

RHODE ISLAND DCYF

**STRATEGIC PLANNING PROCESS
2003-2005**

ENVIRONMENTAL SCAN REPORT
January 9-10, 2003

Facilitator:
Stacey A. Saunders
National Network for Child Safety

This document was made possible by grant #90-XA-0008 from the Children's Bureau, Administration on Children, Youth and Families, US Department of Health and Human Services. The contents are solely the responsibility of the authors and do not represent the official views or policies of the funding agency. Publication does not in any way constitute an endorsement by the Department of Health and Human Services.

RHODE ISLAND DCYF
STRATEGIC PLANNING PROCESS
2003-2005

ENVIRONMENTAL SCAN REPORT
January 9-10, 2003

BACKGROUND

On January 9-10, 2003, the Rhode Island DCYF kicked-off the beginning of its two year Strategic Planning process with a series of Internal Environmental Scans.

The scans were held in various areas of Rhode Island: Providence, Central Falls, Newport, West Warwick and Woonsocket.

The data compiled from this series of Scans will be used by the agency Guiding Group to develop a Strategic Plan to guide the agency forward in enhancing its service delivery system to provide effective coordinated services to Rhode Island's children and families that can be served through the agency.

This report is a compilation of the data gathered from the Environmental Scans.

RHODE ISLAND DCYF

ENVIRONMENTAL SCAN REPORT
January 9-10, 2003

PARTICIPANT LIST

PROVIDENCE

<u>NAME</u>	<u>ORGANIZATION</u>
Rosa Alma Senatore	NRCFCPP
Janet Anderson	DCYF
Max Aries	John Hope Settlement House
Retchenda Bettisworth	John Hope Settlement House
Heidi Brining	Families Together
Bob Carl	DCYF Intern
Charles Carvalho	Providence Project Hope
Jackie Dowdy	NHP
Tom Dwyer	DCYF
John Farley	DCYF
Peggy Ferry	Salvation Army
Sue Furtado	Child and Family Services Network
Sharon Hadley	DCYF
JoAnn Hickey	Safe Streets Providence
Susan Houle	DCYF Intern
Jeanne Hunter	DHS
Lucy Irizarry	Progreso Latino
Betsy Ison	Placement Solutions
Chandra Jackson	Casey Family Services
Glen Johnson	Providence Project Hope
Cathy Lewis	Casey Family Services
Jay Lindgren	DCYF Intern
Pat Logan	DCYF
Marie Luke	Providence Head Start
Mark Lyman	DCYF
Patrick McDonough	Whitmarsh House
Diane McNeer	RI Foster Parents Assn.
Everett Muhammed	Muhammed's Study Group
Sara Munson	Project Link
Teresa Perera	Travelers Aid Society
Carmen Palanco	PSN
Nina Pande	Nickerson Community Center
Ken Pariseau	NHPRI
Melissa Parham	Dorca's Place Literacy

PROVIDENCE PARTICIPANT LIST, continued...

NAME

Fiordaliza Pena
Eddy Phouthakoun
Lisa Pontarelli
Michael Ries
Vaughn Rod
Mary Santos Lima
Debbie Soares
Susan Stevenson
John Symyakyanicz
Ilena Valentino Lopez
Claire White
Toua Yang

ORGANIZATION

John Hope Settlement House
SEDC
Mayor's Office
Tides Family Services
Travelers Aid
DHS
CFS
The Providence Center
John Hope Settlement House
Casey Family Services
John Hope Settlement House
Socioeconomic Development Ctr.

CENTRAL FALLS/PAWTUCKET

NAME

Rachel Boisuert
Jessica Dumas
Vicky Egan
Christine Gingerella
Zelika Khaytin
Deborah Pfefferle
Bruce Rollins
Al Rondina
Diane Savage
Mercedes Torres

ORGANIZATION

Metro-West CCC
New Hope
Life 4 Family Ministry
Scope Community School Initiative
Blackstone Valley Advocacy
Providence School
Child Welfare Institute
DCYF
Sgt. Cornell Young Elementary

NEWPORT

NAME

Selena Braman-Robertson
Ray Davis
J. Fontaine
Margo Pires
Susan Porter
Bob Power
Sue Schena

ORGANIZATION

New Visions for Newport County
CODAC
DCYF
New Visions for Newport County
DCYF
NSD
New Visions

