

**STATE OF NEVADA
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF COMMUNITY PARTNERSHIPS AND GRANTS**

**FAMILY RESOURCE CENTER
POLICIES AND PROCEDURES**

Effective July 1, 2017

All agencies that receive State funds to provide Family Resource Center (FRC) services are required to comply with these Policies and Procedures.

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The following forms should be available electronically at each FRC:

| | |
|--|---------------------------------|
| Grant Instructions and Requirements (GIRS) | FRC Quarterly Report Form |
| FRC Welcome Form – English & Spanish | FRC Family Assessment Tool |
| FRC Family Goal Worksheet | FRC Release of Information Form |
| FRC Fax Referral Sheet | FRC Client Agreement Form |
| FRC Cash Management Worksheet | FRC Monthly Report |
| FRC Monthly Report Instructions | Gift Card/Voucher Log |
| NRS 430A | NAC 430A |

PROGRAM POLICIES AND PROCEDURES FRC-101

- I. All Family Resource Center programs must develop policies and procedures that describe the service area, location of services, outreach activities, and type of services provided. Goals of the program and evaluation methods should be outlined in the agency's Policies and Procedures Manual.
- II. An agency Policies and Procedures Manual and this FRC Policies and Procedures Manual must be available at each program site and all staff paid with Family Resource Center funds must receive a copy of both Policies and Procedures Manuals.

ELIGIBILITY FRC-102

- I. The FRC programs must develop policies and procedures that identify the types of services provided for individuals and families and criteria for receiving services.
- II. The policies and procedures shall include the following clarifications that relate to eligibility:
 - A. All services offered shall be voluntary and optional for individuals and families. No action will be taken without individual/family participation and request for services.
 - B. All FRC services must be available to any at-risk individual/family seeking services.

GENERAL PROGRAM REQUIREMENTS FRC-103

Agencies receiving FRC funds must ensure the following:

- I. Program Location and Identification
 - A. Each FRC service area must have a **primary service location within the funded service area**. The address, telephone number, and other pertinent contact information for all service sites must be provided to the state grant manager.
 1. Any changes in address, telephone number or other pertinent contact information must be submitted to the FRC grant manager within one week of when the change was made.
 - B. Signage should indicate that FRC services are provided at the location and list the days and hours of operation.

- C. Programs should have an answering machine or voice mail system that identifies the program and the days and hours of operation.
- II. Environment
 - A. All FRC programs should provide a space that is private for client intake and case management services.
 - B. All FRC programs must develop policies and procedures to ensure that all program facilities maintain a smoke-free environment to include the following:
 - 1. Smoking will not be permitted at any time in any program facility.
 - 2. In accordance with NRS 202.2391, each facility shall designate a smoking area for employees to use when they wish to smoke. This area may not be an area where children or family members are present.
 - 3. "No Smoking" signs must be posted at entrances to all program facilities.
- III. Action/Outreach Plan
 - A. All programs must have an action/outreach plan for providing services throughout the entire funded service area.
 - B. Programs must provide services at identified outreach site locations in zip codes reporting the highest incidences of child abuse.
 - C. The Action/Outreach Plan must be developed with input from members of the family resource center council and local and state elected officials who represent the geographic area in which the family resource center is located.
 - D. The Action/Outreach Plan must be submitted to the FRC grant manager at the beginning of each state fiscal year. The Notice of Grant Award will not be issued until the FRC grant manager receives and approves the plan.
- IV. Program Staffing
 - A. All programs must notify the FRC grant manager when an employee resigns or is dismissed from the program. Notification, by e-mail or fax, must be made within one week of the employee's resignation or termination.
 - B. All programs must notify the FRC grant manager when an employee is temporarily leaving the program on extended medical or personal leave. Notification, by e-mail or fax, must be made as soon as the dates of the employee's leave are known and the information must indicate the beginning and end dates of the leave.
 - C. When a new employee is hired, the FRC state grant manager must receive by e-mail or fax within one week, the name, resume, and hire date of the new employee.

