

Providence House Program Offerings 2026-2027

Version for Publication

Mission Statement

Providence House keeps kids safe and families together, embracing them with support to enhance stability that strengthens communities.

Vision

Children everywhere are raised in safe, loving families free from abuse and neglect.

Services

Providence House provides 24-hour care to children birth through twelve years old in Ohio's first licensed Crisis Nursery. Providence House supports families in crisis through providing case management services, parent education and coaching, trauma screening and assessments, and referrals to community agencies to increase family stability. Providence House works with the family system and the clients' community and natural supports to promote attachment and bonding with children, decrease trauma symptoms and impairment, and assist families toward self-sufficiency.

Nursery-Based Services

	Tier 1	Tier 2	Respite Tier
Crisis Nursery Admission and Referral Criteria	<u>Admission Criteria</u> - Children ages birth-12 - Children 6 and older typically must have a sibling in the core mission population of birth to five in order to admit. - Children without a sibling in the core mission population are considered on a case-by-case basis - Must meet Referral Reason Criteria for Tier 1 <u>Referral Reasons</u> - Substance Abuse Treatment – inpatient - Mental Health Treatment – inpatient - Medical Treatment – inpatient - Medical Treatment, Sibling – inpatient - Medical Treatment- home recovery - Short-Term Incarceration	<u>Admission Criteria</u> - Children ages birth-12 - Children 6 and older typically must have a sibling in the core mission population of birth to five in order to admit. - Children without a sibling in the core mission population are considered on a case-by-case basis - Must meet Referral Reason Criteria for Tier 2 <u>Referral Reasons</u> - Homeless – evicted - Homeless – shelter overflow - Homeless – doubled up - Homeless – other - Unsafe Living Conditions– general - Unsafe Living Conditions – no utilities - Community Violence - Child Abuse – Preventative and Responsive - Mental Health Treatment –outpatient - Medical Treatment – outpatient - Resource Gap- cash/income issues, benefits concerns - Domestic Violence - Substance Use Treatment- outpatient - Neglect – Responsive, medical - Adoption Plan	<u>Admission Criteria</u> - Children ages birth-12 - Children 6 and older typically must have a sibling in the core mission population of birth to five in order to admit. - Children without a sibling in the core mission population are considered on a case-by-case basis - Parent/guardian seeking preventative support, not combined with another crisis that would place in a different Tier - Respite can be offered once per quarter. <u>Referral Reasons</u> - Mental health needs of the guardian or a child - Overwhelmed parent - Sobriety Maintenance

Pediatric Medical Supports	<u>Must meet the same criteria for admission and referral as above but have at least one of the following:</u> • A child has medical needs including those diagnosed with a chronic yet stable medical condition, recovering from surgery or injury, diagnosed with failure to thrive, chronic or severe asthma, diabetes, or those stepping down from hospital care • A newborn 6 weeks and younger including premature infants, infants with jaundice but are ready for discharge, and infants who have not yet received immunizations • A child has medical technology or equipment including oxygen, heart monitors, apnea monitors, G-tubes, and the like • A parent/guardian who is not approved for or confident in caring for their child's medical need(s) on their own <u>Exclusion criteria:</u> Children cannot be admitted if they are better cared for in the hospital, qualified for hospice care, or are actively being weaned off of opiates or other substances. Additional referrals may not be accepted after vetting through the agency's contract medical provider.
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Referral Sources *updated annually	Referral Policy: Referrals can be made by an agency or program (agency referral) or by the parent/guardian (self-referral). Referring agencies can also call on behalf of clients to determine a qualifying need for services but the guardian must determine willingness to admit and receive services. *Referral is verified and orders and a care plan are generated by medical providers, parent/guardian, and child's medical team to ensure appropriate levels of care.		
Shelter and Length of Stay	• Up to 90 consecutive days • Cannot exceed 120 total days in a calendar year	• 3-5 days per service period • Cannot exceed four service periods in a calendar year for respite • Cannot exceed 120 total days in the calendar year when combined with other services received	
Child Development and Educational Enrichment	• Baseline assessment completed by parent/guardian at intake and every 30 days thereafter by assigned childcare worker • Developmental screening and referrals at 30 and 60 (if applicable) days for children 1-72 months of age • Enrollment is maintained at home school if school-aged. If transfer to a closer school is needed, a referral is made to Project Act • On-site tutoring and progress monitoring for math and literacy is provided by the Child Development Specialist • Children enrolled in a day care center will be transported or transportation will be coordinated with the provider for continuation of services if provided • Therapists and home visiting services providers, when on the release of information, will also be able to provide services at Providence House during the child's service period	• Baseline assessment completed by parent/guardian at intake and every 30 days thereafter by assigned childcare worker • Developmental screening and referrals at 30 and 60 (if applicable) days for children 1-72 months of age • Enrollment is maintained at home school if school-aged. If transfer to a closer school is needed, a referral is made to Project Act • On-site tutoring and progress monitoring for math and literacy is provided by the Child Development Specialist • Children enrolled in a day care center will be transported or transportation will be coordinated with the provider for continuation of services if provided • Therapists and home visiting services providers, when on the release of information, will also be able to provide services at Providence House during the child's service period • Developmental Profile-4 completed by parent/guardian during the first two weeks. One-on-one interventions offered 1-2 times per week for support in mastering new developmental milestones for those who have below average or delayed scores	• Not applicable due to length of stay • If child(ren) have transportation needs for school and/or day care, efforts will be made to maintain those services during the respite period • Therapists and home visiting services providers, when on the release of information, will also be able to provide services at Providence House during the child's service period
Case management,	• Family Engagement Plan and Assessment and Referral Plan are created at admission and updated throughout the service period to address the unique needs of each family	• Family Engagement Plan and Assessment and Referral Plan are created at admission and updated throughout the service period to address the unique needs of each family	• Family Engagement Plan and Assessment and Referral Plan are created at admission and updated throughout the service period to address the unique needs of each family

