

SAFECARE® FREQUENTLY ASKED QUESTIONS

Question 1: What are the education requirements to become trained as a coach or home visitor?

Answer: To become a coach or home visitor you must at a minimum have a Bachelor's degree in any of the following preferred areas (Social Work, Social Sciences, Psychology, Sociology, Child Education, or Early Child Education).

Question 2: As a private provider how am I compensated for training?

Answer: While in training, if you currently have a 518 contract with the Department of Family and Children Services (DFACS) to provide any of the following services: wraparound or in-home parenting, you as the provider can offer your family an evidence-based model and bill under wraparound/in-home parenting services. For example, if DFCS assigns a case for you to perform any of the above mentioned services you can bill under wraparound/in-home parenting for providing SafeCare® services. *New Rate is not available during training.*

Question 3: What if I do not have a family available during training, can I still participate?

Answer: Yes, if you do not have a family for training purposes CFC will assist you by providing you with a family. However, to receive reimbursement the family must have been assigned by DFACS. For example, if DFCS assigns a case for you to perform any of the above mentioned services you can bill under wraparound/in-home parenting for providing SafeCare® services.

Question 4: As a coach, once I am certified, can I pass my training family to the home visitor for completion of services?

Answer: No, we are not able to pass one family from a coach to a home visitor. Although a family is needed for training certification each coach must complete the entire SafeCare® model with the family.

Question 5: Do we need to determine a Coach at the time of sign-up?

Answer: It is preferred. However, as long as each organization sends a trainee who can manage the coaching responsibilities, the coach can be determined as late as the SafeCare orientation, which is typically scheduled one month prior to training.

Question 6: Why do I need a recorder?

Answer: All SafeCare® sessions are recorded and forwarded to your coach. They are reviewed as part of the certification process and to monitor fidelity. Digital recorders are necessary and required for the transmittal of session recordings to CFC trainers. Trainers will advise you of the free media sites that can be used to transmit recordings. Online digital files must be archived. You may download onto a disc and place in the case file. DHS will review audio files during routine record audits.

Question 7: Do audio files become part of the permanent record?

Answer: No. Online files, tapes and archived discs, etc. should be destroyed six months after completion of the program.

Question 8: Can I be a Coach and a Home Visitor?

Answer: No, unless there is a second coach certified with the agency to perform fidelity monitoring for the first coach, a coach cannot perform home visitation services.