

Lobby Ice Breaker

Think of a time when you told someone about a sensitive situation you were experiencing. What did the other person do to help you feel supported?



NATIONAL CENTER ON

Parent, Family and Community Engagement

Conversations with Families about Living Experiences and Housing Goals

November 14, 2019



Navigating Adobe

- General Chat
- Interactive Functions
- Download and Web Link Pods
- Recording for ECLKC



Welcome and Introductions



Speakers



Brandi Black Thacker,
NCPFCE



Jennifer Olson,
NCPFCE



Adriana Borrero,
Behavioral Health Specialist
Peninsula Family Service



Peninsula
Family Service
Opening Doors, Changing Lives



Federal Partners



Kiersten Beigel,
Comprehensive Services & TTA Division,
Office of Head Start



Rachel Gannon,
Region 9
Office of Head Start

Supporting Families Experiencing Homelessness in Head Start and Early Head Start Three-Part Web Series

1. Prioritizing Families Experiencing Homelessness for Enrollment: Performance Standards and Related Strategies, **Oct. 1, 2019**
2. Conversations with Families about Living Experiences and Housing Goals: Creating Opportunities for Professional Development in your Program, Nov. 14, 2019
3. Establishing and Sustaining Community Partnerships for Outreach and Continuity, Dec. 5, 2019

Webinar Time: 3:00-4:30 p.m. ET

Join the Chat After the Webinar! 4:30-4:45 p.m. ET



Learning Objectives

- Discuss language and approaches for navigating sensitive interactions with families experiencing homelessness
- Explore strategies and resources to support staff professional development opportunities
- Use the Relationship-Based Competencies to support staff professional development and staff self-care experiencing homelessness



Language Matters

- Homelessness does not define the person or child
- People first language acknowledges the individual before the situation (families experiencing homelessness)
- Homelessness is a situation the family is experiencing, not a status
- Our language should honor each family's culture, language, and experience.



Every family story is their own...



We each have stories too...



Prepare, partner, and pursue approaches



Approaches for navigating sensitive interactions about living situations...

Before

- Consider your environment
- Reflect on your own state-of-mind
- Check in with the family and determine their hope for your time together
- Be aware of cultural considerations



Approaches for navigating sensitive interactions about living situations...

Before

- Be a guide from the side, not an expert
- Ask permission
- Be human
- Listen carefully and use silence
- Partner with family in recognizing existing strengths
- Be present



Approaches for navigating sensitive interactions about living situations...

After

- Offer resources, if necessary
- Follow-up and keep your word
- Link to community resources and peer support, when the family is ready





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RBCs: A planning tool for the professional development process



