

What to Expect

Family Foundations is designed to provide intensive support to children and their families to stabilize behaviors in the home and work on rebuilding firm connections between all family members. Initial treatment sessions are very intensive occurring three times per week during the first month. Gradually our Team reduces the frequency of sessions as children and their families build skills and supports to more independently solve problems and address needs. The average length of treatment is four to six months, depending on family needs.

Expectations for Families

Family Foundations is a whole-family service. A core component of our work occurs with caregivers. All caregivers are expected to participate in the treatment process, including active engagement in caregiver sessions, family sessions, and monthly Child & Family Team meetings.

Child & Family Team (CFT) Meetings occur at least monthly during treatment. This is a time when the family, providers, and other identified Team members discuss child and family goals, progress being made, identify ongoing or new needs of the child or family, and collaboratively plan for ongoing services. Open communication is encouraged by all participants. Meetings may be requested, as needed, by any Team member.

Who We Are

Family Foundations is an enhanced Intensive In-Home service, providing a team-based approach to mental health treatment for children and adolescents aged 4-20, who have serious and chronic symptoms of emotional, behavioral, or substance use disorders, and who are unable to remain stable in their home and community without intensive support and interventions. During our work with children and their families, we provide the following interventions, primarily in the home:

- Assessment (initial and ongoing)
- Individual and Family Therapy [Cognitive Behavioral Therapy (CBT)]
- Caregiver Support and Training [Trust-Based Relational Interventions (TBRI)]
- Substance Use Disorder treatment
- Behavioral Support Planning
- Psychoeducation
- Crisis Management
- Case Management
- Child & Family Team Meetings

Our Team is available 24/7 to support children and families in times of need.



FAMILY FOUNDATIONS

Team Members

Family Foundations Supervisor
Keturah Ross, LCSWA, MSW
(336) 930-3771
kross@crossnore.org

Family Foundations Practitioners
Larry Harlee, QP
Sydney Beatty, AP

CRISIS ON-CALL PHONE
(336) 331-0001

Crossnore Communities for Children
1001 Reynolda Road
Winston-Salem, NC 27104

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Our Treatment Approach

Family Foundations is a comprehensive treatment approach for both children and their families. Child-focused interventions utilize the Cognitive Behavioral Therapy (CBT) model, which is one of the most effective models to treat depression, anxiety, trauma, OCD, grief, eating disorders, other emotional disturbances/distress, substance use and misuse, severe mental illness, and somatic symptoms. Each of our team members receive extensive initial and ongoing training in CBT to provide the best quality of care for your child.

While working with children to address mental health symptoms, Family Foundations also works with caregivers using the evidence-based caregiver model, Trust-Based Relational Interventions (TBRI). This model focuses on rebuilding attachment and connection opportunities between caregivers and children, while building parenting skills and reducing risk of caregiver burnout.

Treatment will not provide a magic cure or immediate change for families. While some changes may seem easy and quick, most change is a slow, gradual, and deliberate process. Sometimes problems worsen before they get better. The treatment process requires time and commitment. We work collaboratively to determine ongoing goals and needs, and once these goals are accomplished, or when the family is unable to continue treatment, we move forward into the closure process.

No Show/Cancellation Policy

In order to best support families, regular attendance at sessions is imperative. Our Team provides a great deal of flexibility in scheduling to help meet family needs. The frequency of sessions is determined by the stage of treatment, and in accordance with the Person-Centered Plan. Session frequency is intended to decrease as treatment progresses.

We kindly request at least a 24-hour notice for cancellations of scheduled sessions. If a 24-hour notice is not possible, due to an emergent situation, we request to be notified as soon as possible of the need to cancel. If a family does not show for an appointment without notice, our Team will attempt to reschedule. After three (3) consecutive no-shows, or if there is a pattern of missed appointments, services may be terminated. Our Team will send a warning letter prior to termination, giving the family an opportunity to reengage in services. Another letter will be sent if/when termination occurs.

Discharge Process

Discharge occurs when treatment goals are met, the legal guardian no longer wants services, the child or family refuses to meet program requirements, or when the service is unable to meet the child or family's needs. Our Team will review the Person-Centered Plan and make final recommendations for services prior to discharge. Discharge planning is also discussed monthly in CFT meetings.

Grievance Process

If anyone is dissatisfied with the services received at Crossnore, we encourage them to speak directly to the Team Member and/or Supervisor about concerns. Concerns can also be addressed in CFT meetings. If the situation remains unresolved after discussing with the Team, please contact the Program Director:

Angela Squire
Senior Director of Prevention Services
asquire@crossnore.org
(336) 721-7646

Our grievance policy and forms may be found on our website.

Learn More About Crossnore

All Crossnore service recipients have access to our Organizational Handbook, with information about our agency mission, Model of Care, Philosophy of Care, Service Philosophy, Client Rights and Responsibilities, Notice of Privacy Practices, and other policies/procedures. Please contact the Team Supervisor to request an electronic copy.

For more information about Crossnore services, please visit our website at [crossnore.org](https://www.crossnore.org).

