Reconnecting Services to Our Humanity: An Approach to Nurturing Staff & Increasing Service Quality

American Academy of Pediatrics, CA Chapter 3
YMCA of San Diego County

Objectives

Identify the steps taken to responsively equip staff with frameworks that will foster genuine connection with the families they serve.

Explore ways to implement relational strategies in their organizations that nurture better community engagement.

Examine the strengths their agencies have to build on and implement relational approaches to strengthen service delivery.
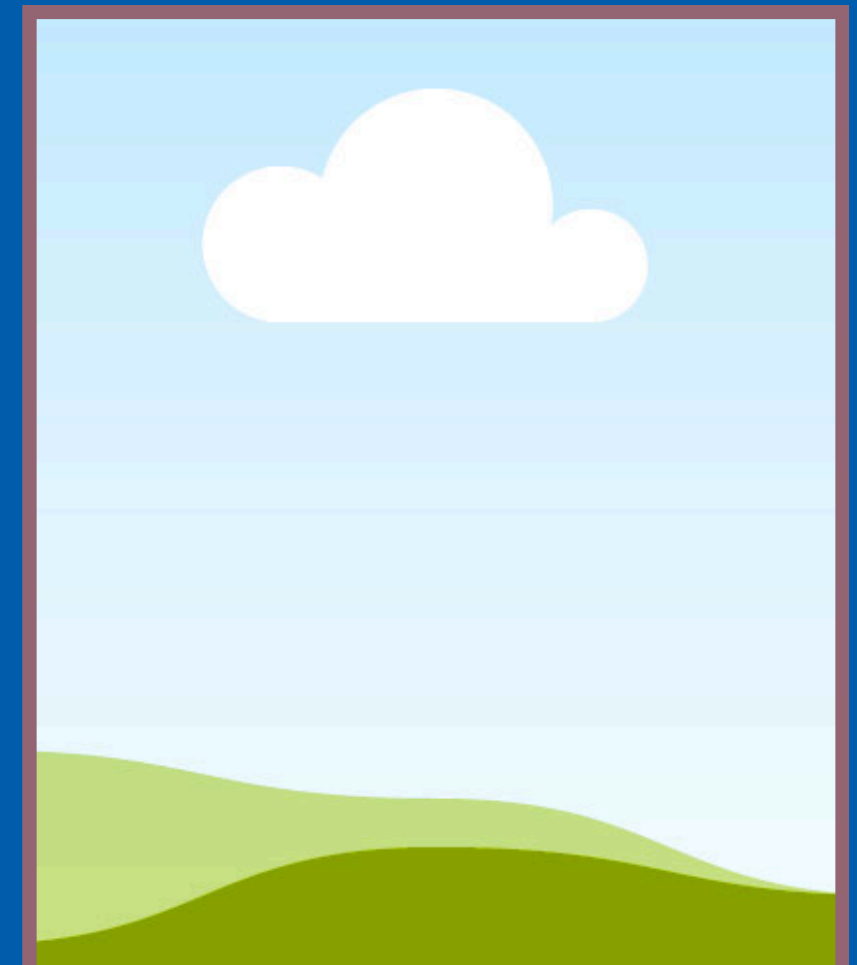
Where It All Begins

