

# PARENT CHILD DEVELOPMENT SERVICES

## WellSky Community Services Handbook

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Parents as Teachers®

Questions? Contact the WellSky Community Services Helpline at 503.970.4408 or

[servicepoint@multco.us](mailto:servicepoint@multco.us)

<http://web.multco.us/sun/servicepoint>

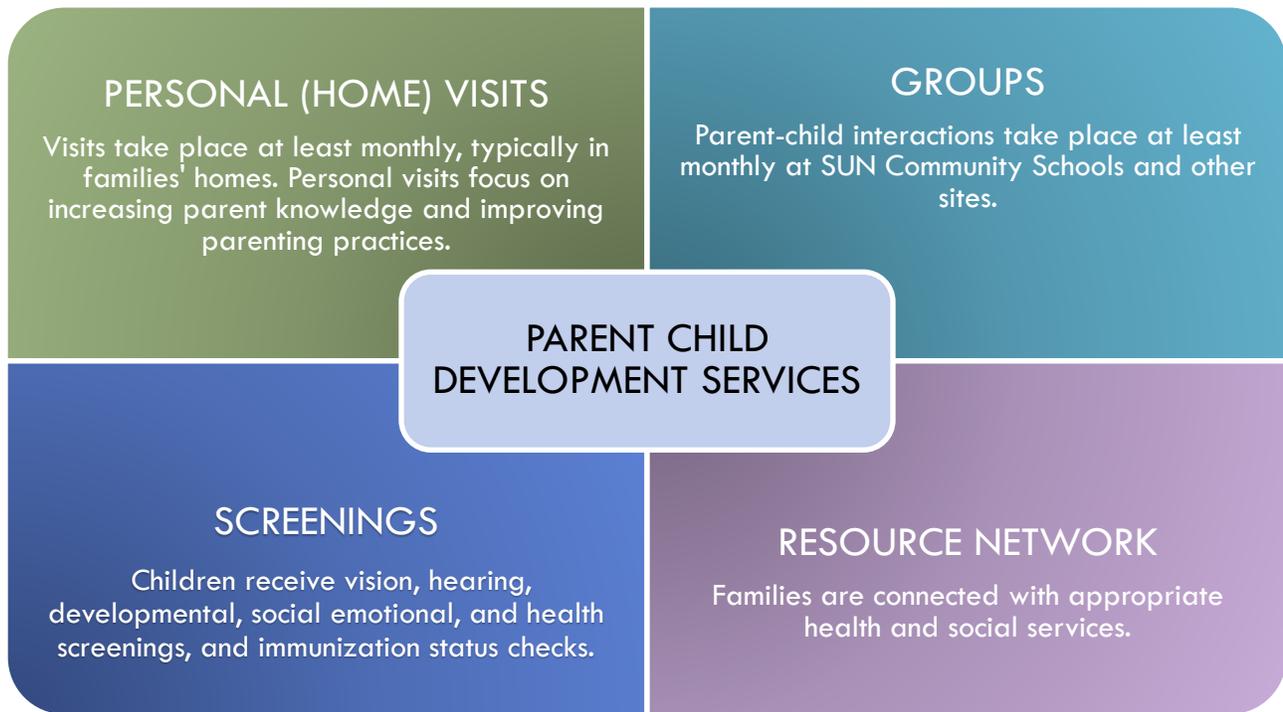
Revised 12.01.23

# PCDS WellSky Community Services Handbook - Revision History

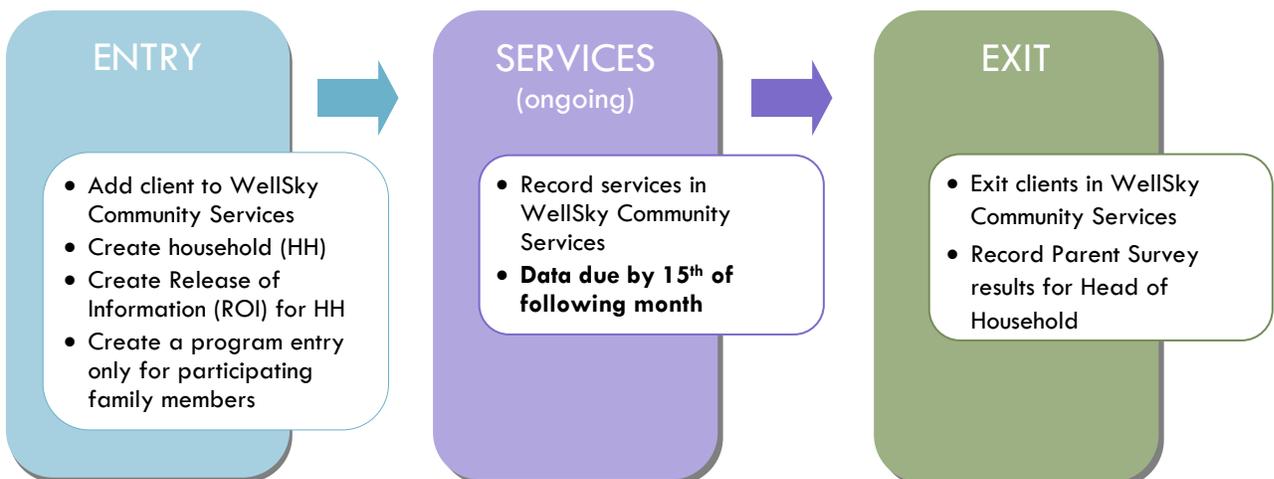
- **Revised March 2019:** PCDS ASQ Services need date needs to be the actual service date no longer adding them to the end of the month.
- **Revised May 2018:** PCDS has its own Entry/Exit Assessments, therefore I changed SECTION Titles
- **Revised October 2017:** Added new ROI Entry information
- **Revised March 2017:** Removed High Needs Characteristics from program entry.
- **Revised November 2016:** Expanded ROI instructions on pg. 2 to include adding *project* ROIs in addition to *agency* ROI, added note on pg. 6 about MECP assessments,
- **Revised October 2016:** Added ROI instructions to pg. 2
- **Revised May 2016:** Removed Health Insurance, Residence Prior, and Employment History from entry, added Relationship to Head of Household and Homelessness/Unstable Housing (Y/N)
- **Revised July 2015:** Added High Needs Characteristics to program entry, moved screenings from Entry/Exit workflow to service transaction workflow, updated service definitions, added reminder of Data Sharing ROI
- **Originally Published April 2014**
- **Revised March 2019:** PCDS ASQ Services need date needs to be the actual service date no longer adding them to the end of the month.
- **Revised September 2023:** Database name changed from Service Point to WellSky Community Services.

