



# Kinship Navigator Program Manual

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## **FOSTER KINSHIP NAVIGATOR PROGRAM OVERVIEW**

### **PHILOSOPHY**

*“Help Keep Home in the Family”*- We believe when children can't be with their parents, they should be with their family.

### **VISION**

A vibrant future for all children in kinship care.

### **MISSION**

Foster Kinship strengthens kinship caregivers' capacity to provide **safe, stable, nurturing** homes for children.

### **ORGANIZATIONAL HISTORY**

We believe that when children can't be with their parents, they should be with their family. Foster Kinship was established as a 501(c)(3) organization in 2011 to help the [30,000 children in Nevada living with relative caregivers](#), also known as kinship care.

Foster Kinship was founded with a mission to strengthen the kinship caregivers' capacity to provide safe, permanent, and nurturing homes for children. Foster Kinship is the only organization in Nevada exclusively serving grandparents and other caregivers of kinship children. Since its inception as a grassroots nonprofit serving Clark County, Foster Kinship expanded statewide in 2018 and has now proudly served over 7,000 kinship families across Nevada.

Foster Kinship provides four free programs for grandparents and other kinship caregivers: a Statewide Kinship Navigator Program, Statewide Kinship Training Institute, Child Welfare Training in Clark County, and a Childcare Program in Clark County. Foster Kinship also advocates at the local, state, and federal levels for all kinship families to receive equitable access to services.

By helping to “keep home in the family” for vulnerable children, Foster Kinship envisions a safe and healthy childhood for ALL children in kinship care.

### **FOSTER KINSHIP ORGANIZATIONAL VALUES**

1. **Self-Sufficiency:** Foster Kinship aims to provide caregivers with options, knowledge, and tools to advocate for their children to make the best decisions for their families.
2. **Openness:** Foster Kinship provides services to individuals who identify as kinship caregivers regardless of the child's foster care status or custody status, the caregiver's age, or formal relationship to the child.
3. **Synergy:** Foster Kinship will honor and acknowledge the remarkable efforts of existing organizations by first acting as an umbrella over all locally and nationally available resources to kinship caregivers.
4. **Standing in the Gap:** As a 501c3 nonprofit, Foster Kinship seeks to partner with existing programs in all regions of Nevada. If necessary and when possible, we close the gap between available government and private sector services and the individual needs of caregivers.

### **KINSHIP RESOURCE CENTER LOCATIONS**

The Kinship Resource Centers are a starting point for anyone who has questions about parenting a relative's child in Nevada. Kinship families are free to walk in or call to make an appointment during our open office

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hours. Family Advocates are also available to travel to kinship homes in the service area. Nevadans living in rural/frontier areas are provided virtual case management services out of the Clark County office.

**SOUTHERN NEVADA:** 3925 W Cheyenne, Suite 401 North Las Vegas 89032, (local phone: 702-546-9988).

**NORTHERN NEVADA:** 1 E. Liberty St, Suite 600, Reno, NV 89501 (local phone: 775- 374-4770)

### BUSINESS HOURS

Tuesday-Thursday 9 AM-8 PM

Friday-Saturday 8 AM- 6 PM

And by appointment outside these hours

### FEES

All services are provided free of charge. Foster Kinship does not bill insurance for any services.

### PROGRAM ACCESS

Kinship families may self-refer, or may be referred by an agency such as legal aid, child welfare, school district, family resource center, or church.

### DIVERSITY STATEMENT

We believe that the diversity of families in our community is our strength. Foster Kinship demonstrates the commitment, knowledge, and ability to work effectively with and advocate for individuals and families with a variety of identities, cultures, backgrounds, and ideologies. We serve kinship caregivers without regard to caregiver age, disability status, immigration status, economic circumstances, ethnicity, gender, race, religion, sexual orientation, gender identity, gender expression, age of the child, relation to the child, or custody status of the child.

### PRIVACY POLICY

Foster Kinship values the privacy of our caregivers. It is our policy to collect and store only personal information that is knowingly provided to us. Individual responses to survey instruments will be kept completely anonymous and confidential, and only aggregated results will be used. We do not share personal information. Through our caregiver database, Foster Kinship collects and stores contact information from individuals as it is knowingly provided to us, including email addresses. Foster Kinship does not distribute personal information or email addresses to third parties. We use this information to contact individuals via email and mail with additional resources that might be of interest, including upcoming events and training, new publications, or other resources. Families may choose not to provide personally identifiable information at any time, although this may restrict the ability to provide requested services or information.

### PROGRAM CONTACT INFORMATION

1. **Toll-Free Phone:** 844-810-1667
2. **Clark County Local Phone:** 702-546-9988
3. **Washoe County Local Phone:** 775- 374-4770
4. **General Email:** [FamilyAdvocate@FosterKinship.org](mailto:FamilyAdvocate@FosterKinship.org)
5. **Administrative Office Mailing Address:** 3925 W Cheyenne, Suite 401 North Las Vegas, NV 89032
6. **Website:** [www.FosterKinship.org](http://www.FosterKinship.org)

## **FOSTER KINSHIP NAVIGATOR PROGRAM MODEL**

### **BACKGROUND**

Although children in kinship care face challenges similar to children in traditional (stranger) foster care, they are more likely to live in families with less social support, fewer baseline resources, and greater challenges accessing available resources due to lack of knowledge as well as systemic barriers. Kinship families who are unable to access support and resources for the child in their home are less likely to provide safe, stable, and nurturing homes for the child- more likely to disrupt placement, raise children in poverty, and parent vulnerable children in ineffective ways- leading to poor long-term well-being outcomes with costly public health price tags.

Foster Kinship's practice model is grounded in research that points to the overall benefits of kinship care compared to stranger care for children who can't live with their parents. We believe that when biological parents cannot raise a child, this child should live with their family in a kinship home, and supporting kinship families is necessary for the child's well-being. The family provides safety, familiarity, and love to a child who has experienced the trauma of parental separation. Family also helps children identify who they are on the deepest, most essential levels.

The foundation of Foster Kinship's work is the recognition of the kinship bond. Coupled with that is the understanding that kinship caregivers are often more vulnerable- more likely to be older, single female caregivers such as grandmothers- who live on a fixed income and have limited access to the support traditional foster families receive. Without help, kinship families are often pushed into poverty. They may not have the tools to help children overcome trauma. Critically, kinship families do not know how other systems define them, what resources are available, or how to access them.

### **THEORY OF CHANGE**

Drawing from social support theory and transaction cost theory, Foster Kinship's Kinship Navigator Program provides targeted information, referral, support, basic needs, and case management activities focused on **reducing uncertainty** for new caregivers. By connecting caregivers to accurate information at the right time, The Navigator program reduces both search and acquisition costs for the caregiver, reducing their stress and increasing their access to needed services. Providing informational emotional, and instrumental (tangible and technical) support services enables families to achieve critical goals linked to child well-being such as adequate financial support and legal capacity. Each Navigator service is designed to connect kinship families to networks of social support, provide tangible resources, and increase baseline resources by ensuring understanding of and access to available resources.

Program services are focused on four short-term outcome domains: legal capacity, financial sustainability, parenting and child community connection, and caregiver emotional support. By increasing family stability in those four areas, Foster Kinship increases the safety, stability, and nurturing capacity of the kinship home and reduces disruption into stranger foster care. Children in safe, stable, and nurturing homes are more likely to overcome the challenges of early childhood trauma to experience typical adulthood.

### **GOALS**

1. Our first goal is to build a foundation of **safety** for children by meeting the immediate needs of the kinship family.
2. Our second goal is to provide the most **stable** home for children by stabilizing the kinship family legally and financially.

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3. Our final goal is to meet the **well-being** needs of children by increasing caregivers' capacity to provide nurturing parenting.

### OBJECTIVES

1. **Legal Capacity:** Families are given the tools to establish appropriate legal relationships with the children in their homes to increase family stability and autonomy.
2. **Financial Stability:** Kinship families will access available financial resources to help meet their family's needs.
3. **Parenting and Child Community Connection:** Families are provided with basic need resources, parenting information, and internal and external referrals to increase knowledge of and access to resources in their areas of identified need.
4. **Caregiver Emotional Support:** Kinship families will experience more formal and informal support to increase the caregivers' capacity to meet the well-being needs of the children.

### TARGET POPULATION

Foster Kinship's model is designed to serve any **kinship caregiver** (defined as both relatives and fictive kin) raising **children in nonparental care** (neither parent resides in the home) in the state of Nevada. We serve all kinship families including

1. **Formal/inside families** (child welfare agency has custody- may be licensed kinship foster parents or unlicensed kinship foster parents);
2. **Informal/outside families** (post-diversion kinship caregivers and private kinship caregivers who range from physical custody to legal guardianship);
3. Kinship families in transition<sup>1</sup>, such as those acting as safety plan resources or those considered in "Active Diversion" where there is a possibility of the child going inside OR outside the child welfare system;
4. Kinship families who have adopted and are now considered legal parent(s).

The Kinship Navigator Model *goals* are the same for all kinship family types; however, services available to families will differ based on the child's status in or out of the child welfare system. Therefore, it is critical to note that the process steps of the model application will be slightly different based on the kinship family type. This manual clearly distinguishes where the process is different for formal families, informal families, or families in transition (active diversion- see footnote 1).

### NAVIGATOR SERVICE AREA

Foster Kinship offers the Kinship Navigator Program to all kinship families in Nevada, targeting the 30,000 children living in kinship care in the state.

### SERVICE LANGUAGE

All Navigator services are available in English and Spanish. Additional language needs are provided through the interpreter's office.

### NAVIGATOR PROGRAM SERVICES

1. Information, Referrals, and Support (I-R-S)

<sup>1</sup> Foster Kinship believes while in cases where CPS is in the investigative stage and no legal capacity is established, decisions about legal capacity require voluntary parental consent (ideally with parental representation to avoid appearance of coercion), and caregivers require accurate information about resources inside and outside the system. If these conditions are not met, Foster Kinship can not work with families on a legal capacity goal, as it is not the kinship caregivers decision to make.

- a. **General Information** regarding community, legal, financial, and emotional resources for kinship families are available via various mechanisms to deliver the same information:
    - i. Online Kinship Resource Locator Tool [RLT] (self-service or case manager use)
    - ii. Telephone helpline with toll-free and local numbers staffed by professional family advocates
    - iii. In-person support by professional Family Advocates in local offices
    - iv. Email
    - v. Website: FAQ about guardianship, child-only TANF, Kinship Care, and Resources.
  - b. **Intake/Assessment Services:** Provided through phone or in-person assessment. Once the intake is completed, all families receive a personalized Kinship RLT via in-person, email, or mail. Post-intake, if any needs are identified, the family is referred immediately to the case management level of the navigator program.
  - c. **Internal Referrals:**
    - i. **Case Management Program (see section 2)**
    - ii. **Education:** Nurturing Parenting classes, guardianship assistance clinics, private TPR/adoption assistance clinics, car seat and CPR classes, access to the computer lab, and other kinship-specific classes offered via the Foster Kinship Child Welfare Training program or Foster Kinship Training Institute.
    - iii. **Marcie's Heart Kinship Family Resource Center:** provides basic need assistance including clothing, diapers, formula, car seats, cribs/beds, household items, school supplies, hygiene items, toys/books
    - iv. **Childcare Program:** Provides respite care, behavioral consults, TBRI groups, youth support groups, FASD/Autism/SED diagnosis and service navigation, and other direct services to children.
  - d. **External/Community Referrals:** to food banks, clothing closets, family resource centers, government services, and churches, provided by Family Advocates after intake.
  - e. **Support:**
    - i. **Support Groups:** In-person groups include meals/childcare. Online groups are also provided. A Spanish-speaking only group is offered at least once a month.
    - ii. **Online Support Group:** "Nevada Kinship Caregivers" managed and moderated by Family Advocates.
    - iii. **Family Events:** designed to be fun for kids but also as a vehicle for distributing info to caregivers and emergency resources to families: Back to School, Thanksgiving, Christmas, etc.
    - iv. **Peer/Professional Support:** Family Advocates delivering services have lived experience with kinship and/or foster care and spend time listening to the caregiver's stories.
2. Case Management:
- a. **Case plan unique to the family** to determine 1-4 goals based on the family need(s): legal capacity, financial stability, parenting/child community connection, and caregiver emotional support. Goals for the kin family are created in partnership with the kinship family.

- b. **Application explanation, completion, and submission support** for legal and financial goals including: temporary guardianship, NRS 159A guardianship, private TPR/adoption, child-only TANF applications/child-support documents, SNAP, Medical, Energy Assistance Program, kinship licensing through foster care, child care subsidy, WIC, etc.
- c. **Financial Assistance** in order to meet any case plan goal application requirements (e.g. pay for birth certificates to prove relationship for child-only TANF, or certification of mailing for guardianship).
- d. **Notary and Copy Service** to meet legal and financial case plan goals.
- e. **Emergency Financial Support:** Gift cards, child care or rent payments, bus passes, provided it meets case plan goals.
- f. **1:1 emotional support** throughout the case plan.
- g. **Warm handoffs and follow-up** with all internal referrals to other FK programs and external referrals to trusted community partners to monitor and ensure engagement and satisfaction.
- h. Regular **family contact** to keep track of all goals and services outlined in the case plan and to problem solve any barriers.

#### MODEL OUTCOMES

Foster Kinship's model is designed to achieve caregiver agreed upon outcomes in the objective domains:

**LEGAL CAPACITY (LC):** Appropriate legal capacity allows caregivers to make decisions such as medical care, education, and safety of the child and provides more access to services. The goal is for kinship families will establish appropriate legal relationships with the children in their homes to increase family stability.

**FINANCIAL STABILITY (FS):** Kinship families need additional financial support to help provide for the needs of the kinship children in the home. Families will experience an increase in knowledge and access to available financial resources to help meet their family's needs.

**PARENTING AND CHILD COMMUNITY CONNECTION (CC):** Family Advocates will complete an intake form to determine the number of internal resources and external community resources utilized at the time of intake. Family Advocates also assess information about the child's physical, medical, and mental health needs.

