

**Marion County Children & Families Commission**

**May 18, 2017 Meeting**

**11:30 AM**

**Marion County Board of Commissioners Board Room- Salem, Oregon**

**Commission Members Present:** Jaime Arredondo, Walt Beglau, Sue Bloom, Gladys Blum, Gayle Calderazzo Doty, Commissioner Janet Carlson, Marilyn Dedrick, Jayne Downing, Faye Fagel, Randy Franke, Ron Hays, Levi Herrera-Lopez, Chuck Lee, Krina Lee, Cyndi Leinassar, Pete McCallum, Chief Jerry Moore, Sheriff Jason Myers, Sam Osborn, Honorable Cheryl Pellegrini, Allan Pollock, Eric Richards, Jim Seymour, Sam Skillern, Shaney Starr, and Lyndon Zaitz

**Staff Present:** Denise Clark, Tamra Goettsch and Mary Grim

**Guests Present:** Patricia Godsey, Willamette Valley Community Health; Josh Graves, Catholic Community Services; Lisa Harnisch, Marion & Polk Early Learning Hub; Christopher Hupp, Options Counseling; Melissa Kidd, Cherriots; Kelly McKnight, citizen; Laura Morett, citizen; Honorable Heidi Strauch, Marion County Juvenile Court Referee; Tricia Ratliff, Mid-Willamette Valley Community Action Agency

Meeting Summary Notes by Denise Clark

**Raising Resiliency Panel**

A panel comprised of organizations that attended one or more of the CFC sponsored trainings presented in the past year shared the impact the trainings had on their organizations and those they serve. The trainings included: Adverse Childhood Experiences Study (ACES), Dr. Vincent Felitti; the Hope Scale, Dr. Chan Hellman; Family Check-Up and Everyday Parenting, Dr. Kevin Moore; and Trauma Informed Care, which was coordinated by the Behavioral Care Network.

**Tricia Ratliff, Community Action Agency. H.O.M.E** (A drop-in day shelter for at-risk and homeless youth)

Attended: Family Check-Up and ACES trainings.

Because of these trainings, they've experienced:

- Staff improvement through education
- Implemented Trauma Informed Care (TIC) program principles
- Changes to their environment
  - Doors are labeled to provide clarity on its purpose in an effort to limit client anxiety
  - Added air fresheners
  - Moved office spaces to the front of the facility
  - Made its intake area more warm and inviting
  - Changed its intake process. Initial conversations with clients start with statements like, "Tell me about you" before going into the more intimate questions.
- The agency conducted the ACES test three years ago in hopes of identifying its staff members' level of trauma. As a result, staffing supports and plans were impacted. (They now have five full time and two part time staff.)
- With Family Check-Up, many of the youth are willing to participate, but have had limited success with parent involvement.
- Lessons learned: How parents are approached and engaged are important factors to success.

- Would like to offer additional training, allowing staff to go through training a couple of times.

**Lisa Harnisch, Marion Polk Early Learning Hub** (The Hub engages the community in an effort to get young children ready for kindergarten; i.e., pro-active work with families, addressing parental stability and strengthening, and providing helpful tools.)

Attended: ACES, TIC

- The ACES provided an emphasis on parent education, which was very helpful for attendees to hear firsthand; they have trained facilitators.
- An additional Trauma Informed Care training was scheduled for May 21, 2017 at the fairgrounds. Topics covered focused on health care and organizational development needed when working with families impacted by toxic stress levels.
- Appreciates the “shared language” that the trainings bring to the community.
- Lessons learned: Keep the long term in mind when thinking about systems; start small and make incremental changes.

**Levi Herrera-Lopez, Mano a Mano (a Latino-centered family center that helps its clients become self-sufficient and empowered)**

Attended: Family Check-Up, ACES and TIC

- Mano a Mano changed its mission to help strengthen families, not just youth. They address Latino, low income and immigrant opportunities.
- Recently moved to a new location on Portland Road and reconfigured its facility layout. They now have more privacy for one-on-one interviews.
- The trainings helped the organization to put theory behind its culturally designed practices. This helped staff to implement better programming, such as Strengthening Families and Everyday Parenting curricula.
- Major barriers: Trainings and materials only available in English. Preferably, its staff/trainers would be trained in Spanish, but limited resources and training availability is an ongoing challenge.
- The Hope Scale training encouraged its staff to support family management as a means to reduce its clients' stressors; i.e., finances.
- From October to November 2017, the numbers of families supported went up 80%; it has stayed at a 30% increase. People using its services tend to access supports when in crisis versus an ongoing basis.

**Josh Graves, Catholic Community Services** (Its mission is to champion positive strengths in families.)

Attended: Family Check-Up, Hope Scale, ACES, and TIC

- Mentioned Dr. Hellman's YouTube video of the conference; very well done.
- Its Woodmansee project is doing Family Check-Up; it is good to be connected with the model and staff continues to learn about Family Check-Up and Everyday Parenting models, which provides the “nuts and bolts of parenting” that paraprofessionals can carry out.
- Caregiver safety, support, and wellness are important to help caregivers take care of themselves before they can help others.

- Catholic Community Services has agreed to incorporate the Hope Scale in all of its programs. This will allow them to get a baseline its client's level of hope.
- Trauma Informed systems are important; it is important to identify the trauma we might cause in others.

