



Family Support Worker Cohort Meeting

March 21 & 27, 2019

Department of Children and Families
Massachusetts Executive Office of Health and Human Services
UMass Medical School



www.frcma.org

Agenda

- **Welcome & Attendance**
- **Icebreaker** 10:00am-10:15am
- **Review of Initial Intent** 10:15am-10:45am
- **FSW Role and Statewide Themes** 10:45am-11:30am
- **Lunch and Networking** 11:30am-12:00pm
- **Café Style Group Discussion** 12:00pm-1:00pm
- **Future Trainings/Next Steps** 1:00pm-1:30pm



Ice Breaker Activity



Initial Intent of the FRCs

Chapter 240 Legislation

CHINS Reform and Chapter 240

The most substantial initiative influencing the establishment of the Family Resource Centers has been the multi-year Child in Need of Services (CHINS) reform effort. The CHINS system served “status offenders,” including runaways, truants, children having significant problems at home and school, and sexually exploited youth.



Chapter 240 Legislation

In 2007, Senator Karen Spilka and Representative Paul Donato convened a stakeholder task force from across the legislative, judicial, and executive branches of government. They sponsored hearings where youth and families testified regarding their experiences with the CHINS system, and they examined best practices from other states. The resulting CHINS reform legislation, Chapter 240 of the Acts of 2012, An Act Regarding Families and Children Engaged in Services, was passed by the legislature, signed by the Governor on August 7, 2012, and became effective on November 5, 2012.



Chapter 240 Legislation

- Chapter 240 takes comprehensive steps to reform the former CHINS program. Chapter 240 replaces the CHINS program with the Child Requiring Assistance program. **Pursuant to Chapter 240, a “Child Requiring Assistance” is:**
 - a child between the ages of 6 and 18 years-old,
 - who repeatedly runs away from home;
 - repeatedly fails to obey the lawful and reasonable commands of their parent/guardian;
 - repeatedly fails to obey the lawful and reasonable regulations of the school;
 - is habitually truant; or is sexually exploited.

Further, pursuant to Chapter 240, a “Family Requiring Assistance” is a parent, guardian, custodian, sibling, and any relative or caretaker responsible for a Child Requiring Assistance.



Chapter 240 Legislation

- Chapter 240 mandates significant changes to the CHINS court process and **encourages children and their families to seek assistance from EOHHS and DCF as an alternative to seeking services through the court.** The law requires the Secretary of EOHHS to establish “Family Resource Centers” and a “network of child and family service programs” throughout the Commonwealth to provide community-based services to families and children requiring assistance.



Family Resource Centers

- Massachusetts Family Resource Centers (FRCs) are a statewide network of community-based providers offering multi-cultural parenting programs, support groups, early childhood services, information and referral resources and education for families whose children range in age from birth to 18 years of age. A Family Resource Center is located in each of the 14 Massachusetts counties to provide easy access to information and assistance related to health care, safety, employment training, education and peer support. In each of our communities, our goal is to support families to strengthen their bonds, connect to others, and engage in their community. FRCs are supported through funding from the Massachusetts Department of Children and Families (DCF).