WEST WARWICK

NAME

Robin Clancy
Bruce Collins
Bunny Gill
Barbara Lamoureux
Lindagay Palazzo

ORGANIZATION

Community Solutions Inc.
CWI
Kent County CASSP
Kent County Mental Health Center
CWI

WOONSOCKET

NAME

Lisa Carcifero
Debbie Colon
Lisa Cote
Caine Creighton
Terese Curtin
Harry Diarbion
Jacqueline Dowdy
John Egan
Molly Furlong
Nancy Giambusso
Roger Harris
Elaine Hazzard
Dee Henry
Susan Janasz
Bernice Jessie
Wendy Letourneau
Jan Merman
Dana Mittarower
Laura Nunes
Nancy Paradee
Kelly Peterson
Jan Shedd
Mary Stebbins
Janet Woosley
Kirk Woosley

ORGANIZATION

Woonsocket Task Force on SA

FRCA
DCYF
Connecting/Children and Families
FRCA
NHPRI
Woonsocket Fire Department
FRCA
Woonsocket Even Start
IPAE
Woonsocket Dept of Education
Woonsocket Head Start
FRCA
NAACP
AFFRCA
ROH
WBS
FRCA
FRCA
Family Resources
RI Dept of Health
NRI Community Services

RHODE ISLAND DCYF
ENVIRONMENTAL SCAN REPORT
January 9-10, 2003

VISION

PROVIDENCE

- I. By the year 2013 (and later), your **HOPES** for all children and youth, families and communities in Rhode Island include...

HOPES FOR CHILDREN AND YOUTH...

1. Safety (6)
2. Basic needs met (4)
3. Healthy, affordable recreational opportunities (4)
4. Education (4)
5. Love and nurturance (3)
6. Affordable housing (2)
7. Children remain with their families and are safe (2)
8. Healthy mentor for each child (2)
9. At least one adult who cares about him/her (2)
10. Every child in out of home placement will have community based family member foster homes to allow continued relationships and schooling
11. No out of state placements regardless of resources
12. Enough resources/providers to support kids at home with families
13. Reorganization of education department to ensure equal opportunities for all
14. Jobs that give dignity
15. Decrease in mental health problems
16. See youth portrayed positively
17. Educational system that responds to children's needs and prepares them for the future
18. Positive self-concept, sense of self worth
19. Health
20. Maintain healthy ties to biological family
21. Decreased level of victimization of children
22. A home
23. Outstanding schools
24. Not have to go through the criminal justice system to get services
25. No kids live in poverty
26. If kids have to be removed, they be genuinely cared for and not compounding trauma
27. Have expectations and goals for themselves
28. Economic opportunity through jobs with living wages, health insurance and retirement benefits

PROVIDENCE Hopes for Children and Youth, continued...

29. A police department that protects and supports citizens and doesn't target people because of where they live
30. Continuum of services versus pigeonholed
31. Joint decision making process
32. Decreased economic barriers
33. Every child can be a child
34. To be independent
35. Responsibility
36. To be a cooperative member of a group
37. Graduation from high school

HOPES FOR FAMILIES...

1. Affordable housing (3)
2. Jobs, source of income (2)
3. Safety (2)
4. Have the resources available to remain intact (2)
5. Services that are flexible and responsive (2)
6. Basic needs met
7. Decreased language barriers
8. No homelessness
9. Decrease in addiction and mental health problems
10. Positive, strength-based perceptions of families
11. Clear boundaries on what is acceptable
12. Celebrate diversity
13. Health care
14. Services that support them in caring for their family members
15. Have opportunities to achieve literacy and have life long learning opportunities
16. Build upon their strengths
17. Be able to advocate for themselves, empowerment
18. Productivity
19. That immigrants living in immigrant communities understand the purpose of our public systems and are not afraid of, but seek out these services for support when needed
20. Understand that family can be defined in many ways
21. Joint decision making process
22. Parents parent kids
23. Have resources to live in the communities of their choice
24. Parents have value of investing in children as youth in the early years
25. Instill the value of education as an opportunity
26. Increase the commitment of each family member to the family
27. Are aware of services and supports and are educated on changes, new and old programs

HOPES FOR COMMUNITIES...

