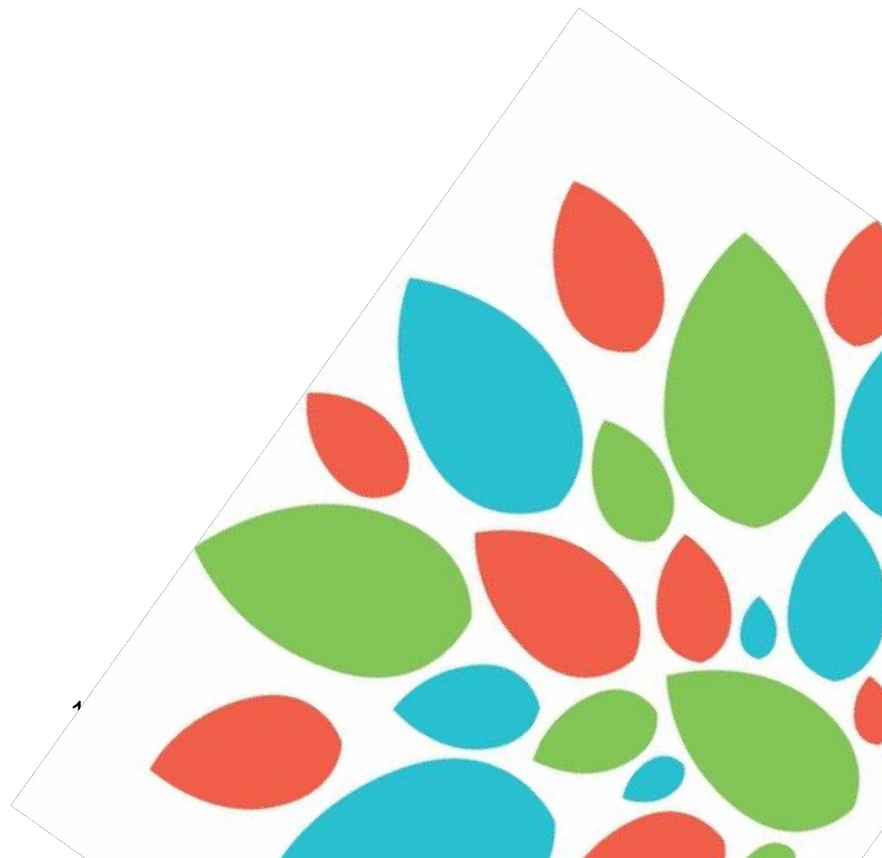




Educate. Empower. Enrich.

Supervised Parenting Manual



Supervised Parenting Services

Child Protection cases require the referring Child Protection Social Worker to submit a referral for services. Fax the referral to 612-617-0193 or contact a CP Supervised Coordinator at 612-877-7848. The rates are based on county contract agreement rates and are billed in units of 15 minutes.

Family Court Cases require each parent to schedule a separate intake. The registration fee is \$50 per parent. Intakes are completed at 3036 University Ave S.E. Minneapolis, MN 55414

To schedule an intake please contact a Supervised Visitation Coordinator @ 612-877-7832

The intake information is kept on file for 3 months. After 3 months if the family file is not completed, the file will be closed. If a client wants to re-open a file within 6 months of the file closing, there will be a \$30 re-instatement fee. If there is a request that is more than 6 months from the closure date of the file, a registration fee of \$50.00 is required

Court Officials interested in having parties use FamilyWise Service should have the court order state that the “parties are required to have visitation or exchange services and are required to use FamilyWise Services as well as follow the rules of that facility”.

Please do not have the court order state times of visitation or locations; we will work through these details with the families.

Please also have the court order indicate whether co-pays and/or administrative fees will be split or will be the responsibility of one party. Then, if applicable, send a referral form for each family to our main office address. FamilyWise Services reserves the right to reject or cancel referred parties.

High Supervised Parenting: One-to-One with a Parent Supervisor

This service is offered to families that want to ensure their parenting times are supervised in a 1:1 environment. These customized sessions are ideal for families whose referral or court order indicates the need for additional support in the area of parenting skills. This service would be used if the number of people in the session is 5 or greater. Observation notes and parent support and redirection are provided.

