Oklahoma Family Resource Centers Service Model

The Potts Family Foundation (PFF) seeks community-based organizations that can achieve the following goals through the implementation of referral and systems navigation support and family management support strategies. PFF FRCs will be part of the Oklahoma Family Resource Centers (OFRCs) and use its service model so communities and families will have access to resources they deem important. Each FRC will look different, based on the community and family feedback and the community's strengths and goals. Regardless of what each FRC looks like, each will all strive to be a safe, accessible place where families can go to utilize and access resources such as accessing a computer, access on-site resources and services, access concrete supports for basic needs, and attend classes, trainings, and parent/child interaction events, among other needed resources.

Referrals and Systems Navigation Support – Training and support to help families learn how to access services and navigate systems on their own. The purpose of Systems Navigation Supports is for families to navigate systems independently.

1. Through this strategy, organizations will help families by making them aware of and helping them connect to resources both within and outside of the FRC.
2. This strategy will also help families to navigate referral sources and systems independently. These systems include but are not limited to community, county, and state education, employment, federal and state social services, health, immigration, law enforcement, and emergency response systems.
3. The systems that the Service Provider focuses on for this strategy should be identified and prioritized by the communities served. This support should include at a minimum:
   a. Individualized referrals with a follow-up
   b. Information about the rights and responsibilities of families within systems
   c. The purpose of systems and what function they serve for families
   d. When and how systems should be utilized

Family Management Support – Training and support to help families build and maintain positive, healthy relationships within their family and their communities.
1. Examples of the type of needs that could be covered under this strategy include but are not limited to the following:
   a. Needs of kinship care providers
   b. Needs of families with children born from 2019 to May 2023, the years of the pandemic
   c. Parent-to-Parent relationships
   d. The challenge of parenting in a new country

e. How parents can address discrimination their children may encounter
f. Parent and child relationships
g. Parenting different developmental ages and stages of children
h. Parenting support for all parents and guardians, LGBTQ+ families, and families with disabilities
i. Family Communication
j. Parenting with a cultural lens/supporting children's learning about their family's culture and language.

Oklahoma Parent Advisory Committees

A Parent Advisory Committee (PAC) is a leadership group of program participants that provides input, guidance, and feedback to a program on a regular basis. An active Parent Advisory Committee can be a highly effective method of supporting meaningful parent engagement, developing parent leadership skills, and supporting a program's success. There are different models for including parents in an advisory capacity.

Implementation of PACs will ensure that Oklahoma parents and caregivers are acknowledged as experts in what is needed for their family and community and provided with supports to ensure their ability to contribute in a meaningful way.

Implementation will also ensure that organizational staff commit to providing information and other supportive resources including an accessible contact person for the parents and helping other staff to become and remain fully engaged with the parents.

Standards of Quality Implementation
Implementation of Parent Advisory Committees will ensure that grantees meet the following High-Quality Indicators of the nationally adopted [Standards of Quality for Family Strengthening & Support](#):
1. **Family Centeredness**: Program's design supports partnering with families to have an active role in the development and implementation of the Program.
2. **Community Strengthening**: Program implements a formal structure to partner with families to develop their leadership skillsand facilitate opportunities for using those skills in the community.

Parent Advisory Committee Resources
1. [Circle of Support](#)
2. [National Family Support Network's Standards of Quality](#)
3. [Oklahoma Parent Advisory Committees Learning Community](#)
4. [Oklahoma PAC Overview](#)
5. [Sample Timeline](#)
6. [The Dual Capacity-Building Framework for Family-Organization Partnerships](#)
7. [The Head Start Parent, Family, and Community Engagement (PFCE) Framework – Family Partnerships](#)

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ADMINISTRATIVE
POLICIES AND PROCEDURES

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OKLAHOMA
State Department
of Health

NUMBER:	1-17
TITLE:	Reporting Child Abuse and Neglect
RESPONSIBLE SERVICE:	Family Support and Prevention Service (FSPS)
APPROVED:	

Keith Reed
Commissioner of Health

I. Purpose

The purpose of this administrative procedure is to define the Oklahoma State Department of Health's (OSDH) procedure for reporting child abuse and/or neglect.

