

PROCEDURE

Series:	Operating Procedures	COA: CM 2.01, 2.02
		CFOP:
Procedure Name:	Family Support Referral Tracks	
Procedure Number:	OP BC 1025	
Reviewed Date:	04/09/2021, 03/08/2023, 05/22/2023	
Revision #/Date:	11/07/2012, 07/07/2017, 09/23/2020	
Effective Date:	07/01/2011	
Applicable to:	Brevard C.A.R.E.S. Staff	

SUBJECT: Three separate family support referral tracks available for families to benefit from Brevard C.A.R.E.S.

PURPOSE: This operating procedure outlines the Brevard C.A.R.E.S. (Family Support) referral tracks available for families referred to Brevard C.A.R.E.S. This procedure clarifies the protocols defined in each referral track 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 ensures that Brevard C.A.R.E.S. meets its commitment to ensure continuity of care for families using strength-based approach that adheres to the ten principles of wraparound.

PROCEDURE:

Brevard C.A.R.E.S. Referral Tracks - All referrals received by Brevard C.A.R.E.S. are screened via the Family Advocate Specialist, Child and Family Services Specialists or the Neighborhood Partnership Program Supervisor and are forwarded to the respective Brevard C.A.R.E.S. Supervisor for assignment to a Family Advocate Specialist Care Coordinator if appropriate.

- a. Community Linkages** - This referral track is designed for families who need linkages to community resources that are available in kind in the community. The Child and Family Services Specialist or Family Advocate Specialist for the Neighborhood Partnership Program provides all necessary community linkages and staffs the case with the Supervisor. The Supervisor provides authorization for the case to be closed after a dialogue with the Child and Family Services Specialist or Family Advocate Specialist regarding the identified family needs and the determination that the family is not in need of any additional supports.
- b. Bypass** - This referral track includes the authorization of any professional service available with the Brevard C.A.R.E.S. continuum of care. The maximum amount of time for a service authorization shall not exceed twelve (12) weeks. Occasionally, it may be necessary for a service authorization to exceed 12 weeks under exceptional circumstances. The Child and Family Services Specialist/Neighborhood Partnership Program Care Coordinator will maintain a caseload of families served in the "Bypass" track and will ensure entry of case activity into the prevention and diversion database, the Utilization Management System and FSFN. Providers document family progress in the prevention and diversion database



and additional discussion can be held within the context of monthly contract meetings with all Contracted Services Flex Support and Rate Agreement Providers. Families that increase in acuity may be referred to the Family Team Conferencing Track if they are beyond the scope of the "Bypass" track. In those instances, the Program Manager will staff the case with the assigned Care Coordinator in the family's geographic area of assignment.

- c. **Family Team Conferencing** -The Family Team Conferencing referral track is for families who meet criteria for high/very high-risk levels (Prevention Team), low/moderate risk Brevard Behavioral Health Expansion Grant (BBHE) and Neighborhood Partnership Program in which families are availed to all aspects of the C.A.R.E.S model including identification and development of informal and natural supports, Care Planning and Transition Planning. The Family Advocate Specialist/Care Coordinator contacts the family within two business days to schedule the Strength and Cultural Discovery. The Family Advocate Specialist/Care Coordinator meets with the family at least one time per week for the first month to conduct the Strength and Cultural Discovery as well as complete the initial family team conference. The average length of participation vacillates pending the family's acuity level and needs. The Supervisor reviews all cases that are open for more than 90 days and determines whether the case should remain open. Any case that experiences inactivity for a period of 30 days or more is also reviewed by the Supervisor for case closure. These processes are in addition to regular Supervisory Reviews.

Conflict Resolution:

If there is disagreement amongst the parties about the Brevard C.A.R.E.S. referral track, a staffing is held with all interested parties.

Issues of disagreement will be handled at the lowest level possible and shall be handled initially between the DCF Protective Investigator and assigned Family Advocate Specialist or Care Coordinator. If the issues are not resolved, the case will be staffed with the Brevard C.A.R.E.S 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 Program Operations Manager and the Brevard C.A.R.E.S. Family Support Services Senior Manager within 2 business days. The Brevard Family Partnership Chief Executive Officer shall make the final decision.

BY DIRECTION OF THE PRESIDENT AND
CHIEF EXECUTIVE OFFICER:

A handwritten signature in blue ink that reads "Philip J. Scarpelli". The signature is written over a horizontal line.

PHILIP J. SCARPELLI
President and Chief Executive Officer
Brevard Family Partnership / Family of Agencies

APPROVAL DATE: 7/1/23