**Northeast Regional Initiative Coordinator Meeting**

**Fox Valley Technical College**

**Appleton, WI**

**Meeting Notes**

**August 11, 2015**

**Topic for the day: Meeting Facilitation**

List of facilitation challenges noted during introductions:

* Transitioning teams
* Engaging teams:
* overextended times
* in summer
* individuals
* natural supports
* therapists
* Helping families to increase natural supports, including in rural areas
* Involving youth in team activities
* Realistic expectations of parents and other team members
* How to help professionals to understand the CST process
* Professionals have unrealistic expectations of teams, need to share responsibilities
* Desire for immediate solutions, need to teach people the process
* How to assist other counties/tribes in bringing new CSTs on board
* Hard to identify the available various kid programs
* Extensive paperwork while involving families

The afternoon consisted of working in small groups to brainstorm options for specific team challenges. Below are the scenarios as wells as the brainstorm ideas each group identified.

How does a facilitator manage people who dominate the conversation or are off topic/agenda?

* Refer to established ground rules
* Acknowledge their issue
* Suggest the issue go in the parking lot
* Remind the person/team why they are there, refer back to the goal
* Refer back to the agenda ask team members what their ideas/thoughts are on what the dominating speaker is saying
* Be attentive to the body language/cues of others

How to stay strength-based while also addressing challenges without allowing the meeting to become too negative or blame the family?

* Start meeting by doing strengths & roles activity
* Start each meeting with strengths, what’s gone well
* Establish guidelines
* Reframe negative comments
* Refer back to guidelines throughout the meeting
* Refer back to the mission statement
* Staying on task, follow the agenda
* Reminders that CST is strength-based
* Identify to address challenges

How do you balance the family’s right to privacy with the open communication of the team, especially when sensitive topics come up unexpectedly?

* Acknowledge it, offer 1:1 meeting
* Ask person if they are comfortable talking about it
* Being sensitive to the issue
* 3 questions a family member may ask themselves about others:
  + Can I trust you?
  + Do you care about me and my child?
  + Can you help me?
* After the topic is brought up, discuss confidentiality, rules, and boundaries
* Model the action of shutting the conversation down, or option to
* In guidelines add “need to know”
* Ask ourselves do others need to know?

How to ensure the values of wraparound (voluntary) are incorporated into the team process when there is involvement with programs that are not voluntary for families?

* Educate non-voluntary providers with philosophy
* Explain how programs help/similar goals
* Support doesn’t end with the court order
* Encourage/focus on family driven goals
* Differentiate between choices and court ordered (non-negotiable)
* Identify and build on positive natural supports
* Highlight non-voluntary provider personal strengths and interests (see them in a different way)
* Educate family on possible positives of non-voluntary services (ie additional resources, funds, services)