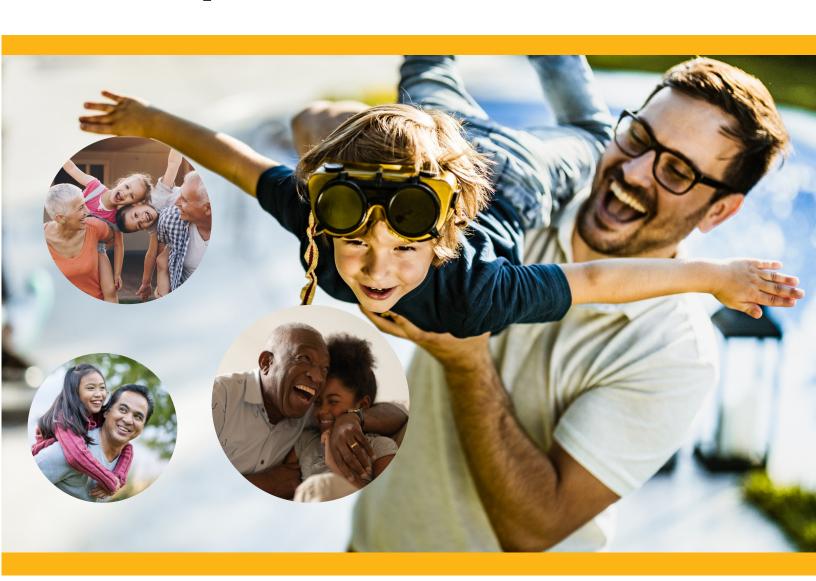
# New Jersey Kinship Navigator Program

# **Operations Manual**







# **Acknowledgments**

The Kinship Navigator Program (KNP) Manual, KNP Supervisor Training, and KNP Staff Training were developed through a collaborative process that involved the NJ Department of Children and Families staff and Rutgers University School of Social Work Institute for Families. The team's dedication and commitment to fine tuning the KNP model has resulted in a standard training and manual for KNP provider agencies across the state. A special thanks to the KNP Model Design Team for the wisdom and expertise during the creation of the program forms and tireless efforts in developing the manual. Another special thanks to the kinship families that receive support and services from the NJ Kinship Navigator Program; their lived experiences and feedback have helped to shape the Program Model.

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Section 100

KINSHIP NAVIGATOR PROGRAM OVERVIEW



# **Purpose of the Kinship Navigator Program Manual**

The purpose of the Kinship Navigator Program Manual is to serve as a comprehensive resource that incorporates guidelines, procedures, operations, and resources that are necessary for the standardized delivery of Kinship Navigator Program (KNP) Services in order to maintain program fidelity. The Kinship Navigator Program (KNP) Model includes Kinship Wraparound Services (KWS) and Kinship Legal Guardianship (KLG) -- hereafter referred to as KNP, KWS and KLG. The program is currently implemented by four non-profit agencies through a contract with the New Jersey (NJ) Department of Children and Families (DCF) to serve caregivers and children throughout New Jersey.

The KNP Program Manual describes the implementation of services and is designed to standardize the delivery of services across KNP provider agencies. Standardization of service delivery also requires prudent judgment in working with the unique needs and circumstances of children and families.

Provider agencies under contract with the NJ Department of Children and Families are expected to follow the processes and procedures described in the KNP Program Manual to ensure fidelity to the Program Model. Adherence to the KNP Program Model is essential for children and families in NJ being served by the KNP provider network to benefit from the successful program outcomes.



# **Organization of the Kinship Navigator Program Manual**

The KNP program manual has been organized into five (5) sections:

- 1. **Introduction to the KNP Program.** Section 1 describes the KNP Program Model. It includes the Logic Model, Practice Profile and the history and background of the KNP program.
- **2. Administrative Operations.** Section 2 focuses on administrative operations to ensure successful and standardized implementation of the KNP Program Model.
- 3. KNP Program Service Delivery. Section 3 focuses on the delivery of services to ensure agencies are working in a manner that maintains the fidelity of the KNP Program Model. This section not only describes what services should be delivered, but highlights how those services should be delivered in practice.
- **4. Data Collection and Reporting Processes**. Section 4 describes data collection and reporting processes for KNP programs.
- **5. Documentation and Forms.** Section 5 identifies documentation and standardized forms that are used in the KNP program.

The KNP Program Manual also has an appendix that begins with a list of Commonly Used Acronyms and Definitions (Appendix A) and contains documents and supporting information on the Kinship Navigator Program.



## **About Kinship Care**

According to the U.S. Census Bureau, out of the current 7,239,762 grandparents that live with their grandchildren nationwide, 34.1% are accountable for their care. Specifically, in New Jersey, 23.8% of the grandparents that live with their grandchildren are kinship caregivers (U.S. Census Bureau, 2021). Grandparents acknowledge several benefits when raising their grandchildren. For the children, grandparents provide safety, stability, and understanding. For the grandparents, it boosts their social connections, wards off depression, and keeps older adults mentally sharp. Bonding with their grandchildren brings gratification, a sense of purpose, and mutual unconditional love (US News, Esposito, 2017).

In New Jersey and across the country, many grandparents, relatives, and family friends are providing care to children who are unable to live with their birth parents. In some cases, when biological parents are unable or unwilling to raise their children, kin caregivers provide support and take on the responsibility of raising children. When families make arrangements that do not involve family courts or child welfare systems, they are considered private arrangements. In other cases, state and local child welfare agencies have become involved along with family court systems and work with families to formally place children with kin. The NJ Department of Children and Families provides support to families with either a formal or private kinship care arrangement: the NJ Kinship Navigator Programs specifically deal with private arrangements, and the Division of Child Protection and Permanency (DCP&P) has supports for families that require a formal arrangement. Relatives and family friends are usually known to a child and can often help ease the trauma of separating from a birth parent by providing a safe and nurturing environment (state.nj.us, 2020).

Research comparing children raised by non-relative foster parents to those raised by grandparents showed that children raised by their grandparents had significantly lower levels of depressive symptoms than those raised by foster parents. Grandparents also reported significantly higher levels of consistent discipline practices and higher supervision of their grandchildren (Nadorff, 2017). Kinship caregivers possess many strengths as they provide safe, loving homes for the children in their care. Kinship caregivers are often described as devoted, loving, strong, and resilient. Due to strong kin bonds and attachments and a connection to an extended family network, children view their placement with their relative as positive. It is qualities such as family togetherness and loyalty that have helped to maintain these close family ties.

Despite the benefits to children and grandparents alike, there are also some real challenges. National studies of grandparent-headed families in the United States indicate that such families are more economically disadvantaged

(Brabazon, 2011) and have disproportionately high poverty rates, an economic variable strongly associated with poor health outcomes (Longoria, 2009). The economic demands of custodial grandparenting can cause problems with the already compromised health of grandparents as economic support from social service agencies is frequently unavailable or difficult to access (Sampson and Hertlein, 2015).



# History and Background of the Kinship Navigator Program

In December 1996, New Jersey Public Law chapter 142 was enacted, establishing community coalitions and funding for pilot programs in six counties (Atlantic, Bergen, Essex, Mercer, Middlesex, and Monmouth) to explore and address the needs and concerns of grandparents raising their grandchildren. The coalitions were tasked with creating a final report containing findings and recommendations for the establishment of a Statewide system to provide monitoring and evaluation of benefits and services for grandparents raising their grandchildren.

Two years later, Assembly Resolution No.125 of 1998-1999, sponsored by Assemblyman Kenneth C. LeFevre and Joseph Azzolina, created the Assembly Task Force on Grandparenting. The Task Force was to examine and develop recommendations for programs and services to grandparents concerning issues related to grandparenting and was charged with the responsibility to study the final reports issued by the county community coalitions and follow up on their respective recommendations.

The Task Force held two public hearings in July in the northern and central regions of the State and one public hearing in September 1999 in the southern region. The Task Force prepared its January 2000 report of findings and recommendations after reviewing public testimony, pertinent reports, studies, and social science literature.

Assemblyman Donald Tucker arranged for a public hearing at Newark City Hall in 2000 at which grandparents testified about their situations and need for services. A second, similar hearing was also held in Newark.

The Kinship Navigator Program (KNP) began operating within NJ Division of Family Development in January of 2000 and was transferred to the Department of Children and Families in 2012. KNP was established to help caregivers "navigate" their way through the various government systems to find local supports and services. Kinship caregivers accessed the Navigator's program through a toll-free number. They can now call 2-1-1 or their local Kinship Agency directly.



# **Purpose of the New Jersey Kinship Navigator Program**

The purpose of the Kinship Navigator Program is to assist kinship caregivers in learning about, finding, and using programs and services to meet the needs of the children they are raising. Kinship Navigators work with the kinship caregivers to assess needs and provide referrals and recommendations to support the family's unique circumstances. Kinship Navigators connect kinship caregivers to community organizations, such as Family Success Centers, to help develop a network of support and promote social connections. The Kinship Navigator Program provides support for the family as a whole to safeguard family stability and facilitate permanency for children. The Kinship Navigator Program also promotes partnerships among public and private organizations to raise awareness and address the needs of kinship caregivers.

#### **Kinship Navigator Program Services include:**

**Kinship Wraparound Services** provide case management and assist kinship caregivers with essential services or items that are not available through existing programs. The program was designed to provide assistance to eligible caregivers based on income limits of the caregiver's family unit.

**Kinship Legal Guardianship** assists a caregiver in petitioning the court to appoint him or her as Kinship Legal Guardian for a child living in his/her home when the child's parents are unable to care for the child. The Kinship Legal Guardian will have the same rights and responsibilities as a birth parent, including making decisions about the child's care, consenting to medical treatment, making plans for the child's education, applying for services for the child, and general responsibility for ensuring the child's safety and well-being.

**The Kinship Legal Guardianship Subsidy** provides a monthly subsidy per child for children with low-income caregivers who acquire Kinship Legal Guardianship. The subsidy comes from the Board of Social Services, and financial eligibility depends on the income of the caregiver's family unit.

#### **Information and Referrals**

The Kinship Navigator Program also provides information and referrals to support caregivers' need for critical services such as, but not limited to, financial assistance, food, shelter, childcare, mental health support, and other community-based agencies. KNP programs maintain databases of programs and services located within the state and region, and then disseminate that information to the kinship caregivers when needed.

#### **Professional Networking with Community Based Agencies**

KNP agencies participate in intentional relationship-building activities with state-funded Family Success Centers and local community-based agencies for the purpose of marketing the program, building connections, expanding knowledge, and sharing resources. Agencies nurture these collaborative relationships by networking, hosting, attending, or organizing events designed to address any of the goals identified above.

#### **Kinship Caregivers Appreciation Events**

September is Kinship Caregivers Appreciation Month. Throughout the month, all agencies organize activities for the purpose of providing support, sharing knowledge, providing resources, and recognizing families for the commitment they made by assuming caregiving responsibilities. Agencies coordinate with the DCF KNP Coordinator to organize and host appreciation events, and all agencies submit event proposals to the DCF KNP Coordinator for review and approval.



# The Kinship Navigator Program Logic Model

A Logic Model is a graphic road map that presents the shared relationships among the resources, activities, outputs, outcomes, and impact for a program. It depicts the relationship between a program's activities and it's intended effects. A Logic Model also serves as a planning tool that is used to visualize the inputs and activities for a program and the expected program outcomes. It shows how a program works.<sup>1</sup>

The KNP Logic Model can be found in Appendix B. It highlights the vision, target population, resources, activities, and short- and intermediate-term program outcomes for the KNP program.

<sup>&</sup>lt;sup>1</sup> Center for Disease Control and Prevention. Program Performance and Evaluation Office. (2018). Logic Models: CDC Approach to Evaluation. Available online at: https://www.cdc.gov/eval/logicmodels/index.htm.



# **Kinship Navigator Program Practice Profile**

The KNP model comes to life in the KNP Practice Profile (Appendix D). A Practice Profile is a tool for operationalizing an intervention so that staff, supervisors, and directors across implementing agencies have a clear understanding of the practice so that there is consistency in implementation across practitioners and agencies. A Practice Profile includes guiding principles and essential functions.

**Guiding principles** are the philosophy, values, and principles that underlie the innovation. These guide the practitioner's decisions and ensure consistency, integrity, and sustainable effort across all practitioners.<sup>23</sup>

**Essential functions** define the role of practitioners and inform activities within each phase of work. Essential functions provide a clear description of the features that must be present to say that the innovation is being used and to achieve outcomes ("essential functions" are sometimes called core components, active ingredients, or practice elements). Each Essential Functions includes operational definitions describing the core activities associated with each essential function and allow the innovation to be

"teachable, learnable, doable, and assessable" across a range of contexts. 234

More information about Practice Profiles and service delivery implementation can be found in Appendix C.

Below are the eight Guiding Principles and six Essential Functions of the KNP Practice Profile.

#### **KNP Guiding Principles**

The eight (8) KNP Guiding Principles are:

#### **CULTURALLY COMPETENT FAMILY-FOCUSED** STRENGTH-BASED **VOLUNTARY** all races, ethnicities, classes, and services provided are services strive participation in services religious beliefs are welcomed tailored to families' to empower and is voluntary into the program and can access needs strengthen families and receive services **PERMANENCY AND OUT-OF-HOME CHILD SAFETY AND FLEXIBLE WELL-BEING PLACEMENT ACCESSIBLE** services are adjusted to services are accessible services support safety of services promote families' evolving needs children and increased permanency and prevent to New Jersey families well-being out-of-home placement

<sup>&</sup>lt;sup>2</sup> Metz, A., Bartley, L., Fixsen, D., & Blase, K (2011). A Guide to Developing Practice Profiles. National Implementation Research Network, Chapel Hill, NC.

<sup>&</sup>lt;sup>3</sup> Fixsen, D., Blase, K., Metz, A., & Van Dyke, M. (2013). Statewide implementation of evidence-based programs. Exceptional Children, 79(2), 213-230. <sup>4</sup> Metz, A. (2016). Practice Profiles: A Process for Capturing Evidence and Operationalizing Interventions. Chapel Hill, NC: National Implementation Research

Netz, A. (2016). Practice Profiles: A Process for Capturing Evidence and Operationalizing Interventions. Chapel Hill, NC: National Implementation Research Network, University of North Carolina. Available online at https://nirn.fpg.unc.edu/sites/nirn.fpg.unc.edu/files/resources/NIRN-Metz-WhitePaper-PracticeProfiles.pdf.



#### **KNP Essential Functions**

The six (6) KNP Essential Functions are:



**ENGAGING** – establishing and maintaining relationships with families by building rapport through open communication, ongoing interactions, and community outreach while involving families in the process.



**SUPPORTIVE LISTENING** – using communication techniques that encourage free dialogue and mutual understanding.



**ASSESSING** – using a process to collect information to identify the family's program eligibility, needs, and strengths.



**CONNECTING** – providing information and linking families to resources and other families to increase knowledge of community supports and promote self-sufficiency.



**ADVOCATING** – working on behalf of, and in partnership with, families to empower and support themselves.



**COLLABORATING** – working together with families and community partners.

The KNP Practice Profile can be found in Appendix D.



Section 200

# ADMINISTRATIVE OPERATIONS



# **Administrative Operations**

**Section 200** of the program manual provides an overview of the administrative operations necessary for KNP programs.

Section 201 shows a map of the KNP Provider Agencies in New Jersey.

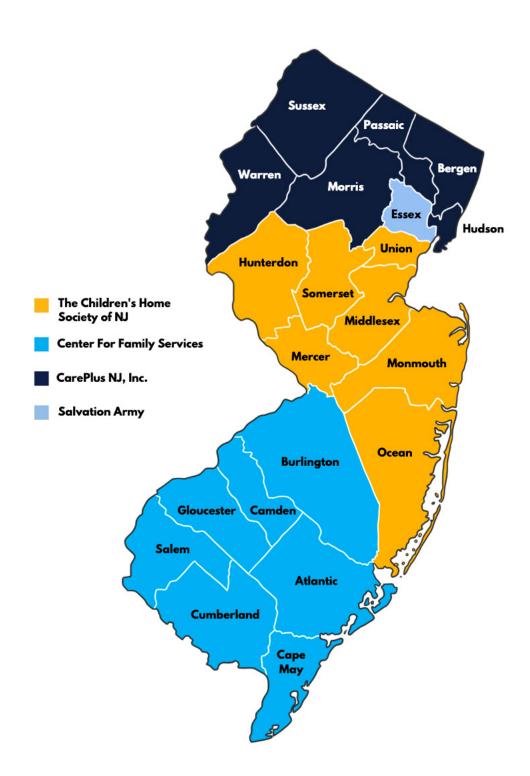
**Section 202** identifies staffing requirements and job descriptions for KNP Program Supervisors, KNP Case Managers, and KNP Administrative Assistants.

**Section 203** provides an overview of the training required for staff and supervisors. This section also describes the Guide to Coaching Practice that is available as a resource for KNP Supervisors to include coaching sessions in supervision.

Section 204 concludes with a focus on required DCF statewide meetings.



# **KNP Provider Agencies**





# **Kinship Navigator Program Staffing**

#### **Staff Requirements and Job Descriptions**

The Kinship Navigator Program (KNP) at each provider agency is required to employ several staff, including the following:

- (1) Program Supervisor
- Several Case Managers according to operational needs of the program
- (1) Full-time or part-time Administrative Assistant

Full-time is defined as a minimum of 35 hours per week. All KNP staff must be fully dedicated (100%) to the operation of the program. The Kinship Navigator Program staff are required to attend training on the Kinship Navigator Practice Profile, NJ Standards for Prevention, the Protective Factors, and all other trainings deemed necessary by DCF.

#### **Job Description: Program Supervisor**

About Kinship Navigator Program

The Kinship Navigator Program provides families and caregivers with linkages to government and community resources. This program helps administer support programs created specifically for kinship caregivers, including, case management, advocacy, financial and legal services.

TITLE: KNP Supervisor

POSITION STATUS: Full Time (minimum of 35 hours per week)

Responsible for managing day-to-day operations of the Kinship Navigator Program ensuring that the KNP Practice Profile, Standards for Prevention, and Protective Factors are incorporated into all aspects of the program. KNP supervisor must be fully dedicated (100%) to the operation of the Kinship Navigator Program and must work a minimum of 35 hours per week.

#### Requirements

Minimum Education and Experience

**Education:** Graduation from an accredited college with a bachelor's degree. A Master's degree is preferred.

**Experience:** Three (3) years of supervisory experience having responsibility for managing the development or implementation of community-based services, prevention programs, or any other human assistance programs.

#### **Essential Duties:**

#### Engaging:

- Incorporates the KNP Practice Profile, Standards for Prevention Programs, and Protective Factors into all aspects of the program.
- Administer and supervise Kinship services, that includes State Kinship Legal Guardianship, Kinship Wraparound, and case management services.



- Provides direct supervision to assigned staff in order to enhance their skill sets, leadership qualities and administrative functions.
- Provides on-going support to staff to ensure completion of job responsibilities.
- Carries out supervisory responsibilities in accordance with the program policies, applicable laws and governmental regulatory agencies.
- Reviews staff responsibilities to determine timeframe and scope of authority, reviews staffing requirements, and allotments of available resources.
- Confers with staff to provide technical advice and to resolve problems.

#### Collaborating:

- Works and communicates with DCF FCP office, as well as other entities with regard to referrals, participant flow processes, information sharing and the coordination of required support services.
- Actively seeks opportunities to work with community partners and stakeholders.
- Actively participates in networking opportunities with community partners and stakeholders.
- Coordinates caregiver appreciation events.
- Markets Kinship Navigator Program to new caregivers.

#### Supportive Listening:

• Creates a culture of inquiry, so interested families and individual family members share ongoing and evolving goals, needs, and desired involvement with KNP.

#### Connecting:

- Regularly identifies and updates relevant resources within the community that align with KNP mission and vision and can meet families' and individual family members' interests, goals, and needs.
- Identifies opportunities to participate in community events such as health fairs, volunteer expos, parent liaison meetings, parent breakfasts, and community advisory board meetings.

#### Advocating:

- Works with community partners to address barriers to accessing services and resources.
- Identifies programs, services, and activities that promote skill and protective factor development based on community's needs and interests.
- Develops internal resources based on the community's needs and interests.
- Collaborates with community partners to identify the strengths, challenges and service gaps in the community.



#### Assessing:

- Provides reports as requested for monitoring, assessment and improvement.
- Identifies relevant data and information that will help the KNP understand the needs of their community.
- Examines data as a team in order to identify opportunities and create a plan to improve practice and programming.

#### Required Knowledge, Skills, and Abilities

- Organizational skills with the ability to manage numerous projects and people simultaneously.
- Outstanding human relations and leadership skills, and the ability to function in a team environment.
- Effective oral and written communication skills.
- Computer literate with proficiency and working knowledge of database and reporting tools such as Microsoft Word, Excel, Access, and PowerPoint.

#### Job Description: KNP Case Manager

About Kinship Navigator Program

The Kinship Navigator Program provides families and caregivers with linkages to government and community resources. This program helps administer support programs created specifically for kinship caregivers, including, advocacy, financial and legal services.

TITLE: Kinship Navigator Case Manager

POSITION STATUS: Full time (minimum of 35 hours per week)

Provides support services to grandparents, relatives, children, and other caregivers. Services include information and referral, case management, Kinship Legal Guardianship, and Wraparound services.

#### Requirements

Minimum Education and Experience

**Education:** Graduation from an accredited college with a bachelor's degree.

**Experience:** One (1) year experience working with families, children, and adolescent populations.

#### **Essential Duties:**

#### Engaging:

- Incorporates the KNP Practice Profile, Standards for Prevention Programs, and Protective Factors into all aspects of the program.
- Uses a process that is welcoming and inviting in order to orient and introduce families to the program.
- Attends and responds to families' needs in a helpful, supportive and timely manner.



- Provide direct service in assisting kinship caregivers with their application for legal guardianship, eligibility for the Kinship Care Subsidy Program, and application for financial support.
- Provide case management including problem solving, consultation, interviewing, coordination of services, appropriate community referral when indicated, advocacy and detailed report keeping of client progress, and preparing reports related to the provision of services.
- Provide home visits to all referred kinship care families, while maintaining respect for the families.

#### Connecting:

- Identifies and provides information regarding resources, services and activities offered within the community that meet families' and individual family members' interests, goals, and needs.
- Keeps abreast of services and resources available to families, especially in the areas of health, parent education, employment opportunities, training, and housing.

#### Supportive Listening:

- Uses meaningful inquiry strategies to understand families' interests, goals, and needs.
- Uses a process to debrief with families and individual family members about their stated interests, goals, and needs to match them with available community resources.

#### Advocating:

- Assists families with making appointments and navigating the social service system, and by providing initial introductions to providers, as needed.
- Coaches families and individual family members on how to access resources or services based on their interests, goals, and needs.
- Connects with community partners on behalf of the caregiver in order to access the needed resources.

#### Collaborating:

• Assists supervisor in establishing partnerships with community service organizations to create support services for families and caregivers.

#### Assessing:

- Recognizes the strengths, skills, and talents of participants in order to facilitate family engagement.
- Ability to engage, identify family strengths and needs and provide on-going support.
- Incorporates the KNP Practice Profile, Standards for Prevention Programs, and Protective Factors into all aspects of the program.
- Ensures excellence in program implementation by analyzing assigned projects, setting goals, developing plans, and utilizing time effectively and efficiently.
- Utilizes data to guide decision- making, refine practice and improve services.



#### Required Knowledge, Skills, and Abilities

- Organizational skills with the ability to plan, develop, implement social service programs.
- Outstanding human relations and the ability to function in a team environment.
- Effective oral and written communication skills.
- Computer literate with proficiency and working knowledge of database and reporting tools.

#### **Job Description: Administrative Assistant**

#### About Kinship Navigator Program

The Kinship Navigator Program provides families and caregivers with linkages to government and community resources. This program helps administer support programs created specifically for kinship caregivers, including, advocacy, financial, and legal services.

TITLE: Kinship Navigator Administrative Assistant

POSITION STATUS: Full time or part time (according to operational needs of program)

Assists and supports supervisor and Kinship Navigator program, as needed. Assures assigned goals or objectives are accomplished within prescribed time frame by performing the job responsibilities personally.

#### Requirements

#### Minimum Education and Experience

**Education:** High school diploma or General Education Degree (GED) and at least one year of administrative experience.

#### **Essential Duties:**

- Provides support to assigned managers and engages in program-related performance improvement processes and activities.
- Ensures reports or statistics are accurately prepared and sent to the appropriate entity in a timely manner.
- Enters and maintains specific data, logs, and databases.
- Prepares reports from data collected.
- Coordinates and arranges meetings, prepares agendas, reserves, and prepares facilities, and records minutes of meetings.
- Conducts data entry and assist other administrative duties as assigned.



#### Required Knowledge, Skills, and Abilities

- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms and other office procedures and terminology.
- Flexibility to perform a range of clerical/support tasks, ability to work independently as well as, within the program.
- Effective oral and written communication skills.
- Computer literate with proficiency and working knowledge of database and reporting tools.



# **KNP Training and Coaching**

The KNP training and coaching material listed in this section were designed with input and review from leadership staff at the New Jersey Department of Children and Families and Rutgers University School of Social Work Institute for Families.

KNP provider agencies are required to complete and utilize all KNP trainings and developed coaching materials to promote competency in the KNP Practice Model, and to provide ongoing professional development for staff in areas relevant to their position.

#### 203.1 New Jersey Kinship Navigator Program Training for Case Managers and Staff

The New Jersey Kinship Navigator Program Training for Case Managers and Staff is an in-depth and interactive, asynchronous web-based training model that consists of several sections highlighted with a continuum of learning objectives.

The goal of the training is to strengthen knowledge, skills, and awareness of the Kinship Navigator Program as highlighted within the KNP Logic Model and the KNP Practice Profile. The NJ KNP Training for Case Managers and Staff also explores the unique feelings, strengths, and needs of kinship families in order to develop empathy with, and support to, the caregivers served in the program.

The primary content areas covered in the NJ KNP Training for Case Managers and Staff are as follows:

- Review of the KNP Practice Model, including the Practice Profile and Logic Model
- Exploring kinship families' unique feelings and needs
- Explaining and providing examples of how to implement the KNP Essential Functions: engaging, listening, assessing, connecting, advocating, and collaborating
- Walking through the complete KNP Service delivery process, practices, and procedures, including Kinship Wraparound Services and Kinship Legal Guardianship

#### 203.2 Coaching Plan for KNP Staff

As part of the KNP Program Model, KNP staff will receive regular and consistent coaching in addition to supervision. Coaching is non-clinical, individualized, and is aimed at developing awareness and improving staff's knowledge, skills, and competencies in the KNP Practice Model. Coaching includes active listening, questioning, modeling, reflection, and feedback.

KNP staff should work with their supervisors to be prepared for coaching sessions and are encouraged to identify performance goals in their work. Supervisors use coaching plans and coaching tools to guide the process of facilitating and assessing the progress of professional development.



#### **203.3** New Jersey Kinship Navigator Program Training for Supervisors

An in-depth and interactive, asynchronous web-based training model is available to Kinship Navigator Program Supervisors to explain and implement the knowledge and skills required in their role and enhance the skills used to support their staffs' work with families.

The topics covered in the New Jersey Kinship Navigator Program Training for Supervisors include functions of a supervisor; supervisory skills; the supervisor-supervisee relationship and self-care for the supervisor.

All KNP Program Supervisors are required to complete the New Jersey Kinship Navigator Program Training for Supervisors.

#### 203.4 Coaching to the Practice Model

#### Coaching to the Practice Model and the Guide to Coaching Practice

The KNP Supervisors' training is complemented by Coaching to the Practice Model and the Guide to Coaching Practice.

Coaching to the Practice Model provides an overview of coaching and more specifically the Child Welfare Skills-Based Coaching Model. Each module focuses on a step of the model detailing the process, tools and strategies used during it.

The Guide to Coaching Practice was developed to support coaches in implementing coaching skills to enhance effectiveness in staff supervision and develop workplace learning. The purpose of the Guide to Coaching Practice is to provide coaches with information and practical coaching tools to assist staff in becoming competent in the Essential Functions of their roles serving children, families, and communities. The guide is focused on tools to promote the sustainable work of infusing coaching sessions into the practice of supervision.

The Guide to Coaching Practice contains practical tools, such as forms, templates, and plans that can be used to assist the coach in the coaching process from planning to evaluation of the staff person's performance and development. Additional resources for coaching skill development are provided in the guide.

#### **Coaching Plan**

KNP Supervisors are expected to include coaching sessions in their supervision with staff. Coaching in supervision is non-clinical, individualized, and is aimed at developing awareness and improving skills in staff using active listening, questioning, modeling, reflection and feedback in their work implementing the KNP Practice Model. The use of coaching in supervision is the means for supervisors to support KNP staff in increasing knowledge, skills and competencies. The goal is for staff to demonstrate skills which exceed basic standards, ensuring that the KNP Program Model is being implemented with fidelity.

KNP Supervisors will be introduced to the necessary structure and tools for coaching to reinforce how to guide their professional team toward program, coaching practices, and actualizing the KNP Practice Profile's Guiding Principles and Essential Functions.

Coaches and staff should work together to be prepared for pre-planned coaching sessions. During coaching sessions, coaches support staff to identify performance goals in their work and use coaching plans and coaching tools to guide the process of facilitating and assessing the progress of professional development.



# **DCF Required Statewide Meetings**

All KNP providers are expected to attend all scheduled DCF statewide meetings and other meetings as requested by DCF leadership. This forum is a setting for KNP agencies to:

- Establish a community of peer sharing and exchange information about the resources and support that each program provides;
- Become informed of any Department updates;
- · Become informed of any current trends in the field; and
- Collaborate in addressing the needs of kinship families.



Section 300

# PROGRAM SERVICE DELIVERY



# **Program Service Delivery Introduction**

This section provides a detailed description of the KNP services. It outlines the service activities delivered in the KNP Program Model and highlights program forms necessary to carry out these activities. It is critical that all providers are adhering to the service standards outlined in this section to ensure KNP program fidelity within their program and throughout the KNP provider network.

**Section 301** begins with a description of the KNP service delivery process and contains a visual depiction of the KNP service delivery flowchart. For each step of the service delivery process, it highlights the actions staff need to take, the timelines for completion of tasks, and the forms that need to be completed during each step of the service delivery process.

Section 302 provides an overview of the intake process, including basic KNP eligibility information.

**Section 303** identifies the pre-screening intake information that is gathered, including the DCF Office of Family Support Services screening process.

**Section 304** focuses on Kinship Wraparound Services and details the home visit process, KWS stipend distribution, goal plan completion, case closure, reapplication, and special requests for additional support.

**Section 305** gives attention to Kinship Legal Guardianship from the initial contact and home visit. This section also details the KLG application process and the requirements for a completed KLG packet. Advocacy during court proceedings and the family court process is also described, as well as the KLG subsidy and the process of the annual redetermination for the KLG subsidy.

**Section 306** discusses the NJ Kinship Navigator Program's approach to strengthening families and community partnerships. It describes annual appreciation events and relationship-building with Family Success Centers and other community-based agencies.

Forms that are referenced but not shown in Section 300 can be found in Section 400 of the KNP Program Manual.



# **Kinship Navigator Program Service Delivery Process**

The Kinship Navigator Program (KNP) Service Delivery Process starts with a family member or caregiver contacting 2-1-1 (by phone or online) or by calling the KNP Provider agency directly. The caregiver receives information about the Kinship Navigator Program services that are available and how KNP can help. If the family is likely to benefit from KNP, 2-1-1 will refer them to the regional KNP Program Agency.

Once a family is connected to the KNP Program Agency, information is gathered by completing the **KNP Prescreening Intake Form**. The KNP Case Manager will also determine with the caregiver whether they are seeking Kinship Wraparound Services, Kinship Legal Guardianship, or both. KNP Essential Functions used during the Pre-Screening Intake include: Engaging, Supportive Listening and Assessing.

#### **Kinship Wraparound Services**

For families seeking Kinship Wraparound Services (KWS), the family's information is sent to the DCF Office of Family Support Services to determine if the child has an active case with DCP&P. Once KNP receives confirmation that the child is not active on an open DCP&P case, the KNP Case Manager schedules a home visit with the family. For families not eligible for KWS, the KNP Case Manager notifies the family in writing that they are not eligible for KWS services and provides the contact information to their local DCP&P office.

During the home visit, if the family is found to be not eligible for the KWS stipend, no further assessments are completed and the family is given information and referrals for other community resources.

The KNP Case Manager shares information regarding KWS, KWS Stipend, KLG services, KLG Subsidy, and other community resources. For families eligible for Kinship Wraparound Services, the KNP Case Manager completes the **KWS Home Visit Assessment Form, KNP Child Stability Assessment Form,** and the **KWS Goal Plan** with the family during the home visit. KNP Essential Functions used during the Home Visit include: Engaging, Supportive Listening, Assessing, and Connecting.

After the home visit, the KWS Funds Distribution Form, KNP Referral Form, and KNP Family Contact Form are all completed by the KNP Case Manager. All completed forms are reviewed by the KNP Supervisor.

Two weeks after the distribution of the KWS Stipend, the KNP Case Manager will conduct two follow-up phone calls to discuss the progress of the family's KWS Goal Plan, progress made to connect with identified resources shared during the home visit, collect receipts for stipend-related purchases, and make referrals to additional community resources, such as Family Success Centers (as agreed upon with the family). The KNP Case Manager will update the **KWS Goal Plan** and **KNP Referral Form**. KNP completes a **KNP Family Contact Form** for each follow-up. KNP Essential Functions used during the follow-ups include: Engaging, Supportive Listening, Connecting and Collaborating.



The case is closed after the second follow-up phone call. The Case Manager completes the KWS Discharge Forms and sends a KWS Closing Letter to the family.

Families may reapply annually to receive the KWS stipend.

#### **Kinship Legal Guardianship**

For families seeking Kinship Legal Guardianship (KLG), the family's information is sent to the DCF Office of Family Support Services to determine if the child has an active case with DCP&P. Once KNP receives confirmation that the child is not active on an open DCP&P case, the KNP Case Manager schedules a home visit with the family. For families not eligible

for KLG, the KNP Case Manager notifies the family in writing that they are not eligible for KLG services and provides the contact information to their local DCP&P office.

For families seeking Kinship Legal Guardianship, the KNP Case Manager shares information regarding KLG services, KLG Subsidy, and other community resources during the scheduled home visit. The Case Manager completes the KLG Petition, the Kinship Legal Guardianship Assessment Form (4-5B), the KNP Referral Form, KNP Child Stability Assessment Form, and the KNP Family Contact Form. KNP Essential Functions used during this home visit include: Engaging, Supportive Listening, Assessing, and Connecting.

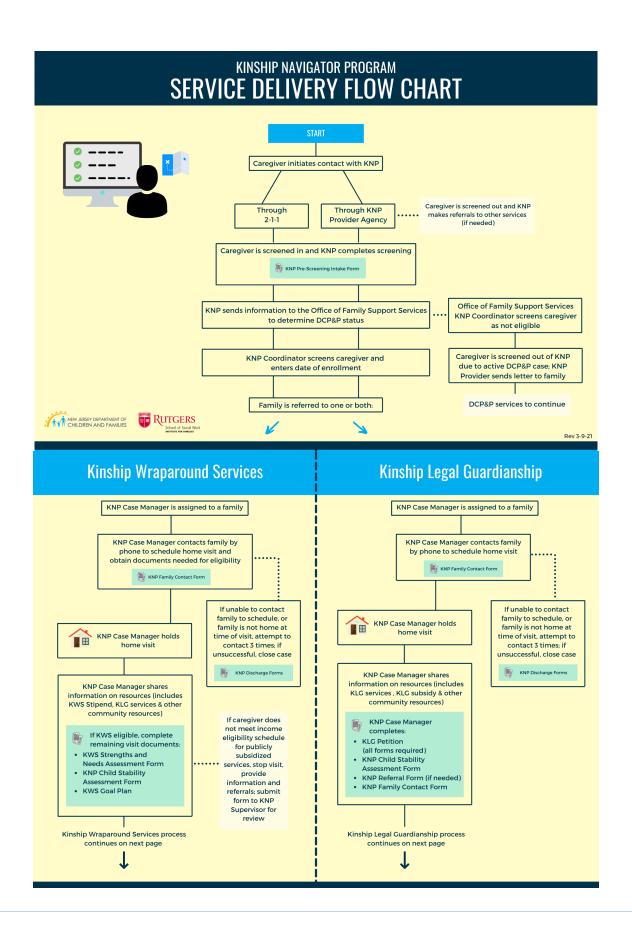
Once the KNP Supervisor reviews all of the KLG paperwork, it is submitted to the Family Court. The KNP Case Manager follows up with the family every three months to see if their court date has been scheduled and completes a **Family Contact Form** for each follow-up. If the family asks, the KNP Case Manager can attend the court hearing and advocate on behalf of the family. KNP Essential Functions used during the court hearing include: Engaging, Supportive Listening, Collaborating, and Advocating.

If the family is not granted KLG, the KNP Case Manager completes a **KLG Discharge Form** and the case is closed. If the family is granted KLG, the family is referred to the county Board of Social Services to apply for a KLG Subsidy. After this referral, the KNP Case Manager closes the case and completes a **KLG Discharge Form**.

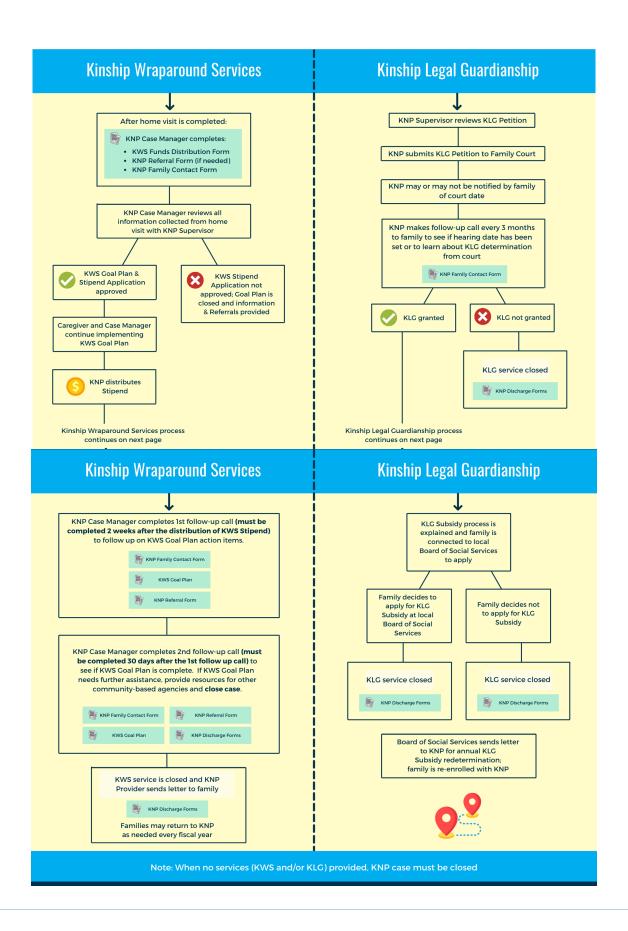
The county Board of Social Services will send a letter to the KNP program for annual KLG Subsidy redetermination. The family is re-enrolled with KNP at this time.

A KNP Service Delivery Flow Chart is found on the next page which provides a visual overview of the KNP service delivery process.











#### **Intake Overview**

Intake is the operation by which data is gathered and screened to determine eligibility and assess needs. Background information, personal, demographics, and income data will be collected to determine eligibility and type of service required.

The intake process for KNP applies when there is a request for information and/or services from a caregiver for a kinship child.

To apply for KNP services, kinship caregivers can call their regional Navigator agency or 2-1-1. The KNP provider responds within two (2) business days to calls made to 2-1-1 and KNP provider will complete pre-screening.

When an Inquiry/call is received, the Kinship Navigator Program is explained, including services and/or resources that may be available to the applicant. Client look-up must be conducted to determine if applicant also (see Office of Family Support Services Screening section 303.1):

- Is an existing client
- To check history of existing services
- To determine if there is an active DCP&P Case in relation to the identified child

#### The Intake Standards has three parts:

- **1. Information Gathering** gathering and recording of information relating to Kinship services or a referral for other services.
- 2. Intake Response action taken in response to the need of the applicant, referral, or request based on an initial screening.
- **3. Intake Disposition** an agency's service decision relating to the need for service, including a determination of presumptive eligibility. Caregivers that do not qualify for KNP services are provided Information & Referral if requested and screened out.

#### 302.1 Program Eligibility

Program eligibility is determined in a two-step process that includes a pre-screening intake and a DCF Office of Family Support Services screening, as described in Section 303.

KNP required eligibility criteria is:

- The child is under 18
- The child is age 18-21 and has a disability
- The relationship of caregiver and child has been established; the caregiver is a guardian, has custody, provides for, or has control of the child
- Residency: The child and caregiver live in the same household
  - O For KLG services, child needs to live in the household with the caregiver for at least 12 months
- The caregiver meets the KNP KWS income criteria



The KNP eligibility process is completed when all the following have occurred:

- Supervisor approves the application when all eligibility requirements are met or after home visit
- Supervisor denies the application when eligibility requirements are not met, or application had failed to establish eligibility
- · Applicant is notified of the action taken in writing
- Applicant receives his/her initial service

The information gathered and collected will be reviewed and evaluated by a KNP supervisor to determine eligibility and/or type of services needed. The supervisor will determine if the applicant meets the criteria for eligibility of services.



# **Pre-Screening Intake**

At the time that a family initiates contact with KNP, a pre-screening intake process occurs. Basic demographic information is collected to determine if a family qualifies for services.

At this stage, the Pre-Screening Intake Form is completed using KNP's management information system.

The information collected for the pre-screening includes:

- · Date and time
- Caregiver's information, name, DOB, address
- · Caregiver's partner information, name, DOB, address
- Kinship child(ren)'s name(s), DOB(s)
- Relationship to child(ren)
- Income and family size
- TANF status
- KLG status
- Names of other dependents in the home
- Type of service requested or needed

If concrete services are requested during initial pre-screening, KNP staff provides caregiver with contacts to other resources, such as TANF, food stamps, housing, etc.

If pre-screening information is not completed at the time of the initial call, the KNP provider will call the caregiver to gather the information within three (3) business days.

During the pre-screening intake, caregivers are asked to start collecting copies of supporting documentation, including employment information/paystubs; school records; medical records; taxes; or any other proof of income, relationship, and residency. These documents will be collected during or after the home visit.

#### 303.1 Office of Family Support Services Approval

At the time that a family is referred to Kinship Legal Guardianship and/or Kinship Wraparound Services, the KNP agency forwards the completed Pre-screening Intake form to DCF, Office of Family Support Services (OFSS) to determine the DCP&P status for each child. Once the agency receives the DCP&P status, they determine if the child is eligible for Wraparound services.

The completed Pre-screening Intake form is sent to DCF OFSS verification within a week of initial screening.



The pre-screening results are:

#### **Ineligible for Services**

If there is an active DCP&P case, the KNP provider will contact the caregiver and inform them of their DCP&P status. If the caregiver has questions, they will supply the caregiver with the DCP&P Local Office number who will be able to provide the caregiver with the name and number of their DCP&P caseworker.

#### **Eligible for Services**

If there is no active DCP&P case, the child is eligible and the KNP provider will contact the caregiver, schedule a home visit, and begin collecting supporting documentation.

Caregivers that do not qualify for KNP services are provided information and referrals if requested and screened out.



## 304

## **Kinship Wraparound Services**

Kinship Wrapround Services provides an annual stipend of \$500 to families to pay for short-term or one-time expenses like furniture, moving costs, and clothing for children.

Kinship Wraparound Services provides caregivers with vouchers to pay for necessities that are not available through existing programs. The following expenses are a few examples of items that are covered:

- · Clothing for the child
- Furniture for the child
- · Housing and legal KLG fees
- Summer camp costs
- Tutoring

For a complete list, refer to the KWS Stipend Approved Items located in Appendix E.

To qualify for Wraparound services, applicants must prove they are relatives, legal guardians, have legal custody, or be the primary caregivers of the children; and that the children live with them -- information collected when completing the Pre-screening Intake Form.

Financial eligibility depends on the kinship caregiver's family income; caregivers must show supporting documentation. During the home visit, the KNP Case Manager will work with the family to complete a strength and needs assessment using the Home Visit Assessment Form for all KWS requests. Following the assessment, the KNP Case Manager will collaborate with the family to create a KWS Goal Plan. The KNP Case Manager then completes the KWS Wraparound Funds Distribution Form; at least one case goal must include how Wraparound funds will be used to address needs identified in the Goal Plan.

## 304.1 Scheduling the Home Visit

The KNP provider will call the kinship caregiver within 45 days of the initial pre-screening to set up the home visit. During the call, the KNP Case Manager will begin assisting the family by describing the documentation that will be needed and used to verify and confirm eligibility. Over the phone, the KNP provider explains instruction for eligibility documents that can be sent to the KNP provider by mail or electronically ahead of the scheduled home visit.

## 304.2 KWS Program Eligibility

The KNP Case Manager verifies the following documentation to make a determination about KWS eligibility:

**a. Income limits** – See Income Eligibility Schedules for Publicly Subsidized Childcare assistance or services published yearly by Department of Human Services.



#### b. Included Income

- Employment (including self-employment)
- · Rental income
- Social Security disability/retirement or Survivor's benefits
- State disability
- Rental property managed by an agent
- Worker's compensation
- Pensions/annuity/401K
- Alimony received
- Railroad retirement
- Foster care payments/Kinship Subsidies
- General assistance payments
- Temporary Assistance to Needy Families (TANF) payments
- Unemployment
- Interest and dividend income
- Veterans benefits
- Child support received

#### c. Excluded Income

All income is included for Wraparound services.

## d. Age

*I. Kinship child-* copy of child's birth certificate: a child will be deemed eligible for services up to his 18th birthday. If a child is in high school and is expected to graduate before they turn 19, they are eligible for Wraparound services until they turn 19.

*II. Kinship child with special needs-* Children with documented special needs can receive services up to their 21st birthday. Documentation includes:

- e. Medical records
- f. School records (IEP)

#### g. Household

- Family composition- The kinship family composition includes the kinship caregiver, the caregiver's spouse or partner, their children, and the related kinship child or children. Family size also includes dependent children who are over the age of 18 or other adults who are not legally responsible for the children but who are dependent on the kinship caregiver and who live in the same household.
- Excluded household members- Family members or friend who reside in the same home who split bills are considered a separate household.



