

## **P.S. Program Monthly Family Service Report (MFSR): Answers to Frequently Asked Questions (FAQs)**

- 1. Who do I contact with questions about the MFSR?**
  - Megan Paceley, Children and Family Research Center  
[mpace01s@illinois.edu](mailto:mpace01s@illinois.edu)  
217-244-0871.
  - Shari Weinstein, P.S. Program Coordinator  
[DCFPSProgram@wisconsin.gov](mailto:DCFPSProgram@wisconsin.gov)
  - 608-422-6981
- 2. How can I get to the MFSR if the link I have isn't correct?**
  - Use this permanent link: <http://cfrc.illinois.edu/familyservicereport.php>
- 3. Can I use the link in my email more than once for multiple families?**
  - Yes! While this wasn't the case when the MFSR was first released, we have modified this. You can now use the link multiple times for multiple families.
- 4. When will I receive the email with the link to the MFSR?**
  - 5<sup>th</sup> of the month
- 5. When is the MFSR due?**
  - The closest business day to the 20<sup>th</sup> of the month
- 6. Can I complete the survey for missed months?**
  - Yes! Indicate the month on the report
- 7. Can I move forward or backward in the report?**
  - Yes! Use the forward and backward arrows on the report, not on your browser.
- 8. Can I come back to the report later?**
  - To prevent the loss of data, it's better to complete it in one sitting, however, if you have to stop in the middle of a report, you can complete it by using the same computer and link within a week of starting the report.
- 9. How should I measure the amount of time spent on services?**
  - Round up to the nearest 15 minutes
- 10. How can a supervisor know if a caseworker has completed the report for a given month?**
  - The MFSR completion data is loaded to the PS-HUB SharePoint site monthly in the county specific "Data" folders. Each county can determine who has access to the county's files on the PS-HUB
- 11. A family has moved to a non-P.S. county and receives courtesy supervision. The P.S. County keeps the case open for 60 days. Who should fill out the survey?**
  - The P.S. county worker has responsibility for the survey and will need to talk with the new county worker about the services the family is receiving.
- 12. Do I record services provided by other providers or just the services I provide?**

- Record all services by all providers used by the family each month.
- 13. What do I do if I made an error on a report that I have already submitted?**
    - Contact Megan Paceley at [mpace01s@illinois.edu](mailto:mpace01s@illinois.edu) or 217-244-0971
  - 14. What should I do if there is more than one provider who provides a service?**
    - On the second page of the report, you can indicate multiple providers for each service received.
  - 15. When estimating the amount of time spent on Case Management, what should be included?**
    - Engaging families and children (e.g. face to face meetings, phone calls)
    - Assessing and documenting strengths and needs (i.e., CANS)
    - Analyzing information around safety, goals, and needs (i.e., Safety Assessment)
    - Advocating for children and families, including court-related activities
    - Brokering services (e.g. discussed need or service)
    - Making collateral contacts (e.g. contacting service providers)
    - Documenting decisions and contacts in writing and electronically (i.e., completing reports)
  - 16. What does transportation time include?**
    - All the time you spent on transportation (obtaining passes, arranging for transportation, driving clients to/from places, etc.)
  - 17. How much time do I record for obtaining a bus pass**
    - 15 min (0.25 hours) (unless it took longer)
  - 18. What if a respite provider is handling the transportation to and from respite? Should I report this as Respite and Transportation?**
    - You should only document transportation provided or coordinated by you. If the Respite provider is providing transportation, this should be counted as Respite.
  - 19. Where do I record providing rent or assisting with Section 8 housing?**
    - Housing Assistance
  - 20. What steps can I take to make it easier to complete the report?**
    - Keep a log of contacts and times related to PS Program clients.
    - In your communications with client, you may have opportunities to ask them tactfully about their use of other services and support, such as therapy appointments, church and day care. Record a standard time you take to do something, if this is recurring. (Make notes of what you record for this each month.)
  - 21. How are you defining “respite” on the MFSR?**
    - Please refer to the Appendix for definitions of each of the services listed in the MFSR.

## Appendix A: Service Definitions

For clarification on how to consistently document which service and support categories the family interventions includes, please see the list of definitions below. The service category definitions are directly related to supporting progress and achievement of the goals established in the case plan related to the purpose of the agency's involvement.

### **Case Management**

*Case Management Services:* Working with families, youth, children, and others for the purpose of ensuring child safety to establish behaviorally specific goals, developing individualized plans to achieve those goals, monitoring progress toward achievement of the goals, and closing cases when goals have been achieved and children are safe. Case management involves a broad range of activities including, but not limited to, the following:

- Engagement with children and families
- Assessing and documenting strengths and needs
- Analyzing information gathered to address child safety and the family's goals and needs
- Advocating for children and family needs, including court related responsibilities and activities
- Brokering services to address those needs
- Making collateral contacts
- Documenting agency decisions and contacts (both written and electronic)

### **Parenting Skills and Family Functioning Services**

*Basic Home Management:* An intervention or supported process of preserving, protecting and maintaining a household or home with assistance, direction, or coaching from a third party. This includes assistance with budgeting, menu planning, household schedules and daily tasks.

