



Shared Social Work Project

Final Summary Report

MARCH 2014

Prepared by:
Julie K. Atella, M.A.

Contents

Final summary report.....	1
Shared Social Work Project background	1
Project funding.....	2
Accomplishments.....	2
Challenges.....	6
Summary.....	6
Appendix.....	8

Figures

1. Have you ever contacted the Shared Social Work Project?	4
2. Why did you not contact the Shared Social Work Program?	4
3. Approximately how many trainings from the training series did you attend?	5
4. Why did you not attend any of the Shared Social Work Program training series?.....	6
A1. Activities and events	8
A2. Contacts.....	8
A3. Contacting agency.....	9
A4. Requests for support	10
A5. Topics of concern.....	11
A6. Assistance provided	12
A7. Topic of concern by school district.....	13
A8. Topic of concern by county agency	15
A9. Topic of concern by assistance provided	16
A10. Request for support by school district	17
A11. Request for support by county agency.....	18
A12. Request for support by assistance provided.....	19
A13. School district by assistance provided	20
A14. County agency by assistance provided	21

Acknowledgments

Wilder Research contributors include:

Jennifer Bohlke

Ryan Evans

The information included in this report was provided primarily from the Shared Social Work Project's staff. We would also like to extend our appreciation to both Intermediate School District 287 and Hennepin County staff who supported the efforts to complete the report.

Final summary report

Shared Social Work Project background

In early 2010, county commissioners and Hennepin County public school superintendents authorized development of a county/school shared social work model. The Shared Social Work Project was coordinated by Intermediate District 287 and Hennepin County Human Services and Public Health Department (HSPHD). The project was a unique pilot among 17 school districts and HSPHD. It was designed to build a bridge between the county and school districts to improve access to the county and school services for students (birth-21) and their families, as well as decrease school disruption and drop out.

The project team consisted of social workers and administrators from both the county and area school districts. The pilot project, whose purpose was to design a sustainable, systems-level solution to improve the coordination and increase efficiencies in the county and school district service delivery, began in July 2011 and will end in June 2014.

The SSW Project provided these core services to county and school staff:

- System navigation: Assisting county, school, and community staff to navigate the county and school systems.
- Cross-systems training: Educating county and school staff on how each other's systems operate.
- Resources and referral: Providing resources and suggested referrals based on their respective knowledge of their systems.
- Professional Training Series: Organizing and developing a free professional training series based on the interests of our consumers.
- Consultation: Consulting with school, county, and community staff and providing problem-solving strategies from the SSW team.

The overarching goal was that all students in Hennepin County graduate high school. The project was designed to decrease barriers to county and school district services and improve resources, student attendance, achievement, and family and community functioning.

Project funding

Intermediate District 287, with the support of its 12 member districts, allocated LCTS dollars to fund the three-year Shared Social Work Pilot Project. Hennepin County Commissioners allocated ongoing funding for the Shared Social Work Project. Both the county and District 287 have contributed in-kind costs, expenditures, and resources to ensure the success of the project.

The project was aligned with the A-GRAD and the Hennepin County Children's Mental Health Collaborative initiatives.

Data Collection and Methodology

Near the beginning of the project, Wilder Research was hired and developed two data collection tools to be used by SSW staff to collect information about referrals and consultations. The data tables in the appendix include data entered from the beginning of the project through February 28, 2014.

In March 2014, a web survey was sent to 328 people who were on the SSW email listserv. The purpose of the survey was to gather satisfaction information about the services and training provided through the SSW project, as well as to obtain some general feedback from partners about the purpose of their calls to the program. The web survey was completed by 115 people (35% response rate). Most of the respondents (47%) identified as being part of a school or school district, while nearly a third (30%) identified as representing a county agency. One in five (23%) stated they were from a community-based organization.

Accomplishments

The primary goals for the Shared Social Work Project were to develop a cooperative and coordinated work plan between the two systems, with the purpose of building a bridge between the county and its school districts that result in better services for students, (birth to 21) and their families and increases in graduation rates in Hennepin County. Some of the accomplishments include:

- 91 cross-trainings between agencies.
- Outreach to 17 school districts, school social workers, guidance counselors, and nurses, along with ongoing consultations by phone, email, or in person.

