



# **HOMEBUILDERS<sup>®</sup> STANDARDS**

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# HOMEBUILDERS®

## Program Structure Standards

### **Specific Target Population**

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The HOMEBUILDERS program serves only families whose children are at imminent risk of out-of-home placement, or who are in placement and cannot be reunified without intensive in-home services.

- HOMEBUILDERS eligibility criteria
- Re-referrals
- Reasons for ineligibility
- Eligibility determination time frame

### **Values-Based Orientation**

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HOMEBUILDERS is based on a clearly articulated set of values and beliefs, which guides program design and staff behavior.

- HOMEBUILDERS values and beliefs
- Expected staff behavior
- Use of value-neutral language

### **Immediate Availability and Response to Referrals**

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The HOMEBUILDERS program accepts referrals 24 hours a day, seven days a week. A therapist meets with each family as soon as possible following referral, preferably on the day of referral, and no later than 24 hours after referral.

- Public agency referral process
- Requirements for accepting referrals
- Intake session within 24 hours
- Expectations regarding attempts to contact families

### **Twenty-Four Hour Availability**

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The family's primary therapist is available to family members 24 hours a day, seven days a week. The team supervisor is available 24/7 as the primary back up for the therapist. Other team members, familiar with the family's service plan, also provide back up.

- Catchment area
- Therapists' work schedule
- Outside employment
- Supervisor as back up

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## **Services Provided in the Client's Natural Environment**

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HOMEBUILDERS services are provided primarily in the family's home. Some client contact may occur in other community locations that are part of the client's natural environment.

- Travel reimbursement
- Location of visits
- Office-based client sessions

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## **Service Intensity and Caseload**

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A full-time therapist typically serves 18 families per year, working with two families at a time. Service intensity (hours per week and total hours per intervention) varies across families, based on their needs. Families typically receive 40 or more hours of face-to-face contact during the intervention.

- Referent contact with families
- Face-to-face contact requirements
- Number of sessions per week
- Caseload size

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## **Brevity of Services**

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HOMEBUILDERS is a time-limited service; interventions are concluded when the imminent danger of placement or re-placement has been averted. Client families are usually seen for four weeks, with an option for service extension to six weeks if the additional service time would significantly reduce the likelihood of placement.

- Length of intervention
- Criteria for extensions
- Supervisor authorization of extensions

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## **Single Therapist Operating within a Team**

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HOMEBUILDERS therapists operate within a team of three to five therapists and a supervisor. Services are provided to families by a single therapist, with the clinical team providing back up. In rare circumstances, more than one therapist may serve a family.

- Team size and composition
- Supervisor to therapist ratio
- Independent contractors or sub-contractors
- Use of half-time therapists and supervisors
- Back up coverage
- Exceptions to single therapist standard
- Participation in team consultation

## **Supervision and Consultation**

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Consultation from a trained HOMEBUILDERS supervisor is available to therapists 24 hours a day, seven days a week. Supervisor-facilitated team consultation occurs at least weekly.

- Team consultation requirements
- Individual consultation requirements
- Supervisor availability to therapists
- Supervisor accompanying therapists
- Roles in team consultation
- Provision of technology

## **Ongoing Quality Enhancement**

Page 23

Supervisors and therapists receive the initial and ongoing training, consultation, and support necessary to deliver quality services. Programs participate in ongoing quality enhancement processes to ensure fidelity to the HOMEBUILDERS model. Data are used to evaluate and improve program outcomes.

- Qualifications of therapists and supervisors
- Program manager requirement
- Clerical requirement
- Data collection and monitoring activities
- Homebuilders web-based client information system
- Continuing client contact for supervisors
- On-the-job training
- Quality enhancement and quality improvement plans

# HOMEBUILDERS®

## Intervention Activity Standards

### **Promoting Safety**

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Throughout the intervention, the therapist assesses child, family, therapist, and community safety. The therapist structures the environment and uses clinical strategies designed to promote safety.

- Managing safety concerns
- Reporting of safety concerns
- Terminating services due to safety concerns

### **Individually Tailored Services**

Page 27

The therapist tailors services and flexibly schedules sessions based on family members' needs, goals, values, culture, circumstances, learning styles, and abilities.

- Flexible scheduling requirement
- Respect for diversity
- Clinical materials and resources
- Variety in length of sessions and services provided
- Matching services to the family

### **Engagement and Motivation Enhancement**

Page 29

The therapist develops and maintains a positive, collegial working relationship with family members. The therapist assumes responsibility for motivating family members, and employs a variety of motivation enhancement strategies.

- Engagement strategies
- Funds for engagement activities and basic needs
- Referent requests that compromise engagement
- Motivation enhancement strategies

### **Comprehensive Assessment**

Page 31

The therapist conducts a behaviorally specific, interactive, ongoing, holistic assessment. The assessment includes information about family strengths, values, skills, problems, needs, and barriers to goal attainment.

- Information included in the assessment
- Characteristics of the assessment process
- How assessment information is gathered
- Use of NCFAS and NCFAS-R
- Written assessment time frame

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**Goal Setting and Service Planning**

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The therapist collaborates with family members and referents in developing behaviorally specific, attainable intervention goals and corresponding service plans. Intervention goals and plans focus on factors directly related to the risk of out-of-home placement.

- Relating goals to placement prevention or reunification
- Characteristics of goals
- Service plan requirements
- Initial service plan time frame

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**Cognitive and Behavioral Approach**

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The HOMEBUILDERS model utilizes research-based interventions. The therapist applies cognitive and behavioral principles and strategies to facilitate behavior change.

- Use of research-based cognitive and behavioral strategies and interventions
- “Personal scientist” approach

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**Teaching and Skill Development**

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The therapist uses a variety of teaching methods to help family members acquire, maintain, and generalize skills.

- Matching teaching methods to families
- Methods of teaching
- Teachable moments
- Assigning homework

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**Provision of Concrete Services**

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The therapist advocates for and provides concrete goods and services that are directly related to achieving the family’s goals, while teaching family members to meet these needs on their own.

- Provision of concrete services and supports
- Funding of concrete services
- Accessing other resources to meet concrete needs
- Teaching family members to meet their concrete needs

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**Collaboration and Advocacy**

Page 38

The therapist collaborates and advocates with formal and informal community resources and systems impacting the family, while teaching family members to advocate for themselves.

- Relationships with referents and other community professionals
- Consultation and advocacy with service providers
- Collaboration with family’s social support network
- Teaching family members self-advocacy skills

Prior to the conclusion of services, the therapist and family members assess goal attainment, plan for the maintenance of progress, and collaborate with the referent to address ongoing service needs.

- When to close services
- Planning for maintenance of progress
- Written service summary time frame
- Post-intervention requests from families

## Specific Target Population

The HOMEBUILDERS program serves only families whose children are at imminent risk of out-of-home placement, or who are in placement and cannot be reunified without intensive in-home services.

