**Family Check-Up Model Implementation Processes**

Northwest Prevention Science Inc. (NPS), partnered with the University of Oregon (UO), is pleased to provide training and implementation support for the Family Check-Up® (FCU®) program in your community. “The Family Check-Up” refers to the model which includes an assessment and intervention component, which is sometimes referred to separately as the Family Check-Up, as well as a parenting skills training component, which is referred to as Everyday Parenting (EDP).

**Additional information about the model can be found at** [**www.thefamilycheckup.com**](http://www.thefamilycheckup.com)

1. **Target Group for the Family Check-Up Model**
   * + Note that this model is designed for use with families in which the caregiver is living with the child, since the assessment, goal setting, and follow up sessions are based on a context in which caregivers are living with and parenting the child. Note also that the caregiver does NOT have to a biological parent.
     + Note also that parts of the assessment process are completed with a focus on one child in the family, typically the child of greatest concern to the caregiver. It is possible for the caregiver to complete those parts of the assessment for more than one child, though this often isn’t necessary.
     + Common target groups for implementation of the Family Check-Up model include children and families in the following contexts: mental health services; currently involved or at risk of involvement with child welfare, including risk of child placement in foster care; schools; pediatric care settings; actively working towards reunification; involved in the juvenile justice system.
2. **Training Process for the Family Check-Up Model (Includes both components of model: FCU and EDP)**

**Sample Training and Certification Timeline**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *In Advance* | *Month 1* | *Month 2* | *Months 3-5* | *Months 6-8* |
| Kick-off meeting | FCU Component  Provider Training  (e-learning plus webinars)  **Implementation of FCU Component Begins** | EDP Component  ProviderTraining  (e-learning plus webinars)  **Implementation of EDP Component Begins**  Supervisor-Trainer Certification Begins | Group Consultations #1-3  Supervisor-Trainer Certification Continues | Group Consultations #4-6  Supervisor- Trainer Certification Completed |

**Provider/Practitioner Training Steps - In Order**

**(total of approximately 25-30 hours of training)**

1. **Kick-off meeting**
   1. Short (45 minute) meeting with all training participants and agency leadership
   2. Objectives: meeting between trainees and trainer; review steps for trainees to take prior to webinars; test and complete advance planning for use of Teams during webinars (for virtual trainings)
2. **Self-directed eLearning courses**
   1. FCU eLearning course - typically takes 4-6 hours to complete
   2. EDP eLearning course - typically takes 4-5 hours to complete
3. **NPS Consultant-led skills-based trainings,** after completion of each eLearning course
   1. Complete brief pre-training survey
   2. FCU Skills training - 6 hours total, follows trainee completion of FCU eLearning course. Can be delivered as in-person, on-site training. Often delivered as 2 skills-based virtual webinars, 3 hours each, typically completed on two sequential days, or at least within the same week.
   3. EDP Skills training - 3-6 hours total, total depends on staff background and training; follows trainee completion of EDP eLearning course. Can be delivered as in-person, on-site training. Often delivered as virtual webinars. When done virtually, typically completed 3-4 weeks after FCU Skills webinar #2 is completed, to enable providers to deliver the FCU to one or more families before the EDP Skills webinar. If 2 webinars, typically completed on two sequential days, or at least within the same week.

Notes re: trainings

* NPS provides weekly updates to agency contact and NPS trainer about provider completion of eLearning courses
* Before the skills trainings, your trainer will hold a 30-minute virtual pre-training kick-off meeting with the primary agency contacts along with all providers who will participate in the training
* Skills training is provided to cohorts of up to 8 people when delivered virtually, and up to 16 people when delivered in person/onsite; multiple cohorts can be trained if desired.
* After completion of the pre-training survey, eLearning courses, and all webinars, NPS will provide each trainee with a certification of training completion
* Strongly recommended: training is completed immediately prior to start of FCU service delivery so providers are able to quickly apply what they’ve learned through the trainings

1. **Group consultations with NPS consultant**
   1. Group consultations with provider group typically take 6 hours total (for sites with an on-site Supervisor-Trainer, six 1-hour monthly meetings, beginning 2-4 weeks following final skills webinar training)
   2. In cases in which an agency doesn’t have an on-site Supervisor-Trainer, group consultations typically occur for 12 hours total (twelve 1-hour monthly meetings, beginning 2-4 weeks following the final skills webinar training)
   3. Recommended consultation cohort size is up to 8 people, typically including those who attended skills webinars together as a cohort

**Supervisor-Trainer Certification Process**

In order to be recognized by NPS as implementing the FCU model with fidelity, the agency is required to have one or more Supervisor-Trainers certified by Northwest Prevention Science.

Each Supervisor-Trainer candidate completes the following steps, following the candidate’s completion of the eLearning courses and webinars outlined above. Note: Supervisor-Trainer Candidates should be able to work directly with several families to demonstrate mastery of the model.

**\*It is reasonable to expect that certification steps a. through g. will take 3-6 months to complete and will require from 20 to 30 hours of support from NPS, tailored to the needs of the Supervisor-Trainer. Completion of the final 3 steps depend on when new staff need to be trained by the Supervisor-Trainer; these steps will require from 15-25 hours of NPS support time, tailored to the needs of the Supervisor-Trainer.**

**Certification Steps**

**The following start after candidate completes e-learning courses and webinars outlined above**

1. Review Supervisor-Trainer training materials
2. Meet with consultant to review training and certification process
3. Record and self-assess with the COACH fidelity tool real or mock family sessions
4. Review with consultant self-assessment and consultant COACH assessment of session recordings
5. Review with consultant Family Check-Up Supervision Model
6. Record supervision sessions and self-assess
7. Review self-assessment and consultant assessment of recorded supervisions with consultant
8. Review with consultant webinar training materials
9. Deliver webinar trainings to staff at own agency and record training
10. Review recording of training with consultant for feedback
11. **Family Check-Up Staffing Guidelines**

