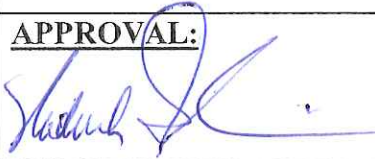




## Policy and Procedures

<b>DEPARTMENT NAME:</b> Utilization Management		
<b>SUBJECT:</b> ITR Staffing		<b>POLICY NUMBER:</b> UM-001
<b>APPROVAL:</b> 	<b>EFFECTIVE DATE:</b> 5/11/2017	<b>REPLACES :</b> CFOP-175-23, UM-001, 2004 UM-001, 12/13/05

- I **PURPOSE:** To identify roles and responsibilities for initiation of early services while a child is placed on Emergency Shelter status, court ordered in-home protective supervision, or non-judicial in-home services as a result of allegations of abuse, neglect or abandonment. As the lead agency, our goal is to ensure that each child that enters into emergency shelter or the custody and/or supervision of the agency be provided with expedited service coordination by the use of quality, timely, effective coordinated case management.
  
- II **REVIEW HISTORY:** Updates UM-01, 2004; UM-001, 12/13/2005; and includes CFOP 175-23.
  
- III **CONTACT:** Utilization Management Director
  
- IV **PERSONS AFFECTED:** This policy applies to Children's Network staff and all Case Management Organizations within the geographic areas and judicial circuit of the Children's Network of Southwest Florida.
  
- V **POLICY:** This policy assures that the Children's Network of Southwest Florida and its subcontracted Case Management Organizations who work with children who are sheltered or receiving in-home services because of abuse, neglect, or abandonment, obtain the necessary information and documents needed to provide quality and timely case management.
  
- VI **RATIONALE:** By having a staffing, the Children's Network of Southwest Florida and case management organizations will have all the information needed to provide quality and timely case management for the family.
  
- VII **CROSS REFERENCES:** Contract between DCF and Children's Network; most current signed executed Memorandum of Understanding between Children's Network and Circuit 20 DCF Child Protective Investigators; FAC 65C- 30.002.

VIII **DEFINITIONS:**

- A. Abuse: Any willful act or threatened act that results in any physical mental, or sexual injury or harm that causes, or is likely to cause, the child's physical, mental, or emotional health to be significantly impaired. (For the purpose of protective investigations, abuse of a child includes the acts or omissions of the parent, legal custodian, caregiver, or other person responsible for the child's welfare. Corporal discipline of a child by a parent, legal custodian, or caregiver for disciplinary purposes does not, in itself, constitute abuse when it does not result in harm to the child.
- B. Case Management Organization (CMO): An agency in which the Children's Network of Southwest Florida contracts with to provide case management services to families and children who have been adjudicated dependent or who have a voluntary services case open.
- C. Case Plan: A document, as described in s. 39.601, F.S., prepared by the department or case management organization, with input from all parties, and approved by the court. The case plan specifies the permanency goals while ensuring the child's safety and well-being and follows the child from the provision of services through any dependency, foster care, termination of parental rights proceeding, or related activity or process.
- D. Child: Any person served by this contract who is under the age of eighteen.
- E. Child Protective Investigator (CPI): A certified child protection professional who is responsible for the investigative process with regard to protecting children, working with families and conducting investigations of alleged abused, abandoned, neglected or exploited children, in the Department of Children and Families.
- F. Child Welfare Case Manager: A certified child protection professional who is responsible for the coordination of services, completion of court reports and supervision of families and children who have been adjudicated dependent and require protective supervision.
- G. Community Based Care Lead Agency: Children's Network of Southwest Florida, LLC. (CNSWF), a not for profit community-based care provider responsible for the provision of support and services for eligible children and families through the coordination, integration and management of a local system of supports and services for eligible children and their families
- H. Disposition: The process of determining the need for on-going services to assure child safety at the conclusion of the initial response/assessment. There may be no need for services or services may be voluntary or court-ordered.

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- I. Florida Safe Families Network (FSFN): The state automated child welfare information system which is the official electronic file of record for each child/family receiving services.
- J. Intake, Triage and Referral (ITR) Staffing: Coordination, scheduling and attendance at circuit wide staffings between the Department of Children & Families, Children's Network of SW Florida, case management organizations, and other applicable service providers specifically to transfer cases from the child protective investigative units to the case management organizations. This staffing is also referred to as a Case Transfer Staffing.
- K. Medicaid Comprehensive Behavioral Health Assessment: An assessment that is completed for each child placed in out of home care that is conducted in accordance with the Medicaid Community Mental Health Handbook.
- L. Neglect: An occurrence in which a parent, adult household member, or other person responsible for a child's welfare or, in the absence of a parent, the person primarily responsible for the child's welfare, deprives a child, or allows a child to be deprived of, necessary food, clothing, shelter, or medical treatment, or permits a child to live in an environment causes the child's physical, mental, or emotional health to be significantly impaired. (The foregoing circumstances shall not be considered neglect if caused primarily by financial hardship, unless actual services for relief have been offered, and rejected by the persons responsible for the child's welfare.)
- M. Service Authorization: The written approval of service prepared by the Utilization Management Unit.
- N. Utilization Management Unit (UM): A unit designated by the Children's Network of Southwest Florida to authorize and determine eligibility and refer a child for placement.
- O. Family Functioning Assessment: The process by which investigators apply critical thinking skills to guide decision making regarding child safety and risk based upon having an extensive and comprehensive knowledge of the individual and family conditions in the home.
- P. Safety Management: Manage or control the conditions that make a child unsafe.
- Q. Impending danger: A plan to control and manage the specific caregivers' behaviors, emotions, and/or other family dynamic, that occur in order to protect the child.