## f. Relationship

- I. Biological- Caregiver and child related by blood proven through birth and/or death certificates.
- *II.* Legal- Caregiver and child relationship granted by a legal proceeding (i.e.,: marriage, adoption, divorce, or legal guardianship) \*Note Legal Custody does not necessitate automatic relationship.
- III. No relationship- Caregiver and child have no blood or legal relationship (i.e.,: family friend, neighbor, or relative who cannot prove biological or legal relationship)

## g. Medical Exemptions

- *I. Terminally III biological parent in home* Biological parent is in home; however, has been diagnosed with a terminal illness (must have documentation)
- *II. Disabled biological parent in home-* Biological parent in home; however, the parent is unable, unwilling, or unfit to adequately provide or care for child (i.e., substance abuse, alcohol abuse)

## h. Eligibility Exemptions

- I. Teen parent in home with bio-mother or father- We can service the child, not the teen.
- II. Teen parent in home with a kinship caregiver- We can service both the teen and child.
- III. Undocumented families can be serviced. They will need to provide acceptable documents such as, a passport, birth certificates, court custody paperwork from their home country.

## i. Reasons for Ineligibility for Wraparound Services

- Over income for household size
- Child has an active DCP&P case
- A biological/adoptive parent requesting Wraparound for their own children
- The biological parent(s) reside in the home and has the ability to care for their own child (i.e., biological parent has no medical, mental health, or addiction issues)
- Child is over age 18 at the time of request and will not be graduating before their 19th birthday
- Children with documented special needs will be serviced up to their 21st birthday; at that time, services to be transferred to adult disabilities
- j. **Acceptable Documents** the following documentation are acceptable proofs of relationship, income, and residence;
  - Birth, death, and marriage certificates
  - Medical records
  - Driver's licenses
  - Religious records
  - School records
  - Court records (including child custody information)
  - · Immigration, passport, and naturalization papers
  - Records of public or private welfare agencies
  - Employment records
  - Paycheck stubs



- The check or check stub attached to benefits, such as Social Security, Pensions, Annuities, Strike Benefits, VA, etc.
- · Unemployment records
- · Statement of Individual Providing Gifts of Income
- Order of Alimony or Child Support
- Copy of IRS form 1040, Self-employment Income Schedule C and/or E
- Interest or dividend income from stocks or other investments
- Other valid forms of identification

#### 304.3 Home Visit

The KNP Case Manager will go to the caregiver's home within 45 days of pre-screening eligibility. The Case Manager introduces themselves and shares information about the Kinship Navigator Program, Wraparound Services and Wraparound Stipend, Kinship Legal Guardianship (KLG) and KLG Subsidy. The case manager will verify that the child lives in the home and work with the family to collect the remaining documents for proof of residency, school and/or medical records. The documentation provided cannot be older than three (3) months.

The KNP Case Manager will work with the family to complete the KWS Stipend Application and collect any additional supporting documents to determine if the caregiver is eligible for KWS.

- If the caregiver is eligible, the Case Manager moves forward with completing the KWS Home Visit Assessment form and the KWS Goal Plan.
- If the caregiver is ineligible, the Case Manager will not move forward with completing additional home visit documents. Information and referral (I&R) is provided if requested by the caregiver. The Case Manager submits the ineligible application to the Supervisor for review and the case is determined closed.

## 304.3.1 The KWS Strengths and Needs Assessment and the KWS Goal Plan









The KNP Case Manager, in collaboration with the caregiver, completes the KWS Strengths and Needs Assessment to identify needs and areas of strength with the family. Section A of the Strengths and Needs Assessment (Home Needs-Family Needs Scale) is used to drive the design of the KWS Goal Plan. With the family, the KNP Case Manager discusses, completes, and prioritizes the 34 types of assistance statements found in section A of the assessment.

The Home Needs-Family Needs Scale (section A) has statements that refer to several areas where caregivers may or may not need help or assistance. The KNP Case Manager will read each statement and circle the one number in each row that best describes how the caregiver feels about needing help in that area. Number 5 means the item is "Almost Always a Need." Number 1 means "Almost Never a Need." For statements that do not apply to the caregiver, please answer "Not Applicable."



Following the completion of section A, the KNP Case Manager will identify up to three needs to be addressed in the KWS Goal Plan. When prioritizing caregiver needs, the KNP Case Manager should:

- 1. Consider identified needs rated as a "4" (often a need) or "5", (almost always a need) and selects up to 3 needs.
  - When completing the assessment, the KNP Case Manager will utilize Supportive Listening and Assessing essential functions to build rapport and to gather critical information of the family's needs.
- 2. A goal on the KWS Goal Plan that requires use of the KWS Stipend should be connected to a need from the assessment that is rated a "5" (almost always a need). The family and KNP Case Manager can consider items identified as a "4" (often a need) to be additional goals on the KWS Goal Plan.
- 3. All developed goals on the KWS Goal Plan are SMART. SMART goals are Specific, Measurable, Achievable, Relevant, and Time-Bound; information about SMART goals and how to create SMART goals can be found in Appendix F.
- 4. Sections B-D, the Home Strengths and Well-Being (Family Empowerment and Family Protective Factors Scales), are designed to collect data on the NJ DCF Kinship Navigator Program and can help the KNP Case Manager gain a comprehensive understanding of the family's strengths. KNP Case Manager reads each statement and circles the response that is provided by the caregiver.

The KWS Goal Plan Form requires Supervisor approval once it is completed.

## 304.3.2 Referrals During a Home Visit



If services other than Kinship Legal Guardianship are needed, the Case Manager provides Information and Referral (I&R) services to address other needs and goals identified by the caregiver. I&R services are provided to children or caregivers who might need information, support, and/or services that cannot be provided by the Kinship program.

When preliminary information indicates that a service is more appropriately provided by another organization, the Case Manager:

- Completes a KNP Family Contact Form and KNP Referral Form
- Advises the caregiver where he or she can obtain more detailed information, including websites and office locations
- Concludes the intake and records the action taken

## **304.4 KNP Supervisor Approval**

Once a home visit is completed, the KNP Case Manager documents the home visit using the KNP Family Contact Form. The KNP Case Manager collects and submits the following documents for review and final approval by the KNP Supervisor: any supporting documentation to determine eligibility, KWS Home Visit Assessment, KWS Goal Plan, KWS Funds Distribution Form, and the KNP Referral Form to document any resources that were identified as part of the KWS Goal Plan. Within three working days of receiving documentation, the Supervisor determines eligibility and provides a final determination.



## **304.5 KNP Wraparound Stipend Distribution**

KNP Wraparound Services includes a KNP Wraparound Stipend in the amount of \$500 that can be used to purchase items for the kinship child and to meet goals identified on the KWS Goal Plan. For example, funds can be used to obtain furniture and clothing for the relative child. For a complete list, view the State Approved Wraparound Items form in Appendix E.

KNP provider agencies should follow their own procedure to distribute the KWS stipend to a family within 30 days of KNP Supervisory approval. The KNP Case Manager is responsible for collecting all receipts from caregivers.

## 304.6 KWS Case Goal Completion and Follow Up

The KNP Case Manager will call the family within two weeks after the distribution of the KWS stipend to begin collection of receipts and follow up on action items on the family's KWS Goal Plan. Following this call, the KNP Case Manager must update the family's KWS Goal Plan with any new notes, progress, or referrals made. Additionally, the KNP Case Manager must document all family contacts using the KNP Family Contact Form.

The KNP Case Manager will complete a second and final phone call within thirty (30) days of the first follow-up call. During the call, the KNP Case Manager will review the KWS Goal Plan with the family. If there are unmet goals or emerging needs identified by the family, the KNP Case Manager will provide information and referral to a community-based organization for further support. The KNP Case Manager will close the case. Caregivers will not be sanctioned if they can provide receipts of purchases that relate to the direct needs of the child in their care . All submitted receipts must add up to the awarded KWS stipend amount. Families can reference the State Approved Wraparound Items form, Appendix E.

## 304.7 Case Closure

The KNP Case Manager ensures all documentation (including the KWS Goal Plan and the KWS Discharge Forms) are updated and completed. Discharge questions are completed with the family during the second follow-up call. Contacts made with the family are documented using the KNP Family Contact Form and the KNP Referral Form. Receipts from KWS purchases are also collected at this time.

## **304.8 KWS Reapplication**

Families can re-apply for Kinship Wraparound Services annually for as many years as they are supporting children; up to the child's 18th birthday and for youth with disabilities aged 18-21. Families returning to KNP agencies seeking support and resources must have a new case opened, along with a KWS Home Visit Assessment. The KWS Home Visit Assessments are valid for six (6) months.

### **304.9 Special Request**

Special requests will be considered on a case-by-case basis. In the event that a caregiver exhausts their KWS stipend and there is an identified need that poses a threat to the safety and stability of the child and no other community resources are available, the KNP Supervisor can submit a **Special Approval Request Form**. The Special Approval Request Form is submitted along with any supporting documentation to the DCF Kinship Coordinator. DCF will review the form and documentation and provide the final determination.



## 305

## **Kinship Legal Guardianship**

Kinship Legal Guardianship (KLG) is a legal status for when a caregiver has made a request to Family Court for KLG, and has been legally appointed as the Kinship Legal Guardian for a child living in his/her home when the child's parents are unable to care for the child. The Kinship Legal Guardian will have the same rights and responsibilities as a birth parent, including making decisions about the child's care, consenting to medical treatment, making plans for the child's education, applying for services for the child, and general responsibility for ensuring the child's safety and well-being. The caregiver does not have to be related to the child in his or her care to apply for this program. The program is available to family friends or other individuals having a legal relationship with the children in their care. If a caregiver obtains Kinship Legal Guardianship, s/he may be able to obtain KLG Subsidy.

The biological/adoptive parents can still have contact with the child, but they lose their rights to custody. The child's biological/adoptive parents and all other individuals who have legal visitation receive notification when a KLG petition is filed.

If the court grants Kinship Legal Guardianship to the caregiver, the birth or adoptive parents will no longer have legal custody of the child, but the birth or adoptive parents retain their parental rights.

The parents will still have the following rights and obligations:

- · The right to visit the child;
- · The power to consent to an adoption or name change; and
- The obligation to pay child support.

## The child may still:

- Visit with siblings and/or extended family, with the Kinship Legal Guardian's permission or as allowed by the court;
- Inherit money from his/her parents; and
- Receive government benefits or insurance through them.

To apply for Kinship Legal Guardianship, a caregiver must contact the Kinship Navigator Program. Caregivers can obtain KLG through DCP&P or the Kinship Navigator Program.

The Kinship Navigator Program will assign one of four regional agencies that conduct assessments for the Kinship Legal Guardianship. An assessment of the situation must be completed before a court action can be filed.

A Kinship Legal Guardian is responsible for taking care of the child until the child turns 18. The court can end the guardianship before the child turns 18 if:

- Ending the guardianship is in the best interests of the child;
- The parents become able to take care of the child; or
- The Kinship Legal Guardian is unable to take care of the child.

If the parent or guardian seeks to end the guardianship before the child turns 18, s/he will have to file a motion with the court.



#### 305.1 Initial Contact

After a caregiver initiates contact with KNP through 2-1-1 or a provider agency, a KNP Pre-screening Intake Form is completed to determine the referral for KLG services.

For families seeking Kinship Legal Guardianship (KLG), the family's information is sent to the DCF Office of Family Support Services to determine if the family is currently receiving services from DCP&P. Families are only eligible for KLG if they are not receiving DCP&P services. Once KNP receives confirmation that the child(ren) are not active, the KNP Case Manager schedules a home visit with the family.

For families seeking Kinship Legal Guardianship, the KNP Case Manager shares information regarding KLG services, KLG Subsidy, and other community resources during the scheduled home visit. The Case Manager completes the KLG Petition, the Kinship Legal Guardianship Assessment Form (4-5B), the KNP Referral Form, KNP Child Stability Assessment Form, and the KNP Family Contact Form.

KNP essential functions used during this home visit include: Engaging, Supportive Listening, Assessing, and Connecting.

The KLG home visit is completed within 45 days of the caregivers' initial request for KLG services and can be completed in conjunction with the KWS services.

Note: If the assigned Case Manager is unable to contact the family to schedule the home visit, or if the family is not home at the time of the initial visit, three attempts to schedule the home visit are made and documented using the KNP Family Contact Form. If efforts to schedule the home visit are unsuccessful, the Case Manager closes the case.

The KNP Case Manager works with the family to review eligibility and gather all information within the KLG petition packet. The Case Manager completes the **KLG Petition** to ensure that all documentation is provided.

## 305.2 Kinship Legal Guardianship Eligibility Requirements

In order to be eligible for KLG, the child has no active case with DCP&P, and the caregiver can provide proof of a relationship to the child. The caregiver must be willing to care for the child until adulthood (18). The child must have been in the care of the caregiver for at least 12 months, and the biological parents do not reside in the caregiver's home. There is an exception to the rule if biological parents are disabled and/or unable to care for the child.

### **305.3 Completion of KLG Petition Packet**

To complete the **KLG Petition Packet**, the KNP agency will perform a study of the caregiver's home to complete the KLG Petition, which includes the **KLG Assessment Form 4-5B** for Kinship Legal Guardianship. The agency will also get background checks on the caregiver and all other adults living in the home. This will consist of checking criminal records, the domestic violence central registry, and child abuse records. Please view background checks protocol in Appendix H.

The KNP Case Manager then reviews the completed KLG application with the Supervisor.



## A completed KLG Petition Packet includes:

- KLG Complaint
- · Certification of caregiver as to knowledge of identity and/or location of parents
- KLG Assessment (includes KLG Assessment Form 4-5B)
- KNP Child Stability Assessment (if families apply for both KWS and KLG, one completed KNP Child Stability Assessment form will suffice; this form does not need to be submitted to the court)
- Navigator certification of requested background checks
- · Results of the following background checks:
  - Criminal Record History Information (CRHI)
  - Child Abuse Registry Information (CARI)
  - Domestic Violence Central Registry (DVCR)
- Affidavit of Inquiry (if any of the parents' whereabouts are unknown)

#### Exhibits:

- Caregiver Custody Order
- · Child's Birth Certificate
- Caregiver's Birth Certificate
- Death Certificate of a Parent (if applicable)
- Child's Social Security Card
- Caregiver's Social Security Card
- Caregiver's Driver's License
- Caregiver's Income Statement
- Medical Records (e.g., Child's Dental, Health, and School Record)

When the location of one parent is known and the location of the other is unknown:

- Search required
- Affidavit required, demonstrating the efforts to locate
- Only affidavit is included in the KLG packet
- Certification of Caregiver as to knowledge of identity and/or location of bio-parent is required and included in the KLG packet

The **KLG Petition** is completed when all the following have occurred:

- Supervisor approves the application when all eligibility requirements are met or after home visit occurs.
- Supervisor denies the application when eligibility requirements are not met, or application had failed to establish eligibility.
- Applicant is notified of the action taken.
- Applicant receives his/her initial service.



## 305.4 Filing for KLG

Within 30 days of completion of the KLG Packet, the KNP Supervisor submits the KLG Petition to Family Court.

Documents submitted to the court will include:

- Basic information about the caregiver, child, parents, and other members of the caregiver's household, including name and address;
- The location of the child's parents, the reasons they are unable to care for their child, and their wishes concerning Kinship Legal Guardianship;
- The caregiver's ability to provide a safe and permanent home for the child, and a certified statement that the child has lived with the caregiver for a minimum of 12 consecutive months or 15 of the last 22 months; and
- If the child is 14 years or older, or there are other reasons why the child's wishes should be heard.

The KNP program sends the petition to the court and the court schedules a date.

The caregiver seeking guardianship must prove to the court by clear and convincing evidence that:

- Each parent's incapacity is so serious that the parents are "unable, unavailable, or unwilling" to care for their child;
- The parents are unlikely to be able to care for their child in the near future; and
- Kinship Legal Guardianship is in the best interests of the child.

The court will consider the KLG Assessment.

If the caregiver or a household member has a criminal record or a final domestic violence restraining order against him/her, the court must review the circumstances and decide whether the person can safely become a Kinship Legal Guardian.

Section 305.5.2 describes the court process when there is parental disagreement with KLG.

## **305.5 Family Court Process**

In a case of Kinship Legal Guardianship action, there will be a hearing before a judge. The courts will make a determination considering the following factors:

- The biological and/or adoptive parent is unable to care for the child, and the situation will not change in the near future.
- It will be in the best interest of the child to stay with the caregiver.

When a Family Court hearing is scheduled, the court notifies the family of the court date by mail within six (6) weeks of filing the KLG Petition. The caregiver, biological, and/or adoptive parent will receive a court petition that gives a date to appear in court. The biological and/or adoptive parent should go to court to ensure they get reasonable visitation with their child.

If the caregiver, biological, and/or adoptive parent is unable to attend, a new date can be provided.



## 305.5.1 Parental Notification and Rights

When parents receive notice that their child's caregiver is applying for Kinship Legal Guardianship, they must decide on the next steps. The biological or adoptive parents still have the following rights:

- Oppose the petition so that the caregiver does not become the child's Kinship Legal Guardian;
- · Regain custody of the child;
- Make plans for his/her child and provide consent to the Kinship Legal Guardianship;
- · Arrange adequate visitation time with child; and
- · Attend the court hearing.

## 305.5.2 Parental Opposition to KLG

If the biological and/or adoptive parent is in disagreement with KLG, he/she must go to court to contest the action to prevent the caregiver from becoming the child's Kinship Legal Guardian. For the court to determine that custody should be returned to the biological and/or adoptive parent, the biological and/or adoptive parent will need to demonstrate that s/he is able to care for his/her child and that it is no longer in the best interest for the child to stay with the caregiver. The parent will need to show that the reasons why the child went to live with the current caregiver no longer exist. The parent will need to provide clear and convincing evidence to the court that they are currently able to care for their child. Depending on their situation, they may consider doctors; mental health professionals, service providers, including substance abuse treatment providers; friends; clergy people; neighbors; or others who may be able to testify on their behalf. The biological and/or adoptive parent will need to let the court know if they need time to prepare for the hearing.

#### 305.5.3 Court Staff Review

Upon receipt of the **KLG Petition Packet**, the court staff reviews all documentation and schedules a court date. If any of the required items are not provided, the packet is stamped, "Received but Not Filed."

- Caregiver has signed both complaint and certification
- Identifying information
- Signed and dated by agency
- Ages of all persons in household
- Wishes of the child if 14 years of age or older
- Background checks
  - CARI must be completed within 12 months from date complaint is filed
  - CHRI must be completed within 12 months from date complaint is filed
  - DVCR must be completed within 2 months from date complaint is filed

## 305.5.4 Family Court Outcome

During the court hearing, the judge makes a KLG determination granting KLG or denying KLG. Once the court makes a KLG determination, the KNP Case Manager may close the case.



## **305.6 Kinship Care Subsidy Program**

If a family is granted Kinship Legal Guardianship, the family can apply for KLG Subsidy at the County Board of Social Services; with or without the help of the KNP provider agency. If the KNP provider agency assists the family with applying for the KLG Subsidy, once the application is completed, the KNP Case Manager will complete a Discharge Form and the family's case will be closed with KNP.

A caregiver who is granted Kinship Legal Guardianship by the court and meets the financial eligibility requirements will qualify for the monthly subsidy. The Kinship Legal Guardian can receive up to \$250 per month, per child under the Kinship Care Subsidy Program (KCSP. If the child has income, that income will be subtracted from the \$250 and the Kinship Legal Guardian will receive the difference.

Note: Without Kinship Legal Guardianship, caregivers can get a child only welfare grant of \$162 per month for one child. Additional increments can be made to families with more than one kin-child (for example, \$322 for two children). Families should be aware that the higher KCSP payments may negatively impact other benefits the family receives, such as food stamps or housing assistance.

## 305.7 Annual KLG Subsidy Redetermination

The KNP provider, in collaboration with the Board of Social Services, will coordinate the yearly KLG Subsidy redetermination. The KNP provider makes follow-up calls and sends a letter to the family to schedule a home visit. During the home visit, the KNP Case Manager is required to see/interview the child and complete the KLG Subsidy Redetermination Form with the family. The KNP Supervisor then reviews the form and submits it to the Board of Social Services. The Board of Social Services will determine eligibility and informs the caregiver about the redetermination outcome.



## 306

## **Strengthening Families and Community Partnerships**



NJ Kinship Navigator Program focuses on creating effective collaborations with families, community-based agencies, private and public entities to increase knowledge of resources, share responsibilities, facilitate access of resources, and remove barriers that prevent provision of services.

NJ KNP uses the Strengthening Families Protective Factors Framework to increase family strengths and promote child development while reducing the likelihood of child maltreatment. NJ KNP works on reducing risk factors and bolstering the five Strengthening Families Protective Factors (Concrete Support in Times of Need, Parental Resilience, Social Connections, Knowledge of Parenting and Child Development, Social and Emotional Competency of Children) in order to achieve positive outcomes for children and families. Additional information about the Protective Factors can be found in Appendix G.

## **306.1 Strengthening Families: Kinship Caregiver's Appreciation Events**

September is National Kinship Caregivers Appreciation month. During this month, all agencies organize activities designed to increase protective factors for children, families, and communities by providing support, sharing knowledge, providing resources, and recognizing families for the commitment they made by assuming caregiving responsibilities.

Agencies collaborate with the DCF KNP Coordinator to organize and host appreciation events; all agencies submit an event proposal to the DCF KNP Coordinator two months in advance for review and approval.

Examples of events held in the past by KNP agencies include: resource fairs, family events designed to increase caregiver's social connections, support groups, life skills, wellness and parenting workshops, dinner appreciation/recognition ceremonies, etc.

KNP staff at each KNP program completes the KNP Events Form to capture data on their program's event.

#### 306.2 Strengthening Families: Connection to Family Success Centers

KNP agencies establish and maintain a relationship with all state-funded Family Success Centers (FSCs) located in their catchment area. The goal of this partnership is to market the program, share resources, coordinate delivery of services, and facilitate connection of families to the FSCs. Agencies connect with DCF KNP Coordinator to organize and host the KNP/FSC annual collaboration meetings.

## 306.3 Community Partnerships: Professional Networking with Community-Based Agencies

KNP agencies participate in intentional relationship-building activities with community- based agencies for the purpose of marketing the program, building connections, expanding knowledge, and sharing resources. Agencies nurture these collaborative relationships by networking, hosting, attending, or organizing events designed to address any of the goals identified above.



Section 400

# DOCUMENTATION & FORMS



## **List of KNP Documentation and Forms**

For more information on how to use KNP Connex and competing the KNP forms, staff should refer to the following guides for detailed instruction:

- NJ KNP Case Managers User Guide
- NJ KNP Case Supervisors User Guide

All guides can also be found in the Library tab of KNP Connex.



New Jersey Department of Children and Families Kinship Navigator Program

User Guide for Case Managers 11.29.21 R2



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- Survey Form
- Training and Supervision Form



# KNP - Top Level Workflow

Intake

Pre-screening Intake Form
Participant Search

Discharge Child Stability Form Funds Distribution Form Goal Plan

6 5 4

**Pre-Strengths and Needs Assessment** 

**Family Contact Form** 



Discharge Form

Post-Strengths and Needs Assessment

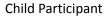
Post Child Stability

Referral Form

# Role Responsibilities

**New Jersey Kinship Navigator Program** 







**Primary Caregiver** 



Other Caregiver



Child Household Participant



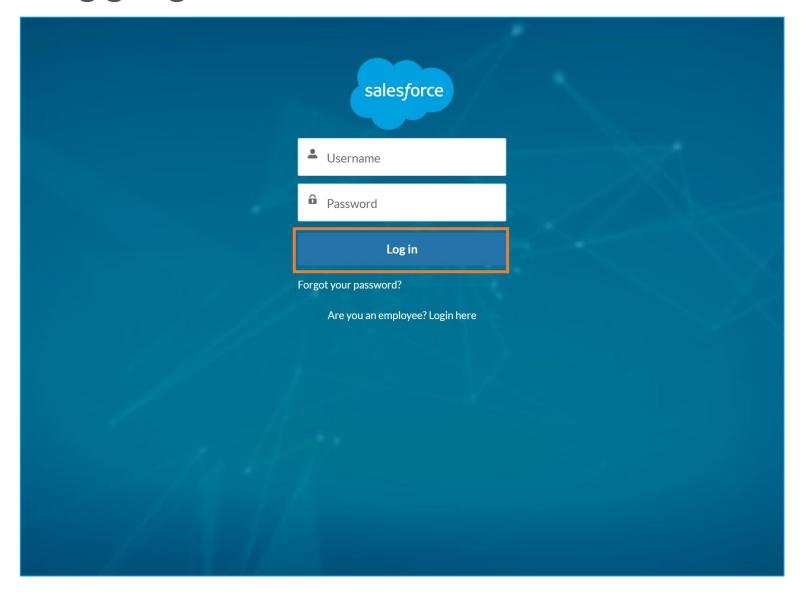
DCF KNP Staff

Case Supervisor

Case Manager







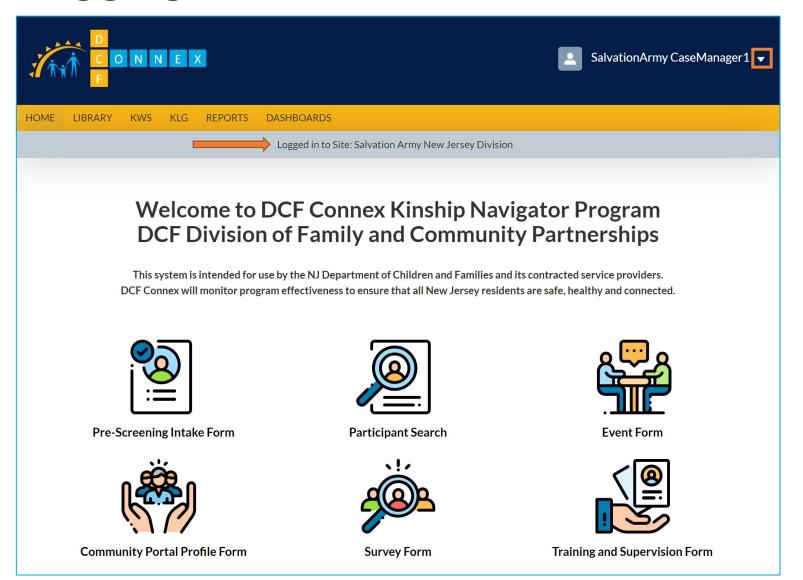
## Instructions

- Enter your username and password
- Click Log In

## Key Points

If you have forgotten your password, click **Forgot** your password?





## Instructions

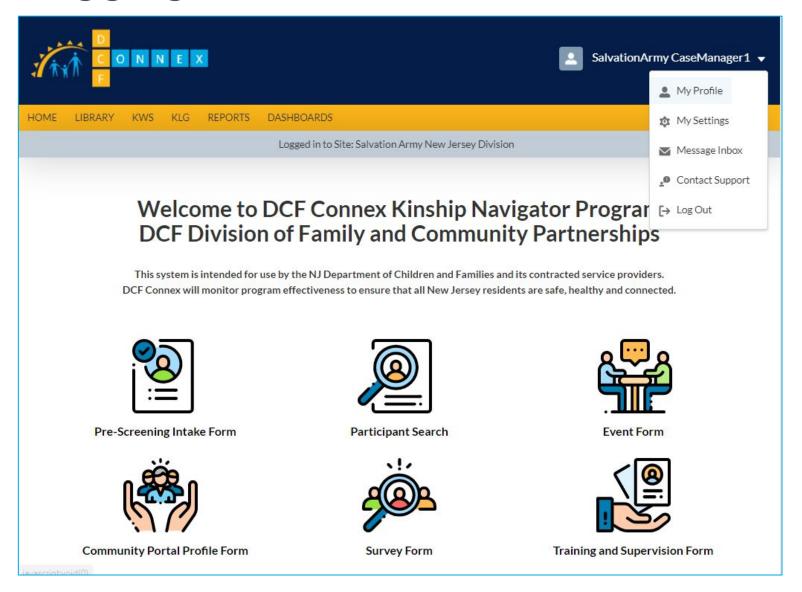
- Once logged in, you will be directed to the Landing Page
- Your current site will be displayed in the gray banner at the top, and your login name will display in the top right
- Click the down arrow, or carrot next to your login name



## **Key Points**

- Case Managers will focus on Pre-Screening Intake and Participant Search
- They can select Event and Community icons
- Survey Form and Training and Supervision Form are designated for Supervisors
- Case Managers can access the Navigation Bar for KWS/KLG to view forms, download forms and also view participants exclusive to different programs





## Instructions

The dropdown will display a menu that offers additional functionality for you, including your Message Inbox, Settings, and the Log Out feature



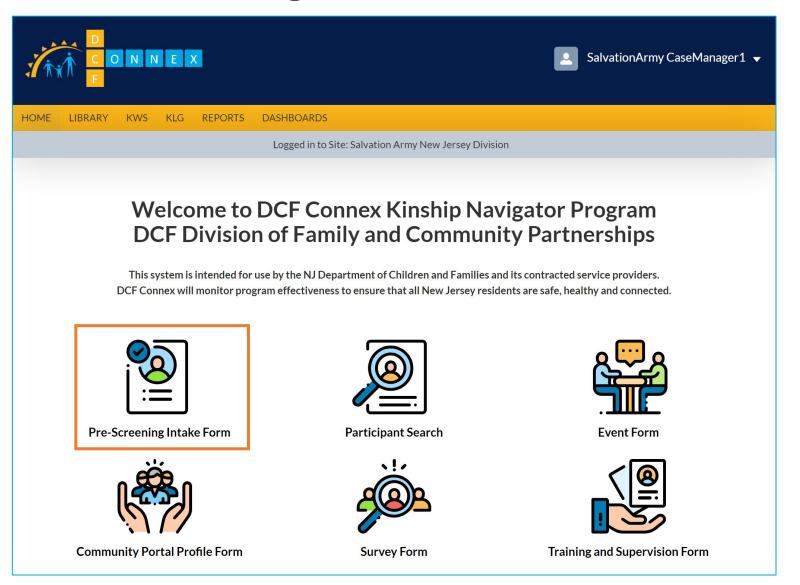
Case Managers can view tasks to be completed from the Message Inbox section.



# Pre-Screening Intake



# Pre-Screening Intake



## Instructions

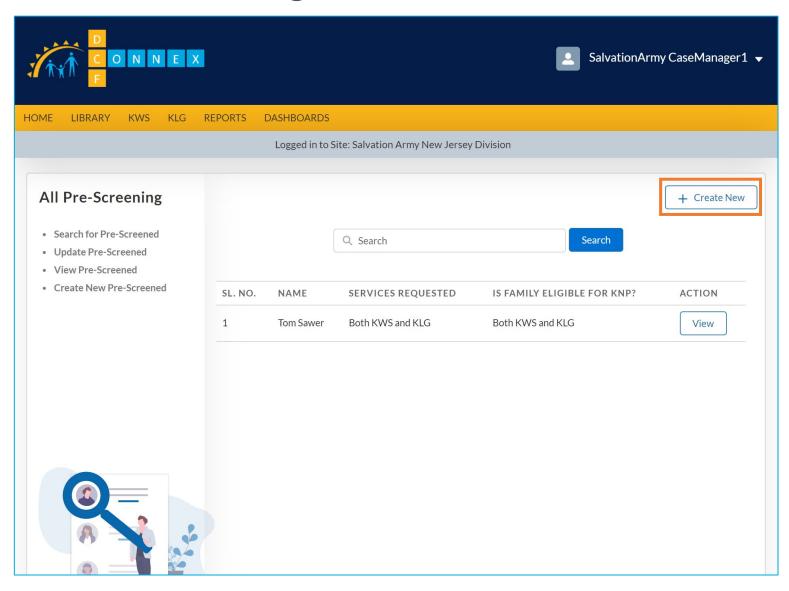
To begin the Pre-Screening process, click the **Pre-Screening Intake Form** tile

## **Key Points**

Case Managers/Pre-screeners can click this icon and enter information related to pre-screening

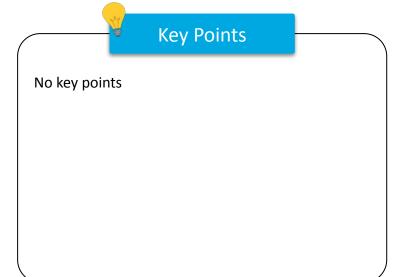


# Pre-Screening Intake

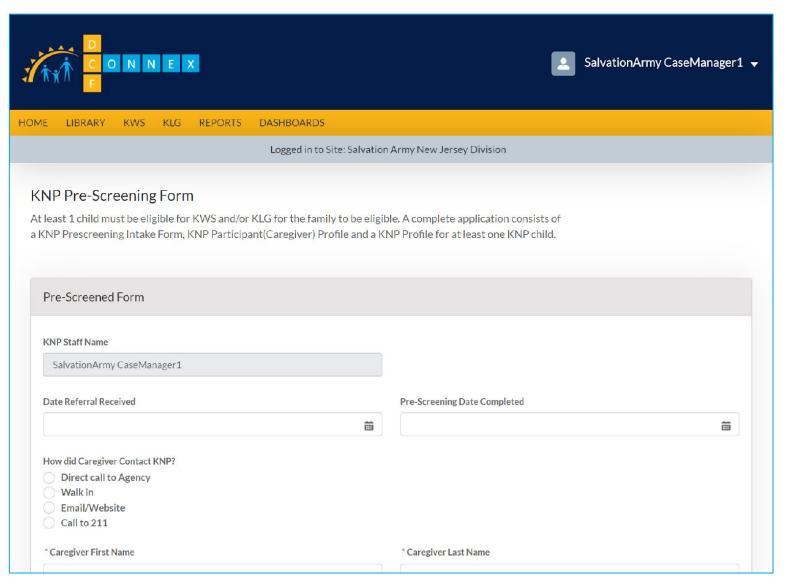


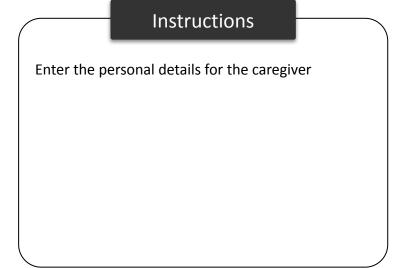
## Instructions

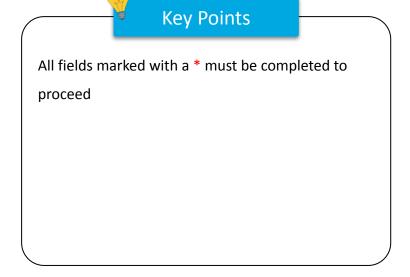
- The list is populated with the records entered by the Case Manager that have not yet been approved and/or have not yet been completed
- Click **Create New** to begin a new Intake Form



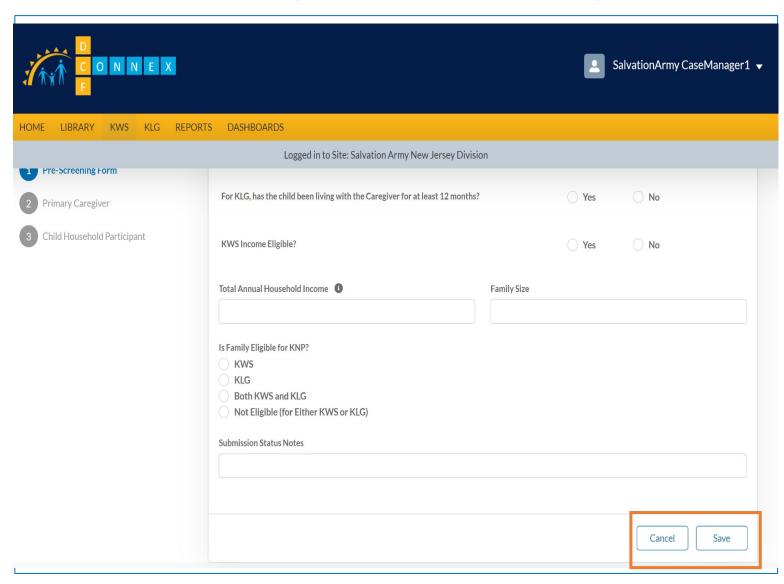












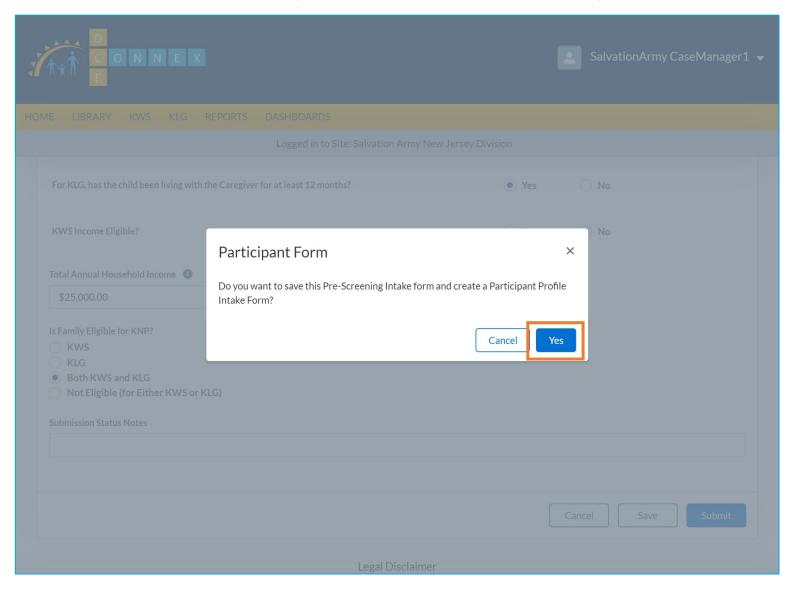
## Instructions

- Enter the personal details for the caregiver
- Click Save

## Key Points

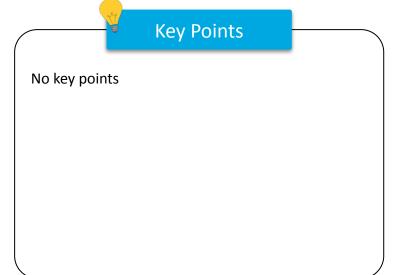
- Save will save the information and a Case
   Manager can complete this next time.
- Selecting Cancel will exit from the page.
- At least 1 child must be eligible for KWS and/or KLG or both for the family to be eligible for KNP





## Instructions

- A popup will appear asking to confirm the submission and to create a new Participant
   Profile Intake Form
- Click Yes

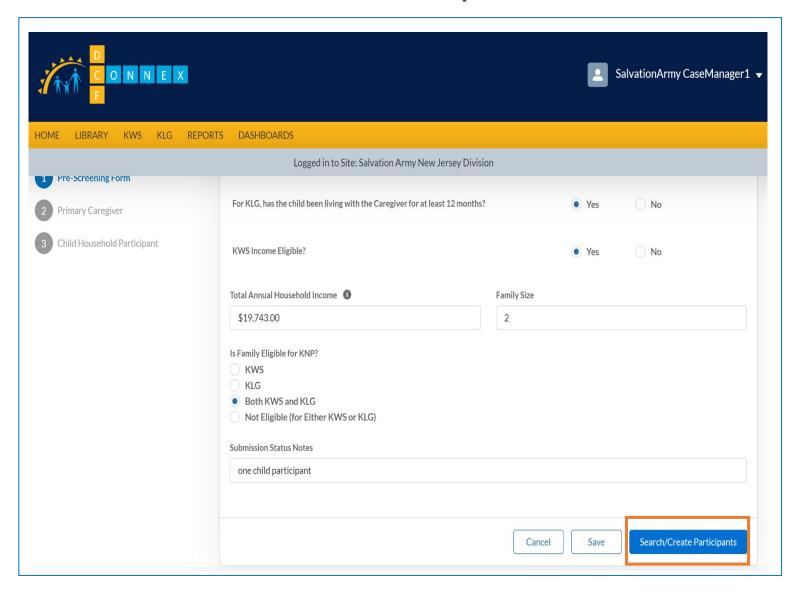




# Search/Create Participants



# Search/Create Participants



## Instructions

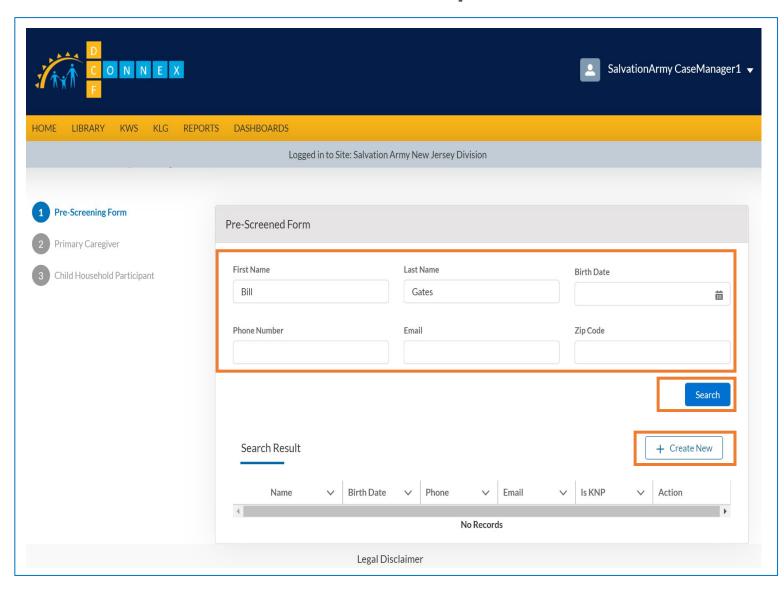
To begin the Participant Intake process, click the **Search/Create Participants Icon**.

## Key Points

Case Managers can click this icon and search for prior participation in DCF/KNP Programs.



# Search/Create Participants



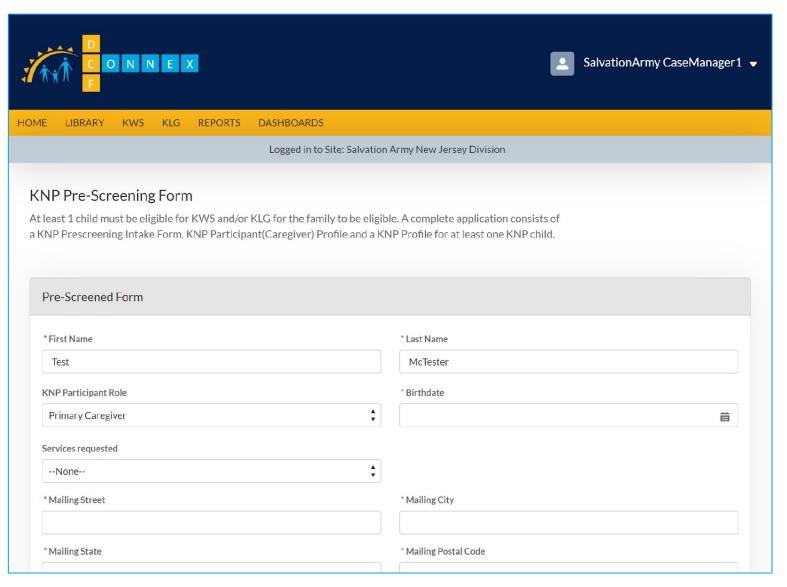
## Instructions

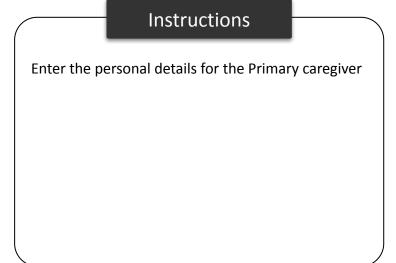
- Enter the details requested in the fields and click on search which will show results for any prior participation in DCF/KNP programs.
- If participant is not found then click on Create New which will take you to a new page requesting to enter details for Primary Caregiver.
- Follow the same process for Child Household Participant as well.

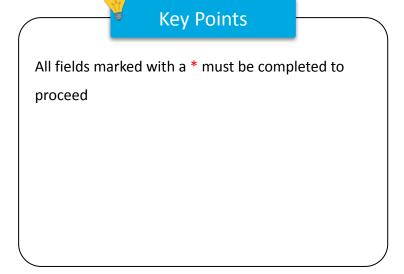
## Key Points

Case Managers can click this icon and search for prior participation in DCF/KNP Programs.

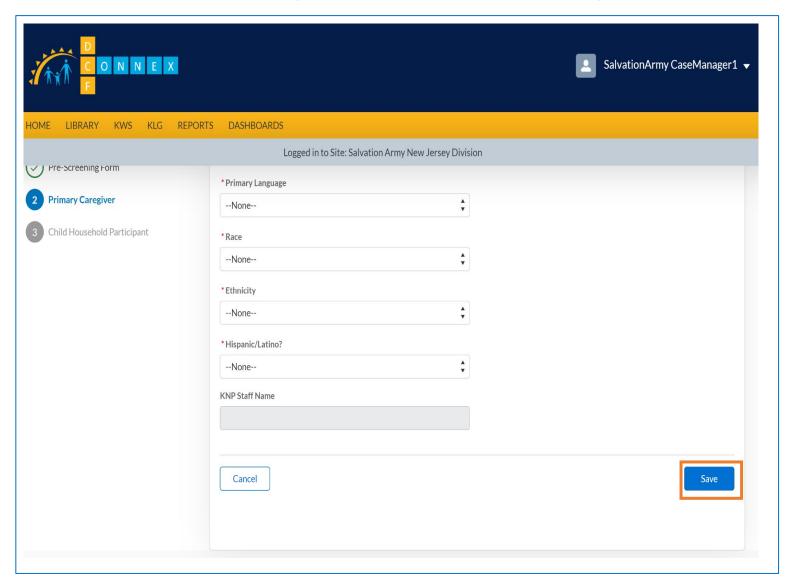












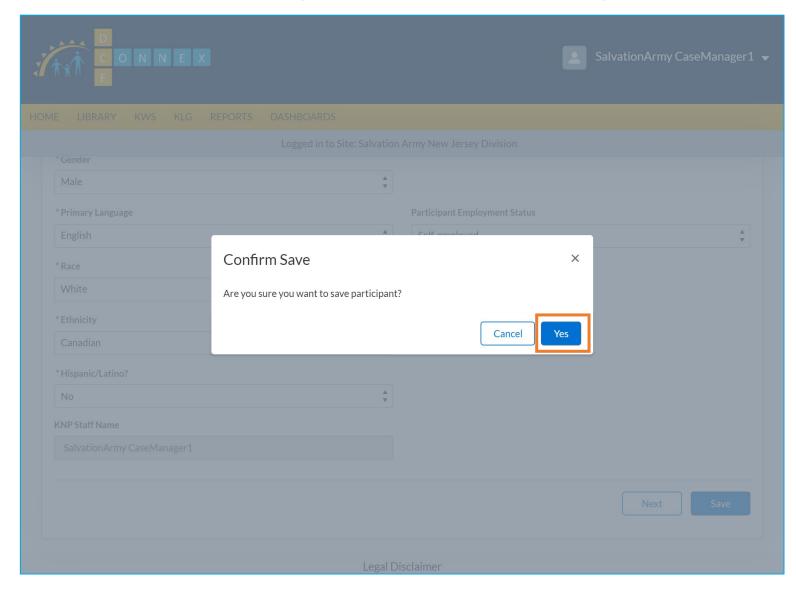
## Instructions

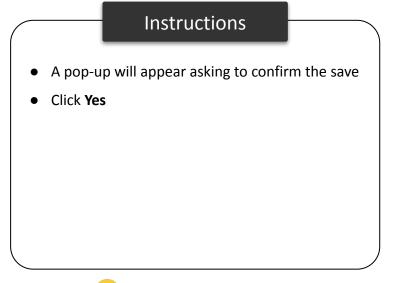
- Enter the personal details for the Primary caregiver
- Click Save
- You can click on Cancel and exit the page too.

