

Performance Based Contract Measures Office of Child and Family Services (OCFS)

Supportive Visitation

AUGUST 2012

Purpose:

The purpose of supportive visitation is to provide access of non-custodial parents to their children in a safe, conflict-free environment.

Proposed PBC Measures:

- 90% of families will have no interventions or a reduction in the number of interventions necessary to address unsafe behaviors during visits over the course of the quarter.
- 80% of families will exhibit positive parent-child interactions during scheduled visits over the quarter as measured by the Quality of Visitation Scale.

Standards/Strategies:

- Supports and supervision of visits in a safe, natural and comfortable place in the least restrictive setting, which DHHS has determined will meet the safety needs of the child.
- Collaboration with the parents and with the referent to arrange in advance appropriate visit settings and approved participants in the visit.
- A plan for a safe arrival and departure of the visiting child.
- Written policies and procedures in place that seeks to provide safety for all participants.
- Compliance with Visitation Guidelines relating to keeping the child safe during the visit.
- Acknowledgement of cultural customs and preferences.

Why are the measures proposed important in assessing contractor performance?

Reducing the number of safety interventions required over time is a result of the provider actively arranging a safe and supportive environment for visits between children in care of the Department and their parents and other identified individuals. The service provides in-the-moment, as well as pre and post visit parenting assistance and education that is expected to result in:

- A decrease over time in the number of interventions required of visitation support staff during the visit to address unsafe parental behaviors or circumstances.
- An increase over time in demonstration by parent visitors of positive parent-child interactions.

Definition of an Intervention: An intervention is a protective action, which is necessary when teaching prompts by the visit support worker are not effective in ameliorating unsafe behaviors or circumstances occurring during the visit. Teachable moments are the focus of this definition.

Quality of Visitation Scale (adapted from the California Re-Unification Assessment Tool, 2009). Measures the frequency of parent/caregiver behaviors in four domains: parental role, knowledge of child

development, responding appropriately to child's verbal and non-verbal signals, ability to place child's needs ahead of their own, and shows empathy in interaction with child.

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