



Innovative Strategies to Energize QPI, Build Community, & Develop Consensus: Philly's Experience

Engaged the office of Innovation Management

The Challenges:

- Members needed a common purpose
- Members needed to feel individual ownership
- Membership needed to increase
- Brand statement required greater focus

The Purpose

- Create a clear brand
- Develop measurable, achievable goals
- Develop a clear governance structure and effective meeting schedule
- Infuse energy, cohesion, and a sense of momentum

Challenges



Write down a **challenge** your QPI site is having.

yes, and...



Original Brand Statement

Today's resource parents are community members who are respected and integral part of a team passionately committed to the safety, permanency, and well-being of children and youth.

Our resource parents:

- Treat children with love, dignity, and respect
- Respect the culture of the family
- Are knowledgeable about child and youth development, trauma and parenting
- Advocate for children and youth in their care in all aspects of their lives
- Support reunification of children and youth with their families
- Are willing to build a life-long relationship with the child or youth and family

We work in partnership to strengthen families by bridging the gap during challenging times so children grow up in safe, healthy environments.

Philadelphia's Brand Statement Development

How / Why Clustering

- Philadelphia's framing statement:

"Resource parents are the bedrock of the child welfare system"

- Brain dump "How" and "Why" this statement is true
- **Affinity Clustering:**
 - Organize, categorize and label all ideas into groups



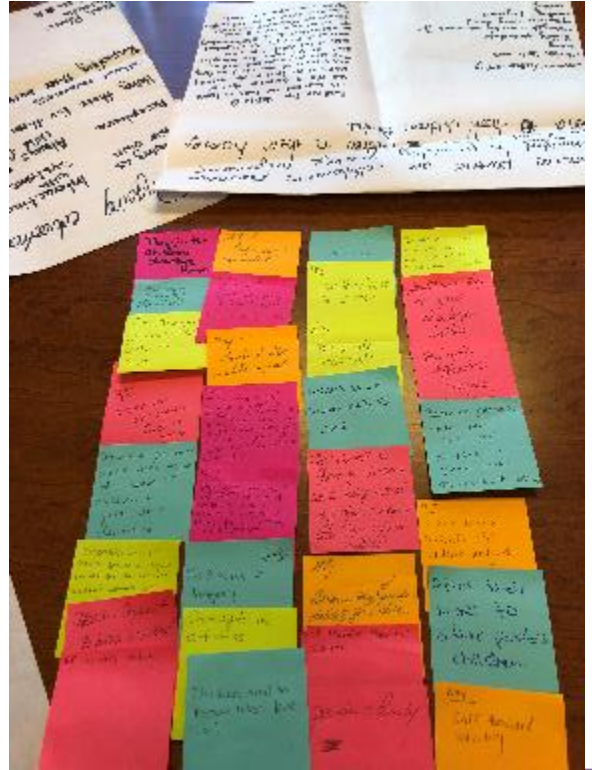
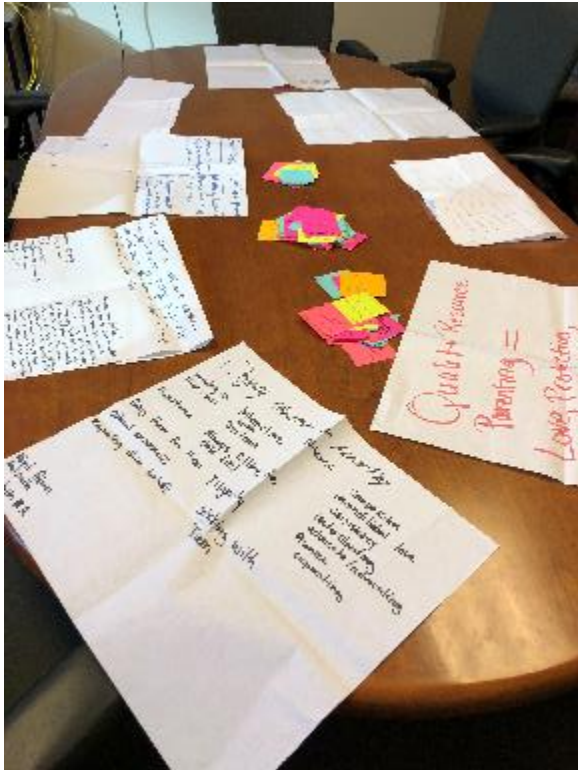
Makes sure
therapy
appointments
are kept



