Child Welfare Integration Manual
for Florida’s Northeast Region

Revised September 2015
Lutheran Services Florida Health Systems

Amended from the July 1, 2010, Department of Children and Families Substance Abuse Program Office’s Florida Guidelines for Substance Abuse Family Intervention Specialists (FIS)
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**Family Intervention Specialists (FIS) are staff positions of contracted substance abuse providers who perform linkage to the child welfare system to engage and support substance involved child welfare families in appropriate substance abuse treatment and recovery with a goal of improving both substance abuse treatment and child welfare outcomes.**

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**THE FIS INITIATIVE**

The FIS Initiative was funded to support the following joint system goals for Florida's Child Welfare/Community-Based Care (CW/CBC) and Substance Abuse Programs:

1. Protect and ensure the safety of children
2. Prevent and remediate the consequences of substance abuse on families involved in protective supervision, or at risk of being involved in protective supervision, by reducing alcohol and drug abuse
3. Plan for permanency and reunify healthy, intact families
4. Support families in recovery

The FIS Initiative is based on the hypothesis that:

- if caregiver substance abuse is identified, and
- if the caregiver is engaged in successful treatment resulting in abstinence and recovery, and
- if the caregiver's progress in achieving the substance abuse treatment plan is coordinated with child protective investigation and/or the permanency plans, then
- prognosis is improved for the family to stay together or be reunified, and for reducing the probability of future child abuse/neglect in that family.

The Florida Legislature funded 35 FIS in state Fiscal Year 2000-2001 and an additional 35 FIS in state Fiscal Year 2002-2003 to support this initiative. Since then, some circuits contracted additional discretionary local funding for FIS. By January 2009, 85 FIS are contracted to 18 substance abuse treatment providers throughout the state providing services in all but five counties in Florida.

FIS perform critical support for the General Appropriations Act performance outcome measure to:
"Increase the number and percent of individuals (adults) in protective supervision who have case plans requiring substance abuse treatment who are receiving treatment."

FIS are funded to improve identification of substance abuse treatment need and to support retention and success in substance abuse treatment for CW/CBC cases. They are substance abuse professionals who are employees of contracted substance abuse providers. They work with, and most are co-located with, CW/CBC protective investigation or protective supervision staff.

Mental Health FIS: Over time, several circuit Substance Abuse and Mental Health (SAMH) Program Offices identified funding to support FIS focusing on individuals having a primary mental health problem. This is a critical need statewide, yet no new funds have been made available to expand the current substance abuse FIS capacity for this population. LSF Health Systems continues to explore opportunities to fund mental health FIS.

Co-Occurring (Substance Abusing/Mentally Ill): Many of the individuals and family members referred to substance abuse FIS are dually diagnosed. Consequently, substance abuse FIS should systematically and aggressively screen for co-occurring mental health problems using the FIS screen or another comparable screen approved by the FIS treatment provider. FIS shall link these individuals with services which address their mental health treatment needs and include concurrent mental health services received by the individual in FIS case management and coordination.

Compliance with these guidelines is required for FIS funded through Florida’s FIS legislative appropriation and for any additional FIS specifically contracted for by the Managing Entity contract’s FIS Exhibit. These guidelines are specific to justification and implementation of the program model presented to the Florida Legislature which resulted in the line-item FIS appropriations. They also are appropriate for use by the circuit or treatment provider for any local FIS initiatives.

MINIMUM FIS QUALIFICATIONS

FIS function as substance abuse treatment system experts and representatives to child welfare. At minimum, a FIS should have a bachelor's degree in a social or behavioral science and one year of experience working with substance-involved individuals/families. Preference in selecting FIS should be given to individuals who hold a clinical or counseling license or certification, who are certified addictions professionals, and who have both substance abuse and child abuse/neglect knowledge and experience. If an individual hired as a FIS prior to state Fiscal Year 2004-2005 and is functioning effectively in this capacity, yet
does not have a college degree, the individual may continue to function as a FIS. The minimum qualifications apply to new hires by the FIS provider.

As a best practice, agencies may choose to require Masters-level education of its FIS.

REGULATIONS – FLORIDA ADMINISTRATIVE CODE

FIS services must be performed in compliance with the Substance Abuse Licensure Rule 65D-30, F.A.C. All services shall be provided under the supervision of a qualified professional as defined by Rule 65D-30, F.A.C. FIS services should be provided consistent with these guidelines and with provisions delineated in the Substance Abuse and Mental Health Model Contract’s FIS Exhibit. Provider sites supervising FIS must be licensed for Intervention: General Intervention and Intervention: Case Management and shall adhere to the minimum requirements for intervention programs delineated in Rule 65D-30, F.A.C. Intervention includes activities and strategies that are used to forestall or impede the development or progression of substance abuse problems.

Statewide FIS services are funded at approximately $5 million with a mix of fund sources: Targeted Assistance for Needy Families (TANF); Substance Abuse Prevention and Treatment Block Grant (SAPTBG); Tobacco Settlement funds; and General Revenue. Expenditures must additionally comply with applicable regulations for those fund sources.

Adult Services Funding Source: Although current FIS funding is appropriated in the adult substance abuse category, there was no intent to limit FIS services for parents/caregivers under 18 years of age. In fact, this caregiver population may be among those most critical to target, even though it represents only a small percent of the total.

SERVICES FIS PROVIDE

FIS provide adult substance abuse outreach, screening, intervention, and case management. FIS do not function as the primary treatment counselor. Their role is to serve as a consultant to, and coordinator with, child welfare and a motivator/supporter for families. FIS responsibilities are to:

✓ Take referrals;
✓ Provide initial screening;
✓ Provide assessment or linkage to assessment;
✓ Provide linkage for treatment as indicated;
✓ Provide case management;
✓ Motivate and support the family and assist in removing barriers to successful substance abuse treatment outcomes;
✓ Track and report on the progress of individuals referred;
✓ Provide information and recommendations for development and case management of the joint family service plan; and
✓ Work with the child welfare case worker to ensure compatibility between the substance abuse treatment goals and child welfare’s plans and interventions for the family.

Services are provided, at a minimum, Monday through Friday with flexible hours to meet the needs of the families they support. If feasible, some of the direct family support services will be provided in the family’s home.

**FIS POSITION FUNDING**

LSF Health Systems allocate funding to the providers to be used for a set number of full-time FIS positions. As of the latest revision to this manual the follow is the number of full-time FIS positions by provider along with the counties which will refer to the designated FIS position:

- Baycare Behavioral Health: 1 (Hernando)
- Clay Behavioral Health Center: 1 (Clay)
- Gateway Community Services: 5 (Duval)
- LifeStream Behavioral Center: 2 (Lake, Sumter)
- Meridian Behavioral Healthcare: 5 (Alachua, Columbia, Gilchrist/Levy/Dixie, Suwannee, Union/Bradford)
- SMA Behavioral Healthcare: 4 (Putnam, St. Johns, Volusia)
- Starting Point Behavioral Healthcare: 1 (Nassau)
- The Centers: 2 (Citrus, Marion)

The provider will notify LSF Health Systems of any/all FIS Position vacancies; the provider will not be paid for any time period where the FIS position is vacant. This position funding includes training dollars that are built into the unit cost per position. Incidental funds are to be used towards FIS clients if allocated to the provider by LSF Health Systems. FIS contract/program monitoring is a responsibility of LSF Health Systems.
FIS OPERATING PROCEDURES AND COLLABORATION

FIS assist CW/CBC staff in jointly developing and maintaining local procedures that explicitly define the processes for referral, content of a referral package, follow-up and on-going case management. FIS also mutually support Substance Abuse and CW/CBC staff in the sharing of information regarding mutual clients for the purpose of coordinating the provision of optimal services, and develop operational procedures to address confidentiality issues between their respective program areas.

FIS may be used as a safety service. CW/CBC staff may incorporate FIS services into the child welfare safety plan.

Additionally, it is vital that the FIS work closely with the Substance Abuse Women's Intervention Specialist (WIS) in circuits where a WIS exists. WIS focus on substance abusing pregnant/post partum women and perform functions similar to the FIS, but not specific to families involved in child welfare. A FIS provider, who also is a WIS provider, may want to have the WIS perform FIS functions for pregnant women to reduce the FIS caseload.

FIS maintain a directory of substance abuse treatment resources with contact information and eligibility criteria for referral.

Family Team Conferencing (FTC) is a preferred practice model for joint case planning and management for families involved in child protection services. FIS providers should seek out FTC training opportunities and participate as a member of the FTC team when this option is available through CW/CBC service partners. It is expected that the CBC staff will provide the lead role on the team and that a FIS will represent substance abuse treatment on the team.

CO-LOCATION WITH CHILD WELFARE

When feasible, FIS are co-located with child protective investigators and/or community-based care staff. If not directly co-located, FIS services are located in a place where they are readily accessible and available to child welfare personnel. The FIS shall make every effort to ensure that the protective investigators and other caseworkers and supervisors know who they are, what they do and how to reach them.

ELIGIBILITY FOR FIS SERVICES

Eligible Families: Eligible FIS referrals are parents/caregivers, significant others, household residents and their children referred by child welfare case managers or protective investigations. Referred family members are those for whom substance abuse is suspected as a contributing factor to the abuse/neglect
situation. Referrals may be made during the initial child abuse/neglect investigation or by the child welfare case manager to assist in the prevention of the need for dependency court ordered shelter and/or supervision.

