



NC InCK Goal Bank

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This goal bank aims to help Family Navigators (FN) identify useful goals for children and families to include in their Shared Action Plans. These goals are categorized by a child's developmental stage/needs and specific content areas (e.g. food, housing, etc.).

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Section 1:

Goals by Developmental Stages & Needs

This section contains example goals, suggestions, and resources for:

- [Early Childhood \(Ages 0-4\)](#)
- [Adolescents & Young Adults \(Ages 10 & Older\)](#)
- [Children with Disabilities and Special Health Care Needs](#)

EARLY CHILDHOOD (AGES 0-4)

Goal: Support family in scheduling timely well child checks (WCCs) & developing pre-visit plans

- Before engaging with caregivers, check for upcoming appointments in Electronic Health Records (EHRs) if possible, or ask caregivers about upcoming visits.
 - If one IS scheduled, ask: “What are 2-3 things you’d like to share or ask about your child’s development?”
 - If one is NOT scheduled, help with scheduling.
 - Discuss potential barriers to attending appointment.
 - s (childcare for other siblings, transportation, work conflicts) and help troubleshoot
- Use [Well Visit Resource Guide](#) and/or [CDC’s Milestone Moments](#) to guide conversation, offer insight into what to expect at the next WCC, and share milestones
- In case of suspected or confirmed delays in development, emphasize [importance of early intervention](#) and connect family to local [Children’s Developmental Services Agency](#)
- Use the [Early Childhood Guide](#) to share options for childcare (pg. 9) and preschool (pg. 3)

Goal: Explore developing a “transition plan” for childcare and/or early education alongside family

- **Childcare:** Refer/connect the family to the [Childcare Services Association](#) to provide support for identifying specific providers and paying for care
 - Professional early childhood education providers may be eligible for supplemental income through [WAGE\\$](#) or [AWARD\\$](#) (Available in all NC InCK counties). The FAQ page may be found [here](#).
- **Preschool (ages 3-4):** Refer/connect family to preschool or childcare provider of choice and support completion of application.
- **Stay-at-home:** Share [age-appropriate](#) activities to support child’s developmental stage

Goal: Connect families to resources that support early literacy

- Discuss [importance of reading](#) (in *any language*) with family
- Help family sign up for Dolly Parton's Imagination Library (double-check availability first)
 - [Alamance](#) | [Granville & Vance](#) | [Orange & Durham](#) |
- Share English & Spanish [online books](#)! (Books in Arabic available [here](#))
- Help families sign up for free library cards & review EC opportunities at their local library (e.g., bilingual story time, LEGO adventures, etc.)
 - [Alamance](#) | [Durham](#) | [Granville](#) | [Orange](#) | [Vance](#)

Goal: Support family with identifying community resources to reduce out-of-pocket costs

- Help families understand eligibility for and apply to [food](#) and [utility assistance](#) programs.
- Help families connect to local [Safe Kids](#) program for reduced price or free car seats
- Help families find affordable or free baby products.
 - The Cloth Option (free cloth diapers) [information](#) and [application](#)
 - NC Diaper Bank [Services Locator](#) (note some organizations have clothes, diapers, formula, *and* food for the family)

Goal: Inform the family of a local program or group that can offer social-emotional support for the parent, child, or both (and if applicable, support with registering)

County	Programs
Alamance	<ul style="list-style-type: none"> • Children's Parents Parenting Classes: 12-week parenting class. Behavioral and emotional management classes available for participants' children. Refer by emailing this form to services@exchangehcp.org • Parents as Teachers: Home visiting program. Certified parents visit homes, provide guidance and resources. Any parent with a child from pregnancy to age 5 is eligible
Durham	<ul style="list-style-type: none"> • Attachment & Biobehavioral Catch-Up (ABC): Free home visit program, 1 hr weekly sessions for 10 weeks to support healthy socio-emotional dev. between parent & child (provider referral form) • MAAME, Inc. (Mobilizing African American Mothers through Empowerment: maternal/birthing parent mental health support programs for BIPOC community)
Granville/Vance	<ul style="list-style-type: none"> • Parents as Teachers: Home visiting program. Certified parents visit homes, provide guidance and resources. Any parent with a child from pregnancy to age 5 is eligible. • Incredible Years: Recommended for parents of children ages 2-5 who are demonstrating challenging behaviors. 1 class per week for 15 weeks. Dinner <i>and</i> childcare provided at no cost. Parents receive gift card upon completion
Orange	<ul style="list-style-type: none"> • Triple P (Positive Parenting Program) Services such as therapy and education around the caregivers' needs in addition to consultations. Designed for parents of any children with mild to severe developmental or behavioral issues. Click HERE for a brochure and direct referral contact information. • Women's Birth & Wellness Center: Free parenting, breastfeeding, cloth diapering and other classes. Can connect caregivers to local support groups

ADOLESCENTS & YOUNG ADULTS (AGES 10 & OLDER)