### Rationales

Targeting this population:

- ❖ Reduces the number of children in out of home placement. Once a child has experienced a placement of any length, the likelihood of future placement increases. Children often suffer long-term, negative social, emotional, behavioral, and educational consequences when placed outside their homes.
- ❖ Reduces costs. Placing children outside their homes is more expensive than maintaining children in their homes. Limiting services to this population allows resources to be targeted to families in which cost-savings can be realized.

### HOMEBUILDERS Eligibility Criteria

- ❖ At least one child is at imminent risk of out-of-home placement, or in placement and cannot be reunified without intensive in-home services.
- ❖ The child could remain in the home and not be at risk of imminent harm if intensive in-home services were provided.
- ❖ At least one parent is willing to meet with the Homebuilders therapist.
- ❖ The family is available to participate in an intensive, four to six week intervention.
- ❖ Less intensive services would not sufficiently reduce the risk of placement or facilitate reunification, are unavailable, or have been exhausted.
- ❖ If a child is referred for reunification, the child will be returned to the family within 7 days of the start of services.

### Public Agency Components

- ❖ Ensures referrals meet eligibility criteria. Research or evaluation would demonstrate that at least 90% of eligible families who are not served by Homebuilders experience placement of a child, or delayed reunification.
- ❖ Links the referral process to placement and reunification decision-making processes.
- ❖ Allows re-referrals when families continue to meet eligibility criteria.

### Program Components

- ❖ Does not turn down referrals based on presenting problems or characteristics other than imminence of placement or need for reunification.
- ❖ Typically accepts referrals only when a therapist has an opening, accepts referrals on a first come first served basis, and does not maintain a traditional waiting list.

- ❖ Has limited flexibility to tentatively reserve upcoming openings for a short period of time for reunification referrals that require advance planning, and for placement prevention referrals in which a court order or requirement from a local decision-making body stipulates that the child(ren) may remain home only if Homebuilders is in place. Whenever this occurs, the referent must put measures in place to ensure child safety (e.g., continued out-of-home placement or an intensive coverage plan that includes daily home visits from a case aide, a contracted service provider, and/or the referent). Eligibility criteria must be met at the actual time of referral.
- ❖ Accepts re-referrals when approved by the supervisor and consultant.
- ❖ Determines eligibility at referral, and during the first 72 hours of the intervention. A family may only be determined ineligible if:
  - ❖ There are no Homebuilders openings because caseloads are full.
  - ❖ No face-to-face contact has been possible despite numerous and persistent efforts.
  - ❖ The family could be adequately served by less intensive services.
  - ❖ Placement proceedings have been initiated, and Homebuilders involvement would only be used to monitor or stabilize the situation until placement occurs.
  - ❖ Danger to family members or the therapist is so high that safety cannot be adequately ensured.
  - ❖ The identified at-risk children are not in the home, and it is unclear if or when they will return.

## **Supervisor Components**

- ❖ Discusses potential referrals with the referent and confirms families meet initial eligibility criteria.
- ❖ During the first 72 hours of the intervention, shares responsibility with the therapist for the final determination of the family's eligibility.

## **Therapist Components**

- ❖ During the first 72 hours of the intervention, specifically assesses eligibility for service.
- ❖ Consults with the supervisor regarding the family's eligibility.

## Values-Based Orientation

HOMEBUILDERS is based on a clearly articulated set of values and beliefs, which guides program design and staff behavior.

### Rationales

A clearly articulated set of program values and beliefs:

- ❖ Provides a framework for making clinical decisions.
- ❖ Helps create positive, supportive, and hopeful attitudes and behavior among staff.
- ❖ Helps staff and potential employees determine the compatibility of the program with their professional values and beliefs.

### HOMEBUILDERS Values and Beliefs

- ❖ It is best for children to be raised by their own family whenever possible.
- ❖ Safety is our highest priority.
- ❖ Reducing barriers to service improves family outcomes.
- ❖ Family members are our colleagues and partners.
- ❖ Providing information and teaching skills empowers families to become self-sufficient.
- ❖ We cannot predict which situations are most amenable to change.
- ❖ It is our job to motivate families and instill hope.
- ❖ All people have the ability to change.
- ❖ A crisis is an opportunity for change.
- ❖ We respect families for their diverse culture, ethnicity, and religious beliefs.
- ❖ Family members do not usually intend to harm one another.
- ❖ People are doing the best they can.
- ❖ Inappropriate intervention can do harm.

### Program Components

- ❖ Encourages staff to behave in ways that contribute to maintenance of a mutually supportive team and program atmosphere, including:
  - ❖ Using effective communication skills in their interactions with one another.
  - ❖ Conducting team meetings in a way that facilitates problem solving and progress toward group goals.
  - ❖ Using feedback loops that provide information about how interpersonal behavior affects work climate, morale, and program performance.
  - ❖ Recognizing one another's accomplishments.

## **Supervisor Components**

- ❖ Models behavior consistent with the Homebuilders' values and beliefs.
- ❖ Works with therapists to ensure their behavior with clients is consistent with Homebuilders values and beliefs.
- ❖ Creates a work environment characterized by encouragement, collaboration, effective problem solving, accountability, and respect for cultural differences.
- ❖ Frames therapists' problems or mistakes as opportunities for learning.

## **Therapist Components**

- ❖ Behaves with families in a manner that reflects the values and beliefs of the program.
- ❖ Is aware of the potential to make families' problems worse, and uses critical thinking to avoid clinical strategies that do harm.
- ❖ Works collaboratively with colleagues, clients, and other service providers.
- ❖ Is behaviorally descriptive, uses value-neutral language, and avoids the use of labels and inference when communicating with or about family members.

## Immediate Availability and Response to Referrals

The HOMEBUILDERS program accepts referrals 24 hours a day, seven days a week. A therapist meets with each family as soon as possible following referral, preferably on the day of referral, and no later than 24 hours after referral.

### Rationales

Responding immediately to referrals:

- ❖ Addresses safety concerns associated with imminent risk of placement.
- ❖ Enhances family motivation. Imminent risk of placement can create a crisis for families; during crises people often realize their usual ways of behaving are not working well, and they become more receptive to change.
- ❖ Communicates to the family that the therapist is concerned about their safety and welfare and will begin helping immediately.

Accepting referrals seven days a week, 24 hours per day:

- ❖ Affords more opportunities to intervene when placement is likely to occur. A large number of placements occur outside of traditional business hours.

### Public Agency Components

- ❖ Has a 24/7-referral protocol.
- ❖ Uses a referral process that includes:
  - ❖ Confirmation that the provider agency has an opening before attempting a referral.
  - ❖ In-person or telephone contact with the Homebuilders supervisor (or designee) prior to sending a referral, to assess appropriateness of the referral, discuss reason for referral, and clarify expectations.
  - ❖ Written referral authorization.