- Engagement in the Human Services and Public Health Department (HSPHD) New Directions Fair as a way to promote further collaboration between social services and education.
- Development of other tools to further communication across systems, including the project’s website (see www.district287.org/sharedsocialworkproject), which served as a way to maintain communication about policy and practice.
- Consultation with the Crossover Youth Project (HSPHD, Community Corrections & County Attorney Office) for appropriate planning for county youth who receive multiple county services.
- Participation in the High Profile Shared Student Problem Solving Committee, whose purpose is to enhance communication and service planning between schools and county systems for high-needs students.
- Involvement in the Child Welfare Education Learning Community group, which includes researchers, state employees, and school and county social workers from three states to discuss barriers in obtaining access across systems.
- Membership in the Hennepin County Children’s Mental Health Collaborative.
- Association with the Hennepin County Teen Parent Connection.
- Participation in the Healthy Families Under 20 Policy Group which addresses issues with young parents under age 20.

Over the course of the three-year pilot, nearly 800 consultations were received requesting available Hennepin County, contracted, and school resources (as of February 28, 2014 when data were pulled). Pertinent county and school-based questers were asked how to navigate county and school systems.

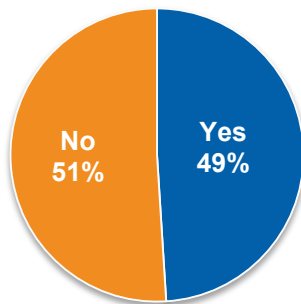
Consultations were often focused on educating callers on the constant changes in the Hennepin County and school systems and how to best meet the needs of the students and their families. Project staff provided consultations on challenging cases: “staff were the point of contact” and heard on many occasions that callers “reached a live person who was receptive and responded quickly with our request.”

Throughout the outreach and consultation portion of the project, a variety of themes have emerged. A quarter (25%) of consultations focused on more than one topic of concern. The most common topics of concern for these consultations included children’s mental health (21% of consultations) and economic assistance and healthcare coverage (15% of consultations). See Table 5 in Appendix.

SSW Project staff have become familiar with resources that were available both community and county wide. They have also offered consultation to a variety of Hennepin County initiatives including the Crossover Youth initiative and the A-GRAD Staff Engagement Project.

Of the people who responded to the web survey, nearly half (49%) reported contacting the SSW Project (Figure 1).

1. Have you ever contacted the Shared Social Work Project? (N=115)



When asked of those who had never contacted the SSW Project why they didn't make contact, almost half (47%) stated they did not know about the project and a third (33%) mentioned they were not sure of which services were provided or could not find the contact information about the project (Figure 2).

2. Why did you not contact the Shared Social Work Program?

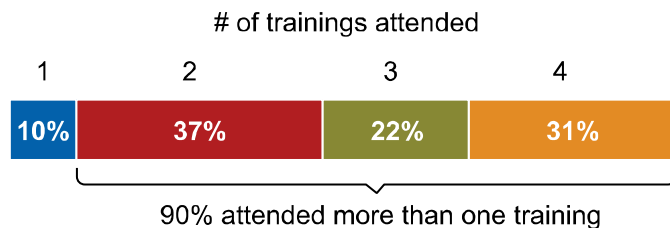
	(n=30)	Percent
I did not know anything about this program	14	47%
Not sure which services were provided/ I could not find contact information about this program	10	33%
I did not need services provided by this program	2	7%
My organization has an in-house social worker	2	7%
Other	2	7%

Trainings

The SSW Project offered a series of professional trainings which were organized to provide school, county, and community agency professional staff an opportunity to attend facilitated discussions on pertinent trends in mental health and school- and county-related issues. Participants were able to receive CEUs through the MN Board of Social Work. Funding for the training series was provided by District 287, HSPHD, and HCCMHC. In total, 21 trainings were offered free of charge to participants over the course of the three-year pilot project. Parents, foster parents, and concerned individuals were invited to participate in the training series. Over 1,000 individuals have benefited from the project trainings. Attendance at the trainings was anywhere from 25 to 110 participants. Training evaluations yielded mostly positive feedback about the content, speakers, and logistics.

