



OUR APPROACH:

Heartland for Children is always excited to invite new providers into our referral network for behavioral health services. Certain expectations are required from our behavioral health service providers that are working with the families within our network.

1. TRAUMA FOCUSED PRACTICES

We believe that a wide array of effective, trauma focused practices serves the best interest of our families. We expect you to understand trauma, its impact to the human brain, and the manifestations of that trauma on the behaviors of children and adults. We build our approach to families based on brain science and we expect our providers to be philosophically aligned with us. In our view, Dr. Bruce Perry has framed it perfectly: "When the caregivers and parents are healthy and strong, their ability to be present, patient, positive, and nurturing is enhanced. When the parent's needs are not met, it is unrealistic to ask them to play a central role in the child's healing process."

2. TIMELINESS OF SERVICE

Timeliness of service is important. Families who enter our system of care are in crisis, and asking them to wait for extended periods of time to receive services is not in their best interest. We may occasionally ask you to provide us with your current lag time to intake and/or first service delivery, and we will expect you to know that and be able to provide it to us upon request. We also expect you to proactively inform us when excessive caseloads or other issues arise that are affecting your wait times.

3. EFFECTIVE COMMUNICATION

Effective communication is essential to Child Welfare Professionals. We expect you to provide regular, complete and professional reports to HFC or its authorized designees upon request and at regular intervals during the time you are serving a family. Your reporting is expected to be professional, high quality, and to contain the characteristics necessary so as to provide the Court with the information required for appropriate and informed decision making.

4. COURT PARTNERSHIP

You may be required to appear in court. On occasion, a behavioral health service provider working with families involved in the child welfare system may be required to appear in court to testify regarding the services you are delivering.

We look forward to building a relationship with you and welcome the opportunity to work in partnership to give hope and promote healing for families in the child welfare system.

For more information on how to become a service provider, contact:



www.heartlandforchildren.org

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