**Instructions and Guidelines for SWAN Cost and Time Tracking**

**General Instructions**

1. Affiliates are required to track mileage (miles traveled), parking and toll costs, practice time (the amount of time performing the service) and travel time for each item within the benchmarks for which time data is reported.
2. Affiliates may develop an internal form to track the time necessary to complete a unit of service. For example, it may be helpful for agencies to create a shared spreadsheet of their open services that is stored in a central location and accessible to applicable personnel. Each person who contributes time to the service can add it to the spreadsheet so that the total time from all parties can be documented in the benchmark.
3. Mileage should be tracked in actual miles driven; affiliates can enter multiple values for mileage if they plan on logging each trip, or affiliates can enter the total miles driven once.  If no miles have been driven, affiliates must still enter a mileage of zero. While each entry caps at 999 miles, affiliates can have multiple entries to add up to their final mileage amount. If the mileage amount is over 999, affiliates must make additional entries to capture all mileage.
4. Multiple parking and toll costs may be entered if an affiliate wishes to log separate parking/ and toll expenses incurred while administering the service, or affiliates may enter a total of all parking and toll costs once.  If no parking or toll costs were incurred, affiliates must still enter a parking and toll expense of zero.
5. Time data is reported in 15-minute increments.
6. For each benchmark item in which time is tracked, affiliates are required to enter practice time and travel time.  Practice time is any time incurred to complete the specific benchmark item (with the exception of travel time).  Travel time is any time spent traveling while completing the specific benchmark item.
7. If administrative personnel complete tasks directly related to the unit of service, such as compiling and mailing orientation packets, helping to obtain clearances or typing a profile, that time should be tracked. General administrative tasks such as filing or copying are not tracked within the benchmark; filing and copying are general overhead tasks.
8. For every written document and report, supervisory time spent reviewing, editing and revising the document is reported in the benchmark.
9. Where dates are required, use end-of-service dates.
10. When the purpose of the contact is for more than one unit of service or for more than one child in the same home, divide your practice time, travel time, mileage and parking and toll costs accordingly.
11. If no time was spent completing a specific benchmark item, affiliates must still enter an amount of time spent of zero.
12. Include the time spent tracking cost and time in the “*Affiliate submits completed benchmark to SWAN prime contractor*” section of the benchmark.

**Guidelines for Determining Time in SWAN Benchmarks**

**CHILD PREPARATION**

**3. Child Preparation Tasks**

* Bullet 2: If service providers cannot attend meeting, affiliate meets with them separately to gather information to be included in the Initial Contact Form, ICF (See Template): Include time spent planning and contacting and gathering information from individual team members for developing the Child Preparation Plan and Initial Contact Form.
* Bullet 3: Affiliate, county and other team members collaborate to develop Child Preparation Plan (See Template) and complete ICF (See Template): Include time spent planning for, meeting about and developing the Child Preparation Plan and Initial Contact Form in collaboration with team members, except for the information gathered in the previous bullet.
* Bullet 5: Affiliate submits Child Preparation Plan (See Template) and ICF (See Template) to county: Include supervisory time for review and subsequent revisions.
* Bullet 11: Affiliate meets with child’s current primary and any future identified caregivers (could include birth parents, kinship caregivers, adoptive family or legal custodians) to prepare them for Child Preparation process, issues that may arise and to inform them how they may participate: Include time spent planning for and during the meeting with all caregivers who were contacted.
* Bullet 13: Affiliate meets with child within 30 days of referral to begin engagement and introduction of Child Preparation: Include only the time spent for the initial meeting with the child.

**4. Child Preparation Sessions and Documentation**

* Bullet 1: Affiliate meets with child for six months forminimum of 10 face-to-face sessions to address Child Preparation goals: Include time spent preparing and then conducting the sessions and recording notes after the meeting, if applicable.
  + If an affiliate does group Child Preparation, divide the total number of personnel hours for the group preparation by the number of children in the group.

For example, if you spend two hours preparing for the session, two hours facilitating it, and one hour documenting, this equates to five hours for the session. If five children are in the session, this equates to one hour per child. If two staff members each spend five hours on the preparation, then you would have 10 hours of staff time for the group session (5 hours x 2 staff = 10 hours). This equates to two hours per child if five children were in the group. *(****Remember:*** *We are not documenting the services children receive, but rather the time necessary to deliver the services children receive.)*

* Bullets 2 and 3: Affiliate submits Child Preparation Meeting Activity and Final Report to county agency worker a minimum of every two months: Include time spent writing and supervisory time to review, as well as mailing and filing.

**CHILD PROFILE**

1. **Initial Referral**

* Bullet 1:At the request of county, affiliate completes an addendum to the Child Profile and provides an updated photograph each year if the child does not get a placement during the first or second year after the original Child Profile is completed. Up to two addendums are included in the unit cost: This is not being tracked through the benchmarks. It is recommended that agencies track this on a separate spreadsheet. The prime contractor may request the information in the future.

