

## Participant Rights

As a client of Families First, You have the following rights:

- ◆ To be treated with consideration, respect, and full recognition of your dignity and individuality
- ◆ To participate in the development and periodic revision of your family service plan as well as in the discharge plan
- ◆ To be informed of the agency's evaluation plan and your participation in it by the quality improvement committee
- ◆ To be informed of the expectations for you, the hours of service, costs associated with this program and the source of the agency's reimbursement
- ◆ To review your record in the presence of a Families First staff member and to add your own statement if you think there is an error in your file
- ◆ File a complaint to your home visitor's supervisor or Families First Clinical Director

You have the right to confidentiality except under the following circumstances:

- ◆ To a court under court order
- ◆ To the Division for Children, Youth and Families or other law enforcement agencies when there is reason to suspect child abuse and /or neglect
- ◆ To law enforcement officers and the intended victim when there is clear and serious threat of homicide or intent to do serious bodily harm to another person
- ◆ To the appropriate mental health agency or emergency response personnel when there is reason to suspect that a client may harm him/herself

## Families First

*support for families...health care for all*

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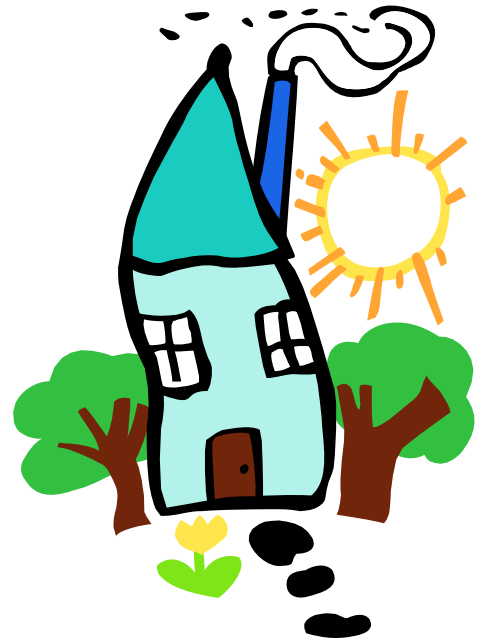
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# Families First

## Home Visiting



### Participants are families who:

- ◆ are parenting one or more children ages 0-18 and are living in Eastern Rockingham County
- ◆ may be experiencing problems meeting their basic needs (housing, transportation, utilities, food, etc.)
- ◆ want to improve their parenting skills and build strong parent/child relationships
- ◆ want a home visitor to provide Family Support and Parenting Education

*Families First welcomes your family to ours! By enrolling in this program, you will make a great connection with a wonderful Home Visitor. She will provide you with education and support, connect you to social, material and financial resources, and help you reduce stress so that you can enjoy family life. We are committed to helping families become stronger and more self-sufficient. We also want you to have fun and enjoy each other. It won't be long before the kids fly the coop!*

## Program Structure

- ◆ This Home Visiting program is voluntary and confidential, but once enrolled, families must commit to meet regularly with their home visitor. Home Visitors will work with families for a minimum of 3 months and up to 1.5 years.
- ◆ Family meetings usually happen in a family's home for one hour per week, depending on the family's needs. Meetings can also be arranged in an alternative safe environment.
- ◆ Home Visitors provide support, parenting education and resources. They do not diagnose or provide therapy. They do not provide crisis intervention.
- ◆ Home Visitors are certified in the National Parents as Teachers curriculum and have a college degree.
- ◆ Home Visitors work with a team of professionals to discuss each family's strengths and goals. The team consists of a clinical supervisor, home visitors and other Families First staff who work with the family.
- ◆ Participants may be able to access child care, respite care, transportation, translation services and/or financial assistance to help them meet the goals on their Individualized Family Support Plan.
- ◆ Participants are encouraged to utilize other programs and services at Families First.

## Participant Responsibilities

- ◆ Work toward goals outlined on your Individual Family Support Plan with the support of your Home Visitor.
- ◆ Work cooperatively with your Home Visitor and treat her with dignity and respect.
- ◆ Share information about your family, including strengths and concerns.
- ◆ Keep your appointments or contact your Home Visitor at least 24 hours before the appointment to reschedule.
- ◆ Follow through with your tasks and let your Home Visitor know of any barriers you encounter.
- ◆ Participate in parenting education such as classes and/or family programs, Parents as Teachers activities, etc., as outlined in your Individualized Family Support Plan.
- ◆ Talk with your Home Visitor about other programs you are involved in and sign a release of information when appropriate.
- ◆ Complete all required program paperwork. Ask your Home Visitor for help when needed.
- ◆ Complete a home safety inspection with your Home Visitor.
- ◆ Ask for help before you lose control with your child. Home Visitors are required to report when they suspect that a child may be in danger.