# PARENT CHILD DEVELOPMENT SERVICES PROGRAM MODEL

Parent Child Development Services (PCDS) provides supports for families of children (birth through Kindergarten entry) to promote positive parenting, healthy child development and school readiness. Developmentally and culturally appropriate services are delivered in the home, at community sites and at SUN Community Schools. This program uses the nationally recognized Parents as Teachers (PAT) curriculum. PCDS services include a range of activities designed to promote positive parenting practices, healthy child development and family well-being. Specific program components include:



## PCDS DATA MILESTONES



# ENTERING PCDS CLIENTS IN WellSky Community Services

- After clients sign a *Client Consent to Share* form for their household, add agency and PCDS level ROIs to each HH member’s Community Services profile. Instructions can be found at: <https://multco.us/servicepoint/manualsguides>
- Create a program entry in the profile of the participating parent (Head of Household). Click the check box next to the names of participating children to include them in the entry.
- Go into each client’s entry (adults and children) to enter data.

## 1. HOUSEHOLD **Every client needs 1 (and only 1) household**

Head of Household Only one Head of Household

Relationship to Head of HH If client is Head of Household, choose ‘Self’

HH Date Entered Same as Program Entry Date

## 2. ROI **Required for ALL Participants in the Household**

After clients sign a *Client Consent to Release of Information for Data Sharing in Multnomah County* form for their household, transact Parent and PCDS ROI to all household members.

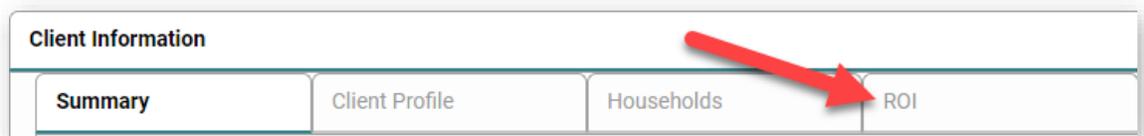
**Clients only need to sign one Client Consent form per agency.**

Only one Client Consent form needs to be signed per household, but it needs to be transacted in CS under multiple CS providers, including the Parent provider (also known as your Login Provider) AND all of the CS providers associated with the program they are participating in.