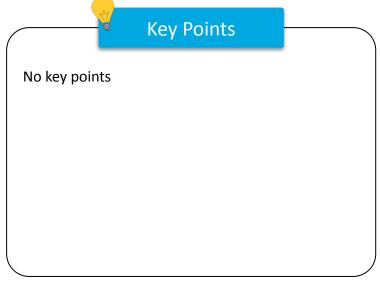
## Key Points

All fields marked with a \* must be completed to proceed

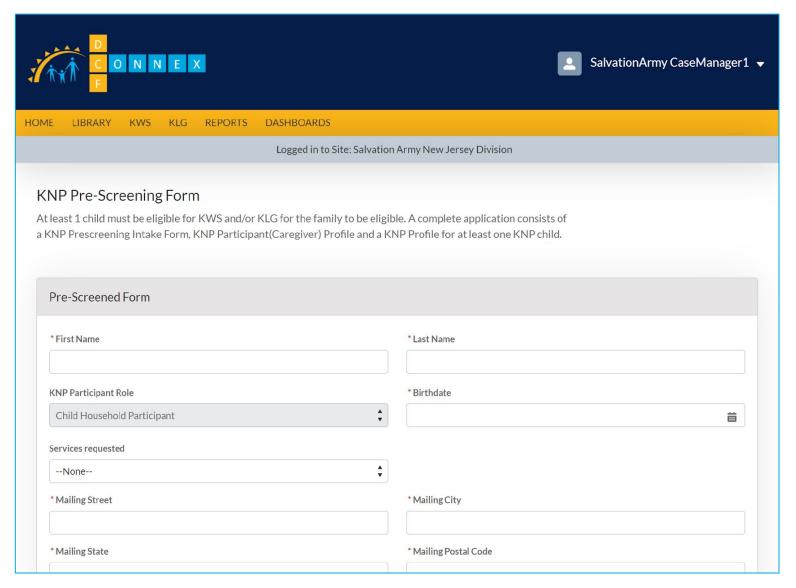












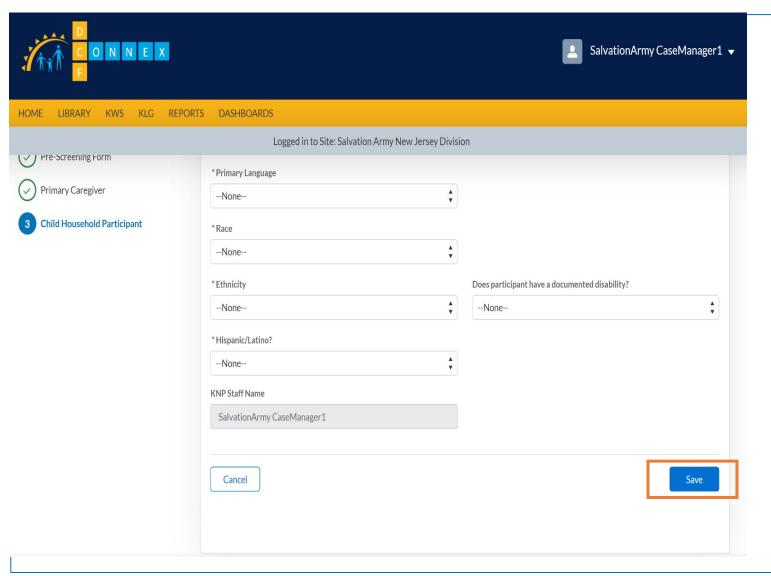


Enter the personal details for the Child Household Participant

### **Key Points**

All fields marked with a \* must be completed to proceed





#### Instructions

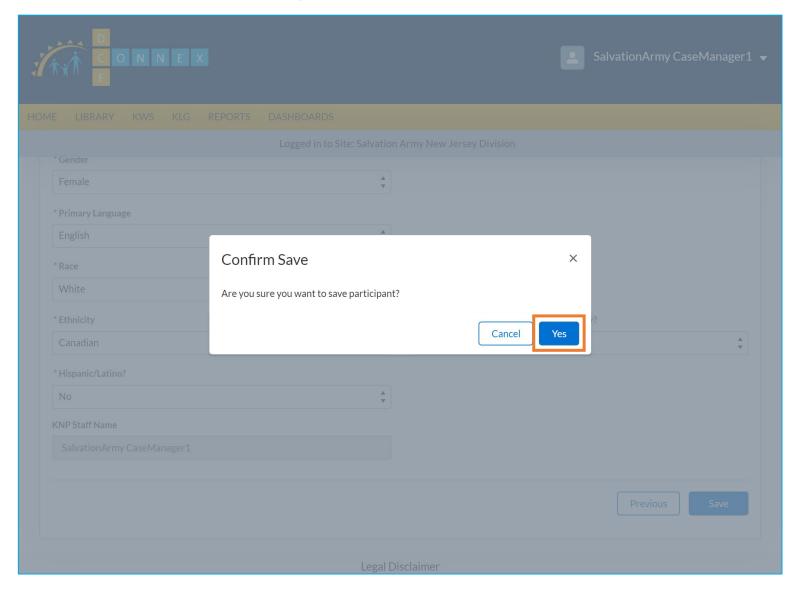
- Enter the personal details for the Child Household Participant
- Click Save

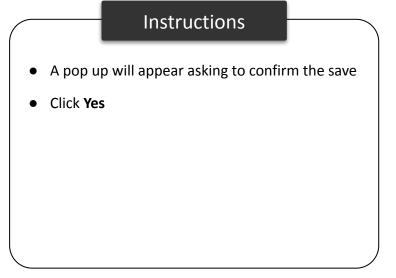
### Key Points

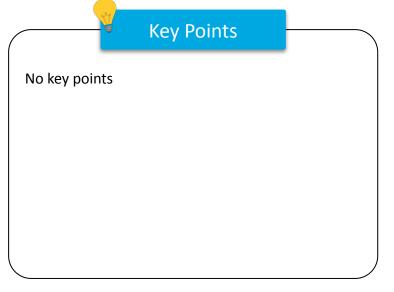
All fields marked with a \* must be completed to proceed

Keep saving the screening forms so as to save the data entered so far

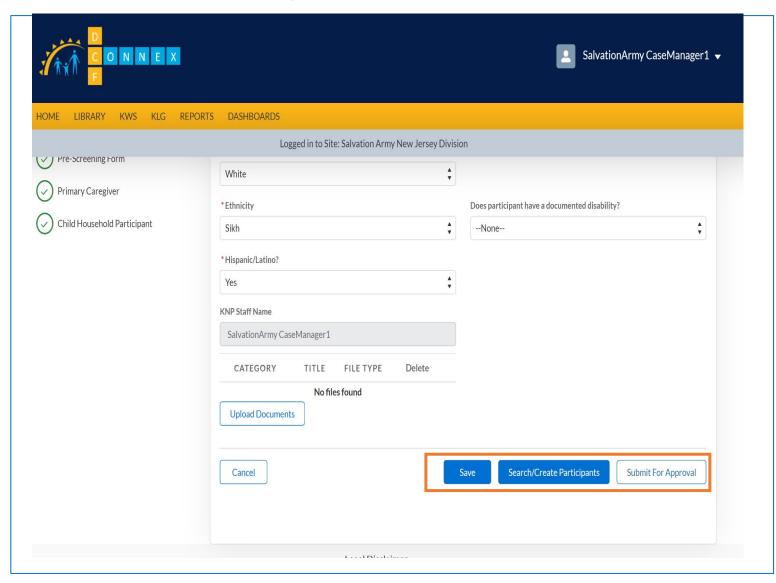










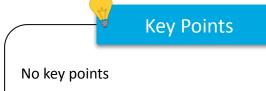


#### Instructions

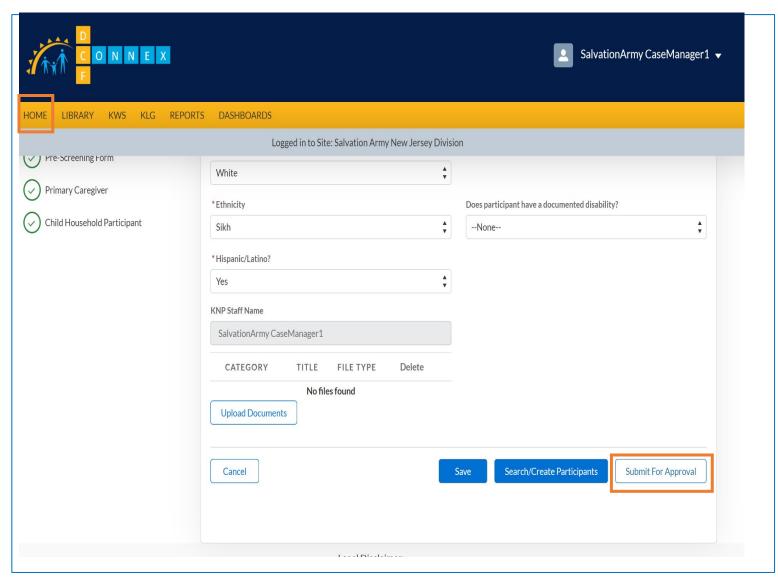
- A green pop up will appear confirming that the record was successfully saved
- Click Search/Create Participants to add a record

- Or -

Click Submit for Approval

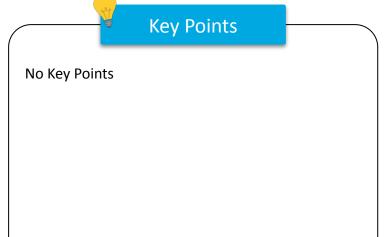






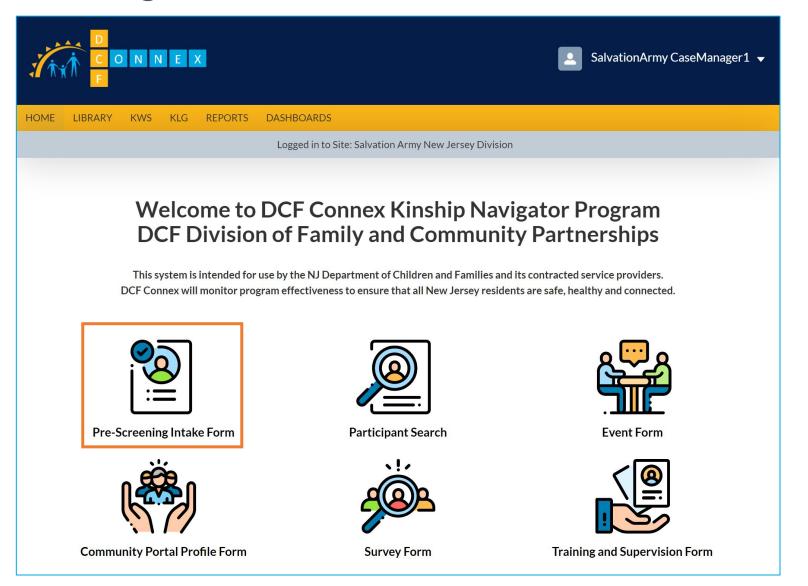
#### Instructions

- Upon clicking 'Submit For Approval', a green pop up will display showing that the record was successfully sent for approval
- Click **Home** to return to the landing page









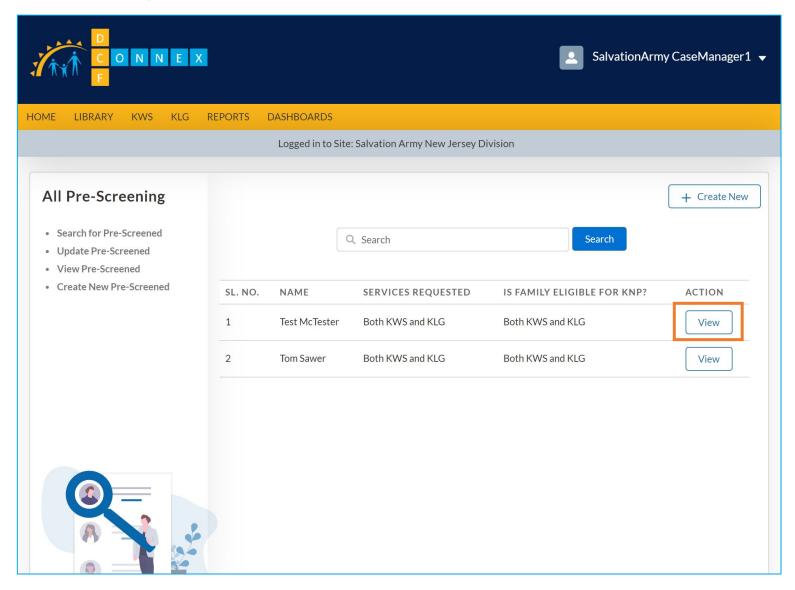
#### Instructions

Click the **Pre-Screening Intake Form** tile



- Case Managers can search, update, view and create new participants from here.
- You can also edit/create a new participant record from here.





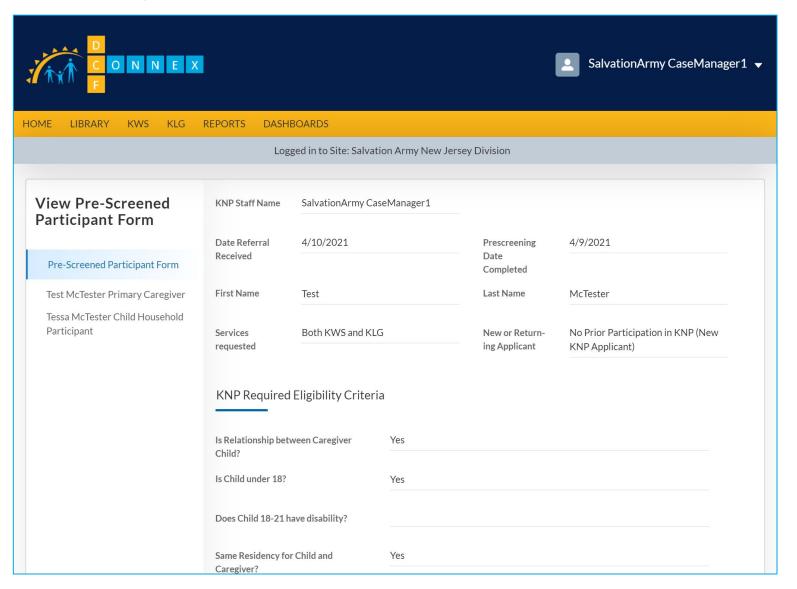
#### Instructions

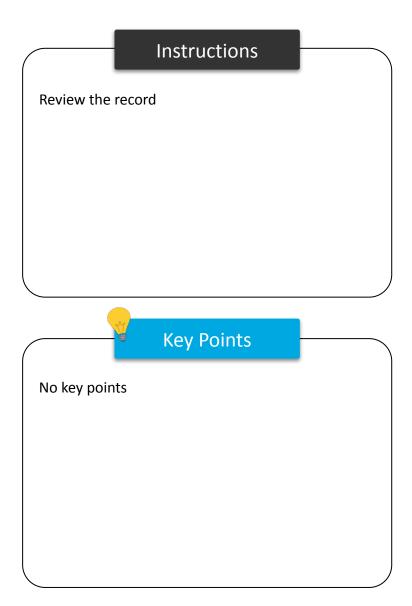
- The list is populated with the records entered by the Case Manager that have not yet been approved and/or have not yet been completed
- Select a record from the list and click the View button



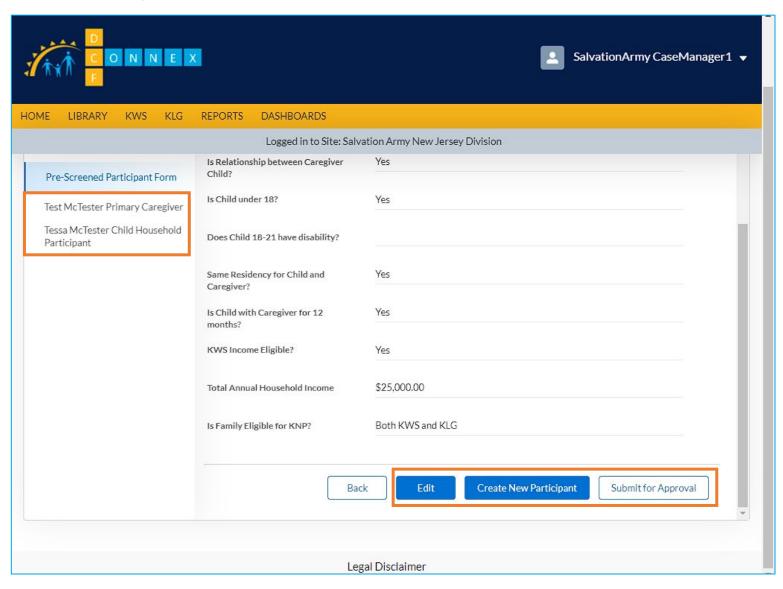
No key points





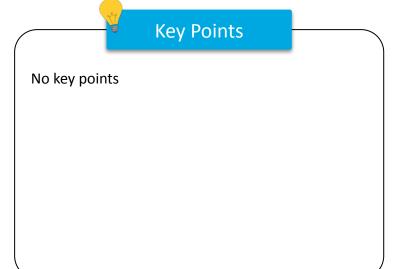






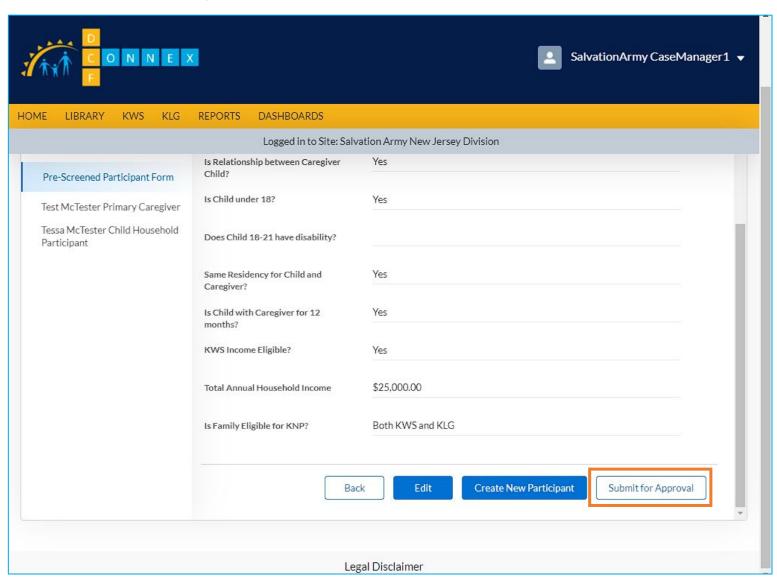
#### Instructions

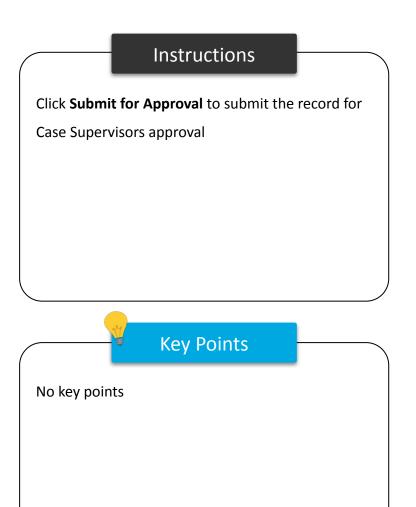
- Click Edit to edit the record
- Click Create New Participant to add to the record
- Click Submit for Approval to submit the record for approval
- Or click the next item in the menu to the left to edit other parts of the record





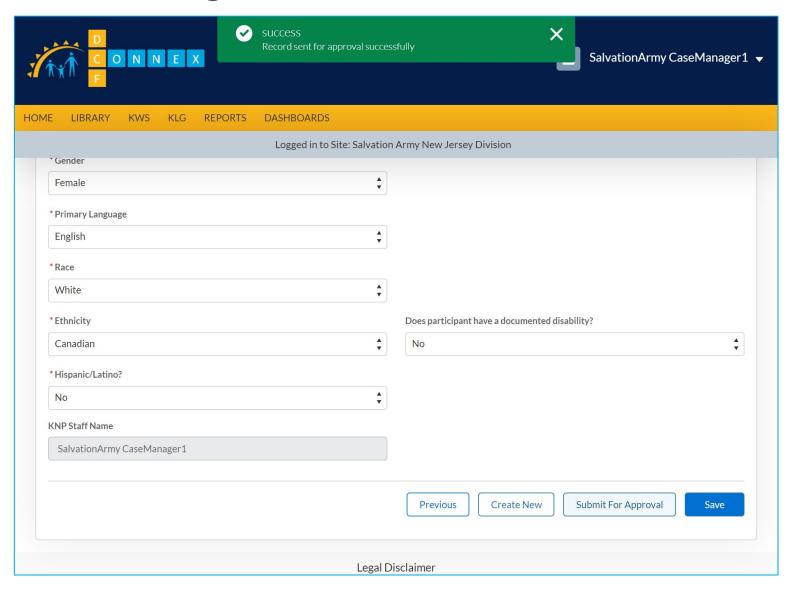
# Reviewing Intake Forms

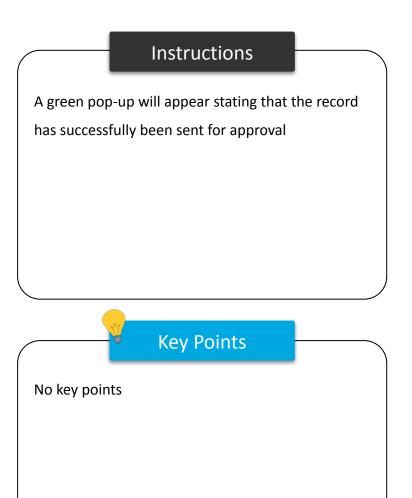






## Reviewing Intake Forms



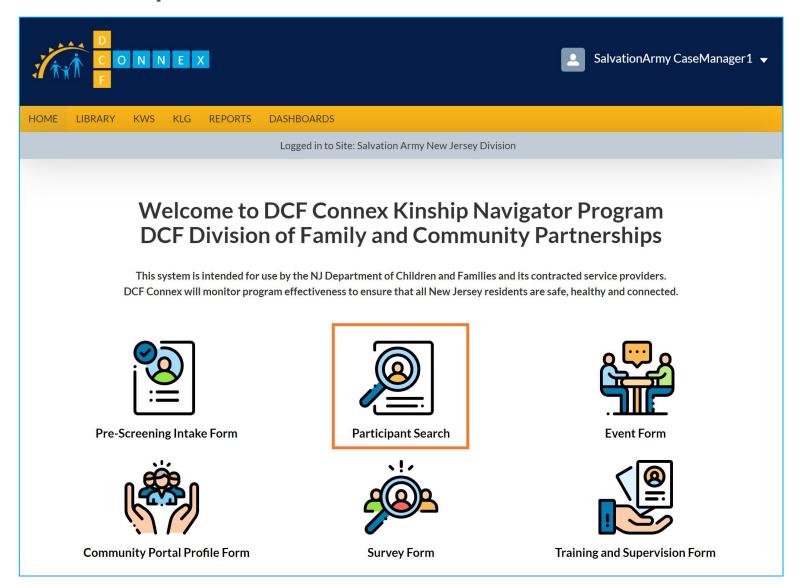




# Participant Search



### Participant Search



#### Instructions

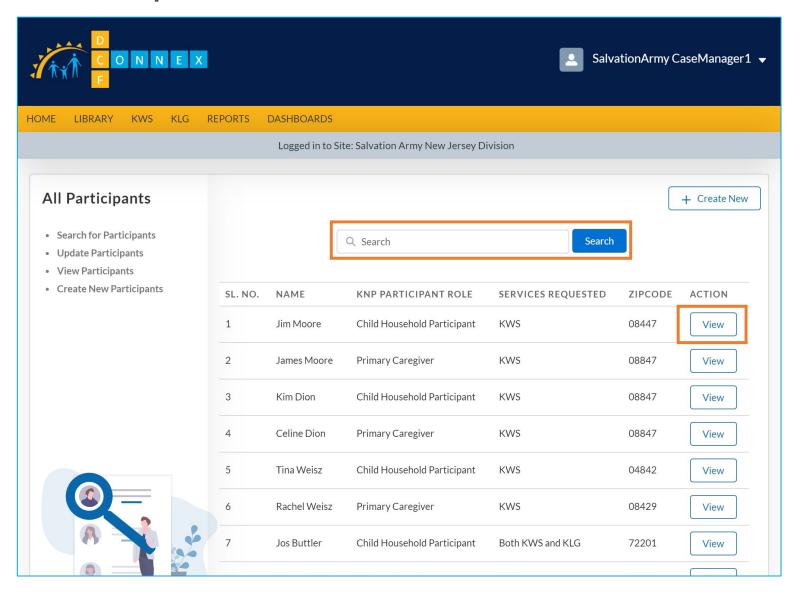
Click the **Participant Search** tile



- Case Managers can search, view, Update and Create new participants once they click on this icon.
- You can search for any participant from the list view by entering a name in the search box.



### Participant Search



#### Instructions

- The landing page of 'Participant Search' will display all your records that have been approved, in program, and/or discharged
- Use the **Search** feature to search for participants by name
- Click the View button next to a record



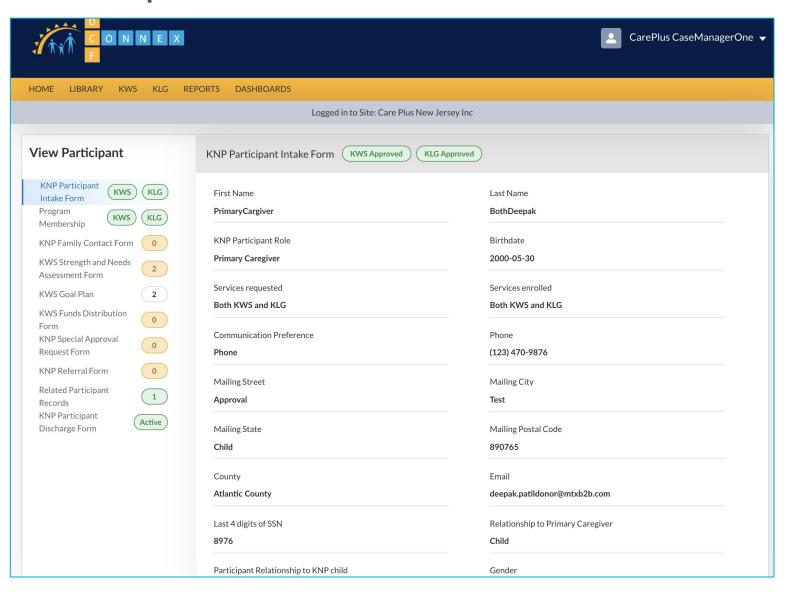
No key points



# Participant Intake Forms



### Participant Intake Form



#### Instructions

The Participant Intake Form allows you to review details of the Participant

### Key Points

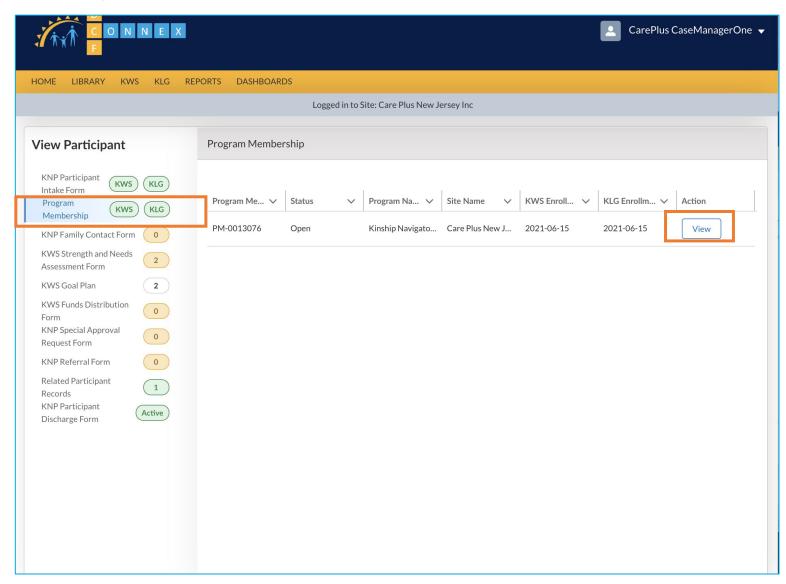
Tabs on the left hand side of the page will only be visible for approved participants.



# Program Membership



## Program Membership



#### Instructions

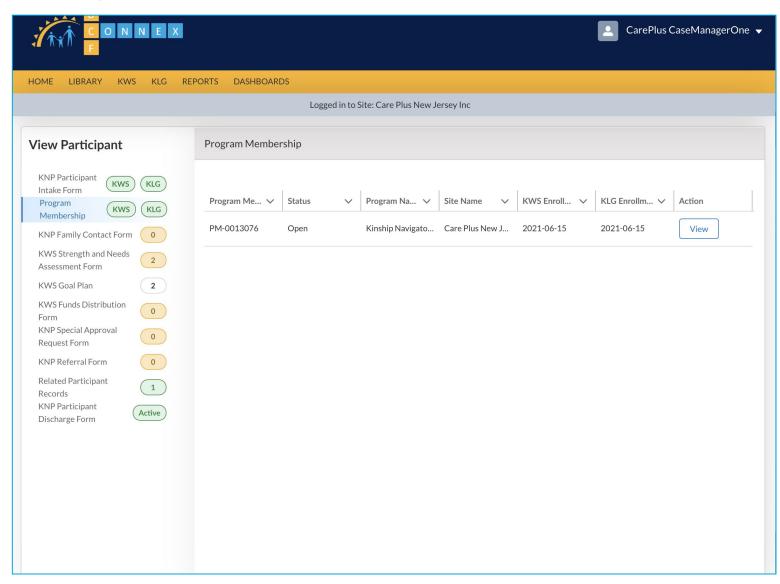
- Click Program Membership to view a list of the programs associated with the participant
- Click View

### Key Points

Tabs on the left hand side of the page will only be visible for approved participants.



## Program Membership



#### Instructions

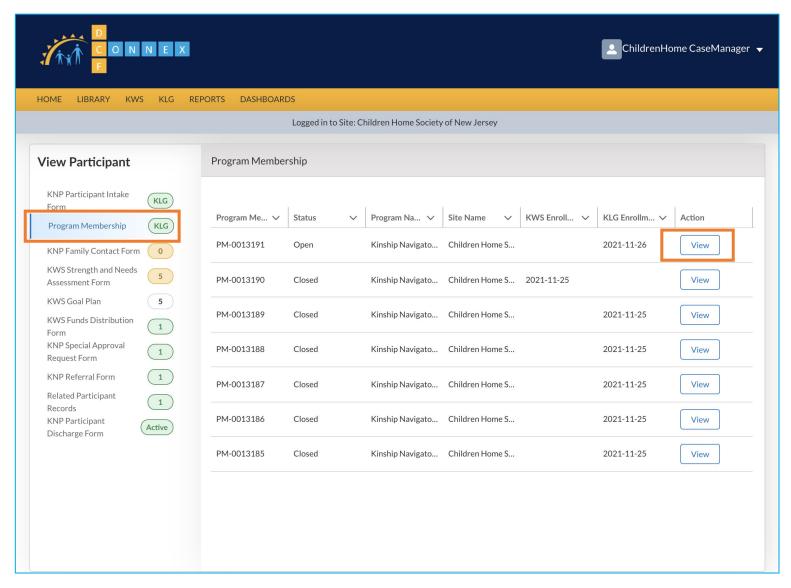
Details of the program will be displayed, including the enrollment date and the site name

### **Key Points**

No key points







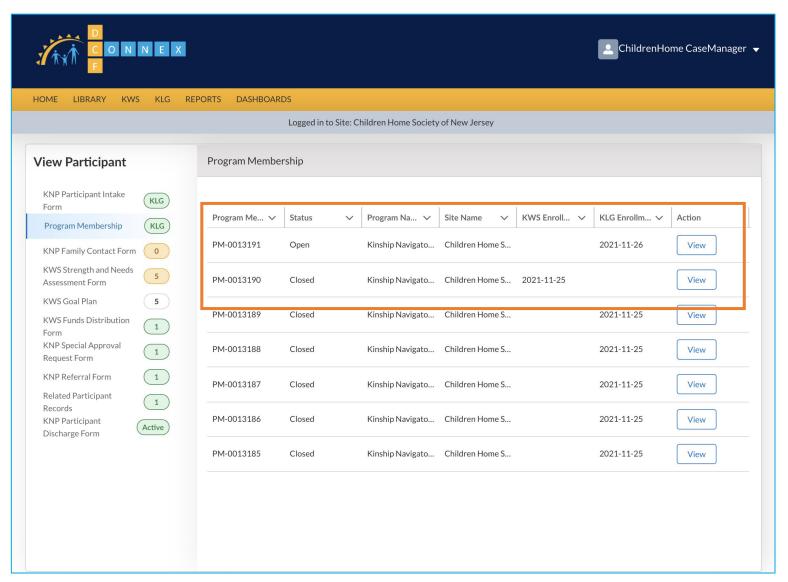
#### Instructions

- Click Program Membership on a participant page
- Click view on an open or closed program membership record



- For each program enrollment in KNP, a new program membership ID and program enrollment date will be created
- For each KWS and/or KLG service, a new service membership ID and enrollment date will be created





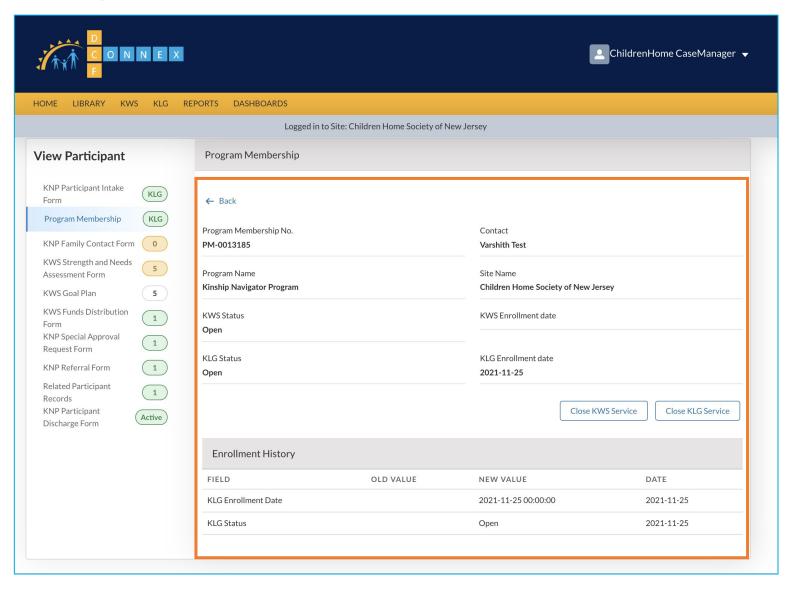


No Instructions

### **Key Points**

 When a participant has multiple KNP program enrollment episodes, the KWS and/or KLG services they received during that membership should be linked to the appropriate program membership





#### Instructions

View the information for the Program membership record

### Key Points

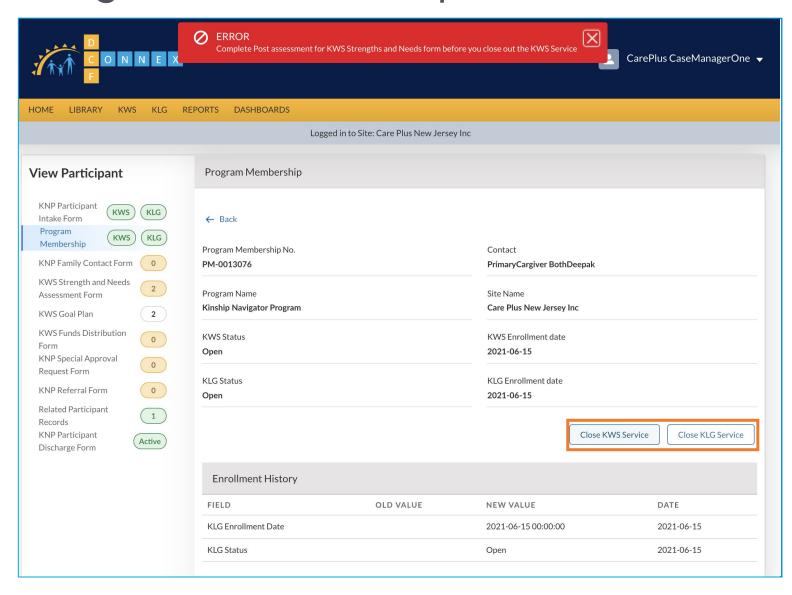
The KNP program membership ID, enrollment date, closure date and closure reason should be aligned with the same data fields for the existing programs in DCF Connex so that we can have a report that will show if a participant is enrolled in more than 1 DCF program.



# Program Membership Close Service



### Program Membership – Close KWS Service



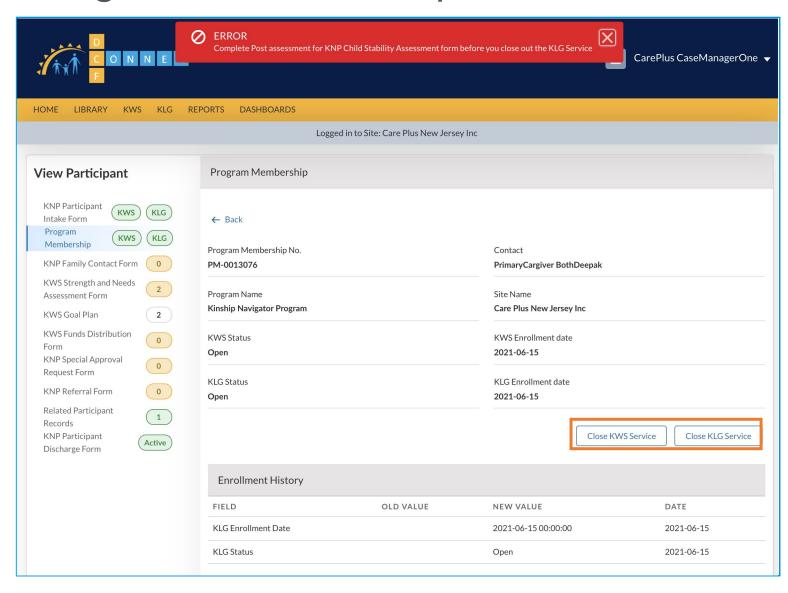
#### Instructions

Close a KWS by clicking on Close KWS Service when both services are active

- Notice once you click on a close button you will receive an error message asking to complete post assessment for KWS Strengths and Needs
- A message to complete this task will be sent to your message inbox



### Program Membership – Close KLG Service



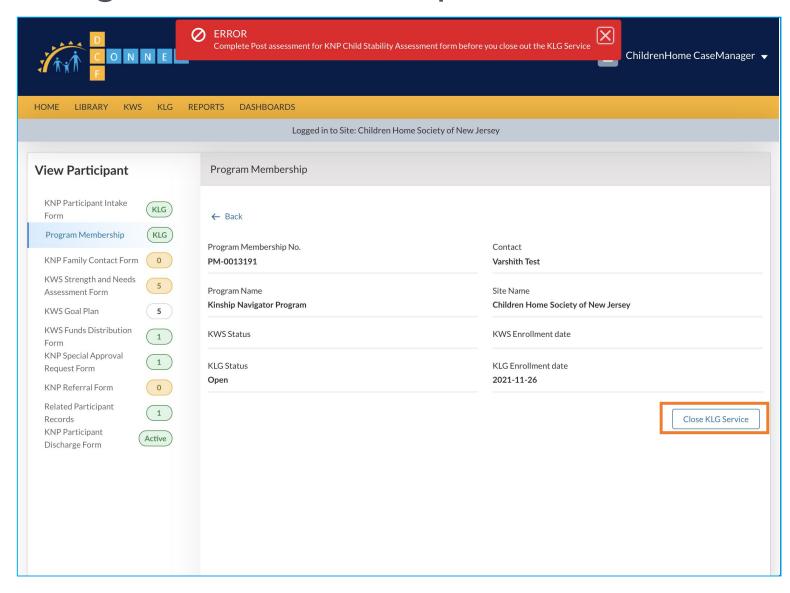
#### Instructions

Close a KLG by clicking on Close KLG Service when both services are active

- Notice once you click on a close button you will receive an error message asking to complete post assessment for KNP Child Stability
   Assessment
- A message to complete this task will be sent to your message inbox



### Program Membership – Close Exclusive KLG Service



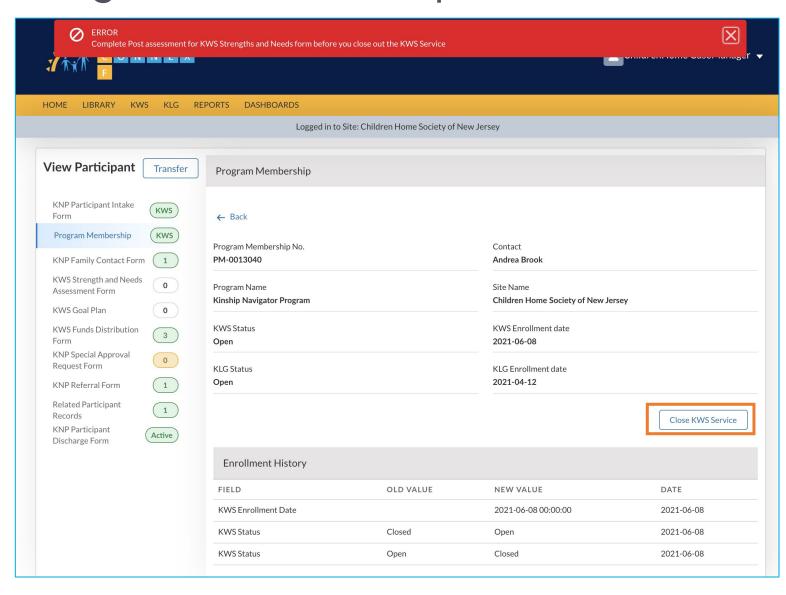
#### Instructions

Close an exclusive KLG by clicking on Close KLG Service

- Notice once you click on a close button you will receive an error message asking to complete post assessment for KNP Child Stability
- A message to complete this task will be sent to your message inbox



# Program Membership – Close Exclusive KWS Service



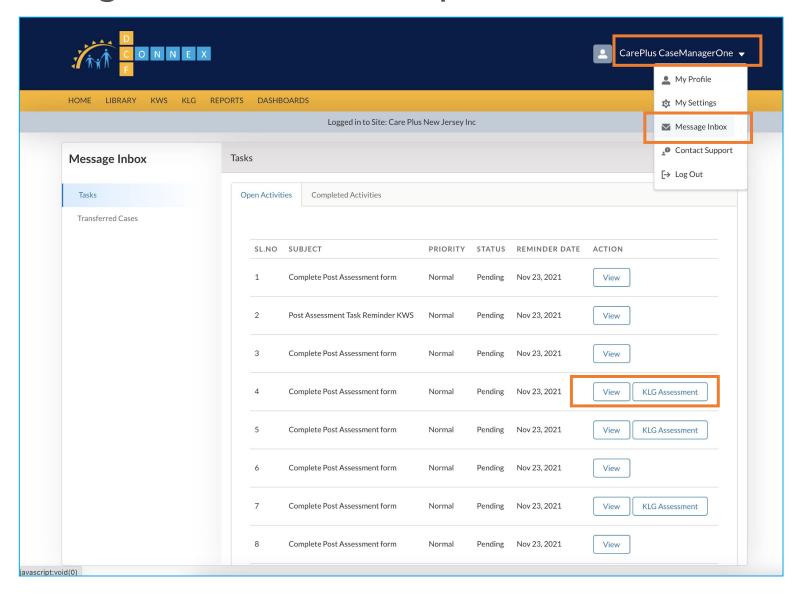
#### Instructions

Close an exclusive KWS by clicking on Close KWS Service

- Notice once you click on a close button you will receive an error message asking to complete post assessment for KWS Strengths and Needs
- A message to complete this task will be sent to your message inbox



### Program Membership – Close Service Task



#### Instructions

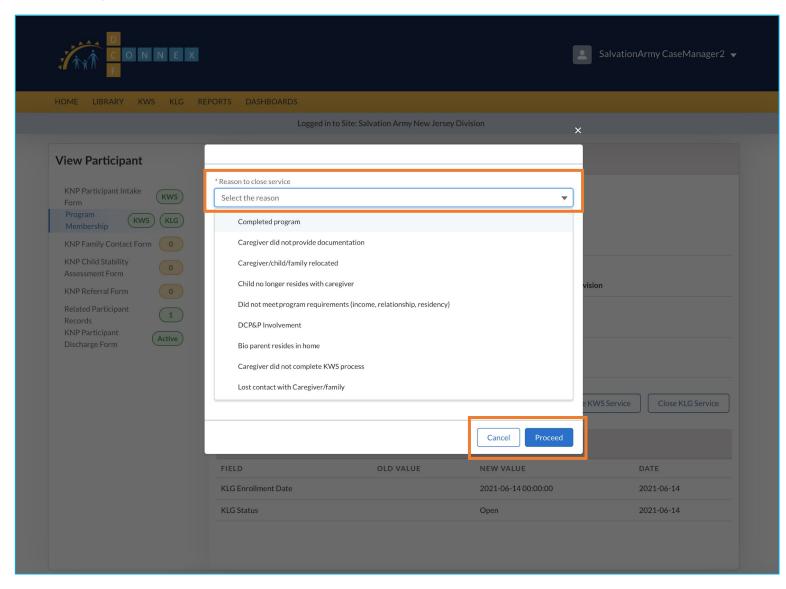
- Click on the drop-down next to the role name
- Click on Message Inbox
- Click on KWS or KLG Assessment

### Key Points

 Once you are in the Tasks space complete the assessment. This will allow you to close the service in the participant page



