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**THE NETWORK OF FAMILY RESOURCE CENTER**

**STANDARDIZED OPERATIONAL GUIDE**

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**GENERAL SERVICE FLOW PROCESS SUMMARY**

Family members and/or youth who contact the Family Resource Centers (FRCs) by phone, email, or in-person will be greeted by any FRC staff. All FRC staff will be trained in greeting, gathering information, and directing families to the appropriate next steps. These steps are as follows:

* FRC staff have a conversation with the family member and gather information to determine with the individual what services and supports will help the family.
* Complete the ***Family Intake Form***.
	+ Fill out as much information as the family is willing to provide, with the goal of completing the entire Form. If families are worried about sharing certain information, assure them that personal information they provide is to help the family resource center staff provide them with the right supports.  Reassure families that with the exception of mandated reporting situations, no individual or personal family information is shared without their explicit knowledge and permission.
* If additional family members also need support (e.g., a child/youth or another family member), collect the necessary information to determine what the support should be.
	+ The ***Additional Family Member Information Form*** (referred to on the FRC Database as the Family Intake Form) should be completed for each family member requesting support.
* Use additional information from the conversation with the family member, to fill in the appropriate information on the ***Adult and/or Child Screening Information Form(s).***
* Once the needs and concerns of the family are identified, staff will determine appropriate services and supports with the family’s input.
* All services and supports for each family member must be recorded on the ***Services Provision Form.***
	+ *Basic Services* areoffered by the FRCs and *External Network Services* offered by agencies working with the FRCs*.*
* Families participating in *Basic Services* and those identified as *Children Requiring Assistance / Families Requiring Assistance (CRA)*, will be asked to complete Satisfaction surveys.
* When appropriate, families will sign Release of Information Forms (to gather and release information with other providers).

More detailed information on these steps will be outlined in this document.

**GREETING AND TRIAGE PROTOCOLS**

Welcome / Overview

Families who walk-in or call will be greeted by a member of the FRC staff. The staff person will gather preliminary information on their needs and concerns, in order to complete:

1. A Family Intake Form (Form A)
2. Additional Family Member Intake Forms (Form B) for each family member that is seeking services.
3. Complete the Adult Screening Form and the Child Screening Form as more information is provided.
4. Complete the services Provision Form

Fill in as much information on the ***Family Intake Form*** as the family member is willing to provide.

Examples of questions to get the conversation started:

* What brought you here today?
* How did you hear about us?
* What do you need right now that we can help with?

If the family came in because of their child/children:

* How are your kids doing?
* Are they in school?
* How are they doing in school? At home? Are they having any problems in their community?
* What do you need right now that we can help with for your child?

Based on the identified needs, staff will provide:

* Information and referral to outside agencies (External Network Services)
	+ Examples: Housing/Shelter, Mental Health Services, Domestic Violence Services, Food Pantries
* Information and referral to FRC services (Basic Services)
	+ Examples: Evidence-Based Workshops/Classes, Support Groups, Literacy Programs, Food, Diapers
* CRA related services and supports
	+ CRA Assessment, Family Support Plan

**INTAKE, SCREENING, SERVICES, CHILDREN REQUIRING ASSISTANCE**

If the family wants to participate in services and supports, ask questions so you can help them effectively.

**Contact Log**

If family members do not want to provide their last name or complete an Intake Form, or the inquiry is from a provider, please record their information on the **Contact Log**.

**Family Intake, Additional Family Member Information, and Screening Forms**:

The ***Family Intake***, ***Additional Family Member*** and ***Adult and Child Screening Forms*** should be filled out by a staff member.

**Intake and Additional Family Member Forms**

Complete the ***Family******Intake Form*** with the family member.

* The Intake Form information must be entered on the FRC database.
* Initial Date is a **required field** on the database.
* If you keep paper copies of the Intake Form, write the Family ID and the Family Member ID on the Intake Form.
	+ This identifies that the family record has been created and allows easy access to the family record when updates or modifications are needed.

After the ***Family*** ***Intake Form*** is completed, please complete the ***Additional Family Member Information Form*** for *each family* member requesting services. All members **receiving** **services** need to be entered on the FRC database as “Active Family Members”.

Follow the same process as above for each additional family member requesting services.

