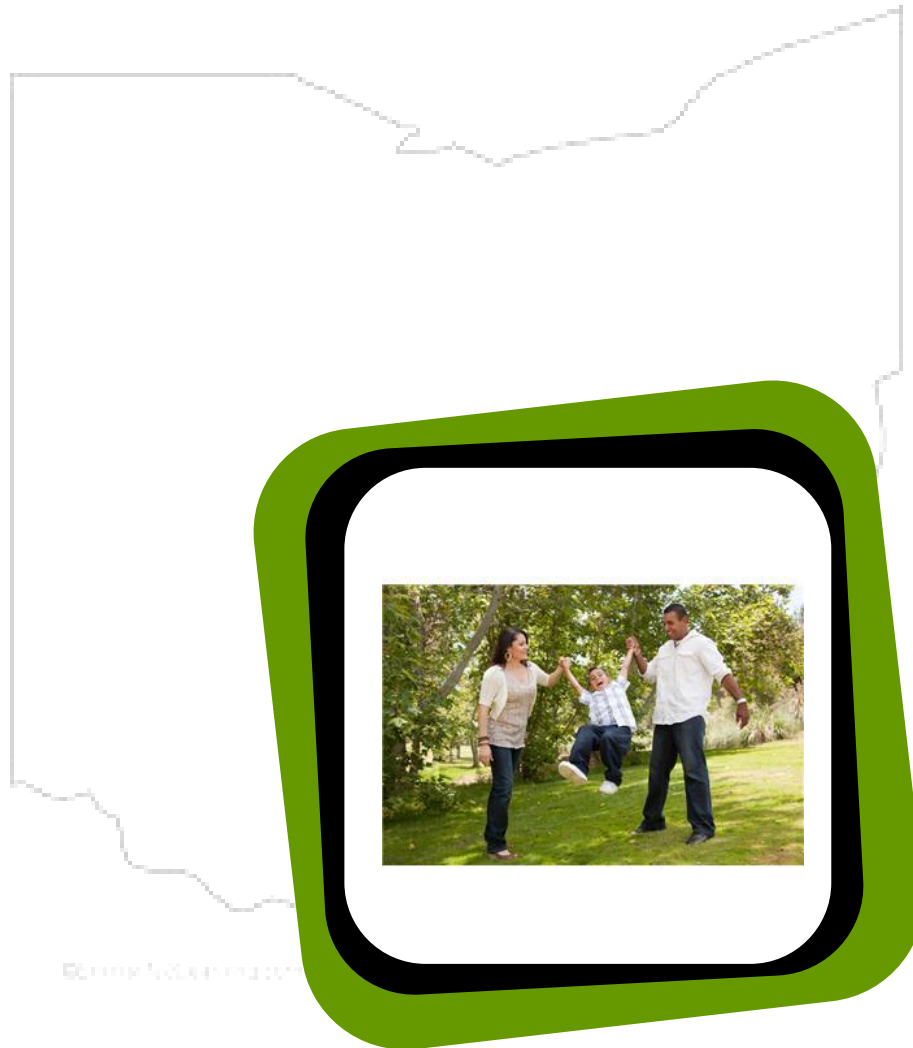


Family Search and Engagement



Lessons Learned in Support of Ohio's Child and Family Services Review Program Improvement Plan for Purposes of Dissemination to PCSAs

Based upon September 2010 Family Search and Engagement (FSE) training and subsequent FSE Practice Workteam

Submitted October 2012

Compiled and Written by Jodie Hembree, Northeast Ohio Regional Training Center

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*Please note that the recommendations included in this report must be considered in light of agency and state resources and capacity.

The Family Search and Engagement Workteam hopes this information is helpful to other PCSA's as they explore, initiate, and/or maintain FSE activities at their respective agencies. Any comments or questions about the information contained in this report should be directed to Jodie Hembree, Northeast Ohio Regional Training Center, 330-379-1867, jhembree@summitkids.org.

Background Information

In March 2010, the Northeast Ohio Regional Training Center (NEORTC) was approached by 2 supervisors from Summit County Children Services (SCCS) regarding what they saw as a need for caseworkers to better enhance engagement skills with relatives and kin. NEORTC learned of a Family Search and Engagement training offered in Columbus in May 2008 through the National Resource Center on Permanency and Family Connections. Permission was requested and granted by ODJFS and Department of Health and Human Services to offer *Family Search and Engagement: Creating Family Connections–Pursuing Permanence* training on September 19 and 20, 2010. The trainers, Donald Koenig and Patti Renfro, Catholic Community Services of Western Washington, presented a 2–day training to staff who would become Family Search and Engagement specialists at their agencies. Also included in the Overview part of this training were agency administrators, managers, and CASA Board members. Those in attendance for the remainder of the training, referred to as the Practice Session, included agency caseworkers, managers, CASAs, Juvenile Court staff, and private agency individuals who serve as “family finding” resources for PCSAs.

