

House District _____
Senate District _____

THE TWENTY-SIXTH LEGISLATURE
HAWAII STATE LEGISLATURE
APPLICATION FOR GRANTS & SUBSIDIES
CHAPTER 42F, HAWAII REVISED STATUTES

Log No: **7-0**

For Legislature's Use Only

Type of Grant or Subsidy Request:

GRANT REQUEST - OPERATING

GRANT REQUEST - CAPITAL

SUBSIDY REQUEST

Rec'd JAN 28 2011

"Grant" means an award of state funds by the legislature, by an appropriation to a specified recipient, to support the activities of the recipient and permit the community to benefit from those activities.

"Subsidy" means an award of state funds by the legislature, by an appropriation to a recipient specified in the appropriation, to reduce the costs incurred by the organization or individual in providing a service available to some or all members of the public.

"Recipient" means any organization or person receiving a grant or subsidy.

STATE DEPARTMENT OR AGENCY RELATED TO THIS REQUEST (LEAVE BLANK IF UNKNOWN):

DHS

STATE PROGRAM I.D. NO. (LEAVE BLANK IF UNKNOWN): _____

1. APPLICANT INFORMATION:

Legal Name of Requesting Organization or Individual:

Db: BLUEPRINT FOR CHANGE

Street Address: 550 HALEKAUWILA ST

Mailing Address: STE 102
HONOLULU, HI 96813

Same

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name Stephen Morse

Title Executive Director

Phone # (808) 952-0488

Fax # _____

e-mail Smorse@blueprintforchange.org

3. TYPE OF BUSINESS ENTITY:

- NON PROFIT CORPORATION
 FOR PROFIT CORPORATION
 LIMITED LIABILITY COMPANY
 SOLE PROPRIETORSHIP/INDIVIDUAL

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:

Neighborhood Place Services

4. FEDERAL TAX ID #: _____

5. STATE TAX ID #: _____

7. AMOUNT OF STATE FUNDS REQUESTED:

FY 2011-2012: \$ 200,000

8. STATUS OF SERVICE DESCRIBED IN THIS REQUEST:

- NEW SERVICE (PRESENTLY DOES NOT EXIST)
 EXISTING SERVICE (PRESENTLY IN OPERATION)

SPECIFY THE AMOUNT BY SOURCES OF FUNDS AVAILABLE AT THE TIME OF THIS REQUEST:

STATE \$ _____
FEDERAL \$ 783,200
COUNTY \$ _____
PRIVATE/OTHER \$ _____

TYPE NAME & TITLE OF AUTHORIZED REPRESENTATIVE:

Stephen K. Morse Executive Director

NAME & TITLE

1/28/2011

DATE SIGNED



Blueprint FOR Change

...for a more responsive child welfare system

Neighborhood Place Services

Application for Grants & Subsidies
The Twenty-Sixth Legislature
Hawaii State Legislatures
Chapter 42F, Hawaii Revised Statutes

Contact Person:

Stephen Morse, Executive Director

smorse@blueprintforchange.org

(808) 952-0488

Application for Grants and Subsidies

I. Background and Summary

This section shall clearly and concisely summarize and highlight the contents of the request in such a way as to provide the State Legislature with a broad understanding of the request. Include the following:

1. A brief description of the applicant's background;

The roots of Blueprint for Change (BFC) date back to 1996 when the Hawai'i State Legislature created the Blueprint Coordinating Committee as part of a child welfare reform initiative. This committee brought health care providers, social workers and policy makers together to discuss ways of improving the child welfare system. From this committee came the concept of the Neighborhood Place service delivery model.

A Neighborhood Place (NP) is a family-centered, community-driven service delivery model, designed to protect children who are identified as being at risk for abuse and neglect. Through private and public funding, the Blueprint Coordinating Committee developed two NP pilot projects in the late 1990's.

The success of these projects created a need for an intermediary entity that could ensure the sustainability of the existing Neighborhood Places and aid in the expansion of the Neighborhood Place model throughout the State. In 2000, the Blueprint Coordinating Committee became this intermediary entity when it was transitioned into a 501(c) (3) non-profit, charitable organization and renamed Blueprint for Change (BFC).

Since its inception, it has been BFC's mission to develop and support a state-wide network of Neighborhood Place walk-in centers to assure the safety and wellbeing of children and families who have been identified as being at-risk for abuse and neglect.

Currently, BFC provides fiscal and administrative support to five NP's sites located in the following communities:

- **Kalihi**
- **Waianae**
- **Puna**
- **Kona**
- **Wailuku**

These existing community-based sites are geared towards providing much needed services to communities that have been identified as being high-risk areas for abuse and

neglect. Through the NP partnership, BFC provides a gamut of service options that are focused on diverting families away from involvement in the child welfare system. These services include, but not limited to, preventative activities, training, family support and strengthening, referral services, and if need be, intervention. The successful completion of BFC's mission requires a community effort to develop and implement effective, integrated, and collaborative approaches to protecting vulnerable children and families. Each NP is bound by a common vision. Together, the agency's strive to ensure that *"every child in Hawai'i will grow up in a loving family, a nurturing home, and a safe environment."*

Since the BFC/Neighborhood Place model was implemented over ten years ago, the collaborations described above have dramatically changed Hawai'i's child welfare system. By establishing the necessary relationships service provider contractors for family strengthening services and the Department of Human Services (DHS), the BFC/Neighborhood Place partnership has developed fluid relationships that allow the NPs to identify, address, and remedy stressful family issues promptly, thus preventing a crisis situation.

2. The goals and objectives related to the request;

The goal of this GIA request is to prevent a state-wide increase in rates of child abuse and neglect by restoring the service levels of the BFC/NP program to the level that existed prior to FY 2009.

NPs provide communities throughout the state with a broad array of informal and formal supports for families with children who are at-risk of abuse and neglect. The NP's use programs that have been demonstrated as effective in increasing family strength and protective factors and reducing risk factors based on best practices as prescribed by the National Clearinghouse on Child Abuse and Neglect, American Professional Society on the Abuse of Children, the Child Welfare League of America, and Prevent Child Abuse America.

Since 2005, the BFC/NP partnership has been supported by TANF funds in the DHS budget appropriated by the Legislature. Beginning in FY 2009, serious shortfalls in the State Budget have led to across-the-board cuts to the health and human services sector. In two years, BFC experienced a 34% reduction in State funding. This cut has forced BFC and each of the five (5) Neighborhood Places to layoff and furlough staff, which has had a significant impact on the agency's ability to provide much needed services to communities throughout the state.

If awarded, funding from this GIA request will be used to restore the staff resources of BFC and the NP programs, which will greatly increase their ability to provide at-risk communities with child abuse prevention services.

3. State the public purpose and need to be served;

Prior to 1999, the State of Hawai'i experienced annual increases of child abuse and neglect rates, and was removing children from families at a rate that was four times the national average. Additionally, rates of recidivism for children of Hawaiian descent were amongst the highest in the country.

In the past decade, trends in the Hawai'i foster care system have changed considerably. By supporting preventative efforts in regards to child welfare, the Department of Human Services has been able to reduce the rates of recidivism for children of Hawaiian descent, as well as the rate of state intervention in family problems.

Unfortunately, this positive trend is likely to end, and in the next few years, rates of child abuse and neglect and recidivism are projected to increase as more families are affected by the economic crisis. Past data has shown that serious financial stress is often a precursor to abuse and neglect of children and domestic violence in families affected by unemployment, loss of health insurance coverage, mortgage foreclosures, and homelessness.

The economic crisis that has plagued Hawaii and the nation the past three years has exponentially increased the number of families who now are at risk of child abuse and has reduced the amount of resources available to these families.

II. Service Summary and Outcomes

COMMUNITY BENEFIT

The intent of BFC and the NP Partnership is to provide family strengthening services before the family is split up and foster care imposed. NPs engage families who are in need of linkage, referrals, basic life skills, job placement, and housing with the goal of diverting and preventing families from entering the State's child welfare system. **To date, 90% and better of families serviced by the NP's have been able to avoid involvement with foster care.**

Service Areas	
Crisis Counseling	Trained Crisis Counselors will provide crisis counseling and support to family members facing problems associated with homelessness due to unemployment, substance abuse, untreated mental illness and/or domestic violence. They are encouraged to share their stories and offered reassurances that they are not alone; provide linkage to transitional or safe housing, engaged for substance abuse treatment, emotional problems, and directed to appropriate community resources. The children are given the special care and support they need to feel safe and assistance offered to help them thrive and be ready to succeed in school.
Safety Planning	Safety plans for families seeking crisis intervention services are crucial, especially those who are homeless. NPs facilitate safety planning that is tailored to the individual needs of each family member.
Childcare and Parenting Classes	A recent study commissioned by the Center for Disease Control and Prevention found, "lower rates of confirmed abuses cases, child out-of-home placements, and hospitalizations and emergency room visits for child injuries in counties where parenting support was implemented" (CDC, 2009). NP's offer pre-arranged childcare services and classes for parents who lack adequate parenting skills or who need an increased awareness of how to keep their children safe in situations of homelessness.
Information and Referral	NP staff offer clients linkage and assistance to determine eligibility for the variety of services available. All information and referrals are responded to within 24 hours and referrals completed within two weeks to ensure timely linkage to community resources. The referral completion time used to be one week, however, we found the homeless factor increases the amount of time needed to connect families to resources.
TANF	BFC works closely with DHS to design a contract specific to the NP system of care. This unique partnership has proven to be highly effective in ensuring that families in high-risk communities throughout the state receive important family strengthening services.
Database/ Follow-up	BFC has established a database for the purpose of tracking the outcomes for families that come in contact with all our NPs. The consistent achievement of desired outcome demonstrate that its services strengthen Hawai'i's communities, allow families to resolve issues and stay together, and improve the safety and well being of Hawai'i's youth. Follow-up activities are completed on each family at six months and one year intervals in order to evaluate whether these families have remained safe and healthy and if additional NP services or the more formal child welfare services may be needed.

Core Services	
Family Strengthening Planning and Monitoring	Families will be assisted in creating a three to six-month Individual Program Plan (IPP) supported by NP staff. The IPP will include assessments, development and support activities, and referrals to needed resources, timelines, specific behavioral objectives and milestones. Because research tells us that the level of intensity of intervention is key to success, families will be encouraged to focus on their IPP and work diligently toward goals. Families will be helped in aligning behavioral objectives identified in their IPP with objectives they identify in other collateral programs -- such as parent education, anger management, stress management, job readiness, concrete needs, obtaining affordable housing—to ensure consistency and mutual reinforcement.
Information/ Referral	Families will be given information and referrals to available resources in the community according to the goals and desires of the family. The NPs will build and maintain effective working relationships with resources available to Windward families. Resources will include services aimed at responding to the presence of risk factors by building protective factors through counseling, positive parenting classes, family strengthening activities, addiction services, literacy programs, economic supports, etc. Families will also be encouraged to participate in parent-to-parent mutual support groups facilitated by the NPs or other groups.
Family Friendly Program Support	Families will be given needed support to allow attendance at programs and access to services -- such as transportation and childcare. Family culture and language will always be a consideration when developing referral options.
Mutual Aid/ Neighborhood Support	Waimanalo has many <i>kupuna</i> (grandparents) caring for their <i>mo`opuna</i> (grandchildren). Interviews with community members and discussion at the Waimanalo Neighborhood Board indicate this situation is a growing concern for the community. Many <i>kupuna</i> do not have the resources to handle young children, neither are they skilled to address challenges presented by teenagers, all the while trying to cope with their own natural aging process which includes declining health. A support group of <i>kupuna-to-kupuna</i> will be established, which we hope to co-facilitate with another community service provider and other <i>kupuna</i> facilitators. Our goal is to provide support to <i>kupuna</i> in their efforts to keep their families together during stressful situations. The outcomes we hope to establish are greater caregiver self-esteem and competence, less social isolation, increased ability to handle stress and better understanding of grandchildren and their needs as well as better understanding of their own developmental needs.
Public Awareness and Community Capacity Building	A minimum of two (2) community programs per year will bring together neighbors, service providers, and other community stakeholders for information sessions on child maltreatment, child development, resources, cultural diversity in child-raising, and public policy. Collaborating agencies will also update their stakeholders on child safety issues/mechanisms through distribution of information and NP training programs. NPs will also participate in community events hosted by other organizations.
Child Resiliency/ Empowerment	Waimanalo already has strong, established childcare and child strengthening programs including Hana Like Home Visitor Program, Kamehameha Preschool and Hi'ilani Program, Early Head Start, and Even Start at Blanche Pope Elementary School. WNP will coordinate with such programs to become familiar with them and will work together with them by holding group sessions with them for parents and children.

