First 5 Things with a New Child/Family Procedure

Purpose

To support transition into the program and prepare staff to engage in relationship and prepare for entry into services.

Guidance

Each time a new child/family is assigned there are five things that must occur before contacting the family.

1. View the Application and Enrollment sections in ChildPlus. There is helpful information to be aware of prior to contacting the family.

Section of Child Plus	What You Might Find
Application	- Names, relationship, DOB of people identified in the home under family members - Child's name, DOB, race, ethnicity, Language proficiency, address, phone number - Primary and Secondary adult: name, email, phone, address, education level, employment status, how the family learned of the program - Family Information: parental status, primary home language - Eligibility application under attachment (click on enrolled child)
Enrollment	- Previous application/enrollment/wait list history in other program options within the agency - Eligibility Criteria-point system determining need and status. Can provide information regarding parent and child ACE's, medical information, homeless status etc. - Eligibility staff add enrollment notes such as caseworker name and contact information, application notes received from family. - Read Enrollment notes and Eligibility notes.

2. Determine if the child/family is currently enrolled within our program. If yes, contact the staff working with the family. This will be the beginning of expected collaboration between staff to best meet the family needs. Connect with Eligibility staff if questions.
3. Prior to contacting the family to initiate communication, be prepared to schedule your program orientation or first home visit.
   - All communication PRIOR to first home visit or orientation should occur in Enrollment Notes under Enrollment tab.
4. Create events in Child Plus. Staff responsible for that section must add the event:
   - Family Services Tab
     - Event: Routine Contact: **ONLY 1 per family**
     - Event: Home Visit Description: *Current Program Year (example: 2023-2024) (Home Based only)*
   - Health Services Tab
     - Event: Health Notes
   - Education Services Tab
     - Event: Education Notes
5. Add staff names to Child Plus under information for each tab. Staff responsible for that section must add themselves. See Child Plus Responsible Staff Procedure.