

2019 PROGRAM SPECIFICATION  
Professional Services Group

PROGRAM #: 541

STANDARD PROGRAM: Safety Support Staff

TARGET POP: Racine Co. Families

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YEAR: 2019      UNITS: Actuals      CLIENTS: Pre-Dispositional Monitoring      ALLOCATION: TBD  
Post-Dispositional Monitoring  
GPS Monitor

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UNIT DEFINITION: Actual Expenses

GEOGRAPHICAL AREA TO BE SERVED: Racine County

DAYS/HRS OF SERVICE AVAILABILITY: Monday – Friday 8:00am – 5:00pm with some evening, weekend and on-call hours

MINIMUM STANDARDS:

Provider must agree to comply with the following terms and conditions:

- Standard contract language
- Certification standards where applicable
- Fiscal and program reporting criteria
- Allowable Cost Policy
- Audit criteria
- Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- Maintain adequate liability coverage
- Recognize that authorization for services is approved by Racine County Human Services Department.
- All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.
- Civil Rights/Affirmative Action Policies
- Fair Labor Standards Act
- Criminal and Caregiver background checks, drug screening, driver's license checks for all staff working within the project scope.

## PROGRAM DESCRIPTION:

Children's well-being is significantly enhanced when they can safely remain at home with their families. If a child is found to be unsafe, safety must be controlled for through implementation of a Protective Plan or an in-home Safety Plan. Safety Support staff will play an important part in ensuring the safety of a child through intensive monitoring of the plan, ongoing assessment of parental protective capacities and coordination of services as needed. Safety Support staff will allow RCHSD to better assure child safety, fully assist families in changing the conditions that make their children unsafe, and further enhance a child's well-being.

Safety Support is an intensive in-home program that is designed to ensure child safety and prevent the removal of children from their home. Safety Support seeks to preserve the family unit whenever possible. The well-being and normal or adequate functioning of children and families is the desired outcome. Safety Support is designed to be community based, comprehensive, culturally competent, family focused and individually tailored to meet the need of children and families.

Safety Support uses a child centered, family focused approach in intervening with families to manage present and/or impending danger threats. This approach is based on incorporating the following goals:

- Identify the unique strengths of each child and family and create an individualized plan that will best meet their needs while promoting independence and family choice;
- Ensure child and family access to care and services that are individualized, strength-based, culturally sensitive and needs-driven;
- Join with all community and system partners to create opportunities for positive programmatic and systemic change;
- Assess and monitor outcomes and implement change.

In Safety Support, this approach includes the following:

- Consider the family as a unit;
- Focuses on family preservation unless child safety cannot be assured;
- Is community and home-based;
- Is predicated on a close working partnership with the family and caregivers and commits to empowering families, instilling hope and helping families to set and achieve their own priorities and goals consistent with assuring the safety of their children.

This model empowers families every day through developing family teams, facilitating the creation of solid care plans, identifying and enhancing natural supports, and brokering the selection of quality service providers.

### Referral Process

Families are referred to Safety Support by RCHSD Initial Assessment (IA) workers who have implemented protective plans or have established an in-home safety plan due to identifying impending danger threats at the conclusion of the Initial Assessment. The IA worker determines whether safety threats exist. If the IA worker determines that safety threats exist and a protective plan or safety plan is needed, they will implement the plan and make a referral to Safety Support. Families are also referred to the program by RCHSD Ongoing Services Case Managers who have implemented in-home safety plans to assist in reunification from out-of-home care.

A referral is made to the RCHSD Supervisor of Safety Support. An initial team staffing will occur with the Safety Support Supervisor, Safety Support worker, Initial Assessment Worker or Ongoing Services Case Manager, and the Initial Assessment Supervisor or Ongoing Services Case Management Supervisor. At this initial staffing, the protective plan or safety plan and all necessary case information will be reviewed. The frequency of subsequent team staffings will be determined at the initial staffing. Frequency of staffings will occur on a case by case basis dependent on the family's characteristics, but no less than bi-weekly. Team staffings will occur throughout the duration of the protective plan and/or in-home safety plan.

The Safety Support worker has access to eWiSACWIS and prior to the Initial Family meeting, the Safety Support worker reviews the material in the Access Report and in any case history that is applicable.

The Safety Support worker will meet with the family in their home within 24 hours of the referral from the IA worker or Ongoing Services Case Manager. The Safety Support worker may contact the family prior to this meeting. At the Initial Family Meeting, the Safety Support worker engages the family and explains their supportive role. The Safety Support worker will utilize Motivational Interviewing in their interaction with the family throughout the duration of their

involvement. Frequency of contact with the family shall be determined by the Protective or in-home Safety Plan and adjusted as needed.

Whenever possible, the Safety Support worker will work with the family to identify formal and informal supports to implement the family teaming model.

#### Family Teaming Model

Safety Support uses a child centered, family focused approach in intervening with families to manage impending danger threats. This approach is based on the Family Teaming Model which incorporates the following goals:

- Identify the unique strengths of each child and family and create an individualized plan that will best meet their needs while promoting independence and family choice;
- Ensure child and family access to care and services that are individualized, strength-based, culturally sensitive and needs-driven;
- Join with all community and system partners to create opportunities for positive programmatic and systemic change;
- Assess and monitor outcomes and implement change.