**CAREGIVER EMOTIONAL SUPPORT (ES):** Kinship families will experience an increase in the number of formal and informal supports to increase the caregivers' capacity to meet the well-being needs of the children.

To maintain model fidelity, it is expected that at the end of the case management period<sup>2</sup>:

- 80% of families who need LC achieve LC;
- 80% of families who need FS receive FS;
- 90% of all families receive CC;
- 90% of all families receive meaningful ES.

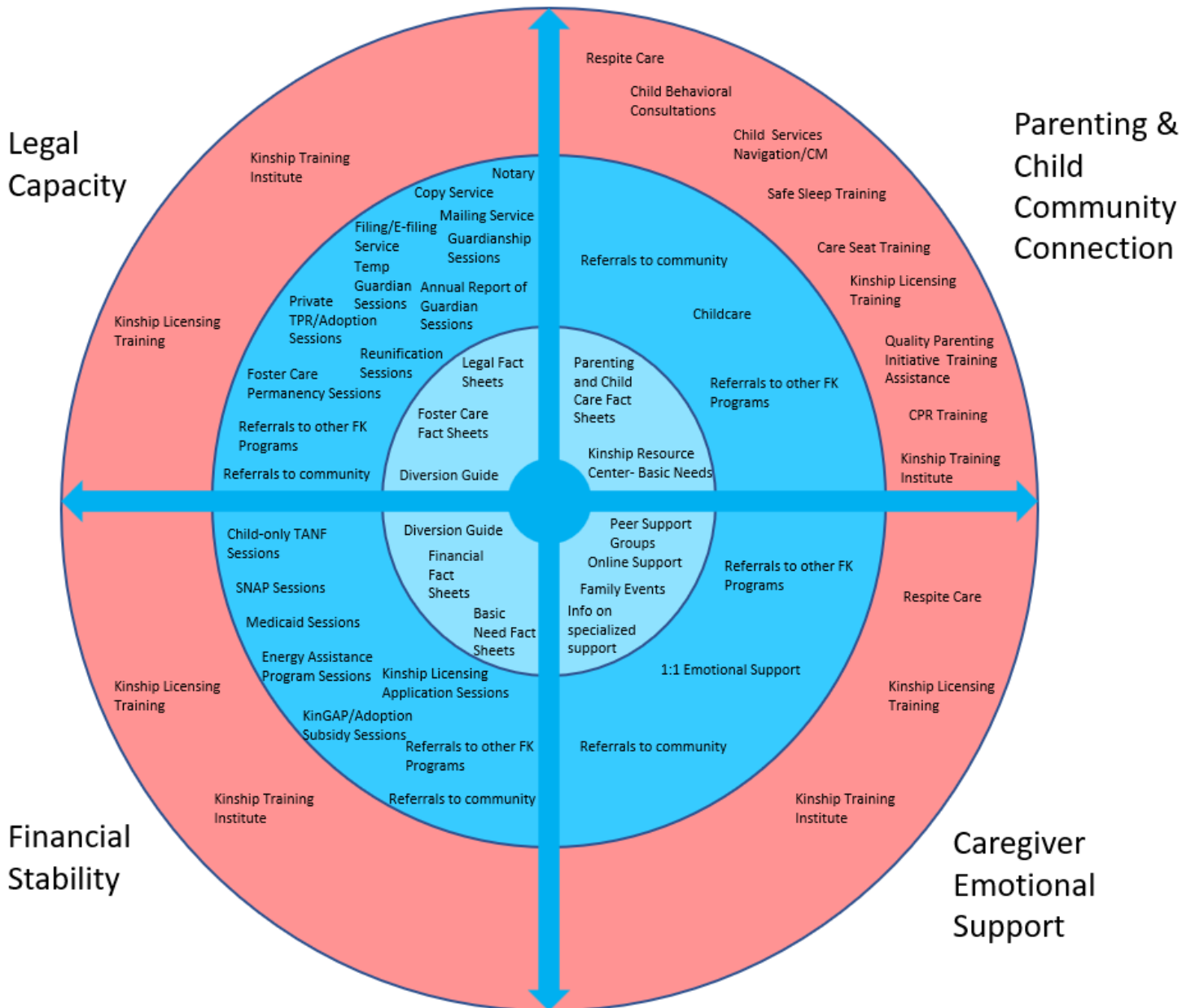
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<sup>2</sup> Not to exceed 180 days

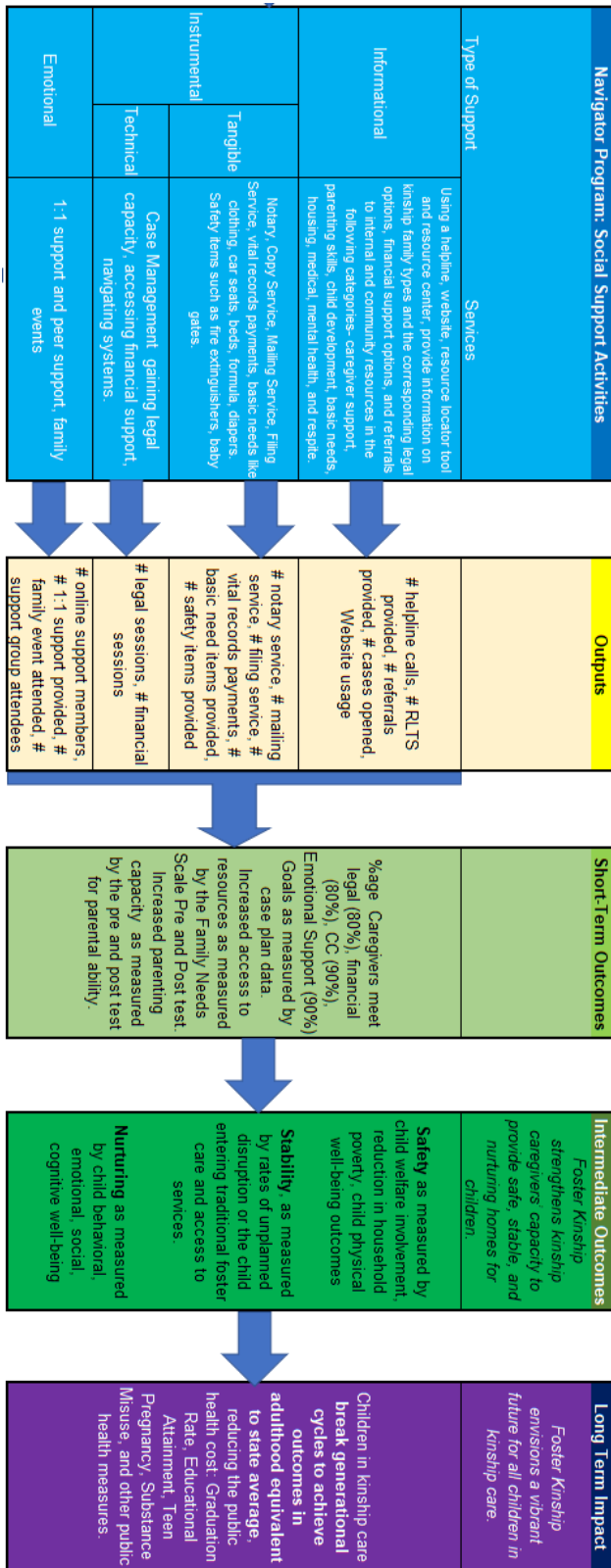


SERVICE ARRAY

- Kinship Navigator Information, Referral & Support Services
- Kinship Navigator Case Management Services
- Additional Foster Kinship Support Programs



FOSTER KINSHIP NAVIATOR LOGIC MODEL



**ADHERENCE TO 427(a)(1) of TITLE IV-E of the SOCIAL SECURITY ACT ( AMENDED BY P.L. 115-123)**

**Sec. 427. [42 U.S.C. 627] (a) Requirement**

Foster Kinship Model Component(s)

**(1) a kinship navigator program to assist kinship caregivers in learning about, finding, and using programs and services to meet the needs of the children they are raising and their own needs, and to promote effective partnerships among public and private agencies to ensure kinship caregiver families are served, which program—**

**(A) shall be coordinated with other State or local agencies that promote service coordination or provide information and referral services, including the entities that provide 2-1-1 or 3-1-1 information systems where available, to avoid duplication or fragmentation of services to kinship care families;**

501c3 operated in coordination with DCFS (TITLE IV-E Agency for Nevada) as well as Clark County DFS, Washoe County Human Services Agency, 2-1-1, and multiple local organizations (evidenced by contracts/MOUS).

**(B) shall be planned and operated in consultation with kinship caregivers and organizations representing them, youth raised by kinship caregivers, relevant government agencies, and relevant community-based or faithbased organizations;**

K.A.N. (Kinship Advocacy Network) meets monthly to advise Foster Kinship on current direction; Foster Kinship board members include kinship caregivers, MOUs with over 30 Nevada organizations

**(C) shall establish information and referral systems that link (via toll-free access) kinship caregivers, kinship support group facilitators, and kinship service providers to—**

Toll Free phone number,  
[www.FosterKinship.org](http://www.FosterKinship.org) and  
<https://www.fosterkinship.org/resource-locator/>

**(i) each other;**

Nevada Kinship Caregivers online group, support groups, family events, Family Advocates with lived experience

**(ii) eligibility and enrollment information for Federal, State, and local benefits;**

Child-Only TANF, SNAP, Medicaid, State programs, local programs, Kinship Foster Care (when applicable)

**(iii) relevant training to assist kinship caregivers in caregiving and in obtaining benefits and services; and**

Case management for all benefits available to caregivers

**(iv) relevant legal assistance and help in obtaining legal services;**

Partnership with Legal Aid; Case management assistance with guardianship, temp guardianship, private TPR/Adoption, kinship licensing, KinGAP, Public Adoption

**(D) shall provide outreach to kinship care families, including by establishing, distributing, and updating a kinship care website, or other relevant guides or outreach materials;**

www.FosterKinship.org, RoadMap documents, marketing materials distributed statewide

**(E) shall promote partnerships between public and private agencies, including schools, community based or faith-based organizations, and relevant government agencies, to increase their knowledge of the needs of kinship care families and other individuals who are willing and able to be foster parents for children in foster care under the responsibility of the State who are themselves parents[98] to promote better services for those families;**

MOUS

**(F) may establish and support a kinship care ombudsman with authority to intervene and help kinship caregivers access services; and**

Foster Kinship has established high level relationships via contracts and MOUS with child welfare and welfare to intervene when necessary on available services.

**(G) may support any other activities designed to assist kinship caregivers in obtaining benefits and services to improve their caregiving;**

Case Management

## KINSHIP NAVIGATOR STAFFING INFORMATION

### ORGANIZATIONAL STRUCTURE

The Navigator Program falls is under Program Operations. Staff report through their Family Advocate supervisor to the Director of Programs.

### COMMUNICATION & CHAIN OF COMMAND

The main form of communication with staff is through emails. Staff is required to check their @fosterkinship.org emails daily to ensure they remain fully informed. Family Advocates are expected to respond to emails and phone calls from their management chain in a timely manner per the Employee Handbook.

For all scheduling and call-outs, Family Advocates should contact their supervisor. Please see “Call Outs and Absences” in the Employee Handbook. Please adhere to the following chain of command for other questions and concerns:

1. Direct **Family Advocate Supervisor** or **Manager on Duty** 702-546-9988
2. Director of Programs: **Leah Dods**, xx [@fosterkinship.org](mailto:leah.dods@fosterkinship.org) Cell: xxxxx
3. Executive Director: **Ali Caliendo**, xx [@fosterkinship.org](mailto:ali.caliendo@fosterkinship.org) Cell: xxxx
4. Board President: **Michele Howser**, xx [@fosterkinship.org](mailto:michele.howser@fosterkinship.org) Cell: xxxxx

### TEAM VALUES

1. **We Are Family:** In being supportive of each other, we are vulnerable, non-judgmental, respectful, open-minded, honest, and compassionate. Through direct communication that values unity, safety, love, and fun we empower each other to do our best work.
2. **We Are Courageous:** As a team, we are unified, selfless, tenacious, resilient advocates. We are the voice for our caregivers; we are compassionate, creative, and passionate. Along with our ferocity and integrity, we hold to Foster Kinship’s vision and share our lived experiences and stories to connect with caregivers.
3. **We Are Hardworking:** We go above and beyond for our families with professionalism, adaptability, and consistency. We are determined, accountable to each other and our community, and promote self-care. Our optimism, flexibility, and willingness to acknowledge trauma and secondary trauma are what sets us apart.

### ROLE OF FAMILY ADVOCATES

Foster Kinship Navigator staff positions are called Family Advocates.

1. Family Advocates specializing in case management and/or intake must be available to work shifts between 8:00 AM to 9:30 PM Monday-Thursday and 8:00 AM-6:00 PM Friday-Saturday.
2. Provide exceptional and empathetic customer service to our caregivers, treating each family with the care you would provide your own.
3. Operate computers, software, phones, and printer as required.
4. Carefully follow the procedures outlined for intake coordinators and case managers.
5. Ensure fidelity to the navigator model.
6. Document all activities with accurate and timely data entry in the Foster Kinship database.
7. Work with integrity.
8. Bring issues and propose solutions to the appropriate manager as soon as they are noted.
9. Actively participate in kinship Navigator Program staff meetings.

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10. Always strive for excellence and continuous improvement.
11. Never lose sight of the mission.
12. Be outcomes-focused for children and families.

### SUMMARY OF FAMILY ADVOCATE'S ROLE IN THE KINSHIP NAVIGATOR PROGRAM

Family Advocates usually specialize in intake/assessment or case management and may also be trained in operations which requires a high level of competency in the Family Advocate Role.

**Family Advocates who specialize in Intake/Assessment** play a critical role in assessing new caregivers. While collecting basic information on a kinship family, they also provide space for the caregiver to tell their story. An empathetic and kind demeanor is required.

