



Series: Operating Procedures COA: CM 2.01, 2.02
CFOP: NA

Procedure Name: Family Support Referral Tracks

Procedure Number: OP BC 1025

Revision #/Date: (1) 11/07/2012, (2) 07/07/2017, (3) 09/23/2020

Reviewed Date: (1) 04/09/2021

Effective Date: 07/01/2011

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

SUBJECT: Brevard C.A.R.E.S. procedure for 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 will clarify 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 will ensure 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. Program are screened via the Brevard Family Partnership Intake Specialists or the Brevard C.A.R.E.S. Child and Family Services Specialists and are forwarded to the Brevard C.A.R.E.S. Program Manager for assignment to a Family Partner and/or Care Coordinator if necessary and 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 Partner will provide all necessary community linkages and staff the case with the Program Manager. The Program Manager will provide authorization for the case to be closed after dialogue with the Child and Family Services Specialist/Family Partner regarding the identified family needs and the determination that the family is not in 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 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 will 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 (Level 3) referrals 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 Partner will make contact with the family with in two business days to schedule the Strength and Cultural Discovery. The initial Family Team Conference will be held within five business days of completion of the Strengths and Cultural Discovery. The average length of participation will vacillate pending the family's acuity level and needs. The Program Manager will review all cases that are open for more than 90 days and determine whether or not the case should remain open. Any case that experiences inactivity for a period of 30 days or more will also be reviewed by the Program Manager for case closure. These processes are in addition to monthly case file reviews and regular Supervisory Reviews.

Conflict Resolution:

In the event that there is disagreement amongst the parties about the Brevard C.A.R.E.S. referral track, a staffing shall be held with all interested parties.

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

BY DIRECTION OF THE EXECUTIVE
DIRECTOR:



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

APPROVAL DATE: 7/017/2017