HEALTHCARE AUTONOMY

Goal: Prepare youth to take charge of their own health and health care

- Use [A Family Toolkit: Pediatric-to-Adult Health Care Transition](#) for guidance on goals based on age and development.
- [Turning 18: What it Means for Your Health](#)
- [Health Care Transition and the College Years](#)
- [Information for Teens: What You Need to Know About Privacy](#)
- [One-on-One Time with the Pediatrician](#)

Goal: Support parent helping their adolescent obtain health care autonomy

- [Health Care Transition Timeline for Parents/Caregivers](#)
- [Questions to ask your child's doctor about transitioning to adult care](#)
- [Setting up the "Medical ID" feature on Apple's Health App and Android phones](#)
- Is your youth ready to transition to adult care? [Take the Quiz](#)

Goal: Educate parents and youth on consent and confidentiality regarding adolescent health

- Review home entity guidance on consent and confidentiality and provide that information to the youth and parent.
- Review updated information on adolescent health and NC laws and share information with the youth and parent (see Adolescent Health and NC Law 2023 in NC InCK's [Engaging Adolescents in the Care Management Process](#) resource document)
- See NC InCK's [Engaging Adolescents in the Care Management Process](#) resource document for tips on discussing consent and confidentiality

JOB READINESS

Goal: Support youth in developing skills needed for future employment

- [Learn how to write a resume](#)
- [How to fill out job applications](#)
- [Learn and practice interview skills](#)
- [Interest assessment to learn about employment that will fit the youth's interests](#)
- [GetMyFuture](#)
- [Legacy Youth Leadership](#)

Goal: Support youth in obtaining employment

- [How to find job openings](#)
- [Job search help](#)
- [Get job training](#)
- [GetMyFuture](#)
- Refer to supportive employment programs for youth: [NCWorks NextGen](#), [Life Skills Foundation](#)

EDUCATION

Goal: Support youth in planning for after high school

- [NC InCK AYA Guide](#): see pg. 13, for resources on GED, Adult High School, literacy programs, college readiness, scholarships, completing FAFSA, and life skills programs.
- [Bull City Youth Build](#)
- [Youth Achievement Program](#)

INDEPENDENT LIVING/ TRANSITIONAL AGE YOUTH

Goal: Support youth with developing financial literacy skills

- [Keys to your financial future](#)
- [Practical money skills](#)
- [Setting up a bank account](#)
- [Credit card lessons for teens](#)
- [7 Essential Financial Skills for Young Adults](#)

Goal: Support youth with obtaining independent housing

- Transitional Housing Programs: [Life Skills Foundation](#), [Haven House](#), [CASA](#), [Snipes Orchard](#), [Lutheran Services](#), [Crossnore](#), [Youth Focus](#)
- [NC Housing Search](#)
- [NC InCK Housing Guide](#)

Goal: Support youth with obtaining transportation

- Free bus passes: [Youth GoPass](#)
- [Wheels 4 Hope](#)
- Look into Driver Education Fee Waiver if the student is on free or reduced lunch.
- Free online driver education: [EPermit Test](#)

SEXUAL AND REPRODUCTIVE HEALTH

Goal: Support parent with talking with their teen about sex and healthy relationships

- [Adolescent Sexuality: Talk the Talk Before They Walk the Walk](#)
- [Expect Respect: Healthy Relationships](#)
- [5 Ways to Help Your Teen Build Healthy Romantic Relationships](#)
- [For Teens: How to Make Healthy Decisions About Sex](#)
- [Helping Teens Resist Sexual Pressure](#)
- [Love is Respect](#)
- [Characteristics of Healthy & Unhealthy Relationships](#)

Goal: Provide education on contraception, pregnancy, and sexually transmitted infections (STIs)

- [Contraception Explained: Birth Control Options for Teens & Adolescents](#)
- [Birth Control – find a method right for you and search for providers](#)
- [Family planning resources for teens](#)
- [Preventing Unplanned Parenthood](#)
- [CDC Fact Sheet: Information for Teens and Young Adults: Staying Healthy and Preventing STDs](#)

CHILDREN WITH DISABILITIES AND SPECIAL HEALTH CARE NEEDS

SCREENING, DIAGNOSTIC, & THERAPEUTIC SERVICES

Goal: Ensure member has an official diagnosis for suspected developmental concerns.

- Encourage the family to discuss developmental concerns with their primary care physician (PCP)
 - If developmental concerns are present for a child aged 0-3, PCP can refer to the local Children's Developmental Service Agency (CDSA) [Infant-Toddler Program](#)
 - Find member/family's local CDSA [here](#)
- Assist family with following up on referral or recommendation from PCP (CDSA, Exceptional Children's program at the school, and/or psychological evaluation)
- Help the family access appropriate services recommended by the licensed provider (e.g., occupational therapy, physical therapy, and speech therapy) based on the member's evaluation.

