



Series: Operating Procedures COA: CM
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Procedure Name: Service Planning, Coordination and
Family
Team Conferencing

Procedure Number: OP BC 1001

Revision #/Date: (1) 11/08/2012, (2) 2/16/17, (3) 03/05/2021

Effective Date: 09/22/2009

Applicable to: Brevard C.A.R.E.S., Inc.

SUBJECT: Brevard C.A.R.E.S. Program Procedure for Family Team Conferencing

PURPOSE: To outline Brevard C.A.R.E.S. procedure for conducting the Family Team Conferences (FTC) for families referred to the Brevard C.A.R.E.S. Programs. To outline the protocols and steps taken by the Brevard C.A.R.E.S staff to ensure prompt quality access to the services tailored to the unique needs of each family offered by the Brevard C.A.R.E.S. Program.

Brevard C . A . R . E . S . uses the Wrap around process combined with Family Team Conferencing to address the needs of families served. The goal of the family team process is to enable children to remain SAFELY in their own homes and community whenever possible while ensuring families have voice and choice in the planning process.

The Family Team Conference is used for care planning and the periodic utilization (progress) review of all services identified in the Care Plan. The purpose of Family Team Conference is:

- 1) to ensure successful engagement of families occurs early in the process with identification of the families vision, strengths and potential barriers to success;
- 2) to clarify with the family the reasons for DCF/ Brevard C.A.R.E.S.
- 3) involvement;
- 4) to focus on the safety and well-being needs of the child;
- 5) to ensure the family drives the process in identifying needs;
- 6) to ensure the family has access, voice, and ownership of their plan;
- 7) to clarify expectations for behavioral change with all persons involved;
- 8) to acknowledge the family's strengths and commitment to their child;
- 9) to document the families' accomplishments;
- 10) to form community based, culturally sensitive linkages that will provide ongoing support to the family;
- 11) to identify community resources that can provide assistance to the family and
- 12) to enhance caregiver protective capacities and address the identified

danger threats.

PROCEDURE:

All families served through Brevard C.A.R.E.S. care coordination and care management services receive a Care Plan with agreed upon goals, desired outcomes and timeframes for achieving goals including the services and supports to be provided with identified service provider. The guardian is required to sign the Care Plan.

Definitions

- I. **Care Plan**- Tool utilized to identify family strengths and needs. This plan will be used to support the referral request to authorize and guide service provision.
- II. **The Family Team Conference** wraparound meeting is the team process utilized in the Brevard C.A.R.E.S. that is central to the service delivery system for those referred to the program. It is a strength based, family centered model that enlarges the circle of care around a family to ensure sustainability upon discharge from the program.
- III. **The Strength and Cultural Discovery** process is the means by which a staff member working with the family assists them in identifying their strengths, needs, vision statement, and family team members. Ideally the Family Team should consist of no more than 49% formal support and 51% informal team members. Staff and providers working with Brevard C.A.R.E.S. families will create linkages to community supports and services.

Process

Preparation for Family Team Conference

Once the referral has been accepted into the program, the assigned staff member ascertains the family's willingness to participate in the voluntary program, usually via a telephone contact. This is the initial engagement with the family, and it is during this time that the staff explains the program's parameters and its process. It is helpful to gage a family's commitment to be engaged in the process, in hopes for a successful completion.

- I. The initial step in the engagement process is meeting with the family informally to conduct the Strength and Cultural Discovery. The goal of this meeting is to identify needs, vision statement, and family team members.
- II. After the assigned staff member conducts the Family's Strength and Cultural Discovery and has identified the family's natural resources and supports and determines the family desires to proceed with the Family Team Conference wraparound meeting, the Coordinator will work collaboratively with the family to arrange a date and time that best meets their needs.
- III. The assigned staff member will contact all parties agreed upon by the family identified as potential team members. This may include any providers who may be working with or acquainted with the child and/or family, and any natural supports the family identified to arrange a FTC.

- IV. Prior to the first Family Team Conference (FTC), team members will be oriented to the wraparound process and principles of case practice. The role of the family team will be defined and literature on the process and program will be made available in advance for those members who are not familiar with Brevard C.A.R.E.S.
- V. The assigned staff member will then prepare the file as indicated by the Brevard C.A.R.E.S. file protocol.

Tasks at Initial Family Team Conference

- VI. The initial FTC must be completed within 14 calendar days of the case being accepted.
- VII. At the start of the FTC, the Coordinator will then present the team with the Brevard C.A.R.E.S. Release of Information for team members to sign.
- VIII. At the onset of each FTC, the family vision statement will be reviewed with the team members followed by the family strengths and the strengths of individual family members if appropriate.
- IX. The Coordinator will establish basic ground rules for the team and more comprehensive ground rules in complex cases. Members will agree in writing to abide by ground rules established by the team.
- X. During the FTC the family, (along with the identified family team), will work to build upon the family strengths to address the identified needs of the family.
- XI. The family team will proactively strategize ways to address the family's identified needs that resulted in, or placed the children at risk for abuse, neglect, abandonment. These services could include: mental health, medical assistance, disability assistance, educational supports, substance abuse treatment, and material and financial assistance. The team will identify the frequency and duration of the supports needed as well as measurable goals and outcomes so the team knows when the service will be completed. The family team will also assist in seeking community services to provide support and assistance to the family. The strategizing and planning to meet the family's needs is critical to long term sustainability for the family.
- XII. The Care Plan is the individualized method of documentation for each family. The Care Plan outlines the specific service providers in the Brevard C.A.R.E.S. network (as well as any informal/natural and community supports identified) that will support the attainment of the family's goals and desired outcomes. During the FTC the family team will identify with the family any service options available to meet their needs. Proposed services are reviewed and discussed with the family to ascertain the best fit. In cases where the team determines that flexible supports are needed to assist the family in meeting their goals, the Coordinator will authorize the Flexible Support services. The team will identify the frequency and duration of the supports needed and the level and type of flexible support needed to meet the unique needs of the family. These specifics will be outlined in the Care Plan and functions as the service plan. The Care Plan identifies all services and supports to be provided, and by whom, and contains the individual or guardian's signature. Any unmet needs are discussed and the possibilities for maintaining and strengthening family relationships are addressed.