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How the RBCs are Organized

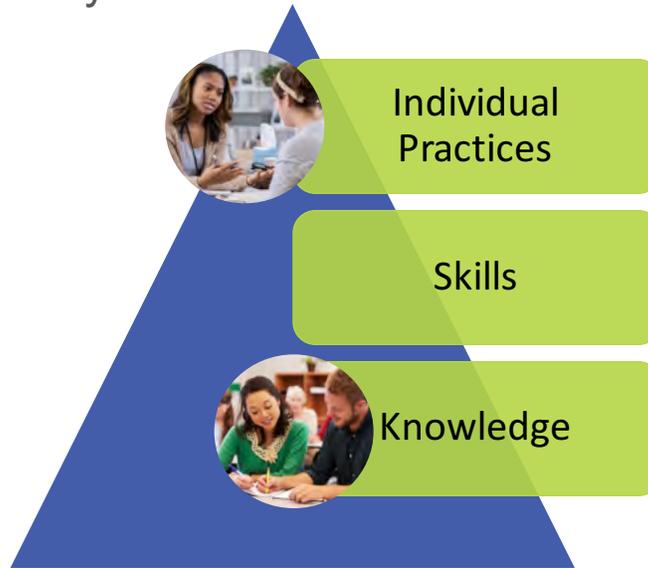


Definition: Relationship-Based Competency

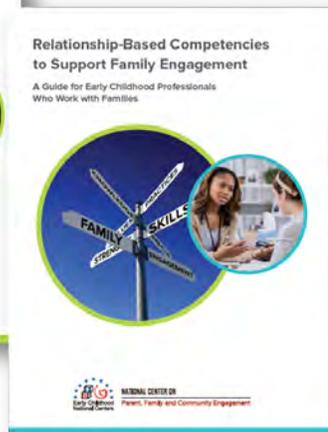
A set of knowledge, skills, individual practices, and other characteristics, including attributes, behaviors, and actions, that are necessary to be effective in one's family engagement work.



Building Capacity



Assessments to support...



Relationship-Based Competencies to Support Family Engagement
Professional Development Assessment for SUPERVISORS of Family Service Professionals

OVERVIEW

Looking for ways to use the RBCO and enhance your professional practice? Use this tool to assess your progress in each competency and to identify areas for professional growth. The professional development assessment tool for supervisors of family service professionals will support your family engagement efforts and enhance your professional knowledge, skills, and practices.

1. POSITIVE, GOAL-ORIENTED RELATIONSHIPS
Engage in mutually respectful, positive, goal-oriented partnerships with families to promote positive child and family outcomes.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and practice in this area.	I need support to learn more and grow in my professional practice in this area.	Notes
Understands the importance of relationships and engagement when working with all cultures, beliefs, and professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Understands the specific competencies, skills, and practices for family service professionals and working with families in family engagement settings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

A focus on well-being for each of us...

RELATIONSHIP-BASED COMPETENCIES TO SUPPORT FAMILY ENGAGEMENT	
COMPETENCY	PROFESSIONAL PRACTICE
1. Positive, Goal-Oriented Relationships	Engages in mutually respectful, positive, goal-oriented partnerships with families to promote positive child and family outcomes
2. Self-Aware and Culturally Responsive Relationships	Respects and responds to the cultures, languages, values, and family structures of each family
3. Family Well-Being and Families as Learners	Supports families' reflections on and planning for their safety, health, education, well-being, and life goals
4. Parent-Child Relationships and Families as Lifelong Educators	Partners with families to build strong parent-child relationships and supports parents as the first and lifelong educators of their children
5. Family Connections to Peers and Community	Works with families to strengthen their support networks and connections with other parents and community members who can address families' strengths, interests, and challenges
6. Family Access to Community Resources	Supports families' use of community resources to make progress toward positive child and family outcomes
7. Leadership and Advocacy	Works alongside parents to build on their strengths as advocates for their families and as leaders in the program and community
8. Coordinated, Integrated, and Comprehensive Services	Works with other professionals and agencies to support coordinated, integrated, and comprehensive services for families across the organization, community, and system
9. Data-Driven Services and Continuous Improvement	Collects information with families and reflects with them to inform goal-setting, planning, and implementation to effect progress and outcomes for families, children, programs, and communities
10. Professional Growth	Shows professionalism and participates actively in opportunities for ongoing professional development related to family engagement

Competency #3: Family Well-being and Families as Learners

Knowledge for Family Service Professionals

- Knows how to recognize family resilience, strengths and resources, and unique gifts and talents, and what families already do to maintain family well-being and cope with challenges
- Knows the signs of depression, trauma, substance use, homelessness, domestic violence, child maltreatment, food insecurity, mental illness, and other challenges to family well-being
- Understands the importance of asking for support from their supervisor or colleagues about issues that are beyond their current professional skills and knowledge

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A Guide for Early Childhood Professionals Who
Work with Families

Competency #3: Family Well-being and Families as Learners

Skills for Family Service Professionals

- Uses a supportive and non-judgmental approach to talk with parents about difficult or sensitive topics
- Seeks support from their supervisor or colleagues about how to be successful in conversations that are difficult to have with families
- Recognizes the importance of taking time for self-care, for one's own well-being and for others, especially when supporting families in crisis
- or colleagues about issues that are beyond their current professional skills and knowledge