### Program Components

- ❖ Has a protocol for accepting referrals 24/7.
- ❖ Collects and analyzes data regarding time between referral and intake. A completed referral includes all referral documentation required by contract, service authorization, and confirmation back to the referent that the referral has been accepted.
- ❖ Ensures that therapists receive information about each referral as soon as it is received.

### Supervisor Components

- ❖ Before accepting a referral, ensures that a therapist is available to see the family within 24 hours.
- ❖ Consults with therapists to ensure families are seen within 24 hours of referral.

## **Therapist Components**

- ❖ Makes persistent efforts (multiple phone calls, going to the family home, leaving notes, etc.) to contact the family and complete the intake session on the day of referral or, at the latest, within 24 hours of referral. If the family is unable to meet within 24 hours of referral, the therapist makes persistent efforts to complete the intake no later than the end of the day following the referral.
- ❖ Documents efforts to contact the family, as well as any reasons why intake did not occur within 24 hours of referral.
- ❖ Immediately consults with the supervisor if having difficulty contacting the family and it is anticipated the intake will not occur within 24 hours, or if the family does not attend a scheduled intake session.
- ❖ Notifies and consults with the referent if unable to contact the family by the end of the day following the referral.

## Twenty-Four Hour Availability

The family's primary therapist is available to family members 24 hours a day, seven days a week. The team supervisor is available 24/7 as the primary back up for the therapist. Other team members, familiar with the family's service plan, also provide back up.

### Rationales

Twenty-four hour availability:

- ❖ Allows immediate response to client crises, which is critical to ensuring client safety and preventing the placement of children.
- ❖ Facilitates the development of positive working relationships with clients and maximizes client involvement in services.
- ❖ Allows the therapist to be present at times the family identifies as problematic, when the therapist can observe antecedents and consequences of behaviors, and teach effective alternatives.

### Public Agency Components

- ❖ Contracts with provider organizations to serve a specified catchment area. The catchment area should be small enough that therapists can travel to most family homes within 60 minutes (therapists may live in various parts of the catchment area). A team may be contracted to serve a limited number of families outside the catchment area, however therapist availability will be reduced. Serving families outside the catchment area reduces caseload expectations .

### Program Components

- ❖ Establishes policies and structures that facilitate availability of Homebuilders staff to families, including:
  - ❖ Therapists live within the catchment area served by the team.
  - ❖ Therapists work a flextime schedule, recognizing that their hours will vary considerably, depending on client needs.
  - ❖ Therapists are not expected to be at an office during regular work hours, as this would inhibit their ability to be available to clients outside of regular office hours.
  - ❖ Systems are in place to assure back up coverage during therapist leave time.
  - ❖ Therapists and supervisors are provided with the technology necessary to facilitate families' access to clinical staff (e.g., pagers, cell phones).
- ❖ Assures that clinical back up by team members is available 24/7, so that qualified clinical staff are available to clients when the family's individual therapist is unavailable.
- ❖ Uses the counselor disclosure forms to inform families about 24/7 availability, including procedures for contacting staff.
- ❖ Disallows any other employment or outside commitments that interfere with therapist and supervisor availability.

## **Supervisor Components**

- ❖ Acts as the primary back up for the therapists 24 hours a day, seven days a week.
- ❖ Carries a pager or cell phone for 24/7 availability.

## **Therapist Components**

- ❖ Is available to assigned families 24 hours per day, seven days per week. The therapist informs family members of this availability and of clinical back up procedures.
- ❖ Encourages families to call when they need assistance or support, and works with families to eliminate barriers that might inhibit their ability to call.
- ❖ Makes emergency visits to clients' homes as needed 24 hours per day, seven days per week.
- ❖ Carries a pager or cell phone for 24/7 availability.
- ❖ Prior to being unavailable for an extended period (i.e., overnight), the therapist informs families and arranges coverage by a team member.

## Services Provided in the Client's Natural Environment

HOMEBUILDERS services are provided primarily in the family's home. Some client contact may occur in other community locations that are part of the client's natural environment.

### Rationales

Providing HOMEBUILDERS services in the client's natural environment:

- ❖ Facilitates a comprehensive and accurate family assessment.
- ❖ Allows monitoring of client safety and environmental conditions.
- ❖ Affords the therapist numerous opportunities to model, prompt, and reinforce the use of new skills. Opportunities for skill development in real situations are more relevant for families, and eliminate the need for transfer of learning between settings.
- ❖ Is more likely to include all family members and possibly members of the family's extended support network.
- ❖ Enables the program to serve families who are unable or unwilling to receive services in office settings.
- ❖ Increases the likelihood that families will remain engaged and complete services.

### Program Components

- ❖ Collects and analyzes data regarding the location of service delivery.
- ❖ Provides adequate reimbursement to staff for all client-related travel.

### Supervisor Components

- ❖ Consults with therapists whenever there are difficulties meeting with families in their homes.
- ❖ Reviews, and approves or denies, requests for any office-based client sessions.

### Therapist Components

- ❖ Serves families in the family home or their natural environment.
- ❖ Documents the location of each client session.
- ❖ On the rare occasions that sessions occur in an office setting, documents the rationale for this decision.

## Service Intensity and Caseload

A full-time therapist typically serves 18 families per year, working with two families at a time. Service intensity (hours per week and total hours per intervention) varies across families, based on their needs. Families typically receive 40 or more hours of face-to-face contact during the intervention.

### Rationales

High service intensity and low caseloads:

- ❖ Reduce the risk of harm to family members by providing more opportunities to monitor safety, establish structure, and defuse crises before they escalate.
- ❖ Allow the therapist to more quickly adapt to the culture and lifestyle of families.
- ❖ Provide frequent opportunities for the therapist to assess progress on goals, reinforce family members' efforts, and adjust treatment plans as needed.
- ❖ Allow time for the therapist to collaborate with the family's natural supports.
- ❖ Accelerate relationship development, engagement, and goal attainment.
- ❖ Quickly provide referents information needed to make decisions regarding child placement and case planning.
- ❖ Allow the therapist to flexibly schedule sessions to accommodate the schedules of family members, and to continue most sessions for as long as is needed.

### Public Agency Components

- ❖ Ensures adequate referrals to maintain therapist caseload.
- ❖ Requires the referent to have contact with family members within three days prior to referral to assure their availability and explain program requirements.

### Program Components

- ❖ Has protocols to inform referents when therapists have openings.
- ❖ Collects and analyzes data regarding therapist caseloads and hours of service.

### Supervisor Components

- ❖ Manages assignment of referrals to maintain expected caseloads.