1. Communities work together, communicate and support one another (4)
2. Open schools as resources to children and families (4)
3. More access to resources (2)
4. Safety (2)
5. Communication, shared intervention (2)
6. Respect of cultural issues (2)
7. Provide economic prosperity/opportunities for it's citizens (2)
8. Better housing (2)
9. Better schools
10. Jobs
11. To reconnect the neighborhoods, joint identity and responsibility
12. A brighter tomorrow without addiction and mental health issues
13. Strong values and expectations
14. Celebration of diversity
15. Prepare, train teachers and professionals to be effective and competent in their roles
16. Have service systems and professionals that reflect the populations served
17. Are comprised of neighborhoods with services and supports that are local, neighborhood based
18. Utilize existing buildings, resources, structures to provide a response to it's members needs
19. Make sure everyone has an understanding of what the needs are
20. Empower communities to be able to meet the needs of children and families
21. Follow the informal examples that already exist, i.e., kinship care
22. Mutual accountability
23. Age appropriate activities and involvement that is accessible within the community instead of outside the community
24. Have public and nonprofit systems that are open to learning, embracing and responding to the diverse neighbors that make up Rhode Island
25. Educate the systems that must collaborate
26. A police department that protects and supports its citizens and doesn't target because of where they live
27. Joint decision making process
28. Community policing
29. Reduced crime rate
30. Reduced out of home placement
31. Funding to provide services
32. Seamless service delivery system
33. Community accountability
34. More understanding of rights of individuals
35. Funding needed for services
36. Own and respond to issues that surface
37. Provide an educational system that is responsive to all

WOONSOCKET

HOPES FOR CHILDREN AND YOUTH...

1. One caring adult in their life
2. More community services
3. Mentoring services
4. Safe, stable place to call home
5. Health care
6. Community based
7. Communities to take responsibility
8. Education
9. After school activities
10. Child care available
11. Jobs, increased training
12. Peace on earth
13. Recreational opportunities
14. All children are safe and loved
15. No drugs
16. Transportation
17. Informal support connections
18. All communities have the ability to provide services to all those who need them
19. Communities are proactive
20. Strong local government
21. Access to higher education
22. Thriving artistic community
23. Cultural sensitivity/diversity

NEWPORT

HOPES FOR CHILDREN AND YOUTH...

1. Ability to dream about their future (2)
2. To become productive members of society
3. Safety
4. Sense of self-identity
5. Standards and expectations for children
6. Universal health care
7. Universal education
8. Services more abundant
9. Affordable/better childcare
10. Mentors
11. Exposure to other communities
12. Increased self-esteem

HOPES FOR FAMILIES, *Newport, continued...*

1. Affordable housing (2)
2. Structure/values
3. Parents want what's best for the child
4. Universal literacy
5. Increased understanding of legal/judicial system
6. Universal health care
7. Universal education
8. Services more abundant
9. Public transportation
10. Empower the family to support itself
11. Access to services
12. Communication
13. Making support available to parents via other parents the help in times of need

HOPES FOR COMMUNITIES...

1. Compatibility between schools
2. School as an advocate for families
3. Parents as partners
4. Universal health
5. Universal education
6. Services more abundant
7. More empowerment of the community
8. Safer community
9. Activities are community based
10. Seamless systems approach
11. Communication between schools and families/kids
12. School systems/districts that will provide services to children and youth
13. People will come forward to provide what children and families need – support system, mentoring, making it okay to ask for help

CENTRAL FALLS

HOPES FOR CHILDREN AND YOUTH...

1. Safe home environment (2)
2. Access to physical and mental health services
3. A loving and nurturing environment
4. Stabilized school placement
5. Siblings will be together
6. Foster families have resources to take siblings
7. More community centers

HOPES FOR FAMILIES, *Central Falls, continued...*

1. Adequate, affordable housing (2)
2. Jobs
3. Job training
4. Education/prevention to assist families in healthy development
5. Increased abilities to help families stay intact
6. Safe environments
7. Knowledge of available resources
8. Better appreciation/acceptance and celebration of diversity
9. Availability of mental health and substance abuse services

HOPES FOR COMMUNITIES...

1. Develop capacities to understand the needs of the community and to serve the needs of the community
2. Recognize what works and how to keep them going
3. Involve family court system in planning and program success
4. A different education funding source so we can have a superb school system
5. Increase connectedness to people in the community

WEST WARWICK

HOPES FOR CHILDREN AND YOUTH...

1. Grow up with safety and security
2. Have a safe "family" to live in
3. To be able to be children, not grow up too fast
4. Access to resources and services- outreach and tracking, mentors, family mentors

HOPES FOR FAMILIES...

