

# *Trainer's Notes*

## **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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**Materials**

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PPT

Trainers Notes

Participant Guide

Polling questions in Zoom

- *What is Whole Family Case Management?*
- *Core Principles Knowledge Check*
- *Staffings – Getting Everyone in the Room Together*

Course evaluation available in Quia

**Suggested Pace**

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15 minutes	Introduction
20 minutes	Core Principles
20 minutes	Key Services through Staffing
5 minutes	Who's the Family
15 minutes	Customized Supports through Your Local Resources
15 minutes	Engagement through Wrap Up

## Self-Facilitated Introduction

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### PPT 1

**Estimated Length:** 10 minutes prior to beginning of class.

**Directions to Trainer:** Display the slide at least 10 minutes before class starts. Greet learners as they enter the class, and instruct learners to respond in the chat to the question on the screen.

*Question:*

*What are you most excited about when it comes to Whole Family Case Management?*

Respond verbally or through chat to learners' responses.




## Introduction

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### PPT 2

Welcome to Building Stronger Families Together.

### PPT 3

Today we are excited to provide a high-level overview of Whole Family Case Management. To do that, we'll  define what Whole Family Case Management is,  discuss its core principles, and highlight the  engagement and empowerment of its service delivery model.

### ***What is Whole Family Case Management?***

### PPT 4

### PG 4

**Purpose:** Learners define Whole Family Case Management.

**Materials:** Polling Questions

**Estimated Length:** 10 minutes

**Directions to Trainer:** Display PPT with the four definitions of Whole Family Case Management labeled A, B, C, and D. Provide learners time to read the definitions, which also are located in their Participant Guide. Then launch the poll and instruct learners to choose which statement best defines Whole Family Case Management. End the poll

after a few minutes or when most learners submitted answers. Ask learners to identify the commonalities of the definitions and share those commonalities in the chat. Encourage learners to read through others' responses. Finally, learners use their own words to write a definition of Whole Family Case Management in their Participant Guide.

**Note to Trainer:** All definitions are correct.

The definitions:

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

**Trainer Instructions to Learners:** Take a few moments to read through the definitions in your Participant Guide. You'll see those definitions on the screen as well. In just a moment, we'll share a polling question, and I'd like you to choose the definition you feel best defines Whole Family Case Management.



**Ask** As you look at the definitions, what do you see as commonalities? Circle or underline those commonalities, then type those key words or phrases in the chat. As you see other responses come in, review what others are noticing about these definitions.

*Possible Responses:*

- *It supports the whole family, not just one member of the family.*
- *It addresses the needs of everyone in the family unit.*
- *It's supportive, with the goal of achieving well-being for all family members.*

All these definitions describe and define Whole Family Case Management.

## PPT 5

Now I want you to use your own words to define Whole Family Case Management. There is space in your Participant Guide to do this.

☀ PPT 6

Now that we've defined for ourselves what Whole Family Case Management is, let's look at that definition in action by reviewing, through evidence and research, how Whole Family Case Management benefits the families you serve.

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Evidence and Research Based

☀ PPT 7

📄 PG 5

We know that the families in the W-2 program face economic insecurity and barriers to economic mobility. National data presented in 2023 by Elizabeth Wildsmith and Marta Alvira-Hammond from Child Trends on families in lower income brackets highlights this.

They found that 🖱 60%, lived in rented housing. This is important to recognize, as home ownership is an important vehicle for economic mobility because of its ability to generate wealth for families.

🖱 More than half, 53%, had a high school diploma, or less formal education.

🖱 71% had at least one employed parent. Although employment can help provide economic security, it does not ensure that families have incomes that meet their basic needs.

🖱 Of the parents who had not worked in the previous year, 18% did not work due to illness or a disability, while two thirds did not work to care for their home or a family member. 17% had at least one parent reporting fair or poor health (as opposed to good, very good, or excellent). One in five (21%) reported that neither parent had health insurance.

🖱 Also, more than half of families with low incomes reported not receiving support from some of the most common safety net programs, for example, WIC and SNAP (FoodShare).