**3. Child Profile Tasks**

* Bullets 1–7: Affiliate reviews all pertinent files about the child at county agency and all placement agencies, Affiliate discusses case with county worker, Affiliate discusses case with placement provider, Affiliate meets with child and reviews child’s lifebook. Affiliate requests copies of necessary documents not included in the county file, Affiliate makes case-appropriate collateral contacts: Include any travel time and hours spent interviewing the county caseworker, placement provider, child, caregivers and collateral contacts. Also include time spent preparing and mailing requests for information.

**CHILD SPECIFIC RECRUITMENT**

**2. Initial Contact**

* Bullet 11: Affiliate may be requested to testify at court or submit written or verbal report to the court: Include time spent preparing and submitting a written report for any hearing. Include travel time and time spent if testifying at said hearing(s).

**3. Child Specific Recruitment, CSR Tasks**

* Bullets 4–6: Affiliate meets with child monthly, Affiliate submits a Child Specific Recruitment Report monthly (See Template) to county about progress of matching activities, Affiliate reviews CSR case monthly with county: Include time spent with the child during monthly contacts as well as in preparing Child Specific Recruitment Monthly Reports and reviewing the report/case with the county agency. Include any associated travel costs with these items.

**4. Search and Engagement Tools**

* Bullets 1–3: Affiliate reviews current and past diligent search efforts, Affiliate continues using diligent search packet to locate potential resources, and continues working through Accurint or other search results, Affiliate uses family engagement techniques e.g. family finding and family engagement, family group decision making/family conferencing/teaming, as appropriate: Include time spent reviewing diligent search results and any time spent preparing letters used in locating possible resources and supports. Also include additional time spent engaging those possible resources and supports (in person or via phone or email), or when preparing those individuals for any family-teaming meeting (educating them on what the meeting is and its purpose, time spent facilitating the actual meeting and the follow-up that occurs after the meeting). Include any travel costs associated with these activities.

**FAMILY PROFILE/PREPARATION**

1. **Initial Referral**

* Bullet 1:At the request of county, affiliate completes an addendum to the Family Profile during the first or second year after the original Family Profile is completed. Up to two addendums are included in the unit cost: This is not being tracked through the benchmarks. It is recommended that agencies track this on a separate spreadsheet. The prime contractor may request the information in the future.

**3. Affiliate Provides Introductory Information to Family**

* Bullet 3: An opportunity to participate in face-to-face orientation with the affiliate within 30 days of the family indicating their interest in permanency (Family must attend orientation before moving forward): Include time spent compiling and mailing the packet and preparing for and conducting face-to-face orientation.

**4. Completing the Family Profile**

* Bullet 6: Affiliate receives necessary paperwork: Include time spent instructing the family, completing forms with them if necessary, transporting them to medical appointments and follow-up calls and emails to obtain documents.

**5. Family Profile Preparation Program**

* Bullet 3: If family has not attended affiliate sponsored or approved preparation training within the previous 12 months, affiliate reviews training curriculum to determine what updated or additional training the family needs: Include time spent reviewing materials and planning and delivering training, as well as in follow-up and transfer of learning work afterwards.
* Bullet 4: Training Curriculum: To calculate this time, divide the total number of staff hours for the training by the number of families present.

For example, if you spend two hours preparing for the training, two hours presenting, and one hour following up with transfer of learning forms, this equates to five hours for the session. If five families attend, this equates to one hour per family. If two personnel members each spend five hours on the training, this equates to 10 hours of staff time for the training (5 hours x 2 staff = 10 hours). So it would be two hours per family if five families were in the group. *(****Remember:*** *We are not documenting the services the families receive, but rather what it costs your agency to provide services to families.)*

* If an affiliate provides group preparation for children while their parents are in training, count the number of hours of preparation, facilitation and any follow-up tasks for each of the people who conduct the session and divide that by the number of families who are in training. Document that time in the “*Comments*” section. (***Please note****: this is not tracked for time cost because it not a benchmark, but it is good practice*.)
* If an affiliate participates in a training collaboration and some of the families are not SWAN families, determine how many hours you do in the rotation and divide it by the number of your families who participated. Use the “*Comments*” section to explain the number of hours.
* If an affiliate delivers part of the curriculum in collaboration with other agencies but does not have any of their families in that training, keep track of all hours you train. Then when you do have family in attendance, add the hours to those families. Use the “*Comments*” section to explain the number of hours.
* If a family trains with another agency or training consortium, enter a training hours of zero and provide an explanation in the “*Comments*” section.