Medium Supervised Parenting: Group Supervised Parenting Time with one Parent Supervisor

This service provides children and their parent an opportunity to be together under the supervision of staff in a group environment of no more than two families per visit monitor. Observation notes and parent support and redirection are provided. (up to 4 persons including children)

Low Supervised Parenting: Transitional & Intermittent support from a Parenting Supervisor

This service allows children and their parent an opportunity to visit independent of staff constant supervision. Arrival and departure times are supervised and documented. The visitation is not directly supervised; however, documentation, observation, and support is provided every 15 minutes. (3 people including children)

Safe Exchange, \$28.00 / Exchange

Our Center provides supervised exchange services for parents to exchange children without any face-to-face contact. The co-pay covers both the pick-up and the return of the children.

Telecom Monitoring

This service provides children and their parent an opportunity to visit via phone, Skype, mail or other media under the supervision of staff. Observation notes are recorded during each communication. Please contact for pricing.

Therapeutic Supervised Parenting: \$300.00 for a two-hour visit/sliding fee scale may be available

This service assists parents and children in re-establishing, or forming, a healthy and safe relationship. A court order could indicate when it is in the best interest of child(ren), or families can also choose this service instead of traditional supervised visitation with the agreement of both parents. Please contact us at our University location for more information.

Supervised Visitation Training and Support: These services are designed so that an identified familiar 3rd party can be trained through FamilyWise to provide supervised parenting time for a specific family or friend. Initial \$75.00 intake fee family. Training \$300.00 that includes the first supported parenting time. \$10.00 per month provides access to a reflective group supervision and phone support. Please contact a FamilyWise Coordinator@ 612-877-7810 for details.

Community Based Supervision: Designed for families with minimal safety concerns. The children are picked up at a convenient location determined by the custodial party and transported to a community location to meet their parent. At the end of the parenting time, the child is transported back to a designated location to connect with the custodial parent. This is an hourly based service at \$67.00 per hour with a mileage reimbursement of 0.545 per mile.

Though not advertised FamilyWise has the ability to complete a breathalyzer scan for parents. The cost will add \$5.00 to the price of the parenting time or exchange.

Supervised Parenting Locations & Hours

Service Locations	Level of Services	Times and Availability <i>*Subject to Change</i>
Southeast Minneapolis Main Office 3036 University Ave SE, Minneapolis, MN 55414 Phone contact during service hours: 612.877.7838	All Services Available	Monday-Friday 9:30a-7:30p Saturday & Sunday 9:30a-4:30p
Saint Paul 281 Maria Ave, Saint Paul, MN 55106 Phone contact during services hours: 612.802.9683	High, Medium, Low, Exchange	Monday-Thursday 3-8 p Friday 5:30-8 Saturday 9a-4:30p Sunday 9a-4:30p
The locations listed below do not accommodate guests		
Lakeville 16250 Ipava Ave, Lakeville, MN 55044 Phone contact during service hours: 651.269.6920	Low/Medium	Spring/Summer -- Friday 3:30-5:30p Fall/ Winter -- Friday 6:45-8:45p
Coon Rapids 10081 Dogwood St # 100, Coon Rapids, MN 55448 Phone contact during service hours: 651.269.6920	High, Medium, Low	Saturday 9a-2pm

What You Can Expect from FamilyWise Parent Monitors

- Documented parenting time observation notes, exchange forms, and other pertinent information will be legible and timely
- FamilyWise will schedule structured and consistent parenting time sessions.
- FamilyWise Parent Monitors will follow FamilyWise's Code of Ethics and the code of ethics which governs professional conduct, as monitored by various Minnesota boards
- FamilyWise Parent Monitors will respect racial, cultural, economic, political, religious, and sexual orientation differences.
- FamilyWise Parent Monitors will maintain a professional relationship with you and will refrain from a personal relationship that would interfere with good, professional judgment.
- All Parenting Monitors are mandated reporters and have a legal obligation to report any alleged and suspected abuse or neglect to the proper authorities
- FamilyWise will not be held responsible for accident or injury to children or parents, or lost or stolen property.

Service Center Expectations

An infraction of any of the expectations will be noted, maintained in case files and may result in termination of all future services. FamilyWise reserves the right to determine if a pattern of disregard for these rules has been established.

