LOOKING BEYOND THE SURFACE

ASSESSING FOR NEEDS NOT SERVICE

September 12, 2018
CCS/CST Statewide Meeting
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Putting values into practice

Hello

The process of engagement and continued efforts to partner with the family and discover who they are and what they desire, and building a team of supports to help meet their needs.

Help

The process of facilitating the child and family team to plan, create, implement, and evaluate a plan of care that involves identifying strengths, needs, and strategies to achieve the family's vision of success.

Healing

The process of facilitating sustainable interventions through empowerment, involvement of natural and informal supports, and use of community resources. Healing involves assessing progress toward meeting needs, adjusting interventions to sustain progress and on-going preparation for transition out of care.

Hope

The process of executing a transition out of care based on resilience, sustainable supports and resources, task-shifting, and long-term planning to meet on-going and future needs. Hope is a celebration of success and healing and includes a thoughtful good-bye to honor the relationships built with formal supports and resources.

Why needs vs. service

- ➢ Behavior comes from unmet needs, addresses the root cause
- ➢ Deals with the "big stuff"
- ➢ Keeps the plan real and promotes resilience
- ➢ Avoids blaming and shaming or prescribing solutions
- ➢ Helps a family get closer to achieving their vision
- ➢ Produces long term healing and hope

Listening for needs:

- ▸ Usually begins through problem identification during the enrollment and engagement process (talk to the screener AND read the tab)
- ▸ Requires active listening and the ability to reframe
- ▸ Can emerge in and across different domains: health/well-being, family/relationships, cultural/spiritual, school/work, social/fun, safety, legal, a place to live, transitions to adulthood
- ▸ Are often missed when behavior is not respected as adaptive, communicative, developmentally driven and functional

Needs	Problems	Goals	Services
Something the person would express if they could	Labels the issue, but offers no solution	Something we can imagine for someone else	Defines the action
Express compelling reason from the person	Barriers to meeting the need	Addresses system priorities or mandates	Implemented to meet a court order or requirement
Defines why the action is important	What the action addresses	Framed as "needs to" or a command	The action
Unifying concept that cuts across all 3 levels of service	Addresses the behavior	Identifies the goals Justifies the service	Includes 3 levels: existing service, intervention and support (service provider, provider strategies, task shifting)
Changes infrequently and remains consistent until the need is met			Frequently changes based on new information and access
Lets us know what drives the behavior and provides information on how to help	Describes the behavior	Focuses on behavioral presentation	Reward or consequence for behavior

Language: Behavior focus vs Person focus

"He's aggressive"

"He acts aggressively"

"He reacts aggressively when he feels threatened"

"He reacts aggressively because he feels threatened and needs to be in control to feel safe"