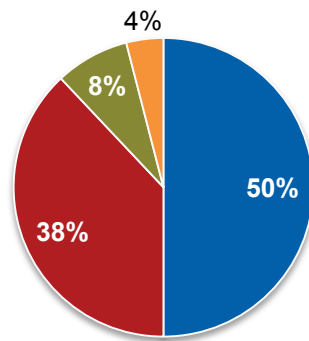
Of the 83 web survey respondents who reported attending a training, a vast majority (90%) attended more than one, with nearly one in three of them (31%) attending four or more trainings (Figure 3).

3. Approximately how many trainings from the training series did you attend? (n=83)



As to why some respondents did not attend a training, half (50%) stated they did not know anything about the training and a third (38%) noted the times and dates of the training did not work for their schedules (Figure 4).

4. Why did you not attend any of the Shared Social Work Program training series? (n=26)



- I do not know anything about the trainings
- The times and dates the trainings provided did not work
- None of the topics were of interest to me
- Other

Challenges

As the Shared Social Work Project moved into year two, staffing changes were implemented resulting in rightsizing of the project. A reduction from 4 to 2 social workers representing the schools and the county occurred. Reducing the staffing would continue to ensure adequate resources to the project without compromising project integrity. Out of these changes the development of the county/school Diploma On! Drop Out Reengagement Program emerged to address the overarching goal that all students in Hennepin County graduate high school. A part-time social work position was funded utilizing LCTS dollars to staff the Diploma On! program.

Summary

The Shared Social Work Project complimented other initiatives that were developed to increase graduation rates and address mental health needs of youth in Hennepin County. The data and stakeholder feedback demonstrate the need for a collaborative effort between the county and school systems to assist with navigation of each other's complicated changing and diverse systems. The original mission of the project was to assist school,

community, and county staff to better understand and effectively navigate others systems to enhance educational achievement and explore appropriate county services to meet the needs of students and families.

The Shared Social Work Project has been able to fill a void to support school social work staff who may be isolated without peers. The Shared Social Work Project has been able to help fill that void and be that peer to turn to for consultation of difficult cases. As a result of the outreach to the county social workers, the process of answering education related questions was simplified. Instead of trying to keep track of 17 different school systems, they could discuss cases with one set of social workers who could respond to their questions. Besides the 17 school districts, county case managers were often charged with finding appropriate educational placements for children. These children were often not involved with the special education system so there was not an educational team wrapped around the child. These were children who, some would say, have fallen through the cracks and may not fit into regular school settings. This was a new area of expertise that was needed and the SSW Project has been able to assist with the acquisition of this skill. In today's reality of social workers doing more with higher caseloads, this has proven to be a huge benefit to both systems.

The Shared Social Work project has been able to offer a consultation model to schools and agencies that request this type of assistance. SSW Project staff meet regularly with school social workers, school counselors, school nurses, and school psychologists to discuss student situations and help brainstorm solutions which may or may not include county/school direct service. It is the consensus of those involved in the SSW Project that there be a continued effort to support the project as designed. Recognizing the reality of retracted funding streams, continued project staffing at the present level is unattainable. The recommendations of the SSW team is that there be some allocation of staff available from HSPHD and District 287 to continue the project on a limited basis.

District 287 and its member districts would support allocating a percentage of LCTS dollars to continue to support the SSW project on a limited ongoing basis. It would be necessary for the county to consider the allocation of a staff person to be assigned in a limited capacity to the project to maintain and ensure the integrity of the project on an ongoing basis.

It is the intention of District 287 and Hennepin County A-GRAD to continue with the highly successful training series which was established as part of the SSW Project. We will seek additional financial support for the training series through other available funding streams such as HCCMHC.

Appendix

A1. Activities and events

Shared Social Work staff documented that they attended 319 different meetings or events. Nearly half of these meetings were with community groups or organizations (46%), while almost one-third (30%) were with schools, and one-quarter (24%) were with county agencies.

	Number of activities	Percent of all activities
All activities	319	100%
Community	147	46%
Schools	95	30%
County	77	24%

A2. Contacts

In addition to these activities and events, Shared Social Work staff also fielded approximately 239 phone calls, 412 emails, and 127 visits from people seeking information, consultation, or referrals.

	Number of consultations	Percent of all consultations
All consultations	781	100%
Emails	412	53%
Calls	239	31%
In-person	127	16%
Missing	3	<1%

A3. Contacting agency

The majority of these consultations (76%) were from school districts, including over one-third (35%) from ISD 287. In addition, 12 percent of consultations were from county agencies and another 12 percent were from other organizations or individuals.