These rules can be changed or modified at the discretion of staff on duty at the centers, or by the Program Manager depending on the circumstances surrounding the situation. These rules apply to all parties using FamilyWise Services.

It is the expectation of both parents to comply with items 1 & 2 as written below. Violation of the expectations will be noted, maintained in case files and may result in termination of services. FamilyWise reserves the right to determine if a pattern of disregard for these rules has been established.

1. Each of the parties shall act to foster feelings of affection and respect between the child and the other party and neither will do anything which may estrange the child from the other party or impair the child's high regard for the other party
2. Neither party shall use the child as a means of communicating messages to the other party. The parties(as designated by court order or CPS) are solely responsible for communications with each other.

Initial _____ Initial _____

General Expectations

1. FamilyWise does not allow smoking anywhere in any of their buildings. Parents may smoke outside and Minnesota State Law requires that you be 50 feet from the door. Please dispose of your cigarette butts in the appropriate receptacles or you will be asked to not smoke on the premises. You are not allowed to smoke with or around your child/ren.
2. It is FamilyWise's policy that parenting time/exchange services continue to be evaluated and enhanced to best meet family needs. To help facilitate this, all parents (including children) may be asked to complete a semiannual survey regarding services provided by FamilyWise. Collective survey results are available upon request.
3. Willful withholding of information pertinent to parenting time by parents is grounds for immediate termination of services.
4. Parents file must have available at all times a current mailing address and at least one current phone number by which to reach you and leave messages. The Parenting Time Coordinator must be notified of any changes in this information immediately.
5. In case of cancellation or emergency, call the Supervised Parenting Office @ 612-877-7838 for the University and North locations and call 612-802-9683 for the Saint Paul location. For all other locations call 612-877-7838.
6. FamilyWise reserves the right to terminate a client's services at our centers if either parent has had 3 late arrivals, cancellations, or no-shows. 1 missed payment will result in a cancelled parenting time and 2 missed payments will result in your family's parenting time being removed from the schedule.
7. Any cancellation with less than 24-hour notice is considered an unexcused cancellation. This action, if necessary, will be determined by the Client Services department and reported to the courts. Consideration will be given to the parent's reasons for cancellations and the current status of visits.
8. FamilyWise has the right to terminate services if the non-violence policy is not followed by any family member or guest
9. If there is severe weather on the day of your scheduled service, FamilyWise may close. We will attempt to contact you if the center you attend closes. You may also call the Supervised Visitation Office at 612-877-7838 for any center closure information. FamilyWise will also notify WCCO of closures and WCCO will stream this information along with school closure information.

Initial _____ Initial _____

Attendance

1. All parties, must adhere to prompt arrival and departure times on their assigned day, date and time.
2. If a family experiences three unauthorized absences the family will be removed from the schedule. If you are involved in a child protection matter FamilyWise will notify your social worker
3. The parent who has a parenting session must arrive 15 minutes prior to the scheduled visit. If the parent has not been checked in and seated in the center by the time of the scheduled visit, the visit will be cancelled.
4. The transporting party will not arrive earlier than the scheduled time of the visit.
5. Parties who are guests in a supervised visitation are required to arrive and depart with the visiting party and are subject to the same requirements as the visiting party.

Initial _____ Initial _____

Check In

1. Parents who are attending a parenting session must check in with a photo ID. Car keys will also need to be checked in and will be returned at the end of the session. All guests are subject to the same requirements as the parent. Parents must keep cell phones in the “off” position. Electronics are not allowed in any parenting sessions.
2. All parents will be screened with a metal detector for any real or potential weapons. Any weapons found results in cancellation of the parenting time and termination of services. Police will be notified for weapons removal.
3. FamilyWise Bans guns/weapons of any kind on the premises.
4. Parent Monitors will review all items brought into the center prior to the parenting session start time.
5. The transporting party will arrive no earlier than the scheduled visit time. This party is expected to sign in at the front desk and be seated with the children in the lobby area. This party is not expected to remain on site after the parenting time session has begun.
6. The Parenting Monitor will come to the lobby to check-in the child(ren). If the child(ren) is displaying visible signs of distress, i.e. crying, attempting to hide, verbalizing they do not want to enter, the Parenting Monitor will do their best to de-escalate the situation and will not force a child(ren) to enter the visitation room.
7. Parents may not visit at the center or pick up their children while under the influence of alcohol or drugs. If a visiting party arrives appearing to be under the influence of alcohol or other drugs, the visit will be cancelled. If a custodial party arrives appearing to be under the influence of alcohol or other drugs they will not be allowed to leave with the children. The parent will be asked to call another adult capable of safely transporting the children or the police will be called to make the decision as to whether the parent can drive safely.

