

**NORTHWEST FAMILY SERVICES, INC.**  
**FY 2016 Annual Report**  
**620 Flynn St. Alva, OK 73717**  
**(580)327-2900**

**Emergency Youth Shelter**

Throughout FY16 there were 3 youth that received Host Home Care for a total of 127 nights. All three youth were in DHS custody; two were under a year old, one was 7 years old. We have had 25 other referrals this year. Twelve were from out of our catchment area, one was over the age of 18, four had behavioral issues that made them inappropriate for host home care, alternative arrangements were made for six of them that allowed them to be with family and two were assisted in finding other placement due to our home not being available.

FY16 has been a transition year for our Host Home Program. We started out the year with two host homes. In September, one of our families chose to switch to foster care to allow the two children placed in their home the ability to remain in their care long-term. In January, our second home retired after over 10 years of service to more than 100 youth. At this time we had three homes going through the certification process. One of these homes chose to become a foster home, one moved out of state for a new job opportunity within weeks of becoming certified and the third had some family situations that has delayed their certification. This left us with no certified host homes for the second half of the year. During this time we have only had one referral for a 16 year old female from Woodward County (out of our service area). This has been a significant decrease from years past. This is most likely due to the fact that our local DHS is no longer utilizing host homes for emergency care unless it is the last resort due to their classification as being a shelter which requires an exemption from the state office. Despite this, NFS understands the importance of having host homes available for parental placements and other emergency situations. NFS currently has one home that is about to complete the certification process and two other families who have shown interest in beginning the process.

**Foster Care**

NFS certified our first foster family on September 24, 2015 and by the end of FY-16 we had three homes certified and had served 10 youth through our foster care program for a total of 459 nights. Four youth under the age of 3 years, three youth between the ages of 3-5 years and three youth between the

ages of 6-12 years. Five of the youth served were from within our immediate catchment area and other five youth were from outside our immediate catchment area. During FY-16 we had 32 additional foster care referrals come in when we had beds available. These youth were not able to serve due to the youth's challenging behaviors/medical concerns, case worker finding closer placement or the youth not being a good match for the family who had a bed available. Currently we have 5 foster homes certified (12 beds) and 2 more families going through the certification process.

### **Start Right**

The Start Right program is an intensive home visitation Family Resource/Child Development program for families with one or more social, financial, Medicaid, or behavioral risk factors. This program provides services to the parents of young children and focus on child development issues, child safety information, parenting information, and resource awareness and usage.

The services are provided by trained parent educators who are also trained as Family Support Workers. This year our staff worked with a total of 30 families. There were 400 home visits this year. The services were well received by all participants, and they were able to internalize the information they were given. Our Family Building Blocks staff made no referrals to child welfare this year. There were 127 parenting education groups completed this year with 622 total participants. Our on-site review from the Oklahoma State Department of Health In June 2016 was very positive. Our program was listed as achieving a score of 5 on each review section, with a score of 5 being the highest score possible.

## **Northwest Family Services, Inc. Annual Program Narrative Report**

### **1. IDENTIFIED POPULATION**

Northwest Family Services initiates services both prenatally and after the birth of the identified child. We use a variety of methods to identify families in the community that would benefit from our services. We have a brochure which is distributed to all medical professionals, schools, health departments, DHS, low income housing units, counselor, and various other places in the communities in our catchment area. Families which are participating in the program are also very good referral sources for our program and our best cheerleaders. The longevity of the staff in this program as well as the agency makes it easier for us to connect with families.

Seventy-six percent of our families enrolled before the identified child

turned 3 months old, and twenty-four percent of our families enrolled before the identified child was 12 months old.

## **2. SCREENING AND ASSESSMENT**

Northwest Family Services uses the Health Families America screening tool to complete screenings and the KEMP Family Stress Checklist to complete the assessments. We completed 55 screenings between July 1, 2015 and June 30, 2016 and 25 assessments during the same time.

If we have a family that scores above 40 on the assessment we as a staff discuss how we should proceed with services. We are fortunate in our agency to have a counseling staff that is available to provide counseling services for our families if the need is there. We also provide services to a women's substance abuse treatment center in our area and most all of these women score above 40, but are involved in an extensive treatment program that is covering all these areas.

