

Family Assessment Response (FAR) Application

Name of Applicant County: Franklin County

Name and contact information for the person in your agency to contact regarding this application:

Michele Mulverhill, Staff Development Supervisor

355 West Main Street Suite 331

Malone, NY 12953

Michele.Mulverhill@dfa.state.ny.us

518-481-1431

Please complete all items in this application, unless marked “if applicable,” in which case the information should be provided if appropriate. It may be helpful to refer to the *Family Assessment Response Readiness Checklist* for ideas about the information to be provided in each section.

I. Rationale for Implementation of FAR

A. Describe your rationale for applying to implement Family Assessment Response (FAR) and for undertaking the practice shift to FAR.

Franklin County Department of Social Services (FCDSS) is committed to providing services to the community that are child-centered and family focused. The Family Assessment Response program will aide in that commitment. FCDSS is aware of how successfully FAR has been implemented in other counties in New York State and is looking forward to the many benefits of this alternative child protective response. The FAR track will enhance FCDSS’s ability to practice strengths-based, family-focused service delivery and further the goal of empowering families to fully participate in identifying their strengths, planning and working toward addressing their needs. By providing FAR services to families in Franklin County, FCDSS and its stakeholders will be better able to ensure family stabilization, child safety, and increased family participation in realization of goals.

B. What benefits are you seeking for your district through implementation of FAR? For the families reported to your district? For your community?

FCDSS’s goal is to develop a better working relationship with the families to ensure child safety. By utilizing FAR, FCDSS hopes to reduce recidivism of child protective reports for the families that are working with FAR. Another goal is for participating families to partner with their caseworkers in a successful realization of family goals, hopefully altering their perceptions of the Department and child welfare workers. Once the families feel like the caseworkers are there to help them, and not penalize them, families should feel more comfortable working with the Department, allowing them and FCDSS to more effectively address potential risks to children. FCDSS also hopes that using a

client/family centered approach and linking families to community services will require less long term support from Preventive Services.

C. Provide a brief assessment of your district's current child welfare/CPS case practice, including an assessment of your district's current strengths regarding family engagement, assessing safety and risk, family-led strengths and needs assessment, and solution-focused practice.

FCDSS currently has four child welfare centered units which include: Child Protective Services, Preventive Services, Adolescent Services and Foster Care. Caseworkers and investigators from the child welfare units diligently work to engage family members and to assess safety and risk in a home. Caseworkers from all units work to develop goals with the family, and help them to identify their strengths and resources throughout the duration of an investigation or preventive case. FCDSS Caseworkers are in compliance with state mandates regarding all aspects of child welfare cases. Being in compliance with state mandates, workers are ensuring that safety assessments are done within the time frame allotted, better enabling CPS workers to assess safety of the families they are working with. Additionally, the use of critical thinking and conferencing about cases has provided a solution-focused practice rather than looking only at the allegation based investigation.

D. Identify areas of practice where you anticipate that development and support will be needed in the successful implementation of FAR.

FCDSS will require training on the principles of FAR and how it is different from a Child Protective Investigation. CPS Investigators and Senior caseworkers will require support and development to assist them in shifting the culture from investigating all allegations to determining when the use of FAR is appropriate. Encouraging family engagement, having families direct their own needs assessment, and helping families to develop a goal/service plan will challenge and change long held thinking in the Child Protective Unit.

II. Intake - Criteria for Assigning Reports to Family Assessment Response

While New York State Law excludes assignment of Child Protective Services (CPS) reports containing certain categories of allegations to FAR, a majority of all CPS reports remain eligible for FAR assignment. OCFS has found that when districts severely limit the types of allegations assigned to FAR, it impedes the successful implementation of FAR. Therefore, OCFS policy requires districts to commit to screening in a broad range of allegations for FAR assignment.

As per New York State law, reports with allegations said to have occurred outside of family settings (day care, foster care) cannot be assigned to FAR. Also in accordance with State law, reports containing the following allegations cannot be assigned to FAR:

- sex abuse (i.e., commission of a sex offense against a child)
- child prostitution

- incest
- a child engaged in, or use of a child for purposes of, child pornography
- assault against a child
- attempted or committed murder or manslaughter in the first or second degree
- child abandonment
- severe or repeated abuse
- neglect resulting in failure to thrive

A. List additional criteria you will use to screen out reports from FAR (if applicable):

- Child Fatality
- Parent/Caretaker is currently a subject of an open CPS Investigation at the time a new report is received or there is a Court Ordered Services Case opened
- A report where Franklin County is assigned a secondary role
- Domestic violence
- Any report received within the previous year for the family was indicated for the following issues: Domestic violence, sexual abuse and severe physical abuse.