The following county agencies were represented in this training:

Ashtabula County CSB	Cuyahoga County DCFS
Geauga County DJFS	Hamilton County DJFS
Mahoning County CSB	Portage County DJFS
Summit County CS	Trumbull County CSB
Wayne County CSB	

Participants, following the training, were invited to be part of an ongoing Family Search and Engagement Workteam. The workteam members met via bridge line every other month over the course of two years to discuss what they had done at their agencies to implement Family Search and Engagement practices, as well as to gain ideas and share successes. The title of this brochure is "Lessons Learned" and it is hoped that the information contained in this document, resulting from the Workteam activity, will assist other agencies in Ohio as they implement/maintain FSE practices within their own agencies. This is crucial to maintaining compliance with Federal Legislation, *Fostering Connections to Success and Increasing Adoptions Act of 2008*, as well as OAC: 5101:2–39–01 which states: PCSA or PCPA shall do all of the following within thirty days after removal of a child from his guardian or custodian...

- Identify maternal and paternal grandparents and other adult relatives of the child suggested by the parents,
- Provide notice to paternal and maternal grandparents and other adult relatives of the child suggested by the parents... including options the relative has to participate in the care and placement of the child

FSE Success Story

Mary is a 14 year old who came into agency custody in October. The mother of Mary stated that the family had no support system. The Intake Worker was able to identify a few relatives and sent out letters advising them of the situation. Two responded, one as far as Colorado and another nearby in Canton. While at the present moment, neither can take custody, they are willing to talk to her by phone, write letters, send gifts, and be as active as the agency will allow. The hope is one of the relatives could potentially be a permanent home for Mary.

Lesson Learned #1,

Family Search and Engagement is a process over the life of the case, not a one-time event

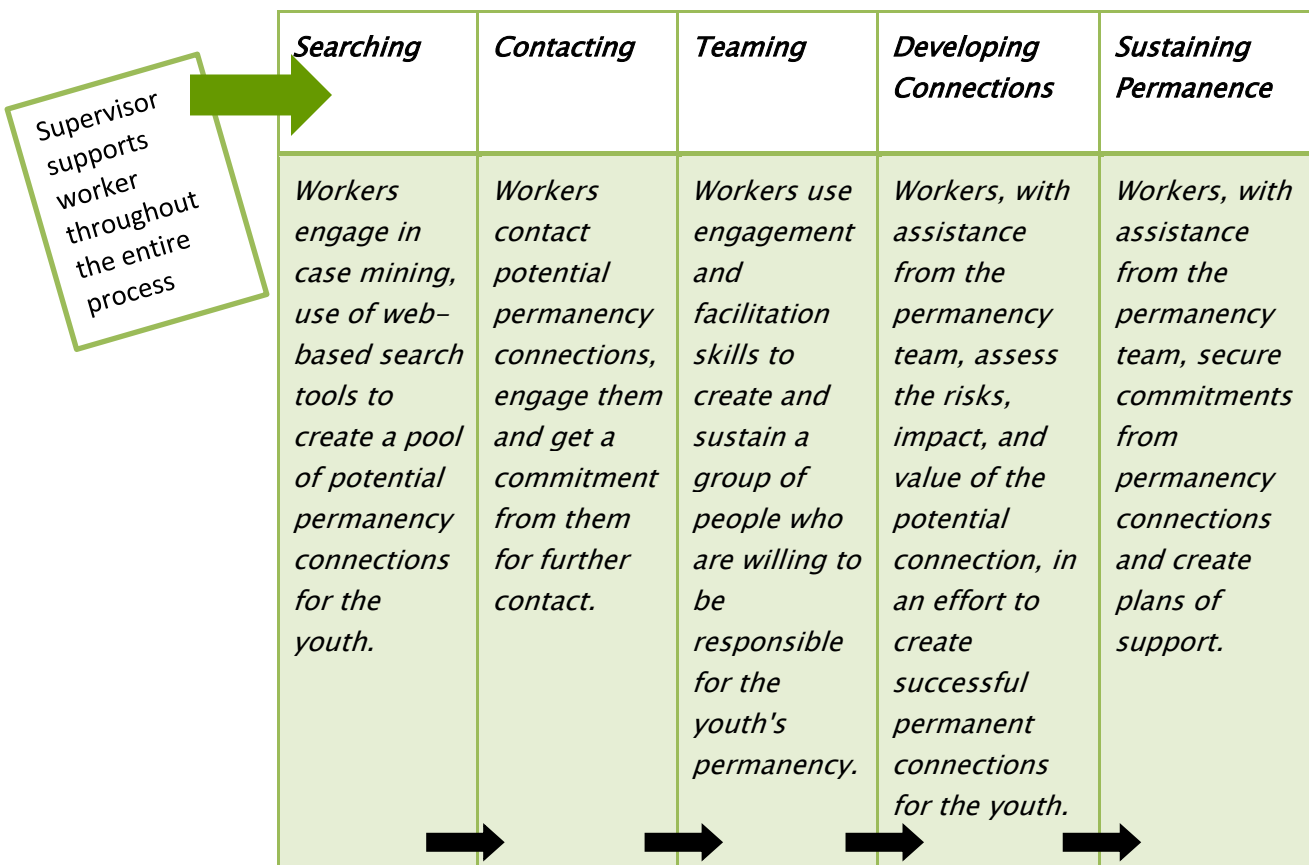
What is Family Search and Engagement?*

Family Search and Engagement (FSE) is a set of practices designed to locate, engage, connect, and support family resources for youth (**Family Search and Engagement: A Comprehensive Practice Guide, 2008*)

In other words, Family Search and Engagement is:

- the art of creating life-long connections,
- a major shift from looking at family for placements to creating connections; some may become adoptive resources,
- exploring multiple ways to engage relatives to increase safety, stability, and improve permanency outcomes,
- real Family Centered Practice.

