

Tuesday, August 24, 2021: National Webinar

“Hope-Centered Intake: How to Put the Science of Hope into Practice”

Alliance for HOPE International President Casey Gwinn and Program Manager (OVC Technology Initiative) Sarah Pike, discussed how the science of hope can be incorporated into daily intake and case management processes at Family Justice/Multi-Agency Centers and other co-located service models. They shared a background on the science of hope and how they have integrated hope into intake and case management policies and processes to create the HOPE Tech Suite, sharing both guiding principles and practical examples.

About the Presenters

Casey Gwinn is the visionary behind the Family Justice Center Movement, first proposing the concept of the Family Justice Center model in 1989. He is a national expert on domestic violence dynamics, including investigation and prosecution, the handling of non-fatal strangulation cases, and is one of the leading thinkers in the country on the science of hope. Casey was the elected San Diego City Attorney from 1996-2004 and founded Camp HOPE America in 2003.

Sarah Pike is the Program Manager for the OVC Vision 21 Technology Initiative. In collaboration with OVC, a National Advisory Board, and participation from three pilot sites, this initiative developed a centralized intake system tool for Family Justice/Multi-Agency Centers and other co-located service models. Sarah leads the collaborative effort to design, implement, adopt, and provide training around the centralized intake tool. Prior to working at the Alliance, Sarah spent seven years serving the chronically homeless and supporting academic institutions. She comes to the Alliance with a Bachelor's of Social Work and Master of Arts Degree in Economic and Social Development.

Welcome to Our Webinar

While waiting for the presentation to begin, please read the following reminders:

The presentation will
begin promptly at 10:00
a.m. Pacific Time

If you are experiencing
technical difficulties,
email
Isabella@allianceforhope.com

Attendees will be muted
throughout the
presentation

To send questions to the
presenter during
presentation:



Type your questions into
the Q&A feature, they
will be answered after
the presentation

The presentation will be
recorded and posted on
www.allianceforhope.com



Hope-Centered Intake: How to Put the Science of Hope into Practice



a product of Alliance for HOPE International

Webinar Download Reminders

- This webinar presentation is being **recorded**.
- You will receive an email with instructions on how to view the recording.
- Please submit your written questions early via the Q&A feature.



The HOPE team thanks you for joining us today.



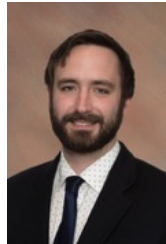
Casey
Gwinn



Gael
Strack



Yesenia
Aceves



William
Ackerman



Jackie
Anderson



Chelsea
Armstrong



Andrea
Barkley



Priya
Bhat-Patel



Joe
Bianco



Isabella
De Silva



Fernanda
España



Alek
Gastelum



John
Hamilton



Jessica
Kimsey



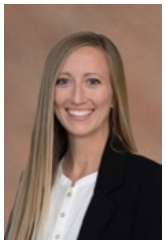
Emma
Mattingly



Raeanne
Passantino



Bill Smock, MD
Medical Director



Alexa
Peterson



Sarah
Pike



Maryann
Postiglione



Holly
Regan



Grace
Shuman



Brynne
Spain



Amy
Stobbe



Jamal
Stroud



Erica
Yamaguchi



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Creating Pathways to HOPE

National Advisory and Operating Boards



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Thank You to the Office on Violence Against Women



Allison Randall
Acting Director



Kevin Sweeney
Program Manager

This project is supported all or in part by Grant No. 2016-TA-AX-K066 awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed in this publication/program/exhibition are those of the author(s) and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women.



Thank You to the Office for Victims of Crime



Kristina Rose
Director



Stacy Phillips
Program Manager

This project is supported all or in part by Grant No. 2018-V3-GX-K008 awarded by the Office for Victims of Crime, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed in this publication/program/exhibition are those of the author(s) and do not necessarily reflect the views of the Department of Justice, Office for Victims of Crime.