Priority Families: Priority will be given to parents/caregivers in cases where a child is deemed "Unsafe" by CW staff. The Substance Abuse Prevention and Treatment Block Grant regulations also require that priority be given to pregnant women and injection drug users in need of treatment.

**Strategic Use of FIS Capacity/Waiting Lists:** Ideally, sufficient FIS capacity would be available to handle all eligible substance-involved families in child welfare. However, FIS capacity is significantly less than the number of eligible families. Some may choose to discontinue FIS involvement for families with a parent/caregiver placed in a long-term residential program when case management and child welfare linkage can be provided through the residential program.

**Referrals for Adolescents/Teens:** When families are referred, FIS should screen any adolescents/teens in these families who are suspected of substance abuse/use and, if indicated by the screen, link them with a resource which will provide an in-depth assessment to identify treatment needs. If the FIS is involved with a family having a parent/caregiver who will receive substance abuse treatment, they should provide case management support for all family members requiring substance abuse treatment, including adolescents/teens. Nonetheless, given limited FIS capacity, FIS should NOT case manage non-parenting adolescents/teens (exception is pregnant teens) in need of treatment in the absence of having already selected the family for the FIS caseload based on parent/caregiver substance abuse eligibility. It is appropriate and desirable for FIS to provide substance abuse screening and treatment linkage for child welfare referrals of adolescents/teens; in the absence of parental/caregiver referrals for substance abuse screening. This policy is driven by limited capacity and the need to maintain FIS strategic focus on parents/caregivers to reduce alcohol and drug related child abuse/neglect. Adolescents/teens suspected of substance abuse should be referred to the Adolescent FIS if available in their county.

**Priority on Protective Investigations:** FIS were originally conceived to provide outreach for parent/caregiver referrals in child protective investigation cases. This focus is to ensure early identification of substance abuse problems, expedite entry into treatment, and to support continued participation and retention in treatment. This early contact and support optimizes the opportunity to reduce the number of families having to experience out-of-home child placements, or reduces the amount of time that the family is not together, by providing immediate substance abuse treatment intervention and support. Front-end involvement maximizes the dependency court judges’ access to professional substance abuse treatment provider recommendations about these families who are already opened to FIS services. It further optimizes the potential use of
therapeutic jurisprudence to motivate the parent/caregiver to commit to clinical interventions designed to support recovery.

Since child welfare law and regulations require that permanency planning must be completed within 12 months, the potential for successful outcomes with the family are improved when substance abuse treatment needs are identified and addressed as early as possible in the child abuse/neglect investigation and protective supervision process. If the circuit chooses to redirect FIS focus for referrals away from child abuse/neglect investigations, it should ensure that alternative substance abuse treatment resources are available to provide substance abuse screening and treatment linkages for protective investigations referrals.

FIS CASELOADS

FIS have a caseload of up to 35 families. The FIS provider should evaluate each FIS caseload individually at periodic intervals to ensure that the workload is manageable and that the FIS has sufficient time to provide necessary support for the families assigned. Examples of some workload factors to consider are: conducting a large volume of screenings weekly; having large numbers of new cases that require high intensity workload; having large numbers of FIS families engaged in residential treatment requiring less FIS time involvement; and travel time for in-home services.

Given limited capacity, the FIS provider should plan for the inevitable day when the FIS caseload will reach maximum capacity and a waiting list for these services will occur. The FIS provider should identify alternative resources within the treatment program for screening, linking and admitting FIS eligible clients within the substance abuse treatment program when FIS are operating at maximum capacity.

REFERRALS TO THE FIS

A referral can be made when the a child welfare investigator/case worker suspects that parent(s)/caregiver(s) alcohol and/or drug use/abuse may be contributing factors in a situation where a child's safety or well-being is at risk. Reference the Circuit specific FIS Referral Protocol, found in Appendix A, which can be provided to the local CPI/CBC Offices to ensure their understanding of the process.

In the event that a person or family is in need of screening or referral, the CW/CBC worker should inform the family member that a recommendation will be made to the FIS for a substance abuse screening and obtain the appropriate
release of information. The case should then be discussed with the FIS and the CW/CBC worker should provide the FIS with a referral packet.

The provider agency and the FIS are responsible for determining what constitutes a complete referral package and conveying these requirements to the referral agents. This will likely include copies of any relevant assessments, contact information, and recommendations or background information that may be of use to the FIS in conducting the substance abuse screening.

*The FIS will attempt contact via phone contact and face-to-face contact with the client within three (3) working days of receipt of the complete referral package.*

**SCREENING**

*The FIS will conduct a face-to-face screening within ten (10) working days from the date of the receipt of the referral package. If the FIS is unable to accomplish this screen within 10 days because the client is unavailable, attempts to schedule and complete the screen and justification for why it was not accomplished shall be documented in the client record.*

**Note:** It is considered a best practice of the FIS to conduct a clinical assessment simultaneously with the screening to reduce the burden on the consumer to attend multiple appointments prior to receiving treatment. FIS conducting assessments should be appropriately credentialed to conduct clinical evaluations. If an assessment is conducted by an FIS, the assessment results and findings should be provided to the treating clinician at referral.

Screening for alcohol and other drug abuse should be a standard element of every protective service risk assessment. The screen should incorporate a standardized or recognized substance abuse risk assessment administered in person with the referred individual(s), as well as collateral contact information and/or drug testing, as appropriate. The detail and length of the screening is a matter of professional judgment combined with requirements of the substance abuse provider accepting the referral.

FIS are required to use the DCF “FIS Screen for Mental Health, Substance Abuse and Co-Occurring Instrument” or a comparable screening instrument approved by the department. The FIS provider may choose to use additional circuit screening tools at its option.

The screening should be comprehensive and include demographic data and a good picture of the individual’s substance involvement: history of present and past use, attitudes regarding use, risk and protective factors, and barriers to treatment. It should address the extent to which judgment, behavior, and the home environment are affected by substance use/abuse. It should conclude with
a preliminary recommendation about the type of treatment program and level of care that would best meet the individual’s treatment needs, and recommendations for the need for further assessment. The person conducting the screening shall provide rationale for any actions taken.

Required documentation for intervention shall include a record of whether the person is:

1. Not in need of services
2. Appropriate for services
3. Not appropriate for services at the screening site, or
4. Appropriate for referral elsewhere

If appropriate, a toxicology chemical dependency screening may be completed to identify the nature and extent of the substance use and to determine the most appropriate substance abuse treatment referral source. Clients shall give a written consent for a toxicology drug screen release of information (Rule 65D-30, F.A.C.).

A request for an alcohol or drug screen is an appropriate way to verify abstinence. However, the results of this screen alone are not considered sufficient reason for treatment referral in the absence of more detailed information. The FIS provider may, or may not, assign the FIS responsibility for coordination of collection, custody, and verification of results.

USE OF SALIVA/RAPID TESTS

FIS may find it helpful to use saliva/rapid testing in both their screening and case management roles, with client consent. The uses of drug and/or alcohol detection methods that rely on the collection of oral fluids are considered Point-of-Contact tests. These tests have the advantages of being small, easy to transport, relatively inexpensive, and they are much less invasive than urine screens. In the case of the rapid testing kits, results are available within minutes.

A disadvantage of these tests is that potentially unknown factors may affect reliability. Point-of-Contact tests may be good indicators of substance use and should be used with caution only by persons trained to use and interpret their results. Positive results in a Point-of-Contact test should not be taken at face value. Results should be confirmed by a lab or by a standard urine screen (with confirmation) as soon as possible.

CASE RECORDS
Case records must be consistent with requirements of Chapter 65D-30, F.A.C. The following are required for clients' case records that are receiving intervention:

- Name and address of client and referral source
- Screening information
- Informed consent for services, or notation of refusal
- Informed consent for alcohol/drug screens, when conducted
- Informed consent for release of information
- Client placement information
- Intervention plan for persons continuing in intervention for more than 30 days
- Summary notes
- Record of attendance and contact, with exception of case management
- Record of disciplinary problems
- Record of ancillary services
- Reports to and from criminal or juvenile justice systems, when provided
- Copies of service-related correspondence, generated or received
- Copies of transfer summary, if transferred
- Discharge plan

MAKING REFERRALS

FIS make referrals to community treatment providers or resource agencies that are best suited to providing the appropriate services to the client or family, considering the client's needs, available community resources, and financial situation.

Following screening and placement into FIS services, referrals and appointments for substance abuse treatment are scheduled within 48 hours (Rule 65D-30, F.A.C.) and all referrals and appointments are scheduled so that the client can be seen within seven (7) working days if possible. If the FIS is unable to accomplish this within these time frames; attempts to schedule the appointment and justification for why it was not accomplished is documented in the client record.

FIS thoroughly document all referrals in the case record including reasons for the referral, appointment times, referral contact information, appropriate releases of information to provide and obtain information, phone calls to make or verify appointments, and visits as necessary.

The primary referral will be to substance abuse treatment providers for more in-depth evaluation and treatment placement, if needed. Others may include referrals for mental health screenings, assessments or treatment, referrals for
medical or physical problems, other social or assistance services, legal, educational, housing, vocational, or employment services.

