

**Cuyahoga County Division of Children and Family Services
(CCDCFS)
Policy Statement**

Policy Chapter: Substitute Care
Policy Number: 5.01.05
Policy Name: Referrals for Community Collaborative Services

Original Effective Date: 08/09/2007
Revision Dates: 08/12/2005
Current Revision Date: 08/01/2015
Approved by: Thomas D. Pristow

PURPOSE: To ensure families are strengthened through linkages with services within their community. To ensure consistency in the process by which agency staff refer families to the neighborhood collaborative for services

SCOPE: This policy applies to all cases when it has been determined that a referral to the collaborative for neighborhood based services will be beneficial for the family. This policy applies to all Cuyahoga County Division of Children and Family Services (CCDCFS) staff.

POLICY

CCDFCS provides families with the opportunity to receive services within their own community by making appropriate referrals to the neighborhood collaborative. The referral is based on the family's identified needs and the ability of the collaborative to meet those needs efficiently and effectively.

A variety of case situations may be appropriate for community linkage. This includes cases involving biological families or foster, adoptive, or kinship families. Each case is evaluated on an individual basis.

PROCEDURES

Basic information about the neighborhood collaborative is provided by WOR to family members at their first contact with CCDCFS. In some situations, Hotline staff provides information about the neighborhood collaborative without screening in the report assessment / investigation.

- A. The Worker of Record (WOR) and supervisor (in an agency department) identifies those family needs that may be met by making a referral to the community collaborative. Those needs may be related to:
- (1) Service needs that may prevent the removal of children;
 - (2) Community supportive services to assist in meeting case plan objectives;

- (3) Services to support reunification efforts;
 - (4) Services to support families at the time of case closure;
 - (5) Supportive services on an inactive case.
- B. Once a family's needs are identified, the WOR completes the referral form, in its entirety, scans the form into the system in the services referred section. A copy of the form is emailed to the collaborative office. A Community Collaborative Referral Form is required for CCDCFS to refer a family to a collaborative for assistance.
- (1) The referral identifies specific presenting problems regarding the family, as well as their strengths and identified needs.
 - (2) The WOR attaches a signed release of information with the faxed referral to the collaborative.
 - (3) For active cases the WOR will attach a copy of the families' case plan. If the case plan is not completed at the time of referral the case plan is forward at completion to the collab involved with the family.

In emergencies, the WOR can contact the collaborative representative to verbally discuss a referral of a family to the collaborative. The collaborative staff may begin interventions to assist the family immediately; the referral form must then be submitted within 72 hours to the collaborative.

- C. In addition to the completed referral form, a telephone contact between the WOR and the neighborhood collaborative staff member is completed, unless staff from the Hotline is making the referral. The purpose of this initial telephone contact is for the CCDCFS staff and the collaborative staff persons to discuss the identified needs and the proposed course of action for the family.
- D. This initial telephone contact between staff persons occurs within two business days of the time the referral was sent to the collaborative. This telephone contact may be sooner, depending on the level of urgency for the family.
- E. When a referral is being made on an active case, CCDCFS staff determines if a joint visit with the family is or if the collaborative is able to initiate the contact without the CCDCFS staff present. A release of information is completed by the WOR at the time the referral is made allowing family information to be shared.
- F. If the collaborative is working on a case that is active with CCDCFS, communication between the collaborative worker and the WOR occurs at a minimum of once per month via telephone, office visits, or participation in

staffings, family team meetings, or wrap meetings to receive progress updates on the identified objectives.

- G. Collaborative services intervention updates on active CCDCFS family cases are discussed during routine supervisory conference. This information is always considered when making permanency decisions for the family.
- H. Family to Family programs use a “wraparound” service process that focuses on the strengths and culture of each family, resulting in a unique set of community services and natural supports. Families can be serviced by the Provider without agreeing to the formal Wrap process. The Provider develops Strengths Needs and Cultural Discovery Plan (SNCD) within 30 days of case assignments for families eligible to receive wraparound services. Copies of the SNCD are maintained by the Provider and shared with the CCDCFS worker of record within 10 days of completion. The SNCD is aligned with the CCDCFS case plan, as applicable, at family team meetings no less than quarterly.
- I. CCDCFS staffs request collaborative participation in all initial custody placement meeting held. If the Collaborative is invited to attend other TDM meetings and there is a scheduling conflict between family meetings, the collaborative will prioritize meetings for their staff attendance as follows;
 - Initial Custody/Placement staffings
 - Permanency Planning/ Reunification staffings;
 - Semi-Annual Reviews (SAR)
 - Case Plan Family Team Meetings
 - Alternative Response Family Service Plan meetings
 - Case Closing Family Team Meetings
 - All About Me meetings
 - Placement Change staffings
 - Other family team meetings, as requested.
- J. CCDCFS verify collaborative staff attendance at meetings they have invited them to by signing the community partner attendance sheet.

Note: Please see the current *Neighborhood System of Care Contract* for information regarding the reporting responsibility (regarding deliverables) of the collaborative.

SEE ALSO:

FORMS

- CCDCFS Community Collaborative Referral Form
- CCDCFS Community Partner Attendance Sheet

