

2019 PROGRAM SPECIFICATION
Professional Services Group

PROGRAM #: 504

STANDARD PROGRAM: Family Interaction /Direct Service Program

TARGET POP: Youth

YEAR: 2019

UNITS: Actuals

CLIENTS: Unspecified

ALLOCATION: TBD

UNIT DEFINITION: Actual Expenses

GEOGRAPHICAL AREA TO BE SERVED: Racine County

DAYS/HRS OF SERVICE AVAILABILITY: Monday – Friday 8:00am – 5:00pm

MINIMUM STANDARDS:

Provider must agree to comply with the following terms and conditions:

- Standard contract language
- Certification standards where applicable
- Fiscal and program reporting criteria
- Allowable Cost Policy
- Audit criteria
- Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- Maintain adequate liability coverage
- Recognize that authorization for services is approved by Racine County Human Services Department.
- All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.
- Civil Rights/Affirmative Action Policies
- Fair Labor Standards Act
- Criminal and Caregiver background checks, drug screening, driver's license checks for all staff working within the project scope.

PROGRAM DESCRIPTION:

The Racine County Family Interaction/Direct Services Program provides direct services and family interaction of parent(s) whose children are placed outside of the parental home through the Child Protective Services units. Family interaction is necessary to preserve and strengthen family relationships and reduce the sense of abandonment which children experience at placement. For parents, family interactions is the time to enhance the parents' ability to adequately and safely care for and relate to their child(ren), assist the parent in developing healthy, age appropriate parenting behaviors, and to identify and resolve potential problems prior to reunification.

This program provides 5 FTE staff to facilitate family interaction and provide direct services to parent(s) whose child/children are currently living in an out-of-home placement.

Each staff will provide 40 hours/week direct service time to families assigned. Since the work schedules of the staff must be able to accommodate the needs and schedules of parents and foster parents, program hours need to be flexible. **Work time may include evening and weekend hours.** There may also be a need for supervision appointments on holidays. Staff will assist parents with developing and practicing new parenting behaviors and patterns of interaction by providing prompts and intervention to parents. Parents' interaction will focus on child safety, appropriate discipline, child development and increasing parental protective capacities.

Staff is responsible for services that include, but are not limited to:

1. Provide the name of the assigned interaction/direct service worker and the date assigned to the CPS Ongoing Supervisor within 48 business hours of receiving a referral.
2. Provide the case manager with a visitation schedule within 48 business hours of receiving a referral.
3. Monitor interactions of parents with their child(ren) to ensure that visits are in accordance with the Family Interaction Plan developed in conjunction with the parent and RCHSD case manager.
4. Establish and maintain visitation schedules which may include transporting children and their parents to and from visits.
5. Arrange the location of the visits, keeping in mind the most homelike environment that allows for natural interaction and provides the child's safety should be utilized.
6. Strive to involve the parent in routine age-appropriate parenting activities and provide opportunities for the parent to enhance their parenting skills.
7. Assist parents in becoming involved in the child's school, church or community activities.
8. Assess the parents' needs, through observation, to determine if parenting training or a referral to community resources would be beneficial. Assist the parent with accessing community resources.
9. Providing appropriate parenting prompts and direction during visits as needed.
10. Intervene during the visit if there is any indication of the following: alcohol or drug use on the part of the parent; verbal abuse (interrogating, threatening, demeaning others such as foster parent, RCHSD, other parent, etc.); discussion of the court order or return home; loss of emotional control on the part of the parent; any action that could affect the child's safety. Intervention with the parent should occur outside of the room where the child is located. Depending on the severity of the parent's action, a warning can be utilized or the visit terminated.
11. Impart skills to parents in a learning environment to assist the parent in addressing and enhancing any diminished parental protective capacities identified by the RCHSD case manager in the case plan.
12. Help the parent gain confidence in looking after their child and meeting their child's needs.
13. Document all observations of parent/child interactions.
14. Providing the assigned RCHSD Case Manager with written reports on each family's interaction within **72 hours of each visit**. Additionally, the Provider will send written notice to the case manager and parent(s) of missed appointments.
15. Communicating with RCHSD Case Managers as needed.
16. Actively engage parents in order to assist them in achieving the goals of the case plan and court order.
17. Identify the changing needs of the parents and children and make case plan amendment recommendations accordingly.
18. Develop and maintain positive working relationships with case managers, other professionals within and outside the agency and with other community resources.

EVALUATION OUTCOMES:

1. Children's safety is maintained 100% of the time during the visits.
2. Parents will develop an increased knowledge of child development, appropriate discipline and increased parental protective capacities as demonstrated through 8.6% or fewer children will re-enter care within 12 months of reunification.
3. 80% of visits will occur as scheduled.

REPORTING REQUIREMENTS:

Client demographics must be tracked using the database provided by RCHSD. Demographics to be tracked include race, ethnicity, gender, age, the referral, start and end dates, census tracking, zip code and the marital status of the head of household as well as SACWIS individual and family identifiers. This report should also include the total served in the program to date.

Quarterly Evaluation Outcome and Demographic Reports reflecting the aforementioned criteria must be provided no later than 4/15/19, 7/15/19 and 10/15/19 to Racine County HSD Contract Compliance Monitor.

Annual Evaluation Outcome and Demographic Reports must be submitted to Racine County HSD Contract Compliance Monitor by 2/1/20.