance

# User Guide
# Family Team Facilitation

## GENERAL PRACTICES FOR CASE REVIEW

### How Cases Are Reviewed

### Data Collection

- The data collection for this project would be pulled randomly from active cases and will be pulled by an individual child's name rather than by a family; this would include 120 Family Team Meetings (FTM) being observed Statewide each quarter, starting April 2010. These will be divided up evenly between the Contractor and the Department, the chart below illustrates how those will be distributed. The random sample will be conducted by the Department each month, thus some cases could get included in the sample more than once in a year.

Using the .10 Alpha level a minimum sample size pull would be 95 per quarter. Our total population is dispersed across the state as follows: Central 10%, Northern 10%, Western 10%, Eastern 40%, and Southeast 30%. With this dispersion each Service Area will be responsible for the associated percentage. 95 was raised to a sample pull of 120, which only increases our probability, in order to make the numbers evenly distribute. The following table outlines the numbers per month for everyone.

| **Sample Size** | Central 10% | Northern 10% | Western 10% | Eastern 40% | Southeast 30% |
|---|---|---|---|---|---|
| 120 | 12 | 12 | 12 | 48 | 36 |
| | 4/mnth | 4/mnth | 4/mnth | 16/mnth | 12/mnth |
| | B&G- 2/mnth | B&G- 2/mnth | B&G- 2/mnth | KVC- 5/month | KVC- 6/month |
| | | | | | |
| | | | | NFC- 5/month | |
| | DHHS- 2/mnth | DHHS- 2/mnth | DHHS- 2/mnth | DHHS- 6/month | DHHS- 6/month |

- It is best practice to have the Service Coordinator/Child and Family Service Specialist call the family prior to the FTM and ask their permission for the QA person to attend the FTM. If the family refuses to allow the QA person to observe then another case will be picked.

### Reviewers

- The Family Team Facilitation Evaluation will be completed during the Family Team Meeting by a trained DHHS staff person/ or trained contractor that does NOT fall into any of the following categories:
  1. Child and Family Services Specialist
  2. Service Coordinator
  3. Any DHHS or Contractor staff person with direct involvement in the ongoing case.
- Child and Family Services Supervisors and Contractor Supervisors CAN be evaluators of cases they do not supervise.
- Reviewer's training, at a minimum, must include overview training in NSIS, writing Outcomes, Needs, and Strategies, YLS/CMI, and the Family Team Facilitation Evaluation Tool and Guidebook.

### Data Distribution/Feedback Loop

- The reviewer will leave a copy of the written tool with each co-facilitator, whenever possible. The reviewer will ask if there are immediate questions and will be prepared to discuss the tool immediately following the meeting.
- The reviewer will set up a conference call with the co-facilitators and their immediate supervisors within 3 business days to formally review the tool and provide strengths, areas of concern, and suggestions for improvement, as applicable. The reviewer will ensure both the supervisors and the facilitators have a copy of the written tool prior to the conference call.
- The data from the tool will be entered into a central database. A quarterly composite report will be distributed and reviewed by the State and Service Area CQI teams.

Definitions

- Family Team Meeting at a minimum must include the service coordinator and the child and family services specialist, and the input or attendance from a family member, as well as the child, age 9 and older if they are developmentally appropriate.

- Family member is defined as a biological, adoptive, or self-created unit of people residing together, consisting of adult(s) and child(ren) with the adult(s) performing duties of parenthood for the child(ren). Persons within this unit share bonds, cultural practices and a significant relationship. Biological parents, siblings age 18 or older, and other informal supports with significant attachments to a child living outside of the home are included in the definition of a family. The youth is not included.
    - When the permanency objective is independent living, guardianship, adoption, or self-sufficiency, the child may choose who the child wants to define as a family member for the Family Team Meeting. For example, the youth may choose their current foster parents with which the youth feels a bond.

| 1a. At the beginning of the meeting, did a facilitator explain the purpose and goals of the current Family Team Meeting? | Y | N |
|---|---|---|

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**Intent of the question:** To determine that all team participants understand the goals of the current meeting and the expectations for their roles.

