

ENGAGEMENT TOOLKIT: CARE COORDINATION QUICK TIPS

PREPARING FOR YOUR VISIT:

- Be on time! - This shows that you respect the family's schedule. If you are running late or have a last-minute conflict/emergency, please communicate this to your family right away.
- Bring any consents that may be needed--- it is helpful to always have consents with you during visits just in case it's determined that the family would like a new service at an agency they don't already have a release on file for.
- Know what you want to discuss—What is your Action Step within the POC?—use this as your guide for a portion of the visit--how are you carrying it out during your visit?

DURING YOUR VISIT - TOPICS TO COVER/QUESTIONS TO ASK (BE FLEXIBLE WITH TOPICS, AS APPROPRIATE):

-Home/Placement

- Strengths/what's going well?
- Ask if there's anything the family would like to share with you. Any concerns? Give opportunity for family to be open about any needs that they have at all. Ask about social determinates of health items, as appropriate. Does the family have all that they need?
- Any updates needed to safety plan?

-Services

- Updates on each service?
- When is the last time you saw your providers?
- How are virtual services going, if applicable?

-School

- School strengths? Favorite classes?
- Any needs or assistance needed with academics or behavior (Does the family have an IEP/504 plan? When is the next meeting to review these plans scheduled?)
- Grades-- when do report cards come out?
- Attendance—(this needs to be reported within the POC) Use this opportunity to address any issues related to absences/suspensions.

-Medications/Doctor/Dentist (Health and Wellbeing)

- Ensure all appointments are up to date.
- Assist in obtaining and/or scheduling with providers if needed.

-Prior to leaving the visit

- Provide reminders of upcoming visits and appointments (court hearings, team meetings/POCs etc.).
- Schedule your next visit/meeting with the family.

ENHANCING YOUR ENGAGEMENT:

-Answer calls whenever possible- call back in a timely manner.

-Be flexible- if a family needs to cancel or reschedule their visits, do your best to accommodate.

If a family is running late to a visit, does your schedule allow you the ability to stay/wait for the family?

- Get to know other members of the family (ask about photos hanging up, inquire about how siblings are doing, talk often about natural supports).
- Hang out (when appropriate) after the home visit when formalities of the visit are covered- play a game with the family, share food, talk about all things other than services/programming.
- Visit in person more than virtually, visit virtually more than calling families, call families more than text, text families more than email! 😊 (This is absolutely depending on family's preference!)

ENGAGING VIRTUALLY:

- Utilize video conferencing versus phone calls when able.
- Make sure your camera is on!
- Ensure you and your environment present professionally
- Ensure your families have a comfortable/confidential space to meet virtually.
- Practice!-- Assist the family in getting on a virtual platform (practice with them prior to the first virtual visit/meeting)

WHAT TO DO WHEN FAMILIES DON'T WANT TO ENGAGE:

- First step is to identify the "why"?
- Engagement strategies would look different for attempting to engage a youth vs. a parent, etc.
- Keep visits meaningful—give families a reason to meet with you (bring resources, food to share, etc!)
- Reach out to your Supervisor for help---they can reach out to parents to assist in connecting.

-Be mindful of language used with families (avoid saying things like “I need to meet with you weekly” or “I have to see you to get consents signed”.) We are there to serve families and should not push our own agenda.

-Try a different approach to engage!—switch up visit locations, call vs. text, have a creative/fun visit vs a visit to complete paperwork/discuss service updates.

-Leverage relationship with providers to assist in re-engagement efforts!

-Keep in mind Wraparound’s “unconditional care” value and never give up approach!