



# CHILDREN'S SYSTEM OF CARE NEWSLETTER

*Promising Path to Success Edition*

## Assistant Commissioner Liz Manley's Message

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New Jersey's Children's System of Care (CSOC) is dedicated to enhancing the experience of youth, families and partners who utilize the CSOC. CSOC continues to refine the services and supports available and the skill of the workers engaged in the work of CSOC. Residing within the New Jersey Department of Children and Families (DCF), CSOC supports the department's effort to assist children and families to live successfully in their own communities.

To further our effort, the federal Substance Abuse and Mental Health Services Administration (SAMHSA) awarded CSOC a \$12M Expansion and Sustainability grant in 2015, enabling us to move forward with our Promising Path to Success (PPS). PPS works to improve the overall experience of youth, families and providers involved in our system of care by providing training, support and interventions that are family driven, youth guided and trauma informed.

By embracing Six Core Strategies, the Nurtured Heart Approach, and Return on Investment, Promising Path to Success is transforming the relationships between our partners and the youth and families we serve.

Emphasizing training, support, and family-driven, youth-guided, and trauma-informed interventions, Promising Path to Success has improved the CSOC experience for youth, families, and providers we

**"Promising Path to Success ensures youth benefit from four important elements of effective care"**

This newsletter further describes Promising Path to Success, including emerging success stories and how we've been implementing it during the last two years.

### Promising Path To Success Partners

Children's System of Care  
Elizabeth Manley – Assistant Commissioner  
Stacy Reh - Project Director  
Emma Shelby – Assistant Project Director

### Rutgers UBHC

Cathy Cummings – Project Coordinator

### Rutgers UBHC Coaches

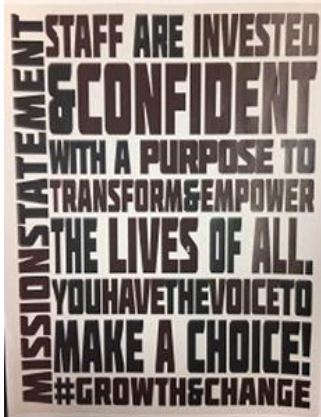
Frank Picone  
Dawn Lacey  
Paulette Mader  
Barbara Wilson  
Denise Davis  
Lorraine D'Sylva-Lee  
Karen McGrellis  
Karen Rae  
Mario Tommasi

### Rutgers Center for Health Policy

Thomas Mackie – Lead Researcher

## What are the Six Core Strategies?

The Six Core Strategies® training program is an evidenced-based practice to prevent violence, trauma, and the use of seclusion restraint and coercion in behavioral health settings. Here are The Six Strategies including some examples:



A vision statement from youth and staff

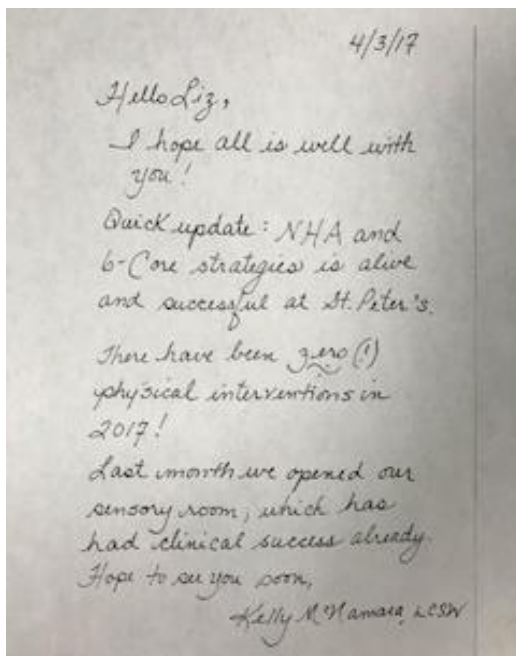
1. **Leadership towards organizational change** recognizes that involving the organization's leaders is a crucial component to reducing the use of S/R. One residential site had at least one member of their executive leadership attend each monthly coaching meeting and made changes to policies and procedures that support the work of the implementation teams.
2. **Using data to inform practice** helps identify trends and set improvement goals for reducing S/R incidents, missing youth, and unusual incident reports. Through data evaluation, one site identified a particular day of the week that consistently had the highest number of restraints. They came up with several interventions using the Nurtured Heart Approach and Six Core Strategies that were implemented on that day and saw a large decrease in the number of restraints.
3. **Workforce Development** ensures that staff members have the tools they need to provide trauma informed care and create treatment environments that are less likely to be coercive and incite conflict. Many organizations have instituted Nurtured Heart training in orientation for new staff, booster trainings for ongoing learning, as well as Trauma 101, Staff Self Care, Self-Regulation, and Sensory Modulation.
4. **Use of seclusion/restraint reduction tools** that teach youth how to self-regulate through the use of sensory tools, soothing plans, and calming spaces. One site is making their own weighted blankets and purchasing secondhand rocking chairs and finding other budget friendly ways to obtain sensory items. They also invited youth to put together their own soothing boxes that reflect self-developed "calming down" plans.
5. **Full inclusion of youth and family voice** allows youth and families to play key roles in shaping their activities. One of our partners has an advocacy group to regularly assess rules within program. Another gives youth the opportunity to share tips, ideas and knowledge on building relationships during staff training. At one agency's crisis management training a youth shared their firsthand experience with restraint, becoming an emotional and instructive exercise for everyone.
6. **Rigorous Debriefing** analyzes every traumatic, S/R or unusual incident with all individuals involved. The goal is to learn from the event and learning precursors, in order to avoid future incidents and mitigate the residual adverse effects of the event.