B. List the types of reports to be screened into FAR:

- Inadequate Guardianship
- Educational Neglect
- Food, clothing and shelter issues
- Lack of medical care
- Lack of supervision
- Any Court Order Investigations which meet the same criteria as a FAR case (as stated in this section).

C. Describe the procedures you will use to screen reports into FAR:

The first step to screening for a FAR case will begin once the report is received and reviewed by the CPS Supervisor/CPS(FAR) or Senior Caseworker. The Supervisor/Senior Caseworker will review the allegations and use the FAR VS. CPS Screening Tool to determine whether or not the circumstances fit a FAR case. An initial CPS history check will be conducted by the Supervisor/Senior Caseworker to determine whether or not the case fits the FCDSS criteria for FAR cases. The CPS/FAR Senior caseworker and CPS Supervisor will review the report and make the final decision on whether or not it is initially eligible to be a FAR case.

III. Projected Caseloads and Workforce Allocation

Developing a successful FAR program requires assigning a sufficient number of cases to FAR to foster a vibrant FAR program. Agencies should commit to assigning to the FAR track a meaningful percentage (minimum of 30-40%) of the CPS reports that fall within the categories of cases that meet their criteria for FAR. Alternatively, medium to large sized districts may wish to serve one or more communities that have a disproportionately large number of CPS reports and/or a disproportionately high minority representation in their CPS reports, with a commitment to assigning a minimum of 15-20% of all such allowable CPS reports to FAR.

- A. Caseload projections** - After considering the criteria you plan to use to assign FAR cases and reviewing past CPS data, estimate your **projections** for assignment of cases to FAR in the first 12 months of operation:

% of all CPS reports received:

30%

% of CPS reports meeting criteria for inclusion in FAR:

60%

Total number of reports to be assigned to FAR:

185 Cases

Additional comments (optional): None

- B. Decision-making about staff allocations**

Describe how you plan to staff FAR. (Please note: because FAR is a CPS service, the basic training requirements for staff assigned to FAR are the same as those for other CPS staff.) Include a description of your process for the identification of staff who will implement FAR. Are you assigning based on specific criteria, asking for volunteers, etc.?

The Franklin County FAR unit will consist of CPS caseworkers and a Sr. Caseworker as their supervisor. Each FAR worker will have only FAR cases, while other workers will remain as “traditional” CPS workers. We have decided that our Supervisor will seek out workers who are receptive and show the skills necessary to be FAR workers. We will continue to reassess the need for reorganization as we progress through FAR implementation, based on need and caseload size.

Each FAR caseworker will have completed common core and CPS response, and will also receive any mandated FAR training that is required. In addition each worker that will be going into FAR has also taken Domestic violence, Sex Abuse, and various drug and alcohol trainings that have been mandated or recommended for “traditional” CPS caseworkers.

- C. Staff allocations projected for the first year**

Field experience has demonstrated that FAR is implemented most easily and most effectively when staff assigned to FAR are responsible for FAR cases only and do not have mixed caseloads. Therefore, OCFS will not approve any applications with a plan to implement FAR in which individual caseworkers carry case loads of both FAR and Investigation cases. Supervisory oversight of mixed units should be considered only in small districts with two or fewer CPS units.

- 1. Number of units to be assigned to FAR**

Designate the number of units that will be responsible for FAR cases only and the number of any units that will have mixed caseloads (if applicable) and include the number of caseworkers / senior workers or supervisors assigned to each unit:

There will be only one unit that will take on FAR caseloads and there will be no worker who will have a mix of regular CPS cases/ and FAR cases. At the beginning of the implementation of FAR, there will one senior caseworker as well as two caseworkers assigned to the FAR unit. More caseworkers will be assigned to the unit in future phases.

2. Number of Supervisors to be assigned to FAR / experience and qualifications

Describe the experience and qualifications of supervisory staff:

The Senior Caseworker of the CPS unit will be directly overseeing the FAR staff and the CPS Supervisor will be overseeing the Sr. Caseworker. Both workers have completed Common core, CPS response as well as received all the required Supervisory training such as; Mod 1, and Mod 1a. The Supervisor has 25 years of CPS experience. The Supervisor and Senior Caseworker have a safety centered focus. They also believe in the philosophy of FAR, and will encourage their caseworkers to let the family direct them instead of making decisions for the family. FAR supervisors should demonstrate good family engagement skills, be able to think outside of investigative allegations, and have good time management skills. The FAR supervisor should also be able to propose alternative resources for families, and be comfortable utilizing a team approach to FAR cases.

