



ACH Child and Family Services
An Overview of Services During COVID-19 Response
As of March 27, 2020

During the COVID-19 response, ACH Child and Family Services will, as we have for over a century, remain open and continue to protect children and preserve families during this challenging time.

- Our Assessment, Intake, and Referral Services continue to answer and assist families through crisis situations and provide referral sources to help meet their needs. Our bilingual professionals are ready to help 24/7 at 817.335.4673 or email Help@ACHservices.org.
- Our Youth Emergency Shelter continues to admit youth needing Emergency Placement. Youth are prescreened for possible exposure (strep, upper respiratory issues, fevers, etc., as we always do, as well as COVID-19) and steps are taken to protect both youth and staff as needed.
- Our residential programs are sheltering in place and are helping our clients stay connected to their families through virtual visits while also meeting all emergent needs.
- We are dedicated to ensuring that children are able to maintain their family or placement even through times of worry, sickness, and hardship. We continue to serve children in our residential and foster care programs and to meet the new demands of ensuring their health and wellness during an unprecedented shelter-in-place order.
- Our Real Help for Real Life program has transitioned all family services to a virtual experience to protect families and children during the shelter in place orders to ensure we are continuing to deliver services to meet needs and reduce stress in families, protecting children and families as they face very challenging times.
- Real Help for Real Life is also producing 1-minute videos sharing tips related to Trust-Based Relational Intervention® as well as a series of Parenting Tip Packs that help parents manage during this extraordinary time and balance family time and the new demands of helping their children attend school online.
- We will continue to serve our children and families by moving counseling sessions, trainings, and child visits to a virtual platform that is safe, secure and HIPAA compliant.
- Our Real Help for Real Life program staff is reaching out to families to try to connect them to needed resources in our community and keep them informed of their rights in light of the challenges we are all facing.

We understand that this is a very challenging time for many families and are committed to continuing to serve our community.