Upon completion of the client referral, the FIS provides a summary to the referral agent/child welfare case worker and may use secure electronic transmissions. The FIS must use appropriate safeguards to prevent use or disclosure of protected substance abuse and health information.

FIS are responsible for developing and maintaining an up-to-date directory of treatment, prevention, and other community resources that includes contact information, eligibility criteria, and referral procedures.

**INTERVENTION/SERVICE PLAN**

FIS establish and maintain collaborative relationships between the CW/CBC case worker and the substance abuse provider to ensure joint case planning integrating the goals of the CW/CBC case plan and the client’s substance abuse treatment process.

FIS develop a substance abuse intervention/service plan as required by Rule 65D-30, F.A.C. and provide a copy of the intervention plan to the child welfare case worker.

*The Intervention/Service Plan is developed for the client within 45 days after the screen is completed and placement is made for FIS services, if the FIS will continue to provide intervention/case management for the family.*  
This plan includes goals and objectives that are clearly designed to prevent, halt, or reduce the severity and intensity of factors associated with the progression of substance abuse and its effects on the family, and to encourage abstinence.

*FIS review and update the substance abuse intervention plan minimally every 60 days (Rule 65D-30, F.A.C.). Preferred practice for coordination with child welfare staff is that this be accomplished monthly.*  
FIS update the intervention plan anytime there is a major change of status regarding the client’s participation in substance abuse treatment. Copies of these updates are provided to the child welfare case worker for incorporation into the child welfare case plan. The intervention/service plan should be signed and dated by the staff developing the plan, as well as the client.

**CASE MANAGEMENT**

FIS perform ongoing case management related to the substance abuse portion of the child welfare/child protection plan. This role continues throughout the duration of the client’s participation in substance abuse treatment services. FIS will make *at least monthly face-to-face contact with the client. If this is not possible, justification shall be documented in the client record.*  
This may
include participation in formal staffing or an informal contact. FIS shall have flexible weekday and weekend hours, as needed, rather than being limited to traditional Monday through Friday hours of 8:00 a.m. to 5:00 p.m. Service demand and client needs should reveal the times of availability most needed.

Case management activities shall include (Rule 65D-30, F.A.C.):

- On-going assessment and monitoring of the client’s condition and progress
- Linking and brokering for services as dictated by the client’s needs
- Follow-up on all referrals for other services
- Advocacy on behalf of clients
- Facilitating client’s participation in treatment by removing barriers

PROGRESS REPORTING AND STAFFING

FIS track the progress of the client and attempt to ensure that appointments are made and kept. Progress reports are obtained from referral resources on a regular basis, including attendance at support group meetings if these are part of the plan. If a client misses appointments, or absconds from treatment, the FIS and CW/CBC staff are notified. Regular, or at least periodic contact with the client, or treatment staff, is maintained. All client related correspondence is to be documented in FSFN (Florida Safe Families Network) within two (2) business days.

Regular progress reports are provided to the CW/CBC staff making the original referral to the FIS, or the CW/CBC currently responsible for protective supervision for the family (no less than monthly) throughout the duration of substance abuse treatment/aftercare. The reports indicate treatment progress and alert the child welfare staff to any barriers or other concerns. A written report is made when there is a major change of status regarding the client's participation, as well as at the close of the case.

Summary notes are completed weekly for those weeks when client contacts are made. They will state the client’s progress or lack of progress in meeting the conditions of the plan and document services provided (Rule 65D-30, F.A.C.). Each summary note is signed and dated by staff delivering the service and documented in FSFN (Florida Safe Families Network).

FSFN shall be updated with documentation of engagement attempts, interventions, provider discussions, referrals, identification of referral source, reason for case closure, outcome measures and child safety information and indicators. FIS shall update FSFN to indicate no-show and canceled appointments as well.
Contact is maintained with the child welfare case worker, the substance abuse treatment provider, the client, and any other providers to monitor client progress and sustain open communication. This may include participation in formal staffings or informal contact. The contact and outcome of the contact is documented and entered into the client record. The staffing reports and contacts do not take the place of the monthly reports to the CW/CBC caseworker.

FIS participate in staffing of the family’s progress as requested by the child welfare case worker or the substance abuse provider and may facilitate a staffing of the family’s progress when there is a major change of status regarding the client’s participation in substance abuse treatment. Although it is desirable that the staffing be face-to-face, interested parties may participate through telephone conferencing. FIS ensure that they know the status of the child welfare case plan.

FIS shall meet with his/her agency supervisor to review active cases at a minimum of one (1) session every thirty (30) days. During this supervisory session, cases shall be reviewed to ensure compliance with regulations and FIS protocols in addition to clinical quality for the services rendered.

DEPENDENCY COURT LIAISON

FIS may provide liaison services to the dependency court and inter-agency communication regarding the status and progress of clients in the FIS caseload due to the clients being opened into FIS services prior to any dependency court action being taken. In accordance with 42 CFR2.61, FIS may assist child welfare staff in making recommendations to the court regarding family reunification.

FIS may appear in court if the court issues a subpoena to the FIS.

If the court requests a written status report; FIS will provide it. Client/family requests for a FIS to appear on their behalf will be taken into consideration.

LENGTH OF SERVICE AND DISCHARGE

Decisions about when to close a case or keep it open is made by the FIS in consultation with the CW/CBC caseworker as well as within the framework defined by the FIS service provider.

The client may be discharged from FIS services upon any of the following:

- Substance abuse treatment is completed
- The client refuses to participate in the program

The client should be discharged from FIS services upon any of the following:
• Dependency court ordered services are in place/dependency case manager is working with the family
• The case is closed by the child welfare case manager
• The client is incarcerated or moves to another geographic area

A client is considered to have successfully completed FIS services when he/she:
• attains goals and objectives in his substance abuse intervention/service plan, including formal substance abuse treatment;
• continues to demonstrate a willingness to maintain an active program of abstinence/sobriety; and
• demonstrates a commitment to comply with the conditions of his intervention/service plan.

Originally, the FIS model anticipated that FIS would continue to provide support for the client up to 90 days following discharge from formal substance abuse treatment. This strategy provided maximum support for ensuring successful outcomes related to both child protection and substance abuse recovery. However, due to limited FIS capacity and high caseloads, the policy of continuing support after completion of formal substance abuse treatment was reevaluated. Although the desire for longer-term support has not been abandoned entirely, it is no longer required or even believed to be necessary for all families. Continued involvement beyond discharge is still desirable for some families. The FIS provider should evaluate the family’s situation on an individual case basis to determine whether continued FIS involvement is critical after discharge from formal treatment. Examples of family situations which may warrant consideration for extended FIS involvement are: there is a substance-exposed newborn under 2 yrs of age; the parents/caregivers have limited natural supports; or a parent/caregiver expresses a strong desire for continued FIS support. Clinical considerations shall guide the decision.

A written discharge summary is completed for both clients who finish treatment services, and those who leave prior to treatment completion. The discharge summary plan shall include a summary of the client’s involvement in services, the reasons for discharge, and a plan for the provision of other services needed by the client following discharge, including aftercare. The discharge summary is signed and dated by a primary counselor.

DATA REPORTING REQUIREMENTS

A Managing Entity approved spreadsheet will capture the following elements:

1. Client Name
2. Provider Client Number
3. FSFN Person ID Number  
4. County of Residence  
5. Date of Referral  
6. Referral Source  
7. Primary Drug of Choice  
8. Identification of a Child Aged 0-3 in the Home  
9. Date of Initial Engagement Attempt  
10. Engagement Attempt Level  
11. Number of Engagement Attempts  
12. Date of Initial FTF Contact w/Client  
13. Date Assessment Complete  
14. Initial FIS Treatment Recommendation  
15. Date of Treatment Recommendation  
16. Date of 1st Completed Treatment Session  
17. Completion of Three SAMH Service Appointments  
18. Reason Client Refused Services  
19. FIS Case Closure Reason  
20. FIS Discharge Date

The spreadsheet capturing the above elements is to be submitted to the Managing Entity monthly.

Data are maintained by the provider and submitted to the state Substance Abuse Program Office. Effective October 2005, FIS began reporting with a specific FIS Staff ID in the Substance Abuse and Mental Health client data warehouse. This FIS staff ID provides the ability to produce computer data runs to identify the services provided by each FIS and the clients involved with each FIS at the county, circuit, and service provider levels. (Note: The code space for recording Staff ID on the data forms was previously referenced as Rater ID and is also use by other data sets assigned thru the Florida Mental Health Institute certification process. In the FIS data set, the word "Staff ID" should be used in lieu of "Rater ID".)

All FIS should enter their FIS Staff ID no matter whether they were funded through local initiative or the statewide appropriation specific to FIS. Any WIS functioning as FIS for pregnant/post partum women should also be assigned a FIS Staff ID.

The FIS should record their 12-digit staff ID number on all applicable substance abuse data sets, especially the Client Specific Service Event, to be constructed as follows:

- The first two digits are for the staff’s education level (01 thru 07)
- The third digit is a dash (-)
- The next three digits (4th thru 6th) must always be FIS
The next six digits (7th through 12th digit) can be any alpha numeric number. This is a number assigned and used by the provider to uniquely identify the FIS staff. This can be a position number, a made up assigned number, part of the FIS’s name, or whatever the provider chooses to use.