**Household Members**

If there are family members not **directly** receiving a service, we still want to capture that they are a member of the household. We do this by counting them as a household member. Household members are found on page 2 of the ***Family Intake Form***. Family members who are **directly** receiving a service must have a ***Family Intake Form*** completed. For example, a child may get a winter coat. That child counts as a family member as s/he directly received the coat. The other members of the family would be counted as household members.

**Adult and Child Screening Forms**

During your conversation with the family, gather additional information. Use the questions on the ***Adult and Child Screening Forms*** to help with asking the questions to get the information to fill in these forms. These forms and information will help determine what services will be helpful.

A screening form for any parent and/or child(ren) should be completed for **all** **family members receiving services**. When staff have seen the family member more than once a screening form must be completed. At a minimum, please complete all information on the screening form that relates to the reason(s) the family has come to the FRC. Please see the examples below.

Examples:

* If the family member came in for help with their child(ren), ask the questions relevant to the child needing services.
* The Safety Questions should be asked of all family members requesting services.

Once the staff has the information, it should be filled out on the ***Adult and Child Screening Forms*** and put into the FRC database.

**Services Provision Form**

The steps taken leading up to the completion of a ***Services Provision Form*** are as follows:

1. The FRC staff and the family member work together to identify the needs and concerns of the family.
2. The FRC staff internally discuss options that are offered at the FRC, and options that are offered in the community. Based on these discussions, the family member and staff identify and select services together.
3. A***Services Provision Form*** must be completed for all services referred and provided to the family member. *This form should be updated whenever a family member participates in any services.*
	1. Each service requested is entered once in the FRC database.
	2. Each time a family member returns and is provided that same service, a new date needs to be added to that service.

Below is an example of how to fill out the ***Service Provision Form*** on the FRC Database:

* Family member is referred for Grandparents Support Group.
* Go to the ***Services Provision Form*** on the FRC Database and enter the Referring Staff Person’s Name – this is a mandatory field.
* Select Grandparents Support Group under Services, Resource Program; Program Category and Program Subcategory will auto-populate – **do not change these.**
* Enter the date of service – this is a mandatory field.
* Select the Activity Service
	+ If the service is an FRC only service: select FRC Service.
	+ If it is a service provided by another agency: select External Activity/Service.
	+ If it is a service provided by both the FRC and an External Agency: select Both.
* Availability Date should only be selected if the service happens in the future.
	+ An example would be if a Family Member is referred to Parenting Journey but sessions don’t begin until the following month. The start date would be the availability date of that service.
* Check the appropriate selections for Referred, Attended / Provided and Completed.
	+ Referred – Check this selection if the family member is being referred for a service. This includes FRC services, External Activity/Services or both.
	+ Attended / Provided – Check this selection if the family member attended a program or was provided the service by the FRC staff.
	+ Completed – Check this selection when the service provided is completed. For example, if a family member attends Parenting Journey and completes the program, this should be checked as completed.
* Summary Information should be filled out if FRC staff make a referral for a family member. This information should contain the agencies that the staff is referring the family to.
* Save the record.
* If the family member returns for that same service, select Dates, Add New Dates, and *add a new date every time the family member receives that same service.*
	+ In the example of the Grandparents Group, if the family member attends the group multiple times, add the date each time the family members participates.
	+ This selection becomes available only after the record is saved.

**CRA and CRA-Related Services (Family Strengths and Needs Assessment, Family Support Plan)**

Note: The Family Support Plan goes under the parent/caregiver and the CRA should be listed under the youth.

During the intake and screening process, families that indicate a youth is having difficulties with CRA and/or CRA-related issues or were referred by a court or school system will be referred to the clinician and family partner. C***heck the appropriate boxes on the Intake, Screening, and Services Provision Forms indicating CRA and/or CRA-related issues.***

Per Chapter 240, a “Child Requiring Assistance,'' is a child between the ages of 6 and 18 who:

* Repeatedly runs away from the home of the child's parent, legal guardian or custodian.
* Repeatedly fails to obey the lawful and reasonable commands of the child's parent, legal. guardian or custodian, thereby interfering with their ability to adequately care for and protect the child.
* Repeatedly fails to obey the lawful and reasonable regulations of the child's school.
* Is habitually truant.
* Is a sexually exploited child.