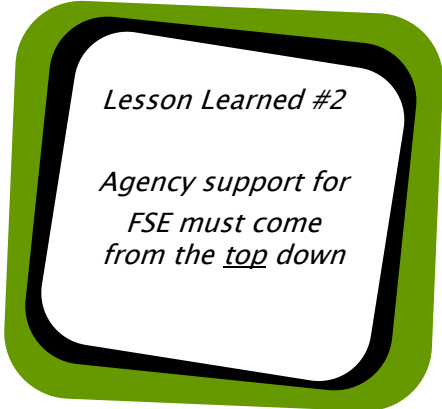
FSE consists of five strategies that can take place at any stage of the case.



Institute for Human Services, 2011

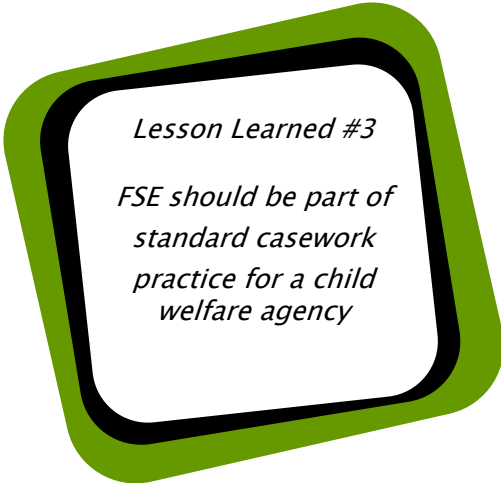
However, please note that although FSE is practiced throughout the life of a case, there are particular "checkpoints" where FSE is targeted. The first "checkpoint" is at time of initial removal, FSE efforts are made by Intake/Investigation workers to allow for a placement of a child in a relative home rather than in a foster home. Subsequently there are periodic reviews of the case, usually every 30 days in which relative search is brought up and discussed with the worker, supervisor, and client family. Finally, prior to filing for Permanent Custody, many agencies target this as a time to do a thorough "mining" of the case file, sometimes done by the assigned worker and other times by an outside worker who has been contracted by the agency and who can spend many hours searching through case files, SACWIS (State Automated Child Welfare Information System) and other databases to look for family who may have been previously overlooked or were not in a position to take placement of the child in the past.

One agency, Summit County Children Services (SCCS) took this Lesson Learned to heart when implementing their own Family Search and Engagement training in Spring 2011. A videotaped message from Executive Director, John Saros, was presented before each training, mandatory for Social Services staff, and a personal message from Sharon Geffken, Deputy Executive Director, Social Services, was given at each training. The agency felt it was important that all staff were aware that this was an effort supported by the Administration of the agency. This lesson is supported by research* and according to a meta-analysis of leadership studies by Rodgers, Hunter & Rogers, 1993, productivity gains were five times higher when management commitment was high. **(Fixsen, D.L., Naoom, S.F., Blasé, K.A., Friendman, R.M., Wallace, F, 2005, Implementation Research: A Synthesis of the Literature, University of South Florida)*



Lesson Learned #2

Agency support for FSE must come from the top down



Lesson Learned #3

FSE should be part of standard casework practice for a child welfare agency

Following support of the agency leadership, the next logical step is to gain the entire agency's "buy in" by implementing FSE as part of the standard casework practice of an agency. One reason for this is to confront any individual biases against extended family support and connection. Some social workers in child welfare come into the job with unintended biases or these biases develop over time and experience. One such bias, or "mindset" is that the "apple doesn't fall far from the tree", another one is that "it is easier to place a child in foster care than with relatives", or "relatives come with just

as much baggage as the parent". However, research* shows that:

- children in foster care are more likely to live with their siblings if they are placed with kin,
- fewer children in kinship care report having changed schools compared to children in non-relative foster care or those in group care,
- children who reunify with their birth parent(s) after kinship care are less likely to re-enter foster care than those who had been in non-relative foster placements or in group care facilities,
- both teachers and caregivers tend to rate children in kinship care as having fewer behavioral problems than do their peers in other out-of-home placement settings,
- children in kinship care are less likely to report having tried to leave or run away
(*CLASP Center for Law and Social Policy Fact Sheet 2007)

With that in mind, it is important to allow child welfare staff the opportunity to examine their mindsets, and then as an agency, be able to respond with a positive alternative. For example, for the mindset that "the apple doesn't fall far from the tree", some positive responses could be: "the family has many fruitful branches", "look how strong the trunk is", "one bad apple doesn't spoil the whole bunch." This can be seen as a parallel process with our clients—mobilizing strengths* of families in the service of engaging families will in turn help those families to have a better quality of life (*Saleeby, 2008, *The Strengths Perspective in Social Work Practice*, Longman: New York)



Another creative way to help with "buy in" is by creating and placing FSE "Flyers" around the agency which can include practice tips, FSE training reminders, and FSE success stories (some success stories have been included in this document). This helps to keep FSE "fresh" in the minds of staff. An example of a FSE flyer is located in Appendix A. Another example to create "buy in" is holding "brown bag" lunch informational sessions.

