**SCOPE OF WORK**

**Program Name: Differential Response Services – Service Area \_\_\_**

**Agency:**

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| **Project GOAL (Long Term):** Children whose families successfully complete DR services will not experience the recurrence of maltreatment within 12 months. |

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| **SERVICES**  ***What services will be provided and to how many?*** | **ACTIVITIES**  ***What corresponding activities will occur each quarter?*** | **Resulting Outcomes To Be Reported** | **MEASUREMENT TOOLS** | **ESTIMATED OUTCOMES** |
| 1. Provide at least xxx at-risk families with information, referral, and linkage services to asset them with accessing supportive services in the community.  i. Among these families, at least xxx families will have children ages 5 and under.  ii. Among these families, at least xxx children ages 5 and under will receive services.  iii. Among these families, at least xxx children between the ages of 6 to 17 will receive services.  2. Provide strength-based case management services to at least xxx at-risk families needing family support beyond resource and referral services to increase family stability.  i. Among these families, at least xxx families will have children ages 5 and under.  ii. Among these families, at least xxx children ages 5 and under will receive services.  iii. Among these families, at least xxx children between the ages of 6 to 17 will receive services. | 1. Partner with community agencies.  2a. Screen all referrals in C-IV to identify any CalWORKS Welfare to Work (WTW) participation requirements or sanctions.  2b. Provide strengths-based, family-driven case management services that are based on comprehensive assessment, goal focused, and assist families with building Protective Factors.  2c. Partner with community agencies and provide at least xxx case managed families with children ages 5 and under with referral(s) for supportive services.  2d. Provide at least xxx case managed families with children ages 5 and under with transportation services, vouchers to public transportation services, and/or assist families with obtaining appropriate means of transportation.  2e. Encourage parents to fully participate in any required WTW program activities; and, provide encouragement, transportation assistance, and supportive services to assist WTW sanctioned parents with curing any sanctions. | *Engagement:*  2a. Parents will be satisfied with services provided.  2b. Families referred for DR services will accept case management services.  *Short Term:*  2a. Families receiving case management will demonstrate improved family functioning.  2b. Families with an open DR case will actively participate in any required WTW program activities.  2c. Families with an open DR case who are WTW program sanctioned will successfully cure their sanction.  *Long Term:*  1. Children with a substantiated abuse allegation whose families successfully complete DR services will not experience recurrence of maltreatment within 12 months. | *Engagement:*  2a. North Carolina Family Assessment Scale (NCFAS) exit assessments to be completed by families and case managers at the close of case.  2b. Social Solutions ETO System.  *Short Term:*  2a. NCFAS-General (NCFAS-G) to be completed at intake, every 90 days case is open, and at time of case closure.  2a, 2b & 2 c. Social Solutions ETO System.  *Long Term:*  Social Solutions ETO Software and Child Protective Services’ Records | *Engagement:*  2a. At least 90% of parents will indicate that they were satisfied with services.  2b. At least 60% of families referred will accept DR case management services.  *Short Term:*  2a. At least 67% of families receiving case management services will successfully improve family functioning and complete their case plan goals.  2b. At least 50% of families will be actively participating in any required WTW activities at time of DR program exit.  2c. At least 25% of WTW sanctioned families will successfully cure their sanction prior to DR program exit.  *Long Term:*  1. Fewer than 9.1% of children with a substantiated abuse allegation whose families successfully complete DR services will not experience recurrence of maltreatment within 12 months. |