Clinical Guidelines and Service Definitions

Family Preservation

Funding Stream

- Some insurance companies will pay for In-Home intensive services. Caseworkers must contact insurance company before making a referral to Core Services: efforts must be documented, along with name and number of person with whom the Caseworker spoke, should the claim be denied.
- Medicaid may cover Family Preservation services and should be utilized when possible to pay for this service. If for some reason Medicaid refuses the referral, this must be documented in the paperwork submitted to the Care Coordinator.
- If the family is open with the Department and the insurance company and/or Medicaid has denied payment, or if the family has no insurance, the funding goes through Core Services.

Definition of Service

- Service goals are centered on promoting child and family safety and family protective capacity.
- This service is an in-home, family-centered intensive therapeutic service for high-risk families that should be utilized to prevent out-of-home placement, to maintain the child(ren) in the home, or prepare a family for reunification. This service should stabilize family functioning and address safety and risk to children.
- Home Based services are most often used in response to a crisis or deterioration in family functioning. In addition, this service may teach families to work with community agencies, assist in the development and enhancement of parenting skills, stress reduction, problem solving, and communication skills. Services should be flexible and individualized to each family. This in-home service may include intervention with the individual, individual family members, the entire family, or appropriate community members. This is 24-hour crisis intervention.

Measurement of Success

- Client demonstrates empathy for the experiences and needs of their children.
- Client demonstrates ability to explain what their protective role and responsibilities entail, the consequences to the children should they fail to protect, and is able to articulate and demonstrate that they value and believe it is their primary responsibility to protect the children.

Qualifications of Provider:

Home-based Family Preservation staff will have at least:

- A Bachelor’s degree in a human behavioral science field
- A minimum of one year of professional experience acquired after the degree in a public or private social services agency
In addition to the above requirements, providers must have the following credentials to provide services for El Paso County clients.

- Training in Home-Based services
- A minimum of eight hours of continuing education annually in Home Based services.
- In addition, a minimum of six hours of supervision will be required per month. Supervisors must be trained in Home-Based Services and have a minimum of three years experience in a human services field that must include two years in Home-Based Services.

The workload will be no more than 12 Core Services families per week for each direct service worker.

**Estimated Length of Treatment:**
Three to nine months

**Frequency of Services:**
Should occur at least once a week; schedule to be set by Home Based worker and family. Provider may provide up to twenty-one hours of direct service per family per month. Schedule to be set by Provider and family.

**Provider Responsibilities:**
Refer to *Core Services Handbook or Provider Manual*. Additionally, you will need to:
Make contact with the family within in 24 hours, unless otherwise directed by the Care Coordinator.

Providers will have monthly direct personal contact with caseworkers to discuss the status/progress of the case.

**Caseworker Responsibilities:**
Refer to *Core Services Handbook or Provider Manual*.

**Staffing:**
An initial staffing will be held within thirty days of service. Additional staffings will be held as needed. Each staffing should:
- Be strength-based, family-centered, and
- Identify clear goals, objectives, interventions, and time lines.