How does FSE get implemented in the standard casework practice of an agency? Here are some suggestions as discussed by the FSE workgroup:

- develop a Policy and Procedure on Family Search and Engagement which details roles and responsibilities of FSE per service area so that the entire agency is on the same page,
- determine time frames where FSE is discussed, some examples are: at case transfer, during SARs and other 30-day reviews,
- make FSE part of the case supervision process: discuss efforts to locate and engage extended family, including fathers and paternal relatives, during every case supervision conference.

FSE Success Story

A caseworker sent a letter to a father who was incarcerated and the father gave the information to his adult daughter who was assessed and approved for placement of her little sister. The adult daughter has since obtained Legal Custody.

Lesson Learned #4

FSE should be one of the guiding principles in New Social Worker Orientation Programs

Another Lesson Learned in gaining agency "buy in" is to establish FSE as one of the guiding principles in New Social Worker orientation programs. This is so that new staff coming into the agency learn, upfront, that the agency values connectedness with families and the expectation is that those new staff coming in to the agency share those same values. A suggestion for how to incorporate FSE into an Orientation program is to have new social workers view the on-line FSE learning, *Family Search and*

Engagement: An Overview, developed by the Ohio Child Welfare Training Program. The learning is available through the following link:

<http://www.ocwtp.net/Current%20Initiatives.htm#FSE>

With easy availability of the internet conducting searches has turned to technology more than ever. While intensive efforts to search for family through "mining" the case files still is a valuable aspect of searching, technology has been a helpful tool as well. From discussions during the FSE workteam, it appears that the most thorough and up-to-date search tool is Accurint. Accurint is managed by LexisNexis and has access to over 34 billion public records (per

www accurint.com) However, there are fees required to hold "licenses" to be able to conduct searches and for many agencies it is too expensive to purchase. Some agencies have collaborated with their CSEA partners to share licenses and costs. Another search tool that Hamilton and Wayne county have been exploring and/or using, is CLEAR (Consolidated Lead Evaluation and Reporting). According to www.officer.com, some advantages of CLEAR include complete data (including cell phone and utilities), deep data (from social networks and blogs), affordability and access to current information.

Lesson Learned #5

Not all search engines are created equal

Other Search Engines via the internet typically allow one to search initially at no cost; for additional information the site requires payment. Most agencies prohibit staff from incurring any fees that are not agency-approved. A list of Search Engine sites was compiled by one of the workteam members and is included in Appendix B.

Another Search tool is utilizing Social Media sites such as Facebook. Patti Renfro, one of the FSE trainers, states that Facebook is her second choice of search tool following asking available family and she has had great success. One of the dilemmas in utilizing Facebook is how to access it and how to use



it. Most agencies do not allow staff to have access to social media sites such as Facebook on agency computers. Summit County has worked around this issue by setting up a special computer kiosk (a stand alone computer) whereby staff can access Facebook for work purposes. Along with this is how to use Facebook. Facebook requires a valid e-mail address for its use, so do staff utilize their agency e-mail address or do they use their personal e-mail address? This brings up issues of ethical concerns so Patti Renfro suggests that anyone who is going to conduct searches via Facebook, set up a specific e-mail address just for conducting searches. This e-mail address should be approved by the agency.

Another ethical dilemma that has come up with using search engine sites, whether it be Accurant, an on-line yellow pages site, or even a social media site like Facebook is, what are we disclosing to our clients about how we are conducting searches for information on them and their families? Are agencies doing this, are they providing this disclaimer to families, as part of their Consumer Rights discussion? These are some important issues that agencies need to address.

FSE Facebook Success Story

A Child Centered Recruiter (CCR) reports that she developed a professional Facebook page and uses it to search for relatives. She was able to locate a child's biological mother and grandmother through Facebook and utilizing Facebook, communicated with both individuals over a period of time prior to meeting face-to-face. The mother has since resumed contact with her child. This CCR has utilized Facebook for FSE connections for four children and feels that it can be not only a wonderful tool for searching but also for communicating.

Lesson Learned #6

Oftentimes making the first contact is the most challenging

After searching takes place and extended family and kin are identified, the next step is the contacting. Although engaging with families is one of the primary skills taught in mandated Caseworker Core training, often times the focus in training is on primary families rather than engaging with extended family. With extended family, two issues or concerns are noted: 1) the family may or may not have an existing connection with that child/youth, and 2) how much information does a worker reveal to extended family? They

deserve information about the child's situation but at the same time confidentiality of his/her client has to be respected. This issue has been one of the primary concerns identified by caseworkers conducting FSE activities in various focus groups and surveys conducted over the past two years. As a result, one of the

recommendations is for ODJFS to consult with their Legal Department to draft a Policy or a Standard on FSE and Legal Implications. Although casework staff have the ability to consult with agency legal staff or county prosecutors, ideally it would make sense for a consistent message to be distributed from ODJFS.

