SafeCare Overview
TABLE OF CONTENTS

Overview of SafeCare......................................................... 1
  The SafeCare Model.......................................................... 1
  Why SafeCare?................................................................ 1
  Evidence-Base of SafeCare.................................................. 1
Implementing the SafeCare Model.......................................... 2
  Parent Curriculum............................................................. 2
    Parent-Infant/Child Interaction (PII/PCI) Module.................. 3
    Home Safety Module ...................................................... 3
    Child Health Module ...................................................... 3
    Family Engagement Skills............................................... 3
Structure of SafeCare Modules............................................. 3
  SafeCare Session Structure ............................................... 4
  Greeting ........................................................................ 5
  Assessment ..................................................................... 5
  Summarize ...................................................................... 5
  Session overview ........................................................... 5
  Positive feedback ........................................................... 5
  Review practice (Sessions 2-6) ......................................... 5
  Training ......................................................................... 5
  Schedule next session .................................................... 5
  SafeCare Assessment ......................................................... 5
  SafeCare Training ............................................................. 5
  Parent’s Practice between Sessions ..................................... 7
  Completing a Module ........................................................ 7
SafeCare Provider Training Process ...................................... 8
  SafeCare Orientation ........................................................ 8
Provider Workshop ................................................................................. 8
Provider Certification ............................................................................. 8
  Provider Certification Maintenance ..................................................... 9
  Senior Provider Certification Maintenance ........................................... 10
  Multilingual SafeCare Providers ......................................................... 10
SafeCare Coach ....................................................................................... 10
Coach Contact Information ................................................................. 11
Provider Certification Progress .............................................................. 11
Notes ........................................................................................................ 12
OVERVIEW OF SAFE CARE

The SafeCare Model

SafeCare is an evidence-based, in-home program for parents of children 5 years old or younger who are at-risk for or have been reported for child neglect or physical abuse. SafeCare Providers work with families in their homes to improve parents’ skills in three areas: parent-infant/child interactions, home safety, and child health care. SafeCare targets multiple risk factors for abuse and neglect, including enhancing positive parent-infant/child interactions, promoting a safer home environment and appropriate supervision, and encouraging systematic health decision making. SafeCare is structured but flexible in its delivery.

Why SafeCare?

SafeCare has been proven to work in scientific studies. Programs and policymakers are placing increased emphasis on funding and utilizing research-based programs. SafeCare targets neglect and physical abuse, as neglect encompasses a large portion of child protection reports. SafeCare also works well with other services families receive.

Evidence-Base of SafeCare

Numerous publications document the development and validation of SafeCare. Research has shown SafeCare increases positive parent-child interactions, reduces hazards in families’ homes, and improves how parents care for their children’s health. Randomized studies have shown positive outcomes compared to services as usual or no services on several outcomes, including reduced parental depression, reduced future child maltreatment reports, improved program engagement and completion, and increased program satisfaction.

SafeCare is listed on several evidence-based practice lists, including California Evidence-Based Clearinghouse for Child Welfare (CEBC); Maternal, Infant, and Early Childhood Home Visiting (MIECHV); National Resource Center for Permanency and Family Connections; Child Welfare Information Gateway; and Children’s Bureau.
IMPLEMENTING THE SAFE CARE MODEL

SafeCare is a home-based program that promotes parent skill acquisition in the family’s natural environment and to capitalize on natural opportunities for learning. It is designed to be completed in 18 sessions (6 sessions per each of the 3 modules). The actual length of the program for each family will depend on the parent’s initial skills and rate of skill acquisition; it may be shorter or longer. Each session typically lasts 50 to 90 minutes depending on the session focus. Sessions are typically conducted weekly and scheduled when assessment and training is most applicable (e.g., nap time, bath time). SafeCare delivery is no more than twice a week and no less than every two weeks to optimize skill acquisition and retention. SafeCare can be conducted by itself or with other services.

