

Chapter 5 : OhioKAN Service Delivery

Brief Assessment & Screening to Inform, Connect, and Support (BASICS)

Once the service episode is opened and the initial description of the program is shared with the family, the next step is to begin the BASICS with the family. Ideally, the BASICS is completed by OhioKAN Staff during the first or second conversation with the family.

Goals of the assessment include:

- Collect baseline information about family needs and resources
- Identify which referrals and/or supports to provide immediately
- Identify if the family would like additional support and is willing to create a Support Plan
 - Additional supports and resources include:
 - Warm hand-off referrals (calling an agency with a family to introduce them and begin the connection)
 - Assistance with an application
 - Flexible funds and hard goods
 - Benefits coordination (assisting families with benefits applications, appeals process, and other matters)
 - Collaboration with caseworker, state or local agencies
 - In-person services to facilitate access

Family needs and resources are collected through the BASICS, which is organized into three sections and includes nine domain areas of need.

- **Basic needs:** Housing, utilities, transportation, clothing, Food, Furniture
- **Legal:** Questions about custody, delinquency court, other legal services needed
- **Caregiver Social Support:** Loneliness, no time for self, respite, support groups
- **Caregiver Health:** Mental health, behavioral health, physical health, cognitive health, dental
- **Caregiver training/education:** Caregiver or Parenting training, support for children with special needs
- **Family Functioning:** Child/caregiver relationship, attachment, bonding, family relationships
- **Child Care:** Locating care, accessing care, after school or summer programs
- **Education/Child Development:** Enrolling child in school, IEP/504 plan, school supplies, Early Intervention, Head Start
- **Child Social Support:** Connections to peers and/or caring adults and mentors

- **Child Health:** Mental health, behavioral health, physical health, dental, special equipment needs

Guide for Completing the BASICS

After the adoptive parent or kinship caregiver consents and has heard their rights and responsibilities, OhioKAN staff will transition the conversation to the BASICS. The questions are formatted so that they can be read like a list. Some items have specific information about who these items may be most relevant to. Given information learned earlier in the conversation with the parent or caregiver and knowledge of the family composition, OhioKAN staff are encouraged to customize the conversation. For example, you don't have to ask a family who has a toddler about school enrollment, but instead would ask about childcare and developmental screenings.

Explaining the rating system

As the BASICS Assessment begins, the Navigator explains the rating system to the kinship or adoptive caregiver. The caregiver will select the level of challenge for each domain area in the BASICS. It is important that the Navigator refrain from assuming or suggesting a rating based on discussion for each domain. This aligns with the OhioKAN value that we believe in families.

Asking about the BASICS domains

As the person conducting the assessment, allow the OhioKAN family to choose their level of need. If the person says "challenging" you can say "would you say that is somewhat challenging or very challenging" then follow with an open-ended question like "can you tell me more about what you need in this area?" While it is important to read all the questions, it is acceptable to ask them in any order. If the person has stated a need in a specific domain during the initial rapport building and screening conversation, begin the assessment by asking them about that domain first. As the Navigator begins asking the caregiver about each domain, the first set will include a focus on caregiver and family needs followed by child needs.

State Resources

The last step includes a review of state programs families may already have in place or may be eligible for. If OhioKAN staff know a family is ineligible for a certain program based on the service episode type, they can mark it as not eligible and skip that question as they move down the list. For example, staff will not need to ask a kinship family if they participate in an adoption subsidy program only open to adoptive families. Similarly, if the family does not have a child under the age of five living in the home there is no need to ask the family about WIC. If staff are unclear whether the family is eligible for a program or not, err on the side of asking the question and documenting the caregiver's response.

After completing the BASICS, confirm the caregiver's preferred method for receiving referral information and describe additional support available with Collaborate services.

After completing the BASICS

- Ask if they would like the referrals via email or mail.
- Ask if they would like additional support accessing the referrals (such as, calling the referral agency together, help filling out an application, attending a meeting, or other support).
- If they would like additional support or resources to meet their needs, schedule a time to complete a Support Plan to identify specific supports and assistance needed, see the section 'additional support' for more information.
- If they are comfortable accessing the referrals independently, ask if there is a time within the next 30 days when they would like a follow up contact and whether they would like follow up via email, phone, or text message.
- Let them know your direct contact information will be listed on the packet and encourage them to reach out if they encounter any challenges with the referrals.
- Let them know they may be contacted by OhioKAN's evaluator.
- Send the referral binder and overview sheet of all available OhioKAN services.

Additional Support

Once you identify the family's needs in the BASICS assessment and have identified how they would like to receive their referral binder, ask the parent or caregiver if they would like additional support. Navigators may offer any of the following additional support to families:

- **Warm hand-off referrals**
 - You can offer to call an agency with a family on the phone, or call an agency on a family's behalf to make the initial introduction
- **Assistance with an application**
 - You can offer to assist a family with an application for a social service benefit (SNAP, childcare, SSI, etc.) virtually or in person if there are barriers to completing the application virtually
- **Flexible Funds and Hard Goods**
 - If a family needs hard goods like clothing, beds, car seats, etc., for their kinship or adoptive children, you can offer to directly link families to organizations and agencies for short-term assistance in obtaining these items, and follow up support
 - If you have exhausted all community-based options for a family to meet a need for funds or hard goods, you can apply for flexible funds and hard goods through OhioKAN

- See the Flexible Funds section below.
- **Benefits coordination**
 - If the family has questions about eligibility, a benefits appeal process, or would like support with an application, or other benefits challenges that require more specialized expertise, you can offer to connect them with the OhioKAN Benefits Coordinator
 - See the benefits coordination section below.
- **In-person services**
 - In select situations, you can offer to join a family in a meeting with the child's school, social worker, etc. in the community to provide extra advocacy for the family
 - If there are barriers to providing virtual support, you may also offer to visit the family in their home to assist with applications, etc.
 - See the in-person services section below.
- **Collaboration with caseworker, state, or local agencies**
 - You can offer to coordinate with the family's case worker, if they have one, or reach out to local/state agency contacts to advocate alongside them

If the parent or caregiver would like additional support, ask if they have time to complete a Support Plan or would like to schedule a different time to complete it. Provide a brief overview of what to expect in creating the Support Plan so they can make an informed decision.