## Program Membership – Close Service



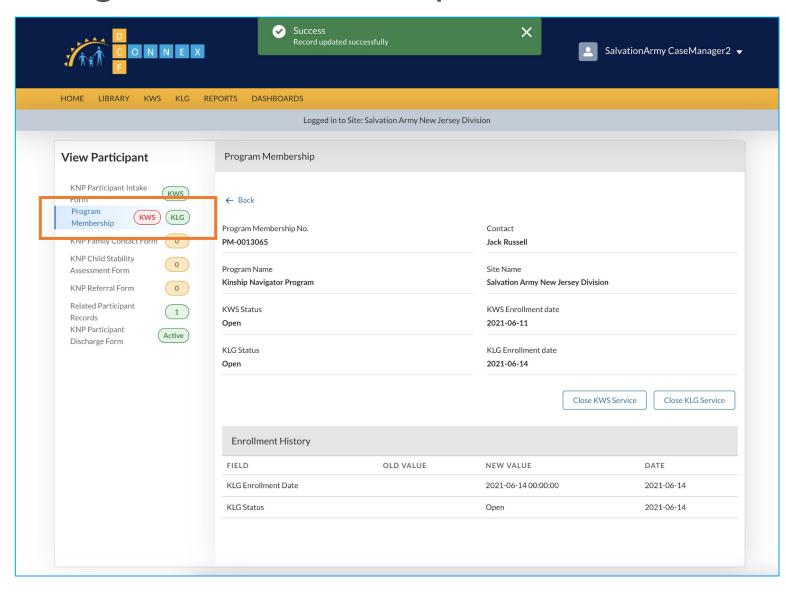
#### Instructions

- Back on the Participant page click Close KWS or KLG Service
- Choose a Reason to Close service
- Click Proceed





# Program Membership – Close KWS Service



#### Instructions

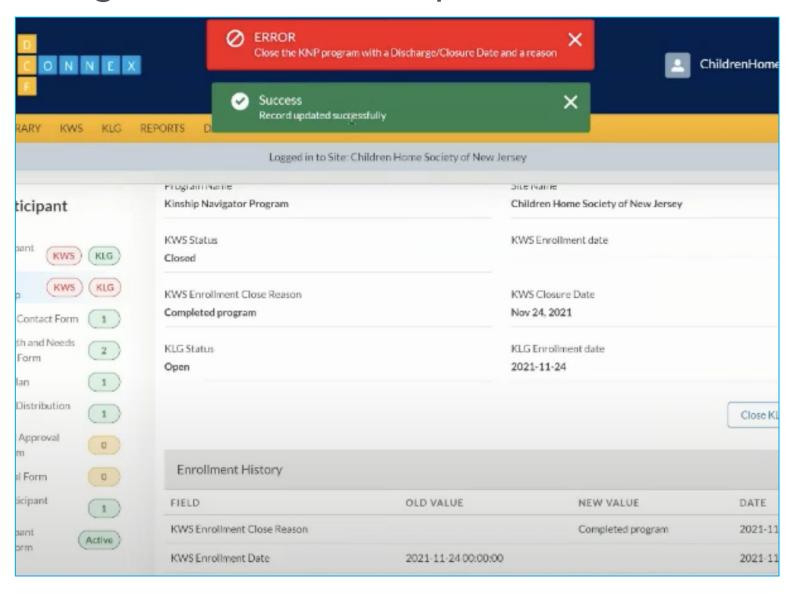
View green pop up that states the KWS is now closed

### Key Points

Once a service is closed the green tabs will turn red Refresh the screen if they do not turn red immediately



## Program Membership – Close KLG Service



#### Instructions

View green pop up that states the KLG is now closed

View Error pop up for close KNP program with Discharge/Closure date and a reason when last active service is closed

#### **Key Points**

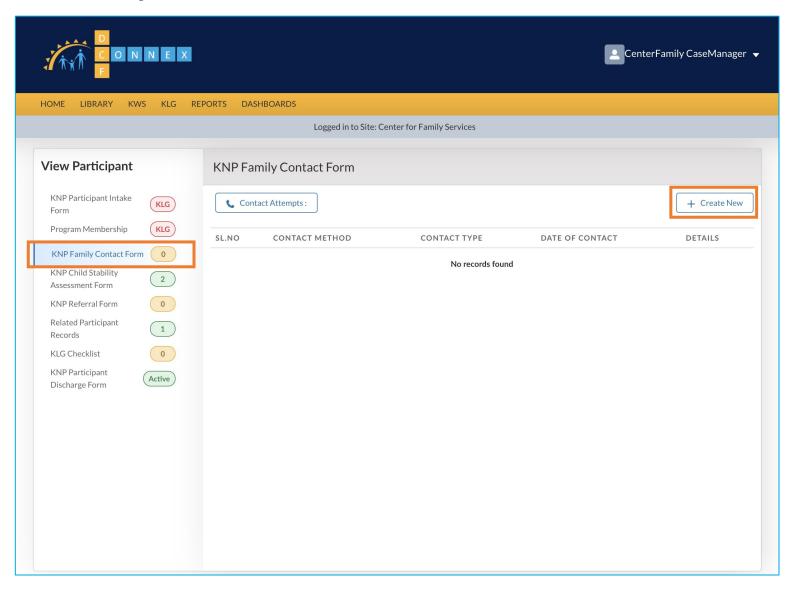
No Key Point



# **Family Contact Form**



### Family Contact Form



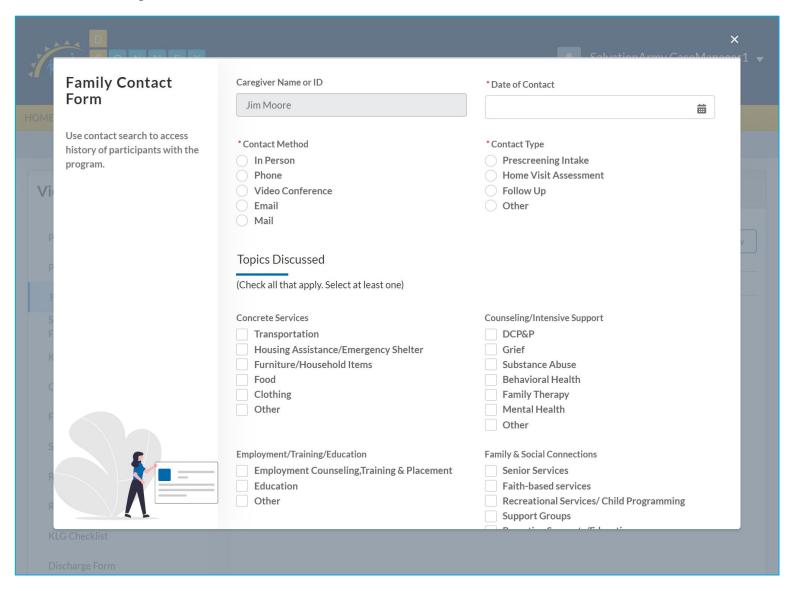
#### Instructions

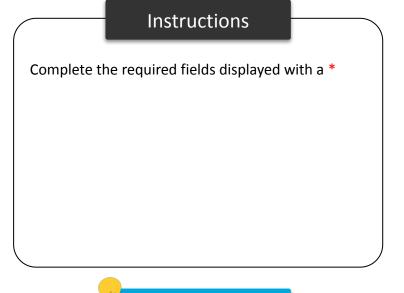
- Click Family Contact Form to view a list of all contacts previously made with the participants
- To create a new contact, click Create New

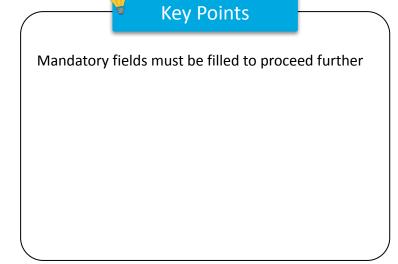
- Tabs on the left hand side of the page will only be visible for approved participants.
- You can create multiple Family Contact Forms for a participant.



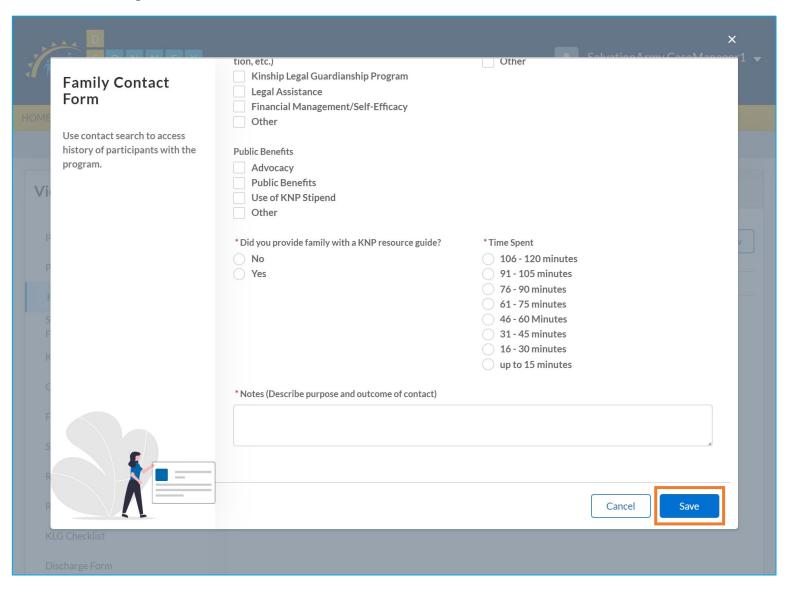
### Family Contact Form

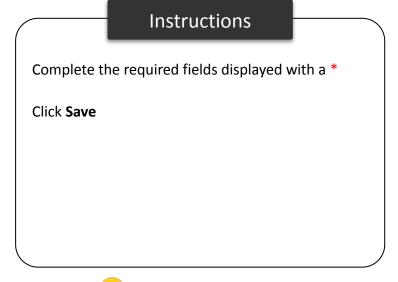


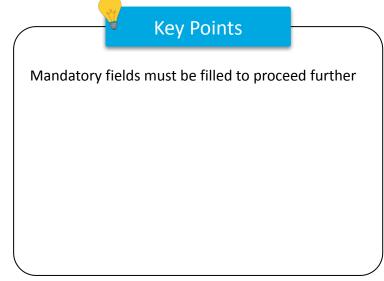




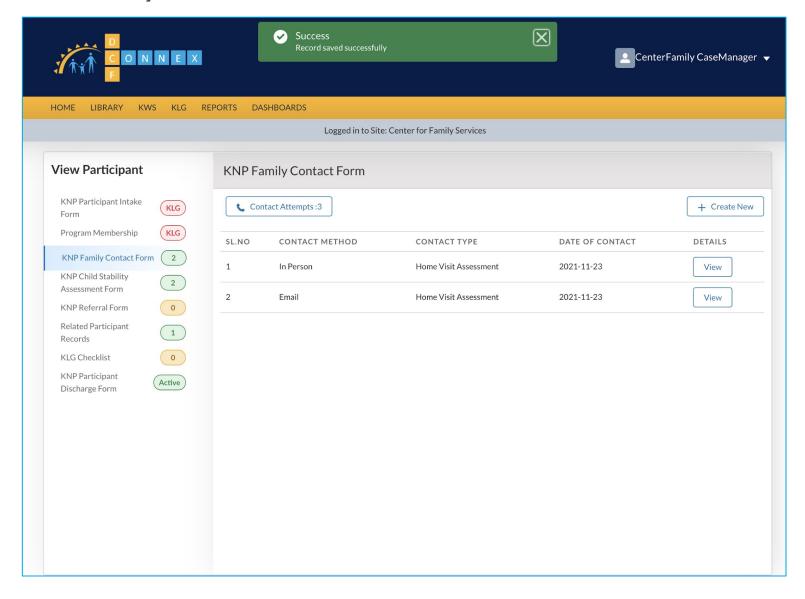


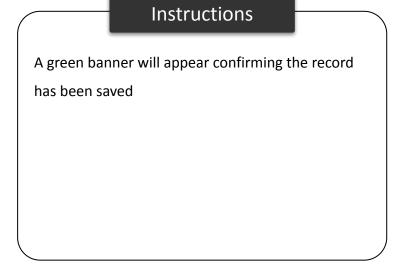


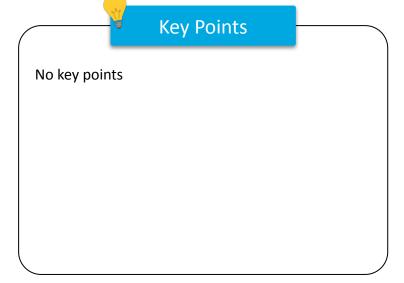




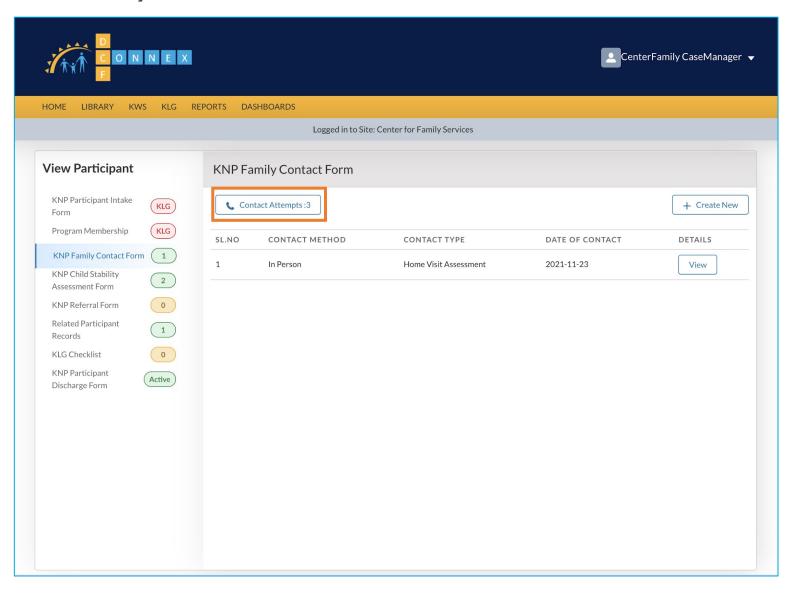












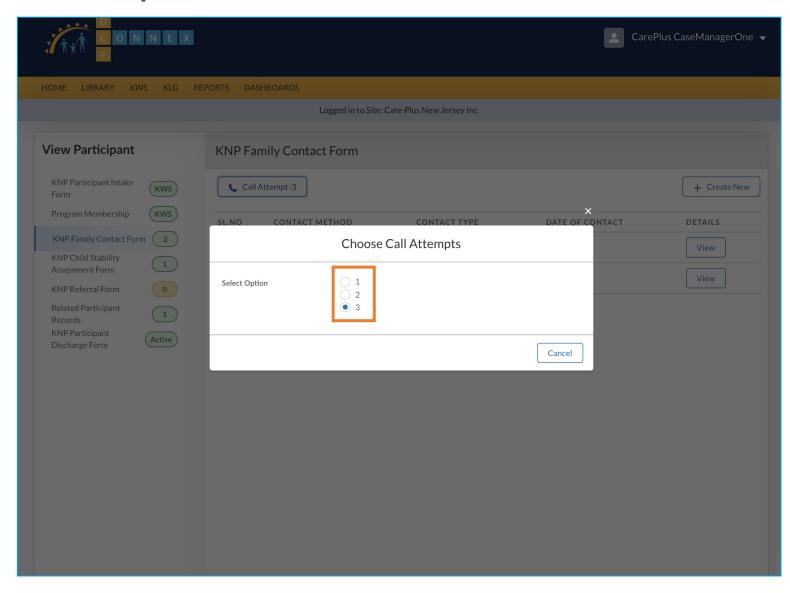
#### Instructions

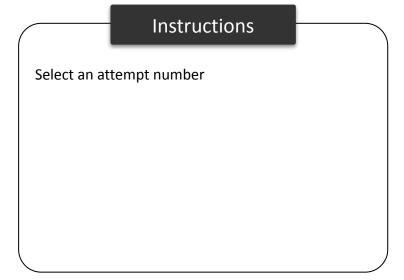
Click **Contact Attempts** to view a pop up for selecting the number of attempts made for KNP Family Contact Form

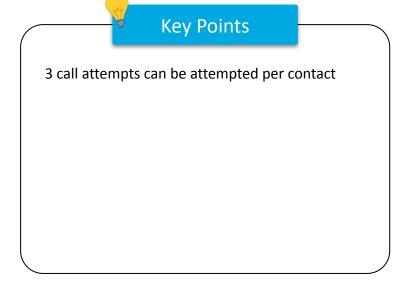
### Key Points

This needs to be completed each time a call is attempted

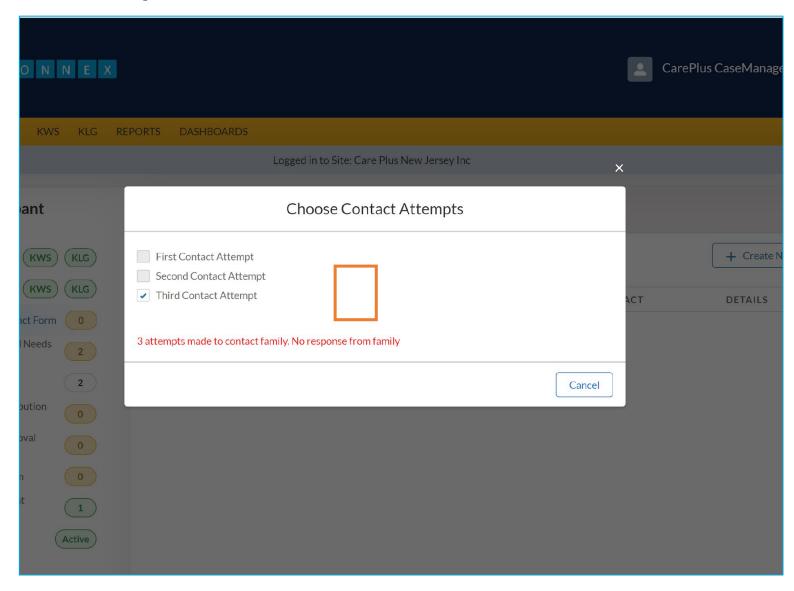














Read error message after 3 contact attempts

### Key Points

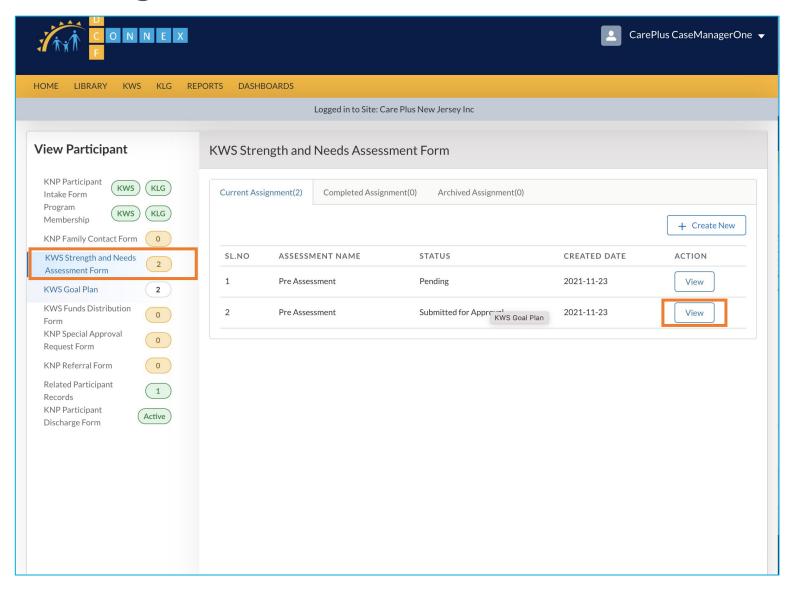
An error will be revealed if 3 attempts were made to the family with no response



# Strengths and Needs Assessment Form



## Strengths and Needs Assessment Form



#### Instructions

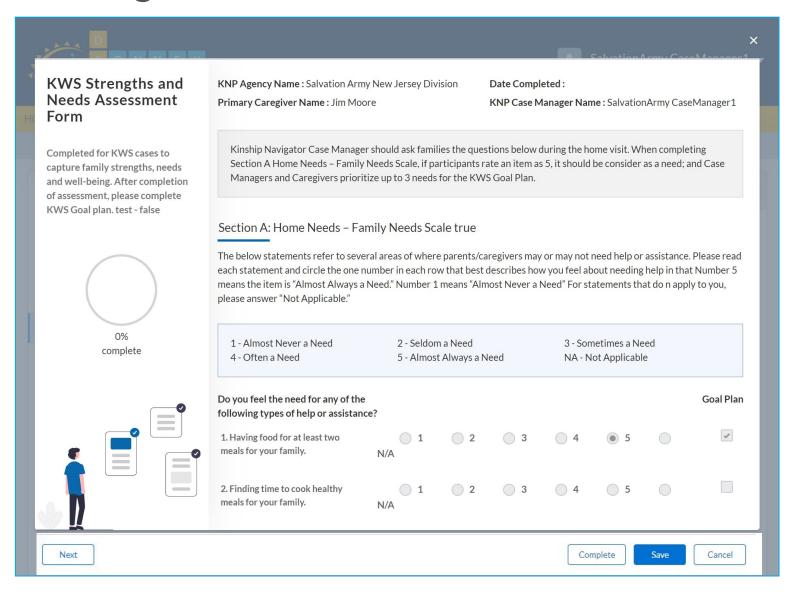
- Click the Strength and Needs Assessment Form to view a list of current assessments
- Tabs for Completed and Archived assessments are at the top of the list for easy access
- Click Create New to start a new assessment or
   View to see the current assessment

### Key Points

A Strengths and Needs Assessment can only be done once in six (6) months



## Strengths and Needs Assessment Form - Section A



#### Instructions

Complete the Strengths and Needs Assessment

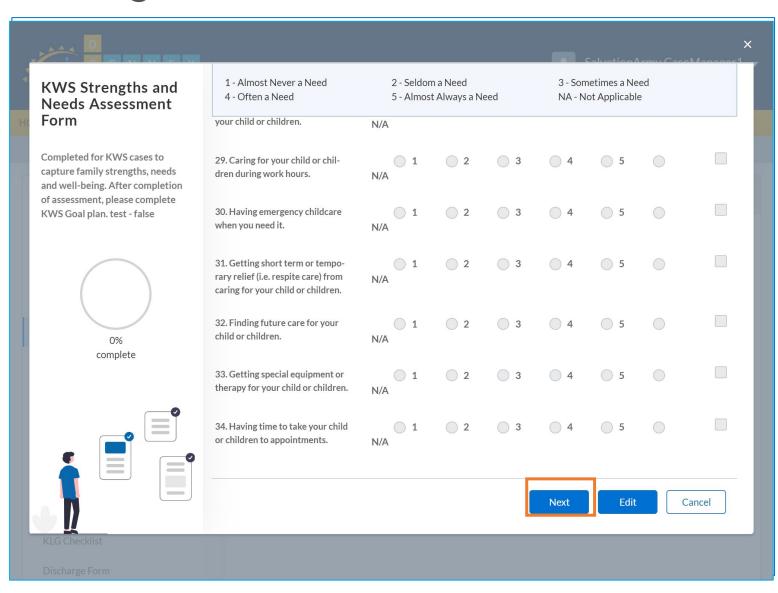
Form, noting up to three (3) items for the Goal Plan

### **Key Points**

- Make sure to click **save** as you edit the sections
- Once you click Complete you will not be able to edit later



### Strengths and Needs Assessment Form - Section A



#### Instructions

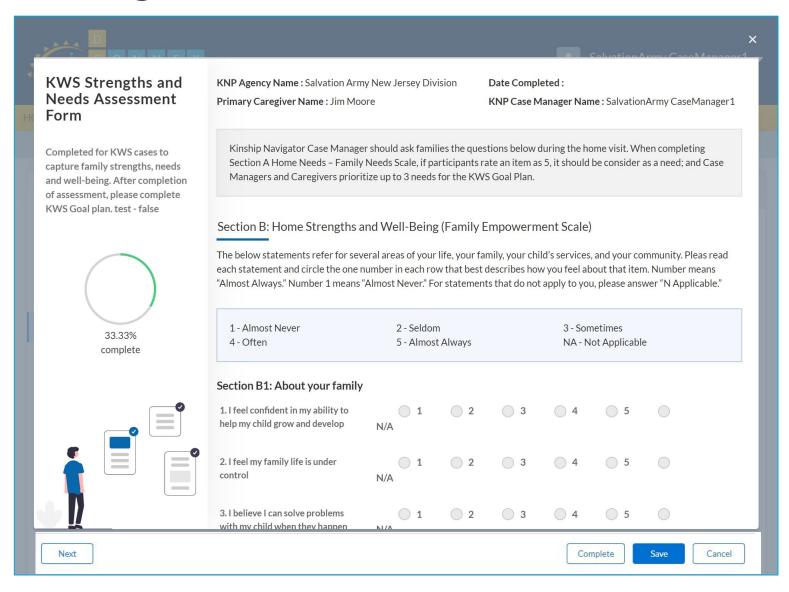
- Complete the Strengths and Needs Assessment
   Form Section A
- Click Next

### Key Points

- You can prioritize up to 3 Needs to be considered for Goal Plan from here.
- You need to complete section A compulsorily to prioritize up to 3 needs to be carried forward to Goal Plan.

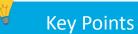


## Strengths and Needs Assessment Form - Section B



#### Instructions

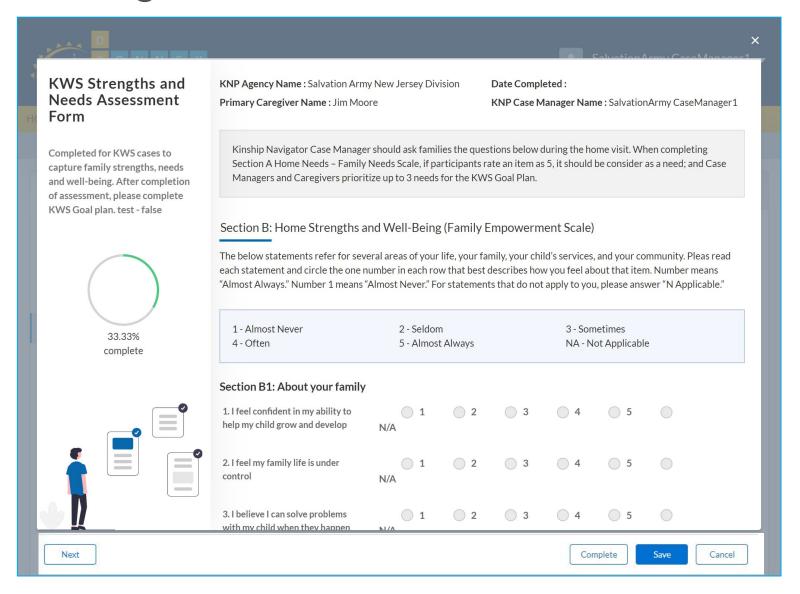
Complete the Strengths and Needs Assessment Form - Section B



- Click SAVE first to return for editing or Complete to finalize the section.
- Once COMPLETE is clicked, you will not be able to edit later.



## Strengths and Needs Assessment Form - Section B



#### Instructions

Complete the Strengths and Needs Assessment Form

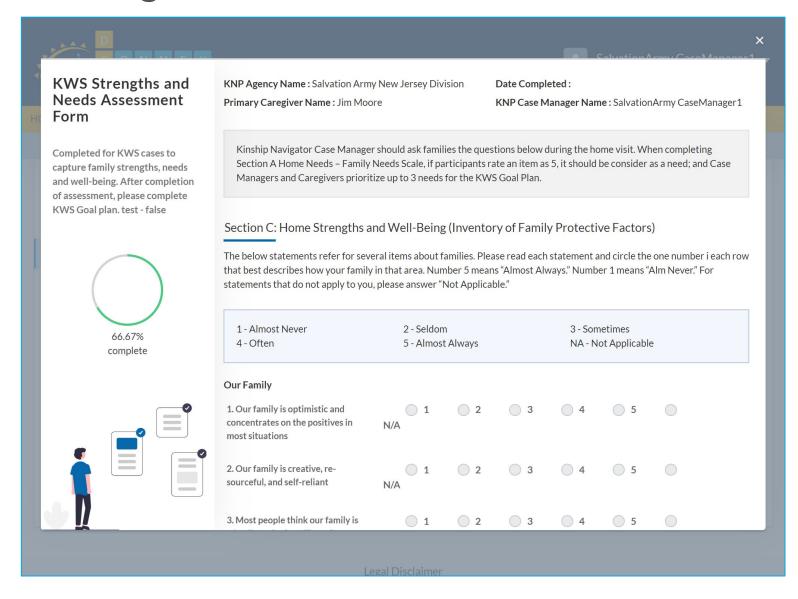
Click Next

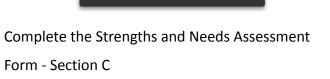
### Key Points

- Click SAVE first to return for editing or Complete to finalize the section.
- Once COMPLETE is clicked, you will not be able to edit later.
- Submit for Approval will be visible after you have completed Section C of the form.

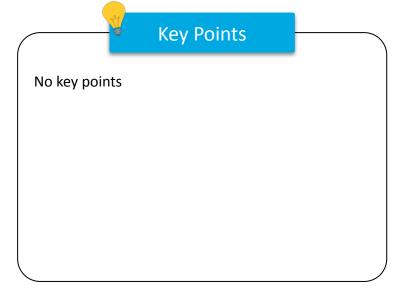


## Strengths and Needs Assessment Form - Section C



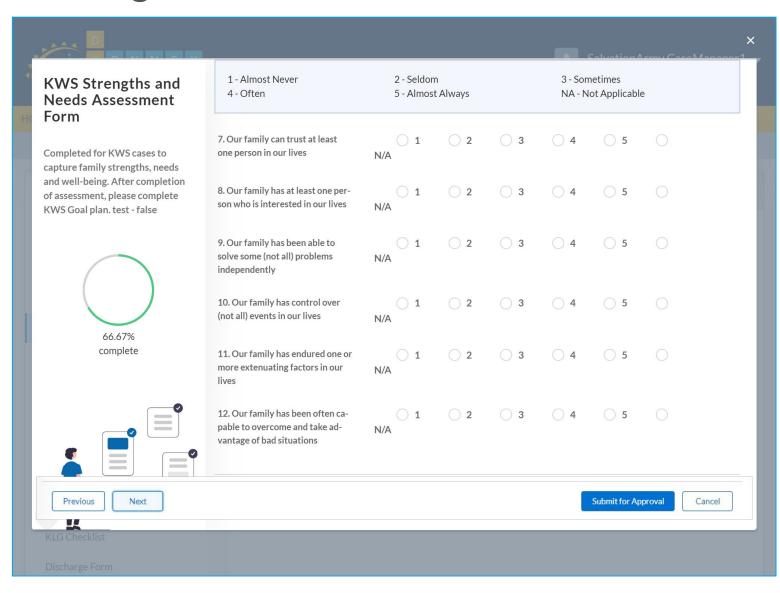


Instructions



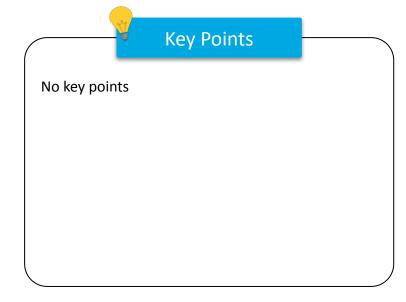


## Strengths and Needs Assessment Form - Section C



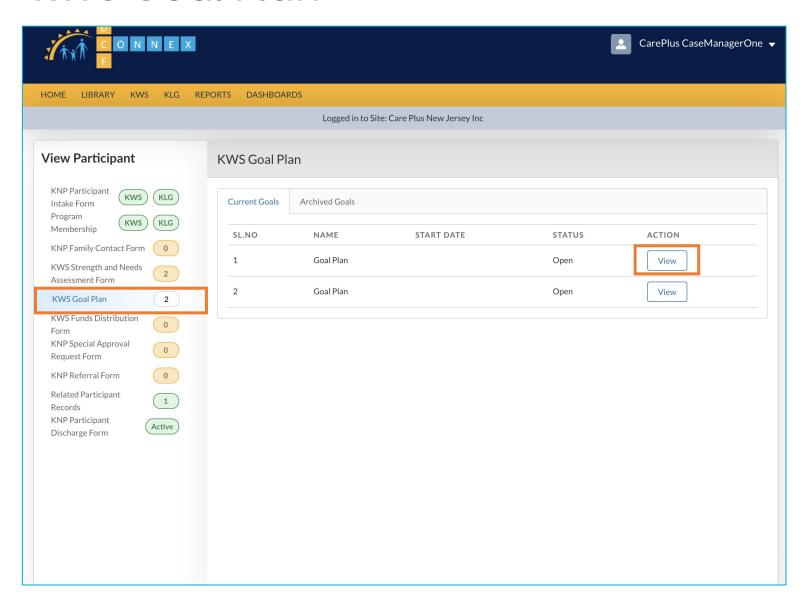
#### Instructions

- Complete the Strengths and Needs Assessment
   Form Section C
- Click Submit for Approval to complete the Strengths and Needs Assessment Form









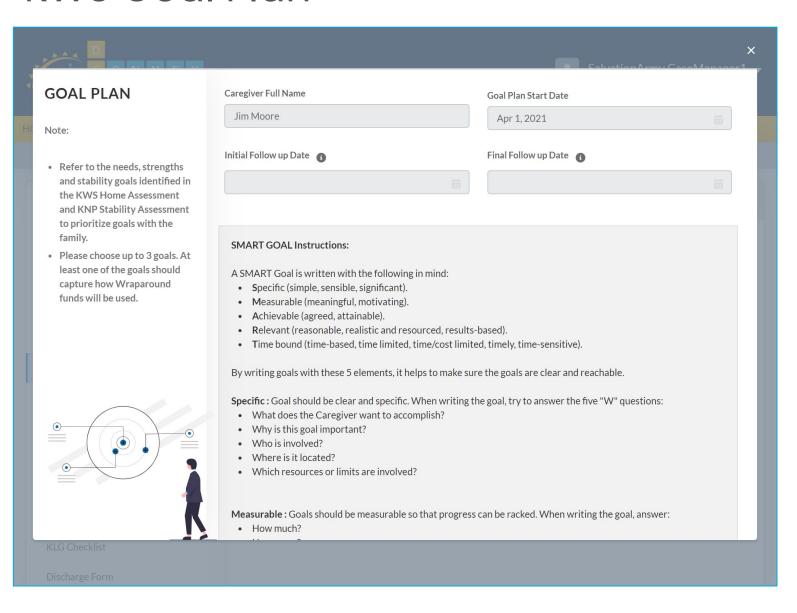
#### Instructions

- Click KWS Goal Plan to see a list view of the Goal Plans associated with the participant
- Click View

### Key Points

You cannot create a Goal Plan directly as you always have to be redirected here from the KWS Strengths and Needs Assessment Form





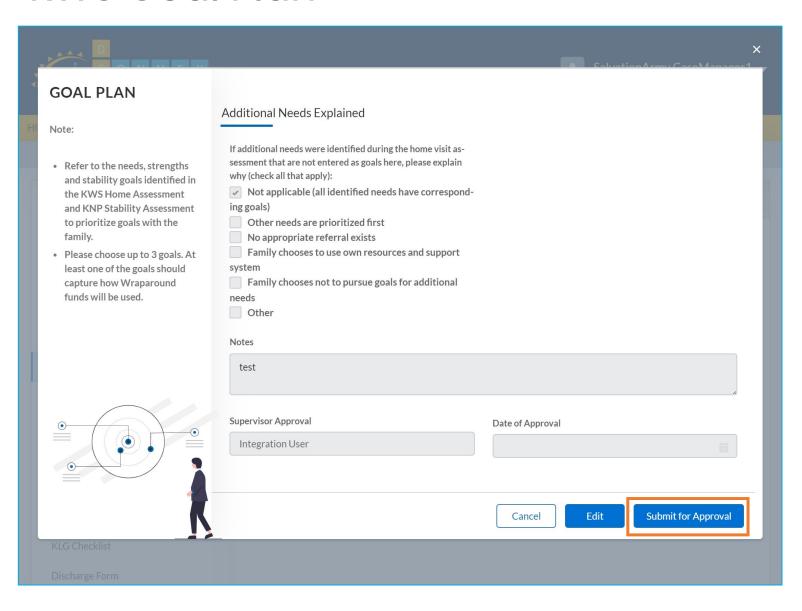
#### Instructions

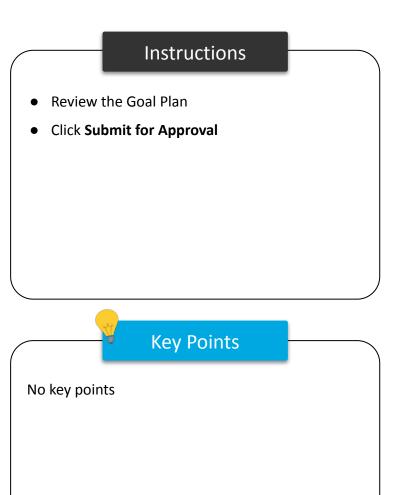
Review the Goal Plan

### Key Points

Initial and Final Follow up date will be enabled based on Date of Distribution of Funds

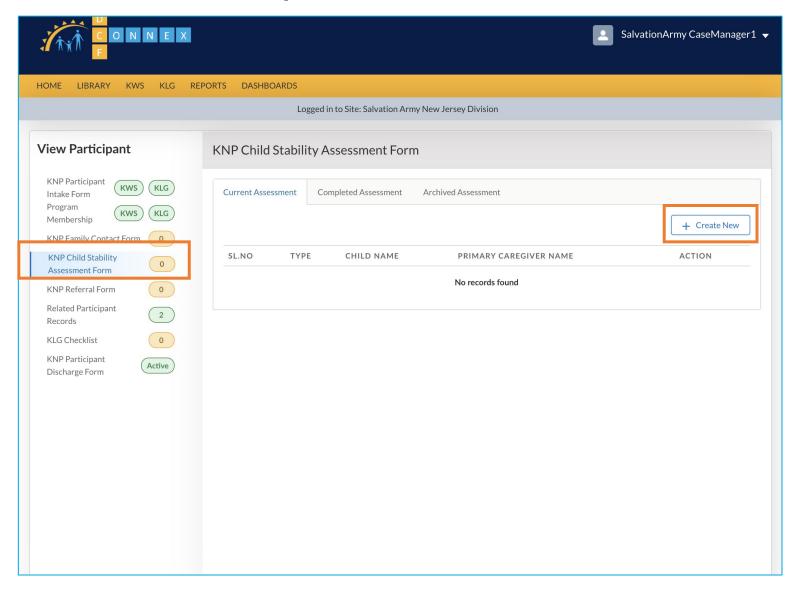












#### Instructions

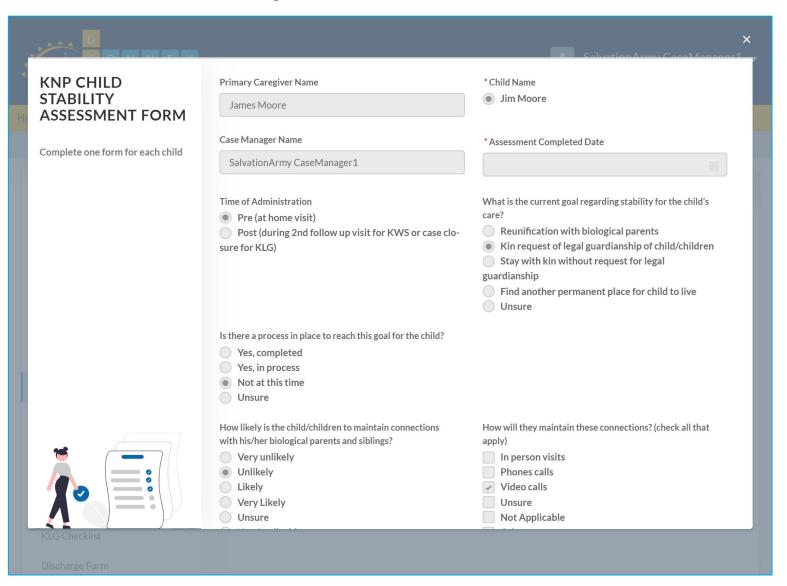
- Click Child Stability Assessment Form to view a list of the current assessments
- Tabs for Completed and Archived Assessments are located at the top
- Click View to review the current assessment

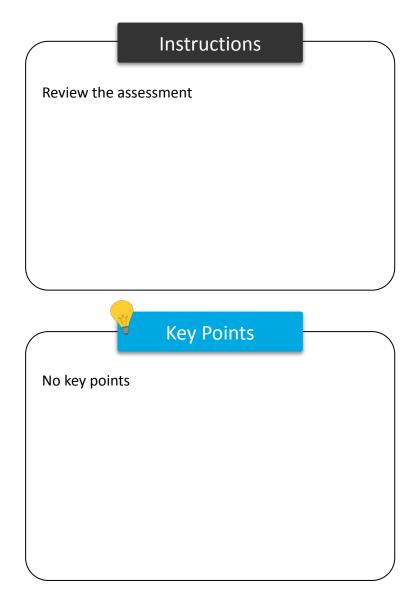


### **Key Points**

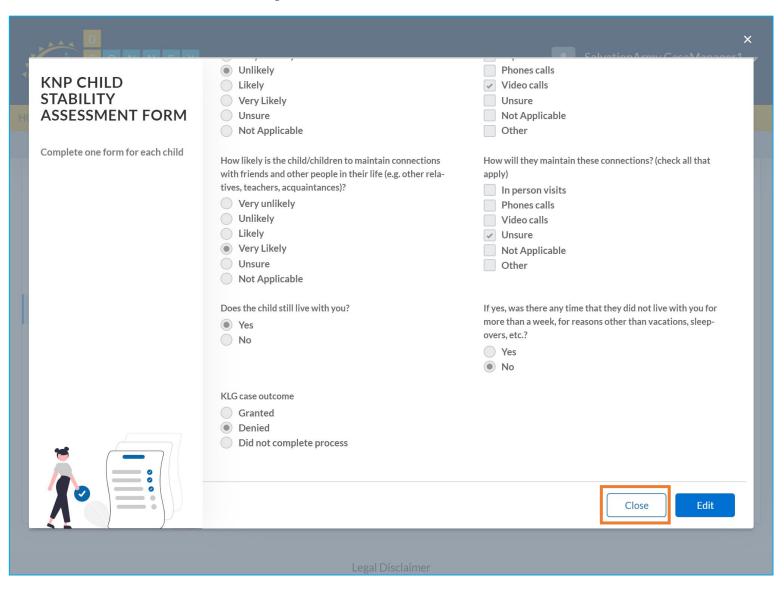
- Case Manager can view this tab only for an approved participant.
- You can create a Pre/Post Child stability
   assessment respectively when creating a
   new participant and after discharging a
   participant.











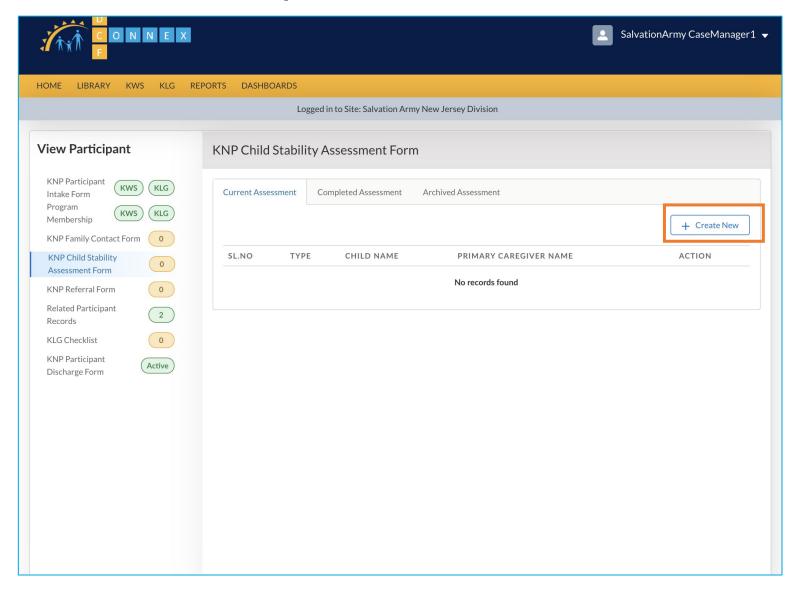
#### Instructions

- Review the assessment
- Click **Edit** to edit the assessment
  - OR -
- Click Close to return to the Child Stability Assessment pane



No key points





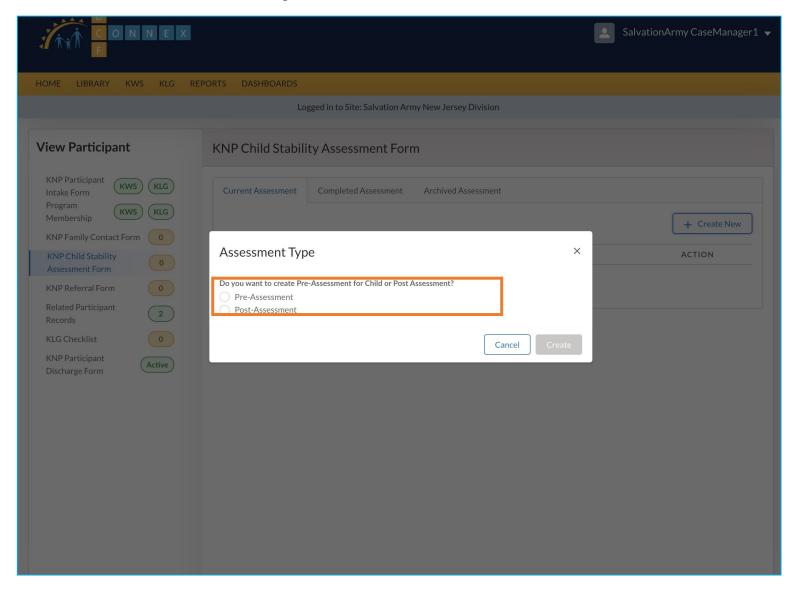
#### Instructions

To begin a new assessment, click Create New

### Key Points

You can create a Pre Child Stability assessment once in 6 months.