Regarding the practice of cold calling, at SCCS during its mandatory training for Social Services staff, several cold call scenarios were given out to be role played among participants. Another suggestion would be to identify those in an agency who have mastered the skill of cold calling and ask them to role play for other staff members, this could possibly be done in a unit meeting format rather than in a classroom setting. As part of the FSE training presented through the National Resource Center on Permanency and Family Connections, cold call examples were provided to participants. The participants found this very useful and several workteam members indicated they were using some of the examples as part of their FSE practice. Some sample cold call examples are included in Appendix C.

Lesson Learned #7

When it comes to FSE we need to both think inside the box and...

...."outside the box"

When it comes to FSE we need to think inside the box in terms of not forgetting about the family, who can serve as a crucial informational link with extended family and kin.

Although many may feel that this is understood, it is important to include family at the top of the list for searching methods. Patti Renfro, with the Catholic Social Services of

Western Washington, goes back to contact family as her first step in FSE.

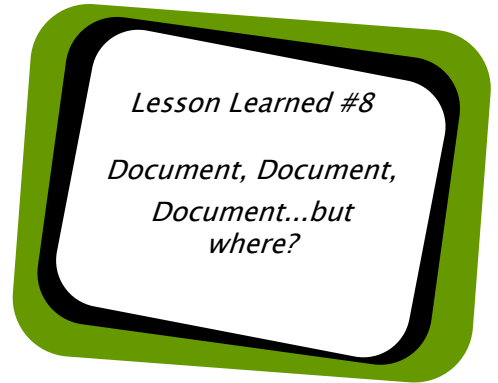
Many of the success stories of FSE began with asking the family and the child, when appropriate.

However, one of the most often-heard barriers to FSE is the lack of time to conduct FSE activities. As a result, agencies have had to get a little creative when it comes to searching for and engaging families. Here are some activities suggested from the FSE Workteam:

- Utilize volunteers such as CASAs or interns to help conduct searches.
- Take advantage of holiday times (when workers *may* have more time) to do some family search, exploring, and engagement.



- If possible utilize kinship workers to attend Shelter Care hearings and talk to family afterwards to identify extended family
- Contact CSEA for assistance in locating fathers.
- Obituaries can be a helpful search tool in identifying family.
- If there is a concern about what can be shared with extended family, a helpful tip is to keep the discussion focus on the child's situation rather than the parent(s).



SACWIS is an important part of casework practice in Ohio, as it is expected to be the "official record" of a family's case. However, there has been a wide discrepancy among workteam members concerning where to document FSE activities, particularly identified family and kin. Some individuals include identified family and kin into an "activity log". However, without a "contact type" labeled FSE, it makes it difficult for other workers to locate this information without possibly searching through hundreds of activity logs. Others include the identified family and kin on the associated persons tab however, this requires more time due to searching for these individuals in SACWIS. To help with this, some counties are "assigning" support staff to these cases to help with the searching and clearing and then adding them to the associated persons tab. This allows for this information to be easily located by another worker in another county. Still others identify family and kin on a form for the hard copy file or through various internet-based genogram programs. One suggestion from a workteam member is to add an associated persons tab for adoption cases.

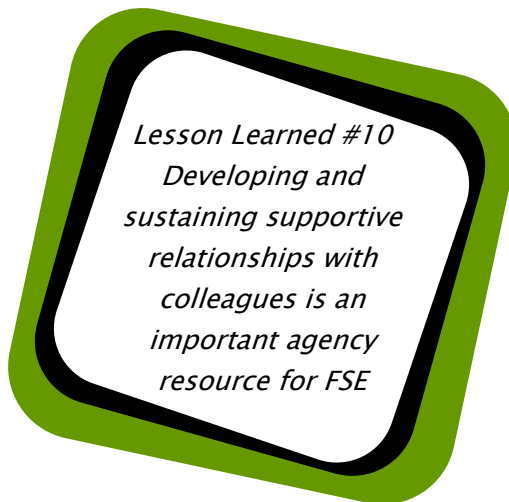
This issue was important enough that the FSE workteam consulted with SACWIS staff who indicated that identified family and kin should be included on the associated persons tab in SACWIS. In order to promote this function and respond to other SACWIS FSE concerns, a webinar has been set up to discuss this with workteam members and other PCSA staff who conduct Family Search and Engagement activities. This webinar will be made available on-line for other individuals to view as well in the future.



Looking back to the definition of Family Search and Engagement, the **focus** is on establishing or strengthening connections between a child and his/her extended family and kin so that the youth has a sense of connectedness, which may or may not necessarily lead to placement. However, most audits and reviews focus on placement and whether that child/youth was placed with a relative rather than in foster care in terms of least restrictiveness. It would be helpful to have success

be measured via different benchmarks along the way, in terms of how many family has that child/youth been connected to, at various points in time throughout the life of a case?

