

Family Support and Connections

POLICY: Family Support and Connections will prevent child abuse in Service District 12 by working with high risk families that are referred by Department of Human Services and community agencies. The program will work to strengthen and build resiliency in families, and refer to appropriate community resources. Family Support and Connections will be a partnership between Umatilla-Morrow Head Start, Inc., Department of Human Services District 12, and community partners.

PROCEDURE:

1. UMCHS will serve as the contractor for Family Support and Connection Services (FSC) in Umatilla and Morrow Counties. Annually the program must serve 52 clients and provide 672 hours of direct contact time with the clients.
2. UMCHS will employ a FSC Family Advocate to provide FSC services through home visiting services. Strength-based services will be provided through family assessment, joint outcome driven case planning, pre-and post-Protective Survey, and concrete emergency services.
3. UMCHS will form a FSC Steering Committee with DHS, community partners, and a consumer parent.
 - a. The Steering Committee will meet quarterly.
 - b. The Steering Committee will seek input from parents through the UMCHS Policy Council when a consumer parent is unavailable.
4. A Core Team comprised of the FSC Family Advocate, local DHS Self Sufficiency and Child Welfare staff, and other community partners will meet monthly.
5. Referrals for FSC Services will come from Department of Human Services, Schools, Head Start, Domestic Violence Services and other community partners. 90% of referrals will be TANF families.
6. FSC will conduct an activity during Child Abuse Prevention month to raise awareness about child abuse in the community. Brochures for the purpose of outreach will be distributed throughout the two county areas.
7. Emergency Services will be provided to all clients in response to crisis situations. All community resources will be accessed as necessary and the FSC Family Advocate will act as the Case Manager.
8. The FSC Family Advocate will provide weekly one hour home visits to clients or voice to voice. After establishing a trusting relationship with the family, the Family Advocate will complete a written strength based family assessment which

will include a pre- and post-Protective Factors Survey. Families will remain on the program for an average of three to six months.

The Family Advocate will utilize DHS approved Forms and Surveys and maintain all records as required by DHS. Each family shall have an individualized file and it will include home visits forms, attendance and contact time, surveys, family partnership agreement, goals, and all follow up.

9. FSC will conduct a yearly self-assessment.
 - a. The self-assessment will include input from community partners and parents.
 - b. Results of the self-assessment shall be shared with the steering committee.
 - c. A synopsis of the self-assessment shall be sent to the FSC Program Manager at the DHS Central Office.
 - c. The steering committee may make program changes as they deem necessary based on the results of the assessment.
10. A quarterly report shall be submitted at the beginning of each quarter, on October 1, January 1, April 1, and July 1.
 - a. A copy of the report shall be sent to the FSC Program Manager at the DHS Central Office, the District 12 DHS Manager, and the District 12 Self-Sufficiency Program Manager.
 - b. A list of all TANF referrals to FSC during the quarter shall be sent to the District 12 Self-Sufficiency Program Manager at the end of each quarter.
 - c. An Annual report will be submitted at the end of each fiscal year.
11. The Policies and Procedures will reflect any amendments made by DHS to the Contract.
12. Monthly supervision of the Family Advocate will occur by the FSC Director and documented in employment file; all training will be documented in an individual training file; and annual performance evaluation will be conducted and a professional development plan created and updated to progress towards goals.