☀ PPT 8

The data Wildsmith and Alvira-Hammond collected showed the economic challenges families in households with low incomes face are particularly pronounced for families headed by a single parent, families with young children, families with young parents,

and multigenerational families. These families also reside in counties with a slightly higher child care cost burden, relative to other families.

**Ask** Which of these statistics stood out to you?





*Responses may vary.*

**Ask** How does this information impact or influence the work that you do?

*Possible Responses:*

- *It's not just about finding a job. It's also about discovering what else is impacting the family.*
- *It's really important to partner with other community programs and service providers to ensure that, together, we are addressing all the family's needs.*
- *Access to things like medical and mental health care, child care, and education are big indicators of family stability.*

## PPT 9

No matter your role in the W-2 program, it's important to see the interconnectedness of  housing,  education,  health, and  child care. Perhaps you've done some research or attended workshops on trauma or adverse childhood experiences. We recognize that economic inequality and insecurity lead to increased adverse outcomes. These outcomes can impact families for generations.

A Whole Family Case Management approach can help address this.

## PPT 10



You're familiar with programs and services like Head Start, technical colleges, Income Maintenance programs, and even W-2, that use traditional approaches of working with families. These programs typically work with the adults, or with the children. But families don't operate in isolation. When you work to address the needs of the adults and the children at the same time, families are more likely to reach their goals. A whole family approach recognizes the interlinked nature of parents' and their children's lives.



## An Integrated Approach



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☀ PPT 11

📄 PG 6

To foster this approach, focus on all things that impact the family's  life, not just one aspect. To do this, it's necessary to collaborate with a  network of community organizations, including service providers and stakeholders. This ensures comprehensive support and resource availability.

Second, acknowledge that all areas of a  participant's life impact each other. One family member's challenge can affect the  whole family. By recognizing the interdependence of family members, we can tailor support to their collective needs and strengths.

If you ignore the family unit,  you cannot connect the puzzle pieces needed to ensure success. When you address family needs collectively,  you ensure those pieces are in place to allow the family to achieve their goals.

We'll discuss all this in more detail as we move through today's webinar.

## Core Principles

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☀ PPT 12

📄 PG 7

Now that we have a better idea of what Whole Family Case Management is and looked at some of the challenges families face, let's explore the core principles that guide this approach.

## Family-Centered

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 As the name suggests, the heart of Whole Family Case Management is the family-centered approach. As we mentioned before, traditionally, many programs have focused on the needs of the enrolled participant, often either the parent or the child. However, in Whole Family Case Management, you shift the focus to include the entire family unit, recognizing that families operate as interconnected systems.

In family-centered work, acknowledge that each family member's well-being impacts the others. By taking a whole family approach, you address the full spectrum of challenges and strengths within the family, rather than focusing narrowly on a single member.

## ☀ PPT 13

It's important to recognize that every family is unique. Families in the United States today come in many forms, and there currently is no single dominant family structure. Whether it's single-parent households, multigenerational homes, or something else entirely, our services must be adaptable.

The diversity of family types is just one reason why the "one size fits all" case management model simply doesn't work. You must understand how families define themselves, meet them where they are, and tailor services to fit their specific dynamics and circumstances.

👂 It's crucial to remember that you are not always the experts on what a family needs. Families know their situations best, and part of our role is to listen and collaborate with them. We must respect their priorities and work with them to identify the goals they want to achieve.


**Ask** What types of questions can you ask families to begin the dialogue around exploring their goals and priorities?

*Possible Responses:*

- *What does success look like for your family?*
- *What challenges or barriers is your family currently facing?*
- *What strengths or resources does your family already have?*
- *How can we work together to make things easier or more manageable for your family?*
- *What goals are most important to your family right now, and what would you like to focus on first?*
- *What has worked well for your family in the past when addressing similar challenges?*
- *What do you feel your family needs most at this moment?*





**Note to Trainer:** We anticipate most of the responses will be open-ended questions. If this is the case, point this out and mention how open-ended questions encourage deeper conversation.