### Therapist Components

- ❖ Typically provides 40 or more hours of face-to-face contact during a 4-week intervention. Some families receive significantly more than 40 hours.
- ❖ Varies the hours of contact with each family according to their needs.
- ❖ Typically meets with family members three to five times a week, with telephone contact often occurring between meetings.
- ❖ Typically works with two families at a time. Periodically a therapist may have a caseload of one or three families for a short time.

## **Brevity of Services**

HOMEBUILDERS is a time-limited service; interventions are concluded when the imminent danger of placement or re-placement has been averted. Client families are usually seen for four weeks, with an option for service extension to six weeks if the additional service time would significantly reduce the likelihood of placement.

### **Rationales**

- ❖ Research has shown that an average of four weeks of Homebuilders service is enough for a high percentage of client families to avert the need for placement.
- ❖ Knowing that the service is time limited motivates clients to meet frequently with the therapist and to participate in establishing and achieving intervention goals.
- ❖ Interventions at this level of intensity must be time-limited to remain cost effective.

### **Program Components**

- ❖ Collects and analyzes data regarding length of service and reasons for any service extensions.

### **Supervisor Components**

- ❖ Assists therapists in setting goals that are focused on placement prevention or reunification and that can be accomplished during the time available.
- ❖ Conducts a weekly review with therapists to assess progress on goals and help structure their use of time and activities during the intervention.
- ❖ Helps therapists determine when to conclude services, and authorizes any extensions. Extension of services beyond four weeks is based on the probability that continued services would substantially decrease the risk of placement.

### **Therapist Components**

- ❖ Informs families about the brevity and intensity of the intervention.
- ❖ Sets specific goals with family members that are related to reducing the risk of placement, and that can be addressed within the intervention time frame.
- ❖ Monitors the length of interventions and consults with the supervisor regarding timing of service closure.
- ❖ Typically serves each family for four weeks. After consulting with the supervisor, may extend services beyond four weeks.

## Single Therapist Operating within a Team

HOMEBUILDERS therapists operate within a team of three to five therapists and a supervisor. Services are provided to families by a single therapist, with the clinical team providing back up. In rare circumstances, more than one therapist may serve a family.

### Rationales

Provision of services by a single therapist rather than a multiple individuals:

- ❖ Eliminates confusion regarding who is responsible for intervention activities.
- ❖ Is an efficient approach in terms of planning, staffing, and scheduling.
- ❖ Is less intrusive and overwhelming to family members, and enhances engagement.
- ❖ Assures that the assigned therapist has first-hand information regarding all aspects of the intervention.

Operating within a team:

- ❖ Allows a therapist familiar with the family's circumstances to provide back up services if the assigned therapist is temporarily unavailable.
- ❖ Gives therapists access to the skills, support, and assistance of other team members, including the benefits of team consultation.

### Public Agency Components

- ❖ Funds the program in a manner that ensures contractors are able to maintain the required FTEs to maintain required team size.

### Program Components

- ❖ Employs a team of three to five therapists, a supervisor, and a program manager. Due to initial training requirements and case carrying responsibilities, new supervisors must be full-time for the first year regardless of team size.
- ❖ Requires the following minimum supervisory ratios once the supervisor has successfully completed the initial year of training and quality enhancement activities:
  - ❖ Teams of three therapists require a minimum of a 0.60 FTE supervisor;
  - ❖ Teams of four therapists require a minimum of an 0.80 FTE supervisor;
  - ❖ Teams of five therapists require a full-time (1.0 FTE) supervisor.
- ❖ Uses agency employees as team members. Because of the essential role of supervision within the Homebuilders model, agencies do not use independent contractors or sub-contractors on the team.
- ❖ Employs either fulltime (1.0 FTE) or halftime (.5 FTE) therapists. The program primarily employs fulltime therapists. When needed to address unique circumstances (e.g., serving areas with low population density, retaining trained therapists), a team may employ up to two half-time therapists. Homebuilder consultant approval is required prior to employing half-time therapists on a team.

- ❖ Assures that therapists working halftime for the Homebuilders program engage in additional employment only if it meets the following criteria:
  - ❖ Allows the therapist the flexibility to respond to client crises at any time.
  - ❖ Allows flexible scheduling of routine visits.
  - ❖ The combination of employment does not exceed full-time (1.0 FTE) employment.
- ❖ Assures that supervisors working part-time for the Homebuilders program engage in additional employment only if it meets the following criteria:
  - ❖ Allows the supervisor the flexibility to respond to therapists and clients at any time.
  - ❖ Allows flexible scheduling of routine client visits and supervision.
  - ❖ The combination of employment does not exceed full-time (1.0 FTE).
- ❖ Requires all clinical staff to complete the *Homebuilders Conflict of Interest and Outside Employment / Volunteer Activities Disclosure* form.
- ❖ Requires team members to provide back up coverage for one another.
- ❖ Ensures that only Homebuilders team members provide 24/7-client crisis response and back up.

## **Supervisor Components**

- ❖ Provides and helps arrange back up coverage for therapists when needed.
- ❖ Promotes teamwork and team cohesion.
- ❖ Assigns a single therapist to each family. In the following situations, another therapist or a supervisor may accompany the primary therapist to some or all client sessions:
  - ❖ Staff training.
  - ❖ Quality enhancement activities.
  - ❖ Structuring for client and therapist safety.
  - ❖ Clinical strategies, approved by the Homebuilders consultant, that require more than one therapist.

## **Therapist Components**

- ❖ Directly provides all of the services to an assigned family.
- ❖ Actively participates in team consultation and team activities.
- ❖ Provides assistance to other team members to accomplish tasks with families that require more than one person (e.g., significant household clean-up, helping a family move, structuring for safety).
- ❖ Provides back up for other members of the team.

## Supervision and Consultation

Consultation from a trained HOMEBUILDERS supervisor is available to therapists 24 hours a day, seven days a week. Supervisor-facilitated team consultation occurs at least weekly.

### Rationales

Frequent and effective supervision and consultation:

- ❖ Helps ensure client safety.
- ❖ Offers team members opportunities to provide personal support, enhance critical thinking, learn from each others ideas and resources, and share information on effective interventions.
- ❖ Helps ensure all team members share the responsibility for providing high quality services to clients.
- ❖ Provides opportunities for the supervisor to assess individual therapist and team performance and identify ongoing training needs.

### Public Agency Components

- ❖ Funds Homebuilders teams adequately to support supervision and consultation requirements.

### Program Components

- ❖ Utilizes the Homebuilders guidelines regarding when therapists are required to contact their supervisors.
- ❖ Provides funding for technology necessary to ensure 24/7 supervisor availability (e.g., cell phones, pagers).
- ❖ Requires in person team consultation at a minimum frequency of once per week.

