

### ***Case Example: Description of Services*** (from a Florida CBC agency proposal)

AGENCY will develop and support a provider network that is capable of delivering a full array of home, community, and out-of-home care options to meet the individual needs of children and families. The final composition of the network of providers will be driven by the need to build capacity in both traditional and non-traditional services and supports. Some services will be provided directly by AGENCY, but the majority of services will be provided under subcontract with a network provider agency or professional with appropriate licensure and credentials. AGENCY will strive to enhance existing services and build capacity that is necessary in order to fill existing gaps in what is currently available. The services available through the network will include:

#### **(1) Services to Prevent the Escalation of Problems that Lead to Abuse and Neglect**

AGENCY will work to ensure that all current agencies that are funded to provide prevention and early intervention services through Department contracts, or local and foundation grants agree to participate in the AGENCY provider network and accept referrals for children and families referred to the AGENCY by the department. For example, AGENCY will make a concerted effort to access programs such as Healthy Families, Family Intervention Teams, Domestic Violence Prevention and other locally funded programs that indirectly or directly address problems leading to child abuse. AGENCY will work during the start-up contract to better identify potential locally funded prevention and early intervention services and programs that could be used to meet the needs of children and families referred to the system of care.

Preventive and early intervention services available to children and families will include:

- Healthy mothers/healthy babies
- Infants and toddlers early intervention program
- Preschool summer enrichment
- School Behavioral health program
- Truancy prevention
- Pregnancy prevention
- Delinquency prevention
- Legal assistance
- Summer camp/outward bound programs
- Household management
- Stress and anger management
- Financial management
- After school programs
- Job training
- Employment assistance and income supports
- Housing assistance

It is the goal to work out arrangements whereby access to the services provided by local community prevention funds could be used to extensively broaden services for children at-risk of abuse and neglect and their families. AGENCY will attempt to include agencies that currently manage local prevention programs in the network. AGENCY hopes to be able to refer children and families directly to the local providers.

**2) Mobile crisis response services to divert children from unnecessary placements.**

AGENCY specialists will be available to support PI's, when appropriate, to help determine whether immediate services can be brokered to assure child safety and to divert children from unnecessary placements. Mobile crisis response might also be used at other times to ensure placement stability for children placed in family foster care, kinship care, or other settings.

**3) Non-therapeutic services and supports provided to the child and family in their own home and community to address problems that contribute to CA/N and jeopardize family stability**

If a child can be maintained safely in his or her own home, a variety of services will be provided to address the family issues/problems that led to the abuse or neglect or risk. A safety plan and family service plan will be established with the family and in-home and community-based services provided will be either court ordered or voluntary. The types of in-home and community-based services and supports include:

- Mobile crisis response team (MCRT) interventions
- Family support and parent education services
- Intensive family preservation services
- Child care
- In-home day or weekend respite
- Education support
- Mentoring
- Section 8 housing assistance
- Linkage to SedNet
- Family-to-family support
- Transportation
- Coordination of health and behavioral health assessments and treatment
- Access to flex funds
- Targeted Case Management, if eligible
- Wraparound plan development and implementation
- Crisis stabilization
- Day Treatment
- Services to reduce court involvement/delinquency
- Services to improve economic stability
- Job Training
- Parent-aides

In-home and community-based services will be provided directly or subcontracted to license and AGENCY credentialed network providers. AGENCY will however, review and approve all service decisions, make the referral to the appropriate provider; and conduct regular utilization reviews of all plans for in-home services to ensure that services are resulting in anticipated improvement, and through various quality review mechanisms monitor the quality of all in-home and community services provided.

#### **4) Kinship care**

When children cannot be safely maintained in their own homes, the AGENCY will aggressively seek out caring relatives or non-related “kin” who are willing to provide a temporary home for the child while child and family problems are resolved. AGENCY will take the initiative to build a stronger family finding & engagement program and expand supports to kinship caregivers.

#### **5) Placements and services provided in Out-Of-Home Care settings**

If a child cannot be maintained (with supports and services) without significant risk in his or her own home or with relatives, he/she will be placed in a foster home, residential or group care, or treatment setting most appropriate to his/her clinical and safety needs. AGENCY will work with the Department and local stakeholders to expand capacity and enhance the quality of a full array of out-of-home care placement options, including the following:

- Home of relative care (licensed)
- Family foster care
- Therapeutic foster care
- Medical foster homes
- Group homes
- Residential treatment
- Intensive residential treatment
- Shelter care (family-based)
- Shelter care (facility-based)
- Independent living semi-supported group home or apartment arrangements
- Respite care

**Within these settings, children and their families should be able to obtain an appropriate mix of family-focused services and supports, including:**

- mental health and substance abuse assessment and treatment,
- counseling,
- education assessment/supports,
- health care and nutrition support,

- daily living skill-building experiences,
- reunification and visitation services,
- aftercare planning and follow-up services.

The goal is not just to help children adjust to their temporary out-of-home care placement, but rather to prepare them and their families for permanency through reunification, adoption, guardianship, or other permanent solution.

