

FAMILY SUPPORT SERVICES

PROGRAM DESCRIPTION

Sandy Bay CFS ("the Agency") maintains as primary its legally mandated responsibility to ensure the safety and protection of children throughout its work with families in the community.

MANDATE

The Family Support Services program is an internal service to assist the case managing social worker in providing a range of services to families and children that are goal-oriented and time limited. The services are primarily offered in the client's home. The primary objective is to enhance parental competencies that lead to healthy and positive personal development of the child and the parents and therefore reduce and prevent incidents of abuse and/or neglect.

Family support services are offered primarily to families whose children are in their own home and are at risk of coming into Agency care. Services can be of a preventative nature to promote more efficient family functioning.

OPERATING VALUES

The services provided by this program are based on the following assumptions:

- All families need support at some point in time;
- A child's development is enhanced by a healthy parent/child relationship and a positive nurturing environment;
- Most parents want to be effective parents;
- Any services should emphasize and build on the strengths of the family; and
- Services should be respectful of the cultural and ethnic values of the family.

SERVICE GOALS

- To sustain the capacity of the parents to meet the requirements of their parenting role;
- Promote the healthy development of children and prevent any obstacles from achieving their goals;
- Provide parents with the skills and knowledge to be effective advocates for themselves and their children; and
- Prevent the separation of children from their families wherever possible.

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REFERRAL PROCESS

The request for service will come from the community person. The referral will be assigned and the worker is expected to initiate contact with the client, assess the request and plan the intervention.

TYPES OF CONTRACTS

- Respite Care
- Parent support
- Supervise visits
- Emergency support services – medical demands on child and/or parent

MONITORING AND SUPERVISION

All requests for support services will be directed to the program supervisor. If appropriate, the case will be assigned to one of the case aides. The supervisor will be responsible to evaluate the work of the case aide so as to ensure that they are meeting the expectation of the program's standards and the assigned contract. The assigned staff person will provide the support to the family on all aspects of the case, including goals and intervention. Other activities will include the setting of review/renewal meeting with the client as well as documenting the contact with the service recipient.

It is expected that there will be appropriate written documentation of all services to the family. This is the responsibility of the assigned worker and the oversight function will be maintained by the supervisor. Contact notes will be maintained for daily contact with the client; notes will be completed on supervised visits and reunification assignments.

REVIEW PROCESS

The supervisor is responsible to set monthly review/renewal dates with the case aide to determine whether the goals have been met, to revise the goals (if necessary) and to discuss the need for continued services. The Family Support Service Agreement Form will be completed on each case.

TERMINATION PROCESS

During the review/renewal meeting, all parties involved will decide upon the timing of the service termination. This collaborative process allows for a “celebration” of the family's accomplishments and the opportunity for the worker and supervisor and the family to end their work in a planned fashion.