

Procedures for Home Visitors involved in the Parent Support Outreach Program

- 1) **INITIAL REFERRAL** made from interagency referral or from screened out child protection report to program coordinator regarding concerns and family/contact information.
- 2) **HOME VISITOR SELECTED** and contacted by coordinator based on previous Caring Connections, Head Start, Public Health or Family Outreach Program relationships, or if no relationships are identified, assigned as agency supervisors and/or coordinator feels is appropriate.
- 3) **HOME VISITOR ATTEMPTS TO CONTACT FAMILY**
 - A minimum of three telephone contacts should be attempted to the family at various times of the day as soon as possible after the referral is received by the home visitor;
 - If no telephone contact is able to be achieved, the home visitor may choose to attempt a home visit at a time when the family is likely to be home to share the program brochure with the family;
 - If the home visitor is unsuccessful in reaching the family after the first several days, the home visitor should send a letter to the family asking them to contact the home visitor to confirm a meeting date (form letter available);
 - If the referral is a screened out child protection report, an initial contact letter may be sent to the family from Human Services, at the assigned home visitor's request. This form letter will notify the family of the fact that a concern has been reported about their family and that the assigned home visitor will be contacting them within 1-2 weeks about the Family Support Outreach Program. A copy of the initial letter will be sent to the home visitor along with the initial referral report.
 - If after 30 days, the home visitor has not received a response from the family, the home visitor notifies the program coordinator and OTCHS that the case file will be closed.
- 4) **ONCE CONTACT IS ESTABLISHED BY THE HOME VISITOR** the following process should be followed:
 - Brief explanation of Parent Support Outreach Grant Program including a brochure with the home visitor's name and telephone number;
 - Explanation of support services available;
 - Arrange for a time to meet personally with the family to discuss enrollment and participation in the program. (*Note: If there is a concern by the home visitor for personal safety, the home visitor may discuss with their supervisor and decide if another home visitor could accompany them to the first visit or the home visitor may also choose to ask the family to come their office or center for the initial visit.)
- 5) **INITIAL MEETING TAKES PLACE AND SIGNED ENROLLMENT FORM* IS OBTAINED** by the home visitor for the family's participation in the program. Interagency release forms* signed as needed for home visitor to discuss the family's situation and needs with other agencies.
- 6) **NOTIFICATION BY HOME VISITOR TO THE PROGRAM COORDINATOR** of family's enrollment to the program with a copy of the signed enrollment form provided to OTCHS and the coordinator. If the family declines services this should also be reported to OTCHS and the program coordinator so the file can be closed.
- 7) **ASSESSMENT PROCESS** – the following steps should be followed when completing the necessary documentation:
 - Initial Minnesota Family Assessment of Needs and Strengths*
 - Child Well Being Assessment*
 - Development of the Family Support Outreach Program Plan* using needs and strengths as identified in the assessment tools;
 - Each family should be provided with a copy of the assessments tools and plan as they are completed;

- Copies of completed enrollment form, Strengths and Needs Assessment Tool, Child Well Being Tool and the Family Support Outreach Program plan should be sent to Brad Vold at Human Services, 530 W. Fir, Fergus Falls, MN 56537 or faxed at 218-998-8213 as soon as completed.
- On-going home visits and follow-up as needed/requested by family. Please note this is a home visiting program and *most of the visits should take place in the family home.*

(*Note: All forms and assessments are available on-line at <http://www.otfsc.org> → programs → Caring Connections → Staff Resources → PSOP Forms. Home visitors are encouraged to use the definition tools each time an assessment form is completed.)

- 8) **FLEXIBLE FUND POLICY:** Financial assistance is available to help families accomplish goals and remove barriers impacting goal achievement. The following process should be followed with regard to making a determination on financial requests for flexible funding:
- Assist the family in determining whether or not there are outside resources available to help with financial needs (emergency cash assistance, medical assistance, Ottertail-Wadena Community Action (800- 450-2900) or Salvation Army (888-739-9803) or other assistance programs)
 - If outside resources are not available, the home visitor must complete the PSOP Flexible Fund Request;
 - Submit written request to Brad Vold at Human Services, or contact Brad by phone at 998-8174, or e-mail at bvold@co.ottertail.mn.us, for approval. No funds can be used unless prior authorized.
 - Once the request has been approved, items can be paid for through the following options:
 - a) Arrangements made by the home visitor with a local business to charge the item(s) to OTC Human Services;
 - b) Arrangements made through the home visitor's own agency for item(s) to be charged to their agency and submitted for reimbursement to Human Services;
 - c) Families make arrangements for the items to be purchased through other means and can then give their home visitor a receipt verifying the purchase for submission and reimbursement by Human Services as part of the Flexible Fund Request form;
 - d) For immediate needs which cannot be handled by the above options, Jane Patrick as program coordinator, will issue a check on behalf of the program and will be reimbursed by Human Services for approved expenses.
 - e) Any flexible funds to be reimbursed need to be pre-approved and MUST have a receipt.
 - f) *Note:* Flexible funding is very limited due to prior cuts in the program. The primary use of grant funding will be to provide staff time to serve families in their homes.
- 9) **CLOSE OUT PROCEDURES** – once the family has reached a stable point, the home visitor should close out the family. PSOP is intended to be a *short-term intervention* and not a long-term home visiting program. Closing out a family will consist of the following:
- Final contact with the family;
 - Complete a final Family Strengths and Needs Assessment form* and submit this form to Brad Vold at Human Services;
 - Notify the program coordinator that family will be closed out of the program;
 - Turn in all final paperwork time and expense reports to program coordinator;
 - Empty file folders and send the entire file to Brad Vold at Human Services for storage.

For more information or clarification to any of the items outlined above, home visitors may contact:

Jane Patrick, Program Coordinator
 530 W. Fir
 Fergus Falls, MN 56537
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 Fax: 218-998-3763
 Email: patrick@prtel.com

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