**Definitions**

- Purpose: Attendees understand why they are present and how they are expected to contribute.

**Response Protocol**

1. YES – a Yes response is warranted when a facilitator explains the goals/purpose of the current meeting AND meeting attendees seem to understand their role on the team.
2. NO – a No response is warranted if goals of the meeting seem unclear OR if team members seem confused about the process or their role in the meeting.

| 1b. Were the facilitators prepared for the Family Team Meeting? | Y | N |
|---|---|---|

**Intent of the question:** To evaluate the extent to which the facilitator's level of preparedness was conducive to a smooth flow of discussion; identification of the critical factors of safety, well-being and permanency and the development of relevant action steps by team members.

**Definitions:**

- Prepared is defined as the state of readiness the facilitators has created to conduct a smooth family team meeting that successfully addresses the strengths, needs, challenges, and outcomes of the child and their family. (Practice note: while there may be disagreement or contention; the work of the team is still able to continue)

**Response Protocol**

**1.** YES – a Yes response is warranted when there is clear evidence that the facilitators has planned for the physical and emotional safety of participants, incorporated the family's culture, made arrangements for accommodations, clarified participant roles or arranged for special needs. These are just some of the examples of preparation as there are examples too numerous to list.

**2.** NO – a No response is warranted when there is NOT clear evidence that the facilitators were prepared for the Family Team Meeting.

| 1c. Did the Facilitators have needed documents and materials prior to the meeting? | Y | N | NA |
|---|---|---|---|

**Intent of the question:** To determine whether the facilitators were prepared with supporting documents prior to the family team meeting.

**Definitions**

- Documents: E.g. strengths and needs assessment, plan of care, crisis plan, Individual Education Plan (IEP), releases for signature, contact information for team members, etc.

**Response Protocol**

1. YES – documents prepared for the meeting.
2. NO - documents not available
3. NA – goals or agenda for the meeting does not demand any supporting documents.

| 1d. Did the facilitators summarize the Family Team Meeting content at the end of the meeting, including next steps, timeframes and responsibilities? | Y | N | NA |
|---|---|---|---|

*Adapted from Wraparound Evaluation and Research Team / Eric J. Bruns, Ph.D., (Copyright 2006 ) University of Washington; 206-685-2477; http://depts.washington.edu/wrapeval/*

**Intent of the question:** To evaluate whether the facilitators are efficient in preparing the team member's for future meetings and providing the family with the most convenient time and location for meetings.

**Definitions:**

- Preparing the team members is defined as the facilitators setting a date/time for the next meeting AND asking family members if the time and date are convenient. If there is a reason a time and date cannot be set, a clear plan for how the next meeting will be set should be made.

**Response Protocols**

1. YES – a Yes response is warranted when a date/time for the next meeting is set, or there is a plan to set the date/time AND convenience for the child (age 9 and older and developmentally appropriate) and family is assessed.
2. NO – a No response is warranted when one of the above criteria is not satisfied.
3. NA – an NA response is warranted if this is the final family team meeting for the family.

| 2a. Mother is a team member and present at the meeting. | Y | N | NA |
|---|---|---|---|

**Intent:** To determine whether the mother is a team member and is present at the meeting.

**Definitions**

- Present is defined as being physically present at the Family Team Meeting or taking part in the Family Team Meeting via a conference call or other similar method.
- Mother includes the following:
  - The child's biological parent
  - The child's primary caregiver (if other than biological parent) from whom the child was removed (if relevant)
  - The child's adoptive parent if the adoption has been finalized

**Response Protocol**

1. YES – a Yes response is indicated when the mother was present at the Family Team Meeting.
2. NO – a No response is indicated when the mother was not present at the Family Team Meeting.
3. NA – an NA response would be indicated for months when:
   a. Parental rights have been terminated or relinquished.
   b. The whereabouts of the mother was unknown, and the facilitator relays information that demonstrates concerted efforts to locate the mother.
   c. The mother was not involved in the child's life or in case planning in any way despite agency efforts to involve the parent(s), as relayed by the facilitator.
   d. The mother is deceased.
   e. The mother was incarcerated and in solitary confinement for 7 days prior to the Family Team Meeting.

