



**Series:** 300: Child and Family Services

**Policy Name:** Family Support Services

**Policy Number:** 315

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**Revision Date:**

**Regulation:** Chapter 39.01(60)

CFOP 170-01

**Policy:** It is the policy of Communities Connected for Kids (CCKids) to provide affirmative outreach and efforts to engage families in Child Protective investigations when children are safe but at high or very high risk for future maltreatment. Affirmative outreach and efforts will be provided to engage families in family support services. Family Support services are intended to prevent the occurrence of a future child abuse investigation and/or child maltreatment by:

1. Strengthening protective factors that will increase the ability of families to nurture their children successfully.
2. Enhancing the social and emotional well-being of each child and the family.
3. Enabling families to use other resources and opportunities available in the community.
4. Assisting families with creating or strengthening family resource networks to enhance and support childrearing.

**Procedure:**

**A. Population to be served**

1. A family for whom the child protective investigator has determined that children in the family are safe however the family has a high or very high risk level as determined by the actuarial risk assessment.
2. Victims of Human Trafficking who have been determined to be safe or have no safety determination (Other investigation or community children)
3. Families with children who are safe but at low to moderate risk of future maltreatment as determined by the actuarial risk assessment may be referred by child protective investigators.



## **B. Limitations on use**

1. The Family Support Module in FSN shall not capture information regarding the utilization of Safety Management Services.
2. The Family Support Module in FSN will not be utilized to capture information related to Post Adoption Services.
3. Referrals to agencies in the community that typically involve a one-time only interaction with a family are not considered Family Support Services (e.g. food pantry, clothing closet, etc.) Documentation in the Family Support Module is not required.

## **C. Referral process**

1. Circuit 19 Child Protective Investigators (CPI) will make a referral through the U-refer system to one of CCKids's designated Family support services (FSS) providers. The following specializations are intended as a general guide, based upon projected capacity for the individual programs. However, providers are able to accept cases from other risk levels or designations subject to availability of a services slot at the time of referral.  
Safe High Risk provider- CASTLE (Okeechobee); Boystown( Martin); Behavior Basics(St. Lucie and Indian River)  
Safe Very High Risk Provider- Behavior Basics(all four counties)
2. Program descriptions are available upon request or may be accessed at: <http://www.cckids.net/services/>
3. The selected provider will access FSN to obtain the Risk Assessment and Family Functioning Assessment. The selected provider will assume the role of case coordinator for the family, if none other exists.
4. FSS provider will attempt to make contact with the referred family within three business days of the referral.

## **D. Communication with referring CPI and “close the loop” staffings**

1. While participation with Family Support Services is voluntary, FSS providers will make diligent efforts to engage and sustain participation each family in services.
2. If a family determined to be at high or very high risk has been identified as unwilling to engage or not making progress in efforts to reduce risk, the FSS provider will initiate a “close the loop” staffing.
3. Determination that a “close the loop” staffing” is needed can be made at any point during the service provision, but shall include the following:
  - a. families for whom the FSS provider has made more than two unsuccessful attempts to complete initial contact.
  - b. families who are unavailable for more than two scheduled visits.



- c. Families who are not demonstrating progress in the program, such that the FSS provider is concerned about additional risk.
  - d. Families in which concerns which were previously not identified emerge, and potentially pose additional risks to the child(ren).
4. FSS provider will notify the following parties regarding the need for a close the loop staffing:
  - a. the referring Child Protective Investigator,
  - b. the referring Child Protective Investigator Supervisor,
  - c. the Program administrator for the CPIS
  - d. any other service providers working or attempting to work with the family.
5. Efforts should be made to complete the staffing with the referring Child Protective Investigator or Investigator Supervisor however, if they are no longer employed in the same capacity or unable to participate despite reasonable notice, an individual who is knowledgeable regarding the family's prior investigations can suffice.
6. The "close the loop" staffing will be used to determine the potential need for an in home report. Discussion should include ongoing risk, services provided, unresolved service needs and benefit to the family as well as attempts to re-engage the family. The FSS provider will document the staffing, including outcome and decisions made, in FSFN.
7. In the event that a "close the loop" staffing is scheduled but required persons are unable to attend, the FSS provider will alert the CPI Program administrator, so an appropriate alternate can be designated.
8. FSS provider is authorized to close their case with the family upon completion of the "close the loop" staffing that does not result in the provider's agreement to continue attempts to engage the family, or upon three documented attempts to schedule the close the loop staffing with the CPI.

## **E. Required Documentation**

1. Family Support functionality in FSFN will be used to document all "Family Support Services" provided to families. The FSS provider will document, at a minimum, the following information:
2. Begin date and date case is closed. The date the family agrees to engage in services as verified by the service provider is considered to be the begin date.
3. Family Support Type will be Prevention.
4. A brief summary of the reason for the family referral and the recommendations from the assessment will be described in the "Status Begin Comments" narrative field. The summary will include services to be provided and expected outcomes.



5. The FSN Family Support module requires the creation of a "Risk Factor" page which can be updated based on subsequent assessments. The initial risk level entered must be the risk level as determined by the actuarial risk tool completed at the conclusion of the investigation. Any subsequent risk levels determined by assessments completed by the service provider shall be documented using either the "Update" or "Closure" options, as appropriate.
6. FSS provider will update Risk factor page at intervals as determined by their CCKids contract or Lead agency agreement with the service provider, if not funded directly by CCKids.
  - When a family has been referred for family support services due to Human Trafficking and there was no actuarial risk assessment done by the CPI, then the risk level will be entered as Very High.
  - The FSN Family Support module requires the creation of a "Risk Factor" page which can be updated based on subsequent assessments. "Risk factor" as used on this page in FSN does not refer to the items that were marked on the actuarial risk assessment. Rather, the service provider should conduct an assessment of barriers to sustainable safety, and collaboratively with the family, identify areas of family life that will be addressed.
  - Notation of any additional assessments for which the service provider refers the family (such as mental health and substance abuse) shall be documented in case notes.
7. Status Ending Comments should include a summary of the reason for case closure including a family's refusal to begin or continue receiving services offered. Summary must include the documentation of successful interventions. If there is a "close the loop" staffing, the outcome and efforts to reengage the family should be documented.
8. FSS provider will complete a contact note for each visit, entered within 48 hours of the contact occurring. Each note will outline the intervention provided, the provider's service module being delivered (if indicated), the response of the family to the intervention, including the interactions of the family, and evidence of demonstrated behavioral change as a result of the service.
9. If a case remains open over 12 months, rationale for continuing Family Support Services must be captured in a case note. Prior approval from the CCKIDS contract manager is required for services longer than 12 months.

Approved: Carol DeLoach

Carol DeLoach, CEO  
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