Contacting agency	Number of consultations	Percent of all consultations
School districts	591	76%
Intermediate District 287	272	35%
Minneapolis-1	55	7%
Robbinsdale-281	53	7%
Hopkins-270	44	6%
Richfield-280	35	4%
Minnetonka-276	29	4%
Osseo-279	25	3%
Wayzata-284	16	2%
Bloomington-271	15	2%
Anoka-Hennepin-11	13	2%
Westonka-277	13	2%
Eden Prairie-272	8	1%
Unknown	5	1%
Brooklyn Center-286	5	1%
Edina-273	2	<1%
St. Louis Park-283	1	<1%
County agencies	95	12%
Child protection/Kinship/Child services	25	3%
Children's mental health	17	2%
be@school/Hennepin County Attorney	14	2%
Child Welfare	12	2%
Front Door	10	1%
ADS	7	1%
Foster care	4	1%
Youth in Transition (YIT)	3	<1%
Adult behavioral health	2	<1%
Corrections	1	<1%
Other organizations or individuals	91	12%

A4. Requests for support

Many consultations (17%) included more than one **request for support**. Nearly half of the consultations included requests for improving access to social service supports (48%), while about one-quarter of consultations included requests for building knowledge to support coordinated service delivery (24%) and building navigation skills among workers (27%).

Request	Number of requests	Percent of all consultations
Improve access to social service supports and programs	376	48%
Build navigation skills among workers to support cooperative, coordinated service delivery	208	27%
Build knowledge capacity among workers to support cooperative, coordinated service delivery	185	24%
Improve access to education supports and programs	82	10%
Establish feedback mechanisms to support continuous quality improvement activities	16	2%
Other	34	4%

A5. Topics of concern

One-quarter of contacts focused on more than one **topic of concern**. The most common topics of concern for these contacts included: children’s mental health (21% of contacts), economic assistance and health care coverage (15% of contacts), and child protection or child welfare (11% of contacts).

Topic of concern	Number of concerns	Percent of all contacts
Children's mental health	167	21%
Economic assistance/Health care coverage	121	15%
Child protection/Child welfare	87	11%
Homelessness/Housing	67	9%
Developmental disabilities	66	8%
Adult services	53	7%
School alternatives	39	5%
Transition	38	5%
Autism	37	5%
Medical	31	4%
Out of home placement	31	4%
Regular education	31	4%
Basic needs	30	4%
Special education/IEP	29	4%
Truancy/Ed neglect	27	3%
Child care	18	2%
Immigration	18	2%
Chemical health	16	2%
Transportation	15	2%
Legal assistance	13	2%
School behavior	5	1%
Corrections	2	<1%

A6. Assistance provided

These consultations most often resulted in staff providing systems navigation assistance (58%). In addition, staff also commonly provided systems cross training (12%) and resources or referrals (11%).

Assistance provided	Number of consultations	Percent of all consultations
Systems Navigation	454	58%
Systems Cross Training	91	12%
Resources/referral	84	11%
Cross Training Communication	23	3%
Feedback about services	11	1%
Caller resolved the issue	3	0%
Information about Shared Social Work program	3	0%
Curriculum modification	2	0%
Other	15	2%
<i>Missing</i>	49	10%

Supplemental data by group through February 28, 2014

A7. Topic of concern by school district

	Anoka- Hennepin-11	Bloomington -271	Eden Prairie- 272	Hopkins-270	District-287	Minneapolis- 1	Minnetonka- 276	Osseo-279	Richfield- 280	Robbinsdale -281	Wayzata-284	Westonka- 277	Total
Adult services	1	0	0	0	31	3	0	2	0	3	1	3	44
Autism	0	1	0	1	12	1	0	3	0	2	1	1	22
Basic needs	0	0	0	1	12	1	1	0	4	2	1	0	22
Chemical health	0	0	0	2	6	1	0	0	0	0	0	0	9
Child care	0	1	0	3	1	0	0	2	3	0	1	0	11
Child protection/Child welfare	7	2	1	5	24	8	4	7	3	6	3	0	70
Children's mental health	1	3	1	15	72	12	10	5	4	5	5	3	136
Corrections	0	0	0	1	0	1	0	0	0	0	0	0	2
Developmental disabilities	0	6	1	4	20	8	2	5	1	5	1	4	57
Economic assistance/ Health care coverage	1	5	0	14	23	11	5	4	10	24	5	2	104
Homelessness/ Housing	1	3	0	3	24	4	2	2	5	4	1	1	50
Immigration	0	1	1	0	5	2	0	4	1	1	0	0	15
Legal assistance	1	0	0	0	6	0	0	0	4	1	0	0	12
Medical	1	0	1	0	12	1	1	2	1	5	1	0	25
Out of home placement	0	0	0	1	14	1	1	1	0	2	0	2	22
Regular education	0	0	0	1	3	1	0	0	2	0	0	0	7