#### Instructions

You will be presented with an option to create a particular assessment, select that option, then click

Create and follow the prompts to complete an assessment

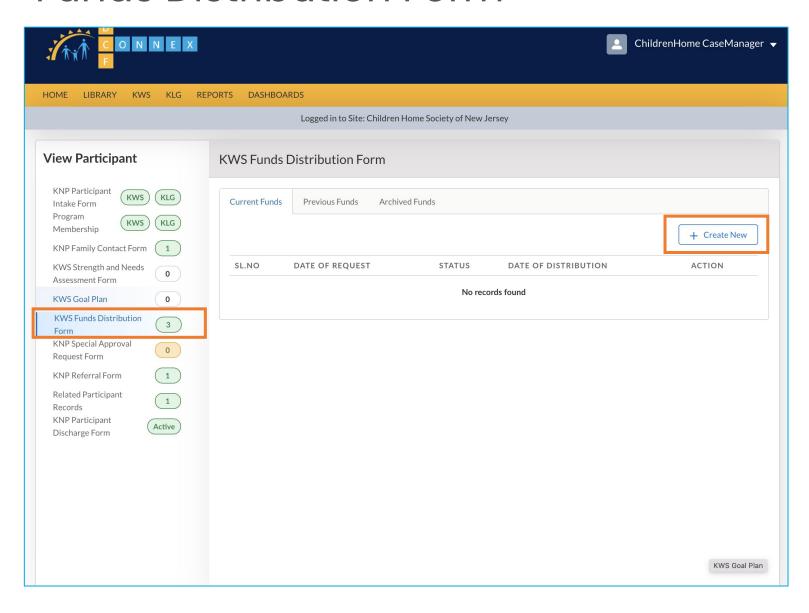
### **Key Points**

If an assessment has not yet been created for the participant, you will see an option for a Pre-Assessment as well as a Post-Assessment.

You can create a Post Child Stability assessment after Discharging the Participant.







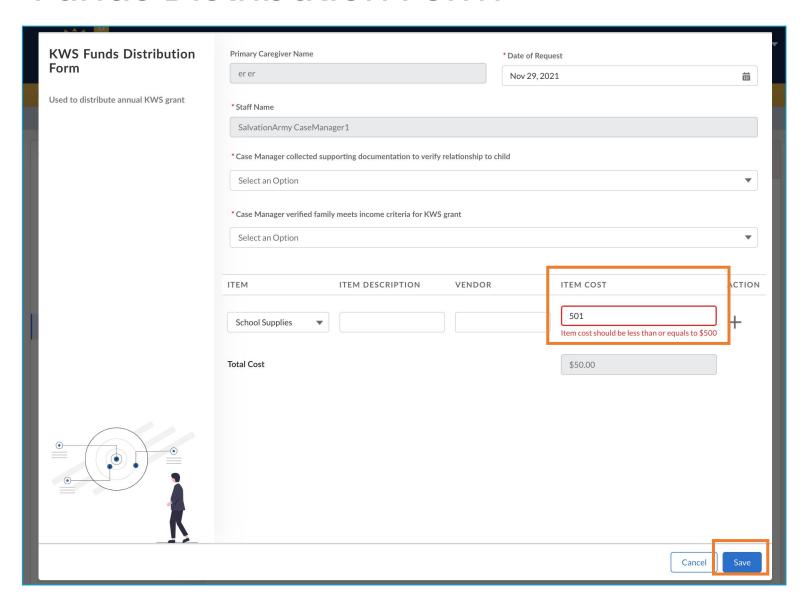
#### Instructions

- Click the Funds Distribution Form to view a list of current funds with a tab for a list of previously distributed funds
- Click Create New



- Case Manager can view this tab only for an approved participant.
- You can view current/previous requests for Funds Distribution here.
- You can also create a new form for new participants too.





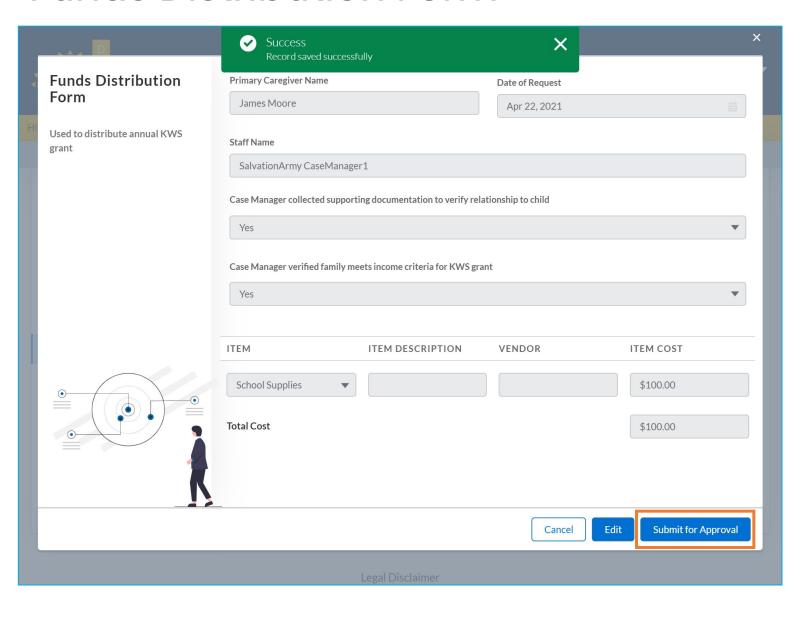
#### Instructions

- Complete all the required fields, noted by the \*
- Click Save

### Key Points

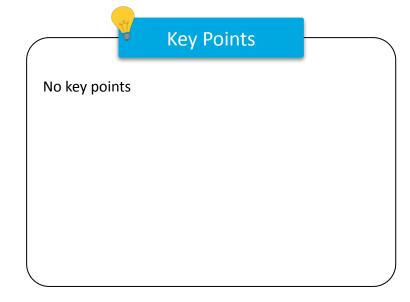
- You can add more items by clicking the large + under action
- Limit is 500 USD per family, this means if funds exceed 500 an error message will show
- The 500 USD limit will process on all fund forms created for the family



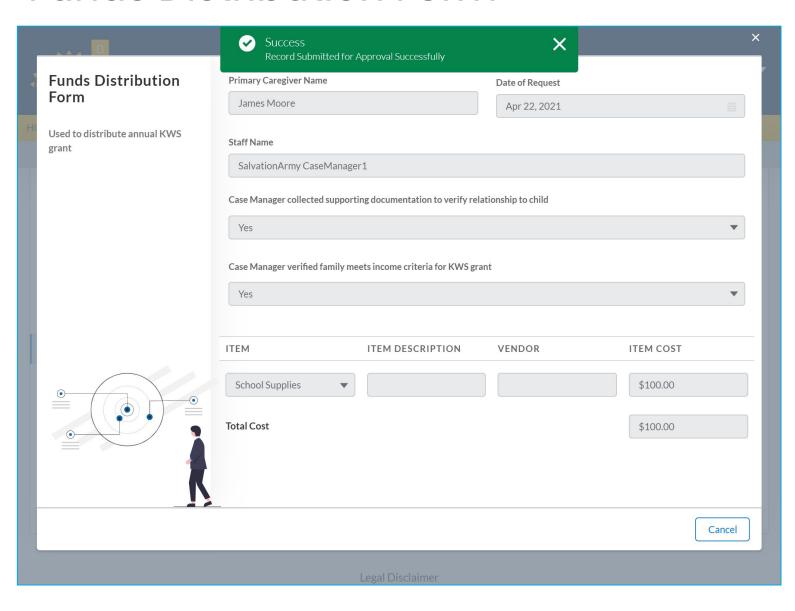


#### Instructions

- A green banner will display confirming the record was saved successfully
- A new button will appear
- Click Submit for Approval







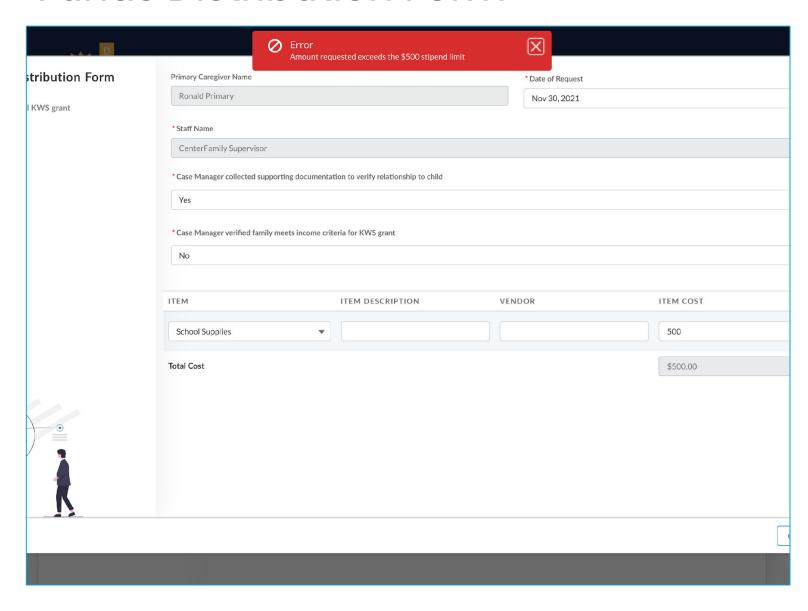
#### Instructions

A green banner will appear confirming the form was submitted successfully and after a moment you will be redirected to the Funds Distribution pane



No key points





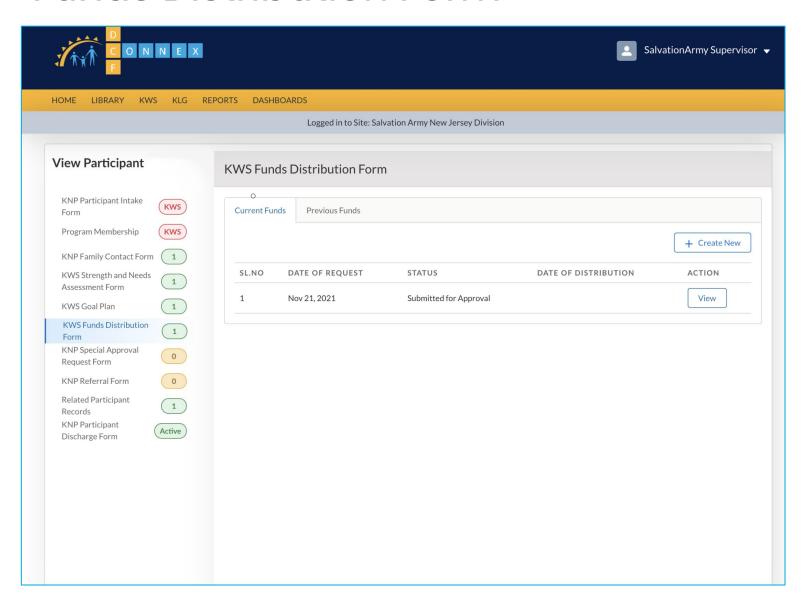
### Instructions

A red banner will appear showing that an error has been made due to amount requested exceeds 500



No key points





#### Instructions

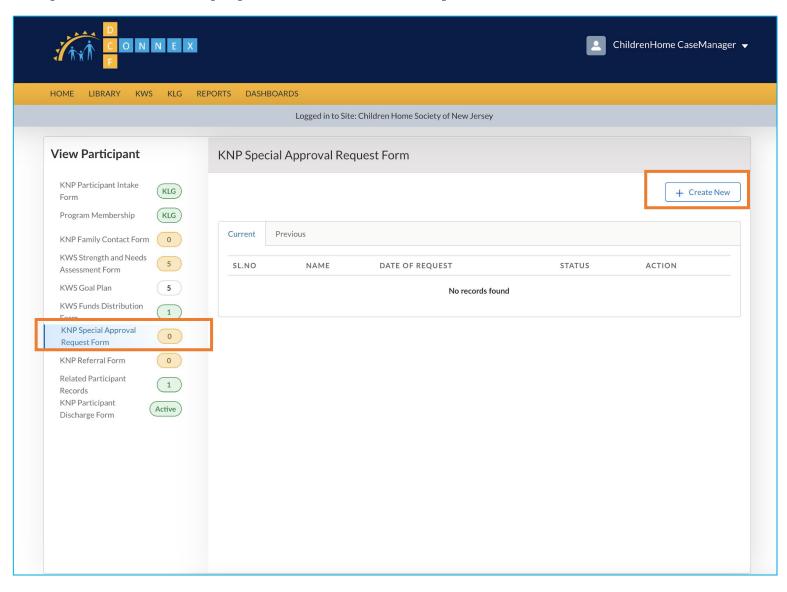
The newly created record will display in the list view

### Key Points

- Case Managers have a limit up to 500 USD per family.
- Case Managers can edit a previous Funds
   Distribution form for a new request till it reaches
   the 500 USD limit.







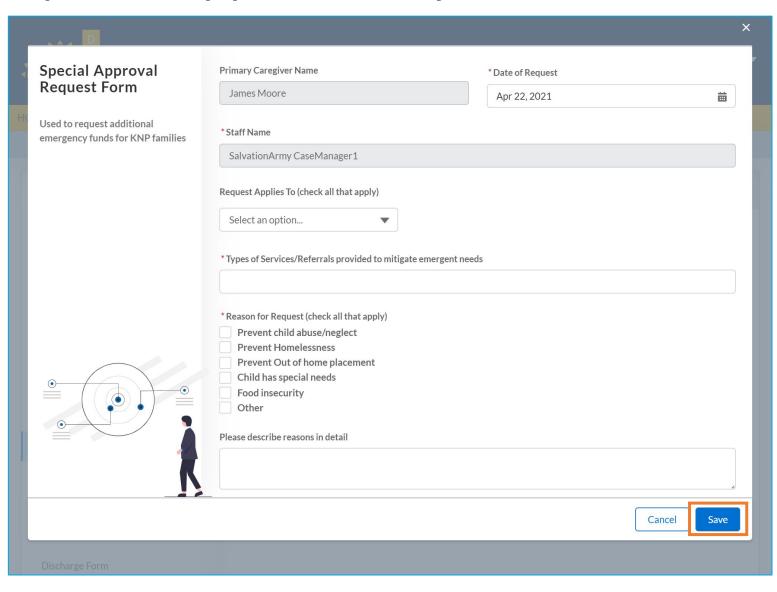
#### Instructions

- Click Special Approval Request Form in the menu to view a list of Special Approval Request forms
- Click Create New

### Key Points

- Case Managers can request for any amount as there is no limit for Special Approval Request form.
- You can create a request with multiple line items to choose from the options.





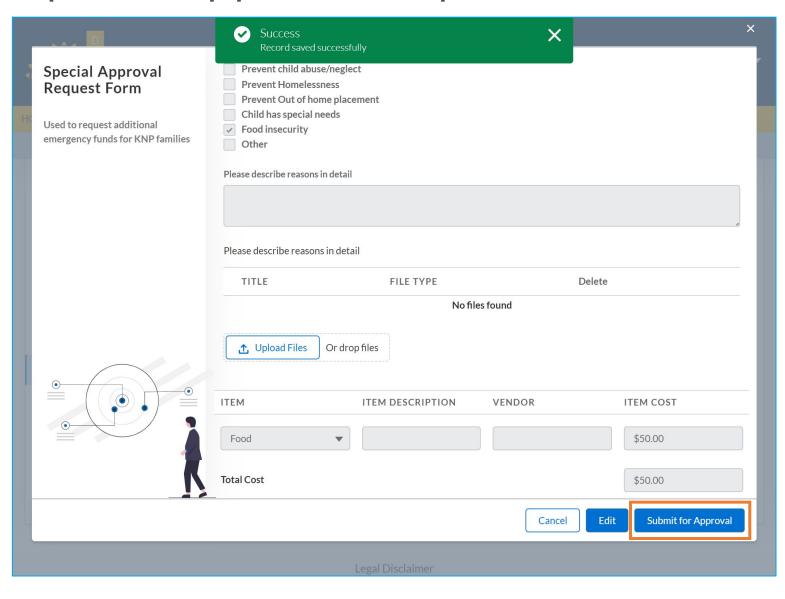
#### Instructions

- Complete all the required fields, noted by the \*
- Click Save

### Key Points

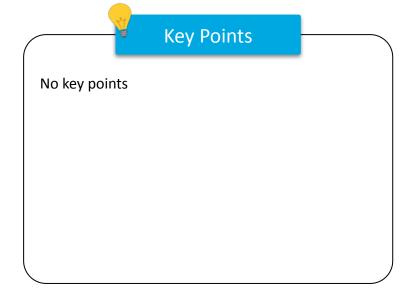
Upload Files Icon will appear after saving through which single/multiple files can be uploaded.



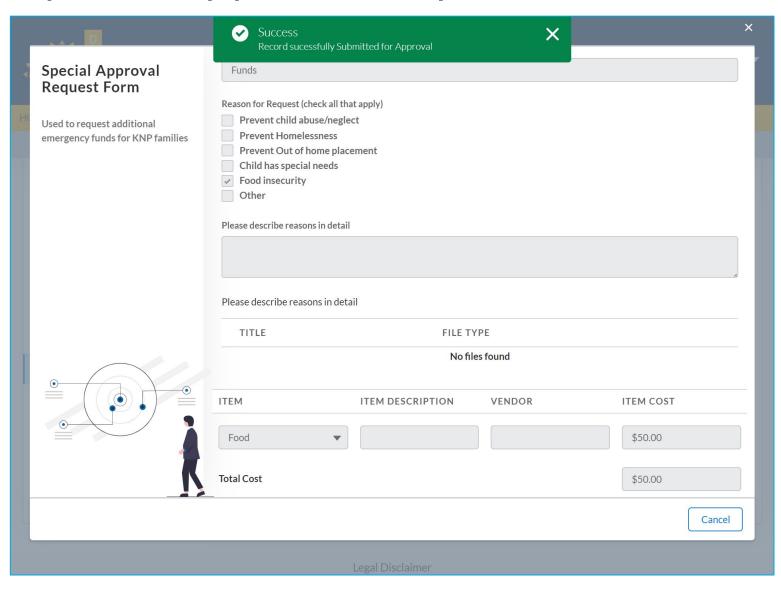


#### Instructions

- A green banner will display confirming the record was saved successfully
- A new button will appear
- Click Submit for Approval







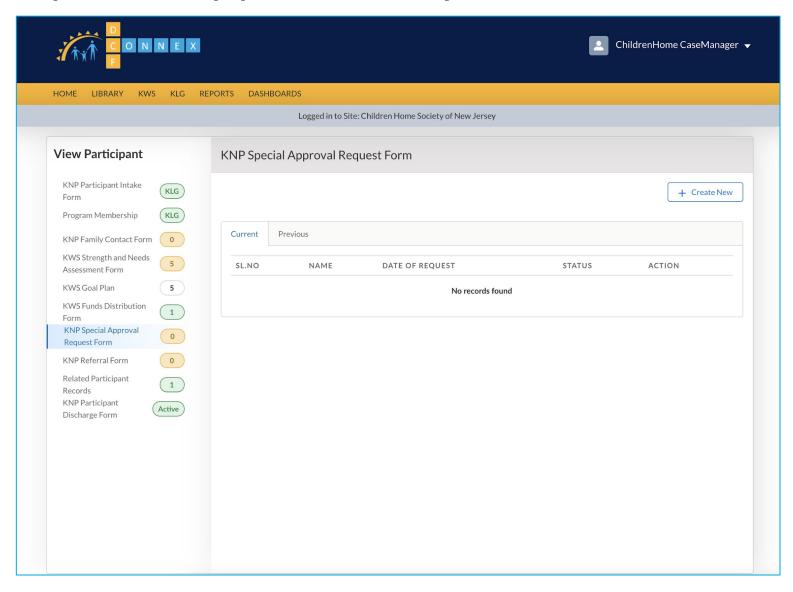
#### Instructions

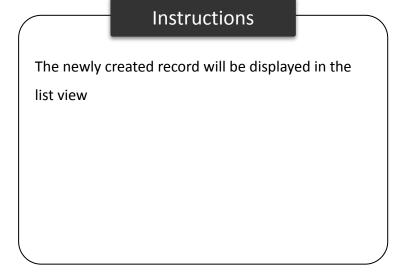
A green banner will appear confirming the form was submitted successfully and after a moment you will be redirected to the Special Approval Request Form pane

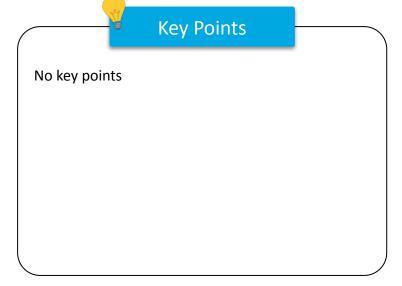
### Key Points

There is no limit on the Item Cost.



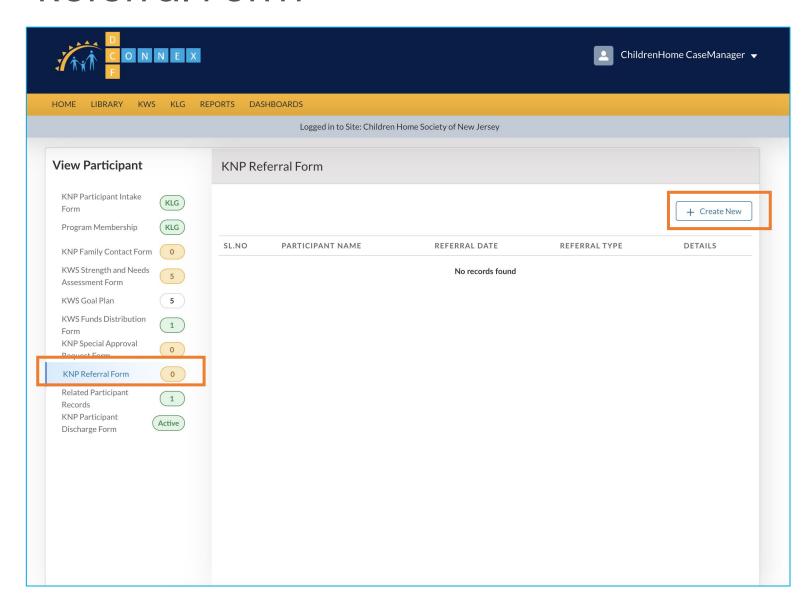












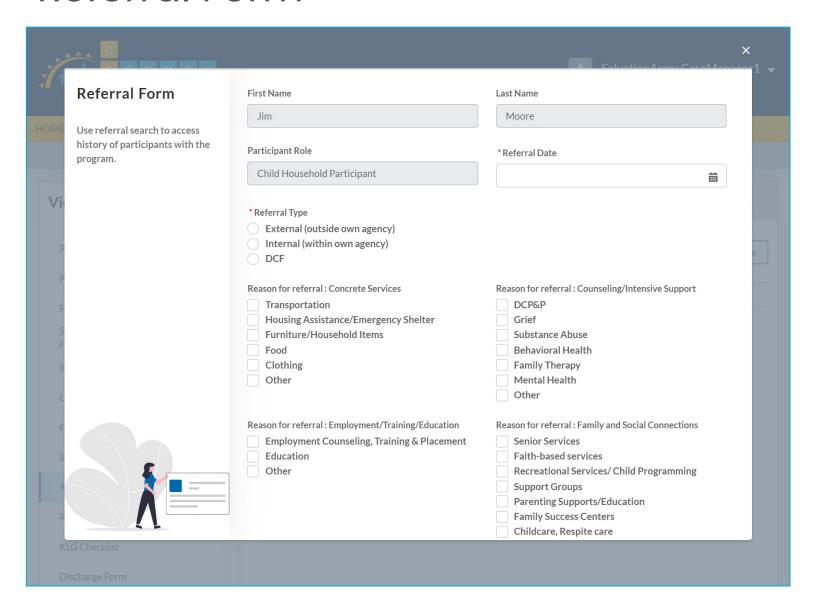
### Instructions

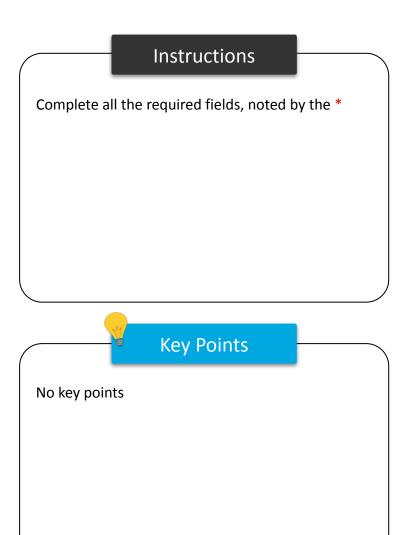
- Click Referral Form to be directed to a list view showing any referral forms submitted for the participant
- Click Create New

### Key Points

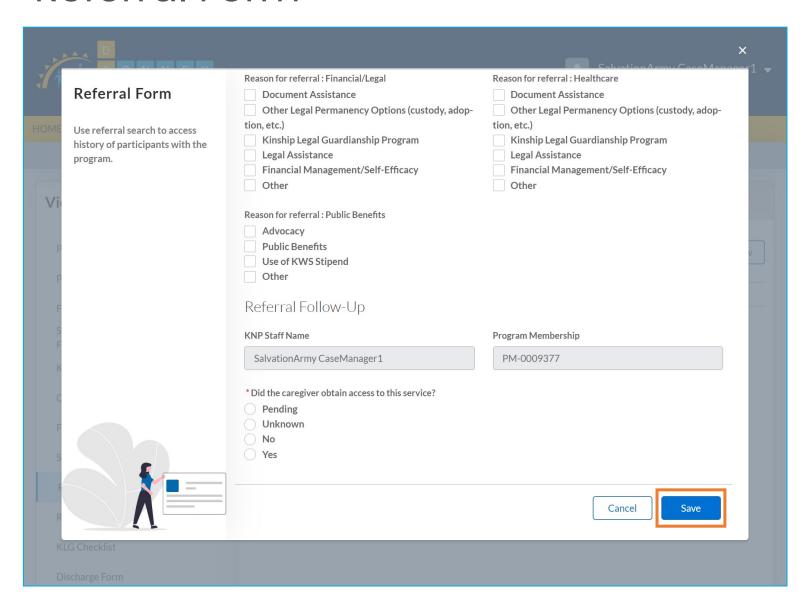
Case Managers can enter this section if Referral option is selected from Recommended Actions in the Goal Plan.

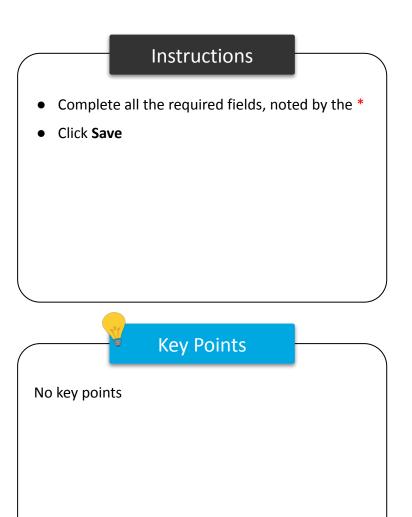




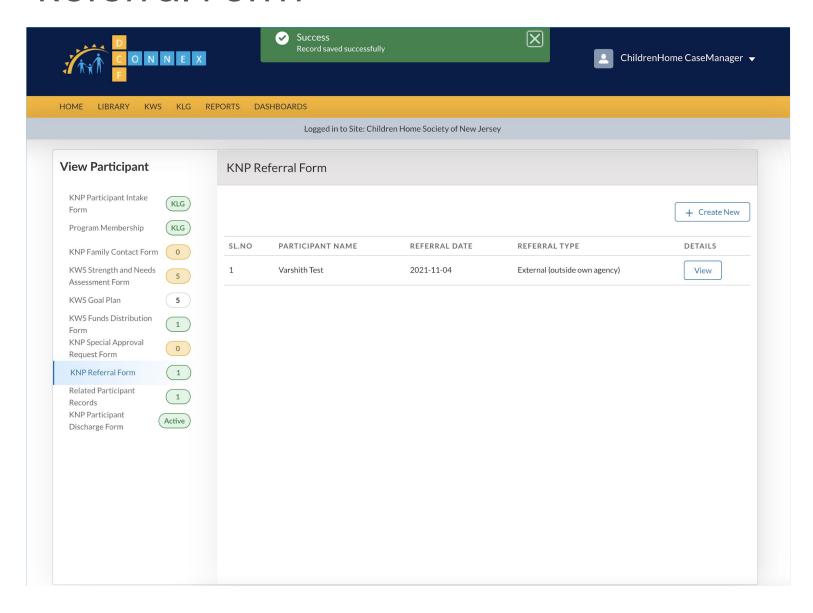












### Instructions

A green banner will display confirming the record was saved successfully and you will be redirected to the Referral Form pane



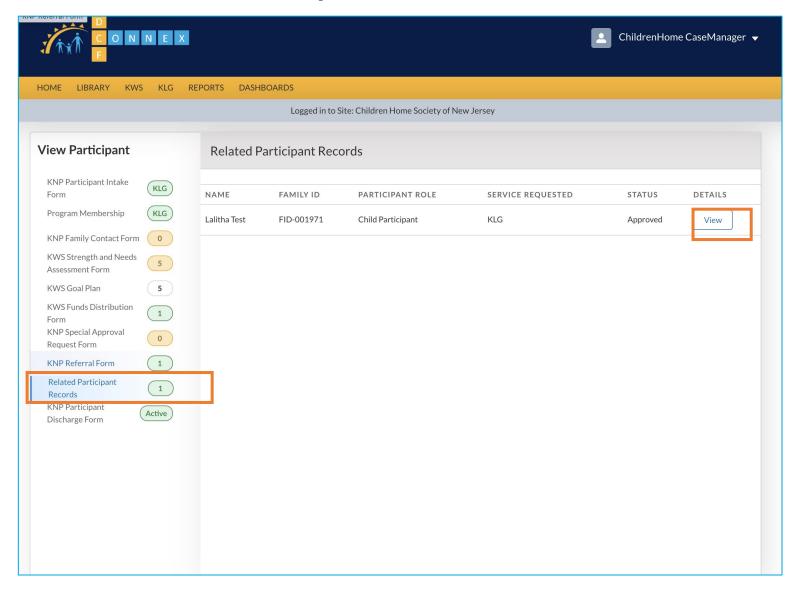
No key points



# Related Participant Records



## Related Participant Records



#### Instructions

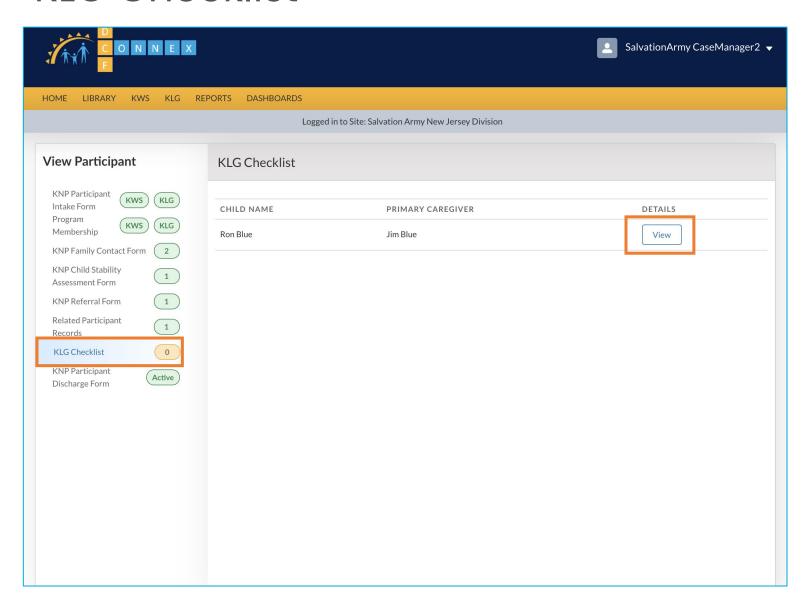
- Click on Related Participant Records to see a list view of the associated participants
- Click View to be directed to the Intake Forms for the participant listed

### Key Points

Case Managers can see the list view of all the participants associated with the participant record.







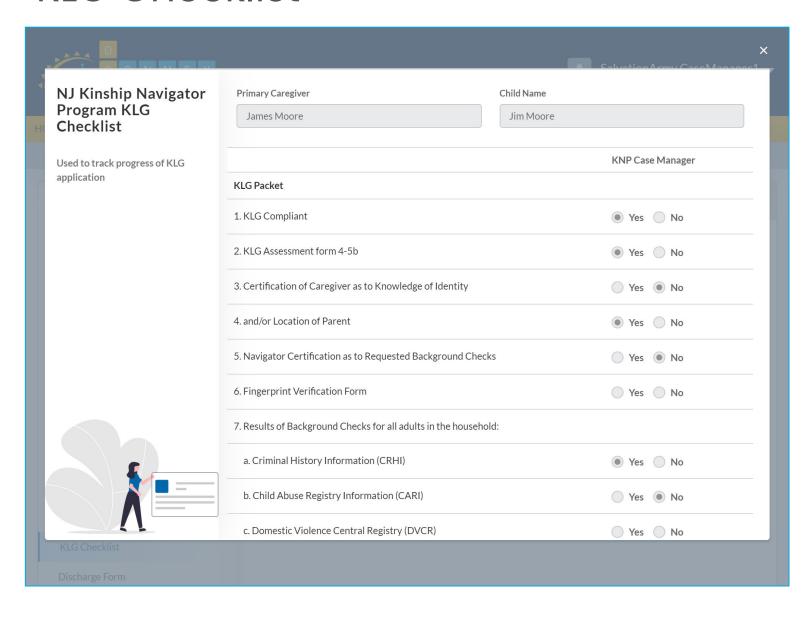
### Instructions

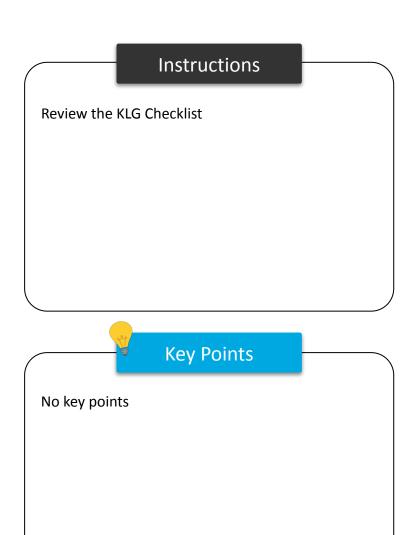
- Click on KLG Checklist
- Click View

## Key Points

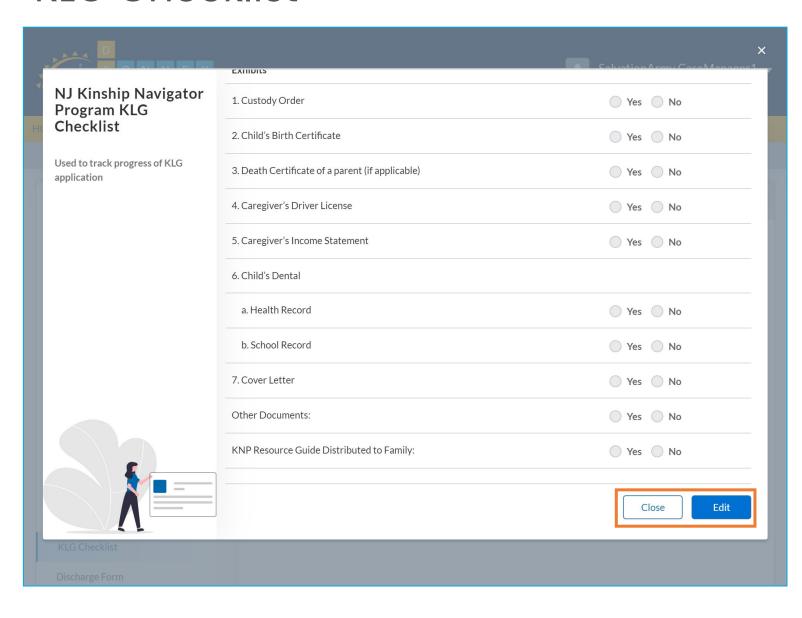
Case Managers can save the responses particular to KLG program for completing the checklist.





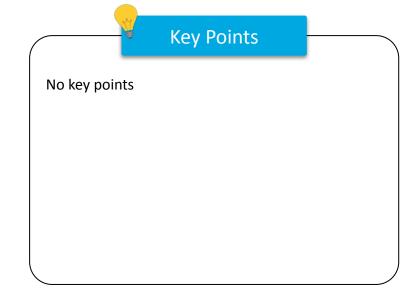






### Instructions

- Review the KLG Checklist
- Click **Close** to return to the KLG Checklist pane
  - OR -
- Click Edit to save your responses for the KLG Checklist
- Submit for Supervisors Approval after editing.

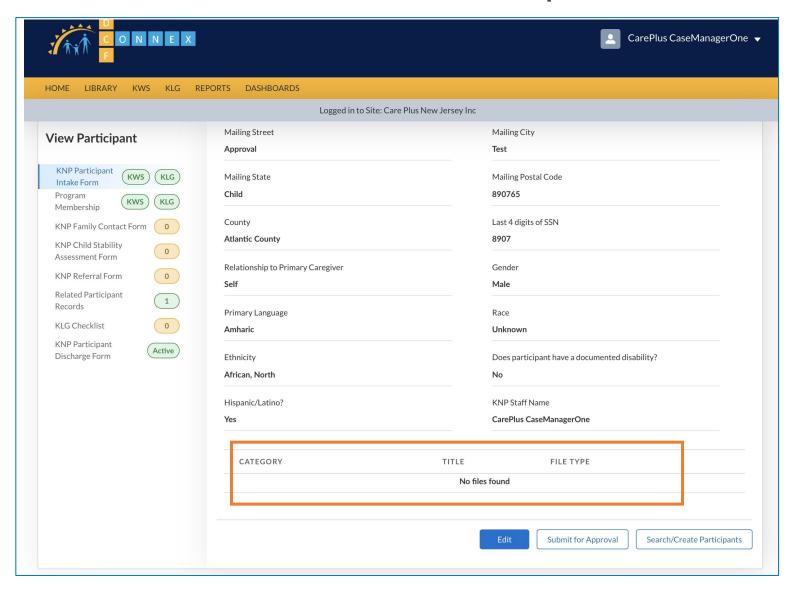




# KWS & KLG Document Upload



## KWS and KLG Document Upload



#### Instructions

 As a Case Manager you can upload any document(s) for Demographics, Petitions, Legal Documents, Income and Other categories respective to KWS or KLG for services requested.

### **Key Points**

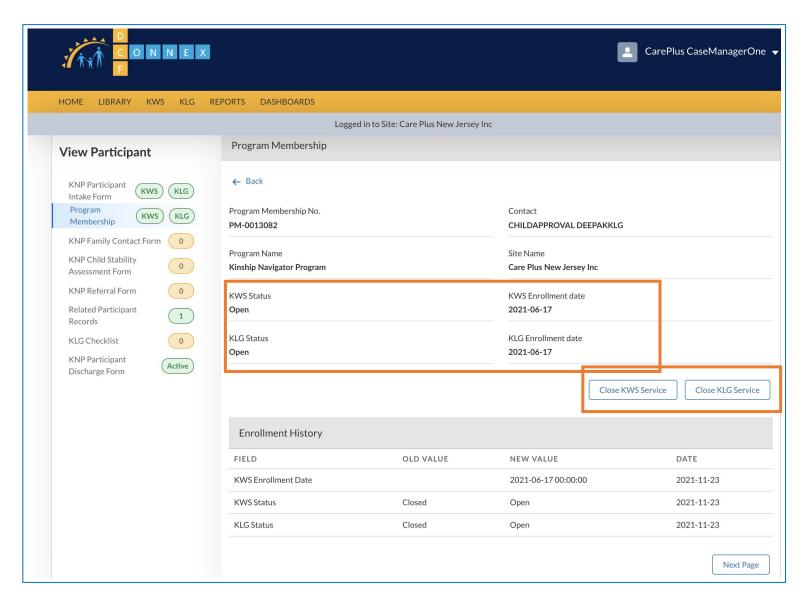
 A Case Manager cannot save a participant without uploading documents for the respective KLG or KWS service requested.



## KWS & KLG Enrollment Dates



### KWS and KLG Enrollment Dates



#### Instructions

- Click Program Membership to view the KWS/KLG Enrollment Dates for the participant
- Click Close KWS Service to manually Close the case exclusively for KWS.
- Click Close KLG Service to manually Close the case exclusively for KLG.

### Key Points

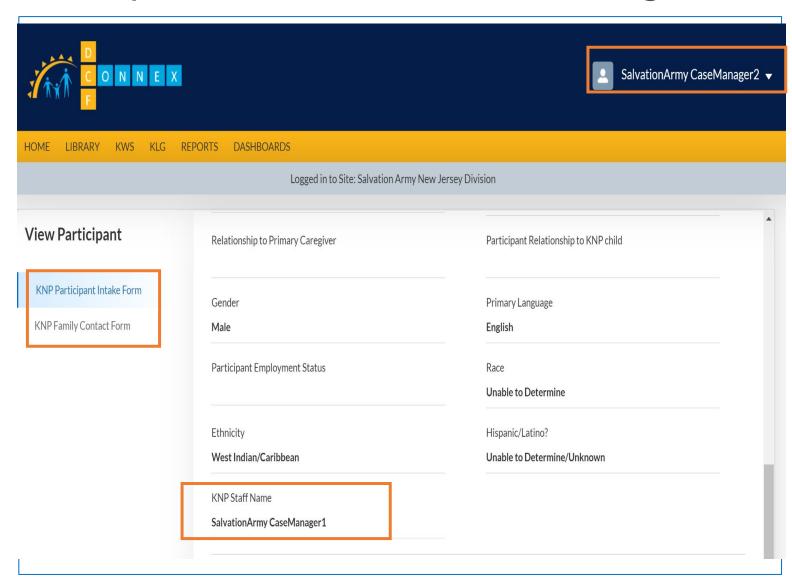
 A Case Manager can manually close a KWS or KLG Open Case without an approval as it's just a service change through the Close KWS Service and Close KLG Service options.



# Ability to see other Case Manager's cases



## Ability to see other Case Manager's cases



#### Instructions

 A Case Manager can create a new Family contact form multiple times for another Case Manager's case by clicking on KNP Family Contact Form tab and Create New icon from there.

### **Key Points**

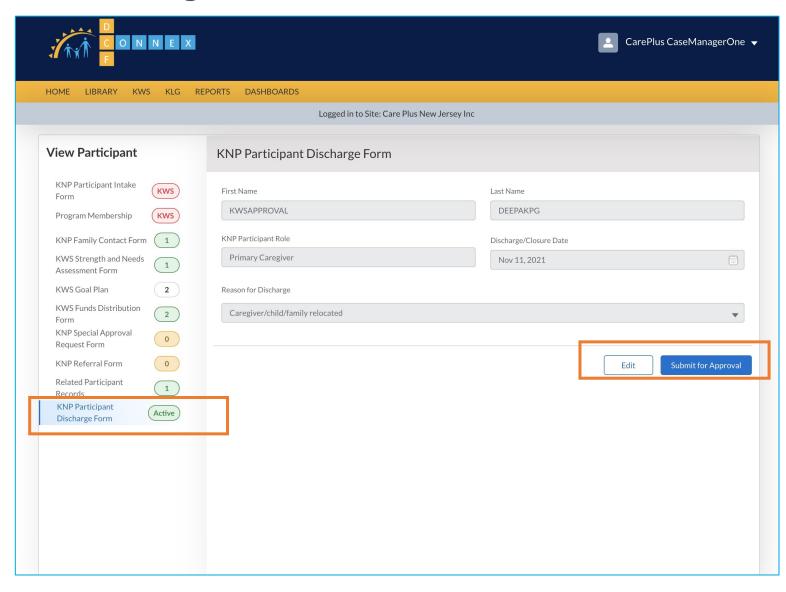
A Case Manager can view a case of another
 Case Manager as illustrated in the diagram
 where a case created by Case Manager 1
 can be viewed by a Case Manager 2.



# Discharge Form



## Discharge Form



#### Instructions

- Click **Discharge Form** to view the discharge form for the participant
- Click Edit to select a reason for discharge using the drop-down menu
- Click Submit for Approval to submit the participant for discharge

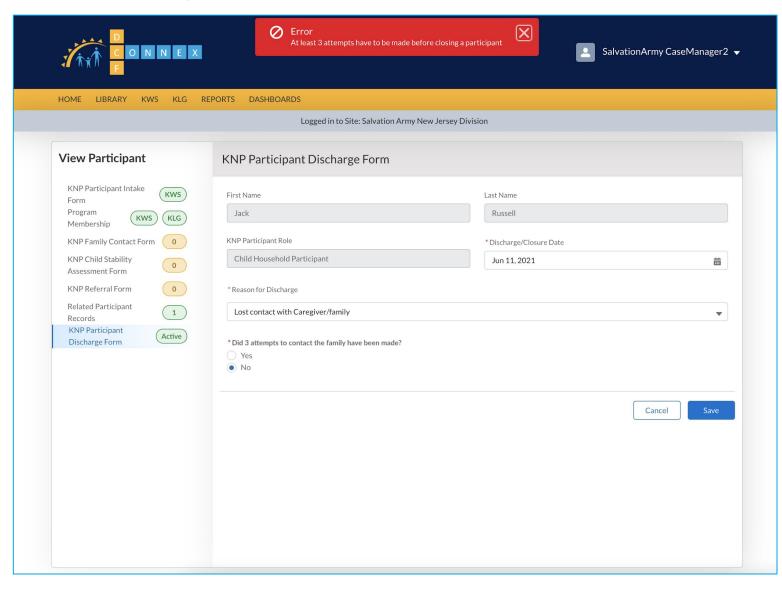


### **Key Points**

- You cannot discharge a Primary caregiver without discharging the child household participant.
- Discharging a Primary Caregiver needs Case
   Supervisor's Approval.