A. QUALITY ASSURANCE AND EVALUATION

The BFC and its NP partners commit to ensure the highest possible quality of services through their participation in an ongoing Continuous Quality Improvement (CQI)

process. The CQI process defines how BFC/NP will assess and improve its overall performance and for meeting professional standards which meet or exceed outcome expectations. The CQI process is designed to reinforce the value of peer learning, making decisions based on data and solid analysis of information, the importance of ongoing staff training and development and integration of research and best practices.

The purpose of the plan is to describe the procedures and define the roles and responsibilities that support BFC /NP in obtaining the highest level of family strengthening services. First and foremost, this is done on behalf of the families and children that are served; secondly, for the purposes of compliance with contract and funder requirements and to implement best practices.

In order for BFC to implement an effective CQI initiative, the following must be in place:

1. A Board level commitment to implementation of the CQI process
2. A written CQI plan with policy, procedures and resources
3. An effective BFC strategic planning process
4. Written program policies and procedures to guide NP service delivery
5. Outcome objectives for each program component
6. An ongoing integrated training and technical assistance plan
7. An annual evaluation of BFC efficiency in utilization of both human and financial resources
8. Integration of CQI findings and external monitoring and evaluations

There are three major components of the BFC Continuous Quality Improvement Process

1. **Strategic Planning:** A formal strategic planning process is conducted every four years. This process is the responsibility of the BFC Board of Directors and includes stakeholder input, an environmental scan to determine continued relevance of the NP service delivery model, demographic profiles of community risk factors and a review of best and promising practices.
2. **Peer Review Process Component:** Peer review is a core component of BFC Continuous Quality Improvement process. Peer review is based on the BFC value of promoting a learning environment designed to promote innovation and service improvement by learning from NP partners.
 - a. The Peer Review team will be composed of:
 - 1) BFC Board Program Committee designee
 - 2) BFC Executive Director
 - 3) BFC Program Specialist
 - 4) NP Program Directors

- 5) Other resource people as needed; i.e., demographers, DHS staff
- b. Peer Review Team meetings is convened by the BFC Board Program Committee designee on a quarterly basis.
- c. The Peer review team has the following responsibilities,
 - 1) Determine indicators, sampling sizes and thresholds for the CQI Review Process
 - 2) Develop the review schedule
 - 3) Conduct case review on selected cases which will cover:
 - The appropriateness of the referral
 - The quality of the assessment
 - The appropriateness of service plan based on the assessments
 - Outcomes of services
 - Discharge planning and follow up
 - 4) Review of NP progress toward BFC/NP outcomes
 - 5) Identification of barriers to outcomes being obtained
 - 6) Review of stakeholder and consumer feedback
 - 7) Review of all incident and grievance reports
 - 8) Review of BFC/NP training and technical assistance needs
 - 9) In a written report analyze the results of the CQI process and make improvement recommendations to the BFC Executive Director and Program Committee of the Board of Directors quarterly
 - 10) Review and evaluate recommended improvements for effectiveness

3. Monitoring Component:

- a. Occurs on a quarterly basis through NP submittal of Quarterly Activity Reports
- b. Annually, BFC conducts a monitoring of all NP contracts to ensure compliance with all contract requirements. These monitoring reports are confidential between the BFC and the NP. They may be used as part of the Peer Review process only with the consent of the NP Program Director.
- c. Results from the periodic monitoring conducted by DHS will be incorporated into the CQI process.
- d. Annually, in a report to the full Board of Directors, the Board Program Committee designee will incorporate recommendations from the Peer Review Team, BFC and DHS monitoring reports, consolidate data from the demographic and environmental scans, discuss training and technical assistance needs and reviews the current efforts of the committee.

e. Corrective Action

BFC will establish procedures to assist any NP that are not performing according to expectations which include:

- A corrective action plan
- Necessary follow up actions
- Timetable for achievement
- Determine responsible parties

4. Continuous Quality Improvement Team Roles and Responsibilities

a. BFC Board of Directors

- 1) Conduct Strategic Planning at a minimum every four years.
- 2) Appoint a member of the BFC Program Committee to sit on the CQI Peer Review Team
- 3) Quarterly, at meetings of the Board of Directors, review and act on any recommendations from the CQI Peer Review Team
- 4) Ensure human and fiscal resources are available to maintain an effective CQI process

b. NP Program Directors

The NP Program Directors serve as members of the CQI Peer Review team.

- The NP Program Directors are responsible for the design and implementation of their own internal NP CQI process. Minimally, this process will include:
- A comprehensive chart review, using the BFC/NP Chart Review Checklist
- Conducting the GFC/NP Consumer and Stakeholder Satisfaction Survey
- Provision of ongoing case supervision

The Service Summary shall include a detailed discussion of the applicant's approach to the request. The applicant shall clearly and concisely specify the results, outcomes, and measures of effectiveness from this request.

B. SCOPE OF WORK, TASKS AND RESPONSIBILITIES

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
<p>1. Contract specific policies and procedures for <u>admission</u> and <u>discharge</u> including:</p> <ul style="list-style-type: none"> • Referral; • Intake, & service initiation • Waiting lists or turn-away policies; • Discharge criteria & process. <p>(continuation)</p> <p>1. Contract specific policies and procedures for <u>admission</u> and <u>discharge</u> including:</p> <ul style="list-style-type: none"> • Referral; • Intake, & service 	<p>The Blueprint for Change (BFC) has created a community-based family centered service delivery model known as the Neighborhood Places (NP's). The NP's interact with the community through outreach into homes, schools, community events and faith-based organizations to provide community based family strengthening services. The BFC and the NP Partnership coordinates consumer cases from admission to discharge with follow-up to provide assistance to needy families and provide family strengthening initiatives. Where appropriate for families with multiple needs services may include peer consultation, coordination and collaboration with other community and/or state agencies and resources.</p> <p>REFERRAL:</p> <p>Referrals to the BFC network of NP's will be made (a) to provide assistance for needy families so that children may be cared for in their own home or that of an extended family; and (b) to promote family strengthening initiatives for the formation and maintenance of two-parent families.</p> <p>Services will be provided to all families qualified for TANF for subset (a) above and concerning initiative (b) above, services will be provided without regard to income or TANF eligibility. All referrals will be accepted regardless of age, race or individual circumstances. Referrals may be made by phone, fax, mail or as a walk-in self-referral. Only authorized staff will have access to the fax machine utilized by the NP to ensure consumer rights are protected under the HIPPA privacy guidelines and BFC confidentiality HIPPA policy.</p> <p>For the purposes of this contract the following are target populations to be served,</p>	<p>BFC policy has been determined over the years by the BFC Board of Directors/, BFC Policy Advisory Committee, and the BFC Executive Director.</p>	

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<p>initiation</p> <ul style="list-style-type: none"> • Waiting lists or turn-away policies; • Discharge criteria & process. 	<ol style="list-style-type: none"> 1. Families with children who are at risk of child abuse and neglect but are not known to CPS 2. Families assessed by CPS with unconfirmed findings of child abuse/neglect but who are in need of services to prevent abuse 3. Families referred to CPS that have been in need of supportive services but are not accepted for CPS investigation 4. Families assessed and confirmed by CPS who need ongoing support after their CPS case has been closed. 5. Families can be referred from a third party or self referred. <p><i>Procedure:</i></p> <ol style="list-style-type: none"> 1. The BFC NPs will provide services to families living in the geographic areas of Maui, West Hawaii, East Hawaii, Waianae and Central/West Honolulu. <ul style="list-style-type: none"> • Using a NP referral form developed by the BFC (this form is the same as the standard DHS referral form); • Having the NP Director be responsible for all intake processes; • Having mechanical and/or in person capacity to accept referrals 24 hours a day, 7 days a week. 2. Upon receipt of referral, NP staff will: <ul style="list-style-type: none"> • Log referral into the respective NP Intake Referral Log; • Respond to all referrals within three (3) working day of receipt or referral; • Notify the DHS worker, referring agency or person that the referral has been accepted for services and estimated 	<ol style="list-style-type: none"> 1. BFC Executive Director/ NP Program Director 2. NP Outreach Worker/ Family Success Coach 	<ol style="list-style-type: none"> 1. Office hours will be Monday – Friday, 8:00AM- 5:00PM. NP staff will also be available to clients outside of regular office ours as needed. 2. 24 hours a day, 7 days a week 3. Within seven (7)
<p>(continuation)</p> <ol style="list-style-type: none"> 1. Contract specific policies and procedures for <u>admission and discharge</u> including: <ul style="list-style-type: none"> • Referral; • Intake, & service 			

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initiation <ul style="list-style-type: none"> • Waiting lists or turn-away policies; • Discharge criteria & process. 	time in which contact with the family will be made. <ol style="list-style-type: none"> 3. The NP staff will complete intake information and make an initial assessment of the needs of the referred family within seven (7) working days of the initial contact. 4. Families will be assessed for TANF services. 5. For non-CWS referrals, the NP staff will ask during intake if the family has an open CWS case. If yes, then the family will be informed they are eligible to received NP transition and support services upon successful closing of their current CWS case. 6. For crisis situations, services will begin immediately, and assessments will be conducted within 3 working days as needed. (Please see "Array of Services" Item a. "Crisis Intervention") 	<ol style="list-style-type: none"> 3.NP Outreach Worker/ Director. 4. NP Outreach Worker/ Director. 5.NP Outreach Worker/ Director 6. NP Director / Outreach Worker 	<ol style="list-style-type: none"> working days. 4. Within one (1) working day. 5. Within seven (7) working days. 6. Within seven (7) working days.
(continuation) <ol style="list-style-type: none"> 1. Contract specific policies and procedures for <u>admission</u> and <u>discharge</u> including: <ul style="list-style-type: none"> • Referral; • Intake, & service 	<p>INTAKE AND SERVICE INITIATION</p> <p><i>Policy:</i> It is the policy of the BFC and its Neighborhood Places that at the time of intake all families will be assessed to determine risk, needs and determine family strengths and protective factors. Services will be delivered at community-based NPs in specific geographic areas.</p> <p><i>Procedure:</i></p> <ol style="list-style-type: none"> 1. Once contact is made, NP staff will explain that the program is voluntary and make an appointment for a face-to-face contact to take place within three (3) working days. Staff will show support for the family but also to indicate 	<ol style="list-style-type: none"> 1. NP Director/ Outreach Worker 	<ol style="list-style-type: none"> 1. Within three (3) working days.

