



Lincoln Park Children and Families Collaborative
2424 West 5th Street, Suite 10, 20, and 108
Duluth, MN 55806

Lincoln Park Children and Families Collaborative (LPCFC)

Supported Family Time Program

Frequently Asked Questions:

What is the LPCFC Supported Family Time Program?

LPCFC is contracted with St. Louis County to coordinate the scheduling and hosting of Supported Family Time (SFT). Our SFT program is designed to provide children safe and conflict-free access to parents and caregivers. We also offer this service to families who wish to Private Pay as well.

We offer in-home, on-site, off-site, and virtual observation, coaching, and transportation services. We offer these services in our space 7 days a week from about 8AM-8PM, and as needed for off-site visits, in-home parent coaching, and video visits. We have a diverse team of staff working within our Supported Family Time program and pair families in culturally specific ways whenever possible.

What is the Referral process?

LPCFC receives Referrals from Social Workers with whom we work to understand the type and frequency of the family time services requested. SFT staff connect with and work together with parents/caregivers and resource families (foster families) to determine family time schedules that work for all parties involved. SFT staff try to assign one staff per case, but depending on the case needs and staff availability, we may need to assign more than one staff to a case. SFT staff email Social Workers the family time schedules. SFT staff will confirm with parents/caregivers and resource families the days/times of family time prior to each visit to check in and see if there are any changes.

Where is Family Time Hosted?

Depending on the case needs, family time may take place at LPCFC, off-site in the community, or in the home of a family or family member. LPCFC is located at 2424 West 5th Street, Duluth, MN 55806.

What is the Two-Door System?

The two-door system is set up in a way that parents/caregivers and resource families do not interact during the drop off and pick up times of the child(ren). Parents/caregivers should arrive at LPCFC and meet SFT staff on the patio located on W 5th ST, near the smokestack. SFT staff then bring parents/caregivers into the family time area before going to get the child(ren). Resource families meet SFT staff to drop off and pick up children on the side of the building, 25th AVE W, next to where the garbage and recycling area is located. Resource families stay with the children until SFT staff arrive.

What if I Need to Cancel Family Time?

If a parent/caregiver or resource family needs to cancel a visit, please let SFT staff know right away. Notice that is more than 24 hours in advance is ideal, but if not possible, please let us know asap. SFT staff will then notify the other parties involved and email social workers about the cancellation and the reason why. Please call LPCFC's office phone number: 218-464-0588 and/or text SFT's Google Voice number: 218-302-5343.

If a SFT staff assigned to a case cannot host family time visit, we will assign another SFT staff to fill in, if possible, unless the parent/caregiver involved prefers to cancel instead. If LPCFC is closed due to weather or other emergencies, we will contact all parties involved asap. When family time is canceled by SFT staff, we work with all parties involved to reschedule, if possible.

Will Family Time Schedules Change?

Once a family time visit schedule has been set, it will remain the same unless otherwise notified, however, family time schedules may change as needed, depending on what comes up with the parties involved. Everyone will be notified as soon as possible regarding any changes. If a visit is canceled by parents/caregivers or resource families, SFT staff are not required to schedule make-up family time, however we will do our best to reschedule.

What Time Should I Arrive for Family Time?

Parents/caregivers and resource families are expected to arrive at their designated spots at the time family time is scheduled to start. If parents/caregivers or resource families are more than 15 minutes late, family time will be canceled due to No Show. For example, if family time is scheduled at 4PM, you should arrive at 4PM; if you are not present at 4:15PM, family time will be canceled. If you are running late, please call/text SFT staff and we can determine together if you will make it.

How Does SFT Transportation Services Work?

In some circumstances, a Social Worker will request transportation services from SFT staff. Generally, resource families are responsible for transporting children to and from family time and parents/caregivers are responsible for transporting themselves to and from family time. In some cases, SFT staff and volunteers, will transport children and/or parents/caregivers to and from family time. Determination is on a case by case basis in order for family time to occur regularly.

What are Volunteer Drivers and How do They Work?

Volunteer drivers are coordinated through St. Louis County Social Workers. When a parent/caregiver is working with their social worker to arrange volunteer drivers, the Social Worker and parent/caregiver need to confirm the scheduled transport times with SFT staff. The volunteer drivers, like MTM, do not communicate or confirm with SFT staff.

When Would Family Time End Early?

SFT staff may end family time early if the safety of child(ren), staff, volunteers, or families is threatened. Reasons for this may include, but are not limited to: inappropriate or unsafe behaviors, sickness, intoxication, emergencies, weather, etc.

Resource families should be available during the family time to return to the family time site to pick up the child(ren), if needed. SFT staff will call and/or text resource parents and ask them to return if an early ending to family time needs to occur.

If SFT staff need to end a visit early and parents/caregivers refuse to leave, SFT staff will involve law enforcement officials when the safety or security of individuals or the program is challenged. Once SFT staff have ended a family time visit, we will give one warning before we contact law enforcement. Unsafe behaviors could result in termination of services.

What Should I Bring to Family Time?

Parents/Caregivers: If your family time falls on a time where a meal/snack is needed, you can bring food/beverages. LPCFC has activities available for families to choose from during family time, but feel free to bring your own activities to do with your children. It is the parent/caregiver's responsibility to plan activities to do with their children during family time.

Resource Families: Please bring a change of clothes, diapers, wipes, formula, bottles, snacks, stroller, anything that the child(ren) will need during the family time. Please also remember shoes, jackets, boots, mittens or anything that is needed based on the weather, as some family time is hosted outside.

What are the Expectations of Parents During Family Time?

During family time, parents/caregivers are expected to engage with their child(ren) at all times. If assistance is needed, they are welcome to ask SFT staff. 10-15 minutes before the end of family time, SFT staff will let parents/caregivers know that they need to start the final clean-up of the space and get ready to go. This means cleaning up any food, putting any garbage in the trash bins, wiping down and disinfecting the tables and chairs, sweeping the floor as needed, disinfecting toys and activities prior to putting them away, and getting the child(ren) ready to go. It is important that family time ends on time and that spaces are ready to go for the next family.

How Does SFT Handle Concerns?

SFT staff will complete a Summary Form for each family time hosted. If resource families and/or parents/caregivers have concerns that they share with SFT staff, we will note the concerns in our report. Reports are shared with the Social Workers and Guardian Ad Litem assigned to the case. Parents/caregivers and resource families can also take their concerns directly to the social workers assigned to their case. LPCFC is a neutral party and does not discuss parents/caregivers with resource families or vice versa. If you have concerns about SFT staff, please contact Jodi at 218-464-0588 to discuss your concerns and we will work together, with all parties involved, to resolve them.