



# PRACTICE MODEL PRESS

## DCYF Workforce Development

Mike Donati

The DCYF Workforce Development Committee (WDC) is comprised of twenty staff representing child protection, juvenile justice and Sununu Youth Services Center. Bureau of Organizational and Quality Improvement Administrator, Christine Tappan, and Business Operations Administrator, Robert Boisvert, facilitate the Committee.

The WDC focuses on Division issues pertaining to staffing, recruitment and retention and professional development.

Areas of focus for the Workforce Development Committee over the past two years include:

- Revamping the structured hiring process
- Modifying the exit interview and questionnaire
- Staff Recognition Subcommittee which nominates staff for awards at the DCYF Conference and develops other methods for staff recognition
- Realistic Job Preview Video for CPSWs
- Peer Support Committee for District Office Supervisors
- Ideal Employee Subcommittee
- Title IV-E intern process
- Incorporating the Practice Model Beliefs and Guiding Principles into the Child Protective Services and Juvenile Justice Services Supplemental Job Descriptions and Structured Hiring Interviews
- Develops and maintains an annual recruitment and retention plan
- Advanced Mentoring Program for veteran staff
- Speakers Bureau
- Other professional development opportunities as determined necessary by the Committee.

If anyone would like to contribute any thoughts or suggestions regarding recruitment, retention or professional development, please contact [Christine Tappan](#) or [Robert Boisvert](#). Thank you.

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Maggie Bishop, Director

NH Department of Health and Human Services

Nicholas A. Toumpas  
Commissioner

**Mission Statement**

*To join communities and families in providing opportunities for citizens to achieve health and independence*



## Youth Consultant 2012

Emily Quigley

I am excited to announce that I am able to continue my work with the State of New Hampshire! My new contract is held with Casey Family Programs and my new role is as the Youth Consultant. I am so excited to be able to continue to make sure that youth voice is heard across the state.

Under this new contract I have the privilege of working on two more design teams. I will be participating on the Juvenile Justice Services (JJS) Design Team as well as the Sununu Youth Services Center (SYSC) Design Team. I am excited to be a member of these teams and look forward to presenting the youth voice and perspective when creating and designing the Beliefs and Guiding Principles for both Juvenile Justice and the Sununu Center.

I will also be helping with the Permanency Round Tables. The purpose of the Permanency Round Tables is to develop a permanent plan for a child or youth that can realistically be implemented over the next six months, and to identify and address barriers to permanency

through professional development, policy change, resource development, and the engagement of system partners. As the youth consultant, I strongly believe that youth voice is instrumental when creating a permanency plan. In my new role I have begun to work on a youth permanency questionnaire. This questionnaire will cover what permanency means to youth, where and with whom they want to achieve permanence, as well as what they want to see happen next in their case. It is my hope that by having youth involved at every stage of the Permanency Round Tables, the outcomes for both youth and families will be positively impacted.

Finally, another part of my contract is to continue to develop and recruit for the New Hampshire Youth Action Pool. The Youth Action Pool (YAP) is a subgroup of the NH Teen Voices Advisory Board. The youth that participate on this board are current and former youth in care that are; motivated, responsible, and committed to positively

influence and change or improve current adolescent practice. Also, some interested members of the YAP will receive training and support in Strategic Sharing. The purpose of this group is to have youth activity engaged with DCYF (CPS, JJS and SYSC) to use their voice to help improve and change practice. They can do this in a number of different ways: by presenting at trainings, appearing on panels and providing consultation to local district offices.

My recruitment goal for the Youth Action Pool is to recruit 20 more youth this year. To do this I will be making a "Tour" of the regional Youth Advisory Boards, as well as doing a lot of recruitment at our annual Teen Conference in August.

Please do not hesitate to contact me if you have any question, or if you have a youth that might be interested in joining the Youth Action Pool. My e-mail address is [Emily.quigley@metrocast.net](mailto:Emily.quigley@metrocast.net). I look forward to another great year full of youth voice and input!

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## Introducing a New Parent Voice

Brenda Plante

Hi, my name is Brenda Plante and I am the Parent Consultant with the Practice Model. My husband Steve and I were introduced to the Seacoast DJJS team when our daughter Amanda became involved in the juvenile justice system. In the months to follow, Amanda was placed in two separate out-of-home Residential Care facilities. Through the hard work and dedication of our JPPO, Amanda was reunited with us in May 2010.

