

## I. Philosophy and Goals

### A. Introduction to Family Outreach, Inc.'s Services

Family Outreach provides services to individuals (children and adults) with disabilities and their families throughout 12 counties of Southwestern Montana (DDHHS Region IV). Services are provided through two programs, Family Education and Support, and Supported Living.

#### 1. Family Education and Support (F.E. & S.)

##### a. Mission Statement

Family Outreach advocates for and supports the dignity, integrity, and education of children with disabilities and their families.

We strive to meet this mission by:

- ◆ Working to assure all children are fully included as valued members of their community
- ◆ Providing high quality, facilitative services for families of children with disabilities
- ◆ Tailoring our services to the needs of each individual family
- ◆ Keeping children with disabilities with their families
- ◆ Protecting the civil rights of children with disabilities
- ◆ Helping families grow and change in a positive direction
- ◆ Preserving the dignity of each family
- ◆ Teaching families to be independent of our service
- ◆ Providing professional, accountable, and cost effective contract performance
- ◆ Creating a work environment which strengthens the expertise, talents, and experience of the Family Outreach staff
- ◆ Empowering the Family Outreach staff with the authority and resources to work with families
- ◆ Coordinating our services with other agencies that affect children and their families

##### b. Family Education and Support Program Description

Services to families enrolled in Family Education and Support are intended to enhance the family's interdependent functioning and reduce unnecessary reliance on the service delivery system by providing parents with the education and supports to act as the child's primary intervention agent.

Priority for service is given to children between birth and six years of age, and to children who are "at risk" of moving to a more restrictive environment due to the severity of their handicap or factors relating to their living environment.

Family Education and Support Services (including Part C) are transitional for the majority of children served. In order to maintain a child in his or her home, some families may need assistance for a longer period of time, through high school graduation.

Family Outreach, Inc.'s. services are centered in the home environment. There are several reasons for providing home centered services:

- The natural environment for the child is her/his home
- The home visit allows easy access to services for families seeking assistance
- The staff are able to become familiar with the particular lifestyle of each family
- The education and other services the family receives is in the 'natural' environment (the child's home or other natural setting), thus reducing problems of program generalization from one environment to another
- Many families find it difficult to travel to a center based program because travel time or distance is often great, public transportation is frequently unavailable or inaccessible, and they are hesitant to drive in inclement weather, or the child's condition (i.e., health problems) may make transportation difficult.

Family Outreach, Inc. receives referrals from many sources. Before we can contact a family, however, they must give the referral source permission to make the referral on the family's behalf or the family must directly request services. After application, the family's needs are assessed, and eligibility is determined. Depending on availability, eligibility and needs the family will either receive services immediately or be temporarily placed on a waiting list until a vacancy occurs.

Each family and child will have an Individualized Plan. The plan is a written document that specifies the outcomes of services. The Plan is developed by the family, the child (as appropriate), and Family Outreach staff and may also include other service providers (teachers, therapists, social workers, doctors, etc.). The plan is based on professional assessments, and the stated needs of the child and his/her family. This plan relates directly to the type of services Family Outreach, Inc. provides the family. The services Family Outreach, Inc. provides are divided into five areas: 1) family education, 2) client focused education, 3) family support, 4) family service coordination, and 5) information and referral.

Family Education includes child-focused and family-focused education. Child-focused education includes development and monitoring of education programs that the family will implement with the child. Family-focused education includes teaching family members the skills they need to meet the unique needs of their child. Examples of education areas may include behavior management, skill development, developmental disabilities, advocacy, normalization, community inclusion, and legal rights.

Client Education means direct intervention with the child in education by Family Outreach, Inc.'s Family Support Specialists. This kind of education is for extraordinary situations where the Family Support Specialist develops, implements, and monitors the program.

Family Support includes services to help a family develop in areas that are beneficial to both the child with a disability and the family as a whole. These services include: use of family support money (access to special-equipment, evaluations, therapy, respite etc.); use of toys, books, and equipment from the loan library; social-emotional support services; general education information; information regarding available resources, making referrals to appropriate agencies; and follow-along services.

Family Service Coordination includes assisting the family in obtaining quality services through the service delivery system, in communicating with agencies serving the family, and in developing the Family Individualized Service Plan.

Information and Referral includes telling families about Family Outreach, Inc.'s services and services of other agencies, assisting families in obtaining services, and providing temporary services to past clients of Family Outreach, Inc.

Family Education and Support services are provided through a variety of funding sources each of which may have specific requirements and limitations.

The Program Policy and Procedures section of this manual includes more detail on the eligibility requirements and services.

## 2. Supported Living

### a. Mission Statement

Family Outreach's Supported Living Services advocates for and supports the choices of adults with disabilities as they live in their community.

