

Director's Guide to Utilizing MiTEAM Liaisons

Prepare

- If you are unable to dedicate a full time MiTEAM Specialist, appoint a MiTEAM Liaison to cover your DHHS county configuration or each PAFC office with its own PAFC contract. Your Assigned MiTEAM Analyst is available to discuss who may best fit this role.
- Provide your MiTEAM Liaisons' contact information to your Assigned MiTEAM Analyst.
- MiTEAM Liaisons will take the web-based training offered in JJOLT/OTP (they must be coded as a MiTEAM Liaison in JJOLT/OTP to access the training). They will review all material provided, complete all the follow-up items from training and schedule a time to meet with their Assigned MiTEAM Analyst & their Director / PAFC person in charge.

Plan

- Review the Procedure to Utilize MiTEAM Specialist Document and the procedural definitions on page 8 of the MiTEAM Specialist Guide to prepare to meet with your MiTEAM Liaison.
- MiTEAM Liaison will meet with their Assigned MiTEAM Analyst to complete training follow-up items, answer questions and strategize around how to proceed. You are welcome to attend.
- MiTEAM Liaison will meet and collaborate with you to determine what procedure option will work best for your office. There also needs to be a discussion about who will provide individual planned assistance and how these messages will be communicated to the office.
- MiTEAM Liaison will write out the details of the procedure option and email the procedures to their Assigned MiTEAM Analyst.
- MiTEAM Liaison will provide an overview of the four core duties (model, coach, train, observe/document/provide feedback) and instructions on how to complete the Individual Assistance Report to the individuals designated to provide planned assistance. See the MiTEAM Specialist Guide for details.
- Send out an email to staff explaining the MiTEAM Liaison's role and the procedure options that will be utilized. Sample emails are provided in the Procedure to Utilize MiTEAM Specialist Document.

Do

- MiTEAM Liaisons will provide unplanned assistance.
- Designated individuals will provide planned assistance to caseworkers as outlined in the procedure option chosen by the office. This should begin within one month of the MiTEAM Liaison taking the web-based training. Assistance will be documented on the Individual Assistance Report and provided to the MiTEAM Liaison. *See note below.
- Supervisors will work with new hires to complete CWTI homework that includes a discussion of the Strengthening Our Focus Approach and the Caseworker Self-Assessment Tool completed by the new hire.
- MiTEAM Liaisons will attend a quarterly Practice Support Training.
- MiTEAM Liaisons will attend a quarterly Practice Support Networking Meeting.
- MiTEAM Liaison will collaborate with you to determine how to best share information and updates.
- MiTEAM Liaison will complete the Quarterly Report and submit it to their Assigned MiTEAM Analyst by the 1st day of the following quarter.
- At the end of the quarter, reassess and determine if a new plan is needed for the upcoming quarter. If changing procedure options the MiTEAM Liaison must contact the Assigned MiTEAM Analyst. See MiTEAM Specialist Guide for details.

Offices with less than 10 caseworkers will assist at least 2 individuals for 30 minutes each.

Offices with 10 or more caseworkers will assist at least 1 individual for 30 minutes for every 5 caseworkers in their office.