

# Assessment and Regulation Culture

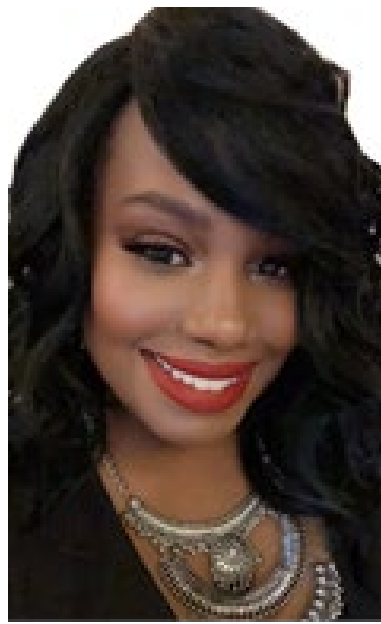
## Group Care Licensing Training

May 8, 2025

Licensing Division | Approved for Distribution by Heather West, Workforce Development  
Initiatives Administrator



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# Welcome and Introductions



# Training Overview:

- DCYF Mission, Values and Guiding Principles
- LD Culture Principles
- GC Guiding Principles
- What is a Strength-Based Approach?
- Equality vs Equity
- Bias and Critical Thinking
- Achieving Collaborative Compliance



# Housekeeping



- Please turn off your devices
- Refrain from multi-tasking
- We have built-in breaks
- Your participation enriches our time together
- Parking Lot for questions





# Community Agreements

Listen for understanding

Assume best intentions

Be open to others

Allow time to share and process

Center equity and inclusion

Have a growth mindset

Be fully present and attentive. And HAVE FUN!



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# Learning Objectives

- History, intent and importance of why the negotiated rules serve our providers and youth
- Application of a strength-based approach and collaborative compliance in regulation
- Knowledge of Equity vs Equality vs Justice, Bias, and Critical Thinking





# DCYF Mission and Vision

- The Mission of DCYF is to **protect children and strengthen families** so they flourish.
- The vision is that **we support all Washington's children and youth**, so they grow up safe and healthy thriving physically, emotionally, and educationally, nurtured by family and community.





# DCYF Values

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**Inclusion**

**Respect**

**Compassion**

**Transparency**



# DCYF Guiding Principles

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A relentless focus on outcomes for children

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A commitment to collaboration and transparency

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A commitment to using data to inform and evaluate reforms, leveraging and aligning existing services with desired child outcomes

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A focus on supporting staff as they contribute to the agency's goals and outcomes