### Supervisor Components

- ❖ Is available to therapists for immediate consultation on a 24/7 basis. When unavailable to provide back up to therapists, works with the Homebuilders consultant to identify a designated back up.
- ❖ Facilitates weekly team consultation, following Homebuilders consultation guidelines.
- ❖ Provides individual consultation as needed to ensure every family is staffed weekly. The supervisor typically has several contacts each week with therapists to discuss clinical and performance issues.
- ❖ Provides team and individual consultation:
  - ❖ Monitors the quality of interventions.
  - ❖ Helps therapists use critical thinking skills to evaluate their own performance.
  - ❖ Teaches clinical skills and specific intervention strategies.
  - ❖ Helps therapists use the reflective practice model throughout the intervention.
  - ❖ Models and reinforces behavior that is consistent with Homebuilders values.

- ❖ Gives performance-based feedback in a constructive manner.
- ❖ Offers behaviorally specific observations and provides rationales for suggested behavior changes.
- ❖ Addresses safety and liability issues.
- ❖ Elicits team participation.
- ❖ Offers emotional and technical support to therapists.
- ❖ Establishes an atmosphere in which therapists can report with candor and mistakes are viewed as opportunities for learning.
- ❖ Accompanies therapists on home visits on a regular basis and provides performance-based feedback.
- ❖ In dangerous situations, follows Homebuilders guidelines regarding when to contact the Homebuilders consultant.

### **Therapist Components**

- ❖ Consults at least once a week with the supervisor regarding each current family.
- ❖ Prepares for, and actively participates in, weekly supervisor-facilitated team consultation, following the Homebuilders consultation guidelines.
- ❖ In difficult or dangerous situations, consults with the supervisor or designated back up.

## Ongoing Quality Enhancement

Supervisors and therapists receive the initial and ongoing training, consultation, and support necessary to deliver quality services. Programs participate in ongoing quality enhancement processes to ensure fidelity to the HOMEBUILDERS model. Data are used to evaluate and improve program outcomes.

### Rationales

Quality enhancement systems are integral to:

- ❖ Demonstrating positive outcomes.
- ❖ Maintaining the model fidelity necessary to achieve program outcomes.
- ❖ Supporting therapists by providing high-quality training and consultation.

### Public Agency Components

- ❖ Funds Homebuilders' Quality Enhancement Systems and Training (QUEST).
- ❖ Follows the QUEST Site Development Schedule for Homebuilders Implementation.
- ❖ Requires and funds providers' ongoing participation in QUEST.

### Program Components

- ❖ Follows the Homebuilders standards regarding staffing.
  - ❖ Therapists have a graduate degree in social work, psychology, counseling, or a closely related field; or a bachelor's degree in social work, psychology, counseling, or a closely related field and at least 2 years of experience working with children and families.
  - ❖ Supervisors have a graduate degree or greater in social work, psychology, counseling, or a closely related field and at least 2 years experience working with children and families; or a bachelor's degree in social work, psychology, counseling, or a closely related field and at least 4 years experience as a Homebuilders therapist.
  - ❖ Employs a program manager for the team, .2 FTE or higher.
  - ❖ Employs clerical staff for the team, .6 FTE or higher.
- ❖ Uses Homebuilders approved evaluation tools to collect and analyze data regarding goal attainment and changes in family functioning over the course of the intervention.
- ❖ Collects and analyzes feedback from referents and clients.
- ❖ Utilizes the Homebuilders client information system to gather data regarding model fidelity and outcome attainment.
- ❖ Institutes routine feedback mechanisms to assess staff satisfaction with the quality of organizational support.
- ❖ Develops and implements a Quality Enhancement Plan at least twice a year.

- ❖ If any of the key Homebuilders Fidelity Measures (abridged version) are not being met, addresses the areas of concern in a Quality Enhancement Plan, with the assistance of the consultant.
- ❖ Ensures therapists have access to the technology necessary to utilize the Homebuilders web-based client information system.
- ❖ Provides a confidential meeting space with a speakerphone for team consultation.

## **Supervisor Components**

- ❖ Participates in all required QUEST activities, and functions as the primary liaison with the Homebuilders consultant.
- ❖ Has continuing client contact requirements:
  - ❖ Supervisors without prior Homebuilders experience must complete a minimum of six full Homebuilders interventions during the first year; additional interventions may be required based on the supervisor's model fidelity and client outcomes.
  - ❖ After the initial year, supervisors must have at least 40 client contact hours per year.
- ❖ Provides initial on-the-job training of therapists, including:
  - ❖ Therapists accompany the supervisor on one complete intervention, with the supervisor taking primary responsibility for the intervention.
  - ❖ The supervisor accompanies therapists on the first intervention in which the therapist assumes primary responsibility for the intervention.
  - ❖ If there is more than one new therapist to be trained at a time, the supervisor may complete these initial interventions with each therapist sequentially.
  - ❖ The supervisor attends intake sessions with therapists for at least the three subsequent interventions.
  - ❖ The supervisor works with therapists to create professional development plans, which include identification of training needs and resources to meet these needs.
- ❖ Assists therapists in evaluating progress on annual professional development plans.
- ❖ Utilizes data from the Homebuilders client information system to routinely evaluate and improve individual and team performance.
- ❖ Monitors client placement rates. If patterns in the causes of placement emerge, works with therapists to make changes in treatment approaches.
- ❖ Reviews all clinical reports prior to submittal to outside entities.
- ❖ Conducts clinical record reviews and provides feedback to therapists.
- ❖ Follows *Homebuilders Guidelines for when to Contact the HOMEBUILDERS® Consultant*.

## **Therapist Components**

- ❖ Participates in required QUEST activities.
- ❖ Uses the client record to document intervention activities in a clear, behaviorally specific manner, with enough detail that a reviewer unfamiliar with the family would understand what occurred.
- ❖ Utilizes data from the Homebuilders client information system to routinely self-evaluate performance regarding model fidelity and outcome attainment.

## Promoting Safety

Throughout the intervention, the therapist assesses child, family, therapist, and community safety. The therapist structures the environment and uses clinical strategies designed to promote safety.

### Rationales

- ❖ Families referred to Homebuilders usually have a history of harmful behavior, and the potential for harm to family members, therapists, and community members may be high.

### Public Agency Components

- ❖ Provides information regarding safety issues at the time of referral.

### Program Components.

- ❖ Adopts policies and procedural guidelines that ensure:
  - ❖ Therapists are available to families 24 hours per day, 7 days per week.
  - ❖ The supervisor is available 24 hours per day, 7 days per week to respond to family crises and to consult with therapists regarding safety concerns.
  - ❖ The supervisor and other team members provide back up coverage for families.
  - ❖ Consultation – including emergency, immediate consultation – is available to all therapists and supervisors on a 24/7 basis.
  - ❖ Therapists are trained to consult with their supervisor whenever a need is indicated (refer to *HOMEBUILDERS® Guidelines for Contacting Your Supervisor*).
  - ❖ Therapists are required to report safety concerns to the supervisor and referent.
  - ❖ The referent is consulted, and services are terminated, when situations present too great a danger to family members or therapists.
- ❖ Solicits feedback from referents and clients regarding whether safety concerns were adequately addressed during services.

