




[\(CLICK HERE TO ENTER A NAME FOR THE NEWSLETTER NAMING CONTEST\)](#)!

SOLUTION BASED CASEWORK ACROSS NYC-ACS

ADMINISTRATION FOR CHILDREN'S SERVICES INAUGURAL SOLUTION BASED CASEWORK NEWSLETTER

IN THIS ISSUE

Welcome from the Acting Deputy Commissioner!

I am excited to welcome you to New York City's Administration for Children's Services' first newsletter dedicated to Solution Based Casework (SBC) within the Division of Child Protection.

In 2011, Graham Windham was the first agency to begin transforming their practice towards the SBC model. Since then, eight other child welfare agencies throughout NYC have been trained and even more will be trained this year. Recognizing the benefits of SBC in those preventive and foster care agencies, we knew that similar goals could be achieved in child protection.

SBC is an exciting enhancement to the foundational skills and supports that *already* exist in ACS practice. It is an especially good fit with the Family Team Conferencing model which promotes partnership with families and staff. Also, it supports our Quality Supervision model which utilizes ongoing case consultation, coaching and mentoring for staff.

I applaud the immense efforts at all levels in contributing to the inclusion of the SBC model in all the Family Service Units across NYC and in the Protective Diagnostic Zone F in Brooklyn. Your dedication and willingness continues to make the implementation of SBC a success.

Of course, there will be bumps along the way. But with the support of each other, open communication, and the celebration of our success, I am positive the next stages of implementation will be as successful.

I hope that you enjoy the implementation updates and peer learning opportunities this newsletter will offer. In the spirit of SBC, this newsletter will document and celebrate our successes. I hope it provides you with the tools, knowledge, and inspiration needed for the work ahead.

SBC: Global and Local.....2

Got SBC Skills?.....3

Around the Boroughs.....4

Listen for Yourself.....5

Helpful Resources.....5



*Eden Hauslaib
Acting Deputy Commissioner, DCP
New York City Administration for
Children's Services*

Solution Based Casework: We are a part of something bigger.



SBC Practice Model Spans Six States and Australia

Something must be working. Solution Based Casework (SBC) was developed by Dr. Dana Christensen as a simple yet *radical* way to manage child welfare cases.

With its roots established in Kentucky, SBC has expanded to Florida, Kansas, New Hampshire, Washington State, New York City, and most recently, Southern Australia!

Working in partnership with families, service providers, and the courts, SBC targets high-risk behaviors and organizes case planning around preventing repeat maltreatment. What's the best part about this casework practice model? Research shows that it works.



The use of SBC leads to fewer children removed, more client goals reached, improved worker effort, and enhanced worker attitude. SBC and YOU are part of the movement.



Click logo to be directed to the website

SBC in NYC: We are in good company

“Oran a zu nwa” or “It takes a village to raise a child” is an African proverb that holds true to ACS-NYC. We all have a part in protecting and promoting the safety and well-being of all children.

That's why we are not the only agency in New York City trained in SBC. We are in the company of 8 other child welfare organizations: *Catholic Guardian Society, Episcopal Social Services, Forestdale, Good Shepherd, Graham Windham, Lower East Side Family Union, Mercy First, and SCO Family of Services.* It's nice to know that other people speak the same SBC language. See Page 4 to uncover those language skills!



Dana Christensen

is the developer of Solution Based Casework. He currently serves as Professor and Director of the Family Therapy Program in the Kent School of Social Work at the University of Louisville. He is also the Director of the University of Louisville's Center for Family Resource Development, a center dedicated to developing and enhancing community based intervention projects. Dr. Christensen has written widely in the fields of juvenile justice, child welfare, and family therapy for over twenty five years.



Jessica Godwin

is the Implementation Manager for Solution Based Casework in New York City. She has more than 20 years of experience and expertise in Child Welfare and Youth Development including program and fund development in Community Schools, Workforce Development, Mentoring, and Residential Care. She currently works with ACS in coordinating regular cross-agency implementation meetings and also acts as a liaison between Dr. Christensen and all agencies adopting the SBC Practice Model.

Got Skills?

This is how you *know* you are practicing SBC:

Do you really understand what happened?

1. Can you tell step by step “the story” of **what** actually happened that led to the maltreatment concerns, and **whose** specific behavior interfered with the safety and/or inadequate care of the child(ren)?
2. Can you describe how **prior history** played a role in the family’s current situation?
3. Can you separate what the parent/caretaker **intended** to accomplish by their action and the action itself? Can you describe the **everyday life task** that the maltreatment was anchored?
4. Can you separate **individual issues** from **family developmental tasks**?
5. Can you pinpoint the individual and family level safety/risk concerns that are **directly** related to the abuse/neglect, not just general issues of concern?
6. Can you **clearly** state a consensus summary of **what** is not working at the family level, and **who** on the individual level needs to work on their personal issue(s)?

Milestone 1

Can you organize the work to be done?

1. Can you go from a verbal agreement with the family regarding what needs to happen (consensus summary), to written Family and Individual Level Outcomes?
2. Can you put into words an outcome (family and individual level) that has **these three desired parts**: “The family will use...,” “A new plan of action,” and “A protective purpose?”
3. Can you write basic tasks under each family level outcome and individual level outcome that are **measurable** by change in behavior and that clearly state **who and what service** will help them?