assessment and referral services	• Phone based or virtual case management is provided, if possible, once per week at minimum with the parent/guardian and their treatment provider if applicable • If parent/guardian is unable to communicate due to the seriousness of inpatient need, a family liaison will be established who will communicate with Providence House at least weekly for case management services • Referrals made as needed to support the family's needs • Discharge planning and ongoing recommendations begin by the end of the first business day and continue throughout the service period.	• Two face to face or virtual appointments per week • Referrals made as needed • Service coordination with established providers and any new linkages that are brokered during service period • Discharge planning and ongoing recommendations begin by the end of the first business day and continue throughout the service period	• Referrals made by request of parent/guardian or based on observation of child's needs if identified • Must communicate with assigned social worker to create discharge plan • Discharge planning and ongoing recommendations begin by the end of the first business day and continue throughout the service period
Parent Visitation	• Parent/Guardian visitation typically waived • Family liaison is selected to complete two weekly visits when possible • Visits can be completed in-person in the Family Center, virtually, or off-site	• Two weekly visits required with a minimum length of 60 minutes at each visit that is on-site • Parent Room Visit and Day Visit encouraged • Portions of on-site visits can be observed as relevant to the family's need and goals • Home Visit option allowed after one week of admission if safe home environment is identified. • Virtual visits are also offered if it best meets the needs of children, especially as supplemental visits for older children.	• Not required however parents/guardians can visit in-person in the Family Center, virtually, or off-site
Parent Support Programming	• Waived due to parent/guardian limited ability to participate • Curriculum materials and/or topical information available upon request • Referrals will also be made at parent/guardian's request	• Two one-hour parent education sessions weekly including hands-on practice sessions and homework assignments as needed • Parent Education Plan is created individually based on observation and uses Nurturing Program, Conscious Discipline, and the S.E.L.F. curricula • Group parent support can be completed as one of the required sessions per week	• Not applicable due to length of stay however information, referrals, curricula and other lessons can be provided
Program Staffing with credentials	Providence House employs social work staff licensed to practice in the State of Ohio to deliver services to parents/guardians. Children are cared for in a 365 24/7 environment by trauma-informed childcare providers 21 or older with a minimum of a high school diploma or equivalent.		
Quality Review	Quarterly compliance reviews are completed on open and closed families to ensure proper, ethical, and complete service delivery to clients based on the model outlined above. A review of the findings will be completed and corrective actions and/or training will be completed to ensure enhancement and corrections are made. Customer satisfaction is assessed in the agency's internal Data and Outcomes meetings and as part of the agency's annual review process to ensure client feedback is analyzed for trends and possible program changes and enhancements. Trends are analyzed and documented annually.		
Program Engagement	• Must follow inpatient program requirements if applicable • If no contact after 1 week with parent or family liaison, a hotline call may be made to assist in identifying a plan for the child	• Parent/guardian can miss up to 5 individual components of the program before it could impact their family's length of stay • Parent/guardians who arrive 15 minutes late for an appointment can be considered late and be unable to complete their scheduled service based on their worker's availability • Service delivery methods are in-person or virtual and can be completed on what best meets the client's needs and condition.	• Not applicable