Designate the number of supervisors responsible for FAR cases only, and those that will have mixed caseloads (if applicable):

There will be one supervising Senior Caseworker directly over the FAR cases. FCDSS will not have any caseworkers with mixed caseloads.

3. Number of caseworkers assigned to FAR / experience and qualifications

Describe the experience and qualifications of caseworker staff:

Initially there will be two FAR caseworkers which will progress to four by the end of 2012. The qualifications for these caseworkers will be that they truly believe in the principals of FAR, and demonstrate good family engagement skills. They must have a safety focused mindset and be able to let the families direct their own goals instead of controlling the family decisions. Caseworkers for the FAR team must be able to think outside of investigation allegations. They must also have good time management skills, and must be willing to work overtime as necessary to keep documentation up to date so that cases are closed in a timely manner. They must also have knowledge of the available community programs and how to access these vital resources.

Designate the number of caseworkers who will have FAR caseloads:

During phase one, we will have two caseworkers assigned to solely handle FAR cases. As we progress and become fully operational it is our intention to have four FAR caseworkers carrying FAR cases.

4. Describe other staff resources to be dedicated to FAR (if applicable):

The CPS Case Service Aide will be available to FAR caseworkers to assist in providing parenting information to families, to assist with housing issues, budgeting, organizational skills, and in locating goods and services to enable the families to maintain safe home environments for the children.

- 5. Include additional information about units and/or workers to be assigned, including location information if implementation will not be countywide (if applicable):**

N/A

D. Phase-in or Rollout Plans for Workforce

Describe your plans for phasing in your FAR workforce (if applicable):

Upon receiving the training we will start with two Caseworkers providing FAR track services along with a Senior Caseworker to provide supervision. Initially we will provide this option in the Saranac Lake Central School District, which will include the towns of Saranac Lake, Gabriels, Paul Smiths, and Lake Clear, and the Malone Central School District which will include Westville, Malone, Constable, Burke, Whippleville, Owls Head, Mountain View and North Bangor. As we move to the second phase by July 2012 we would expand to the Tupper Lake Central School District in the southern end of the county which will cover the town and village of Tupper Lake. And we will expand to Brushton-Moira and St. Regis Falls school district which will include the towns of Moira, Brushton, Dickinson, St. Regis Falls, and Bangor. Upon the implementation of Phase 2 we would add an extra FAR caseworker to assist in covering the additional identified population. In October 2012 we would start the final phase to bring on the Salmon and Chateaugay school districts which will include the towns of Bombay, Fort Covington, Chateaugay, Brainardsville, and Burke. In addition we would then expect to add one more caseworker to work on FAR cases.

In summary, by the end of 2012 we will have one Sr. Caseworker and four caseworkers working on FAR cases.

E. Future Plans (After the First Year)

Describe any additional plans you may have regarding the future size of the FAR program and staffing patterns to accommodate the program after the first year (if applicable):

By the end of 2012 we will have one Sr. Caseworker and four caseworkers working on FAR cases. At that time if it is deemed necessary because of numbers of cases another caseworker will be added to the FAR unit.

IV. Plan for Service Provision

Describe

- **the types of services and supports you plan to provide to families in FAR**
- **the procedures you will use in offering these services, including:**
 - **your strategies to apply the principle of actively engaging and empowering families in an ongoing process of assessing their strengths and needs, assessing child safety, and decision-making; and**

- **How you plan to link families with needed services and goods through relationships with preventive services staff, TANF staff, and community service providers, including any plans to contract for such services.**

Franklin County will ensure safety while utilizing this alternative approach to providing protection to children by focusing on engaging families in support services that meet their needs and increase the family's ability to care for their children. In doing this the FAR worker will continue to assess safety and risk throughout the family assessment process, utilizing the FLAG provided in standard assessments of safety and risk. Staff will meet with the parent/caretaker to explain the process and to engage them in family assessment. Staff will obtain permission from the parent/caretaker to involve other community supports and assist them in meeting needs that may be identified throughout the assessment process. Within seven days of the report the formal safety assessment will be completed in CONNECTIONS. A strengths and needs assessment will be conducted in partnership with the family utilizing the FLAG. This process will engage families by acknowledging their ability to use their strengths and resources to meet needs. Furthermore, outcomes and goals will be developed in partnership with families. The plan for linking families with those goods and services that address their identified needs will include offering services immediately and throughout the process. FAR Services will be provided by Department staff, in partnership with families and the community. Services that may be provided by other DSS programs during FAR include transportation, day care assistance, public assistance, food stamps, Medicaid, child support services, and emergency assistance. FAR services that may be provided by community service providers include basic need services (food, clothing, and shelter), mediation, respite, Early Intervention services, substance abuse services, domestic violence services, public health nursing services, WIC, mental health services, classes such as parenting and anger management, and SPOA.