Intake/Assessment Family Advocates provide the information and referral portion of the Navigator model through a helpline, directing to community resources, providing basic referrals, assisting with emergency resources, and providing information on all Foster Kinship services. Intake/Assessment Family Advocates also provide intentional one-on-one emotional support during the intake call. All families who work with an intake coordinator will be sent the Resource Locator Tool via email or mail.

Intake/Assessment Family Advocates determine a family's strengths and opportunities. In the majority of cases, Intake/Assessment Family Advocates will schedule new families for case management appointments.

- If there are needs in the area of legal capacity and/or financial stability, the willing family is always referred to a Family Advocate who specializes in Case Management as a next step.
- If a family should be referred to case management according to the assessment but REFUSES, the family advocate notes this and follows up with the family in 30 days.
- If the family has most of the services the Navigator program provides when they first call (e.g. a grandparent has guardianship and the maximum financial support), the family is referred to our Navigator support programming and ancillary Foster Kinship services, such as respite care.

Intake Coordinators also assist the Navigator program by answering the helpline, directing calls, answering emails to the general inbox, performing data entry, making additional appointments for other staff, accepting donations, and organizing emergency resources.

**Family Advocates who specialize in Case Management** walk alongside families who have been identified to need assistance with more intense community referrals or basic needs, legal capacity, financial stability, or caregiver support.

Case managers meet with families, work with the family to create the case plan, are responsible for all case documents, follow up with families, identify barriers and provide solutions, and document all interactions with the family until case closure.

Once the case is closed, case managers ensure the family is connected to ongoing support via the support groups online and in person, as well as family events. Case managers always know their most vulnerable families both past and present and work to connect them to the available resources with expediency continually.

Working as a team, case managers identify systemic issues for kinship families and bring them to the Executive Director.

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Accurate and timely data entry is a critical component of both intake and case management. This allows us to measure our outcomes, meaningfully report on our work to the community and funders/donors, accurately report on our grants, and ensure we are maintaining fidelity to our model.

All Family Advocates on the Navigator staff must be trained to do the intake/assessment coordinator role, including Family Advocates specializing in Case Management.

### JOB DESCRIPTION- FAMILY ADVOCATES

**Reports to:** Family Advocate Supervisor

**Reporting Positions:** None

**Career Ladder Levels:** FA I, FA II, Sr FA

**Classification:** Non-exempt hourly, part-time to full-time.

#### MINIMUM REQUIREMENTS

High School Diploma or Equivalent

Nevada Drivers License

Employment is contingent upon the results of a background investigation. Must not have any qualifying offense that violates the standards required by NRS 43B.198 and/or NRS 432B.199.

#### Working Conditions:

Work shifts may include day and swing shifts (including Saturdays).

#### RESPONSIBILITIES:

- Per the Navigator Model, provide intake or case management level services to any kinship family
- During assign shift, have the ability to manage phone calls, emails, walk-ins, appointments, and scheduled follow-ups
- Strong understanding of all resources available to kinship families, develop an understanding of the difference between types of kinship families (formal, informal, diversion)
- Ability to assess families using Foster Kinship assessment tools
- Maintain detailed records by creating and reviewing case notes, logging events and processes using Foster Kinship tools
- Regularly staff cases with all Family Advocates to conduct fidelity checks and share performance feedback
- Ensure families are supported as they work their case plan, including providing support for classes
- Regularly teach one or more training classes, including CPR, Car Seat, Classroom QPI, and/or Kinship Licensing Training
- Facilitate support groups, DFS info sessions, KAN meetings as necessary and assigned
- Maintain positive and professional relationships with community partners (such as DFS, welfare, family court) and follow up regularly and respectfully with partners
- Attend community partner and outreach events as scheduled
- Assist with planning and attend family events for kinship families as scheduled
- Participate in other Foster Kinship initiatives, as requested and as time and interest allow

#### PHYSICAL DEMANDS

- Mobility to work in a typical office setting and use standard office equipment
- Stamina to remain seated and maintain concentration for an extended period of time

- Vision to read printed materials and a computer screen, and hearing and speech to communicate in person or over the telephone
- Ability to lift up to 50 lbs
- Ability to stand for up to 4 hours at a time
- Ability to facilitate a class for up to 4 hours at a time
- Ability to work indoors and outdoors in a variety of settings

### SKILLS AND QUALIFICATIONS

- Ability to prioritize needs and help caregivers reach their goals in the most reasonable time frame.
- Connect with community partners and create lasting connections for caregivers
- A compassionate and non-judgemental approach in communication with adults and children of all backgrounds and experiences; approaches families from a trauma-informed framework
- Creative problem solver with exceptional research skills (online, phone, field)
- Attention to detail in documentation, data analysis, and reporting
- Clear written and verbal communication
- Skilled in conflict resolution
- Work with integrity and honesty
- Advocate for children and families
- Professional and positive attitude and appearance
- Demonstrated understanding of diverse academic, socio-economic, cultural, ability, religious, and ethnic backgrounds
- Proficiency in Microsoft Office Suite, Google Drive, Database Software (SalesForce, Access, Obvibase)
- Willingness and ability to work a flexible schedule
- Willingness and ability to be a team player to meet organizational goals

### IDEAL CANDIDATES

- Ideal candidates will possess a strong working knowledge of child welfare and kinship care issues
- Ideal candidates have lived experience with kinship care or foster care
- Have a bachelor's degree or higher in Social Work, NV social work license
- Bilingual in English and Spanish

### CAREER LADDER- FAMILY ADVOCATES





### ROLE OF FAMILY ADVOCATE SUPERVISORS

1. Provide training and guidance to family advocates, ensuring all interactions with kinship families are in line with the Foster Kinship model
2. Ensure that all FA casework is accurately reflected in the Foster Kinship database
3. Regularly monitor cases and processes with the FA team
4. Provide training plan and performance goals to each member of team
5. Monitor training plans/performance goals via regular feedback to staff via 1:1 meetings and written reports
6. Provide regular reporting to operations manager on personnel needs
7. Conduct model fidelity checks on team members
8. Conduct annual performance reviews
9. Recommend hire/fire/promotions decisions

### JOB DESCRIPTION- FAMILY ADVOCATE SUPERVISOR

**Reports to:** Operations Program Manager

**Reporting Positions:** Family Advocates

**Career Ladder Levels:** Supervisor I, Supervisor II, Sr Supervisor

**Classification:** Exempt full-time.

#### MINIMUM REQUIREMENTS

Bachelors Degree

Nevada Drivers License

Employment is contingent upon the results of a background investigation. Must not have any qualifying offense that violates the standards required by NRS 43B.198 and/or NRS 432B.199.

#### Working Conditions:

Work shifts may include day and swing shifts (including Saturdays).

#### RESPONSIBILITIES:

- Provide training and guidance to family advocates, ensuring all interactions with the kinship family are in line with the Foster Kinship Navigator model
- Ensure that all casework for the team is accurately reflected in Sales Force; regularly monitor cases and process with the team through weekly case staffing meetings
- Provide training plan and performance goals to each member of the team
- Monitor training plans/performance goals via regular feedback to staff via 1:1 meetings and written reports
- Conduct model fidelity checks
- Provide regular reporting to the Operations Manager on personnel needs
- Conduct annual performance reviews
- Recommend hire/fire/promotions decisions to operations manager
- Fill in FA roles as needed- approach mastery of FA role at Supervisor level
  - Per the Navigator Model, provide intake or case management level services to any kinship family
  - During assign shift, have the ability to manage phone calls, emails, walk-ins, appointments, and scheduled follow-ups

- Strong understanding of all resources available to kinship families, develop an understanding of the difference between types of kinship families (formal, informal, diversion)
- Ability to assess families using Foster Kinship assessment tools
- Maintain detailed records by creating and reviewing case notes, logging events and processes using Foster Kinship tools
- Regularly staff cases with all Family Advocates to conduct fidelity checks and share performance feedback
- Ensure families are supported as they work their case plan, including providing support for classes
- Regularly teach one or more training classes, including CPR, Car Seat, Classroom QPI, and/or Kinship Licensing Training
- Facilitate support groups, DFS info sessions, KAN meetings as necessary and assigned
- Maintain positive and professional relationships with community partners (such as DFS, welfare, family court) and follow up regularly and respectfully with partners
- Attend community partner and outreach events as scheduled
- Assist with planning and attend family events for kinship families as scheduled
- Participate in other Foster Kinship initiatives, as requested and as time and interest allow

### **PHYSICAL DEMANDS**

- Mobility to work in a typical office setting and use standard office equipment
- Stamina to remain seated and maintain concentration for an extended period of time
- Vision to read printed materials and a computer screen, and hearing and speech to communicate in person or over the telephone
- Ability to lift up to 50 lbs
- Ability to stand for up to 4 hours at a time
- Ability to facilitate a class for up to 4 hours at a time
- Ability to work indoors and outdoors in a variety of settings

### **SKILLS AND QUALIFICATIONS**

- Ability to prioritize needs and help caregivers reach their goals in the most reasonable time frame.
- Connect with community partners and create lasting connections for caregivers
- Compassionate and non-judgemental approach in communication with adults and children of all backgrounds and experiences; approaches families from a trauma-informed framework
- Creative problem solver with exceptional research skills (online, phone, field)
- Attention to detail in documentation, data analysis, and reporting
- Clear written and verbal communication
- Skilled in conflict resolution
- Work with integrity and honesty
- Advocate for children and families
- Professional and positive attitude and appearance
- Demonstrated understanding of diverse academic, socio-economic, cultural, ability, religious, and ethnic backgrounds
- Proficiency in Microsoft Office Suite, Google Drive, Database Software (SalesForce, Access, Obvibase)
- Willingness and ability to work a flexible schedule
- Willingness and ability to be a team player to meet organizational goals,

### **IDEAL CANDIDATES**

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- Ideal candidates will possess a strong working knowledge of child welfare and kinship care issues
- Masters degree in SW or related field
- Licensed MSW in Nevada
- Bilingual in English and Spanish
- 5+ years Family Advocate experience
- Lived experience in kinship or foster care

### CAREER LADDER- FA SUPERVISORS

This career path falls under Foster Kinship's more general path for supervisors and managers.



### **KINSHIP FAMILY TYPES**

Foster Kinship's Navigator model is designed to serve all kinship family types in four areas: increasing financial stability, accessing legal capacity, connecting to community resources, and providing caregiver support. Foster Kinship assesses the kinship family type based on the involvement of the child welfare system [CWS], which consists of a group of services in every jurisdiction in the United States designed to "promote the well-being of children by ensuring safety, achieving permanency, and strengthening families to care for their children successfully<sup>3</sup>." Services provided by the CWS include: receiving and investigating reports of abuse and neglect, arranging for out-of-home care for children who cannot live safely in their own homes, and arranging for reunification, adoption, or other permanent family connections in order to exit children from the foster care system<sup>4</sup>.

**What is Formal Kinship Care?** Formal kinship care refers to all kinship caregivers who are caring for a child in the foster care system. It is also referred to as *public kinship care*, *kinship foster care*, or *inside kinship care*. The CWS removed the child from the birth parents through a legal process and placed the child with the kinship caregiver. The CWS provides oversight of the child and works with the birth parent(s) on a court timeline to reunify the child or provide another permanent. Formal kinship care provides children, birth parents, and kinship caregivers with all the resources provided by the CWS outlined above. In Nevada, formal kinship caregivers can be **licensed** as foster parents and receive financial support and training, or remain **unlicensed**.

**What is Unlicensed Kinship Foster Care?** When kinship caregivers first accept the placement of their relative's child who is in the foster care system, they do so without being a licensed foster parent. They will have access to some services and support provided by the CWS, but not all.

**What is Licensed Kinship Foster Care?** Becoming a licensed kinship foster parent for a specific child will allow the kinship caregiver to receive training and the maximum financial support available for the child in foster care. It will also open up additional permanency options for the caregiver, such as KinGap.

**What is Informal Kinship Care<sup>5</sup>?** Also called **nonpublic kinship care**, informal kinship care refers to children in kinship care who are not wards of the state. In nonpublic, nonparental care children live with a relative or close family friend who is caring for the child without the natural parent. However, the nonpublic kinship care setting is not as simple as just those families who step in to care for children before the child welfare system does. In non-public kinship care, there are two non-parental family types: **private kinship care** and **diverted kinship care**.

**What is Private Kinship Care?** Private kinship care refers to kinship arrangements without any involvement from the public child welfare system. The CWS was never involved with the child's parents, the child, or in the placement decision with the kin caregiver(s).

**What is Diversion?** Kinship diversion is an informal child welfare practice often used to avoid formally removing the child into foster care<sup>6</sup>. With kinship diversion, the child has come to the attention of the welfare agency through a CPS investigation. The end result of diversion practice is

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<sup>3</sup> Child Welfare Information Gateway. (2013). Placement of children with relatives. Retrieved from <https://www.childwelfare.gov/topics/systemwide/laws-policies/statutes/placement/>

<sup>4</sup> Ibid.

<sup>5</sup> Caliendo, L (2019). State Law and Child Welfare Policy Role in Nonparental Family Composition. UNLV, 2019 Proquest

<sup>6</sup> Annie E. Casey Foundation, 2013. The kinship diversion debate: Policy and practice implications for children, families and child welfare agencies [PDF document]. Retrieved from <http://www.aecf.org/m/pdf/KinshipDiversionDebate.pdf>.

that the child is physically separated from the parent(s) into a kinship home, and the caregiver assumes responsibility for the child<sup>7</sup>. The CWS does not take custody of the child and normally provides no additional resources or oversight of the child, the parent(s), or the kinship caregiver(s) other than potentially securing the initial kinship arrangement.

**Mechanisms of Diversion:** There are five pathways for a family in active transition to be labeled as “diversion”. In all but one case, these describe times when a child’s parent(s) does come to the attention of the CWS and the CWS, and instead of formally removing the child and placing the child into the public system through a court process, the child is separated from the parent(s) into a kinship home.