1. Medical benefits for all families
2. More value and support for parenting workforce
3. More men involved, support for families

HOPES FOR COMMUNITIES...

1. Value children and families
2. Spiritual community
3. Transportation

WEST WARWICK, Hopes for Communities, continued...

4. Collaboration and joint responsibility
5. Community ownership
6. Communities need to be safer
7. Lack of transportation
8. Employment training and opportunities for different ages
9. More male role models

MISSION

- II. When asked what the ***UNIQUE CONTRIBUTION*** is of DCYF and it's contracted partners in assuring our best hopes for ALL children, families, and communities in Rhode Island, participants had this to say...

PROVIDENCE

1. Collaborate with other service systems (6)
2. Prevention focus (5)
3. Clarification of roles and responsibilities (5)
4. Provide safety and permanency for children (4)
5. Reach out to communities to share information on child well being in RI (4)
6. Going into the communities to educate (3)
7. Need more diversity within and across agencies to represent the families we serve (3)
8. Know communities they are serving i.e., cultures and resources (2)
9. Give clients skills for self advocacy for change at all levels (2)
10. Partnering with neighborhoods to find solutions for their children and families (2)
11. More training for DCYF workers (2)
12. To have skilled professionals to provide effective services (2)
13. Resources and supports targeted towards young mothers and fathers (2)
14. Parents and foster parents as team members to make decision (2)
15. We need to follow through (2)
16. Be a role model for state via partnerships with families and agencies
17. Recognize child and their families as a system
18. Need for resources to be available 24/7 to meet needs of families
19. Celebrating successes and accomplishments
20. Hold providers accountable for practices that are best for child and families
21. Build relationships and connections
22. Need to share power and accountability
23. Need to acknowledge and respect what each part of CWS contributes, as well as their areas of expertise
24. Need for DCYF to be an internal team

PROVIDENCE, Unique Contribution, continued...

25. Proactive system that advocates for children and families
26. User friendly, accessible, collaborative system of care
27. Assuring supports are provided for birth and foster families to respond to needs of children/youth
28. To provide flexible funding that helps stabilize families rather than destabilizing them when children are temporarily removed from their homes
29. Provide a fluid system of care
30. Assist caregivers in keeping children safe
31. Assist parents in becoming skilled as advocates for their own needs
32. Learn about the cultures we are living, working amongst
33. Insuring educational services for kids regardless of out of home placements
34. Better way of collecting and disseminating comprehensive medical system internally and externally
35. Improve kinship process through recruitment
36. Reinforce hierarchy of child placement priorities
37. Do a better job of ensuring cultural sensitivity of out of home caretakers caring for children of different placements
38. DCYF could take advantage of practices in community based agencies
39. DCYF needs to adopt and truly become part of a team
40. Need to increase money and supports for out of home caretaker
41. DCYF staff are too overworked, caseloads should be lowered and system needs to support best practice
42. Leveling the playing field for children
43. Attempt to break the ongoing dysfunctional cycles
44. Resources and supports for foster homes
45. Partnership with caregivers
46. To reach out into the communities where families live
47. To create flexibility with service provision so services can be wrapped around them to provide for safety of their children
48. Use of experience/expertise to reshape our systems
49. Take a family centered approach which focuses on working with the entire family system
50. Communicating, replicating and advocating for best practice already demonstrated by existing resources
51. Provide protection for children and work toward reunification of children with their families
52. Work with the family system, not just the child
53. Working to support communities in supporting their families
54. Create an environment where we learn from one another instead of competing with one another
55. DCYF workers to be more understanding and non-combative
56. More comfortable setting until placement is found
57. Value families more
58. Respect for families and communities through successful engagement

PROVIDENCE, Unique Contribution, continued...

59. Change our perception of parents
60. Need systematic change to support FCNB
61. To formulate and prioritize the needs of the community
62. Reeducate at-risk families in order for children to not be removed in the future

WOONSOCKET

1. DCYF workers are based locally (2)
2. Family centered, community based services (2)
3. Ongoing communication (2)
4. Preventative services
5. Prioritize voluntary services
6. Positive PR- success stories
7. Educate families as to what their rights are
8. Families have local services
9. Easier access to childcare
10. All line staff are trained and competent
11. Families/children come first
12. Flexible hours and days
13. Support for school based services
14. Community, school and foster relationships increase
15. Increased biological and foster parent support
16. Foster care within community
17. Stronger connection with foster families
18. Strong advocates
19. Services available in the native language
20. More staffing, less client to social worker ratio

NEWPORT

1. Advocacy- education, etc.
2. Resources- transportation
3. Case planning with all stakeholders
4. DCYF staff is trained in diversity
5. Multi-cultural understanding
6. Know language or community
7. Respect unique aspects of cultures
8. Reduce caseload sizes
9. Caseworker placed at school to do consultation and training
10. DCYF funds agencies and should set policies and standards that are best practice model for providers

NEWPORT, Unique Contribution, continued...