We strive to meet this mission by upholding the following principles:

- Individuals are continually supported in achieving lives of their own choosing
- Individuals are connected to, sustained by, and contributed to community networks such as friendships and extended family.
- Individuals are valued, respected, and afforded the dignity of risk in the decisions they make.
- The Supported Living Program strives to promote the civil rights and self-advocacy of individuals.
- Supported Living supports and is responsive to life changes of the individual.
- Health and safety of individuals will be promoted.
- Natural learning experiences are utilized as teaching opportunities.
- The Supported Living Program provides professional, accountable, high quality, and cost effective contract performance

### b. Supported Living Program Description

Family Outreach's program for adults with disabilities is intended to provide individuals the education and supports needed to live in the community. The amount and type of education and support needed is based upon the person's choices and the need of the person as determined by the State processes such as the MONA (Resource Allocation tool) and the PSP (Personal Support Plan).

Family Outreach receives referrals for Supported Living from any State or community agency. After referral, program entry will be completed based on the availability of funding and program staff.

Each enrolled individual will have a PSP. The PSP is a written document developed by the planning

team which is comprised of the individual, a case manager, Family Outreach staff, and any other service providers. The plan is based upon professional assessment and the stated choices and needs of the individual. Family Outreach's services to support the individual's home setting are divided into 3 areas: 1) Care Giver Training and Support 2) Individual Education, and 3) Support Coordination.

Care Giver Training and Support includes teaching unpaid members of the individual's support network the skills needed to support the individual in his/her community. Education areas may include disability information, teaching techniques, advocacy, and legal rights of individuals with disabilities.

Individual education includes development and monitoring of educational activities which are implemented by both paid and unpaid support providers.

Support coordination includes service coordination and services to help the individual to develop in areas that are beneficial to him/her. These services include assistance in locating and utilizing community resources (for housing, equipment, therapies, etc) and providing identified paid supports (habilitation trainers, companion services, respite providers, etc).

The Program Policy and Procedure section of this manual includes more detail on the services.

## B. Family Outreach, Inc. Objectives

### 1. Program Objectives

Program objectives set criteria for evaluating the services provided. The objectives are specific to each service. For Family Education and Support, and Supported Living, program objectives relate directly to specific objectives set for each child or individual in his/her Individualized Plan. The results of the completion of plan objectives are monitored routinely and formally reported on a quarterly basis. The objectives are also monitored for contract compliance by agencies funding Family Outreach, Inc. services. The development, implementation, monitoring and completion of Individualized Plans for each caseload serves as the basis for monitoring employee job performance.

#### a. Family Education and Support Services

Individualized Family Service Plan: The IFSP is the vehicle for the delivery of services to families and children regardless of the funding source. It is the primary accountability document in determining the effectiveness of services.

The IFSP is a dynamic document which includes information regarding a family's concerns and priorities for resources, supports and assistance.

The IFSP is fashioned by an interdisciplinary team to enhance partnerships and to help each family establish and achieve its goals.

Needs are identified and prioritized and the methods and outcomes established are consistent with the family's priorities and values.

Family members may choose to participate in the planning process at the level they find most comfortable. The family is the primary member of the team and is the final decision maker.

##### i) General Fund

FE&S services provided by Montana General Fund are designed to provide the resources, support, training and assistance needed to assist the child and to enhance the capacity of the family to promote the development of the child. Services are determined in collaboration with the parents.

- ii) Part C Infant & Toddler Program funding FE&S services provided by Part C Infant and Toddler funding are designed to meet the developmental needs of eligible children, birth to 36 months, and the concerns of the family related to the child's development and care. Services are selected in collaboration with the parents and are provided by qualified personnel in accordance with the child's IFSP. These services must meet the requirements of Part C of the Individuals with Disabilities Education Act as amended (originally PL 99-457) and Montana's current OSEP-approved State Plan under Part C.
- iii) Title XIX Medicaid Waiver services provide an array of services designed to maintain children who are severely or profoundly disabled in home settings, natural, shared-care, or foster-care, who would otherwise require placement in an Intermediate Care Facility for the Mentally Retarded (ICF/MR). Activities are accomplished by provider staff, family, contracted personnel, other agencies, and professionals.

b. Supported Living

The Personal Support Plan: The PSP is the vehicle for the delivery of services to individuals with disabilities. It is the primary accountability document in determining the effectiveness of services.

The PSP is developed by a team which is determined by the individual. Family Outreach is responsible for the residential areas of the PSP including community resource coordination.

Needs are identified and prioritized and the methods and outcomes are established consistent with the individual's values and choices.

The individual may participate in the development of the plan at the level he/she finds most comfortable. The individual is the primary member of the team and the final decision maker for Family Outreach services.

c. Program Objectives

Objectives for each service provided will be included in an Individual Plan (IFSP or PSP).

90% of all Individual Plan objectives will be met within the plan period determined by the funding source.

Family Outreach will maintain sufficient numbers of direct service providers who are available to provide direct services within the geographic area served.

Family Outreach, Inc. will provide orientation to all caregivers.

2. Strategic Plan Objectives

Strategic Plan objectives relate directly to the services provided by Family Outreach, Inc. and are concerned with the process of how services are provided. The contracts for Family Education and Support, and Supported Living specify objectives that must be met to comply with the contract provisions.

Family Outreach, Inc.'s Board of Directors and Employees develop Strategic Plan objectives which also relate to the process of providing services. The completion of these objectives should result in improved services. (See II. Governance and Management, P. Determining Objectives).