

9.1 – Parent Education Services

Chapter - Other



	Countywide		Department: Human Services	X	Division: Child Welfare
Supersedes: N/A				Effective Date: 2/17/20	
Authority: NC Division of Social Services/Child Welfare Manual/ Assessments/In-Home Services/Permanency Planning/Prevention Policy Manuals					
Originating Department/Division/Section: Human Services/Child Welfare/Prevention					

I. Purpose:

The purpose of this document is to provide the standards of practice for the provision of Wake County Human Services Child Welfare Parent Education Services

II. Description of Standard:

Child Welfare Parent Education Services works to cultivate safe and stable homes by strengthening families, promoting optimal child development and reducing the likelihood of child abuse and neglect. Parent Coaches will provide 1:1 coaching services and Group Education to parents in an effort to increase parental resilience, improve social connections, increase their knowledge of parenting and child development, gain and utilize concrete supports; and increase social and emotional competence of their children.

GOALS:

1. Increase parental resilience
2. Improve parents' social connections
3. Increase parents' knowledge of parenting and child development
4. Equip parents with concrete supports in times of need
5. Increase parents' social and emotional competence of their child(ren)

High-Level Strategies

1. Respond to family crises
2. Value and support parents and caregivers
3. Facilitate friendships and mutual support
4. Strengthen parenting
5. Link families to services and opportunities
6. Observe and respond to early warning signs of child abuse and neglect
7. Facilitate children's social and emotional development

Target Populations

1. Parents involved in CPS In-Home Services and Foster Care (can access all services)
2. Parents involved with Child Welfare Family Support Program (can access all services)
3. Parents in the community and those involved with CPS Assessment Services (can access Parent Education Groups)

Service Priorities for 1:1 Coaching:

1. Parents with children in Foster Care and CPS In-Home Services
2. Fathers involved in CW

3. Child Welfare parents with intellectual/cognitive disabilities
4. Families involved in CPS Assessment Services
5. Parents involved with Child Welfare Family Support Program

All services are provided utilizing Evidenced-Based and Evidenced Informed Curriculum

1. 1:1 Parent Coaching

- Reunification Coaching for parents with children in Foster Care
- Preservation Coaching for parents with children in the home
- Families On the Grow (FOG) Coaching for parents with Intellectual Disabilities who are involved in Child Welfare

2. Father Engagement Coaching

- Fathers involved with Child Welfare
- Fathers in the community who need support
- Fathers involved with Child Support Enforcement

3. Parent Education Groups

- Parenting 101 Class – 8 weeks
- Parenting Infants & Toddlers – 8 weeks
- Parenting Adolescents – 8 weeks
- Anger Management – 8 weeks

4. Support Groups

- The D.A.D.S. Group
- Reunification Support Group
- Kinship In Action Support Groups (KIA)
- Parent Support Group

5. Community Education

- Protective Factors Training
- Triple P Seminars
- Darkness to Light Seminars

III. Definitions:

- A. Working Titles: All staff in the Parent Education Unit are Parent Coaches.
- B. FSS – Family Support Services
- C. FSS SW – Family Support Services Social Worker
- D. PP SW – Permanency Planning Social Worker
- E. CPS SW – Child Protective Services Social Worker
- F. TANF – Temporary Assistance for Needy Families
- G. MAC – Medicaid Administrative Claiming
- H. SSGB – Social Services Block Grant
- I. IV – E – Funds for administrative support when providing services for children in Foster Care
- J. Five Protective Factors (Parental resilience, Social connections, Knowledge of parenting and child development, Concrete support in times of need, & Social and emotional competence of children)
- K. Social Determinants of Health – Access to Healthcare, Education, Food Security, Economic Stability, Environment, and Social Connection

IV. Applicability/Exceptions:

This protocol is applicable to all employees of the Wake County Human Services, Division of Child Welfare.

V. Fiscal/Resource Impact

Current Staffing:

- 0.2 FTE Program Manager
- 1.0 FTE Supervisor II
- 5.0 FTE Human Services Senior Practitioner
- 2.0 PTE Human Services Senior Practitioners
- 0.2 FTE Executive Secretary

Revenue Sources: TANF, MAC, SSGB, IV-E (Minimal), and financial/hard goods donations

Cost savings include: reduction of overall bed days in out-of-home care, reduction in bed days in congregate care, reduced repeat maltreatment, reduced reentry, and increased timely access to services

VI. Data Description

Client Outcome Report – data collected on the impact of services delivery

Client Intake Report – provides a snapshot of the population served

Desired Outcomes (Long-Term)

1. Stronger, healthier parents and families
2. Families stay together
3. Children are reunified with their bio parents

Measurements

1. Level of improvement/regression in 5 protective factor areas
2. Number of CPS In-Home families preserved
3. Number of Foster Care families reunified
4. Number of Foster Care cases in which parental rights were terminated
5. Changes in Child Welfare service from initiation to closure
6. Changes in visitation status from initiation to closure

VII. Protocol Responsibility and Management:

This protocol is reviewed annually by the Division of Child Welfare, Continuous Quality Improvement Section.

VIII. Subject Matter Consultants:

- A. Child Welfare Parent Education Supervisor II
- B. Permanency Planning, Prevention, and Placement HS Child Welfare Program Manager
- C. Child Welfare Permanency Planning & Prevention Child Welfare Assistant Division Director
- D. Child Welfare Division Director

IX. References:

- A. eWakeTalent
- B. HR Policy
- C. Services Information System Manual
<https://policies.ncdhhs.gov/divisional/social-services/services-information-system-sis>
- D. State Statute
<https://www.ncdhhs.gov/divisions/social-services/child-welfare-services>

E. Federal Legislation

<https://www.ncdhhs.gov/divisions/social-services/child-welfare-services>

X. Related Documents: N/A**XI. Appendix/Form:****A. Referral Protocol and Service Delivery Strategies****B. Child Welfare Parent Education Forms**

- Referral
- Parenting Case Plan
- Court Report Summary
- Closure Assessment (Survey Monkey)
<https://www.surveymonkey.com/r/ParentEducationClosure>
- Consent to Release Information (DSS 5297)
<https://www2.ncdhhs.gov/info/olm/forms/dss/dss-5297-ia.pdf>
- Running Log Documentation

XII. History

Effective Date	Version	Section(s) Revised	Author/Reviewer
02/17/2020	First	Initial Development	Child Welfare Leadership Team