

SHOW UP, STAND OUT PROCESS STANDARDS: FAMILY PROGRAM

The following are process standards established with the Community Based grantees of the Office of Victim Services and Justice Grants **Show Up, Stand Out** Truancy Prevention Project through family engagement. Data to measure these standards will be obtained from the Truancy Enterprise system. The term “client” refers to youth and their family. Data collection standards are also outlined below.

Program Standards

1. The CBO will make an attempted contact (by phone or face-to-face) with **100%** of clients within **48** hours of the receipt of referral form.
2. **60%** of clients will have a completed contact (by phone or face-to-face) with those families with current contact information, within **10** days¹ of the date of referral.
3. CBOs will follow the attempted contact steps (in no particular order): 1) Attempt to Contact at School; 2) Phone call to Parent/Guardian Home Visit; 3) Send Letter to home; if returned by post office; 3a) Deliver letter to school and notify school office.
4. CBOs will attempt contact by phone, mail, home or school visit for **21** days before closing referral.
5. For **75%** of clients with an initial completed contact, the first face to face visit will occur within **7** days of the date of the completed contact.
6. **100%** of clients engaged into the program will sign the program consent letter during their first face-to-face contact with the client.
7. **100%** of clients will have a completed Contact Log within **7** days of initial completed contact;
8. **100%** of clients engaged into the program will have at least **2** one-on-one face-to-face contacts per month, of which at least **one** is a home visit.
9. **100%** of clients who sign the program consent letter to engage in case management services will complete a Family Basic Needs Assessment within **5** days of consent and subsequently within **90 days** or at **case closure** (if duration of program is different than 90 days).
10. **100%** of engaged clients will have at least one Goal developed within 14 days of consent to participate in the program.
11. For **100%** of clients engaged into the program, CBOs will complete the SUSO Assessment at least once within the first **30** days of consent to participate in the program.²

Data Collection Standards

Data: All of the data collection standards below will be evaluated based on data entered by CBOs into Efforts-to-Outcomes (ETO).

¹ Refers to business days.

² Complete assessment at the end 90 more days if case was extended for an additional 12 weeks.

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1. All key events of program participation will be tracked for **100%** of *referrals* including date referred, whether it was an appropriate referral (students in the target age range of K-5th with 5 to 9 absences from school), if client was engaged in the program (and if not, why not -- e.g., refused, unable to contact), date of initial contact, dates of *all* attempted and completed contacts, type of contact (e.g., phone, home or school visit, letter, text or email), barrier to attendance, and if engaged as a client in the program -- date of discharge and reason for discharge, dates when assessments were completed, and dates of home visits.
2. For **100%** of active cases (defined as families actively engaged in case management services), CBOs will track (and enter into ETO) all case management notes and services/referrals provided by caseworker.
3. CBOs will track attendance of engaged clients in various project related events (e.g., fun or movie night, homework support, celebrations, field trips, in-school parent training/curriculum).
4. For **100%** of clients who do not sign the consent to participate in the program on the first face-to-face contact, the reason will be documented.
5. **100%** of face-to-face visits will be documented including date of visit and what happens at the visit (e.g., if referred to services, specify what types of services and where; assessments conducted; parent training or other case management services).