

# Building Stronger Families Together

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## **Purpose**

Introduce the concepts of Whole Family Case Management to those involved in the W-2 program.

## **Learning Objectives**

Upon completion of this course, you will be able to:

- Define Whole Family Case Management;
  - Describe the core principles of Whole Family Case Management; and
  - Recognize the importance of Whole Family Case Management service delivery.
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### W-2 Contact Information

Questions regarding this training material should be directed via your local agency process to the Partner Training Team,

Email: [PTTTrainingSupp@wisconsin.gov](mailto:PTTTrainingSupp@wisconsin.gov)

A contact person is available to answer e-mailed questions related to this training material, assist you in completing any activity that you are having difficulty with, and/or provide explanation of anything else about this training material.

Questions regarding W-2 production cases and systems should be directed via your local agency process to the BWF Work Programs Help Desk at:

Email: [bwfworkprogramshd@wisconsin.gov](mailto:bwfworkprogramshd@wisconsin.gov)

Telephone: (608) 422-7900.

W-2 Policy questions should be directed to your Regional Office staff.

DCF is an equal opportunity employer and service provider. If you have a disability and need information in an alternate format, or need it translated to another language, please contact (608) 535-3665 or the Wisconsin Relay Service (WRS) – 711.

For civil rights questions call (608) 422-6889 or the Wisconsin Relay Service (WRS) – 711.

# Introduction



Define Whole Family Case Management



Core Principles



Service Delivery Model

## What is Whole Family Case Management?

### A

Whole Family Case Management provides holistic support to families by addressing their needs together rather than individually. It recognizes that challenges faced by one family member can impact the entire family unit and seeks to provide services that cater to the family's diverse needs.

### B

Whole Family Case Management is a way of helping families by looking at all their needs and working with them as a team. Instead of just focusing on one problem or one person, this approach helps address everything a family needs to be successful and happy.

### C

Whole Family Case Management builds a bridge between families and the care and support they need.

### D

Whole Family Case Management helps families achieve their goals and improve their well-being. A team of professionals works with a family to assess their needs and strengths, develop a care plan, and connect them with resources and services.

## Whole Family Case Management is...

## Evidence and Research Based

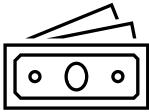
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\_\_\_\_\_ lived in rented housing.



\_\_\_\_\_ had obtained a high school diploma.



\_\_\_\_\_ had at least one employed parent.



\_\_\_\_\_ did not work due to illness or disability.



\_\_\_\_\_ do not receive WIC, SNAP, etc.

Wildsmith, E., & Alvira-Hammond, M. (2023). *Data on families with low incomes across America can inform two-generation approach.* *Child Trends*

## **An Integrated Approach**

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We must:

- focus on things that impact the family's life
- collaborate with a network
- acknowledge all areas of a participant's life
- address needs collectively

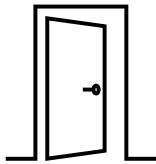
# Core Principles



A Trauma Informed Approach to W-2 Case Management



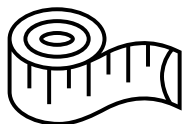
**Family-Centered**



**Accessibility**



**Trauma Informed**



**Tailored Support**

# Accessibility

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**Availability –**

**Access –**

**Respect –**

**Valued –**

# Key Services and Supports

## Integrated Collaboration

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A key part of Whole Family Case Management is ensuring that no aspect of a family's life is overlooked. From basic needs to supportive or community services, consider all of it to provide case management services.

## Community Connections

How might integrating community resources lead to more effective and lasting solutions for individuals and families compared to dealing with each issue separately?

What are possible resources that W-2 families may need?

You can help make these connections and networks happen through things like:

- Joint meetings with other providers;
- Partnerships with other community agencies;
- Community events like resource fairs, family fun days, school events and UW Extension classes;
- Staff training and support on the resources available in their local community;
- Sharing and promoting family success stories; and
- Set up opportunities for feedback and continuous improvement.

## **Community Education**

Effective strategies when working with community partners:

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## **Combining Financial Resources**

### **Resource Banks**

How can a resource bank improve access to community services and make it easier for families to find the help they need?

### **Collaboration/Partnerships**

"Don't stay in your lane." Emilie Amundson, Former DCF Secretary

## **Staffing – Getting Everyone in the Room Together**

Which outcomes are you most looking forward to achieving?

## **Customized Supports**

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Whole Family Case Management supports every member of a family with solutions tailored to their unique needs.

## **Think Outside the Box**

## **Outcome Based**

# Your Local Resources

Knowing Information Beyond 2-1-1

Housing/Shelter	Clothing	Food
Domestic Violence/ Sexual Assault Resources	Language/Interpreters	Literacy
Transportation	Child Care	Homework Help
Substance Use	Support Groups	Child Development
Health/Dental	Employment	Household Supplies
Youth Services	Legal Services	Previously Incarcerated
Tax Assistance	Veteran Services	Aging/Disability Resources
Utilities	Education	Hotlines/Helplines
Income Assistance	Law Enforcement	Mental Health

# Engagement and Empowerment

How you present the W-2 program and the family's involvement with the program \_\_\_\_\_ for family engagement and empowerment throughout their time in W-2.

Practice \_\_\_\_\_, as it validates the family's feelings and choices without imposing personal biases.

A family's "wish list" helps prioritize their goals and identify what is most important to them. What might be on a family's wish list?

Ask \_\_\_\_\_ that lead families to consider their own answers.

Offer coaching by providing \_\_\_\_\_ that encourages growth and learning.

\_\_\_\_\_ is a technique that you can use when interacting with families.

By collaborating with families, you help \_\_\_\_\_ that benefit them and others in similar situations.

# Tracking and Evaluation

For Whole Family Case Management to work, continuously track and evaluate the progress of our program and families, and use that information to make continuous improvement.

## Tracking Progress and Outcomes

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Informal Assessment

Asking Questions

Following Up

## Continuous Improvement

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Ask yourself:

- Are families receptive to the services we are providing?
- Are they adapting and evolving in a way that allows them to reach their goals?
- Are the interventions that the program and agency are providing successful?
- Are we discovering new or unknown community impacts that affect the families we serve?

## Wrap-Up

No matter your role in the W-2 program, the work you do impacts the families of Wisconsin. Where do you fit into the puzzle, and how can you use Whole Family Case Management to empower and impact the families you serve?

# Appendix

## Appendix A – Reference Page

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Ascend Aspen Institute. (2024). *A 2gen approach in Wisconsin: A state case study for systems leaders & policymakers*. Washington, DC: Mosle, A., Sims, M., & Haight, S.

Wildsmith, E., & Alvira-Hammond, M. (2023). *Data on families with low incomes across America can inform two-generation approach*. Rockville, MD: Child Trends.

## Appendix B – Resources

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To learn more about the topics you heard in this webinar, check out the following courses. You can find these courses in the Learning Center.

- A Trauma Informed Approach to W-2 Case Management (CBT)
- Challenging Situations in Case Management: Making Time for Collaboration (video)
- Engage with Ease: W-2 Case Management Fundamentals (classroom)
- Introduction to Motivational Interviewing (CBT)
- Introduction to Collaboration (CBT)