11. Make technical assistance available to community agencies, etc.- training to build capacity in area of collaboration
12. DCYF becomes part of communities success and challenges
13. Need for holistic recruitment and hiring approaches
14. Need to be strength-based in philosophy and practice

CENTRAL FALLS

1. County regionalization of child protective services and development of community services (2)
2. Proof of outcomes- how to show prevention of keeping kids out of care-administration/state needs to see worth of investing into proven community services that exist
3. Placing children in their community if it is safe
4. Flexibility in placements for siblings, more placements
5. Community programming with flexible funds, remember the family networks program
6. Affordable day care, summer camps and school vacation
7. Legislation for more affordable housing
8. Fund successful models of family school and community collaboration
9. Family Resource information
10. Informal discussions between DCYF and our community
11. Recognize and support community models that are working
12. Communication- the best things in life are free

WEST WARWICK

1. Resources, education about resources
2. Voice of children and families in state
3. Child protection and safety
4. Collaboration around supporting families
5. Allowing voluntary involvement with DCYF
6. Caseworkers stay consistent
7. Build resources, crisis daycare
8. Large coordinating system, accountability for contractual outcomes

STRENGTHS

III. When asked what ***OPPORTUNITIES*** are available in Rhode Island that support the challenge of integrating a more family-centered, neighborhood-based approach to service delivery, participants had this to say...

PROVIDENCE

1. Rhode Island is a small state (5)
2. New leadership/administration (4)
3. Cohesiveness within diverse groups (4)
4. Community centers, settlement houses (4)
5. Universities- sororities and fraternities (3)
6. Partnering with the spiritual community (3)
7. Resources exist (2)
8. Tight budget, forces us to look at alternatives
9. Many existing strengths within DCYF and it's staff, maximize internal resources
10. Taskforce report
11. Care Management Team
12. Family Team Meeting process
13. Bring together already formed entities into true partnerships
14. People are open to FCNB process
15. Court is committed to children and families
16. Higher education committed to involvement in CWS
17. RI Child Welfare Institute
18. Outcome measures and information systems
19. Housing- \$40 million available for affordable housing
20. Training, education available to help educate on FCNB practice
21. Big arts community that is untapped for creating partnerships, getting behind promoting a message
22. Public service centers
23. Utilize, coordinate efforts amongst existing foster care entities to maximize expertise
24. Community based visitation
25. Create connections with community groups to support needs of children, youth in care and high risk families
26. Increase support and community participation in positive recreation
27. Make the community safer in order to increase community participation
28. Use of all the nonprofit agencies
29. Increase of credits to families-incentives, tax breaks
30. Use of our wonderful state government/legislators
31. Reframe efforts that families are making
32. Use of media

PROVIDENCE, Opportunities, continued...

33. Families are willing to support one another, but there is no system to take advantage of this
34. Old agencies with long standing history
35. Be a champion for kids and families
36. After school programs
37. Using own family resources
38. Environmental opportunities
39. Neighborhood watch
40. Commitment of people
41. Grassroots organizations that are interested in getting involved and able to form coalitions

WOONSOCKET

1. A lot of social service agencies that network well (3)
2. Strong elderly commitment (2)
3. Strong faith based community participation
4. Public service employers
5. The need itself is an opportunity to put social workers in communities in a DCYF office
6. Task force on Child Abuse and Neglect in Woonsocket
7. SBHC initiative can bring health and mental health services to families in their community
8. School reform and community school initiatives can bring resources to families in their communities through schools
9. CMT meetings
10. Trainings
11. Public institutions involved
12. Willingness of the agency
13. FRCA- Aftercare
14. Agopee Center
15. Thundermint
16. Heating assistance
17. FRCA- counseling centers
18. CAP
19. First Baptist Church
20. NAACP
21. Shelters
22. Food banks
23. NRI- school
24. YMCA/YWCA
25. Diversity

OPPORTUNITIES, continued...

