Family Services and Family Outcomes
what?

Through the Family Services module, users can track and enter Family Service Events and Family Outcomes for your agency's families.

data entry

On the Family Services Events tab, you can:

- [ ] Add Event
- [ ] Filter

To view a Family Service Event, click on the highlighted Event Type.
Complete all fields as required by your agency.

1. **Service Area** - select the service area related to the Event.
2. **Source of Information** - select the source that provided you with information regarding the event.
3. **Family Outcome** - select the appropriate Family Engagement Outcome to the event.
4. **Associated With** - defaults to Event Type configured in Setup > System Setup > Customize Dropdown Choices.
5. **Case Worker** - a To-Do List view can be filtered specifically by this individual.
6. **Closure Expected** - enter a date if the event is based on a timeline. For example, for a family goal, enter the date you expect that event to be completed.
7. **Progress** - allows you to track where you are in the timeline of this event. This should be updated regularly.
8. **Date Closed** - enter the date this event is considered complete.
9. **Result** - the reason the event is or is not closed.
10. **Event Notes** - Enter any notes associated with the selected Family Service Event.
11. Click **Save and Close** if you are not adding an Action to this event.

If the Family Services event is a Home Visit, you can schedule and track all of your home visits directly through Family Services Action by clicking Schedule Home Visits and completing the fields.
Complete all fields as required by your agency.

1. **Action Type** - what role did Head Start play in this action?
   - **Direct** - Head Start performed the action
   - **Referral** - a referral was provided

   If you selected **Referral** from the **Action Type** list, the field below is enabled:
   - **Referred To** - select from the **Community Resources** drop-down
   - **Referral Type** - select **Verbal** or **Written** from the drop-down

2. **Status** - is the result of the progress of this action.
3. **Case Worker** - A **To-Do List View** can be filtered specifically by this individual.
Add Family Outcomes Results

ChildPlus defaults to the current School Year Record. To add results, click Enter Results.
1. Enter or select the Assessment Completed date.
2. Select the Case Worker from the drop-down.
3. For each Category Item, select a Family Outcome Score from the drop-down. Continue until all items have been scored. For faster data entry, use your keyboard number pad and down arrow or tab key.

1. For participants who are not assessed, check the box and select the reason from the available drop-down.

Reasons can be added in Setup >> System Setup >> Customize Drop-down Choices >> Not Assessed Reason (Family Services/Family Outcomes).

2. Family Outcomes is attached to the entire family and shared by all participants in the family.
This toolbar provides quick editing options.

ChildPlus displays the results of each Assessment and the total and individual item Gains.
Add Family Services Information

Complete all fields as required by your agency.

1. **Family Case Worker**: any name selected here is the default case worker when family events are added. A To-Do List View can be filtered specifically by this individual.

The Participant Services section defaults to the current Program Term.

Complete all fields as required by your agency.
Section 3 of the Family Services Information tab contains the PIR services needed and received.

Defaults from Add New Family Application

Select Yes when the family has actually received the services listed either directly or through program referrals.
Please enter the following information about Patrice Merkel’s family in the Family Services module.

Family Case Worker: Mara Forney
Primary IFPA Agency: Head Start
Needs Assessment: Completed: Yes
Date: 9/15/2016 Valid until: 7/31/2017
Family Partnership Agreement: In Goal Setting Process: Yes
Family Partnership Agreement: Yes
Effective: 9/15/2016 to 7/31/2017
Event:
  - Initial Date: 9/30/2016
  - Event Type: Need Identified
  - Description: Winter coats for the children
  - Service Area: Social Services
  - Issue: Clothing
  - Source of Information: Parent
  - Family Outcome: Family Well-being
  - Case Worker: Mara Forney
Action:
  - Action Type: Referral
  - Action Date: 9/30/2016
  - Referred to: St. Vincent de Paul Resource Center
  - Referral Type: Verbal
  - Type of Contact: Phone
  - Description: Coat giveaway Saturday, October 8, 2016
  - Status: Action Complete
  - Case Worker: Mara Forney
PIR Services Received: Clothing: Yes
**what?**

Through the **Entry Express Family Services** module, users can enter:
- **Family Services** events for multiple families simultaneously
- log a communication (flyers, announcements, etc.) which adds an action to the **Communication Participant Event**

This module assists in entering events that are common along a particular group, classroom or program term.

