

# *Governor's Office for Children*



## Local Care Teams

*Strengthening Our Approach*

# *Role of the Local Care Team*

- Beginning on January 1, 2018, the Local Management Boards will again serve as the administrative home for the Local Care Teams.
- Parents, family members or agencies will be able to make referrals directly to the Local Care Teams through the Local Management Board to seek assistance with accessing services, to develop plans of care for community-based services, and to coordinate services from multiple agencies.
- Families and children at risk of out-of-home or out-of-State placement, with complex needs and/or who are in crisis are identified as priorities for the Local Care Teams.



## ***Under Maryland Code (Human Services Article §8-407), a Local Care Team shall:***

### **1) Be a forum for:**

- a) Families of children with intensive needs to receive assistance with the identification of individual needs and the potential resources to meet those identified needs; and,
- b) Interagency discussions and problem solving for individual child and family needs and systemic needs;

### **2) Refer children and families to:**

- a) Care management entities when appropriate; and,
- b) Available local and community resources;

### **3) Provide training and technical assistance to local agency and community partners;**

### **4) Identify and share resource development needs and communicate with the care management entity, local core service agencies, provider networks, local management boards, and other local care teams in surrounding jurisdictions; and**

### **5) Discuss a request for a voluntary placement agreement for a child with a developmental disability or a mental illness under § 5-525 of the Family Law Article.**



# *Local Care Team Membership*

*Effective January 1, 2018*

*The Children's Cabinet requires local agencies to attend all Local Care Team meetings and to be represented by staff who can commit appropriate and allowable agency resources at the time of the meeting to support a child's plan of care.*

*In addition to the Local Care Team representative, the local agencies are required to ensure the attendance of the case managers for the specific cases being discussed.*



***Under Human Services Article §8-406, each Local Care Team shall include at least one representative from:***

- Department of Juvenile Services;
- Developmental Disabilities Administration;
- Local Core Service Agency;
- Local School System;
- Local Health Department;
- Local Department of Social Services;
- Local Management Board;
- A parent or parent advocate; and,
- A nonvoting representative of the local office of the Division of Rehabilitative Services to represent individuals who are 16 years old and older.

# *What does it mean to be a voting Local Care Team Member?*

- Your vote counts as one
- Your vote is Equal to every other vote!



- Don't let the family vision  
be taken out of the decision!



# *Local Care Team Administration*

*Effective January 1, 2018*

*A Local Care Team Coordinator within each Local Management Board will be funded by the Department of Human Services, Department of Juvenile Services, Department of Health, and Maryland State Department of Education through the Children's Cabinet Interagency Fund.*

The Children's Cabinet is providing permanent staff support to the Local Care Teams to ensure youth with intensive needs receive comprehensive support services. Staff will ensure a coordinated system for Local Care Team case referral and tracking, maintain a comprehensive resource database, collect data and ensure follow up services. Staff will be responsible for facilitating a coordinated approach to services and ensure parent involvement in Local Care Team meetings.



*The role of the Local Care Team Coordinator requires an individual who has experience with child placement systems, a clinical and/or special education background, and a Master's degree in a related field.*

## **Responsibilities of the Local Care Team Coordinator:**

- Maintain a directory of community-based resources;
- Maintain, analyze and produce written reports from various data systems, and develop policy and procedure based on written reports;
- Provide staff support to local and statewide committees;
- Work collaboratively with diverse groups of individuals; and,
- Develop and present training modules to small and large groups.





# Performance Measures for Local Care Teams

*Effective January 1, 2018*

*Local Care Teams are required to annually report to the Children's Cabinet, through the Interagency Placement Committee, the effectiveness of the coordinated interagency case planning in the jurisdiction, including a set of required performance measures.*



# *Local Care Team Performance Measures*

- **What/How Much We Do:**
  - Number of new cases referred to the Local Care Team
  - Number of cases reviewed by the Local Care Team
  - Number of Local Care Team trainings provided
- **How Well We Do It:**
  - Percentage of mandated Local Care Team representatives that attend at least 75% of Local Care Team meetings.
  - Percentage of all Local Care Team reviews (new, follow-up, and annual reviews) where the youth's parents (or legal guardians) attended.
- **Is Anyone Better Off?**
  - Percentage of new cases referred for in-state residential placement that are alternatively served through community-based services.
  - Percentage of new cases referred for out-of-state placement that are alternatively served through in-State community-based services or in-State residential placements.



# *How can a Child/Family be referred to the Local Care Team?*

Parents, family members or agencies will be able to make referrals directly to the Local Care Teams through the Local Management Board's identified referral process.