NEWPORT

1. Availability of programs
2. Small state
3. Dedicated, caring people
4. Agencies have a common vision
5. Cultural diversity
6. Many resources currently exist
7. Many community advocates
8. CASSP Models and Scope Models
9. Faith based organizations are already mobilized and can be used to further FCNB
10. Providers are already there waiting for whole system to catch up
11. More collaboration exists- an improvement to past 10 years
12. Juvenile justice hearing diversion programs are family focused and strength based versus punitive

CENTRAL FALLS

1. Look at Newport Partnership for families for replication
2. Use the size of the state to encourage frequent and meaningful communication
3. Give parents a more powerful role moving forward
4. Replicate successful programs (family service coordinators)
5. Utilize access to our local politicians
6. COZI/Family Centers and human services mall at Thompson

WEST WARWICK

1. Value family centered neighborhood based practice
2. Build on success of other states/communities
3. Small state- connections
4. Willingness to acknowledge what we do right and where we need to improve
5. "Clearing house"
6. Empowered families/value
7. RI is nationally recognized as family centered
8. Spiritual community

CHALLENGES

IV. When asked what **BARRIERS** in Rhode Island will be a challenge in the integration of a more family-centered, neighborhood-based approach to service delivery, participants had this to say...

PROVIDENCE

1. Language and cultural barriers (6)
2. Inflexible funding (5)
3. Territoriality (4)
4. Change is hard for people and systems (3)
5. Not being in the neighborhoods- services downtown (3)
6. Trust does not exist (3)
7. Lack of public will (2)
8. Lack of support for families (2)
9. Not educating students effectively (2)
10. Negative perceptions of DCYF (2)
11. Don't have relationships (liaison) to connect child welfare with the spiritual community (2)
12. Lack of accountability (2)
13. Isolationist attitude of cultures (2)
14. Lack of support from community (2)
15. Lack of communication, duplication of services (2)
16. Media (2)
17. Lack of education of the judges (2)
18. Fiscal challenges, low deficit (2)
19. RI is small, sometimes this make us discount strengths
20. Need for everyone to have a voice
21. Relationships with schools
22. Lack of transportation
23. Lack of understanding, awareness of family centered, strength based behavior
24. Inadequacy of contact and visitation with children and parents
25. Insufficient, inappropriate interventions for children, youth and families
26. Help that always has conditions
27. Continuum of care- lack of wraparound services
28. Loss of benefits when children are removed
29. Lack of information sharing
30. Families are willing to support one another but there is no system to take advantage of this
31. Regulation accountabilities prevent family centered, neighborhood based services
32. Under-utilization of community based services
33. New political environment

PROVIDENCE, Barriers, continued...

34. No connection between community, settlement houses
35. Community services exist, not networked
36. Service providers are not educated on what's available
37. Talking about this for years, when are we going to do something about it
38. Discouraged
39. Crime, drugs and gang activity
40. Poverty
41. Regulations

WOONSOCKET

1. Money (3)
2. Political will to make change happen for foster families (2)
3. Community awareness
4. Lack of community
5. Cultural diversity
6. Lack of trust
7. Public service employers
8. Lack of interpretation of agencies and inefficiencies
9. Need consistency through casework
10. Need greater capacity to open SBHC up to families
11. Communities are not educated about agency supports
12. Families aren't informed of their rights
13. Need better provider education, DCYF liaison for each community
14. DCYF doesn't spend time within the community
15. DCYF location
16. Court system- legal issues

NEWPORT

1. Money (2)
2. Language (2)
3. Time
4. Staff
5. Resources
6. Communication
7. Compartmentalized
8. Lack of vision
9. Lack of knowledge of services
10. Legal/judicial system
11. Need to reorganize existing funds
12. Perceptions of DCYF, not seen as professionals and embraced as such

BARRIERS, continued...

CENTRAL FALLS

1. Community partnerships, collaboratives
2. Legislation involvement and discussion
3. Coming to the table
4. Lack of foster families
5. Lack of resources
6. Lack of education
7. Ways to measure successes and stop what does not work
8. Education for service providers with state level so we're all on the same page
9. Structure is not set up
10. Trust does not exist
11. Foster parent resources
12. Communication
13. Budget
14. Develop system of accountability, measure- if it doesn't work, stop

WEST WARWICK

1. General resistance to change
2. Birth families suspicions/defensiveness of foster families
3. Lack of support for foster families and kinship placements
4. Politics/territoriality
5. Court system tends to be more protective than family centered

STRATEGIES, ACTIVITIES AND METHODS

V. When asked for strategies, activities and methods for improving how **SERVICES ARE DELIVERED IN NEIGHBORHOODS**, participants had this to say...

