

## **Family Support and Connections Social Services**

**POLICY:** In order to strengthen families and build resiliency, Family Support and Connections Case Workers will conduct weekly home visits with families to include family assessment and goal setting.

### **PROCEDURE:**

1. All FSC referrals will be sent to the FSC Coordinator.
2. The FSC Coordinator will review the referral and send the referral to the appropriate FSC case worker within one day.
3. The FSC caseworker will attempt to contact the referred family by telephone within 2 days of receiving the referral.
4. The FSC caseworker will conduct a home visit with the referred family within one week of receiving the referral.
  - a. Home visits will be conducted on a weekly basis
  - b. The first home visit will include the family assessment and identifying family goals.
  - c. The second visit will consist of writing the family partnership agreement which will identify goals and plans to meet them.
  - d. Other visits will consist of parent education, updates of the family partnership agreement, and follow up on referrals.
  - e. Referrals to other agencies of services may be given at any home visit.
  - f. Emergency and Crisis Service needs that arise during the visit will be addressed immediately, and the family will be referred to the appropriate resource. The FSC caseworker will help the family contact the resource, and will follow-up with the resource within 5 days. The caseworker will document the emergency crisis need, and work with the family until the situation is resolved.
5. At the end of providing services to the family, the case worker will have the family complete a satisfaction survey, and return it to the FSC coordinator.
6. If the family has age eligible children, the children will be recruited for Head Start and Early Head Start services by the FSC case worker.
7. The FSC case worker will inform the DHS referring case worker when a home visit has been completed.
8. At the end of each month, the FSC case worker will turn in a Family Partnership Tracking form to the Family and Community Development Director.
9. A monthly staffing will occur for each FSC family.
  - a. The staffing will consist of the FSC case workers in the assigned area, the FSC Coordinator if necessary, DHS case workers, DHS Self Sufficiency Program Manager, and a Child Welfare Representative.
  - b. Meetings will occur in Hermiston (to include Morrow County), Pendleton, and Milton-Freewater.
10. If an FSC case worker is unable to make contact with a family after two weeks of receiving the referral, the case worker will mail a letter to the family.

11. If there is no contact by the family after the letter has been mailed, the FSC case worker will close the file, and let the referring DHS case worker know that there has been no contact with the family.
12. Family Support and Connections may utilize the CARE Team and 0-5 MDT Team as resources when appropriate.
13. All FSC case workers are mandated reporters, and will report any suspected child abuse or neglect.