A7. Topic of concern by school district

	Anoka-Hennepin-11	Bloomington-271	Eden Prairie-272	Hopkins-270	District-287	Minneapolis-1	Minnetonka-276	Osseo-279	Richfield-280	Robbinsdale-281	Wayzata-284	Westonka-277	Total
School alternatives	0	0	2	0	5	3	0	0	0	1	0	2	13
Special education/ IEP	0	0	0	1	4	1	1	0	1	2	0	0	10
Transition	0	2	0	0	29	0	0	0	1	1	0	0	33
Transportation	0	0	0	1	4	2	0	0	3	0	0	0	10
Truancy/Ed neglect	2	0	2	3	5	1	3	1	2	0	1	0	20
Total	15	24	9	56	312	62	30	38	45	64	21	18	694

A8. Topic of concern by county agency

	ADS	Adult behavioral health	be@school/ Hennepin County Attorney	Child protection/ Kinship/Child services	Child welfare	Children's mental health	Foster care	Front Door	Youth in Transition (YIT)	Total
Adult services	0	1	0	0	0	0	0	0	0	1
Autism	1	0	0	0	0	0	0	1	0	2
Basic needs	1	0	2	0	0	1	0	0	0	4
Chemical health	0	0	2	1	0	0	0	1	0	4
Child care	0	0	2	0	1	0	1	0	0	4
Child protection/Child welfare	0	0	3	0	1	1	0	0	0	5
Children's mental health	0	0	5	2	3	1	0	1	0	12
Developmental disabilities	1	0	0	0	0	0	0	1	0	2
Economic assistance/ Health care coverage	0	0	1	1	1	0	0	0	0	3
Homelessness/ Housing	0	0	2	1	2	3	0	0	0	8
Immigration	0	0	0	1	0	0	0	0	0	1
Medical	0	0	0	1	0	0	0	0	0	1
Out of home placement	0	0	0	2	1	1	2	0	0	6
Regular education	0	0	1	6	4	4	0	1	1	17
School alternatives	4	0	3	5	1	3	1	1	1	19
School behavior	0	0	0	0	0	1	1	1	0	3
Special education/ IEP	2	0	3	4	2	2	1	2	0	16
Transition	0	0	0	0	0	1	0	1	0	2
Transportation	0	0	0	3	0	1	0	0	1	5
Truancy/Ed neglect	0	1	1	3	0	0	0	0	0	5
Total	9	2	25	30	16	19	6	10	3	120

A9. Topic of concern by assistance provided

	Cross Training Communication	Curriculum modification	Feedback about services	Other	Resources/ referral	Systems Cross Training	Systems Navigation	Total
Adult services	0	0	1	0	5	5	39	50
Autism	1	0	0	0	8	6	19	34
Basic needs	1	0	0	1	7	2	16	27
Chemical health	0	0	0	0	3	0	8	11
Child care	0	0	0	0	1	1	16	18
Child protection/Child welfare	4	0	2	2	5	12	57	82
Children's mental health	4	0	2	2	15	24	100	147
Corrections	0	0	0	0	0	0	2	2
Developmental disabilities	4	1	2	0	3	11	44	65
Economic assistance/Health care coverage	3	0	1	1	7	16	77	105
Homelessness/Housing	1	0	0	1	9	4	45	60
Immigration	1	0	0	0	2	2	13	18
Legal assistance	0	0	0	0	3	0	10	13
Medical	1	0	1	2	4	2	20	30
Out of home placement	1	0	0	0	1	5	19	26
Regular education	1	1	0	3	4	5	16	30
School alternatives	0	0	0	0	3	11	19	33
School behavior	0	0	0	0	0	1	4	5
Special education/IEP	0	0	0	2	1	12	12	27
Transition	0	0	5	1	3	2	19	30
Transportation	0	0	0	0	3	1	9	13
Truancy/Ed neglect	2	0	0	1	1	7	15	26
Total	24	2	14	16	88	129	579	852