The Power of Reframing

▸ Turning stumbling blocks into stepping stones

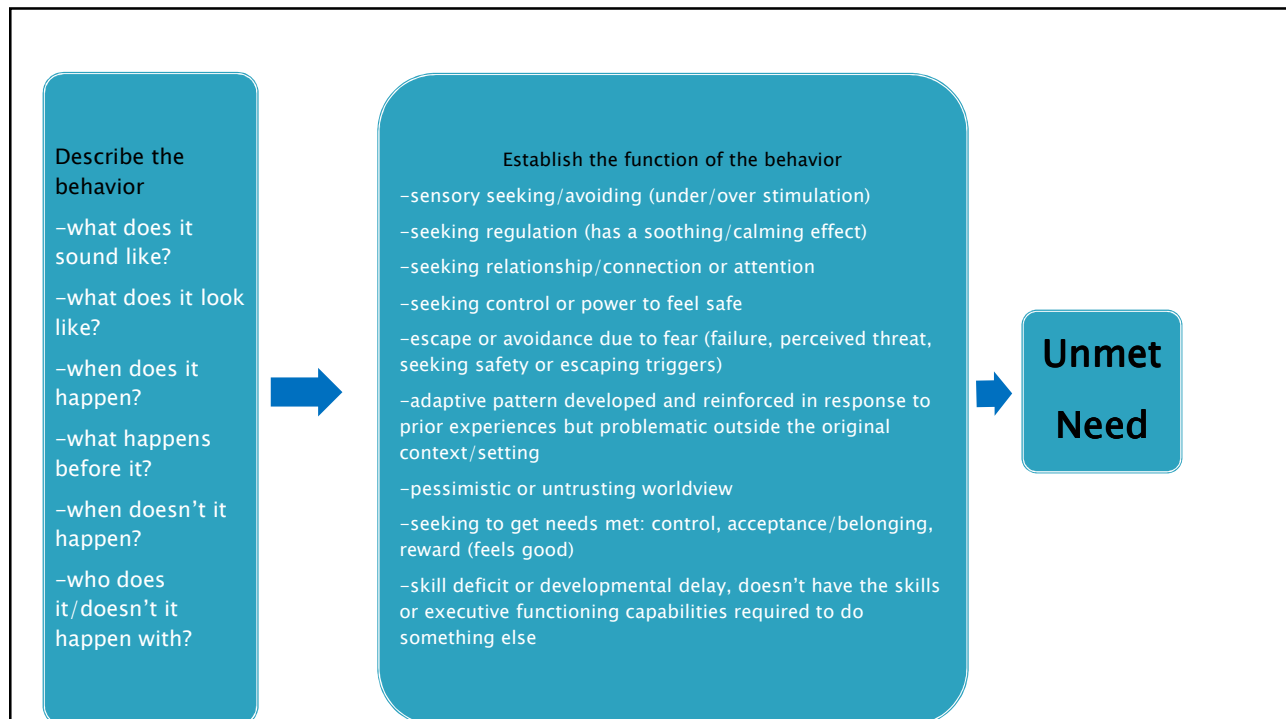Reframing is not the process of developing excuses for harmful or illegal conduct

It is…….

Traditional System Centered Language	Individualized Person Centered Language
Acting out/uncontrollable/out of control	Emotionally dysregulated, needs help to calm down/cope, triggered
Has anger management problems	Threatened (perceived or real), sensitized survival (fight, flight) response, fearful, mistrusting, self-protective
Willfully naughty, makes bad choices, bad on purpose	Adaptive patterns of behavior to ensure safety and control
Pushes buttons	Creates predictable responses based on worldview
Manipulative	Seeks to get needs met or communicate through behavior
In need of consequences to motivate change	Needs effective interventions to heal and learn new skills
Doesn't follow through, uncooperative, resistant, noncompliant	Mistrusting/suspects a hidden agenda, rule conflict, stages of change, uncertain about the unknown, lacks skills or confidence or support, the cost is greater than the benefit of change
Confrontational, belligerent	Relational template wired with threat, crossed the intimacy barrier
Pathological, dysfunctional, inappropriate behavior	Adaptive/generalized stress response, misunderstood, functional behavior displayed outside the original context, feels good
Checked out, disinterested, doesn't care	Dissociative stress response, re-experiencing, triggered
Attention seeking, needy	Relationship seeking, needs attunement, opportunity for co-regulation or soothing

Reframing Exercise

Problem Statement	Possible Need	Potential Reframe
1) Child runs away		
2) Child is assaultive		
3) Family is resistive to services		
4) Family is dysfunctional		
5) Child can not form relationships		
6) Parent doesn't care		

Describe the behavior

–what does it sound like?

–what does it look like?

–when does it happen?

–what happens before it?

–when doesn't it happen?

–who does it/doesn't it happen with?

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Establish the function of the behavior

–sensory seeking/avoiding (under/over stimulation)

–seeking regulation (has a soothing/calming effect)

–seeking relationship/connection or attention

–seeking control or power to feel safe

–escape or avoidance due to fear (failure, perceived threat, seeking safety or escaping triggers)

–adaptive pattern developed and reinforced in response to prior experiences but problematic outside the original context/setting

–pessimistic or untrusting worldview

–seeking to get needs met: control, acceptance/belonging, reward (feels good)

–skill deficit or developmental delay, doesn't have the skills or executive functioning capabilities required to do something else

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Unmet Need

"Needs" Talk with Teams

Disguising a service as a need

- He needs special education placement
- The family needs counseling
- He needs to take his meds regularly

Ask

- What do you hope will be accomplished through this?
- Why do you think this is important to (not for) the person?
- How will you know when it has been successful?

Underlying needs lie in the fuel, not the fire or the smoke

Suspensions

Court orders

Hospitalization

Tickets

Drugs

Self harm

Fighting

Poverty

Witness violence in the household

Victim of abuse