

<b>Area:</b>	Family Partnerships
<b>Subject:</b>	FP01 – Assessment and Goal Setting and Accessing Community Services Resources
<b>Reference:</b>	1304.40 (a)(1-5), 1304.40 (b)(i)
<b>Policy:</b>	Program staff will engage in a process of collaborative partnership building with parents to establish mutual trust and to identify family goals, strengths, necessary services, and other supports.

**Procedure:**

1. Family Service Workers gather information on the family during the application process as well as home visits and record it on the Family Portfolio. The Family Portfolio (FP) is the tool that is utilized by our program to collect and record information shared by the family. The FP utilizes information the family provides prior to enrollment through the application process as well as information shared during home visits with the Family Service Worker or Home Visitor.
  - a. It is the primary responsibility of the Family Service Worker or Home Visitor to complete the FP; however, all staff are encouraged to document information that is shared with them by the family. It is very important that ongoing verbal and written communication is maintained with all staff regarding the families at their centers.
  - b. Information used to complete the FP is obtained through an interview process. Sitting down with the family and discussing the family, their goals, dreams, strengths and needs. Developing written goals and plans with the family of how to move forward to attain their goals and dreams is the development of the Family Partnership Agreement.
2. The Family Service Worker works with parents to develop and implement an individualized Family Partnership Agreement that describe family goals and responsibilities, timetables, and strategies for achieving these goals as well as progress in achieving them. The FSW will:
  - a. Take into consideration each family's readiness and willingness to participate in the process initially.
  - b. Establish a rapport with the family by providing ongoing communication and reintroduce the Family Partnership Agreement process at a later date (if parents are hesitant).
  - c. Prior to the initial home visit or meeting with the parent, the Family Service Worker or Home Visitor should gather as much information about the family as possible. Some sources of information are: The program application, information/input from teaching staff and health staff and, attending case conferencing meetings and reading the family/child contact records.
  - d. Develop specific actions or steps in conjunction with the parent to identify the process needed to complete each goal. These steps are listed on the 'Action to Be Taken' section of the Family Partnership Agreement.
3. Each completed Family Portfolio/Partnership Agreement should be reviewed immediately to determine if the family has any immediate needs for assistance. The family should also be asked if there are any other needs or goals that have not been discussed.
  - a. The Family Service Worker and the Family Health Services Assistant will

- follow-up with the parent (in person or over the phone) in a timely manner so that the parent is able to stay on track.
- b. Develop a new plan of action if the parent encounters problems.
  4. Family Service Workers and the Family Health Services Assistant provide parents with a list of possible immediate referral needs.
  5. All families are provided with a Social Services Directory that contains education and employment information.
  6. A variety of resource information and brochures shall be maintained at the center on an ongoing basis by the center supervisor.
  7. Document all pertinent forms of contact with parents on the Family Contact Log and/or Parent Contact Record.
  8. If a need is determined, Family Service Worker or Family Health Services Assistant completes a Social Service Referral form.
    - a. Document follow-up of all referrals on the Social Service Referral form. This form is used when a family would like to use the resources/services of another community agency, mental health or health services. This is usually for the parents' information, not the agency.
    - b. All staff members should be familiar with basic community services (e.g., Temporary Assistance to Needy Families (TANF), emergency food, shelter legal aid, and counseling). Family Service Workers can provide guidance on the appropriate resource.
    - c. At the family's request, the staff member may facilitate the contact by telephone to make an appointment with the agency. (**Note:** It is helpful to obtain the name of the person the parent should see). Determine if the parent needs to bring income data, birth certificate, or other information. Determine if the agency has someone available who speaks the parents' language, if needed.
  9. The Family Service Worker and the Family Health Services Assistant will provide guidance on appropriate community resources to ensure the individual needs of families are addressed.
    - a. Document on the Family Partnership Agreement information obtained from other community agencies concerning pre-existing family plans to avoid duplication of effort or conflict with any pre-existing family plans.
  10. Family Service Workers coordinate with families and other agencies to support the accomplishment of goals in the pre-existing plans by communicating regularly with relevant agencies.
  11. Family Service Workers and Teachers provide a variety of opportunities for interaction with parents throughout the year that are respectful of each family's diversity and cultural and ethnic background.

**Supervised by:** Director II, Child Development Supervisor

**Performed by:** Family Service Worker, Family Health Services Assistant, Teacher, Assistant Teacher

**Forms needed:** Family Partnership Agreement, Social Service Referral, Family Portfolio, Family Contact Log, Parent Contact Record

**Frequency:** Ongoing, Family Portfolio needs to be initiated within 10 weeks of child's enrollment for EHS/MHS, 30 days of enrollment for MHS