## Discharge Form – Lost Contact with Caregiver/Family



#### Instructions

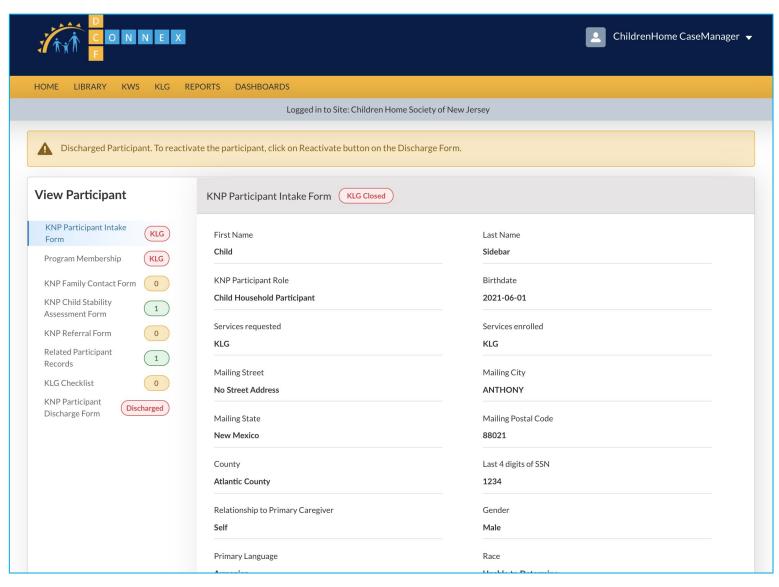
- Select Lost Contact with Caregiver/Family
- Click Yes
- Click Save

## Key Points

- If the reason for discharge is Lost Contact with Caregiver/Family a new question will pop up and ask if 3 attempts to contact the family were made
- If you select No to the question an error will appear



## Discharge Form (Discharged)



#### Instructions

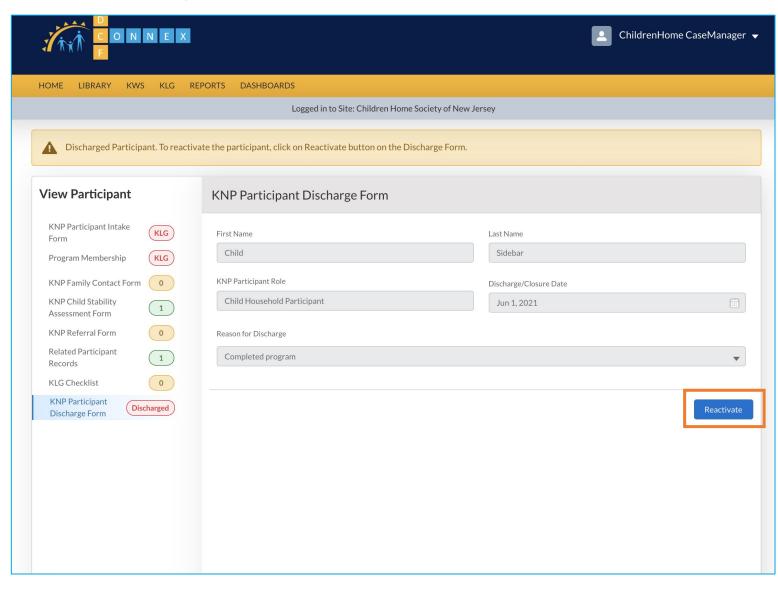
If a record has been discharged from the program, a yellow banner will appear on the record stating the Participant has been discharged

### Key Points

You cannot edit/create any information on any forms when a participant is discharged.



## Discharge Form (Reactivate)



#### Instructions

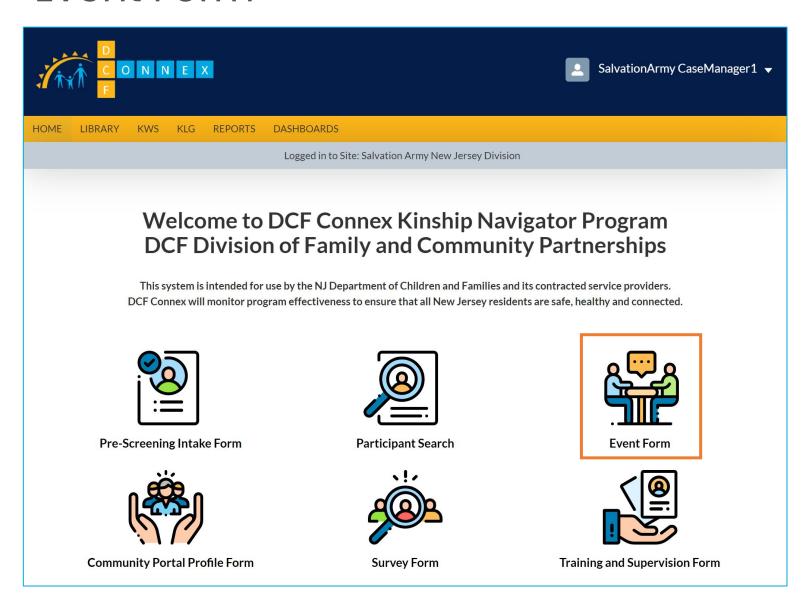
From the left menu of forms, click on the **Discharge**Form and click **Reactivate** 

### Key Points

ReActivating a Participant should enable all forms to be edited/created.







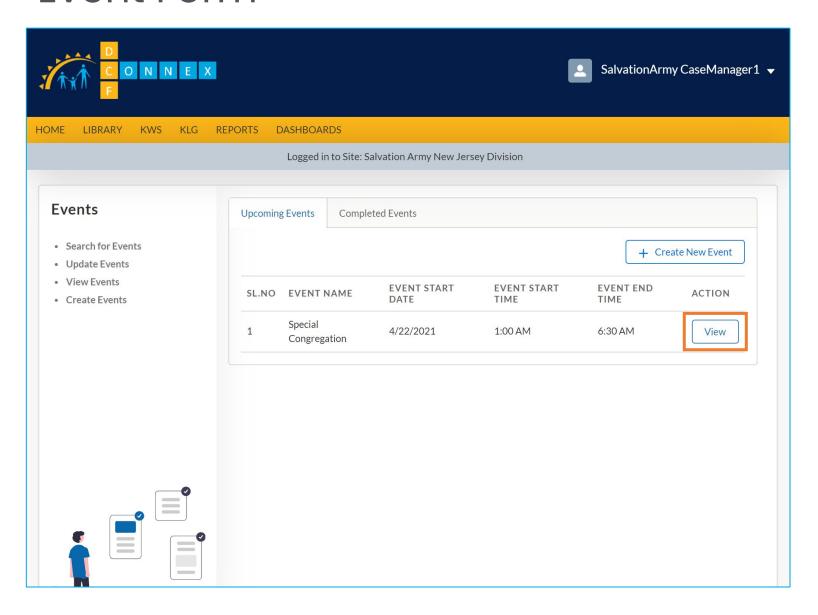
#### Instructions

Click the **Event Form** tile

### **Key Points**

Case Managers can create New Events from this section.





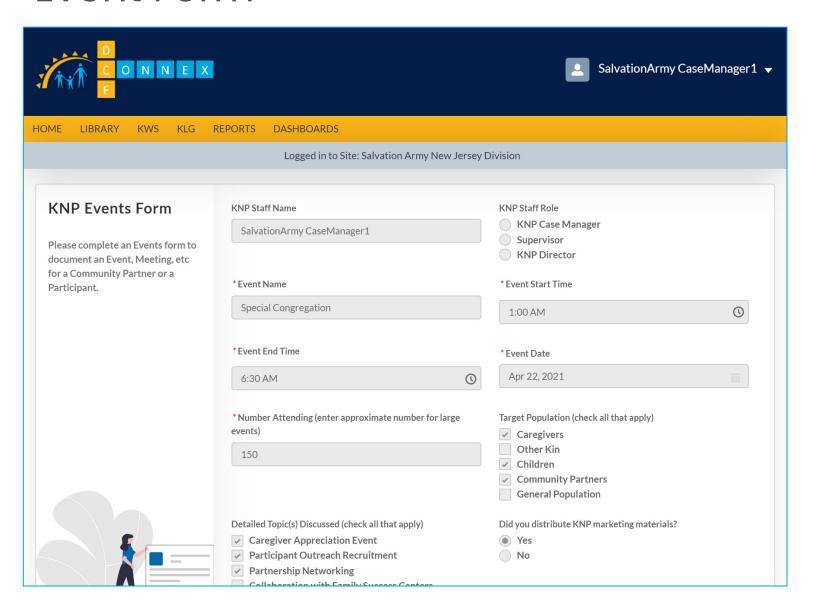
### Instructions

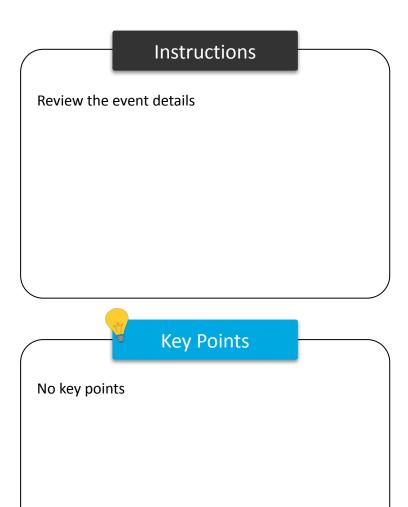
- A list view will be displayed, with tabs separating Upcoming Events from Completed Events
- Click View on an upcoming event to see details for the event

### **Key Points**

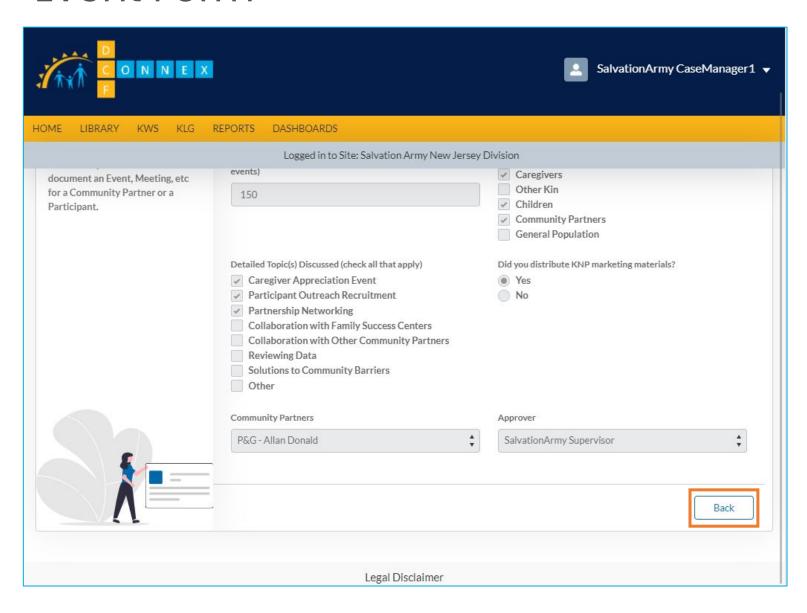
No key points





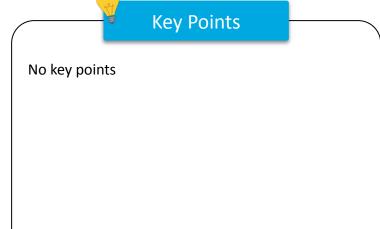




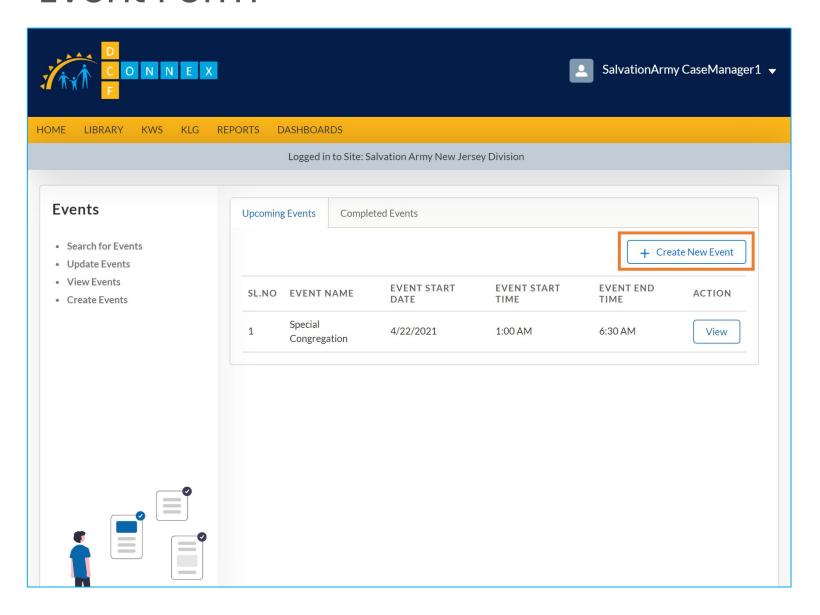


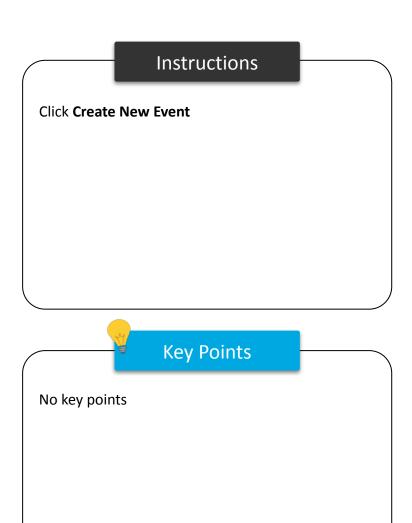
### Instructions

- Review the event details
- Click **Back** to return to the Event Form pane

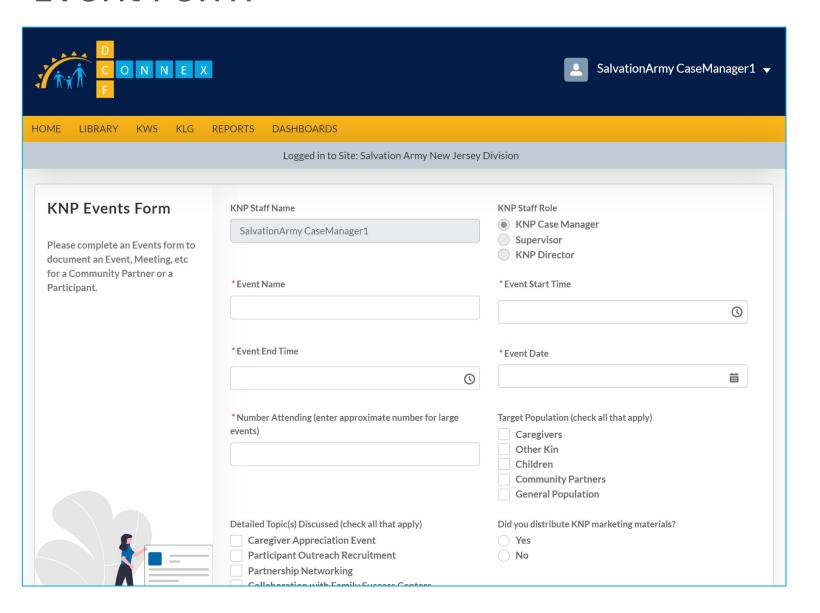


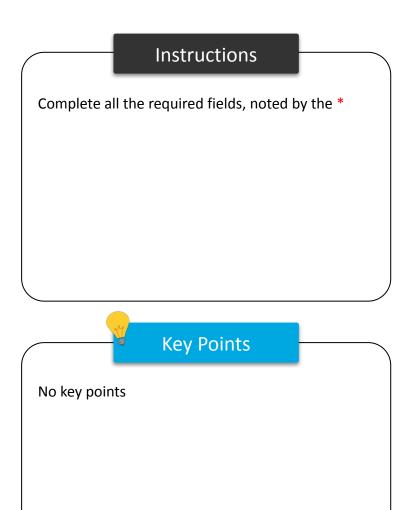




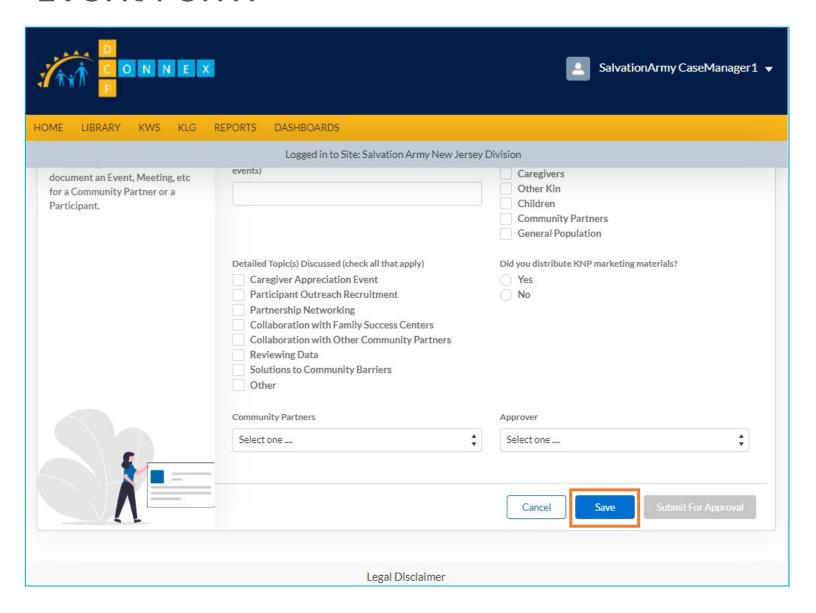


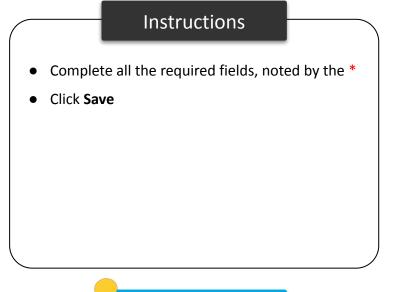


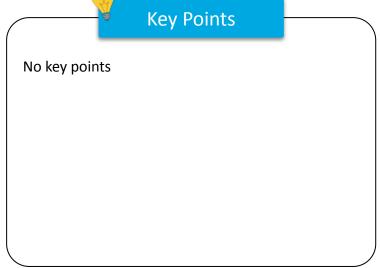




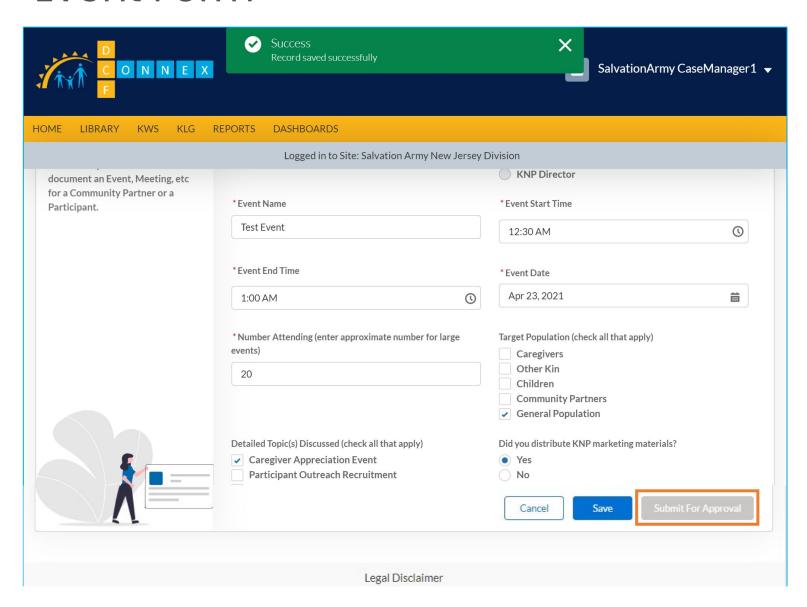






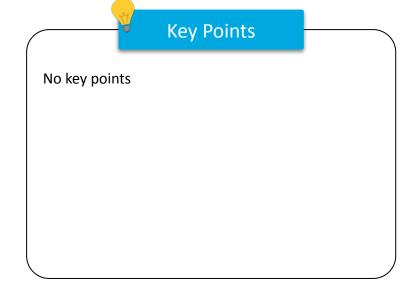




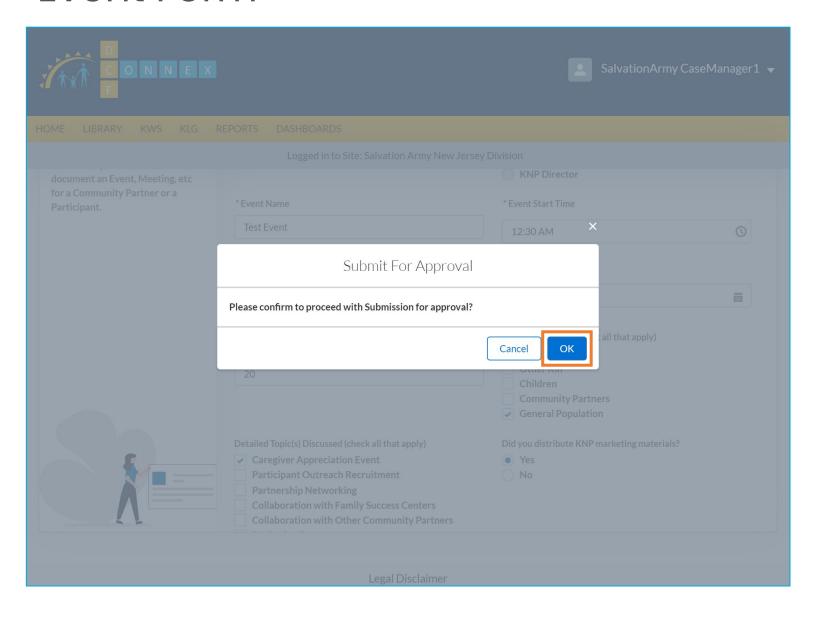


### Instructions

- A green banner will display confirming the record was saved successfully
- Click Submit for Approval

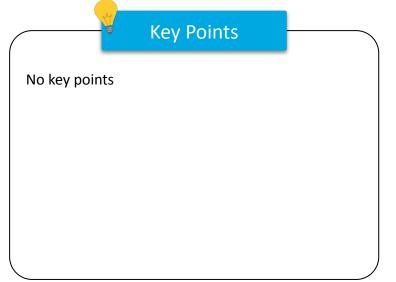




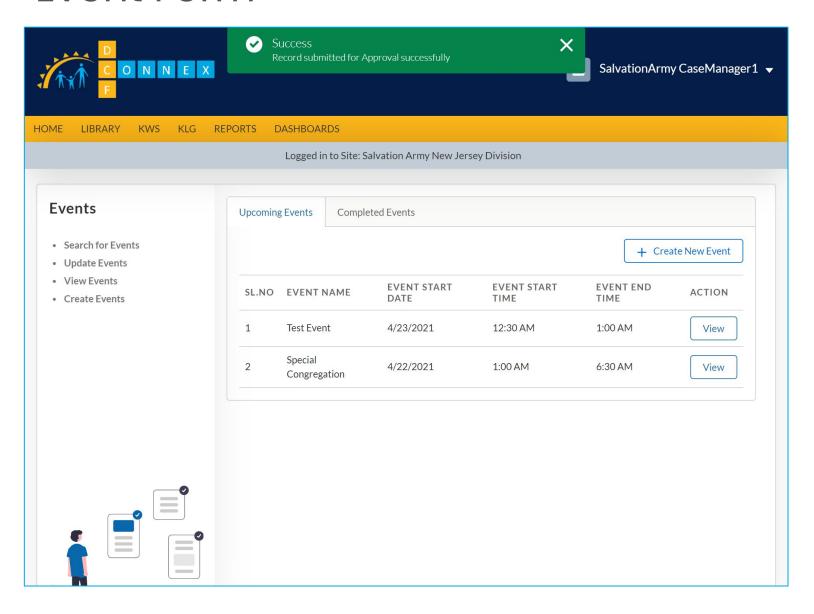


### Instructions

- A confirmation pane will appear asking for additional confirmation
- Click **OK**







### Instructions

A green banner will display confirming the record was submitted for approval successfully, and the record will appear in the list view under Upcoming Events

### Key Points

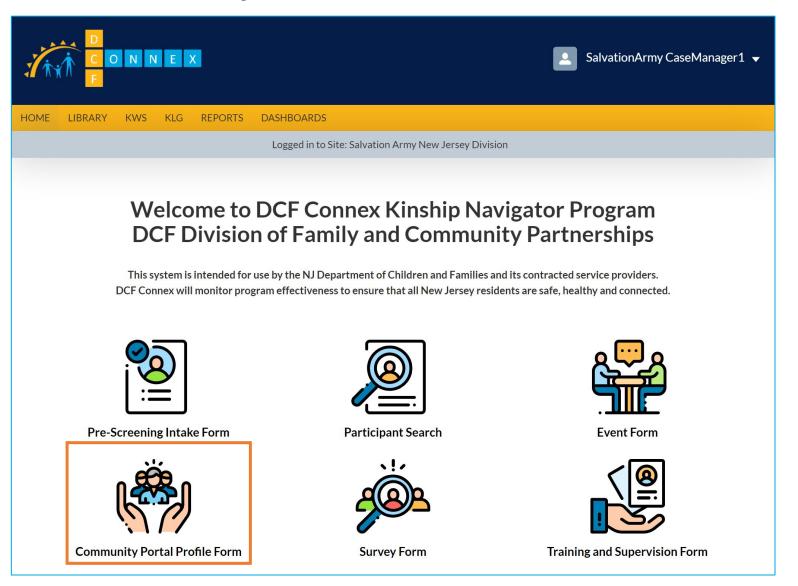
No key points



# Community Profile Form



## Community Profile Form



#### Instructions

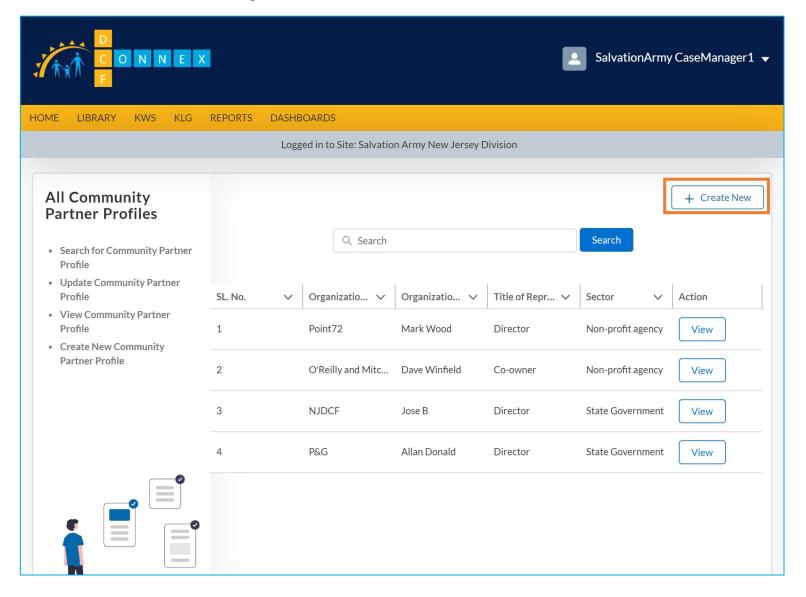
Click the Community Portal Profile Form tile

### Key Points

Case Managers can search, update, view and Create new partners from here.

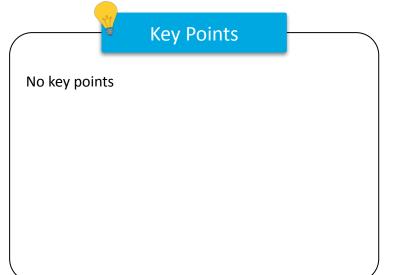


## Community Profile Form

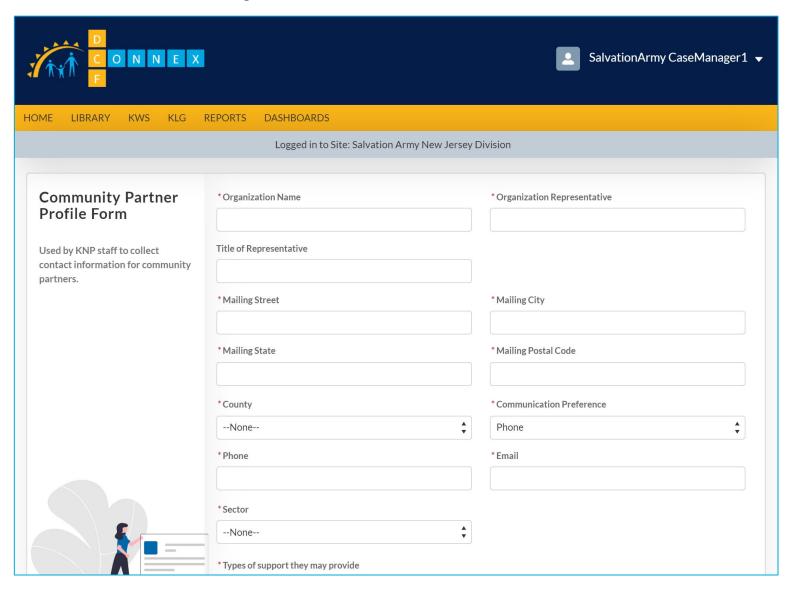


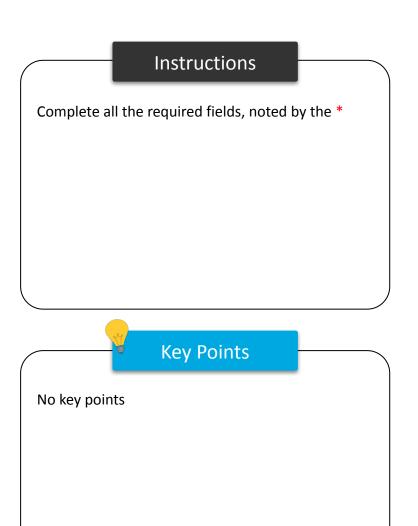
#### Instructions

- At the Community Profile pane, a list will display all community partner profiles
- Search for a record using the Search field
- Click "+ Create New" to Create a New profile
- Click View to view the existing profiles
- Click Create New

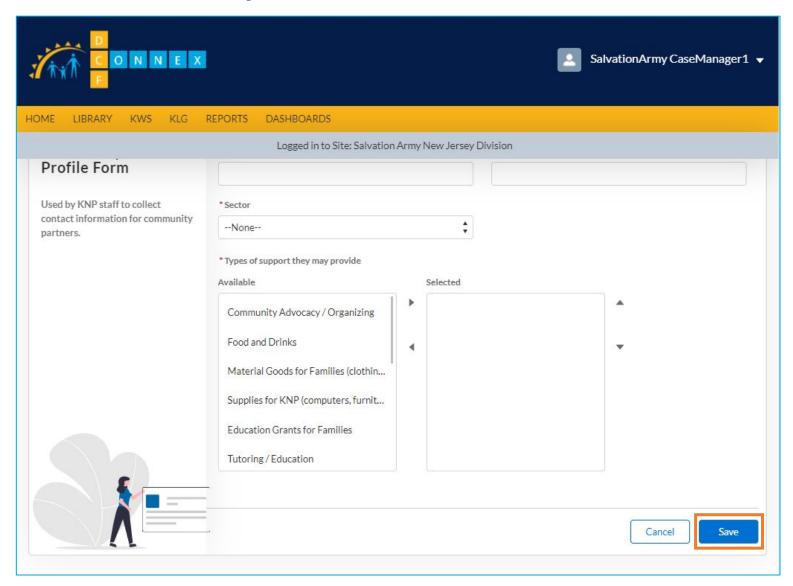












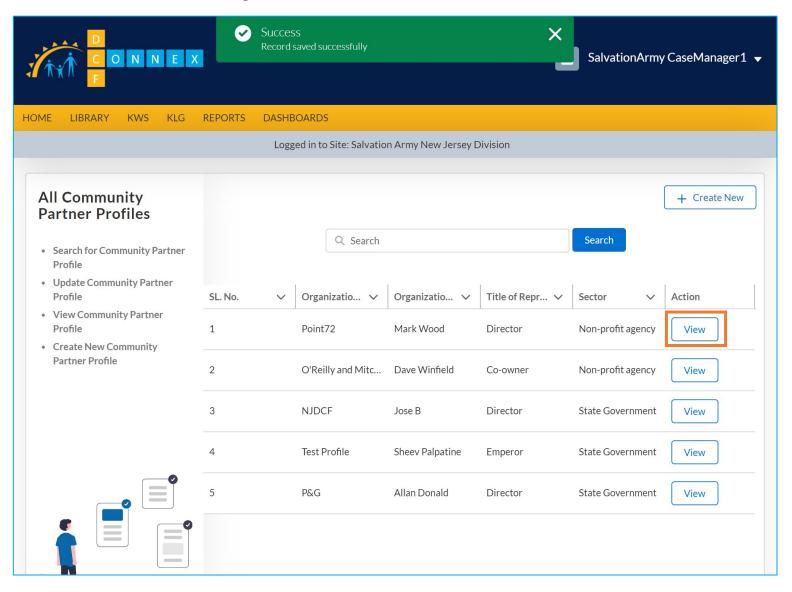
#### Instructions

- Complete all the required fields, noted by the \*
- Click Save

### Key Points

The 'Types of support they may provide' options can be added or subtracted using the left and right arrows, and their priority for support from the provided can be changed using the up and down arrows (from greatest priority at the top to least priority)





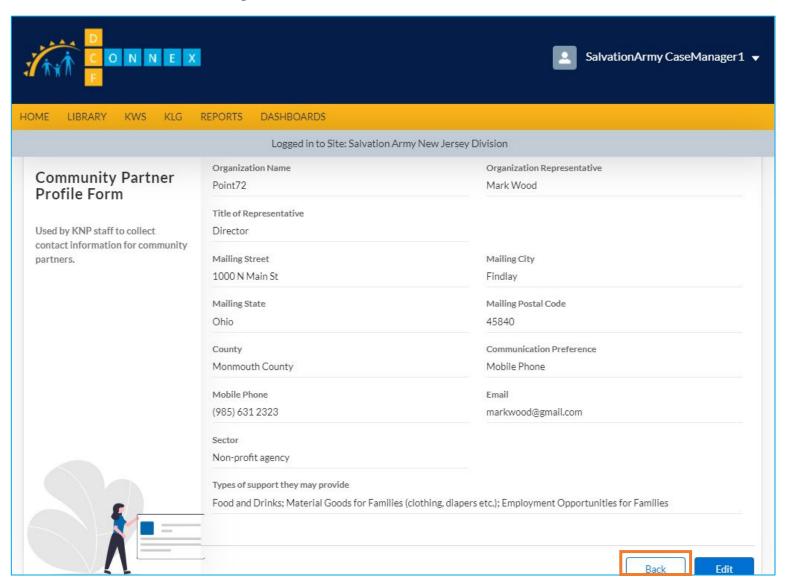
#### Instructions

- A green banner will display confirming the record was saved successfully and the record will be displayed in the list
- Click View on any record to view details for the community partner

# Key Points

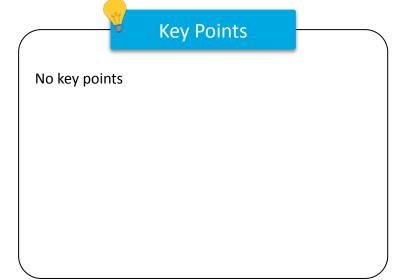
No key points





#### Instructions

- Here you can review details of the Community
   Partner, and edit those details using the Edit
   button
- Click **Back** to return to the Community Profile pane

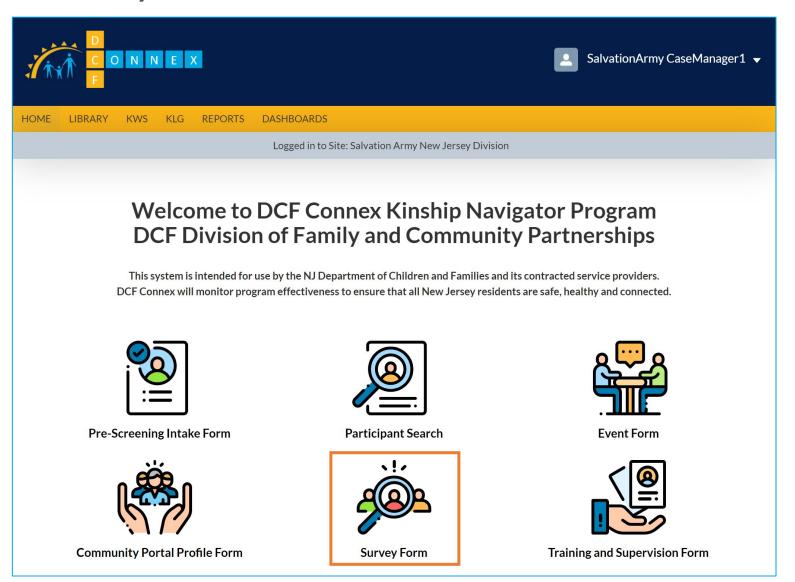


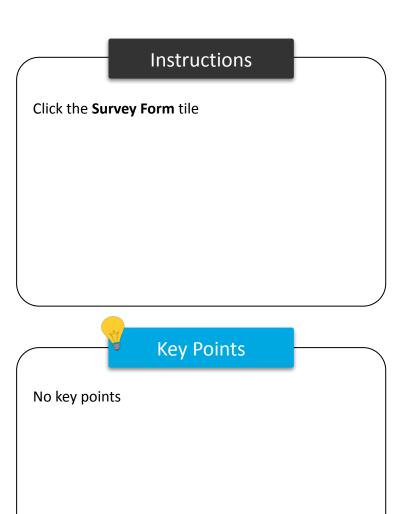


# Survey Form



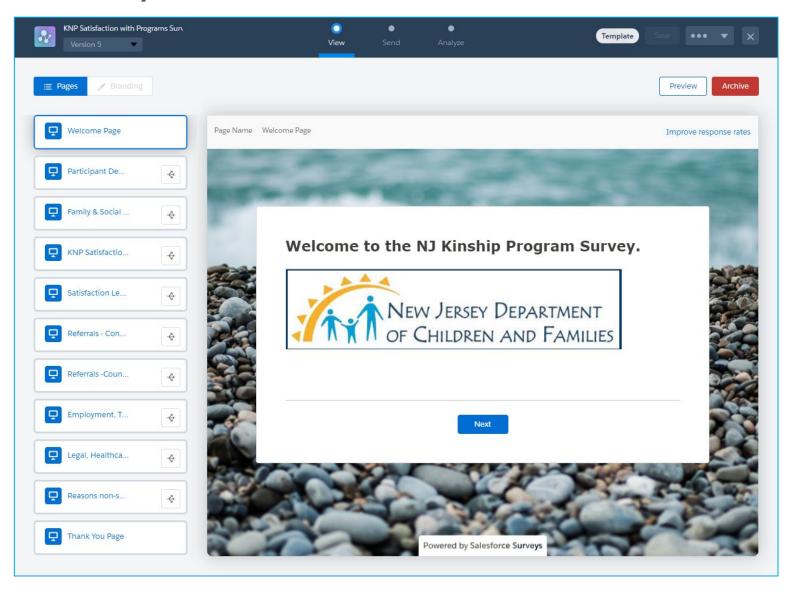
### Survey Form







### Survey Form



#### Instructions

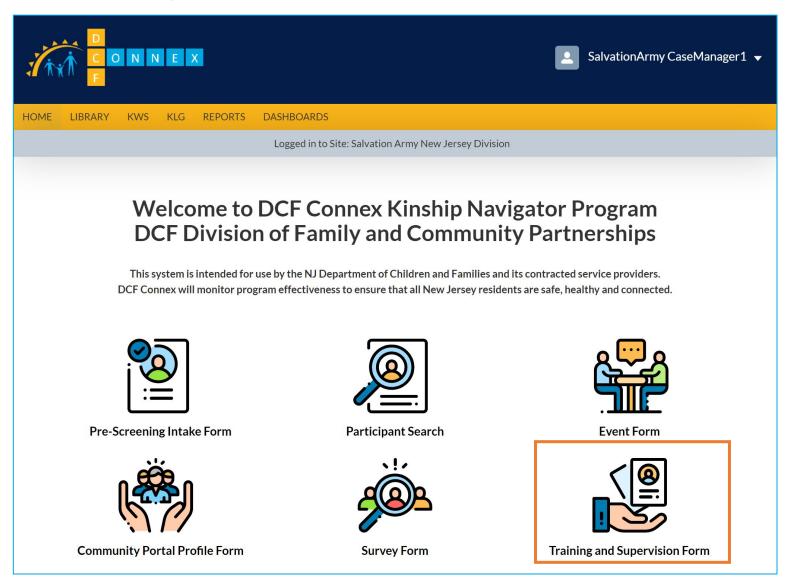
You will be directed to a new site where you can create surveys for the community and participants

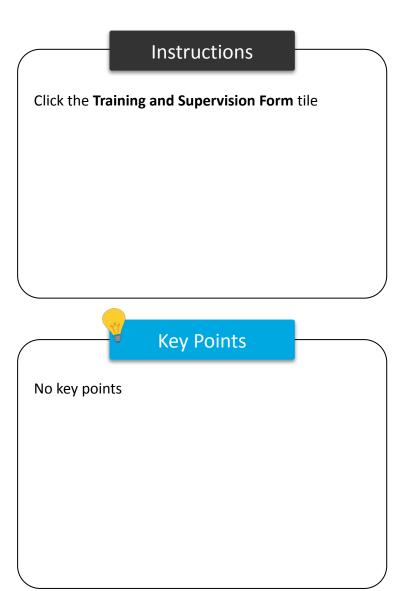
#### **Key Points**

No key points

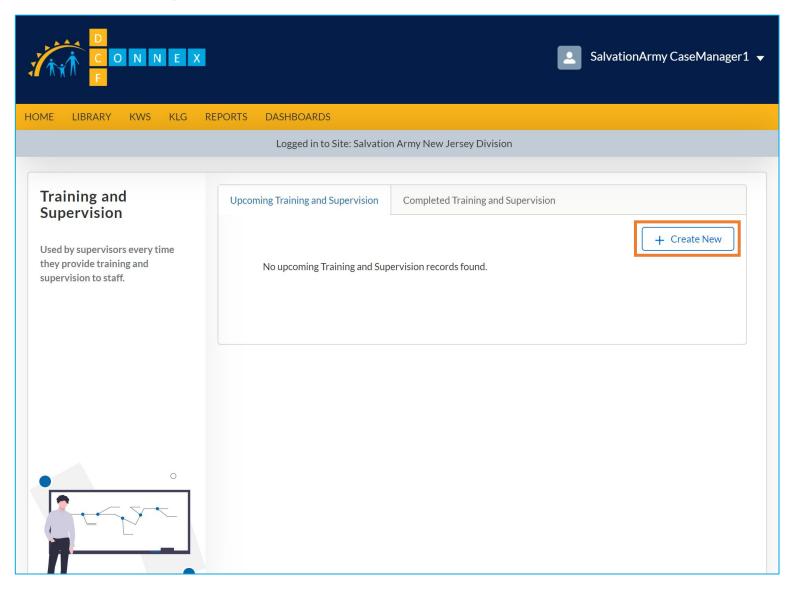






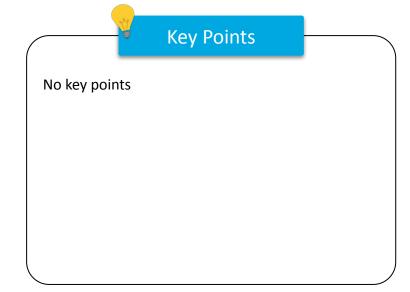




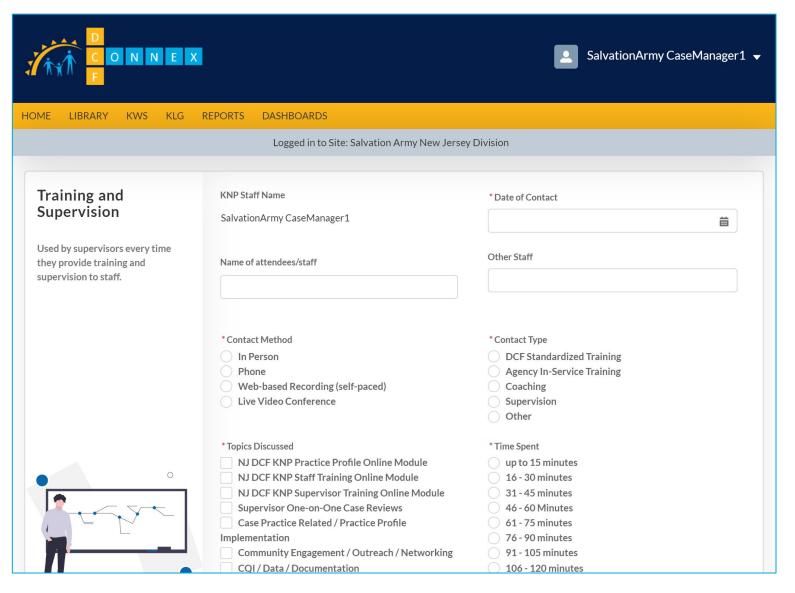


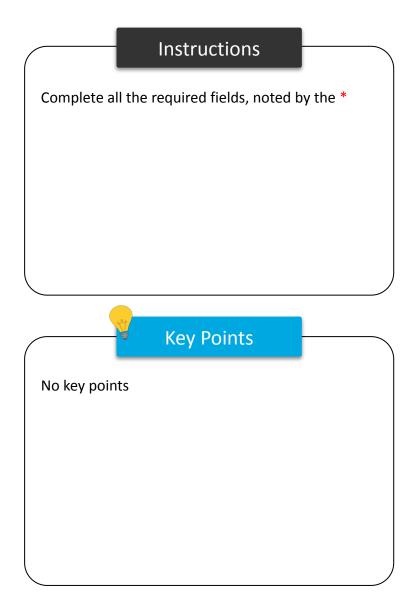
#### Instructions

- Here you will see all Training and Supervision in a list view, with tabs for Upcoming and Completed training
- Click Create New