Initial _____ Initial _____

Guests – may never attend the family’s first visit

1. At intake each party may list up to 3 identified individuals who have an existing relationship with the child and with whom the child may have a desire to see during the visit time. The list does not guarantee that the guests will be able to attend visits. The court order of who has sole legal and physical custody of the child may determine the outcome of guest approval. In addition, those cases in which child protective services is a party, the Child Protection Worker will have input into guest authorization.
2. Supervised Parenting Time is not a time to introduce new members to the family group.
3. FamilyWise reserves the right to limit the number of guests at each visit. The number of visitors in attendance depends on the number of scheduled participants. For example, a family with more than 4 participants may only be able invite 1 additional guest.
4. Guests are allowed to participate in every other visit and the visiting party must contact the Program Services Coordinator for parenting time services, one week in advance.

Initial _____ Initial _____

Supervised Parenting Sessions

1. Family members (including children) may not bring electronics into the parenting sessions.
2. Families are encouraged to engage in playtime
3. Visiting parties are not allowed to pass their telephone number, address, or any other personal information to their children.
4. Staff and volunteers will not pass items, notes, messages, bills, mail, child support payments etc. between parents using the High and Medium supervised parenting program. Medical information regarding the child(ren) is the only exception to this, with prior approval through the FamilyWise Coordinator/Manager. The following is a list of what will not be passed during low level visits or exchanges: child support requests or checks, mail, parental recommendations or advice, and any information including medical, scheduling etc. that is stated in a negative manner or with an obvious or implied message making parental demands of the other parent. If FamilyWise becomes aware that this type of information has been passed during a visit or exchange the visits may be suspended or terminated.
5. Visiting parties or guests may not discuss the other parent or their situation in a negative manner while at FamilyWise facilities. This includes during the waiting periods for visits and exchanges at the center. In addition, visiting parties will be interrupted if attempting to discuss the court case, future promises or any conversation that has the potential to question the child's loyalty.
6. No infliction of physical harm is allowed. If a parent or guest at any time hits a child, the parent's services will be jeopardized. If this occurs during a visitation, the visit will be terminated.
7. During parenting time, parent's may not leave the designated area without direction of staff.
8. Parents are responsible for the care and behavior of their children while at the center. Families are responsible for picking up the toys their children use during the time at the center and making sure that the area they used is clean.
9. FamilyWise was designed to model for children, respectful communication between people. Racist, sexist, and harsh language is not permitted. If at any time profanity towards staff or anyone else is used the services may be terminated.
10. FamilyWise does not authorize court orders to be served during scheduled visitation services. Anyone using this opportunity for subpoena service of clients risks immediate termination of all FamilyWise services.
11. Parent Monitors may not individually monitor visits or exchanges at any site other than those authorized and facilitated through FamilyWise's facilities.
12. A child that needs assistance in the bathroom will be accompanied by both the visiting party and supervising staff. Parents should refrain from having their toddler and above aged children change into other clothing without having a conversation with staff.

Initial _____ Initial _____

Departure

1. No one is allowed to remain in the vicinity of the center for any period of time. If a parent is receiving a ride, the driver must depart immediately after drop-off of the parent and must arrive 15 minutes after the parent's scheduled visit.
2. FamilyWise encourages the parent with whom the children reside to be the primary person to drop-off and pick-up the child(ren). In some circumstances another pre-approved person will be allowed to drop-off and pick-up the child(ren). In this situation, the person will need to show identification, and bring a note from the parent authorizing him/her to pick-up the child(ren). The party will need to call the office during the week to arrange this
3. The parent and guest must wait 15 minutes after the schedule visit in order to depart
4. The parent who picks up the children must arrive at the ending time of the visit.

