

HVP



Preschool Services

Home Visiting Program Handbook Contents

= o k Family Support Requests

Transitions

HVP - HV19

Referrals and Services Requests

k 7)



HVP Health & Safety Requests and Family Support Requests

Overview

Purpose The purpose is to inform Home Visiting Program staff of the guidelines to request family support funds or Health and Safety funds to assist HVP enrolled families.

Reference The policies and regulations referenced are:

- Head Start Performance Standards: §1303.10, 1303.11
- Auditor-Controller/Treasurer/Tax Collector (ATV) internal Controls and Cash Manual Chapter 20.

Policy overview HVP families have a \$500.00 family support fund per family. It is the HVP worker along with the family to decide how best to use these funds to support self-sufficiency.

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Health & Safety Requests

Eligibility

The following are the eligibility requirements to request Health & Safety funds:

Family requirements

- The family must be HVP eligible
- All children in the requesting family live with the parent/guardian, or caretaker

Health & Safety Fund requirements

- Has not received a Health & Safety funds in excess of \$500.00. – verify in ChildPlus
 - Has not received assistance for the same item in their lifetime – verify in ChildPlus
 - For the purchase of material goods related to care, health, and safety of child and family
-

Request frequency

Requests for Health & Safety funds are limited to:

- Per item: cannot request an item again after receiving it
 - No more than the \$500.00 limit.
-

Items approved for request

Examples of material goods purchased with Health & Safety funds are:

- Child safety kits
 - First aid kits
 - Car seats
 - Strollers
 - Adaptive equipment for children with disabilities
 - Resources related to child and family language and literacy needs
 - Children's' clothes
 - Small household appliances
 - Small household furniture
-

Continued on next page

Health & Safety Requests, Continued

First Aid Kit Warning

Items found in the first aid kits provided to families in the Home Visiting Program (HVP) contain small parts and may pose a risk to small children. Each first aid kit should come with a label that reads, “CHOKING HAZARD— Small Parts. Not for children under five. Parents whose children have developmental delays should exercise discretion.”

First Aid Kit Contents

The following items are required contents of a first aid kit:

<ul style="list-style-type: none">• A current edition of a first aid manual• Sterile first aid dressings, including 4x4 gauze pads for covering cuts, scraps, and burns	<ul style="list-style-type: none">• Adhesive tape• Scissors• Thermometer• Bandages or roller bandages	<ul style="list-style-type: none">• Gloves• Cold compresses• Triangular bandages• First aid kit checklist
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Documentation

The HVP Support Worker documents the Health & Safety funds in the ChildPlus **visit** notes, including:

- The urgent need
 - Items requested
-

Issuing Family Support Funds

How to request Family Support funds

The HVP Support Worker completes the following to request Family Support funds.

Step	Action
1	Determine eligibility to the HVP program
2	Review the family file to verify family has not received assistance: <ul style="list-style-type: none">• In excess of \$500.00• For the same item
3	Conduct the Home Visit
4	Document the following in ChildPlus: <ul style="list-style-type: none">• Urgent need specifically for Family Support funds• Home visit• Items requested• Conversation that this is a one-time assistance for an urgent need and they will not be eligible to receive assistance for the same item in the future.
5	Instruct the parent/guardian regarding: <ul style="list-style-type: none">• Approval process of the request• Time frames regarding the purchase of the item (6-8 weeks)
6	Request the item from the Site Supervisor.

Continued on next page

Issuing Family Support Funds, Continued



**Important:
Authorization**

Use the following to authorize a Health and Safety request.

Stage	Who	Does What
1	HVP Support Worker	<ul style="list-style-type: none">• Completes the Health and Safety request.• Submits the form to the Site Supervisor II.
2	Site Supervisor II	Completes a 003 to purchase items.
3	Site Supervisor II	Distributes to HSWs once items are received.
4	Home Support Worker	<ul style="list-style-type: none">• Retrieves items at L & M or arranges a time for delivery with Site Supervisor II.• Digitally notates items (balance) distributed on Funds Balance sheet and has parent digitally sign and date.• Uploads the Funds Balance Sheet.• Notates items (balance) distributed on the H&S Chromebook Tracking Sheet.

Self Sufficiency Items

What is a Self Sufficiency item?

