

SERVICE GUIDELINES

Teen Parents and their Children



**ORANGA
TAMARIKI**
Ministry for Children

CONTENTS

1 ABOUT THE GUIDELINES	3
Introduction	3
Purpose of the Guidelines	3
Using the Guidelines	3
Guideline reviews	3
2 WORKING TOGETHER	5
Relationship principles	5
Cultural responsiveness	5
Good practice approaches	5
Results-based accountability (RBA)	6
3 SERVICE OVERVIEW	8
Service Summary	8
Target group definition	8
Outcomes / results we expect to achieve	8
Services.....	8
Teen Parent Intensive Case Workers.....	8
Support for Teen Fathers.....	8
Volunteer Neighbourhood Support	9
Social sector accreditation standards.....	9
Background	9
Outcomes / results	10
Reporting measures.....	10
Guidance notes	11
Units of measure.....	11
Unit definitions	11
Providing reports.....	12
Family Services Directory	12
Reporting Concerns	12
4 SERVICE DELIVERY	14
Teen parent intensive case workers.....	14
Support for Teen Fathers	15
Volunteer neighbourhood support.....	16
5 APPENDIX ONE	17
Provider Feedback Form	17

1 ABOUT THE GUIDELINES

Introduction

These Guidelines (the Guidelines) are for the Provider that Oranga Tamariki—Ministry for Children (Purchasing Agency) contracts with to provide these services. The Guidelines form part of the Outcome Agreement.

Outcome Agreements with Providers for these services require that they are delivered in accordance with the Guidelines. The Guidelines are a living document and may be varied at the discretion of the Purchasing Agency. the Purchasing Agency will inform the Provider of any variation to be made to the Guidelines.

Purpose of the Guidelines

The Guidelines have been developed to assist Teen Parents and their children's stakeholders by providing:

- detailed information about service delivery and practice in a format that is easier to read than is possible to include in an Outcome Agreement
- a resource tool to help Providers deliver services consistently and in line with the programme goals
- a way for the Purchasing Agency to improve its responsiveness to feedback regarding changes to the service delivery component of the Outcome Agreement.

Using the Guidelines

The Guidelines should be seen as setting the minimum standard from which the Provider can develop a Service that reflects their organisation's philosophical base, incorporating local need and the culture within which the Provider works. The Provider should use the Guidelines to assist them to competently deliver the Service.

Guideline reviews

The Guidelines are reviewed on a regular basis. The review process ensures that the:

- Guidelines reflect the most current decisions of Government that affect the Service and the activities being funded

- reporting measures are up-to-date, relevant and collecting the most useful information on service delivery and effectiveness.

The Provider is invited to participate in the review of the Guidelines. Feedback on these can be sent at any time using the feedback form in Appendix 1. In addition, Providers will be contacted prior to the review and invited to engage on the reporting measures and usability of the document.

2 WORKING TOGETHER

Relationship principles

Both parties shall collaborate to ensure the Services are effective and accessible. In so doing they recognise that the Service is a joint endeavour, in which both parties have a shared goal to achieve positive benefits for the target group.

The following principles guide all our dealings under the Outcome Agreement. Both parties agree to:

- act honestly and in good faith
- communicate openly and in a timely manner
- work in a collaborative and constructive manner
- recognise each other's responsibilities
- encourage quality and innovation to achieve positive outcomes.

Both parties shall appoint contract managers who will be responsible for effectively managing the contract relationship between us, by providing assistance and support as required. Details of the contract managers nominated by both parties are set out in the Outcome Agreement.

Cultural responsiveness

Both parties recognise the needs of all people, including Māori, Pacific, ethnic communities and all other communities, to have Services provided in a way that is consistent with their social, economic, political, cultural and spiritual values.

Good practice approaches

Both parties support the development of good practice in the delivery of the service.

This includes:

- basing the service on current good practice approaches taking into account the local context and community, and the knowledge and skills relevant to the purpose and focus of this service
- being client focused – including:
- involving clients appropriately in decisions about the delivery of the support they receive

- recognising the importance of cultural responsiveness in service delivery
- designing services and physical facilities in a way that supports accessibility to services for clients
- using a collaborative approach across services and agencies where possible
- undertaking regular review, reflection and monitoring of the effectiveness of the service, including client, staff and external feedback, and changing and modifying practice in response
- ensuring that formal feedback processes are used for reporting purposes and that clients participating in them are aware of how the information they provide will be used
- undertaking relevant professional development and (where appropriate) supervision
- engaging with a 'community of practice' to share ideas, information and build professional practice knowledge.