		Transportation support through bus passes is provided for compliant families	
Trauma services for Children	- Brief trauma interventions with children provided by childcare staff - Accelerated trauma intervention by Licensed Social Workers as needs are identified - Children displaying trauma symptoms will be referred for community-based services if agreed to by parent/guardian - Weekly one-on-one support will be provided by the family's assigned Licensed Social Worker and/or Social Work Intern until a referral source is successfully linked	- Family trauma screening completed with the parent/guardian at the parent/guardian request to determine exposure to trauma, symptom experiences, behavioral health service engagement, and protective factors - Assessments for children 3 and up if symptoms have been identified over the last thirty days - Referrals are made following the assessment for children who had clinical scores if they are not already linked with providers - Brief trauma interventions with children provided by childcare staff - Weekly one-on-one support will be provided by the family's assigned Licensed Social Worker and/or Social Work Intern until a referral source is successfully linked	- Brief trauma interventions with children provided by childcare staff - Children displaying trauma symptoms will be referred for community-based services if agreed to by parent/guardian
Behavioral Health and outpatient services for adults	- Not applicable based on inability to access the parent/guardian in person for screening and assessment - Referrals will be made with permission from the parent/guardian for adult mental health services if requested	- Diagnostic assessment and evaluation offered for families who do not have ongoing mental health services if interested - Treatment planning is completed for those who receive a mental health diagnosis, or for those who provide a copy of an existing diagnostic assessment from an ongoing provider to address Z and T codes for the family - Family trauma screening completed with the parent/guardian at the parent/guardian request to determine exposure to trauma, symptom experiences, behavioral health service engagement, and protective factors - Assessments for adults are offered using the Trauma Symptom Inventory-2 if symptoms have been identified over the last thirty days - Referrals are made if desired following the assessment for adults who had clinical scores if they are not already linked with providers - Psychoeducation provided to all parents/guardians regarding the differences between trauma and grief/loss and focusing on secondary wounding	- Not applicable based on length of stay - Referrals will be made with permission from the parent/guardian for adult mental health services if requested
Funding Sources	Providence House has a diverse funding network including foundations, individuals, groups, schools, faith communities, per diem contracts, federated funders, and governmental sources		

Community-Based Services

	Aftercare	Community Referral Program	Community Events and Engagement Activities
Service Offered	Families discharging from the crisis nurseries are able to enroll in a 12-month program offered each Wednesday of the month	Basic need assistance from gift in kind donations at Providence House to serve clients in the	Annual distribution events for the community including but not limited to food, school supplies, infant care items, etc.

	- Reminder phone calls and/or texts are made prior to each session to encourage attendance - During Aftercare, families will participate in a trauma-informed group parenting support program - Information will be collected regarding family stability and referrals are made to address barriers to success or to address any unmet needs. Case management services are provided to all who attend group programming. Any enrollee in Aftercare can call for additional case management support as needed. - Support with basic need items is provided as an incentive for families - Families will be contacted once a month for six months at a minimum for those who had a service period longer than 14 days and documented in the RTIS system as required by QRTP/DCY	community who otherwise would not be able to obtain the items requested. - Items are provided to the community-based worker, not directly to the client - Items distributed on a first come first served basis and as available by Providence House - Items available include but are not limited to: diapers, wipes, pull-ups, hygiene items, new and gently used clothing, blankets, toys, and food	Educational activities and events themed around community needs and interests (Grandparents Celebration, Mother's Day, Father's Day, Healthy Eating, movie nights, Family Fun Days, etc.) to build relationships in the community with residents and with other agency partners.
Frequency	- Group is provided at least three times a month on Wednesdays - Delivery and pick up of Care Packages for Aftercare attendees occurs monthly - RTIS phone calls are monthly for six months for those that had service periods of longer than 14 days	- Agencies can refer at their convenience but referrals are processed once a week - A family can only be served once a month, even if referred by multiple agencies	As scheduled at least twice a year
Location	- Zoom - Providence House West and East Campuses and in the community - Deliveries to client residences directly	Pick up at Providence House, typically East Campus	Providence House West and East Campuses and in the community
Staff	Aftercare and Outreach Coordinator and Clinical Program Manager oversee this program		
Referral Sources	Enrollment is contingent on those who previously use the nursery. All families are offered this service upon discharge	Community providers at other non-profits serving similar clientele who can otherwise not have those basic needs met	Providence House hosts and advertises events and opportunities to the community through social media, partners, collabs, etc.
Funding Sources	Providence House has a diverse funding network including foundations, individuals, groups, schools, faith communities, per diem contracts, federated funders, and governmental sources		
Quality Review	Quarterly compliance reviews are completed on open and closed participants to ensure proper, ethical, and complete service delivery to clients based on the model outlined above. A review of the findings will be completed and corrective actions and/or training will be completed to ensure enhancement and corrections are made. Customer satisfaction is assessed in the agency's internal Data and Outcomes meetings and as part of the agency's annual review process to ensure client feedback is analyzed for trends and possible program changes and enhancements. Program leaders review trends annually.		

Address

Mailing/Business Address 2050 W. 32nd Street Cleveland, Ohio 44113

All services are provided on-site on the agency's west campus on W.32nd Street or on the east campus at 11801 Buckeye Road, or over HIPAA compliant Zoom for Healthcare

Hours of Operation

Crisis Nursery hours: 24/7 365 days a year; Business Hours are Monday – Friday 9 am to 5 pm.

Plan Revision

This Provider Service Plan will be revised annually or when there is a change; including the description of services, the hours and days of operation, the needs and characteristics of the population served, and/or the goals and scope of services.

Plan Availability

This plan is published on our website at provhouse.org. An extended version of this plan is provided to persons served during the intake process and is available in writing upon request.