Presenters



Casey Gwinn,
President
Alliance for HOPE International



Sarah Pike,
Program Manager
Alliance for HOPE International



Search “Client Services Toolkit”



allianceforhope.com

Visit the resource library
for the Client Services
Toolkit

[Resource Library](#)



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Poll Question

I know how to practically implement the science of hope into my organization's intake process.

Strongly Agree

Somewhat Agree

Do Not Agree



Hope Centered Intake

Please use the chat: What is your definition of hope?



What is Hope?

Hope is the cognitive belief that your future can be better than your past and you play a role in making it happen.



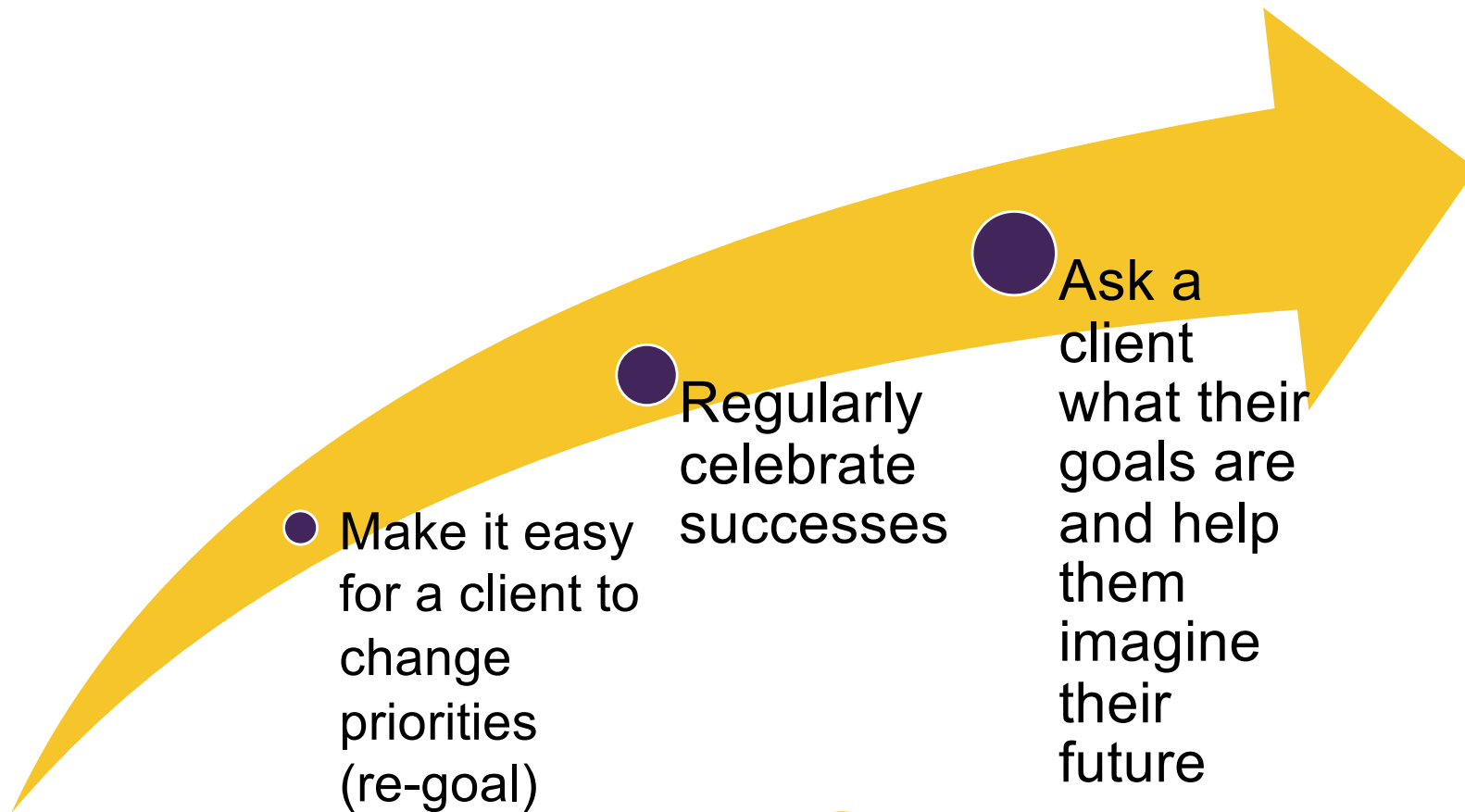
What is the journey to hope?