## **3. OUTREACH SERVICES**

As previously discussed in identified population, we use a variety of mechanisms to recruit families. Once families are enrolled in the program the FSW uses many tools to keep families engaged and active in the program. We are fortunate to have families that want to give back to other families once they are in a position to do so. These families will give many of the items listed below. We are able to get all other items from various organizations as well as individuals in our communities. These tools include but are not limited to:

- Exchange of contact information
- A calendar to write appointment with FSW as well as others
- Parenting notebook
- Christmas gifts for families provided by a local church
- Age appropriate toys and books
- Free diapers, wipes, and formula (provided by a local church)
- Transportation
- Access to other community resources

- Clothing
- Baby food as well as food for the family
- Persistent contact from FSW to family
- Notes on door
- Phone calls
- Baby equipment
- Furniture for the home
- Hand-made baby quilts
- Personal hygiene items as well as household items

#### **4. HOME VISITATION SERVICES**

Northwest Family Services has had a few Level 1 families that have requested less frequent home visits. The reason the families have given include: doctor's appointments, WIC, counseling, Sooner Start, sibling appointments, and work schedules. The FSW always explains that the program is designed to have weekly home visits but we also try to let the families determine the schedule as much as possible since this is a parent driven program. During this year, most of our Level 1 families have participated in weekly home visits.

We are currently providing services to many women in a substance abuse treatment facility. These women and their children are typically at this facility for 4-6 months. We are able to provide home visitation services to these families during this time. Some of these families relocate to this area after leaving treatment, but many move out of state or back to the place they came from. Some of the women do not complete the treatment program and leave without any notice.

#### **5. CULTURALLY SENSITIVE SERVICES**

If we had a family that was not English speaking, we have a network of translators available to our agency. Our service area is comprised of 97% Caucasian; therefore, most of our brochures and literature is reflective of this community. We have available to use handouts, brochures, and forms in Spanish if the need arise. Northwest Family Services has what we consider a large amount of Fatherhood literature. We are fortunate to have several fathers that participate in our program. We have hand-outs, brochures, books, and curriculum designed

specifically for fathers. When we have had families with different cultures, we have researched online, learned from the families themselves, and also from the translators we use. We feel we have been sensitive to the different cultures we have had involved in our program in the past.

## **6. SUPPORTING FAMILIES**

The FSW and family work together to come up with goals and objectives for the family support plan. The family is given a Family Support Plan worksheet as well as What I want for My Child worksheet and What I would Like for Myself worksheet to help FSW and family brainstorm goal ideas.

Some of the goals established by families would be scheduling and keeping home visits, fixing healthy meals, eating together at the table, graduate from the substance abuse treatment program, stop smoking, child proof the home, enroll in technology center, find a job, ASW and ASQSE and developmental activities, find suitable housing, and find appropriate daycare. The FSW provides information and support to families regarding these goals. The FSW encourages families to be accountable in order to achieve their goals.

We use information from the PAW curriculum, the I Am Your Child DVD series, materials provided to us by TSET, and materials from the National Center on Shaken Baby Syndrome to cover topics such as: smoking cessation, abusive head trauma, home safety, physical activity/nutrition, and breast/bottle feeding.

## **7. COMMUNITY REFERRALS**

Northwest Family Services has many community partners that provide a variety of different assistance to our families. We have local churches that provide a variety of different assistance to our families. We have local churches that provide food, help pay bills, baby necessities, personal care items, clothing, furniture, hand-made quilts, and transportation. We have various clubs and organization, private individuals, and school organizations that help provide assistant to our families when needed.

## **8. SUPERVISION**

The program supervisor, FSW, and agency director have informal contact on a daily basis. When a problem occurs it is usually discussed first at this level. The staff members discuss how the problem can be addressed. The supervisor and the FSW have weekly supervisory sessions. These sessions last 2 hours and we discuss the levels of families, check cases for completeness, any issues with families, training needs, and other issues related to the services provided to the families. The supervisor and the FSW also schedule, complete and discuss the shadow visit. We have completed 2 shadow visits during this year. The program supervisor which also acts as the FAW, FSW, and data entry clerk meets with the Executive Director on a weekly basis. The topics covered during these sessions include case management, any issues with data entry, and any other issue related to the services provided by the program. Northwest Family Services has group supervision twice a month with each session lasting 2 hours. We cover program policy, schedules, assessments, screenings, home visits, and other program activities during the month. We also discuss training needs and where we can receive the training we need. We discuss any other issues or problems regarding this program during this time.

## **9. CHILD PROTECTIVE SERVICE**

Northwest Family Services did not have any Critical Incident in which forms needed to be completed. Northwest Family Services made no reported to OKDHS during this time.

## **10. SPECIAL POPULATIONS**

Northwest Family Services did not provide any services to military families. NFS provided services for six homeless families during this time. We did not have any fathers that served as PCG's this year. We have provided services to several Native American's during the year.

