

# Kids Central, Inc. System of Care Procedure Manual

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**Series:** Education

**Procedure Name:** Contact with Children and Families

**Procedure Number:** 1502

**Origination Date:** 2/13/2012

**Revision Date:** 12/17/2012

**Authority:** 65C-30.008, F.A.C.

**Reference:** CSE 3.01 – 3.02; CSE 4.05

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## **Procedure**

It is the procedure of the Kids Central DREAMS Program to provide case educational advocacy and support in a manner that assures that the educational needs of each child are identified and appropriately addressed.

### **A. General Information:**

1. Kids Central will assist the family and child to:
  - a. Explore and clarify the reason for accessing services
  - b. Voice service goals and establish realistic expectations for outcomes
  - c. Identify successful coping or problem solving strategies based on identified strengths, formal and informal supports and preferred solutions
  - d. Evaluate progress toward achieving identified goals
  - e. Realize ways of maintaining and generalizing gains
2. DREAMS staff will engage and motivate the family and child by demonstrating:
  - a. Sensitivity to the needs and personal goals of the family and child
  - b. Respect for each person, confidentiality, socio-cultural values, personal goals, life style choices and complex family interactions
  - c. Being receptive, flexible and setting appropriate boundaries
3. Services will focus on:
  - a. Providing educational advocacy and support
  - b. Assisting the child and family to cope with life transitions
  - c. Improving educational outcomes for children
  - d. Increasing engagement of parents/caregivers in the education of the child
  - e. Increasing collaborative efforts with service providers

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## **B. Contacts:**

1. The type of contact will be determined by the Director or supervisor of the Educational Program.
2. The Supervisor of the Educational Program will review the case referral and provide guidance as appropriate.
3. All contacts or attempted contacts and work on case must be documented in FSFN within forty-eight (48) hours of the task completed.
4. When contact is made the following will be documented in FSFN:
  - a. Progress towards completion of the Educational objectives;
  - b. Purpose of each visit;
  - c. Conversations with each child who is age appropriate;
  - d. Effectiveness of current services and identification of additional service needs;
  - e. Assessment of progress in tasks and services aimed at ensuring the child's well-being, including educational, emotional, developmental, physical or mental health needs
  - f. When children are 13 years old or older, documentation must include comments from the child and/or caregiver concerning the progress of educational goals, as deemed appropriate by the educational team.

## **Approved By:**

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Cynthia A. Schuler, Chief Executive Officer

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Date