- Download Client Consent forms here: <https://multco.us/multnomah-county-servicepoint-helpline/early-childhood-and-youth-programs>
- View a Video on How to Transact an ROI here: <https://www.youtube.com/watch?v=A6YYacA-sd4>

In the client profile of the Head of Household, click on the “ROI” tab. Then, click on “Add Release of Information.”

Transact ROI under Head of Household



Check off all household members who were included on the *Client Consent to Release of Information for Data Sharing in Multnomah County* form.

Household Members

**Household Members**

To include Household members for this Release of Information, click the box beside each name. Only members from the SAME Household may be selected.

(562) Male Single Parent

(1183) Client\_Test

Click 'Search' to select your **PARENT provider** (also known as your Login provider) **AND** all of your **PCDS** providers

Provider

**Release of Information Data**

Clicking 'Save Release of Information' will create a distinct Release of Information for each selected provider.

Provider *	Search
<input checked="" type="checkbox"/> Multnomah County - SP (2206)	Search
<input checked="" type="checkbox"/> Hacienda CDC - SP (2774)	
<input checked="" type="checkbox"/> Hacienda Parent Child Development Services (PCDS) - SP (5526)	

Release Granted \* -Select-

Start Date \* 09 / 18 / 2023

End Date \* / / 📅 ↺

Documentation -Select-

Witness

Save Release of Information
Cancel

Release Granted

Choose Yes /No based on the Client Consent to Share form  
**\*Clients only need to sign one Consent to Share form per agency. If they respond 'Yes,' create a 'Yes' ROI for your agency and 'Yes' ROIs for any project they participate in at your agency.**

Start Date

Date the Consent to Data Sharing form was signed  
**\*If you're creating a new program entry for a client who has already been served by another project at your agency, check for the ROI they already have on file. If they already have a 'Yes' ROI, add a new 'Yes' ROI for PCDS and give it the same start date as their original ROI.**

End Date

7 years after ROI Start Date

Documentation

Select "Signed Consent" - **Verbal consent is not an option for this ROI**

Witness

Enter *Multco*

When successfully transacted, it should look like this under the ROI tab. You may choose to attach the signed Client Consent to Share form by clicking on the image of the binder clip (optional).

Completed ROI

Release of Information				
Provider	Permission	Start Date	End Date	
Hacienda CDC - SP	Yes	09/18/2023	09/18/2024	
Hacienda Parent Child Development Services (PCDS) - SP	Yes	09/18/2023	09/18/2024	
Multnomah County - SP	Yes	09/18/2023	09/18/2024	

Add Release of Information
Showing 1-3 of 3

### 3. ENTRY **Without a program entry, clients will not appear in reports**

Entry Provider May default to your Agency level - **\*Click Search and change to your PCDS Provider\***

Entry Type Always choose 'Basic'

Entry Date Date of program entry  
**\*Defaults to date of data entry - Remember to change\***

#### **Section I Complete for ALL Household Members**

SUN SS Contract Check with your supervisor to know which contract to choose

Date of Birth

Gender

If Other Gender, Specify (optional)

**Click 'Add' to enter clients' race/ethnicity. Add all that apply.**

Inclusive Identity



Primary Language Select Primary Language

Primary Language-Other Only required if Primary Language is 'Other' - **Do not enter a second language**

Highest Grade Completed Choose 'Not Applicable' if client is not yet school-aged

Zip Code of Last Permanent Address Zip code of current residence or last place of permanent residence if homeless

Household Size Total # in household - may be different from # of people who need an entry

Relationship to Head of Household Choose one Head of Household per family

If Yes, must click on the 'Add' button to specify the type

Disabling Condition



**Specify start date (same as entry date) and type**

Disability Type

<b>Section II</b>	<b>Complete for All Children</b>
Low Birth Weight	Complete for children only

