

Service Plan

What is the Service Plan?:

The **tool used in supervision to mindfully connect the work with families to the risk factors identified in the Parent Survey.** The Service Plan is different from the Family Goal Plan in that **the goal plan is what the family wants to work on; the Service Plan is what supervisors and FSS's work on BEHIND THE SCENES** to develop approaches to reduce risk, promote protective factors and support healthy parent child relationships.

Where do I begin?:

When starting the service planning process the first step will be to **review the Parent Survey** and identify *Family Concerns/Needs/Risks & Stressors*. This gives a starting place for exploration. Supervisors and Family Support Specialists can then develop the Service Plan based on risk factors identified in the Parent Survey and support the threads that flow from the Parent Survey throughout the work with families.

WHAT ARE THE key COMPONENTS OF The Service Plan?:

1. Lists all risk factors plus activities to support the family and build protective factors.
2. Supports planning for the appropriate prioritization and pacing of activities.
3. Informs supervision discussions that are thoughtful and purposeful to assist the FSS's understanding of how early childhood trauma and the stressors experienced by the family impact parenting.



WHAT DOES HFNY'S SERVICE PLAN POLICY SAY?:

Supervisors and Family Support Specialist (FSS) review the risk factors and stressors identified by the Parent Survey, as well as parent/child interaction/attachment and any concerns and risk factors/challenging issues identified subsequent to the Parent Survey. They address these issues during the course of services using the HFA Service Plan. (See HFA Best Practice Standard 6-1. A)