Miriah de Matos

Ariane Porras

Aimee Zeitz

Organizations

San Diego Early Childhood Systems of Care

Evidenced Based Programming & Frameworks

Shared Goals

Family Centered

HOPE & Trauma Informed

Strengths Based

Diversity, Equity, Inclusion & Belonging

Parallel Process

Organizations

Managers

Supervisors

Direct Service Staff

Caregivers
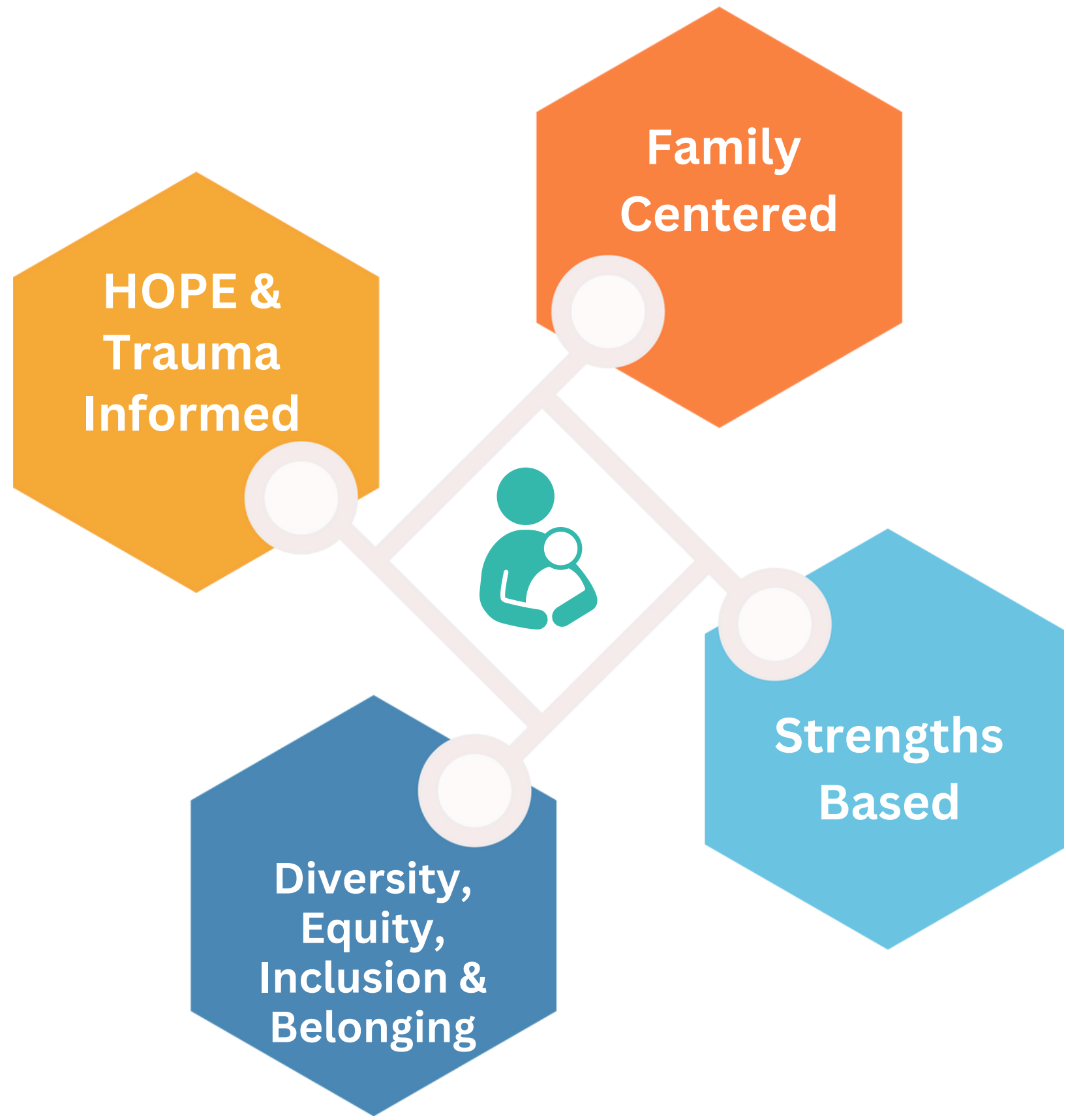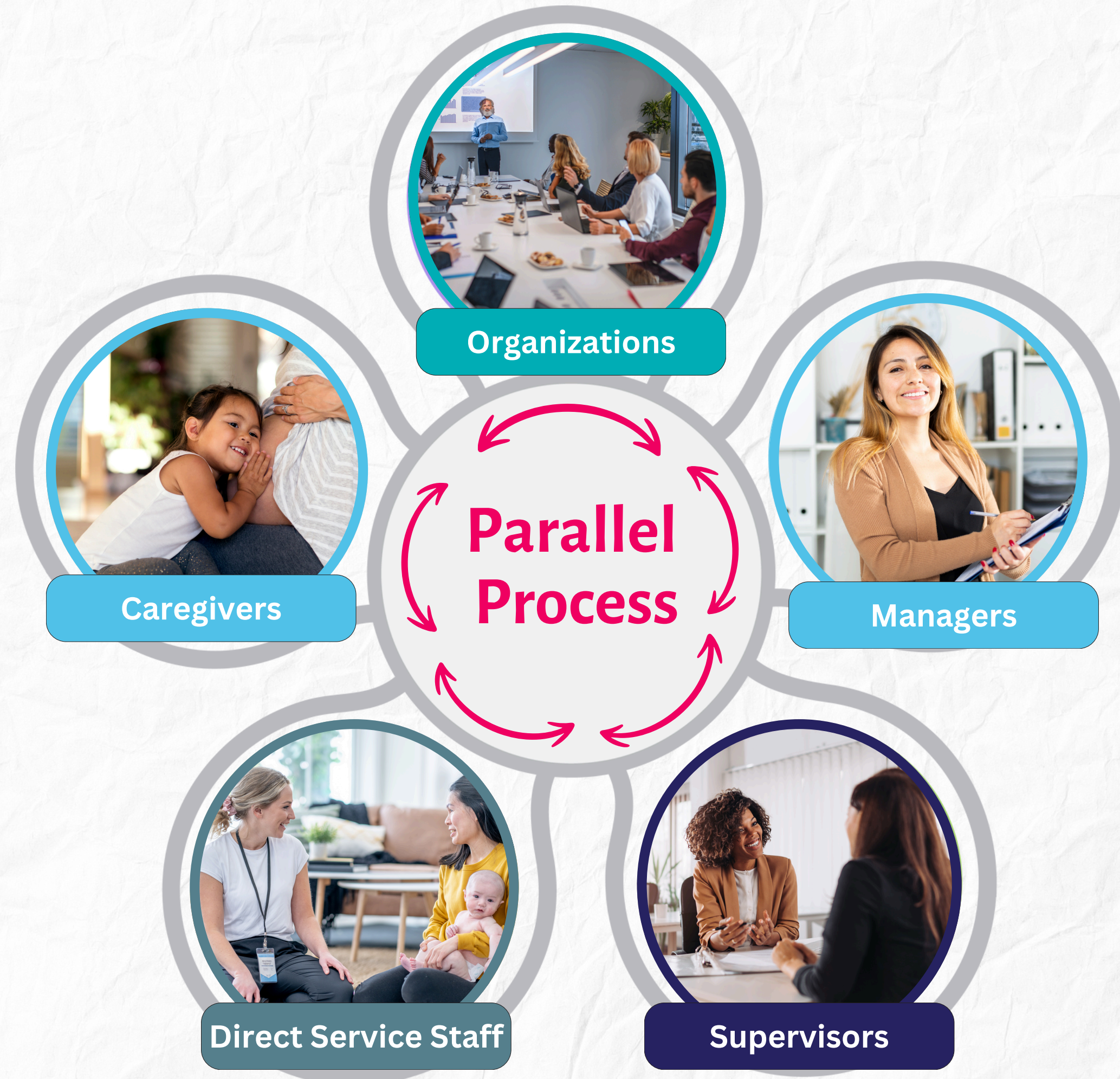
Monica & Ryan: The Expectant Family