☀ PPT 14


The next principle of Whole Family Case Management is  accessibility. This principle guides you in recognizing and valuing the families you serve, ensuring that all families feel they belong in our programs, and that we offer everyone support.


☀ PPT 15

 PG 8

-  Availability – acknowledges that all families who meet program requirement can participate in the program.
-  Access – ensures that all families in the program have access to the resources they need to thrive.
-  Respect – is about creating an environment where all families feel welcomed.
-  Valued – refers to ensuring all family members feel their needs are important and addressed.

By integrating these into Whole Family Case Management, you ensure that services are responsive to diverse family needs. Each family has a different history and set of circumstances, and recognizing this allows you to serve them more efficiently.

 In terms of the W-2 program, accessibility means making sure our programs are available to all families, regardless of their abilities or circumstances. This may mean providing materials in different languages, offering accommodations, or adjusting services based on the family's access to transportation or technology.


 This requires sensitivity. Sensitivity is about how you approach families. Rather than seeing yourselves as experts in someone's life, adopt an attitude of openness, curiosity, and partnership. Acknowledge that you are always learning and may never fully understand someone else's experiences. This approach builds trust and fosters a stronger, more respectful relationship with families.

## Trauma Informed


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### ☀ PPT 16

### 📄 PG 7

Another key principle of Whole Family Case Management is that it is  trauma informed. A trauma informed approach to case management means recognizing the widespread impact of trauma and understanding how it may affect individuals and families. Trauma can come from a variety of sources, such as violence, abuse, neglect, or systemic injustices, which can deeply influence how a family interacts with service providers.


By adopting a trauma informed approach, you ensure that your case management is sensitive to the challenges families may have faced. Adjust your practices to avoid re-traumatization and create an environment of safety, trust, and empowerment.

Trauma informed care allows families to engage with programs in a way that feels safe and supportive, rather than triggering past trauma.  For those interested in deepening their understanding, we recommend checking out the CBT in the Learning Center titled, A Trauma Informed Approach to W-2 Case Management. This will provide you with further tools and insights into trauma sensitive practices.


## Tailored Support

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### ☀ PPT 17


Finally, let's talk about  tailored support. In Whole Family Case Management, providing tailored support is essential. This means adapting your approach to fit the unique needs and strengths of each family, ensuring that you are working collaboratively and building on their existing resources. Let's break down the key components of this tailored support.

### ☀ PPT 18

First, tailored support must be  strength-based and parent-led. In this approach, you focus on the family's existing strengths, resources, and capabilities. This shifts the conversation from solely addressing barriers to building on the family's resilience and successes. Families already have the knowledge and skills to contribute to their own growth and well-being. By focusing on what families do well, you help them see their own potential and support them in setting and achieving their goals.

It's still important to acknowledge and address the barriers families face, such as financial, housing, or health-related challenges. But, your role also is to highlight and lift up what's working for the family. This could be that the children are all enrolled in school; and the parent is doing well at their worksite, and meets with their counselor regularly.

By balancing both perspectives, identifying barriers and leveraging strengths, such as partnerships with school guidance counselors and worksite supervisors, you offer more holistic and effective support. This means that while you connect families to services to overcome obstacles, you also encourage them to use their strengths to take the lead in shaping their own futures and empower them to find solutions that work for their family.

 The second component of tailored support is that it is long-term and family goal focused. Whole Family Case Management is not a short-term solution. It's about providing long-term, goal-focused support that ensures sustained engagement and progress. Our work doesn't end with a single intervention or plan. You need to maintain consistent, long-term support to help families reach their desired outcomes and respond to changes as they arise.

## PPT 19

The core principles of Whole Family Case Management require you to be family-centered and accessible, adopt a trauma informed approach, and provide tailored support. Each of these principles helps provide comprehensive, respectful, and effective case management that empowers families to thrive.

### *Core Principles Knowledge Check*

## PPT 20

**Purpose:** Learners review the core principles of Whole Family Case Management.

**Materials:** Pre-created polling questions in Zoom.

**Estimated Length:** 8 minutes

**Directions to Trainer:** Display polling questions #1 through #4, one at a time. After all learners have responded, or one minute has passed, share the results along with the correct answer. The first two questions are multiple choice, and the next three questions are true or false. The final polling question is a self-reflection/opinion statement with no right or wrong answer.