## ENTERING PCDS SERVICE TRANSACTIONS IN WellSky Community Services

- Services can be summed by category and entered into WellSky Community Services on a monthly basis.
- Generally, **all services should be entered in the Head of Household's record except for screenings**, which should be entered in **each child's record individually**.
- Service hours should only include time spent directly with or on behalf of clients. Do **not** include solo travel or prep time for any service. If travelling *with* a client and discussing parenting practices, this **can** be recorded as *Single-Family Skill Building (Hours)*.
- Any time a *Groups Attended (Count)* is entered in a client's record, there should be a corresponding *Group Skill-Building (Hours)* entered with the same date.
- When a *Home Visit (Count)* is entered in a client's record it should be accompanied by corresponding services that happened during that visit, (i.e. 1 hour of *Single Family Skill-Building*).

### SERVICES

Service Provider	May default to your Agency level - <b>*Click Search and change to your PCDS Provider*</b>
Start Date	Last day of the month services are provided in - if entering monthly <b>*Defaults to date of data entry - Remember to change*</b>
End Date	Leave blank
Service Type	Leave blank - automatically fills when you select a provider-specific service
Provider Specific Service	Select service (see definitions below)
Service Staff	Select staff person providing services; contact the helpline to update the list if necessary
# of units	If Unit Type is Hours, round to nearest 15 minutes (.25 hours)
Unit Type	Hours, Counts or Contacts

## PCDS SERVICE DEFINITIONS

**Count: Groups Attended** - use to tally the number of multi-family groups attended by the family.

- Enter in Head of Household's record. Check the names of additional household members ONLY if they are included on the program entry.
- If the parent didn't participate in that service, enter in the oldest participating child's record.
- Record the **number** of groups attended in the month, not the length of time.

**Count: Home Visit** - use to count of the number of home visits conducted with a family that month.

- Enter only in Head of Household's record. Check the names of additional participating household members.
- Record the **number** of visits for the month, not the length of time.

**Hours: Case Management** - use to record time spent with the client or on behalf of the client, including but not limited to: family-centered assessments, domestic violence screens, depression screens, goal-setting, case consultation, and efforts to increase family well-being through resource networks, including advocacy and assistance with navigating systems.

- Enter in Head of Household's record. Check the names of additional household members ONLY if they are included on the program entry.

**Hours: Group Skill-Building** - use for all skill-building activities that involve **multiple families**, whether parents only, children only or a combination. Group Skill Building activities build parent-centered development, increase parent-child interactions, promote peer socialization and allow parents to learn from each other.

- Enter in Head of Household's record. Check the names of additional household members ONLY if they are included on the program entry.
- If the parent didn't participate in that service, enter in the oldest participating child's record.

**Hours: Single Family Skill-Building** - use for all skill-building activities that involve just **one family** whether it's parents only, children only or a combination of both parents and children from one family. Activities may increase parent educator's understanding of parent perspectives/behaviors, increase parent recognition of how child development relates to child behavior, increase parent knowledge of early childhood development, or improve parenting practices. **Also use to record time spent on child screenings if parent is gaining new skills or knowledge in the process.**

- Enter in the Head of Household's record. Check the names of additional participating household members ONLY if they are included on the program entry.
- If the parent didn't participate in that service, enter in the oldest participating child's record.

### EXAMPLE SCENARIO:

- May 1:** 90 min home visit: 30 min talking with parent about their troubles paying rent, 30 min researching job leads, and 30 min ASQ with child
- May 15:** 15 min phone conversation with landlord
- May 20:** Parent and child attended a 75 min group
- May 20:** Spent 30 min after group checking in with parent about rent assistance
- May 27:** 60 min home visit to follow-up on ASQ and discuss parent-child activities for developing fine motor skills

### SERVICE BREAKDOWN:

Date	HV	CM	GRP CT	GRP SKLS	SF SKLS	SCRNG
5/5/19	1	1			.5	1
5/15/19		0.25				
5/20/19		0.5	1	1.25		
5/27/19	1				1	
<b>TOTAL</b>	<b>2</b>	<b>1.75</b>	<b>1</b>	<b>1.25</b>	<b>1.5</b>	<b>1</b>