A10. Request for support by school district

	Anoka- Hennepin-11	Bloomington -271	Eden Prairie- 272	Hopkins-270	District-287	Minneapolis- 1	Minnetonka- 276	Osseo-279	Richfield- 280	Robbinsdale -281	Wayzata-284	Westonka- 277	Total
Build knowledge capacity among workers to support cooperative, coordinated service delivery	5	3	3	11	59	7	8	5	10	4	2	2	119
Build navigation skills among workers to support cooperative, coordinated service delivery	2	5	2	19	59	16	4	8	12	19	4	2	152
Establish feedback mechanisms to support continuous quality improvement activities	2	0	0	0	9	1	2	0	1	1	0	0	16
Improve access to education supports and programs	0	0	0	1	11	2	2	0	2	1	0	2	21
Improve access to social service supports and programs	3	11	3	26	148	28	18	16	14	35	13	9	324
Total	12	19	8	57	286	54	34	29	39	60	19	15	632

A11. Request for support by county agency

	ADS	Adult behavioral health	be@school/ Hennepin County Attorney	Child protection/ Kinship/ Child services	Child Welfare	Children's mental health	Foster care	Front Door	Youth in Transition (YIT)	Total
Build knowledge capacity among workers to support cooperative, coordinated service delivery	1	1	5	11	6	7	1	4	1	37
Build navigation skills among workers to support cooperative, coordinated service delivery	2	1	4	12	2	7	2	3	0	33
Improve access to education supports and programs	5	0	4	11	7	7	3	6	1	44
Improve access to social service supports and programs	0	0	5	1	0	1	0	0	0	7
Total	8	2	18	35	15	22	6	13	2	121

A12. Request for support by assistance provided

	Cross Training Communication	Curriculum modification	Feedback about services	Other	Resources/ referral	Systems Cross Training	Systems Navigation	Total
Build knowledge capacity among workers to support cooperative, coordinated service delivery	6	0	4	4	24	28	82	148
Build navigation skills among workers to support cooperative, coordinated service delivery	4	0	1	1	19	16	146	187
Establish feedback mechanisms to support continuous quality improvement activities	1	0	5	2	0	4	1	13
Improve access to education supports and programs	1	3	0	0	7	21	40	72
Improve access to social service supports and programs	12	0	3	4	36	39	258	352
Total	24	3	13	11	86	108	527	772

A13. School district by assistance provided

	Cross Training Communication	Curriculum modification	Feedback about services	Other	Resources/ referral	Systems Cross Training	Systems Navigation	Total
Anoka-Hennepin-11	0	0	1	0	1	3	5	10
Bloomington-271	0	0	0	0	0	5	10	15
Eden Prairie-272	1	0	1	0	1	3	1	7
Hopkins-270	3	0	0	2	6	6	27	44
Intermediate District 287	7	2	7	7	33	17	143	216
Minneapolis-1	4	0	0	1	1	3	37	46
Minnetonka-276	2	0	0	0	0	5	17	24
Osseo-279	0	0	0	0	3	0	19	22
Richfield-280	1	0	0	1	3	7	21	33
Robbinsdale-281	1	0	1	0	5	1	40	48
Wayzata-284	0	0	0	0	0	2	13	15
Westonka-277	0	0	0	0	1	5	7	13
Total	19	2	10	11	54	57	340	493

A14. County agency by assistance provided

	Cross Training Communication	Other	Resources/ referral	Systems Cross Training	Systems Navigation	Total
ADS	1	0	1	2	3	7
Adult behavioral health	0	1	0	0	1	2
be@school/Hennepin County Attorney	0	0	3	3	7	13
Child protection/Kinship/Child services	1	0	1	3	17	22
Child Welfare	0	0	4	4	4	12
Children's mental health	0	1	3	4	8	16
Corrections	0	0	0	0	1	1
Foster care	0	0	0	1	2	3
Front Door	0	0	6	2	2	10
Youth in Transition (YIT)	0	0	1	0	1	2
Total	2	2	19	19	46	88