

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

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*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](mailto: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](http://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

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- 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



# National Advisory and Operating Boards

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[allianceforhope.com](http://allianceforhope.com)



[familyjusticecenter.org](http://familyjusticecenter.org)

# 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](#)



familyjusticecenter.org

# Poll Question

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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?

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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?

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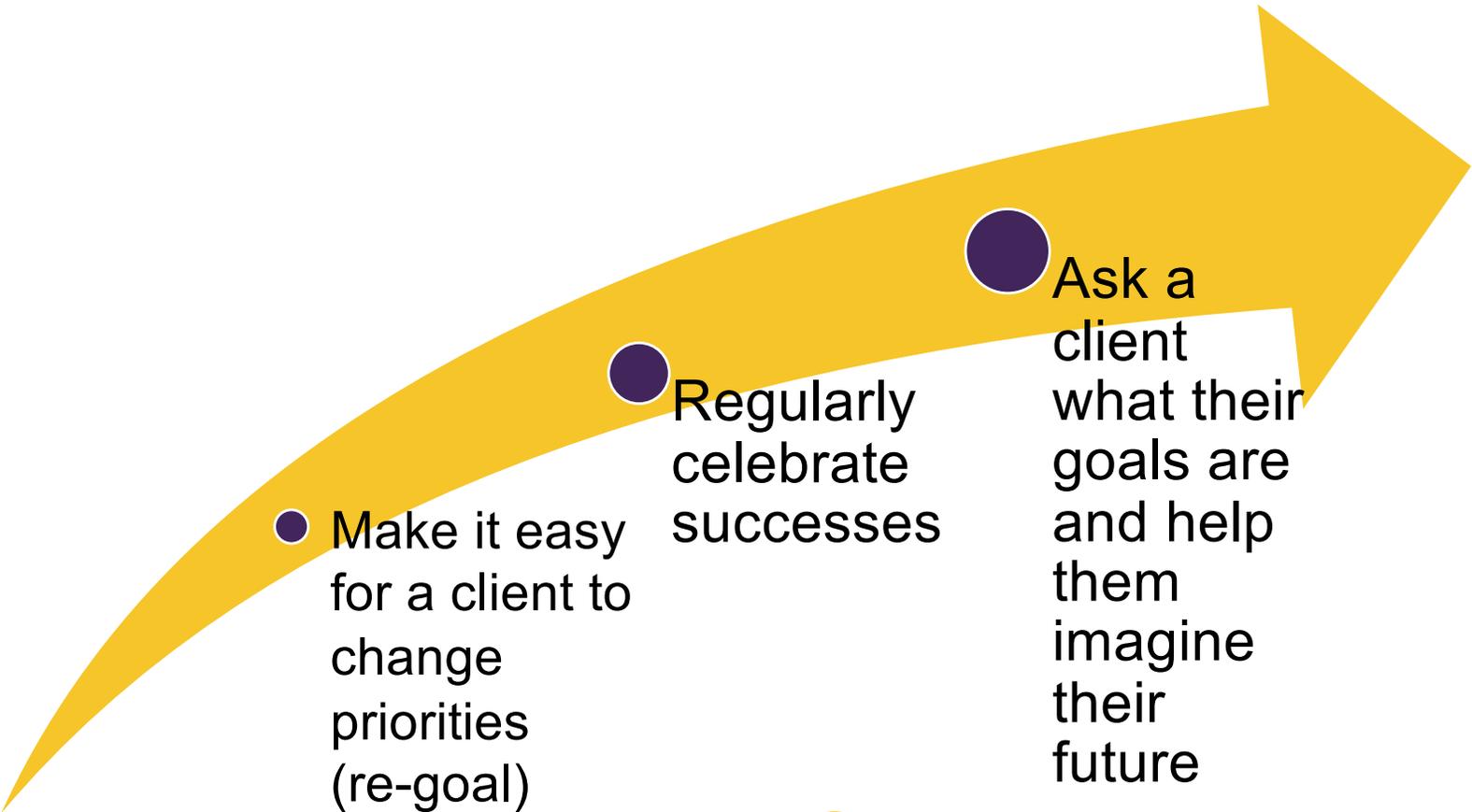
Hope is the ability to set goals, identify pathways, and navigate around barriers.