### RECORD IN WellSky CS AS:

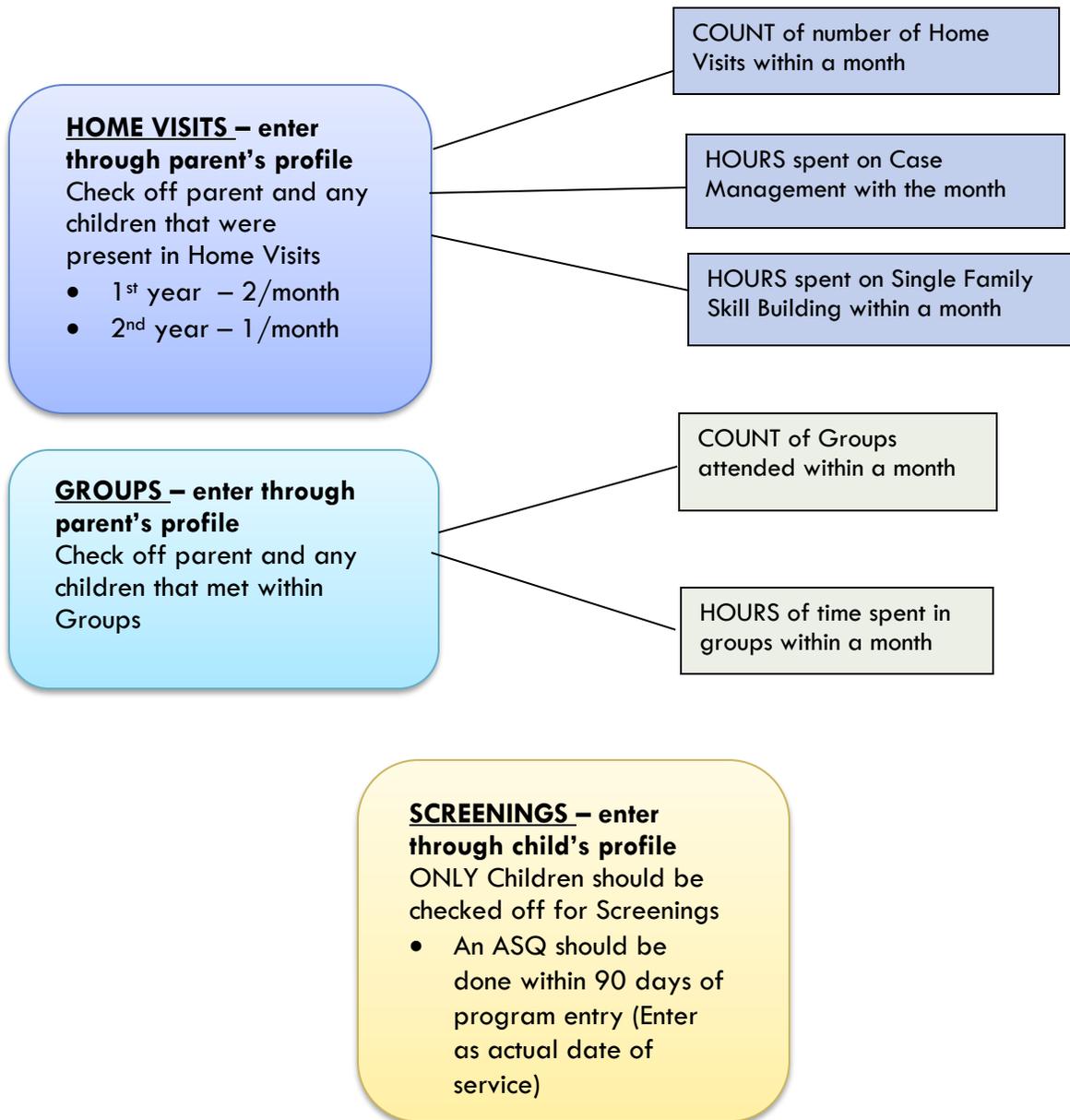
**Services in parent's profile (w/ Child's name checked):**

- May 31:** Home Visit (Count) - qty: 2  
**May 31:** Case Management (Hours) - qty: 1.75  
**May 31:** Groups Attended (Count) - qty: 1  
**May 31:** Group Skill-Building (hours) - qty: 1.25  
**May 31:** Single Family Skill-Building (hours) - qty: 1.5

**Service in Child's profile:**

- May 5:** Dev. Screening - Monitor & Re-test - qty: 1

# PCDS Service Transactions Flowchart



# CHILD SCREENINGS

(ENTER ALL SCREENING'S ON THE ACTUAL DATE OF SERVICE)