- XIII. The team will then schedule the next FTC within 60 days, at which time the team will discuss the family's progress and effectiveness of the current plan to determine if any services need to be modified, added, re-authorized or terminated. The FTC process will continue in this manner until the team agrees that the family is ready for graduation. At the end of each FTC, the team will schedule the next the FTC date with the understanding that any team member can request a team meeting at any time during the process. The Coordinator will then provide copies of the Care Plan and the signature page to each team member.
- XIV. The Coordinator is responsible for facilitating the Family Team Conferences and for the Care Coordination and service linkages for the family. The Coordinator may also arrange for families to receive additional care management support as identified in the service plan from within the network of service providers. The Coordinator maintains a list of current resources available to the family and information on how to access those resources.

Tasks at Subsequent Family Team Conferences

- XV. At each subsequent FTC, the progress towards reaching the Care Plan goals will be discussed. The Care Plan should be amended at subsequent FTC's to reflect change in the family's need. After each subsequent FTC, all attendees will receive a copy of the Care Plan and each plan will be filed in the FTC file and case management case file.
- XVI. In the development of the initial plan and throughout the time the child and family receive services, the FTC will be working to set attainable, measurable goals and objectives that are directed towards meeting the safety, permanency, and well-being goals of the child. In addition, short term goals for service identified should be developed in order to be achieved during the authorized period approved so progress can be monitored and subsequent short term goals be developed and monitored.

Information Sharing

This phase starts with an introduction of the parties present and an explanation of the process for the meeting. Family strengths and culture are identified. The reasons for DCF and Brevard C.A.R.E.S. involvement are outlined. If there is a substantiation of the abuse or neglect, the allegations and findings are relayed to the family. The family will have been informed previously of the findings of a CPI investigative assessment, however; it is important to clarify the issues that warrant DCF/court involvement at the start of the meeting.

Group Discussion and Resulting Family Plan

- A. . The Care Plan must be completed with the family, including the child(ren) when appropriate, at a Family Team Conference.
- B. Family and participants discuss strengths, needs, and services that need to be in place, goals and measurable outcomes expected as a result of the service, and the level of court supervision/intervention.
- C. The family and professionals in the FTC arrive at a final decision and develop a formalized, written plan that is signed by the family and participants.

- D. The Coordinator is responsible to ensure the care plan is completed on all families involved in the FTC process.
- E. The family is asked if the plan is realistic, fair, and manageable thereby allowing the family to own the plan.
- F. The Coordinator must ensure all safety issues have been addressed.
- G. The development of the care plan will be evolutionary, based upon information obtained through formal and informal information and assessments.
- H. The care plan must be completed in its entirety, and using either the initial care plan or a subsequent care plan.
- I. Children of all ages are encouraged to participate in the FTC unless emotional, developmental, or physical disability hinders participation or participation would be harmful to the child's well-being. If the child is not participating, the reason should be documented in the case file by the Coordinator.
- J. The care plan will continue to be updated as necessary, and at a minimum of every 30 days or as appropriate in order to review goals and outcomes of services provided.

Authorization Thresholds

Brevard C.A.R.E.S. Coordinators cannot authorize any amount that exceeds one twelfth of the total annual budget allocation for the year on a monthly basis. Any request that exceeds this threshold must be approved by Program Manager. Authorizations are completed via the Brevard C.A.R.E.S. Service Request Form and are logged into the Brevard C.A.R.E.S. database.

Satisfaction Survey

In order to continuously improve the services Brevard C.A.R.E.S. request ongoing feedback from the Family Team throughout the service planning and FTC process.

- A. Following the completion of the Strength and Cultural Discovery, the Family Partner or Coordinator will request that the parents/guardians complete the Strength and Cultural Discovery Satisfaction Survey.
- B. .
- C. Following the completion of each FTC, the Coordinator will request that members of the Family Team complete the Family Team Satisfaction Survey.
- D. Following the Transition/Graduation, FTC the Coordinator will request that the parents/guardians complete Family Team Conference Satisfaction Survey.

Surveys are completed through Survey Monkey and reviewed by the Program Manager. The results are aggregated and performance data is reviewed with the staff..

Documentation

After completion of the Family Team Conference, the Coordinator completes all necessary authorizations and will update the case record as indicated by the Brevard C.A.R.E.S. file protocol. Authorizations and other issues related to services funding procedures are

addressed in the Utilization Management procedures (OP BC 1003). The intended outcomes related to the Family Team Conference process are that families are no longer isolated from their community, have increased protective factors of social connections, concrete supports in times of need, parental resiliency, knowledge of parenting and child development and child' social and emotional competence. It is through this process that natural/informal support systems have been established along with an ability to access any needed services in the future.

BY DIRECTION OF THE EXECUTIVE
DIRECTOR:



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

Signature Date: 03/05/2021