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COUNTY OF ERIE

MARK C. POLONCARZ

COUNTY EXECUTIVE

September 23, 2019

Erie County Legislature
92 Franklin Street, 4th Floor
Buffalo, New York 14202

**RE: Solution Focused Approaches in a Trauma-Informed System of Care (SF-TIC)
Consultant Contract**

Dear Honorable Members:

The attached resolution requests authorization for the Department of Senior Services to contract with consultants Denise Krause, Clinical Professor and Susan Green, Clinical Associate Professor at University at Buffalo School of Social Work to provide SF-TIC training to Department Case Management staff.

SF-TIC offers an innovative and comprehensive approach to enhancing service delivery, developing positive staff working relationships and helping staff approach challenging situations with new tools. Erie County Departments of Social Services, Probation, and District Attorney had, or are currently receiving, SF-TIC training from the aforementioned consultants.

Should your Honorable Body require any further information, please contact Commissioner David Shenk in the Department of Senior Services. Thank you for your consideration on this matter.

Sincerely yours,

Mark C. Poloncarz, Esq.

Erie County Executive

MCP/mc
Enclosure

cc: David Shenk Commissioner, Department of Senior Services

MEMORANDUM

To: Honorable Members of the Erie County Legislature
From: Department of Senior Services
Re: Solution Focused Approaches in a Trauma-Informed System of Care (SF-TIC)
Consultant Contract
Date: September 23, 2019

SUMMARY

The attached resolution requests authorization for the Department of Senior Services to contract with consultants Denise Krause, Clinical Professor, and Susan Green Clinical Associate Professor at University at Buffalo School of Social Work, to provide SF-TIC training to Department Case Management staff at a cost of \$2,530 each.

FISCAL IMPLICATIONS

Budgetary appropriations are available in the Department's 163CSE1920 grant's Professional Services Contracts & Fees account #516020.

REASONS FOR RECOMMENDATION

The SF-TIC model emphasizes engagement, empowerment, and choice. At the organizational level, SF-TIC offers an innovative and comprehensive approach to enhancing service delivery, developing positive staff working relationships and helping staff approach challenging situations with new tools. To be most effective, a SF-TIC culture is infused into the organization from top-down requiring a system-wide strategy for staff training and development. Thus, strategies for effective sustainability are important.

BACKGROUND INFORMATION

Individuals who have been impacted by trauma interface with systems of care in the hopes of receiving a compassionate and informed approach. This training is designed to inform staff on the integration of solution focused techniques (SFT) with trauma informed care (TIC). Engaging with individuals that have suffered a form of trauma at one point in their lives involves a sensitive and knowledge-based technique. The correlation between individuals impacted by trauma and the potential for re-traumatization during interactions with providers compels systems of care to adapt a SF-TIC perspective.

CONSEQUENCES OF NEGATIVE ACTION

The Department of Senior Services would not benefit from proven best practices in providing services to Older Adults in Erie County.

STEPS FOLLOWING APPROVAL

The consultant contracts will be executed.

A RESOLUTION SUBMITTED BY:
DEPARTMENT OF SENIOR SERVICES

RE: Solution Focused Approaches in a
Trauma-Informed System of Care (SF-TIC) Consultant Contract

WHEREAS, the Department of Senior Services desires to gain knowledge and improve skills to provide the best possible service to older adults in Erie County; and

WHEREAS, SF-TIC is a proven, innovative, and comprehensive approach to enhancing service delivery, developing positive staff working relationships and helping staff approach challenging situations with new tools; and

WHEREAS, University at Buffalo School of Social Work Clinical Professors are foremost experts in SF-TIC training and methodology and have successfully trained three other County Departments, improving operations and service delivery; and

WHEREAS, budgetary appropriations to cover the \$2,530 contract cost for each instructor are available in the Department's 163CSE1920 grant's Professional Services Contracts & Fees account #516020.

NOW, THEREFORE, BE IT

RESOLVED, that the County Executive be and is hereby authorized to contracts with consultants Denise Krause, Clinical Professor and Susan Green, Clinical Associate Professor at University at Buffalo School of Social Work to conduct Solution Focused Trauma Informed Care Training at a cost of \$2,530 each; and be it further

RESOLVED, that the Erie County Legislature hereby waives the procedures outlined in Section 19.08 of the Erie County Administrative Code regarding professional services contracts because the contractors Susan Green and/or Denise Krause are sole providers and developers of this training; and be it further

RESOLVED, that certified copies of this resolution be forwarded to the: County Executive's Office, Division of Budget and Management, Comptroller's Office, and the Department of Senior Services.