For a child who has demonstrated one or more of the following CRA-related issues, a Family Strengths and Needs Assessment and Family Support Plan should be completed:

* Sent by court *(Family Intake Form A – Services Requested Section)*
* Referred by court/probation officer *(Family Intake Form A – Referral Source Section)*
* Referred by DYS *(Family Intake Form A – Referral Source Section)*
* Suspended *(Child Screening Form C2– Education/Employment Section – Educational Status dropdown list)*
* Missed more than eight (8) days of school *(Child Screening Form C2– Education/Employment Section)*
* Has this child/youth been involved with a situation where he/she has been or is being exploited? *(Child Screening Form C2 – Safety Section)*
* Is this child involved in court *(Child Screening Form C2 – Safety Section)*
* Is this child/youth involved with gang? *(Child Screening Form C2 – Safety Section)*
* Has this child ever been detained by police or arrested where CRA is reason for detained/arrested *(Child Screening Form C2 – Safety Section – Detained for what reason dropdown list)*
* Child is involved with DYS *(Child Screening Form C2 –Agency Involvement Section)*
* Child is involved with court *(Child Screening Form C2 –Agency Involvement Section)*
* CRA Assessment *(Services Provision Form D – Section H – Other Services & Referrals / Family Support)*
* CRA Service Plan *(Services Provision Form D – Section H – Other Services & Referrals / Family Support)*
* CRA-related referral to LMHC *(Services Provision Form D – Section H – Other Services & Referrals / Family Support)*

For a child who has two (2) or more of the CRA-related issues listed below, a Family Strengths and Needs Assessment and a Family Support Plan should be completed:

* Child having difficulty following rules *(Family Intake Form A – Services Requested Section)*
* Child missing days at school *(Family Intake Form A – Services Requested Section)*
* Child ever run away *(Family Intake Form A – Services Requested Section)*
* Sent by school *(Family Intake Form A – Services Requested Section)*
* Referred by school *(Family Intake Form A – Referral Source Section)*
* Alternative Program *(Child Screening Form C2– Education/Employment Section – Educational Status dropdown list)*
* School Support/Liaison *(Services Provision Form D – Section D – Education Programs)*
* Within 24 hours of receiving the referral, the clinician and/or family partner will contact the family member to discuss their needs and concerns and offer assistance to the family and youth.
* Multiple attempts should be made to contact the family and should be documented.
	+ If the family does not wish to participate in CRA services (working with the clinician and family partner to complete the ***Family Strengths and Needs Assessment*** and ***Family Support Plan***), the FRC staff will provide information to the family member about supports and services offered at the FRC and in the community.
	+ If the clinician and/or family partner is unable to reach the family, a letter should be sent to the family indicating that should they wish to participate at a later date they can contact the FRC. A brochure providing contact information should be included with the letter.
* If the family agrees to participate in CRA-related services, the clinician and/or family partner will offer to meet with the family within three to five business days.
* The CRA team will gather information with the family to complete the ***Family Strengths and Needs Assessment*** (the ***Family Strengths and Needs Assessment***). Whenever possible, the ***Family Strengths and Needs Assessment*** should be completed within 10 days of the first meeting with the family.
	+ It is understood that sometimes relationships need time to develop and that it may take longer to gather the information and complete the assessment. Sufficient information should be gathered with the family to help identify services and supports.
* The clinician and/or family partner will complete a ***Family Support Plan*** with the family members.
* To consider when conducting family support planning:
	+ Families with many needs are often at a higher risk of feeling hopeless about anything improving. Sometimes our best intentions can contribute to this sense of hopelessness.
	+ This may happen through *overly comprehensive planning*. This is when a large, comprehensive plan is created to address *all* needs identified through the assessment process. It may not necessarily reflect the family’s priorities and can lead to plans which seem overwhelming and unrealistic.
	+ Use sequential planning. After meeting with the family and identifying their need, and using the needs identified on the Family Strengths and Needs Assessment, *all the needs and areas for improvement are prioritized* —or *“rank ordered”* *to reflect the family’s values and culture*.
	+ ***In general, safety items are non-negotiable, and must appear in any intervention plan from the start.*** *But for all other items, the family should take the lead in selecting where to begin the work with the family*.
	+ The goal is to make progress on one or two needs as early in the process as possible. This may help the family experience some success, which builds motivation, buy-in, and hopefulness for future planning and intervention. Experience with sequential planning shows that as some key need areas are met, spontaneous improvement can occur in other areas without formal intervention.
* Based on the needs identified by the family and the CRA team, discuss options, supports and services with the family to help in meeting their needs.
* The CRA team should follow-up with the family within two weeks to see if the family was able to participate in the services.
* The CRA team should then follow-up within 30 days and again within 60 days to talk with them about progress towards the identified goals of the family.
* The family should be asked to complete follow-up evaluation questionnaires/surveys within three months of the family’s first formal contact with the FRC, and then again in three month increments for up to one year if the family is willing to participate.
* If the family continues to work with the clinician and family partner on a long-term basis, follow-up ***Family Strengths and Needs Assessment*** should be completed at 90-day intervals.