EDUCATIONAL SERVICES

Goal: Connect family with school personnel to complete special education services plan.

- Provide family with education on various types of special education services (Individualized Family Service Plan, Individualized Education Plan, 504 plan; see [NC InCK School Guide](#) and [Schools](#) section below for details)
 - Share NC Department of Public Instruction (DPI) resources on parental rights ([English](#) & [Spanish](#))
 - Help family make initial referral to the school system.
 - [Transitioning from Early Intervention to EC preschool](#) (3-4 years of age)
 - [Transitioning from EC preschool to kindergarten](#) (4-5 years of age)
 - Help family understand [Individualized Educational Plan development process](#), [504 Plan Eligibility](#), and in-school [accommodations and modifications for students with disabilities](#)

CAREGIVER SUPPORTS

Goal: Empower family member to advocate for their child's school needs.

- See [Schools](#) section below for more information about school-based advocacy via Legal Aid of NC
- Review state and local resources for children with special needs and children with developmental disability (note these resources have parent advocacy materials)
 - [Exceptional Children's Assistance Center \(ECAC\)](#)
 - Registry of Unmet Needs and Innovations Waivers info by LME/MCO:
 - [Alliance Health](#)
 - [Vaya Health](#)
 - North Carolina Children and Youth with Special Health Care Needs Help Line: CYSHCN.Helpline@dhhs.nc.gov or phone: 800-737-3028
 - [The Arc of NC](#)
 - [Triangle Disability & Autism Services](#)

Section 2:

Goals by Content Area

This section contains example goals, suggestions, and resources for:

- [Behavioral Health \(BH\) and Crisis Services](#)
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BEHAVIORAL HEALTH (BH) AND CRISIS SERVICES

See [pg. 15 of this AAP guide on childhood trauma](#) for therapeutic modalities to consider for children in foster care.

Goal: For members 3 and up, talk with the caregiver to assess any behavioral health concerns and services that the child may benefit from

- If BH needs are unclear, see page 4 of the Behavioral Health Guide for a list of prompts: [NC InCK Behavioral and Mental Health Services Guide](#)

Goal: Assist caregiver by making a referral for BH evaluation/assessment

- Research providers in member's health plan to determine if they are accepting new patients.
- The [NC Child Treatment Provider Directory](#) houses a list of clinicians statewide who offer evidence-based treatment for caregivers and members 0-18 yrs

Goal: If member is already engaged in BH services, check in about ongoing engagement and effectiveness of services

- Consider referring member to Tailored Plan when needs are not being met in current BH services or when member may need enhanced services.
- For members in **DSS custody**, communicate with DSS SW if there is resistance from placement provider to follow up with BH connection.

Goal: Safety planning for members who are experiencing or have experienced BH symptoms

- Safety planning can be a helpful intervention to discuss with members who are experiencing BH symptoms. Safety plans include coping strategies, people in a patient's life, and professional resources that a person can use before or during a crisis.
- **Safety Plan Templates:**
 - Stanley-Brown Safety Plan: [English](#) and [Spanish](#)
 - [Electronic Safety Plan](#) that can be completed by youth/caregiver/FN and downloaded or emailed directly from site.
 - [988 Safety Plan Template](#)
- **Crisis services:** Walk-in clinics and other crisis facilities within NC InCK counties: Behavioral Health Guide, Page 18 [NC InCK Behavioral and Mental Health Services Guide](#)

CHILD WELFARE

BUILDING RESILIENCE AND COPING WITH TRAUMA

Goal: Help children and families who have experienced trauma build their resilience.

- Educating the family/caregiver of a child about how trauma can affect children's behavior. See [pg. 14 of this AAP guide on trauma and foster children](#) for examples.
- Offering the family practical strategies to common behaviors of traumatized children. See [pgs. 18-19 of this AAP guide for caregivers of foster children](#) for **great** goal ideas organized by age of the child; some options:
 - Educate the family about communicating effectively with traumatized children.
 - Work with the child and family to practice identifying and expressing emotions.
 - Help the child learn and use self-soothing techniques like breathing and relaxation exercises.
- [Behavioral Health and Crisis Services](#)

Goal: Janie will develop skills that help her cope with daily struggles. Janie will have less anger outbursts at school.

- Example actions:
 - Tami will research available TFCBT providers and set appointments for Wednesday afternoons per family request. Request entire family be included for some therapy.
 - Charlie will provide in home opportunities for building resilience.
 - Family will keep a predictable schedule for mealtimes, play time and bedtime.
 - Charlie will support learning to calm down with hugs and soothing speech when tantrums occur.
 - Janie will practice breathing exercises from therapist daily (AM)
 - Charlie and Ms. Jones will add to IEP that Janie will have a quiet space and soothing music when she exhibits escalating behavior in class.
 - Ms. Jones will use a quiet voice and hold her hand to help her calm down.
 - Charlie and Tami will review results 4/26 and brainstorm new ideas.