| 2b. Father is a team member and present at the meeting. | Y | N | NA |
|---|---|---|---|

**Intent of the question:** To determine whether the father is a team member and is present at the meeting.

**Definitions**

- Present is defined as being physically present at the Family Team Meeting or taking part in the Family Team Meeting via a conference call or other similar method.
- Father includes the following:
  - The child's biological parent
  - The child's primary caregiver (if other than biological parent) from whom the child was removed (if relevant)
  - The child's adoptive parent if the adoption has been finalized

**Response Protocol**

1. YES – a Yes response is warranted when the father is present at the Family Team Meeting.
2. NO – a No response is warranted when the father was not present at the Family Team Meeting.
3. NA – an NA response would be warranted for months when:
   a. Parental rights have been terminated or relinquished.
   b. The whereabouts of the father was unknown, and the facilitator relays information that demonstrates concerted efforts to locate the father since the last Family Team Meeting.
   c. The father was not involved in the child's life or in case planning in any way despite agency efforts to involve the father, as relayed by the facilitator.
   d. The father is deceased.
   e. The father was incarcerated and in solitary confinement for 7 days prior to the Family Team Meeting.

| 2c. Child is a team member and present at the Family Team meeting? | Y | N | NA |
|---|---|---|---|

**Intent of the question:** To determine whether the child, who is developmentally appropriate, was present at the meeting.

**Definitions**

- Present is defined as being physically present at the Family Team Meeting or taking part in the Family Team Meeting via a conference call or other similar method.
- Child is defined as any person age 9 and older.
- Developmentally Appropriate is determined by the CFS Specialist in consultation with the CFS Supervisor. This should be evaluated every month, decision documented in a consultation point narrative on NFOCUS and relayed to the family team at every meeting.

**Response Protocol**

1. YES – a Yes response is warranted when the child was present at the Family Team Meeting.
2. NO – a No response is indicated when the child was not present at the Family Team Meeting.
3. NA – an NA response is warranted when:
   a. The child is not developmentally appropriate
   b. The child is age 8 or younger.

| 2d. A key natural/informal support for the family is a team member and present. | Y | N | NA |
|---|---|---|---|

**Intent of the question:** To determine whether a natural or informal support person is a team member and is present at the meeting.

**Definitions**

- Present is defined as being physically present at the Family Team Meeting or taking part in the Family Team Meeting via a conference call or other similar method.
- Informal resources are defined as individuals who participate as members of the Family Team and do not receive payment for their role with respect to the family. Informal resource people include relatives (old enough to care for the child), neighbors, pastors, volunteer mentors, friends, etc. As a result, informal resource people who hold professional/paid employment positions are not in a relationship with the child/family as a result of their profession. In other words, a family may identify a neighbor as an informal resource who happens to be a therapist and the person is on the Family Team because he/she is the neighbor. The foster parent exceptions to this definition are
  1) Foster parents who are related to the birth family (e.g., grandparents, aunt/uncle);
  2) Foster parents who are known to and selected by the family (e.g., neighbor, friends);
  3) Past foster parents who continue to support the family by the family's choosing.

**Response Protocol**

1. YES – at least one natural/informal support in attendance.
2. NO – a No response is indicated when a key natural/informal support did not attend the Family Team Meeting.
3. NA – not an option

| 2e. Key out-of-home care providers are team members and are present? | Y | N | NA |
|---|---|---|---|

**Intent of the question:** To determine whether the out-of-home care provider was present at the Family Team Meeting.

**Definitions**

1. Out-of-home care is defined as any out-of-home placement. This includes, but is not limited to foster care (licensed or approved), out-of-home safety plan participants, group homes, residential treatment, and YRTC.
2. Independent Living, Job Corps, and College are NOT considered out-of-home care.

