

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. These definitions are preliminary and advisory only and are not intended to create any entitlement, right to services, or best practice not currently provided by applicable state or federal statute or regulation.

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 and 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 compliance with the Indian Child Welfare Act (ICWA), WAC 388-70, the CA ICW Policy Manual, and tribal-state and local agreements) – All entities and persons providing child welfare services must have knowledge of and ability to comply with the Indian Child Welfare Act (ICWA), WAC 388-70, the CA ICW Policy Manual, and tribal-state and local agreements.

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.

Sexually Aggressive Youth treatment – Services targeted and tailored for youth that have been abused and have committed a sexually aggressive act or other violent act. Youth must fit characteristics as defined in RCW 74.13.075.

Street youth services - Street youth services consist of community-based outreach and case management targeting youth engaged in life styles characterized as homeless. These youth, referred to as street youth, are living away from their homes and may be chemically dependent, actively involved in prostitution, or delinquent behaviors. Services are aimed at engaging and assisting youth in ending this life style.

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, clothing, emergency assistance, 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, developmental delays, and/or are low-income.

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 county mental health programs.

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), WAC 388-70, the CA ICW Policy Manual, and tribal-state and local agreements – All entities and persons providing child welfare services must have knowledge of and ability to comply with the Indian Child Welfare Act (ICWA), WAC 388-70, the CA ICW Policy Manual, and tribal-state and local agreements.

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 fine arts 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. “Racial disproportionality” refers to the fact that some racial or ethnic groups are represented in the child welfare system at levels that are disproportionate to their numbers in the overall family or child population.