1. The kinship family and parent(s) have made a private family arrangement about care PRIOR to CPS involvement and/or the child is already living with the kinship family PRIOR to CPS involvement and simply needs to formalize the existing family arrangement with legal capacity.
2. When the parents work with CPS and consent to this kinship placement voluntarily. This type of diversion arrangement may also be called **voluntary** kinship care.\*
3. CPS does formally remove the child into protective custody, but at an early point in the process post PC, the parent(s) consents to guardianship with a relative in front of the judge, and that guardianship is granted. This type of diversion arrangement may also be called **voluntary** kinship care.
4. Kinship caregivers may also pursue guardianship during a CPS investigation in order to avoid involvement with the foster care system **without the parents' consent**. A CPS worker may allow the temporary or legal guardianship proceedings to close the investigative stage of their case.
5. A CPS worker may also threaten or coerce the kinship caregiver to get guardianship to close the case and/or prevent foster care **without the parents' consent**.

Foster Kinship considers the practices described in **#4 and #5** a potential violation of parental rights and **can not work on a legal capacity goal with kinship families who fall into this category**. Foster Kinship may provide services under Financial Stability, Community Connection, and Caregiver Support goals.

All families in an ACTIVE diversion process are provided with a **diversion consultation** that explains all resources for the child, parent, and kinship caregiver based on the final status of informal or formal. In addition, Foster Kinship can provide clarifying language and questions to help kinship caregivers as they work with CPS.

\*DFS requires that even in voluntary pre-PC diversions, the NIA is completed and manager approval is required. For Clark County families in this category, please do NOT proceed with assistance on a legal goal until proof of manager approval is received.

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<sup>7</sup> Wu, 2016. Understanding kinship diversion and its relationship with child health and behavior problems. Chapel Hill, 2016, Proquest 10120026.

**Nonparental Kinship Family Types and CWS Involvement- Summary Chart**

	<b>CWS does not have custody of child (INFORMAL)</b>	<b>CWS has custody of child (FORMAL)</b>
<b>CWS not involved in placement</b>	Private Kinship Care	N/A
<b>CWS involved in placement</b>	Diverted Kinship Care	Kinship Foster Care

**KINSHIP NAVIGATOR PROGRAM ASSESSMENT TO CASE MANAGEMENT FRAMEWORK**

<b>Step ONE: INTAKE- Identify Current Status and Brief Assessment of Needs.</b>					
<b>Caregiver Type</b>	<b>Formal</b>	<b>Families in Transition</b>	<b>Informal</b>		
		<b>Active Diversion</b>	<b>Former Formal</b>	<b>Post-Diversion</b>	<b>Private</b>
<b>Definition</b>	Current open child welfare case (placement letter-WHITE)	Current CPS involvement (safety plan, present danger plan- often a PINK or YELLOW paper)	Past CPS involvement, but no current	Past CPS involvement, but no current CPS. Diversion from Foster Care to either physical custody, temp guardianship, or legal guardianship.	No CPS involvement past or present
<b>Child in Foster Care?</b>	Yes	No, but a window of opportunity	No	No	No
<b>Current Permanency Status</b>	1- Unlicensed kinship foster care	3- Safety or Present danger plan- parents still have all rights, no formal removal.	4- KinGap (previously established)	6- Physical Custody Only	
	2- Licensed kinship foster care		5- Adoption (previously established)	7- Temporary Guardianship (notarized letter)	
				8- Guardianship (NV or other)	
				8- Private TPR/Adoption	
<b>Current Financial</b>	1- None				
	2- Child-only TANF (relative of specified degree [ <b>not fictive kin</b> ], 275% FPL, no parents in home,				

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<b>Status</b>	children in kc can't have income)				
	3- SNAP (any household, 130% FPL)				
	4- Licensing Reimbursement (completion of licensing process required)	Only if case moves to formal			
	5- Adoption Subsidy (negotiated with DFS at time of adoption)		May have adoption subsidy		
	6- KinGap Subsidy (negotiated with DFS at time of KinGap)		May have KinGap Subsidy, <b>be careful if another state and are moving to NV</b>		
7- Social Security (child-specific- death benefits, disability, etc)					
<b>Current Resources</b>	1- Urban League (childcare subsidy for working caregivers)	Only if case moves to formal			
	2- WIC (age 0-5)				
	3- Medicaid FFS		5- Medicaid HMO		
	4- Community Referrals (based on need of family)				
<b>Current Emotional Support Resources</b>	1- Foster Kinship Support Groups (in-person/online); Foster Change support group				
	2- Foster Parent Champions				
	3- Specialized support groups in community (Al-Anon, NAMI, FIP, Adams Place)				
<b>Service Provided By</b>	Family Advocate specializing in Intake/Assessment				

<b>STEP TWO: Match Identified Needs with Resources at the Information, Support, and Referral Level</b>					
<b>Caregiver Type</b>	<b>Formal</b>	<b>Families in Transition</b>		<b>Informal</b>	
		<b>Active Diversion</b>		<b>Former Formal</b>	<b>Post-Diversion</b>
<b>Definition</b>	Current open child welfare case (placement letter)	Current CPS involvement (safety plan, present danger plan)		Past CPS involvement, but no current CPS.	Past CPS involvement past or present
<b>Child in Foster Care?</b>	Yes	No, but a window of opportunity		No	No
<b>Information, Referral, and Support Services</b>	Resource Locator Tool				
	Resource Pantry				
	Emotional Support				
	Support Groups				
	Basic Referrals				
	Family Events				
	As need, make appointments for Case Management (Clark County Only)				
	Information Session				
	FPC/Kinship Licensing Referrals				
	Sign up for CPR/Car Seat				
Meeting Two Application Assistance					
<b>Services Provided By</b>					
<b>Clark County</b>	Family Advocate specializing in Intake/Assessment	Staff with ED		Family Advocate specializing in	



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			Intake/Assessment	
<b>Washoe/Rural</b>	Family Advocate specializing in Intake/Assessment	Staff with ED	Family Advocate specializing in Intake/Assessment	

<b>STEP THREE: Provide qualified families from STEP TWO with Case Management Services</b>					
<b>Caregiver Type</b>	<b>Formal</b>	<b>Families in Transition</b>		<b>Informal</b>	
		<b>Active Diversion</b>	<b>Former Formal</b>	<b>Post-Diversion</b>	<b>Private</b>
<b>Definition</b>	Current open child welfare case (placement letter)	Current CPS involvement (safety plan, present danger plan)	Past CPS involvement, but no current	Past CPS involvement, but no current CPS. Diversion from Foster Care to either physical custody, temp guardianship, or legal guardianship.	No CPS involvement past or present
<b>Case Management Services (Clark Only, Pre/Post Required)</b>	1:1 Application Assistance				
	Permanency Session				
	Complex Emotional Needs				
	Complex Referral Needs				
	Caregiver barriers				
		Unclear Legal Status			
<b>Service Provided By</b>					
<b>English</b>	FA Specializing in CM	Must be staffed with ED for assignment		FA Specializing in CM	
<b>Spanish</b>	Spanish Speaking FA	Must be staffed with ED		Spanish Speaking FA	

### KINSHIP NAVIGATOR GUIDE: STEP BY STEP

#### **Family Advocates specializing in Intake Coordination/Assessment may have SIX major tasks:**

1. VOICE INBOX REVIEW: Manage and clear out voicemail inbox
2. INTAKE PROCESS: Complete intakes on all new referrals and email resource locator tool to caregivers. Assign case to appropriate case manager
3. SCHEDULE APPOINTMENTS: Schedule appointments for case management and send appointment email
4. FRONT OFFICE: Manage open/close office checklist, handle walk ins and greet appointments, accept donations, maintain storage room, kitchen area, and supply closets
5. APPOINTMENT CONFIRMATIONS: Call day before appointments to confirm attendance
6. DATA ENTRY/FILING

Tools, forms, and resources for the Intake Coordination/Assessment can be found here:

#### **TRAINING VIDEOS:**

Foster Kinship Basic Training Playlist

Foster Kinship Salesforce Training Playlist

### **INTAKE COORDINATION/ASSESSMENT TASKS**

#### **SET UP**

Open three Chrome browsers:

1. Browser one- xxx@[fosterkinship.org](mailto:xxx@fosterkinship.org) (Make sure you are the **voice** account, not the inbox). This is the voicemail box.
2. Browser two- Your @fosterkinship.org
  - o Open your email, calendar, drive, Calendly, and databases from this account.
3. Browser three- The xxx@[fosterkinship.org](mailto:xxx@fosterkinship.org) account
4. Open **email** (for contacting caregivers) and **scheduling calendar** from this account.
  - o Open xxx
  - o Client contact should always go through this account, cc:ing appropriate FA as necessary.

**\*\*\*TRAINING VIDEO: Setting up three browsers**

**\*\*\*FORM RESOURCE: Please use the daily checklist: intake form**

#### **1. VOICE INBOX REVIEW**

Review the helpline inbox. Listen to all the messages in the inbox and clear any spam. CALLS SHOULD BE RETURNED THE SAME DAY.

- a. Any messages that need to go to administrative and leadership staff, send info and description via email.

- b. Check if the caller is a new or returning caregiver by searching by name or phone number in the database.
    - i. If it is a returning caregiver, open the caregiver record in the database, review all the notes on the main page, and kids page, and review the caregiver contact log to see who the caregiver has been working with prior to returning the call.
    - ii. If it is a new caregiver, be prepared to do an intake when you return the call.
    - iii. Intakes should be completed via the **paper form** and entered into the database
  - c. Return the call using the phone script process (SEE #2 INTAKE PROCESS)
  - d. If you do not reach the caregiver, please note the date of the call and if you left a message, etc using the “chatter” feature in SF.
  - e. If you do reach the caregiver, follow the process in b. Archive the message in the voice, so it no longer appears in the inbox.
- 

**2. INTAKE PROCESS** Intakes should be entered on the **paper form** and in the Salesforce database.

Intakes can be done in person, over the phone, or over a remote video meeting link such as zoom.

Please ensure you reference use the **Intake Rubric** for all new caregivers.

Intakes should take approximately 60 minutes to complete, including adequate time for emotional support.

**\*\*\*TRAINING VIDEO: Intake Basics\*\*\*\*\***

#### **PHONE SCRIPT (General guidelines)**

Thank you for calling Foster Kinship, this is \_\_\_\_\_. How may I help you?  
< Determine new or existing caregiver >

#### **Old Client**

\_\_\_\_\_ is not available, but I am able to help you and can pass on any information to \_\_\_\_\_ as well. What is your last name so I can pull up your file? I am going to place you on hold for one moment while I get your information.

<Pull out a folder or retrieve from the database and review>

What can I do for you?

<Record the nature of the issue to pass along to the appropriate person OR make an appointment for an office visit if a caregiver needs help with TANF or Guardianship>

Has any of your information changed (phone, address, number of children, status of children)?

<Update caregiver info in database/folder>

Thank you. \_\_\_\_\_ will be calling/emailing you within <timeframe> OR We look forward to seeing you at <appointment> OR I will be emailing/ mailing you the following information we discussed <explain>.

#### **New Client- CAREGIVER DOES NOT HAVE TIME FOR INTAKE**

Foster Kinship is a small nonprofit that provides support and advocacy for people raising their relative’s kids in Nevada. We provide information, support groups, family events, and assistance navigating various social services around your area.

To best assist you, I need to ask you a few questions so I can pass along your information to our family advocate, who will give you a callback.

<Take the name, number, email, and other info given by caregiver>

Thank you, our family advocate \_\_\_\_\_ will be calling you this week to do a short intake, after which she will be able to provide you with a great deal of info specific to your family.

### **New Client- PRE INTAKE via Phone**

Discuss: Foster Kinship is a small nonprofit that provides support and advocacy for people raising their relative's/families friends and kids in Nevada. We provide information, support groups, family events, and assistance navigating various social services around your area.

To best assist you, I need to ask you a few questions. These questions will help us best understand your unique situation. After our 10-15 minute conversation, we will be able to provide you with customized information. It isn't required that you answer all the questions, but the more information you provide, the better we will be able to assist you.

<COMPLETE INTAKE IN DATABASE, INCLUDING ALL SUBTABLES>

Custody Status: What is the legal relationship you currently have to the child? < Give examples like "guardianship through the NV Courts", "temporary guardianship (usually one-two page notarized document)". Ask if there is a caseworker to determine if DFS is involved. If the child could be in foster care ask if they are licensed, have started licensing, or are unlicensed foster parent.> If the caregiver mentions CPS but does not have clarification on status, please follow the process for active diversion.

Household income: <Income is added for each individual in the household in separate places. Database will do the totals for you. You will ask for caregiver income first. Get employment, retirement, pensions, disability, section 8, etc. You will ask income for each child separately. "Do you receive any assistance for the care of the children, such as child-support, disability, death benefits, child-care subsidy, Medicaid, WIC, TANF/cash assistance, etc?" If they receive child-only TANF already, break it into \$418 for the first child and \$60 for each additional. SNAP for households can go on caregiver line.>

Close: Thank you so much for your time and for answering all our questions. Thank you for what you are doing for the child(ren). As a next step, I am going to send you an email with a lot of information for you, including all of Foster Kinship's services such as our support group and family event information. You should receive the email by the end of the day. **<If you assessed the caregiver qualifies for case management services, go over the services and make the appointment at this time>** If you don't receive it or have any additional questions in the meantime, please call us back.

