

	STATE OFFICE for SERVICES to CHILDREN and FAMILIES CLIENT SERVICES MANUAL I ISSUED BY: Program Operations EFFECTIVE DATE: July 1, 2001	NUMBER: I-C.2.1
		SECTION: C. Supportive Services
		SUBSECTION: 2. Family Resource Worker Services
SUBJECT: 1. Managing Family Resource Worker Services - SOSCF Policy		

Responsible Manager: Manager
Foster Care and Family Based Services

Approval: _____
Assistant Administrator
Program Operations

Interpretation: Program Coordinator,
Family Based Services

REFERENCES: CF 600, "Family Resource Worker Plan"
CF 189, "Family Resource Worker Staffing Summary"

PURPOSE

The purpose of these procedures is to describe how family resource worker services are to be managed, including authorization, payment and termination of services.

PROCEDURE

(1) Referral and Service Authorization Process:

(a) Referral/Authorization of a family for family resource worker service may be made when:

(A) The family meets requirements of eligibility;

(B) A tentative family resource worker service plan has been worked out with and accepted by the family; and

(C) The plan is given approval by the referring service worker's supervisor. Referrals to family resource worker services are made on a CF 600 when family resource worker services are contracted. When family resource worker's services are non-contracted, referrals may be made on a CF 600 or a form designed by the branch. Copies of the referral form go to the following personnel: service worker, family resource worker and the contracting agency (if applicable).

(b) Family resource worker services purchased under contract will be authorized on a CF 600 signed by the service worker and supervisor;

(c) The CF 308 must be authorized within 24 hours of the initiation of family resource worker services in branches utilizing a contracted service and within three working days in all other branches.

(2) Required Coordination Activities:

(a) **Pre-service Conference with Family Resource Worker.** Before beginning the service, a conference must be held between the family resource worker and the service worker. Appropriate information shall be shared by the service worker with the family resource worker, including individual and family strengths, issues of concern, anticipated difficulties, and the expectations of family resource worker service;

(b) **Introductory Conference.** When family resource worker service is initiated, a conference with the service worker, family members and family resource worker may be held, if deemed appropriate and/or necessary by the service worker and/or family resource worker, usually in the family's home. The purpose is:

(A) To introduce the family resource worker;

(B) To review and reaffirm initial goals and objectives;

(C) To reaffirm the service needed;

(D) To confirm the family resource worker's role and responsibilities;

(E) To agree upon the anticipated participation by family members;
and

(F) To confirm the service worker's role and responsibilities.

(c) **Service Staffing.** A joint, face-to-face service staffing shall be conducted as needed or when services are contracted, according to the language of the contract. The staffing shall include the service worker, family resource worker, and family resource worker supervisor or coordinator. When services are purchased, the contracted family resource worker agency supervisor shall also attend.

The purpose of such a staffing is to share information, evaluate progress toward service objectives, identify problems in carrying out the family resource worker service plan, make any needed adjustments, coordinate service worker/family resource worker roles, and/or plan for service termination.

Notes from the staffing may be recorded on CF 189, "Family Resource Worker Service Staffing Summary," or on a form developed by the branch which explains the purpose of the staffing and any decision made by the family resource worker supervisor or coordinator, or by a staff member designated by the family resource worker supervisor coordinator, and filed in the case record. If there is a request for service beyond the sixth month, a staffing shall be conducted which shall include the family resource worker, his or her supervisor, the service worker, and his or her supervisor.

(d) Coordination with Other Specialists. When families receive services from family resource workers and another treatment service at the same time (e.g., parent training, sexual abuse treatment, intensive family services, etc.), it is the responsibility of the service worker to define and coordinate the functions of the family resource worker and the other specialist(s).

(3) Service Limitations:

(a) Due to funding limitations, family resource worker service normally is to be provided as an intensive time-limited family service. Family resource worker services to a family shall not exceed a period of six months without an extension review and approval by a service supervisor. An extension shall not be granted if:

(A) During the current period, no measurable progress has been made toward achieving objectives; and

(B) The restated objectives are not clear or are not reasonably achievable with continued provision of family resource worker services.

(b) Family Canceled Time. Occasionally the family resource worker is unable to provide the scheduled services because the family is not available. If two consecutive cancellations accrue, the service worker shall contact the family prior to resumption of scheduled services. The service worker shall verbally reaffirm further scheduled services or arrange for a revision of scheduled service with the family resource worker supervisor or contracted family resource worker agency supervisor.

(4) Family Resource Worker Service Reports:

Contracted family resource worker service agencies shall submit a monthly claim on preprinted client invoice forms provided by SOSCF. The original claim shall be submitted directly to the Preventive/Restorative Service Unit, Salem, for payment processing. A copy of the claim shall be submitted to the local branch office supervisor or coordinator.

(5) Termination:

(a) The decision for termination is to be made by the service worker after consulting with the family and the family resource worker supervisor. Services should be terminated when:

(A) The goals of service have been achieved;

(B) The client requests service be terminated, resists further service or is unable to use the service appropriately;

(C) The family resource worker's safety cannot be assured;

(D) Circumstances in the family change, and there is no longer a need for service;

(E) The service has been unsuccessful in achieving the service goals and continued service would not be expected to show progress.

(b) At termination the "Plan/Service Authorization" form (CF 308) will be updated. A copy of the ICDI (the hard copy of CF 308) will be sent by the service worker to the contracted family resource worker service agency.

(6) Program Standards:

(a) Family Resource Worker's are expected to provide a minimum of 70% of their work-time to families receiving family resource worker services. This service time includes direct and indirect (travel, staffings, planning, and preparation) service.

(7) Special Protections for Family Resource Workers. When staff are exposed to communicable diseases or infections, such as scabies and lice, or other related medical problems, the following procedures are to be followed:

(a) All prior resources including contact with local public health departments should be made to determine what assistance can be provided in

dealing with treatment;

(b) State Accident Insurance Fund (SAIF) must be contacted to determine whether they will accept a claim due to the disease or infection being job related;

(c) If none of the above resources are available to the family resource worker, one of the following actions are to be taken:

(A) If the request is for reimbursement of a non prescription drug, the family resource worker will pay and request a receipt from the pharmacy. A request for reimbursement should be made to the branch manager or designee in writing, with a copy of the receipt for cost of the medication;

(B) The branch manager or designee must take action to approve payment. Payment can be made either from branch petty cash or through submission of a CF 294 to SOSCF Fiscal Office, Salem;

(C) If the request is for reimbursement for treatment by a physician and insurance or other resources will not cover the cost, the staff person may pay the bill to the physician, ask for a receipt, and submit a written request for payment from the branch manager or designee for payment. If the family resource worker prefers, they may request the physician to submit his/her account directly to the SOSCF branch manager for payment;

(D) The branch may reimburse the family resource worker or physician directly from petty cash or submit a CF 294 to Fiscal Section, SOSCF Central Office, for payment;

(E) Costs for these payments will be charged to the SOSCF branch service and supply budget.