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initiation <ul style="list-style-type: none"> • Waiting lists or turn-away policies; • Discharge criteria & process. 	<p>that the referring agency (e.g. CWS, diversion contractor, Healthy Start, etc.) will be notified if contact is not successful.</p> <p>2. At the time of the intake the NP worker assigned to the case will assess the family using the BFC Family Assessment Tool, which was developed in 2000 to parallel the CWS Assessment Tool. The NP worker assigned to the case will perform the Intake and Assessment within three (3) working days of initial case contact.</p> <p>3. In partnership with the family, the NP Outreach Worker will initiate and develop the Individualized Program Plan (IPP) within seven (7) working days of initial family contact. The NP staff is able, in most cases, to develop the IPP during the intake/assessment meeting. However, there are some families that additional risk factors become identified during the process necessitating the longer IPP planning process of seven (7) working days from initial contact.</p> <p>4. The NP staff will obtain consumer consents as required.</p> <p>5. The NP worker will evaluate the family's current state of functioning as it relates to their ability to keep their child(ren) safe and, in partnership with the family, begin to develop goals and objectives. Every effort will be made to establish rapport and win the trust of the family.</p> <p>6. If it is determined that the children are at risk or the parents are in any way incapable of keeping them safe, DHS will be notified immediately.</p>	<p>2. NP Director/ Outreach Worker</p> <p>3. NP Outreach Worker/NP Family Success Coach.</p>	<p>2. Within three (3) working days</p> <p>3. Within seven (7) working days</p>
(continuation) 1. Contract specific policies and procedures for <u>admission</u> and <u>discharge</u> including: <ul style="list-style-type: none"> • Referral; • Intake, & service 		<p>4. NP Outreach Worker/NP Director.</p> <p>5. NP Outreach Worker/ Director</p> <p>6. NP Director/ Outreach Worker</p>	<p>4. Within three (3) working days.</p> <p>5. Ongoing.</p> <p>6. Notify immediately</p> <p>7. Ongoing</p>

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<p>initiation</p> <ul style="list-style-type: none"> • Waiting lists or turn-away policies; • Discharge criteria & process. 	<p>(See Section 10. Referral to CPS)</p> <p>7. Service activities will be based on the principles of family-centered, strengths/needs-based practice. The BFC and all NPs will utilize the guiding principles of family-centered practice in the Child Welfare Services Branch and as outlined in the RFP.</p> <p>8. NP delivery of services will be consistent with DHS goals of safety to decrease the number of CAN reports, decrease the number of CAN incidences of re-abuse, and increase the number of children referred to CWS who are safely maintained in the home.</p> <p>9. NP delivery of services will be consistent with DHS goals of permanency through family strengthening activities and prevent the requirement for CWS intervention with the families referred or self-referred to the NP program.</p> <p>10. Services will be made available on weekends and evenings to accommodate families' work hours and by NP staff that has been recruited from the specific geographic area covered by the NP.</p> <p>11. NPs will make reasonable accommodations to those clients with minimal English speaking abilities or physical limitations. In these cases the following procedures will apply for non-English speaking consumers:</p> <ul style="list-style-type: none"> • NP staff will check if any qualified staff within the program can speak the language of the consumer and if so, that 	<p>7. NP Director/ Outreach Worker</p> <p>8. BFC Executive Director/Program Director.</p> <p>9. NP Director/ Outreach Worker</p> <p>10. NP Director/ Outreach Worker</p> <p>11. NP Outreach Worker/ Director</p>	<p>8. Ongoing</p> <p>9. Ongoing</p> <p>10. Ongoing</p> <p>11. As needed</p>
<p>(continuation)</p> <p>1. Contract specific policies and procedures for <u>admission</u> and <u>discharge</u> including:</p> <ul style="list-style-type: none"> • Referral; • Intake, & service 			

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<p>initiation</p> <ul style="list-style-type: none"> • Waiting lists or turn-away policies; • Discharge criteria & process. <p>1. Contract specific policies and procedures for <u>admission and discharge</u> including:</p> <ul style="list-style-type: none"> • Referral; • Intake, & service 	<p>person will be assigned to provide or assist in providing services;</p> <ul style="list-style-type: none"> • If no qualified NP staff is available, other resources within community such as the list of interpreter services such as the Bilingual Access Line. • Interpreter services will only be provided with the consent of the consumer, and NP staff will review confidentiality policies with the interpreter and secure a signed consent that the interpreter will follow NP/BFC policies which comply with HIPPA privacy requirements. <p>In regards to physical limitations:</p> <ul style="list-style-type: none"> • During the initial call with the consumer, the Program Director or Outreach Worker will ask the consumer if he/she has any special needs. • If he/she is in a wheelchair, the NP will have an ADA compliant room for him/her to use. Home visitation is also a standard operating procedure for all existing NPs and it is anticipated that this would meet most consumer needs. • If the consumer is deaf, the NP staff will access an interpreter through Hawaii Services on Deafness. NP staff will contact this agency and arrange for a sign language interpreter.yyy8 		<p>12. Ongoing.</p>

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
<p>initiation</p> <ul style="list-style-type: none"> • Waiting lists or turn-away policies; • Discharge criteria & process. <p>1. Contract specific policies and procedures for <u>admission</u> and <u>discharge</u> including:</p> <ul style="list-style-type: none"> • Referral; • Intake, & service <p>(continuation)</p>	<p>12. In addition to the direct services offered individual families, all NPs will disseminate information regarding the NP program and other resources available to strengthen families by means of workshops, trainings, and participation in community events. There are no specific admission or discharge procedures for the NPs in the execution of community efforts. However, all community events are to reflect the guiding principles of the NPs. All activities will be consistent with the DHS goal to consistent with DHS goals of safety to decrease the number of CAN reports, decrease the number of CAN incidences of re-abuse, and increase the number of children referred to CWS who are safely maintained in the home.</p> <p>WAITING LISTS AND TURN AWAY</p> <p><i>Policy:</i> It is the general policy of the BFC that all families referred to the program will receive services. Waiting list situations are not expected when the NP is fully staffed. However, in rare cases where the BFC NP programs may be unable to accept new referrals or the scope of the problem is beyond the program's expertise, e.g.: parental psychosis, suicidal gestures, etc., the procedures outline in the next section will apply.</p> <p><i>Procedure:</i></p> <p>A. Turn Away</p> <p>1. Notify the referring agency, DHS staff or individual if, after careful assessment by the program director, the referral is deemed inappropriate. Reasons for referral to DHS may</p>	<p>12. NP Director/ Outreach Worker</p> <p>1. NP Director/ Outreach Worker</p>	<p>1. Within three (3) working days.</p>

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<p>initiation</p> <ul style="list-style-type: none"> • Waiting lists or turn-away policies; • Discharge criteria & process. 	<p>include, but not be limited to:</p> <ul style="list-style-type: none"> • Family is deemed too high risk for abuse or neglect to receive NP services; • There has been an incident of CAN during program involvement; or • After referral from DHS, a family has declined to participate or discontinues services and there continues to be safety concerns. <p>2. If DHS or other referring agent wishes to appeal the decision, the Program Director will facilitate the process by forwarding a written request for reconsideration to the BFC.</p> <p>3. All appeals will be responded to within three (3) working days of receipt of appeal.</p> <p>B. Wait List</p> <p>In the event that a NP may be unable to accept a case due to staffing or other concerns, the following waitlist policy will be followed:</p> <ol style="list-style-type: none"> 1. The Program Director will notify referring agent within one (1) working day that the consumer will need to be placed on a waitlist and he/she will be given an approximate time when services would begin. 2. The consumer will be assigned a numerical spot on the waiting list, e.g. 1, 2, 3. 3. As openings occur, consumers will begin services based on the severity of their presenting issues and the numerical spot they occupy on the waitlist. 4. At the request of DHS staff and in consultation with the 	<ol style="list-style-type: none"> 1. NP Director/ Outreach Worker. 2. NP Family Success Coach/ Outreach Worker 3. NP Family Success Coach/ Outreach Worker 4. NP Director/ 	<ol style="list-style-type: none"> 1. Within one (1) working day. 2. Within one (1) working day. 3. Within three (3) working days. 2. Within one (1) working day. 3. As soon as there is an opening. 4. As needed 5. Weekly
<p>(continuation)</p> <ol style="list-style-type: none"> 1. Contract specific policies and procedures for <u>admission</u> and <u>discharge</u> including: <ul style="list-style-type: none"> • Referral; • Intake, & service 			

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
<p>initiation</p> <ul style="list-style-type: none"> • Waiting lists or turn-away policies; • Discharge criteria & process. 	<p>Program Director, consumers can be prioritized based on need and moved ahead of others on the waitlist.</p> <p>5. The Program Director will update referring agent weekly of the status of all consumers on the waiting list.</p> <p>At no time will BFC require or depend on the DHS to provide services covered under this proposal.</p> <p>DISCHARGE CRITERIA</p> <p><i>Policy:</i> Ideally, discharge will occur when the goals and objectives of the Individualized Program Plan (IPP) for the family have been met; which shall include, but not be limited to:</p> <ul style="list-style-type: none"> • Ability to maintain a safe environment for the child(ren); • Parental/caregiver understanding of the child's developmental needs and demonstrated knowledge of appropriate discipline; and • Reasonable evidence that child abuse or neglect is not likely to occur or re-occur. <p><i>Procedure:</i></p> <p>The discharge process will include the development of a transition plan, follow-up plan, and completion of service summary.</p> <p>1. The NP Program Director will establish discharge criteria that are in alignment with those of DHS.</p> <p>Discharge criteria may include, but not be limited to the following:</p> <ul style="list-style-type: none"> • Families that are referred to the NPs but who refuse services will be discharged upon oral refusal. If safety concerns exists, DHS will be notified; • Families that are referred but are not able to be contacted 	<p>Outreach Worker.</p> <p>5. NP Director/ Outreach Worker.</p>	<p>1. At start of program.</p>
<p>(continuation)</p> <p>1. Contract specific policies and procedures for <u>admission and discharge</u> including:</p> <ul style="list-style-type: none"> • Referral; • Intake, & service 		<p>1. NP Director/ Outreach Worker.</p>	

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<p>initiation</p> <ul style="list-style-type: none"> • Waiting lists or turn-away policies; • Discharge criteria & process. 	<p>and/or located by the NP staff after three attempts, will be discharged as a result of not being interested in services at this time. DHS will be notified;</p> <ul style="list-style-type: none"> • The family receives the maximum benefit of services offered by the program; • The family and/or child(ren) relocates to another geographic area or island or the family's whereabouts become unknown, and remains unknown for at least two (2) months, during the period of service; • Families who will require a CWS investigation due to escalating risks during the service period will be discharged upon acceptance for investigation by DHS/CWS; and • Families who refuse to comply with the terms of the IPP. If safety concerns exist, DHS will be notified. <p>2. The NP Director will ensure input from line staff regarding all decision to implement discharge proceedings by:</p> <ul style="list-style-type: none"> • Doing regular chart reviews; • Conducting regular supervision by standing appointment; • Reviewing and signing off on all documentation prior to filing; and • Conducting weekly staff meetings and review to review cases and pending discharges <p>3. Discharge documentation will include signature by the family members.</p> <p>4. Follow-up contact with families will occur six (6) months after case closure to determine whether these families have remained safe and healthy and whether they are in need of additional NP services, community resources or more formal</p>	<p>2. NP Director/ Outreach Worker.</p>	<p>2. As needed.</p>
<p>(continuation)</p> <p>1. Contract specific policies and procedures for <u>admission and discharge</u> including:</p> <ul style="list-style-type: none"> • Referral; • Intake, & service 		<p>3. NP Director/ Outreach Worker</p> <p>4. NP Director/</p>	<p>3. At discharge planning</p> <p>4. At six (6) month follow-up</p>

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<p>initiation</p> <ul style="list-style-type: none">• Waiting lists or turn-away policies;• Discharge criteria & process.	<p>CWS services. The results of any negative follow-ups will be forwarded to CWS.</p> <p>If a family requests to terminate service or becomes uncooperative, the following steps will be attempted such as;</p> <ul style="list-style-type: none">• determine the family's reason's for reluctance to participate/cooperate• arrange a meeting with family to obtain their input on how to adjust or improve service.	<p>Outreach Worker</p>	