**\*\*\*TRAINING VIDEO - ERT REFERRAL INTAKES\*\*\*\***

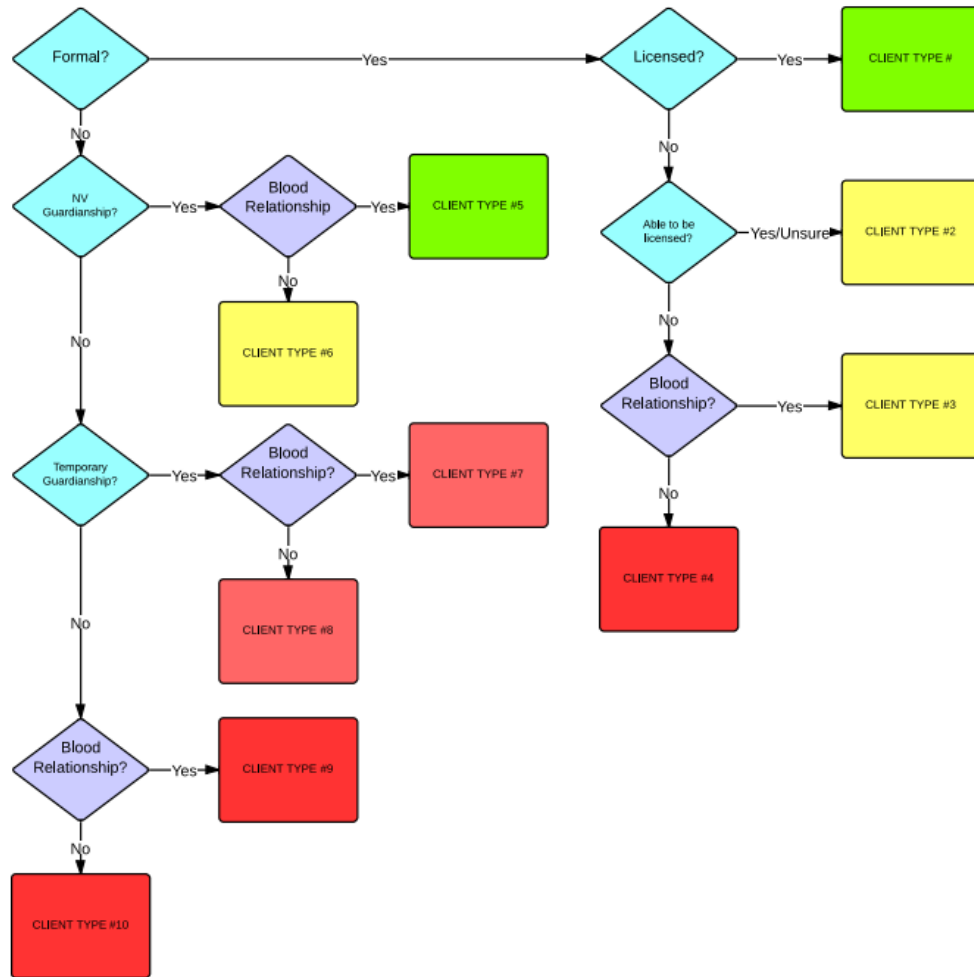
### **Caller is Looking for Other Services**

- Clark County Foster Parent Champion Program (good for all who have a FOSTER child): 702-455-1149 (note as helpline)
- Client needs to be signed up for a car seat, CPR, or parenting class-send to the Foster Kinship training team (no activity needed)

- Client needs to sign up for childcare- send the information to the childcare program manager (no activity needed)

POST INTAKE:

- Based on the caregiver assessment, identify the CAREGIVER TYPE and enter in the database.



Formal Family Types	Informal Family Types
1- Formal/licensed 2- Formal/licensing in progress 3- Formal/unable to be licensed/blood relative 4- Formal/unable to be licensed/fictive kin	5- Informal/Legal Guardianship/blood relative 6- Informal/legal guardianship/fictive kin 7- Informal/temp guardianship/blood relative 8- Informal/temp guardianship/fictive kin 9- Informal/no legal/blood relative 10- Informal/no legal/fictive kin 11- Adoptive kinship parent

- If the family has been identified as “in transition” (active diversion)- select the “DIVERSION” box

3. Complete all boxes on the household, people, income, and custody status screens in the Foster Kinship database.
4. Run the caregiver info through the resource locator tool at **employee.fosterkinship.org**
5. EMAIL: Copy the resources into an email and send to the caregiver with the following Subject Line: "Resources for <FULL CAREGIVER NAME> from Foster Kinship. Cc: the family advocate who will be doing any appointments, if necessary.
6. Schedule the caregiver with the appropriate case manager (See section 3. Schedule Appointments below)
7. EMAIL the confirmation of appointment and "what to bring" list
8. MAIL: If the caregiver has NO email, print resources and confirmation of appointment, sign the letter, and place in an envelope with an address. Give to operations dept to mail.
9. Record the intake and email/mail as separate contacts in the caregiver's contact log
10. Create an appointment in the calendar (if needed) and add to the appropriate family advocate calendar.

\*\*\*\*TRAINING VIDEOS- ENTERING DATA IN FOSTER KINSHIP SALESFORCE DATABASE:

### 3. SCHEDULE APPOINTMENTS - ASSIGNING APPOINTMENTS TO CASE MANAGERS

\*\*\*\*\*TRAINING VIDEO ON MAKING APPOINTMENTS \*\*\*\*\*

Formal Family Appointments	Informal Family Appointments	Families in Transition Appointments
<ol style="list-style-type: none"> <li>1. FULL FAMILY EVALUATION/TANF/FICTIVE KIN TANF/SNAP /MEDICAID/EAP/ CC SUBSIDY</li> <li>2. FULL FAMILY EVALUATION/LICENSING ASSISTANCE</li> <li>3. PERMANENCY SESSION: topics include KinGAP, TPR, Public Adoption, Adoption Subsidy Negotiations</li> <li>4. INFO SESSIONS- for new kinship families who just received a child in foster care</li> </ol>	<ol style="list-style-type: none"> <li>1. FULL FAMILY EVALUATION/TANF /SNAP/MEDICAID/EAP</li> <li>2. FULL FAMILY EVALUATION/LEGAL GUARDIANSHIP</li> <li>3. PERMANENCY SESSION: topics include temporary guardianship, NRS 159A guardianship, termination of the guardianship, transfer of guardianship, moving in and out of NV, and Private TPR/Adoption</li> </ol>	<ol style="list-style-type: none"> <li>1. FULL FAMILY EVALUATION/TANF /SNAP/MEDICAID/EAP</li> <li>2. FULL FAMILY EVALUATION/DIVERSION CONSULTATION</li> </ol>

There are two ways to make appointments. New caregivers should be scheduled via Calendly. Returning caregivers will be scheduled directly on the Family Advocate Calendar.

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1. Calendly: New kinship families will be assigned a case manager using Calendly. You must know the caregiver type before making the appointment. The links are here:
  - a. <https://calendly.com/fk-office>
  - b. <https://calendly.com/in-home>
  - c. <https://calendly.com/northern-rural-nevada>
  - d. <https://calendly.com/fk-cpsts/car-seat-check-in-person?month=2022-06>
  - e. <https://calendly.com/fk-welfare?month=2022-03>

Using Calendly ensures equitable distribution of cases among available case managers. While all case managers are trained to handle all kinship family types, Calendly is weighted to give priority based on case type to specific case managers (for example, diversion cases to a diversion specialist). Calendly also provides appointment confirmation emails and reminders to caregivers.

2. Making Appointments manually- directly into an FA calendar:

### SCHEDULING APPOINTMENTS

FULL FAMILY EVALUATION/GUARDIANSHIP: 3 hours

FULL FAMILY EVALUATION/TANF or SNAP or MEDICAID or EAP or CC Subsidy or WIC: 2.5 hours (add .5 for each additional welfare service if multiple apps needed)

FULL FAMILY EVALUATION/LICENSING ASSISTANCE: 1.5 hours

TPR/ADOPTION CONSULTS: 3 hours

SPANISH SPEAKING APPOINTMENTS: ADD 1 hour to all times

INFO SESSION ONLY (phone): 30 minutes

PLEASE SCHEDULE NO MORE THAN TWO APPOINTMENTS PER ADVOCATE PER DAY to ensure time for all other duties. Ideal times are 10:30 AM or 1:00 PM

The Family Advocate Calendar should be on Day view and all advocate calendars visible to check availability. Make the appointment on the family advocate calendar in the following format: CASE MANAGER NAME: Client #, Client Name, Appointment Type. Invite the appropriate case manager. Specific instructions can be typed in event details.

- NANI- #2963-PRICE guardianship review

Please EMAIL the caregiver with an appointment confirmation THE SAME DAY the appointment is made. Use the following draft template:

Dear CAREGIVER NAME,

You have an appointment with FA NAME at TIME on DATE for APPOINTMENT TYPE.

Our office is located at <INSERT>.

If you need to reschedule, please call 702-546-9988.

Items to bring to your Family Advocacy appointment at Foster Kinship:

ID or proof of residency. If ID does not list the current address, additional proof is needed.



Proof of household income for all members living in the household (e.g. paycheck stubs, tax statement, proof of social security, retirement, pension, child support, etc OR proof of receipt SNAP or TANF benefits for your household). If you can not provide this information, you can provide a self-certification of income when you arrive.

Birth certificates for the child(ren) in kinship care, if you have any.

Any legal paperwork for the child(ren) in kinship care, such as temporary guardianship, guardianship, or a placement custody letter, if you have any.

You can bring the children to your appointment if you need to.

We look forward to working with you!

#### 4. FRONT OFFICE TASKS

**OPEN/CLOSE PROCEDURES:** Depending on the shift, complete the **open or close checklist** for Family Advocacy. Make coffee in a small coffee pot if there are appointments and make sure the coffee caddy is stocked. **WALK-INS:** On occasions, caregivers walk in as opposed to calling. Treat them the same as if they had called- complete an intake and assess if further services are needed. **NEVER TURN A FAMILY AWAY.**

- If advocacy services are not needed, print the resource locator tool results for them.
- If they are needed, set an appointment for them to return or complete on-site if you have time.
- Follow the same procedure as outlined for intakes and family advocacy services.

**ACCEPT DONATIONS:** If a donor comes to drop off donations, greet, offer to help bring in donations, and complete the **donor receipt form**. Make a copy for the donor and put the original on the Operation's desk.

**MAINTAIN STORAGE, KITCHEN, and SUPPLY CLOSETS:** Ensure the storage room is sorted and any low inventory is noted and given to Nani. Ensure the kitchen is clean and stocked and any low inventory given to Operations. Ensure supply closets are neat and stocked and any low inventory is given to Operations.

#### 5. CONFIRMING APPOINTMENTS

The day before the appointment, please call the caregiver to remind them, confirm, and verbally go over the information contained in the appointment confirmation email.

#### 6. DATA ENTRY

Enter data from pre/post tests, satisfaction surveys, welfare follow-ups, Support group rosters, family event rosters, and donor data.

#### ADDITIONAL INTAKE/ASSESSMENT STEPS FOR FORMAL FAMILIES

The intake process for formal families may include a DFS Info Session via phone.

\*\*\*\***TRAINING VIDEO: FORMAL FAMILIES**-\*\*\*\*\*

After intake is complete and you have determined that caregiver is a formal family (children are in the custody of the Department of Family Services), use the following steps for resources:

Complete normal intake and assessment protocol.

Schedule for Info Session via 1:1 phone session or normally scheduled group info sessions we hold four times per month.

Licensing Classes: CG needs to be signed up for licensing classes via their technician. CHECK FOR TECH ASSIGNMENT HERE:

If eligible, set an appointment for TCHD/FIC KIN TANF per MAKING APPOINTMENTS policy.

If caregivers require assistance with other applications such as Urban League, WIC, Energy Assistance, Licensing Application (if they have one already or have been assigned a technician), make an appointment per MAKING APPOINTMENTS policy.

#### FORMAL FAMILY NOTES

- If CG has a licensing tech - provide CG with tech's contact information.
- If CG has no tech and just recv'd placement (in that same week) - **set follow up** to check tech assignments the following week. Contact the caregiver next week with tech contact information.
- If CG has no tech and it has been over 1 1/2 weeks - Contact CW Program Manager. CW Program Manager needs to send a referral to DFS Licensing Supervisor.
- If CG was assigned over 30 days ago - CW Program Manager needs to send a referral to DFS Licensing supervisor.

FORMAL FAMILIES POST APPOINTMENT AND FOLLOW UP- If we only complete a resource locator tool, an information session, and referral to kinship licensing—this is a navigator service, NOT a case plan. If they come to the office for application assistance, please transfer to case management per manual.. If the caregiver opts not to have a referral, let them know they can reach out if they have any questions.

Remind them that if they are receiving Urban League Child Care Subsidy, it will only be available for 12 months unless they get licensed. If caregivers wanted a licensing referral, set a follow up for one week to ensure they have heard from the kinship licensing unit. If not, send a follow up email to kinship licensing supervisors.

INFO SESSION VIA PHONE SCRIPT:

ONLINE CLASS PROCESSES:

**ADDITIONAL INTAKE/ASSESSMENT STEPS FOR FAMILIES IN ACTIVE TRANSITION (DIVERSION)**

If the caregiver mentions recent CPS involvement with the and/or parent, but is not identified as a current formal family, Assessment FA must work to gain clarity. Anytime a family mentions they are in the process of being actively diverted from the foster care system, the family advocate must immediately enter the family info into the “diversion” internal staff chat box to be staffed by Foster Kinship leadership. If CPS is investigating the parent(s), the parent(s) may still have legal rights, and some legal decisions can not (or should not) be made by the caregiver. There also may be jurisdictional issues. Ask the caregiver if it is ok with them if Foster Kinship calls the child welfare agency to confirm the child’s status with them. If the caregiver gives the ok, contact the appropriate child welfare agency to check. If it can be confirmed there is no active CPS case, proceed as informal. If there is an active CPS case or it can not be confirmed, proceed as an active diversion, staff with leadership, and use the “diversion” appointment tool.

