



Family Advocate Protocols

Family Advocate

Interaction with Caregivers

Initial Contact

- 1) Introduce Family Advocate role to caregiver(s)
- 2) Break down what will happen at Mission Kids into steps
- 3) Ask caregiver if they have any questions about the process
- 4) Inform caregiver that Family Advocate provides follow-up through phone calls to see how everyone is doing and if any needs arise (Family may decline)
- 5) Have caregiver (s)(or child if child is 14+) fill out Family Resource Intake
 - Provide caregiver(s) with supportive documents and information including: Mission Kids Mental Health Resource List, Victims Compensation Assistance Program Information Sheet, Victim's Bill of Rights Information Sheet, Montgomery County DA's Victim/Witness Unit Brochure, Montgomery County Parent Infant Resource Guide
- 6) Provide support and crisis intervention if necessary
- 7) Ask caregiver(s) if he/she or child needs excuse note

Email Communication Protocol

- A. What information can be communicated through email by the Family Advocate?
 - 1. Emails sent to any non-offending caregiver of a child victim/witness served by the Family Advocate at Mission Kids will only include information about resources and referrals.
 - 2. Case related information surrounding the facts and/or information about the alleged abuse is not communicated through email.

- B. How are emails responded to by a Family Advocate at Mission Kids?
 - 1. The Family Advocate will routinely respond to emails received by any non-offending caregiver of a child victim/witness within two business days. Phone calls will routinely be responded to within 24 hours.

- C. How are emails archived at Mission Kids?
 - 1. Every email that is sent from a Family Advocate to a non-offending caregiver or from a non-offending caregiver to a Family Advocate is saved in Outlook. A printed copy of incoming and outgoing emails will be placed in the child victim/witness file. In addition, a copy of the email is saved in NCAtrak.

 - 2. Email communication between a Family Advocate and a non-offending caregiver will be saved for a total of two years from the date of receipt in the form of a paper copy placed in the child victim/witness file.

Family Follow-Up Protocol

- A. Who will the Family Advocate follow-up with?
 - 1. The Family Advocate will follow-up with a non-offending caregiver who has custody of the child victim/witness and with whom the child resides, unless Family Advocate services are declined or it is determined by the multidisciplinary team that follow-up services are not appropriate.
- B. How will the Family Advocate provide follow-up services?
 - 1. The Family Advocate will make follow-up contact via phone to home and cell phone numbers provided on the Family Resource Intake.
 - i. The Family Advocate will leave a general voicemail associated with the phone number(s) provided on the Family Resource Intake during a follow-up only if the non-offending caregiver marked 'yes' on the Family Resource Intake to allowing voicemail.
- C. When will the Family Advocate provide follow-up services?
 - 1. The Family Advocate will make 3 routine follow-up phone calls after the interview has occurred.
 - i. Routine follow-up #1 will typically occur within five business days after the interview, or within a reasonable amount of time.
 - ii. Routine follow-up #2 will typically occur within two weeks after follow-up #1, or within a reasonable amount of time.
 - iii. Routine follow-up #3 will typically occur within two weeks after follow-up #2, or within a reasonable amount of time.
 - 1. If there is no answer during a routine follow-up call, the Family Advocate will leave a voicemail, if allowed, and will include Mission Kids phone number. The Family Advocate will then proceed to provide the next routine follow-up.
 - 2. If there is no answer during follow-up #3, the Family Advocate will leave a voicemail, if allowed, and will include Mission Kids phone number. No additional follow-up will be initiated unless otherwise needed.
 - 2. The Family Advocate will provide additional follow-up calls if needed on a case by case basis.
 - 3. Incoming phone calls will routinely be responded to within 24 business hours.