

## **Family Support and Related Services – Service Array**

### **DSHS Children’s Administration**

### **Released July 13, 2012**

#### Consultation Process

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[Engrossed Second Substitute House Bill 2264](#) was enacted by the 2012 Legislature requiring the Children’s Administration (CA) to contract for Family Support and Related Services with one or more network administrators under a performance based contract by December 1, 2013. The Legislature did not define Family Support and Related Services. Instead, it required CA to consult with caseworkers, tribes, parents, youth, employee union, and researchers to assist in identifying categories of Family Support and Related Services by July 15, 2012. In addition to completing this required consultation, Children’s Administration sought input from our other child welfare partners through an on-line survey, two public meetings, and participation in thirteen regularly scheduled partner meetings.

Through the formal consultation with the groups mandated in statute and partner outreach, Children’s Administration met with or heard from over 600 individuals who took great care in telling us about the services or concrete resources families need to:

- Reduce the likelihood of abuse or neglect
- Keep their children safely at home and prevent placement
- Promote permanency more quickly, including facilitating and maintaining safe reunification

This process resulted in a richness of input that demonstrated the depth of understanding about families in the child welfare system. There was much consistency between different groups about the services families need, regardless of the group providing the input.

CA received over 2,300 different comments, which were coded into logical groupings by the DSHS Division of Research and Data Analysis. An internal team representing each of the three CA regions and headquarters reviewed these groupings and added several groupings to better distinguish the input. The team then reviewed the detailed comments in each grouping. In addition, the group met with researchers from Partners for Our Children and consulted with other child welfare researchers about the services identified during the consultation process that are effective in meeting the needs of families. The team also mapped the input from the consultation with the 17 safety threats in the Child Safety Framework and with individual and family-level objectives in the Solution Based Casework practice model. This team process culminated in the service array on page 3.

During the consultation process, CA asked about the services and concrete resources families need, encouraging those commenting to consider all services, including those that may not currently be part of the CA service array. Much of the feedback reflected a need to continue providing many of the elements of the services CA purchases today, although the input guided us to organize these services differently than our current service contracts. CA has completed an initial cross-walk of these service categories with current contract requirements to understand how this array may vary from what is available today. Most of the examples of service elements in these service categories exist in some component of current contracts, with the exception of veteran parent and youth mentors.

#### Requirements for Services

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The Request for Proposal (RFP) to be issued by December 31, 2012, will include additional information about the requirements for service provision that are consistent with the consultation input, including requirements that support the following values of the Children’s Administration in purchasing contracted services.

- Service providers recognize that child safety is the paramount goal of the department
- Service providers consistently collaborate with social workers to mitigate safety threats in the family, respond to present danger, and notify the department of potential safety threats they observe during service interventions

- Services are culturally responsive to the family receiving them
- Services are equally available and accessible for both fathers and mothers and will be tailored to address the needs of fathers and mothers
- Services are provided in the family’s home, unless otherwise indicated by the social worker
- Services support child safety and increase parental protective capacity, as identified in the case plan, using evidence-based programs where appropriate and available
- Services to increase parental capacity continue for the parent when their child is placed in out-of-home care
- All service providers support the family in developing linkages to their community and natural supports
- The delivery of services is done in a way that minimizes the number of service providers in a family’s life
- Service providers engage families congruent with the Solution Based Casework practice model
- Service providers are skilled to provide all the service elements in a service category because service provider continuity is important to families, even though most families will not need all of the service elements in a service category

## Service Array

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The *purpose* of Family Support and Related Services is to increase the behavioral, cognitive, and emotional protective capacity of parents to safely care for their own children. The array distinguishes *three primary focuses* of these services (Crisis Services, Family Education & Support, and Assessment) across which *nine service categories* are identified.

- Crisis Intervention
- Basic Home Safety
- Parenting Skills
- Family Functioning
- Core Life Skills
- Parent Support Services
- Supported Visitation
- Concrete Resources
- Evaluation & Assessment

The text under each of the service categories is provided only as *examples of service elements* within the service category to provide a better understanding of what each service category includes. These service elements are expected to be further refined in the RFP.

The service array identifies the service categories that will be contracted through a network administrator. This comprehensive service array is intended to meet the unique service needs of individual families, to support social workers as they design flexible case plans with these families, and to guide service providers as they develop individualized effective services within these categories. This current procurement only includes services that are within the purpose of Family Support and Related Services. As such, the service categories are not an indication of the status of contracts that do not fall within this purpose. CA will continue to access these other services through the current CA contracting process rather than through a network administrator, e.g. Behavioral Rehabilitation Services, Child Placing Agency, Urinalysis, and others.

## Next Steps

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The service array is posted on the CA website at <http://www.dshs.wa.gov/ca/about/srv-intro.asp>, along with the projected implementation timeline. Children’s Administration welcomes your comments about the service array at [CAPBC@dshs.wa.gov](mailto:CAPBC@dshs.wa.gov), although we will be unable to acknowledge individual input due to the short timeframe available to complete the procurement process. We commit to read all of the comments we receive, but we do not have the capacity to respond to or catalog the input. CA expects to release the draft RFP in October 2012 and will accept formal comments at that time. The final RFP will be released December 31, 2012.

