

Join Hands for Children
Advisory Committee on Legal and Practice Issues
Preliminary Service Array Definitions

SERVICES

The following definitions describe the services listed in the in the *Preliminary Service Array/List of Core Services* document that must be directly provided by contracted services providers or their subcontractor network.

24/7 Capacity to accept and respond to CPS referrals – Contracted service providers must have capability to accept and respond to case referrals from Child Protective Services (CPS) 24 hours a day, 7 days a week.

Adoption Services – This range of services is designed to build a well-trained, robust network of adoptive families. Services include recruitment and training as well as services currently defined as pre- and post-adoption services. Pre- and post- adoption services have three primary components: home-based services such as counseling that begin before placement and extend after the adoption is finalized; respite care; and support group services.

Assessment of parental capacity and functioning – This assessment provides critical information on parents' ability to perform essential parenting activities as would appraise parents' general levels of functioning.

Behavior Rehabilitation Services – The Behavior Rehabilitation Services (BRS) program is a temporary, short-term, intensive support and treatment program for youth with high-level service needs used to stabilize youth and assist in achieving their permanent plan.

Budget and financial management training – These services are designed to foster financial stability through enhancing individuals' and families' knowledge of budgeting as well as improving their ability to manage various bank and credit accounts.

Case Management* – “The management of services delivered to children and families in the child welfare system, including permanency services, caseworker-child visits, family visits, the convening of family group conferences, the development and revision of the case plan, the coordination and monitoring of services needed by the child and family, the assumption of court-related duties, excluding legal representation, including preparing court reports, attending judicial hearings and permanency hearings, and ensuring that the child is progressing toward permanency within state and federal mandates.”

Child care subsidies– Child care subsidies to support children and their families involved in the child welfare system.

Community assessment and building – Examining community strengths and capacities, i.e. the general availability of services and programs, areas for development and growth.

Concurrent planning – A practice approach where efforts to achieve permanency are sought by planning simultaneously for reunification and adoption. Developed by L. Katz *et al.* in

the 1990s, the central elements of concurrent planning practices include: early assessment of a family's likelihood for reunification; the development of simultaneous plans for a child so that if reunification fails, an alternative permanent placement is available; placement in a concurrent planning home with caregivers willing to adopt should reunification with birth parents fail; full disclosure to birth parents; frequent parental visiting; and a focus on timely permanency as the goal – with reunification as the first but not the only option.

Crisis residential services* – Crisis residential centers (CRC's) are short-term, semi-secure facilities for runaway youth, and adolescents in conflict with their families. In some cases, these centers provide locked intervention services for runaway children and youth. It is a facility, "which is a temporary protective residential facility operated to perform the duties specified in chapter 13.32A RCW, in the manner provided in RCW 74.13.032 through 74.13.036."

Crisis stabilization and in-home crisis response – Immediate treatment intervention for children and families who feel that they are in crisis. This includes providing mobile services with the capacity to provide in-home services during and after normal work hours.

Diligent recruitment – This service arises from the Multiethnic Placement Act, which stipulates that child welfare services programs must diligently recruit foster and adoptive families that reflect the ethnic and racial diversity of children in care.

Discharge planning – Accounting for client's needs and preferences and working with a team of stakeholders including, but not limited to, case management, family, mental health and the education system to ensure a seamless transition into the care of a family, via reunification or adoption, or into independence after being released from care.

Educational assessment and support services – To maintain or remediate an age-appropriate learning trajectory, educational assessments should be used to determine where, how, and to what degree to provide educational supports. This range of services also includes supports for older foster youth who wish to pursue higher education.

Family search and engagement – This service identifies and locates family and extended family members that may be potential social supports or kinship care providers for children and families involved in the child welfare system.

Family team decision making – This is an intervention for children and families that have entered care that incorporates the supportive engagement and empowerment of families, community members, and service providers by child welfare workers in the decision making process related to the placement of children. (Does not imply that an existing program, now in place, must continue operating in its identical form)

Family-to-family support – Services that employ the skills and talents of veteran parents and families of the child welfare system who can now offer direct support and advice to new families on navigating the child welfare system. One example of this type of service is the Parent-to-Parent program.

Family preservation/intensive family preservation services – Family preservation services are short-term, family-based services designed to assist families in crisis by improving

parenting and family functioning while keeping children safe. Intensive family preservation services are crisis intervention services designed to maintain children safely in their homes and prevent the unnecessary separation of families and are characterized by small caseloads for workers, short duration of services, 24-hour availability of staff, and the provision of services primarily in the family's home or in another environment familiar to the family.