- V. Client Assistance Forms
 - A. All FRC staff will receive training and assist clients in accurately completing the following Division of Welfare and Supportive Services (DWSS) application forms:
 1. Temporary Assistance for Needy Families (TANF)
 2. Supplemental Nutrition Assistance Program (SNAP)
 3. Medicaid/Nevada Check-Up
 4. Energy Assistance
 5. Child Care Assistance
 6. Medicare Savings Program (MSP)
 7. Low Income Subsidy (LIS)
- VI. Marketing Materials
 - A. All marketing materials and FRC websites must contain a statement indicating the source of FRC funding: “This FRC program is funded by a grant from the Nevada Department of Health and Human Services, Office of Community Partnerships and Grants.”
 - B. Distribution of marketing materials (such as, but not limited to, calendars, newsletters, and special event fliers) through e-mail lists and mailing lists should include the FRC grant manager.

**LOCAL FAMILY RESOURCE CENTER COUNCIL
FRC-104**

- I. Family Resource Centers are required to develop a Family Resource Center Council to assist the program in meeting the needs of their program service area.
 - A. In accordance with NAC 430A (<http://www.leg.state.nv.us/NAC/NAC-430A.html>), each program must establish an Advisory Council comprised of community residents and collaborative partners. All Advisory Council agendas and minutes must be available for review. Advisory Councils must meet a minimum of twice a year.

**DATA COLLECTION PROCEDURES
FRC-105**

- I. All FRC programs must develop policies and procedures to ensure that all required client demographic information is collected and case management is provided.

- A. Each FRC program should use the following forms for client intake and assessment. Substituting forms must be approved by the FRC grant manager.
 - 1. FRC Welcome Form
 - 2. Client Agreement Form
 - 3. Release of Information Form
 - 4. Family Assessment Tool
 - 5. Cash Management Worksheet
 - 6. Family Goal Worksheet
 - B. Every client living in the Service Area who accesses the FRC in person at the primary or outreach site will sign in on a sign-in sheet and indicate if he/she is a first time or returning client.
 - C. 100% of clients accessing the FRC in person will complete the FRC Welcome Form and have a case file.
 - D. Every client calling the FRC will be noted on a daily telephone log with referrals and information provided.
 - E. An assessment will be completed with clients who access the FRC in-person and the case manager will work with the client to create a Family Goal Worksheet. Ongoing telephone and in-person meetings will be conducted to assess the client's progress toward achieving his/her goals.
 - F. If a client presents at a FRC that is not in his/her Service Area, the case manager will have the person complete the *FRC Welcome Form* and *FRC Release of Information Form*, which will be faxed or scanned to the appropriate FRC, along with an FRC Referral Sheet listing what services the person received. A goal sheet is not completed for this person, nor is a client file generated. The FRC Welcome Form, FRC Referral Sheet, and signed Release of Information form are filed in a locked cabinet in the event that the person returns or the fax/scan was not received by the intended FRC.
 - G. All FRC case files opened during a fiscal year should remain open for the entire fiscal year. All closed FRC case files should be retained for a period of three years from the date of closure unless agency policy requires a longer retention period. At the time of disposal all information in the case file must be shredded.
 - H. All FRC case files that are retained must be stored in a locked cabinet or storage facility.
- II. Confidentiality
- A. The FRC Policies and Procedures shall ensure that all records (including daily sign-in sheets and Welcome Forms) are maintained in a confidential manner and that the use or disclosure of any information for any purpose

not directly connected with the administration of the FRC program is prohibited.

- B. Social Security Numbers shall not be collected on any FRC documents.

Reference: NRS 239B prohibits governmental agencies from collection of Social Security Numbers except for specific purposes /programs such as benefits through the Division of Welfare and Supportive Services. (<http://www.leg.state.nv.us/NRS/NRS-239B.html>)

UNIVERSAL PRECAUTIONS

FRC-106

- I. All FRC programs must develop policies and procedures which ensure that all services are provided in compliance with current federal and state laws and regulations regarding transmittable diseases. At a minimum, these policies and procedures shall address confidentiality, record keeping, Universal Precautions, and staff training, which will improve the overall prevention of the spread of diseases and work to promote general health and well-being.
 - A. The policies and procedures must ensure that the information regarding the status of a transmittable disease on a child or family member is maintained in a confidential manner.
 - 1. No information regarding an individual's status of a transmittable disease will remain in any records or case files.
 - 2. Staff training shall address serving individuals with transmittable diseases as a part of the agency's orientation and training.

USE OF PHOTOGRAPHIC IMAGES

FRC-107

- I. All FRC programs shall develop policies and procedures to ensure that family confidentiality is maintained at all times and that the use of photographic images complies with this assurance.
 - A. The policies and procedures shall include the following:
 - 1. No photos of any FRC clients or family members may be taken for the purposes of public awareness, media, etc. by any individual without written permission of the client or family member (or the parent or legal guardian if photographing a child).

(Sample form)

NAME OF ORGANIZATION
ADDRESS

I hereby give permission for me or my child to be photographed or videotaped for the purpose of:

- Communicating to the public about the program through agency website postings, printed materials such as newsletters, brochures or calendars, or other media.
- Developing classroom teaching materials
- Developing public relations displays
- Developing community education presentations
- Sharing examples of behavior with the receiving school district
- Recording of the child's progress
- Training the staff of _____ (agency name) _____

Parent or Guardian

Date

Child's Name

Witness

Date

REPORTING PROCEDURES FRC-108

- I. Each FRC program must ensure that monthly and quarterly progress reports and the *Financial Status Report and Request for Funds* form are submitted to the DHHS OCPG by the required dates:
 - A. Monthly reports are due by the 15th of the following month.
 - B. Quarterly reports are due on the dates listed below, unless specific exceptions are provided in writing by the FRC grant manager.
 - 1st Quarter: July – September, due October 30
 - 2nd Quarter: October – December, due January 30
 - 3rd Quarter: January – March, due April 30
 - 4th Quarter: April – June, due July 30
 - C. Each FRC program shall designate a primary contact person for all communication regarding data collection and evaluation procedures.
 - D. All reports and request for funds will be submitted thru the OCPG grant management software, Amplifund.

EQUIPMENT AND INVENTORY POLICY FRC-109

- I. Every FRC program must be familiar with GIR-16-18 (Equipment and Inventory Requirements) of the Grant Instructions and Requirements (GIRS) of the DHHS/OCPG. An annual inventory of consumable and non-consumable materials and equipment must be submitted to the FRC grant manager by April 30 of each fiscal year.

GIFT CARD TRACKING POLICY FRC-110

- I. Every FRC program must have a written internal control policy regarding tracking of gift cards, vouchers, and bus passes. Internal controls must be in compliance with the Grant Instructions and Requirements (GIR-16-19).

PROGRAM REVIEW FRC-111

- I. The Department of Health and Human Services' Office of Community Partnerships and Grants (DHHS/OCPG) shall be responsible for completing program and fiscal reviews of each FRC program. All programs receiving FRC funds will develop policies and procedures to comply with the program

review requirements and ensure that any recommended actions are implemented in accordance with the negotiated timelines.

- II. DHHS/OCPG shall establish a review schedule based on risk assessment for program review to include the following:
 - A. On-Site Review
 1. DHHS/OCPG will schedule an on-site program review and provide the agency coordinator with a check-list of items to be reviewed.
 2. Review activities may include the following:
 - a. Fiscal Procedures
 - b. Review of Receipts and Expenses related to FRC program operations, and possibly other programs administered under the DHHS/OCPG
 - c. Record Review
 - d. Observation of Program Activities
 - e. Family Interviews
 - f. Interviews with Program Staff
 - g. Review of Program Policies and Procedures to ensure they are in compliance with FRC program requirements
 - h. Review of Methods of Data Collection and Outcome Measure Reporting
 - i. Review of Case Files
 - j. Technical Assistance/Plan Development

PERSONNEL/PERSONNEL DEVELOPMENT FRC-201

- I. All FRC programs shall develop a position description for Case Managers, including major responsibilities.
- II. All FRC programs shall develop policies and procedures to ensure that all new employees and independent contractors who provide Family Resource Center services complete the “Comprehensive and Integrated Case Management Training.” This training is available through the Nevada Department of Health and Human Services’ Office of Community Partnerships.
- III. Employees must take the online course on recognizing and reporting child abuse through the Department’s Division of Child and Family Services (DCFS) www.nvpartnership4training.com, or through another community-based agency with continuing education approval. A copy of the certificate of

completion should be maintained in the employee's file and a copy sent to the FRC grant manager.