**Response Protocol**

1. YES – a Yes response is warranted when the out-of-home care provider was present at the Family Team Meeting
2. NO – a No response is warranted when the out-of-home care provider was NOT present at the Family Team Meeting
3. NA – an NA response is warranted when the child is not in out-of-home care.

| 3a. Was the mother actively involved in the Family Team Meeting? | Y | N | NA |
|---|---|---|---|

**Intent of the question:** To determine whether the child's mother was actively involved in the planning for her family.

**Definitions**

- Actively involved is defined as directly or indirectly providing input, insight, or direction during or prior to the Family Team Meeting.
- Direct input is provided by the mother in attendance at the Family Team Meeting.
- Indirect input is provided by the mother, to the facilitator, prior to the family team meeting through letter, email, phone call, face-to-face conversation, or other similar method.

**Response Protocol**

1. YES – a Yes response is warranted when there is clear evidence that the mother was actively involved in the Family Team Meeting or if the facilitator makes a concerted effort to involve or consult with the mother during the Family Team Meeting this will be acceptable for credit of the participate to be involved.
2. NO – a No response is warranted when there is clear evidence that the mother was NOT actively involved in the Family Team Meeting.
3. NA – an NA response would be indicated for months when:
   a. Parental rights have been terminated or relinquished.
   b. The whereabouts of the mother was unknown, and the facilitator relays information that demonstrates concerted efforts to locate the mother since the last Family Team Meeting.
   c. The mother was not involved in the child's life or in case planning in any way despite agency efforts to involve the mother, as relayed by the facilitator.
   d. The mother is deceased.
   e. The mother was incarcerated and in solitary confinement for 7 days prior to the Family Team Meeting.

| **3b. Was the father actively involved in the Family Team Meeting?** | **Y** | **N** | **NA** |
|---|---|---|---|

**Intent of the question:** To determine whether the child's father is actively involved in the planning for his child and family.

**Definitions**

- Actively involved is defined as directly or indirectly providing input, insight, or direction during or prior to the Family Team Meeting.
- Direct input is provided by the father in attendance at the Family Team Meeting.
- Indirect input is provided by the father, to the facilitator, prior to the family team meeting through letter, email, phone call, face-to-face conversation, or other similar method.

**Response Protocol**

1. YES – a Yes response is warranted when there is clear evidence that the father was actively involved in the Family Team Meeting or if the facilitator makes a concerted effort to involve or consult with the father during the Family Team Meeting this will be acceptable for credit of the participate to be involved.
2. NO – a No response is warranted when there is clear evidence that the father was NOT actively involved in the Family Team Meeting.
3. NA – an NA response would be indicated for months when:
   a. Parental rights have been terminated or relinquished.
   b. The whereabouts of the father was unknown, and the facilitator relays information that demonstrates concerted efforts to locate the father since the last Family Team Meeting.
   c. The father was not involved in the child's life or in case planning in any way despite agency efforts to involve the father, as relayed by the facilitator.
   d. The father is deceased.

e. The father was incarcerated and in solitary confinement for 7 days prior to the Family Team Meeting.

| 3c. Was the child actively involved in the Family Team Meeting? | Y | N | NA |
|---|---|---|---|

**Intent of the question:** To determine whether the child who is developmentally appropriate, was actively involved in the planning for the child and family.

**Definitions**

- Actively involved is defined as directly or indirectly providing input, insight, or direction during, or prior to, the Family Team Meeting.
- Direct input is provided by the child in attendance at the family team meeting.
- Indirect input is provided by the child, to the facilitator, prior to the family team meeting through letter, email, phone call, face-to-face conversation, or other similar method.
- Child is defined as a person 9 years of age or older who is developmentally appropriate to provide input.

