

# Family Engagement Coordinator

## FFPSA Citation

H.R. 253 - Family First Prevention Services Act of 2018 <https://www.congress.gov/115/plaws/publ123/PLAW-115publ123.pdf>

## Definition

The Family Engagement Coordinator (FEC) is a pivotal role within the QRTP treatment team. The FEC works in close partnership with the DCFS QRTP Liaison to develop the Family Permanency Team and to ensure the team's work is youth and family driven, and is done with a spirit of mutual respect, teamwork, shared responsibility, and shared decision making.

The FEC provides targeted case management to youth admitted to the QRTP and to their families by engaging the family and establishing a strengths-based relationship to identify, create, and build a supportive Family Permanency Team for the purpose of developing a comprehensive service plan/treatment plan that is family centered, community oriented, strengths-based, and highly individualized and focused on achieving the youth and family's permanency goals.

The FEC

- develops expertise in teaming values, and ensures the FPT process are delivered with the highest possible fidelity to national best practices, while still allowing for local individualization of the process.
- works within a team structure that guides collaboration and consensus decision-making as a collective body ensuring youth and family voice and choice throughout the process
- continuously engages the youth, the youth family, and the family permanency team to provide education, preparation and coaching to advance them through the development of the team's initial plan, plan implementation, and transition to permanency.
- maintain documentation of the individualized FPT plan in the QRTP record and works with the youth and family to implement their portions of the plan
- monitors the efficacy of the plan strategies, and suggests amendments to maximize achieving permanency outcomes

## Requirements

- Establishing youth as QRTP resident
  - Within the first 30 days of QRTP admit, the FEC orients the youth and family to the QRTP; works with the QRTP clinical staff to stabilize immediate crises; explores the strengths, needs, vision and culture of the family; begins to prepare the youth and family for the first FPT meeting
  - Within the first 60 days of QRTP admit, the FEC monitors QRTP assessment and court reporting timelines, and works with DCFS QRTP Liaison to ensure timelines are met
    - The eligibility assessment (CAN/IBHA) is completed within 21 days of admit.
    - The FPT meets, considers the QI's assessment findings and responds within 25 days of QRTP admit
    - The DCFS QL files a motion to the court requesting approval of QRTP within 30 days of QRTP admit
    - The court approves or disapproves QRTP within 60 days of QRTP admit.

- Assists DCFS QL to convene and facilitate Family Permanency Team (FPT) meetings
- Maintains contact information for any known biological family and fictive kin of the child;
- Documents FPT plans in QRPT case plan
- Facilitates outreach to the family members of the child, including siblings
  - Documents how the outreach to family and siblings is made (including contact information),
  - Documents how sibling connections are maintained;
- Documents how family members are integrated into the treatment process for the child, including post-discharge
- Collaborates with the DCFS QL worker on ongoing assessment of continuation of QRTP intervention
- Completes and transmits required DCFS census and utilization reports
- Ensures discharge planning and family-based aftercare support for at least 6 months post-discharge.
  - If child is enrolled in 1915c “CSoc” for aftercare:
    - FEC continues role on child’s team (Child and Family Team (CFT), and works with the CFT to highlight permanency as a priority goal Maintains CFT Plan of care in QRTP aftercare record
    - Tracks and reports to DCFS aftercare metrics for youth who DC from the QRTP
  - If Child is not enrolled in 1915c CSoc for aftercare:
    - Utilizes tele- or web-based platform to continue targeted case management to youth to the receiving caregiver
    - Ensures the family and child are connected to services and community supports that support the youth’s and their family’s permanency goals and objectives
    - Maintains weekly telephone contact with the child and caregiver for the first six weeks post discharge
    - Continues monthly FPT meetings
    - Coordinates and assists in linking the child and family to community-based providers for specialized behavioral health services and other services and supports identified on the QRTP discharge plan and other service needs that arise during the aftercare period.

### **Post-Employment Training**

- TBRI Implementation Overview for Leadership (Crossroads)
- Leadership and Implementation Team Training (Crossroads)
- In-Person Training at QRTP (Crossroads)
- TBRI - Monthly Coaching and support (Crossroads)
- Family Search and Engagement (Crossroads)
- Youth Guided Transition to Family (Plummer)
- FSE & YGTF Group Consultation
- CANS (Praed)
- CANS/IBHA & QRTP Report (Magellan & DCFS)

### **Qualifications**

- Bachelor's degree in social work or other related discipline (Master's degree preferred)
- Two or more years work experience in behavioral health field, child welfare, or human service
- Knowledge, Skills, & Abilities
  - Dedicated to the success of children and family teams
  - Ability to work efficiently and effectively both individually and as part of a team
  - Ability to develop and bring together inter-disciplinary teams
  - Effective conflict resolution skills
  - Well organized and adaptable
  - Possesses an engaging and enthusiastic personality
  - Ability to support the agency's culture, growth, and success through communication, accountability, and positivity
  - Ability to appropriately accept feedback through the supervision process
  - Willingness to learn, grow, and improve
  - Effective oral and written communication skills
  - Demonstrates good insight and judgment
  - Skilled in speaking in front of groups
  - Competent in using Microsoft Word, Excel, Power Point, web meeting platforms, and other contemporary software applications
- Have documentation of a satisfactory fingerprint-based criminal background check through the Federal Bureau of Investigation (FBI) as required by R.S. 15:587.1 and R.S. 46:51.2
- This check shall be obtained prior to the individual beginning work at a QRTP.
- No person who has been convicted of, or pled guilty or nolo contendere to any offense included in R.S. 15:587 (C), shall be hired by or present in any capacity in a QRTP.