**PLACEMENT**

**2. Families without an Identified Child**

* Bullet 1: Affiliate develops a matching plan with the family that outlines activities for a minimum of one year during which affiliate…: Time here is tracked only for developing the plan.

**3. Potential Match is Identified**

* Bullet 1: Affiliate contacts custodial county agency or Child Specific Recruitment (CSR) agency to discuss potential match. Affiliate checks with county agency or CSR worker for direction on proceeding with the match: Time should only be tracked when it is spent on the child(ren) identified in the referral.
* Bullet 2: Affiliate assists family in reviewing all available information on the child, including the Child Profile, if available, and addressing questions from family. Affiliate informs family information is confidential: Time should only be tracked when it is spent on the child(ren) identified in the referral.
* Bullet 7: Affiliate meets with all parties to discuss the IPSP (See Template), and sign that they are in agreement: Include time spent on development, review and revisions of the Individual Permanency Service Plan.

**4. Disclosure Process**

* Bullet 1: Affiliate requests a joint meeting with the county and identified family to discuss information. While the affiliate is responsible to share all information they have obtained, the county is responsible for full disclosure of information: Include time spent requesting and scheduling the meeting, preparing and reviewing materials, preparing the family, participating in the meeting and following up with the family and caseworker.

**FINALIZATION**

**2. Initial Contact**

* Bullet 5: If Family Profile was completed more than one year ago, or if changes since the profile was written are significant, affiliate updates the profile: This is not being tracked through the benchmarks. It is recommended that agencies track this on a separate spreadsheet. The prime contractor may request the information in the future.
* Bullet 6: Affiliate collaborates with county to determine county and affiliate roles in developing and implementing Individual Permanency Service Plan, IPSP (See Template): Only track time spent discussing the Individual Permanency Service Plan, not in creating it.

**3. Finalization Tasks**

* Bullets 2–5: Affiliate initiates/reviews/revises IPSP (See Template) at family meeting, Affiliate reviews existing IPSP (See Template) or develops new IPSP with family , Affiliate works with family and county to complete all sections of the IPSP, Affiliate updates IPSP (See Template) every three months: When documenting time for completing or reviewing the Individual Permanency Service Plan, include time spent in the actual development of the document, travel time to the family’s home or county and time spent with the family and county during development or review.

**4. Post-Adoption Contact Agreement (PACA**)

* Bullet 2: Affiliate educates family about facilitation available to develop a PACA: Document time spent traveling to the family’s home as well as with the family to educate them on what a post-adoption contact agreement is and their option to enter into an agreement.

**5. Supervision of Placement**

* Bullets 1–4: Affiliate provides support to child and family (activities listed as sub-bullets), Provides supervisory reports consistent with Attachment H in the SWAN Bulletin at least once every two months to the county agency, Affiliate monitors child’s safety: Include all time spent providing ongoing support to the child and family in any of the activities listed as sub-bullets: Time spent in the home for weekly supervisory visits (monitoring the child’s safety); engaging or educating the family; crisis situations during or after hours; advocating for the family (attending any meetings); coordinating visits or respite; and preparing Supervisory Reports, Child Safety Assessments/Updates or for the Finalization hearing.

**POST-PERMANENCY**

**CASE ASSESSMENT**

**1. Initial Referral and Contact**

* Bullet 6: Affiliate begins assessment activities, which will include but is not limited to: Include time spent planning for the home visit and scoring the assessment tools and the Family Support Plan afterward.

**CASE ADVOCACY**

**2. Post-Permanency Support Plan and Activities**

* Bullet 1: Affiliate begins activities to assist family in meeting the goals identified in their Post-Permanency Family Support Plan: Include time spent at the office researching resources, at meetings and at home visits.

**3. Reassessment**

* Bullet 1: The worker completes the reassessment during the last instance of case advocacy: Include time spent planning for the home visit and scoring the assessment tools and the Family Support Plan afterward.

**RESPITE**

**2. Reassessment**

* Bullet 2: If no case advocate is working with the family under the Case Advocacy Post-Permanency unit of service, affiliate respite worker completes reassessment at the sixth instance using the following tools and submits the assessment form: Include time spent planning for the home visit and scoring the assessment tools and the Family Support Plan afterward.

**SUPPORT GROUP**

1. **Initial Referral and Contact**

* Bullet 7: Affiliate documents that family attends Support Group meetings. (In order for affiliate to receive payment, family must attend two out of three instances): Includes preparation time and actual time spent in the meeting. If your group includes non-SWAN families, divide the total time for the support group by the total number of families to determine time per family.

**2. Reassessment**

Bullet 2: If no case advocate or respite worker is working with the family under the Case Advocacy or Respite Post-Permanency unit of service, affiliate support group worker completes reassessment during the second quarter using the following tools and submits the assessment form: Include time spent planning for home visit and time spent after the home visit scoring the assessment tools and the Family Support Plan.