## CASE MANAGEMENT TASKS

**Family Advocates who specialize in Case Management may have FIVE major tasks:**

1. OPEN CASE MANAGEMENT CASES: Complete detailed intake, consent, certification of income, and verification of household. Administer pre-tests and develop a case plan with caregivers.
2. APPLICATION ASSISTANCE: Complete appointments for case management services such as guardianship, child-only TANF, kinship licensing applications, childcare subsidy, Medicaid, WIC, SNAP, SSI. Provide assistance with filing, mailing, and court requirements.
3. FOLLOW UPS: Complete follow-ups on case-managed caregivers and provide advocacy to overcome any roadblocks to case completion.
4. CLOSE OUT CASES: Once the case is complete, close the case and administer post-tests and satisfaction surveys.
5. DATA AUDIT: Ensure integrity of case files and fidelity to model

Tools, forms, and resources for the Case Management can be found here:

**1. OPEN CASE MANAGEMENT CASES<sup>8</sup>:** Complete detailed family evaluation, consent, certification of income, and verification of household composition. Administer pre-tests and develop case plans with the caregiver.

Family Evaluations can be done in person, over the phone, or over a remote video meeting link such as zoom. For meetings not in person, please see the section on virtual meetings for the proper consent process.

The Family Advocacy/Case Management program accepts caregivers on an ongoing basis. Each qualified family receives a customized case plan with community referrals, assistance with legal/financial applications and court/child welfare processes, some financial assistance, transportation (if needed), and ongoing access to the kinship resource center and childcare programs.

**Eligibility for Case Management:** In order to be eligible caregivers must:

- Be caring for a relative's child full time without no support from biological parents;
- Be residents of Nevada;
- Complete a family evaluation with a Family Advocate;
- Demonstrate a specific short-term need and the willingness and ability to provide a long-term, stable home for the child(ren);
- Be willing to actively participate in Foster Kinship's case management program

**Program Requirements:**

- Kinship caregivers who qualify for the Case Management program will be asked to participate for up to six months to ensure they receive the emotional support, legal information and community connections vital to long-term family stability.
- After the family evaluation, each caregiver will receive an individualized family case plan with recommendations, referrals, and required participation activities.

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<sup>8</sup> Case manager case load is determined using the FK case cap worksheet, which determines the maximum number of cases a CM can carry based on their total hours dedicated to CM at FK and takes into account the model time of completion- approximately 9-11 hours per family from start to finish. A full time CM with no additional duties is expected to carry between 40-45 open cases at one time.

- Spanish-speaking families should be assigned to a Spanish-speaking family advocate and will receive the Spanish language version of the RLT and take the pre and post-tests in Spanish.
- Not participating in the care plan and case management services may be grounds to discontinue services and/or financial support.

#### CASE MANAGEMENT APPOINTMENTS

- Have a folder and a **printed consent** form ready. Using information from the intake, prep any pre-screens and applications before the caregiver arrives.
- When a caregiver arrives for their appointment, welcome them and offer them something to drink. Show them the caregiver's bathroom on the way back to the office.
- If they have children with them, assess if the children are old/calm enough to play in the playroom. If not, please ask the children to stay with the caregiver in the office and provide them with juice/snack and a few toys if they want.
- Have caregiver sign **consent form**:
- Administer Pre-tests- Family Resource Scale [FRS] and combined pre-test. This should be done within the first 15 minutes of the meeting with the caregiver to avoid fatigue. Clients should be given the tests to complete on their own. Please say, "If you have any questions, I am here to answer them." If you leave the room to make copies at this time, please ensure they do not have questions when you return.
- Complete the certification of income form and make copies of income (ex paystubs, tax forms; OR SNAP/HUD approval letter showing current household composition. If the caregiver is unwilling or unable to provide the documents, attempt to have them complete the caregiver's self-certification of income.
- Check the database for the caregiver and complete any missing information from the phone screen.
- Print the Resource Locator Tool specific to the caregiver and verbally go through the resources one by one. Please check if they have any questions and note additional needs that arise during the conversation.
- CREATE A CASE PLAN with the caregiver.
  - Using the FRS, intake and assessment results, and RLT information, as well as listening to the caregiver's story to understand their goal(s), determine if a caregiver needs legal capacity (LC), financial stability (FS), community connection (CC) and/or emotional support (ES) services.
  - Cases can be opened with 1-4 goals. Document this in both paper format for the folder and in the Database by starting a case plan record in the caregiver record.
    - **LEGAL CAPACITY (LC)**<sup>9</sup> GOALS AND OUTCOMES: Appropriate legal capacity allows caregivers to make decisions such as medical care, education, and safety of the child and provides more access to services. The goal is for kinship families will

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<sup>9</sup> Foster kinship CAN NOT and DOES NOT provide legal advice or represent caregivers in their legal case. Caregivers are made aware of how Foster Kinship can help caregivers through legal processes by:

- Providing an understanding of the **differences** between temporary and legal guardianship, and private adoption.
- Providing a detailed overview of the **process and timeline** to obtain temporary and legal guardianship, and private adoption.
- Printing the legal documents needed to obtain temporary and legal guardianship, and adoption.
- Notarizing forms for caregivers, children, and birth parents.
- A case manager can walk caregivers through each legal document, explaining any words the caregiver does not know, and transcribing the caregiver's words in the appropriate location.
- Foster Kinship can provide computer and printer access for caregivers to complete forms.
- Foster Kinship can provide technology for caregivers to attend court online.
- Foster Kinship can help pay for legal filing fees, certified mailing, and notification by publication for approved caregivers who need extra support because they lack the financial or technological resources.

establish appropriate legal relationships with the children in their homes to increase family stability<sup>10</sup>. To assess the progress towards legal capacity, participants will be evaluated based on changes in the custody status of at least one of their kinship children since initial intake. Family Advocates will complete an intake form and will determine if a change in legal status is desired by the kinship family. For kinship families desiring a change in legal status, the model goal is for at least **80%** of kinship caregivers to gain/increase legal capacity for at least one of their kinship children upon program completion. We anticipate that for the remaining 20%, some children will be reunified with their parents or placed with other relatives, or discontinue in the program.

- **FINANCIAL STABILITY (FS) GOALS AND OUTCOMES:** Kinship families need additional financial support to help provide for the needs of the kinship children in the home. Families will experience an increase in knowledge and access to available financial resources to help meet their family's needs. To assess this, participants will be evaluated on the change in a number of financial and community resources utilized since initial intake. Family Advocates will determine if the kinship family is eligible for any financial assistance programs not previously utilized. Upon exiting the Kinship Navigator Program, it is expected that at least **80%** of kinship caregivers who qualify for additional financial support will have received additional financial benefits for their kinship children. We anticipate that for the remaining 20%, some caregivers will refuse financial assistance for which they are eligible, and some children will be reunified with their parents, placed with other relatives, or discontinue in the program.
- **PARENTING AND CHILD COMMUNITY CONNECTION (CC) GOALS AND OUTCOMES:** Family Advocates will complete an intake form to determine the number of internal resources and external community resources utilized at the time of intake. Family Advocates also assess information about the child's physical, medical, and mental health needs. Upon exiting the Kinship Navigator Program, 100% of kinship caregivers will have received a personalized list of community resources to match their identified needs. By case end, it is expected that at least **90%** of caregivers will have increased their utilization of supportive services. We anticipate that for the remaining 10%, some children will be reunified with their parents, placed with other relatives, or discontinue with the program.
- **CAREGIVER EMOTIONAL SUPPORT (ES) GOALS AND OUTCOMES:** Kinship families will experience an increase in the number of formal and informal supports to increase the caregivers' capacity to meet the well-being needs of the children. To assess this, participants are evaluated on the expansion of their network of support through participation in family events, support groups, or educational classes since initial intake. Upon exiting the Kinship Navigator Program, it is expected that at least **90%** of kinship caregivers will have connected to someone who understands their unique experiences through participation in at least one of the program activities. We anticipate that for the remaining 10%, some caregivers will refuse to participate in supportive events, and some children will be reunified with their parents, placed with other relatives, or discontinue with the program.

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<sup>10</sup> Foster Kinship believes while in cases where CPS is in the investigative stage and no legal capacity is established, decisions about legal capacity require voluntary parental consent (ideally with parental representation to avoid appearance of coercion), and caregivers require accurate information about resources inside and outside the system. If these conditions are not met, Foster Kinship can not work with families on a legal capacity goal, as it is not the kinship caregivers decision to make.

- Most caregivers will need at least CC and ES goals set. There is a difference between formal and informal families in terms of appropriate legal and financial goals; there is no difference in services available between formal and informal families in terms of appropriate Community Connection and Emotional Support goals.

<b>Formal Family Legal Capacity Goals</b>	<b>Informal Family Legal Capacity Goals</b>	<b>Families in Active Transition Legal Capacity Goals</b>
<ol style="list-style-type: none"> <li>Licensed Caregiver</li> <li>KinGAP</li> <li>Public Adoption</li> </ol>	<ol style="list-style-type: none"> <li>Temporary Guardianship</li> <li>NRS 159 Guardianship</li> <li>Private TPR/Adoption</li> </ol>	N/A

<b>Formal Family Financial Goals</b>	<b>Informal Family Financial Stability Goals</b>	<b>Families in Active Transition Financial Stability Goals</b>
<ol style="list-style-type: none"> <li>Child-only TANF</li> <li>Fictive Kin TANF</li> <li>SNAP</li> <li>WIC</li> <li>SSI</li> <li>Foster Care Payments</li> <li>KinGap/Adoption Subsidy</li> </ol>	<ol style="list-style-type: none"> <li>Child-only TANF</li> <li>Kinship Care Payments (DWSS)</li> <li>SNAP</li> <li>SSI</li> <li>Death Benefits</li> <li>Medicaid (child)</li> </ol>	<ol style="list-style-type: none"> <li>Child-only TANF</li> <li>Kinship Care Payments (DWSS)</li> <li>SNAP</li> <li>Medicaid</li> </ol>

<b>Family Parenting and Child Community Connection Goals (all family types)</b>
<ol style="list-style-type: none"> <li>Foster Kinship enhanced supports including               <ol style="list-style-type: none"> <li>Kinship Training Institute classes (e.g. Managing Difficult Behaviors)</li> <li>Childcare Program Services (respite care, youth support, behavioral consults, FASD/ASD service navigation)</li> <li>Marcie's Heart Kinship Resource Center (basic needs including diapers, car seats, clothing, food)</li> <li>Rental assistance grants (CDBG; private donors)</li> <li>Gift cards and vouchers for food, clothing, gas, bus, etc</li> </ol> </li> <li>Early Intervention Services/Child Find</li> <li>Trusted Community Partners (Please reference:</li> </ol>

<b>Family Caregiver Emotional Support Goals (all family types)</b>
<ol style="list-style-type: none"> <li>1:1 Professional-Peer Support with the FA (required)</li> <li>1:1 Peer Support with experienced caregiver/mentor</li> <li>Support Groups- available 5x a month online, in person, Spanish-speaking</li> <li>Nevada Kinship Caregivers 24/7 FB Support Page (private and monitored by FK staff for accuracy)</li> <li>Family Events- back to school, holidays, Popup events</li> <li>Family Mediation</li> <li>Therapeutic Services</li> </ol>

- If a caregiver qualifies for resources such as child-only TANF, but refuses to pursue it, please note this in the case notes and note their reason for refusal.
- If a caregiver does not know they are eligible for a service, please explain options and determine if the caregiver would like to pursue it.

#### VIRTUAL CASE MANAGEMENT APPOINTMENTS

- Visits can be conducted over zoom meeting or over the phone if the family is unable to come into the office.
- Remote policies can be found here:
- **Electronic Consent Policy:** If the family can not provide a wet signature, you first need to see if they can print the forms to sign and scan/email back to you. If that is not possible, you can provide this link to them (it should work on most smartphones). They can provide the signature this way, and you can write on the paper forms that they consented electronically on the date.
- Here is the link to the **electronic signature collection**
- Here is a link to the forms that are public; it is also **embedded in the electronic signature form** so families can follow along if needed.
- Follow procedures under IN PERSON CASE MANAGEMENT APPOINTMENTS
- Pre and Post can be administered over the phone. The caregiver needs to have the response scale(s) in front of them to complete over the phone. These can be accessed [HERE](#). For families with no computer access, have them get paper and pencil and write down the scales before beginning the test.

#### ADDITIONAL INTAKE/ASSESSMENT STEPS FOR FORMAL FAMILIES

IN-HOME PROCESS LINK

#### ADDITIONAL CASE MANAGEMENT STEPS FOR FAMILIES IN ACTIVE TRANSITION (DIVERSION)

**What Support Exists for Diverted Kinship Caregivers?** Diverted kinship families are **unable** to receive the same financial reimbursement and training as formal kin caregivers who care for children in foster care. Formal Kinship families can access critical resources like caregiver training, better medical and mental health care for children, a range of financial support options for the kinship family, resources for the birth parent, reunification services for the child, and a range of permanency options. Diverted kinship families have a limited range of legal and financial support and fewer options for community support programs. Research also points to improved child safety, permanency, and well-being outcomes for public kinship families compared to voluntary kinship families.

Foster Kinship believes that kinship families who have **accurate information** at the **right time** should be able to make the **best decisions** for **their family**, and no single path will meet the needs of every family.

Anytime a family mentions they are in the process of being actively diverted from the foster care system, the family advocate must immediately enter the family info into the “diversion” internal staff chat box to



be staffed by Foster Kinship leadership. Post-staffing, the first available manager will call the family, and the case must be assigned to a case manager who specializes in diversion.

DIVERSION RESOURCES LINK

**2. APPLICATION ASSISTANCE:** Complete appointments for case management services such as guardianship or child-only TANF.