Hope is the ability to set goals, identify pathways, and navigate around barriers.



Centering Hope at Intake

Do your policies and procedures move clients toward hope for their future?



Why it's important to your intake process

Hope is the single best
predictor of well-being



Practical Ways to Incorporate the Science of Hope

Intake, Initial Navigation, Continued Case Management





It's crucial for the depth & breadth of goal setting to be proportional to the services available for facilitating those goals

Polyvictimization Phase 1 Lesson Learned



Practical Step 1: Center Client Choice

- Ask a client what they want out of the visit as soon as possible while respecting the need for informed consent orientation.
- Make the informed consent process a conversation that is documented by forms, not exclusively a form.
- Develop policies and procedures that make it easy for a client to change their mind (re-goal).



Centering Client Choice In Action

Digital Release of Information Flow

Clients
select what
information
is shared

Share Intake

How much data do you want to share?

☐ Share all Data

☒ Select the Data I want to Share

☐ Client Name

☐ Client Email

☐ Client Phone

☐ Client Address

☐ Client Emergency Contact

☐ Client Demographics

Next



Centering Client Choice In Action

Digital Release of Information Flow

Clients
select with
whom their
information
is shared

Share Intake

Who do you want to share this data with?

☐ All Partner Organizations & Partners

☒ Select the Partner Organizations (share data with all contacts at these organizations)

Select the organizations

☐ LASO

☐ EPHC

☐ CWS

☐ CCSO

☐ CCDA

☒ Select a Specific Person

Search for the name of the person you want to share data with

* Select a Contact

Demo LASO Staff ▼

* How long do you want this consent to be valid?

30 ▼

Previous

Next

Clients select how long
their information gets
shared



Centering Client Choice In Action

How quickly can consent be revoked?

Consent Revoked ⓘ
☒

The permissions for this record have expired.

Client Name ⓘ NO PERMISSION	Client Emergency Contact ⓘ NO PERMISSION
Client Age ⓘ NO PERMISSION	Client Address ⓘ NO PERMISSION
Client Gender ⓘ NO PERMISSION	Client Phone ⓘ NO PERMISSION
Client Email ⓘ NO PERMISSION	Client Race ⓘ NO PERMISSION
Client Preferred Language ⓘ NO PERMISSION	Other Demographic Categories ⓘ NO PERMISSION
Client Date of Last Safety Plan ⓘ	Client Date of Last Danger Assessment ⓘ



Please share in the chat

What are examples of how client choice is centered in your intake process?



Practical Step 2: Celebrate Success & Acknowledge Setbacks

Ensure there are procedural pathways to celebrate goals with the client.



- How are your frontline staff across all disciplines supported in knowing when a goal has been achieved?
- Are frontline staff across all disciplines staffed adequately enough to take this time with clients?









Set, Celebrate, & Acknowledge Setbacks In Action

Hope and Healing Service Plan

Objective Actions (1) New Objective Action

▼ Practical Step 1  

View

Objective Action Name	Assigned To (Staff) 
Practical Step 1	
Assigned To (Client / Contact) 	Due Date 
Status 	Priority 
Description 	

+ Follow

Delete

Clone

Change Record Type

Printable View

Submit for Approval

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Please share in the chat

What are examples of how you set, celebrate, and acknowledge setbacks for clients in your intake process?



