



FAMILY SUPPORT SERVICE TENETS

1. **FAMILY CENTERED PRACTICE** - Acknowledges that family centered care is a philosophical approach to the manner in which services are provided. This philosophy acknowledges the reciprocal nature of family well-being and child development, and includes support to the family as a whole rather than restricting services to just the child. Every Child Counts (ECC) believes that children exist within the context of their familial experience. This tenet requires that all providers have the ability to work together in true partnership with parents.
2. **CHILD DEVELOPMENT FOCUSED** – Expects the service provider to continually observe and use opportunities to help families understand their child’s behavior in the context of child development. Developmental screenings/assessments conducted throughout the period a family receives services contributes to the Every Child Counts “Child Find” strategy of early identification of children with developmental concerns and referral for early intervention services.
3. **RELATIONSHIP-BASED** – Emphasizes that the family-provider relationship is the most important tool available to a family support service provider and the use of “self” is critical in working with families. This tenet addresses the need for staff to be supported to “reflect” on her/his responses to individual cases and provides a safe place within the work environment to process how interventions are working.
4. **MULTIDISCIPLINARY SERVICES** – Focuses on the number of other disciplines regularly represented or present at team meetings (nurses, social workers, mental health, child development, family advocates, community health outreach workers, lactation and substance use specialists) and the extent to which a family care plan demonstrates the use of other disciplines to help implement interventions.
5. **REFLECTIVE SUPERVISION** - Offers a mechanism for integrating **relationship-based services** within the context of early intervention. Reflective supervision/consultation helps staff understand the importance of reflective capacity as a tool in their intervention work with families. Reflective supervision is different from programmatic supervision in that it requires staff to explore and reflect on their work with families and to discuss it within the context of work. Supervisor/staff relationships are parallel to provider/family relationships and can be modeled through the reflective supervision process. The support offered to staff includes how to manage/track the process/content of emotions/affect in the context of home-based intervention.
6. **CASE LOAD RATIO (Intensive Family Support Services)** – Assures that the manageability and intensity of family support services is reflected in the number of cases individual staff carry. The ECC standard is 1:20-25 and 1:13 for the Another Road to Safety program.

Every Child Counts provides a variety of approaches to assist programs in moving towards and phasing-in the best practice guidelines described above. ECC provides ongoing monthly trainings on specialty topics that focus on multiple knowledge levels related to best practices in the infant/family field. The Specialty Provider Team (SPT) also supports integrated services from a multidisciplinary focus. The SPT is available to provide support to direct service staff through individual and group consultation as well as brief treatment for clients. The SPT includes mental health, child development, early childhood mental health, substance use, and lactation support professionals.