**Response Protocol**

1. YES – a Yes response is warranted when there is clear evidence that the child was actively involved, as developmentally appropriate, in the Family Team Meeting or if the facilitator makes a concerted effort to involve or consult with the child during the Family Team Meeting this will be acceptable for credit of the participate to be involved.
2. NO – a No response is warranted when there is clear evidence that the child was NOT actively involved, as developmentally appropriate, in the Family Team Meeting.
3. NA – an NA response is warranted when:
   a. The child is 8 years of age or younger
   b. The child was on run for 7 days prior to the Family Team Meeting
   c. The child is not developmentally appropriate to provide input

| 3d. Was a key natural/informal support person actively involved in the Family Team Meeting? | Y | N |
|---|---|---|

**Intent of the question:** To determine whether the key natural family support person was actively involved in the planning for the child and family.

**Definitions**

- Actively involved is defined as directly or indirectly providing input, insight, or direction during, or prior to, the Family Team Meeting.
- Direct input is provided by the informal support person in attendance at the family team meeting.
- Indirect input is provided by the informal support person, to the facilitator, prior to the family team meeting through letter, email, phone call, face-to-face conversation, or other similar method.
- Informal resources are defined as individuals who participate as members of the Family Team and do not receive payment for their role with respect to the family. Informal resource people include relatives (old enough to care for the child), neighbors, pastors, volunteer mentors, friends, etc. As a result, informal resource people who hold professional/paid employment positions are not in a relationship with the child/family as a result of their profession. In other words, a family may identify a neighbor as an informal resource who happens to be a therapist and the person is on the Family Team because he/she is the neighbor. The foster parent exceptions to this definition are
  1) Foster parents who are related to the birth family (e.g., grandparents, aunt/uncle);
  2) Foster parents who are known to and selected by the family (e.g., neighbor, friends);
  3) Past foster parents who continue to support the family by the family's choosing.

**Response Protocol**

1. YES – a Yes response is warranted when there is clear evidence that the natural support person was actively involved, as developmentally appropriate, in the Family Team Meeting or if the facilitator makes a concerted effort to involve or consult with the natural support person during the Family Team Meeting this will be acceptable for credit of the participate to be involved.
2. NO – a No response is warranted when there is clear evidence that the natural support person was NOT actively involved in the Family Team Meeting.

| **3e. Was the key out-of-home care provider actively involved in the Family Team Meeting?** | **Y** | **N** | **NA** |
|---|---|---|---|

**Intent of question:** To determine whether the out-of-home care provider was actively involved in the planning for the child in their care.

**Definitions**

- Out-of-home care is defined as any out-of-home placement. This includes, but is not limited to foster care (licensed or approved), out-of-home safety plan participants, group homes, residential treatment, and YRTC.
- Independent Living, Job Corps, and College are NOT considered out-of-home care.
- Actively involved is defined as directly or indirectly providing input, insight, or direction during or prior to the Family Team Meeting.
- Direct input is provided by the out-of-home care provider in attendance at the Family Team Meeting.
- Indirect input is provided by the out-of-home care provider, to the facilitator, prior to the family team meeting through letter, email, phone call, face-to-face conversation, or other similar method.

**Response Protocol**

1. YES – a Yes response is warranted when there is clear evidence that the out-of-home care provider was actively involved in the Family Team Meeting or if the facilitator makes a concerted effort to involve or consult with the out of home care provider during the Family Team Meeting this will be acceptable for credit of the participate to be involved.
2. NO – a No response is warranted when there is NOT clear evidence that the out-of-home care provider was actively involved in the Family Team Meeting.
3. NA – an NA response is warranted when the child is not in out-of-home care at the time of the Family Team Meeting.

| **4a. Were the facilitators able to effectively assist the team members in identifying and/or reviewing appropriate outcomes that are directly related to the safety threats and/or Youth Level of Service-Case Management Inventory (YLS/CMIT) elements OR if the permanency objective is no longer reunification or family preservation, with outcomes that are directly related to achieving the permanency objective?** | **Y** | **N** |
|---|---|---|

**Intent of the question:** To determine whether the team members were involved in identifying and/or reviewing appropriate outcomes that directly relate to the safety threats and/or YLS/CMI elements OR if the permanency objective is no longer reunification or family preservation, with outcomes that are directly related to achieving the permanency objective?