5. A service conducted out of the family court system may be required to pay a \$1.00 per minute late fee for late arrivals and pick-up. The fee must be paid prior to the next supervised visit or exchange service.
6. Child(ren) who receive gifts during the parenting time must take them to their assigned home/foster home.

Initial _____ Initial _____

Gifts

1. Age-appropriate gifts for children are allowed at every other visit.
2. Gifts are allowed at non-consecutive visits. Any gifts given to a child must be sent home with the child(ren). Projects or activities completed while at the center may be returned to the visiting parent's home or if the child requests to take the project home, this will be at the discretion of the Parent Monitor.
3. Cards are not considered gifts as long as they do not contain money or items. All cards will be read and screened by staff for appropriate content.
4. All gifts will be screened ---This means that staff will check for any electronic devices that can be connected to WIFI- Xbox type gaming systems, tablets, netbooks, laptops, computers and phones.
5. Wrapped gifts will be opened and viewed upon check-in.
6. Parents are encouraged to bring special projects, models, and crafts to do with their children during supervised visitation. These will not be considered as gifts. Check in policy regarding activities and packages will apply.

Initial _____ Initial _____

Food

1. Parents and guests may bring food to their parenting time. Nutritionally balanced and age appropriate food is encouraged. Food items brought to the visit will be documented in the notes.
2. If the child(ren) has a food allergy, please provide FamilyWise with a doctor's note

Initial _____ Initial _____

Supervised Parenting Disclaimer:

FamilyWise does not discriminate on the basis of race, color, national origin, religion, sex, disability and age in the delivery of services.

Please be advised that we have no obligation to serve you or to continue serving you. Our commitment is to the safety, health and wellbeing of the children in our programs. To this end, we reserve the right to impose rules and limits on your parenting time with your child.

In the absence of a court order specifically ordering otherwise, we will not provide you with copies of any information regarding your case except redacted copies (any identifying information regarding parties other than yourself will be blacked out.) In addition, any requests for copies of records will be provided no sooner than 10 (ten) business days from the date of your request. Any requests for copies sooner than this are completely at our discretion. In the event you are discharged from our program, it is your responsibility to notify the court and to identify alternative supervised visitation services. We accept no liability or responsibility for you in this process.

Initial _____ Initial _____

Supervised Parenting Fee Agreement for Family Court- Families are encouraged to enroll in Auto-Payments

1. I understand that I will be put on a permanent schedule for visits/exchanges, and I will not be called each week to confirm these visitations.
2. I further understand that I am responsible for all fees associated with these scheduled services until I notify FamilyWise in writing that I am terminating all services.
3. If I am no longer going to use FamilyWise for services, it is up to me, not court services, to notify FamilyWise. If I do not notify FamilyWise, I will be billed for all services that occur before I am taken off the schedule. Payment for missed visits will not be refunded.
4. I understand that all services must be prepaid from FamilyWise for each service date. Credit Card Payments must be received no later than 5:00 pm on the Thursday prior to my next service. Cash or Check payments must be
5. I understand that I can prepay for more than one visit at a time.
6. The payment line phone number is 612-877-7851. The number is a confidential line and you may call that line at any time during the week to make a payment. Messages left on that voicemail system will be attended to throughout each day.
7. I understand that I will be subject to a \$38.00 fee for any returned checks.
8. I further understand that I am responsible for payment of the visit if I do not call to cancel within 24-hours.
9. A "Roll Over" payment will occur in emergency situations and at the discretion of the Program Manager. The schedule you have been assigned reserves a staff and a 2-hour block of time. If you no call/no show the money will be forfeited.
10. If your child arrives at the center every effort will be made to complete your parenting time. A child refusing to participate does not result in a, "roll-over" of payment or refund.
11. If the parent that has physical custody of the child and cancels the visit with less than 24 hours' notice, even though I am not responsible for payment/fees, I will be responsible for the payment of a visit that was cancelled without 24 hours' notice.