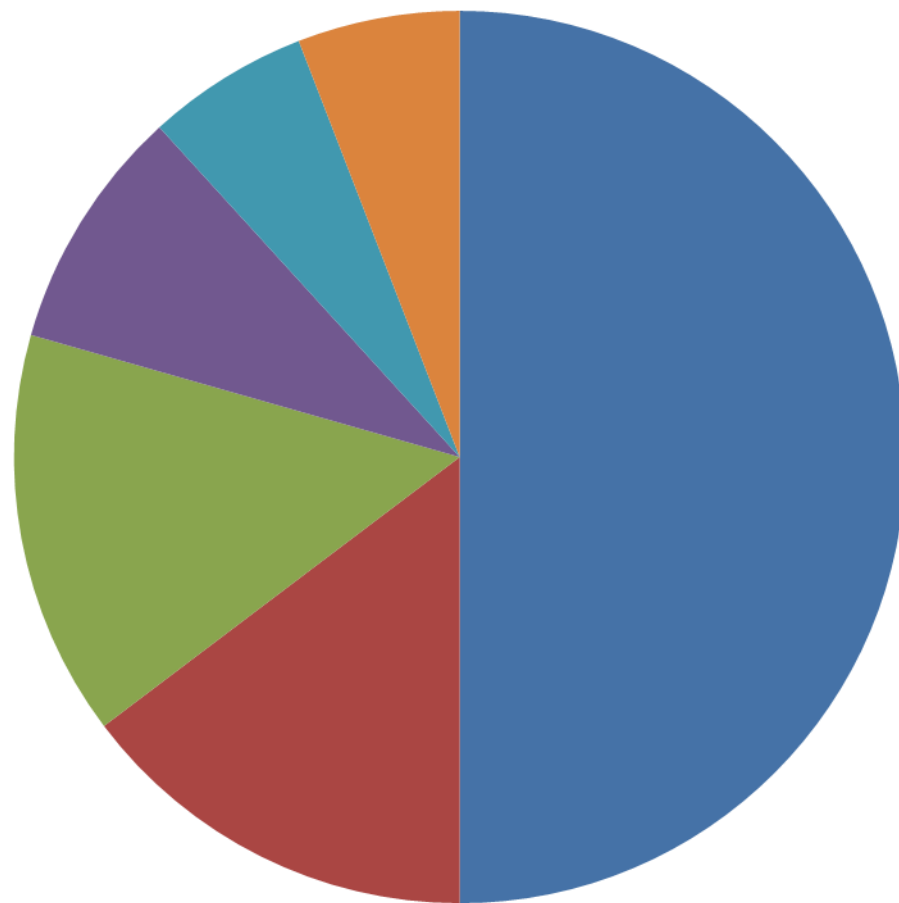
Family Resource Centers

- Chapter 240 also established the Families and Children Requiring Assistance Advisory Board. The Advisory Board's duties relate specifically to the implementation of Chapter 240. This includes advising EOHHS and DCF, collecting and reporting data, and monitoring implementation of the legislation.

Family Support Worker Role



FSWs Feel are Most Critical Parts of Role



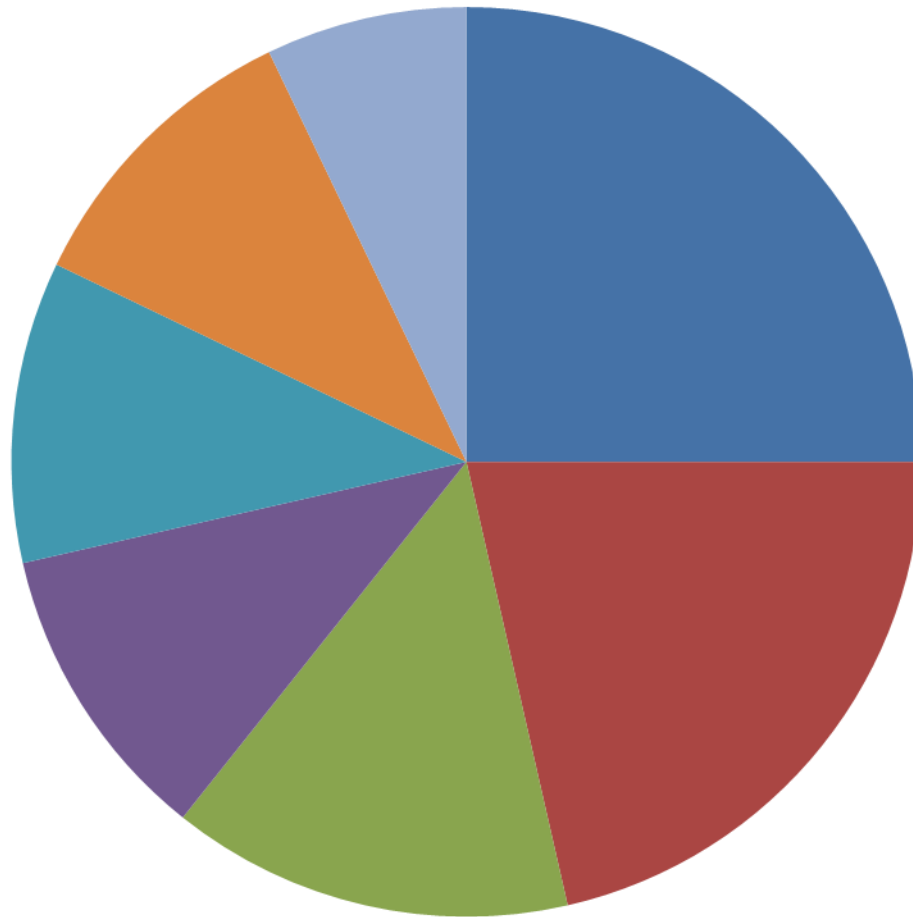
- Connecting Families to Resources
- Completing Intakes/Assessing Needs
- Facilitating Parenting Groups
- Admin Support/Answering Phones
- Housing Support
- Family Files/Data

