Appendix E
Thoughts from Support and Rehabilitation Services Workers
This was put together as part of the Meet Me Where I Am Campaign. The information comes from survey data of Support Workers

• Providing Support and Rehabilitation Services is about partnering with families, doing whatever it takes, and never giving up
• We are encouraged to be creative and find out-of-the ordinary ideas
• We do not blame other agencies, even in times of conflict
• Some of our greatest compliments come from the families we serve
• We believe anyone can live safely in the community with enough support
• Our support workers do what is expected of them by the Child and Family Team
• We treat employees as respectfully as families
• We invite families to agency events
• Kids love to come to our office to hang out
• All of our work occurs in families’ homes and in the community
• We help children and families live lives of dignity
• We do not blame children or families for lack of success
• We never trash talk about families to one another, or anyone
• We constantly seek to learn more and to improve our skills
• We go to our families anytime, anywhere – no time or place is off limits when we are needed
• Everyone is willing to do the front-line, difficult work – at all levels of management
• We have great diversity and value the culture of our staff as well as the families we serve
• We’ll do whatever it takes to help families rather than saying it is someone else’s job
• The family is the expert on their own lives
• We never blame or criticize families
• We celebrate accomplishments
• We never give up
Reflections from Support and Rehabilitation Services Workers

**Key elements of providing Support:**
Supporting families, identifying and meeting needs, flexibility, communication skills, commitment, developing relationships, being individualized, Positive Behavior Support, identifying natural supports, ‘never give up’, being present, being balanced, non-judgmental, community based, working in a natural setting, promoting dignity, promoting independence, professionalism, providing positive opportunities, respecting family culture, follow through

**Guidance you may need to be successful:**
Consistent feedback, sharing ideas, encouragement, availability of 24 hour on-call supervisory support, self-care skills, team building/training, training on Positive Behavior Support, agency culture overview

**Most rewarding part of the job:**
Person reaching his or her goals, knowing that you are helping, the spark of understanding, positive reactions, positive outcomes, seeing improvement, teamwork, recognition, improving quality of life, small successes, family hope, seeing families succeed, learning something new, doing what someone thought you ‘couldn’t’ do

**Most difficult part of the job:**
Developing an equal partnership with the children’s parents, partnering with stakeholders, hospitalization, balance between personal and professional life, system barriers, communication gaps, paperwork, progress notes, not having all the answers

**What do we mean when we say we are trying to help families improve their quality of life?**
Knowing what you want out of life, a life worth living, making fond memories, being responsible, doing productive/interesting things, teachable moments, feeling a sense of purpose, being involved, connected to natural supports, doing rather than talking, being a productive member of the community, having something to do to keep busy

**What are Support and Rehabilitation Services staff members really good at?**
Listening, meeting needs, improving quality of life, providing support, de-escalating situations, providing positive reinforcement, patience, teaching, being creative, staying positive, building relationships, responding to crisis situations, using humor, having compassion, empathizing, giving praise

**What might Support and Rehabilitation Services staff need support with or help understanding?**
Obtaining consistent feedback, self-care techniques, knowing what it feels like to go into a house, what it feels like for families to have someone in their house, engaging families, empowering families, identifying natural supports, documentation, coordinating with other involved entities, setting and maintaining boundaries