SLEEP HYGIENE

Sleep hygiene refers to healthy sleep habits children can practice that may improve their ability to fall asleep and remain asleep throughout the night. Working with families to help them establish and practice good sleep hygiene can improve their children's physical and mental health.

- Step 1: Assess sleep.
- Step 2: Select solutions for improving sleep hygiene (check out [Fostering Health's sleep tip sheet](#) for goal ideas!)
- Step 3: Map a new bedtime routine and try it out.

Check out the NC InCK [Sleep Hygiene Guide](#) for detailed information about each of these steps as well as resources like sensory beds, sleep apps, and bedtime plan templates

Goal: Improved sleep in the Doe household indicated by decreased tantrums at bedtime and less sleep interruption during the night.

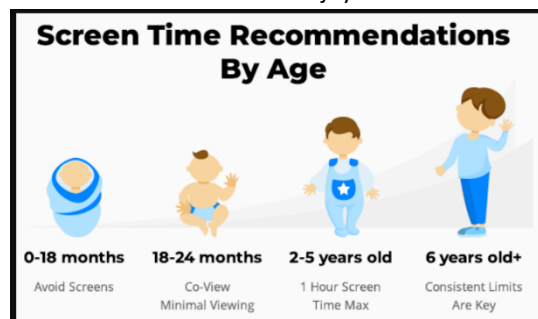
- Example actions:
 - Tami will request an assessment with current PT for a sensory bed.
 - Tami will email a blank bedtime plan to Charlie.
 - Charlie will have a family meeting 4/14 to develop a routine plan at bedtime.
 - Family will keep all electronics in a basket in the kitchen 7pm
 - Charlie will read a story.
 - Janie will play Sesame Street sleep app while falling asleep.
 - Charlie will implement the routine 4/16 and will record successes and challenges.
 - Charlie and Tami will review results 4/26 and brainstorm any changes.

FAMILY STRENGTHENING

Adults, children, and teens need to rest their minds and connect with others around them. Strengthening family relationships helps build resiliency, improve mood, and mental health.

Goal: Family will have one screen free day per week (or one hour per day)

- For kids, especially teens, there are studies concerning the negative effects of screen time and its relationship to anxiety, depression, weight gain and attention span.
- While technology is a great tool, it also can hinder your wellness and make you feel disconnected from those around you. Taking a break from devices frees up more time to be active and enjoy time with loved ones. *Why not give it a try?*
- You can create a jar of family activities that are screen free.
- Walks, reading, crafts, and puzzles can be enjoyed by all.
- You can create screen free zones in your home like the bedroom or the dinner table.



Goal: Family will increase kind and empathetic communication by using encouraging words twice daily

The power of the words we use is like no other!

- Give the person speaking your attention.
- Model what you want your child to do. “I like the way you shared your toys with Jen”/ “You always pick out clothes that match so well.”
- Make sure that when you are upset with your child, she knows that it is *her behavior* that is the problem, not the child herself. Never use name calling.

Goal: Family will build healthy digital habits with teens by creating a family media plan

- Talk about social media, including your own habits.
- Set and follow safety rules for who we can chat with online.
- Help children understand:
 - What’s real and what’s edited.
 - How to recognize ads or inappropriate content
 - How media and emotions connect
- Watch for warning signs, like if your child is:
 - Withdrawing from social interaction and hobbies
 - Letting screen time interfere with physical activity.
- Make sure your kids know they can come to you to talk about anything they experience online.
- AAP media plan [creator](#)

Goal: Child will help parent (a family supporting skill) to cook one meal a week.

Children love to help out, but many times we don’t let them. It may feel easier (and faster) to do everyday jobs we, but children feel valued when they are contributors. Tasks other than cooking could include *setting the table, gardening, laundry, caring for pets and cleaning.*

ADOPTION ASSISTANCE

Many children adopted through NC’s child welfare system qualify for monthly payments (i.e., monthly adoption assistance), medical benefits (Adoption Assistance Medicaid), and other services. The local Department of Social Services from which the child was adopted determines the monthly adoption assistance payment amount based on factors including the child’s age and specific special needs.

Goal: Placement provider will be aware of and select local DSS offerings that would benefit child.

- Review local DSS [Directory](#) for specific resource availability and policies on stipend use.
 - Many agencies give additional dollars when a new foster child is placed, at Christmas, and at the beginning of a new school year.
 - Check with [each agency’s](#) adoption unit for their policies and availability:

County	Contact
Alamance	Call 336-570-6532 and ask for Adoption Supervisor
Durham	Call Permanency Planning and Adoption Program Manager, 919-560-8000
Granville	Call 919-693-1511 and ask for Adoption Supervisor
Orange	Call 919-245-2800 and ask for Adoption Supervisor
Vance	Call 252-436-0407 and ask for Adoption Supervisor

Goal: Adoptive family will explore available assistance and select services that may benefit them.