**Trainer Instructions to Learners:** Let's review what we've learned about the core principles of Whole Family Case Management with a brief knowledge check. In a minute, you will see a poll display on the screen. Select your answer and click submit.

**Polling Questions and Answers:**

Poll 1:

Which is NOT a core principle of Whole Family Case Management?

- A. Family-Centered
- B. Accessibility
- C. Trauma Informed
- D. Quick-fix Solutions**
- E. Tailored Support

Poll 2:

A trauma informed approach involves recognizing and addressing the impact of trauma on families. (**True**)

Poll 3:

Tailored support in Whole Family Case Management is concerned with more than just addressing family barriers. (**True**)

With this next question, we are asking for your opinion. Choose either the statement you most agree with or the statement that resonates most with you.

Poll 4:

The Whole Family Case Management approach is more effective than a "one-size fits all" approach because...

- A. Families have varying structures, needs, and strengths.
- B. Services should be adaptable to meet families where they are.
- C. Families have their own goals and priorities, which may not align with a standardized plan.
- D. Families are more likely to engage when they feel workers listen and respect their unique circumstances.

These core principles guide the way we deliver Whole Family Case Management: through our services and supports, and through empowering and engaging the families we serve. Let's begin by looking at the services and supports a whole family approach offers.

## Key Services and Supports

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☀ PPT 21

📄 PG 9

A key part of Whole Family Case Management is ensuring that you do not overlook any aspect of a family's life. From basic needs to supportive or community services, consider all of it to provide case management services.

### Integrated Collaboration

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☀ PPT 22

Integrated collaboration involves bringing together various community resources to support individuals and families comprehensively. This means working to connect services like 🖱 housing, 🖱 health care, 🖱 education, and 🖱 employment to address all aspects of a family's needs. For example, someone struggling with employment also might need assistance with housing or healthcare. By connecting these different services, families can receive the support they need in a more organized and effective way.

### Community Connections

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Let's reflect more on this concept of integrated collaboration.

**Ask** What are possible resources that W-2 families may need? Flood the Chat with as many resources as possible.

*Possible Responses:*

- *Housing resources/funding*
- *Quality, affordable child care*
- *Mental health services*
- *Financial literacy/planning*
- *Early childhood education connections, parent/student educational supports*

Integrating these community resources leads to more effective and lasting solutions for individuals and families.

Social connections and support networks are important in Whole Family Case Management. When people are connected to helpful communities, they are more likely to find the resources they need and feel less alone. A strong support system can help with challenges like improving reading skills, managing money, and overall well-being. By building these connections and working together, communities can become more supportive and resilient.

☀ PPT 23

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
- Setting up opportunities for feedback and continuous improvement.

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***Community Education***

📄 PG 10

Community connections are about bringing families and services together to improve lives. One way to build these connections is through community education, which helps inform everyone about available resources and how they work together. For instance, workshops and informational sessions can inform service providers about each other's roles and how they can collaborate more effectively. To get buy-in from other community service providers, it's important to show them the benefits of working together, such as improved outcomes for families and more efficient use of resources. Building strong relationships through regular meetings and open communication also can help gain their support and encourage a more unified approach to community services.

☀ PPT 24

Look at the suggestions on the screen and use your Stamp annotation tool to mark the strategies you find most effective when working with community partners.

- *Share success stories*
- *Present evidence about improved services, less overlap, and saved resources*
- *Organize joint meeting/ networking opportunities*
- *Show the benefits of collaboration in achieving program goals and the family's goals*

**Ask** How have you used these strategies to successfully engage community partners?  
*Responses will vary.*

**Note to Trainer:** Have a couple of learners unmute and share their stories.

Opportunities for community education come in many ways, such as family testimonials, reports, agency newsletters, social events, joint projects or events, and resource sharing.