Results-based accountability (RBA)

The Purchasing Agency has adopted a RBA approach to contract reporting and monitoring. This approach uses a simple framework to help the Purchasing Agency and Providers focus on achieving positive outcomes / results. This approach means the Purchasing Agency can work better with the Provider to ensure that programmes are effective and achieving the right outcomes for individuals, families and communities.

RBA identifies two types of accountability that are interconnected:

- **Population accountability:** which is focused on high-level outcomes for a particular population (e.g. a specific demographic or geographic community).
- **Performance accountability:** which is focused at the service delivery and client outcome level which contributes to population outcomes. Performance accountability has a dual emphasis on ensuring that agencies deliver the type and volume of services they are contracted to deliver and that these services are achieving the expected results.

The Purchasing Agency's Outcome Agreements mainly require reporting information on performance accountability, and will ask the Provider to report on three types of measures:

- **Accountability measures:** how much did we do? How well did we do it?
- **Outcome / result measures:** was anyone better off?

- **Audience measures:** measures what we are required to report on for a specific reason (e.g. it is a government requirement, or the information is being collected for a specific purpose).

The first two types of measures are developed through the RBA process while audience measures are reporting requirements that the Purchasing Agency has as a government agency with responsibility for public funds.

The data is backed up by a Narrative Report which forms part of the Outcome Agreement. A guide to writing the Narrative Report is found in the list of reporting measures contained in these Guidelines as well as in the Outcome Agreement.

More information on RBA can be found at:

- <http://www.business.govt.nz/procurement/for-agencies/buying-social-services/results-based-accountabilitytm-rba/>
- <http://www.msd.govt.nz/what-we-can-do/providers/results-based-accountability/index.html>

Your Purchasing Agency Contract Manager, as identified in your Outcome Agreement, will also be able to assist and provide further information on RBA.

3 SERVICE OVERVIEW

Service Summary

Target group definition

Vulnerable, pregnant and parenting teens and their children.

Outcomes / results we expect to achieve

Improve health, education, welfare and developmental outcomes for teen parents and their children by:

- ensuring that teen parents have good knowledge of, and access to, the support and help available to them and their children
- ensuring that children of teen parents are developing appropriately and are healthy
- preventing unplanned repeat pregnancies
- preparing teen parents to return to education and training or employment.

Services

Services for teen parents include three separate initiatives:

- Teen Parent Intensive Case Workers.
- Support for Teen Fathers.
- Volunteer Neighbourhood Support.

Providers may have contracts for some or all of these initiatives.

Teen Parent Intensive Case Workers

- set up the Teen Parent Intensive Case Worker initiative (for Providers establishing the service)
- recruit and support an Intensive Case Worker
- provide intensive case management, service brokerage and advocacy for clients
- leadership and collaboration.

Support for Teen Fathers

- work with teen fathers to increase their parenting skills and knowledge
- support teen fathers to parent well and to respond to their children's social, health and education needs

- help teen fathers to strengthen their relationships with their children, family and community
- connect teen fathers with services and support

Volunteer Neighbourhood Support

- Support vulnerable teen parent families who are not facing major challenges to become connected to their communities, increasing their social support and improving parenting and child outcomes.

Social sector accreditation standards

Providers delivering Teen Parents and their Children services are required to meet Level Two, Ministry of Social Development (MSD) specific accreditation standards. Providers are required to maintain their Accreditation Level according to the MSD's relevant Social Sector Accreditation Standards.

Background

Many teen parents and their children do well, particularly when support is provided early. However, pre-existing risk factors, as well as risks that arise from being a teen parent or the child of a teen parent, can result in the most vulnerable experiencing complex and multiple disadvantages across health, education and social domains. These can prevent them reaching their potential, and may result in intergenerational disadvantage.

Services for Teen Parents and their children were refocused in 2010, to provide a greater emphasis on working with teen parents to reduce long-term benefit dependency and to reduce unplanned, repeat teen pregnancies.

Teen Parent Intensive Case Workers help address the needs of the most vulnerable teen parents and their children by providing support, service brokerage and advocacy, which will improve their health, education, welfare and developmental outcomes.