## **BEHAVIORAL HEALTH OUTPATIENT SERVICES (BHOP)**

### **Target Population**

Behavior Health Outpatient Services (BHOP) target children less than 18 years of age, their families, or their legal caregivers who are experiencing one or more problems that put them at risk of entering or further infiltrating the juvenile justice system. An exception to the policy is

made when the client is a victim of a crime.

### **Admission Criteria**

All clients served must have cognitive ability and short-term memory recall sufficient to derive a reasonable benefit from the services provided. All clients must demonstrate the ability to actively participate in their treatment process. Clients must not represent a danger to themselves or others.

### **Services Provided**

Clients may receive one or more of the following services from the Northwest Family Services, Inc. Behavioral Outpatient services:

- Comprehensive assessment
- Treatment plan development
- Individual, group, or family counseling
- Clinical evaluation
- Satisfaction survey
- Transition planning
- Discharge planning
- Discharge conference
- Follow-Up if requested

All counseling services are provided by licensed professional counselors or master level counselors under supervision for licensing. The NFS BHOP services are nationally accredited through the Commission on Accreditation of Rehabilitation Facilities.

There were 173 counseling cases served in FY 16. There were 1347 hours of direct service provided by 3 full-time equivalent counseling staff. These hours are inclusive of those provided by our Extended Outreach staff in Major County.

Our reimbursement for CARS services totaled \$4,185 and our reimbursement from Title XIX was \$5,428. There were 10 CARS referrals during this year.

### **First Time Offender Program**

We had 1 FTOP referral this year.

### **Parenting through Separation and Divorce (PTSD)**

Parenting through Separation and Divorce is an education skill building program designed to help separated or divorcing parents develop or maintain a united approach to parenting issues.

This service was developed at the request of the area judges. Services are provided in Alva, Fairview, and Cherokee on a rotating basis. The class meets once each month for a 3 hour session. The class covers skills for relating to divorce issues, children's responses to divorce, and communication skills and guidelines for cooperative parenting.

Referrals for the class are received through the person requesting the service. Information about the service is made available to all area attorneys, judges, and court clerks.

There is a \$30.00 charge for this service. Thirty-seven people participated in these classes in FY16. Amber Maier Provides this service in Alva. Ginger Smith presents the information for our Cherokee group, and Nicole Martens presents for the Fairview group.

### **Within My Reach**

The "Within my Reach" program is a 14-hour curriculum based psycho-educational program designed to teach positive relationship building to individuals.

In FY16, our staff spent 24 hours presenting this curriculum. There were 3 total participants, but none completed the program. The lack of staff at the Waynoka Treatment Center did not allow for many of our sessions to be held. This was the reason for the decline in the numbers for this service compared to other years.

### **CARF**

Our CARF on-site review was in February 2016. It was a three day review and Northwest Family Services did very well on all sections of the review. We were certified for another three year period at a 100% level and without any negative scoring. The CARF review put Northwest Family Services in the top three percent of all agencies receiving a CARF review.

## **Licensing**

Two Department of Human Services Licensing reviews were conducted in FY16. Both reviews were very positive.

## **OAYS and OJA**

Our OJA contract review and the OAYS certification review were conducted together in August 2016. We had very positive comments from all reviewers. A copy of these reports is attached for review.

## **Community Resources Coordinator**

This program targets youth who are attending school, but are currently not living at home or are at-risk of not living in their own homes. Our initial school survey identified there were from 60-90 targeted youth in the 3 county area we serve. Services for youth include: building life skills, finding employment, family reunification when possible, post high school education applications, budgeting, and living arrangements.

During FY16, the community Resources Coordinator (CRC) made contact with 54 youth through the local school systems by doing class presentations. The school districts that participated this year are Alva (high school and middle school), Fairview High School, and Freedom (high school and middle school). The following topics were presented in the classroom: goal setting, communication skills, alcohol abuse and effects and consequences, aptitude tests, personality tests, career choices, interpersonal relationships, shaken baby syndrome, how to fill out job applications, mock interview, community resources, and signs of a healthy vs. unhealthy relationship. Student contact was also made during the summer through the Woods County Coalition's Gulp and Gallop program. As a member of the WCC, the CRC assisted with the program and was able to maintain contact with students who were previously identified during the school year as well as identifying additional students in the process. Students were able to sign up for the summer lunch program which included a cold lunch and an educational presentation. The school provided the transportation. Student participation in the program averaged approximately 60 students a day through the month of June.