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***Combining Financial Resources***

Integrated collaboration through combining financial resources involves using money from different sources to create a more flexible and effective support system. This approach helps service providers use various types of funding together to meet unique needs. Combining programs and funds like the Family Stabilization Payment, Low Income Home Energy Assistance, emergency housing, food assistance programs, or urgent medical care ensures that families are connected to all the financial resources available to them.

This also means carefully managing these different funds to make sure they complement each other.

## ☀ PPT 25

For instance, a program that helps people find jobs might use ☹ federal job training funds alongside ☹ local grants for ☹ housing assistance. By doing this, we can address multiple needs at once, like providing both job skills and stable housing, which are crucial for long-term success. ☹ This approach not only maximizes resources, but also creates a more integrated support system that better serves the community.

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## **Resource Banks**

## ☀ PPT 26

Integrated collaboration with resource banks creates a central place where families can access community resources and services. A resource bank is like a directory or hub that holds information about various support services, such as ☹ health care, housing, education, and job training. By having all this information in one place, families can easily find what they need without having to search through multiple sources.

When using resource banks to support your community, it's essential to know the local resources well. This means understanding the basic eligibility requirements for each service, what they offer, and how to contact them.

Warm referrals are another important aspect. Instead of just giving a family a list of resources, like 2-1-1, a warm referral involves personally connecting them to the service, which can make the process smoother and more supportive. Making relevant referrals ensures the family obtains the services and supports that provide the opportunity for them to reach their unique goals.

## ☀ PPT 27

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

*Possible Responses:*

- *More likely families will follow through if there is a one-stop-shop*
- *Families get easy access to all resources at once*
- *Families can make informed decisions on what resources they want to pursue*
- *Families can network with these resources and other families who may be facing similar challenges*

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### ***Collaboration/ Partnerships***

#### PPT 28

Integrated collaboration and partnership thrive on the philosophy of "Don't stay in your lane." This means being open to stepping beyond your usual role to better support families. This approach encourages service providers to collaborate across different sectors and share options to address the broader needs of families and communities.

By breaking down silos and sharing knowledge, organizations can offer more comprehensive solutions.

For example:

- A housing organization might work closely with a job training center to ensure that people struggling with housing instability also receive the employment support they need. This doesn't mean making decisions for families, but rather working together to create a more whole family support system.
- A healthcare provider might partner with a legal aid service to support families dealing with both medical and legal challenges.

**Ask** Who have you partnered with to provide services for families?

*Possible Responses:*

- *CAP Agencies*
- *Places of worship*
- *UW Extension*
- *Credit Unions*

**Staffing - Getting Everyone in the Room Together**

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☀ PPT 29

📄 PG 11

Bringing all key players together for staffing and strategic discussions leads to better coordination and support. Instead of just referring people to different services, this approach ensures active engagement between W-2 staff and outside organizations. Having everyone in the same meeting allows for real-time updates, shared insights, and a more complete understanding of each family's needs. This results in better, more personalized support.

For example, if a family faces housing and mental health challenges, a meeting with housing providers, mental health professionals, and a W-2 Case Manager ensures a coordinated plan. This teamwork improves communication, streamlines support, and makes services more effective and connected. This shows up in positive case management outcomes.

**Ask** Which outcome are you most looking forward to achieving? In just a moment, we'll share a poll, and you can choose your response.

**Note to Trainer:** Display polling question. After about one minute, share the results.

*Polling Question Options:*

*Improved and enhanced communication*

*Coordinated planning*

*Better use of resources*

*Understanding of each other's roles in their organization*

*Immediate problem solving*

*Stronger relationships between service providers*

**Who's the Family?**

**Estimated Length:** 5 minutes

**Directions to Trainer:** Display PPT slides and ask learners to identify the family.

**Trainer Instructions to Learners:** As we've mentioned, families are unique and come in all forms. Let's take a moment to see if you can identify the family by the picture on the screen. If you know who it is, put your response in the chat.