Collaboration has been an essential part of this entire FSE Initiative, beginning with Northeast Ohio Regional Training Center collaborating with Summit County Children Services, Ohio Department of Job and Family Services, and, the National Resource Center on Permanency Connections to plan the initial 2-day Family Search and Engagement training. In addition, the subsequent FSE workteam meetings were a perfect example of collaboration and developing supportive relationships among colleagues. The workteam meetings were held every other month via telephone for an hour to take into consideration member's busy schedules. Workteam members used the meetings to share ideas, ask questions, report successes, and in some cases vent their frustrations. If a member had a question, another member would volunteer to get them the information or provide some other form of assistance. The workteam, although smaller in size after two years, feels this format has been so successful that they have asked to continue meeting on a quarterly basis. It is felt that this type of collaborative discussion could be utilized for other areas of concern in child welfare.



Other types of collaboration discussed that agencies may want to consider include:

- Provide training for other entities on FSE including the courts, CASAs, and mental health professionals,
- Develop a cross training model whereby staff in one department gain a basic understanding of other staff's job functions, thereby limiting any misperceptions, for example, having an intake worker shadow an adoption worker,
- Utilize private agencies in the community who could help assist in conducting searches and engaging families.

FSE Success Story

A teenage girl came into custody after having been removed from her dad. The girl's mother died when she was 5 yrs old so maternal relatives were unknown. Through mining the case file, it appeared that the mother had three siblings. An Accurant search produced an address for a maternal uncle. He responded to an agency letter but said he was not in a position to have placement, but suggested his sister. Like the maternal uncle, she was not in a financial position to take custody, but she was very interested in seeing her niece and forming a connection with her as she had not seen her since the mother's funeral. The aunt drove from Michigan to visit her niece at the foster home. Since the visit, the aunt stays in touch with her niece via Facebook and says, "You've made me the happiest aunt in the world." -----**THIS IS WHAT IT IS ALL ABOUT**

Accomplishments as a result of (or in part of) FSE Training and Workteam efforts...

- Athens County CSB:
 - Purchased access to Accurint
 - Wrote policies on FSE to share with staff
 - Identified staff member to conduct searches and develop genograms
- Cuyahoga County DCFS:
 - Offered additional FSE training to their staff, including "*Mining for Relatives*"
 - Obtained access to Accurint
 - Utilized Engagement coaching by an OCWTP approved-coach
 - Developed and maintained a Family Tree document with pertinent relative information as it is located.
 - Increased focus on relative engagement in the Team Decision Making process
 - Collaborated with Tapestry System of Care to assist in FSE activities
- Hamilton County DJFS:
 - Gained access to Accurint and now CLEAR
 - Developed a Kinship program whereby two Kinship managers work with staff to conduct FSE activities, one Kinship manager handles initial searching when children come under care while the other oversees staff who are locating and engaging family after children have been in care for an extended period of time, including Permanent Custody
 - Improved efforts in the permanency section of looking back at a family, searching for more extended family and looking more broadly at legal options
 - Worked with a trainer to develop a classroom training following the FSE Distance Learning
- Summit County Children Services (SCCS):
 - Conducted an FSE training for its entire Social Service staff entitled, *Family Search and Engagement: Changing the Mindset*
 - Posted FSE flyers in agency restrooms and bulletin boards
 - Wrote a draft Family Search and Engagement Policy and Procedure
 - Worked with a Father Practitioner who has an office on site and assists caseworkers in engaging fathers
 - Incorporated FSE into New Caseworker Orientation
- Wayne County CSB:
 - Linked up with the College of Wooster to provide an intern to assist with searching
 - Partnered with The Village Network to assist in conducting searches
- The Ohio Child Welfare Training Program (OCWTP):
 - Developed an on-line distance learning Family Search and Engagement training
 - Developed Coaches to assist with Family Search and Engagement activities
 - Offered a new training on *Ethical Dilemmas of Family Search and Engagement*, written and developed by an OCWTP-approved trainer
 - Developed and piloted an Individual Training Needs Assessment focusing on Permanence and Family Search and Engagement
 - Provided an FSE Overview to other members of the OCWTP State Steering Committee
 - Assisted in the offering of an FSE SACWIS Guided Application and Practice (GAP) Webinar for workteam members and any other PCSA staff who conducts FSE activities

FSE Workteam Summary Recommendations to PCSAs

- Develop a Policy and Procedure on Family Search and Engagement which clearly spells out caseworker's roles at is relates to FSE so that all staff are on the same page;
- Incorporate FSE into an Orientation program by having new social workers view the on-line FSE learning, *Family Search and Engagement: An Overview*, developed by the Ohio Child Welfare Training Program;
- Determine time frames where FSE is discussed, some examples are: at case transfer, during SARs and other 30-day reviews;
- Make FSE part of the case supervision process: discuss efforts to locate and engage extended family, including fathers and paternal relatives, during every case supervision conference;
- Consider allowing caseworkers to set up agency-approved e-mail addresses for Facebook searches;
- Have a discussion about being upfront with clients in terms of conducting electronic searches for family through search sites and social media sites and whether this be incorporated into an agency's Consumer Rights policy;
- If resources allow, consider establishing a Family Search Specialist position who would have access to Accurint or other paid search site; also, consider utilizing support staff to document information in SACWIS;
- If an FSE connection results in placement, increased initial support during the first 90 days of placement increases the likelihood of the placement succeeding;
- Seek out collaborative relationships with other community child-serving agencies to assist with FSE activities.