I was invited to participate in the Better Together with Birth Parents (BTBP) training in May 2011; this was an incredible two-day event and I was immediately drawn to the Practice Model. My own

experience with DJJS involved a great deal of collaboration and family engagement and I want to work with parents and DCYF/DJJS workers to improve relationships and communication flow throughout the state.

I have been working with Geraldo Pilarski as part of the Parent Partner Program.

In February, I will be trained as a BTBP facilitator along with six additional Parent Leaders. This training will allow me to facilitate additional BTBP trainings that are scheduled throughout the state in 2012.

Additional roles will include the testing of utilizing a parent advocate at FAIR (Family

Assessment Inclusive Reunification) meetings. This PDSA (Plan, Do Study, Act) will be introduced in the Seacoast office in February 2012 and with expected positive results, be rolled out to all District Offices. I will also be working with Todd Crumb in the preparation and implementation of Family Team Conferencing and the Family Engagement Task Force at the Sununu Youth Services Center.

Parent and Youth voice play a vital role in family engagement and in the ultimate outcome of reunification with birth families. I look forward to our continued efforts in promoting parent voice and partnerships.



To learn more about the Better Together with Birth Parent Workshop, you can call [Geraldo Pilarski](tel:6032710532), Parent Leadership Coordinator at 603 271 0532.

## BTBP Calendar for 2012

### February 22-24, 2012

- Train the Trainer Session for New Better Together Facilitators

### March 6, 2012 (10:00 am to 3:30 PM)

- Annual Planning and Coaching Day for Seasoned and New BT Facilitators

### March 29 and 30, 2012

- Keene Regional Better Together Workshop

### April 18-19, 2012

- Better Together Workshop for new CPS staff (Pilot Part of CPS Core Training)

### April 26, 2012

- Strategic Sharing Workshop for Parent Leaders

### May 11, 2012

- DCYF Annual Conference

### May 17-18, 2012

- Concord Regional Better Together with Birth Parents

### June 20-21, 2012

- Seacoast Regional Better Together with Birth Parents

### August 30 – 31, 2012

- Manchester Regional Better Together with Birth Parents

### October 4-5, 2012

- Northern Regional Better Together with Birth Parents

### November 15, 2012

- Strategic Sharing Workshop for Parent Leaders

### December 13-14, 2012

- Southern Regional Better Together with Birth Parents

## 2012 Practice Model Update

Todd Crumb

In 2011 we all made a tremendous amount of progress with our agency Practice Model. We aligned Child Protective Services' (CPS) and Juvenile Justice Services' (JJS) Practice Model with the Program Improvement Plan (PIP) and began the initial implementation of many of those strategies. Practice Model implementation included the updating of Structured Decision Making (SDM), Family Assessment and Inclusive Reunification (FAIR), Solution-Based Casework (SBC), the Youth Action Pool, the Parent Partner Strategy, and Supervisory Standards and Training. In the next

several months, we will be implementing our formal family engagement meeting model which will align closely with SBC. The curriculum for this model is currently being developed. Although full implementation of all of these strategies will take some time, CPS and JJS are making great progress in their adoption of these shifts in practice. As a matter of fact, CPS and JJS have not only achieved all the benchmarks for Quarter 2 of the PIP but have also accomplished several that are not due until Quarter 3!

Presently, JJS has

reconvened their Practice Model Design Team meetings. It is significant to mention that JJS staff and leadership believed expanding their Practice Model beyond the Permanency Belief and Guiding Principles would add more dimensions to their existing practice and enhance their shared vision. Consequently, they have begun to develop Safety and Well-being Guiding Principles to round out their Practice Model.

Finally, the John H. Sununu Youth Services Center (SYSC) is beginning their journey toward developing a full

Practice Model specific to the needs of the youth and families involved with the facility. The SYSC Design Team process will begin this month and will include SYSC staff from all aspects of the facility. SYSC's Practice Model is expected to include a full array of Beliefs and Guiding Principles as well as the implementation of practice enhancements that will likely be built upon the foundation of Restorative Justice.

Much more to come, stay tuned.

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John H. Sununu Youth Services Center