CHILD ABUSE AND NEGLECT REPORTING FRC-301

References: Nevada Revised Statutes

432B <http://www.leg.state.nv.us/nrs/NRS-432B.html>

433.331 <http://www.leg.state.nv.us/NRS/NRS-433.html>

- I. All FRC programs shall develop or adopt policies that are in accordance with state law which ensures, to the extent possible, that no child is abused or neglected for any reason. To ensure the safety of children and the proper reporting and investigation of abuse and/or neglect, any instances shall be **immediately** reported as provided for in this policy in accordance with state law (NRS 432B). For the purposes of this policy, "abuse and/or neglect of a child" is defined as, "the non-accidental physical or mental injury, sexual abuse or exploitation, negligent treatment or maltreatment (as set forth in NRS. 432B.020), of a child which is caused or allowed by a person responsible for his or her welfare under circumstances which indicate that the child's health or welfare is harmed or **threatened with harm**. A child is not abused or neglected nor is his or her health or welfare harmed or threatened for the **sole** reason that the parent or guardian in good faith selects and depends upon non-medical remedial treatment for such child, if such treatment is recognized and permitted under the laws of this state in lieu of medical treatment." Concerns **are** legitimate reasons to report and the court may require a subsequent medical examination and treatment. (NRS 62.231).

A. Reporting Procedures

Any employee, independent contractor, or volunteer of the FRC, upon observing, hearing of, **or suspecting** child abuse or neglect shall make a verbal report immediately, but in no case longer than one hour, to their supervisor or to the person acting in that capacity.

B. The supervisor, upon receiving the verbal report shall:

1. Assure that immediate action is taken to provide for the child and employee's welfare and safety.
2. Assist the employee in making a verbal (immediately) and written report (within 24 hours) to Child Protective Services and/or a law enforcement agency. Information shall include (sample forms attached hereto):
 - a. The name, address, age, and sex of the child;
 - b. The name and address of the child's parents or other person responsible for his/her care;

- c. The nature and extent of the abuse or neglect of the child;
- d. Any evidence of previously known or suspected abuse or neglect of the child or the child's siblings;
- e. The name, address and relationship, if known, of the person who is alleged to have abused or neglected the child ; and
- f. Any other information known to the person making the report that the local or state agency responsible for providing child protective services considers necessary

C. Documentation of Reports

- 1. The reporter shall keep a note in their records, calendar or diary that they have made a report and to whom and when the report was made.
- 2. The supervisor shall maintain a centralized and confidential file of all reports.

CHILD ABUSE AND/OR NEGLECT REPORT

NRS 432B Contents of Report of Child Abuse, Neglect

“The report required under the provisions of NRS 432B may be made verbally, by telephone or otherwise, and shall be reduced to writing by the maker thereof as soon as possible thereafter.”

| | |
|---|--|
| Today's Date: | |
| Date Verbally Reported: | |
| Reporter: | |
| Service Site: | |
| Service Location: | |
| Site Location: | |
| Abuse/Neglect Reported to: | |
| Agency Reported to: | |
| Name and Address of Minor Victim: | |
| | |
| Age of Minor Victim: | |
| Sex of Minor Victim: | |
| Name and Address of Person Responsible for Care: | |
| | |
| Nature/Extent of Abuse/ Neglect/ Imminent Risk (Be sure to note if suspected): | |
| Evidence of Previous Injuries: | |

Signature: _____
Reporter, Staff Member

Signature: _____
Supervisor

Signature: _____
Agency Contact

ELDERLY ABUSE AND NEGLECT REPORTING FRC-302

References: Nevada Revised Statute

200.5093: <http://www.leg.state.nv.us/NRS/NRS-200.html#NRS200Sec5091>

- I. All FRC programs shall develop or adopt policies that are in accordance with state law which ensures, to the extent possible, that any person in a professional or occupational capacity knows or has reasonable cause to believe that an older person (60 years and older) has been abused, neglected, exploited, or isolated shall report the abuse, neglect, exploitation, or isolation of the older person to the local office of the Aging and Disability Services Division of the Department of Health and Human Services, or a police department or sheriff's office, or the county office for protective services, or by calling 1-800-992-5757. The report must be made as soon as reasonably practicable but **not later than 24 hours** after the person knows or has reasonable cause to believe that the older person has been abused, neglected, exploited or isolated.