1. Complete the required applications. If a caregiver is eligible to pursue a service but chooses not to, please note that the services were explained to the caregiver and the reason for the refusal in case plan. Please see the guardianship and TANF folders on the drive for more details on the processes for each.
  - **Guardianship Resources:**
    - All guardianship appointments require an **additional consent form:**
    - XXXX
    - <http://www.fosterkinship.org/kinship-resources/guardianship-in-nevada/>
  - **TANF Resources:**
    - XXX
    - Fic Kin Case Close Email - [XXX](#)
    - <http://www.fosterkinship.org/kinship-resources/child-only-tanf-in-nevada/>
    - Completing the application online/remote process: XXX
    - Pre-screen: XXX
  - **Kinship Care (DWSS) Resources:**
    - XXX
  - **SNAP/WIC Resources:**
    - XXX
  - **Medicaid Resources:**
    - XXX
  - **TPR/Adoption Resources:**
    - XXX
    - Adoption Subsidy: XXX
  - **Foster Care Resources**
    - XXX
    - XXX
  - **ICPC Resources:**
    - XXX
  - **Additional Referral Resources:**
    - XXX
2. Make copies of all their documents and make copies of any completed applications, and place them in the folder.
3. If there is a request for financial support, take detailed notes and send REQUEST FOR NAVIGATOR SERVICES to the Director. Requests can be approved by Program Support the same day.

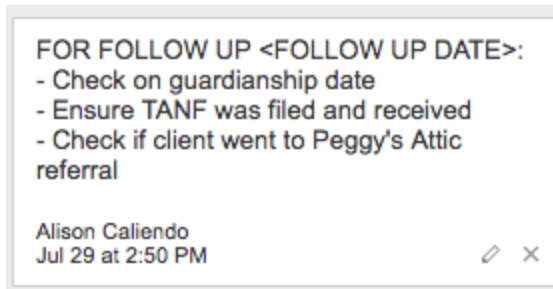
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4. Give caregivers copies of any additional referrals (e.g. Child Find, DFS Licensing, NEIS) before they leave and explain each.
5. Offer a printed copy of their resource locator tool list ACCESS at XXX
6. Mention any upcoming support groups, childcare options, family events, pop-up shops, etc, and provide flyers.
7. If we have additional food, diapers, or other resources available that match caregiver needs, offer to the caregiver. Document in Emergency Resources field in Database and on CC on the case plan.
8. Items such as used cribs, car seats, etc can be provided if available, but the caregiver must sign a **release of liability form**:
9. ALL resources provided should be documented in the Community Connection field on the Database and on the paper case plan. In addition, document in the Emergency Resources field in Database and on CC on the case plan.
10. Set a follow-up date with the caregiver and provide copies of upcoming key dates and next steps.
11. Walk the caregiver out of the office and help to the car if necessary.

### POST OFFICE VISIT:

- Enter the follow-up date in the database in the Follow-up section.
- Enter the contact information in the caregiver contact section.
- Enter any resources given in the funds and resources dispersed section.
- Create a note on the main caregiver page using the following format as an example:



- Place the caregiver's folder in the open case drawer in the advocacy office.
- Enter all contacts and time spent with the caregiver by service type and the time spent on each. YOU WILL NEED TO ENTER IN ACTIVITIES AND CASE PLAN/EMERGENCY RESOURCES \*\*\*TRAINING VIDEOS\*\*\*

	Contact Date ▼	Contact Location ▼	Contact Type ▼
	Jun 20, 2018	Office	Intake
	Jun 20, 2018	Office	Pre-Test
	Jun 20, 2018	Office	TANF Application Session
	Jun 20, 2018	Office	Resource Locator Tool

**3. FOLLOW UPS:** Complete follow-ups on case-managed caregivers and provide advocacy to overcome any roadblocks to case completion.

When you open Database, sort the "Follow up" field by "today". This will bring to the top the list of cases with follow-up dates.

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Scan the list of dates and follow up with caregivers who have a follow-up date of the current date or past.

Follow up as needed, no less than every 30 days, to ensure the caregiver is on track to meet goals.

**4. COMPLETING A CASE PLAN:** Cases are considered “complete” and ready for closure when the caregiver has met all of their goals in their case plan. This can be 1-4 goals.

- Legal Capacity goals are considered “achieved” when the family receives the legal capacity outlined in the goal. Once the family receives legal capacity, mark “TRUE.” If the family does not achieve legal capacity, mark “FALSE.”
- Financial Sustainability goals are considered “achieved” when the family has been approved for the financial support goals set at the beginning of the case. Once the family begins receiving the financial support(s), mark “TRUE.” If the family did not access financial support, this goal will be coded as “FALSE.”
- Community Connection goals are considered “achieved” when the caregiver uses the supplemental services and referrals provided. If the caregiver uses the services and referrals, mark “TRUE.” If the caregiver does not use the services and referrals, mark “FALSE.”
- Caregiver Emotional Support goals are considered achieved when the caregiver uses the emotional support services in their case plan. If the caregiver uses the services, mark “TRUE.” If the caregiver does not use the services, mark “FALSE.”

Cases remain open until all goals have a final disposition of either “TRUE” or “FALSE” under the “Achieved” tab for each goal.

**5. CLOSE OUT CASES:** Once the case is complete, close the case and administer post-tests and a satisfaction survey. Cases will not be open more than six months.

When a caregiver has completed all case plan goals OR we close out due to non-contact (at least three tries, one by email, and more than 90 days no contact):

- Ensure all fields in the case plan are completed. Add detailed notes as to why a family did not meet a goal (e.g. children reunified, didn’t want to cooperate with child support, no contact, etc).
- Complete post-test at last caregiver visit.
- Let the family know about ongoing support and upcoming events.
- Send out a closing email that includes a link to a SATISFACTION SURVEY. Please use the following template- you can modify it to make it sound like you but please keep the info the same.

*Please only send this once the file is complete- including post-test, and all community connection, legal, financial, and emotional boxes completed as needed.*

Dear FAMILY NAME,

On behalf of the Foster Kinship team, it has been our pleasure to assist you and we want to let you know that you are always welcome to reach out to us if anything should arise in the future.

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Please let us know how we did by completing this 3 question survey:  
<https://goo.gl/forms/PxQwPZCKS2Vlc9H62>

Keep in touch! Our closed Facebook group (<https://www.facebook.com/XXXX>) is always open for support and questions, and we offer in-person support groups- dinner and childcare is included! RSVP by calling 702-546-9988.

Thank you again for all you do for children,

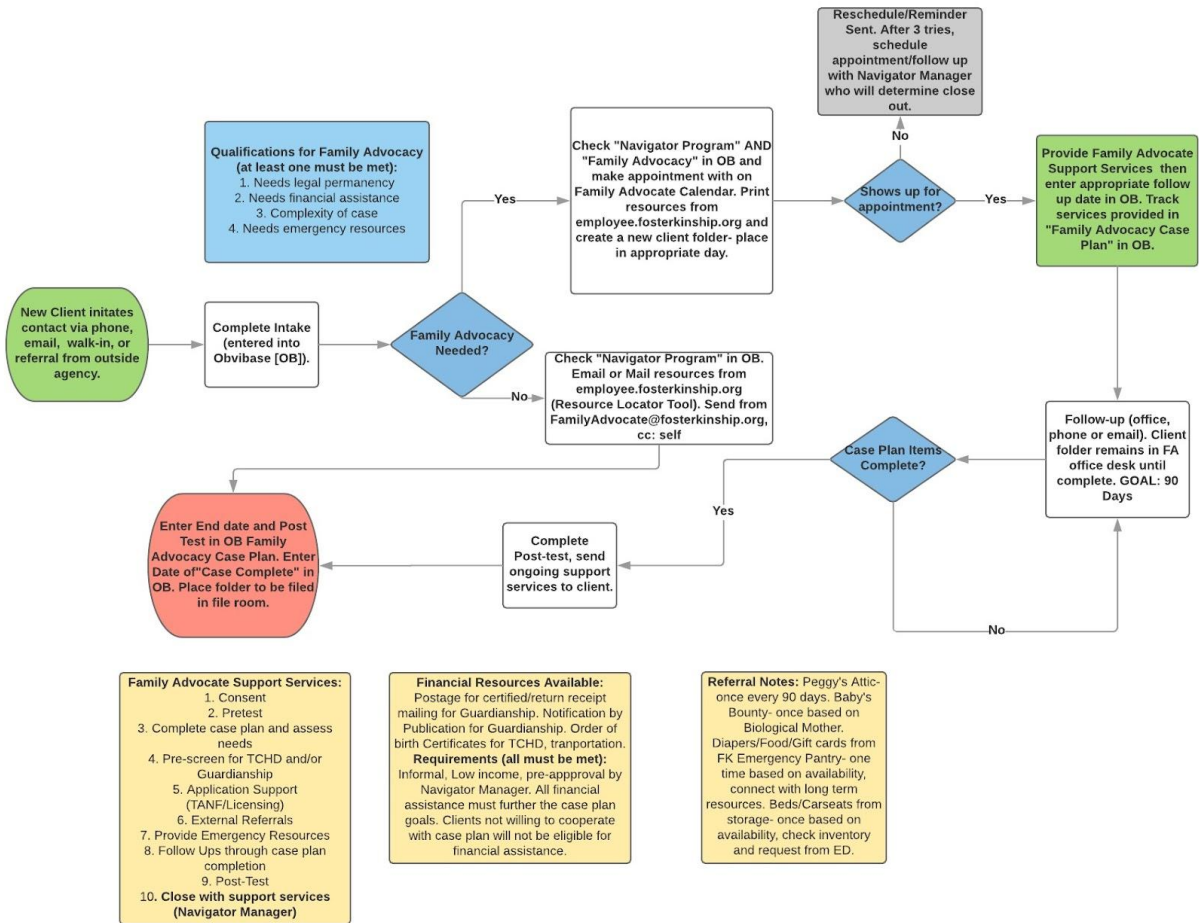
### **5. DATA AUDIT:**

- Ensure integrity of case files and fidelity to model (Appendix C)
- Go through all DWSS authorized rep forms and update caregiver files and database.
- Ensure all folders have a case plan that matches the database and is appropriate for the caregiver type.
- Ensure all database fields are filled out and logically make sense given caregiver type.
- Complete folder document checklist for each caregiver. Highlight any missing documents.

**NAVIGATOR PROCESS FLOW CHART**

**KINSHIP NAVIGATOR FAMILY ADVOCACY PROCESS**

Last Updated by: Nani Garrett/Ali Caliendo | June 25, 2018



**EMPLOYEE ACKNOWLEDGEMENT**

I have received, read, and understand the Kinship Navigator Program Manual. I have received training on the Foster Kinship Navigator Model. I understand that any deviation from the stated policy and procedures outlined in this manual will result in disciplinary action, including removal from Navigator shifts and up to termination.

\_\_\_\_\_  
Navigator Staff Print Name

\_\_\_\_\_  
Staff's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Operations Program Manager Signature

**APPENDIX A: NEW HIRE/INTERN TRAINING PLAN**

**SAMPLE TRAINING PLAN**

**What will you learn?**

This training program will assist in meeting your goals through the main objectives of your position such as:

- Case Management
- Direct Client Contact
- Community Presentation
- Community Resources
- Partnerships within the Community
- Resources within the Community
- Family Preservation

**Team**

You will work with and be supervised directly with the Family Advocate Team which includes:

- Trainer 1: <INSERT>
- Trainer 2: <INSERT>
- Supervisor: <INSERT>
- Director: Ali

**Tentative Schedule for Family Advocates**

The majority of hours must be completed <INSERT>

**Week 1** –HR Tasks & Learn about Kinship Care.

- Meet with HR to sign documents, update bio & photos, learn about timesheets
- Learn about GMAIL & other google applications we utilize
- Videos
- Readings
- Trainings
- Crumbly, Trauma Training, Child Welfare Process, ethics
- Daily Meetings for Key Take Away @ Lunch @ End of Day (w/ Trainer 1) can be verbal/reviews of notes
- End of Week Meeting with Trainer 2

Supervising Trainer: \_\_\_\_\_

**Week 2** –Learn about Kinship Care

- Schedule for Licensing Classes
- Continue Readings, Trainings
- Daily Meetings for Key Take Away @ Lunch @ End of Day (w/ Trainer 2) can be verbal/reviews of notes
- End of Week Meeting with Trainer 1

Supervising Trainer: \_\_\_\_\_

**Week 3** –Learn about Foster Kinship

- Begin Licensing Classes

# Foster Kinship: Kinship Navigator Program Manual

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- Day 1 Meeting with Director to discuss kinship care, how FK started, etc. 2 hour Meeting.
- Tour with Director to talk about how each program came to be
- Review Website, Social Media, and Closed Facebook Group
- Day 2-4 Shadow a different program or service FK offers and observe/bond with staff.

Supervising Trainer: \_\_\_\_\_

### **Week 4** –Learn about Foster Kinship Model

- Day 1/2 Meet with trainer to review mission, goals, manual, model
- Readings & research about other kinship navigator programs
- Learn about Salesforce & watch SF Videos
- Mid- End Week Sit with Assessment

Supervising Trainer: \_\_\_\_\_

### **Week 5** –Intake/Assessment

- Shadow all Intake/Assessment Workers
- Start taking basic calls & learning to navigate the questions & finding support.

Supervising Trainer: \_\_\_\_\_

### **Week 6** –Intake/Assessment

- Shadow all Intake/Assessment Workers
- Continue taking basic calls & learning to navigate the questions & finding support.
- Complete Intake/Assessments

Supervising Trainer: \_\_\_\_\_

### **Week 7** –Case Management

- Informal Case Management, observe, shadow, and support in appointments, follow-ups, etc.

Supervising Trainer: \_\_\_\_\_

### **Week 8** –Case Management

- Formal Case Management observe, shadow, and support in appointments, follow-ups, etc.

Supervising Trainer: \_\_\_\_\_

### **Week 9** –Begin Department Specific Training for an additional month & work directly with supervisor to complete training plan.

- Intake/Assessment, Informal CM, Formal CM, or other Dept.

Expectations: Supervisor maintains and scheduled shadowing, observations, and practice.

Supervising Trainer: \_\_\_\_\_



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**Week 10-12** – Continue Department Specific Training

Expectations: Supervisor maintains and scheduled shadowing, observations, and practice.

