

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

Policy Chapter: Case Requirements
Policy Number: 5.01.05
Policy Name: Referrals for Community Based Services

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Approved By: Jacqueline M. Fletcher

PURPOSE: To ensure that families are strengthened through linkages with services within their community. To ensure consistency in the process by which Cuyahoga County Division of Children and Family Services (CCDCFS) staff refer families to the Community Based Services (CBS) for supportive services.

POLICY

CCDCFS provides families with the opportunity to receive services within their own community by making appropriate referrals to the Community Based Services (CBS) agencies. The referral is based on the family's identified needs and the ability of the CBS to meet those needs efficiently and effectively.

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

PROCEDURES

General Guidelines

Basic information about the CBS is provided to family members at their initial contact with CCDCFS. In some situations, Hotline staff provides information about the CBS without ever accepting a referral for assessment/investigation.

- A. The Worker of Record (WOR) and supervisor identifies family needs that may be met by making a referral to the CBS agency. 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) Services to support aging out youth;
 - (6) Services to kinship, foster and adoptive families.

- B. Once a family's needs are identified, the WOR notifies the appropriate CBS program as determined by zip code and completes the referral form located in Traverse. A Community Based Services Referral Form and a Release of Information (ROI) Form are required for CCDCFS to refer a family to a CBS agency for assistance. Additionally, a meeting comprised of CCDCFS staff and CBS' (identified) Intake staff must be held to facilitate the referral process for obtaining supportive services via the CBS program. This may be completed at the time of any Team Decision Making (TDM) meeting being held for the family to which the CBS program was invited. An action step scheduling the Family Team Meeting (FTM) is documented in the TDM report. For cases that are not closing and require continuation of services, a FTM must be completed as part of the referral process. The FTM may be completed virtually or in-person.
- (1) The referral identifies specific presenting problems regarding the family, as well as their strengths and identified needs.
 - (2) The WOR provides a signed Release of Information with the referral to the CBS agency.
 - (3) For CCDCFS active cases, the WOR provides a copy of the families' Case Plan/Family Service Plan. If the case plan is not completed at the time of referral, it is forward at completion to the CBS agency involved with the family.
 - (4) Subsequent referrals to CBS will be updated to reflect current needs of the family and specific services offered and completed.
- C. In emergencies, the WOR can contact the CBS representative to verbally discuss the referral of a family to their agency. The CBS staff may begin interventions to assist the family immediately; however, the referral form and ROI must be submitted within 72 hours to the CBS agency and a meeting scheduled.
- D. When a referral is being made on an active CCDCFS case, CCDCFS staff schedules a FTM within 30 days of the referral as part of the referral process. When necessary, a joint home visit is also planned.
- E. If the CBS is working on a case that is active with CCDCFS, communication occurs between the CBS worker and the WOR, at a minimum of once per month, via telephone, email, office visits, participation in staffings or family team meetings, to receive progress updates on the identified objectives. CBS staff provides a copy of the Community Based Services Client Service Plan to the WOR every 60 days affirming the case is open with CCDCFS and the CBS agency. The CBS client service plan is aligned with the CCDCFS case plan, as applicable.
- F. CBS services, interventions and updates on active CCDCFS family cases are discussed during routine supervisory conferences. This information is always considered when making permanency decisions for the family.
- G. WOR assures CBS notification of the following meetings held.

- Initial Custody/Placement Staffings
- Permanency Planning/Reunification Staffings
- Semi-Annual Reviews (SARs)
- Case Plan Family Team Meetings
- Case Closing Family Team Meetings
- “All About Me” Meetings
- Placement Change Staffings
- Other Family Team Meetings (as requested)

H. CCDCFS notifies CBS of case closure and worker assignments.

Family Visits at CBS Sites

- A. CBS agencies are required to have an appropriate space for visits between parents and children in the care of CCDCFS. CCDCFS staff must complete the CBS Referral Form visitation section and schedule a Family Team Meeting with the CBS provider and the family, prior to visits starting, to discuss rules, guidelines and the level of supervision required. If no FTM is scheduled, prior to visits starting, the WOR and parent(s) must arrive, at least 30 minutes prior to the start time of the first visit, to discuss the rules and level of supervision required. CBS providers must notify the CCDCFS supervisor and senior manager when staff fail to show for the (initial) visit FTM.
- B. CCDCFS policy requires staff to be at the initial and every fourth visits. CCDCFS staff, who are unresponsive to CBS collab request for attendance or communication, will not be allowed to schedule visits for families on their caseload until a conversation is held among CBS staff, WOR, and CCDCFS supervisor.
- C. When two-consecutive visits are missed by the family and CCDCFS staff, the visitation slot is forfeited and the CCDCFS’ WOR must complete a new referral to start visits again. A FTM must be completed before the visit can be rescheduled at any CBS site.
- D. Visits requiring special days and time outside of normal business hours (8:30 am to 4:30 pm, Monday thru Friday) are arranged with each individual provider.
- E. If concerns arise around the visit, the CBS agency contacts the WOR and their supervisor to discuss the situation and together try to resolve the issue. If no resolution is reached, the matter is brought to the attention of senior level management via the WOR’s chain of command for decision making and agreement.

SEE ALSO:

- Policy 5.01.02 Family Case Plans
- Policy 5.01.04 Family Team Meetings
- Policy 5.02.01 TDM / Staffings Policy
- Policy 5.02.02 Case Reviews / Semi-Annual Administrative Reviews
- Policy 6.05.01 Family Visits

FORM

Location: Traverse

CCDCFS Community Based Services Referral Form

CCDCFS Release of Information (ROI) Form