A **Self Sufficiency item** is an item that is outside of the Health and Safety funds that the family receives. It is given at certain intervals in the program to further help families while they are in the program.

Issuance intervals

Self Sufficiency items are distributed at the following intervals during the program.

Item	Interval
Chromebook	25 visits
Selected from Resource list (to be approved by Site Supervisor)	24 months

Resource list

The following is the resource list for Self-Sufficiency items:

- Interview clothes (shoes, dress, tie, shirt, pants), for the parent of the enrolled child
 - School Supplies (backpack, crayons, paper)
 - Other approved items not related to Health and Safety
 - HVP “Completion Bag”
-

Issuing Chromebooks

Policy

A family must have 25 HVP visits before a Chromebook may be issued.

How a Chromebook is issued

The following is the Chromebook issuance process.

Stage	Who	Does What
1	HVP Support Worker	<ul style="list-style-type: none"> Submits request to Supervisor via email, including: <ul style="list-style-type: none"> • First and last name of both parent and child • ChildPlus ID number • TAD Case Number
2	Site Supervisor II	<ul style="list-style-type: none"> • Ensures there has been 25 visits • Digitally completes the top of the Chromebook Issuance form, enters the serial number, make, and model on the form. • Digitally signs the Chromebook Issuance form to authorize. • Issues the Chromebook to the Support Worker.
3	HVP Support Worker	<ul style="list-style-type: none"> • Signs and dates the Chromebook Issuance form • Gives the Chromebook to the family
4	Parent/guardian	Digitally signs and dates the Chromebook Issuance form.
5	HVP Support Worker	<ul style="list-style-type: none"> • Saves the Chromebook Issuance form and uploads attachment. • Creates Chromebook event in ChildPlus in the Family Services tab. • Sends a digital copy to the Parent/guardian. • Notates on the H&S Chromebook Tracking sheet.
6	Program Accountant II	Runs report 4140 in ChildPlus retrieving Chromebook Issuance forms.

Form: Chromebook Issuance Form

Chromebook Issuance Form

Use the following to issue a Chromebook to a family.



Chrome Book Issuance Form

Parent/Guardian Name: _____ Child's Name: _____
ChildPlus CIN: _____ CIV Case Number: _____

You are receiving a Chrome Book to help you achieve self-sufficiency and to further promote the health and safety of your family.

This family has completed 25 Home visits with the Home Visiting Program Home Visitor.

(Home Visitor's name)

I have authorized the issuance of the Chrome Book. _____
(Site Supervisor II Signature)

I have issued a Chrome Book to the family. Serial Number: _____

Make: _____ Model: _____

HVP Home Visitor Signature: _____ Date: _____

I have received a Chrome Book. I agree by signing below that I assume sole responsibility of the Chromebook and that the County of San Bernardino is not responsible for set-up, internet service, maintenance/repair, or replacement for any reason including but not limited to malfunction, breakage, loss, or theft of this item.

Parent/Guardian Signature: _____ Date: _____

Signed Copy-Upload to CP Family Services
Email/Screenshot signed Copy to Parent/Guardian

HVP Chrome Book Issuance
Program Operations/Program Policy/HVP/Forms 7/20/22
662 S. Tippecanoe Avenue, San Bernardino, CA 92415 | Phone: 909.383.2078 Fax: 909.383.2080



HVP Transitions

Overview

Purpose The purpose of this policy is to provide a plan that ensures an effective transition for the HVP (Home Visiting Program) families into LIFT, the Early Head Start (EHS) program, and the Head Start program.

Reference The policies and regulations referenced are:

- Head Start Performance Standards: § 1302.70, 1302.72, 13022.61
- Rehabilitation Act: § 504 (29 U.S.C 794)
- Americans with Disabilities Act: 42 U.S.C. 12101 et seq.

Policy overview A transition plan is developed through active parental involvement during the planning and transition process for continuity of comprehensive services for parents and children between different program settings.

Ensure that the family is offered the LIFT program in concurrence with the Home Visiting Program.

The partnership between parents and the program begins at recruitment and continues during the enrollment process and throughout the school year.

All HVP children must have a written transition plan by 6 months prior to transitioning to another program if they choose to transition to Early Head Start.