20 somethings newlyweds

Military relocation to San Diego in the last three months

Mom is 30 weeks pregnant & dad will be deployed after birth

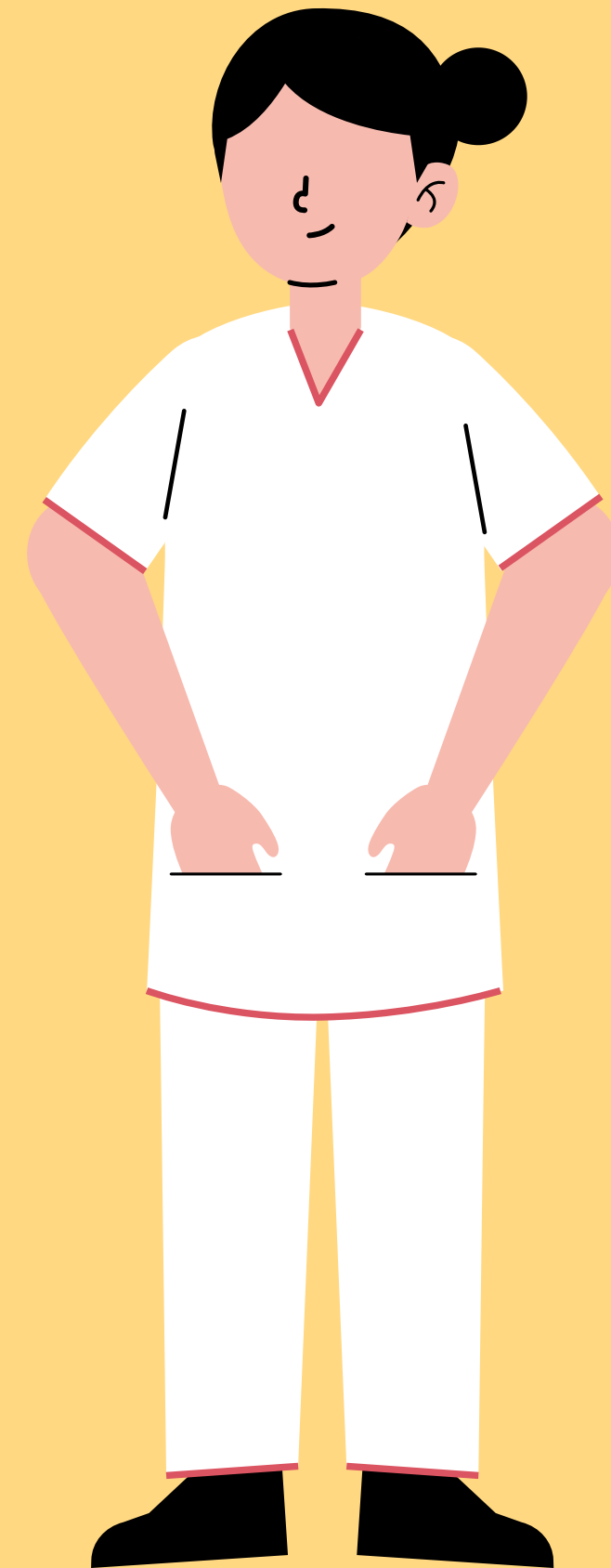Uncomfortable accessing military services