A. Reporting Procedures

Any employee, independent contractor, or volunteer of the FRC, upon observing, hearing of, **or suspecting** elderly abuse or neglect, shall make a verbal report immediately, but in no case later than one hour, to their supervisor or to the person acting in that capacity.

B. The supervisor, upon receiving the verbal report shall:

1. Assure that immediate action is taken to provide for the elderly person's and employee's welfare and safety.
2. Assist the employee in making a verbal (immediately) and written report (within 24 hours) to Elder Protective Services and/or a law enforcement agency. Information shall include, if possible, the following information:
 - a. The name, address, age, and sex of the elderly person;
 - b. The name and address of the person responsible for his/her care;
 - c. The nature and extent of the abuse or neglect of the elderly person;
 - d. Any evidence of previously known or suspected abuse or neglect of the elderly person;
 - e. The name, address and relationship, if known, of the person who is alleged to have abused or neglected the elderly person; and
 - f. Any other information known to the person making the report that the local or state agency responsible for providing elderly protective services considers necessary.

C. Documentation of Reports

1. The reporter shall keep a note in their records, calendar or diary that they have made a report and to whom and when the report was made.
2. The supervisor shall maintain a centralized and confidential file of all reports.

INCIDENTS AND ACCIDENTS
FRC-303

- I. All programs providing FRC services shall develop policies and procedures related to incidents and accidents. These procedures shall include a written report developed and submitted immediately following the incident or accident.
- II. Policies and procedures shall include the following:
 - A. In the event of an incident/accident, the following procedures shall be followed:
 1. The employee, independent contractor, or volunteer shall verbally notify their supervisor immediately.
 2. A written incident/accident report shall be completed and given to the supervisor.
 3. The supervisor shall maintain a file of all incident/accident reports.
 4. All incident/accident report forms shall include the following minimum information:
 - a. Program Name
 - b. Exact Location of Incident
 - c. Date/Time/Day of Week of Incident
 - d. Report Date
 - e. Nature of Incident
 - f. Individuals Involved
 - g. Description of Incident
 - h. Immediate Action Taken

EVACUATION PLANS FRC-304

- I. All programs providing FRC services will develop policies and procedures to ensure that all sites have an evacuation plan on file and posted in each location. This evacuation plan shall address potential situations, recommended actions, evacuation routes, and notification procedures.
- II. The policies and procedures will ensure that the following are included:
 - A. Each site will develop an evacuation plan. A copy of this plan shall be on file and be posted in prominent places in each location.
 - B. Procedures to address the safety of clients and employees.
 - C. A list of emergency numbers and notification procedures must be posted at each program site. Notification procedures shall include a list of the appropriate emergency community agencies (fire, police, etc.) and a list of agency emergency contacts.
 - D. Each site must develop and conduct, at minimum, quarterly practice evacuations addressing each potential situation. Minimum potential situations include:
 1. Individual(s) with weapons posing harm to self and others
 2. Fire
 3. Earthquake
 4. Flood, major storm
 - E. All employees, independent contractors, and volunteers must be informed of these procedures during orientation.

FIRE AND FIRE PREVENTION FRC-305

- I. All programs providing FRC services shall have fire and fire prevention policies and procedures to ensure the safety of families and personnel.
 - A. Programs shall develop written fire and fire prevention procedures in accordance with county and state regulations
 - B. All employees are required to review the written prevention procedures, and acknowledge receipt of the written procedures as a part of the new employee orientation.
- II. Policies and procedures shall include the following minimum requirements:
 - A. Evacuation routes and location of firefighting equipment.
 - B. Identification of fire safety responsibilities.

1. Supervisors shall ensure that all personnel acquire and maintain a thorough knowledge of fire prevention procedures and the use and location of fire extinguishers and other preventative equipment.
2. Program managers shall ensure that procedures are routinely reviewed in accordance with the applicable state, city, or county requirements.
3. Program managers shall coordinate fire drill activities and all other Fire Marshall/designee activities with personnel to ensure compliance.