



## Designing & Implementing Effective Service Models for Families

In supportive housing solutions for families involved in multiple systems of care, service design and implementation are a critical component. Planning teams must map family needs to evidence based services and identify service partners. CSH's Practice Framework for service delivery can help communities work through step four of our Child Welfare and Supportive Housing Roadmap.

### Designing a Service Delivery Model

- **Consult CSH's Practice Framework** to aid in the development and delivery of case management services for families living in supportive housing.

### Examples from Communities

- Families Moving Forward (FMF) in San Francisco used the CSH Practice Framework to design their service model which identifies safe and stable housing as a key outcome for all families, uses Motivational Interviewing as a core intervention and follows the Strengthening Families Protective Factors Framework.
- FMF emphasizes the importance of the following considerations during the service design phase:
  - Create a vehicle for collaborative case planning with child welfare – FMF integrated housing questions into the child welfare agency's decision making tool and conduct Family Team Meetings;
  - Maintain engagement with families after housing is secure and child welfare case is closed, which can be challenging.
  - Continually work to reconcile the housing first philosophy with child safety and/or behavioral health issues.
- Family Connections' HomeSafe program - based on CSH's Keeping Families Together model – creates a Wellness Action Plan for all families and uses a clinical team case management model and parent advocates to support and coach families. Evidence based practices and assessments used by HomeSafe include:
  - Attachment, Self Regulation, and Competency (ARC);
  - A trauma informed, strengths based framework;
  - BASIS 24 to assess behavioral health among parents; and
  - Child Behavioral Checklist (CBC) to assess child functioning.

## Reference Documents

### CSH Resources

- [CSH One Roof Family Supportive Housing Initiative](#)
- [8 Steps Roadmap to Supportive Housing & Child Welfare Partnerships](#)
- [CSH Family Resources](#)
- [Ensuring Family Voice While Navigating Multiple Systems: The Family Team Meeting Strategy in Supportive Housing](#)
- [Welcome Home: Design and Practice Guidance for Supportive Housing for Families with Children](#)
- [Interagency Collaboration: Moving the Needle on Supportive Housing & Child Welfare](#)
- [A Practice Framework for Delivering Services to Families in Supportive Housing](#)

### Additional Resources

- [USICH Case Studies Demonstrating the Effectiveness of Supportive Housing for Families in the Child Welfare System](#)
- [Motivational Interviewing](#)
- [Using Café Conversations to Build Protective Factors and Parent Leadership](#)

**For more info, contact us!**

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*This document is a product of CSH's Solutions for Vulnerable Families Learning Community and contains strategies that were shared by Learning Community members including, child welfare professionals, housing specialists, supportive housing providers and clinicians.*