Practical Step 3: Embrace Nonprescriptive Operations

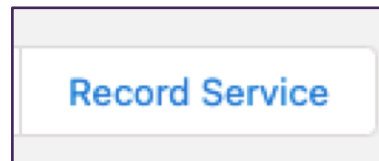
Create processes that allow clients to disclose additional needs as their relationship with the organization evolves.


- Does your organization have a process on how clients can be connected to service providers after their initial intake/navigation conversation?
- Does everyone in your organization agree to that process?



Nonprescriptive Operations In Action

Record Services Button allows creation of new connections



 **Create new In Person Service Connections (clients requesting in person service)**

> Palomar


> Test Partner Org

Add Row



Nonprescriptive Operations In Action

Record Services Action allows the navigator/frontline worker to update status

 **Update Existing Service Requests**

▼PARTNER NAME: Test Partner Org REQUESTED SERVICE: Counseling - Adult

Actions [Delete](#) [View](#)

Outcome

Not Served ▼

Ovw Not Served Reasons

Available

Conflict of interest
Did not meet statutory requirements
Hours of operation
Insufficient or lack of culturally appropriate services
Insufficient or lack of language services
Insufficient or lack of services for

▶
◀

Chosen



Please share in the chat

What are examples of how you have been able to embrace nonprescriptive operations during intake?



Additional HOPE Tech Suite Perks

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A Tool For The Collaborative


- Unique challenges of multi agency collaborative efforts (FJC, MAC, MDT)
- Successfully allows a client to only share their basic contact and demographic information once
- Help all contributing members of that collaborative answer the following questions:
 - Who needs me right now?
 - Who do I need to follow up with?
 - Which colleagues are currently available to help?



Reception Hub

**Dashboard**
Reception

[Open](#) [Refresh](#) [Subscribe](#)

 Last refreshed 2 days ago. Refresh this dashboard to see the latest data.


As of Mar 19, 2021, 12:16 PM·Viewing as Sarah Pike

Handoff Waitlist

Requested Resource ↑	Average Total Waitlist Time (min)	Record Count
	0	1
LASO	0	3

Available Staff and Partners


[More](#)

**Available Staff and Partners**
1 item, sorted by Name
Filtered by Status, Contact Record Type

Demo LASO Staff
Account Name: LASO
Phone:
Email:
Title: Test
Skill Set(s):
Related User Record: Sarah Pike

All Service Providers

[More](#)

**All Service Providers**
5 items, sorted by Account Name
Filtered by Account Record Type

CCDA
Number of Availabl...
Current Capacity:

CCSO
Number of Availabl...
Current Capacity:

Service Queues

Queues that are tailored to the groups in your collaborative. This is designed to allow both agency and specialization grouping.

 Handoffs

Today's Appointments  

	Handoff Name ↑
1	HANDOFF-00010
2	HANDOFF-00024
3	HANDOFF-00030
4	HANDOFF-00035
5	HANDOFF-00037
6	HANDOFF-00041

RECENT LIST VIEWS

All Warm Handoffs

Community


CWS

EPHC

LASO

My Handoffs

Recently Viewed

 Test2Prov

TestProvi


Today's Appointments (Pinned list)