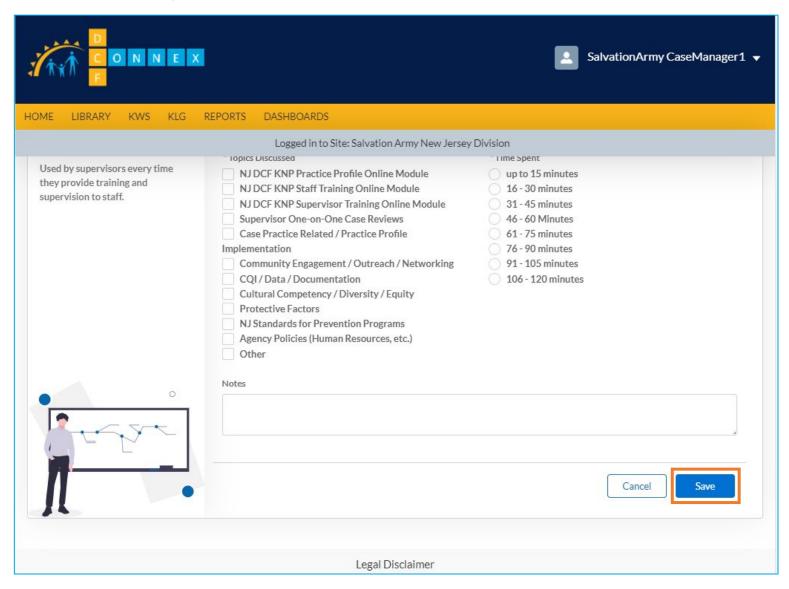


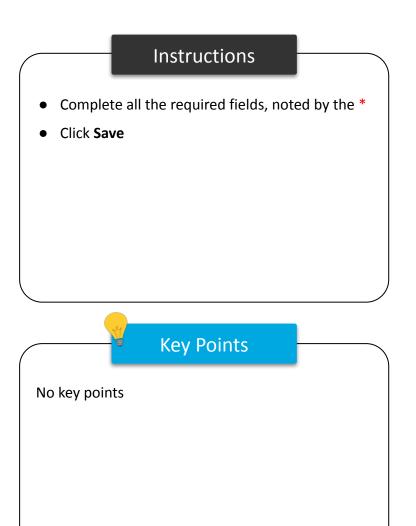




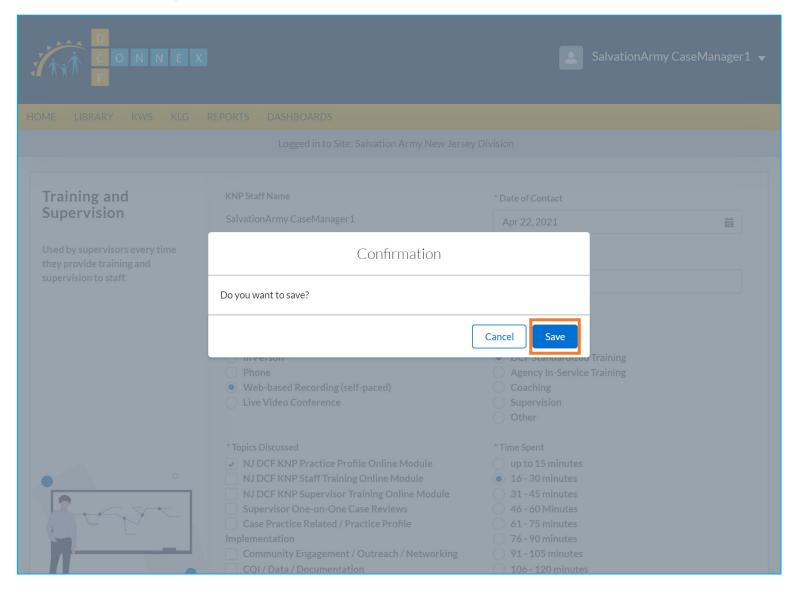






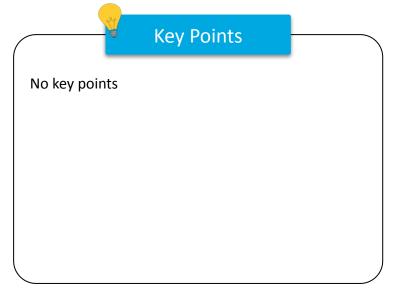




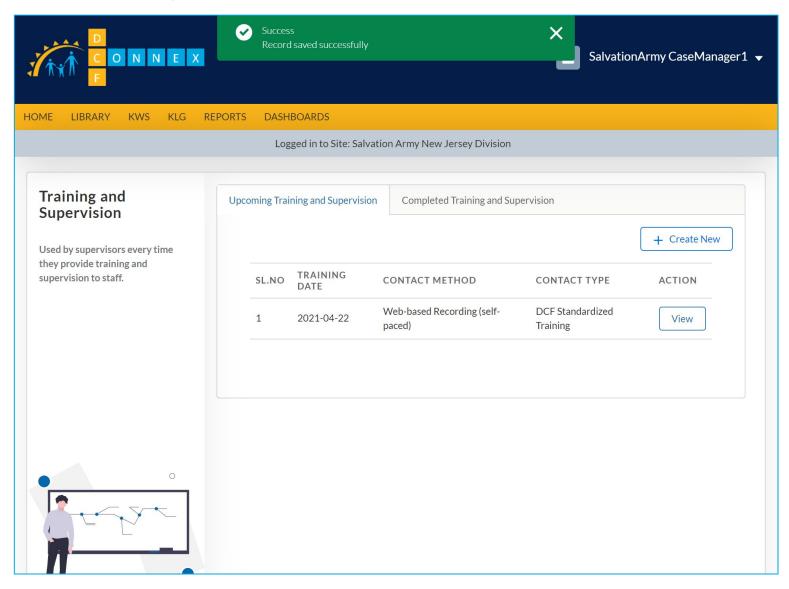


#### Instructions

- A confirmation dialogue will appear asking you to confirm your submission
- Click Save







#### Instructions

A green banner will display confirming the record was saved successfully and the training will appear in the list view



No key points





This concludes the instructional guide for Case Managers

# THANK YOU





New Jersey Department of Children and Families Kinship Navigator Program

User Guide for Case Supervisors 11.29.21



### **Table Of Contents**

- <u>Top Level Workflow (KWS+KLG)</u>
- <u>Top Level Workflow (KLG)</u>
- Roles
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- Approvals
- Reassign a Case Manager after DCF Approval
- Bundling a Family by Grouping with Family ID
- Program membership number
- Transfer Cases
- <u>Transferred Cases</u>



# Top Level Workflow (KWS+KLG)

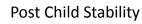
Intake Family Contact Form
Pre-Strengths and Needs Assessment

Output

Discharge Child Stability Form Funds Distribution Form

Goal Plan

To be a serial output



Post Strengths and Needs Assessment

Discharge Form



## Top Level Workflow (KLG)



#### Intake

Pre-Screening Intake Form Participant Search



Family Contact Form



Child Stability Form



Discharge

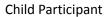
Discharge Form
Post Strengths and Needs
Assessment
Post Child Stability



### Roles

#### **New Jersey Kinship Navigator Program**







**Primary Caregiver** 



Other Caregiver



Child Household Participant



DCF KNP Staff

Case Supervisor

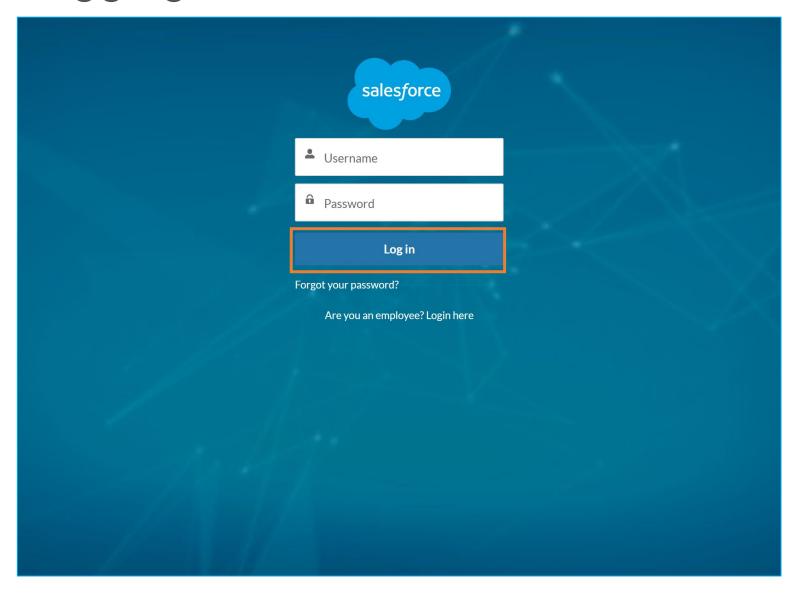
Case Manager



# Logging In



## Logging In



#### Instructions

- Enter your username and password
- Click Log In

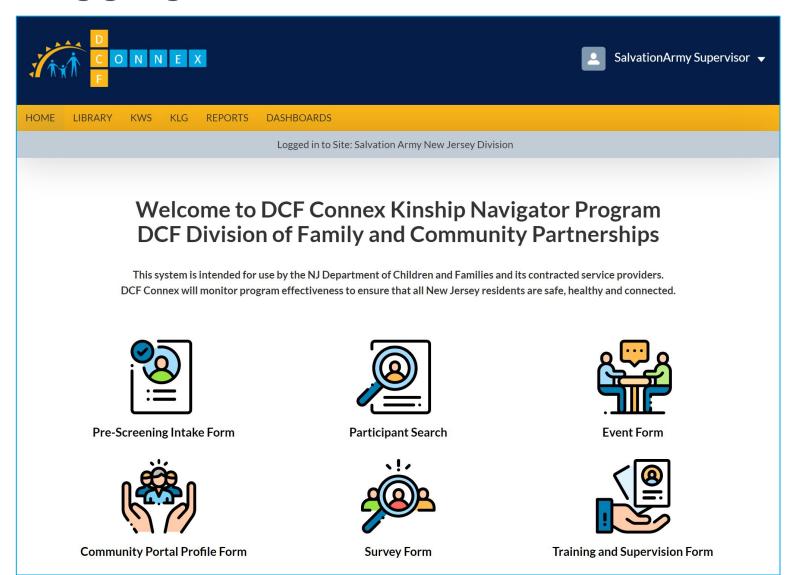
### The state of the s

#### **Key Points**

- If you have forgotten your password, click Forgot your password?
- Please find below URL for DCF for UAT Org:
- URL: <a href="https://njdcf--njdcfuat.my.salesforce.com">https://njdcf--njdcfuat.my.salesforce.com</a>



### Logging In



#### Instructions

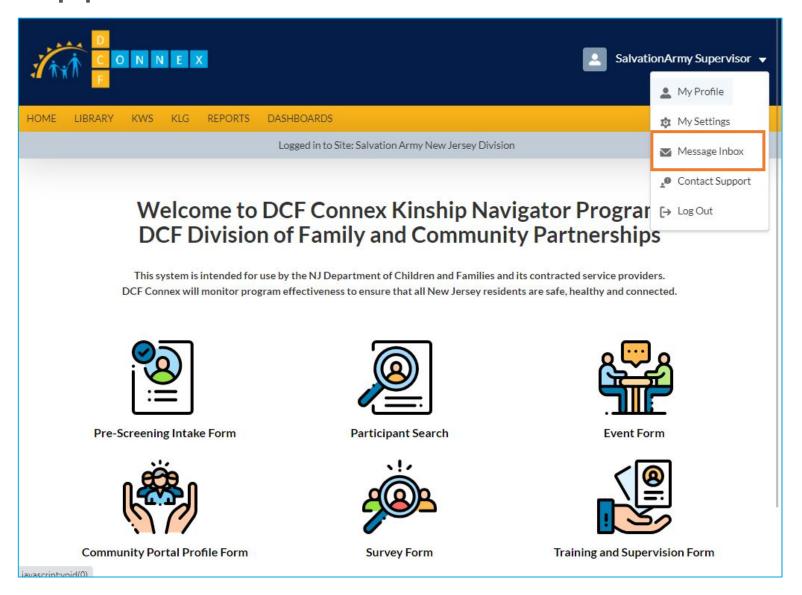
The Supervisor role has much of the same functionality as a Case Manager. The Case Supervisor can create participants that can be automatically approved (because they are created by the supervisor), and the Case Supervisor can approve or reject participants through the Approvals Inbox.



- Case Supervisor can access any of the tabs available on top to see the exclusive options.
- Case Supervisor can access any Icon by clicking on it just like a Case Manager.







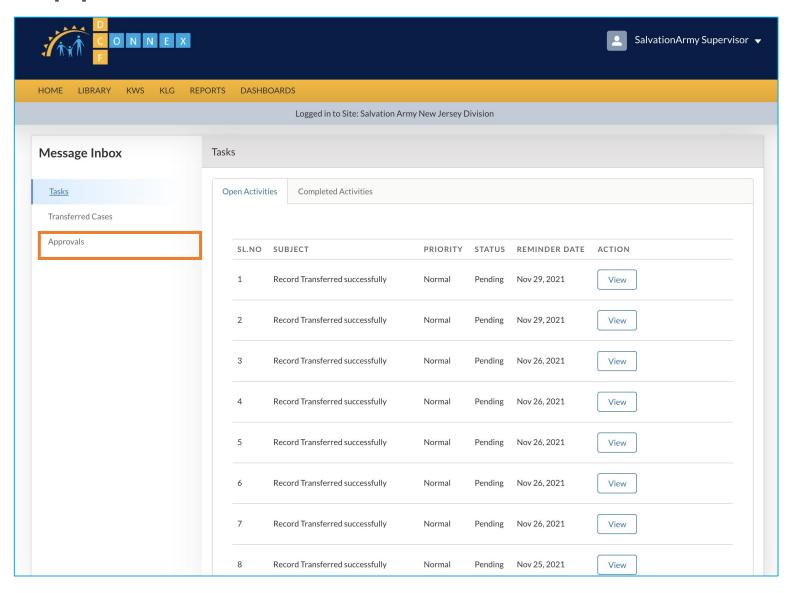
#### Instructions

- Click the down arrow carrot to reveal the user menu
- Click Message Inbox

#### Key Points

Case Supervisor can go into Message Inbox and see all the pending tasks that are yet to be approved/rejected by them.





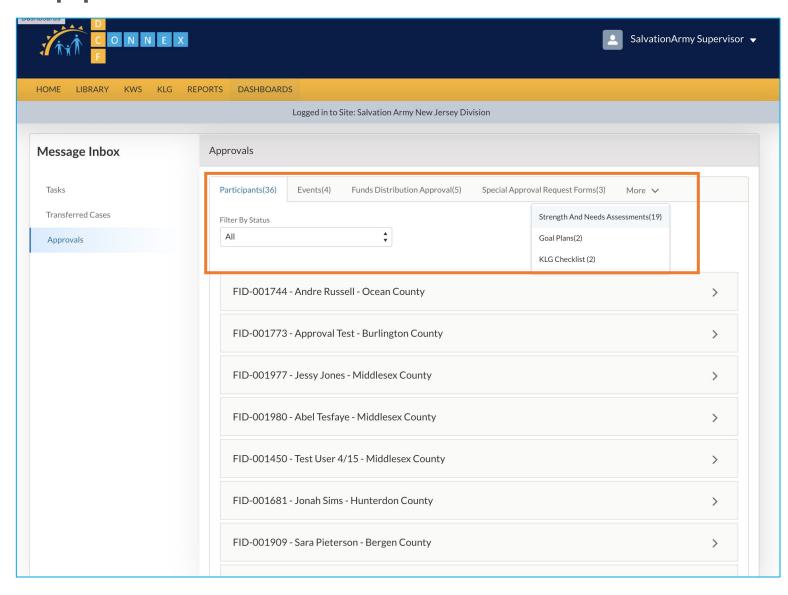
#### Instructions

- The Message Inbox will show a list of Tasks for Open or Completed Activities.
- Click on **Approvals** to go to the Approvals Inbox



No key points





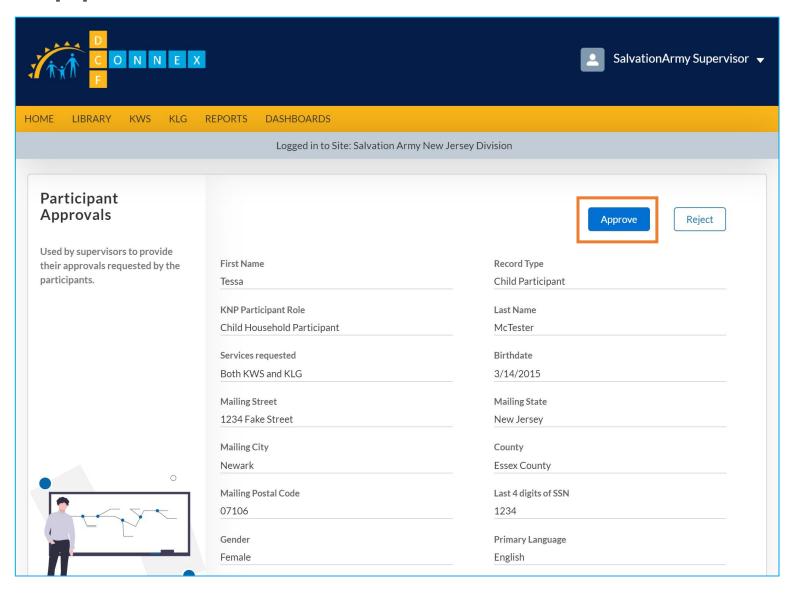
#### Instructions

Click on Tabs to select different options related to Approvals starting form Participant Pending Approvals to Discharge Approvals.

### Key Points

By clicking the More tab, you will be presented with a list of other tabs





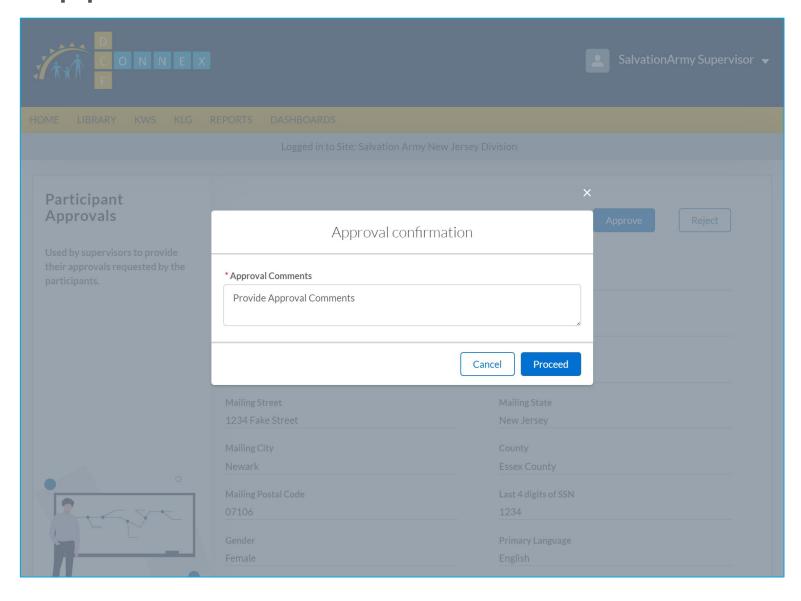
#### Instructions

- Review the participant's application
- Click Approve



No key points





#### Instructions

Enter Approval Comments and Click Proceed

A green pop up will appear confirming that the record was successfully saved, and you will be redirected back to the Approvals inbox

#### Key Points

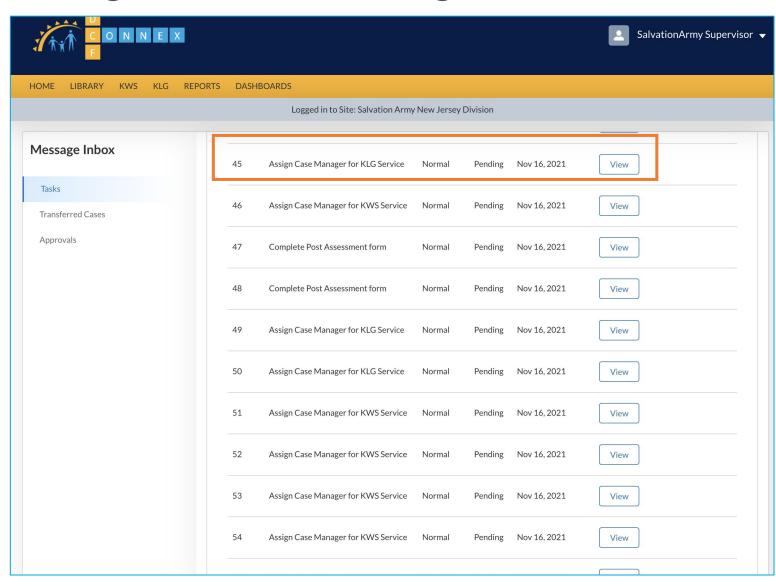
No key points



# Assign a Case Manager for Transferred Cases



## Assign a Case Manager for Transferred Cases



#### Instructions

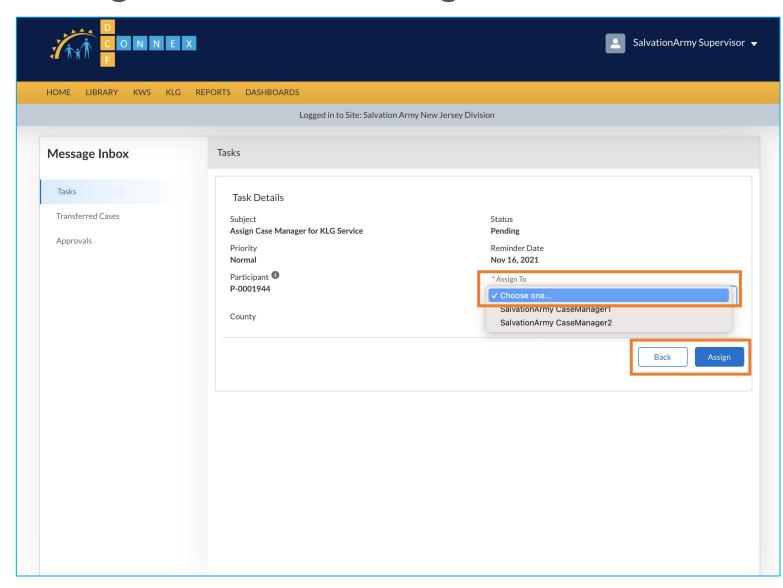
- Click on the dropdown beside the User at the top right side to reveal the user menu
- Click Message Inbox which will result in two tabs
   which are Tasks and Approvals
- Click on View to enter into a new page to assign another Case Manager

#### Key Points

Case Supervisor can go into Message Inbox and see all the pending tasks that are yet to be assigned by them.



### Assign a Case Manager for Transferred Cases



#### Instructions

- Click the Assign To dropdown which will enable users to select a different Case Manager.
- Click on Assign after selecting the respective user.

### Key Points

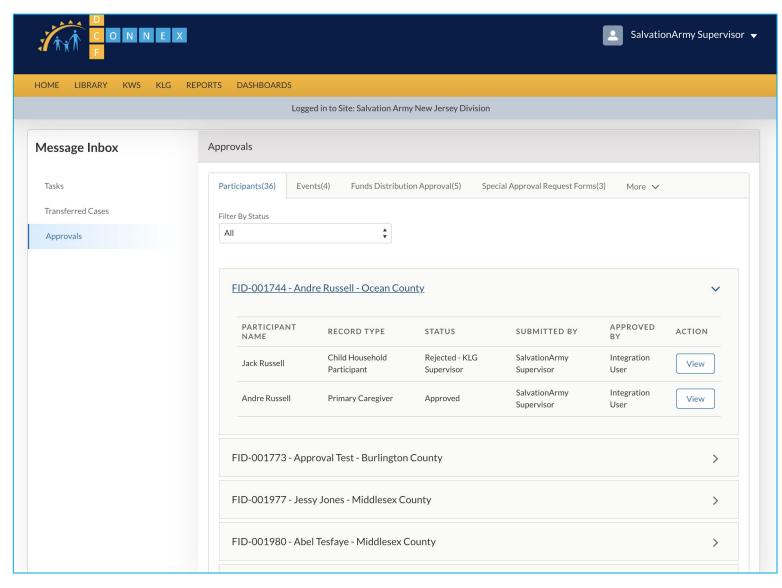
Case Supervisor can go into Message Inbox and see all the pending tasks that are yet to be completed by them.



# Bundling a Family by Grouping with Family ID



## Bundling a Family by Grouping with Family ID



#### Instructions

Case Supervisor can see the approvals for any family bundled or grouped together by a Family ID (FID - 123456).

#### **Key Points**

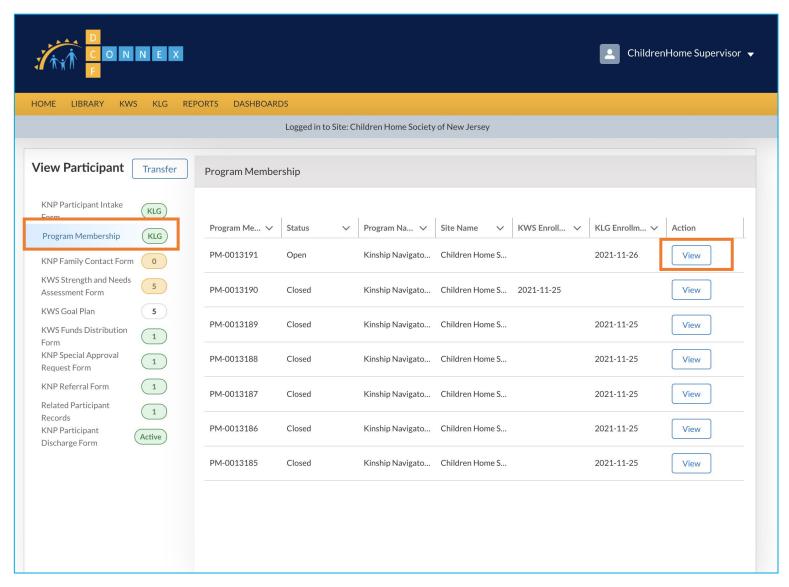
Case Supervisor can go into Approvals Tab to see the families bundled together by an FID.



# Program Membership Number



### Program Membership Number



#### Instructions

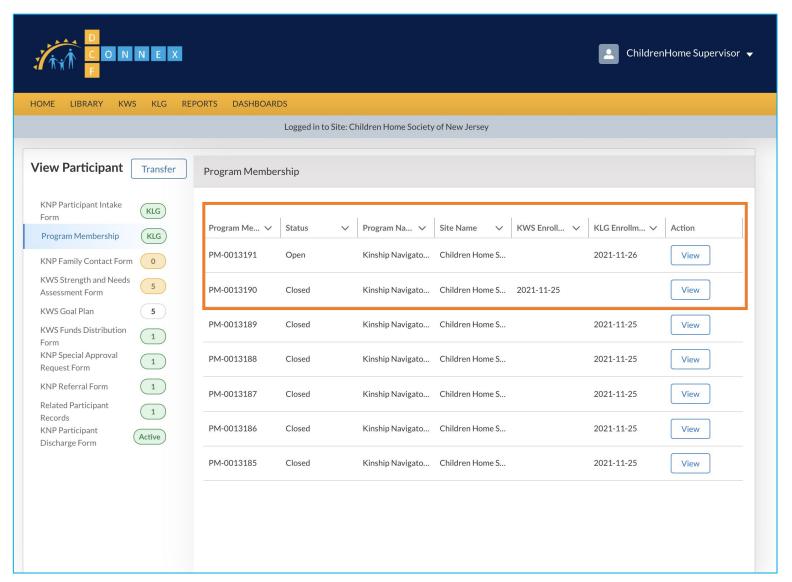
- Click Program Membership on a participant page
- Click view on an open or closed program membership record

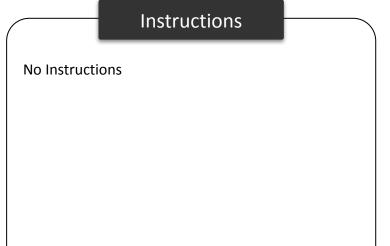
#### Key Points

- For each program enrollment in KNP, a new program membership ID and program enrollment date will be created
- For each KWS and/or KLG service, a new service membership ID and enrollment date will be created



# Program Membership Number



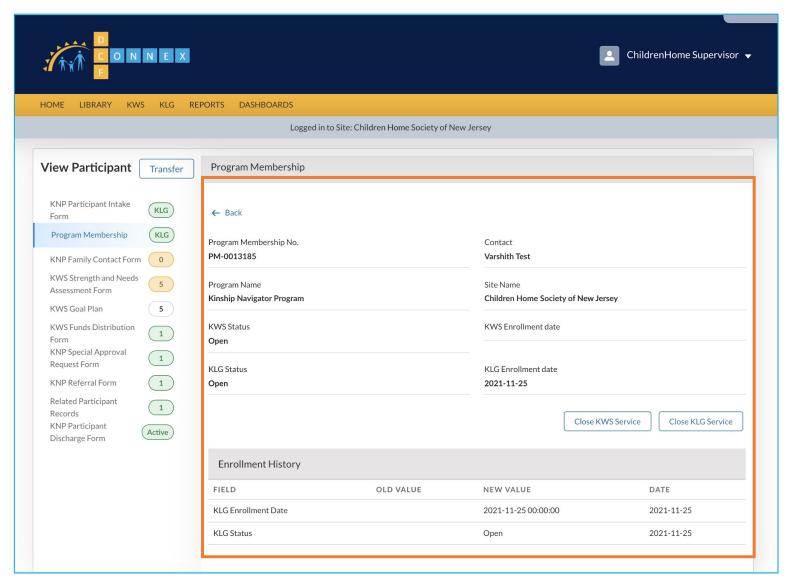


# **Key Points**

 When a participant has multiple KNP program enrollment episodes, the KWS and/or KLG services they received during that membership should be linked to the appropriate program membership



# Program Membership Number



### Instructions

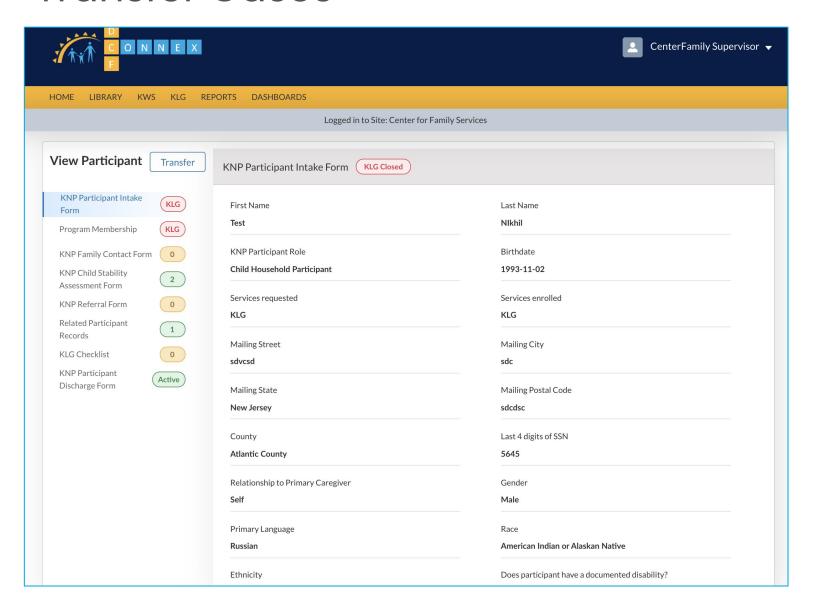
View the information for the Program membership record

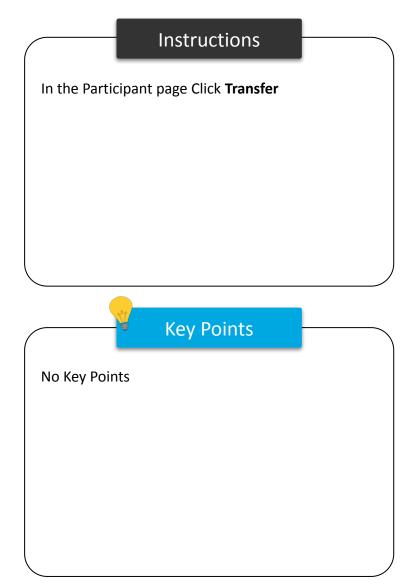
# **Key Points**

The KNP program membership ID, enrollment date, closure date and closure reason should be aligned with the same data fields for the existing programs in DCF Connex so that we can have a report that will show if a participant is enrolled in more than 1 DCF program.

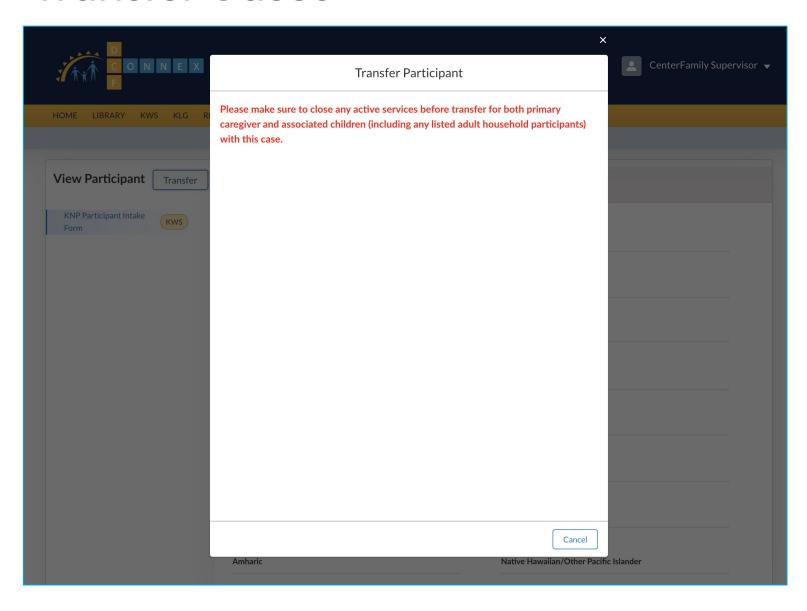












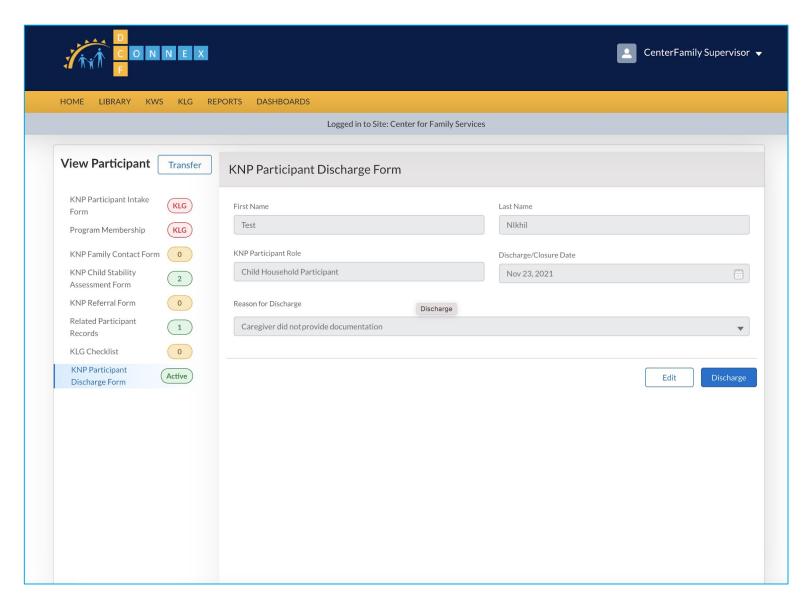
# Instructions

Read the red text

# Key Points

A message will pop up that will ask you to close existing active services for the participant and any associated children





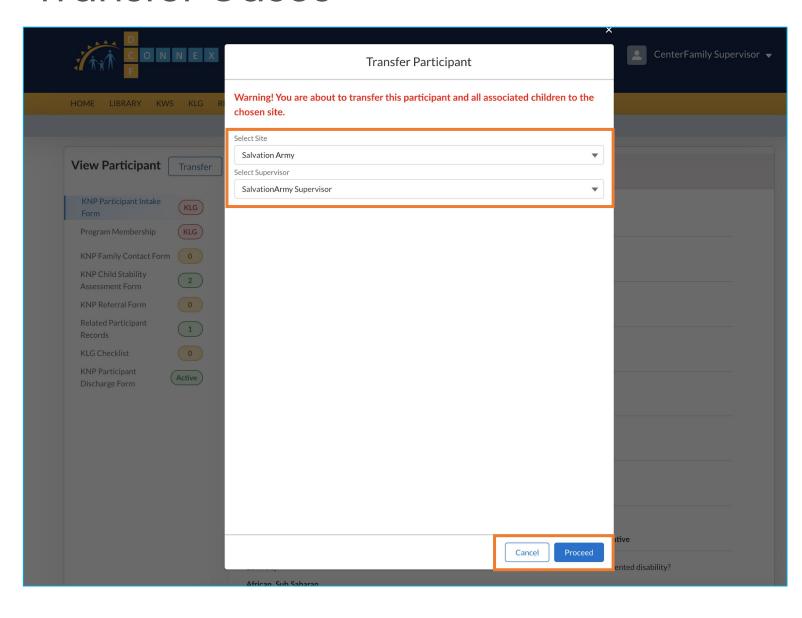
### Instructions

- Close all active services
- Discharge any existing Related Participant
   Records before discharging a Primary Caregiver
- Discharge the participant



No Key Points





### Instructions

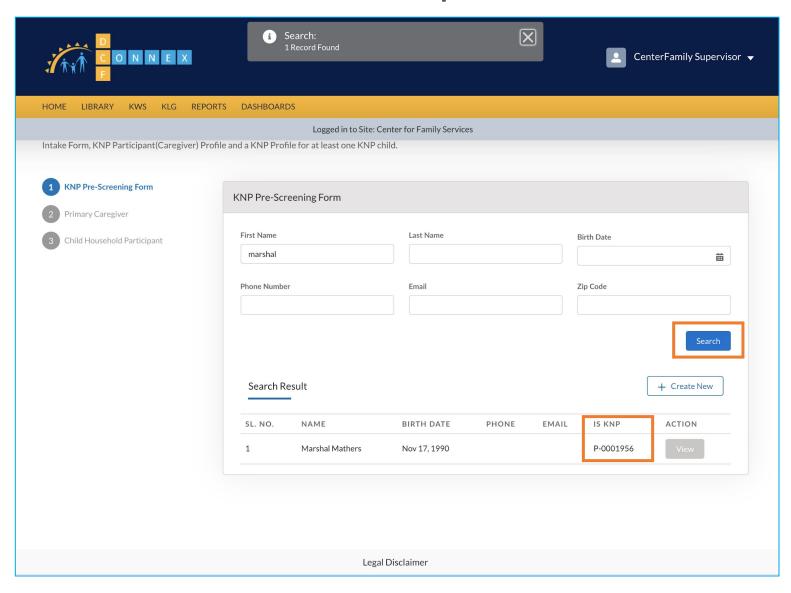
- Click Transfer
- Read the warning message
- Select site
- Select Supervisor
- Click Proceed

# Key Points

A green banner will pop up with a message for successful transfer



# Transfer Cases – Request Transfer



### Instructions

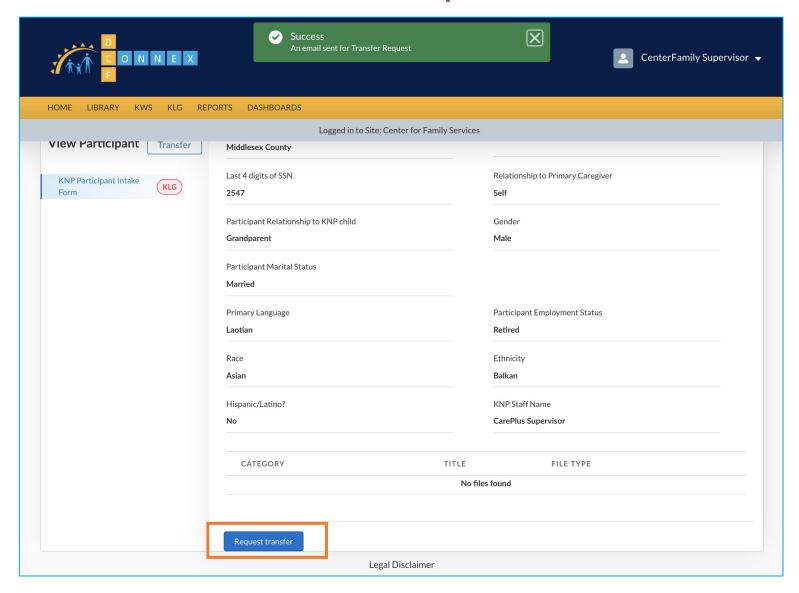
- Search for an existing participant on KNP
   Pre-Screening Form
- Click on the IS KNP number

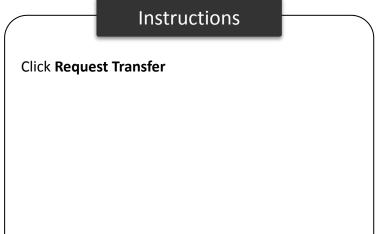
# Key Points

Once you click search a grey text box will appear with the number of records found



# Transfer Cases – Request Transfer





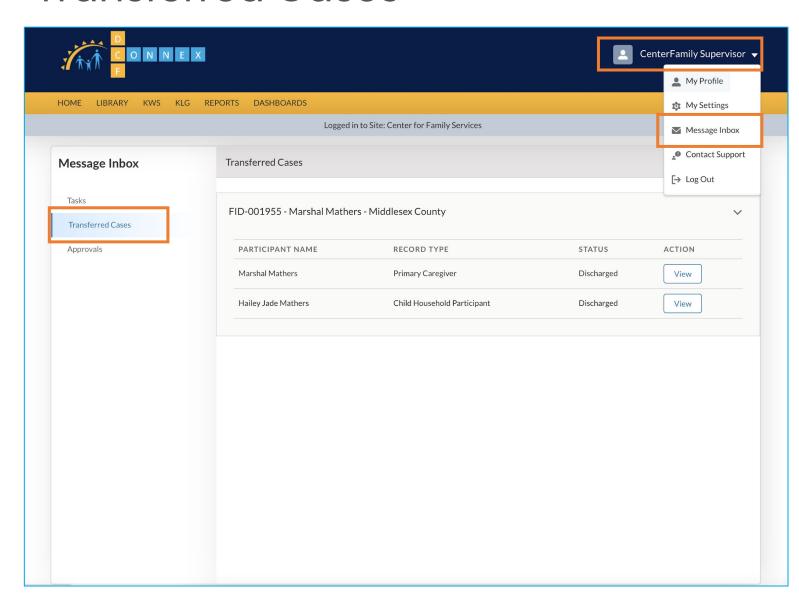
# Key Points

A green banner comes up stating an email is sent for a transfer request

Request Transfer will be available for Participants registered through a different site/agency other than the own agency/site







### Instructions

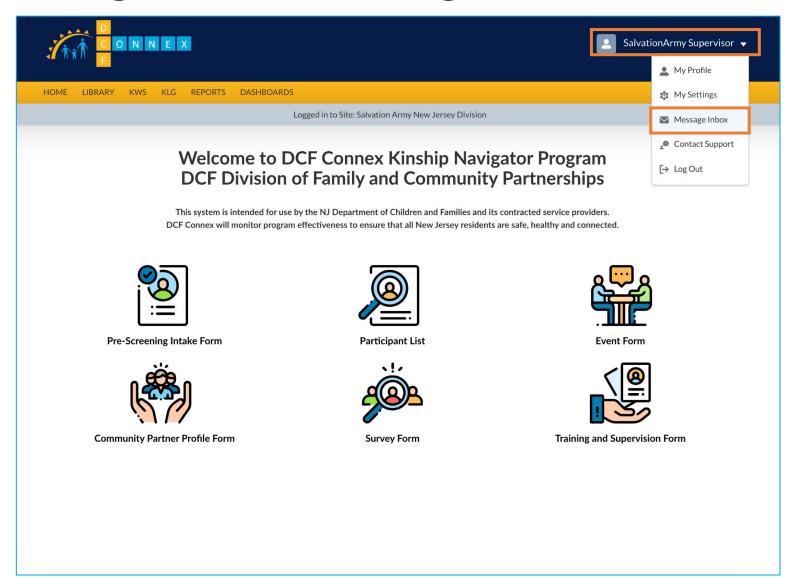
- Click the drop-down arrow next to supervisor
- Click Message Inbox
- Click the Transferred Cases Tab

# ¥ Key Points

Transferred cases will show cases that have been transferred from another site to your current site







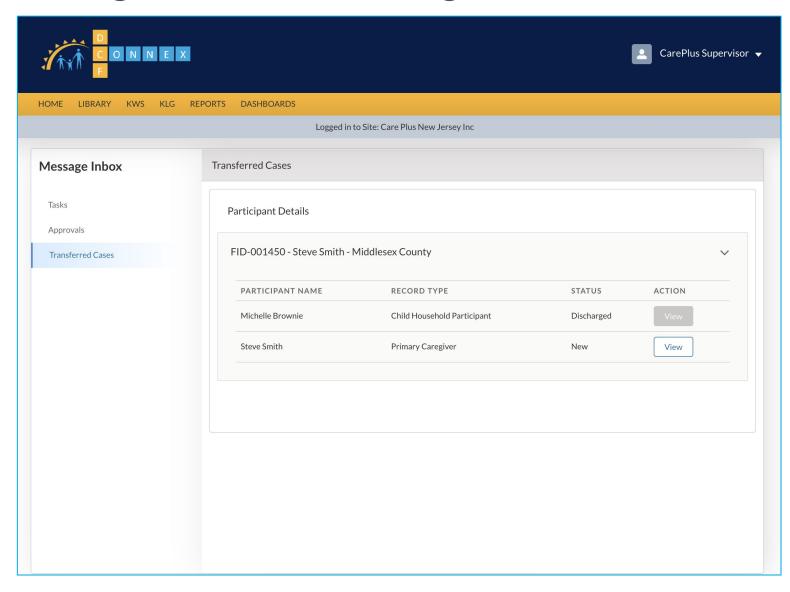
### Instructions

- Click on the dropdown beside the User at the top right side to reveal the user menu
- Click Message Inbox



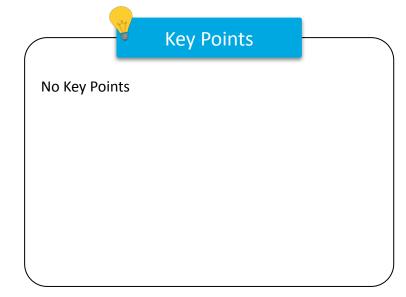
No Key Points



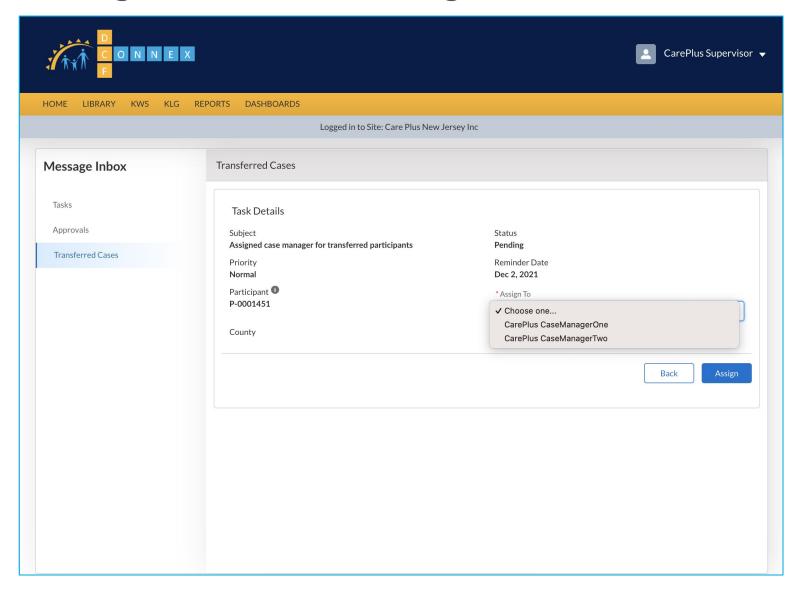


### Instructions

- Click Message Inbox which will result in three tabs which are Tasks, Approvals and Transferred Cases
- Click Transferred Cases
- Click on View on the Primary Caregiver to enter a new page to assign another Case Manager for Transferred Participants







### Instructions

- Click the Assign To dropdown which will enable to select different Case Managers
- click on **Assign** after selecting the respective user

# Key Points

The Assigned Case Manager can view the participants in participants list on the community





This concludes the instructional guide for Case Supervisors

# THANK YOU





Section 500

# DATA COLLECTION AND REPORTING PROCESS



### 501

## **KNP Data Entry**

Case Managers are required to submit documentation into a web-based data management system called DCF Connex. Electronic data should be entered real-time if possible; for documentation that utilized the paper version of the KNP Forms such as documents completed during a Home Visit, data should be entered no later than five business days. Training on how to access and complete all forms mentioned throughout the KNP manual will be determined and organized at a later date.



