

Parent Referrals: How CSA is Doing This Well!

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Learning Objectives

1. Explore parent referral policies from several different CSA programs.
2. Increase awareness of best practices for parent referrals.
3. Identify key components to effective policies and procedures regarding parent referrals.
4. Explore how family engagement impacts outcomes.



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Just want them out of the home	This will saturate my system!
Haven't tried to access services	This will bust my budget
Wait for crisis mode	Other
Won't meet eligibility	Other

SHOW QUESTION

HIDE QUESTION

Win Lose Chee Boo Silence 

Enter FC if seek help	Other
Services will begin immediately	Other
Everyone is eligible	
My child will be "cured"	

SHOW QUESTION

HIDE QUESTION

Win Lose Chee Boo Silence

Myths about families

- Parents just want their children out of their home
- Parents haven't tried to access services
- Parents wait until their children are in crisis mode before they care about getting help

Myths about families, cont.

- Children are not eligible for CSA if they are not connected to a child-serving agency
- Having parent referrals will saturate my system
- Accepting parent referrals will bust our budget

Myths about the system

- If I seek help, my child is going to enter foster care
- Services can begin immediately
- All children are eligible for services and funding
- Child can be “cured”

Why do we accept parent referrals?



**Family
Engagement**



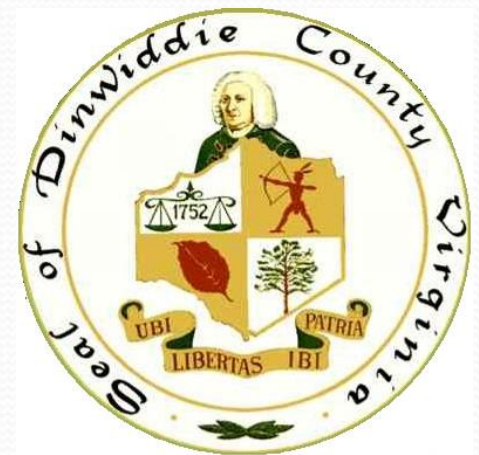
Referral Process – Loudoun County

- CSA Coordinator serves as Initial Point of Contact for parent referrals to CSA;
- During the initial contact, CSA Coordinator triages case for possible CSA eligibility and current county agency involvement;
- For families with no county agency involvement, the CSA Coordinator initiates a “warm transfer” to the CSB for case support;
- CSB case support coordinator initiates CSA referral and serves as CSA case manager



Referral Process – Dinwiddie County

- Parent completes a referral form and consent to exchange information
- Parent is responsible for obtaining documentation needed for the FAPT
- CSA Coordinator may work with family to refer to other community resources if child does not appear eligible for CSA
- Initial FAPT is presented by the family with CSA Coordinator support



Referral Process – Roanoke County

- CSA Coordinator screens referrals for possible CSA eligibility
- Assist family with linkage to community resources, if appropriate
- Parent completes a consent to exchange information
- CSA office assigns the case to an agency prior to the initial FAPT
- FAPT offered within 30 days



Best Practices – Case Triage

- The more you ask, the more you can help!
- You don't have to have all the solutions
- Getting people to the right place at the right time



Best Practices – Community Collaboration

- CSA is just one funding stream for access to services
- Partner agencies provide ongoing support
- Use your system of care network



Best Practices – “Warm Transfer”

- Many times, the family feels like they have already gotten the “run around”
- The unfamiliar is uncomfortable
- Provides a personable experience



**KEEP
CALM
AND
WARM
TRANSFER**

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“Thank you for your patience. At this time, there are several calls waiting ahead of you. If people in your family tend to live a long time, please continue to hold.”

Best Practices – Family Engagement

- Begins with your first contact with a parent
- Don't just say family input is valued – show them!

Best Practices – Active Listening

- Don't make assumptions
- Be empathetic



Why Best Practices Matter

- Improved engagement with services
- Services provided in the least restrictive environment
- Shorter length of stay for out of home placements
- Impact on child-specific outcomes
- Improved practices over time based on experience

“ The customer’s perception
is your reality ”

Kate Zabriskie

*“People will forget what you
said, people will forget what
you did,
but people will never
forget how you made
them feel.”*

–Maya Angelou



- Everyone needs support
- Cases are managed through a team approach, not just one person/agency
- It may look like a simple case, but very rarely is
- Families relocate, so befriend your CSA neighbors!



- Always something new to learn from working with families
- Look for humor somewhere to relieve stress
- Parents WANT to trust the system!

Remember those myths??





Myth	Myth-buster



Myth	Myth-buster

Myth

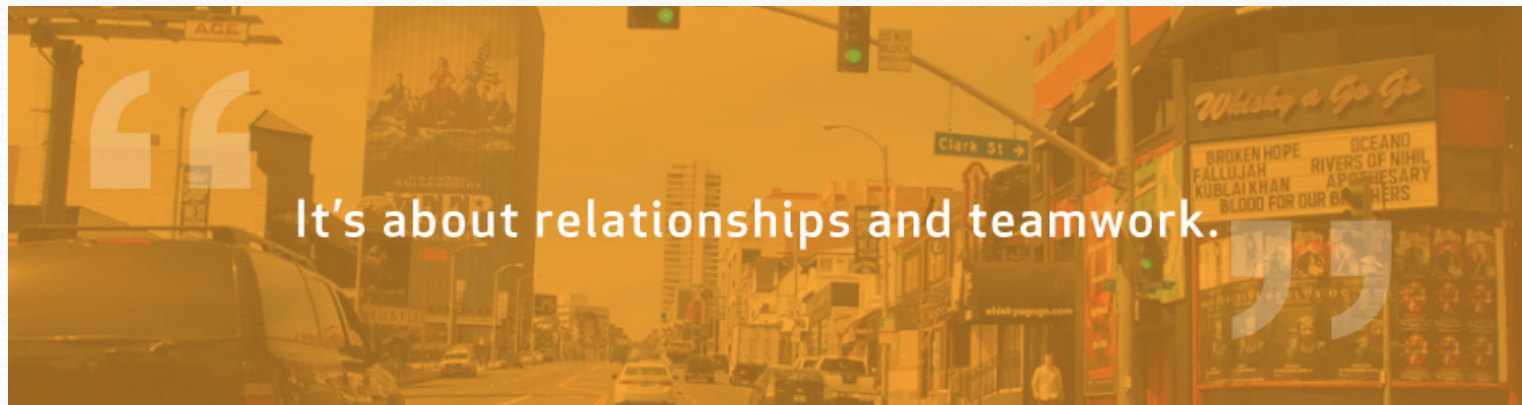
Myth-buster

Myth

Myth-buster

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Conclusion



It's about relationships and teamwork.