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
<p>2. <u>Grievance procedures & dispute resolution</u> for both clients & DHS staff when disagreements arise about actions or decisions of the provider.</p>	<p>The Blueprint for Change (BFC) has a formal grievance procedure for consumers that use the services of the Neighborhood Places (NPs) in Waianae, Central Oahu, Maui, East Hawaii and West Hawaii as well as any future NPs. The grievance procedures may vary slightly from Neighborhood Place to Neighborhood Place, but each has elements that are outlined below in Item 1. a. through e. During the intake process consumers are informed of their rights and provided with a written grievance procedure which is reviewed with them.</p> <p><i>Procedure:</i></p> <p>Grievance procedures for the consumers include the following:</p> <ol style="list-style-type: none"> 1. If a complaint arises in a Neighborhood Place in which the Blueprint for Change is the fiscal agent, then: <ol style="list-style-type: none"> a. Consumers are encouraged to resolve any concerns directly with the worker involved. If the consumer is not comfortable approaching the worker, the consumer can speak to the worker's immediate supervisor. b. The Program Director will make every attempt to resolve the situation and will complete a NP specific Consumer Complaint/Concern Form to track the issue and provide documentation of action of the action for the Blueprint for Change. c. If the situation is not resolved, then the concern is to be put into writing and submitted to the Program Director who sets up an appointment with the consumer and other involved staff, as appropriate. If the consumer needs help in putting the concern into writing, the BFC will provide non-NP staff to assist the consumer. 	<p>BFC Board of Directors</p>	
		<p>a. NP Outreach Worker/ Director</p>	<p>a. As needed</p>
		<p>b. NP Director/ Outreach worker</p>	<p>b. As needed</p>
		<p>c. BFC Executive Director/Program Specialist</p>	<p>c. As needed</p>

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
(continued) 2. <u>Grievance procedures & dispute resolution</u> for both clients & DHS staff when disagreements arise about actions or decisions of the provider.	d. If resolution is not attained, the BFC will facilitate a meeting with the consumer and other appropriate persons. The decision at this level is the final decision unless otherwise dictated by funder. e. The NPs will inform the BFC Executive Director of all complaints received. The Board of Directors Program Committee will review resolutions of consumer complaints on a quarterly basis. 2. Each Neighborhood Place has an established formal grievance procedure as required by the BFC subcontract. NPs are required to inform the BFC Executive Director of all complaints received and resolutions reached as part of Quarterly Activity Report and as part of the BFC Quality Assurance and Monitoring. The Board of Directors Program Committee will review resolutions of consumer complaints on a quarterly basis. If there is disagreement between the BFC and DHS or one of the NPs and DHS, the following procedure will apply: 1. If the disagreement originates in an NP, the NP Program Director will inform the BFC Executive Director. 2. The BFC Executive Director will inform the BFC Board of Directors of any disagreements and will contact the appropriate DHS personnel to investigate the conflict. 3. Once the pertinent information has been obtained, the BFC Executive Director will convene a meeting with all parties involved to resolve the conflict. Final decision for any conflict rests ultimately with DHS.	d. BFC Executive Director/ Program Specialist.	d. As needed.

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<p>3. <u>Evaluate client progress with credible and tested measurement tools.</u></p>	<p>The BFC measures client progress by tracking changes in family risk and protective factors over the length of time the family is receiving services with the Neighborhood Place. The BFC has developed a data tracking system to use in coordination with its initial assessments, ongoing progress reports, family evaluation for discharge and follow-up. The BFC requires ongoing consistent reporting by each Neighborhood Place. All reports are reviewed quarterly by the BFC Executive Director, Board of Directors and its advisory committees for the purpose of identifying policy issues, consumer trends, and national trends for the purpose of making system improvement recommendations. The process also allows the BFC to identify areas for corrective action, when necessary.</p> <p>In order to evaluate consumer progress towards completion of their goals and objectives, the BFC contracted Neighborhood Places (NPs) use:</p> <ol style="list-style-type: none"> 1. A Family Assessment Tool (FAT) which assesses the consumer's level of functioning to include the family's ability to keep their child(ren) safe at the beginning and end of services. The FAT is performed at the beginning of services and within three (3) working days of initial case contact. The FAT was developed in partnership with CWS Program Services in 2000 in order to provide the community with a tool similar to the CWS assessment tool. 2. The NP staff may use other assessment tools as indicated by family risk factors such as program substance abuse screening tools and parent-child inventories. 3. When needed, the NPs will partner with other community resources for additional, formal screening. Examples may be for: <ul style="list-style-type: none"> • Substance Abuse Screening • Mental Health Assessment or 	<p>BFC Executive Director/ Program Director.</p> <ol style="list-style-type: none"> 1. NP Director/ Outreach Worker 2. NP Director/ Outreach Worker 3. NP Director/ Outreach Worker 	<p>On going.</p> <ol style="list-style-type: none"> 1. Within three (3) working days. 2. As needed 3. As needed.

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
(continuation) 3. <u>Evaluate client progress with credible and tested measurement tools.</u>	<ul style="list-style-type: none"> • Psychological Social Assessment <p><i>Procedure:</i></p> <p>The NPs will follow the following procedures when administering measurement tools to evaluate consumer progress:</p> <ol style="list-style-type: none"> 1. The NP staff will complete an assessment of the consumer's level of functioning including their ability to keep their child(ren) safe at the beginning and end of services. The NP Director will review each case every two-weeks to assess client progress in keeping their child(ren) safe. 2. The Individual Program Plan (IPP) will be based on putting into place services and interventions designed to address the risk and protective factors identified in the Family Assessment Tool. This is performed within seven (7) working days of initial case contact. 3. All open NP cases are reviewed every two (2) weeks by the NP Director to determine through chart review if the family has engaged and is participating in the services as specified in the IPP and is making progress toward stated goals and objectives. 4. Quarterly and at case closure, the Family Assessment Tool will be updated to evaluate change in risk and protector factors identified at intake. 	<ol style="list-style-type: none"> 1. NP Director/ Family Success Coach. 2. NP Family Success/ Outreach Worker 3. NP Director/ Outreach Worker 4. NP Director/ Outreach Worker 	<ol style="list-style-type: none"> 1. Within three (3) days of initial case contact. 2. Within seven (7) days of initial case contact. 3. Every two (2) weeks. 4. As needed.

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<p>4. <u>Assessment of risk, needs, strengths, and competencies on all families referred.</u></p>	<p>It is the policy of the Neighborhood Places that all families that are referred or self-referred will be evaluated to determine their strengths, assets and factors that place their children at risk using a credible and tested measurement tool. The family assessment process begins with the initial family contact. It continues during the initial face to face meeting with the family and through all subsequent family meetings and delivery of services.</p> <p>The NP family assessment involves identifying family strengths, skills, resources, problems, needs and relationship dynamics. When concerns are identified involving a need for mental health status evaluation, including an evaluation of substance abuses and family violence issues, the NP will guide the family toward those services and communicate, as necessary, any rising risk factors. The assessment process will also identify services available through the NP or the community, which would benefit the family.</p> <p>In all cases, the safety and protection of the children involved will be the primary focus.</p> <p><i>Procedure:</i></p> <ol style="list-style-type: none"> All families will be administered the Family Assessment Tool. Such assessment will address areas of concern with the family. The Family Assessment Tool is a modified version of the DHS Child Welfare Services Branch Risk Matrix. This tool assesses family risk, needs, strengths, and competencies. The NP Program Director will assure that all assessments requested by DHS staff, other public or private agencies, community or self-referrals in a timely and thorough manner by qualified and certified staff. All assessments will be completed by bachelor's level or experience equivalent staff that has had the training 	<ol style="list-style-type: none"> NP Family Success Coach/ Outreach Worker. NP Director/ Outreach Worker NP Director/ Outreach Worker 	<ol style="list-style-type: none"> Within three (3) working days Every two (2) weeks. Ongoing.

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
(continuation)	<p>necessary to complete the assessment.</p> <p>4. All assessments will incorporate prior DHS or other referring agency assessment of the family.</p> <p>5. Assessments will be completed concurrently with other needed or requested services activities.</p> <p>6. For in-home crisis services, assessments will be completed within three (3) working days.</p> <p>Areas assessed may include, but not limited to:</p> <ul style="list-style-type: none"> • The parents' ability to protect their children; • The parents' ability to recognize and meet their children's needs; • The parents' ability to problem solve; • The parents' ability to utilize community resources; • The parents' ability to live independently; • The parents' ability to utilize appropriate discipline; • The parents' need for counseling; • Parent/Child interactions and bonding; • The parents' ability to maintain the safety of the children; and • The parents' stress management skills. <p>7. NPs may utilize other assessment tools such as Home Inventories, or Age and Stages Questionnaires. Because of the large numbers of families that involve substance abuse issues, NPs will have the available in-house or through community resources the ability to assess families for substance abuse issues utilizing tools such as the SASSI-3</p>	<p>4&5. NP Family Success Coach/ Outreach Worker</p> <p>6. NP Outreach Worker/ Director</p>	<p>4&5. Within three (3) working days.</p> <p>6. Within three (3) working days.</p> <p>7. As needed.</p>

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
<p>(continuation)</p> <p>4. <u>Assessment of risk, needs, strengths, and competencies on all families referred.</u></p>	<p>(Substance Abuse Subtle Screening Inventory).</p> <p>8. If a parent is found to have a substance abuse problem that impacts or interferes with his/her ability to parent in a manner that will keep their child(ren) safe, DHS will be notified and consulted as soon as possible for appropriate follow-up.</p>	<p>8. NP Director/ Outreach Worker.</p>	<p>8. Immediately.</p>

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
<p>5. <u>Information and Referral</u> to connect children and families to existing resources and services.</p>	<p>It is a best practice of the Neighborhood Places to provide Information and Linkage to families accessing services at a NP not simply information and referral. The motto being “<i>We refer to people not to services</i>”. To that end all staff at a NP must be not only familiar and current with community services but maintain key relationships with staff from those services. Relationships are the key to an effective referral service.</p> <p><i>Procedure:</i> Neighborhood Places will:</p> <ol style="list-style-type: none"> 1. Function as a community resource bank by providing families with information on available services, contact information which includes the name of the person to whom the family is being referred and a personal introduction to those services when appropriate. Identify & develop alternative resources 2. Link to quality play groups, daycare and preschools 3. Link children with positive after school activities 4. Provide transportation if necessary <p>In addition Neighborhood Places will follow up with families to make sure the relationship with the referring agency has been established within two weeks and to assess the family’s satisfaction with that service.</p> <p>Information and Linkage reduces risk factors of social isolation and lack of necessary services. It increases protective factors by providing concrete support and increasing the social and emotional competence of children by linking them with quality child care, education and after school activities.</p> <p>Additionally, NPs will provide advocacy for accessing services when needed (see number 8c of the work plan)</p>	<p>NP Success Coach & NP Outreach Worker</p> <p style="text-align: center;">↓</p>	<p>Information and referral will be provided on an ongoing as needed basis</p>

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<p>6. <u>Development of an individualized program plan. (IPP).</u></p>	<p>It is the policy of the BFC that individualized family strengthening services are provided at the community level to meet families' need and reduce the risk of child abuse and/or neglect.</p> <p>After the assessment process is completed, staff and the family will work together to develop an Individualized Program Plan (IPP) together. Clear goals will be developed that combine the individual needs and strengths of the family with the competency areas the families needs to protect the children; meet their needs; and problem solve.</p> <p>Goals will be broken down into clear, attainable steps that are measurable. Attention will be given to promote and maintain two-parent families when appropriate and to offer strengthen families activities.</p> <p>The NPs will provide individualized program planning through collaboration with the family within seven (7) working days of the date of the case initial contact.</p> <p><i>Procedure:</i></p> <ol style="list-style-type: none"> 1. The NP staff (either Outreach Worker or Program Director) assigned to the case will be responsible for working with the family to develop the Individualize Program Plan (IPP). 2. NP staff will listen to clients' assessment of their own needs, collaborate with resources and identify services that are of interest to the family. 3. The IPP will identify goals for child safety, measurable objectives for the individual family members to reach along with established milestones to cover the period during which services are provided. 4. The IPP will include specific and clear interventions for accomplishing each goal based on the strengths and needs of the family including timeliness and resources needed; 	<p>NP Director/ Outreach Worker/ ↓</p>	<ol style="list-style-type: none"> 1. Within thirty (30) days of Intake and Assessment. 2. Ongoing. 3. Ongoing 4. Ongoing

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(continuation) 6. <u>Development of an individualized program plan. (IPP).</u>	5. The NP staff will provide the family with on-going feedback as goals are addressed; 6. The IPP will address short-term and families develop long-term goals. Short-term goals are defined as those that can be attained during the IPP timeline of anywhere from six (6) weeks to six (months). Long-term goals are those that extend beyond NP discharge. 7. Resources and community linkages will be provided to the family to enhance their ability to comply with the IPP. 8. A copy of the IPP will be given to the family; 9. The IPP will be updated and reviewed by the Program Director on a quarterly basis. 10. The IPP will be reviewed with the client during discharge planning phase to identify whether the steps have been completed, and to collaborate with the client to identify any additional resources that will be helpful to the family.	NP Director/ Outreach Worker/ ↓	5. Ongoing 6. Ongoing 7. Ongoing 8. Every two (2) weeks. 9. Quarterly Basis 10. Six (6) weeks to six (6) months

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<p>7. <u>Case management.</u></p>	<p>Blueprint for Change to assure timely and accurate case documentation necessary to monitor and evaluate the quality, quantity and timeliness of service activities in a thorough manner.</p> <p><i>Procedure:</i></p> <p>The following procedures will be used to coordinate services:</p> <ol style="list-style-type: none"> Each consumer family will have a case file that will be kept in a secure filing cabinet within that specific Neighborhood Place. Only authorized personnel will have keys to this cabinet in order to assure confidentiality in accordance with the HIPPA standards. This case file will include but not be limited to: <ul style="list-style-type: none"> Referral information including family demographics; Informed consents and releases; Progress notes; Assessments; A copy of the Individualized Program Plan with goals and objectives; and Other information relating to the case. The NP Program Director will assume primary responsibility for case reporting, documentation and coordination between the NP, DHS, diversion contractors and other community resources. The NP Program Director will assume primary responsibility for discharge documentation. Follow-up findings will be included in the case file. If the case is a DHS referral, the NP Program Director will assume primary responsibility to forward required reports 	<ol style="list-style-type: none"> NP Outreach Worker/ Director. NP Family Success Coach/ Outreach Worker. NP Director/ Outreach Worker NP Director/ Outreach worker. NP Director/ Family Success Coach. 	<ol style="list-style-type: none"> Ongoing. On going. Upon discharge. Ongoing. 5,6 & 7. Ongoing.

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(continued)

7. Case management.

notes to the assigned DHS worker which may include progress notes, discharge summary and follow-up findings.

6. Staff meetings will be held by the NP Directors every two (2) weeks to review:

- Active cases;
- IPPs;
- Pending discharges; and
- Possible Changes in family risk factors.

7. DHS will be informed of any critical incident involving a consumer family within 24 hours of its occurrence, e.g.:

- Injury to a child;
- Domestic violence and impact to child;
- Safety; substance abuse incident involving a child(ren);
- Other sentinel events.

8. If the NP consumer has need that require the involvement of various services providers, the NP staff worker assigned to the family will serve as a short-term case manager to initiate and coordinate service delivery for the family. Case notes will be kept on all community coordination.

9. All case management procedures shall be done in a respectful manner and with sensitivity for culture and values as an integral part of the NP's service approach.

8. NP Director/
Outreach Worker.

8. As needed.

9. All NP Staff

9. Ongoing.

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(continued) 7. <u>Case management.</u>	QUALITY ASSURANCE The Work Plan does not specifically request Quality Assurance procedures, however because the BFC recognizes the importance of providing documentation and case reports in a timely and thorough manner, the following will be utilized to coordinate Quality Assurance on the part of the BFC as master contractor: 1. The Blueprint for Change will be responsible for the Quality Assurance Plan as the master contractor. 2. BFC will develop a Quality Assurance Plan which includes: <ul style="list-style-type: none"> • Careful review of all Quarterly Activity and Expenditure Reports; • Conducting site reviews for service testing and chart review on an annual basis; • Collaborating with DHS Program Monitoring to implement their recommendations; and • Hold monthly meetings to maintain system coordination between the NP Directors and BFC staff. 	BFC Executive Director/ Program Director.	Ongoing.

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8 Array of Services to prevent child abuse and neglect and divert families from CPS system:

Minimally the following services will be available at each Neighborhood Place. These services are designed to reduce risk factors and increase protective factors know to prevent abuse and neglect in at risk populations.

a. Crisis Intervention and Outreach

a. NP Director/
Outreach Worker

a. As needed

- a. Crisis intervention
- b. Informal counseling
- c. Advocacy
- d. Education about early childhood development
- e. Socialization activities;
- f. Parenting groups
- g. Parent-child interaction activities

Making sure that the Neighborhood Places are accessible is a key component in capturing the opportunity for change that a crisis provides for a family at risk. The crisis could be the precipitating incident that generates a referral to the NP or cause a family to "self refer". It also could be a family already working with the NP where a crisis takes place; an eviction, incident of domestic violence, a parent "loosing it" with a child, loss of employment or many other things. Every attempt will be made to initiate a face-to-face contract with the family within one working day of the referral. Crisis intervention services may take place wherever it is most comfortable for the family, this could be a home visit, an office visit or a public facility such as a restaurant or park. Short term intervention will be provided and will include an assessment of immediate family needs and one on one counseling to deescalate the crisis situation, provide focus, redirect the family, initiate a communication plan or initiate a behavioral contract between family members. Referrals to meet immediate service needs will be made to public or private service providers. When a family is in crisis it provides NP staff the opportunity to,

- Parent the parent
- Address risk factors such as substance abuse, domestic violence, mental health and assess treatment needs and readiness
- Find teachable moments-role modeling positive parenting
- Build empathy

Crisis intervention addresses the risk factors of chaotic life styles of parents, domestic violence, substance abuse and mental illness. It

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS

SPECIFIC TASKS

TITLE OF RESPONSIBLE STAFF (& BACKUP)

TIME LINE/ SCHEDULE

(continued)

8. Array of Services to prevent child abuse and neglect and divert families from CPS system:

addresses the protective factors of increasing parental resilience and the provision of necessary concrete support.

Procedure:

Qualified NP staff.



- a. Crisis intervention
- b. Informal counseling
- c. Advocacy
- d. Education about early childhood development
- e. Socialization activities;
- f. Parenting groups
- g. Parent-child interaction activities

1. The NP worker will make an initial assessment of the critical issues facing the family and develop short-term goals and objectives for the family to meet within three (3) working days.
2. Crisis intervention services will be limited to six (6) weeks.
3. Services will be provided by a combination of degreed and paraprofessional staff.
4. The NP worker assigned to the case will make contact with the family as soon as possible upon receiving the referral.
5. Per standard operating procedure, the NP worker will document all contacts with the family including phones calls.
6. Crisis intervention will be provided in whatever setting the crisis occurs, i.e. home, school, or community setting. If danger to the child or others is imminent, 911 will be called for police assistance.
7. Crisis response may include: assessment, counseling, role modeling, problem solving, education regarding behaviors being exhibited and appropriate response/discipline. Referral and linkage to assistive services and collaboration with other providers will be provided as needed.
8. The results of the crisis intervention and plans for stabilization will be developed and review by the Program

1. Within three (3) working days
2. Crisis service completed within six (6) weeks.
3. As needed
4. Within three (3) working days.
5. As needed and ongoing basis.



8. Within three (3) working days.

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
(continued) 8. <u>Array of Services to prevent child abuse and neglect and divert families from CPS system:</u> a. Crisis intervention b. Informal counseling c. Advocacy d. Education about early childhood development e. Socialization activities; f. Parenting groups g. Parent-child interaction activities	<p>Director within three (3) working days. If DHS makes the referral, a copy of the report will be given to the assigned DHS workers.</p> <p>b. <u>Informal Counseling and Coaching</u></p> <p>Under the current contract the NPs do not provide clinical counseling services, but rather link with other community based service providers for substance abuse, domestic violence and mental health counseling. The heart of Neighborhood Place services is the informal counseling and coaching that is enabled by the creation of a safe non-judgmental space for families to seek help. Informal counseling can take the form of,</p> <ul style="list-style-type: none"> • Kukakuka sessions- one on one, couple or family “talk story” sessions with NP staff • Family meetings • Ohana conferencing-host or be trained to facilitate • Parent/teen mediation • Marital counseling • Recognition and acceptance of domestic violence, substance abuse and depression issues in the family • Hosting 12 step groups or other support groups <p>Informal counseling and coaching is utilized to identify risk factors such as substance abuse, domestic violence, mental health issues (particularly maternal depression) and poor communication skills. It is geared to increase the protective factors of parental resilience.</p> <p><i>Procedure:</i></p> <ol style="list-style-type: none"> 1. The NP staff will document all counseling sessions as well as other contacts with the family including all phone calls. 2. Appointments will be flexible to accommodate the consumer’s schedule to include weekday, weeknight and Saturday home visits. 	Qualified NP staff. ↓	As needed and on-going ↓

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
(continued) 8. Array of Services to <u>prevent child abuse and neglect and divert families from CPS system:</u> a. Crisis intervention b. Informal counseling c. Advocacy d. Education about early childhood development e. Socialization activities; f. Parenting groups g. Parent-child interaction activities	3. Counseling will be delivered in the best environment and location for the family, which may be in or out of the home. 4. Children and partner's in the child's plan may receive supportive counseling and consultation as well. 5. Families which have had interfamilial sex abuse, counseling will be provided in collaboration with, but not in lieu of sex abuse treatment. c. <u>Advocacy</u> Advocacy for families is an important part of the Neighborhood Place purpose. It takes place in three arenas; the first we call <i>Systems Navigation</i> . Systems navigation involves, <ul style="list-style-type: none"> • Assistance with access to entitlement programs, financial, health, childcare subsidies and others • Assistance with access to affordable housing; rental bank, Section 8, public housing • Assistance with access to legal services This is accomplished both by NP staff and by hosting on site guest providers; such as DHS Income Maintenance Staff or childcare staff. The second is <i>Service Provider Coordination/Collaboration</i> where the Neighborhood Places in their role of neutral hub <ul style="list-style-type: none"> • Hosts provider associations • With community partners identifies gaps in services • Ensures financial resources supporting services for children and families are being well spent • Advocates for necessary community services • Evaluates the effectiveness of services. The third is through the policy efforts of the Blueprint for Change. Advocacy efforts are designed to address risk factors associated with poverty, such as lack of food, clothing, medical care and housing. It addresses protective factors by increasing concrete support for	Qualified NP staff. ↓ BFC Executive Director/ Policy Committee ↓ NP Director/ Outreach Worker ↓	As needed and ongoing ↓ Ongoing. ↓ Ongoing

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS

SPECIFIC TASKS

TITLE OF RESPONSIBLE STAFF (& BACKUP)

TIME LINE/ SCHEDULE

(continued)

8. Array of Services to prevent child abuse and neglect and divert families from CPS system:

- a. Crisis intervention
- b. Informal counseling
- c. Advocacy
- d. Education about early childhood development
- e. Socialization activities;
- f. Parenting groups
- g. Parent-child interaction activities

families and parental resilience.