PROVIDENCE

1. One stop shopping in communities to allow families to easily access info and services (4)
2. Team model- neighborhood based approach (3)
3. Find mentors, role models- college students (2)
4. Community involved in planning (2)
5. Train staff on the practical day to day aspects of family centered, neighborhood based practice (2)
6. More services in communities to do visitation to make it community based
7. Ensure that all contracted providers are family centered
8. RI Child Welfare Institute should host discussions to reduce fear
9. Provide good supervision- checks and balances
10. Increase capacity in neighborhoods to promote foster care resources based on geographic areas of need
11. See all family systems as equally deserving
12. Assessments need to be more accurate but strength based- avoid labeling
13. Develop partnerships with city councils, educate on this approach to practice, focus groups on what different wards need and what money is available
14. Using the local newspapers, media
15. Partnering with the police departments
16. Partnering with the religious community
17. Utilizing the arts community
18. Better understanding of needs and services and how to provide them- educate systems and families
19. Provide regional community liaisons for DCYF to do reciprocal education of DCYF re: community and vice versa
20. Let money follow child and family's needs
21. DCYF needs to be available and working a more flexible schedule
22. Use neighborhood people as activists
23. Have consistency and people focus on one area
24. Allocate resources more equally
25. Services/resources within neighborhood of placement
26. Streamlined caseloads so workers don't spend majority of time on inefficient practices
27. Collaborate on ways to reduce regulatory barriers that prevent community based services

SERVICES DELIVERED IN NEIGHBORHOODS, continued...

WOONSOCKET

1. Make neighborhood schools available for all kids in communities
2. More community awareness
3. More faith based involvement
4. SBHC and open schools
5. Social workers in agencies in DCYF office in communities
6. Engagement of faith based organizations and businesses
7. Early Head Start and support for child care providers
8. Enlighten city legislators and managers about needs and issues, educate community
9. Monthly agency collaborative meetings
10. Community Advisory committee
11. Prioritize preventative care
12. Increase time frame/length of stay in programs that are crisis intervention focused
13. Change legislation
14. Community based center
15. Follow up meetings

NEWPORT

1. Education of community
2. Create a presence – advertise
3. Community dinner
4. Follow up - home visits, community meetings
5. Tote bags of information for parents
6. Develop a community center
7. Put service in neighborhoods
8. Basic needs- daycare, transportation
9. Know who is in the neighborhood
10. Multi-lingual service
11. Collaboration- every neighborhood needs a scope-like program
12. Peer mentoring
13. Family support workshops

CENTRAL FALLS

1. Looking at collaboratives that exist and programs that work
2. Within regional meetings, centers, schools community meeting places to have informal discussions- children's cabinet come down to our communities with time for public discussions and informal comments
3. Educate families on what is to be a foster family, the expectations

SERVICES DELIVERED IN NEIGHBORHOODS, continued...

WEST WARWICK

1. Community organization to recognize what needs to be done in neighborhood, community ownership
2. Local political leaders- education and leadership
3. Educate existing organizations about this process
4. Support local coordinators council and enliven membership

VI. When asked for strategies, activities and methods for improving how **SERVICES ACROSS AND BETWEEN SERVICE SYSTEMS CAN BE ENHANCED**, participants had this to say...

PROVIDENCE

1. Regional community liaisons to ensure shared education and partnerships across systems (4)
2. Computerize medical and education records to ensure speedy transfer of child's info (2)
3. Networking (2)
4. Cross systems training- forum for cross systems exchange of info, get clout to insist on it (2)
5. Define peoples/agencies roles and responsibilities
6. Provide checks and balances to promote support
7. Change blame for errors to an objective review process
8. Locate grants that requires collaboration amongst service providers
9. Systems to review, refine policies so that triaging shared cases is a requirement across systems
10. Refine job descriptions that support staff in conducting family centered practice
11. Family case conferencing across the board
12. Get articles, news in the local papers in the languages of the local communities on child welfare activities, news, purpose, programs
13. Partner with the arts community as a vehicle for educating RI on child welfare issues also to create healthy opportunities for youth to express themselves
14. Wraparound services- mental health, substance abuse, etc.
15. Open Door Thursday (Governors office)
16. Requirements to outreach, i.e., to churches
17. Include the community themselves
18. Celebrate accomplishments, triumphs
19. Getting people to buy-in to FCNB process and getting them to commit
20. Seamless approach services/continuum with FCNB focus

PROVIDENCE, Services Across and Between Systems, continued...