They Transport
Children To School,
doctor, visits
etc



The Process



The Proposed Brand Statement

“Philadelphia’s resource parents are integral, respected, and progressive partners in the child welfare system. They make an enduring commitment to each child in their care, while honoring and strengthening the child’s family ties. They believe in every child’s right to thrive.”

“Philadelphia’s resource parents are integral, respected, and progressive partners in the child welfare system.”

- Trained in trauma-informed care
- Attend court and teamings
- Advocate in school, medical, and mental health settings
- RPs are first to know; provide status updates to CM team
- Proactive positive engagement with foster care providers
- Understand the strengths and challenges of the youth
- The ‘glue’ between system professionals
- RPs represent a functional system to children
- RPs deal with a great deal of pressure
- RPs go above and beyond

“They make an enduring commitment to each child in their care...”

- Love, nurturance, affection; meeting emotional needs
- Safety, security, stability, and structure
- Cultivate resilience for children
- Support children dealing with separation from parents
- Educate, check homework, teach life skills
- Introduce children to new experiences
- Fully integrate children into their family life (events, vacations...)
- Work with service providers to meet special needs
- Transport to school, healthcare, visits – fulfill daily parenting tasks
- Help children develop good judgment and make good life choices
- Willing to maintain connection to children after reunification
- Willing to be a lifelong connection after the child exits the system
- Doesn't give up or reject child with behavioral challenges or signs of trauma

“... while honoring and strengthening the child’s family ties.”

- Don’t make a child ‘choose’ between bio and resource family
- Pick up where bio family left off
- Model parenting skills for bio parents, be a role model
- Mentor bio parents as they strive for reunification
- Help correct power imbalance that bio parents experience
- Help child maintain strong bonds with siblings in other placements
- Help child maintain contact with other relatives (i.e. grandparents)
- Open to ongoing contact with bio family after PLC/adoption

“They believe in every child’s right to thrive.”

- Understand that children need and deserve normalcy
- Believe in the dignity and worth of each child
- Believe in the child’s resiliency, capacity to overcome trauma
- Selflessness, desire to ‘give back’
- Motivated by values, principles, and love
- Rewarded by seeing children thrive

The Vote

Should this brand statement be adopted by Philadelphia QPI?

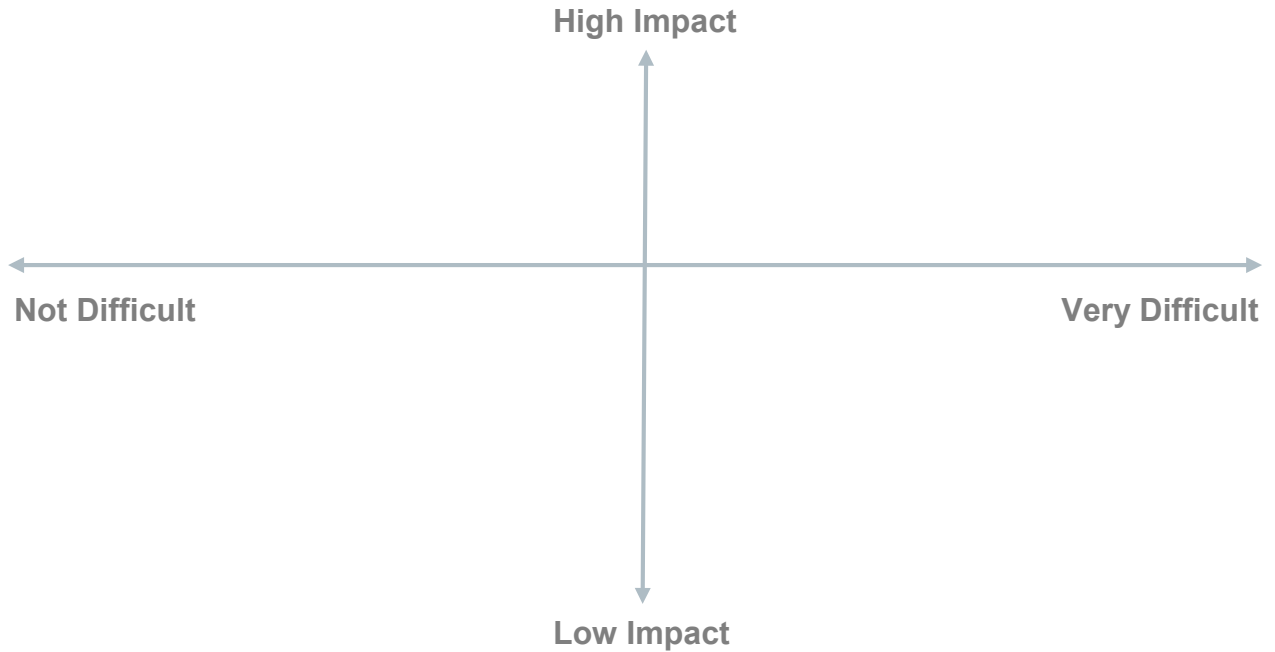
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Philadelphia's QPI Goal development