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HVP and LIFT

LIFT

The Low Income First Time mothers (LIFT) program offers pregnant women and first time mother's pregnancy and parenting education. The family is visited by a Registered Nurse who can help track the health of the pregnant woman and the baby once they are born.

Offer LIFT to HVP participants

HVP and LIFT can be concurrent programs. Once a family has begun the Home Visiting Program, offer the LIFT program.

Help the family with the LIFT Application and send it to the PSD Site Generalist.



The referral process

The following is the referral process.

Stage	Who	Does What
1	HVP Generalist	Calls the Supervising Case Management Nurse with the referral.
2	HVP Generalist	<ul style="list-style-type: none"> Creates a participation record. Marks the child as New until the first visit. Assigns a Home Support Worker to the family.
3	LIFT Nurse	<ul style="list-style-type: none"> Sends email to the Home Support Worker regarding the first visit. Works with HVP Generalist or Home Support Worker to set up initial appointment with family.
4	LIFT Nurse	<ul style="list-style-type: none"> Holds joint first meeting with HVP Generalist or Home Support Worker and family. Emails the HVP Generalist that the first visit is complete.
5	HVP Generalist	<ul style="list-style-type: none"> Converts the enrollment from New to Enrolled.

When the child ages out of LIFT

Once LIFT services have stopped, the child can:

- Stay in the Home Visiting Program (HVP) or
- Transition to Early Head Start (EHS), or
- Head Start

The family cannot participate in HVP and EHS programs at the same time.

Transitioning from HVP to EHS

Transition plan overview

The HVP transition plan includes the following:

- Meeting with the PSD Site Program Generalist for enrollment
 - Visiting local childcare and child development programs
 - Completing a Head Start application and provide supporting documentation
-

Timing for transitions

Transition the child into EHS or another program as soon as possible. The selection process gives a high priority to transitioning children.

Create a written transition plan at 6 months prior to transitioning to the next program to ensure the child can effectively transition out of HVP and into Early Head Start or another program as soon as possible.

Elements of a transition plan

A transition plan needs to take into account:

- the child's developmental level
 - the child's and family's progress
 - current and changing family circumstances
 - the availability of HS or other programs that meet the needs of the child and the family
-

Family collaboration

Collaborate with the parent/guardian to implement strategies that support a successful transition.

EHS & HS collaboration

EHS and HS work together to maximize enrollment transitions through collaboration and communication.

Continued on next page

Transitioning from HVP to EHS, Continued

Transition & the FPA

All families must have a Family Partnership Agreement (FPA) goal in ChildPlus with the specific label “EHS Transition Plan” by 6 months prior to the child leaving the program. File a hard copy of the transition plan in the child’s file

This does not replace any FPA requirements.

Provide information about the child’s progress during the program year and provide strategies for parents/guardians to continue their involvement in, and advocacy for, the education and development of their child.

Responsibilities

HVP Home Support Worker

The following is the HVP Home Support Worker responsibilities:

- Providing assistance, guidance, and education to the family on the enrollment process, developmental status, and Learning Genie.
 - Conducting ongoing communication with the parent about the progress of transition activities.
 - Documenting all follow-up in ChildPlus.
-



Transitioning for the HVP Home Support Worker

The HVP Home Support Worker completes the following to transition a child.

Step	Action
1	Schedule a transition planning conference with the parent and EHS staff to initiate a transition plan 6 months prior to the child leaving the HVP program.
2	Coordinate a visit to a childcare/child development program for the parents and child to coordinate meetings between staff and the parents prior to the child's first day.
3	Ensure all information is up to date in the child's file including: <ul style="list-style-type: none"> • Status of all health screenings • Medical status • Immunizations and TB • Physical exam • Developmental status • Medical conditions that need accommodation or treatment
4	Review child's portfolio in Learning Genie with the parent/guardian.
5	Transfer a completed copy of the child's file and assessment with the child to the new program on the child's first day.
6	Give the file to the Program Generalist for enrollment in EHS.

Continued on next page

Responsibilities, Continued

HVP Program Generalist

The following are the HVP Program Generalist responsibilities:

- Providing assistance, guidance, and education to the family on-going
- Updating the HVP Transition Plan for all follow-up activities



Transitioning for the Program Generalist

The Program Generalist completes the following to transition a child.