Clinicians must be certified in the Family Strengths and Needs Assessment and must have experience and training regarding completion of the ***Family Strengths and Needs Assessment***. The FRC staff will share the completed ***Family Strengths and Needs Assessment*** results and work with the family to develop *a* ***Family Support Plan***. If it is determined that additional services are needed outside the FRC, the clinician and/or family partner will request to share the ***Family Strengths and Needs Assessment*** with other referral sources as appropriate. In this case, the family will need to sign a release of information form.

**EVENT PARTICIPATION FORMS**

***Event Participation Forms*** should be completed for every event that occurs at the Family Resource Center. The form should include:

* Event Date
* Select the Event Name (based on the same categories found on the ***Services Provision Form***)
* The Actual Name of The Event (may be different from the drop-down list on the database). A field will appear upon saving and closing requiring you to type in the name that your team calls the event.
* Staff members in charge of the event and their roles
* Total number of sessions and current session (e.g., Parenting Journey may be a 12-week program, total number of sessions would be 12, current session would be whatever session they are in)
* Whether childcare, food and/or transportation were provided
* Number of people registered (if registration was required)
* Number of people who attended *or* the number estimated attended; only select one of the choices
* Number of children who received child care
* Sign in sheets should be collected, except if the event is an anonymous group (then only numbers will be used).

If the family member is also enrolled in your FRC and has a ***Family Intake Form***, the event information needs to also be added to their ***Services Provision Form***.

**SATISFACTION SURVEYS**

It is important to gather information from youth and family members to help determine if the supports and services offered by the FRC are meeting the needs of the youth and families.

**Satisfaction Survey for Parenting Classes and Workshops**

The Satisfaction Survey for Parenting Classes and Workshops should be given on the last day of the class or at the end of the workshop. The facilitator should:

1. Distribute paper copies of the survey and pens/pencils to participants. If your FRC has an iPad for entry, offer that as a method.
2. Either:
	1. check off which program or workshop the survey is for prior to distributing the surveys; or
	2. instruct the participants which program to check off.
3. Let people know that their responses are anonymous.
4. Pass a large manila envelope around for people to return their surveys in.
5. Have the surveys sent to UMMS for UMMS staff to enter.
6. Encourage attendees to do the surveys on paper, not online, however the online version will still be available for people who want to take it that way.

**Satisfaction Survey for Services**

* The ***Satisfaction Survey for Services*** should be offered to any family/individual who has any of the following:
	+ A Family Strengths and Needs Assessment (Family Strengths and Needs Assessment)
	+ A Family Support Plan
	+ A Screening Form
	+ Participation in support group
	+ Intake form plus minimum of 2 services
* Only one adult member of a family should complete the survey.
* The person completing the survey can complete a paper version or an online version.
* If available, screen readers can be used on the online versions for those who have trouble reading.
* Each family should only participate in the survey once per year.

**EMERGENCY PROCEDURES/ PROTOCOLS**

FRCs must have Emergency Procedures and Protocols in place. These must include policies on:

* Facility Safety (e.g., lighting, area security, etc.)
* Staff Safety (e.g., minimum number of staff at FRC during open hours, etc.)
* Family Safety (e.g., harm to self or others, aggressive or violent behaviors, etc.)

Please also refer to the language found in your RFR.

**INCIDENT/GRIEVANCE REPORTING PROCEDURES**

FRCs must have an Incident and Reporting Procedure in place. These procedures should be in compliance with your contracting agency’s policies. At a minimum, these procedures should include reporting on:

* Death of a Caregiver or Youth or the suicide of a Caregiver or Youth participating in services at the FRCs. This should be reported to your DCF Community Support Manager.
* Injury of Family or Youth at the FRC.
* Injury of a Staff Member at the FRC.
* Family Grievances. The FRC must have a process in place for working with families and youth who have grievances related to the supports and services they are receiving from the Family Resource Center.
* Staff Grievances. The FRC must have a process in place for staff to be able to report grievances to FRC management.