

CHILD PROTECTION SERVICES
STANDARDS FOR EFFECTIVE PRACTICE

STANDARDS FOR INTENSIVE FAMILY-BASED SERVICES

4.5 FACE-TO-FACE CONTACT AND INTENSIVE FAMILY-BASED SERVICES

Council on Accreditation Standards

The Council on Accreditation Standards S20.4 (Service Elements: Service Components); S20.3 (Service Elements: Service Approach) and S20.5 (Additional Service Requirements for Intensive Family Preservation Programs) link to and support Standard 4.5 *Face-to-Face Contact and Intensive Family-Based Services*.

Administrative Code

There are no Administrative Code Rules that directly address Standard 4.5 *Face-To-Face Contact and Intensive Family-Based Services*.

I. Philosophy

The Intensive Family-Based Services (IFBS) program embraces the notion that the agency serves the family but the family controls its destiny. The success of the IFBS program is predicated on an intense level of staff involvement and the development of strong trust-based relationships between staff and families. As an extension of the family, high staff visibility and involvement encourages the family to move quickly to identify their strengths and eliminate current and future risk to the child. The intensity of the staff/family relationship reduces the length of agency involvement, and encourages the family to more quickly learn of community resources. The strong relationships that develop as a result of family and staff participation in the program provide families with an additional resource they can access should a crisis develop after case closure.

II. Outcome

A relationship is formed which is characterized by the family joining with staff to improve child safety, family stability, and to reduce length of agency involvement.

III. Evaluation

FACSIS events, CPOE and the Federal Health and Human Services outcomes may be considered when evaluating this standard. In addition, the CFSA may consider the following:

- percentage of families that receive a minimum of 5 hours of face-to-face contact weekly to total families receiving services;
- rate of recidivism at 3, 6, 9, 12 and 18 month intervals to rate of recidivism of total agency case closings.

IV. Standards for Implementation

- 1) During the initial comprehensive family assessment process (completed within ten working days of acceptance in the program), the family and IFBS staff should have fifteen to twenty face-to-face contact hours. Face-to-Face contact hours can occur in a variety of settings.

- 2) As a result of the comprehensive family assessment process, the family and assigned staff should determine a schedule of involvement (hours per week they will work together) to assure child safety and family stabilization.
- 3) The IFBS staff should provide the family with a minimum of five to fifteen face-to-face contact hours per week. The number of face-to-face contact hours should be based on child risk.
- 4) Face-to-face contact should be conducted in a location where it makes "sense" for the family and assigned staff. Contact may be appropriate in the family home or out in the community, depending on the family's schedule and assigned staff activities.
- 5) As the level of child risk is reduced and family problem-solving skills are strengthened, the family and assigned staff should determine a revised schedule of contact which tapers off to provide for increased family independence and autonomy.
- 6) Face-to-face contact of no less than one hour per week during the final two weeks of service should be observed.
- 7) IFBS staff should be available as needed for face-to-face contact 24 hours per day, seven days per week.

V. Financial Implications

Costs associated with IFBS assigned staff face-to-face contact with the family on an intensive basis:

Face to face contact: 15 hours/week @ \$81.21/hour = \$1,218.15 per week, per staff member
(sample eight week program: \$1,218.15 per week, per worker x 8 weeks = \$9,745.20)