The complete FIS ID should look like this: **02-FIS000000** or **03-FIS123456**

**COMPUTER ACCESS**

It is desirable for FIS to have assigned laptop computers with security controls and procedures to ensure confidentiality of client data, since their jobs require movement among multiple sites: e.g., homes, child welfare offices, and substance abuse treatment provider facilities. This supports efficiency and accuracy in maintaining entry of information about contacts and clinical information, and provides them with ready access to information about the families they support when working with others involved with the family. Internet access and private email addresses also should be a regular resource to FIS for the purposes of case management coordination, performing clinical research, and networking with other FIS throughout the state.

**TRAINING**

FIS are expected to attend an annual statewide FIS forum/training and other work-related professional development opportunities that are offered depending on funding available through the provider. The FIS provider should seek out training opportunities for cross-training FIS in substance abuse/mental health/child welfare issues and intervention, as well as Family Team Conferencing. FIS also must receive staff training as required by Rule 65D-30, F.A.C.

**BARRIERS TO TREATMENT AND INCIDENTAL FUNDS**

There are limited incidental funds in each circuit to be used to support successful outcomes for families receiving FIS services. Funds are used for the purpose of removing barriers to a person's successful participation and completion of treatment and to support the substance abuse treatment plan. These funds should only be used if no other fund source can be identified. Examples of appropriate use include the provision of childcare, transportation, storage of personal belongings during short-term residential treatment, educational/vocational assistance, support for housing/utility costs, and clothing.
Determination about the use of incidental funds should be made on an individual basis. Some clients are especially needy of this type of support and may require a greater share of the available funds from this resource than other families in the FIS caseload. Any expenditure of incidental funds should be documented in the individual's clinical record.

Procedures and criteria for accessing and using incidental funds and the method to account for expenditures are developed cooperatively between the FIS service provider and the Managing Entity’s contract manager. The contract should require development of operating procedures, incorporating these criteria and procedures with provisions for monthly reporting. Operating procedures shall be approved by the contract manager.

Each month, a report will be made which details year-to-date expenditures and the balance of the FIS provider’s incidental fund account, along with the corresponding incidental request form submitted to the substance abuse contract manager for reimbursement. (The form is attached to the model contract’s FIS exhibit/FIS provider contract.) The expenditure of the FIS incidental funds will be reflected in the incidental expense cost center on the monthly invoice.

The following minimal information must accompany requests for incidental funds:

- Name of FIS accessing funds
- Funds spent on behalf of (client name)
- Referral type (protective investigation/supervision)
- Date of request
- Description of goods/services requested
- How the purchase is related directly to the FIS intervention plan
- Goal/reason for purchase amount requested
- FIS and approving authority signature with date

EVALUATION OF FIS SERVICES

The FIS provider should work with the local CW/CBC to evaluate the effects of FIS services on the joint system goals presented at the beginning of these guidelines. The Managing Entity’s contract manager may choose to incorporate specific objectives related to FIS in the contract and delineate a method for measurement. It is critical that the FIS provider ensures that FIS enter their Staff ID on data forms submitted to the SAMH Data Warehouse so data can be collected about clients served and services provided by FIS. Intervention services provided by FIS can be captured even if the individual does not enter substance abuse treatment. CBCs should work cooperatively and strategically with FIS service providers to improve entry into and retention in substance abuse treatment for their families with an identified substance abuse treatment need.
Successful implementation of the FIS function and initiative is critical to successful outcomes on these measures.

The Department and Managing Entity will also conduct The Real Time Rapid Feedback Quality Assurance Review on a sample of FIS cases on a weekly basis. Reference Appendix B and C.

EXCEPTIONS TO THESE GUIDELINES

It is recognized that there may be unique situations where some provisions of these guidelines are inconsistent with the most desirable local program model to support the goals for this initiative. This is due to unique local geographic and service delivery challenges and resources, or lack thereof. If this situation exists, the Managing Entity may request from DCF that an exemption be permitted to specific provisions. This request should clarify the conflict with the guidelines and present an alternative strategy that would best support improved child welfare outcomes for substance-involved families in that area. It is not anticipated that many exceptions will be requested/required.
Circuit Three and Eight
Protocol for Referrals of Child Welfare Cases to
Family Intervention Specialists

The following protocol is used in Circuit Three and Eight to refer child welfare cases to Family Intervention Specialists (FIS) for services. This document is to be used in conjunction with the FIS Guidelines found in the provider contract. At all times, the underlying assumption guiding the contents of this protocol is child safety. Additionally, as per the mission of the FIS, the family will be served in order to promote substance abuse treatment and recovery. It is understood that substance abuse addiction is a chronic, relapsing disease. Consequently, it is critical to ensure that when relapse occurs, the individual is supported, and re-directed into treatment.

The Family Intervention Specialist (FIS) services offers parents in Circuit Three and Eight, which includes Columbia, Gilchrist, Dixie and Levy Counties, early intervention, access to treatment, intensive case management, and advocacy for families involved with the Department of Children and Families (DCF) Protective Investigations and the Community Based Care provider (CBC).

When possible, the FIS employees are co-located with the Child Protective Investigators and/or the CBC’s Non-Judicial Child Welfare Case Managers. FIS will take referrals from the Primary Worker to assist in the prevention of removal & dependency; meaning the parent or caregiver is still in the custody of his or her children and the primary worker deemed the child as “unsafe” and/or “high risk” prior to making the referral to FIS; i.e. if the drug use of the caregivers continues, the child is at risk of abuse or further abuse.

It is a fundamental concept for Circuit Three and Eight that FIS is an adult services provider; i.e. they target the adults being referred to combat substance abuse addictions and/or mental health concerns through intervention, case management, and linkage to treatment. FIS are not a child safety provider and are not contracted to assess safety & risk to the children. Therefore, if FIS is engaged with the adults, the primary worker must also engage a child focused service.

Specifically, note the following FIS steps in the process from referral to discharge. Receipt and assignment of the referral will be documented in FSFN by the FIS or FIS Supervisor. The assigned FIS will document the status of the case and each step taken with the client in the client’s chart and into the FSFN system within 2 business days:

Step 1 - Referral: A referral for services can be made in two ways.

1. A written referral is made to FIS by either Child Protective Investigator (CPI) or the Case Manager i.e. Primary Worker.
   a. The referral should be made as soon as the need for services is identified.

2. The Primary Worker can make a phone call to FIS, while with the client, and immediately set up a date & time for screening if the FIS is available by phone. Take note that FIS staff are not available 24 hours a day 7 days a week.
   a. The Primary Worker will leave a written overview of FIS Services & the appointment date & time information with the client upon leaving the residence.
   b. This phone call does not replace the written referral requirement, and the Primary Worker will submit the written FIS referral form within 24-hours of making the telephone appointment.
Step 2 – Contact: The FIS will attempt contact with the family within three (3) business days of the referral via telephone contact and face-to-face contact.

1. If contact with the family is successful, the FIS will facilitate the client starting treatment within 10 days from the receipt of the referral. The FIS initiates documentation in the client record as per Chapter 65D-30, F.A.C. licensure requirements and the Substance Abuse and Mental Health contract requirements, and enters requisite information into the Substance Abuse and Mental Health Information System (SAMHIS) as per CFP 155-2.

2. If contact with the family is not successful, the FIS notifies the Primary Worker and also documents the engagement efforts in the FSFN system. This notification will be made no later than 1 week from the initial referral; or as soon as the client refuses service. Reasons for lack of success includes; but is not limited to:
   a. Incorrect contact information provided by the Primary Worker on the referral form
   b. The family refuses to engage with FIS services

3. The Primary Worker may request the FIS to attend a staffing to determine the next step or intervention needed to ensure child safety. DCF/CBCs are responsible for setting up the staffing and ensuring the correct players are at the table. It is the responsibility of the FIS to make attempts to be available for the staffing and/or to provide requested information, suggestions, feedback, etc.

Step 3 - FIS Screening: Once FIS makes face to face contact with the client; a screening or assessment will be completed to determine the level of services.

1. If services are recommended and accepted by the client, the FIS communicates this information in FSFN, a FIS case/chart is opened, and appropriate referrals for services will be made within 48 hours. The FIS continues documentation in FSFN and in the client record as per Chapter 65D-30, F.A.C. licensure requirements, the Substance Abuse and Mental Health contract requirements, and enters requisite information into the Substance Abuse and Mental Health Information System (SAMHIS) as per CFP 155-2. If the FIS is unable to facilitate the client getting into treatment within 10 days from the referral receipt; the appointment will be scheduled as soon as possible and justification regarding why it was not accomplished within the requisite time frames will be documented in the client record and FSFN as well.

2. If no services are recommended, the FIS notifies the Primary Worker utilizing a written progress update, documents recommendation in FSFN, and the FIS case will not be opened.

3. If the client refuses services, the FIS will notify the Primary Worker. The Primary Worker may choose to convene a staffing to determine the next step or intervention needed to ensure child safety. The Primary Worker is responsible for setting up the staffing and ensuring the correct players are at the table.

Step 4 - On-going Monitoring: The FIS monitors compliance and participation of the clients as long as necessary.