Step	Action
1	Set an appointment with the parent/guardian 6 months prior to the child transitioning submit an EHS application and income qualification.
2	Review the following to coordinate the EHS enrollment process: <ul style="list-style-type: none"> • Status of all health screenings: <ul style="list-style-type: none"> – Medical Home – Immunization and TB – Physical Exams – Medical conditions that need accommodation or treatment • Progress of the family: <ul style="list-style-type: none"> – Family circumstances or changing circumstances – Family Partnership Agreement goals • Program options: <ul style="list-style-type: none"> – EHS, HS, and other resources in the local area – Process EHS or HS application – Income Recertification
3	Update the HVP Transition Plan.
4	Accept the file. Sign the Log of Access and document in ChildPlus.

Continued on next page

Responsibilities, Continued

- HVP Supervisor** The following are the HVP Supervisor responsibilities:
- Reviewing transition plans and activities as part of ongoing monitoring.
 - Ensuring the HVP Support Worker initiates the transition plan on time and it is documented in the child's file and ChildPlus.
 - Reviewing the transition plans in the child's file 6 months prior to the child transitioning.
-

- HVP Program Generalist** The following are the HVP Program Generalist responsibilities:
- Providing community providers resource information and documentation if no vacancies are available in a PSD program.
 - Ensuring a completed EHS application is on file to enroll into an EHS program.
-

- PSD Program Supervisor** The following are the PSD Program Supervisor responsibilities:
- Monitoring and reviewing all transition plans to ensure that an available enrollment slot is found in time for transition.
-

- HVP and ERSEA Manager** The following are the HVP and ERSEA Manager responsibilities:
Ensuring all HVP children:
- Have a written transition plan 6 months prior to the child transitioning.
 - Have effectively transitioned into the Early Head Start or another community childcare or child development program.
-

Children with Disabilities and/or IFSP

Policy

The following are policies for children with disabilities and/or an Individual Family Service Plan (IFSP):

- Ensure the individualized needs of children are met and they have access to and can fully participate in the full range of activities and services.
- Provide modifications to the environment, formats for instruction, and individualized accommodations, as necessary to support full participation.
- Ensure all children with disabilities are protected from discrimination and provided with all services and program modifications required.



The transition process

Below is the transition process for a child with disabilities and/or an IFSP:

Who	Does What						
HVP Home Support Worker	<ul style="list-style-type: none"> • Introduces the transition process to the parent when it is 6 months prior to the child leaving the HVP program. • Completes the ASQ 3 screening and forwards a copy to the disabilities unit. 						
EHS Supervisor	Meets at the IDT meeting to review the child's needs and concerns.						
Disabilities Unit	Tracks the status of special education or related services the child may qualify for at age three.						
PSD Program Generalist	<ul style="list-style-type: none"> • Meets with the parent to complete a new application. • Discusses program options. 						
HVP Home Support Worker	<table border="1"> <thead> <tr> <th>When the child is transitioning to...</th> <th>Then the Teacher/Support Worker...</th> </tr> </thead> <tbody> <tr> <td>a different agency</td> <td>obtains parent's written permission to transfer information to the agency.</td> </tr> <tr> <td>the EHS program</td> <td>forwards the file to the new site.</td> </tr> </tbody> </table>	When the child is transitioning to...	Then the Teacher/Support Worker...	a different agency	obtains parent's written permission to transfer information to the agency.	the EHS program	forwards the file to the new site.
When the child is transitioning to...	Then the Teacher/Support Worker...						
a different agency	obtains parent's written permission to transfer information to the agency.						
the EHS program	forwards the file to the new site.						
HVP Program Generalist	<ul style="list-style-type: none"> • Documents in ChildPlus the date when information is forwarded to the child's next placement. • Sends a letter if the child is accepted into the EHS program or placed on the waiting list. • Provides the family with information about the EHS program at least 10 days prior to the child's first day. 						



HVP- Completing the HV 19

Overview

Purpose The purpose is to document how to complete the HV 19 form for reporting in the Home Visiting Program.

Policy Overview Complete the HV 19 by the 10th of each month.

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About the HV 19



What is the HV 19?

The HV 19 is a State required form that documents:

- The number of families served by the Home Visiting Program (HVP)
- The types of services the families received

Due date

The HV 19 is due to the Program Manager by the 10th of each month. The information is about prior months.