Initial _____ Initial _____

Court Appearance Fees

- I understand that if I request a FamilyWise member to appear in court, that a fee of \$100.00 per hour will apply with a minimum of 1.5 hours (including drive time to and from court) along with a mileage rate consistent with federal government rates, meals and other expenditures.
- If less than 10 business days' notice is given for a court requested appearance an additional \$200.00 fee is required.
- At least half of the minimum fee (\$50.00 dollars) plus the entire \$200.00-dollar fee for late requests must be
- paid at least twenty-four (24) hours before the scheduled appearance.
- Furthermore, I understand that if I cancel my request for FamilyWise staff/board/intern appearance with less than twenty-four (24) hours' notice, that I will not be refunded for any fees paid in advance.
- I also understand that the fee for observation notes and other documents brought to court is an additional charge of \$1.00 per page.

- Finally, I agree that there are no exceptions to the fee requirements laid out in this section and I understand that a Court granting me in forma pauperis status has no effect on the FamilyWise fee requirements.

Initial_____ **Initial** _____

Service Agreement

I have read the rules and policies and fees listed above. I understand them, and agree to abide by them during my use of the FamilyWise Center and Programs. I understand that if staff is aware of any violations of the above rules, my visitation services may be terminated.

X

X

Date:

Client Printed Name	Client Signature
---------------------	------------------

X

Date:

FamilyWise Representative Signature

FAMILYWISE DATA PRIVACY RIGHTS, RECORDS AND DISCLOSURE POLICY

We are strongly committed to safeguarding your privacy. The information that you provide is important to assist us in serving you effectively and to provide us with the information we need to evaluate our services. Though you are not legally required, the more information you provide, the better we can serve your specific needs. Lacking certain information may prevent us from providing a service. Know that your service provider may consult with other FamilyWise team members to best serve your needs.

Personal information will not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual, or as required by law.

□ **Definition-** Personal information is defined as information that is recorded in any form, both fact and opinion, and that can be used to distinguish, identify, or contact a specific individual. It does not include certain publicly available information such as names, addresses, and telephone numbers as published in telephone directories.

Our records contain client, statistical, and billing information that is securely protected. The purpose for collecting the data will be limited to those related to our services, and those purposes which a reasonable person would consider appropriate under the circumstances. Program records are destroyed after six years of inactivity, or the length determined by law and statute. We may contact some clients after they have completed services to help us evaluate our programs. If you are contacted for this follow-up, we appreciate your voluntary participation. All information you provide is confidential.

Please note: FamilyWise cannot guarantee the confidentiality of texts or emails you choose to send to us/your service provider (ex: a parent or friend or other person may see what is in your phone).

Release of Information (ROI):

You may sign a release of information form that allows us to share information with those individuals or programs specified.

If you require the use of an interpreter, advocate, or any other representative in order to receive services, we will ask you to sign a release of information specific to this individual.

Disclosure without Release:

In certain situations, we may share your records with staff or organizations outside FamilyWise. Some of the exceptions to confidentiality and privacy under the law, which can require the service provider to release information, include but are not limited to:

- When a provider has knowledge of, or reasonable cause to believe that a child is being neglected or emotionally, physically or sexually abused.
- If your records are requested as part of a criminal or civil investigation including suspected child abuse or neglect.
- When there is threatened or suspected harm to self or specific others.
- A Pregnant client reporting prenatal exposure to certain drugs or alcohol abuse.
- Records and providers can be subject to subpoena to courts of law.
- If you are required to participate in our services by a judicial, administrative or other government body, we can release information regarding your progress to authorized representatives from that agency. Observation notes are sent to judicial, administrative and other government employees related to your case.

Access to Records:

Without a subpoena/court order, custodial and non-custodial parent(s) are only entitled to information about themselves and not any other adult party. Any identifiable information regarding any other parties other than you will be redacted.

When a child is enrolled in a program, only the legal guardian or custodial parent may be provided information on that child's participation in the program when requested, unless it is prohibited by legal order.

You may request copies of any portion of your record without a subpoena or court order. Unredacted records may only be provided by order of a court and/or a subpoena. However, in the absence of a subpoena or court record, any individually identifiable data regarding anyone other than you will be redacted.