- All screenings should be entered in each child's record individually. Do **not** check off multiple children's names in one service transaction.
- ENTER ALL SCREENING ON THE ACTUAL DATE OF SERVICE
- For all screening types, record the **number** of screenings for that child in the month, not the length of time. This will typically be only 1.
- If a screening was started in one month, but completed in another, only record a quantity of 1 in the month that the screening was **completed**.
- For each screening type, there are 4 options to choose from in WellSky Community Services based on the *results* of the screening:
  - **No Concerns:** Use this option when the screening shows typical results and no referral is needed.
  - **Monitor & Re-test:** Use this option when results are inconclusive or borderline. Results may be concerning, but not at the point of requiring a referral.
  - **Referred/Already Referred:** Use this option when either (1) the screening yielded results below cutoffs and a child was referred for services or (2) the child has a known condition and is already receiving services.
  - **Referral Declined:** Use this option when the screening yielded results below cutoffs, but the parent has declined further services.
- If a referral was made, but it is later learned that parents aren't responsive to the referral or they are determined to not be eligible, go back and **change original service from "Referred/Already Referred" to "Referral Declined."**

## For Screenings Conducted by Outside Providers:

Only record screenings conducted by PCDS Parent Educators, with two exceptions:

- If a child enters PCDS already receiving Early Intervention and Early Childhood Special Education (EI/ECSE) services for an identified delay, Parent Educators are **not** required to conduct screenings in that particular area. (Children should continue to be screened in all other areas of development NOT being addressed through EI/ECSE services.)
- For reporting purposes, add a service type of "Screening: Developmental - Referred/Already Referred" or "Screening: Social/Emotional - Referred/Already Referred" to the child's record every 6 months.

## Screening Categories as they Appear in WellSky Community Services

Screening: Developmental - No Concerns  
Screening: Developmental - Monitor & Re-test  
Screening: Developmental - Referred/Already Referred  
Screening: Developmental - Referral Declined

} Typically the ASQ

Screening: Health - No Concerns  
Screening: Health - Monitor & Re-test  
Screening: Health - Referred/Already Referred  
Screening: Health - Referral Declined

Screening: Hearing - No Concerns  
Screening: Hearing - Monitor & Re-test  
Screening: Hearing - Referred/Already Referred  
Screening: Hearing - Referral Declined

} **NOTE:** A complete **Hearing Screening** consists of questions listed in the PAT Health Record AND results of an Otoacoustic Emissions screening for children up to 36 months of age. For children older than 36 months, questions in the PAT Health Record are sufficient.

Screening: Social/Emotional - No Concerns  
Screening: Social/Emotional - Monitor & Re-test  
Screening: Social/Emotional - Referred/Already Referred  
Screening: Social/Emotional - Referral Declined

} Typically the ASQ-SE

Screening: Vision - No Concerns  
Screening: Vision - Monitor & Re-test

} **NOTE:** A complete **Vision Screening** consists of questions listed in the PAT Health Record AND results of at least TWO functional assessments.

Screening: Vision - Referred/Already Referred  
Screening: Vision - Referral Declined

## EXITING PCDS CLIENTS FROM WellSky Community Services

- If one child exits and other family members continue in the program, go into the child's record and complete an exit for that child only. DO NOT delete that child from the household.
- If all household members exit at the same time, go into the Head of Household's record, create an exit, and check the box next each household member. Then go into each client's exit assessment to answer the appropriate exit questions.

### EXIT

Exit Date Set Exit Date as last date that services were received  
**\*Defaults to date of data entry - Remember to change\***

Reason for Leaving

Destination

#### Section I Complete for Head of Household ONLY

Client indicated program services were helpful (question 3 of CSQ)

Client indicated new skills were gained (question 11 of CSQ)

Client indicated staff was culturally sensitive (question 22 of CSQ)

Client indicated they had knowledgeable people to talk to when they had questions about their child/children (question 23 of CSQ or question 10 of PSRA)

#### Section II Complete for All Children

Child Immunization Status at Exit

Did a case manager refer this child to a head start or other preschool program?

Is child currently or about to be enrolled in Head Start or other preschool program?

Have you helped family connect with child's school? **(Only required if child is entering kindergarten at or around time of exit)**