Information sources

The following are the people who will provide information necessary to fill out the HV 19.

Who	Provides what
Staff Analyst	<ul style="list-style-type: none">• Pulls the ChildPlus 2007 report for the current month.• Pulls the ChildPlus 4140 report for the current month.• Pulls information from the last month's HV 19• Pulls information from the HV 6
Generalists	<ul style="list-style-type: none">• Weekly call list• Information about if all families responded at initial visit• All information for Part C
Behavioral Health Specialist	Information to complete Line 19

Completing the HV 19



How to complete Part A

The following is how to complete Part A of the HV 19.

Step	Action
1	Skip line 1 and 2 because they are automatically generated.
2	Line 2a: Enter the information from ChildPlus report 2007 only for the current month.
3	Line 2b: Enter number from the previous month HV19 in cell 16.
4	Skip lines 3-8 there is no input needed.



How to complete Part B Lines 9-15

Use the following to complete Part B Lines 9-15 of the HV 19.

Step	Action
1	Line 9: Enter the information from the Weekly Call List that has been emailed from the Generalist.
2	Line 10: <ul style="list-style-type: none">• Enter the information from the ChildPlus report 2007. Include only newly enrolled families.• Ask Generalists if all families responded at initial visit.
3	Line 11a: Enter the information from the Generalist's Weekly Call List of who declined the offer.
4	Line 11b: Enter 0. Services aren't usually offered twice.
5	Line 12a: Line 2a – Line 10 = Line 12 A.
6	Line 12b: Total from ChildPlus report 4140 results "Action Completed".
7	Line 13: Total of "family cancelled", "no show", "refused" on the ChildPlus 4140 report.
8	Line 14: Enter the same number from Line 12b.
9	Line 15a: Enter information from the HV 6. Must be enrolled this month.
10	Line 15b: Enter information from the HV 6. All other pregnant mothers.

Continued on next page

Completing the HV 19, Continued



How to complete Part B Lines 16 - 24

Use the following to complete Part B Lines 16-24 of the HV 19.

Step	Action
1	Line 16a: Enter the information from the HV 6. The enrollment date must be within the report month and cannot have a sibling listed.
2	Line 16b: Enter the information from the HV 6. Enter the total number of families without siblings.
3	Line 17: Enter the information from the HV 6. <ul style="list-style-type: none">• Sort information in column H of the HV 6 to “newest to oldest”• Ensure it is not a pregnant mother in column H• Input the total for enrolled only within that month• Include siblings
4	Line 18a-c: Enter the information from the HV 6. <ul style="list-style-type: none">• Sort column F and account for ages of children.
5	Line 19: Enter information received from the Behavioral Health Specialist.
6	Line 20 – Line 23: Enter information from the HV6.
7	Line 24a. Number will equal the number from cell 248 of the HV 19.

Part C

The Generalist completes Part C.



HVP-Referrals and Services Requests

Overview

Purpose The purpose is to document the types of services requested and received by the families in the Home Visiting Program (HVP). The Referrals and Services Requests form contains a list of resources that is tracked in both the HV19 form and the Program Information Report (PIR).

Reference No reference needed.

Policy Overview The following is a review of the policy:

- The Home Support Worker (HSW) or the staff providing a referral to the parent complete the Referrals and Services Requests form monthly.
- Complete one form per parent.
- If a referral or a service is not requested/completed, do not complete the Referrals and Services Requests form.
- Document the resource provided.
- The Generalist will follow up with the parent 14 days after the referral, resource, or service.

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Requests for Services

Policy

The following is the policy:

- The Referrals and Services Request form is completed monthly by the Home Support Worker (HSW) or by the staff providing a referral to the parent.
 - Complete one form per parent.
 - If a referral or service is not requested/completed, do not complete the Referrals and Services Requests form.
 - Document the resource provided.
-

Use of the form

Use one form for the entire month and one form per parent.



Services

Complete the following if there are service requests from the parent.

Step	Action
1	Complete the top portion of the Referrals and Services Requests form.
2	Enter the date in the column next to the service requested.
3	Gather requested resources.
4	Write the resources provided to the parent.
5	Write how many resources of that type were given to the parent.
6	If resources are not available right away, provide them later.
7	Send the resource to the parent. You can use: <ul style="list-style-type: none">• Hard copies delivered in person or by US Mail• Sent via email or text
8	Send to the Generalist by the end of the month.