**Definitions**

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- Outcomes must address safety concerns. Safety is not negotiable. Safety issues that have been identified both for the child and the community must be addressed in the development of the case plan and therefore be addressed in the outcomes. Children are considered safe when

there is not present or impending danger or threats, or the caregivers protective capacity controls existing threats. Children are considered unsafe when they are vulnerable to present or impending danger and the caregivers are unable or unwilling to provide protection.

- If the permanency objective is no longer reunification or family preservation: Outcomes must directly relate to achieving the permanency objective.

**Response Protocol**

1. YES – a Yes response is warranted when there is clear evidence the facilitators assisted the team through a structured process for generating appropriate outcomes
2. NO – a No response is warranted when there is NOT clear evidence the facilitators assisted the team through a structured process for generating appropriate outcomes

| | | |
|---|---|---|
| **4b. Were the facilitators able to effectively assist the team members in identifying and/or reviewing appropriate needs that are directly related to the outcomes?** | **Y** | **N** |

**Intent of the question:** To determine whether the team members were involved in identifying and/or reviewing appropriate needs that directly relate to the identified outcomes.

**Definitions**

- Assessing needs is defined as an on-going process that involves team member's input, during the Family Team Meetings, into the child's and/or the family's needs, strengths, areas of concern, outcomes, etc.

**Practice**

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- Needs are driven by the outcomes and drive the strength-based strategies. Needs statements are specific and, when it makes sense, positively framed. When clarity would otherwise be jeopardized, needs statements like, "He needs to stop hitting people" are completely acceptable options.
- Needs are not service statements. If the statement sounds like an intervention, it is probably a strategy and not a need.
- The Family Team brainstorms specific needs that, if met, enable the family/individual to achieve the identified outcomes. The facilitator asks the family/child what they need to make the necessary changes. However, rather than meet every need, family teams prioritize and select the needs that relate directly to achieving the defined outcomes.

**Response Protocol**

1. YES – a Yes response is warranted when there is clear evidence the facilitators assisted the team through a structured process for generating and/or reviewing appropriate needs.
2. NO – a No response is warranted when there is NOT clear evidence the facilitators assisted the team through a structured process for generating and/or reviewing appropriate needs.

| | | |
|---|---|---|
| **4c. Were the facilitators able to effectively assist the team members in identifying and/or reviewing appropriate strategies that are directly related to the identified needs?** | **Y** | **N** |

**Intent of the question:** To determine whether the team members were involved in identifying and/or reviewing appropriate strategies that directly relate to the identified needs of the family.

**Definitions**

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- Strategies focus specifically on addressing identified needs. Strategies are clear, practical, logical, and realistic for the family/child. Strategies may be generated using brainstorming and

then prioritizing those strategies that best fit the family/child. Strategies should clearly state who does what and when.

**Response Protocol**

1. YES – a Yes response is warranted when there is clear evidence the facilitators assisted the team through a structured process for generating appropriate strategies that are related to the identified needs, OR reviewing established strategies for effectiveness.
2. NO – a No response is warranted when there is NOT clear evidence the facilitators assisted the team through a structured process for generating appropriate strategies that are related to the identified needs, OR the facilitator did not assist the team in reviewing established strategies for effectiveness.

| | | |
|---|---|---|
| **4d. Were the facilitators able to effectively assist the team members in identifying and/or reviewing appropriate functional strengths to help execute identified strategies?** | **Y** | **N** |

**Intent of the question:** To determine whether the team members were involved in identifying and/or reviewing functional strengths that can be utilized to execute the identified strategies.

**Definitions**

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- Strengths may include personal strengths, culture/traditions, values, interests/hobbies, preferences and talents, to mention a few possibilities. Strengths are not simply skills and knowledge as we may typically think. When determining strengths for case planning we do not include "system strengths" such as "cooperates with the Family Support Provider" because these cannot be used to build strengths. Strengths are specific and functional and can be used to develop strength-based strategies.

