

# **Comprehensive Services Academy Hampton Department of Human Services Approach to Systems of Care**

**Statewide CSA Conference**

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# Hampton Virginia Positive Outcomes 2014-2015

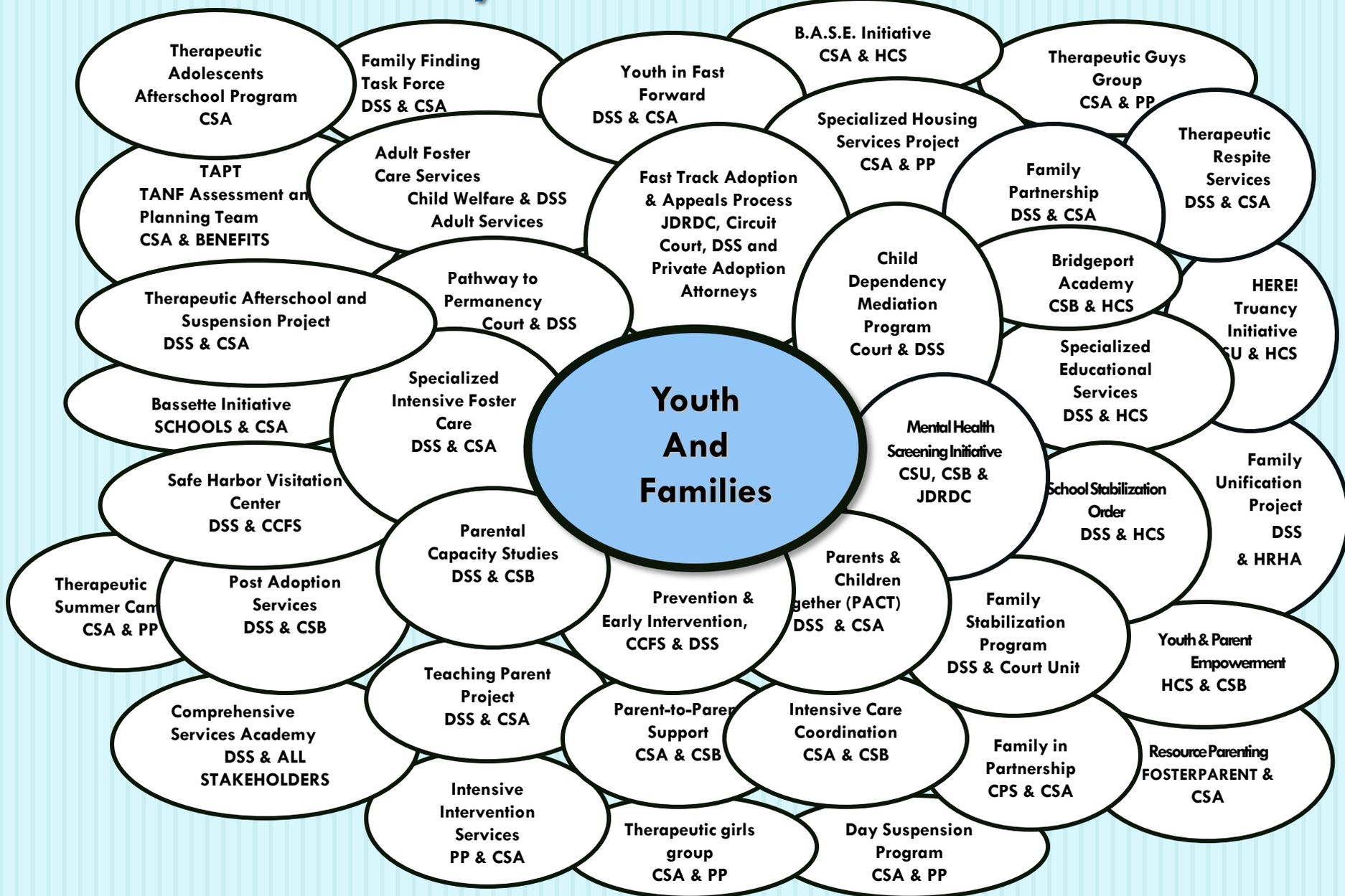
- No children placed in residential treatment since April 2007.
- No children placed in group homes since September 2008.
- An 85% reduction in foster care placements since 2002.
- 84.52% of CSA services are community based interventions. Hampton saved over \$822,307 by utilizing community based services in FY 2014.
- 93% of foster care young adults received a high school diploma or GED and enrolled in a higher learning program.
- 88% of children reviewed by the Hampton-Newport News Community Services Board (2008) had physical/verbal aggression issues; property destruction; and poor impulse control. All of these youth were supported in their family's homes.