Many families need resource assistance post-adoption. Regional adoption agencies assist in the assigned counties. Also be sure to check with the DSS where the child was adopted from for resources.

- Region 6: [Children's Home Society](#)
Counties: **Alamance**, Caswell, Chatham, Guilford, **Orange**, Person, Randolph
Contact: Naomi Brown, Program Supervisor, 336-209-7422, nbrown@chsnc.org
- Region 7 & 8: [Center for Child and Family Health](#)
Counties: Anson, Cumberland, **Durham**, Edgecombe, Franklin, **Granville**, Harnett, Hoke, Johnston, Lee, Montgomery, Moore, Nash, Richmond, Scotland, **Vance**, Wake, Warren, Wayne, Wilson
- Contact: Rachael Wade, 855-596-5015, rachael.wade@duke.edu

Goal: Adoptive family will be aware of and access available financial benefits

- Help families access [adoption assistance payments](#); check county DSS agency for eligibility
- Share adoption tax credit information:
 - Federal child tax credit is available to many foster care & international adoptive families.
 - Share [tax credit eligibility criteria](#) and encourage family to [file taxes](#)
- Help eligible families apply for [NC Health Insurance Premium Payment \(HIPP\) Program](#) (insurance premium reimbursement for families of children on Medicaid)

CONCRETE & ECONOMIC SUPPORTS

Concrete & economic supports are resources that directly address families' needs and can offset the impact of poverty on health and well-being.

ENERGY/UTILITIES

Goal: Family will receive assistance with utility bills.

- [Low Income Energy Assistance Program](#) (LIEAP): From January 1 – March 31, call local DSS to inquire about application and support [application](#) process

- [Low Income Household Water Assistance Program](#) (LIHWAP): Through May 31 (and possibly beyond) call local DSS to inquire about application and support [application](#) process
- [Crisis Intervention Program](#) (CIP): For families experiencing a heating or cooling related crisis, support them in [applying](#) for CIP in their county.
- [Affordable Connectivity Program](#) (ACP): Medicaid recipients are automatically eligible for the ACP internet subsidy (up to \$30/month) and a discount (up to \$9.25/month) on phone or internet service through the Lifeline program.

FOOD

Goal: Family will access adequate supply of nutritious food.

- [Supplemental Nutrition Assistance Program](#) (SNAP, aka Food and Nutrition Services or food stamps)
 - Talk to families about SNAP benefits they can receive by using the [SNAP Screener](#) tool that calculates eligibility and amount of benefit.
 - [Submit referral](#) for a family to receive enrollment support from More In My Basket
 - Encourage families to use SNAP benefits at [their local farmer's market](#) (note some markets offer matching incentive programs for EBT funds spent)
- [Special Supplemental Nutrition Program for Women, Infants, and Children](#) (WIC)
 - Complete the [NC WIC Referral Form](#) to connect families to their local WIC office for outreach to participate in WIC
 - Encourage families to use WIC benefits at [participating local farmers markets](#)
- School Meals
 - All Medicaid-insured children should be automatically enrolled in school meals. If this is not the case, support families in enrollment by contacting the district's nutrition team ([NC InCK Food and Nutrition Support Guide pgs. 19-20](#))
- Summer Meals
 - Provide information to families about how to participate in [Summer Meals](#)
- Emergency Food Resources/Food Banks
 - Call 211 to identify emergency food resources in a family's county.
 - Review page 31 in [NC InCK's Food & Nutrition Support Guide](#) to link families to local emergency food resources
 - When connecting families to Food Banks and hot meal resources, provide specific days and times the location is open and any requirements to obtain food.
 - Troubleshoot transportation needs with families by understanding the family's access to transportation or identifying resources on bus lines/public transportation.
- Healthy Helpings and food related VABs
 - For CCNC/CCPN families receiving SNAP, connect to Healthy Helpings program.
 - For children in Carolina Complete Health, contact Member Services (1-833-552-3876) to inquire about food insecurity VAB and support member in obtaining VAB.

MEDICAID FOR ADULT FAMILY MEMBERS

Goal: Uninsured family member will apply for Medicaid insurance to secure access to care.

Beginning December 1, 2023, North Carolina will expand Medicaid eligibility to additional people. Adults ages 19-64 earning up to 138% of the federal poverty line may be newly eligible. Learn more [here](#) and encourage members' parents and caregivers to apply, ideally online through [ePASS](#).

WORK FIRST/TANF & UNEMPLOYMENT

Goal: Member's guardian will receive training and enjoy meaningful employment.

Work First provides monthly cash assistance benefits as well as short-term training and services to help parents become employed and self-sufficient (see [InCK overview of Work First/TANF](#) starting at 28:00)

- Help families apply for [Work First cash assistance](#) at [local Department of Social Services](#) or online through [ePASS](#)
- Help eligible caregivers [apply for unemployment](#)

MISCELLANEOUS

Goal: Family will enroll in Affordable Connectivity Program to reduce internet costs.