# DCYF Licensing Division Culture Principles



**MISSION  
DRIVEN**



**BE  
AUTHENTIC**



**CURIOUS  
AND  
CONTINUE TO  
LEARN**



**EMPLOYER OF  
CHOICE**



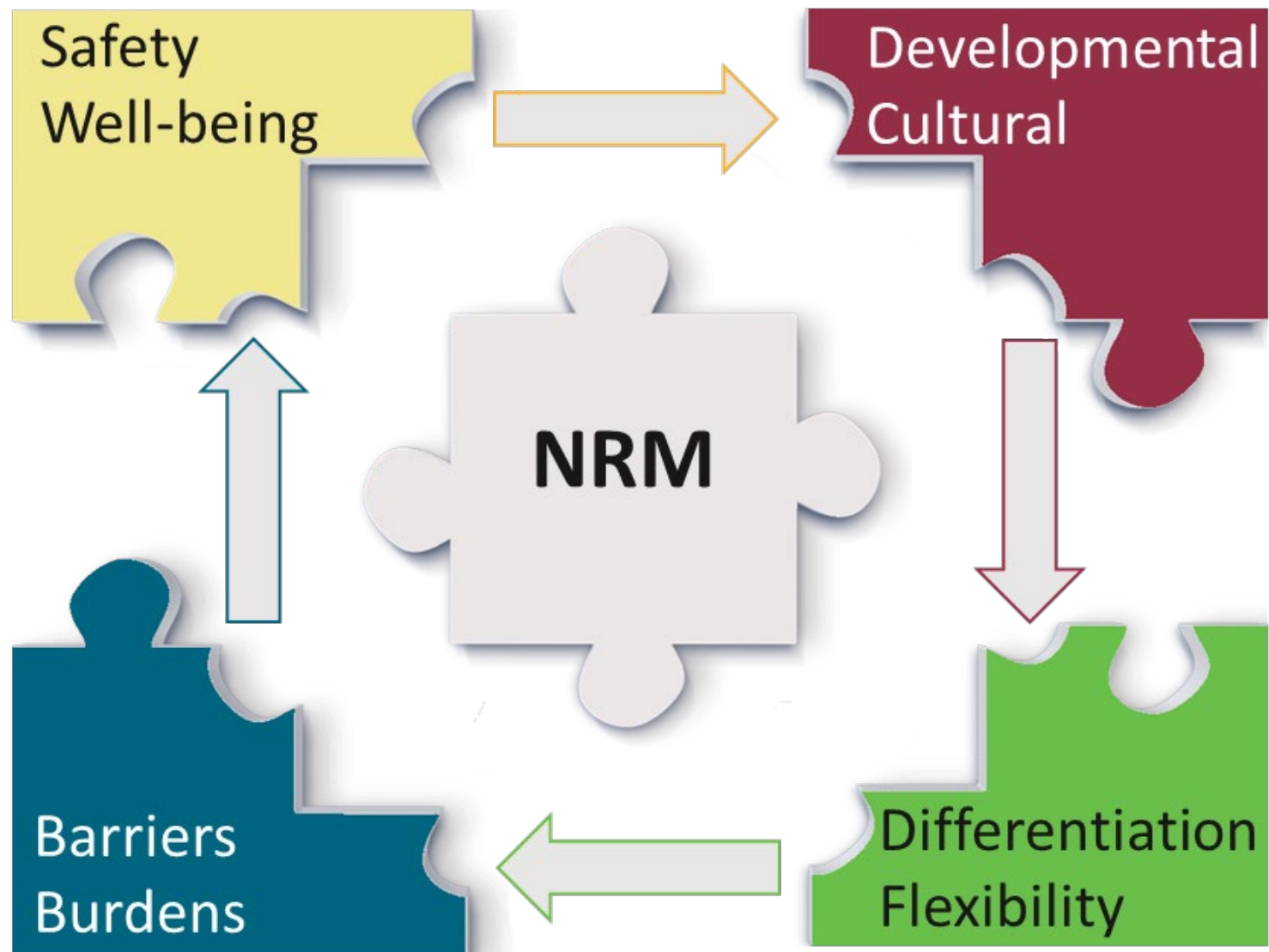
**WE BUILD STRONG  
RELATIONSHIPS**



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# Group Care Guiding Principles

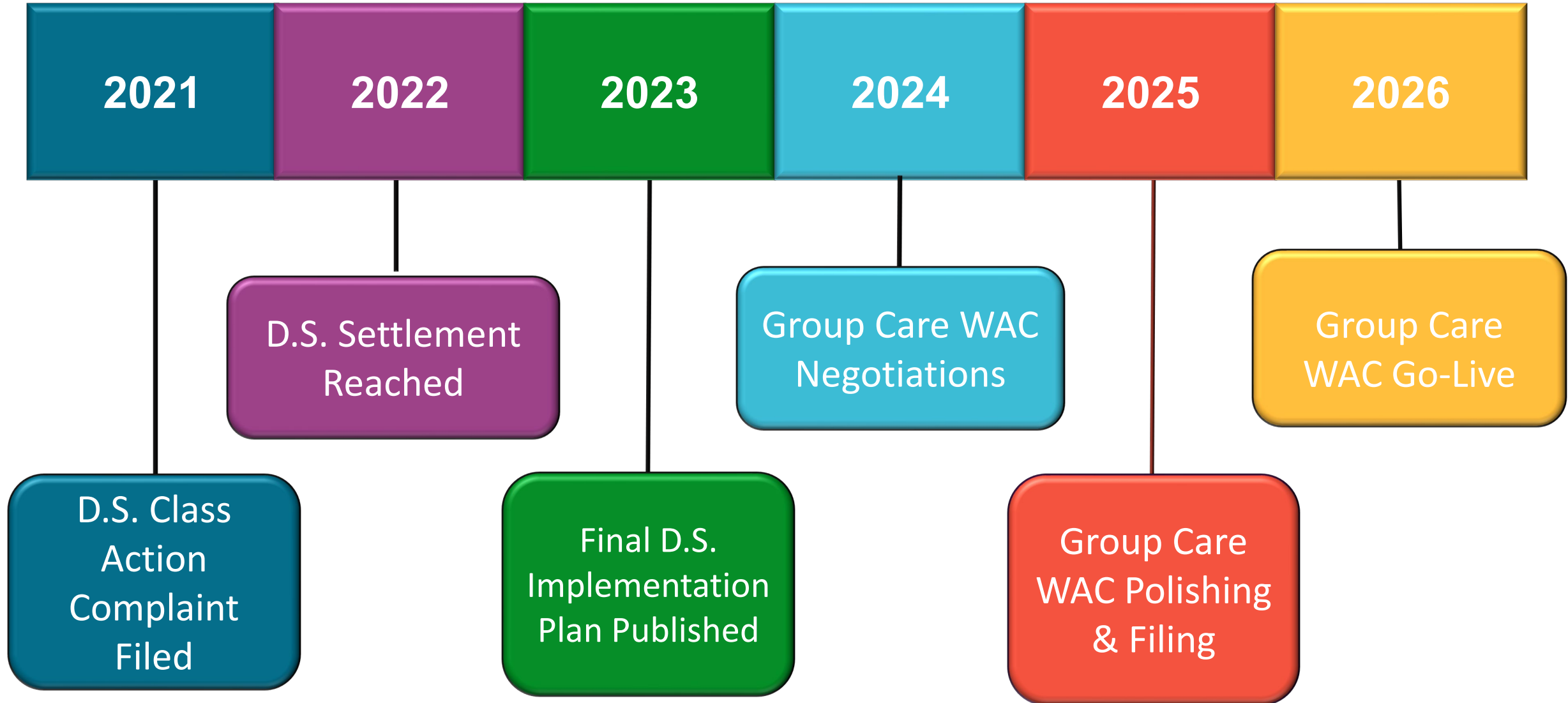


# D.S. Settlement Overview: Sharing Youth Stories

- Argued DCYF was not giving foster children and youth the services and supports they needed to stay with, or return, to their families
- Many foster children and youth had been moved too many times
- Highlighted multiple issues and deficiencies negatively affecting youth outcomes



# History: Why Are We Here?





# DS 4.9 - Revising Licensing Standards

1. Autonomy and Privacy
2. Facilitating Connections
3. School Stability
4. Education, Training, and Coaching
5. Youth Engagement
6. Meal Requirements
7. Training Requirements





**Leadership Message**



**Break**





# Ice Breaker: What Do You Call It?



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# Wrapping Up: What Do You Call It?



**A Strength-Based  
Approach IS \_\_\_\_\_**





# Strength-Based Approach

- Focuses on **reducing bias, becoming aware of our personal biases and being consistent** with our unbiased approaches
- Focuses on **abilities, knowledge and capacities** rather than deficits
- Recognizes **individuals are resilient and capable of growth, learning and change**
- Views **individuals as experts** on their own situation

# What is Collaborative Compliance?



Shared  
Decision  
Making



Encouraging  
Innovation



Empowering  
Licensees as Experts



Embracing  
Perspective &  
Critical Thinking





# Essential Components of Collaborative Compliance



**Procedure**



**Training**



**Verification**



# Using A Strength- Based Approach



REDUCES  
POTENTIAL  
BIAS IN  
DECISION  
MAKING



IMPROVES  
CONSISTENCY



FOSTERS GREATER  
COLLABORATION  
BETWEEN  
LICENSORS AND  
PROVIDERS



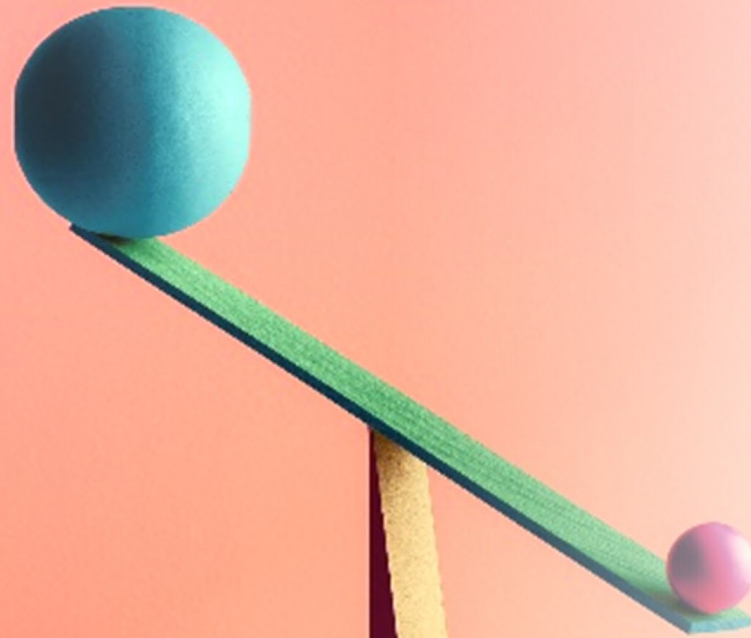
ENCOURAGES  
CONTINUOUS  
IMPROVEMENT



# What is Systemic Racism?

- **Racism:** Racial prejudice plus power.
- **Social Justice:** Recognizing the dignity of every human being. Supporting everyone's basic needs, regardless of class, race, religion, sexual orientation, gender identity, etc.
- **Systemic Racism:** How an entire system collectively contributes to patterns of racial inequities.





**What does equity, equality  
and justice mean to you?**

<https://youtu.be/Uvoios7frls?si=Dyfr-vjJNieg1wh2>



## Equality

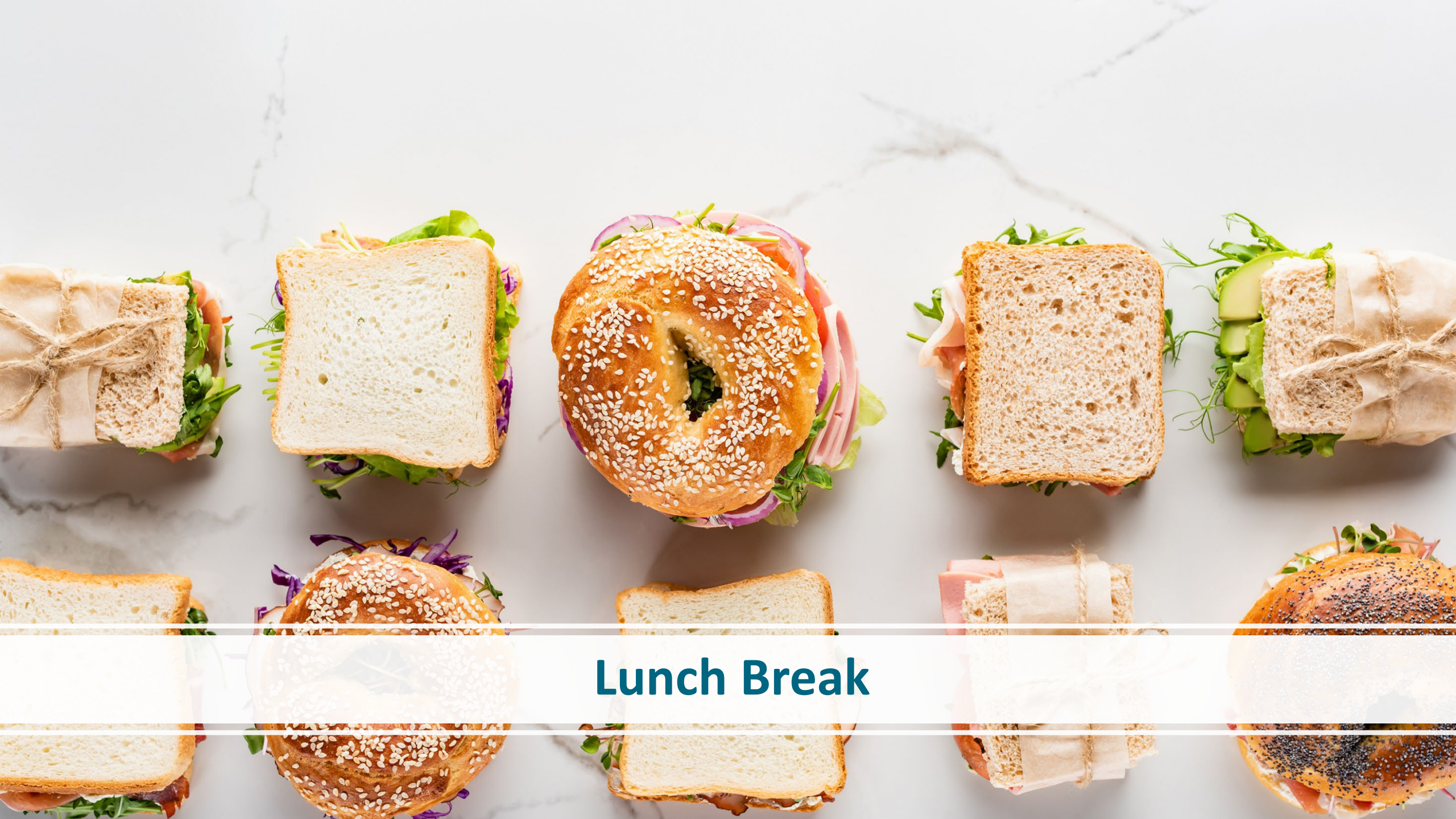


## Equity



## Justice





**Lunch Break**



**Ice Breaker:  
What is your  
favorite  
dessert and  
when was the  
last time you  
had it?**



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# Bias and Critical Thinking

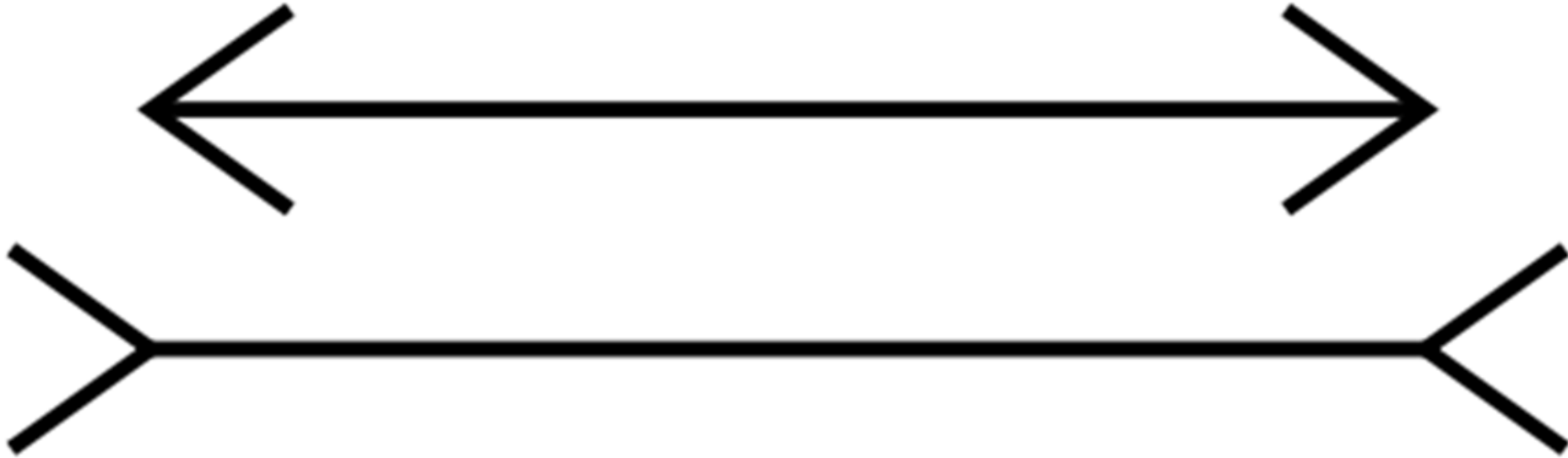
What Do You See?



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# What Do You See?







[illegible]



# Bias and Critical Thinking

LD leadership identified the need to **provide consistency and strength-based approaches** in establishing a **comparable experience for providers**.

The foundation of this work must be rooted in:

**Transparency**

**Mutual respect**

**Objectivity**

**Willingness to learn**

# Biases We'll Highlight Today:

- ✓ **Confirmation Bias**
- ✓ **Anchoring Bias**
- ✓ **Implicit**
- ✓ **In-Group Bias**



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# Bias Can Be...



- Either conscious or subconscious
- Shortcut thinking or a knee jerk reaction
- Either positive or negative
- A distraction from our own beliefs or values
- Illogical or irrational
- The reason for making inaccurate judgment
- Caused by a lack of information about groups or individuals
- The result of stereotypes



# Implicit Bias

Implicit Bias is the **process** of associating stereotypes or attitudes towards categories of people, *without our conscious awareness*

**Unconscious**



**Automatic**



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# Implicit Bias Activity

**Think of examples of when you may have been influenced by your own implicit bias based on one of the factors we reviewed.**

1. Have you ever found that you were completely unaware of a practice, bias or feeling that you carry?
2. What did you learn from that experience?
3. How did you feel after it was brought to your attention?
4. What would you do differently if presented with a similar situation in the future?

# Confirmation Bias



**Confirms  
Existing Beliefs**

**First Impression  
Bias**



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<https://bigthink.com/videos/heidi-grant-halvorson-on-first-impressions/>



# Anchoring Bias

**Heavy  
focus on  
initial info  
received**



**Can lead to  
inconsistent  
decisions  
and impact  
care**

# In-Group Bias

**Favors those who  
belong to the  
same group we do**



**Can distort  
relationships and  
further perpetuate  
inequities**



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# Bias Activity

## Question:

Where have you observed, or had experience with, one of these biases?







**Break**



# What Does Critical Thinking Mean To You?



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<https://youtu.be/-eEBuqwY-nE?si=LLhg3oZ8j4gXxRnU>

# Someone With Critical Thinking Skills Is Able To...

- Understand logical connections between ideas
- Identify, construct and evaluate different points of view

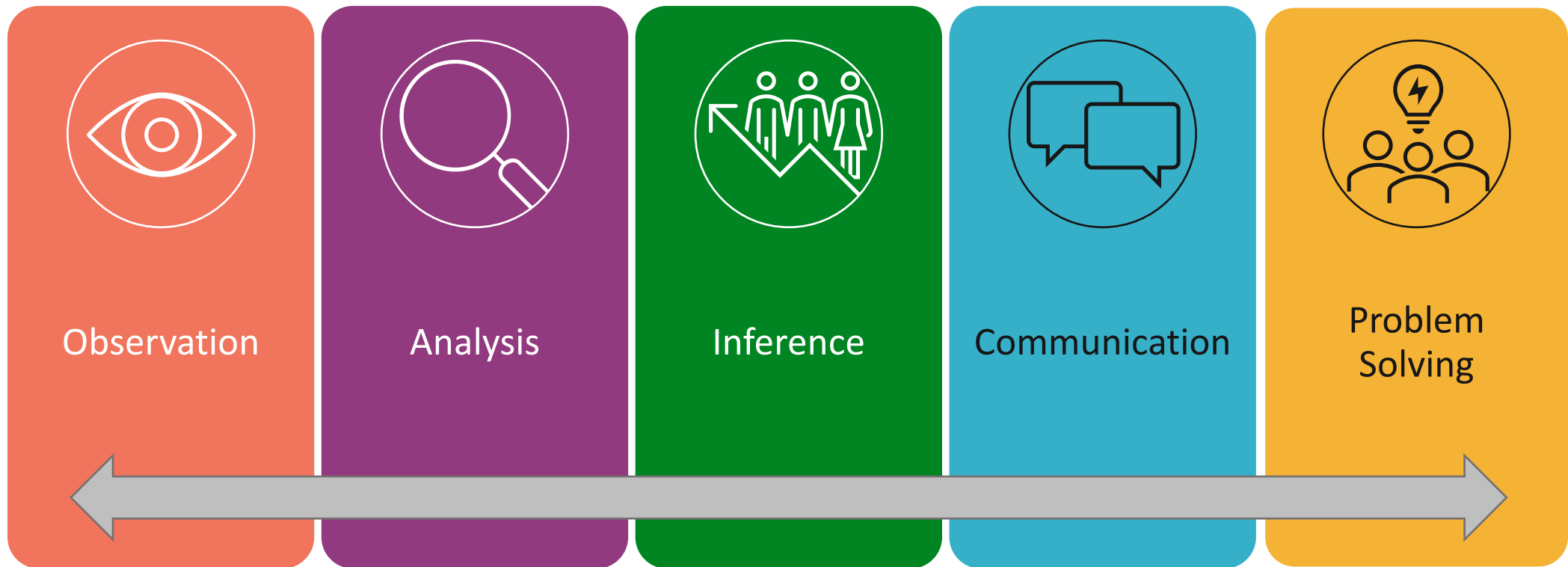


- Detect inconsistencies and common mistakes in reasoning
- Identify the relevance and importance of ideas, and weed out information that is not as significant
- Reflect on the justification of one's own beliefs and values



# Key Components To Critical Thinking

There are **five key components** to critical thinking:



# Leaning Into Being Curious



Expands our empathy

Helps strengthen relationships



Creates the mental muscle which is responsible for acquiring more knowledge

Increases productivity



# So Now That We Know More...

- How can we support one another in shared learning around this topic?
- How can we incorporate this into our practice?





# Phrasing of Our Questions in Critical Thinking



**Video: “Using Brain Teasers to Build Critical Thinking Skills”**



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<https://www.youtube.com/watch?v=m2eINI4WXkc>

# Critical Thinking Activity

1. We will break out in small groups.
2. Please work together to discuss:
  - What initial assumptions or biases stood out in this scenario?
  - What are the facts?
  - What could have been done differently to counterbalance bias thinking?
  - What could be direct and future impacts if this bias was not interrupted?