1. Education about early childhood development

Education regarding child development is critical in the prevention of abuse as parents having unrealistic expectations of their child's mental and or physical capabilities places many children at risk of abuse. This is especially true in the case of premature infants, young children and children with disabilities. Neighborhood Places can provide this information using a number of methodologies, they include

- Topic specific workshops geared to high risk populations such as parents with premature infants, parents with children with disabilities and drug effected infants
- Information and role modeling in informal counseling sessions
- Parent support groups
- Video and toy lending libraries

These activities would be designed to address the risk factors associated with unrealistic expectations of child development in high-risk children; premature infants, special needs children etc., caregiver lack of knowledge of child rearing techniques, caregiver lack of empathy capacity and caregiver belief in corporal punishment. They are designed to address protective factors by increasing concrete support, increasing knowledge of parenting and child development, increasing social connections and increasing the social and emotional competence of children.

Procedure:

- 1. The NP staff will coordinate all individual and group early childhood development workshops, group or individual

NP Director/
Outreach Worker



As needed and ongoing.



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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
(continued) 8. Array of Services to <u>prevent child abuse and neglect and divert families from CPS system:</u> a. Crisis intervention b. Informal counseling c. Advocacy d. Education about early childhood development e. Socialization activities; f. Parenting groups g. Parent-child interaction activities	services. 2. Experienced bachelors and paraprofessional staff may facilitate groups and provide individual parenting instruction. 3. The NP will document the results of each group or session. e. <u>Socialization activities</u> A risk factor associated with child abuse and neglect is social isolation. By providing opportunities for parents and caregivers to meet with one another in addition to reducing social isolation you begin the process of developing normative behavior. Neighborhood Places will provide opportunities for parents and caregivers to be together by <ul style="list-style-type: none"> • Sponsoring community wide parent –child events such as family fun days, keiki fests and the like • Sponsoring family outings • Hosting potlucks • Sponsoring community building opportunities; such as parks, playgrounds, biking paths, community gardens etc. These activities are geared to address the risk factors associated with social isolation and increasing protective factors of social connections, building social capital in the community and building community norms of acceptable child rearing behavior. <i>Procedure:</i> <ol style="list-style-type: none"> 1. Qualified NP staff will be available at all NP sponsored events. 2. NPs will document all NP hosted activities and report on the 	NP Director/ Outreach Worker ↓ NP Director/ Outreach Worker ↓	As needed and ongoing. ↓ As needed and ongoing. ↓

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
(continued) 8. <u>Array of Services to prevent child abuse and neglect and divert families from CPS system:</u> a. Crisis intervention b. Informal counseling c. Advocacy d. Education about early childhood development e. Socialization activities; f. Parenting groups g. Parent-child interaction activities	success or lessons learned in the BFC Quarterly Activity Reports. f. <u>Parenting groups</u> The Neighborhood Places are committed to using best and promising practices in the provision of parent education. A Neighborhood Place will make parent education available through one of three ways <ul style="list-style-type: none"> • Hosting a best practice parenting program such as The Nurturing Program model • Referring families to a best practice parent program, or <i>Parenting Group Procedures:</i> 2. Qualified NP staff or specialists contracted by the NP will conduct classes and individual parenting coaching for NP families that will focus on such issues as: <ul style="list-style-type: none"> • Understanding the dynamics of child abuse and/or neglect and domestic violence; • Increasing one's ability to protect their children; • Problem solving; • Assertiveness; • Socialization skills; • Family management skills; • Advocacy on behalf of the family in support of the Individualized Program Plan; • Substance abuse; 	NP Director/ Program Staff. ↓ Qualified NP staff. ↓	As needed and ongoing. ↓ As needed and ongoing. ↓

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
(continued) 8. <u>Array of Services to prevent child abuse and neglect and divert families from CPS system:</u> a. Crisis intervention b. Informal counseling c. Advocacy d. Education about early childhood development e. Socialization activities; f. Parenting groups g. Parent-child interaction activities	<ul style="list-style-type: none"> • Child development; • Two-parent family maintenance (when appropriate); and • Educational needs to address the needs of the families. <ol style="list-style-type: none"> 3. Information provided and skills taught during groups will be shared with other workers providing services to the family so that skills can be practiced and reinforced. 4. A structured curriculum will be provided that is highly interactive and engaging. 5. Practical experiences such as grocery shopping, cooking, budgeting, building socialization skills etc. will be provided in the home or in the NP. 6. Childcare will be provided during the parenting classes. 7. When substance abuse is an issue, a group for parents will be provided at the NP or in coordination with other community resources. This group will help parents understand the effects of substance abuse on their family and their ability to parent effectively. <p>g. <u>Parent-child interaction activities</u></p> <p>In addition to the socialization activities noted above many of which provide opportunities for parent child interaction the Neighborhood Places will also provide group and individual child related skills building services by qualified degreed or family support staff. Services will be provided to improve parenting skills in a variety of areas including:</p> <ul style="list-style-type: none"> • Child management skills; • Parents with past/present substance abuse problems; 	Qualified NP staff. ↓	As needed and ongoing. ↓
		NP Director/ Program Staff. ↓	As needed and ongoing. ↓

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
(continued) 8. Array of Services to <u>prevent child abuse and neglect and divert families from CPS system:</u> a. Crisis intervention b. Informal counseling c. Advocacy d. Education about early childhood development e. Socialization activities; f. Parenting groups g. Parent-child interaction activities	<ul style="list-style-type: none"> Anxiety reduction between parents and child(ren). Groups will be open to all NP families. Individual sessions will be done in the family's home, NP site or other community location. Services for children will be provided at the level they can understand about the dynamics of their situation and how they can contribute to the overall improvement of their safety and family functioning. They will be coached in appropriate behaviors and helped to cope with their situation by such means as: <ul style="list-style-type: none"> Informal counseling Peer mentoring Group activities with socialization support Case management in coordination with other community resources and services, when necessary <p>When relevant, the child will receive education and skill-building exercise about substance abuse and domestic violence.</p> <p>The child, as appropriate for the age level, will be educated/ counseled about his/her strengths and issues of safety and acceptable parent and peer behaviors and discipline. The child will be taught how to recognize and report unsafe conditions to a teacher or school counselor or to their case manager.</p> <p><i>Procedure:</i></p> <ol style="list-style-type: none"> The NP staff will coordinate all individual and group parent-child services. Experienced bachelors and paraprofessional staff will facilitate groups and provide individual parenting instruction. The NP will document the results of each group or session. 	NP Director/ Program Staff. ↓	As needed and ongoing. ↓

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
<p>(continued)</p> <p>8. <u>Array of Services to prevent child abuse and neglect and divert families from CPS system:</u></p> <ul style="list-style-type: none">a. Crisis interventionb. Informal counselingc. Advocacyd. Education about early childhood developmente. Socialization activities;f. Parenting groupsg. Parent-child interaction activities	<p>4. As always, if issues arise which indicate a concern for continued child safety in the home, DHS will be notified.</p>	<p>NP Director/ Program Staff.</p> <p style="text-align: center;">↓</p>	<p>As needed and ongoing.</p> <p style="text-align: center;">↓</p>

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
<p>9. <u>Follow-up contact with families after case closure.</u></p>	<p>Blueprint for Change tracks all families who have received supportive services through the Neighborhood Places to ensure the families have maintained the necessary protective factors to keep their child(ren) safe and healthy.</p> <p><i>Procedure:</i></p> <ol style="list-style-type: none"> 1. The NP Director will ensure staff completes a six (6) month follow-up after date of case closure to determine whether families have remained safe and healthy and whether they are in need of additional Neighborhood Place services or the more formal CPS services. 2. If needed, cases will be re-opened, a new assessment performed and services provided as needed. 3. If there are concerns sufficient to question the safety of the child, DHS will be informed immediately. 4. To validate the NP outcomes on a quarterly bases, the names of all families who have been closed for six months will be submitted to CWS. CWS will report back to the NP in aggregate as to whether or no the families had become known to CWS during the prior six months. 	<ol style="list-style-type: none"> 1. NP Director/ Outreach Worker. 2. NP Family Success Coach/ Outreach Worker. 3. NP Director/ Outreach Worker. 4. NP Director/ Outreach Worker. 	<ol style="list-style-type: none"> 1. Six (6) months after successful case closure. 2. As needed. 3. Immediately. 4. Ongoing.

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
<p>10 Referral to CPS (cf. RFP Section 2, III.7.)</p>	<p>The Neighborhood Places will refer to CWS any family that:</p> <ul style="list-style-type: none"> that is determined too high risk for abuse or neglect to receive NP services; or that has an incident of abuse or neglect during program involvement; or after referral to the program has declined to participate or discontinues services and there continues to be safety concerns. <p>Procedure:</p> <ol style="list-style-type: none"> If it is determine that a child in the referred family is at risk or the parents are in any way incapable of keeping them safe, DHS will be notified immediately. The referral source will be notified of the subsequent referral to DHS. Referrals from DHS will be kept strictly confidential. Staff may summarize concerns for the consumer. However, families will not have access to the actual reports unless they make written requests per agency procedures. When a referral is made by DHS, program specific services shall be made available to the family to include focused prevention, problem-solving counseling and paraprofessional service activities. 	<p>NP Director/ Family Success Coach ↓</p>	<p>Immediately. ↓</p>

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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS

SPECIFIC TASKS

TITLE OF RESPONSIBLE STAFF (& BACKUP)

TIME LINE/ SCHEDULE

11 Dissemination of information regarding the neighborhood place program and other resources to strengthen families by means of workshops, trainings, and participation in community activities.

Public awareness efforts are a key component in the Neighborhood Place model. The NPs were designed to be a community response to the protection of children and strengthening of families in their communities. To this end the NPs will engage in a public awareness campaign which will address the following approach recommended by Prevent Child Abuse America:

1. Communications that connect families to communities in positive ways to build societal responsibility for children.
2. Information about child development. The right understanding of child development can lend support to beneficial policies.
3. Increasing the public understanding that parenting is a tough job and does not come naturally. Build support for programs that provide parent education and help to connect families to communities.

Procedure:

1. Neighborhood Places will also provide to the general public
 - Timely workshops of interest to parents
 - Community education tied to child abuse prevention; such as information sessions on a community response to ice.
 - Leadership in building community collaborative relationships around policy issues affecting the community; and
 - Provide information and referral options for families in need of health and human service related resources.
2. The NP will keep a log of all community events and lists of those attended.
3. Success and lessons learned from all community events will be reported on the BFC Quarterly Activity Reports for review by

NP Director/
Outreach Worker



Ongoing.



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SERVICE ACTIVITIES & PROGRAM REQUIREMENTS	SPECIFIC TASKS	TITLE OF RESPONSIBLE STAFF (& BACKUP)	TIME LINE/ SCHEDULE
<p>(continued)</p> <p>11 <u>Dissemination of information regarding the neighborhood place program and other resources to strengthen families by means of workshops, trainings, and participation in community activities.</u></p>	<p>the BFC Executive Director and BFC Board of Directors and pertinent BFC Committees.</p> <p>Public awareness efforts are designed to address lack of community support for families due to lack of community norms regarding child-rearing practices, the community's lack of willingness to "get involved" to help struggling parents and increase public knowledge of parenting and child development.</p>		

C. PROJECTED ANNUAL TIMELINE – OUTCOMES OF SERVICE

This project will begin July 1st, 2011 and continue until June 30th, 2012. Services will be provided on an ongoing basis throughout the year.