Milestone 2

Are you able to work a specific Action Plan?

1. Are you observing and documenting behavior change or lack thereof?
2. Are you **following up** to help your family keep on track with their Action Plan and modify as needed?
3. Have you **met or discussed** with the service provider **why** a **specific behavioral** plan is needed?
4. Have you held family meetings with the service providers to document and celebrate success or address the lack thereof?
5. Are you able to **ensure** that the **5 SBC Relapse Prevention Skills** are somehow represented in the individual Action Plans (Identifying the High Risk Situations and Triggers, then how to Avoid, Interrupt, and Escape High Risk Situations).

Milestone 3

Are you able to Document and Celebrate Progress?

1. Do you show **interest** in your family’s progress and work to let **other people** know about successes?
2. Do you know how to get **others involved** in noticing and celebrating improved behaviors?
3. Do you know how to celebrate progress in one area **even if** other areas show little progress?
4. Do you know how to use **positive reinforcement** and **provide hope** versus only noticing when things are going wrong?

Milestone 4

SBC News: Around the Boroughs



CERTIFICATE OF APPRECIATION
THIS CERTIFICATE IS AWARDED TO
Evelyn Ortiz

Bronx

Manhattan

Queens

Brooklyn

Staten Island

Got something to share?
Snap a picture or share
a brief story of SBC in NYC!
E-mail it to Sandra Davidson at:
Sandra.Davidson@dfa.state.ny.us

SBC Resource of the Month

Ever wonder how to assist caretakers with parenting their teen? Or in managing their substance abuse?

Now on DocuShare!

Take a look at these helpful hand-outs for parents:

[SBC Tip Sheets with Suggestions for Parents](#)



A Shout-out to Newcomers of SBC!

Welcome to the family!

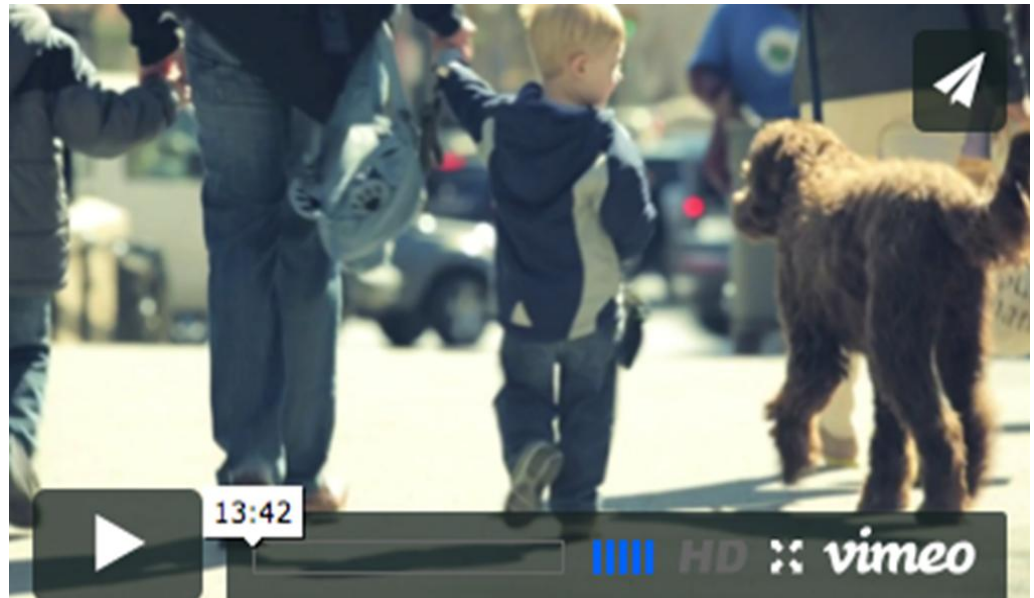
Training Update

May 14th & May 15th

Look for Supervisory SBC Training (1/2 day sessions) in Stars. Milestone 3 and Milestone 4 will be discussed.



Watch for yourself... SBC Introductory Video



“Speaking the Same Language” Word Search Puzzle

Q C J V B B C O L J F I L O Q	
U A P A R S O R T I N G H A C	
U I P A R T N E R S H I P Y Z	
L I S B X K S R D S W K B T S	
I T M E S G U F P O P S R G O	
N N I H P K L K O F T O Q V L	
L E L A M O T M M D P G B U U	
W M E V N B A E W P C O C N T	
W U S I P G T A U L Q A P B I	
E C T O O R I S I G O L V M O	
V O O R S C O N S E N S U S N	
Z D N D J H N C A S E W O R K	
Z L E T R A C K I N G O A N O	
Y N S Y S U C C E S S C N Y P	
W I N X Z C E L E B R A T E M	
	BEHAVIOR
	CASEWORK
	CELEBRATE
	CONSENSUS
	CONSULTATION
	DOCUMENT
	FLO
	GOALS
	ILO
	MILESTONES
	PARTNERSHIP
	SOLUTION
	SORTING
	SUCCESS
	SUPPORT
	TRACKING