21. Hosting intra-system “coffee” to educate systems on what one another does, provide licensure credit, incentives to get systems out to attend
22. Get Mayor’s, Governor’s offices to be out in front spearheading importance of participating in network exchange
23. Community response to respite system
24. Advocate for legislative changes that currently allows for youth “freedom to leave” law
25. Implement successful transitional program to assist with successful transition of youth in neighborhoods
26. Look more at function of program or service delivery rather than funding
27. Understanding cultures more and how they operate
28. Flexibility among systems to provide higher quality of service
29. Public agency and contract incentives must be invited to the table to hammer out value differences, protocol differences, etc. to get on same page

WOONSOCKET

1. Close communication with schools and in school services (2)
2. Pull this kind of group together on own to see the vision come true
3. Corporate and community business involved to help in funding
4. Invite elected officials to meeting
5. Engage children’s cabinet in leadership role and communicating recommendation to Governor and Legislators
6. Collaboration between schools, health, and case management
7. Consumer feedback, family involvement in meetings
8. Allow more leeway

NEWPORT

1. Meetings of diverse agencies to dialogue about initiatives, strategies
2. Phone calls between agencies
3. Partner social service/corporate section
4. Incentives for residents to attend
5. Make service delivery more social
6. Collaboration- every neighborhood needs a scope-like program

CENTRAL FALLS

1. Schools need programs to be sustained
2. Look at other statewide systems that have been successful to gather ideas
3. Celebrate our strengths together

Services Across and Between Systems, continued...

WEST WARWICK

1. Build networks
2. Educate/train
3. Use CASSP to coordinate services in neighborhoods

VII. When asked for strategies, activities and methods for improving how **WE CAN ALL WORK TOGETHER MORE EFFECTIVELY TO ENHANCE THE QUALITY OF LIFE OUTCOMES FOR VULNERABLE CHILDREN, YOUTH AND FAMILIES WITHIN THEIR OWN NEIGHBORHOODS**, participants had this to say...

PROVIDENCE

1. Appropriate services for kids after school to relieve stress in other areas
2. Change how we apply licensing laws to relatives- open view of family
3. Create a child/family agenda across systems at the cabinet level to create a legislative agenda that is stealth-like and focused
4. Cross system collaboration
5. Regional community liaisons to ensure shared education and partnerships across systems
6. Need entity who consistently advocates for kids and families
7. Sharing vision and commitment
8. Stop thinking about "either/or" services and look toward continuum or seamless approach to services with FCNB focus
9. Multidisciplinary staff or need for this- we need to pay for staff to really work with families
10. Legislative changes for increase staff wages, larger grants for nonprofit network staff
11. Look collectively
12. Outreach and input from others
13. Support
14. Identify resources
15. Involve clients in the development of policies and procedures that impact their lives
16. Providers, systems look to seek ways to provide services that follow the child not the program
17. Create cross generational modeling program to create a supportive network for vulnerable families
18. Opportunities to draw all levels of staff and clients, youth to identify ways to work more effectively together
19. DCYF becoming the number one advocate for children and families in RI

ENHANCING QUALITY OF LIFE OUTCOMES, continued...

WOONSOCKET

1. Offer incentive to keep their agencies in the community
2. Hold elected officials accountable
3. Housing
4. Jobs
5. Health care
6. Transportation
7. Family preservation
8. Love and peace
9. Arts, parks, shopping
10. Encourage satisfaction surveys
11. Support community initiatives and hearings at statehouse, etc.

NEWPORT

1. Neighborhood community meetings
2. Agency meetings to disseminate information
3. Advance notice of meetings, functions
4. Collaboration/team effort
5. Trust build on understanding
6. Collaboration- every neighborhood needs a scope-like program
7. Need parental support- recognize what strengths families have and bring them to the table
8. Peer mentoring
9. Family support workshops

CENTRAL FALLS

1. Improvement of wraparound services- at the time of the DCYF investigation

WEST WARWICK

1. Educate community
2. Create mechanism of developing "family vision" from family- what do they want?
3. Ask what do adolescents want
4. Empower families