

**Child Well-Being Network: Family Engagement Workgroup Meeting Notes**  
**Thursday, January 14, 2016**

- **Catie Buckingham, with Engenius, has agreed to serve as co-chair for the Family Engagement Workgroup.**
- **Dean Hybl, TATT Executive Director, gave an overview of Ten at the Top, the Human Potential Task Force, and the history of the Upstate Child Well-Being Network (CWBN).** Please [click here](#) to view the presentation on our website.
- **An inventory of family service providers was created by the CWBN Leadership Team.** Please take a look at the attached list and email additions and edits to me ([ttate@tenatthetop.org](mailto:ttate@tenatthetop.org)) so I can update the list.
- **2-1-1 is a great resource for citizens and service providers.** Check out this OurUpstateSC.info article, [211: Getting the 411 on Services in Your Area](#), to learn how the service is being utilized in the Upstate.
- **Creation of a working definition for family engagement was discussed to help determine the scope of the workgroup's focus:** Byron Dendy recommended: A family-centered and strengths-based approach to partnering with families in making decisions, setting goals, and achieving desired outcomes. Beyond specific cases, engaging families as key stakeholders must extend to policy development, service design, and evaluation. (<https://www.childwelfare.gov/pubs/f-family-engagement/>)
- **Attendees identified opportunities for improvement and key issues being faced by families in the Upstate.** Topics discussed during the meeting included:
  - Integrated service models
  - System navigators to help clients access the services they need
  - Referrals and a system to allow a referred client to get the services they need quickly
  - Gaps in service: organizations need evening and weekend hours, lack of childcare for second and third shift employees, emotional help for children under six years of age

**Next Steps:**

- **Submit recommendations for successful integrated service models to learn about at our next meeting.** One example given during the meeting was Greenville United Way's program, which was modeled after Annie E Casey Foundation.
- **In many cases an organization's website is the first place clients look to connect with the services they need.** Unfortunately, clients sometimes have trouble navigating the website or finding the information they need. During the next meeting Catie Buckingham, with Engenius, will walk attendees through a website that isn't as effective as possible and discuss tweaks to make the website more helpful.
- **[Click here](#) to register for our next meeting on Wednesday, March 16<sup>th</sup> at 3:30PM – 5PM.** And bring someone with you! For this network to be successful, as many service providers need to be involved as possible. This will allow workgroup members to learn about the services offered in the Upstate and help build your referral network.