Parent Curriculum

The SafeCare program has four modules, of which the parent receives three: Parent-Infant/Child Interaction, Home Safety and Child Health. There is no set order in which the modules are delivered to families. Typically, Providers start with the module that targets the parent’s and/or the family’s greatest need. Effective engagement skills are integrated throughout a Provider’s involvement with the family.
Parent-Infant/Child Interaction (PII/PCI) Module

Targets risk factors associated with neglect and physical abuse. This module focuses on parent-infant interactions (PII: birth to 18 months) and parent-child interactions (PCI: 18 month to 5 years old). Parents learn to increase positive interactions with their infant/child and how to structure daily activities by providing engaging and stimulating activities. In PCI, the skills help to reduce challenging child behavior.

Home Safety Module

Targets risk factors for environmental neglect and unintentional injury. The focus of this module is to help parents identify common household hazards and ways to eliminate these hazards. The importance of supervision is also stressed during this module.

Child Health Module

Targets risk factors for medical neglect. The health module teaches parents to recognize when their child is sick or injured and to follow a structured process to determine when and how to care for their child. Parents learn when to seek emergency help, when to see a doctor, and when and how to care for their child at home. Parents are also taught to use health reference materials by using the pediatrician validated Health Manual and how to keep good medical records.

Family Engagement Skills

Engagement skills including good communication are emphasized to build and maintain rapport. A structured problem-solving process is used as needed to teach parents to work through stressful situations not addressed by SafeCare.

Structure of SafeCare Modules

Each module is structured with 6 sessions. The first session involves conducting a baseline assessment to understand the parent’s current skill strengths and areas in need of improvement, which become the focus of subsequent training sessions. Sessions 2 through 5 involve a series of training sessions to build on parent’s strengths and focus on the parent achieving mastery of the module skills. Session 5
introduces a complementary topic to enhance the parent’s training covered in Sessions 2 through 4. Session 6 involves conducting an end-of-module assessment to document the parent’s mastery of skills, ease with skills and generalization of skills across situations. While each session is outlined, there is flexibility in how you distribute time spent on each activity and skill.

<table>
<thead>
<tr>
<th>Session 1</th>
<th>Sessions 2-5</th>
<th>Session 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Baseline</td>
<td>Training</td>
<td>End-of-module</td>
</tr>
<tr>
<td>Assess parent’s</td>
<td>Train skills</td>
<td>Re-assess parent’s</td>
</tr>
<tr>
<td>initial skills</td>
<td>Build on strengths</td>
<td>skills</td>
</tr>
<tr>
<td>Skill strengths</td>
<td>Address skill deficits</td>
<td>Ease with skills</td>
</tr>
<tr>
<td>Skill training focus</td>
<td></td>
<td>Generalize skills</td>
</tr>
</tbody>
</table>

**SafeCare Session Structure**

Each SafeCare session follows the same general structure. There is an opening session sequence, which involves a greeting exchange, session overview and review of practice (except in Session 1). The majority of the session involves the session content, which is either assessment or training focused. In assessment sessions (Session 1 and Session 6), Providers conduct ‘formal assessments’. In training sessions (Sessions 2-5), Providers conduct parent training using the ‘SafeCare 4’ process. In most modules, Providers conduct a ‘formal assessment’ at the start of Sessions 3 through 5 to inform the session’s training focus. Each session concludes with an end-of-session sequence. This involves summarizing the main points of the session, asking for any questions, providing the parent with positive feedback, and giving an overview and scheduling the next session.
SafeCare Assessment

SafeCare is assessment driven to provide objective observation of parent’s skills. Assessments are conducted in every session. Each module has a standardized module assessment form. There are two types of assessments conducted in SafeCare.

**Formal assessments** are pure observation of parent’s skills. No feedback or direction is given during these observations. Formal assessments are conducted at Baseline (to assess initial skill level), Training (at the start of the session to assess skill acquisition from the previous session), and End-of-module (to determine parent’s mastery to conclude the module).

**Informal assessments** are conducted each time parents practice (during training sessions). Informal assessments are designed to documents parents’ skill acquisition and guide Provider’s positive and corrective feedback to parent.

SafeCare Training

Training sessions use principles from well-established social learning theory and research. Parenting skills are taught through the process of: (1) explaining the skills and why they are important; (2) demonstrating how to do each skill; (3) having parents practice the skills; and (4) providing positive and corrective feedback to parents on their use of skills. This process is called the **SafeCare 4: Explain—Model—Practice—Feedback**. You will notice throughout the manual the following symbols to guide you through these training processes:
**EXPLAIN**: Define the skill and explain why it is important. **Example**: A labeled praise is telling your child exactly what he did that you liked. This helps him to know what to do and he will likely do that behavior again.

**MODEL**: Physically demonstrate the skill, while describing what and how you are using them. **Example**: As the Provider, you play with the child showing the parent how to use the PCI skills, while explaining some of your behaviors so the parent knows what she is observing.

**PRACTICE**: The parent practices the skills while you observe and take notes on the parent’s behaviors to document progress and facilitate feedback. **Example**: As the Provider, you have the parent practice the PCI skills in a play activity with her child, while you take notes on the module’s assessment form and guide him/her on how to use the skills as s/he practices (informal assessment).

**FEEDBACK**: Provide positive feedback by giving 2 to 3 labeled praises of what parent did well. Also give corrective feedback by explaining 2 to 3 skills the parent can improve on or were missed. It is important that the feedback be focused on promoting the parent’s progress towards mastery. **Example**: You did a great job setting up the activity. Remember to also tell Alicia what you expect and what will happen.

**Combining the SafeCare 4**: The first time a skill is discussed, you will **always** complete all SafeCare 4 steps. For subsequent training, match the parent’s skill need to which steps (if any) of the SafeCare 4 are still needed to reach mastery. **Always** provide feedback when parent practices.

In PII/PCI, the SafeCare 4 depends on how many skills were missed and the parent’s comfort with using the skills. If a parent misses most of the cPAT skills, explaining, modeling, and having the parent practice the activity again might be more appropriate. If the parent seems to have minor confusion with the skills, a simple explanation and having the parent verbally practice might help. For example, if a
parent misses two cPAT skills you might ask open-ended questions to get the parent to think about and explain what they would do next time. If a parent does not praise the child, you can ask: *What would be something you could praise your child for in this activity?*

**In Safety,** you will explain and model as appropriate and have the parent practice identifying hazards, stating the category it belongs to, and making a decision regarding the best way to remove the hazard.

**In Health,** you will model and/or have the parent do an additional scenario or two when the parent misses steps to confirm that the parent can use the SICC-P steps to respond appropriately to the scenario.

**Parent’s Practice between Sessions**

It is important for parents to practice their skills between sessions. This encourages them to maintain gains from sessions, but also provides opportunity for them to generalize the skills to their day-to-day routine. When checking in about his/her practice, discuss what skills the parent practiced and praise the parent for practicing. If the parent did not practice, remind the parent of its importance and discuss the barriers to practicing. The earlier you reinforce the parent’s practicing between sessions, the more likely the parent is to continue practicing skills outside of sessions.

**Completing a Module**

To complete a module, a parent must demonstrate *Mastery* (100% correct use of skills) or *Success* (marked improvement as compared to Baseline Assessment). Each module has specific guidelines for mastery and success, as noted in the respective module ‘Provider Reference Guide’ section [designated with a blue page]. At the conclusion of a module, there is a module specific *Parent Satisfaction Survey* that is optional for the parent to complete. Consult with your agency regarding the use of these surveys. Also, agencies may choose to present the parent with a certificate of completion, either for each module and/or for completing the overall program. You may modify these certificates for your agency and families.
SAFE CARE PROVIDER TRAINING PROCESS

SafeCare Orientation

You will attend a SafeCare Orientation, typically 1 to 2 weeks before your SafeCare Provider Workshop. All SafeCare trainees are required to attend. Orientation provides an overview of the SafeCare model and implementation process. It also provides an opportunity to discuss questions and concerns with your SafeCare Trainer. You should identify and recruit at least one family to begin working with immediately following workshop. You will also complete the SafeCare Portal registration prior to workshop (www.portal.nstrc.org).

Provider Workshop

The purpose of the Provider Workshop is to give you a foundational knowledge of the SafeCare curriculum, how to deliver it to families, and how to assess and train parents in the four module skills. Participation in the 4-day Provider Workshop in its entirety is mandatory. Before you begin working with families, you must complete all workshop activities, including quizzes, by the conclusion of workshop training.

Provider Certification

Once you complete workshop training, you will begin delivering SafeCare with families, which should be no later than two weeks after workshop. It is best to start with 2 to 3 families to build your proficiency and competency, before expanding your caseload.

Prior to delivering SafeCare to any family, it is required that you have a pre-session call with your SafeCare Coach. You will work closely with your Coach to build your proficiency and competency in delivering the SafeCare model. To do this, you will record all sessions for your Coach to observe. All session recordings are to be uploaded to the SafeCare Portal within 48 hours of session completion. Your Coach will listen to the audio and schedule a coaching session with you, typically before your next appointment with the family.
To achieve Provider Certification, you must demonstrate strong fidelity in 3 sessions for each of the 3 modules (Parent-Infant/Child Interaction, Home Safety, and Health) with families—9 sessions total (with a combination of assessment & training sessions). If fidelity is low, additional sessions will be reviewed with coaching until strong fidelity is achieved on two consecutive sessions. Your Coach will listen to audios and provide coaching sessions as often as needed for you to achieve certification.

Certification must be completed within 9 months from the time you pass your first session for certification. All subsequent sessions must be passed within the 9 month period, otherwise you will need additional sessions observed to meet those sessions that are outside the 9 month window. Your Coach will work with you to troubleshoot issues as they arise towards achieving certification.

You will maintain regular contact with your Coach, even if you do not have any SafeCare sessions. Your Coach will conduct monthly ‘Team Meetings’ that you will attend with fellow Providers.

Coaching is an ongoing requirement for all SafeCare Providers
This ensures the quality of SafeCare services with families and provides sites with documentation that SafeCare Providers continue to provide quality SafeCare sessions.

Provider Certification Maintenance

Once certified, you will maintain your certification through monthly fidelity checks and coaching sessions, to document your ongoing quality of services. Your Coach will contact you or set up a recurring time each month to request 2 to 3 session recordings from the previous week. If you have not had any sessions that week, you will send in your next session’s recording. If fidelity is low, additional sessions will be reviewed with coaching until strong fidelity is achieved on two consecutive sessions.

SafeCare Providers who have not conducted a SafeCare session within the past month are considered ‘inactive’. To regain ‘active’ status, ‘inactive’ SafeCare Providers must contact their Coach to see what
assistance may be needed to resume SafeCare sessions. Your specific re-activation plan will depend on several factors (e.g., length of time since last SafeCare session, progress prior to becoming inactive, etc.). Team Meetings may be continued by your Coach.

**Senior Provider Certification Maintenance**

Once you have been an ‘active’ certified SafeCare Provider for 2 consecutive years, you are considered a ‘Senior SafeCare Provider’. At this point, fidelity checks and coaching decrease to every 3 months (quarterly). If fidelity is low, additional sessions will be reviewed with coaching until strong fidelity is achieved on two consecutive sessions. As with SafeCare Provider certification maintenance, a Senior SafeCare Provider is considered ‘inactive’ if s/he has not conducted a SafeCare session within the past month. To regain ‘active’ status, ‘inactive’ SafeCare Providers must contact their Coach to see what assistance may be needed to resume SafeCare sessions. Your specific re-activation plan will depend on several factors (e.g., length of time since last SafeCare session, progress prior to becoming inactive, etc.). Team Meetings may be continued by your Coach.

**Multilingual SafeCare Providers**

If you deliver SafeCare in multiple languages, you must achieve fidelity in at least one session in each module per language to be considered proficient in that language as part of your SafeCare Provider certification. If you complete certification not in a language you later deliver, you will need to demonstrate fidelity in one session per module in that language in order to be considered certified in that language as part of your certification maintenance. A personalized coaching plan will be created when necessary.

**SafeCare Coach**

The role of your Coach is to support you as a Provider and conduct quality assurance, a **requirement** for SafeCare delivery. Coaches observe Provider’s sessions, score fidelity, and provide feedback. They also convene team meetings with Providers to provide an opportunity to support and learn from each other.
Coach Contact Information

Coach:

Phone:

Email:

Provider Certification Progress

Provider Workshop Dates:

<table>
<thead>
<tr>
<th>Module</th>
<th>Date Completed</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Provider Certification Date: