

**Enhancement Title:
Family Support Services for High and Very High Risk Families**

Explanation: The actuarial risk assessment tool is now available in FSFN for completion by all investigators prior to closure of all Safety Methodology in-home investigations created on or after June 22, 2014. Family Support Services will be recommended when the CPI has determined that children in the family are safe from impending danger however the family has a high or very high likelihood for maltreatment given their risk level. When children have been determined to be safe, Family Support Services for high and very high risk families are voluntary.

Benefit:

- The actuarial risk assessment is based on research as to which family characteristics have a demonstrated correlation with future abuse and neglect.
- Children determined to be living in “high” or “very high” risk households will benefit the most from affirmative outreach and family support services.

Who is impacted:

- CBC/Lead Agencies

Policy / Decision surrounding practice:

1. The CBC in conjunction with regional DCF staff will develop and/or approve local policy for Family Support Services for high and very high risk families that defines:
 - a. The referral process
 - b. Service descriptions
 - c. Duration of service
 - d. Staff qualifications
 - e. Expectations or conditions for family participation in Family Support Services
 - f. Methods for quality assurance and monitoring to ensure that policies are followed and that services are of sufficient quality and effectiveness.
2. The Family Support Services provider will conduct follow-up outreach and engagement efforts with the family to collaboratively:
 - a. Review and discuss the family situation and the current risk level.
 - b. Identify barriers to sustained safety and intervention choices and options that would be effective ways to lower current risk.
 - c. Develop a plan to mitigate the identified barriers to the child(ren)’s future safety.
 - d. Establish a time frame for completion of the plan.
 - e. Commit to follow and complete the plan.
3. Family Support functionality in FSFN will be used to document “Family Support Services” to high and very high risk families. The following information will be documented in FSFN:
 - a. Date case is opened and date case is closed.
 - b. An assessment date and any updated assessment dates will be documented in FSFN case notes.
 - c. A brief summary of the reason for the family referral and the recommendations from the assessment will be described in the “Status Begin Comments” narrative field. The summary will include services to be provided and expected outcomes.
 - d. A summary of the reason for case closing including family refusal to begin or continue receiving services offered.
 - e. If a case remains open after 12 months, rationale for continuing Family Support Services.

4. Contact notes will provide the essence of what happened during each contact as it relates specifically to the Family Support Services being provided.

Note: The FSFN Family Support module allows the option of creating a “Risk Factor” page which can be updated based on subsequent assessments. The CBC will determine the policy for its case workers or contracted agents as to whether the risk factor page is to be completed. NOTE: “Risk factor” as used on this page in FSFN does not refer to the items that were marked on the actuarial risk assessment. Rather, the family support worker should conduct an assessment of barriers to sustainable safety, and collaboratively with the family, identify areas of family life that will be addressed to lower risk.

On-line Training: Training for these changes is posted on the Center for Child Welfare’s website: “Introduction to Actuarial Risk Assessment for Ongoing Workers”
<http://centervideo.forest.usf.edu/ongoingworker/FL%20E-module-Ongoing%20Workers%20FINAL.pdf>

Resources: “How Do I Guides” for Risk Assessment tool completion by investigators is posted on the Center for Child Welfare's FSFN website:
<http://centerforchildwelfare.fmhi.usf.edu/FSFN/FSFNAll.shtml#UserGuides>

CONTACT INFO: Policy questions and other requests for assistance may be sent to the following email address: Safety_Methodology@dcf.state.fl.us