Continued on next page

Requests for Services, Continued



How to document a resource in ChildPlus

The **HVP Staff** completes the following to document a resource in ChildPlus.

Step	Action
1	Select Child's profile.
2	Click on Family Services tab.
3	Click on the green Event button.
4	Select HVP Resources and Referral .
5	Click on the green Add Action button.
6	<ul style="list-style-type: none">• Select Communication as the Action Type.• Enter current date for Action Date.• Select Other for Type of Contact.• Enter Social Service Referral for Description.• Enter Awaiting Feedback for Status.• Select your name for Case Worker.
7	Complete the following in the Action Notes: <ul style="list-style-type: none">• Click on the Time Stamp icon.• Enter a comment with a brief description of resources provided to parent.

Follow Up

Policy The Generalist will follow up with the parent 14 days after the referral, resource, or service.

Linkage Linkage refers to a connection. Was the family able to connect to the resource agency and access services? An example would be to determine if a relationship was established and if services received were satisfactory.



How to follow up

Complete the following to follow up on a referral, resource, or service after 14 days.

Step	Action							
1	Contact the parent. <ul style="list-style-type: none"> • Ask about the resources to get details about services. • Find out if linkage was/was not established. • Get as much detail as possible. • Offer additional resources if parent remains interested. 							
2	Use the following after asking about linkage. <table border="1" data-bbox="581 1094 1414 1654"> <thead> <tr> <th data-bbox="581 1094 821 1131">If linkage was...</th> <th data-bbox="821 1094 1414 1131">Then the Generalist will ...</th> </tr> </thead> <tbody> <tr> <td data-bbox="581 1131 821 1335">Established</td> <td data-bbox="821 1131 1414 1335"> <ul style="list-style-type: none"> • Document the conversation in ChildPlus in the Action Notes. • Enter a Time Stamp in the Action Notes. • Change Status to Action Completed once the parent has obtained services. </td> </tr> <tr> <td data-bbox="581 1335 821 1654">Not established</td> <td data-bbox="821 1335 1414 1654"> <ul style="list-style-type: none"> • Document the conversation in ChildPlus in the Action Notes. • Enter a Time Stamp in the Action Notes. • Repeat steps in “How to document a resource in ChildPlus” on page 3. • Change Status to Action Completed if the parent does not want additional resources. </td> </tr> </tbody> </table>		If linkage was...	Then the Generalist will ...	Established	<ul style="list-style-type: none"> • Document the conversation in ChildPlus in the Action Notes. • Enter a Time Stamp in the Action Notes. • Change Status to Action Completed once the parent has obtained services. 	Not established	<ul style="list-style-type: none"> • Document the conversation in ChildPlus in the Action Notes. • Enter a Time Stamp in the Action Notes. • Repeat steps in “How to document a resource in ChildPlus” on page 3. • Change Status to Action Completed if the parent does not want additional resources.
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At the End of the Month



The HV 19

The following is the HV Process for the end of the month.

1. The HVP Generalists completes the HV 19 using the data from all the Monthly Referral and Service requests received.
 2. The HVP Generalist submits the HV 19 to the Program Supervisor.
 3. The HVP Program Supervisor submits information to the Program Manager and Staff Analyst.
-

Referrals and Services Form

Referrals and Services Form

The following is the Referrals and Services form.

Add header

**Pre School Services Department
Home Visiting Program
REFERRALS AND SERVICES**

Child's Name _____ Parent's Name _____

Staff receiving services request _____ Month _____

This month the family has requested the following referrals for services:
Write date in the box(es) in the first column
Write resource given on the line provided