- Phone and Internet Subsidies: Support Families in using [getinternet.gov](#) to apply for both resources.
 - Affordable Connectivity Program (ACP): Internet Discount
 - Medicaid recipients are **automatically eligible** for ACP internet subsidy of up to \$30/month and a 1-time discount of \$100 on laptop, desktop, or tablet.
 - Lifeline Program: Discount on Internet or Phone
 - Medicaid recipients are **automatically eligible** to receive monthly discount of \$9.25 on phone or internet service.

Goal: Family will file taxes using a free filing program to access all available refunds/credits.

- Taxes
 - Support Families in connecting to [SimplifyCT](#), a non-profit organization that specializes in supporting families with no or low income to apply for tax benefits.
 - Direct families to free online filing tools or encourage them to look for local VITA programs for in-person help, **ideally in January to ensure availability**.

Goal: Family will connect with PCP to receive prescriptions for diapers and Boost for child.

- Special needs support: Encourage families to contact their primary care provider for prescriptions for key resources for children with special needs, e.g.:
 - Diapers for children ages 3+ who are incontinent due to illness (including developmental disabilities), disease, or injury.
 - Oral nutrition products (e.g., Boost, Ensure)

HOUSING

Goal: Family will have a short term and long-term housing solution.

- Housing Specialist referral:
 - For a child in a Standard Plan, request support from the health plan's Housing Specialist by completing this [referral form](#)
 - Follow the [workflow between Family Navigators and Housing Specialist](#) (see [Housing Support through Connections to PHP Housing Specialists](#) for more details)
 - For a child not in a Standard Plan, contact county Continuum of Care for information; see pg. 7 of the [Housing Guide](#) for details
- For families facing acute housing crises, in addition to submitting the Housing Specialist referral (if applicable) listed above:
 - Contact [NC 211](#) and inquire about housing resources in the family's area.
 - Help family find the Coordinated Entry process (outlined in pages 7-19 for each county in the [Housing Guide](#)) for their county and participate in calls with family if desired
 - Connect family to [Legal Aid of North Carolina Helpline](#) if they have an eviction notice or unsafe housing conditions due to landlord inaction
- Connect families to non-housing financial resources (see [slides 10-16 of this deck](#) and [Concrete & Economic Supports section](#)):
 - Physical health: Support families in tracking Medicaid recertification date and gathering necessary paperwork to recertify.
 - Education: Help families connect to McKinney-Vento liaison at their child's school
 - Early education: Head Start reserves spots for children experiencing housing instability.
 - Ensure families are receiving benefits they are eligible for, including WIC, SNAP and school or summer meals (see [Food](#) section above)
 - See [Behavioral Health](#) section above for behavioral health resource ideas.
 - Energy and Water Assistance: Support families in applying for [Low Income Energy Assistance Program](#) & [Low Income Household Water Assistance Program](#) (see [Energy/Utilities](#) section above)

JUVENILE JUSTICE

Family Navigators can play a key role in supporting the parents and guardians of youth involved with the Department of Juvenile Justice & Delinquency Prevention. See the [Juvenile Justice Guide](#) and the [Juvenile Justice Integrated Care Rounds](#) for more info.

Goal: Addressing truancy – By [next check-in date], member will increase attendance at school by 10% and stay for each entire scheduled class time.

- Provide a [school attendance chart](#) for the member to maintain to help keep track of appropriate school attendance.
- Request the member write/document at least three positive experiences from school each day and discuss with parent or other support person.
- If allowed, connect the school, member, and guardian with technology such as attendance [tracking apps](#) or text messaging systems to help member and guardian communicate about attendance.

Goal: Member will engage in positive activities to help them progress toward better behavioral health.

- Prosocial activities (clubs, sports, employment, JCPC programs)
- Vet and share resources for local youth support groups and/or mentors who model positive behaviors and lifestyles, e.g., JCPC programs, Big Brother/Big Sister organizations, YMCA, or local United Way mentoring programs.
- Discuss other lifestyle choices that impact behavioral health, such as sleep (see [Sleep Hygiene](#) section), physical activity, drugs/alcohol/smoking/vaping, and stress (see [Behavioral Health](#) section)

Goal: Family will establish a routine to promote safety and well-being of household.

- Share resources regarding youth violence prevention and firearm safety, e.g. [North Carolina Youth Violence Prevention Center](#); [NC S.A.F.E.](#); [North Carolina Teen Courts Association](#) in Alamance and Vance Counties
- Refer to support organizations for gang intervention and reduction, e.g. [Haven House Gang Reduction and Intervention Team \(GRIT\)](#); [Project BUILD](#)

SCHOOLS

ASSESSING NEEDS

Caregivers may report to the Family Navigator that their child is having academic, behavioral, social, or emotional challenges in the school setting. Family Navigators should assess the child's needs and what type of support has been offered to the family. An Individualized Educational Program (IEP) is a legally mandated plan designed to provide specialized education and support services to students with disabilities; an IEP may be a helpful tool for some children.