II. Reporting Child Abuse and Neglect

Any employee having reason to believe that a child under 18 years of age is a victim of abuse and/or neglect must report the matter promptly to the Oklahoma Human Services (OKDHS) Statewide Abuse and Neglect Hotline at 1-800-522-3511.[1]

Additionally, any health care professional examining, attending, or treating a victim – that is under 18 years of age or an incapacitated adult - of what appears to be or is reported by the victim to be rape, rape by instrumentation or forcible sodomy or any form of sexual assault is required to report such incident to the nearest law enforcement.[2]

III. Procedural Steps

When there is a reason to believe that a child under the age of 18 years old is a victim of abuse, neglect, or has been sexually assaulted, the following actions must be taken:

1.   Contact the OKDHS Hotline within 24 hours from the time it is believed the child may be a victim of abuse and/or neglect or sooner depending on the severity of the abuse or neglect and the age or vulnerability of the child.
2.   In addition to contacting OKDHS, promptly call local law enforcement if it appears or is reported that any form of sexual assault occurred or if is believed the child is in imminent harm.
3.   Following the verbal report to the OKDHS reporting Hotline, immediately complete the ODH 333F link or use the QR Code to access the link by a smart phone:
⇒   https://osdhcfhs.az1.qualtrics.com/jfe/form/SV_es8oiH7CAFglrLM
⇒

4.   Provide contact information in order to receive the ONE-WEEK follow-up reminder. The reporter will complete this section upon email prompt. This section MUST be completed.

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[1]10A O.S. 1-2-101 - Duty to Report Abuse or Neglect of Child Under 18
[2] 22 O.S. § 40.3A - Report Certain Sexual Crimes Against Minors

5. Complete a Progress Note stating "ODH 333F Completed."
6. Indicate if the child is a current client, is not a current client, or the name of the child is unknown.
7. If the child is not a client of the Health Department, a chart must be established, please consult with the Records Consultant for your district.
8. If the report is being made on more than one child in the same situation, a separate 333F must be completed.

IV. Definitions

1. Relevant Definitions for Abuse and Neglect

See 10A O.S. § 1-1-105 for the definitions of Abuse, Harm Or Threatened Harm To The Health Of A Safety Of A Child, Sexual Abuse, Sexual Exploitation, Neglect, Abandonment, and Drug Endangered Child.

2. Relevant Definitions for Sexual Crimes
Sexual Assault – See 21 O.S. § 112
Rape – See 21 O.S. § 1111
Rape by Instrumentation - See 21 O.S. § 1111.1
Forcible Sodomy – See 21 O.S. § 888.

V. Scheduled Review

Family Support and Prevention Service is responsible for the review of this policy and procedure at least every twenty-four months or if there is a change in state law, administrative rule, or other regulation.

VI. Associated Form – ODFH 333F link and QR Code referenced in III(3) of this Policy and Procedure.

VII. Policy and Procedure History

Origination Date	Review Date	Revision Date	
April 1999	June 2001 October 2023	August 2001 October 2011 October 2013 August 2016 February 2021 November 2021 March 2022 October 2023	January 2024

RESOURCES

General
Casey Family Program's Community Opportunity Map
Child Welfare Information Gateway: Community Assessment
Community Needs Assessment (CDC (Centers for Disease Control))
Community Tool Box Assessing Community Needs and Resources
Health Equity Assessment

Potts Family Foundation Initiatives
Self-Healing Communities
Early Relational Health Corp
NEAR Science – Beyond ACEs (Adverse Childhood Experiences)
Resilience Documentary
Nurture Connection
Mobility Mentoring – EMPath

Community Collaborations and Partnerships
Building Partnerships – How the Needs Assessment can Help
Prevention Collaboration in Action: Engaging the Right Partner
Tools for Planning Community Partnerships

Community Representation and Inclusion
Advancing Equity and Support for Underserved Communities
Centering Data Equity Throughout Data Integration

Family Resource Centers
Child Welfare Information Gateway: Family Resource Centers
Family Resource Centers
Key Components of a FRC Literature Review
What is a Family Resource Center?

Standards of Quality for Family Strengthening and Support
Advancing the Family Support and Strengthening Field Project
Implementing the Standards
National Family Support Network's Standards (updated May 2021)

Strengthening Families Protective Factors
Core Meanings of the Strengthening Families Protective Factors
Strengthening Families Protective Factors Framework
Using the Protective and Promotive Factors to Support Youth Well-Being