# Hampton Virginia Systems of Care

## Core Values and Beliefs

- Keeping children and families together is the best possible use of resources.
- Hampton partners with all who can support children and families' successful outcomes.
- We begin with outcomes not process.
- Families are the experts about their families.
- All stakeholder groups are accountable for positive outcomes for children and their families at home, school and in the community.
- Child centered, family focused and community based service delivery is the law in Virginia and must be implemented through new practice models.
- Do ***whatever it takes*** to support the success of children and families.
- Trying hard is not good enough.

# Community Based Services in 2015



**This Community Service System was created one child at a time.**



Leaders in Hampton were  
being sought out across  
the State and the Nation  
to tell the  
“Hampton Story”



It seemed as if everybody  
“knew” Hampton’s Story....



**Except Hampton's Staff!**



In 2009 , Hampton's newly selected Human Services Director, Wanda E. Rogers, believed that it was unacceptable for Human Services staff not to know the “details” of our story ~ our successes, our failures, our redeeming moments...



Ms. Rogers also believed that in order to sustain Hampton's core values and beliefs from decade to decade and to stimulate ingenuity that would take Hampton to the next level, all staff would need to be exposed to the systems of care approach to working with families

# Human Services Staff

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A comprehensive training program would be developed and implemented ~ an **ACADEMY** that focused on Hampton's **CHILD-CENTERED, FAMILY-FOCUSED, & COMMUNITY-BASED** way of operating ~ way of life

In 2009, the  
Comprehensive  
Services Academy  
was born...

# Comprehensive Services Academy Hampton Department of Human Services Approach to Systems of Care

*"We have each come from a single-agency somewhat specialized approach to providing services for children and families. CSA challenges us to create a new approach to reinvent the way services are provided."*

Walt Credle  
Former DSS Director  
October 31, 1994

# Importance of the Comprehensive Services Academy

**Why:** To ensure that all Human Services staff and partners have a clear understanding of Hampton's Core Values and Beliefs and the best practices utilized to ensure optimal success for the families we serve

**Who:** All Department of Human Services staff and community partners from management to direct workers

**When:** 12-week training program beginning Friday, August 3, 2012

**Where:** CSA Conference Room, Suite 216

**Size:** 8 – 14 employees in a group

# Academy Objectives:

- Learn the 8 Core Values and Beliefs that guide Hampton's practice.
- Develop an understanding of the Comprehensive Services Act (CSA) and its intention for Virginia's child and family service delivery system.
- Develop an understanding of the Systems of Care philosophy and how it is directly tied to the development of CSA.
- Learn the Hampton Department of Human Services missions and goals for Hampton's families.
- Trace the historical development of the Hampton Virginia Systems of Care and the exploration of its service delivery system.
- Understand the “***Three Circles of the Hedgehog Concept***” and how they are applicable to each Human Services Division.
- Learn how to develop creative interventions for families we serve.
- Demonstrate the importance of the family experience in service delivery and customer satisfaction.
- Learn how to develop and measure individual and team outcomes.

# Comprehensive Services Academy Curriculum Map

First Quarter Weeks 1 – 4	Second Quarter Weeks 5 – 8	Third Quarter Weeks 9 – 12
<ul style="list-style-type: none"><li>• Hampton’s Core Values and Beliefs and Practice Model</li><li>• Comprehensive Services Act and Systems of Care Philosophy</li><li>• Review of Hampton Department of Human Services Mission Statement</li><li>• Introduction of the “Hedgehog Concept”</li></ul>	<ul style="list-style-type: none"><li>• Creative prevention, interventions and wraparound services and funding</li><li>• Family Engagement and involvement</li><li>• Development and measurement of individual and team outcomes</li></ul>	<ul style="list-style-type: none"><li>• Service learning activities and projects</li><li>• FAPT participation</li><li>• CANS (Child and Adolescent Needs and Strengths Assessment) certification</li><li>• Individual and group presentations to the Leadership Team and community partners</li></ul>