Some questions to ask:

- Can you tell me about your child's experience at school? What are some of the positive aspects and challenges they are facing?
- Have you noticed any changes in your child's behavior or mood since they started school?
- What kind of support or accommodations do you believe your child needs to succeed academically and socially?
- Do you feel comfortable communicating with your child's teachers and school staff? Are there any barriers to effective communication that you've encountered?
- Does your child have an IEP? Have you been involved in the development of your child's IEP? Are there any aspects of the IEP that you would like to discuss or modify?

RIGHT TO EDUCATION & LEGAL ADVOCACY

- [Legal Aid of NC](#) can support children's rights to education in public school settings. Examples of support provided: Individualized Education Program (IEP) and Section 504 plans; navigating school discipline, suspensions and bullying; navigating access to educational supports for youth engaged with the Juvenile Justice system.
 - Legal Aid Helpline: 1-866-219-5262 (Intake Specialist will assess eligibility for services)
- Navigating the special education system can be complex and overwhelming. Care managers can help parents understand their rights, responsibilities, and options and provide emotional support and guidance to the child's family.
 - **FN Tip:** Review the [NC InCK School Guide](#) to learn about the different types of support plans in the school setting and county specific resources.

TUTORING

- Encourage family to obtain a list of tutors in their county from teacher or guidance counselor.
- Prepaid Health Plans offer limited tutoring hours to members. Criteria & availability vary by PHP. Help family learn more and access resources by contacting their plan's Member Services line.
- Use social, school, and community connections to find tutors, e.g.:
 - Ask family friends with high school or college aged children to help. Some young adults can use tutoring for community service hours.
 - Explore if anyone at the family's church or other social group would provide tutoring.
 - Explore options to receive tutoring from teachers after school.
 - Encourage students to ask teachers for extra support and express desire for tutoring.
 - Encourage youth and teens to study in groups and pair up with buddies.

BULLYING

Goal: Youth will learn coping strategies to manage emotions related to bullying

- Connect family to therapist to process the emotional effects of bullying. See [NC InCK Behavioral Health Guide](#) for tips and resources
- Share the free & confidential, 24/7 988 Suicide & Crisis Lifeline
- Share the free, confidential STOMP Out Bullying™ [HelpChat Crisis Line](#): Online chat for youth ages 13-24 facing bullying and cyberbullying and who may be at risk for suicide

Goal: Youth will learn non-confrontational techniques to respond to a bully

- Learn about social media apps privacy settings, e.g., limiting who can view your page and blocking users.
- Don't reply to bullying or disturbing message(s). Have a caregiver save screenshots as evidence.

Goal: Youth will learn school protocol for responding to bullying behavior

- Encourage students and parents to review school's anti-bullying policy and report bullying to an administrator. Review NC Department of Public Instruction ([NCDPI](#)) website for federal and state rules about bullying in schools if you feel the situation is not being handled.
- If the bullying is not resolved locally, contact NC Center for Safer Schools (email [Karen Everett](#) or call 919-807-3494). Don't give up!
- Submit report safety concerns about at-risk individuals anonymously via the [Say Something Anonymous Reporting System](#): Free app available via school districts and charter schools statewide

SMOKING/VAPING CESSATION

Goal: Family and youth will access youth-friendly tobacco cessation resource(s) to assist in tobacco/vaping cessation

- Review/access the [Live Vape Free](#) text line for youth; text: VAPEFREENC to 873373
- Text DITCHVAPE to 88709 a free quitting text line for youth

Goal: Family and youth will access and connect with local youth tobacco/vaping education (resources)

- Connect with local Health Department to connect with a Health Educator to learn what resources are available to youth in the county/counties.
- Connect with local school system to learn about internal tobacco/vaping education offered during school or as an after-school program(s)
- Connect with local Boys & Girls program to inquire about current tobacco/vaping education resources.

Goal: Family and youth will access tobacco/vaping cessation support via their primary care provider

- Family and Family Navigator will support the youth in making an appointment with their PCP to discuss tobacco/vaping cessation.
- Note: Nicotine patches and other FDA-approved smoking cessation aids are available to youth but must be prescribed by a provider

Goal: Parent/caretaker will review and practice ways to talk to youth about tobacco/vaping

- Family Navigator will review [tips to talk to youth about tobacco/vaping](#) with parent/caretaker
- Parent/caretaker will use tips to talk with their youth and share the conversation success/failure(s) with FN.
- Parent/caretaker will use tips to support their youth and link to appropriate support(s)

Section 3:

Goal Index

This section contains all example goals, broken out by sections without additional resources or context. To find more information on a goal, Ctrl+click and it will bring you to the section with additional context and resources for that goal.

