



Series: Operating Procedures **COA:** CM 1, 2.03
Procedure Name: Families Referred Recurrent Times
Procedure Number: OP BC 1011
Revision #/Date: (1)11/19/2012, (2)16/2017),
(3) 03/26/2021
Effective Date: 09/15/09
Applicable to: Brevard C.A.R.E.S.

SUBJECT: Brevard C.A.R.E.S. Procedure for Families Referred Recurrent Times

PURPOSE: This operating procedure outlines Brevard C.A.R.E.S. procedure for families who have been referred to the Brevard C.A.R.E.S. Program subsequent times. This procedure will clarify the protocols and steps taken by the Brevard C.A.R.E.S staff to ensure a retrospective analysis is performed to assess the best way to serve families who have been referred to the Brevard C.A.R.E.S. Program recurrently.

PROCEDURE:

Case Analysis and Assignment

Brevard C.A.R.E.S. does not place any restrictions or limitations on accepting families that have been referred recurrent times. Part of the aftercare and support plan includes that the family has knowledge that they can return to C.A.R.E.S. at any time (should they need or want to engage in the process again later.) When a referral is received for a family who has been previously closed with Brevard C.A.R.E.S., the Director of Operations (Would this be Peter or Staffing Specialist?) will review the prior file(s), data records of Provider Automated Services Management (PSAM/Mindshare) the state automated child welfare information system (FSFN) and the current referral to determine the appropriateness of the referral. If it is determined that the referral is not appropriate for Brevard C.A.R.E.S., the referral source will be notified, and a notation will be made into the Brevard C.A.R.E.S. database. If the referral source is not in agreement with the decision then the referral source may contact the Brevard Family Partnership Client Relations Specialist. Brevard C.A.R.E.S. will provide additional resources from the community for any family that cannot be served. This includes referring and connecting to appropriate community linkages and resources based on the family needs.

If the referral is accepted, the Brevard C.A.R.E.S. Family Services Support Supervisor will enter the family into the Brevard C.A.R.E.S. database within two business days and will assign the family to a Brevard C.A.R.E.S. Coordinator. The Brevard C.A.R.E.S. Family Support Services Supervisor will determine on a case by case basis whether the original Coordinator will be re-assigned; if assigned, the Family Support Services Supervisor will staff the case with the assigned staff member. As a best practice and to ensure continuity of care, whenever possible the previous Coordinator assigned to the family previously will be assigned. If extenuating circumstances exist that preclude this as a possibility then the Family Support Services Supervisor, original Coordinator, and new Coordinator will staff the case to provide the new assigned staff member with family history and other pertinent information.

BY DIRECTION OF THE EXECUTIVE
DIRECTOR:



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

Signature Date: 03/26/2021