# Centering Hope at Intake

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



- Make it easy for a client to change priorities (re-goal)

- Regularly celebrate successes

- Ask a client what their goals are and help them imagine their future



# Why it's important to your intake process

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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

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- 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

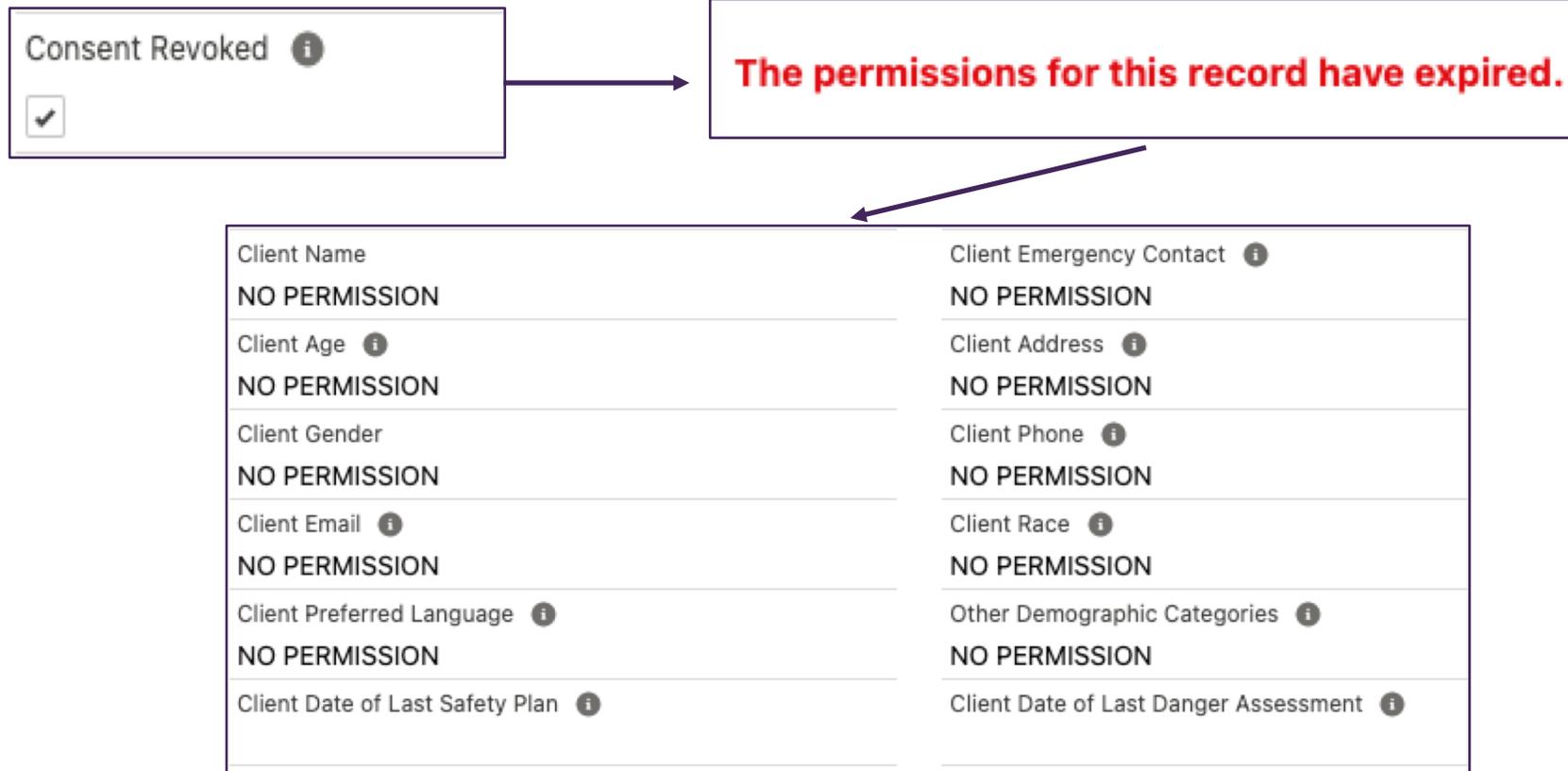
Previous Next

Clients select how long their information gets shared



# Centering Client Choice In Action

How quickly can consent be revoked?