Handoffs/Service Connection Records


Details

Client Information

 Client Information


Client Name


Beth B


Client Age 

0


Client Gender


Client Race 


Other Demographic Categories 

Client Emergency Contact 


NO PERMISSION

Client Phone 

Client Address 

Client Email 

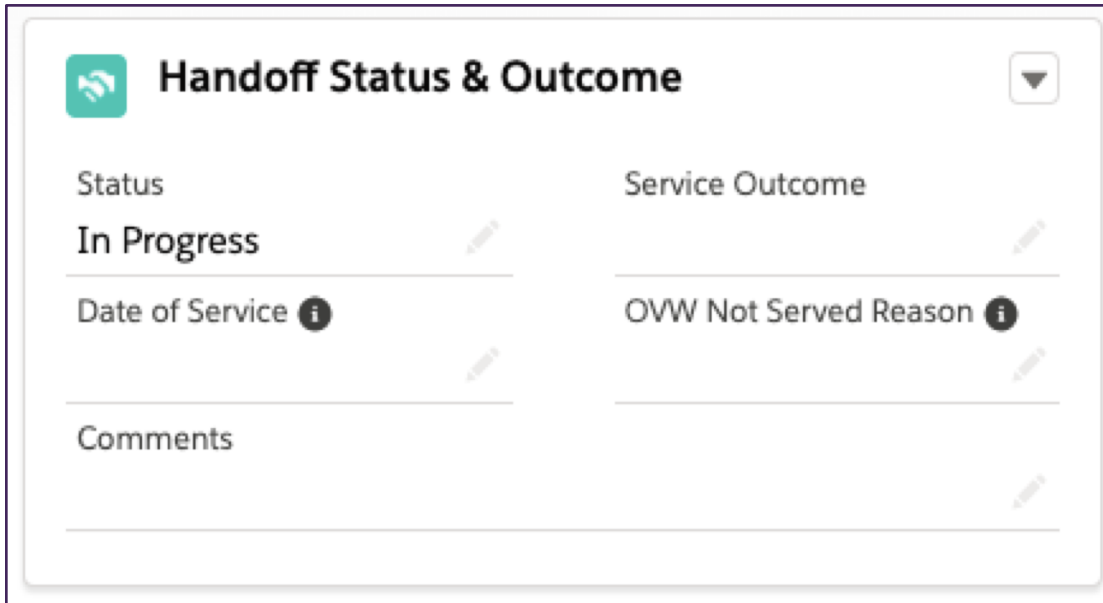
NO PERMISSION

Client Preferred Language 

The permissions for this record have expired. Contact the case manager to renew client's data sharing consent



Handoffs/Service Connection Records

A screenshot of a web form titled "Handoff Status & Outcome". The form is divided into two columns. The left column contains fields for "Status" (with a dropdown menu showing "In Progress"), "Date of Service" (with an information icon), and "Comments" (with a text area). The right column contains fields for "Service Outcome" (with a dropdown menu), "OVW Not Served Reason" (with an information icon), and another text area. Each field has a small pencil icon next to it, indicating it is editable. The form is enclosed in a light gray border with a small dropdown arrow in the top right corner.

Updating the status of the connection drives the reports on the reception hub.

Service outcome is defined according to the federal categories of Served, Partially Served, & Not Served.

Updating just these two fields allows members of the collaborative to understand who is available when, and allows care coordinators to know if there are unmet needs.



Default Assessments

- Jackie Campbell's Danger Assessment (auto calculates)
- Strangulation Assessment
- Adverse Childhood Experiences Score
- Adult Hope Scale
- Child Hope Scale
- Polyvictimization Assessment
- Opportunity to build exit surveys and additional assessments according to your center's needs