Rosie: The Staff

- Initial training complete & in program 6 months
- Former preschool teacher & parent of three older children
- First time serving a family in the military

Inviting Staff In

Rosie may be making assumptions to connect with family

Risks in social-emotional competence: deployment

Risks in parental resilience: sleep & worry

Risks in social connections: isolated from family in mid-west

The Staff Has a Plan

Rosie is eager to make this a successful visit

Rosie minimizes mom's experience

Rosie does not explore strengths or priorities

Rosie does not seek permission to offer advice or supports

What are the unintended consequences of these interactions?

Foundational Approach

Relational Partnership

Knowledge Base

Self & Co-Regulation

Practical Application

How does your staff development process prioritize relationships and high quality service delivery?

Group Reflection

Supervision: Coaching & Reflection

A Relationship for Learning

15th Annual Early Childhood Mental Health Conference - We Can't Wait

Group Reflection:

How does your organization support staff to reflect and grow professionally?
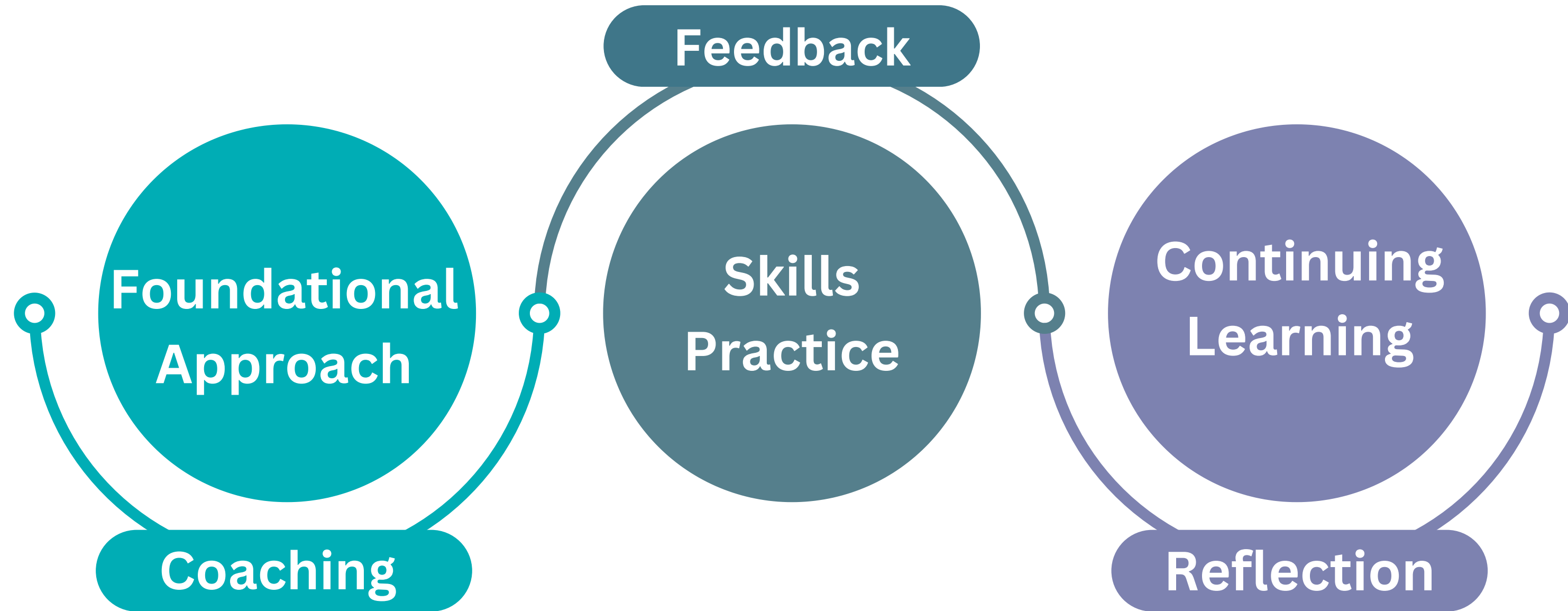
Communities of Practice

Group Reflection

What do you see as potential strengths and barriers to communities of practice?

An Integrated & Transformational Approach

Feedback

Skills Practice

Continuing Learning

Foundational Approach

Coaching

Reflection

Where Do We Go From Here?

- Partners in Equity/ILAB
- Reflective Practice
- Cross Model Training
- Integrated Service Delivery

Questions?

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