FAR families will be linked with goods and services they need with the assistance of FAR staff. The role of the FAR worker/team will be different than the CPS Caseworker role, whose role is more investigative in nature which results in family court action and/or criminal referrals. The FAR worker will be engaging families, assessing the family's needs, and linking them with needed services. FAR workers will interact in partnership with other local resources in conjunction with the families with the ultimate goal of child safety, permanency and well-being.

V. Community and Other Resources

The success of every FAR Program is dependent upon the creation of vibrant and cooperative partnership with services and programs in the community.

A. Identification of stakeholders – List the stakeholders for FAR that you have identified in your district and in your community:

The community stakeholders that we have identified within our community are; schools, and Family Court, health services, family support services, domestic violence services,

substance abuse services, mental health services, housing support groups, Parent/Youth advocacy services, and Law enforcement.

B. Community outreach – Describe how your district has reached out to and coordinated with community stakeholders (or plans to do so) in the planning of FAR:

The Department has started to approach and meet individually and/or in community forums with community stakeholders, including agencies, schools, and Family Courts, to receive their ideas, inputs, or concerns regarding FAR. The Department has introduced the FAR approach to the stakeholders with information and informative materials shared at numerous venues including meetings, presentations, and trainings to provide education about the process changes, availability, and target population. We will continue to reach out to community service providers to inform them of the counties implementation of FAR.

In October 2011 the department presented at our local CIP meeting which is a coalition of all major service providers - director level, school superintendents and CSE chairs and they will be used as a vehicle to give an overview of FAR.

In November 2011 we presented to CCSI Tier II which meets monthly and is comprised of roughly 20 key services providers specifically to children's services. The purpose of this group is to meet and addresses gaps in services. This meeting was successful and allowed many service providers such as mental health, and mental health advocacy groups to ask questions specific to how FAR will impact their agencies.

C. Community resources that may be used to assist families in FAR. Specify:

• **Government agencies or resources:**

FCDSS will be able to provide temporary and emergency assistance to families in FAR through TANF and Public Assistance programs. Other governmental agencies may include education and resources from the Franklin County Public Health Department, nutrition and budgeting education through the Franklin County Eat Smart program and the Probation JD/PINS diversion program. Schools in the county, law enforcement agencies, and Family Court may also be utilized when necessary.

• **Non-government agencies or resources:**

There are a variety of resources in Franklin County that can be accessed by FAR families. These include counseling, medication management, Single Point of Access (SPOA) referrals through Citizen Advocates. Also other community services such as health services, family support services, domestic violence services, substance abuse services, mental health services, housing support groups, and Parent/Youth Advocacy services. Family Champions is a non-profit agency

that provides second hand furniture, clothing, appliances and other household goods.

D. Describe how you will use community resources to reduce government involvement (including that of child welfare services) in the lives of families while maintaining child safety and preserving families:

FAR is planned as a less intrusive approach than “traditional” investigative approach and focuses on short-term, front-end services. These supportive services will be provided by the Department and other community partners. The providers will identify natural supports within the family and community. This, along with building on the strengths of the family, will allow the family to find solutions that are more likely to be self-sustainable. FAR will introduce a process to reduce the family involvement with government agencies that will occur as a natural result of this initiative. The Department involvement will end at the earliest point possible after safety has been assessed and a referral for services has been completed and implemented. The key accomplishment of this initiative will be to link willing families with available services and community resources that will promote their independence and their capacity to successfully address their own issues. To the extent possible this effort will involve the use of community based services and natural supports.

The Department in partnership with the family will be responsible for identifying the appropriate interventions required to address the identified issues impacting the child(ren) and family. FAR cases will receive services for an average of 60-90 days. Cases that are in need of continued services beyond 90 days may be open for traditional Preventive Services. During the 60-90 day period, the FAR worker/team will assist the family in arranging formal and informal support systems which may include family/group conferencing to identify family supports and referrals to community service providers and other resources. The referrals may be made to organizations that provide an array of services such as alcohol/substance treatment programs, counseling services, domestic violence services, budgeting, parenting skills, housing, health services, anger management, and basic needs such as food, clothing, employment services, educational services, and shelter.

