

How to Foster and Sustain Effective Relationships with Champions and your Stakeholders

- Overview of stakeholder relationships: Purveyor perspective
- Developing stakeholder relationships: Experiences of an Expert Consultant, a Program Manager, and a Funder
- Collaboration to sustain programs: Probation Department and community organizations

The Workshop

- ↳ Attendees will understand how a potential champion can be identified and developed into an advocate.
- ↳ Participants will learn specific strategies for developing and sustaining effective, mutually beneficial relationships with their various stakeholder agencies.



Objectives

Purveyors and Providers	Stakeholders and Champions
<ul style="list-style-type: none"> Patrick Duffy, Psy.D. Vice-President, Manager of Network Partnerships MST Services Suzanne Kuepper, M.S. MST Expert Liberty Resources Jennifer Martin, LCSW, LMFT Regional Director Liberty Resources Veronica Villalobos, MA, CADC II, MFT Intern MST Clinical Program Manager River Oak Center for Children 	<ul style="list-style-type: none"> Homer Flores Chief Probation Officer Nueces County, TX Ken Silva Supervising Probation Sacramento County, CA Yuri Kimura, LCSW Juvenile Justice & Crime Prevention Program Director Stanford Youth Solutions

The Panel


What is “MST”?

- Community-based, family-driven treatment for antisocial/delinquent behavior in youth
- Focus is on “Empowering” caregivers (parents) to solve current and future problems
- The MST “client” is the entire ecology of the youth - family, peers, school, neighborhood

Multisystemic Therapy (MST)
Overview
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- Effective collaboration with key stakeholder agency staff is critical to obtaining positive outcomes for youth in MST
 - At home/in the community
 - Not arrested
 - Attending school/vocational program or working



Key Stakeholder Agencies

Stakeholders critical to the success of MST programs include:

Those with power to place MST youth or to initiate placement	Those with ability to have significant impact on antisocial behavior of youth in MST	Referral sources	Funders

Seek Mutual Understanding and Knowledge

- Identify the key stakeholders in the community at large
- Understand the legal mandate, mission, and desired outcomes of relevant agencies/ stakeholders, especially as they relate to the desired outcomes pertaining to MST youth and families
- Identify and capitalize on shared desired outcomes (e.g. keep community safe & prevent youth from re-offending)



Collaborating with Community Stakeholders

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CREATING PARTNERSHIPS PROGRAM MANAGER PERSPECTIVE


Speakers




- Suzanne Kuepper, M.S. MST Expert
- Jennifer Martin, LCSW, LMFT
Regional Director
- Homer Flores
Chief Probation Officer
Nueces County, TX

IMPORTANCE OF CREATING PARTNERSHIPS

- Gets everyone invested in program success
- Creates a team concept for service provision
- Eases the flow of information



WHAT WORKS

- Remember you are not faster than a speeding bullet
- 80/20 rule
- Be there or be square
- Don't overstay your welcome
- The best offense is NOT a good defense
- You catch more flies with honey than with vinegar
- Do you want fries with that?
- Tell them what you are going to do; do it; then tell them what you do again
- Mind your manners
- See the forest and the trees

CREATING PARTNERSHIPS

OVERSIGHT PERSPECTIVE:

The 5 W's

WHO

- Who can do the relationship building:
Staff, Supervisors, and EBP Oversight Providers
- Who to target:
Funders and Key Community Stakeholders

WHEN

- Utilization
- Outcomes Reviews
- Day to day progression of clients through the program

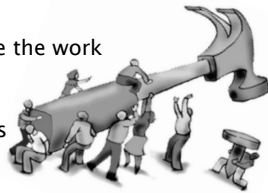


WHAT

- Seek and share alignment with the goals of the community
- Assess the need in the community
- Build or sustain champions based on alignment and continued mutual support

WHERE

- Be present - where the work is being done
- Engage all systems
- Build relationship wherever there is a need



WHY

- Because it is absolutely necessary for program sustainability



CREATING PARTNERSHIPS

FUNDER PERSPECTIVE




Importance of Partnerships Between Service Providers and Funders

- Allows for easier integration and acceptance of services with funding source administration and staff
- Encourages teamwork in service implementation and service provision
- Creates an environment of open communication which enhances the ability to troubleshoot issues as they arise