☀ PPT 30

He's in advertising, she's an anesthesiologist. They're the Johnson family. [Blackish]

☀ PPT 31

Do you know what family lives here? It's the Bradys. [The Brady Brunch]

☀ PPT 32

There are a lot of different types of families in this one family. They're the Pritchett, Dunphy, Tucker, and Delgado families. [Modern Family]

☀ PPT 33

Sing it with me. The Jeffersons! [The Jeffersons]

☀ PPT 34

What family sat on this couch? It's the Tanners. [Full House]

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**Customized Supports**

☀ PPT 35

Whole Family Case Management supports every member of a family with solutions tailored to their unique needs. Instead of treating each family member's issues in isolation, this approach looks at the family, creating a combined plan that addresses various aspects of their lives.

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***Think Outside the Box***


Thinking outside of the box is crucial in Whole Family Case Management.  It means being creative and flexible in finding solutions that might not be obvious immediately. For instance, if a family is struggling with transportation issues that affect their ability to access services, you might explore unconventional options like arranging carpools with other families or partnering with local businesses for transportation assistance. By using innovative approaches and tailoring supports to fit the family's unique situation, you can address the causes of problems more effectively and help families achieve long-term stability.

**Ask** When have you thought outside the box to assist a family in coming up with a creative solution? We'd love to hear your example.

For more ideas about collaboration and thinking outside the box, check out Challenging Situations in Case Management: Making Time for Collaboration in the Learning Center.

***Outcome Based***

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Whole Family Case Management  focuses on specific, goal-oriented outcomes for each family. This starts with identifying clear, achievable goals tailored to the family's unique needs and circumstances. For example, if a family aims to improve their financial stability, you can create a plan in partnership with the family that includes steps like budgeting workshops, job training, and debt counseling.

Track both progress and setbacks, adjusting plans as needed when unexpected issues arise. If a family faces job loss or health problems, explore other resources to keep support relevant. Stay proactive by assessing their situation regularly, spotting obstacles early, and helping them stay on track toward their goals.

***Your Local Resources***

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 PPT 36

 PG 12

**Purpose:** Learners reflect on the benefit of knowing their own local resources on Whole Family Case Management.

**Materials:** Participant Guide

**Estimated Length:** 10 Minutes

**Directions to Trainer:** [Part 1] Display PPT and instruct learners to use their stamp annotation tool to identify their choice(s). [Part 2] Then give learners three minutes to identify resources in their community that meet common needs. Learners reflect on knowledge gaps or resource holes.

**Possible Modification:** Complete Part 1. Then introduce the rest of the activity [Part 2] as something they can take back to work on in their agency with their colleagues.

**Trainer Instructions to Learners [Part 1]:** An integral part of Whole Family Case Management is that you know the resources available in the community that you serve. Knowing your resources means more than just knowing their name and location. Use the stamp annotation tool to stamp on each item that you feel you are doing well.


- Purpose and services offered – primary function and/or specific services provided.
- Eligibility Criteria and Application Process – requirements, qualifications, available to anyone, targeted groups.
- Accessibility – resources are located in several places throughout the office.
- Options for accessing services – online or in-person with translation services


- Hours and contact information – resources are offered at various times and contact information is provided.
- Reliability and Reputation of the resource – testimonials are available.

We are happy to see stamps on many of these, as all are important in knowing about the resource.

## PPT 37

**Trainer Instructions to Learners [Part 2]:** Now, review the chart in your Participant Guide and take the next three minutes to think about and brainstorm specific service providers in your community for each of the categories in the chart.

 Take a couple more minutes to fill in the blank spaces with either other types of resources you may need for the W-2 participants, or other resources that you want to do some follow-up with to learn more about what they bring to the table.

 Now that you have identified what you know, let's also look at where your knowledge gaps are for community resources. Put a star in each box where you know you need more information.

This is a great place to collaborate with your colleagues to be sure each of you knows what resources are available, and how to connect families to them.


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## Engagement and Empowerment


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### PPT 38

### PG 13

Involving families in decision making is crucial for effective case management. This happens from the moment you first meet the family. How you present the W-2 program and the family's involvement with the program  sets the stage for family engagement and empowerment throughout their time in W-2.

Present families with a range of options, and allow them to choose what aligns best with their needs and values. This approach fosters a sense of ownership and ensures the family's voice is central to the planning process.