FSW Role: From the Contract

- Provides information and educational resources to family members
- Provides referrals to community resources
- Develops the FRC calendar
- Hosts parent and youth support groups
- Recruits and supports volunteers who lead special support groups as needed
- Assists family members seeking basic services and network services
- Follows up with family members within two weeks of referral
- Asks family members to complete satisfaction surveys
- Is available to greet family members who call or walk in to the program
- Asks family members how they can be helped and identify reason(s) for visit
- Completes intake forms



FSWs Feel Are Biggest Challenges



- Long Waitlists/Not Able to Provide Immediate Assistance
- Not Enough Affordable Housing
- Lack of Resources/Services in Our Area
- Time Restraints/Not Enough Time in the Day
- Families Consistently in "Crisis Mode"
- Not Enough Staff to Meet Community Needs
- Keeping Families Engaged

Café Style Group Discussion

Discovery Café Group Discussion

- Break into 4 groups of 4-5 each
- Identify a table host
- Identify a scribe
- Group facilitator will reach the 3 questions
- The group will have 15 minutes to discuss the questions
- At the end of the 15 minutes, go into a different group with different people
- Repeat above steps
- We will do 2 rounds of discussion and then join as a whole group to discuss themes



Discovery Café Questions

- What are the barriers to engaging and providing support to families?
- How have you been successful (what strategies have been useful)?
- What ideas do you have for continuing to improve engagement and service provision for families?



Future Trainings & Next Steps

FSW Training Ideas

- Housing
- Financial Literacy
- Parenting Workshops
- Understanding Available Resources
- Immigration
- Crisis and Trauma
- Substance Abuse and Treatment
- Motivational Interviewing
- Second Hand/Vicarious Trauma
- Disability Resources
- CPR
- Families with DCF/Custody Issues
- Service Provision Form Training
- Psychology
- Preparedness
- Mental Health
- CRA Law
- Healthy Cooking/Eating
- Groups for Teens and Young Adults
- Suicide Prevention
- Navigating State Systems
- Cultural Competency
- Empowering Families

Next Steps

- Quarterly Cohort Meetings
- Next meeting agenda
 - Anything you'd like to see addressed?
- Staying Connected
- FRConnect <https://www.frcma.org/>
- Questions?
- Meeting evaluation

Community and Family Engagement Team

Western Region

Jolanta Rumierz, Community Support Manager

Department of Children and Families

413-427-2326

Jolanta.rumierz@state.ma.us

Southern Region

Daniel Lewis, Community Support Manager

Department of Children and Families

508-894-3959

Daniel.lewis@state.ma.us

Northern Region

Tania Rivera, Community Support Manager

Department of Children and Families

978-557-2727

Tania.rivera@state.ma.us

Kate Darmetko, Training Lead

Department of Children and Families

617-748-2357

Kate.Darmetko@MassMail.State.MA.US

Jose Monteiro, Director of Community and Family Engagement

Department of Children and Families

617-748-2336

Jose.monteiro@massmail.state.ma.us



Website: www.frcma.org