*Parenting Services (also includes Teen Parenting):* Services or informal supports to help parents and teen parents learn more about child development and parenting strategies to enhance attachment, empathy, care and communication between family members.

*Family Therapy:* Working with families and couples to nurture change and development. This approach tends to view change in terms of the systems of interaction between family members and emphasizes family relationships as an important factor in psychological health.

### **Child Care Services**

*Daycare:* The regular paid care of a child by a person other than the child's legal guardians or custodians, typically provided by someone outside the child's immediate family as an ongoing service during specific periods. This may occur when the parent/caregiver/out-of-home care provider is working, participating in programs, or otherwise unavailable to care for the child.

*Respite:* Services provided to a child during a planned absence or emergency of a primary caregiver or out-of-home provider for more than 48 hours or services that are rendered during the primary caregiver's or foster parent's absence and if not paid for by the requestor, such services may be paid for by a licensing, supervising, or placing agency. Respite services include those services such as temporary care for children to relieve a primary caregiver who may be experiencing severe distress or who may be in a state of crisis.

### **Psychosocial Interventions**

*AODA Assessment:* Testing, assessment, or evaluation process designed to examine an individual's alcohol and/or drug use or abuse habits.

*AODA Services:* Any modality for the provision of goal oriented interventions to address specific substance use or abuse issues. This includes AODA specific individual or group therapy, inpatient detoxification services, and support groups (e.g. Alcoholics Anonymous).

*Crisis Services:* Crisis assessment, stabilization or inpatient diversion services specifically focused on crisis intervention. This also includes crisis linkage and follow-up services. *Group Therapy:* Any therapeutic modality conducted in a group setting. This does not include AODA treatment groups.

*Individual Therapy:* Any counseling or psychotherapeutic sessions involving only two persons, the therapist and the patient. Others may attend periodically to support an individual; however, the focus is on the identified individual's goals.

*Psychiatric Assessment/Services:* A testing, assessment, or evaluation process for gathering information about a person's psychiatric status or diagnosis. This also includes the provision of services and interventions by a psychiatrist related to pharmacological treatment.

*Psychological Assessment (also includes Psychological):* Psychological testing, assessment, or evaluation is the objective and standardized measure of an individual's mental and/or behavioral characteristics.

### **Financial Support/Direct Assistance**

*Economic Support:* Assistance or advocacy from an economic support or related professional to obtain tangible services for low income families with children. This includes but is not limited to utility assistance or other tangible goods, such as household items, furniture, or bedding.

*Housing Assistance:* Assistance or advocacy from a housing specialist to help people with low and moderate incomes access safe and affordable housing. This includes rental support.

*Transportation:* Services for people who need assistance with transportation from one place to the next. This may include bus passes, gas vouchers, taxis, professional drivers, and providing rides.

### **Physical/Developmental Health Services**

*Developmental Assessment/Services:* A structured evaluation of a child's neurodevelopmental condition, including physical, language, intellectual, social, and emotional development, and professional treatment or other services to support the child's development. This includes autism spectrum disorder.

*Medical/Dental Services:* The provision of physical health care or dental services.

*Occupational/Physical Therapy:* (OT/PT) Treatment performed primarily by physical means for the promotion of health and mobility, the prevention of disability, and the evaluation and rehabilitation of patients who suffer from physical pain, disease, or injury through physical therapeutic measures.

### **Legal/Juvenile Services**

*Juvenile Justice Services/Activities:* The provision of services specific to prevention, intervention, and community reintegration of youth involved with delinquent acts. This may include restitution, community service, electronic monitoring, sanctions, and restorative justice programs.

*Legal Services:* Assistance from a legal professional to advocate for matters related to but are not limited to civil, criminal, children's, juvenile, or family court matters. This may also include assistance with other legal problems, administrative and fact-finding hearings, or representation in court proceedings.

### **Educational and Employment Services**

*Educational Assessment/Services:* The diagnosis, treatment, and other supportive services for children's and adolescents' emotional, behavioral, and learning needs and/or problems that relate to the educational

environment. This includes special education, services related to educational attainment, and planning for any needs related to educational performance and functioning.

*Independent Living:* A provision of services and supports to help youth who experienced an out-of-home care placement achieve an individual level of self-sufficiency necessary to function and transition smoothly to living safely, responsibly and independently in their communities upon transitioning out of care.

*Work Related Services:* Employment related services, training, or development to assist an individual's efforts to obtain, maintain, or improve their occupation. This may also include supported employment.

### **Advocacy and Personal Supports**

*Domestic Violence Services:* Interventions, advocacy, or treatment programs to help children and adult victims remediate and recover from the trauma of domestic violence.

*Mentoring:* A relationship based interaction in which a more experienced or more knowledgeable person helps to guide a child or youth with their personal development.

*Recreational Activities:* Any activities a child or parent participates in during their free time to improve the person's enjoyment or quality of life including, but not limited to sports, hobbies, media, entertainment, or a wide variety of other activities.

*Social Supports:* Supportive resources by family, friends, neighbors, coworkers, or others or by a supportive social network or organization to address the emotional, tangible, intangible, informational, or companionship needs of children and or adults.

*Spiritual/Cultural Supports:* Participation in any faith-based or cultural traditions, including religious or spiritual practices, care, or activities.