E. Additional Funding

A key component of FAR is the provision over the short term of needed goods and services, including wrap-around services, to families and children. While OCFS has had FAR flex funds (with no local share) available to districts that previously applied to participate in FAR, there is no current plan for the provision of State-only FAR flex funds going forward. Affirm that you plan to fund these services for FAR families with a local share of the costs, and describe your policy for the use of those funds. (Note: local share is to be claimed through the use of protective funding).

Pending approval of this application, Franklin County will further partner with SPOA and the current wraparound process in the county to access available community based wraparound funds when available. Where training resources needs are identified, availability of local district and OCFS funding will be explored. Referrals will be made to a variety of agencies which have other funding sources for such things as parenting classes, support groups etc.

VI. Maintaining Safety/Assessing and Responding to Risk

A. Intake– The initiation of a safety assessment within 24 hrs is a FAR requirement. Describe the procedures and processes you will follow to initiate the assessment of the safety of children including how you will or will not screen and assess SCR reports for FAR inclusion during on-call hours:

The initial safety assessment will be conducted in a similar manner as CPS investigations. Once a report has been received from the SCR, the source of the report will be contacted. Intake workers will ask about the whereabouts of the children, current condition of the children, and how they know the information being. Scaling questions may also be utilized to assess the level of safety of each of the children. Once a case is assigned to a FAR worker they will call the family and immediately begin to gather information regarding safety of the children and any possible ideas and/or solutions to address any issues. Although the FAR worker will not go out to the house unannounced, if at all possible, they will try to schedule to meet with the family as soon as possible.

CPS reports received on-call may later be screened into FAR, however, there will not be a designated FAR on-call worker. On-call reports will be handled in the same manner as CPS investigations until they are screened for FAR eligibility.

B. Assessment - The completion of a safety assessment within seven days is a FAR requirement. FAR staff must also complete an assessment of risk and an assessment of family strengths and needs. OCFS requires that districts use the Family Led Assessment Guide (FLAG) for these comprehensive assessments and that a completed FLAG be maintained in the case record. Describe the procedures and processes you will follow to protect the safety of children and engage families in a full assessment of safety, risk, strengths and needs.

Once a CPS report is received child safety will be assessed with the source and throughout the duration of the case. When a case is determined eligible for FAR, caseworkers will call the family to schedule a meeting as soon as possible. From the initial telephone contact, caseworkers will begin to gather information to determine the children's safety and work with the family on problem solving, and determining the family's own concerns and goals. Caseworkers will use the FLAG tool to complete the assessment with all of the family members, including children. Caseworkers will work to identify strengths and

resources with the families in order to help them meet their self-determined goals, and ensure child safety in the home. FAR caseworkers will also employ a solution focused approach when addressing concerns with the family, in order to empower them to identify and meet their own needs.

While working with the family, if there are serious safety concerns or if the family ceases to cooperate with FAR caseworkers and there is evidence of maltreatment of a child, a FAR worker will call in a new report to the SCR, which can be addressed with an investigative approach.

C. Service provision – Describe how the FAR Program will enhance your ability to protect children, maintain their safety, reduce risk, and preserve families:

The FAR approach to working with children and families is predicated with the understanding that families have strengths, and with support, they can change in a way that improves family functioning. Through earlier, stronger, and more positive engagement of families receiving FAR, prevention efforts will be more effective and will result in fewer subsequent CPS reports, lower risk, a higher degree of safety and fewer out-of-home placements. As families begin to trust the FAR approach to provide assistance in a non-authoritarian, team approach, they are more likely to seek out assistance before situations become higher risk and involve safety concerns. While the case is opened, FAR families will be expected and encouraged to call upon FAR worker/team as soon as they identify a need, thereby streamlining and coordinating services for FAR families.

FAR will provide the Department with the process to ensure the safety of children by engaging in a partnership with parents/caretakers and removing barriers that contribute to the likelihood that children will be maltreated, neglected, and abused. In addition, the FAR process will provide the Department with an opportunity to increase its effectiveness in engaging families in the change process that will increase the likelihood that families will be accurately assessed for services needs and receptive to those interventions which are designed to ensure safety and improve the functioning for long-term, sustainable outcomes.

D. Domestic violence cases – Describe the protocol that you have developed to maintain the safety of child(ren) and the non-offending caretaker in FAR cases with suspected or confirmed domestic violence:

At present Franklin County will not be accepting Domestic violence cases through the FAR track until we are fully implemented and comfortable in our ability to work on FAR cases.

Once Franklin County DSS have completed all three phases of implementation we will then look at Domestic violence reports. They will only be approved as FAR cases with

supervisory consultation, on a case by case basis. If the domestic violence has resulted in serious injury to a household member and/or an arrest, the case will not be appropriate for FAR services. FAR services will be provided to those domestic violence reports where CPS safety interventions and neglect/abuse petitions are not going to be necessary. Services will be provided in collaboration with Behavioral Health Services North and their STOP Domestic Violence Program as well as VIP (violence intervention program).

VII. Training

District staff and any non-district staff who are contracted to provide FAR assessment and services must participate in the FAR training and coaching programs, as designed by OCFS.

A. Describe training already provided or planned for FAR district staff:

Prior to initiation of FAR for Franklin County, the Department will need AHA to provide their training on FAR as well as the CONNECTIONS component. All caseworkers and supervisors, including contract agency staff, will attend FAR 101. This number is projected to be approximately 40 attendees. All Department staff planned to receive FAR reports have completed or will have completed NYS Child Welfare CORE trainings and CPS Response training. All Supervisory and Casework staff involved in the FAR implementation will need to be provided with an overview of FAR and training/certification on the use of the FLAG assessment tool to be utilized with FAR cases. Approximately 12 Caseworkers, Senior Caseworkers, and Supervisors in the Child Protective services unit will also attend the Solution Focused Family Engagement Training. The Caseworkers, Senior Caseworker and the Supervisor who have been identified to be in the FAR unit will receive FAR CONNECTIONS computer training, and the Safety and Risk training. The FAR Supervisor, Senior Caseworker, and Grade A supervisor of Children Services will also attend the FAR Supervisor training. The identified FAR team will participate in any coaching days offered.

B. Describe any cross training, orientation, or preparation that has already been provided or is planned for FAR staff, CPS investigative staff, any other child welfare staff, and/or other district staff:

All of our CPS investigative staff participated in CPS/common core and CPS response. The Supervisor and Sr. Caseworker within CPS have attended webinars related to FAR on topics of: Domestic Violence and Working with Schools. In December all agency staff will receive the Orientation to FAR presentation and at that time they will be made aware that all children services workers in Preventive services, Foster Care and Adolescent unit will receive the two day FAR Process and Practice training.

C. Describe FAR training/orientation that has already been provided or is planned for non-district organizations or entities:

We have attended several meetings with different community services agencies as well as different units within the agency to briefly explain the FAR purpose and to let everyone know that we will be participating in differential response. In March 2012, we will invite all key community stakeholders and local district staff to participate in FAR 101.

VIII. Monitoring and Assessment

Each district must agree to participate in any monitoring or quality assurance activities with OCFS and its agents as may be designated by OCFS. Each district must commit to engage in internal quality assurance activities that will enable them to continuously assess their fidelity to the FAR practice model and the efficacy of their FAR program, and adjust procedures and practices as necessary.

A. Describe the quality assurance procedures that your district plans to follow in order to monitor and assess the success of your provision of services in FAR cases:

FAR cases will utilize weekly group supervision meetings in order to monitor and assess service provision of FAR cases. FCDSS will complete internal quarterly reviews of FAR cases. The Department also plans on tracking statistics regarding CPS report recidivism for FAR cases, cases that revert back to CPS investigations, and FAR cases that are opened to Preventive Services in order to monitor the effectiveness of Family Assessment Response in Franklin County.

FAR Cases will be randomly chosen and reviewed by the Sr. Caseworker and CPS/FAR Supervisor to insure quality of Casework Practice and to insure safety of children is maintained in all cases.

B. Describe the procedures your district will use to monitor and assess the provision of services to families in the FAR Program by agencies with which you contract to provide services:

The FAR workers will provide assessments, short-term case management, information and referrals to community services, and linkages with eligibility benefits administered by LDSS.

Families and service providers will be asked for their feedback related to their experiences with the FAR approach, including any recommendations they might have to improve the process and service provision. A questionnaire will be developed and mailed to all families upon closing of their case. A self stamped return envelope will be provided and the assigned Caseworker will let the family know it is coming and that their opinion is important.