### Supervisor Components

- ❖ Takes referrals, and ensures they include adequate information about safety risks.
- ❖ Consults with therapists regarding safety issues to help identify risks, utilize structuring techniques to promote safety, and help family members implement safety plans.
- ❖ Increases the amount of consultation when serious safety risks exist or safety concerns escalate.
- ❖ Accompanies therapists on home visits, or designates a team member to do so, when the situation indicates that having another person present will increase safety.

## Therapist Components

- ❖ Assesses and identifies safety concerns and risks, including: signs of child abuse or maltreatment, domestic violence, suicidal / homicidal intent, and environmental risks. The therapist manages the extent to which her perception of risk is being influenced by stereotypes related to client's geographical location or cultural group membership.
- ❖ Works with family members to reduce environmental safety risks by addressing issues such as child safety devices and barriers, nutrition, hygiene, minimum household cleanliness standards, etc.
- ❖ Teaches effective, age-appropriate child supervision skills. The therapist helps caregivers learn to assess their own capabilities and determine when it is necessary to seek an alternate caregiver. The therapist helps family members learn how to select safe alternate caregivers.
- ❖ Teaches family members appropriate child safety skills to safeguard against child sexual abuse.
- ❖ When there is a threat of self-harm, child abuse or neglect, or physical violence between family members, develops a safety plan tailored to address the family members' specific safety concerns.
- ❖ Increases safety by:
  - ❖ Using reflective listening to de-escalate family members.
  - ❖ Maintaining frequent contact with the family, especially when serious safety risks exist or safety concerns escalate.
  - ❖ Strategically scheduling sessions at times when there is increased potential for problem behavior to occur.
  - ❖ Responding to crisis situations on a 24-hour basis throughout the intervention.
- ❖ Uses a variety of strategies to de-escalate potentially violent situations during sessions, such as:
  - ❖ Engaging family members in a collaborative, non-authoritarian way.
  - ❖ Using environmental structuring techniques.
- ❖ Teaches family members techniques to reduce the potential for violence (e.g., leaving the situation, RET, self-calming strategies).
- ❖ Does not enter situations in which the therapist's own safety cannot be reasonably assured. Structures sessions to maximize therapist safety (e.g., meeting in a neutral site) in situations where there is a high degree of danger.
- ❖ Follows program guidelines and mandatory reporting statutes for reporting or responding to safety concerns and lack of client contact.
- ❖ When client, community member, or therapist safety cannot be reasonably ensured with intensive services in place, advocates for alternative protective measures and closes the case. Alternative protective measures could include placement of the child, voluntary or involuntary commitment or hospitalization, or removal of an offender from the home.

## Individually Tailored Services

The therapist tailors services and flexibly schedules sessions based on family members' needs, goals, values, culture, circumstances, learning styles, and abilities.

### Rationales

Individually tailored services:

- ❖ Result in higher goal attainment because the intervention strategies fit family member needs, values, culture, and learning style
- ❖ Allow therapists to vary the length of sessions to meet the needs of clients.
- ❖ Promote family participation in services. Work and school schedules often make it difficult for family members to receive services. By being available at a wide range of times, therapists are able to arrange session times that are convenient to family members.

### Program Components

- ❖ Requires therapists to flexibly schedule their work hours to ensure they are able to see families at times that are responsive to family members' needs and circumstances.
- ❖ Promotes respect for diversity. All program staff are required to use skills for working in a culturally diverse environment, including: modeling awareness of personal biases; demonstrating respect for, and value of, diversity; and participating in appropriate resolution of conflict that arises from cultural differences.
- ❖ Allocates funds for a variety of clinical materials and resources (e.g., books, audio-visual materials, conference fees, in-service training).
- ❖ Solicits feedback from family members regarding whether services were responsive to family needs, and whether they were respectful of family culture.

### Supervisor Components

- ❖ Emphasizes the importance of using a wide variety of clinical strategies to respond flexibly to family situations. The supervisor helps therapists develop therapeutic strategies tailored to each family. There is no proscribed length of sessions or set curriculum to be presented during sessions; session length and content are tailored to the family.
- ❖ Is aware of issues related to the delivery of culturally responsive services and utilizes this knowledge in consultation with therapists, and refers therapists to appropriate cultural consultants when necessary.

### Therapist Components

- ❖ Provides a wide variety of clinical, concrete, and advocacy services.
- ❖ Identifies and uses teaching methods and tools that best match family values, culture and learning styles.

- ❖ Establishes a plan for each session, while remaining flexible and adjusting activities based on the circumstances of the family at the time of the session.
- ❖ Provides services at the level of frequency, intensity, and duration appropriate to prevent placement or achieve reunification.
- ❖ Schedules sessions at times that are convenient to families, and strategically schedules appointments at times when problems are likely to occur. Session length is based on the needs of the family.
- ❖ Generally conducts a combination of individual and family sessions, and includes anyone family members want involved in the intervention.
- ❖ Works to minimize the effects of personal biases when working with clients and fellow program staff.

**NOTE:** In these standards, culture is broadly defined, and includes factors such as: race, ethnicity, socio-economic status, values, education, lifestyle, age, gender, sexual orientation and religious beliefs.

## Engagement and Motivation Enhancement

The therapist develops and maintains a positive, collegial working relationship with family members. The therapist assumes responsibility for motivating family members, and employs a variety of motivation enhancement strategies.

### Rationales

When family members are engaged and motivated, they are more likely to:

- ❖ Share important information.
- ❖ Accept suggestions and recommendations.
- ❖ Participate in sessions and complete the intervention.
- ❖ Be successful in changing their behavior.

### Program Components

- ❖ Ensures therapists have the flexibility to use engagement strategies, such as: dressing casually, accepting food from families, allowing session time for casual conversation, taking family members out for coffee, providing transportation, etc.
- ❖ Allocates funds for client engagement activities and basic needs.

### Supervisor Components

Throughout the intervention, helps therapists:

- ❖ Assess engagement of family members
- ❖ Identify strategies for fostering engagement.
- ❖ Assess family members' current stage of change.
- ❖ Tailor clinical strategies to enhance motivation to change.
- ❖ Respond appropriately to referent requests that compromise therapists' ability to engage the family (e.g., enforcing public agency directives or engaging in investigative activities such as unannounced visits, checking trash cans, etc).

### Therapist Components

- ❖ Uses a variety of strategies to enhance engagement with family members:
  - ❖ Behaves as a guest in the family's home.
  - ❖ Demonstrates respect for the family's cultural and lifestyle norms, values, environment, and time.
  - ❖ Spends time, especially in early sessions, in casual conversation and shows an interest in the whole person (likes, dislikes, values, interests, concerns, etc.).
  - ❖ Uses reflective listening skills to demonstrate understanding and empathy.
  - ❖ Develops an awareness of her own personal framework and how it may impact the relationship.