The referral process will be clearly recognized within the local jurisdiction to encourage and empower families and agencies to seek the resources available to support the complex needs of children.



# ***What Options May be Available at the Local Care Team?***

## **Agencies can offer local resources such as:**

- Family Preservation
- Voluntary Placement Agreement
- Targeted Case Management
- Psychiatric Rehabilitation Program (PRP)
- Department of Vocational Rehabilitation Services (DORS) programs
- Respite
- Nurturing Programs
- Scholarships
- Summer Camps
- Faith-Based Programs
- Traditional and Untraditional
- Parks and Recreation
- Parenting Classes

**Other resources may be available depending on the jurisdiction.**



# ***NOT ALL COUNTIES ARE THE SAME!***

Every local jurisdiction has the ability to create programs based on the local needs as funding allows. Therefore, different services are available in different areas.



# *Role of Parent Advocate within a Local Care Team*

## **On the Action Side -**

- Explain the Local Care Team process
- Explain purpose and focus of meeting
- Help parents sort out options and priorities
- Help identify local resources
- Assist the Local Care Team with understanding family goals

## **On the Emotional Side -**

- Listen to the family
- Assure them that their opinion counts
- Empathize sincerely
- Model for them – but don't take over
- Prepare them for their emotions at the meeting

### **Of Equal Importance:**

- Get to know other Local Care Team representatives
- Work with the Local Care Team staff to promote a family responsive system.
  - Become familiar with local community resources
- Familiarize yourself with the family's unique situation
  - Know the law



# *Parent Support Characteristics*

- Experience as a parent of a child with complex needs
- Awareness of agencies represented on Local Care Teams
- Good verbal communication skills
- Ability to empathize
- Availability for meetings, trainings and supervision
- Available to meet with families



# *Hearing is NOT the same as LISTENING*



- Good listening involves taking the words you hear, processing them and turning them into understandable thoughts
- Then converting what you hear into meaning in order to make decisions, build relationships and solve problems



# *Good Listening Characteristics*

- Good listening is often silent, but not passive.
- Good listening is interactive; you question, comment and get involved.
- A good listener seeks to understand first, then be understood.



# *Techniques For Good Listening*

- Maintain eye contact
- Send verbal cues
- Do not interrupt
- Paraphrase what the speaker said
- Pause and think before responding
- Use listening body language
- Look at the speaker's non-verbal cues



# *Facilitation:* *The act of making it easier*

- Make it easier by.....
  - Providing information about
    - Purpose
    - Process
    - Rights



# *Successful Facilitating*

<p><b>Learn</b> the information and skills required for the position</p>	<p><b>Accept</b> and acknowledge the worth of the person, regardless of the situation</p>	<p><b>Listen</b> to hear all the person has to say</p>
<p><b>Confirm</b> what they think the other person said.</p>	<p><b>Persevere</b> by looking for reasons and methods to make things work</p>	<p><b>Not Judge</b> but assess the situation without assigning blame</p>
<p><b>Keep Confidence</b> by not revealing personal information</p>	<p><b>Promote Decision Making</b> by providing tools to assist the person to make their own decision</p>	<p><b>Support</b> the person before during and after a decision is made.</p>

## Creative Negotiation

*“A process whereby two or more parties meet and, through artful discussion and imagination, confront a problem and arrive at an innovative solution that best meets the needs of all parties and secures their commitment to fulfilling the agreement reached.”*

Gordon Shea, *Creative Negotiating*

## Principled Negotiation

*“The method of principled negotiation is hard on the merits, soft on the people. It employs no tricks and no posturing. Principled negotiation shows you how to obtain what you are entitled to and still be decent. It enables you to be fair while protecting you against those who would take advantage of your fairness.”*

Robert Fisher & William Cry, *Getting to Yes*

# *Components of Principled Negotiation*



- Separate the people from the **PROBLEM**
- Focus on **INTERESTS**, not on positions
- Generate **OPTIONS** before making decisions
- Insist upon an **OBJECTIVE** outcome



# *Guiding Principles for the Local Care Team Decision Making Process*

- Local Care Teams function as the point of entry.
- Decisions should be arrived at by consensus.
- Resolving disputes should occur at the Local Care Team level.
- Respect of time and family needs, along with referring agency deadlines are essential.
- Parents are fully participating members.
- Every child requires the services of a case manager.
- Every child's least restrictive environment must be considered.
- An orderly transfer to the adult service delivery system is expected for each youth aging-out.
- Out of the box thinking should be encouraged.

Important!!



Important!!

# Parental Rights

Notice

Consent

Confidentiality

Due Process