

The Seven “Cees” of Family Engagement in Trauma informed care

1. Culture of Engagement
 - a. From intake to case-closing
 - b. All staff understand and model
 - c. Staff engagement and self-care is practiced
 - d. Reflective supervision includes a focus on relationship building with families
2. Competency-based Approach to Engagement
 - a. Family decides WHO is the family
 - b. Culturally appropriate – race, ethnicity, sexual orientation, religion, socio-economic, gender roles, role of elders, etc
 - c. ALL families have strengths and NO families are one-dimensional
 - d. Understands change – neither the child or family are the same
3. Continuum of Engagement Opportunities – Families voices are VALUED
 - a. Clinical – engaged in their own case
 - b. Peer-to-peer
 - c. Within the agency
 - d. Systems change
4. Concrete and Specific Engagement with Families
 - a. Skills are specific not generic “parenting” i.e the mom who paid her child to stay inside
 - b. Tools to help families better engage – i.e. Organizational notebook
 - c. Strategies learned in facility are transferable to home – i.e. “Circle Time”
 - d. Crisis-management and conflict resolution techniques offered
 - e. Visitation policies, physical signals in facility support & promote engagement
5. “Caught & Taught” – Value of Engagement Communicated by and to all
 - a. Training is provided on on-going basis
 - b. Everyone is clear about roles
 - c. Families are seen AND heard
6. Continuous attention paid to engagement
 - a. It is not an initiative or event
 - b. Reflective approach – use of surveys, focus groups, for CQI
7. Collaborative and Community-focused engagement
 - a. Children who have experienced trauma are often involved in multiple systems
 - b. Parents become “manager of case-managers” (or traffic cop)
 - c. Competing, conflicting and confusing requirements and messages from multiple systems can exacerbate trauma for children
 - d. Help families communicate with their natural support systems – faith community, extended family, etc