Support for Teen Fathers addresses the particular needs of young men who may not access mainstream parenting services.

Volunteer Neighbourhood Support connects teen parents with other parents and with services and support in their communities, and enables Intensive Case Workers to access support for teen parents who do not meet the threshold for intensive case work.

Outcomes / results

The expected outcomes / results for all three services for Teen Parents and their children are listed below.

- Improve health, education, welfare and developmental outcomes for teenage parents and their children by:
- ensuring that teenage parents have good knowledge of, and access to, the support and help available to them and their children
- ensuring that children of teenage parents are developing appropriately and are healthy
- preventing unplanned repeat pregnancies
- preparing teen parents to return to education and training or employment.

Reporting measures

The shared reporting measures for the three teen parent services are listed below. A separate report is required for each service. Provider Return Report templates are contained in the outcome agreement.

Type of Measure		Measures
Output Measure	Quantity How much	Number of clients who received the service
	Quality How well ?	Number of client completions Number of clients who provided feedback Percentage of clients who expressed that they were satisfied or very satisfied with the service / content and delivery of the programme
Outcome / Result Measure	Effectiveness Is anyone better off?	Percentage of clients who reported that the service helped them access / connect to other services and the support they needed.

Narrative Report

1. Describe how the clients (or agencies) benefited from the service and provide two examples of success stories (see guidance notes below) **.

2. What trends, issues and/or impacts have been identified for the client group (or agencies) that influence the outcomes.

3. Describe the strategies or practices in place to encourage 'hard to reach' clients to engage.

4. Provide an explanation of the variances (if any) between volumes contracted and volumes delivered.

5. Please submit the Statistical Reporting Template.

Audience measures are indicated with an asterisk () where they exist.*

Guidance notes:

This information could be sourced through client (or agency) feedback forms, Provider assessments and service evaluations. Please note that the information provided should be non-identifying.

In providing examples of success stories, please consider the following:

- background and presenting problems
- the types of support given to bring about change
- the changes or differences made by the client (or community) e.g. knowledge, skills, attitude, behaviour and life circumstances.

Units of measure

The contracted volume of measure for all Services for Teen Parents and their children is 'clients'.

Unit definitions

- Intensive Case Worker – client is defined as a vulnerable, pregnant or parenting teenager (and their children).
- Support for Teen Fathers – client is defined as a teen father (and his children).
- Volunteer Neighbourhood Support – client is defined as a teen parent (and their children) not facing major challenges (do not meet the threshold for intensive case

work) who would benefit from household, parenting and social support in their community.

Providing reports

Reports are necessary to ensure accountability to Government for the funding provided in the terms of the outcome agreement.

The Purchasing Agency has agreed on the quantity and nature of the services that Government funding supports and we are required to report to Government that this has been achieved.

You will need to send the following reports about the provision of the services to the Contract Manager on the due dates specified in the Outcome Agreement:

- Provider Return Report including Statistical and Narrative Reports (refer to the agreement for reporting frequency)
- annual independently audited financial accounts.

Reports may be made available electronically where we have established such reporting facilities. Alternatively, reports may be provided in the format specified in the Outcome Agreement.

Family Services Directory

Through the term of the Outcome Agreement with the Purchasing Agency, Providers must ensure that their organisation is listed on the Family Services Directory (<https://www.familyservices.govt.nz/directory/>), and that necessary information is updated when required.

Reporting Concerns

If the Provider considers that a child or Teen Parent have any of the following issues or their behaviour gives cause for concern it is appropriate to talk to the Teen Parents caregiver and the Purchasing Agency's Social Worker where there is Purchasing Agency involvement with the Teen Parent.

Where there is an immediate concern it is important that the Provider talks to someone directly to ensure they are aware of the concern; do not leave a voicemail message. If the the Purchasing Agency's Social Worker is unavailable then please contact their supervisor or

call the National Contact Centre (0508 FAMILY) and ask for the duty Social Worker at the Teen Parent's site.

