

# FOSTER YOUTH EXPERIENCE

## FYX Map User Guide

### INTRODUCTION

Welcome to the Foster Youth Experience (FYX) map, a training and decision making tool for state and local child welfare agencies. Designed to focus on points of interaction between families in care and the agency, FYX highlights where agency processes can create optimized experiences for the families they serve.

The FYX map is a human-centered design tool co-created by former foster youth, D.C. Child and Family Services Agency staff, the Administration for Children, Youth, and Families, and the Presidential Innovation Fellows, with input from hundreds of stakeholders including youth and families who have touched the system.

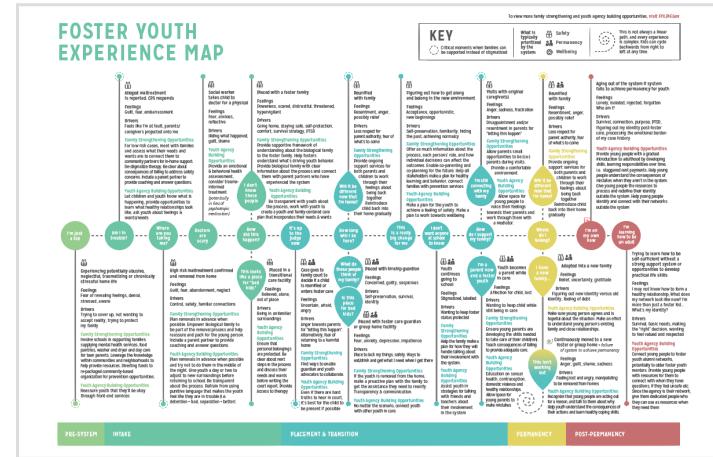
FYX aims to help child welfare agencies accomplish the following goals:

- Help families avoid entering the system when possible
- Prepare young people for independence post-care
- Empower staff to exercise judgment, empathy, and expertise in case planning
- Align compliance with wellbeing for children and families

Simply put, the FYX map helps agencies reverse engineer organizational charts to illuminate opportunities for improving the experience and outcomes for the children, youth and families served.

### FYX MAP FOR TRAINING

- Onboarding front line workers
- Continuing education for supervisors
- Component for family licensing training
- Strategic planning for procurement, budgeting, business process mapping
- Team building and empathy building across agency departments



Child welfare agency staff do incredible, difficult work and we have heard over and over that the job often demands prioritizing reporting and paperwork over social work practice. The FYX map is meant to help refocus on the wellbeing of children, youth and families and to help match the optimal experience for families with the reporting requirements of the agency.

### FYX MAP FOR DECISION-MAKING

- Screen in/out hotline calls
- Investigation process
- Placement Process
- Case Management Process
- Permanency Process
- Procurement Decisions
- Staffing
- Strategic Planning

The FYX map can also be used at any decision-making point to ensure that empathetic and collaborative decisions are made that prioritize the needs and feelings of young people and their families, and engage every relevant stakeholder in solutions. The FYX map is designed to keep youth agency and family strengthening at the forefront of any decision-making point to improve outcomes for families in care.

### FYX MAP COMPONENTS

**Touchpoints** are points of interaction between children and the agency. Touchpoints have been grouped into general agency-defined departments (pre-system, intake, placement & transition, permanency, and post-permanency), but are presented from the perspective of the young person.



## Family Strengthening Opportunities

Possible methods to help families reunify or stay together. These suggestions come directly from young people, agency staff, biological families, and foster families.



## Youth Agency Opportunities

Possible ways to offer children and youth in care new skills and support to make their own decisions, have a voice in their lives, and develop into productive, fulfilled adults. These suggestions come directly from former foster youth.

(continued)

**Quotes:** At each touchpoint, a quote from a young person who is experiencing this interaction is included.

**Feelings:** At each touchpoint, the feelings most often associated with this interaction are captured and highlighted.

**Drivers:** At each touchpoint, the behavioral drivers most often associated with this interaction are captured and highlighted.

**Resources:** tools to aid in tech and data analysis, community engagement, youth agency building, family strengthening, and agency worker wellbeing

**Family Strengthening & Youth Agency Opportunities:** see left sidebar

### HOW DO I USE THE FYX MAP?

The true answer is however works best for you. In this section we have outlined a couple of examples for how the tool may be helpful.

How might we optimize our business processes to improve the experience of children, youth, and families with our agency?

How might we enable intra-departmental collaboration to optimize each interaction between a child and the system?

How might we remind one another and our staff of our focus on children, youth, and families?

How might we remind ourselves and our staff that we are one multi-disciplinary team with the same goals?

How might we illustrate the typical journey of families for foster and kinship licensing?

No matter the touchpoint, business process, or skill you want to optimize for your agency, the FYX map can be referenced as a jumping off point for your own brainstorming and alignment. ★

# FOSTER YOUTH EXPERIENCE MAP