In order to make a request for copies of your record and/or to inspect/view your record:

- The request must be in writing and be specific in terms of which record and portions of the record you are requesting.
- Requests for copies and/or to inspect records, will be responded to within ten (10) business days that the written request was submitted. If you require your copies or access sooner than this, we reserve the right to deny your expedited request.
- Requests that are not given with ten (10) business days' notice will be subject to an expediting fee of \$50.

Costs for Accessing Data:

- \$1.00 per page for un-redacted records.
- Redacted copies of additional information such as exchange notes, cancellation notes or correspondence can be obtained for \$2.00 per page
- Redacted copies of observation notes can be obtained for \$35.00 per visit session
- Redacted or unreacted copies can be obtained for an additional charge of \$50 if the copies are required in less than ten (10) business days.

Requests for copies and/or to inspect records, will be responded to within ten (10) business days that the written request was submitted. If you require your copies or access sooner than this, we reserve the right to deny your expedited request. FamilyWise reserves the right to deny a request for copies and/or viewing of the record if we have reason to believe that this information is being used in a manner intended to harm, abuse or manipulate children or another party.

Record Modification:

Upon receiving copies of your record and/or viewing, you may disagree with some of the statements, observations, conclusions or other parts of your record. However, because we must maintain a position of impartiality, we will not modify or amend records based upon a client's objections unless required to do so by other laws, including HIPAA, if applicable.

Policy Safeguards:

We take protecting the safety and confidentiality of our clients extremely seriously and for this reason, we employ multiple measures to safeguard the confidentiality of our client records. Our safeguarding will protect personal information against loss or theft, as well as unauthorized access, disclosure, copying, use or modification, regardless of the format in which the information is held. These safeguards include training staff, interns and volunteers on the importance of client confidentiality and our data privacy policy. Our methods of

protection also will include physical measures (for example, locked filing cabinets and restricted access to offices), organizational measures (for example limiting access on a “need-to-know” basis), and technological measures (for example, the use of passwords and encryption).

FamilyWise reserves the right to make changes to its data privacy policy as we determine necessary, and/or as required by law.

CLIENT ACKNOWLEDGEMENT: RECEIPT OF NOTICE OF DATA PRIVACY PRACTICES

I have read and understand the above statement about confidentiality and Data Privacy information, and I consent to services at FamilyWise. I acknowledge that I have been made aware of FamilyWise’s Privacy Notice. I have had an opportunity to ask questions about the material and how it applies to my situation. I understand I can keep a copy of this Policy to retain for my own records. Your signature below indicates you understand and agree

Printed Name:

Date:

Signature:

Date:

I. Grievance Policy

If you are not satisfied with the services you receive from FamilyWise Services, you have the right to file a complaint. After a complaint has been filed and during FamilyWise's review period, you are still able to receive services.

A. Steps in Filing a Grievance

1. Talk with the staff working with you to create a plan for handling your concern.
612-617-0191
2. If you are not satisfied with the discussion or agreement you had with the staff person, you have five days to contact the Program Director by phone at 612-617-0191 by fax at 612-617-0193 or in writing. In turn, the Program Director has five days to respond to your concern. 3036 University Ave SE, Minneapolis, MN 55414
3. If the issue still has not been resolved to your satisfaction, you have five days to contact the Executive Director using the telephone number or address above. In turn, the Executive Director has five days to respond to your concern.
4. If the issue still has not been resolved to your satisfaction, you have five days to file a complaint in writing with the FamilyWise Board of Directors using the telephone number or address above. Again, the Board of Directors has five days to respond to your concern.
5. If the issue still has not been resolved to your satisfaction, you may contact the office of the State of Minnesota Ombudsman's Office at:
Office of the Ombudspersons for Families
1450 Energy Park Drive, Suite 106
Saint Paul, MN 55108
Phone: (651) 603-0058
Toll Free: (888) 234-4939
<http://www.ombudsfamilies.state.mn.us/>

II. Filing a Civil Rights Complaint

OCR investigates complaints from individuals or groups who believe that they have experienced discrimination from an agency that receives funding from the Justice Department. These include the Office of Justice Programs and its components as well as the Office of Community Oriented Policing Services and the Office on Violence Against Women. OCR can also investigate agencies that receive Justice Department funding from state and local government agencies.

