



**Brevard C.A.R.E.S.  
Board Report March 2016**

**Strengthening Families...Whatever It Takes!**

## January 2016

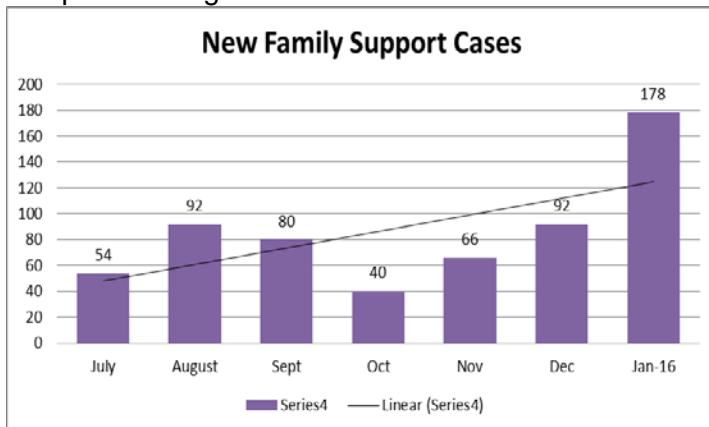
On January 11<sup>th</sup>, Brevard CARES in partnership with Brevard Family Partnership initiated a Resource Coordinator Quality Assurance Review. The purpose of the review was two-fold; to review specific actions taken by Resource Coordinator RF in relation to a child death investigation, and to look for system of care opportunities for improvement. The project included a review of all high risk cases staffed through the Resource Coordinators for Wraparound Services between October 2015 and January 8, 2016 in which the family had either refused services or were never engaged. An extended review was also completed for the North County to include cases staffed between July 2015 and September 2015 in which the family had either refused services or were never engaged. The review yielding several opportunities for improvement and changes in the way CARES was currently handling cases.

The Department of Children and Families recently published new guidelines for Family Support cases. The new guidelines focus on Family Support cases serving High/Very High Risk Families. In response to these guidelines and to address system deficiency noted in the Resource Coordinator Quality Assurance Review Brevard CARES drafted a new Family Support Operating Procedure. The operating procedure is in its final stages of revision for implementation.

In preparations for future Medicaid billing opportunities, the Safety Management Team Family Advocate Specialists attended the three day Certified Recovery Peer Specialist (CRPS) training. The CRPS designation is an entry-level mental health credential for person's who use their professional preparation in combination with their lived experience to help others achieve and maintain recovery from substance use and/or mental health conditions.

Child Abuse Prevention, Adoption Promotion and Support Annual Report was due to the Department of Children and Families in January. Brevard CARES Executive Director drafted the annual report which covered the Brevard Action Team efforts in FY2014-15 to prevent child abuse, promote adoption, and support adoptive families. At the request of the Department, the Executive Director also reviewed the Seminole Action Team report for feedback and recommendations.

There has been an increase in Family Support cases over the last three months. Family Support Cases have been trending up since October. During the first quarter of the FY Brevard CARES received an average of 79 new Family Support referrals a month, that decreased to 66 during the second quarter. During the first month of the third quarter Brevard CARES received 178 Family Support referrals. This significant increase in referrals has had a negative impact on staff moral as they are having difficulty achieving performance time frames. Overtime for Family Partners was authorized in January to complete Strength Discoveries on new referrals.



Respectfully Submitted,  
Phebe Powell  
Executive Director