Goals by Developmental Stages and Needs

- Early Childhood (Ages 0-4)
 - ☑ Support family in scheduling timely well child checks (WCCs) & developing pre-visit plans.
 - ☑ Explore developing a “transition plan” for childcare and/or early education alongside family.
 - ☑ Connect families to resources that support early literacy.
 - ☑ Support family with identifying community resources to reduce out-of-pocket costs.
 - ☑ Inform the family of a local program or group that can offer social-emotional support for the parent, child, or both (and if applicable, support with registering).
- Adolescents & Young Adults (Ages 10 & Older)
 - Healthcare Autonomy:
 - ☑ Prepare youth to take charge of their own health and health care.
 - ☑ Support parent helping their adolescent obtain health care autonomy.
 - ☑ Educate parents and youth on consent and confidentiality regarding adolescent health.
 - Job Readiness:
 - ☑ Support youth in developing skills needed for future employment.
 - ☑ Support youth in obtaining employment.
 - Education
 - ☑ Support youth in planning for after high school
 - Independent Living/ Transitional Age Youth
 - ☑ Support youth with developing financial literacy skills
 - ☑ Support youth with obtaining independent housing.
 - ☑ Support youth with obtaining transportation.
 - Sexual and Reproductive Health
 - ☑ Support parent with talking with their teen about sex and healthy relationships.
 - ☑ Provide education on contraception, pregnancy, and sexually transmitted infections (STIs).
- Children with Disabilities and Special Health Care Needs
 - Screening, Diagnostic, & Therapeutic Services
 - ☑ Ensure member has an official diagnosis for suspected developmental concerns.
 - Educational Services
 - ☑ Connect family with school personnel to complete special education services plan.
 - Caregiver Supports
 - ☑ Empower family member to advocate for their child’s school needs.

Goals by Content Area

- **Behavioral Health (BH) and Crisis Services**

- ☒ For members 3 and up, talk with the caregiver to assess any behavioral health concerns and services that the child may benefit from.
- ☒ Assist caregiver by making a referral for BH evaluation/assessment.
- ☒ If member is already engaged in BH services, check in about ongoing engagement and effectiveness of services.
- ☒ Safety planning for members who are experiencing or have experienced BH symptoms.

- **Child Welfare**

- **Building Resilience and Coping with Trauma:**

- ☒ Help children and families who have experienced trauma build their resilience.
 - ☒ Janie will develop skills that help her cope with daily struggles. Janie will have less anger outbursts at school.

- **Sleep Hygiene:**

- ☒ Improved sleep in the Doe household indicated by decreased tantrums at bedtime and less sleep interruption during the night.

- **Family Strengthening**

- ☒ Family will have one screen free day per week (or one hour per day)
 - ☒ Family will increase kind and empathetic communication by using encouraging words twice daily.
 - ☒ Family will build healthy digital habits with teens by creating a family media plan.
 - ☒ Child will help parent (a family supporting skill) to cook one meal a week.

- **Adoption Assistance**

- ☒ Placement provider will be aware of and select local DSS offerings that would benefit child.
 - ☒ Adoptive family will explore available assistance and select services that may benefit them.
 - ☒ Adoptive family will be aware of and access available financial benefits.

- **Concrete & Economic Supports**

- **Energy/Utilities**

- ☒ Family will receive assistance with utility bills.

- **Food**

- ☒ Family will access adequate supply of nutritious food.

- **Medicaid for Adult Family Members**

- ☒ Uninsured family member will apply for Medicaid insurance to secure access to care.

- **Work First/TANF & Unemployment**

- ☒ Member's guardian will receive training and enjoy meaningful employment.

- **Miscellaneous**

- ☒ Family will enroll in Affordable Connectivity Program to reduce internet costs.
 - ☒ Family will file taxes using a free filing program to access all available refunds/credits.
 - ☒ Family will connect with PCP to receive prescriptions for diapers and Boost for child.

- **Housing**

- ☒ Family will have a short term and long-term housing solution.

- [Juvenile Justice](#)
 - ☑ Addressing truancy – By [next check-in date], member will increase attendance at school by 10% and stay for each entire scheduled class time.
 - ☑ Member will engage in positive activities to help them progress toward better behavioral health.
 - ☑ Family will establish a routine to promote safety and well-being of household.
- [Schools](#)
 - [Bullying](#)
 - ☑ Youth will learn coping strategies to manage emotions related to bullying.
 - ☑ Youth will learn non-confrontational techniques to respond to a bully.
 - ☑ Youth will learn school protocol for responding to bullying behavior.
- [Smoking/Vaping Cessation](#)
 - ☑ Family and youth will access youth-friendly tobacco cessation resource(s) to assist in tobacco/vaping cessation.
 - ☑ Family and youth will access and connect with local youth tobacco/vaping education (resources)
 - ☑ Family and youth will access tobacco/vaping cessation support via their primary care provider.
 - ☑ Parent/caretaker will review and practice ways to talk to youth about tobacco/vaping.