**Christopher Hupp, Options Counseling** (Provides support for health, safety, equity, and the well-being of its clients through its counseling services.)

Attended: ACES, Family Check-Up, Everyday Parenting, TIC

- Staff members assist families that are involved with DHS Child Welfare.
- Been looking at ACES for a number of years.
- Parents have difficulty participating in trainings that discuss difficult topics if they have experienced trauma personally. Additionally, staff members are aware that parent responses might be linked to their own adverse childhood experiences when being interviewed.
- The children fill out the ACES questionnaire, which provides information to staff on ways to approach the individual.
- Primary care physician communications take place in hopes that the physicians will tie together patient history to the treatment recommendation.
- In the future, Options wants to focus on resiliency; helping family members to move passed their childhood experiences.
- The Family Check-Up software has been installed, but still need the passcode information. Community Services staff will check with Dr. Kevin Moore.
- The organization has been involved with the national TIC many years.
- The organization has changed its office environment to make it more calming for families, including its facility signage.
- Are using the Everyday Parenting techniques.

Discussion:

There continues to be some level of difficulty determining the best place for family services inquiries, because each family need is unique. Since this is likely to never be resolved, that is why the commission sponsored the Family Check-Up trainings. If all organizations understood the premise of the Family Check-Up approach, it is believed that fewer families would have to be referred to other services.

It was suggested that the commission identify how to encourage primary care physicians to be aware of ACES.

Willamette Valley Community Health is bringing Dr. Felitti back in the fall of 2017 to speak to physicians.

Other thoughts:

- Mental health therapists could visit with physicians in their offices.
- It takes incremental steps to implement these principles.
- When trying to gain new interest in trainings and implementation, the commission needs to stay focused on how the other parties will benefit. Recognize that organizations typically have an assessment tool. Trauma Informed Care trainings and practices need to be “hope infused;” finding the balance between empathy and accountability. Figure out how to “incentivize” to show early adopters, with prototypes and/or how to implement.
- Look at what already exists in the community.

- After being trained, find a way to implement.
- Provide a basic community organizations resource guide.

It's a challenge for an organization to know how to implement changes; keeping the conversation going is important. Those present thanked the commission and county for bringing these trainings to Marion County; typically attendees have to go to Portland to attend these types of trainings. It personalizes it; sitting "shoulder to shoulder" with colleagues and those that attendees could potentially work with in the local area.

It was suggested to invite organizations such as the Oregon Community Foundation to the November ACES training. If they knew of the opportunities, perhaps they would respond differently to future fund requests/applications.

### **Network of Care- Tamra Goettsch**

This year's Community Services' budget includes hosting Network of Care (NOC) within the Community Services Department. NOC is a community-based resource for the public and the professional. Once approved, staff members will begin working on the implementation and other logistics; more information to follow. A short video was shown on Network of Care.

The current resources database, 211, is based out of Portland; many feel that it's not user friendly and has limited capacity for Marion County. NOC will build on 211 and will offer additional supports and services.

The CRN (Community Resource Network) is a resource data base for professionals to meet their organization's and community members' needs. NOC is a resource for any individuals to access personally.

The focus of Marion County's NOC will be on the children and families. Other components could be added later, housing, domestic violence, etc. The development of the local NOC will be supported through the NOC professionals. For an annual fee, which is included in the department's budget, county staff would work with NOC to set up and maintain the county-tailored data base of services, supports, and information. Those present were supportive of the NOC.

**Announcement:** The DHS leadership is changing; Sam Osborne has been assigned elsewhere. Ormond Fredericks will now be attending commission meetings in Sam's stead. More changes to come in DHS; this also impacts FPAT.

### **Every Child**

- This organization addresses the foster care crisis in Marion County, patterning after the successful model in Multnomah County.
- Currently working on foster care recruitment in the area.
- Salem Leadership Foundation (SLF) is looking at being the backbone organization, but they would mean some changes to SLF's practices; SLF's board needs to review further. A local church is also interested in being the backbone for Every Child.

### **Catholic Community Services (CCS)**

There will be an Empower Foster Parent event on May 30<sup>th</sup> at the Kroc Center. The event is organized by youth that grew up in foster care and is focused on thanking those involved in developing the county comprehensive plan for foster parent improvement (and retention), called Eliminating the Gap, and for the execution of the plan.

## **Forever Homes**

- An alternative approach to providing foster care that purchases homes, hires foster parents to provide care, incorporates needed supports and services. If the foster parents decide they don't want to foster, then they move out, not the kids.
- All kids that come into Forever Homes have a minimum of five disruptive placements.
- A new model, Enhanced Support for Foster Parents, which is modeled after the Mockingbird model, creates a hub home in the middle of 8-10 satellite homes. The hub home provides mentoring, respite care, and support specialists, but does not provide direct care for any foster children.
- The model includes a Community Resource Coordinator that is tasked with bringing in needed resources that the foster parents can't provide.
- There is a Memorandum of Agreement with DHS and CCS for launching this model in Marion County.

Other:

Krina requested a calendar be made of any future trainings being provided in the area. She also announced that 522 children from Salem-Keizer School District have signed up to sell lemonade on Lemonade Day on Saturday, May 20.