		Number of Referrals Given	# Received YES or NO
1	Academic or Instructional Support PIR (Home Visits not included)		
2	Cal Fresh PIR		
3	Early Learning Setting/Parent and Child Interaction Activity (Does not include our program)		
4	English as a Second Language PIR		
5	Housing Support PIR		
6	Immigration /Legal		
7	Infant/ Toddler Nutrition Services PIR		
8	Infant/ Toddler Health Care PIR		
9	Intimate Partner Violence PIR		
10	Mental Health PIR		
11	Prenatal Care		
12	Substance Misuse Prevention PIR		
13	Workforce Readiness Services PIR		
14	Other		
15	Emergency PIR		
16	Crisis Assistance PIR		
17	Food (WIC) PIR		
18	Clothing PIR		
19	Transportation PIR		
20	Literacy Education PIR		
21	Male Engagement (Fire Program) PIR		
22	Foster Care PIR		
23	Child Support PIR		
24	Education on Preventive Medical and Oral Health PIR		
25	Assistance to Families of Incarcerated PIR		
26	Education on Relationship/Marriage PIR		
27	Asset Building/Financial Literacy PIR		
28	Supporting Transitions Between Programs PIR		
29	Education on Health Concerns with Tobacco Products PIR		
30	Education on Nutrition PIR		
31	Education on Postpartum Care PIR		

Generalist will do follow-up on resources provided. They will obtain feedback from the parents and document on child plus.

11/2/2021



HVP-Requesting that a Family be Dropped

Overview

Purpose To provide clarification on the roles of staff and direction on the steps to follow for dropping a child.

Reference No regulations needed to reference.

Policy Overview The following is an overview of the policy:

- Collect consistent and clear documentation prior to dropping.
- Documentation must be in ChildPlus within 48 hours of interaction.
- Document even if parent is not answering phone calls or text.
- When a Supervisor, Generalist, or Program Supervisor contacts the family, they will document the interaction/conversation in the **Communication** event in ChildPlus within 24 hours.

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Documentation

Policy

The following is the policy concerning documentation:

- Home support Workers (HSW) will document all interactions leading to the drop of a child.
 - Documentation must be in ChildPlus within 48 hours of interaction.
 - When a Home Support Worker, Site Supervisor, Generalist, or Program Supervisor contacts the family, they will document the interaction/conversation in the **Communication** event in ChildPlus within 24 hours.
 - Document even if parent is not answering phone calls or text.
-



How to document

To document an interaction in ChildPlus:

1. Go to the **Family Services** tab.
 2. Go to the **Home Base Home Visit** event.
 3. Write comments in the **Action Notes** of the Home Visit.
-

Examples of Documentation

The following are examples of documentation.

- *“Family moved or will be moving out of state and parent is requesting to drop”*
 - *“Mother will start working full time, will not have time for Home Visits”*
 - *“Went to parent’s home. Knocked, but no one opened the door. Waited 15 minutes. Left note or door hanger on the door letting family know that I was there for Home Visit.*
 - *“Family is homeless and we do not have an address. Went to the park, our usual meeting place at the usual time, waited 15 minutes. Parent did not show up.*
 - *“Called parent. Left a voicemail requesting a call back”*
 - *“Parent called and cancelled Home Visit Child is sick”*
-

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Documentation, Continued

What to document

Document all of the following:

- Cancellations
 - Not at home
 - Not answering/returning phone calls
 - Unable to get a hold of parent due to disconnected ph. number
 - Parent has moved and has not left forwarding address
 - Any interactions/conversations with parent
 - Any other situation
-

Dropping a Child

Before a visit Parent may be called/texted prior to Home Visit for confirmation.

If parent does not reply, Home Visitor must still go to parent's home on the regularly scheduled date and time.

Communication When there are cancellations involved, always keep your Site Supervisor and Generalist informed so that they can provide assistance if needed.



Situations and what to do The following are cancellation situations and what to do.

If a home visit is cancelled...	Then the HSW will...
By parent prior to the Home Visit (HV)	<ul style="list-style-type: none"> • document in ChildPlus under your Home Visits. • state the reason for cancellation if parent provided one. • inform the parent that you will come to the next regularly scheduled HV.
When you arrive (parent not at home)	Document stating clearly that: <ul style="list-style-type: none"> • you arrived at parents' home, • no one came to open the door, • you waited 15 minutes, and • you left a door hanger so that parent is aware that you were there.
Because the parent moved and left no forwarding address	inform the Generalist so they can reach out to TAD to see if TAD has an updated phone number or address.
By Parent who is requesting to drop due to a move, working, or full-time school	offer the Parent resources to other childcare programs and initiate drop procedure.