Supervising Trainer: \_\_\_\_\_

### LEARNING RESOURCES- NEW HIRE TRAINING

#### **Videos: Kinship Care:**

##### EXPLORING KINSHIP CARE FROM THE FRONT LINES

<http://centervideo.forest.usf.edu/video/qpi/florida/explreknshp/start.html>

#### **Videos: Trauma Informed Trainings:**

##### BODY MEMORY AND POST-TRAUMATIC GROWTH

<https://www.raisethefuture.org/on-demand-learning/body-memory-and-post-traumatic-growth>

##### CHILDHOOD TRAUMA AND ITS EFFECTS ON BRAIN DEVELOPMENT

<https://www.raisethefuture.org/on-demand-learning/childhood-trauma-and-its-effects-on-brain-development-may-2020>

#### **Complex Trauma, Intergenerational/Historical Trauma, & Effective Treatment Approaches**

Introduction to Complex Trauma: <https://www.nfpati.org/courses/introduction-to-complex-trauma>

Historical/Intergenerational Trauma

<https://www.nfpati.org/courses/historical-intergenerational-trauma-and-treatment>

Complex Trauma Treatment Options

<https://www.nfpati.org/courses/trauma-treatment-options>

#### **Engaging Kinship Caregivers w/ Joseph Crumbly**

<https://www.aecf.org/blog/engaging-kinship-caregivers-with-joseph-crumbly>

Readings:

##### KINSHIP NAVIGATOR PROGRAMS - SUMMARY & ANALYSIS

<https://www.grandfamilies.org/Topics/Kinship-Navigator-Programs/Kinship-Navigator-Programs-Summary-Analysis>

Research Brief: A Qualitative Research Study of Kinship Diversion Practices

<https://www.childtrends.org/wp-content/uploads/2016/07/2016-24KinshipBrief.pdf>

#### **Kinship Navigator Manual-**

[XXX](#)

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**In-Home Manual-**

[XXX](#)

**Foster Care Licensing Laws & Policies- XXX**

Foster Kinship Basic Training Date Reviewed	Staff Initials	Supervisors Initials
Welcome to FK - <a href="#">XXX</a>	* -	
Kinship 101: General Kinship Terms <a href="#">XXX</a>	* -	
Kinship FAQs <a href="https://www.fosterkinship.org/kinship-resources/kinship-faqs/">https://www.fosterkinship.org/kinship-faqs/</a>	* -	
Setting Up Your 3 Chrome Browsers <a href="#">XXX</a>	* -	
Intake BASICS & Salesforce Training <a href="#">XXX</a>	* -	
Foster Kinship Appointments <a href="#">XXX</a>	* -	
Salesforce Pt 1: Log in, Navigation, Search <a href="#">XXX</a>		
Salesforce Pt 2: Entering a new Household		
Salesforce Pt 3: Adding People to Households <a href="#">XXX</a>		
Salesforce Pt 4: Custody History and Income <a href="#">XXX</a>		
Salesforce Pt 5: Adding Activities <a href="#">XXX</a>		
Salesforce Pt 6: Emergency Resources <a href="#">XXX</a>		
Salesforce Pt 7: Opening and Closing Cases <a href="#">XXX</a>		

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Understanding the Interaction Rubric for Activities Data Entry <a href="#">XXX</a>		
How to understand DWSS notices and Salesforce		
Training <a href="#">xxx</a>		
<p>Child-Only TANF in NV</p> <ul style="list-style-type: none"> <li>• Read all information</li> <li>• Review Video: How to Apply Online</li> <li>• Check to see if you qualify</li> </ul> <p><a href="https://www.fosterkinship.org/kinship-resources/child-only-tanf/">https://www.fosterkinship.org/kinship-resources/child-only-tanf/</a></p>		
<p>Guardianship in Nevada <a href="https://www.fosterkinship.org/kinship-resources/guardianship-in-nevada/">https://www.fosterkinship.org/kinship-resources/guardianship-in-nevada/</a></p> <p>NRS 159A Guardianship Part 1 <a href="https://youtu.be/fanWr06hpEY">https://youtu.be/fanWr06hpEY</a></p> <p>NRS 159 Guardianship Part 2 <a href="https://youtu.be/n8EBYEPgDt4">https://youtu.be/n8EBYEPgDt4</a></p> <p>What you think you know about foster care may be wrong! <a href="https://youtu.be/JpkGf3D-JK8">https://youtu.be/JpkGf3D-JK8</a></p>		
<p>Professionals Guide for Kinship Care Road Map XXX</p> <p>Kinship Care Road Map Professional Guide for DFS <a href="#">XXX</a></p>		
<p>Kinship Care Road Map Professional Guide for Washoe County XXX</p>		
<p>Diversion to Voluntary Kinship Care: A Discussion Guide for the Child Welfare Worker and Kinship Caregiver <a href="#">XXX</a></p>		

Children in Nonparental Care in Nevada <a href="https://youtu.be/mWTX0ujK7O8">https://youtu.be/mWTX0ujK7O8</a>		
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**APPENDIX B: MODEL FIDELITY CHECKLISTS**

**INTAKE/ASSESSMENT**

NEW CAREGIVER INTAKE RUBRIC							
Phone-intake							
<b>Introduction</b>							
Describe Agency							
					Yes	No	N/A
Explain need to ask a few questions					Yes	No	N/A
<b>Intake Database question</b>							
	Legal relationship				Yes	No	N/A
	DFS involvement				Yes	No	N/A
	Licensing status				Yes	No	N/A
	Caregiver income				Yes	No	N/A
	Child(ren) income				Yes	No	N/A
<b>End of call</b>							
	Thank caregiver for answering questions				Yes	No	N/A
	Thank caregiver for taking care of child(ren)				Yes	No	N/A
	Explain that email will be sent by end of day				Yes	No	N/A
	Explain if email not received to call				Yes	No	N/A
	Explain if they have questions to call				Yes	No	N/A
<b>Post Intake</b>							
	Run caretaker information through				Yes	No	N/A
	resource locator tool						
	Email/mail caregiver						
	resource locator tool output				Yes	No	N/A
	appointment confirmation				Yes	No	N/A
	what to bring list				Yes	No	N/A
	Record in caregiver contact log						

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		intake				Yes	No	N/A
		email/mail				Yes	No	N/A
		Resource locator tool sent				Yes	No	N/A
	Create appointment calendar					Yes	No	N/A
	Assign caregiver to family advocate					Yes	No	N/A
	If no appointment made, 30 day follow up					Yes	No	N/A
<b>Schedule appointment</b>								
	Assign caregiver to family advocate					Yes	No	N/A
	Schedule type of appointment					Yes	No	N/A
	Schedule number of hours					Yes	No	N/A
	Email caregiver appointment confirmation							
		Caregiver name				Yes	No	N/A
		Name of case manager				Yes	No	N/A
		Time of appointment				Yes	No	N/A
		Date of appointment				Yes	No	N/A
		Location of agency				Yes	No	N/A
		Parking instructions				Yes	No	N/A
		Rescheduling information				Yes	No	N/A
		Items to bring to appointment				Yes	No	N/A
		ID and proof of residency				Yes	No	N/A
		Proof of household income				Yes	No	N/A
		Birth certificates				Yes	No	N/A
		Legal guardianship/custody paperwork				Yes	No	N/A
		Welcome to bring child(ren)				Yes	No	N/A
		Closing statement				Yes	No	N/A
<b>If no appointment</b>								
	30 day follow up appointment schedule					Yes	No	N/A

CASE MANAGEMENT

NEW CAREGIVER CASE MANAGEMENT RUBRIC								
<b>Before Caregiver Arrives</b>								
	Paperwork					Yes	No	N/A
	Caregiver file					Yes	No	N/A
	Client file check list					Yes	No	N/A
	Pre-needs assessment					Yes	No	N/A
	Consent form block grant (CDBG)					Yes	No	N/A
	Income verification					Yes	No	N/A
	Self-certification of income form					Yes	No	N/A
	Resource locator tool					Yes	No	N/A
	Consent form					Yes	No	N/A
	Open tabs on computer							
	Family Advocate (calendy)					Yes	No	N/A
	Helpline					Yes	No	N/A
	Individual Account (Salesforce)					Yes	No	N/A
<b>Introduction</b>								
	Welcome caregiver					Yes	No	N/A
	Offer drink					Yes	No	N/A
	Show bathroom					Yes	No	N/A
	Child(ren)							
	Assess maturity					Yes	No	N/A
	Take to play room					Yes	No	N/A
	Take to office					Yes	No	N/A
	Offer toys					Yes	No	N/A
	Offer snack					Yes	No	N/A
	Offer drink							
	Read consent form					Yes	No	N/A
	Have caregiver sign consent form					Yes	No	N/A

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	Administer							
		Pre-needs assessment				Yes	No	N/A
		Family Resource tool				Yes	No	N/A
		Administer within first 15 mins.				Yes	No	N/A
	Request							
		Family Resource tool				Yes	No	N/A
		Caregiver ID				Yes	No	N/A
		Proof of residence				Yes	No	N/A
		Financial Information				Yes	No	N/A
		Any custody documents (Placement letter, Temp/Guardian)				Yes	No	N/A
	Make copies of							
		Family Resource tool				Yes	No	N/A
		Caregiver ID				Yes	No	N/A
		Proof of Residence				Yes	No	N/A
		Financial Information				Yes	No	N/A
		Any custody documents (Placement Letter, Temp/Guardian)				Yes	No	N/A
<b>Case Planning</b>								
		Listen to caregiver's family situation				Yes	No	N/A
		Obtain caregiver's goals				Yes	No	N/A
		Determine caregiver's needs						
		Legal				Yes	No	N/A
		Financial				Yes	No	N/A
		Medical				Yes	No	N/A
		Community Resources				Yes	No	N/A
		Emotional				Yes	No	N/A
		Assist caregiver in completing paperwork as needed						
		Legal				Yes	No	N/A
		Financial				Yes	No	N/A
		Medical				Yes	No	N/A
		Community resources				Yes	No	N/A



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		Emotional				Yes	No	N/A
	Explain caregiver's service/resource options					Yes	No	N/A
	Document caregiver's service/resource needs							
		Case file				Yes	No	N/A
		Database				Yes	No	N/A
<b>Post-case planning</b>								
	Provide caregiver with							
		Family case plan				Yes	No	N/A
		Case plan referrals				Yes	No	N/A
	Activities they are required to participate in					Yes	No	N/A
		RLT printout				Yes	No	N/A
	Copy of "Raising Your Relative's Child"					Yes	No	N/A
	Time/Date of FK support group					Yes	No	N/A
<b>Document caregiver's case plan, service/ resource needs</b>								
	Case File					Yes	No	N/A
	Database					Yes	No	N/A

**APPENDIX C: RESOURCE LOCATOR TOOL**

**CAREGIVER TYPE FORMS**

<p>CAREGIVER TYPE #1</p> <ul style="list-style-type: none"> <li>o 120</li> <li>o 210</li> <li>o 230</li> <li>o 240</li> <li>o 510</li> <li>o 520 (55+ ONLY)</li> <li>o 530</li> <li>o 710</li> </ul> <p>CAREGIVER TYPE #2</p> <ul style="list-style-type: none"> <li>o 120</li> <li>o 210</li> <li>o 220</li> <li>o 230</li> <li>o 240</li> <li>o 510</li> <li>o 520 (55+ ONLY)</li> <li>o 610 (ZIP CODE)</li> <li>o 710</li> </ul> <p>CAREGIVER TYPE #3</p> <ul style="list-style-type: none"> <li>o 120</li> <li>o 210</li> <li>o 230</li> <li>o 240</li> <li>o 420</li> <li>o 510</li> <li>o 520 (55+ ONLY)</li> <li>o 610 (ZIP CODE)</li> <li>o 710</li> </ul> <p>CAREGIVER TYPE #4</p> <ul style="list-style-type: none"> <li>o 120</li> <li>o 210</li> <li>o 230</li> <li>o 240</li> <li>o 510</li> <li>o 520 (55+ ONLY)</li> <li>o 610 (ZIP CODE)</li> <li>o 710</li> </ul>	<p>CAREGIVER TYPE #5</p> <ul style="list-style-type: none"> <li>o 120</li> <li>o 410 (62+) OR 420</li> <li>o 510</li> <li>o 520 (55+ ONLY)</li> <li>o 610 (ZIP CODE)</li> <li>o 620 (ZIP CODE)</li> <li>o 710</li> </ul> <p>CAREGIVER TYPE #6</p> <ul style="list-style-type: none"> <li>o 120</li> <li>o 510</li> <li>o 520 (55+ ONLY)</li> <li>o 610 (ZIP CODE)</li> <li>o 620 (ZIP CODE)</li> <li>o 710</li> </ul> <p>CAREGIVER TYPE #7</p> <ul style="list-style-type: none"> <li>o 110</li> <li>o 120</li> <li>o 310</li> <li>o 410 (62+) OR 420</li> <li>o 510</li> <li>o 520 (55+ ONLY)</li> <li>o 610 (ZIP CODE)</li> <li>o 620 (ZIP CODE)</li> <li>o 710</li> </ul> <p>CAREGIVER TYPE #8</p> <ul style="list-style-type: none"> <li>o 110</li> <li>o 120</li> <li>o 310</li> <li>o 510</li> <li>o 520 (55+ ONLY)</li> <li>o 610 (ZIP CODE)</li> <li>o 620 (ZIP CODE)</li> <li>o 710</li> </ul>	<p>CAREGIVER TYPE #9</p> <ul style="list-style-type: none"> <li>o 110</li> <li>o 120</li> <li>o 310</li> <li>o 410 (62+) OR 420</li> <li>o 610 (ZIP CODE)</li> <li>o 620 (ZIP CODE)</li> <li>o 710</li> </ul> <p>CAREGIVER TYPE #10</p> <ul style="list-style-type: none"> <li>o 110</li> <li>o 120</li> <li>o 310</li> <li>o 610 (ZIP CODE)</li> <li>o 620 (ZIP CODE)</li> <li>o 710</li> </ul> <p>CAREGIVER TYPE #11</p> <ul style="list-style-type: none"> <li>o 120</li> <li>o 610</li> <li>o 620</li> <li>o 710</li> </ul>
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**RLT INDEX**

**XXXX**