Outcomes and Data

Based on data from prior years, when combined with their current DHS Purchase of Service Contract, funds from this request will allow BFC to produce the following outcomes during the project time line:

1. Provide 375 families a with direct child abuse prevention services
2. Provide 1000 families with informational referrals
3. Assist 250 families in developing and executing a Individualized Program Plan (IPP)
4. Organize 25 community activities for families to increase their engagement in child abuse and neglect prevention
5. Participate in 25 community events to coordinate effective community resources to families at risk of child abuse and neglect

For each family that actively engages in NP services, the following goals will be in place:

1. 80% of families will complete all objectives outlined in IPP
2. 95% of families will remain abuse and neglect free while obtaining services
3. 90% of families will remain abuse and neglect free at the 6 month follow-up

III. Financial

July 1st, 2011 – June 30th, 2012

BUDGET CATEGORIES	Total Project Budget (a)	DHS Budget Secure (b)	GIA Requested (c)	Funding
A. PERSONNEL COST				
1. Salaries	117,000	117,000		
2. Payroll Taxes & Assessments	12,823	12,823		
3. Fringe Benefits	16,440	16,440		
TOTAL PERSONNEL COST	146,263	146,263		
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island	6,290	6,290		
2. Airfare, Out-of-State				
3. Audit Services	14,000		14,000	
4. Contractual Services - Administrative	10,000		10,000	
5. Contractual Services - Subcontracts	775,000	599,000	176,000	
6. Insurance	3,100	3,100		
7. Lease/Rental of Equipment	1,000	1,000		
8. Lease/Rental of Motor Vehicle				
9. Lease/Rental of Space	14,000	14,000		
10. Mileage	500	500		
11. Postage, Freight & Delivery	300	300		
12. Publication & Printing	1,000	1,000		
13. Repair & Maintenance	1,000	1,000		
14. Staff Training	3,000	3,000		
15. Substance/Per Diem				
16. Supplies	2,147	2,147		
17. Telecommunication	3,000	3,000		
18. Transportation	2,600	2,600		
19. Utilities				
20.				
21.				
22.				
23.				
TOTAL OTHER CURRENT EXPENSES	836,937	636,937	200,000	
C. EQUIPMENT PURCHASES				
D. MOTOR VEHICLE PURCHASES				
TOTAL (A+B+C+D)	983,200	783,200	200,000	
SOURCES OF FUNDING		Budget Prepared By:		
(a) DHS	783,200	Richard Klein (808) 952-0488		
(b) Rainy Day	200,000	Name (Please type or print) Phone		
		Signature of Authorized Official Date		
		Stephen Morse, Executive Director		
		Name and Title (Please type or print)		
TOTAL REVENUE	983,200	For State Agency Use Only		
		Signature of Reviewer Date		

Fiscal Year 2012

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$50,000	\$50,000	\$50,000	\$50,000	\$200,000

IV. Experience and Capability

A. Necessary Skills and Experience

The BFC and its NPs are much more than an innovative social service strategy. BFC represents a truly integrated and collaborative approach with a specific vision and has clearly proven that the NP concept is having a powerful impact on the lives of at-risk children and their families in communities throughout the state of Hawai'i.

Through years of experiences and relationship building with other organizations and community groups over the years, the Neighborhood Places have been able to provide a safe, nurturing environment for families in need of support. Working within each of their communities and with other community providers, businesses, local churches, schools, etc. the NPs have become Centers where families come for information, family activities, outreach, counseling and help accessing other services available within their communities. They are Centers where people from other agencies, local leaders and members of the faith based community meet to plan, collaborate and share resources. The Neighborhood Places not only provide direct service, but also provide a framework and setting where other agencies and community members come together to increase the support available to families of Hawaii.

B. Facilities

Blueprint for Change

Address: 550 Halekauwila Street, Suite 102, Honolulu, HI 96813

The BFC office is centrally located in Downtown Honolulu allowing staff easy access to the Department of Human Services' offices, the State Department of Taxation, Internal Revenue Service, and State Capitol, among others.

Waianae Neighborhood Place

Address: 85-979 Mill St., Waianae, HI 96792.

WNP is situated just north of Farrington Highway in Waianae. Its proximity to the low-income housing units and the Waianae public schools makes it an ideal location for providing Neighborhood Place services to Waianae's most needy citizens.

WNP facilities are sufficient for providing the administrative and program related needs for Neighborhood Place services and are large enough to allow for community collaboration meetings.

Neighborhood Place of Kalihi (fka, Neighborhood Place of Central Kalihi and also mis-referred to in the RFP as, the Neighborhood Place of Central Oahu)

Address: 1485 Linapuni St., Suite 103, Honolulu, HI 96819.

NP Kalihi is housed in the Family Resource Center at Kuhio Park Terrace, which makes it easily accessible for families living in KPT and other State Public Housing Projects that surround it. Statistically, these families are the Kalihi District's most at-risk families.

The facilities are more than adequate for providing Neighborhood Place services, and their proximity to the main offices and resource center of PACT allows for easy collaboration and sharing of resources with other social service providers.

Neighborhood Place of Wailuku

Address: 392 North Market St., Wailuku, HI 96793-1154

The Neighborhood Place of Wailuku recently purchased, renovated, and moved into buildings formerly occupied by a hardware store in Happy Valley, Maui. NP Wailuku received grant funding from the County of Maui's CDBG Program, the USDA Rural Development office, coupled with a purchase money mortgage from the building's previous owner to purchase the property. Its location in the heart of Happy Valley makes it easily accessible for some of Maui's most needy and at-risk families.

The buildings on the property combined have almost 14,000 square feet of space, enough for NP administrative and program staff, a large, welcoming intake center, a child care program, game room, and fitness center.

NPW also recently acquired land at Kahua, on the beach fronting the Hawaiian Home Lands subdivision of Paukukalo, which is being used for its land-based, family strengthening services and cultural activities. This site is also home to NPW's newly built ropes course which is used for team and trust building exercises for families and other community organizations.

Neighborhood Place of Puna:

Address: 15-3039 Pahoia Village Rd., Pahoia, HI 96778.

The Neighborhood Place of Puna has a facility located in Pahoia, directly across the street from Pahoia High School. NP Puna converted this former residential dwelling into a comfortable office, family meeting place, and hub for community collaboration. It is equipped with a family-friendly intake center, a full kitchen, and spacious lawn. NP Puna

offers an extremely non-threatening environment for conducting NP services and encouraging community collaborations.

In addition, NP Puna recently opened a satellite office in Mountain View that serves families at risk living in the Upper Puna area.

Neighborhood Place of Kona:

Address: 74-5565 Luhia St., B-1, Kailua-Kona, HI 96740

The Neighborhood Place of Kona is located in a commercial and industrial subdivision just outside of Kailua-Kona Village. Its location gives families in the Kailua-Kona area easy access to services. It also is a good hub from which NP Kona staff can provide outreach and home visitation to as far north as North Kohala and as far south as Milolii. The facility includes a large intake center, adequate space for administrative and program needs, and a large conference room that is used by both NP Kona staff and community collaboration meetings.

V. Personnel: Project Organization and Staffing

A. Proposed Staffing, Staff Qualifications, Supervision and Training

Neighborhood Place Directors:

NP Directors shall have, at minimum, a Bachelors Degree and five (5) years of experience with:

- Child abuse and neglect issues.
- Families who have harmed or threatened harm to their children.
- Families in need of support services to ensure child safety.
- Crisis intervention.
- Substance abuse and domestic violence.
- Parent education/groups to increase parenting schooling.
- Informal counseling.
- Parent-child interaction.
- Child development.
- Socialization activities.

They will be responsible for performing the day-to-day tasks that are required to successfully run a Neighborhood Place program. (see Attachment D for full job description).

NP Family Success Coach will be responsible for day-to-day service delivery, maintenance of working relationships with families, community organizations, collaborating agencies, and referral resources. This position will ensure that assessments

are properly administered, best practice methodologies are employed, and contract requirements are met. He/She will assess families using the Family Assessment Tool and other clinical assessments and assist families in developing and completing Individual Program Plans. The incumbent will create an outreach plan for the community and oversee two CAN prevention events annually. This person will supervise the Program Specialist.

NP Outreach Worker will conduct outreach and maintain contact with families and encourage participation in prescribed activities; s/he will assess families using the Family Assessment Tool and other assessments and assist families in developing and completing Individual Program Plans; monitor and evaluate families' progress and participation; provide information and referral services; develop and facilitate mutual aid and support groups; make referrals for self-selecting families as needed along with appropriate data collection; help families successfully exit the NP program by attaining Individualized Performance Plan goals and encourage them to maintain affiliation for follow-up with NP. Implement an outreach plan for the community and participate in providing two CAN prevention events annually.

Administrative Support Staff will provide administrative and clerical support; attends to the organization and coordination of office activities; supports and coordinates the work flow for the office; processes timesheets, purchase orders and other necessary administrative requirements.

Trainings:

It is the policy of Blueprint for Change to provide Neighborhood Place Partners with an annual staff training plan which will enable them to provide high quality services to families and ensures ongoing professional development.

As part of the Continuous Quality Improvement process, the BFC Executive Director will be responsible for the development of the annual Blueprint for Change Training Plan.

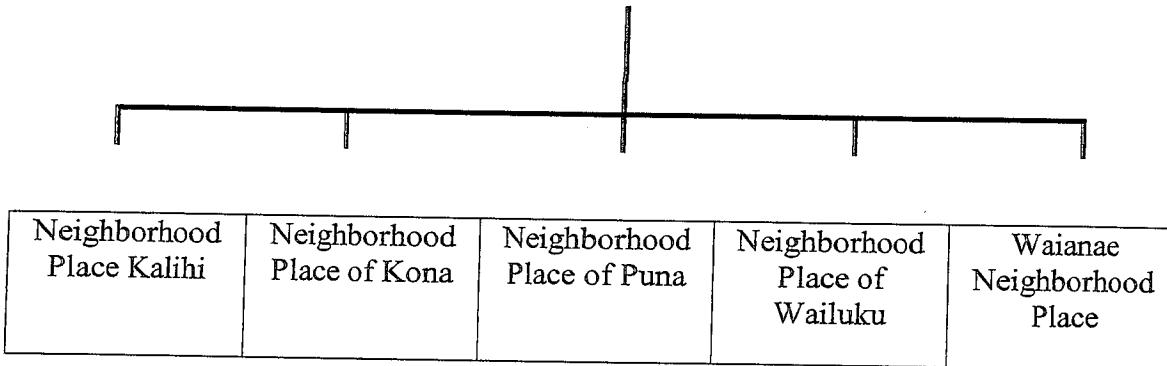
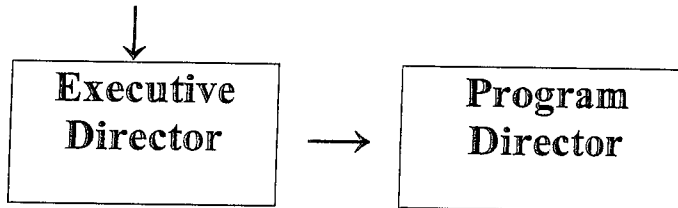
Trainings will focus on the following core NP principles.

- Comprehensive Orientation to the BFC/NP Model and performance standards.
- Understanding dynamics of child abuse and neglect.
- Utilizing best practices.
- Cultural awareness and sensitivity.