FSE Workteam Summary Recommendations to the Ohio Department of Job and Family Services

- Consider providing funding to groups of agencies to support Search Engines such as Accurint;
- Discuss with Legal Department to develop a policy or "standard" on FSE and Legal Implications (i.e. how much information can a worker disclose to a relative about a family?);
- Partner with the Ohio Supreme Court and the State CASA program to educate them on the importance of Family Search and Engagement (including the consideration of allowing some type of placement agreement for children in agency's Permanent Custody back with birth family whose parental rights had been terminated) and if necessary request Technical Assistance from the American Bar Association
- Consider reviewing CPOE Review tools to examine the feasibility to include number of connections a youth has in the different parts of the tool.
- Support an initiative to provide a joint Family Search and Engagement training to mental health practitioners and child welfare professionals

Appendix A

Sample FSE Agency Flyer

▶ 596 children in agency custody (down from 610)

▶ 343 children placed in foster care (down from 352)

▶ 168 children placed in kinship homes (down from 170)



o Winter | o 2012

Family Search and Engagement

We must diligently search for family because it is supported by BEST PRACTICE, RESEARCH, AND LAW

A Family Search and Engagement Success Story!

Mary is a 14yo who came into agency custody in October. Mother of Mary stated that the family had no support system. Intake Wkr, Brandy Hamm was able to identify a few relatives and sent out letters to advising them of the situation. Two responded, one as far as Colorado and another right next door in Canton. While at the present moment, neither can take custody, they are willing to talk to her by phone, write letters, send gifts, and be as active as we will allow. We are looking at visits with the relative in Canton. We are starting slow, but the hope is one of the relatives could potentially be a permanent home for Mary if reunification is not possible. Mary is surprised and thrilled that the relative in Colorado cares about her! Kudos to Brandy Hamm for being persistent in follow-up engagement and communication!

Submitted by Bea Flett



Look for more FSE success stories from Lorraine Porter and Jeannie Cargill in the next issue!

Another FSE Success Story

Mike Young sent a letter to a father who was incarcerated and the father gave the information to his adult daughter who was assessed and approved for placement of her little sister. The sister has since obtained Legal Custody and this part of the case is due to be closed.

Submitted by Jamie Pastorius



Coming Soon:
The Ethics of Family Search and Engagement, thanks to everyone who submitted ethical scenarios!



Questions, Suggestions? Please contact Jodie Hembree, x1867

MYTHS AND MINDSETS

Myths and Mindsets about Family Search and Engagement were discussed in the FSE trainings offered by SCCS in Spring 2011. Each flyer we will provide you with responses from our staff. This edition's Myth and Mindset is:

"If the current placement is working we should not disrupt it by involving family members."

Responses/Slogans:

- Involving family members at the beginning enhances placement.
- Look to the future for lifelong connections.
- Its not about us its about the child!
- The current placement is just a placement, not a family connection.
- Building a bigger network doesn't make it weaker.

Appendix B

Search Engines Report 2011*

*Information gathered by Joselyn Vasquez–Molina

Please note: Information provided below is in addition to Accurint and CIEAR search sites which provide the most data, however, they are only accessible to those who hold licenses for use.

Search Website	Is there a fee?	What is the cost and is it possible for more than one site (site) to share the expense?	How often is the information updated?	Are there any obvious benefits of this website?	Are there any obvious deficiencies of this website?
www.whitepages.com	Yes it charges \$14.95 for monthly membership and \$39.95 for full background check.	No. The system restricts access to one user at a time due to the fact that when your membership expires you are given the option to renew your account, thus charging your credit card to renew your membership and only the account holder should be able to do that.	Unable to determine	This site does provide free access to name, address, and possible relatives. Unlimited access to names, addresses, birth dates, and other information.	Charges for full report
www.anywho.com/	Yes it costs \$39.95 for a full report	Unable to determine	The listings are updated weekly.	Yes, it does provide a free name, address, and phone number	Yes, if a person is not listed they will not be found through this site.
www.reversephonedirectory.com	Yes	No log in needed	Unknown	A reverse phone directory provides up-to-date personal and business contact information about the number, such as name and address, obtained from current public records and telephone directories.	Yes the information is inaccurate if you are searching for cell phone numbers. It only provides a name, address, and telephone number.

Appendix B

Search Engines Report 2011*

*Information gathered by Joselyn Vasquez-Molina

Search Website	Is there a fee?	What is the cost and is it possible for more than one site (site) to share the expense?	How often is the information updated?	Are there any obvious benefits of this website?	Are there any obvious deficiencies of this website?
www.peoplefinder.com	Yes, .95/report, 24 hour pass \$14.95, and monthly \$39.95	Unable to determine	Dependent upon other sources for information which can be slow to update.	No	Limited information provided
www.advsearch.com	.95 cents for one time use, 24 hour pass is \$9.95, and \$39.99 for full access	No, nor are you charged on a monthly or recurring basis. Charges only happen when you confirm a charge to your credit card by making a purchase on the PeopleLookup website and walking through the three step confirmation checkout page.	Dependent upon other sources for information which can be slow to update.	Yes it provides a list of relatives and cities for free	Yes , you have to pay to receive a detailed report
www.zabasearch.com (address locator from public utilities)	Yes, .95/report, 24 hour pass \$14.95, and monthly \$39.95	Unknown	Dependent upon other sources for information which can be slow to update.	Yes it provides free information regarding relatives, address, and phone number	Yes limited information provided
Federal Bureau of Prisons: http://www.bop.gov/iloc2/LocateInmate.jsp	No	N/A	Inmate Locator data are taken from the BOP's main inmate database. Locator information is updated every day	Yes provides information about inmates including release date	Yes it does not provide accurate information if you do not have sufficient information such as DOB etc..