Federal laws prohibit discrimination on the basis of race, color, national origin, religion, sex, age or disability.

If you believe that you have experienced discrimination, you are encouraged to file a civil rights complaint as soon as possible. In more circumstances, you have only one year from the date of the incident to do so. Complete the Complaint Verification Form and the Identity Release Statement and submit to:

Office for Civil Rights
Office of Justice Programs
U.S. Department of Justice
810 Seventh Street NW
Washington, DC 20531

If you believe to be someone of LEP; please notify the Program Manager

Glorina Fruetel @ 612-877-7846 or gfruetel@familywiseservices.org to receive this information in another language.

CLIENT ACKNOWLEDGEMENT: RECEIPT OF NOTICE OF THE GRIEVANCE POLICY

I have read and understand the above information as it relates to filing a grievance and I consent to services at FamilyWise. I acknowledge that I have been made aware of FamilyWise’s Grievance Policy. I have had an opportunity to ask questions about the material and how it applies to my situation. I understand I can keep a copy of this Policy to retain for my own records. Your signature below indicates you understand and agree

Printed Name:

Date:

Signature:

Date:

FamilyWise Non-Violence Policy

Violence = any controlling, hurtful act, word or gesture that injures another's body or emotions.

We must ensure that FamilyWise is a safe and respectful place for clients to make the necessary changes in their lives to reach their goals. Aggressive, offensive and abusive actions are not tolerated towards other clients, children or staff members. FamilyWise has a zero tolerance policy when it comes to violence. Staff will immediately address violence, and the threat of violence. FamilyWise bans guns or other dangerous weapons in its premises and these weapons will be confiscated should they be found on FamilyWise property. Illegal activity on site will also be immediately confronted and reported. ***Any of the behaviors listed below may result in discharge from the program.***

Examples of aggressive, offensive and abusive actions:

- Using profanity
- Grabbing another person
- Putting your hands in someone's face
- Refusing to stop talking when asked
- Saying negative things about another person; including name-calling, using words like stupid, etc.
- Refusing to lower your voice
- Pushing
- Throwing objects

***These are SOME examples, NOT ALL examples.**

Consequences of violence or threat of violence:

1. Verbal warning
2. A contract with amends
3. Suspension or termination

Terrorist-Type threats can be grounds for immediate termination from FamilyWise Services.

I have read and understand the definition of violence, and the above policy on violence. I also understand the consequences that may follow if I become violent at FamilyWise.

Parent: _____

Date: _____

Child(ren): _____
(If Applicable)

Date: _____

Child(ren): _____
(If Applicable)

Date: _____

Child(ren): _____
(If Applicable)

Date: _____

Demographic Information

The information on this form is only used for statistics for our funders and to evaluate our services.

Your Racial Ethnic Background

African American/Black American Latino/Hispanic
 African Multi-Racial
 Asian/Pacific Islander Native American/American Indian
 Caucasian White Other (Please Specify) _____

Number of children in Household _____ Do you live in a female -headed household? yes No

Primary Language

American Sign Language Russian
 Amharic Somali
 English Spanish
 French Tagalog
 Hmong Tigrinya
 Khmer Vietnamese
 Laotian Other Language (please state) _____
 Oromo _____

Are you an immigrant/ refugee? Yes No

If yes, from where did you immigrate?

Africa Unknown Mexico Europe
 Asia Middle East Other (please specify) _____

Your Gender:

Your Age:

Your relationship with the other biological parent:

Female 18 or under 40-49 Married Divorced
 Male 19-29 50-59 Separated Unmarried
 Other 30-39 60-69

Do you identify as a person with a disability? Yes No Are you a veteran? Yes No

Residency: (please list only one)

How did you hear about FamilyWise?

_____ City Court order Attorney
_____ County Agency referral (i.e. GAL) Web Site
_____ Zip Code Child Protection Family/Friend
 Police Other (specify) _____

Number of People in Your Household (including all children who live there) _____

Income Less than \$10,000 _____ \$10,000-\$19,999 _____ \$20,000- \$29,999 _____
 \$30,000-\$39,999 _____ \$40,000 and above _____

What is your total household income? _____ (your personal information will not be released as it is compiled with others for statistic and funding purposes only)