**Appendix** 



### **Commonly Used Acronyms**

### **KNP Acronyms**

- 1. DCF- Department of Children and Families
- 2. OFSS- Office of Family Support Services
- 3. DCP&P- Division of Child Protection and Permanency
- 4. KNP- Kinship Navigator Program
- 5. DFD- Division of Family Development
- 6. KWS- Kinship Wrap Around Services
- 7. KLG- Kinship Legal Guardianship
- 8. KLGS- Kinship Legal Guardianship Subsidy
- 9. KCSP- Kinship Care Subsidy Program
- 10. TANF- Temporary Assistance for Needy Families
- 11. CWA- County Welfare Agency
- 12. WFNJ- WorkFirst New Jersey

- 13. SSI- Supplemental Security Income
- 14. EA- Emergency Assistance
- 15. CG- Caregiver
- 16. HH- Household
- 17. EU- Eligible Unit
- 18. I & R- Information and Referral
- 19. WA- Wrap Around
- 20. LOS- Level of Service
- 21. DHS- Department of Human Services
- 22. DOB- Date of birth
- 23. VA- Veterans' Assistance benefits
- 24. GA- General Assistance benefits
- 25. FLP- Federal Poverty Level



### **Basic KNP Definitions**

**Department of Children and Families:** DCF is responsible for overseeing the operations of the Kinship Navigator Program.

**Office of Family Support Services:** OFSS oversees the Kinship Navigator Program and provides technical assistance and training to all four KNP agencies.

**Division of Child Protection and Permanency:** The Office of Family Support Services works in conjunction with DCP&P to provide kinship services and KLG subsidy eligibility.

**Kinship Navigator Program:** The Kinship Navigator Program provides information and referral about a wide range of services designed for kinship caregivers and the related children in their care. OFSS works in conjunction with DCP&P to help caregivers connect to kinship services, and to help determine whether a child is eligible for KLG subsidy. The Kinship Navigator Program encompasses the Kinship Wraparound, Kinship Legal Guardianship and the Kinship Care Subsidy Program, for caregivers who obtain Kinship Legal Guardianship.

**Division of Family Development:** The Division of Family Development provides leadership and supervision to the public and non-profit agencies that deliver financial assistance and critical safety net services to individuals and families in New Jersey. The Kinship Navigator Program started within DFD in 2000 but was transferred to DCF in 2012.

**Kinship Wrap around Services:** The Kinship Wraparound Services is administered through four regional contracted agencies and assists kinship caregivers with essential services or items not available through existing programs. Eligible caregivers can receive services up to \$500 every calendar year.

**Kinship Legal Guardianship:** Kinship Legal Guardianship assists a caregiver in petitioning the court to appoint him or her as kinship legal guardian for a child living in his/her home when the child's parents are unable to care for the child. A kinship legal guardian is responsible for taking care of the child until the child turns 18. The court can end guardianship before the child turns 18 if: the parents become able to take care of the child, or the kinship legal guardian is unable to take care of the child.

**Kinship Legal Guardianship Subsidy:** Kinship Legal Guardianship Subsidy provides a monthly subsidy per month per child for children with low income caregivers who acquire Kinship Legal Guardianship. Adults who are raising related or non-related children in their homes can often qualify for wrap around services in the amount of \$500, to purchase items such as furniture and clothing for the relative child.

**Kinship Care Subsidy Program:** Kinship Care Subsidy Program provides cash assistance for eligible children who reside with qualified relatives other than parents.



**Temporary Assistance for Needy Families:** The Temporary Assistance for Needy Families program, which is time limited, assists families with children when the parents or other responsible relatives cannot provide for the family's basic needs. The Federal government provides grants to States to run the TANF program.

**County Welfare Agency:** County Welfare Agency helps determine who is eligible for SNAP. Caregivers can apply for assistance at their local County Welfare Agency.

**WorkFirst New Jersey:** WorkFirst New Jersey is the state's public assistance program, designed to help families move to self-sufficiency by offering them a full array of supports, from childcare, health insurance and transportation, to substance abuse treatment and emergency funds. Recipients face a five-year lifetime limit on cash assistance and must become employed or take part in work activities.

**Supplemental Security Income:** Supplemental Security Income helps eligible people who are over age 65, blind and/or disabled, receive Federal Social Security Administration dollars to help them pay for special living arrangements (e.g., nursing home care), burial costs, legal fees, and other emergency costs.

**Emergency Assistance:** Caregivers can request help with rent, security, or utilities by applying for Emergency Assistance by following procedures. If anyone in the household is on TANF, SSI, or on a DFD KLG subsidy, they must apply at their local County Welfare Agency (CWA) for Emergency Assistance first.

**Caregiver:** A caregiver is an adult who is raising related or non-related children in their home.

Household: According to the US Census, a household consists of all the people who occupy a housing unit.

**Eligible Unit:** When a caregiver becomes eligible for the KLG subsidy, the caregiver and child become the Eligible Unit.

**Information and Referral:** Information and Referral is the art, science, and practice of bringing people and services together.

**Wrap around:** The Wrap around Program provides caregivers with vouchers to pay for necessities that are not available through existing programs.

**Level of Service:** The level of service is the number of caregivers that have been serviced by the Kinship Navigator Program.

**Department of Human Services:** The Department of Human Services is home to the Division of Family Development.

Date of Birth: The month, day, and year a person was born.



**Veterans' Benefits:** The US Department of Veteran Affairs provides a wide variety of benefits. Examples include, educational assistance, healthcare, assisted living, home loans, insurance, and burial and memorial services, for retired or separated United States armed forces personnel, their dependents and survivors.

**General Assistance Benefits:** New Jersey is one of the only few states that also provides cash benefits and support services to individuals and couples with no dependent children, through the General Assistance (GA) program. Services under WFNJ are limited to 5 years.

**Federal Poverty Level:** Federal Poverty Levels are used to determine your eligibility for certain programs and benefits, including saving on Marketplace health insurance, and Medicaid and CHIP services.

# NJ Kinship Navigator Program LOGIC MODEL

Vision: Assist kinship caregivers in learning about, finding, and using programs and services to meet the needs of the children they are raising and their own needs and promote effective partnerships among public and private agencies to ensure kinship caregiver families are served.

Name of Initiative: Kinship Navigator Program

Target Population: NJ Caregivers, who meet the eligibility criteria, raising/caring for non-biological children from ages 0-18 (up to 21 if the child has a disability) in their custody. Caregivers may include grandparents, siblings, aunts, uncles, cousins, family friends, etc.

		SHORT TERM	INTERMEDIATE
RESOURCES	ACTIVITIES/ OUTPUTS	OUTCOMES (3-6	OUTCOMES (6 – 12
		months)	months)
Funding	Recruitment and Marketing	(learn critical	(behavior change -
	KNP staff provide outreach to kinship families, including each agency establishing a kinship website and relevant	skills or	increase in individual
	guides/outreach materials to distribute at community events and other locations.	knowledge -	and in comparison to
Provider	guides, outreach materials to distribute at community events and other locations.	increase in	others in group, within
Agencies and	• Staff coordinate with NJ 2-1-1 and other State and local agencies that promote service coordination or provide information	individual and in	subjects not between
KNP Staff	and referral services.	comparison to	groups)
		others in group &	
	Uses the following to promote the KNP and disseminate information:	other group)	
Locations	DCF website/social media accounts		Referral to services
	o 211 website/social media accounts	Access to services	- Kinship caregivers
Program	o Provider website, if applicable	- Kinship	experience an
manual, forms	Community partnerships (promotion of program)	caregiver	increase in
and tools	Community partnerships (promotion or program)	s gain	appropriate
	Marketing materials (i.e., KNP banner, brochures)	access to	referrals to
		resources	services from
Training	o Email lists	to help	the KNP
		meet	
		their	
TA and Support	Networking	family's	Child Permanency
TA and Support		needs	_
	Attend at least 6 community events per year to:	Vinchi-	- Children
		- Kinship	experience
Resource Guide		caregiver	increased legal
		s learn	permanency

	<ul> <li>Create partnerships between public and private agencies, including schools, community-based or faith-based</li> </ul>	about	(through
	organizations, and relevant government agencies to increase the agencies' knowledge of the needs of kinship care	resources	length of
Partnerships	families and share or create resources.	available	placements,
	faililles and share of create resources.	available	•
	<ul> <li>Distribute marketing/informational materials to inform other providers about KNP.</li> </ul>	- Kinship	disruptions,
Data Collection/	·	caregiver	reunification)
•	<ul> <li>Hosts annual caregiver appreciation event(s) in September to empower, support and connect caregivers.</li> </ul>	s utilize	- Kinship
Reporting	Consideration with OFCC to held an annual months all Family Consess Contains in VAID actalyment and	available	families
System	<ul> <li>Coordinates with OFSS to hold an annual meeting with all Family Success Centers in KNP catchment area.</li> </ul>	services	experience
		more	increased
			stability
Office			(through
Equipment	W1. W 10 - 1 (WWG) - 4000 f 11 1 1 1 1 1 1 1 1		stability or
	Kinship Wraparound Services (KWS) – 1050 families/year for each regional provider	Satisfaction with	permanency of
		programs and	placements;
		services	the continuity
	Referral Process-	- Kinship	of family
		caregiver	relationships
	KNP Intake and Initial Screening	s feel	and
	<ul> <li>Engages caregivers who contact provider directly through walk-ins (immediately), phone calls or 211 (within 48 hours)</li> </ul>	satisfied	connections is
		with the	preserved for
	Reviews NJ 211 database and contacts caregivers within 48 hours	programs	children)
	<ul> <li>Explains both Kinship Wraparound Services and Kinship Legal Guardianship services to caregivers</li> </ul>	and	cimarcity
	Explains both kniship wraparound Services and kniship Legal Guardianship services to caregivers	services	- Kinship
	<ul> <li>Inputs caregiver information into NJ 211 database and agency specific database</li> </ul>	they	caregivers
		receive as	obtain/take
	<ul> <li>Collects initial eligibility information (demographics and income) through an initial, approximately 30-minute phone call.</li> </ul>	part of NJ	steps toward
	<ul> <li>If found ineligible, provides information and referral to caregivers, as requested, to meet families' needs.</li> </ul>	KNP	Kinship Legal
	in Tourid menginie, provides information and referral to caregivers, as requested, to meet families needs.	1	Guardianship
	If eligible, mails program information to caregivers which includes list of required documents.		(use of kinship
			care)
	Confirmation of KNP Eligibility		
	<ul> <li>KNP collects and submits identifying information from caregiver and children to OFSS KNP Coordinator within 3 business</li> </ul>		
	days.		Adult Well-Being
			(Family Functioning)
	<ul> <li>OFSS KNP Coordinator completes NJS search to confirm there is no CP&amp;P involvement. Results are sent back to the</li> </ul>		, , , , , , , , , , , , , , , , , , , ,
	Provider agency within 2 business days		- Kinship
			families
	o For complex active cases and restricted cases, OFSS KNP coordinator may contact Adoption Subsidy Unit and/or		demonstrate
	CP&P for additional information to determine eligibility.		increased
i		<u> </u>	

- Communicates program eligibility to caregivers.
  - o If ineligible, KNP Intake Specialist calls family to notify them they have an open case and provides contact information for CP&P local office within 2 business days, and mails letter within 14 business days.
  - o If eligible, KNP provider assigns case to case manager within 3 business days

KWS Application, Home Visit and Follow Up-

### **KWS Application**

- Case manager contacts caregiver by phone within 5 business days to schedule a home visit and describe list of required documents.
- Prior to home visit, begins collecting documents by phone

### **Home Visit and Assessment**

- In person home visit lasts 1 − 2 hours and includes:
  - Shares info on program (including KNP stipend, KLG status and subsidies)
  - o Completes stipend application, obtaining required documents that verify residency, relationship, and income.
  - If ineligible, provide information and referrals
  - If eligible for stipend, completes intake, strengths and needs assessment and safety checklist, including observing where children sleep
  - o In cases where there is imminent danger, case manager contacts 911. As mandated reporters, if child abuse neglect concerns are noted, case manager will conference with supervisor for possible calls to DCP&P.
  - o If other safety, abuse or neglect concerns are observed, case manager will contact appropriate authorities.
- KNP staff utilize strengths and needs assessment tool to help family identify their own strengths and needs.
  - Based on the needs identified by the family and through the family assessment, KNP staff develop a case plan with the family to provide information and referrals to meet their needs which may include eligibility and enrollment information for Federal, State and local benefits.
  - Case plan should identify financial needs and items caregivers wish to purchase if approved for stipend. This
    includes explaining to caregivers how stipend can be used and what items are approved to purchase.

Protective
Factors and
Empowerment

- Kinship families demonstrate decreased needs of its members
- Kinship families have enhanced capacity to provide for their members' needs (related to - physical care and maintenance of family members; socialization and education of children; and economic and financial support of the family)

\*Note: Seeing the Logic Model as the roadmap for how the theory of  KNP staff may refer families to Family Success Centers for peer support/support groups and other services and/or other service providers for respite care, social-emotional or therapeutic support or other services to meet concrete needs.

### Follow Up After the Home Visit is Completed

- Application reviewed by supervisor to confirm program eligibility
- o Case manager may call family and provide additional information and resources as needed

### Administering KWS Voucher-

- KNP staff receives completed KNP stipend application from caregiver at home visit
- KNP staff provides up to \$500 annually to caregivers for approved purchases to support financial needs or purchases items directly for the caregivers, depending on agency within 30 days of the home visit.

### KWS Follow Up and Case Closure-

- 2 weeks after stipend was distributed, KNP staff hold first follow up visit by telephone for approximately 30 minutes
  - Reviews case plan progress, follows up on action items, works to overcome identified barriers and provides additional referrals as needed
  - o Begins to collects receipt from caregiver and/or vendor and uploads receipts into agency's database
- Completes final receipt review
- 30 days after the initial follow up call, provider has a second 30 minute follow up call to ensure all receipts have been received and case plan is complete. If case plan goals still need further assistance, provide resources for other community-based agencies. Case is closed at this follow up.
- Case is closed in agency's records and through NJ 211
- Kinship caregivers may contact the program at any time for additional information and/or referrals.

Kinship Legal Guardianship Services (KLG) – 300 families/year for each regional provider

change will be implemented, specific notes of how each outcome will be measured (tying to forms, scales, data collection points to outcomes, will be outlined to greater detail in the evaluation plan)

### KLG Application and Home Visit-

- Contacts caregiver to schedule home visit and assessment
- Explains program to caregiver and assists in completion of KLG Application.
- Completes KLG Assessment form 4-5b at the caregiver's residence
  - Observing home for safety and for indications child abuse and neglect. In cases where there is imminent danger, case manager contacts 911. As mandated reporters, if concerns are noted, case manager will conference with supervisor for possible calls to DCP&P.
  - o Interviewing caregivers.
  - o Interviewing child, if appropriate based on age and developmental capacity.
  - Collect documentation that verifies child has resided in the home for 12 consecutive months.
  - o Explains to caregiver the KLG court process, what questions may be asked, and what to expect
- Discuss and complete required forms with caregiver (and all adult household members) to include criminal background checks, finger printing, parent locator, & Child Abuse Record Inquiry (CARI)/DVCR checks.
- Advises the caregiver to schedule an appointment to get fingerprinted
- Sends biological parents (regular and certified mail) letters providing notification of the KLG process
  - o If parent location is not known, submits names & DOBs of caregivers & children via email to OFSS KNP Coordinator
  - O Submits the Parent Locator form to the OFSS KNP Coordinator
  - OFSS KNP Coordinator sends results of Parent Locator & fingerprints to agency KNP supervisor
    - OFSS KNP Coordinator, copies, reviews, and stores Parent Locator & fingerprint results back to the provider agency within a 24-48 hour time frame.

### KLG Court Petition and Follow Up-

- Collects required documents, completes & files a petition for KLG with local county family court
- Makes quarterly phone calls to determine outcome of case. Families that don't qualify for wraparound may receive information/referral if requested. If court doesn't grant KLG, case is closed.

# Application for KLG Subsidy- (increased TANF Award) If KLG is granted & caregiver is income eligible, KNP staff explains KLG subsidy and asks if they would like to apply. If the family needs assistance, they explain how the process works and then send family to the county Board of Social Services to apply. Case is closed. Annual KLG Redetermination County Board of Social Services who require it will notify KNP provider agency when an annual KLG redetermination is due Makes 3 attempts through phone calls and letters to schedule a home visit. If case is not open for wraparound, re-opens it for the home visit. Completes KLG subsidy re-determination form with family at home visit Compiles information from home visit and verifies income and submits paperwork to county Board of Social Services for continuation of monthly KLG subsidy payments within 30 days of home visit (or as dictated by local Board of Social Service policies)



### **Practice Profiles and Service Delivery Implementation**

According to Allison Metz, the Director of the National Implementation Research Network, consistent implementation of a practice model requires clearly defined components and practices. The guiding principles and essential functions of a defined practice model are illuminated in a Practice Profile. Consistent implementation of a Practice Profile is best defined as a number of defined efforts to create a particular set of outcomes.

There are many benefits to consistent service delivery implementation guided by a defined Practice Profile:

Provide a fully operationalized practice model for consistent implementation of the innovation

Practice Profiles provide greater specificity of the innovation and improve the likelihood that practitioners can engage in the essential functions.

Facilitate the development of effective hiring and training protocols, coaching strategies, and fidelity assessments A well-operationalized innovation allows for the development of competency-based recruiting, hiring, training, coaching, and fidelity assessments that are "in service to" the essential functions outlined in the Practice Profile. Without this level of operationalization, organizations will be unable to develop the right supports and infrastructure for ensuring the innovation is used effectively and improved over time.

Refine the organizational and systems supports the program will need to install for the facilitation of consistent and effective practice across practitioners. A well-operationalized innovation will allow organizations to develop decision-support data systems, administrative practices, and systems partnerships aligned with the expectations for the new way of work.

Promote the use of continuous improvement as an essential function of the practice model Organizations can only improve innovations that are well defined. Without a clear understanding and consistent operationalization of the practice model, it cannot be tested and improved over time. Usability testing allows for data-driven enhancements and revisions to the profile, leading to improved practice by practitioners.

**Ensure that outputs and outcomes of the innovation can be accurately interpreted** In order for outcomes to be interpreted, there must be clarity about "what" was implemented.

Outcomes are challenging to interpret if there is a lack of clarity in "what" was implemented. If expected outcomes are not achieved, fidelity assessment data related to the Practice Profile components can provide an explanation and facilitate action planning for a fuller implementation of the appropriate "what" in actual service delivery.

Demonstrate a commitment to adapting models and practices to achieve more desirable outcomes Practice Profiles emphasize the importance of translating, adapting, and optimizing evidence-based practices and programs in local contexts.

Adapted from Metz, A. (2016) Practice Profiles: A Process for Capturing Evidence and Operationalizing Innovations). National Implementation Research Network: Chapel Hill, NC.



### NJ DCF Kinship Navigator Program (KNP) – Practice Profile

Guiding Principles  Philosophies, values, or beliefs that programs have when working with families.							
Family-focused	Services provided are tailored to families' needs.						
Strength-based	Services strive to empower and strengthen families.						
Voluntary	Participation in services are voluntary.						
Culturally Competent	Individuals of all race, ethnicities, classes, and religious beliefs are welcomed into the program and can access and receive services.						
Child Safety and Well-being	Services support safety of children and increased well-being.						
Permanency and Out-of-Home Placement	Services promote permanency and prevent out-of-home placement.						
Flexible	Services are adjusted to families' evolving needs.						
Accessible	Services are accessible to New Jersey families.						

Engaging

Establishing and maintaining trusting relationships with families by building rapport through open communication, ongoing interactions, community outreach while involving families in the process

	process.							
Expected		Developmental			Unsatisfactory			
includes activities that exemplify practitioners who are able to generalize required skills and abilities to wide range of settings and contexts		includes activities that exemplify practitioners who are able to implement required skills and abilities, but in a more limited range of contexts and settings		includes activities that exemplify practitioners who are not yet able to implement required skills or abilities in any context.				
•	Regularly facilitates meaningful engagement of families.	•	Inconsistently facilitates meaningful	•	Rarely facilitates			
0	Responds to all referrals including NJ 2-1-1 by contacting the family.		engagement of families.	1	meaningful engagement of			
0	Builds rapport with families to cultivate relationships and accurately assess strengths and needs by:	0	May not respond to all referrals including NJ	1	families			
	<ul> <li>Offering a warm greeting;</li> </ul>		2-1-1 by contacting the family.	0	Does not respond to all			
	<ul> <li>Introducing self, providing program overview, and answering any emergent questions;</li> </ul>	0	Typically builds rapport with families to	ĺ	referrals including NJ 2-1-1			
	<ul> <li>Communicating in an open, honest, respectful and culturally sensitive manner;</li> </ul>		cultivate relationships but seldomly	ĺ	by contacting the family.			
	<ul><li>Expressing interest in who they are; and</li></ul>		accurately assesses strengths and needs.	0	Rarely builds rapport with			
	<ul> <li>Working to establish a trusting relationship (Feldman, 2017) (TriWest Group, 2005b).</li> </ul>	0	Contacts families on a limited or sporadic	ĺ	families and does not			
0			basis.	ĺ	accurately assess strengths			
	caregiver appreciation event(s).	0	Schedules home visit(s) at a time that is	1	and needs.			
0			convenient for the family but does not	0	Does not maintain regular			
0			consistently confirm visits.	ĺ	contact with families.			
	information, services or resources that may be available to the family in response to the needs	0	Provides a limited explanation of program	0	Schedules home visit(s) at a			
	expressed:		and any applicable program updates to	ĺ	time that is not convenient			
	<ul> <li>Uses strategies and approaches that are responsive to the varied needs of diverse families;</li> </ul>		families and inconsistently provides	1	for the family and does not			
	Responding to requests for information within required timeframes;		information, services or resources that may be	ĺ	confirm visits			
	Asking follow-up questions; and		available to the family in response to the	0	Seldomly explains program			
	<ul> <li>Helping identify and acknowledge strengths.</li> </ul>		needs expressed.	1	and any applicable program			
0	$\mathcal{E}$	0	Infrequently creates a culture of inclusion.	ĺ	updates to families and rarely			
	are welcomed into the program and have access to and receive services by:  Providing services and approaches that respond to the unique needs (religious, cultural,			ĺ	provides information, services or resources that			
	language, etc.) of families; and			1	may be available to the			
	<ul> <li>Developing protocols, using strategies and approaches that are responsive to the varied needs</li> </ul>			1	family in response to the			
	of diverse families.			1	needs expressed.			
	of diverse immies.			0	Does not create a culture of			
					inclusion.			

- Consistently uses effective strategies to identify families through community outreach
- o Regularly networks with other community-based organizations which may include social service agencies, courts, public and private school districts and religious organizations to increase awareness of the program and services through phone calls, emails, formal and informal presentations and meetings. (Hernandez et al., 2014; Rushovich, Murray, Woodruff, & Freeman, 2017; TriWest Group, 2005a)
- Advertises the program regularly and consistently through flyers, notices, brochures (Rushovich et al., 2017; (TriWest Group, 2005a) and maintains a dedicated website to inform caregivers and encourage them to self-refer, if possible (Hernandez, Magaña, Zuñiga, James, & Lee, 2014).
- Inconsistently uses effective strategies to identify families through community outreach.
- Irregularly networks with other community-based organizations.
- Seldomly or inconsistently advertises the program.
- Does not identify families through community outreach.

	Supportive Listening <sup>1</sup>						
Using communication techniques that encourage free dialogue and mutual understanding.							
Expected		Developmental	Unsatisfactory				
	includes activities that exemplify practitioners who are able to generalize required skills and abilities to wide range of settings and contexts	includes activities that exemplify practitioners who are able to implement required skills and abilities, but in a more limited range of contexts and settings	includes activities that exemplify practitioners who are not yet able to implement required skills or abilities in any context.				
•	Consistently creates an environment that empowers families <sup>2</sup>	• Inconsistently creates an environment that empowers	• Rarely creates an environment that empowers				
	to communicate their interests, goals and needs to connect	families to communicate their interests, goals and needs to	families to communicate their interests, goals				
	them with available Kinship Navigator Program services	connect them with available Kinship Navigator Program	and needs to connect them with available				
	and community resources.	services and community resources.	Kinship Navigator Program services and				
0		Misses opportunities to create a culture of inquiry therefore,	community resources.				
	families share evolving needs.	families may not get an opportunity to share evolving needs.	Does not encourage open dialogue and rarely				
0	$\mathcal{L}$	Sometimes addresses the family in ways that are congruent  with their cultural expectations.	inquiries about the families evolving needs.				
0	cultural expectations.  Validates and incorporates family's voice into process and is	with their cultural expectations.  o Inconsistently validates and incorporates family's voice into	<ul> <li>Does not take family cultural expectations into account when addressing families or interacts with</li> </ul>				
	receptive to the family's feedback.	process and may not always be receptive to the family's	families in a culturally insensitive manner.				
		feedback.	<ul> <li>Does not actively validate and family's voice is</li> </ul>				
	by caregivers. (Hernandez et al., 2014)	<ul> <li>Provides minimal support and empathy to the complicated</li> </ul>	absent in the process. Rarely receptive to the				
	5)	issues faced by caregivers.	family's feedback.				
			<ul> <li>Seldomly supportive and empathetic to the</li> </ul>				
			complicated issues faced by caregivers.				
•	<b>6//</b>	Inconsistently utilizes effective interviewing and/or	Rarely utilizes effective interviewing and/or				
	communication techniques to build trust and encourage	communication techniques.	communication techniques.				
	mutual dialogue.	o Demonstrates some supportive listening skills and concern but	o Rarely demonstrates supportive listening skills and				
0	$\mathcal{E}$	may not always show respect for the family's point of view.	concern and does not show respect for the family's				
	respect for the family's point of view.	Misses opportunities to encourage family with positive	point of view.				
0		feedback.  o Sometimes uses closed-ended questions when open-ended	<ul><li>Does not provide positive feedback.</li><li>Presents mostly closed-ended questions thus</li></ul>				
0		<ul> <li>Sometimes uses closed-ended questions when open-ended questions are more appropriate.</li> </ul>	<ul> <li>Presents mostly closed-ended questions thus inhibiting the family's voice in the process.</li> </ul>				
	understanding.	<ul> <li>Seldom summarizes and reframes what is said by the family.</li> </ul>	<ul> <li>Rarely summarizes and reframes what is said by</li> </ul>				
	andorountaing.	Soldon sammarzes and ferrames what is said by the family.	the family which may cause confusion.				
Ь		1					

<sup>&</sup>lt;sup>1</sup> Research indicates supportive listening is one of the most helpful aspects of kinship navigator programs. (Woodruff et al., 2014) <sup>2</sup> Families who feel more empowered to establish custody may ensure the stability of placement. (Rushovich et al., 2017)

			Assessing		12/10/2019		
	Using a process to collect inform	atio	n to identify the family's program eligibility, needs and strengths.				
	Expected		Developmental Developmental		Unsatisfactory		
	includes activities that exemplify practitioners who are able to generalize required skills and abilities to wide range of settings and contexts		includes activities that exemplify practitioners who are able to implement required skills and abilities, but in a more limited range of contexts and settings		includes activities that exemplify practitioners who are not yet able to implement required skills or abilities in any context.		
0	Regularly gathers necessary information to determine the family's program eligibility and assess service needs.  Collects and verifies the family's demographic information, CP&P case involvement status, and background check information for program eligibility.  Conducts initial home visit with the family to:  Obtain documents verifying residency, relationship and income, assess safety of home, etc.; and  Interview families to assess their current situation, challenges, strengths and most urgent needs which may include mental health, physical health, financial, academic, social-emotional and/or emergent needs. (Maryland Social Services Administration, 2014; TriWest Group, 2005b)	0	Inconsistently gathers necessary information to determine the family's eligibility or service needs.  Misses opportunities to collect and verify the family's demographic information, CP&P case involvement status, and background check information for program eligibility.  Conducts initial home visit with the family but does not always obtain necessary documents and/or interview families.  Enters some but not all of the family's information into applicable databases	•	Does not gather necessary information to determine the family's program eligibility and assess service needs.		
0	Enters the family's information into applicable databases.  Regularly reviews, evaluates and updates the family's information to		Inconsistently reviews, evaluates, and updates		Does not review, evaluate, or update the		
	determine whether there is a need for additional services and/or		the family's information.		family's information.		
	concrete supports.	0	Considers only basic information about the family		ining 5 mornianon.		
0	Synthesizes information, develops plans and makes service recommendations and referrals.		when developing plans and misses opportunities to recommend and make referrals to services.				
0	Checks in with families, as needed, to review current service needs.	0	Infrequently checks in with families to review				
0	Logs all contacts with families into applicable databases.		current service needs.				
		0	Does not always log contacts with families into applicable databases.				

					12/10/2019
$Connecting^3$					
	Providing information and linking families to resources and other families to increase	suff			
Expected			Developmental		Unsatisfactory
	includes activities that exemplify practitioners who are able to generalize required skills and abilities to wide range of settings and contexts		includes activities that exemplify practitioners who are able to implement required skills and abilities, but in a more limited range of contexts and settings		includes activities that exemplify practitioners who are not yet able to implement required skills or abilities in any context.
0	Regularly provides information to families to increase awareness of community resources and	•	<b>Inconsistently provides information to families</b>	•	Does not provide
	links families to supportive community-based organizations when needed		on community resources or links families to		information on
0	Creates and provides an updated general resource guide with detailed agency information that offers		supportive community-based organizations.		community resources
	information on how to access and utilize community resources as well as case management and family	0	Creates and provides a general county resource		and does not link
	support services. (Maryland Social Services Administration, 2014)		guide with limited and/or outdated information.		families to supportive
0	Provides details about current services offered through community providers that are relevant and	0	Provides few details about current services		community-based
	specific to the family's needs and assist with meeting the basic needs of the children in their care		offered through community providers that may		organizations when
	which may include:		be relevant and specific to the family's needs.		needed.
	<ul> <li>Educational resources such as special education procedures, free and reduced lunch program, and counseling services;</li> </ul>	0	Inconsistently assists families with accessing services when needed.		
	<ul> <li>Access to medical services such as physical health, mental health, and substance abuse;</li> </ul>	0	Inconsistently encourages families to form		
	o Entitlement services such as temporary cash assistance, medical assistance and food stamps;		connections with other families and/or facilitates		
	o Community resources such as food pantries, energy assistance, and housing assistance;		caregiver appreciation event(s) to empower,		
	o Childcare services;		support and connect caregivers.		
	<ul> <li>Legal service; and/or</li> </ul>				
	<ul> <li>Support groups<sup>4</sup> to connect with other families in the community.</li> </ul>				
	(Annie E. Casey Foundation, 2012; Maryland Social Services Administration, 2014)				
0	Assists families with accessing services, if needed.				
0	Encourages families to form connections with other families and facilitates caregiver appreciation				
	event(s) to empower, support and connect caregivers. <sup>5</sup>				

<sup>&</sup>lt;sup>3</sup> Research indicates information and resources are the 2nd most helpful aspect of KNP programs. (Woodruff et al., 2014)
<sup>4</sup> Caregivers who receive support group services experience an increase in social support, self-efficacy, a sense of empowerment and decreased sense of isolation. (Lin, 2013; Rushovich et al., 2017)

<sup>&</sup>lt;sup>5</sup> Social support systems are associated with lower levels of parenting stress and caregiver burden. (Gleeson, Hsieh, & Cryer-Coupet, 2016; Strozier, 2012)

	Advocating				
	Works on behalf of, and in partnership with, families to empower and support themselves.				
	Expected		Developmental		Unsatisfactory
	includes activities that exemplify practitioners who are able to generalize required skills and abilities to wide range of settings and contexts		includes activities that exemplify practitioners who are able to implement required skills and abilities, but in a more limited range of contexts and settings		includes activities that exemplify practitioners who are not yet able to implement required skills or abilities in any context.
• 0 0	Regularly works on behalf of families to access services and as needed to navigate various systems and obtain guardianship.  Assists families with accessing essential services through existing programs or connects families to community-based providers.  Aids families with obtaining necessary documentation and completes paperwork, as needed.  Processes application for financial support to eligible families through Kinship Wraparound Services (KWS). Application process includes:  Conducting home visit(s) to assess eligibility and collect documentation;  Inquiring about families' needs and ensuring the items requested are on the DCF Wraparound Items List;  Administering KWS voucher; and Collecting and reconciling receipts verifying purchases.  Responds to special or emergent requests by contacting applicable community providers or by contacting DCF KNP lead for approval for additional funds, as	•	Inconsistently works on behalf of families to access services and as needed to navigate various systems and obtain guardianship.  Misses opportunities to assist families with accessing essential services through existing programs or through community-based providers.  Usually aids families with obtaining necessary documentation and may assist with completion of paperwork when needed.  Process application for financial support to eligible families but inconsistently collects and reconciles receipts verifying purchases.  Sometimes responds to special or emergent requests.  Misses opportunities to educate families about legal	0 0	Rarely works on behalf of families to access services and as needed to navigate various systems and obtain guardianship.  Rarely assists families with accessing essential services through existing programs and does not connect families to community-based providers.  Does not aid families with obtaining necessary documentation and has family complete paperwork when needed.  Does not process application for financial support to eligible families.  Does not respond to special or emergent requests.
0	needed.  Educates families about legal permanency options which may include custody, legal guardianship, adoption, etc., if needed. (Hernandez et al., 2014)  Assists families with Kinship Legal Guardianship (KLG) application, if requested, which may include:  Conducting home visit(s) to assess eligibility and collect documentation;  Completing and filing KLG application through the county's family court;  Explains KLG court process to families, including what questions may be	0	permanency options. Assists families apply for Kinship Legal Guardianship (KLG), if requested, but does not fully explain or participate in the process.	0	Does not educate families about legal permanency options.  Does not assist families apply for Kinship Legal Guardianship (KLG) when requested.
	<ul> <li>asked and what to expect;</li> <li>Attends KLG court proceedings, if requested; and</li> <li>Completes application for KLG subsidy with eligible families.</li> </ul>				

- Regularly empowers families to advocate for themselves.
- Shares information on effective ways to interact with applicable systems which may include but is not limited to courts, schools, and health care providers.
- o Connects families to Family Success Centers to enhance protective factors.
- Connects families to each other for guidance and support.

- Inconsistently empowers the families to advocate for themselves.
- Shares limited information or non-effective ways to interact with applicable systems.
- Misses opportunities to connect families to Family Success Centers.
- Seldomly connects families to each other for guidance and support.

- Rarely empowers families to advocate for themselves.
- Does not share information or lacks knowledge on effective ways to interact with applicable systems.
- Rarely connects families to Family Success Centers.
- Does not connect families to each other for guidance and support.

		12/10/2019				
	Collaborating					
Working together with families and community partners.						
Expected	Developmental	Unsatisfactory				
includes activities that exemplify practitioners who are able to generalize required skills and abilities to wide range of settings and contexts	includes activities that exemplify practitioners who are able to implement required skills and abilities, but in a more limited range of contexts and settings	includes activities that exemplify practitioners who are not yet able to implement required skills or abilities in any context.				
<ul> <li>Regularly works in partnership with the family to determine supportive strategies and identify resources.</li> <li>Encourages families to ask questions, express their thoughts, ideas, and feelings and incorporates the family's voice into planning.</li> <li>Designs strategies, based on the family's input, to address concerns which may include:         <ul> <li>Delivering Kinship Navigator Program services to meet families' identified needs;</li> <li>Providing available program or service options to families and connecting them to community resources to support their identified needs; and</li> <li>Helping to resolve challenges and/or barriers that prevent access to services.</li> </ul> </li> </ul>	<ul> <li>Inconsistently works in partnership with the family to determine supportive strategies and sometimes identify resources.</li> <li>Inconsistently encourages families to ask questions, express their thoughts, ideas, and feelings and misses opportunities to incorporate the family's voice into planning.</li> <li>Does not always include family's input when designing strategies to address concerns.</li> </ul>	<ul> <li>Rarely works in partnership with the family to determine supportive strategies and rarely identifies resources.</li> <li>Does not provide an opportunity for families to ask questions, express their thoughts, ideas, and feelings and does not incorporate the family's voice into planning.</li> <li>Does not design strategies to address concerns.</li> </ul>				
<ul> <li>Regularly develops and maintains relationships with community-based agencies.<sup>6</sup></li> </ul>	• Regularly develops but inconsistently maintains relationships with community-based agencies.	• Rarely develops and maintains relationships with community-based agencies.				
<ul> <li>Connects with community agencies to help build awareness of Kinship Navigator Program services and to educate them about kinship families' needs in order to increase the capacity of providers to serve kinship families (Hernandez et al., 2014)</li> <li>Continuously markets Kinship Navigator Program to establish new partnerships with community agencies</li> </ul>	<ul> <li>Connects with community agencies to help build awareness of Kinship Navigator Program services but provides limited information about kinship families' needs.</li> <li>Sometimes markets Kinship Navigator Program to establish new partnerships with community agencies.</li> </ul>	<ul> <li>Seldomly connects with community agencies to help build awareness of Kinship Navigator         Program services and does not provide information about kinship families' needs.     </li> <li>Does not market Kinship Navigator Program to establish new partnerships with community agencies.</li> </ul>				

<sup>&</sup>lt;sup>6</sup> Interagency collaboration is a key facilitator of program implementation (Dewey, Tipon, DeWolfe, Sullins, & Park, 2013).

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### NJ Kinship Navigator Program State Approved Wraparound Items

Wraparound Item Maximum Cost Life Span Notes

APPLIANCES			
			Must have prior approval from
REFRIGERATOR**	\$700	7 YEARS	Landlord.
MICROWAVE	\$150	5 YEARS	
DEEP FREEZER	\$350	7 YEARS	
WASHER**	\$500	7 YEARS	Must have prior approval from Landlord.
DRYER**	\$500	7 YEARS	Must have prior approval from Landlord.
STOVE**	\$500	7 YEARS	Must be HOMEOWNER.
DISHWASHER**	\$500	7 YEARS	Must have prior approval from Landlord.
COMPUTER/LAPTOP	\$500	3 YEARS	Child must be at least 5 years old.
PRINTER	\$125	3 YEARS	Child must be at least 5 years old
AIR CONDITIONER	\$400	5 YEARS	Must be HOMEOWNER.
Vacuum Cleaner	\$200	5 YEARS	Verify home has carpet
Pots and Pans	\$150	5 YEARS	
Dishes	\$100	5 YEARS	
Utensils	\$25	5 YEARS	
Steam Carpet Cleaner	\$150	5 YEARS	Verify home has carpet
Toaster	\$50	3 YEARS	
FURNITURE			
BED (includes bunk beds w/o			
Mattress)	\$300	5 YEARS	
DRESSER/ MIRROR	\$350	5 YEARS	
MATTRESS	\$400	5 YEARS	
Sofa-Bed	\$500	5 YEARS	

NIGHTSTAND	\$150	5 YEARS	
DESK	\$200	5 YEARS	
CHEST	\$300	5 YEARS	
CHAIR	\$50	5 YEARS	
DINING ROOM SET	\$500	5 YEARS	
BOOK SHELF	\$100	5 YEARS	
TOY BOX	\$50	5 YEARS	
DESK LAMP	\$30	1 TIME	
AREA RUG	\$100	1 TIME	
INFANT FURNITURE			
CRIB	\$300	4 YEARS	
CRIB MATTRESS	\$150	4 YEARS	
DRESSER/CHANGING TABLE	\$250	4 YEARS	
CAR SEAT (INFANT)	\$200	4 YEARS	
CAR SEAT (TODDLER)	\$200	4 YEARS	
BOOSTER SEAT	\$50	4 YEARS	
PLAYARD	\$100	4 YEARS	
SWING	\$100	4 YEARS	
STROLLER/ TRAVEL SYSTEM	\$200	4 YEARS	
HIGHCHAIR	\$150	4 YEARS	
BABY GATE	\$50	4 YEARS	
YEARLY REQUEST			
CLOTHES (up to 12yrs)	\$500		
CLOTHES (13-18yrs)	\$500		
SCHOOL SUPPLIES	\$100		
EDUCATIONAL TOYS	\$100		
LINEN	\$100		
HYGIENE PRODUCTS	\$100		
DIAPERS/ WIPES	\$150		3 Months Supply

CAMP**	Varied	1 YEAR	up to \$500
EXTRACURRICULAR ACTIVITY**(after school sports, clubs)	Varied	1 YEAR	up to \$500
TUTORING**	Varied	1 YEAR	up to \$500
MEDICAL			
MEDICAL OUT-OF-POCKET			
EXPENSES (i.e. over the counter meds etc.)	\$100		
DENTAL CARE/BRACES	\$500		
EYE EXAM/GLASSES/			
CONTACT LENSES	\$300		
FEES: MEDICAL RECORDS	\$100		
MISCELLANEOUS SPECIAL REQUESTS			
FOOD	\$500		
SENIOR YEAR ACTIVITIES/ FEES	\$500		High School ONLY
CLASS TRIP**	\$500		Day Trips ONLY
SPECIAL EVENT i.e. AWARDS	\$250		All (Nursery, Elementary, Middle & High School)
College Applications/Books	\$250		Up to 5 per child
Utility/Emergency Assistance	Varied		With proof other agencies are out of funding
Driver License/Lessons	\$350		
Bike/Balls/Cleats/Helmets	\$300		
LUGGAGE	\$150		
	\$150 \$100		

\*\*\*\*\*Any exceptions to the approved DCF wraparound items will need prior written approval from DCF offices\*\*\*\*\*

#### **Introduction to SMART Goals**

The SMART goals model is widely embraced as a standard for the development of goals. SMART goals are specific, measurable, achievable, relevant, and time-bound.

The University of California's "SMART Goals: A How to Guide" describes SMART goals as:

Statements of the important results you are working to accomplish, and they are designed in a way to foster clear and mutual understanding of what constitutes expected levels of performance and successful professional development.

Goals are intended to focus attention and resources on what is most important so that you can be successful in achieving your priorities. SMART Goals are goals for your day-to-day job.

Common types of goals are to:

- Increase something
- Improve something
- Reduce something
- Develop someone (yourself!)

The following SMART goal fits the process and format suggested by the **University of California's SMART Goals: A How to Guide** which contains a description, a milestone and a deadline.

#### Supervisor/supervisee developed SMART goal example:

SMART Goal: I will improve my ability to document casework in a clear and timely manner.

- <u>Description</u>: To grow in my career, I need to improve my case documentation skills. By taking a training and reviewing suggested examples, I'll improve my documentation skills so that it only requires 25% of my work time and I am using language that is objective.
- Milestone: Complete an online training in three months.
- Deadline: Next employee review in four months.

#### Worker/Family member developed SMART goal example:

SMART Goal: We will learn more about our child's ADHD diagnosis.

- <u>Description</u>: To improve our ability to respond to Marc's unique needs, we need to improve our understanding of ADHD and how it impacts Marc. By talking with his pediatrician and reviewing recommended articles, we will improve the way we respond to and reduce our use of timeout and yelling at Marc by 50%, and we will each spend 30 minutes a day one-on-one with him.
- Milestone: Meet with the pediatrician, follow up with any referrals and read three articles.
- <u>Deadline</u>: Within one month, by the next time we meet with our worker.

An excellent resource for a detailed description on the development of SMART goals is the **University of California's SMART Goals: A How to Guide** which can be found at:

https://www.ucop.edu/local-human-resources/\_files/performance-appraisal/How%20to%20write%20SMART%20Goals%20v2.pdf

# **Defining the Five Protective Factors**

Families are supported to build:

### **Parental Resilience**

The ability to recover from difficult life experiences, and often to be strengthened by and even transformed by those experiences.

## **Social Connections**

The ability and opportunity to develop positive relationships that lessen stress and isolation and help to build a supportive network.

## **Knowledge of Parenting and Child Development**

The ability to exercise effective parenting strategies to guide and know what to expect as children develop in multiple domains (physical, cognitive, language and social and emotional).

## **Concrete Support in Times of Need**

Access to supports and services that reduce stress and help to make families stronger.

## **Social and Emotional Competence of Children**

Family and child interactions that help children develop the ability to communicate clearly, recognize and regulate their emotions and establish and maintain relationships.

CEMIER FOR THE STUDY
OF SOCIAL POLICY'S

Strengthening families
A PROTECTIVE FACTOR'S FRAMEWORK



# Definiendo los Cinco Factores de Protección

Se apoya a las familias a construir:

### **Resiliencia Parental**

La habilidad de recuperarse de experiencias de vida difíciles, y a menudo salir fortalecido y aun transformado por esas experiencias.

### **Conexiones Sociales**

La habilidad y oportunidad de desarrollar relaciones positivas que reduzcan el estrés y ayuden a desarrollar redes de apoyo.

## Conocimiento de Crianza y Desarrollo del Niño

La habilidad de poner en práctica estrategias efectivas de crianza para guiar y conocer las expectativas del desarrollo de los niños en múltiples ámbitos (físico, cognitivo, lenguaje y social y emocional).

# Apoyo Real en Momentos de Necesidad

Tener acceso a apoyos y servicios que reduzcan el estrés y ayude a fortalecer a las familias.

# **Competencia Social y Emocional de Niños**

Interacciones de niños y familias que ayudan a los niños a desarrollar las habilidades de comunicarse claramente, reconocer y regular sus emociones y establecer y mantener relaciones.

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OF SOCIAL POLICY'S

Strengthening families
A PROTECTIVE FACTOR'S FRAMEWORK



# **Background Check Protocol**

**Criminal History Record Information (CHRI):** includes information collected by criminal justice agencies on individuals consisting of identifiable descriptions and notations of arrests, detentions, indictments, information, or other criminal charges, any dispositions arising therefrom, sentencing, correctional supervision, and release.

ANY information obtained as a result of a criminal history background check is considered CHRI.

### **Completing, Storing, and Destroying CHRI:**

- The KNP Supervisor will receive the background checks from the DCF Kinship Navigator Program coordinator.
- CHRI is completed for all individuals aged 18 years and older by the Kinship Navigator Program agency.
- CHRI obtained by the Noncriminal Justice agency are solely for the purpose requested and cannot be disseminated outside the receiving agency.
- Completed CHRI must be maintained in a locked file cabinet and NOT shared with unauthorized parties.
- Once the CHRI results has served it's intended purpose and authorization, the results must be destroyed immediately.
- With a witness, shred and immediately dispose of shredded CHRI results from the bin. The CHRI results cannot sit in the shredding bin.