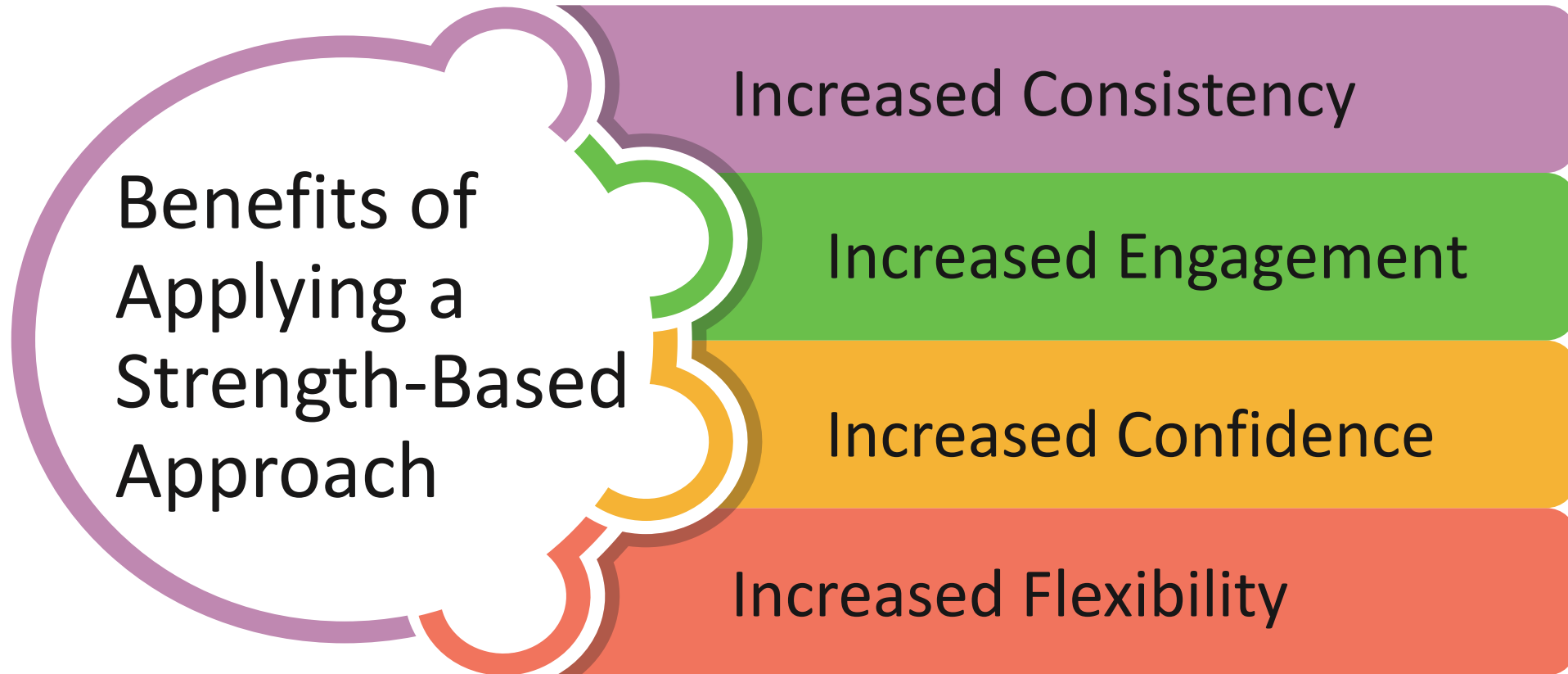
# Wrap Up: Critical Thinking

- Becoming more informed
- Keeping a strength-based perspective and approach
- Maintaining openness and adapting to providers' situations
- Using critical thinking in decision making
- Addressing biases





# Benefits: “What’s In It for Me?”



# Applying a Strength-Based Approach

*Exploring through  
different pathways  
for how a provider is  
meeting rule INTENT*



*Ask questions without  
fear of citations*



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# Shared Learning for Providers and Licensors Can...





# What Is Psychological Safety?



Shared belief held by your team that it's ok to:

- ✓ Take risks
- ✓ Express ideas and concerns
- ✓ Speak up with questions
- ✓ Admit mistakes

**\*All without fear of negative consequences.\***



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# Begin Interactions In A Place Where You...



- Assume positive intent
- Are open to learning different ways to accomplish a task or meet compliance
- Acknowledge that when we don't have the full picture or don't understand ask questions



# When Working Towards Collaborative Compliance It Is Important To:

Honor Differences

Value Expertise and Experience

Engage in Conversations

Work Together to Find Solutions and Remove Barriers





# QUESTIONS



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# Break



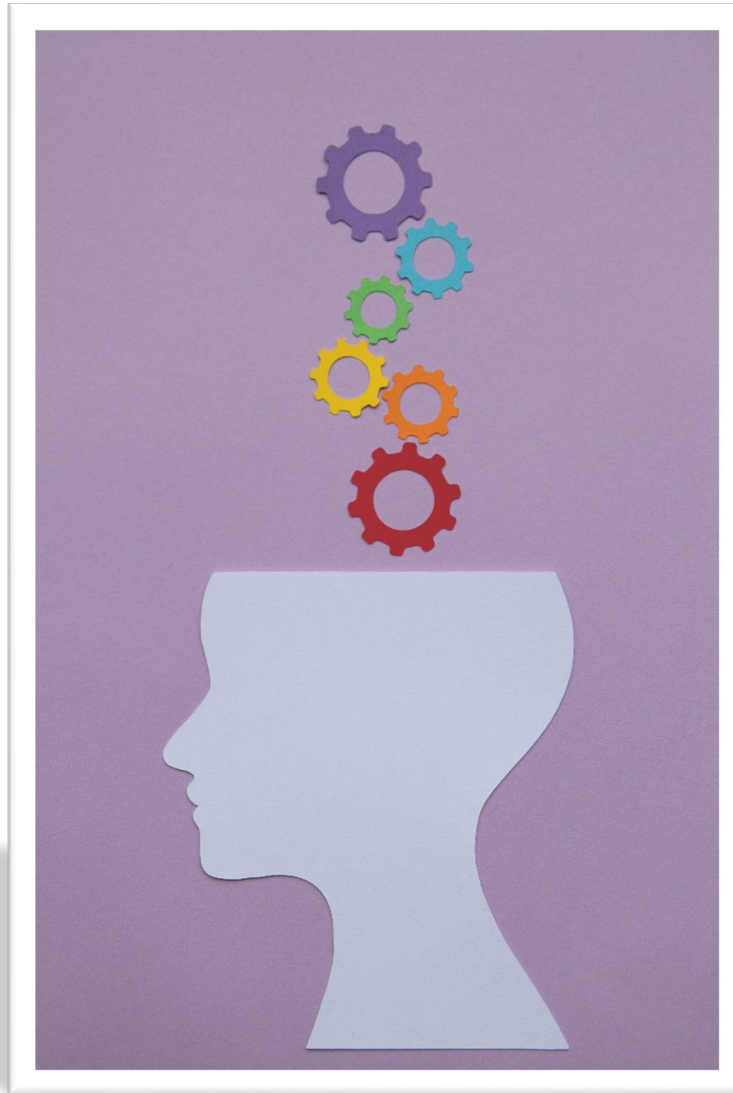
# Activity: Discuss & share strategies

## Instructions:

1. We will break up into small groups
2. Identify facilitator, note taker and speaker for the large group discussion after small groups.
3. Work together to discuss:
  - What strength-based approaches you already practice when working with licenser, youth or families?
  - Any challenges that came to mind during this training regarding strength-based approach and achieving collaborative compliance?
  - One take away that you will work to implement into your practice.



# Large Group Share Out



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# Recap: Key Principles Of A Strength-Based Approach:

## A Strength-Based Approach...

- Reduces Bias
- Recognizes Strengths
- Fosters Understanding
- Achieves Collaborative Compliance



# Strength-Based Approach and Perception Changes

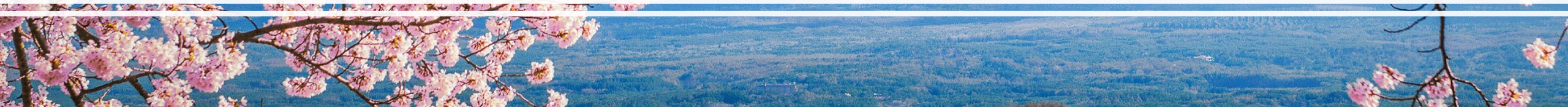


**Video: “See how life can change when our perception changes”**





**Wrap Up and Thank You**





# Learning Objectives Review

## Today we reviewed...

- History, intent and importance of why the negotiated rules serve our providers and youth
- Application of a strength-based approach and collaborative compliance in regulation
- Knowledge of Equity vs Equality vs Justice, Bias and Critical Thinking







**Wrap Up**





# Questions



**For questions related to practice or program email:**  
[dcyf.groupcarequestions@dcyf.wa.gov](mailto:dcyf.groupcarequestions@dcyf.wa.gov)



**For questions about the NRM process, rule intent, or training email:** [dcyf.groupcarenrm@dcyf.wa.gov](mailto:dcyf.groupcarenrm@dcyf.wa.gov)

# Resources:

- [Tap Into Your Brain's Stored Power | Brain Games](#)
- [Avoiding Bias in Observations and Judgments](#)
- National Association for Regulatory Administration (NARA) <https://www.naralicensing.org/balanced-use-of-authority-managing-complaints-and-suppressing-illegal-operations>
- <https://bluenotary.us/special-power-of-authority/>
- Encyclopedia of Social Work. National Association of Social Workers Press and Oxford University Press. May 23, 2019.  
<https://oxfordre.com/socialwork/display/10.1093/acrefore/9780199975839.001.0001/acrefore-9780199975839-381#:~:text=Strengths%2Dbased%20case%20management%20offers,experts%20on%20their%20own%20situation>
- Psychological Safety <https://hbr.org/2023/02/what-is-psychological-safety>



# Thank You

THANK YOU



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