**Option 1 - Create Family Service Event**

Click **Find**.
A list of participants meeting the selected criteria is displayed.

1. Uncheck any families to exclude from the family services event.
2. Any values entered on this screen will be the default values for all the families selected.
3. Click [Next Step].
4. Individualize **Family Services Event** information for each participant. Select the participant’s name from the **Participants** list on the left, then change any applicable information or add notes just for that participant.

5. Once changes to the family records are complete, click **Create Family Service Events**.

**Review the details of your Entry Express Event.** Once you click **Create Family Service Events**, there is no undo - each record has to be individually edited.
Option 2 - Log a Communication

Select Which Participants to Include

Program Term
- Head Start 2016-2017
- Faith House Center
- Little Beginnings Childcare

Agencies
- All

Status
- All
- New
- Waitlisted
- Accepted
- Enrolled
- Dropped
- Drop/Wait
- Drop/Accept
- Completed
- Abandoned

Classrooms
- Classroom A
- Classroom B - HS & PreK
- Classroom C - HS or PreK
- Classroom D
- Classroom E

Click Find.
A list of participants meeting the selected criteria is displayed.

1. Uncheck any families to exclude from the family services action.
2. Click Next Step.
Log a Communication (flyers, announcements, etc.)

Default Values

All events start with these values but individual events can be changed on the next screen.

3. Complete all fields as required by your agency.

4. Click on Next Step.

9/20/16 Had to change location of Parent Meeting tomorrow night due to emergency building repairs. Changed location to Happy Hearts Center, 5600 Buford Hwy NE, Atlanta, Ga 30340.
5. Individualize the Log A Communication event information for each participant. Select the participant's name from the Participants list on the left, then change any applicable information or add notes just for that participant.

6. Once changes to the family records are complete, click Create Records.

Review the details of your Entry Express Event. Once you click Create Records, there is no undo - each record has to be individually edited.
### Jason Hayward's Family

**Male**
**DOB:** 1/18/12
**Age:** 8
**CID:** 25071

**Application**
**Enrollment**
**Family Services**
**Health**
**Immunizations**
**Disability**
**Mental Health**
**Birth**
**Transportation**
**Education**
**Twe**
**Attendance**
**PIR**

#### Event Details for this Communication Log

<table>
<thead>
<tr>
<th>Initial Date</th>
<th>Event Type</th>
<th>Description</th>
<th>Associated With</th>
</tr>
</thead>
</table>
| 9/15/15      |            | Communication Log | Jason Hayward  

#### Actions Associated with this Communication Log

<table>
<thead>
<tr>
<th>Scheduled</th>
<th>Action Date</th>
<th>Action Type</th>
<th>Description</th>
<th>Status</th>
<th>Case Worker</th>
<th>Referred To</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/20/16</td>
<td></td>
<td>Communication</td>
<td>Parent Meeting</td>
<td>Action Complete</td>
<td></td>
<td></td>
<td>Oh Om</td>
</tr>
</tbody>
</table>

**Action Notes**
9/20/16 Had to change location of Parent Meeting tomorrow night due to emergency building repairs. Changed location to Happy Hearts Center, 5600 Buford Hwy NE, Atlanta, Ga 30340.
On October 6, Mara Forney, Family Service Worker at Faith House Center, sent this flyer home with all of the children at the site.

Positive Solutions Webinar

Parents, come join us for a FREE Positive Parenting Solutions Webinar. A discussion session after the webinar telecast is hosted by the staff of Faith House Center.

When: Wednesday, November 9th
Where: Faith House Center
       563 Hall Road, Room #4
       Hampton, GA 30228
Time: 6:00 – 8:00 PM

FREE Pizza Soda

Childcare can be provided. Please call the center for details and to RSVP (555) 489-6312.