**PURPOSE OF SERVICES:** Increase the behavioral, cognitive, and emotional protective capacity of parents to safely care for their own children.

FOCUS →	CRISIS SERVICES SHORT-TERM, IN THE MOMENT	FAMILY EDUCATION & SUPPORT LONG TERM BEHAVIORAL AND COGNITIVE CHANGE	ASSESSMENT FOR FAMILIES WITH COMPLEX NEEDS
<p><b>9 SERVICE CATEGORIES ARE LISTED IN BOLD</b></p> <p>Bulleted text indicates examples of service elements within each service category.</p> <p>Service elements will be further defined upon the release of the RFP.</p>	<p><b>CRISIS INTERVENTION</b></p> <ul style="list-style-type: none"> <li>▪ Emergent response                             <ul style="list-style-type: none"> <li>○ 24/7 response</li> <li>○ Safety plan tasks</li> <li>○ Notify CA of potential safety threats</li> </ul> </li> <li>▪ Supervision and intervention to control safety threats</li> <li>▪ Crisis stabilization and de-escalation</li> </ul> <p><b>BASIC HOME SAFETY</b></p> <p>SERVICES TO ADDRESS PRESENT OR IMPENDING DANGER IN THE HOME SUCH AS:</p> <ul style="list-style-type: none"> <li>▪ Toxins</li> <li>▪ Health risks</li> <li>▪ Exposed wires</li> </ul>	<p><b>PARENTING SKILLS</b></p> <ul style="list-style-type: none"> <li>▪ Age appropriate discipline</li> <li>▪ Health/well-being needs (including complex medical needs)</li> <li>▪ Parental skill building and mentoring specific to child welfare families</li> <li>▪ Intensive parent coaching</li> <li>▪ Safely manage child’s behavior</li> <li>▪ Ability to protect child(ren) from other adults/children</li> </ul> <p><b>FAMILY FUNCTIONING</b></p> <ul style="list-style-type: none"> <li>▪ Address family system and individual issues impacting child safety</li> <li>▪ Family functioning supports child safety</li> <li>▪ Interpersonal relationships and positive connections</li> <li>▪ Increase empathetic response of parent and address emotional needs of child</li> <li>▪ Safely manage child’s behavior</li> <li>▪ Self-advocacy skills for parents and their children</li> </ul> <p><b>CORE LIFE SKILLS</b></p> <p>SERVICES TO BUILD CORE LIFE SKILLS IMPACTING CHILD SAFETY AND MAY INCLUDE AREAS SUCH AS:</p> <ul style="list-style-type: none"> <li>▪ Decision-making skills</li> <li>▪ Basic home management and maintenance</li> <li>▪ Employment</li> <li>▪ Housing</li> </ul> <p><b>PARENT SUPPORT SERVICES</b></p> <ul style="list-style-type: none"> <li>▪ Veteran parent and youth mentors to support families to:                             <ul style="list-style-type: none"> <li>○ Navigate the system</li> <li>○ Facilitate parent engagement</li> <li>○ Minimize distrust of the child welfare system</li> </ul> </li> <li>▪ Transportation</li> </ul> <p><b>SUPPORTED VISITATION</b></p> <p>IN THE FAMILY HOME WHEN SAFE, TRANSPORTATION AS NEEDED, SELECTION OF 4 AVAILABLE COMPONENTS:</p> <ul style="list-style-type: none"> <li>▪ Visit with intensive parent coaching</li> <li>▪ Visit with skill building and mentoring</li> <li>▪ Visit with supervision for safety</li> <li>▪ Visit with monitoring for safety</li> </ul>	<p><b>EVALUATION &amp; ASSESSMENT</b></p> <p>DETERMINED NECESSARY BY CA TO ADDRESS SAFETY THREATS WHEN NOT COVERED BY THE REGIONAL SUPPORT NETWORK:</p> <ul style="list-style-type: none"> <li>▪ Parental attachment assessment</li> <li>▪ Parental capacity assessment</li> <li>▪ Child assessment when associated with parental assessment</li> <li>▪ Domestic violence/intimate partner aggression violence evaluation</li> <li>▪ Psycho-sexual evaluation</li> <li>▪ Anger management evaluation</li> <li>▪ Neuro-psychological evaluation</li> <li>▪ Psychological evaluation</li> </ul>
<p><b>CONCRETE RESOURCES</b> CONCRETE RESOURCES ARE PROVIDED BY THE NETWORK ADMINISTRATOR (NA) IN CONJUNCTION WITH CRISIS SERVICES AND FAMILY EDUCATION &amp; SUPPORT. CONCRETE RESOURCES ARE PROVIDED BY CA WHEN THE NA IS NOT PROVIDING OTHER SERVICES.</p> <ul style="list-style-type: none"> <li>▪ Food</li> <li>▪ Clothing</li> <li>▪ Appliances</li> <li>▪ Baby gate or crib</li> <li>▪ Car repairs</li> <li>▪ Other</li> </ul>			