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Examples for Family Services Professionals and Supervisors

Competency #3: Family well-being and families as learners

STAFF

- **Skills:** Recognizes the importance of taking time for self-care, for one's own well-being and for others, especially when supporting families in crisis

SUPERVISORS

- **Skills:** Monitors and addresses family services professionals' stress when working with families who are experiencing serious challenges

Competency #3: Family Well-being and Families as Learners

Practices for Family Service Professionals

- Checks in with families regularly to see how they are doing
- Talks with parents about their well-being and short- and long-term goals and offers resources or referrals if appropriate
- Follows up with families to check if resources or referrals were helpful



General Chat

- What kinds of self-care strategies does your program use to support you and your colleagues?
- What kinds of approaches are helping in caring for yourself as you care for others?

A focus on well-being for each of us...

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10. Professional Growth	Shows professionalism and participates actively in opportunities for ongoing professional development related to family engagement

Competency #10: Professional Growth

Knowledge for Family Service Professionals

- Understands the importance of ongoing reflective practice (self-reflection) to enhance work with families
- Understands the importance of ongoing coaching and reflective supervision for personal and professional growth
- Understands the importance of healthy self-care habits for one's own well-being and to enhance the ability to build responsive relationships with families and their children

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Competency #10: Professional Growth

Skills for Family Service Professionals

- Engages in reflective practice (self-reflection) to gain insights to enhance one's work with families and their children
- Asks for help when needed
- Uses information learned through formal and informal professional development to enhance practices for engaging families in children's learning and supporting family well-being

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Competency #10: Professional Growth

Examples for Family Services Professionals and Supervisors

STAFF

- **Skills:** Maintains healthy self-care habits for one's own well-being and to enhance the ability to build responsive relationships with others

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SUPERVISORS

- **Skills:** Works with family services professionals to understand the connection between self-care and the ability to build effective and rewarding relationships with families and colleagues

Competency #10: Professional Growth

Practices for Family Service Professionals

- Participates in reflective supervision to gain new insight and knowledge about working with families and their children
- Creates and follows through on individual professional development plans to strengthen professional practice related to family engagement
- Participates in peer learning opportunities to share ideas and enhance practice

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Supporting Children and Families Experiencing Homelessness: An Interactive Learning Series



National Center on Parent, Family, and Community Engagement

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General Chat

What kinds of professional growth opportunities does your program offer to you and your colleagues as a way to strengthen support of families experiencing homelessness?

Help children experiencing homelessness feel more secure every day.

Home at Head Start

Family homelessness is complex and challenging. Be flexible. Consider unique approaches to engaging families.

Home at Head Start: What We Are Learning

Give Every Child a Home At Head Start

Head Start and Early Head Start programs can provide young children experiencing homelessness with stability, support, and enriching experiences that promote healthy development.

Help us spread the word to families and community partners about the importance of programs like Head Start and Early Head Start. If you know a family with young children who is experiencing homelessness, call a program in your area to find out about availability. Use the Head Start locator tool on eohhs.chhs.acf.hhs.gov.

#HeadStart #HomeAtHeadStart

U.S. Department of Health & Human Services Administration for Children and Families

#HomeAtHeadStart

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MyPeers Communities

- ✓ **ERSEA Managers-Coordiators**
- ✓ **PFCE Deepening Practice Communities**

- Already a MyPeers member? Find the **ERSEA Managers-Coordiators** or **PFCE Deepening Practice** communities in MyPeers under “All Communities,” and select the blue “Join” button.
- Not a member of MyPeers? Sign up!
 - ✓ Visit the MyPeers page on the Early Childhood Learning Knowledge Center (ECLKC).
 - ✓ Scroll to the bottom and select “Create an Account.”
 - ✓ Fill out the form and within a few days you will receive an email from MangoApps with your login information.

Have More Questions?

Stay and chat with us!

The speakers will stay
on the line an additional
15 minutes to continue
the dialogue.



Evaluation Link and Wrap-up



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For more information, please contact us:
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