- “Brain Dump” activity
 - Write down one specific deliverable, process, idea, that could be / are being implemented in QPI/ the foster care system.
 - Ideas can be based on what's currently happening, or what people wish was happening.

Prioritizing Ideas

X/Y Matrix



GOALS 2018

QPI Workgroups & Goals 2018-2019



1. Training

Ensuring all resource parents receive comprehensive, accessible, high-quality training and education.

- Standardize training requirements among Philadelphia foster care agencies beyond the state minimum, considering best practices around the nation and successful strategies at partner QPI sites.
- Develop a training consortium among foster care agencies to expand resource parents' access to timely, relevant, and convenient trainings while equitably sharing resources among agencies.
- Establish a web-based training hub for resource parents to get information about upcoming trainings at provider agencies and other sites, and register for these trainings.

2. Building Relationships

Strengthening relationships among resource parents, families of origin, and youth.

- Implement or expand practices that establish and support relationships between resource families and families of origin, such as icebreaker meetings and 'bridging the gap' events.
- Implement or expand practices that elevate the youth voice, both in individual cases and in system policies and practices.
- Develop mentorship and peer support program(s) for resource and bio parents.

3. Communications & Information-Sharing

Empowering all system stakeholders through effective communication strategies.

- Continue 'What About' series of fact sheets to address gaps in understanding among resource parents and other stakeholders on areas including prudent parenting, accessing medical and mental health services, and the court process.
- Drive implementation of existing tools, including the Placement Letter, Placement Information Form, and Chain of Command document, that aid resource parents in caring for children and promote communication and accountability with case management staff.
- Contribute to communications strategies for resource parent recruitment.

4. Courts

Promoting the voices of resource parents within the court system.

- Assess the Philadelphia court system's compliance with federal and state laws concerning the rights of resource parents to receive notice of hearings and participate in court.
- Explore methods of increasing the resource parent voice in court, whether by personal appearance or written submissions, considering successful strategies at partner QPI sites.
- Educate resource parents and other stakeholders on the rights of resource parents and the value of resource parent participation in the court process.

Tips!

- Be mindful of different communication styles – use Post Its, silent brainstorming and full group debriefs to cater to lots of different comfort levels and preferences!
- Break into small groups – large groups can feel intimidating!
- Give both verbal and written instructions – some people respond better to one method or another – or both!
- Do introductions if people don't know each other – it's hard to have honest conversations when you don't know everyone's name!
- Outline your main meeting goals and objectives ahead of time, and refer to them often – it's reassuring to know there's a clear direction for each meeting.

Conclusion

- Parking Lot
- Debrief:
 - What workshop components are you excited to bring back to your site?
 - Additional comments?

