



Series: Operating Procedures COA: PQI 4.01.
CM 6

Procedure Name: Service Philosophy and Recidivism Assessment

Procedure Number: OP BC 1013

Revision #/Date: (1)11/13/2012, (2) 12/27/2016, (3) 03/26/2021

Effective Date: 11/10/2009

Applicable to: Brevard C.A.R.E.S. Staff

SUBJECT: Brevard C.A.R.E.S Service Philosophy and Recidivism Assessment

PURPOSE: This operating procedure outlines the agency’s service philosophy and establishes basic requirements for assessing and documenting recidivism of Brevard C.A.R.E.S. families served at six, twelve, eighteen and twenty four month intervals once a family has successfully completed the program.

PROCEDURE:

Brevard C.A.R.E.S. service philosophy is a basis for how the program meets the needs of clients and guides the management of the program based on goals and the best available evidence of service effectiveness. Brevard C.A.R.E.S. approach to care is based upon the Principles of Wraparound, as defined by the National Wraparound Initiative and the use of Family Team Conferencing (FTC) and Care Coordination. Brevard C.A.R.E.S. service philosophy:

- 1) Ensures that successful engagement of families occurs early in the process, with the identification of the family’s vision, strengths and potential barriers to success;
- 2) Clarifies with the family the reasons for Brevard C.A.R.E.S. involvement;
- 3) Focuses on the safety and permanency needs of the child;
- 4) Ensures the family drives the process in identifying needs;
- 5) Ensures the family has access, voice, and ownership of their plan;
- 6) Clarifies expectations for behavioral change with all persons involved;
- 7) Acknowledges the family's strengths and commitment to their child;
- 8) Documents the families’ accomplishments;
- 9) Forms community based, culturally sensitive support that provides ongoing support to the family;
- 10) Identifies community resources to assistance the family and;
- 11) Empowers children and families.

The Family Team Conference brings together a group of individuals identified to support the family, called the “Family Team” and incorporates the use of Wraparound. Wraparound is a planning process that follows a series of steps to help children and their families realize their hopes, dreams, and meet their family goals. This enables families to be free of child welfare and other systems involvement and increase skills to navigate community resources. Through consensus and the process of normalization, the team identifies a vision: a unified picture of how things will be for the child and family when involvement with Brevard C.A.R.E.S. is completed. The team participates in a thorough exploration of the family's needs across life domains. Life domains are areas of the family’s life that present challenges. These domains are areas such as a place to live, mental health, cultural, social, spiritual, educational, vocational, and financial and safety. The

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Brevard C.A.R.E.S. staff leads the conversation, assuring family voice, while checking with team members for other needs and shared understanding of the needs held by the family. The team brainstorms strategies that will help the family move to the better life they defined in the vision statement. These actions are tied to the strengths and culture of the child and family while team members commit to tasks with specific follow-up dates to help the family be successful.

Process at six, twelve, eighteen and twenty four months of closure:

The Brevard C.A.R.E.S. Director of Operations (I am unsure who should be listed here as doing this? Myself?) performs checks in the state automated child welfare information system (FSFN) on each child and family with a case closure reason of "Case Supervision Completed/Outcomes Achieved" (Is it only that closure reason? Because I know others are similar sounding and are likely chosen at times) at 6, 12, 18 and 24 months intervals after case closure. Any instances of verified child maltreatment on families that have been closed at these intervals are recorded toward the program's recidivism rates. Specifically, the **Director of Operations** utilizes the database to examine each case participant in FSFN to determine whether any abuse hotline reports have been received with final findings of Verified Maltreatment during the period between the case closure date and 6,12,18 and 24 months.

- a If a family has not had any abuse hotline reports logged during this period, the Director of Operations will record a "NO" on the Brevard C.A.R.E.S. data base (Do we have this still?) or Case Log under the 'Yes/No' column within the 'Families without New Abuse Verified within 6, 12, 18 and 24 months of Closure' grouping. The comments column within this grouping will be left blank.
- b If a family has abuse hotline reports logged during this period, and these reports are Verified for maltreatment, the **Director of Operations** will record a "YES" on the Brevard C.A.R.E.S. data base or Case Log under the 'Yes/No' column within 'Families without New Abuse Verified or Some Indicators w/in 6, 12, 18 and 24 months of Closure' grouping. The Brevard C.A.R.E.S. **Director of Operations** will then enter the date of the report, the report number, and the allegation(s) and findings(s) in the 'Comments' column under the 'Families with New Abuse Verified w/in 6, 12, 18 and 24 months of Closure' grouping.

Management Review

The Brevard C.A.R.E.S. Management Team reviews and analyzes recidivism data at 6, 12 , 18 and 24 month intervals. This data is part of the annual goal planning for Brevard C.A.R.E.S. and contributes to the performance and quality improvement process. It also serves as a tool to gauge program effectiveness by incidence of future child maltreatment experienced after program completion.

BY DIRECTION OF THE EXECUTIVE
DIRECTOR



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

Signature Date: 03/26/2021