**Response Protocols**

1. YES – a Yes response is warranted when there is clear evidence the facilitator assisted the team in actively referencing and attempting to link strengths to the identified strategies.
2. NO – a No response is warranted when there is NOT clear evidence the facilitator assisted the team in actively referencing and attempting to link strengths to the identified strategies.

| | | |
|---|---|---|
| **4e. Did the facilitators effectively assist the family in identifying informal resources to help execute identified strategies?** | **Y** | **N** |

**Intent of the question:** To determine whether the team members were involved in identifying informal resources that can be utilized to execute the identified strategies.

**Definitions**

- Informal resources are defined as individuals who participate as members of the Family Team and do not receive payment for their role with respect to the family. Informal resource people include relatives (old enough to care for the child), neighbors, pastors, volunteer mentors, friends, etc. As a result, informal resource people who hold professional/paid employment positions are not in a relationship with the child/family as a result of their profession. In other words, a family may identify a neighbor as an informal resource who happens to be a therapist and the person is on the Family Team because he/she is the neighbor. The foster parent exceptions to this definition are
  1) Foster parents who are related to the birth family (e.g., grandparents, aunt/uncle);
  2) Foster parents who are known to and selected by the family (e.g., neighbor, friends);
  3) Past foster parents who continue to support the family by the family's choosing.

**Response Protocol**

1. YES – a Yes response is warranted when there is clear evidence that the facilitators helped the family identify informal resources to help execute the identified strategies.
2. NO – a No response is warranted when there is NOT clear evidence that the facilitators helped the family identify informal resources to help execute the identified strategies.

| | | |
|---|---|---|
| **4f. Did the facilitators demonstrate a respect for the family's values, beliefs, and traditions?** | **Y** | **N** |

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**Intent of the question:** To ensure the facilitators has cultural competence with respect to the family's values, beliefs and traditions.

**Definitions**

- Respect is defined as the facilitators scheduling meetings, generating case plan options, and assisting the family with modifying case plans around the family's values, beliefs, and traditions.

**Response Protocol**

1. YES – a Yes response is warranted if the facilitators are observed demonstrating specific ways in which they demonstrate clear and strong respect for the family's culture, values, beliefs, attitudes, and life styles.
2. NO – a No response is warranted if there is no instance observed of the facilitators respecting the family's culture, values, beliefs, and attitudes, OR if the facilitators demonstrated disrespect for the family's beliefs and traditions.

| | | | |
|---|---|---|---|
| **4g. Were the facilitators able to manage disagreement and conflict and elicit underlying interests, needs, and motivations of team members.** | **Y** | **N** | **NA** |

*Adapted from Wraparound Evaluation and Research Team / Eric J. Bruns, Ph.D., (Copyright 2006 ) University of Washington; 206-685-2477; http://depts.washington.edu/wrapeval/*

**Intent of the question:** Facilitators demonstrates ability to interrupt talk and/or behavior that is not consistent with a family-driven, strengths-based approach and able to restate/redirect/coach people.

**Response Protocol**

1. YES – a Yes response is warranted when the facilitators demonstrates skills in managing disagreement and conflict, AND maintaining a strengths-based and productive team session.
2. NO – a No response is warranted when the facilitators do not intervene to redirect conflict or disagreement so that the meeting is productive, OR if he or she does not model interpersonal interaction that is respectful and strengths-oriented.
3. NA – an NA response is warranted when there is no conflict/disagreement during the meeting.

