



Life LINE

youth & family services, inc.

Family Guide



We understand this may be a difficult time for you and your family. For some families, the last thing they want is someone coming into their home or life each week. For others, they welcome the listening ear and support as they've felt alone in their struggles. Wherever you find yourself, rest assured. We're here for you and your family. And like countless families before you, our hope is that our time together will be life-changing for you and your family.

One of the things that makes Lifeline unique is that we bring our services to you. Our experience proves that when we're in your home or community environment, we better understand and connect with your family. Together we can talk about what you want to see happen in your family and then come up with a plan to help you work toward those dreams and goals.





How We Can Help

Over the years, Lifeline has helped literally thousands of families. Our staff work together to share their experience, training, education, community connections, and resources, to ensure that we're equipped to meet a wide range of family needs in various counties.

While the services provided to your family will depend on your specific plan, we support families in areas such as:

- Counseling
- Child development
- Discipline
- Parenting teenagers
- Setting goals
- Solving problems
- Coping with stress
- Budgeting
- Career planning
- Job searches

What You Can Expect From Us

There are several things that Lifeline and our staff are committed to as we serve your family:

- Treating you with respect and compassion.
- Working with you to find appointment times that fit your family's needs.
- Providing tools and resources to help your family reach its goals.
- Being there when you need us-including 24-7 crisis help.

What We Expect From You

We're in this together, so we need some things from you, too:

- Share with us openly and honestly.
- Treat us and the other members of your family with respect.
- Realize a family's issues are rarely isolated to just one person. Each family member must be willing to look at how their own feelings and behaviors may be impacting the family.
- Work hard toward your goals and the steps we map out to reach them.
- Complete any projects or "homework" that may be given.
- Talk to us about any questions, problems or frustrations that you may have during the process - we can't help with what we don't know.





Communication

Sometimes having more than one agency working together with you can make it confusing to understand who's who and who to contact about what! To help with that, below is a breakdown of what type of needs, questions and concerns should be reported to whom:

● Lifeline Family Consultant or Therapist

- Need to cancel or reschedule an appointment with your Lifeline staff
- Questions about an assignment given to you by your Lifeline staff
- Concerns about the services you're receiving from Lifeline staff

DCS Case Manager or Probation Officer

- Questions about court dates
- Concerns about how you are being treated by DCS, Probation and/or the court system
- To request a case conference (see next section)

Meetings or Conferences

Depending on whether you are working with DCS or Probation, conferences may work differently.

- **DCS**

Sometimes referred to as Child & Family Team Meetings (CFTM's), DCS meetings involve individuals who are important to your family's progress and success. This includes service providers like Lifeline, as well as anyone you want to invite to the meeting such as a grandparent or a specific counselor, etc. The goal of these meetings is to make sure everyone is on the same page and working together to help your family be successful. These meetings are scheduled by DCS, but may also be requested by you or Lifeline.

- **Probation**

You can expect to have regular meetings with your Probation Officer, some of which may include Lifeline staff or other individuals who are helpful to your progress. These meetings are scheduled by Probation, but may also be requested by you or Lifeline.

Regardless of which type of case conferences or meetings you have, these meetings are the place for you to share any new needs that have come up, or concerns that you may have. In fact, it's important that you share this kind of input, so your whole "team" can support you and so your family's plan can be updated, if needed.





Frequently Asked Questions

I haven't heard of Lifeline before. How long have you been around and what is the agency about?

Lifeline has worked with children and families for nearly 50 years. We started with a small group home for kids in crisis, but have grown to become one of the largest social service providers in Indiana. We're focused on helping families become stronger and healthier through a variety of programs including our Home-Based Services — your family's program.

What kind of qualifications or training do your staff have?

Lifeline staff are well prepared to meet a variety of family needs as follows:

- Family Consultant: Bachelor's degree in social work, psychology, sociology or a related field
- Therapist: Masters' degree related to counseling
- Supervising Therapist: Licensed professional

Lifeline also has experienced Homemaker Aides, with a minimum of a high school diploma, available to assist families. Regardless of whom you're working with, all of Lifeline's service staff complete 80 hours of extensive training before they work with a family on their own. They also complete 20 hours of additional training each year in specialized areas.

What is your success rate?

More than 80% of the families we work with achieve at least half — if not all — of their planned goals.

What's the goal we're trying to accomplish?

The specific goals (and steps to reach those goals) will vary from family to family. Examples of goals could include bringing a family back together under the same roof, increasing confidence and skills in parenting, or ensuring that a family has the resources they need. Your family's specific goals will be discussed during your first meeting with your DCS Case Manager or Probation Officer and Lifeline.

How long will we be in the program?

The length of the program will be different from family to family. The timing will be unique to your case with DCS or Probation. One way you can help your family make progress is to make sure you are cooperating with your Lifeline Family Consultant or Therapist in working toward your goals. To find out about your family's timeline, it is best to talk to your DCS Case Manager or Probation Officer directly.

Will Lifeline come to my court hearings?

Lifeline is only involved in court hearings when specifically asked by DCS or Probation.





Why does my Lifeline worker use a laptop computer during our meetings?

This is for a couple of reasons:

- Accuracy: We want to make sure that our planning notes are accurate, so we'll make those notes right there with you while everything's fresh in our minds.
- Access to Resources: Computers give us immediate access to online resources, like local job opportunities or community services available to your family.

Feel free to ask your Family Consultant or Therapist about their computers and how they use them during your visit.



We're Here When You Need Us

In addition to our regular visits, we have staff available 24 hours a day, 7 days a week. Your Family Consultant or Therapist will provide you with the appropriate phone numbers to reach us.

With that in mind, please understand that your Family Consultant or Therapist is also working with other families. It's possible that another family may have an emergency develop that delays or interrupts your appointment. We ask for your support and understanding in this—and know that your staff member would do the same for you.

Other Questions?

If you have a question, please let your Family Consultant or Therapist know. If you're not comfortable talking with them, you may also talk to a program supervisor. Just give us a call during normal business hours at (800) 509-6884 — and let our receptionist know that you are a client who would like to talk to someone about your services. We'll make sure one of our supervisors connects with you to find out how we can better serve you and your family.

Notes:
