



Administrative Policies and Procedures: 31.8

Subject:	Parent/Caregiver Engagement and Support
Authority:	TCA 37-2-403, 37-2-416, 37-3-603
Standards:	COA Standards: PA-CFS 3; PA-CFS 10; PA-CFS 15; PA-CFS 21; CFSR 12; CFSR 15
Application:	To All Department of Children's Services Employees
Policy Statement:	
Contact, engagement, support and collaboration are essential to custodial and non-custodial parent(s)/caregiver(s) receipt of individualized services and supports that address their needs, increase their capacities for effective parenting and assist them in stabilizing their families.	
Purpose:	
Building relationships with parent(s)/caregiver(s) based on empathy, respect and genuineness to gain an understanding of the parent(s)/caregiver(s) perception of the presenting issues and to provide opportunities for the parent(s)/caregiver(s) to express their feelings and concerns throughout the case- planning process; engaging in a collaborative decision making process regarding outcomes, goals, and tasks with parent(s)/caregiver(s), their identified supports, and providers. Concerted efforts should be made to accommodate the parent(s) schedule and decision making. Ensuring that parents are informed of and involved in safety, permanency, well-being, and case progress discussions to promote achievement of case goals.	
Procedures:	
A. Worker Contacts	<ol style="list-style-type: none"> 1. The assigned worker will make initial and ongoing face to face contact with the parent(s)/caregiver(s) within the timeframes outlined in each program area policy, or at a minimum once monthly. 2. For parents that reside out of state, the assigned worker will make initial and ongoing contact via phone and at a minimum once monthly. <p>NOTE: The assigned worker will make contact with the parent(s)/caregiver(s) as prescribed by policy and/or protocol unless there is a court order releasing the Department of reasonable efforts to make such contact or if the child is in full guardianship.</p> <ol style="list-style-type: none"> 3. Contact with all parents should be frequent enough to monitor their progress in services, promote timely achievement of case goals, and effectively address their children's safety, permanency, and well-being needs. Contacts should be of good quality, with discussions focusing on the parent's and children's needs, services,

Subject: 31.8, Parent-Caregiver Engagement and Support

	<p>and permanency goals. The length and location of contacts should be conducive to open, honest, and thorough conversations.</p> <p>NOTE: Contact with all parents is crucial. Equal consideration for contact with the father or non-custodial parent should be made for the duration of the case. Parents who are incarcerated should be contacted as well. Diligent searches should continue monthly if parents are missing.</p>
<p>B. Engagement, Support and Collaboration</p>	<p>Assigned workers will engage the parent(s) / caregiver(s) through hearing their story in order to assess how any trauma event they have experienced affects their parenting and to understand the parents' perspectives in all issues pertinent to the case. Working collaboratively promotes building strong relationships and removes controversy.</p>
<p>C. Concerted Efforts</p>	<p>Concerted efforts include formal and informal assessments to identify appropriate services necessary to ensure the child's safety, permanency, and well-being. Concerted efforts are also the different steps taken to assist in the provision of identifying services and the quality of care in which each family is treated, and engaging parent(s)/caregiver(s) to participate in assessments and services. Refer to the <u>Parent Engagement and Support Work Aid</u> regarding examples of concerted efforts.</p>
<p>D. Documentation</p>	<ol style="list-style-type: none"> 1. Concerted efforts are to be documented in TFACTS under case recordings. 2. Concerted efforts captured should include a progress summary of: <ol style="list-style-type: none"> a) Safety (home environment) b) Permanency (formal and informal assessments and progress ; visitation; conversations with parent(s)/caregiver(s); CFTM, court other review) c) Well-being (parent(s)/caregiver(s) health) 3. Properly documented concerted efforts shows: <ol style="list-style-type: none"> a) partnering with the parent(s)/caregiver(s), b) reflects successful and unsuccessful attempts of engagement, c) consideration was made for language, cultural, gender, flexibility of visitation or other factors; d) family needs are being addressed and subsequently met; e) what steps have taken place and next steps to take; f) services offered to the family; and, g) what worked and did not work with the family

<p>Forms:</p>	<p>None</p>
----------------------	--------------------

Subject: 31.8, Parent-Caregiver Engagement and Support

Collateral documents:	<p><u><i>Parent Engagement and Support Work Aid</i></u> <u><i>14.6, Child Protective Services Case Tasks and Responsibilities</i></u> <u><i>14.19, Family Crisis Intervention Program</i></u> <u><i>14.18, Family Support Services Program</i></u> <u><i>16.38 Face-to-Face Visitation with Dependent and Neglected and Unruly Children in DCS Custody</i></u> <u><i>31.9 Conducting Diligent Search</i></u> <u><i>Visitation Protocol</i></u></p>
------------------------------	--

Glossary:	
Term	Definition
Concerted Efforts:	Includes formal and informal assessments to identify appropriate services necessary to ensure the child's safety, permanency, and well-being are achieved through engaging the parent(s)/caregiver(s) in services.