



Series: Operating Procedures COA: CM 2.01, 2.03, CRI 2.01, 2.04, FPS 2.04

Procedure Name: Referrals That Do Not Fit Entrance Criteria

Procedure Number: OP BC 1004

Revision #/Date: (1) 11/07/2012, (2) 2/6//2017 (3) 3/5/2021

Effective Date: 10/29/2009

Applicable to: Brevard C.A.R.E.S., Inc. and Brevard Family Partnership staff

SUBJECT: Brevard C.A.R.E.S. procedure for referrals that do not fit the criteria for entry and are not eligible to receive Brevard C.A.R.E.S. services.

PURPOSE: This operating procedure outlines the Brevard C.A.R.E.S. procedure for referrals that do not fit the entrance criteria for acceptance into the Brevard C.A.R.E.S. Programs. This procedure will clarify the protocols and steps taken by the Brevard C.A.R.E.S. staff to ensure promptness and quality access for families to the services offered by Brevard C.A.R.E.S.. The proper application of this procedure will ensure that Brevard C.A.R.E.S. meets its commitment to ensure continuity of care for families using the strength based wraparound principles of care.

PROCEDURE:

Brevard C.A.R.E.S. Staffing Specialist and the Program Manager screen all referrals promptly and responsively to identify urgency of needs and ensure that families are linked timely with appropriate services and interventions. All referrals received from the Department of Children and Families (DCF) Protective Investigators are screened by the Staffing Specialist for suitability to Brevard C.A.R.E.S. The screening process consists of an assessment of multiple factors including the following:

- 1) Family history and prior child welfare involvement;
- 2) History of removal episodes and interventions;
- 3) Status of findings of maltreatment indicators;
- 4) Current circumstances of the family;
- 5) Whether or not the family situation will pose a threat or danger to the assigned staff member;
- 6) Needed services; (i.e. is the referral for financial assistance only for bill paying?)
- 7) Status of investigation (i.e. the final findings of maltreatment have not been determined, the case cannot be accepted);
- 8) Risk level and Safety determination;
- 9) Maltreatment type; (example: is this a serious child injury verified through Child Protection Team in which explanation is inconsistent with injury ;)
- 10) Whether or not Brevard C.A.R.E.S. has been offered in the past and the family has refused services;
- 11) Whether or not the Child Protective Investigator (CPI) has probable cause for removal.

12) If probable cause was not found, whether or not the case was staffed for a non shelter petition and the outcome of that staffing.

14) The Staffing Specialist, Family Support Supervisor Specialist will communicate directly with the DCF Protective Investigator once clarification has been made on a particular referral for next action steps.

Cases received through the Community:

Referrals received through the Community are sent directly to the Brevard C.A.R.E.S. Staffing Specialists to the Brevard C.A.R.E.S. Family Support Services Supervisor. This includes self-referrals from families who have previously had C.A.R.E.S. services. The Family Support Services Supervisor or designee reviews the referrals for eligibility.

Course of Action if Case Does Not Fit Criteria after Acceptance:

Any case that is accepted through Brevard C.A.R.E.S., Inc. and is later determined (via assessment process) that the family does not meet criteria for the referred program shall be reviewed by the Brevard C.A.R.E.S. Family Support Services Supervisor. The Family Support Services Supervisor will clearly identify, outline and document the reasons that the case is not suitable for Brevard C.A.R.E.S. The Family Support Services Supervisor will then staff the case with the Brevard C.A.R.E.S. Executive Director for resolution. It should be noted that individuals and families that cannot be served are referred and connected to appropriate resources when feasible.

Conflict Resolution:

In the event that there is disagreement amongst the parties about the Brevard C.A.R.E.S. case track, a staffing shall be held with all interested parties.

Issues of disagreement will be handled at the lowest level possible and shall be handed initially between the DCF Protective Investigator and assigned Family Partner or Care Coordinator. If the issues are not resolved, the case will be staffed with the Brevard C.A.R.E.S. Family Support Services Supervisor and Department of Children and Families Protective Investigations Supervisor. If the issues continue to be unresolved, the case will be staffed by the DCF Operations Manager and the Brevard C.A.R.E.S. Executive Director within 2 business days. The Brevard Family Partnership Chief Executive Officer and DCF Regional Managing Director shall make the final decision.

BY DIRECTION OF THE EXECUTIVE
DIRECTOR:



KATHRYN PARKER
Executive Director
Brevard C.A.R.E.S., Inc

Signature Date: 03/05/2021