2020-21 Programmatic Implementation & Data Reporting Expectations

Family Services Initiatives
(Parenting, Family Strengthening, and Family & Neighborhood Supports)

The Children's Trust appreciates the flexibility of funded providers during the COVID-19 pandemic. You have shown dedication and creativity in supporting Miami-Dade families during this uncertain time. We look forward to continuing to partner with you to ensure ongoing availability of supportive services for parents and families this new contract year. As we approach the uncertainty related to the impact of the pandemic during the 2020-21 contract year, The Children's Trust's programmatic expectations are outlined below.

The following guidelines offer providers the proper methods to document virtual/tele-services by reporting attendance using a "virtual" site when activities are not delivered in-person.

CATEGORY	IN-PERSON SERVICES	VIRTUAL/TELE-SERVICES
SERVICE DELIVERY	The continuously changing landscape produced by the pandemic impacts the ability to know the exact parameters for contracted services for the year. However, based on the prior contract year, it is expected that most family services contracts will continue delivering services as contracted, inclusive of service population, albeit in alternative, virtual modalities as approved in modified plans for the first six months of the contract year. Cohorts that begin virtually with completion beyond six months mark, can maintain the starting mode of delivery. As always, programming must be inclusive of parents and families of children and youth with disabilities, with the understanding that the specific accommodation needs may vary for the in-person and virtual modalities.	
CONCRETE SUPPORTS & REFFERALS	Parenting, Family Strengthening and Benefits Enrollment programs are strongly encouraged to work with Family & Neighborhood Support Partnership providers to support the one-time concrete needs of families. Families needing more intensive wrap-around services should be referred to Family & Neighborhood programs for care coordination, and those needing public benefits supports should be referred to Benefits Enrollment programs.	
EVIDENCE-BASED PROGRAMS (EBPs)	EBP-specific guidelines must be followed when available and should be monitored regularly for updates from curriculum developers.	
METRICS	As noted, this year is starting out with some degree of uncertainty, although many family services have made the transition from in-person to virtual services and continued to meet family needs. Program metrics will be analyzed at mid-year and at the end of the year. At those time points, **we will determine each contract's overall program performance based on agreed upon temporary modified service plans and expectations.**	
DEMOGRAPHICS & REGISTRATION FORMS	All providers are expected to enter standard demographic information for new participants. For existing participants, demographics should be validated and updated as needed (e.g., new address, phone, number of children in care, etc.). Registration forms may be collected electronically or in-person and must include all demographic fields typically required by The Trust and the program. Parent's signature is **required** and can be obtained in person or using an E-signature (an electronic sound, symbol or process attached to a document and executed by a person with the intent to sign the record).	
SITES	Changes to sites made after the contract was executed will be processed internally. Providers will be notified when new sites are added to the system.	A **"Virtual"** site will be added to the SAMIS set-up. **Providers will be notified when the site is added so that groups can be created, and data can be entered.**

CATEGORY	IN-PERSON SERVICES	VIRTUAL/TELE-SERVICES
CREATING PARTICIPANT GROUPS	Add new participants as usual. Existing participants do not need to be re-entered but must be assigned to applicable groups for the new program year.	Create new group(s) that include **"20-21 Virtual Services"** in the group name. New group(s) should have the **"Virtual"** site assigned to them. Assign existing and new participants to the group(s). Existing participants do not need to be re-entered. They only need to be **assigned** to the new group. For existing participants who received virtual services in the previous contract year, there is no need to modify prior data entered. **New data entry procedures are effective for services delivered starting August 1, 2020 with adjustments based on the date the virtual site was added to the contract.**
ATTENDANCE	**Attendance should be entered within 24 hours of service delivery.** Attendance should be entered as usual for each activity.	**Attendance should be entered within 24 hours of service delivery.** Attendance should be entered as usual for each activity, using the **"20-21 Virtual Services"** group.
PERFORMANCE MEASURES (PARTICIPANT OUTCOMES)	Participants should be tested using the standard contracted measurement tools listed in the Scope of Services. Performance Measures data must be entered in SAMIS.	Providers are expected to track participant outcomes described in the Scope of Services. If measurement tools or administration/ scoring needs to be modified to be completed virtually, then provider must submit modification information to Research Analyst for consideration in advance. Virtual tool administration must be compliant with all relevant participant privacy regulations.
GROWTH PLAN	No changes. Providers are expected to work with their Program Manager to create/update their growth plans as usual.	
CAT VISITS	(Applicable to Parenting programs only) will NOT be conducted during the first six months of the contract year.	
ADMINISTRATIVE & SAFETY COMPLIANCE	Will be conducted through desk reviews and self-assessment with an attestation of compliance by providers.	
PROGRAM OBSERVATIONS	Program observations will be completed during the first six months of the contract year. Providers will receive communication on how observations will be conducted and the timeline.	

Here are some helpful links to help you get started with your new contract year data:

Programmatic Data Entry Instructions
Family Services Contract Metrics One-Pager
Parenting Reporting
Family Strengthening Reporting
To access **Participant Forms and Incident Reporting** you must first log in to the Trust website : Go to the "Providers" section and click on "Programmatic".
To access **Growth Planning Guidance** you must first log in to the Trust website: Go to "Program Metrics"
U.S. Overview of Electronic Signature Law