* Note that FCU staff can be fully dedicated to implementation of the FCU model, or they can have other responsibilities in addition to FCU responsibilities

Recommended Training and Experience

* Recommended that providers be master’s level staff; bachelor’s level staff can be accepted with sufficient training and experience, and sufficient supervisory support
* Recommended that providers have some previous training and/or experience in Motivational Interviewing; if this is not possible, recommended that host agency provides them with MI training soon after they start working in the FCU program
* Expected that Supervisor-Trainers be master’s level or above
* Expected that Supervisor-Trainers have previous training and/or experience in behavioral parent skills training
* Strongly recommended that Supervisor-Trainers have previous training and/or experience in MI, as well as training and/or experience with in-home services and supervision of staff

Desired Characteristics in Family Check-Up Staff

* Strength-focused, warm and empathic
* Optimistic, hopeful
* Collaborative approach, especially with parents; act as “partner” rather than “expert”
* Accepting and respectful of others and their choices, humble, not judgmental
* Want to work with parents or families (as opposed to doing individual work with youth)
* Respects and values role of parent as primary influence on youth’s well-being
* Critical thinking skills, including able to synthesize info and recognize patterns, connect the dots between different points of info
* Eager to learn, open to feedback, including willing to record sessions and review with supervisor for fidelity

 Combination of the following two characteristics:

* Flexible thinking and implementation in order to tailor their approach to the family
* Willing to work within a structured model and to follow model protocols

1. **Caseload Guidelines**

* There is no specific recommended caseload per provider for the Family Check-Up model
* Instead, agencies can consider the following variables to calculate caseload for your context
  + Average number of total direct service and indirect service hours for FCU component and EDP component = 10 hours per family, typically across 3-4 months
  + Add average travel time for your community
  + Consider any other follow-up support services that will be delivered by the provider to the family, beyond Everyday Parenting, and expected time spent by the provider on those services
  + Consider if providers have additional responsibilities outside of the Family Check-Up program and time spent on those responsibilities

1. **Ongoing Sustainability and Quality Assurance of FCU Implementation**

Key ingredients of any implementation that seeks to be recognized by NPS as demonstrating fidelity to the FCU model over time include those listed in the following bullets.

* Have one or more certified on-site Supervisor-Trainers
* Maintain FCU Supervisor-Trainer Certification in good standing. Recertification of each Supervisor-Trainer is completed within 2 years of the last date of Certification. Certification is associated with individuals, not agencies, and retains validity in cases where a Supervisor-Trainer changes their place of employment.
* FCU Supervisor-Trainers use the UO/NPS COACH tool to review recorded sessions completed by provider staff, at least once a month per provider
* Consistent use by providers of core tools for implementing both components of the model, including FCU online questionnaires, Interaction Task materials, Feedback Forms generated on the FCU portal, and tools to support Everyday Parenting sessions. All of these tools can be accessed on the FCU Portal website.
* New providers are expected to complete training in the FCU model via the e-learning courses, followed by delivery of the webinars, followed by ongoing supervision and support by their on-site Supervisor-Trainer
* Conduct annual check-in with NPS to do the following: review program implementation data as applicable and permissible (e.g., number of families served, number of providers using the model, etc.), problem solve as needed to address implementation barriers, engage in planning for Supervisor-Trainer recertification, fidelity assessment, etc.

1. **Caregiver Assessment and Outcomes**

* Each caregiver participating in the Family Check-Up model will complete FCU questionnaires online, as well as structured family interaction tasks, typically recorded via video.
* The recommended approach for tracking outcomes of families who participate in the Family Check-Up model is to ask them to complete the FCU questionnaires online a second time, after completion of services provided through the FCU model. This will enable agencies to compare families’ initial questionnaire results with their post-treatment results.

1. **Equipment and Materials**

The following are recommended resources for agencies implementing the Family Check-Up model.

* FCU informational Flyer and/or brochure for use with families and referral sources. NPS has samples for client use
* Devices with recording capability to be used for three purposes: 1. by providers to video families during family interaction tasks, which are part of the FCU assessment process, 2. by providers to video family session every month to share with their Supervisor-Trainers for fidelity checks, and 3. by Supervisor-Trainers to video family sessions, supervision, and trainings for FCU certification process.
* Devices should have following capabilities:
  + Able to stand alone on a surface or on a tripod during the video recording process
  + Secure access to prevent others from opening files on device if it contains any confidential information, since the provider will leave the room while the family completes interaction tasks
  + HIPAA-compliant video storage (Zoom and Microsoft Teams could be HIPPA-compliant platforms)
* HIPPA-compliant platform for video storage if needed apart from recording device, e.g. SharePoint
* Provider access to computers, laptops, or other devices to use for coding the interaction videos, downloading and compiling assessment data, and accessing materials and resources on the FCU Resources Portal website
* Devices to be used by families to complete the FCU questionnaires online. Devices should have capability to establish an internet connection on their own or via hotspots, etc.
  + While families can use their own devices to complete questionnaires, if the agency can provide devices to families during the assessment session, it streamlines the process and increases the odds of the questionnaires being completed
* The Everyday Parenting Manual, *Everyday Parenting: A Professional’s Guide to Building Family Management Skills*. Available on [www.amazon.com](http://www.amazon.com) or [www.researchpress.com](http://www.researchpress.com)
* Toys to be used during family interaction tasks as follows:
  + Toys appropriate for children 2-5, and 6-8 or 9 years old
  + Basket large enough to hold the young child toys
  + Several puzzles of different levels of difficulty
  + Blocks (sufficient to build a tower)
  + Paper and colored pens or crayons