# 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

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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

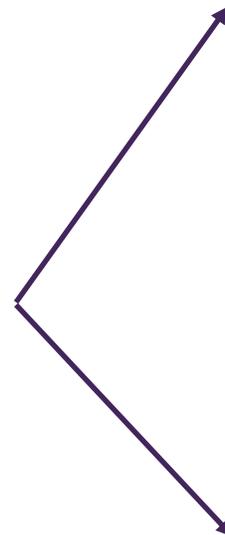
Objective Actions (1) New Objective Action

▼ Practical Step 1 ✎ 🗑️

View

Objective Action Name	Assigned To (Staff) <span>i</span>
<b>Practical Step 1</b>	
Assigned To (Client / Contact) <span>i</span>	Due Date <span>i</span>
Status <span>i</span>	Priority <span>i</span>
Description <span>i</span>	

+ Follow



- Delete
- Clone
- Change Record Type
- Printable View
- Submit for Approval



# 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

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

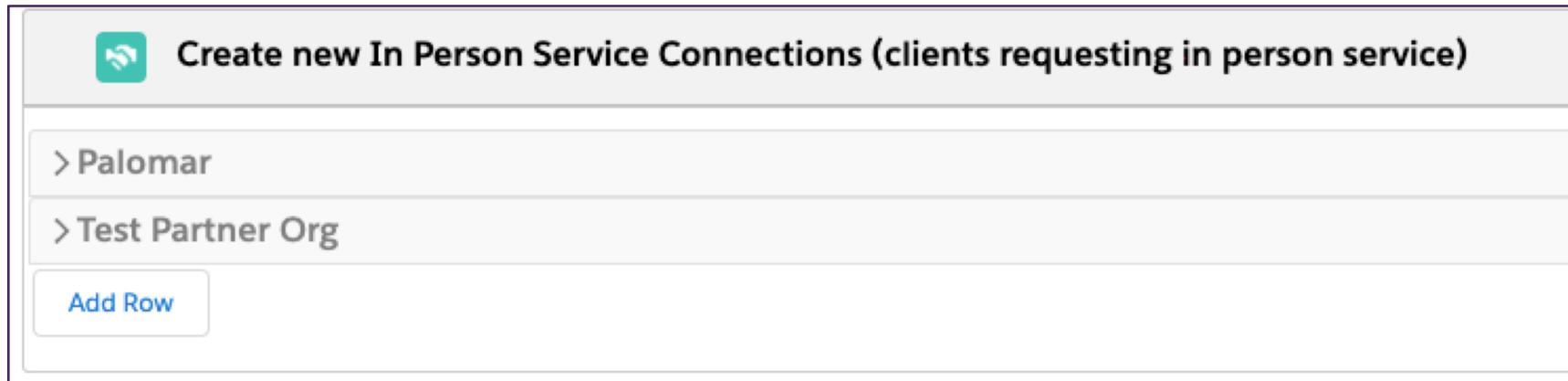
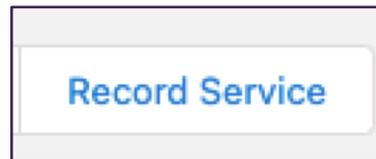
- Does your organization have a process on how clients can be connected to service providers after their initial intake/navigation conversation?
- Does everyone in your organization agree to that process?



# Nonprescriptive Operations In Action

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*Record Services Button* allows creation of new connections

A screenshot of a web application interface. At the top, there is a header bar with a green icon of two hands and the text "Create new In Person Service Connections (clients requesting in person service)". Below this is a table with two rows. The first row contains the text "> Palomar" and the second row contains "> Test Partner Org". At the bottom left of the table area, there is a button labeled "Add Row".

