

DHS News

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Video helps to increase understanding, collaboration between two DHS offices

For some staff whose main focus is within one program area, it can often be difficult to understand the roles and responsibilities that exist in other offices. To bridge gaps and create a better understanding of each other's day-to-day activities, two offices – the Office of Behavioral Health (OBH) and the Office of Children, Youth and Families (CYF) – are collaborating with the Office of Community Relations (OCR) to create a series of educational videos.

"This is part of the BH/CYF Community of Practice designed to allow us to more efficiently and effectively connect families involved with CYF to needed behavioral health services," said Robin Orlando-Price, manager of the Common Assessment, Training and Technical Support team in Integrated Program Services (IPS). "Since this work has started, we've had extensive interviews and focus groups with both child welfare and behavioral health front-line staff, and one critical theme that has been identified by both systems is a lack of clarity in how each office works together. We decided that videos would be one way to address misconceptions and clarify roles. We are planning a series of videos, micro-trainings, and in-person forums that will increase understanding and build relationships among these two child-serving systems."

Each video will feature CYF and OBH provider staff members describing their jobs, the challenges of their position, myths about their work, and their experience working with other offices.

"We hope these videos will show staff specific ways that they can support colleagues in different offices or roles," said Greg Phillips, manager of Conferencing and Teaming in CYF. "Ultimately, we all have a shared vision of doing what's best for the children and families we serve. With increased understanding and collaboration, we can create better outcomes for families in Allegheny County."