- ❖ Participates in activities (e.g., shopping, going to the park) with family members, when such activities contribute to the therapeutic relationship or enhance the family's motivation to work on goals and objectives.
- ❖ Offers concrete services or assistance as a way to engage families (e.g., help with household tasks, transportation).
- ❖ Uses a variety of strategies that enhance motivation for change:
  - ❖ Tailors strategies to each individual's stage in the change process.
  - ❖ Provides information and feedback to increase family members' awareness of the reasons their children are at risk of placement.
  - ❖ Acknowledges and addresses concerns family members have about making changes.
  - ❖ Instills hope by acknowledging and reinforcing the family's strengths, resources and past successes; sharing information about the success of the Homebuilders program; and reframing.
  - ❖ Evokes rationales for change that are relevant to family members.
  - ❖ Collaborates with family members to generate solutions and behavior change options.

## Comprehensive Assessment

The therapist conducts a behaviorally specific, interactive, ongoing, holistic assessment. The assessment includes information about family strengths, values, skills, problems, needs, and barriers to goal attainment.

### Rationales

- ❖ A behaviorally specific assessment is respectful of families; is easy for them to understand; and provides detailed information necessary to enhance motivation, set goals, and develop service plans.
- ❖ An interactive assessment engages family members in clarifying their problems, needs, strengths, and goals.
- ❖ A holistic assessment is more likely to be complete and accurate, and includes information about all systems impacting the family.
- ❖ An ongoing assessment allows the family members and the therapist to respond to changing family circumstances.

### Public Agency Components

- ❖ Provides adequate information at referral regarding their assessment of the family, their expectations and service plan, the family's history of involvement with the public agency, and court requirements.

### Program Components

- ❖ Provides proper forms, policies and training related to the sharing of confidential client information.

### Supervisor Components

- ❖ Ensures adequate referral information is obtained regarding reason for referral, risk factors, referent's expectations, etc.
- ❖ Works with the therapist to ensure assessments integrate information from a variety of sources (e.g., direct observation, referent information, client report, collateral information) to develop a balanced and accurate assessment.
- ❖ Reviews all written assessments and provides feedback.

### Therapist Components

- ❖ Conducts an assessment that includes family members' values, strengths, skills, problems, needs, barriers, and readiness for change.
- ❖ Gathers information for the assessment through:
  - ❖ Reflective listening.
  - ❖ Use of open-ended and clarifying questions; a proscribed list of assessment questions is not used.

- ❖ Direct observation of family members in a variety of circumstances, on various days of the week, and at various times of the day.
- ❖ Contact with collaterals (e.g., referent, teachers, other providers, extended family members).
- ❖ Functional analyses of behavior.
- ❖ Helps family members engage in a self-assessment process.
- ❖ Uses the North Carolina Family Assessment Scales (NCFAS / NCFAS-R) to guide the process and organize information.
- ❖ Communicates with or about families using behaviorally descriptive and value-neutral language, avoiding the use of labels and inferences and explaining the basis for conclusions made.
- ❖ Uses a critical thinking process to evaluate the accuracy of the assessment.
- ❖ Completes a written assessment of each family within one week of the start of services.
- ❖ Engages in ongoing assessment throughout the intervention to further understand the family and evaluate intervention effectiveness.

## Goal Setting and Service Planning

The therapist collaborates with family members and referents in developing behaviorally specific, attainable intervention goals and corresponding service plans. Intervention goals and plans focus on factors directly related to the risk of out-of-home placement.

### Rationales

- ❖ Specific goals and a related service plan steer the intervention; they help keep the therapist and family members focused on what is most important to prevent placement or achieve reunification.
- ❖ Having behaviorally specific, measurable indicators of goal achievement allows all involved parties (therapist, family members, referent, etc.) to discern whether goals have been met.
- ❖ When family members are involved in goal setting, they are more motivated to work on their goals, maintain changes after the intervention concludes, and use the process independently when future problems arise.
- ❖ The process of goal setting itself can serve to initiate behavior change. As family members are encouraged to decide they would like to change, and then identify the first steps, they often find that some change occurs immediately.
- ❖ Having reasonably achievable goals increases family members' feelings of self-efficacy as they experience success. Prioritizing goals is critical; families usually have multiple problems, and it is unlikely they can all be addressed during the intervention.

### Supervisor Components

- ❖ Helps the therapist use critical thinking strategies to evaluate intervention goals and service plans. Issues to consider include: What is the impact of the therapist's personal framework? How are the goals related to the assessment information? How will the goals, service plan and intervention strategies produce the desired changes and outcomes? How are family members' strengths and values included in the plan? Do the strategies match the family members' stage of readiness to change?
- ❖ Assists therapists in assessing progress made or reasons for lack of progress, ways to enhance progress, and service plan modifications needed.
- ❖ Reviews all written goals and service plans, and provides feedback.

### Therapist Components

- ❖ Clarifies with the referent and family members the specific changes that must occur for the children to remain at home.
- ❖ Based on the assessment and referral information, collaborates with the family members to establish goals that focus on the issues contributing to the danger of placement or barriers to successful reunification, and that can be realistically accomplished during the intervention.

- ❖ Identified goals are specific, measurable, action-oriented, attainable, and realistic.
- ❖ Works with family members to develop a service plan. Written service plans include: goals, problem statements, behaviorally specific and measurable indicators of goal achievement, and a list of activities and methods the therapist and family members will engage in to achieve the goal.
- ❖ Adopts clinical strategies in the service plan that have been shown to impact the targeted behaviors.
- ❖ Continually monitors goal progress, and helps the family revise goals and/or plans as needed.
- ❖ When family members are not making progress on the goals, analyzes barriers to goal achievement and revises the service plan as needed.
- ❖ Completes a written initial service plan within one week of the start of services.

## **Cognitive and Behavioral Approach**

The HOMEBUILDERS model utilizes research-based interventions. The therapist applies cognitive and behavioral principles and strategies to facilitate behavior change.

### **Rationales**

- ❖ Most human problems are the result of excesses and deficits in knowledge and skill acquisition. The most effective way to help people address their problems is to help them learn to change cognitions, behaviors, and feelings.
- ❖ A large body of research documents that cognitive interventions are an effective method to facilitate behavior change, particularly with problems regarding emotions, and that behavioral interventions are an effective method to facilitate behavior change.
- ❖ People are more likely to engage in the counseling process if the focus is on specific behaviors instead of character traits, personality, or blame.
- ❖ Behavior change methods are pragmatic, easily assessed for effectiveness, and easily adjusted if desired change does not occur.