Foster care placement – This is the activity of quickly finding appropriate foster families for children referred by CPS. This includes making available short-term receiving care when necessary.

Foster family services – This service encompasses a wide range of capacity building and support activities necessary to maintain a robust network of foster families. These activities include recruitment, training, support, supervision and retention.

Healthy relationship skills training – Services designed to enhance social and relationship skills among children and youth that are involved with the child welfare system.

Home-based services – Services provided in-home to build family cohesion and promote reunification.

Independent living/transitional living services* – Services that promote positive youth development and address permanency needs for adolescents living in the child welfare system, including services and financial assistance that assist youth and young adults in developing the skills and education necessary to become self-sufficient and independent. Transitional living services “means at a minimum, to the extent funds are available, the following:

- (a) Educational services, including basic literacy and computational skills training, either in local alternative or public high schools or in a high school equivalency program that leads to obtaining a high school equivalency degree;
- (b) Assistance and counseling related to obtaining vocational training or higher education, job readiness, job search assistance, and placement programs;
- (c) Counseling and instruction in life skills such as money management, home management, consumer skills, parenting, health care, access to community resources, and transportation and housing options;
- (d) Individual and group counseling; and
- (e) Establishing networks with federal agencies and state and local organizations such as the United States department of labor, employment and training administration programs including the workforce investment act which administers private industry councils and the job corps; vocational rehabilitation; and volunteer programs.”

Interpretation and translation services – Written and oral interpretation and translation assistance for children and families who have difficulty communicating in English.

Kinship family and guardianship services – Services to recruit, train, support, and retain kinship caregivers.

Knowledge of and ability to comply with ICWA requirements – All entities and persons providing child welfare services must have knowledge of and ability to comply with

Indian Child Welfare Act (ICWA) requirements: Identification of Indian Children, Tribal notification, Placement preference Active efforts, Termination of Parental Rights or Relinquishment, Exclusive jurisdiction, Concurrent jurisdiction. and Tribal/state agreements. For a more full description of each of these activities required to maintain ICWA compliance, please see *Knowledge of and compliance with Indian Child Welfare Act* in the Practice Standards section of definitions.

Managing dependencies – Responsibility for meeting the legal requirements for open dependency cases including the maintenance of court deadlines and hearings and ensuring the timely completion of court reports, etc.

Parenting education and support – Services that provide parents with effective tools and strategies for raising infants, pre-school and school-age children; as well as meeting the unique challenges and opportunities of raising teens.

Respite care – Temporary or short-term care of a child that is provided, either for pay or on a voluntary basis, by adults other than the birthparents, foster parents, or adoptive parents that the child normally resides with.

Responsible living skills* – Residentially based independent living program for foster youth with an emphasis on personal decision-making and competency in several life skill areas. A “responsible living skills program” is currently defined as “an agency licensed by the secretary that provides residential and transitional living services to persons ages sixteen to eighteen who are dependent under chapter 13.34 RCW and who have been unable to live in their legally authorized residence and, as a result, have lived outdoors or in another unsafe location not intended for occupancy by the minor. Dependent minors ages fourteen and fifteen may be eligible if no other placement alternative is available and the department approves the placement.”

Reunification support – Services for children and families post reunification to bolster internal cohesion, communication, and integrity.

Routine medical care – Ensuring the child gets to regularly scheduled medical appointments.

Safety planning and needs assessment of child – Individualized and comprehensive planning for families designed to help reduce the future risk of child abuse and neglect while addressing basic needs.

Targeted recruitment – Foster home recruitment that is targeted in any number of ways: to a local community, homes for medically fragile children, school based recruitment, placement for teens, etc.

Therapeutic services for families – Counseling and intervention services designed to address complex family issues and conflicts. One example of this type of service is Parent-Child Interaction Therapy (PCIT).

Transportation – Transportation assistance to facilitate family participation in time-limited family reunification services.

Visitation services and supports – Supervision and transportation services to facilitate the right of children to see siblings and family members.

REFERRALS AND LINKAGES

The following definitions describe the services listed in the *Preliminary Service Array/List of Core Services* document that contracted services providers must be able to offer to clients through referral. These services are not directly provided by contracted service providers or sub-contracted service providers, but rather, by collaborating community, state, and tribal agencies.