One key tip is to practice  reflective listening, as it validates the family's feelings and choices without imposing personal biases. Consider starting with a family's "wish list," which can serve as a strong foundation for planning. Encourage families to express

their desires and expectations. This helps to prioritize goals and ensure that everyone knows what matters most to the family.

## PPT 39

Think about what might be on a family's "wish list." Their priorities may include things like improved financial stability and strengthened family relationships.

**Ask** What else might be on a family's "wish list"?

*Possible Responses:*

- *Obtain employment*
- *Stable housing*
- *Barriers to employment resolved (transportation, child care, etc.)*
- *Family safety in place*
- *Mental and physical health addressed*


The point of the wish list is to figure out where to start when working with a family. Families are unique, and may want to start at different places. Meet them where they are at.

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## Empowering and Building Resilience

## PPT 40

Empowering families and promoting resilience are central to Whole Family Case Management. One strategy is to provide guidance to families without trying to solve their problems for them. Supporting families in finding their own solutions helps them to foster independence and strengthen problem-solving skills. You can do this by asking


 guiding questions that lead families to consider their own answers.

Another strategy for empowering families is to emphasize autonomy. This encourages the family to make decisions independently, which helps them take ownership and responsibility for their lives. Reinforcing that they are experts in their own lives boosts their confidence in decision making. You also can help build the family's confidence by highlighting positive behaviors and celebrating small successes along the way.


Providing support to families as they navigate systems encourages them to take the lead in their journey. Walking alongside families and offering resources and support, while empowering them to take steps forward, strikes a balance between guidance and independence.

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## Coaching Techniques

Another aspect of empowering families is to offer coaching by providing  constructive feedback that encourages growth and learning. Offer specific examples to

illustrate areas of strength and improvement, which can help families see where they are succeeding and where they can grow.


 Motivational Interviewing (MI) is a technique that you can use when interacting with families. Motivational Interviewing emphasizes listening for understanding and with empathy, engaging in active listening to fully grasp the family's perspective, and reflecting back what you hear to ensure clarity.

Collaboration is vital in coaching. Working together with families to set goals and develop plans ensures that you are making decisions as a team, with the family's input being central. Additional resources and training opportunities are available through the Learning Center, including the CBT Introduction to Motivational Interviewing and the Engage with Ease: W-2 Case Management Fundamentals classroom course.

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### Impacting System Change

Whole Family Case Management encourages us to recognize and address system issues that affect families. This involves identifying and understanding policies and practices that may hinder family success. Critical thinking and discussions with peers or supervisors about potential changes foster a proactive approach to system improvement.

Advocating with participants for system change is another key strategy. By collaborating with families, you help  advocate for changes that benefit them and others in similar situations. Empowering families to voice their concerns and supporting them in navigating the advocacy process drives positive system changes.

Remember, empowerment in the W-2 program happens from the first moment the family comes into your world. You have only one chance at making a first impression.

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### Tracking and Evaluation

 PPT 41

 PG 14

We've talked about what Whole Family Case Management is, its principles, and the importance of collaboration and engagement. 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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### PPT 42

Assessing the effectiveness of case management interventions, referrals, and services you provide ensures that families are making progress toward their goals and activities. This allows us to determine if you need to make any changes and to reassess the family's current situation continuously. Do this through things like the informal assessment, asking questions, and following up. When this doesn't happen, families can fall through the cracks and may not engage with the services that they need to be successful.

### Continuous Improvement

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Tracking and evaluation not only allow for continuous improvement of services, but also allow for the growth of agency staff, the agency itself, and the W-2 program. Most importantly, though, this continuous improvement impacts the family.

 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?


The responses to these questions and the data we collect provide the information we need to make informed decisions and adjustments to our approaches.

### Wrap-Up

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### PPT 43

The Department of Children and Families' vision is that all Wisconsin children and youth are safe and loved members of thriving families and communities. By tailoring your approach and partnering with others, you empower Wisconsin families and strengthen communities. The Whole Family Case Management approach allows this vision to be a reality.

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?