Continued on next page

Dropping a Child, Continued



What to do after repeated cancellations

When there are 3 consecutive cancellations it is a red flag that the family might need assistance. Complete the following:

Step	Action
1	Do a well check visit. The purpose is to ensure that the family is ok and to continue to offer our services.
2	Offer alternative solutions to the parent to manage attendance barriers whenever possible. Examples may include: <ul style="list-style-type: none">• A change in HV day/time• Home Visits in another area/location• HV on alternate weeks if there's a compelling reason for doing so• If attendance barrier is temporary such as illness or family emergency, offer short break from HV• Obtain new contact information
3	Document conversation in Child Plus within 48 hours

All attempts are unsuccessful

When you have done your due diligence in reaching out to the parent and documenting all attempts clearly in ChildPlus, it is time to request to drop the child.

Email your request to drop the child to your Site Supervisor. Include the ChildPlus ID number. The Site Supervisor will start the request process.

Continued on next page

Dropping a Child, Continued

Request Process The following happens when there is a request to drop.

Stage	Description						
1	The Home Support Worker emails the request to drop to the Site Supervisor.						
2	<p>The Site Supervisor:</p> <ul style="list-style-type: none"> • Contacts the parent to confirm request to drop and offers options for continuing home visits. • Reviews the documentation history in ChildPlus. • Evaluates the notes. <table border="1"> <thead> <tr> <th>When the notes in ChildPlus are...</th> <th>Then the Site Supervisor...</th> </tr> </thead> <tbody> <tr> <td>Clear, complete, and include a well visit check</td> <td>Emails the request to the Program Supervisor.</td> </tr> <tr> <td>Not there, not clear, and a well home visit has not been done</td> <td>Asks the Home Support Worker to do a Well Visit. Generalists may be included in the Well Visit if there is a safety concern.</td> </tr> </tbody> </table>	When the notes in ChildPlus are...	Then the Site Supervisor...	Clear, complete, and include a well visit check	Emails the request to the Program Supervisor.	Not there, not clear, and a well home visit has not been done	Asks the Home Support Worker to do a Well Visit. Generalists may be included in the Well Visit if there is a safety concern.
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Not there, not clear, and a well home visit has not been done	Asks the Home Support Worker to do a Well Visit. Generalists may be included in the Well Visit if there is a safety concern.						
3	<p>The Program Supervisor reviews the request.</p> <table border="1"> <thead> <tr> <th>When the request is...</th> <th>Then the Program Supervisor ...</th> </tr> </thead> <tbody> <tr> <td>Fully documented</td> <td>Forwards the request to the Program Manager.</td> </tr> <tr> <td>Not fully documented</td> <td>Returns the request to the Site Supervisor for clarification.</td> </tr> </tbody> </table>	When the request is...	Then the Program Supervisor ...	Fully documented	Forwards the request to the Program Manager.	Not fully documented	Returns the request to the Site Supervisor for clarification.
When the request is...	Then the Program Supervisor ...						
Fully documented	Forwards the request to the Program Manager.						
Not fully documented	Returns the request to the Site Supervisor for clarification.						
4	<p>The Program Manager approves or denies the request.</p> <table border="1"> <thead> <tr> <th>When the request is ...</th> <th>Then the Program Manager ...</th> </tr> </thead> <tbody> <tr> <td>approved</td> <td>Emails the Program Supervisor to drop the child.</td> </tr> <tr> <td>denied</td> <td>Requests additional information from the Program Supervisor.</td> </tr> </tbody> </table>	When the request is ...	Then the Program Manager ...	approved	Emails the Program Supervisor to drop the child.	denied	Requests additional information from the Program Supervisor.
When the request is ...	Then the Program Manager ...						
approved	Emails the Program Supervisor to drop the child.						
denied	Requests additional information from the Program Supervisor.						
5	<p>The Program Supervisor sends the email to the Generalist instruction them to drop the child.</p> <p>When the request is denied, the Program Supervisor contacts the Site Supervisor for clarification.</p>						
6	<p>The Generalist</p> <ul style="list-style-type: none"> • Process the drop in ChildPlus. • Notifies all parties including Home Support Worker, Site Supervisor, and Program Specialist via email. • Mails notification letter to the parent. • Collects the file from the Home Support Worker. 						