In Safety Support, this approach includes the following:

- Consider the family as a unit;
- Focuses on family preservation unless child safety cannot be assured;
- Is community and home-based;
- Is predicated on a close working partnership with the family, and caregivers and commits to empowering families, instilling hope and helping families to set and achieve their own priorities and goals consistent with assuring the safety of their children.

The Family Teaming model empowers families every day through developing family teams, facilitating the creation of solid care plans, identifying and enhancing natural supports, and brokering the selection of quality service providers. Family Teaming is a complex, often challenging role that requires successful communication with a variety of people and systems.

In addition to family members, service providers, informal and formal supports, the Safety Support worker maintains consistent contact with the RCHSD case manager.

If establishing a team is not possible, the Safety Support worker will work with the family to identify and establish supports in the community (church, school, neighbor, relatives, landlord, etc.).

If impending danger threats are identified or the case is determined to remain open past 60 days the Safety Support worker will, with the family, establish a team comprised of a well-balanced number of formal and informal supports and hold a team meeting prior to a case transfer from the Initial Assessment Worker to the Ongoing Services Case Manager.

#### Threats to Child Safety

If the Safety Support worker identifies new present danger threats or identifies that the protective plan or safety plan is not controlling for the identified danger threats, they will notify the supervisor and RCHSD Initial Assessment Worker or Case Manager immediately.

#### Case Closure

A case will be closed with Safety Support when children are identified as safe or when danger threats can no longer be controlled for on an in-home safety plan.

The closure meeting is scheduled one to two weeks out to give the family time to adjust to the end of provision of formal services

<b>Position</b>	Safety Support Worker
Responsibilities	<ul style="list-style-type: none"> <li>• Manage protective plans and in-home safety plans as developed by the Initial Assessment Workers and Ongoing Services Case Managers. Ensure that danger threats are being controlled and issues of maltreatment are addressed.</li> <li>• Facilitate parent education to strengthen families and reduce risk of maltreatment.</li> <li>• Provide services, resources, and community supports to achieve child safety.</li> <li>• Attend Meetings held for each family assigned to Safety Support caseload.</li> <li>• Maintain required face-to-face contact with all assigned families All family members must be seen at a minimum of one time per week.</li> <li>• Work with the family to identify, analyze and develop an understanding of what must change in order to keep children safe.</li> <li>• Coordinate and facilitate the Family Teaming process. Engage the family in interventions using formal, informal and natural supports.</li> <li>• Make appropriate arrangements to contact RCHSD if a child's safety is severely compromised.</li> <li>• Monitor the provision of services by safety plan providers.</li> <li>• Coordinate, maintain and facilitate communication with RCHSD Supervisors, Initial Assessment Workers, and Ongoing Services Case Managers.</li> <li>• Ensure that necessary information is included in the case file and eWiSACWIS record.</li> <li>• Transport children to scheduled or required appointments.</li> <li>• Arrange for closure of the case when children are identified as safe or when danger threats can no longer be controlled for on an in-home safety plan.</li> </ul>
Client/staff ratio	One FTE Safety Support Worker to eight families.
Qualifications	Bachelor's degree in social work or related field. One years' experience working with high risk youth and their families. Social service/foster care experience. Crisis intervention experience.

#### Program Requirements

- The Provider is responsible for ensuring the safety and well-being of all children served by the program.
- Concerns about a child's safety or well-being must be reported to RCHSD immediately (24 hours/day, 7 days week.)
- The Program requires a minimum of 3 full-time Safety Support Staff. These positions cannot be full time equivalent positions or staff that are assigned to other job responsibilities within the Provider agency.
- Safety Support Staff will have caseloads that range from 6 to 8 families.
- Staff must reflect the racial/ethnic and cultural mix of the client population.
- Regular work hours for staff must include evenings and weekends. Staff must be available to respond to crisis situations 24 hours a day, 7 days a week.
- The Provider agency must be able to work with RCHSD Initial Assessment Workers and Ongoing Services Case Managers and the supervisory staff of RCHSD in developing, operating and evaluating the program.
- The provider must specify and describe the formats they will use to provide services and teach child development and parenting skills. It is expected that the Provider will utilize more than one format to meet the needs of a range of children's ages – infants to adolescents and to respect cultural diversity.
- The Provider will utilize the assessment tools and supplementary materials they will use in the program designated by the County.
- The Provider agency must have a strong working knowledge of Racine County community resources, a good working relationship with other community agencies, and actively incorporate the use of community resources in implementing the program's services.

### EVALUATION OUTCOMES:

1. 100% of families will be seen by the Safety Support worker within 24 hours of the initial referral.
2. 90% of children served will remain safely in their home.
3. 100% of families will not have a reoccurrence of maltreatment resulting in a substantiated determination.
4. 85% of parents/legal guardians will have increased knowledge and / or confidence in their parenting abilities and an increased satisfaction in family quality of life based on family surveys.
5. 100% of families open under an in-home safety plan will have family team meetings.

### REPORTING REQUIREMENTS:

Client demographics must be tracked using the database provided by RCHSD. Demographics to be tracked include race, ethnicity, gender, age, the referral, start and end dates, census tracking, zip code and the marital status of the head of household as well as SACWIS individual and family identifiers. This report should also include the total served in the program to date.

Quarterly Evaluation Outcome and Demographic Reports reflecting the aforementioned criteria must be provided no later than 4/15/19, 7/15/19 and 10/15/19 to Racine County HSD Contract Compliance Monitor.

Annual Evaluation Outcome and Demographic Reports must be submitted to Racine County HSD Contract Compliance Monitor by 2/1/20.