

Name of Consultants/Company: John Franz, Paper Boat Consulting

Contact Information:

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Types of Implementation Supports Offered

Assistance with developing system designs, helping to facilitate improved inter-agency understanding, trust and collaboration, troubleshooting and helping to resolve inter-agency conflicts, designing site-specific training materials and training trainers to deliver them, improving the interface between systems of care and the juvenile justice and child welfare systems with special emphasis on the relationship with and role of the courts and court personnel, developing memos of understanding as well as legislative and administrative rule provisions to support system of care activities, assisting participating agencies with organizational change and development activities to improve effectiveness and adopt more family-centered and strength-based service methodologies.

Description of Types of Methods Used

As a consultant, my primary method is a process consultation approach based on the work of Edgar Schein, the author of books like *Organizational Culture and Leadership*. This means that I do not start by attempting to impose a model on an agency or system of care, but work with the participants to build one that is well-aligned with their history, culture, mission, needs and strengths. In essence, I use wraparound planning at the system level. I believe there are six keys to improving system and service performance: Be True to the Spirit, Get Clear on the Concept, Build the Toolkit, Balance Practice and Procedure; Learn to Listen and Listen to Learn, and Pay Attention to the Important Stuff. Using this approach my first step is to build a relationship with my clients and take the time to learn who they are, what they are trying to accomplish and how they see the world. Then we can work together to create or improve their system, address their concerns, or improve or expand their range of services and supports. I believe firmly and fervently in the principles of family-centered practice and work with clients to incorporate them in all aspects of the work we do.

Typical Costs and Duration of Different Types of Services

Generally, clients hire me on a per day plus expenses basis for on-site work and a per hour basis for off-site work such as writing training materials. My per day on-site fee is \$1,100 and my hourly fee is \$125. For specific projects some clients prefer to negotiate a lump sum fee that includes time and expenses. The duration depends on the project, from a few visits to an ongoing consulting relationship, depending on the needs of the client.

Communities or Programs Worked With

- Wraparound Milwaukee from its inception and ongoing (help develop and implement a network-based integrated system of care)
- Sacramento County System of Care (2000-2001) (help develop and implement an agency-based integrated system of care)
- Kmihqitahasultipon Project of the Indian Township Community of the Passamaquoddy Nation (2001-2005) (help develop and implement a system of care as part of a comprehensive tribal health care center)
- California Association of Child and Family Services (2005-2006) (help design a new approach to the use of residentially based services in an integrated system of care)
- Los Angeles County Department of Children and Family Services (2005-2006) (help develop and implement a training curriculum to improve collaboration in planning and service delivery among staff from public placing agencies and group home providers)

References and Contact Information:

Bruce Kamradt, Wraparound Milwaukee, BKamradt@milwcnty.com
Marjorie Withers, Indian Township, mwithers@maineline.net
Carroll Schroeder, California Association of Child and Family Services, Carroll@cacfs.org