Not recommended: www.amerifind.com (charges 39.95 just to initiate search)

Appendix C

Sample Cold Calls

How to Start a Cold Call

Hello, my name is _____ is this _____? I'm so glad I've reached you. *(There may be times that you will need to ask more qualifying questions to be sure you're speaking to the correct person)

- I'm currently working on a Family Connection Project with someone I believe may be your relative, can you spare just a few minutes? I promise I won't take too much of your time.
- Your relative is currently in protective custody and I believe that it's important for children to know who their family members are.....or
- I am helping your _____ (relative, cousin, niece, brother, etc.) put together a family tree and I'm wondering if you can help fill in some blanks?.....or
- I'm worried about your _____, they are disconnected from nearly (or all) family. Can you imagine how lonely it would be for a ____ year old to not even receive a birthday card?
- I am very interested in your perspective of the family. Sometimes stories are told and put into files and they're accurate and sometimes they're not. I would greatly appreciate your perspective and insights.

If your call isn't well received.....

- I'm sorry it sounds like I've called at a bad time is there a better time for us to talk and I will call you back. Let me leave you my number in the event you can call sooner. Again this will mean so much to your.....
- Oops... sorry sounds like I called at a bad time, I'll call another time, bye. (Sometimes it is better to end a call prematurely to preserve an opportunity to call them back. It keeps the door open.)

What you might ask for during this call:

- Information: more family and fictive kin names, addresses and telephone numbers.
- Family pictures, history, stories, letters, cards, phone calls and visits (depending on what the team agrees upon).
- Any sort of connection for a lonely disconnected youth.
- Connections for when the youth ages out of care.
- Information that will help develop a sense of identity. (This could be strengths, interests or talents about the extended family.)
- When gathering information from family members or when asking if they would like to reconnect with the youth in some form, remember that we are talking about a “date not a marriage proposal!” (This refers to our previous history in social work to ask family members if they would be willing to take a youth as a placement.)

How to end your call:

- Give them a huge sincere THANKS for taking time to talk with you, once again remind them what this can mean for a lonely youth.
- Ask for permission to or let them know that you will call again.
- Invite them to call you again.
- Ask them to call you if they remember something.
- Ask them if they can call some of the other family members and let them know what’s you’re trying to accomplish.
- Would sending them a phone card make it easier for them to maintain communications or is there an 800 #?
- Can the youth call them?
- Are there cousins the youth’s age that could write or call?

*Adapted from Family Search and Engagement: Creating Family Connections-Pursuing Permanence, September 19-20, 2010

Resources

*"Bringing Family to the Table: Tips and Techniques for Effective Family Engagement" (December 2011)
http://www.childtrends.org/Files//Child_Trends-2011_12_2011_RB_FamilytoTable.pdf

Conway, T., Hutson, R.Q., (2007). *Is Kinship Care Good For Kids?* *Center for Law and Policy*.
www.clasp.org

*Family Finding: Does Implementation Differ When Serving Different Child Welfare Populations? Child Trends Research Brief (October 2011)
http://www.childtrends.org/Files//Child_Trends-2011_10_17_RB_FamilyFinding.pdf

Family Search & Engagement A Comprehensive Practice Guide, 2008, Catholic Community Services of Western Washington and EMQ Children & Family Services.
http://www.ccsww.org/site/DocServer/Family_Search_and_Engagement_Guide_CCS-EMQ.pdf?docID=641

Family Search and Engagement: An Overview, developed by the Ohio Child Welfare Training Program,
<http://www.ocwtp.net/Current%20Initiatives.htm#FSE>

*NRCRFC Toolkit: Kinship Care and the Fostering Connections to Success and Increasing Adoptions Act of 2008
<http://www.nrcpfc.org/toolkit/kinship/>

*NRCRFC Information Packet: Kinship Care and the Fostering Connections to Success and Increasing Adoptions Act of 2008
http://www.nrcpfc.org/fostering_connections/download/Kinship_Care_&_Fostering_Connections_Act_KimHertz.pdf

*"Piecing Together the Puzzle: Tips and Techniques for Effective Discovery in Family Finding", (December 2011)
http://www.childtrends.org/Files//Child_Trends-2011_12_01_RB_FamilyFindingTips.pdf

Relative Search Best Practice Guide, Minnesota Department of Human Services
http://www.d.umn.edu/sw/snydersfiles/AdvCW/week10/Relative_Search_Best_Practice_Guide.pdf

Six Steps to Find a Family: A Practice Guide for Family Search and Engagement (FSE) The National Resource Center for Family Centered Practice and Permanency Planning and The California Permanency for Youth Project
<http://www.nrcpfc.org/downloads/SixSteps.pdf>

*Taken from National Resource Center for Permanency and Family Connections Weekly Update