IX PROCEDURES:

A. Initiation of Service Provision when a child is sheltered:

When a child is removed and placed in shelter care, case supervision responsibilities will be accepted by the case management organization after an ITR staffing is held which is coordinated by the Children's Network of Southwest Florida. Ongoing investigative tasks will continue to remain with the CPI through disposition or case closure.

1. The ITR Specialist will convene a staffing within 7 working days of the Emergency Shelter at the local office in the geographic area where the child is placed.
2. The CPI will complete the Revenue Maximization packet and submit it to the Centralized Revenue Maximization Unit within 24 hours after shelter.
3. Rev Max will review the packet for completeness and accuracy, determine eligibility for children not in licensed care and enter eligibility data into FSFN. If the child is in licensed care, Rev Max will review the packet for potential eligibility for Federal funding and Medicaid and submit the packet to the Department child-in-care worker for final eligibility determination.

B. Initiation of Service Provision for In-Home Protective Supervision and Non-Judicial In Home Services:

1. When a child needs in-home protective supervision, case supervision responsibilities will be accepted by the case management organization after an ITR staffing is held which is coordinated by the Children's Network of Southwest Florida. Ongoing investigative tasks will continue to remain with the CPI through disposition or case closure.
2. The ITR Specialist will convene an staffing within 7 days after the child(ren) are determined to be unsafe.
3. The CPI will complete the Revenue Maximization packet and TANF forms and submit them to the Centralized Revenue Maximization Unit.
4. Rev Max will review the Revenue Maximization Information and Referral and TANF form for completeness and accuracy, determine eligibility, check for other services received by the child and enter eligibility data into FSFN.

C. Case Transfer Staffing:

It is key that roles and responsibilities of staff related to the case are clear in order for timely initiation of services to the child. In many instances the ITR Specialist will have responsibilities for assisting the CMO with tasks.

1. The ITR Specialist will review a completed staffing packet in FSFN within 48 hours prior to the scheduled staffing.
2. If upon review of the case the ITR specialist determines that the case is not ready to transfer; i.e. missing information, incomplete referral packet, unresolved legal issues, the ITR specialist will follow procedures in the CNSWFL / DCF Memorandum of Understanding. After the issues are resolved, the case will be staffed at the next available staffing date.

Any safety related items that could directly impact the safety of the child must be completed by 12 p.m. one business day prior to the staffing or the case will be removed from the schedule and added to the next staffing date once these items have been completed.

3. The ITR packet MUST contain all documents as listed in the case transfer checklist described in the current executed working agreement between the Children's Network and DCF Child Protective Investigations.
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4. DCF staff will schedule the staffing and ensure notification to parties who should attend. Minimally the following staff should attend:
    - a. Child Protective Investigator and the supervisor
    - b. Utilization Management Staff Representative
    - c. Case Management Organization Child Welfare Case Manager and Child Welfare Case Manager Supervisor
    - d. Child Welfare Legal Services if there are legal issues to be addressed requiring their participation.
    - e. Parties who have working knowledge of the case
  5. The ITR Specialist will assign the case to the designated CMO for ongoing initiation of service provision. The following case requirements will be addressed during the staffing:

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- a. Referral for Comprehensive Assessment
  - b. Review of the Safety Plan, if applicable
  - c. Identifying services to be considered in developing the case plan
  - d. Visitation issues between the child, parent, siblings, caregiver.
  - e. Notification to relative and non-relative of possible benefits, such as Medicaid and TANF assistance
  - f. Diligent Search
6. After the ITR staffing is completed, the Behavioral Health Coordinator or designee will complete the Comprehensive Assessment Referral packet for eligible children, which includes the Authorization for Comprehensive Behavioral Health Assessment Form (Medicaid Appendix B) and assessment to an approved assessor.
  7. The ITR Specialist will complete any Service Authorizations based upon the Service Planning Conference Checklist completed during the Case Transfer staffing.
  8. All requests for services during the staffing or after the staffing has been completed shall require prior authorization by the Utilization Management Unit.