What Works for Service Providers

- Information in several forms
- Having a point of contact that is accessible for information and problem solving
- Open communication
- Scheduled opportunities to interact and discuss implementation issues



What Doesn't Work for Service Providers

- Assuming stakeholders understand what you do
- Unclear and/or difficult processes and procedures
- Excessive requests of stakeholders
- Not listening to stakeholders

What Funders/Stakeholders Can Do

- Participate in the rollout of services to convey administrative support
- Elicit feedback from staff throughout the implementation process
- Ensure the positive impact of services is communicated to staff;
- Stay informed regarding service delivery and outcomes

Effective Collaboration for Sustaining Evidence-Based Interventions




Supporting Positive Change in the Sacramento Community

Intro



- Ken Silva
Supervising Probation Officer
Sacramento County Probation Department
- Veronica Villalobos, MA, CADC II, MFT Intern
MST Clinical Program Manager
River Oak Center for Children
- Yuri Kimura, LCSW
Juvenile Justice & Crime Prevention Program Director
Stanford Youth Solutions

Sacramento County

- * County Dynamics
- * Ethnicity makeup



Sacramento County Probation Department

- * Department size
- * Sworn Peace Officers
- * Department Culture
- * Work with Community Based Organizations


Juvenile Justice Diversion & Treatment Program (JJDTP)

- * Definition
- * Est. 2010
- * Population Focus
- * Five Goals

- * Eligibility Criteria
- * Engagement
- * Program Operation

River Oak Center For Children

- * Established in 1966 primarily operating several group home facilities
- * Currently, Sacramento area's largest non-profit provider for behavioral and mental health services
- * Provides community based services to over 1000 children/ youth and their families per day



River Oak
Center for Children

River Oak Center For Children (Cont.)

- * Currently provides 7 Nationally Recognized Evidenced Based Practices: MST since 2004 and FFT since 2007 (Both Blueprints programs)
- * Commenced our first formal Contract with the Sacramento County Probation Department for MST services in 2007

MST Collaboration with Probation Referral-Discharge

- * MST clinicians receive referrals from Probation
- * MST Clinicians obtain ROI from families to speak with probation and discuss from day one, MST's collaboration with Probation
- * MST clinicians contact the PO assigned to the case and obtains PO's desired outcomes.
- * MST clinicians meet face-to-face weekly/bi-weekly with PO's to discuss case progress
- * MST clinicians contact PO's throughout services with updates regarding progress, safety concerns and/or success stories.

MST Collaboration with Probation Referral-Discharge (Cont.)

- * Discharge occurs when everyone on the team; family, clinicians and probation agree upon the completion or termination of services.
- * When possible PO's have attended MST graduation dinners with clinicians and the family

Stanford Youth Solutions

- * Established in 1900 as an orphanage in Sacramento, CA
- * Transformed over the years to become a community based organization serving youth with intensive needs
- * Over 850 youth served annually
- * Evidence Based Programs include: Trauma Focused Cognitive Behavioral Therapy (TF-CBT), and Blueprints programs: Functional Family Therapy (FFT), and Parent Child Interaction Therapy (PCIT)

Functional Family Therapy

- * Agency commitment to EBP for youth involved in Juvenile Justice System
- * Contract with Sacramento Probation
- * 5 FFT Practitioners deliver 100% FFT



What is “FFT?”

- Strength-based model built on a foundation of acceptance and respect.
- Focus is on assessment and intervention to address risk and protective factors that impact the adolescent and his or her adaptive development.



Collaboration

- * Strong partnership between FFT Practitioners and Probation Department
- * Serving families in the community
- * Bi-weekly Probation Communication Meetings
- * Promotes continued discussion to address common goals

Contact Information:

Veronica Villalobos
MST Clinical Program Manager
River Oak Center for Children
(916) 879-2341
vvillalobos@RiverOak.Org

Yuri Kimura
Juvenile Justice & Crime Prevention Program Director
Stanford Youth Solutions
(916) 344-0199
ykimura@youthsolutions.org

Ken Silva
Supervising Probation Officer
Sacramento County Probation Department
(916) 875-0885
SilvaK@SacCounty.net