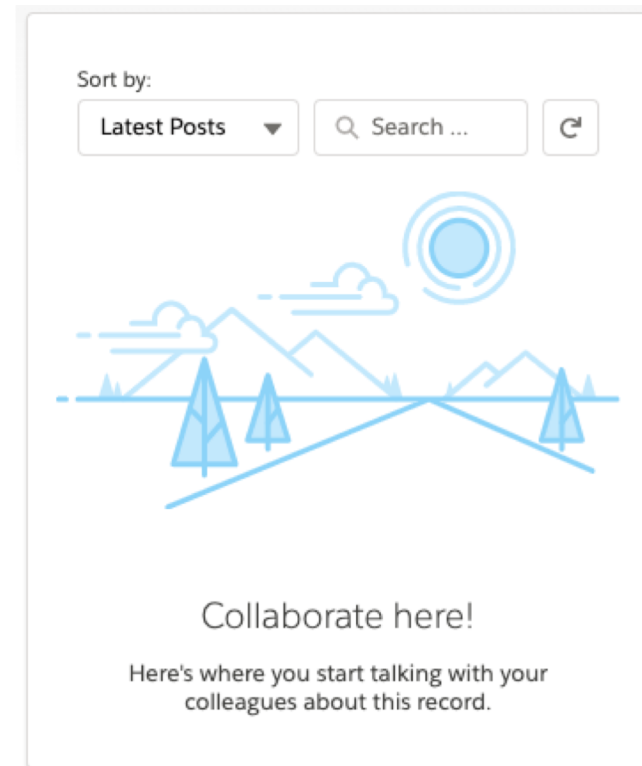


Default Reports & Features

Out of the box report compatibility:

- VOCA
- OVW-Improving Criminal Justice Response
- OVW-Rural

Chatter

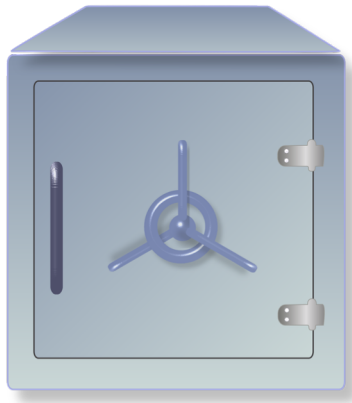


Understanding the Needs

Need ↑	Handoff Provided	Service Provided	Not Served Reason Need Tracking
Advocacy - Crisis Intervention (Risk Assessment/Safety Planning/Court Supp...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	-
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	-
Subtotal	3	2	
Advocacy - Education/Outreach (Requests for General Information/Commu...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-
Subtotal	2	0	
Advocacy - VOICES/Long-Term Support (Community After the Crisis/Coffee ...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	-
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-
Subtotal	4	1	
Civil Legal - Child Support/Custody (3)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	-
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-



Security



Prevent Unauthorized Access

- End to End Encryption
- Authentication & Authorization Protocols
- Physical Server Maintenance



Regulate Authorized Access

- Profiles & Permissions
- Product specific automation to protect client privacy



Lessons Learned



Lesson 1

Systems can support
relationships, not create
them.



Lesson 2

Most changes to your
intake process will
require a paradigm shift.



Lesson 3

Ensure that frontline staff
have the time to do this
work.



Lesson 4

An FJC performs the work that was once done by the survivor.



Activity: Pathways Thinking

Please write in the chat what a barrier could be in implementing these recommendations in your organization.



Activity: Pathways Thinking (part 2)

What are some of your recommendations around the barriers from your peers?



Q&A

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Poll Question

I know how to practically implement the science of hope into my organization's intake process.

Strongly Agree

Somewhat Agree

Do Not Agree



Please Contact Us

For Technical Assistance:

Raeanne@allianceforhope.com

OR

Isabella@allianceforhope.com

For a demonstration of the HOPE Tech Suite:

Sarahp@allianceforhope.com

OR

Maryann@allianceforhope..com

For Information on the Polyvictimization Initiative:

Brynne@allianceforhope.com

OR

Holly@allianceforhope.com

For information on a Hope-Centered Organization:

Yesenia@allianceforhope.com

OR

Fernanda@allianceforhope.com

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Certificate of Participation

Webinar Training

Hope-Centered Intake: How to Put the Science of Hope into Practice

Presenters: Casey Gwinn & Sarah Pike

1.5 Hours

August 24, 2021

A handwritten signature in blue ink, appearing to read "Casey Gwinn".

Casey Gwinn, J.D.
Co-Founder and President
Alliance for HOPE International

A handwritten signature in blue ink, appearing to read "Gael Strack".

Gael Strack, J.D.
Co-Founder and CEO
Alliance for HOPE International