## What is the Nurtured Heart Approach®?

The Nurtured Heart Approach® (NHA) is a relational framework for creating healthy relationships across a variety of settings. Developed by Howard Glasser to help intense children succeed by using their intensity in positive ways, the NHA can be used to help all relationships flourish and thrive.

NHA strategies focus on building inner wealth in youth, staff, and others by creating, recognizing and energizing moments of success, refusing to give energy to negativity, and setting clear and consistent expectations and consequences. Through these strategies, the NHA helps children transform the way they perceive themselves, their caregivers, and the world around them.



6-Core Results: 0 Physical Interventions so far in 2017!

## Creating Certified Trainers

Right now we have we have one hundred certified trainers and have trained 6800 caregivers and providers. This includes staff in out-of-home treatment facilities, Care Management Organizations, Family Support Organizations, Intensive In-Community providers, Shelters, Foster and Adoptive Family Services, and DCF schools.

Trainers are certified after attending a 5 day intensive course led by Howard Glasser. After the grant period ends, we will have certified trainers capable of training more caregivers for years into the future. Our mission is to have our youth supported by professionals who use NHA in their approach to connect with youth and families to "grow their greatness."

If you're interested in the training, visit <http://www.nj.gov/dcf/providers/csc/training/>

## The 3 Stands of the Nurtured Heart Approach®

**Stand 1: Absolutely No!** Refuse to energize negative behavior.

**Stand 2: Absolutely Yes!** Relentlessly energize success.

**Stand 3: Absolutely Clear!** Provide clear and consistent rules and consequences.

For more information on the NHA, visit [www.childrensuccessfoundation.org](http://www.childrensuccessfoundation.org)



An art project by youth at a substance use program.

## The Nurtured Heart Approach® is About Transforming Both Our Youth and Ourselves

In her own words Cynthia Heller, Chief Operations Officer for Circle of Care in Passaic County tells us about the impact that the Nurtured Heart training had on her personal and professional life.

*"When I told my 24 year old daughter that I was going to a 5-day training about an approach that will teach me how to acknowledge the greatness in others, and how to practice this personally and at work she said: 'I wish you had done this before I was born.' I responded, 'Me too... but it's never too late.'"*

*I attended the training with two of staff members, and we immediately began implementing some wonderful changes at our Care Management Organization. At meetings we identify monthly VIPs and praise that person directly. We opened up a board we call "The Awesome Board" where our staff post positive notes about their co-workers.*

*We also practice the NHA in our hiring and we are presenting the approach to our Board of Directors. Our staff reports they already feel the positivity growing from these small changes. Through what we learned in NHA, we are providing staff with detailed positive feedback that has improved morale, productivity, and workplace satisfaction."*



The Nurtured Heart Approach (NHA) is a gift to all of us who can learn it, practice it and "pay it forward" to the youth and families we serve, as well as benefit from it in our personal lives. CSOC already practices a strength based philosophy in our work and NHA provides us the opportunity to "step it up a notch."

## What is Promising Path to Success: How Does it Impact Me?



The immediate goals of Promising Path to Success involve out of home treatment for youth. The effects, however, are more far reaching. With Six Core Strategies and Nurtured Heart training, providers and families can share language that promotes family engagement and an approach that better meets the needs of our youth both in out-of-home treatment and in communities.

With the goals of reducing/eliminating restraint & seclusion in our out-of-home treatment settings as well shortening out-of-home treatment stays to less than 10 months, PPS works to ensure all of our youth in need of out of home treatment receive the right treatment, for the right amount of time and are successfully transitioned back into the community.

Coaches from Rutgers-UBHC Behavioral Research & Training have been tasked with leading the implementation process of the Six Core and Nurtured Heart, with teams at 146 of CSOC's residential sites. Coaches work on-site with leadership and staff for approximately 9 months developing individualized vision and action plans for each site.

Coaches also provide support through a variety of trainings such as Trauma 101, Self-Regulation, and Sensory Modulation. After the coaching period concludes, programs will continue to work on their implementation plans, collect data on outcomes and provide quarterly follow-ups.

Throughout the initiative, the Center for Health Policy at Rutgers convenes a Return on Investment (ROI) committee of community partners in order to examine the effects of the grant, and the Children's System of Care on New Jersey as a whole. So, whether you are a youth, a family member, or a partner agency, Promising Path impacts you!