



## ***Probation Service Definition***

ADMINISTRATIVE OFFICE OF THE COURTS & PROBATION

<b>SERVICE NAME</b>	<b>Family Support</b> <span style="float: right;"><input type="checkbox"/> Adult <input checked="" type="checkbox"/> Juvenile</span>
<b>Category</b>	Non-Treatment
<b>Setting</b>	Home-Based
<b>Facility License</b>	Licensure is not required for this service
<b>Service Description</b>	<p>Family support services are face-to-face interventions with the youth and family, designed to assist the youth, parent/caregiver to learn/enhance new skills, role play, and practice specific strategies and techniques to decrease the youth’s behaviors related to criminogenic risk. This service targets the entire family unit and is typically provided when all family members are present.</p> <p>The service should impact the family functioning as a whole as well as the youth’s individual functioning. This service will intentionally target assessed high risk needs and provide skill development. It should not be used as an extension of supervision.</p>
<b>Service Expectations</b>	<p>The family support worker shall support the youth and family/caretaker in the development of skills to effectively interact and manage the youth’s behaviors:</p> <ul style="list-style-type: none"> <li>• Conduct an intake assessment to supplement the family team goals to determine the family’s needs and strengths within 7 days of accepting the youth/family into the program.</li> <li>• A written service plan shall be developed with the youth and probation/problem solving court officer based upon the probation referral and family/youth intake interview. The written service plan will be shared with the probation/problem solving court officer.</li> <li>• Individualization of the plan will be determined based on service referral information, (criminogenic risk, need and responsivity) relevant collateral documentation/assessments and youth/family goals.</li> <li>• Model/teach appropriate coping skills and conflict resolution strategies related to normal adolescent behavior.</li> <li>• Connect the family to community resources and formal and informal supports.</li> <li>• Communicate with the probation/problem solving court officer at least weekly via face-to-face, phone, or email.</li> <li>• Participate in family team meetings.</li> <li>• Develop a safety plan for crisis situations; family/youth must be able to demonstrate how to implement the plan.</li> <li>• Improve positive communication skills among family members.</li> <li>• Develop and implement positive coping skills.</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop and utilize alternative community support systems.</li> <li>• Officer will verify with staff to determine if progress is being made. If progress is not indicated, the staff shall provide a rationale as to what changes will be made to initiate a plan to increase progress.</li> <li>• Services must be trauma informed, culturally sensitive, age and developmentally appropriate and incorporate evidence-based practices when appropriate.</li> </ul>
<b>Service Frequency</b>	<ul style="list-style-type: none"> <li>• Variable depending on court order, probation/problem solving court officer, family, youth, and team identified goals. It is expected that this service is more intensive at the onset of the service and will reduce as the youth and family make progress.</li> <li>• The frequency must be approved by the probation/problem solving court officer and will be no more than 8 hours face-to-face per week.</li> </ul>
<b>Length of Stay</b>	Up to 4 months
<b>Staffing</b>	<ul style="list-style-type: none"> <li>• A family support worker must hold a Bachelor’s Degree in a related field or an Associate’s Degree with two years’ experience, with in-home behavioral interventions.</li> <li>• Each family support worker must be affiliated with an agency who is a registered service provider.</li> <li>• Each family support worker must register individually with the Administrative Office of the Courts and Probation.</li> </ul> <p>All providers must be trained in trauma-informed care, recovery principles and crisis management.</p>
<b>Staff to Client Ratio</b>	Determined by the agency
<b>Hours of Operation</b>	The family support worker must be available during times that meet the need of the youth and their family to include after school, evenings and weekends. Scheduled services should not interfere with the youth’s academic and extracurricular schedule. Services should be in the family home, not the educational environment.
<b>Service Desired Outcomes</b>	<ul style="list-style-type: none"> <li>• Accomplish goals identified by the probation/problem solving court officer’s referral; goals will be related to reducing criminogenic risk.</li> <li>• Enhance family functioning and communication.</li> <li>• Decrease need for emergency interventions.</li> <li>• Maintain placement in the home/community.</li> <li>• Increased ability to apply appropriate rules, rewards and consequences.</li> <li>• Achieve or maintain self-support to prevent, reduce or eliminate dependency on formal systems.</li> </ul>
<b>Unit and Rate</b>	Per hour; see rate sheet

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Service Interpretive Guideline]