1. The FIS will notify the Primary Worker if the client is actively engaged and participating in services; a progress report will be provided at least monthly. Additionally, telephone contact or face-to-face contact may also occur. The FIS will document progress in the client record as per Chapter 65D-30, F.A.C. licensure requirements, the Substance Abuse and Mental Health
contract requirements, and enters requisite information into the Substance Abuse and Mental Health Information System (SAMHIS) as per CFP 155-2.

2. The FIS will provide updates through FSFN to the Primary Worker if the client is not engaged or cooperating with services. Additionally, telephone contact or face-to-face contact may also occur. The progress report will be provided as soon as possible after attempts to re-engage the client into services is unsuccessful. The Primary Worker may request the FIS to attend a staffing to determine the next step or intervention needed to ensure child safety. DCF/CBCs are responsible for setting up the staffing and ensuring the correct players are at the table. It is the responsibility of the FIS to make attempts to be available for the staffing and/or to provide requested information, suggestions, feedback, etc.

**Step 5 - Discharge: from FIS services.**

1. The FIS will notify the primary worker via FSFN when the client has successfully completed services.

2. The FIS will notify the primary worker via FSFN if the case will be closed due to non-compliance. The Primary Worker may request the FIS to attend a staffing to determine the next step or intervention needed to ensure child safety. DCF/CBCs are responsible for setting up the staffing and ensuring the correct players are at the table. It is the responsibility of the FIS to make attempts to be available for the staffing and/or to provide requested information, suggestions, feedback, etc.

**Tracking: FSFN documentation and a spreadsheet will capture the following elements and will be submitted to the Managing Entity monthly.**

- Client Number
- FSFN Case Number
- County of Residence
- Date of Referral
- Reasons for referral
- Drug of choice
- Date of Initial Engagement Attempt
- Engagement Attempt Level
- Initial FTF Contact w/Client
- Initial FIS Recommendations
- Date of Assessment
- Date of Treatment Engagement
- Reason Client Refused Services
- FIS case closure reason

**FIS are Mandated Reporters:**

Although every person has a responsibility to report suspected abuse or neglect, some occupations are specified in Florida law as required to do so. These occupations are considered “professionally mandatory reporters”. A professionally mandatory reporter of child abuse/neglect is required by Florida Statute to provide his or her name to the Abuse Hotline Counselor when reporting. A professionally mandatory reporter’s name is entered into the record of the report, but is held confidential (§ 39.202, F.S. and 415.107, F.S.)
Confidentiality:

In accordance with the statutory basis that guides confidentiality for substance abuse, mental health and child welfare systems (Chapter 397.501 (7), F.S.; 42 C.F.R., Part 2; 42 U.S.C. 1320d, 45 C.F.R., Parts 160 and 164; section 394.4615 (1), F.S. and section 39.202, F.S. and HIPAA guidelines) staff will adhere to the following to ensure timely sharing of information:

- FIS will initiate a Release of Information form prior to providing services. This will include a release for Family Safety and for FIS from other agencies or other treatment providers.

24-Hour Assistance:

In the event of a medical emergency please contact 911.

Meridian Behavioral Healthcare, Inc.
352-374-5600 or 1-800-330-5615, option 3

LSF Health Systems Access to Care Line 1-877-229-9098
**Circuit Four**  
*Protocol for Referrals of Child Welfare Cases to Family Intervention Specialists*

The following protocol is used in Circuit Four to refer child welfare cases to Family Intervention Specialists (FIS) for services. This document is to be used in conjunction with the FIS Guidelines found in the provider contract. At all times, the underlying assumption guiding the contents of this protocol is child safety. Additionally, as per the mission of the FIS, the family will be served in order to promote substance abuse treatment and recovery. It is understood that substance abuse addiction is a chronic, relapsing disease. Consequently, it is critical to ensure that when relapse occurs, the individual is supported, and redirected into treatment.

The Family Intervention Specialist (FIS) services offers parents in Circuit Four, which includes Clay, Duval, and Nassau Counties, early intervention, access to treatment, intensive case management, advocacy, and access to client incidental funds for families involved with the Department of Children and Families (DCF) Protective Investigations and the Community Based Care provider (CBC).

When possible, the FIS employees are co-located with the Child Protective Investigators and/or the CBC’s Non-Judicial Child Welfare Case Managers. FIS will take referrals from the Primary Worker to assist in the prevention of removal & dependency; meaning the parent or caregiver is still in the custody of his or her children and the primary worker deemed the child as “unsafe” and/or “high risk” prior to making the referral to FIS; i.e. if the drug use of the caregivers continues, the child is at risk of abuse or further abuse.

It is a fundamental concept for Circuit Four that FIS is an adult services provider; i.e. they target the adults being referred to combat substance abuse addictions and/or mental health concerns through intervention, case management, and linkage to treatment. FIS are not a child safety provider and are not contracted to assess safety & risk to the children. Therefore, if FIS is engaged with the adults, the primary worker must also engage a child focused service.

Specifically, note the following FIS steps in the process from referral to discharge. Receipt and assignment of the referral will be documented in FSFN by the FIS or FIS Supervisor. *The assigned FIS will document the status of the case and each step taken with the client in the client’s chart and into the FSFN system within 2 business days:*

**Step 1 - Referral: A referral for services can be made in two ways.**

1. A written referral is made to FIS by either Child Protective Investigator (CPI), Kids First of Florida, Inc’s sub-contracted case management providers, or Family Support Services of North Florida Inc’s sub-contracted case management providers, i.e. Primary Worker.
   a. The referral should be made as soon as the need for services is identified.

2. The Primary Worker can make a phone call to FIS, while with the client, and immediately set up a date & time for screening if the FIS is available by phone. Take note that FIS staff are not available 24 hours a day 7 days a week.
   a. The Primary Worker will leave a written overview of FIS Services & the appointment date & time information with the client upon leaving the residence.
   b. This phone call does not replace the written referral requirement, and the Primary Worker will submit the written FIS referral form within 24-hours of making the telephone appointment.
Step 2 – Contact: The FIS will attempt contact with the family within three (3) business days of the referral via telephone contact and face-to-face contact.

1. If contact with the family is successful, the FIS will facilitate the client starting treatment within 10 days from the receipt of the referral. The FIS initiates documentation in the client record as per Chapter 65D-30, F.A.C. licensure requirements and the Substance Abuse and Mental Health contract requirements, and enters requisite information into the Substance Abuse and Mental Health Information System (SAMHIS) as per CFP 155-2.

2. If contact with the family is not successful, the FIS notifies the Primary Worker and also documents the engagement efforts in the FSFN system. This notification will be made no later than 1 week from the initial referral; or as soon as the client refuses service. Reasons for lack of success includes; but is not limited to:
   a. Incorrect contact information provided by the CBC or CPI on the referral form
   b. The family refuses to engage with FIS services

3. The Primary Worker may request the FIS to attend a staffing to determine the next step or intervention needed to ensure child safety. DCF/CBCs are responsible for setting up the staffing and ensuring the correct players are at the table. It is the responsibility of the FIS to make attempts to be available for the staffing and/or to provide requested information, suggestions, feedback, etc.

Step 3 - FIS Screening: Once FIS makes face to face contact with the client; a screening or assessment will be completed to determine the level of services.

1. If services are recommended and accepted by the client, the FIS communicates this information in FSFN, a FIS case/chart is opened, and appropriate referrals for services will be made within 48 hours. The FIS continues documentation in FSFN and in the client record as per Chapter 65D-30, F.A.C. licensure requirements, the Substance Abuse and Mental Health contract requirements, and enters requisite information into the Substance Abuse and Mental Health Information System (SAMHIS) as per CFP 155-2. If the FIS is unable to facilitate the client getting into treatment within 10 days from the referral receipt; the appointment will be scheduled as soon as possible and justification regarding why it was not accomplished within the requisite time frames will be documented in the client record and FSFN as well.

2. If no services are recommended, the FIS notifies the Primary Worker utilizing a written progress update, documents recommendation in FSFN, and the FIS case will not be opened.

3. If the client refuses services, the FIS will notify the Primary Worker. The Primary Worker may choose to convene a staffing to determine the next step or intervention needed to ensure child safety. The Primary Worker is responsible for setting up the staffing and ensuring the correct players are at the table.

Step 4 - On-going Monitoring: The FIS monitors compliance and participation of the clients as long as necessary.

1. The FIS will notify the Primary Worker if the client is actively engaged and participating in services; a progress report will be provided at least monthly. Additionally, telephone contact or face-to-face contact may also occur. The FIS will document progress in the client record as per Chapter 65D-30, F.A.C. licensure requirements, the Substance Abuse and Mental Health
contract requirements, and enters requisite information into the Substance Abuse and Mental Health Information System (SAMHIS) as per CFP 155-2.

2. The FIS will provide updates through FSFN to the Primary Worker if the client is not engaged or cooperating with services. Additionally, telephone contact or face-to-face contact may also occur. The progress report will be provided as soon as possible after attempts to re-engage the client into services is unsuccessful. The Primary Worker may request the FIS to attend a staffing to determine the next step or intervention needed to ensure child safety. DCF/CBCs are responsible for setting up the staffing and ensuring the correct players are at the table. It is the responsibility of the FIS to make attempts to be available for the staffing and/or to provide requested information, suggestions, feedback, etc.