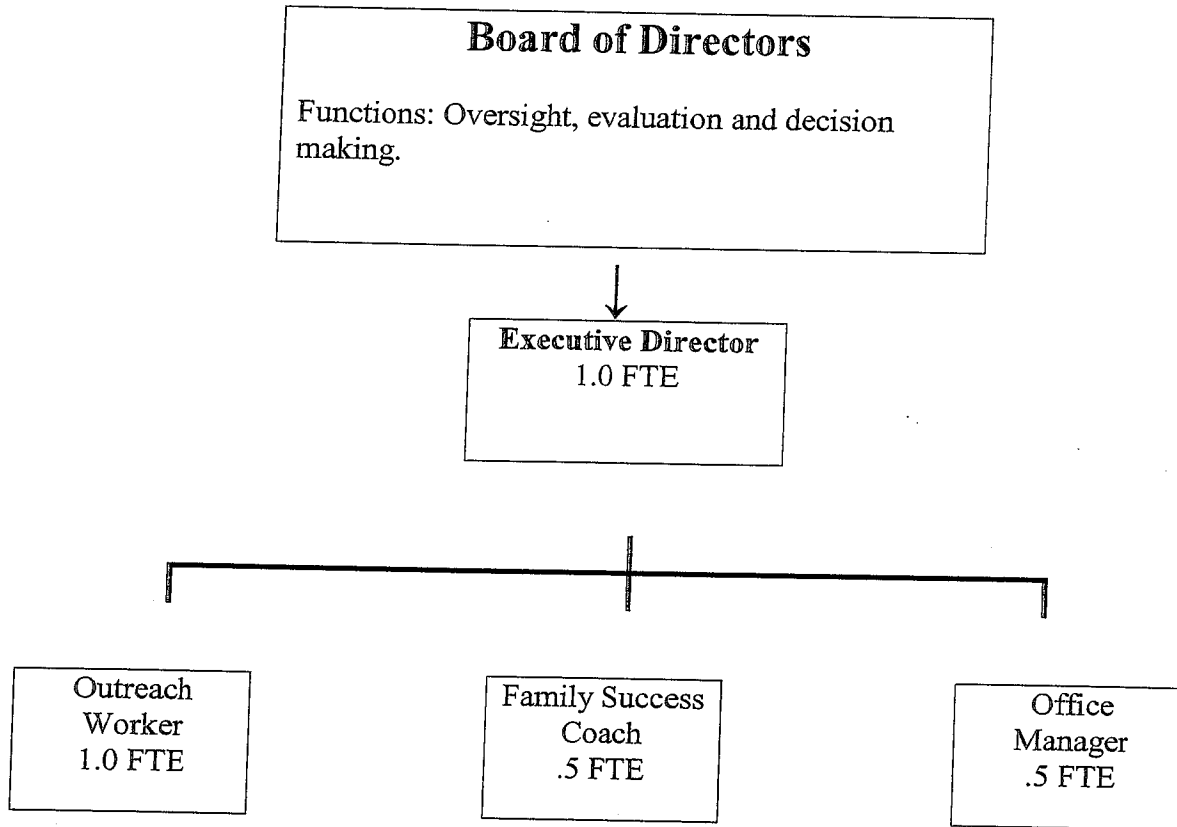
ORGANIZATION CHARTS

BLUEPRINT FOR CHANGE
ORGANIZATIONAL CHART

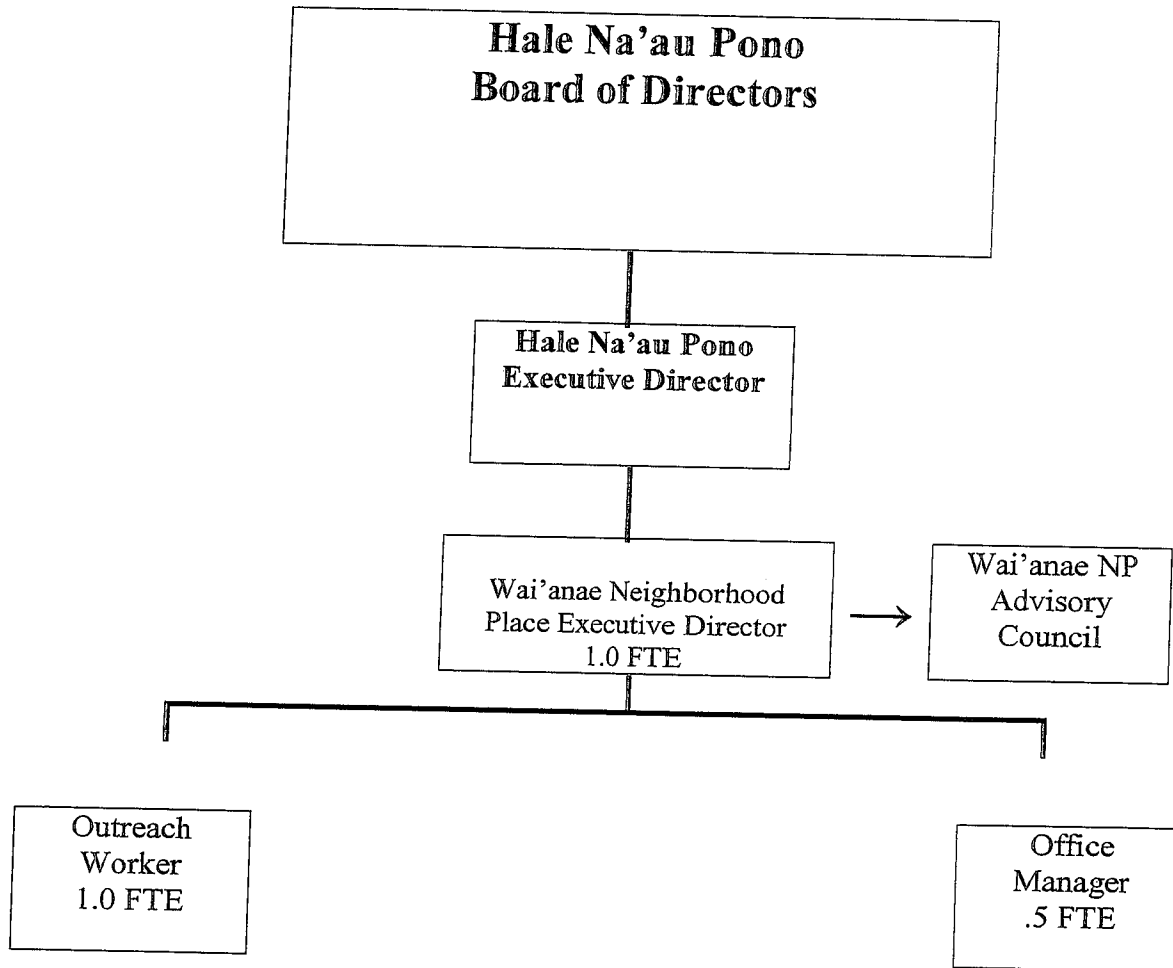
Board of Directors
Functions: Oversight, evaluation and decision making.



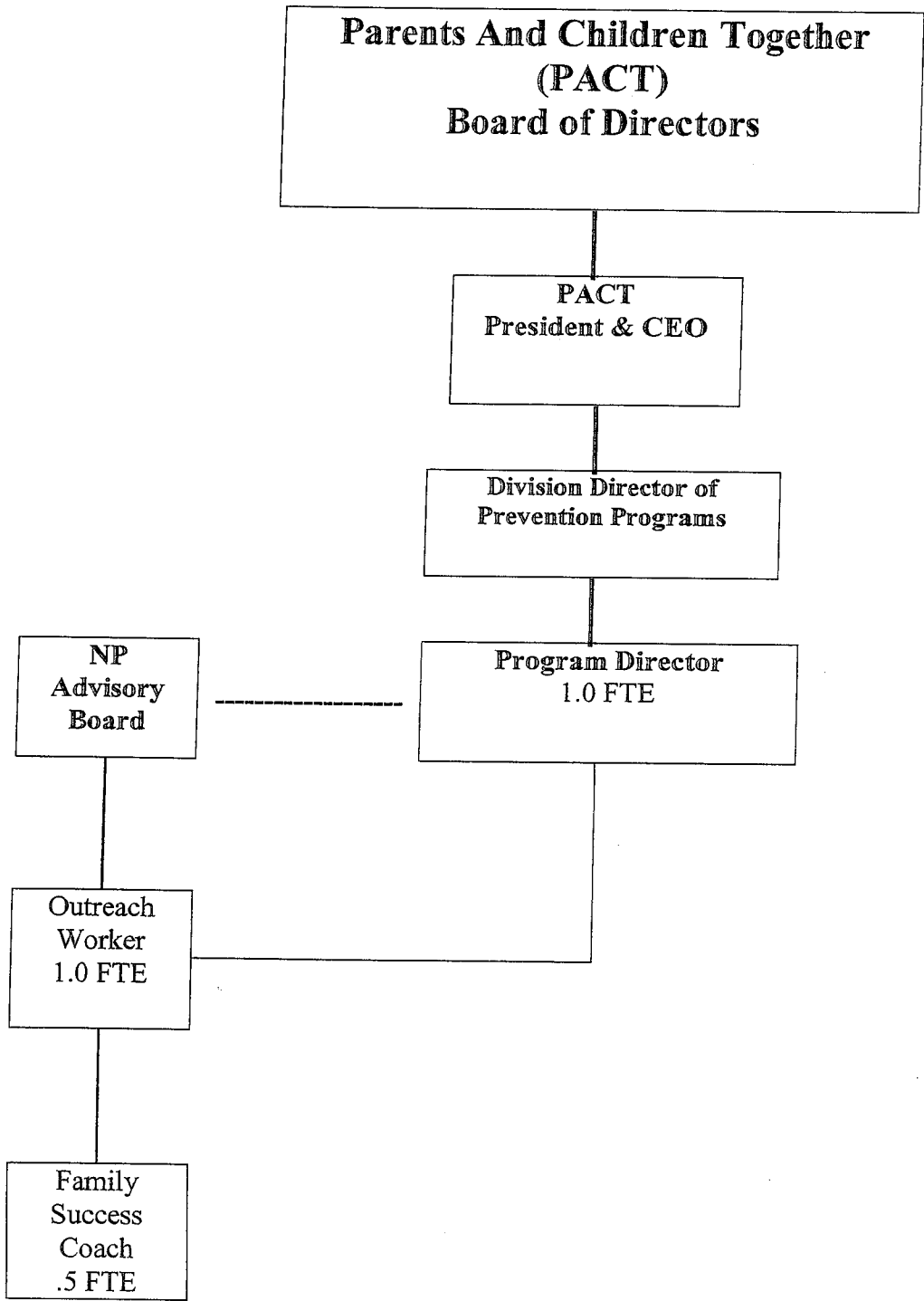
NEIGHBORHOOD PLACE
(Kona, Puna, Wailuku)
ORGANIZATIONAL CHART



WAI'ANAE NEIGHBORHOOD PLACE
ORGANIZATIONAL CHART



NEIGHBORHOOD PLACE KALIHI
ORGANIZATIONAL CHART



VI. Other

A. LITIGATION

None.

B. LICENSURE OR ACCREDITATION

Not Applicable.

**DECLARATION STATEMENT
APPLICANTS FOR GRANTS AND SUBSIDIES
CHAPTER 42F, HAWAII REVISED STATUTES**

The undersigned authorized representative of the applicant acknowledges that said applicant meets and will comply with all of the following standards for the award of grants and subsidies pursuant to section 42F-103, Hawaii Revised Statutes:

- (1) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant or subsidy is awarded;
- (2) Comply with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
- (3) Agree not to use state funds for entertainment or lobbying activities; and
- (4) Allow the state agency to which funds for the grant or subsidy were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and assuring the proper expenditure of the grant or subsidy.

In addition, a grant or subsidy may be made to an organization only if the organization:

- (1) Is incorporated under the laws of the State; and
- (2) Has bylaws or policies that describe the manner in which the activities or services for which a grant or subsidy is awarded shall be conducted or provided.

Further, a grant or subsidy may be awarded to a non-profit organization only if the organization:

- (1) Has been determined and designated to be a non-profit organization by the Internal Revenue Service; and
- (2) Has a governing board whose members have no material conflict of interest and serve without compensation.

Further, the undersigned authorized representative certifies that this statement is true and correct to the best of the applicant's knowledge.

BLUEPRINT FOR CHANGE

(Typed Name of Individual or Organization)



1/28/2011

(Date)

Stephen K. Morse

(Typed Name)

Executive Director

(Title)