



## The Utah Family Coalition Performance Evaluation

Employee:	Title: Certified Peer Family Resource Facilitator and Wraparound Facilitator
Hire Date:	Agency work at:

### **Job Responsibilities:**

#### General Purpose:

- Act as a family voice.
- Support opportunities for family involvement at all levels.
- Support consumers and their families to fully participate in treatment.
- Provide direct services to families who have children with complex needs in order for them to remain in their home and communities and benefiting from treatment using the wraparound to fidelity model.
- UFC employees and partner agencies will understand how their peer experience is a valuable asset in this position.
- All facilitators will be trained to understand and represent “family and consumer voice, as well as family involvement at all levels, within their job experience.
- Preference is always given to those with peer or system experience. All facilitators will obtain the core competencies as defined by the Utah Family Coalition.

### **Services Provided:**

1. Resource Coordination: Provide current local resource information to any family requesting assistance. This will require continual updating of local resources.
2. Family Advocate/Advisor (family voice) – Develop working partnership with designated children’s mental health clinical staff meetings, local interagency meetings (MACC) and other policy meetings as directed by local mental health/substance abuse provider, the purpose of which is to represent the family voice in the service delivery and administration process
3. Family Support and Information Groups. If there is a current group operating within the community, act as a liaison between the group and the mental health/substance abuse center, if not encourage one to begin.

- Family Wraparound Facilitation. Complete training, tests observations and practice to become a certified wraparound facilitator as required by the UFC and DSAMH. Provide wraparound to fidelity with referred youth and families, and encourage participation in the wraparound study being conducted by the UFC.

**Outcomes expected:**

- The child/youth is living at home
- The child/youth is in school and at grade level.
- The child/youth is staying out of trouble.
- There is a reduction in symptoms and an increase in the child/youth’s ability to cope.
- Linkage to additional formal and informal supportive services.

**Documentation and performance expectations:**

- All timesheets, travel, intakes, referrals, FRF data base, activity logs will be completed and reviewed on the following schedule:

Day: \_\_\_\_\_ Time: \_\_\_\_\_

- Mentor and FRF communications will take place  
Weekly call or email – \_\_\_\_\_ (date and time)  
Monthly onsite visits - \_\_\_\_\_ (date and time)
- Family Resource Facilitators are expected to review direct care hours with assigned LHMA supervisor. All documentation will be completed within 7 days of intervention. (Refer to FRF Monthly Work Report)
- Family Resource Facilitators will pass all training tests and assignments with 80% accuracy.  
Scale = 0:Not Started; 1:Needs more training; 2:Observed-Needs more practice; 3:Progressing; 4:Observed-Skill in place; 5:Observed-Skill mastered.

Expectation	Scale 0 – 5	NA	See Comment
(0=Not at All / 5 = Outstanding)			
1. Attend 40 hour training and pass test at 80% or higher. (UFC-023 CPSS test)			
2. Complete new-hire assignment package given at conclusion of 40 hour training. Once completed, the FRF can start to work towards FRF Certification. (UFC-024 FRF Assignments)			
3. After the initial 90 day review, FRFs are required to maintain a current file for each family receiving Hi-Fidelity Wraparound to include the five (5) essential documents. (UFC-001 Performance Plan; UFC-009 SNCD; UFC-010 Team roster; UFC-011 Team Meeting Minutes; UFC-012 Safety and Crisis Plan; UFC-013 Transition Plan)			
4. FRF’s are required to participate in on-site observation with their			

Mentor to at least one (1) High Fidelity Wraparound meeting bi-monthly, at the discretion of the Mentor using the UFC Wraparound Observation Tool (UFC-022 Wraparound Observation Tool).			
5. FRFs and on-site supervisor are to meet with the Mentor monthly, or as arranged between the three parties. (UFC-018 FRF Tracking Sheet)			
6. FRFs are to have weekly contact with the Mentor and may not miss more than 2 weeks within a month. (UFC-018 FRF Tracking Sheet)			
7. FRFs are encouraged to document as services are provided and at a minimum have all services entered by the 5 <sup>th</sup> of the following month. (FRF database – <a href="http://www.frf-utah.com">www.frf-utah.com</a> )	Yes or No Y=5 points - N=0 points		
8. FRFs are required to present three (3) WFI-4 applications to their mentor each fiscal year for review and entrance on the WFI-4 database. One can be the wraparound interview done by the Mentor at the yearly on-site monitoring visit. (UFC-024 WFI-4 Protocol and Consent Forms)	1 Application = 1 point 2 Applications = 3 points 3 Applications = 5 points		

**Total Score \_\_\_\_\_ %**

(Total possible 45 points) (Total points received divided by 45 = % for total score)

(Scores above 80% will be recommended for upward certification consideration. This form is to be used in addition to the 152 hour practicum.)

- Family Resource Facilitators are expected to be at 90% with all observations toward the core competencies.

<b>Core Competency</b>	<b>Scale 0 - 5</b>	<b>NA</b>	<b>See Comment</b>
Demonstrate understanding and application of System of Care principles, values and processes at family, agency, community and state levels			
Demonstrate knowledge and application of laws, policies and procedures regarding confidentiality, ethics and boundaries.			
Demonstrate knowledge of and ability to access current information and resources regarding available community and state level child and family services and their laws, policies and procedures as they affect children and families.			
Demonstrate effective individual and verbal and written communications skills with families, professionals, community members and local state level decision makers across all cultures.			
Demonstrate effective advocacy, mentoring and support skills at family and provider levels.			
Demonstrate organizational skills in carrying out the FRF role and fulfilling contractual obligations to seek and ensure sustainability.			

**Total Score \_\_\_\_\_ %**

(Total possible 30 points) (Total points received divided by 30 = % for total score)

(Scores above 90% will be recommended for upward certification consideration. This form is to be used in addition to the 152 hour practicum.)

**Testing outcomes:**

40 hour over all test score \_\_\_\_\_ Date Completed \_\_\_\_\_

**Performance Evaluation:**

Initial Review following 40 hour training \_\_\_\_\_ Date

90 day review: \_\_\_\_\_ Date

6 month review: \_\_\_\_\_ Date

End of year review: \_\_\_\_\_ Date

Strengths:	1.
	2.
	3.
	4.
	5.
Opportunities for Improvement:	1.
	2.
	3.
	4.
Goals	1.
	2.
	3.
	4.

Assignments			Completed
	Week 1	New Hire Assignment – Form No. UFC-031	


- I have read and agreed with the information outlined in this Performance Plan.
- I have read and would like to add the following information to this Performance Plan.

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Last approved 8-21-14