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

Ovw Not Served Reasons

Available		Chosen
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	▶	



# 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

[allianceforhope.com](http://allianceforhope.com)



[familyjusticecenter.org](http://familyjusticecenter.org)

# A Tool For The Collaborative

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- 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**

 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

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

### 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	
<b>Today's Appointments</b>	
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 Emergency Contact  NO PERMISSION
Client Age  0	Client Phone 
Client Gender	Client Address 
Client Race 	Client Email  NO PERMISSION
Other Demographic Categories 	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

**Handoff Status & Outcome**

Status	Service Outcome
In Progress	
Date of Service ⓘ	OVW Not Served Reason ⓘ
Comments	

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

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- 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

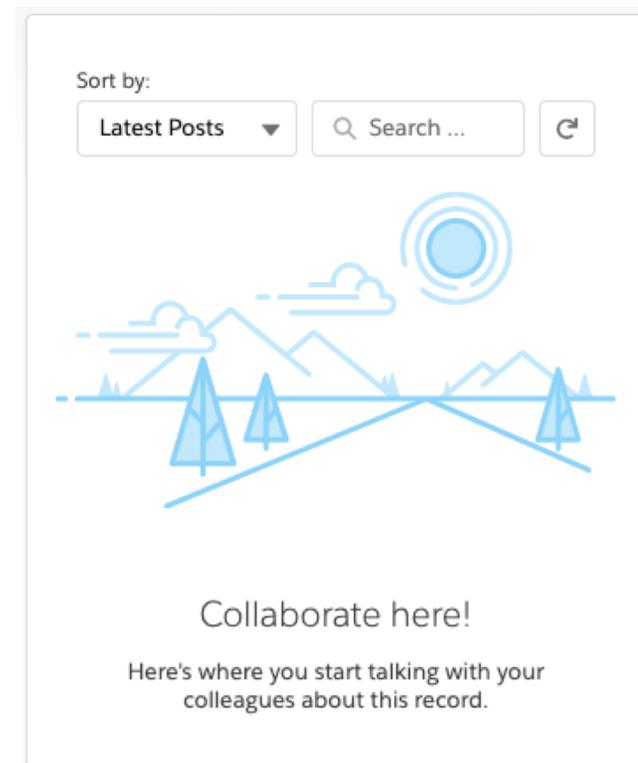


# Default Reports & Features

Out of the box report compatibility:

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

## Chatter



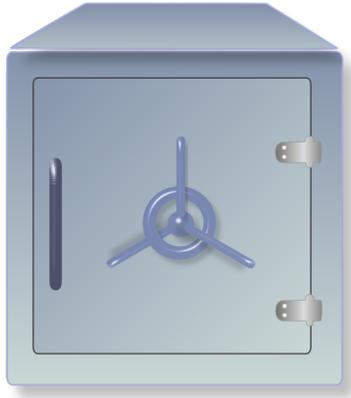
# Understanding the Needs

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"/>	-
<b>Subtotal</b>	<b>3</b>	<b>2</b>	
Advocacy - Education/Outreach (Requests for General Information/Commu...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	-
<b>Subtotal</b>	<b>2</b>	<b>0</b>	
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"/>	-
<b>Subtotal</b>	<b>4</b>	<b>1</b>	
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

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## 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

[allianceforhope.com](http://allianceforhope.com)



[familyjusticecenter.org](http://familyjusticecenter.org)

# Lesson 1

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Systems can support  
relationships, not create  
them.



# Lesson 2

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



# Lesson 3

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



# Lesson 4

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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

[allianceforhope.com](http://allianceforhope.com)



[familyjusticecenter.org](http://familyjusticecenter.org)

# 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

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For Technical Assistance:

[Raeanne@allianceforhope.com](mailto:Raeanne@allianceforhope.com)

OR

[Isabella@allianceforhope.com](mailto:Isabella@allianceforhope.com)

For a demonstration of the HOPE Tech Suite:

[Sarahp@allianceforhope.com](mailto:Sarahp@allianceforhope.com)

OR

[Maryann@allianceforhope.com](mailto:Maryann@allianceforhope.com)

For Information on the Polyvictimization Initiative:

[Brynne@allianceforhope.com](mailto:Brynne@allianceforhope.com)

OR

[Holly@allianceforhope.com](mailto:Holly@allianceforhope.com)

For information on a Hope-Centered Organization:

[Yesenia@allianceforhope.com](mailto:Yesenia@allianceforhope.com)

OR

[Fernanda@allianceforhope.com](mailto:Fernanda@allianceforhope.com)

[allianceforhope.com](http://allianceforhope.com)



[familyjusticecenter.org](http://familyjusticecenter.org)



**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

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

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