All out-of-home care placements will be provided directly or subcontracted to license and AGENCY credentialed network providers. AGENCY, will however, review and approve all decisions to place a child, make the referral to the appropriate placement agency; and conduct regular utilization reviews of all placements, and through various quality review mechanisms monitor the quality of all out-of-home care services provided.

#### **6) Pre-and Post Adoption Services**

Agency will provide or subcontract for pre-adoption placement and post-legal adoption services to ensure that termination of parental rights and placement in an adoptive home occurs within the time frames specified in federal and state statute. Concurrent planning by the case managers will help AGENCY meet these requirements. The subcontract agencies will provide varying and ongoing services and post-legal supports to the adoptive family to facilitate successful, and lasting adoptive outcomes, including:

- Recruitment
- Assessment/home studies
- Training
- Counseling for child and birth family
- Placements
- Post-legal adoption supports

#### **7) Independent Living Services for Youth who reach majority while in foster care**

AGENCY will provide or contract for an array of independent living services including:

- Preparation for Adult Living training skills,
- Transitional housing
- Job training
- Pre-independent living services (provided for the younger teens).

AGENCY will review and approve all plans for independent living services, make the referral to the appropriate network agency; conduct regular utilization reviews of all placements; and through various quality review mechanisms monitor the quality of independent living services provided.

**8) Case management, permanency planning and services to support reunification**  
(For WA-This could be modified to fit care coordination role rather than case management)

Case management and related permanency planning efforts will be a core service of AGENCY. From the time of referral until the child exits the system to permanency (and beyond), AGENCY will work with the Department to ensure that permanency planning (including concurrent planning) is resulting in attainment of goals within the timeframes established by ASFA and state statutes.

For the purpose of achieving a single case management system, the two case management agencies providing full service case management will also be the agencies providing child welfare targeted case management or Medicaid targeted case management. It is anticipated that the Department will aid CHS and TCPHS in becoming the only agencies providing TCM for all eligible dependent children.

**9) Behavioral health services for parents and children and youth**

AGENCY will work with ADM and the Department to identify and manage the ADM funds associated with dependent children and their families to support mental health and substance abuse assessment and treatment services for children in custody and placement or at-risk of placement and for parents of children in the out-of-home care system or at risk of placement due to parental behavioral health needs.

AGENCY will provide or contract with existing ADM providers to deliver both mental health and substance abuse services. AGENCY utilization review staff will work with ADM to facilitate the determination of eligibility for ADM or Medicaid funding, to define the referral and payment mechanisms for all services, including home and community-based services, therapeutic placements, and residential treatment or hospitalization.

Based on the interagency agreements that are negotiated between AGENCY and ADM, when needs are identified by the case manager, families will be referred to network providers for assessment and when indicated, treatment or therapeutic placement services. If parents are referred for substance abuse or mental health services, the case manager will work closely with the behavioral health providers to ensure that case plans are coordinated with the parent's behavioral health treatment plans.

In addition to accessing and managing the portion of ADM funds that are needed to provide behavioral health services to children and families, AGENCY is also interested in building a strong base of internal expertise to assist case managers and mobile crisis response staff in identifying and responding to behavioral health problems in families. The Department currently has five highly qualified behavioral health specialists, dispersed within the service centers. AGENCY would like to discuss having some or all those staff positions transferred to AGENCY. The vision is for these behavioral health experts to be used in a variety of ways such as serving in a mobile crisis response

capacity; assisting case managers in assessing behavioral health needs and developing appropriate clinical service plans; and providing clinical expertise to help with the Family Service teams work with children and or families with serious and complex behavioral health needs.

Behavioral health services that will be accessed though the network (pending interagency and funding agreements) will include:

- Behavioral health assessments for the child and, as needed, for family members
- In-home and Outpatient counseling—individual, and group for children and their family members
- Medication management
- Day treatment
- Therapeutic foster care
- Partial hospitalization
- Residential treatment

#### **10) Informal services**

In addition to the provision of traditional child welfare services, AGENCY will work with the community to build a comprehensive array of informal services and supports that are needed to support a wraparound approach to care. Regardless of the placement or legal status of the case, children and families will have access to an enriched menu of community resources tailored to their individual needs. For example, we will have a formalized respite program but a non-formal approach may be to utilize a next-door neighbor to allow a parent the opportunity to go grocery shopping. Only through the development of these alternatives rooted in the neighborhoods can we expect families served in this system to experience meaningful, sustainable change. The array of non-traditional services and supports that AGENCY will build are limited only by the imagination and the time it takes to engage the community in support of the system of care through the contribution of time and in-kind services and supports.

#### **11) Discharge Planning and Aftercare Support**

In working with case managers, AGENCY will ensure that an aftercare plan is developed prior to the time the child and family are discharged from the system of care. It will specify variable levels of services and supports to be provided for up to 6 months post permanency, based on child and family needs. The purpose of the aftercare plan is to assure stability of progress and sustainability of the permanency outcome.