# Academy Requirements

- Participation in at least one Community Policy and Management Team meeting
- Participation in at least a minimum of 2 Family Assessment and Planning Team meetings
- Develop an Intra/Inter Agency Collaborative project with Academy Participants
- Certification as a user of the Child and Adolescent Strengths and Needs (CANS) instrument
- Presentation to the Leadership Team and Community Stakeholders on the Intra/Inter Agency Collaborative developed

Weeks	This Weeks Theme
Week 1	Hampton's Approach to Children and Families Facilitated by Denise Sterling Gallop Social Services Administrator
Week 2	Development and Measurement of Outcomes Facilitated by Denise Sterling Gallop
Week 3	Historical Development and Overview of Hampton's System of Care Facilitated by Wanda E. Rogers, Director of Hampton Human Services
Week 4	Overview of The Stockdale Paradox and It's Power for Service Delivery Facilitated by Denise Sterling Gallop, Social Services Administrator
Week 5	Benefits of Public/Private Partnerships Within an Effective System of Care Facilitated by Private Provider Community Held at Inner Circle Lunch at Together Lives Change
Week 6	The Aged, Blind and Disabled in the System of Care Facilitated by Barbara Stewart, Adults Services Program Manager
Week 7	Trauma Informed Practice Facilitated by Denise Sterling Gallop
Week 8	CANS Training & Certification Facilitated by Brook Porter, HNNCSB & Cindy Broskie, Utilization Review
Week 9	Strengthening Children, Families and Communities Creative Service Development Facilitated by Mike Terkeltaub, Executive Director, TRIAD Training and Consulting Services
Week 10	Youth Voice and Choice Nothing For Us Without Us Featuring Youth Leaders
Week 11	Delivering Family Friendly Services Featuring Parent Panel
Week 12	Final Overview Presentations and Graduations

# The Stockdale Paradox

Retain faith that you  
will prevail  
in the end,  
regardless of  
the difficulties.

AND at the same time

Confront the most  
brutal facts of  
your current  
reality, whatever  
they might be.

# Examples of The Stockdale Paradox:

- Faith.
- Hope.
- Help from friends.
- Perseverance.
- Angels in the flesh.
- Love!!
- Opportunity to inspire others.
- Music.
- Refused to become a victim.
- My story created my passion.
- Constant re-evaluation of self.
- Counseling professional/therapy.
- Knowing you are not the only one struggling.
- Accepting other for who they are.

# Examples from Youth Panel

- Every story is unique- our interventions and help must be unique.
- Don't minimize my issues!
- You may have to go outside of your comfort zone to help me.
- We have to put forth effort to receive the help.
- The design of the system creates resentment.
- Find other ways to help me in addition to therapy (journaling, pictures to vent, pray.).
- Don't measure me by your past /mistakes.
- Use your experiences to teach us!
- Don't just ask me; show me, go with me!
- Approach every child as if they are a "golden" child.
- CPS-talk to the child first!
- Don't take either side – treat us as "Equals".
- Must gain my trust.
- Learn how to transition us from one person to the other.
- Remember: everything has a reason behind it.
- Don't just work with the child, but also work with the parent/family.
- You must be ready to hear the story!
- Keep my story confidential.

# Examples from Families Panel

- We are burnt out
- We are tired
- We are angry
- We are hurting
- We are sick of the “crazy” looks we get
- We are capable to do what we need to do when given a chance so...
  - ▣ Please be compassionate
  - ▣ Please listen to us
  - ▣ Please know what to look for
  - ▣ Please be consistent
  - ▣ Please be respectful
  - ▣ Please look for the good no matter how bad the situation is

# Group Participation Projects

- Hampton Department of Human Services Mini Quick Reference Guide
- Every Picture Tells A Story ~ Agency Yearbook
- Using IPADS during FAPT staffing to save on paper costs
- SNAP & SNAPET Monthly Informational Newsletter
- Inspirational posters through out the Agency
- Agency Team T-Shirt Days

Questions?