**Step 5 - Discharge: from FIS services.**

1. The FIS will notify the primary worker via FSFN when the client has successfully completed services.

2. The FIS will notify the primary worker via FSFN if the case will be closed due to non-compliance. The Primary Worker may request the FIS to attend a staffing to determine the next step or intervention needed to ensure child safety. DCF/CBCs are responsible for setting up the staffing and ensuring the correct players are at the table. It is the responsibility of the FIS to make attempts to be available for the staffing and/or to provide requested information, suggestions, feedback, etc.

**Tracking: FSFN documentation and a spreadsheet will capture the following elements and will be submitted to the Managing Entity monthly.**

- Client Number
- FSFN Case Number
- County of Residence
- Date of Referral
- Reasons for referral
- Drug of choice
- Date of Initial Engagement Attempt
- Engagement Attempt Level
- Initial FTF Contact w/Client
- Initial FIS Recommendations
- Date of Assessment
- Date of Treatment Engagement
- Reason Client Refused Services
- FIS case closure reason

**FIS are Mandated Reporters:**

Although every person has a responsibility to report suspected abuse or neglect, some occupations are specified in Florida law as required to do so. These occupations are considered “professionally mandatory reporters”. A professionally mandatory reporter of child abuse/neglect is required by Florida Statute to provide his or her name to the Abuse Hotline Counselor when reporting. A professionally mandatory reporter’s name is entered into the record of the report, but is held confidential (§ 39.202, F.S. and 415.107, F.S.)
Confidentiality:

In accordance with the statutory basis that guides confidentiality for substance abuse, mental health and child welfare systems (Chapter 397.501 (7), F.S.; 42 C.F.R., Part 2; 42 U.S.C. 1320d, 45 C.F.R., Parts 160 and 164; section 394.4615 (1), F.S. and section 39.202, F.S. and HIPAA guidelines) staff will adhere to the following to ensure timely sharing of information:

- FIS will initiate a Release of Information form prior to providing services. This will include a release for Family Safety and for FIS from other agencies or other treatment providers.

24-Hour Assistance:

In the event of a medical emergency please contact 911.

Duval County:
Gateway Community Services
Main Number (904) 387-4661
Assessment Line (877) 389-9966

Clay County:
Clay Behavioral Health Center, Inc
(904) 291-5561

Nassau County:
Starting Point Behavioral Healthcare
(904) 225-8280

LSF Health Systems Access to Care Line 1-877-229-9098
Circuit Five
Protocol for Referrals of Child Welfare Cases to
Family Intervention Specialists

The following protocol is used in Circuit Five to refer child welfare cases to Family Intervention Specialists (FIS) for services. This document is to be used in conjunction with the FIS Guidelines found in the provider contract. At all times, the underlying assumption guiding the contents of this protocol is child safety. Additionally, as per the mission of the FIS, the family will be served in order to promote substance abuse treatment and recovery. It is understood that substance abuse addiction is a chronic, relapsing disease. Consequently, it is critical to ensure that when relapse occurs, the individual is supported, and re-directed into treatment.

The Family Intervention Specialist (FIS) services offers parents in Circuit Five, which includes Marion, Citrus, Hernando, Sumter, and Lake Counties, early intervention, access to treatment, intensive case management, advocacy, and access to client incidental funds for families involved with the Department of Children and Families (DCF) Protective Investigations and the Community Based Care provider (CBC).

When possible, the FIS employees are co-located with the Child Protective Investigators and/or the CBC’s Non-Judicial Child Welfare Case Managers. FIS will take referrals from the CPI and/or Non-Judicial Case Managers to assist in the prevention of removal & dependency; meaning the parent or caregiver is still in the custody of his or her children and the Child Protective Investigator (CPI) or CBC has deemed the child as “unsafe” prior to making the referral to FIS; i.e. if the drug use of the caregivers continues, the child is at risk of abuse or further abuse.

It is a fundamental concept for Circuit Five that FIS is an adult services provider; i.e. they target the adults being referred to combat substance abuse addictions and/or mental health concerns through intervention, case management, and linkage to treatment. FIS are not a child safety provider and are not contracted to assess safety & risk to the children. Therefore, if FIS is engaged with the adults, the primary CBC or CPI must also engage a child focused services.

Specifically, note the following FIS steps in the process from referral to discharge. The FIS will document the status of the case and each step taken with the client into the FSFN system and in the client’s chart within 48 hours:

**Step 1 - Referral:** A referral for services can be made in two ways.

1. A written referral is made to FIS by either Child Protective Investigators (CPI) or Kids Central Inc.’s sub-contracted case management providers i.e. CBC.
   a. The referral should be made as soon as the need for services is identified.

2. The CPI or CBC can make a phone call to FIS, while with the client, and immediately set up a date & time for screening if the FIS is available by phone. Take note that FIS staff are not available 24 hours a day 7 days a week.
   a. The CPI or CBC will leave a written overview of FIS Services & the appointment date & time information with the client upon leaving the residence.
   b. This phone call does not replace the written referral requirement, and the CPI or CBC will submit the written FIS referral form within 24-hours of making the telephone appointment.
Step 2 – Contact: The FIS will attempt contact with the family within three (3) business days of the referral via telephone contact and face-to-face contact.

1. If contact with the family is successful, the FIS will facilitate the client starting treatment within 10 days from the receipt of the referral. The FIS initiates documentation in the client record as per Chapter 65D-30, F.A.C. licensure requirements and the Substance Abuse and Mental Health contract requirements, and enters requisite information into the Substance Abuse and Mental Health Information System (SAMHIS) as per CFP 155-2.

2. If contact with the family is not successful, the FIS notifies the CPI or CBC and also documents the engagement efforts in the FSFN system. This notification will be made no later than 1 week from the initial referral; or as soon as the client refuses service. Reasons for lack of success includes; but is not limited to:
   a. Incorrect contact information provided by the CBC or CPI on the referral form
   b. The family refuses to engage with FIS services

3. The CPI or CBC may request the FIS to attend a staffing to determine the next step or intervention needed to ensure child safety. DCF/CBCs are responsible for setting up the staffing and ensuring the correct players are at the table. It is the responsibility of the FIS to make attempts to be available for the staffing and/or to provide requested information, suggestions, feedback, etc.

Step 3 - FIS Screening: Once FIS makes face to face contact with the client; a screening or assessment will be completed to determine the level of services.

1. If services are recommended and accepted by the client, the FIS communicates this information in FSFN, a FIS case/chart is opened, and appropriate referrals for services will be made within 48 hours. The FIS continues documentation in FSFN and in the client record as per Chapter 65D-30, F.A.C. licensure requirements, the Substance Abuse and Mental Health contract requirements, and enters requisite information into the Substance Abuse and Mental Health Information System (SAMHIS) as per CFP 155-2. If the FIS is unable to facilitate the client getting into treatment within 10 days from the referral receipt; the appointment will be scheduled as soon as possible and justification regarding why it was not accomplished within the requisite time frames will be documented in the client record and FSFN as well.

2. If no services are recommended, the FIS notifies the CPI or CBC utilizing a written progress update, documents recommendation in FSFN, and the FIS case will not be opened.

3. If the client refuses services, the FIS will notify the CPI or CBC. The CPI or CBC may choose to convene a staffing to determine the next step or intervention needed to ensure child safety. The CPI or CBC is responsible for setting up the staffing and ensuring the correct players are at the table.

Step 4 - On-going Monitoring: The FIS monitors compliance and participation of the clients as long as necessary.

1. The FIS will notify the CPI or CBC if the client is actively engaged and participating in services; a progress report will be provided at least monthly. Additionally, telephone contact or face-to-face contact may also occur. The FIS will document progress in the client record as per Chapter 65D-30, F.A.C. licensure requirements, the Substance Abuse and Mental Health
contract requirements, and enters requisite information into the Substance Abuse and Mental Health Information System (SAMHIS) as per CFP 155-2.

2. The FIS will provide updates through FSFN to the CPI or CBC if the client is not engaged or cooperating with services. Additionally, telephone contact or face-to-face contact may also occur. The progress report will be provided as soon as possible after attempts to re-engage the client into services is unsuccessful. The CPI or CBC may request the FIS to attend a staffing to determine the next step or intervention needed to ensure child safety. DCF/CBCs are responsible for setting up the staffing and ensuring the correct players are at the table. It is the responsibility of the FIS to make attempts to be available for the staffing and/or to provide requested information, suggestions, feedback, etc.

Step 5 - Discharge: from FIS services.

1. The FIS will notify the primary worker via FSFN when the client has successfully completed services.

2. The FIS will notify the primary worker via FSFN if the case will be closed due to non-compliance. The CPI or CBC may request the FIS to attend a staffing to determine the next step or intervention needed to ensure child safety. DCF/CBCs are responsible for setting up the staffing and ensuring the correct players are at the table. It is the responsibility of the FIS to make attempts to be available for the staffing and/or to provide requested information, suggestions, feedback, etc.

Tracking: FSFN documentation and a spreadsheet will capture the following elements and will be submitted to the Managing Entity monthly.

- Client Number
- FSFN Case Number
- County of Residence
- Date of Referral
- Reasons for referral
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- Date of Initial Engagement Attempt
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- Initial FIS Recommendations
- Date of Assessment
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- Reason Client Refused Services
- FIS case closure reason

FIS are Mandated Reporters:

Although every person has a responsibility to report suspected abuse or neglect, some occupations are specified in Florida law as required to do so. These occupations are considered “professionally mandatory reporters”. A professionally mandatory reporter of child abuse/neglect is required by Florida Statute to provide his or her name to the Abuse Hotline Counselor when reporting. A professionally mandatory reporter’s name is entered into the record of the report, but is held confidential (§ 39.202, F.S. and 415.107, F.S.)
Confidentiality:

In accordance with the statutory basis that guides confidentiality for substance abuse, mental health and child welfare systems (Chapter 397.501 (7), F.S.; 42 C.F.R., Part 2; 42 U.S.C. 1320d, 45 C.F.R., Parts 160 and 164; section 394.4615 (1), F.S. and section 39.202, F.S. and HIPAA guidelines) staff will adhere to the following to ensure timely sharing of information:

- FIS will initiate a Release of Information form prior to providing services. This will include a release for Family Safety and for FIS from other agencies or other treatment providers.

24-Hour Assistance:

In the event of a medical emergency the CPI or CBC is to contact 911.

The Centers:
Marion County - 24-HOUR CRISIS LINE: (352) 291-5525
Citrus County - 24-HOUR CRISIS LINE: (352) 726-7155
Baycare Behavioral Health:
Hernando County – 24-HOUR CRISIS LINE: (866) 762-1743
Lifestream:
Sumter and Lake Counties - 24-HOUR CRISIS LINE: (866) 355-9394
Circuit Seven  
Protocol for Referrals of Child Welfare Cases to  
Family Intervention Specialists

The following protocol is used in Circuit Seven to refer child welfare cases to Family Intervention Specialists (FIS) for services. This document is to be used in conjunction with the FIS Guidelines found in the provider contract. At all times, the underlying assumption guiding the contents of this protocol is child safety. Additionally, as per the mission of the FIS, the family will be served in order to promote substance abuse treatment and recovery. It is understood that substance abuse addiction is a chronic, relapsing disease. Consequently, it is critical to ensure that when relapse occurs, the individual is supported, and re-directed into treatment.

The Family Intervention Specialist (FIS) services offers parents in Circuit Seven, which includes Volusia, Putnam and St. Johns Counties, early intervention, access to treatment, intensive case management, and advocacy for families involved with the Department of Children and Families (DCF) Protective Investigations and the Community Based Care provider (CBC).

When possible, the FIS employees are co-located with the Child Protective Investigators and/or the CBC’s Non-Judicial Child Welfare Case Managers. FIS will take referrals from the Primary Worker to assist in the prevention of removal & dependency; meaning the parent or caregiver is still in the custody of his or her children and the primary worker deemed the child as “unsafe” and/or “high risk” prior to making the referral to FIS; i.e. if the drug use of the caregivers continues, the child is at risk of abuse or further abuse.

It is a fundamental concept for Circuit Seven that FIS is an adult services provider; i.e. they target the adults being referred to combat substance abuse addictions and/or mental health concerns through intervention, case management, and linkage to treatment. FIS are not a child safety provider and are not contracted to assess safety & risk to the children. Therefore, if FIS is engaged with the adults, the primary worker must also engage a child focused service.

Specifically, note the following FIS steps in the process from referral to discharge. Receipt and assignment of the referral will be documented in FSFN by the FIS or FIS Supervisor. The assigned FIS will document the status of the case and each step taken with the client in the client’s chart and into the FSFN system within 2 business days:

Step 1 - Referral: A referral for services can be made in two ways.

1. A written referral is made to FIS by either Child Protective Investigators (CPI) of the Case Manager i.e. Primary Worker.
   a. The referral should be made as soon as the need for services is identified.

2. The Primary Worker can make a phone call while with the client; to the FIS Supervisor, Dena Whipper (386) 527-8894, and immediately set up a date & time for screening if the FIS is available by phone. Take note that FIS staff are not available 24 hours a day 7 days a week.
   a. The Primary Worker will leave a written overview of FIS Services & the appointment date & time information with the client upon leaving the residence.
   b. This phone call does not replace the written referral requirement, and the Primary Worker will submit the written FIS referral form within 24-hours of making the telephone appointment.
Step 2 – Contact: The FIS will attempt contact with the family within three (3) business days of the referral via telephone contact and face-to-face contact.

1. If contact with the family is successful, the FIS will facilitate the client starting treatment within 10 days from the receipt of the referral. The FIS initiates documentation in the client record as per Chapter 65D-30, F.A.C. licensure requirements and the Substance Abuse and Mental Health contract requirements, and enters requisite information into the Substance Abuse and Mental Health Information System (SAMHIS) as per CFP 155-2.

2. If contact with the family is not successful, the FIS notifies the Primary Worker and also documents the engagement efforts in the FSFN system. This notification will be made no later than 1 week from the initial referral; or as soon as the client refuses service. Reasons for lack of success includes; but is not limited to:
   a. Incorrect contact information provided by the CBC or CPI on the referral form
   b. The family refuses to engage with FIS services

3. The Primary Worker may request the FIS to attend a staffing to determine the next step or intervention needed to ensure child safety. DCF/CBCs are responsible for setting up the staffing and ensuring the correct players are at the table. It is the responsibility of the FIS to make attempts to be available for the staffing and/or to provide requested information, suggestions, feedback, etc.

Step 3 - FIS Screening: Once FIS makes face to face contact with the client; a screening or assessment will be completed to determine the level of services.

1. If services are recommended and accepted by the client, the FIS communicates this information in FSFN, a FIS case/chart is opened, and appropriate referrals for services will be made within 48 hours. The FIS continues documentation in FSFN and in the client record as per Chapter 65D-30, F.A.C. licensure requirements, the Substance Abuse and Mental Health contract requirements, and enters requisite information into the Substance Abuse and Mental Health Information System (SAMHIS) as per CFP 155-2. If the FIS is unable to facilitate the client getting into treatment within 10 days from the referral receipt; the appointment will be scheduled as soon as possible and justification regarding why it was not accomplished within the requisite time frames will be documented in the client record and FSFN as well.

2. If no services are recommended, the FIS notifies the Primary Worker utilizing a written progress update, documents recommendation in FSFN, and the FIS case will not be opened.

3. If the client refuses services, the FIS will notify the Primary Worker. The Primary Worker may choose to convene a staffing to determine the next step or intervention needed to ensure child safety. The Primary Worker is responsible for setting up the staffing and ensuring the correct players are at the table.
Step 4 - On-going Monitoring: The FIS monitors compliance and participation of the clients as long as necessary.

1. The FIS will notify the Primary Worker if the client is actively engaged and participating in services; a progress report will be provided at least monthly. Additionally, telephone contact or face-to-face contact may also occur. The FIS will document progress in the client record as per Chapter 65D-30, F.A.C. licensure requirements, the Substance Abuse and Mental Health contract requirements, and enters requisite information into the Substance Abuse and Mental Health Information System (SAMHIS) as per CFP 155-2.

2. The FIS will provide updates through FSFN to the Primary Worker if the client is not engaged or cooperating with services. Additionally, telephone contact or face-to-face contact may also occur. The progress report will be provided as soon as possible after attempts to re-engage the client into services is unsuccessful. The Primary Worker may request the FIS to attend a staffing to determine the next step or intervention needed to ensure child safety. DCF/CBCs are responsible for setting up the staffing and ensuring the correct players are at the table. It is the responsibility of the FIS to make attempts to be available for the staffing and/or to provide requested information, suggestions, feedback, etc.

Step 5 - Discharge: from FIS services.

3. The FIS will notify the primary worker via FSFN when the client has successfully completed services.

4. The FIS will notify the primary worker via FSFN if the case will be closed due to non-compliance. The Primary Worker may request the FIS to attend a staffing to determine the next step or intervention needed to ensure child safety. DCF/CBCs are responsible for setting up the staffing and ensuring the correct players are at the table. It is the responsibility of the FIS to make attempts to be available for the staffing and/or to provide requested information, suggestions, feedback, etc.

Tracking: FSFN documentation and a spreadsheet will capture the following elements and will be submitted to the Managing Entity monthly.

- Client Number
- FSFN Case Number
- County of Residence
- Date of Referral
- Reasons for referral
- Drug of choice
- Date of Initial Engagement Attempt
- Engagement Attempt Level
- Initial FTF Contact w/Client
- Initial FIS Recommendations
- Date of Assessment
- Date of Treatment Engagement
- Reason Client Refused Services
- FIS case closure reason
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24-Hour Assistance:

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Stewart Marchman Act Behavioral Health
(800) 539-4228

LSF Health Systems Access to Care Line 1-877-229-9098
Real Time
Rapid
Feedback
Quality
Assurance
Review

Family
Intervention
Specialist
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Introduction

The Department is developing a new quality assurance (QA) review process focused on open child protective investigation cases. Casey Family Programs recently recommended “the department should create and implement “real time” quality improvement methods that provide coaching and feedback to CPIs, case managers, and their supervisors.”

As a result of this new process the Departments Northeast Region (NER) Substance Abuse and Mental Health Program Office (SAMH) and the Managing Entity (ME), Lutheran Services of Florida Health Systems (LSFHS), have created a process to QA the cases chosen by the Department in the NER that involve substance abuse and review for involvement of the Family Intervention Specialist, support from the provider agencies to engage clients in treatment in a timely manner and overall substance abuse interventions offered through family safety referrals and the follow through of those interventions.

- The primary purpose of open investigation case reviews is to protect young child victims through the identification of activities that need additional attention before final decisions are made and an investigation is closed. Investigations will be selected based on the profile of child fatality cases. These cases most often involve children under the age of four (0 to 3 years and 364 days). Other common factors include young parents, intergenerational abuse, substance abuse, mental health, and a domestic violence history. The review will be completed on a sample of investigations open not less than 25 days, and not more than 35 days.

- The primary purpose of the review process for the substance abuse cases is to support child safety through timely substance abuse interventions, gage the level of FIS participation on what the Department considers high risk cases, ensure the providers are supporting their FIS positions through timely treatment engagements, allow the ME to monitor the effectiveness of FIS services in the NER and provide continuous quality improvement to the substance abuse services offered to child welfare involved families.

- In addition to supporting child safety and improving substance abuse services the consultative process will help FIS Supervisors and Managers develop the programmatic improvements that assist child welfare staff in identification of danger threats or safety concerns, and safety planning.

The initial review is based solely on FSFN documentation. According to Florida’s Northeast Region Guidelines for Substance Abuse Family Intervention Specialist (FIS), it is expected that FIS will enter their notes into FSFN within 2 business days of client related service events.
Review Item 1
Family Intervention Specialist Referral Efficiency

1.1 Was the FIS Referral received timely?

- Strength  - Area Needing Improvement

Core Concepts: In every investigation with substance misuse it’s the responsibility of the investigator to assess the impact of the caregiver’s substance abuse on the child’s safety. If it is determined that the caregiver’s substance misuse is creating an unsafe child, then a referral to FIS becomes appropriate.

1.2 How many days into the case was the referral received?

Number of days? __________

Core Concepts: It is an expectation of CPIs to document in FSFN the date of the referral submission and likewise the FIS or FIS Supervisor will document the date the referral received and or assigned. This will be a data point that will be collected to improve FIS operations.


Review Item 2
Initial Client Engagement

2.1 Was the client contacted by the FIS in the required timeframe?

- Strength  - Area Needing Improvement

Core Concepts: Timeframes have been established by the “Northeast Region’s Guidelines for Substance Abuse Family Intervention Specialist (FIS)” for a FIS to contact a client once a referral is received. The FIS must have made an attempt to contact a client within 3 business days of receiving a referral.

2.2 Did the FIS schedule a face to face with the client or was the initial meeting face to face?

- Strength  - Area Needing Improvement

Core Concepts: The FIS should schedule a face to face meeting with the client to screen or assess the client for substance misuse and determine treatment needs. The FIS should schedule an initial face to face with the client within 10 business days of receiving the referral. The exception to this is if the FIS met with the client prior to the referral being issued by the CPI.
2.3 How many days from receipt of referral was the client screened and or assessed?

Number of Days? ______________

**Core Concepts:** As noted above the client should meet with the FIS face to face within 10 business days of receiving the referral to be screened or assessed. In the event that the screening is past the 10 business day requirement, an explanation of the delay should be noted in FSFN and will be tracked in an effort to improve client engagement.

2.4 Was the client recommended for treatment and if so, what level?

What level? _________________

**Core Concepts:** This will be recorded and tracked as a data point to determine what level of care the majority of caregivers with unsafe children are assessed as needed. This will assist the ME with determining the type of services needed by this population as they continue to improve the system of care.

*References:* Circuit Protocol for Referrals of Child Welfare Cases to Family Intervention Specialist, Florida’s Northeast Region Guidelines for Substance Abuse Family Intervention Specialist (FIS)

**Review Item 3**

**Provider Support of FIS Client’s Treatment Needs**

3.1 If the client was referred to treatment services did the FIS schedule an appointment with the provider within 48 hours?

- Strength  - Area Needing Improvement

**Core Concepts:** If a client is recommended for treatment an appointment should be made with the treatment center for financial or admission paperwork within 48 business hours of the screen or assessment.

3.2 If the client was referred to treatment, did the FIS facilitate the client being seen by the treatment facility within 7 days of completing the screen or assessment?

- Strength  - Area Needing Improvement

**Core Concepts:** The client should be seen by the treatment facility within 7 business days of the assessment. This visit would be for a financial or admission paperwork that is required to be completed prior to admission. If a client is admitted to a Detoxification or Residential Program then
the paper work is often done as a process of admission into the program. The purpose of this item is to avoid client’s being left on waiting lists for long periods of time.

3.3 How many days past the recommendation for treatment did the client begin the process?

Number of days?___________________

_Core Concepts:_ This is a data point that the ME will use to monitor wait times for substance abuse services for families with unsafe children. This will assist the ME with determining the average wait time for substance abuse services for this population as they continue to improve the system of care.

3.4 Did the client enter treatment?

Yes/No, comments ______________

_Core Concepts:_ This will help determine if the additional support of the FIS for caregivers with unsafe children increases their participation in substance abuse services.


Review Item 4

Client Support

4.1 Did the FIS support the client throughout the process and keep in contact with the client throughout the service episode?

☐ Strength  ☐ Area Needing Improvement

_Core Concepts:_ The FIS are working with caregivers of unsafe children, this should create a manageable caseload for the FIS and allow them to support the family and maintain a supportive relationship with the family throughout the life of the child welfare case. It is expected that the FIS will work closely with the family until the caregiver is in treatment and then maintain ties until it is appropriate to close the case. Case closure criteria are listed in the Florida’s Northeast Region Guidelines for Substance Abuse Family Intervention Specialist (FIS).

4.2 Has the client remained engaged in substance abuse services?

Yes/No, Comments: ________________________________

_Core Concepts:_ This is a data point that the ME will use to monitor caregiver engagement in substance abuse services for families with unsafe children. This will assist the ME with determining if the FIS
positions assist in keeping caregivers engaged in substance abuse services for this population as they continue to improve the system of care.


Review Item 5

Communication with Family Safety

5.1 Did FSFN reflect the FIS communication regarding the substance abuse issues and their interventions and outcomes to the Primary Worker?

☐ Strength  ☐ Area Needing Improvement

Core Concepts: Communication between the FIS and Primary Worker is a critical part of the FIS job duties. A release of information should be signed by the client to allow communication with the Primary Worker both in person and through FSFN notes. FIS will be required to enter notes into FSFN within 2 business days client related service event. FSFN has installed radio buttons to allow the FIS to send automated email to the case owner if a client drops out of services. The ME/SAMH program office will be monitoring the use of these radio buttons along with indications in FSFN for constant communication with family safety regarding the progress of substance abuse services.

FIS: Compliance and Rapid Safety Feedback Reviews 2015-16
LSF Health Systems

The FIS review process for 2015-2016 shall include 2 individual processes to help identify engagement, treatment and quality of FIS interventions with child welfare families.

The first process begins with the spreadsheet filed each month by the FIS staff. The individual FIS staff completes a spreadsheet that will be turned into their FIS Supervisor. The FIS Supervisor will roll up into one report from each agency. The spreadsheet will be a living document with clients staying on the spreadsheet until case closure.

The updated spreadsheet went into effect March 1, 2015. Network Management provided 2 trainings on the new spreadsheet as to the data elements, importance of proper completion and the use of the document in the QA review.

The spreadsheet shall identify clients by the FSFN person ID, so that the second portion of the process can be accomplished.

The spreadsheet includes data points such as date of referrals, source of referral, 0-3 years old in home, primary drug of choice, date of initial engagement, FIS treatment recommendations as well as the FIS Case closure reason. These are a few of the 22 total data elements to be filled out on the spreadsheet by the individual FIS specialist.

The spreadsheet is designed to identify steps in the process of engagement and treatment where families/individuals dropout. The will enhance the ability of providers along with the ME to identify trends of drop offs so the process and interventions can be improved to meet the needs of the consumers involved in the FIS program. The data elements on the spreadsheet to help identify these drop off points are: date of referral, date of initial engagement attempt, highest engagement level, number of attempts, date assessment completed, date of treatment recommendation, date of 1st competed treatment session, has client competed 3 SAMH service appointments, treatment plan completion, and FIS closure date and reason.

The data elements on the spreadsheet will show timeliness, when clients drop from process, and the engagement attempts of FIS staff and the successful or unsuccessful reason for FIS case closure.
The completed spreadsheets will be forwarded to LSF Health Systems to the network managers for a review of completion and data integrity. The network managers will then file into the privets contract file as well as save them electronically in a shared folder.

The child welfare integration department will review the spreadsheets as for operational or programmatic type problems, 0-3 children, and unsuccessful closures.

The second part of the FIS review process will be a Rapid Safety Feedback review of current open FIS cases. Those cases reviewed will be cases with unsuccessful closures, 0-3 children, and any identified red flag issues identified by LFS Health Systems, CBC’s or SAMH Providers.

This review will consist of the FIS RSF tool that looks at referral efficiency, client engagement, support of FIS client’s treatment, and communication with family safety.

The findings from the spreadsheet as well as the FIS RSF reviews will be discussed with the provider agencies as to compliance and quality of intervention of the FIS staff with the families.

A quarterly report will be completed and filed with the Department which will include the information gained from the data elements on the spreadsheet as well as any identified issues or improvements made due to the review and discussions with individual providers by the Child Welfare Integration Director. The unsuccessful closure data and improvement plans if identified will also be included in the report.