

## SERVICE DESCRIPTION

# FAMILY SUPPORT

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### **DESCRIPTION:**

Family support services are provided on an outreach basis to families where children are determined to be in an unhealthy or risky home environment. These children may be in need of protective services or to be at risk of removal from the home unless significant intervention and change occurs. The intent of the program is to reduce risks to the children and develop or restore a safe and healthy home.

### **HISTORY:**

This community-based service has been provided to families of the Southern Gulf Islands since 1990. The services have been provided by Salt Spring Island Community Services since that time.

### **POPULATION SERVED:**

The service is available to families residing on the Southern Gulf Islands with children aged 0-18 who have been determined to need an intervention or intensive supports to maintain child health, safety or protection. Ministry of Child and Family Development social workers determine the eligibility and nature of involvement with the service for each family through a risk assessment process.

### **GOALS AND EXPECTED OUTCOMES:**

1. Decrease risk of children based on indicators in a risk assessment.
2. Improve parenting skills for parents/caregivers.
3. Improve relationships for parents with social supports and formal/professional helping resources.

4. Improve self esteem and social functioning for children.
5. Improve school and community functioning for children.
6. Improve opportunities for social, recreational and community activities for families.
7. Improve family functioning.

**SERVICE DELIVERY PHILOSOPHY AND PRINCIPLES:**

1. The climate of service delivery will be caring, respectful, safe and open.
2. People will be treated with dignity and respect.
3. Services will be provided in a discreet and confidential manner.
4. Effective service includes empowerment, advocacy, and information.
5. Service will be person-centered. This includes individualized, flexible service, and includes the person served setting goals in co-operation with the Ministry social worker.
6. Service will be responsive and timely.

**SERVICE DELIVERY ACTIVITIES:**

1. **Counselling.** Assists families and individuals to achieve the goals outlined by MCFD.
2. **Consultation.** Engages in consultation with social workers and other service providers involved regarding the progress of the person served and problems or issues that may arise.
3. **Reviews.** Reviews the progress and well-being of the person served, including evaluating and modifying established goals.

4. **Support.** Provides emotional support and feedback to persons served, and their families and friends when appropriate. Accompanies person served to appointments and meetings when necessary.
5. **Life Skills Training.** Provides life skills and behaviour management, and parent skill training to persons served.
6. **Advocacy.** Acts on behalf of the person served to obtain needed resources and services.

**Location:**

Service is provided in the home of the person served and in the community as determined by each individual case plan. The home base for the service is the main SSICS site at 268 Fulford-Ganges Road.

**Hours:**

The service is provided on a flexible schedule, primarily from Monday to Friday. Times of service are determined by the parent and the special services worker. The amount of service hours per family is typically determined collaboratively by MCFD social workers and the persons served.

**STAFF RESOURCES:**

One full-time Family Support Worker and one casual staff provide services and coordinate the various aspects of the program. Staff report to the Director of Child and Youth Services. These workers are part of the Child and Youth Services Team, a multi-service team including mental health, alcohol and drug, school-based support workers, and early childhood services.

**ACCESS TO SERVICE:**

Referrals are made by MCFD social workers to the Director of Child and Youth Services at SSICS - phone # 537-9971. Initial family contact may be made by phone or in person, where an MCFD social worker and Family Support Worker meet with parents to establish the service plan.

**STANDARDS/REFERENCES/BEST PRACTICES:**

1. CARF standards
2. Child and Youth Mental Health Plan for BC
3. BC Guidelines for Provision of Youth Services

**FUNDING/SPONSORSHIP:**

This service is funded by the Ministry for Child and Family Development.

**PARTNERSHIPS/KEY CONNECTIONS:**

1. MCFD
2. School District #64