Community Service and Tribal Agencies

Child care – Child care and day care services for families and foster youth with their own children.

Civil legal services – Legal and law related services designed to help low-income individuals and families solve civil legal problems that they experience. These services help people to defend and assert important legal rights involving personal and family safety, homeownership and shelter protection, economic security, and health care.

Domestic violence services – Services that support individuals affected by domestic violence such as crisis intervention, 24/7 advocacy based counseling, safety planning, shelter, support groups, and perpetrator treatment services.

Educational/vocational training – Provides individuals with direct skills training to meet the needs of employers.

Employment services – Employment services such as resume and cover letter preparation, job search strategies, interview skills, career counseling and exploration, and skills training, etc.

Faith-based and cultural communities and services – Referrals to faith-based and cultural communities and services to maintain client's religious and cultural affiliations and practices.

Food banks – Local food bank and low-income food services.

General emergency services – Referrals to organizations that offer food, shelter (homeless and domestic violence), medical services, pregnancy services, crisis line assistance, youth centers, etc.

Housing assistance – Services that assist individuals and families search for, identify, and sustain decent, affordable permanent housing.

Immigration and citizenship services – Immigration law services to help immigrants on their path to U.S. citizenship.

Individual, group and family counseling/therapy – Community service organizations that offer free, reduced, or sliding-scale mental health and counseling services for individuals, groups and families.

Infant/toddler/early child intervention and education – Educational services for infants and toddlers, birth to three, as well as intervention for young children who have disabilities and/or developmental delays.

Professional and business training services – Referrals to local business organizations that offer internships and apprenticeships.

Public health/medical services – A range of health and medical services available at free, reduced, or sliding-scale rates.

Sexual assault programs – Services including information and referral, 24/7 crisis intervention, medical, legal and general advocacy, and system coordination which support individuals affected by sexual assault.

State and tribal agencies or their local counterpart

Community Service Office (CSO) – Community-based offices that offer or inform clients about DSHS services.

Developmental Disabilities – Services that assist individuals with developmental disabilities and help families to obtain services from the Division of Developmental Disabilities within DSHS.

Drug and alcohol assessment and counseling – Drug and alcohol assessment services to determine a client's diagnosis and a recommendation for the appropriate level of treatment. Treatment options include, but are not limited to: detoxification services, intensive inpatient treatment, long-term residential treatment; and outpatient treatment.

Health and Recovery Services Administration – Referrals to low-income medical coverage for individuals, children, adults and elderly under Washington State's Managed Care program. Services include preventative, specialty and ancillary health services.

Mental health assessment and counseling – Mental health assessment and counseling services provided for individuals and families through the Regional Support Networks (RSN).

Vocational rehabilitation/training – Assist in preparing for, finding, and keeping suitable jobs.

WorkSource – A partnership of state and local government agencies as well as local community based organizations that provide a wide range of employment and training-related services.

PRACTICE STANDARDS

The following definitions describe the list of practice standards contained in the *Preliminary Service Array/List of Core Services*.

Active efforts – See Indian Child Welfare Act compliance.

Child Health and Educational Tracking (CHET) System screens – CHET screens are completed in a timely manner.

Culturally competent services – Cultural competence refers to an ability to interact effectively with people of different cultures. Cultural competence comprises four components: (a) awareness of one's own cultural worldview, (b) attitude towards cultural differences, (c) knowledge of different cultural practices and worldviews, and (d) cross-cultural skills. Entities and persons providing child welfare services must engage children, families, and communities in a culturally competent manner.

Engagement of child's tribe with case plan – Ensuring that a child's tribe is actively involved and consulted with during the construction and execution of the child's case plan.

Ensure necessary staffings occur – Necessary staffing must occur. These staffings include, but are not limited to: CPT, LICWAC, etc.

Knowledge of and compliance with the Indian Child Welfare Act (ICWA) – All entities and persons providing child welfare services must have knowledge of and ability to comply with Indian Child Welfare Act (ICWA) requirements, including:

- **Identification** – When a child comes into contact with child welfare authorities, efforts and steps must be made to determine Indian ancestry. Suspected Indian children must be handled as an ICWA case until ruled out, in which case, inquiry letters must be sent to Tribes that child may be eligible for enrollment to. If child eligible, Tribal enrollment application must be completed and returned. If the child is ineligible, documentation of such in case file on Tribal letterhead.
- **Tribal notification** – Efforts and steps must be taken by a caseworker to ensure that written notice is sent, with return receipt requested, to the Tribe. The case file must identify the Tribal contact, address, and phone number for written notification of all Court proceedings and scheduled reviews. Tribal contact includes notice of, and invitation to, scheduled meetings and critical reviews. An inquiry must be made to the Tribe to determine if child is already under Tribal custody wardship.
- **Placement preference** – In the placement of Indian children, the Tribe must be contacted and utilized to assist in relative searches or identification of a Tribally designated or approved foster home, institution or residential program. When there is no Tribal involvement, effort must be made to place an Indian child in an Indian home. When an Indian child is placed in a non-Indian home, the Court modifies the order of ICWA placement preference by showing good cause to the contrary. A written record must exist that documents each placement and the efforts made to comply with the mandates of ICWA placement preferences. When there is a change of placement, the Tribe and parent/custodian are notified in writing.

- **Active efforts** - Active efforts are actions required of the state in caring for an Indian child, mandated under the Indian Child Welfare Act (ICWA). While active efforts are undefined in ICWA, they refer to an effort more intense than the legal term "reasonable efforts." Active efforts applies to providing remedial and rehabilitative services to the family prior to the removal of an Indian child from his or her parent or Indian custodian, and/or an intensive effort to reunify an Indian child with his or her parent or Indian custodian.
- **Termination of Parental Rights or Relinquishment** - A written record must exist that documents active efforts to reunify Indian children with their parent(s) or custodian. Expert Witness testimony must also be sought out to support evidence beyond a reasonable doubt favoring termination of parental rights. A written record must exist that documents the diligent search for ICWA mandated placement preferences for Indian children and "good cause" for placement outside of these preferences for pre-adoptive or adoptive homes. Written notice is sent to the Tribe, parent(s) or custodian of any changes or disruptions in pre-adoptive or adoptive placements. ICWA mandates are complied with when voluntary relinquishment of parental rights occurs that is fully understood by the parent(s) and is not taken fraudulently or when parent is under duress.
- **Exclusive jurisdiction** – An Indian Tribe has exclusive jurisdiction over an Indian child who resides or is domiciled within the tribe's land.
- **Concurrent jurisdiction** - Concurrent jurisdiction is shared jurisdiction between the tribal courts and the state courts. In all cases that the tribal court does not have exclusive jurisdiction, they have concurrent jurisdiction. These cases would be custody proceedings involving Indian children that don't reside or are not domiciled on the tribal lands (such as someone born off the reservation and whose parents don't live on the reservation). In these concurrent decisions, the ICWA expresses a preference for tribal jurisdiction in Indian child custody proceedings
- **Tribal/state agreements** - States and Indian tribes are authorized to enter into agreements with each other respecting care and custody of Indian children and jurisdiction over child custody proceedings, including agreements, which may provide for orderly transfer of jurisdiction on a case-by-case basis and agreements which provide for concurrent jurisdiction between States and Indian tribes.

Managing dependencies – Responsibility for meeting legal requirements for open cases including the maintenance of court deadlines and hearings and ensuring the timely completion of court reports, etc.

Maximum caseload size – The social work case manager shall carry a reasonable caseload that allows the case manager to effectively plan, provide, and evaluate case management tasks related to client and system interventions.

Placement priorities in best interest of child (relative, ICWA, etc) – When making placement decisions, child placing entities must adhere to laws and policies that set forth a ranking of placement type preferences that is in the best interest of the child.

Placing siblings together – In order to maintain family and sibling connections, siblings should be placed together as frequently as possible.

Positive Youth Development – This approach to working with youth maintains that each and every child should be viewed in terms of his or her unique talents, strengths, interests, and future potential. Positive youth development views youth as resources rather than problems and operates from a strength-based perspective.

Promoting normative childhood experiences – Encouraging contracted service providers, families, foster families, adoptive families to offer age-appropriate, extra-curricular activities such as sports or music lessons while paying attention to the ability to maintain offering, with little service disruption.

Reasonable Efforts – Reasonable efforts must be made to reunify all children with their birth families. This refers to Federal law (AFSA), which requires State agencies to demonstrate that reasonable efforts have been made to provide assistance and services to prevent the unnecessary removal of a child from his or her home and make it possible for a child who has been placed in out-of-home care to be reunited with his or her family. Reasonable efforts must also be made to achieve permanent plans for the child in care.

Reducing racial disproportionality – Services will be targeted to reduce racial disproportionality.