Issues of concern are listed below but this is not an exhaustive list. A Teen Parent:

- not attending appointments or programmes when the Provider expect them to and there are grounds to believe they are at risk of being harmed by others, or there are mental health concerns, or they are at risk of harming themselves or others – contact the Teen Parents caregiver and the the Purchasing Agency's Social Worker
- has a pattern of missing planned sessions – contact the Teen Parents caregiver and the Purchasing Agency's Social Worker
- displaying behaviour that is concerning – contact the Teen Parents caregiver and the Purchasing Agency's Social Worker
- appear to be under the influence of drugs or alcohol – contact the Teen Parents caregiver or the Purchasing Agency's Social Worker and supervise till someone comes for them
- have suicidal ideation or reveal they have self-harmed – contact the Teen Parents caregiver and the t Purchasing Agency's Social Worker
- become seriously unwell – contact the Teen Parents caregiver and apply / seek appropriate medical assistance.

4 SERVICE DELIVERY

Teen parent intensive case workers

We expect that you will provide intensive case management that is focused on ensuring a highly tailored continuum of care for vulnerable teenage parent families. This will include:

- client identification and outreach
- assessment of the client's circumstances and needs
- developing a plan with the client to achieve the agreed goals
- working with other groups and agencies (including Health, Education, Housing, Work and Income, Sexual Health, Antenatal, Well Child, and Parenting services) to ensure the needs of teenage parent families and their children are met
- advocating for clients and helping them to develop the skills and confidence to access services independently
- providing advice and support to clients around family planning and parenting
- monitoring and evaluating client progress and service delivery to clients
- supporting the client's transition from intensive case management to other sources of support, including community, family and peer support (this is important as it focuses on supporting teenage parent families into less intensive services)
- involving teenage parent families in the development, operation and monitoring of the service through consultation and feedback regarding the services.

Youth-specific services are more likely to result in improved access and better outcomes for teen parent families, as research suggests that the needs of teen parents differ from those of older parents. Youth-specific services:

- recognise that young people may have a range of needs
- take young people's thinking into account
- involve young people in service planning and provision.

The Intensive Case Worker you employ will be degree qualified and/or a registered social worker, with the necessary skills and experience for the position.

In order to support the Intensive Case Worker we expect that you will:

- develop a training plan for the Intensive Case Worker that includes initial and on-going training

- provide the Intensive Case Worker with day to day support, administrative supervision and management
- ensure the Intensive Case Worker has access to on-going professional supervision in line with the Social Worker Registration requirements
- establish safe processes to ensure the safety of staff and clients.

You have a responsibility to provide leadership by collaborating with other agencies and interest groups in the local community to ensure the purpose of the service is achieved.

You will maintain close working relationships with relevant agencies and other key stakeholders (e.g. health, education, social services and Work and Income) to reduce service access barriers.

You will contribute to the development and sharing of good practice in working with teen parents.

You will ensure a budgeted amount is set aside to be used to cover airfares, accommodation, and related costs associated with the Intensive Case Worker contributing to practice development by attending an annual Teen Parent Hui or similar Ministry sponsored event.

Support for Teen Fathers

Your service will be based on Supporting Teen Fathers – A Resource for Service Providers. This booklet was developed by the Ministry of Social Development in 2010 and draws on research, the expertise of people providing services to teen fathers, and the voices of teen fathers themselves. Services may use a group, individual, or mixed approach. Services will:

- involve teen fathers and others in the local community in designing the service
- take a strengths-based view to teen fathers and their capabilities
- recognise the importance of identity, mana, whakapapa and whanaungatanga
- build the relationship between father and child
- develop parenting skills and knowledge
- recognise teen fathers as young men as well as parents
- actively engage with teen fathers and build relationships once they enter the service
- create environments that are teen and family friendly
- work with families and whānau
- work with other services
- incorporate an evaluation component and reflective practice.

Copies of the booklet are available on the Ministry of Social Development website.

<https://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/planning-strategy/teen-fathers/teen-fathers.pdf>

Volunteer neighbourhood support

The service will train and support volunteers to:

- engage with teen mothers and fathers
- create peer support opportunities
- create mentoring opportunities
- run structured group sessions
- network and connect teen parents with other services and supports.

5 APPENDIX ONE

Provider Feedback Form

Provider Feedback Form		
Please email to your Purchasing Agency's Contract Manager		
Name of service		
Summary of, and reasons for, suggested change		
Topic	Reference (section/page)	Suggested change/description
Contact name:		Position:
Provider name:		
Provider email:		
Provider phone:		Date submitted: