



Probation Service Definition

ADMINISTRATIVE OFFICE OF THE COURTS & PROBATION

SERVICE NAME	Family Support <input type="checkbox"/> Adult <input checked="" type="checkbox"/> Juvenile
Category	Non-Treatment
Setting	Home-Based
Facility License	Facility licensure is not required.
Service Description	<p>Family support services are in-person interventions with the youth and family, designed to assist the youth and 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 coaching and skill development.</p>
Service Expectations	<ul style="list-style-type: none"> • Family support workers shall: <ul style="list-style-type: none"> ○ Support the youth and family/caregiver in the development of skills to effectively interact and manage the youth’s behaviors. ○ Conduct an intake assessment within 7 days of accepting the youth/family referral. Such assessment will supplement the family team goals and help determine the needs and strengths of the youth and family. ○ Model, teach and coach appropriate coping skills and conflict resolution strategies related to normal adolescent behavior ○ Connect the family to community resources and formal/informal supports ○ Maintain weekly communication with the probation/problem solving court officer on progress toward meeting the pre-determined goals ○ Participate in family team meetings ○ Improve positive communication skills among family members ○ Develop and implement positive coping skills for all family members ○ Develop and utilize alternative community support systems. • A written individualized service plan shall be: <ul style="list-style-type: none"> ○ Developed based on goals of the youth and family within 10 days of intake. ○ Informed by the referral for services from the probation/problem-solving court officer, and relevant collateral documentation

	Program plan required <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<ul style="list-style-type: none"> ○ Shared in writing with the probation/problem solving court officer within 30 days of intake ○ Revised as needed throughout the service, with written updates provided no less than every 90 days if no revisions have been made ● The agency will document the progress toward the individualized daily program schedule in their reports. Probation/Problem Solving Court 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 indicate progress ● A crisis (safety risk/reduction) plan will be developed and updated as needed throughout the service. The youth parent/guardian/caregiver must be able to demonstrate they have the knowledge and skills to implement the crisis plan. The crisis plan will be shared with the probation/problem solving court officer
Service Frequency	<ul style="list-style-type: none"> ● Weekly in-person contact will not exceed 8 hours, but will vary based on the court order or service plan goals and is subject to probation/problem solving court officer approval ● Frequency of services will vary based on the needs of the youth/family. Contact hours will generally be more intensive at the beginning of service delivery and taper as the youth's functions improves
Length of Service	<ul style="list-style-type: none"> ● Expected duration of services is up to 4 months. ● Duration of services is individualized based on progress of the youth and family
Staffing	<ul style="list-style-type: none"> ● Staff must be affiliated with an agency that is a Registered Service Provider ● Family support workers must: <ul style="list-style-type: none"> ● Hold a Bachelor's Degree in a related field OR ● Hold an Associate's Degree with 2+ years' experience with in-home behavioral interventions ● All providers must be trained in trauma-informed care, recovery principles, evidence-based practices, adolescent development and crisis management. <p>This service requires Criminogenic Continuing Education Hours <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
Staff to Client Ratio	<ul style="list-style-type: none"> ● All staffing shall be adequate to meet the individualized service needs of the youth and meet the responsibilities of each staff position ● Caseloads are as determined by the agency
Hours of Operation	<ul style="list-style-type: none"> ● Services are scheduled during day, evening, or weekend hours, based on family availability. ● Services should not interfere with the youth's academic and extracurricular schedule.
Service Desired Outcomes	<ul style="list-style-type: none"> ● Accomplish goals identified by the probation/problem solving court officer's referral; goals will be related to reducing criminogenic risk ● Enhance family functioning and communication

	<ul style="list-style-type: none"> • Decrease need for emergency interventions • Maintain placement in the home/community • Increased ability to apply appropriate rules, rewards and consequences. • Achieve or maintain self-support to prevent, reduce or eliminate dependency on formal systems.
Unit and Rate	See rate sheet