### **Supervisor Components**

- ❖ Uses a cognitive / behavioral approach in supervision (e.g. use reframing strategies when the therapist assigns negative motivations for family member's behaviors).
- ❖ Assists therapists to apply a cognitive / behavioral approach and to select the cognitive and behavioral strategies that are most likely to help family members achieve desired outcomes.

### **Therapist Components**

- ❖ Helps family members understand how antecedents and consequences, past learning, life experiences, culture, and other factors affect behavior.
- ❖ Uses behaviorally specific, value-neutral language to describe family problems and strengths.
- ❖ Helps family members develop a process for making changes, so that they may continue purposeful change after services are terminated. In this process, family members act as "personal scientists," studying their situations, experimenting with different change approaches, and evaluating the results.
- ❖ Uses research-based behavioral interventions and strategies to increase and/or decrease behavior.
- ❖ Helps family members learn to use behavioral strategies to increase behavior, decrease behavior, and teach new behaviors to their children.
- ❖ Uses research-based cognitive interventions and strategies to effect change.

# Teaching and Skill Development

The therapist uses a variety of teaching methods to help family members acquire, maintain, and generalize skills.

## Rationales

A focus on teaching and skill development:

- ❖ Has been shown in research to be effective in helping people change.
- ❖ Enhances family members' motivation by defining problems as skill deficits rather than personal deficiencies.
- ❖ Empowers family members by giving them skills they can use to deal with problems that arise after the intervention is completed.

## Program Components

- ❖ Surveys family members regarding skill acquisition during services.

## Supervisor Components

- ❖ Assists therapists to determine the skills and teaching methods that are most likely to help the family achieve desired outcomes.
- ❖ Assists therapists assess the effectiveness of their teaching methods.

## Therapist Components

- ❖ Matches teaching methods to family members' culture, learning style, and abilities.
- ❖ Conceptualizes, describes, and approaches problems in terms of skill excesses and deficits.
- ❖ Teaches by direct methods, generally including the following components:
  - ❖ Presentation of the skill
  - ❖ Modeling
  - ❖ Behavioral rehearsal
  - ❖ Corrective feedback
  - ❖ Coaching, praise, and encouragement
  - ❖ Generalization / maintenance training
- ❖ Breaks new skills into small steps to simplify the change process and help family members experience success.
- ❖ Recognizes and takes advantage of unplanned opportunities (i.e., "teachable moments") to use or teach behavior change strategies with family members.
- ❖ Provides written materials to reinforce rationales and discussion regarding skills introduced during sessions.
- ❖ Assigns homework and encourages frequent practice of new skills so family members have many opportunities to strengthen and integrate behavior change.

## Provision of Concrete Services

The therapist advocates for and provides concrete goods and services that are directly related to achieving the family's goals, while teaching family members to meet these needs on their own.

### Rationales

Providing concrete services:

- ❖ Resolves immediate needs that hinder the family's ability to address other issues.
- ❖ Is an effective way to engage family members and begin to build a positive working relationship.
- ❖ Offers opportunities to teach family members how to meet concrete needs on their own.

### Public Agency Components

- ❖ Provides adequate resources for the provision of concrete services.
- ❖ Allows the provider agency discretion in determining how best to use concrete funds.

### Program Components

- ❖ Specifies the procurement and reimbursement procedures for the use of program funds for client-related expenses.
- ❖ Allocates adequate, flexible funding for the provision of concrete services.

### Supervisor Components

- ❖ Assists therapists in prioritizing families' concrete and service needs to ensure scarce resources are utilized as effectively as possible.
- ❖ Encourages therapists to use critical thinking in deciding when it is appropriate to address concrete needs.
- ❖ Monitors the use of concrete service funds.

### Therapist Components

- ❖ Provides or assists family members in accessing items, supports and services (e.g., food, housing, transportation, financial assistance, childcare) to reduce the likelihood of placement.
- ❖ Is familiar with a wide variety of local resources and helps the family members access them.
- ❖ Teaches family members skills to meet their concrete needs independently.

## Collaboration and Advocacy

The therapist collaborates and advocates with formal and informal community resources and systems impacting the family, while teaching family members to advocate for themselves.

### Rationales

A focus on collaboration and advocacy:

- ❖ Models and teaches family members how to effectively negotiate the multiple systems with which they are involved, including court, child welfare, schools, social services, etc.
- ❖ Builds positive relationships with referring agency workers, service providers, and others in the community.
- ❖ Involves members of the family's informal support network, who are often very influential in the family.

### Program Components

- ❖ Provides information about community resources and encourages all employees to establish and maintain positive community relationships.
- ❖ Solicits feedback from referents and responds to any concerns identified.

### Supervisor Components

- ❖ Fosters positive working relationships with referring agency staff and other community professionals.
- ❖ Assists therapists in advocacy efforts as needed.

### Therapist Components

- ❖ Fosters positive working relationships with referring workers and other professionals.
- ❖ Develops an understanding of systems that serve families including the legal, social services, health care, and school systems. Consults and advocates with other service providers when appropriate to help family members meet their goals.
- ❖ Models and teaches family members skills for advocating and accessing support for themselves (e.g., assertiveness, persistence, reciprocity, problem-solving and addressing discrimination).
- ❖ Helps family members anticipate their long-term service and support needs, and helps them identify, access, utilize, and maintain informal and formal supports.
- ❖ Includes those members of the family's social support network that the family identifies as influential in their life.
- ❖ Considers referent concerns and expectations when establishing intervention goals with the family. When the family members, therapist, and referent worker expectations differ, the therapist attempts to resolve these differences.
- ❖ Maintains frequent contact with the referent, and works in partnership with the referent to attain desired outcomes.

## Transition and Service Closure

Prior to the conclusion of services, the therapist and family members assess goal attainment, plan for the maintenance of progress, and collaborate with the referent to address ongoing service needs.

### Rationales:

- ❖ Most families will have ongoing needs after Homebuilders services end. The therapist must make special efforts to help family members engage with ongoing resources in order to maintain and build upon progress made during the intervention, and to teach family members how to assess and address future service needs.
- ❖ Homebuilders services are intensive and place an emphasis on development of relationships with family members. As a result, it is particularly important to address therapeutic and interpersonal issues that accompany service closure.

### Supervisor Components

- ❖ Tracks family progress on intervention goals at weekly team consultation meetings, and participates in determining the appropriate timing of service closure.

### Therapist Components

- ❖ Determines, in collaboration with the supervisor, family members, and referent, when service closure is appropriate.
- ❖ Addresses family members' feelings about the intervention ending.
- ❖ Helps family members generalize newly learned skills and make plans to continue the change process after the intervention concludes.
- ❖ Helps family members assess their ongoing service and support needs, and identify and access resources to meet them.
- ❖ Completes a written summary of the intervention within one week of service closure.
- ❖ Responds to family members' post-intervention requests for assistance, with reasonable limits (up to five hours of face to face time) to assure quality service for current clients.