

TEN TIPS FOR AGENCY DIRECTORS TO IMPLEMENT and SUPPORT TDM

1. **Be a TDM champion.** Highlight the agency's commitment to TDM as a core element of practice with staff, community partners, caregivers, service providers, court, etc. Do so not only at the initiation of the process but on an ongoing basis.
2. **Clarify expectations.** Ensure that the agency's values around TDM are clearly reflected in its policies and procedures, and that all staff and stakeholders have the opportunity to attend high quality orientation or training.
3. **Hold staff accountable.** Recognize those who contribute to a positive TDM process, and ensure that those who do not receive appropriate remedial attention.
4. **Hire excellent facilitators.** Commit to finding resources to support the hiring of an adequate number of skilled full-time facilitators and support staff, whose past performance has demonstrated their commitment to the agency's mission.
5. **Help create the infrastructure.** Demonstrate visible support for the TDM process by ensuring accessible meeting rooms, preferably in the community. Assist in efforts to provide parking, child care, and the physical amenities needed to create a family and guest-friendly environment for TDM meetings.
6. **Attend TDM meetings.** Model your commitment by attending at least one TDM a month. You will send a powerful message of support, and you'll have a good window on daily practice in your agency. You'll also meet some wonderful families and community members.
7. **Conduct 'appeals' or 'administrative review' meetings** when the agency's TDM team can't reach consensus. (Or at least take your turn on the rotation of administrators who do so.)
8. **Invite feedback.** Meet regularly with TDM facilitators to hear their observations and insights regarding trends, service gaps, and system strengths. Expect your top managers to do the same.
9. **Include TDM in high level management discussions.** Involve the manager of the TDM function as a regular member of (or at least visitor to) the Senior Management Team.
10. **Use TDM data to guide practice.** Model, through discussion and participation in self-evaluation activities, the use of TDM outcome data to assess the agency's performance and guide decisions in practice and policy.