**SCORING THE FOUR ITEMS:**
After the meeting, total up all questions that had Yes or No responses (do not include NA responses in your total). Circle the corresponding number indicating roughly how many of the answers were Yes and No:

- **0** = None of the indicators for this item were evident during the team meeting
  (i.e., none were scored 'Yes')

- **1** = Some, but fewer than half of the indicators for this item were scored 'Yes'

- **2** = About half of the indicators for this item were scored 'Yes'

- **3** = More than half, but not all, of the indicators for this item were scored 'Yes'

- **4** = All of the indicators for this item were evident during observation
  (i.e., all were scored 'Yes')

*Family Team Meeting tool is Adapted from Wraparound Evaluation and Research Team / Eric J. Bruns, Ph.D., (Copyright 2006) University of Washington; 206-685-2477; http://depts.washington.edu/wrapeval/*

## *Item Score guidelines*

Family Team Meeting Tool

Item #1(Facilitator Preparation)

| If N/A = 0 | and Number of YES = | Then Item Score is = |
|---|---|---|
| | 0 | 0 |
| | 1 | 1 |
| | 2 | 2 |
| | 3 | 3 |
| | 4 | 4 |
| If N/A = 1 | and Number of YES = | Then Item Score is = |
| | 0 | 0 |
| | 1 | 1 |
| | N/A | 2 |
| | 2 | 3 |
| | 3 | 4 |
| If N/A = 2 | and Number of YES = | Then Item Score is = |
| | 0 | 0 |
| | N/A | 1 |
| | 1 | 2 |
| | N/A | 3 |
| | 2 | 4 |

Item #2 (Team Membership Attendance)

| If N/A = 0 | and Number of YES = | Then Item Score is = |
|---|---|---|
| | 0 | 0 |
| | 1 or 2 | 1 |
| | N/A | 2 |
| | 3 or 4 | 3 |
| | 5 | 4 |
| If N/A = 1 | and Number of YES = | Then Item Score is = |
| | 0 | 0 |
| | 1 | 1 |
| | 2 | 2 |
| | 3 | 3 |
| | 4 | 4 |
| If N/A = 2 | and Number of YES = | Then Item Score is = |
| | 0 | 0 |
| | 1 | 1 |
| | N/A | 2 |
| | 2 | 3 |
| | 3 | 4 |
| If N/A = 3 | and Number of YES = | Then Item Score is = |
| | 0 | 0 |
| | N/A | 1 |
| | 1 | 2 |
| | N/A | 3 |
| | 2 | 4 |
| If N/A = 4 | and Number of YES = | Then Item Score is = |
| | 0 | 0 |
| | N/A | 1 |
| | N/A | 2 |
| | N/A | 3 |
| | 1 | 4 |
| If N/A = 5 | ITEM is NOT APPLICABLE | |

Item #3 (Team Member Involvement)

| If N/A = 0 | and Number of YES = | Then Item Score is = |
|---|---|---|
| | 0 | 0 |
| | 1 or 2 | 1 |
| | 3 | 2 |
| | 4 | 3 |
| | 5 | 4 |
| If N/A = 1 | and Number of YES = | Then Item Score is = |
| | 0 | 0 |
| | 1 | 1 |
| | 2 | 2 |
| | 3 | 3 |
| | 4 | 4 |
| If N/A = 2 | and Number of YES = | Then Item Score is = |
| | 0 | 0 |
| | 1 | 1 |
| | N/A | 2 |
| | 2 | 3 |
| | 3 | 4 |
| If N/A = 3 | and Number of YES = | Then Item Score is = |
| | 0 | 0 |
| | N/A | 1 |
| | 1 | 2 |
| | N/A | 3 |
| | 2 | 4 |
| If N/A = 4 | and Number of YES = | Then Item Score is = |
| | 0 | 0 |
| | N/A | 1 |
| | N/A | 2 |
| | N/A | 3 |
| | 1 | 4 |
| If N/A = 5 | ITEM is NOT APPLICABLE | |

Item # 4(Facilitator Preparation)

| If N/A = 0 | and Number of YES = | Then Item Score is = |
|---|---|---|
| | 0 | 0 |
| | 1 or 2 or 3 | 1 |
| | N/A | 2 |
| | 4 or 5 or 6 | 3 |
| | 7 | 4 |
| If N/A = 1 | and Number of YES = | Then Item Score is = |
| | 0 | 0 |
| | 1 or 2 | 1 |
| | 3 | 2 |
| | 4 or 5 | 3 |
| | 6 | 4 |