

### 3.5 Family Support Services

**3.5.1.** Describe how the coalition ensures the provision of family support services to help achieve economic self-sufficiency. (s. 411.01(5) (c) 1.d., F.S.)

**Response Assessment: Evaluation**

**Description:**

At intake families that do not have a community-based case manager (income-eligible) are provided with a social services checklist. This list asks them to identify any needs other than child care. (i.e. mental health counseling, food stamps, housing assistance, etc.) If they identify a need, staff then provides them with information on where to obtain the assistance. Documentation is reviewed during the annual file audit.

Child care providers also provide critical linkages to social services. Providers with an established relationship with a family can provide unique supports, but they must have knowledge of the services available. The Coalition is designing training for providers on identifying social service needs and provide the linkages to community resources.

Identify expected results relative to this element in the chart below:

Required Element	Current Situation	Objective	Activities	Outcome
3.5.1. Family Support Services	Families that do not have a community-based case manager receive a Social Services Checklist. Parents needing assistance with social, educational, health or economic services areas are referred to the appropriate agency.	1. Assist families in identifying their social service needs and provide the linkages to community resources.  2. Increase knowledge of providers working with families in identifying their social service needs and provide the linkages to community resources.	1.a. Assess needs of parents using the Family Needs Questionnaire.  1.b. Refer families to appropriate agencies for assistance.  2.a. Develop a matrix of local social services available.  2.b. Offer quarterly training to providers on	1.100% of eligible families (who are not identified as receiving case management service. ) will be offered referral to appropriate social services as reported on quarterly reports.  2. 75% Providers who attend training will demonstrate increase in knowledge on pre/post

Required Element	Current Situation	Objective	Activities	Outcome
			identifying social service needs of families and provide the linkages to community resources.	assessment.