



TEN TIPS FOR TDM SUPERVISORS TO DEVELOP AND SUPPORT FACILITATORS

- 1. ESTABLISH EXPECTATIONS:** Supervisors ensure all facilitators demonstrate respectful, professional behavior and an understanding of how TDM meetings are to be conducted: provide for facilitators to complete the AECF multi-day training and adhere to the practice principles it teaches; mandate data collection responsibilities for every meeting; institute guidelines for meeting coverage and documentation requirements and facilitator assignments; and provide for coverage of late-day and crisis TDM meetings.
- 2. BUILD A HIGH FUNCTIONING TEAM:** Because TDM meetings provide the opportunity to teach and to model best practice for all participants, continuing facilitator development is a major supervisory function. Supervisors encourage a spirit of collaboration and teamwork among facilitators. To build consistency and skill, facilitators must regularly discuss what they see in TDM meetings: difficult/unusual situations and trends; system issues; service gaps; resource issues, etc. They must work together to meet scheduling needs of families and social workers, including meetings arranged with short notice or late in the day. Facilitators must readily fill in for one another due to lengthy meetings, sickness, vacations etc.
- 3. MEET AS A GROUP:** Supervisors lead frequent and regular staff meetings to educate, coach and provide opportunities for peer support and exchange of information. They ensure facilitators are up-to-date and competent on agency practices; policies; procedures and resources, as well as changes in statutes and regulations that impact practice.
- 4. OBSERVE/GIVE FEEDBACK/COACH:** Routinely attend TDM meetings, primarily to watch process. Observe the facilitator's behavior, attitude, knowledge, and skill. Give feedback based on observations, recognizing strengths and coaching for improvement. Use the TDM Facilitator Coaching tool to provide a format and suggestions on desired facilitation skills. Mentor staff to support professional growth. Establish regular supervisory conferences to discuss cases, issues, needs and progress.
- 5. CREATE A SUPPORTIVE INFRASTRUCTURE:** Dependable and efficient clerical assistance is indispensable for screening and scheduling TDMs; flagging situations requiring facilitator attention; contacting non-meeting specific participants; and providing and maintaining meeting records. Building receptionists who are welcoming and knowledgeable establish a positive atmosphere. Security staff must be aware, sensitive and responsive to the occasional safety issues that require intervention during TDM meetings. Information analysts can assist with programming and interpreting data.
- 6. SET A POSITIVE EXAMPLE:** Supervisors must model F2F values, as well as the attitudes, behavior and work ethic that they expect from their staff. Supervisors should champion the community's involvement in TDM meetings and reflect their belief by supporting community collaboratives and efforts to increase community representatives' TDM participation.
- 7. BECOME A TDM DATA CHAMPION:** Ensure data is collected, summarized in a quarterly report and distributed within the agency and the larger F2F community. Manage the TDM unit based on what the data indicates about facilitator performance, and be vocal about agency trends as reflected in TDM data. Ensure that facilitators take ownership for the data resulting from their meetings. Partner with the agency's Self Evaluation Team and seek the expertise of data analysts to deepen understanding.

- 8. KEEP MANAGEMENT INFORMED:** Keep agency administration/management team apprised of systemic patterns and trends which are evident in TDM meetings. Be a champion for your unit: share successes, needs, and developmental changes. Use data, including the summary quarterly report, to highlight significant issues. Be a strong partner with other agency departments to build broad ownership for TDM.
- 9. BE A FAMILY TO FAMILY LEADER:** Ensure that TDM is consistently framed as one of four core, integrated strategies that together support system reform. As the TDM supervisor, be a visible promoter of F2F within the agency and community, advancing understanding of the F2F values, principles and desired outcomes. Advocate for policies and practice that increase support to families, children and youth.
- 10. MAINTAIN HIGH PERSONAL STANDARDS:** Strong supervisors are important for strong facilitators. Avoid model drift and deterioration of skills. Strive to sustain quality and search for ways to improve practice. Don't forget to have fun with your staff.