

**At The Family Resource Center, we celebrate all families.  
We empower and support all families that are in need of our help.**

## **Community Based Voluntary Services (CB-VS)**

### **What does the CBVS Program do?**

The CBVS program was created to intervene before the state or DCYF has to take serious measures. Our goal is to help you and your family when you need help the most so DCYF does not have to. This is a preventive program, which means we try to prevent the most drastic measures from being taken by the state.

We want to avoid situations, not wait for things to get worse.

### **What do you do that the State can't?**

We are NOT DCYF! We want families to understand that we do not work for the state and we have your best interest at heart. If we know the extent of a situation a family is in, we can give them the best help possible. We have open communication with DCYF so we are able to learn as much as we can about the family.

### **What is Solution-Based Casework?**

Each family is different. And different families come with different obstacles.

We tackle those obstacles in a unique way based on what works best for the family. By practicing Solution-Based Casework, we are able to support each family with resources and solutions that fit their needs.

Truly a case-by-case basis!

### **How do you get into this program?**

CBVS is a program that is referred to families or parents from the state. DCYF deals with a lot and doesn't always have the capabilities to help individual families. That's where we come in.



## What Does The Process Look Like?

Each family is different. And different families come with different obstacles. We tackle those obstacles in a unique way based on what works best for the family. We are able to support each family with resources and solutions that fit their needs. Truly a case-by-case basis!



### Step 1.

**DCYF does not have to open a case on a family and will refer them to FRC to make sure they won't have to open a case in the future.**

### Step 2.

**We (FRC) steps in and have our own Family Engagement Specialist meets with the family and learns from them directly the depth of each obstacle the families are going through and how they best want to be supported. (Please note, this happens quick - ideally as soon as we get the referral - but absolutely within 72 hours of the referral we will have**

### Step 3.

**We assign a family support specialist to the family that is going to be with them every step of the way. They are also not DCYF, they are trained professionals from FRC. The family support specialist will help to stabilize the family first and foremost. This can be anything from helping with transportation, mental health, childcare, healthcare, etc.**

### Step 4.

**For the next few months, the family support specialist will be with the family every step of the way. They will work with the family to create an action plan and within the action plan there will be long term goals. Those goals will be met with support and resources we have at FRC. This includes making sure the family has the support to continue growing on**

### Step 5.

**Successful completion of the program is our first goal but having a great platform for continual growth is our main goal. When a family has done the work needed to graduate from CBVS, their FRC worker will work closely with the family to identify the ongoing support programs needed so their family can remain safe, stable and thrive.**

## After completion of the program, are families back on their own?

No! The last thing we want is for a family to end up where they started. When the 6 months are up, we still have resources that can be utilized by the families. Our goal is to get a family back on their feet and stay on their feet. We do that by either recommending another program we

provide or recommend something outside our facilities. We will not leave a family to fend for themselves. (Of course, these services are voluntary, so a family can opt out of them at any point, however we believe it takes a village so if a family wants the support, it's there!)