



Why won't they follow through?!

Creating a Collaborative, Caring, and Cohesive Team within our Program and with Families.

FSW - Goals

- Building trust
 - Listen to their story, background and family dynamic
 - Create a warm and welcoming environment
 - Set up personal goals and provide resources the family needs
- Build better relationship with families who are less engaged
 - Introduce each team member and their role
 - Have families get to know us as their support and advocate
- Create a smoother transition from enrollment to FSW for families, so they have a better understanding of the program
- Be clear on policies, expectations, rules and regulations
- Complete the family assessment initially
- Follow-up - Family goals, wellness and dental exams, assess needs
- Maintain compliance - Maintain required attendance, physicals/WCCs, immunizations
- Collaborate with outside sources to fulfill families needs
- Collaborate with teachers to work as a team
- Learn about the family (Other children? What do they do for work? Give them space to share about themselves.)

FSW - Barriers

- Parents understanding the information
- Stressful deadlines
 - Outside systems (navigation) - Healthcare, regional
 - Paper and Child Plus (Consistency)
- Space and time for 1:1 conversations and availability with parents
- Paperwork takes away from connecting with families
- Multiple phone contacts of staff

FSW - What do you need from ERSEA Staff?

- Know family dynamics (Who is picking up, who cares for the child, a run down of their current situation, language spoken, and other helpful information).
- When newer staff or program
 - Communicate and meet more
 - Have an intro meeting before sendoff: Share what you have learned so far.
- Ask questions
- Pull other people in
- Show kindness - help when needed
- Reinforce policies
- Back to attendance
- Make sure we are sending the same messages
- Maintain a strong unit!

ERSEA - Goals

- Build trust
- Make them feel comfortable and welcome
 - Communicate expectations
 - Understanding
 - Provide tour
 - Knowing the family as a whole
 - Listen to any concerns they have
- Provide resources
- Be transparent - how long with they be on the waitlist
- Create a good connection by listening
- Identify their needs
- Obtain all necessary documents
- Minimize redundancy
- Seamless process
- Continuity

ERSEA - Barriers

- Staffing issues - losing staff
- Inconsistent communication from parents
- Receiving a timely response for final approval
 - NNC + IESP/IEP timing
 - Trust issues (Family asks why we need certain documents)
- Vaccines

ERSEA - What do you need from FSW Staff?

- EHS to HS transition
 - Inform that ERSEA reaches out
 - Tell us best way to reach family
- More engagement in enrollment
 - Series of questions/enrollment
 - Don't know it all
 - Please don't share all
 - Help knowing what you need
 - Open communication
 - Ask questions
 - Clarification
- Parent orientation - all of us

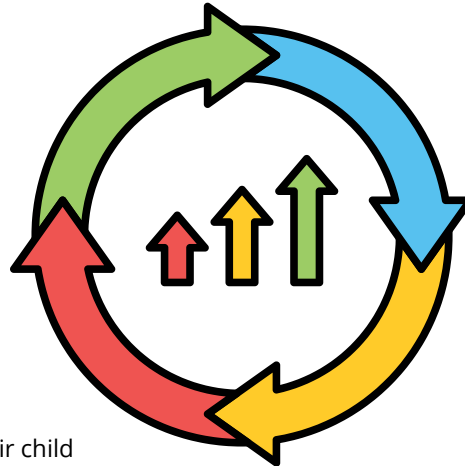


Strategies to Creating a Collaborative, Caring, and Cohesive Team within our Program and with Families.



Start Date/ Enrollment

- Assign C.R.
- Offer slot - gauge interest
- Start paperwork
- Ask open ended questions
 - Work hours
 - Type of program
 - Special accommodations
- Discuss benefits of care
 - Passionate
 - Don't need to be potty trained
 - All is provided
 - Year round
- Warm sendoff with FSW
- Orientation with both
- Make them feel safe with leaving their child
- Provide a daily routine



ERSEA initial meeting

- Intake - discuss questions on checklist
- Required documents
- Follow up on documents
- Ask clarifying questions
- Give clear expectations
- Give a typical day for their child
- Program options / home center
- Speak about the benefits
 - They receive free stuff
 - Child routine
 - Education
 - Resources
 - Refer & get resources
 - Family spt worker to help guide, support and win

Waitlisted

- Provide other options
 - Offer home-based and share the benefits- Resource, easy transfer, teacher.
 - Higher development
 - P/c interaction
 - Better family well being
 - Socialization with other families
- Easterseals customer
 - Success - line - networking - resources
- Parent and child learning

ERSEA transition to FSW

- Both meet for warm introduction
- Together, cover critical policy boundaries
- If we both can't meet, make sure to provide a warm intro for the FSW worker
- Give FSW business card - plant a seed on the benefits to working with them
- Give a Parent Handbook summary - set the stage for requirements and policies.
- Go over most important information
- Share contact information
- Let them know about the importance of contract hours and why it matters

FSW Strategies

- Build trust:
 - Listen to their story, background and family dynamic
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- Build better relationship with families who are less engaged
 - Introduce each team member and their role
 - Have families get to know us as their support and advocate
 - Pinpoint where the family needs support
 - Ask what areas they would like to improve

