



Department of Children and Family Services Policy and Procedure Guide

Division No: 3–Child Welfare Services
 Chapter No: 4–Ongoing Case Management/Practice
 Item No: 20–Cultural Broker Referral Process

Effective Date:
 May 6, 2008

POLICY: It is the policy of the Department of Children and Family Services/Child Welfare Services (DCFS) to assess the expertise of community Cultural Brokers. Cultural brokers will work to increase the quality of the relationship between the DCFS and the families it serves, so that better outcomes are achieved for the families.

PURPOSE: To provide the process by which a referral is to be made in order to access the services of a Cultural Broker

DEFINITIONS: **CULTURAL BROKERS:** Cultural Brokers are community members that have received extensive training on the child welfare system, the Family to Family Initiative, including Team Decision Making (TDM) meetings and Family Group Conferences. Ideally (but not always) the brokers will be of the same culture as the family and/or have an extensive knowledge base of the family’s culture. Some of Cultural Brokers will also have extensive knowledge of not only ethnic groups but will have knowledge of sub-cultures/specialized cultures such as substance abuse, domestic violence, ICWA, and immigration/undocumented persons and how best to serve these families.

REFERENCES: Attachment A – Cultural Brokers “A DCFS Community Partnership Project”

Attachment B – Cultural Broker and DCFS Expectations

Submitting Party/Division Manager/ Program Manager	–	<u>Rita Lavelle</u> Name	<u>5/1/08</u> Date
Deputy/Assistant Director’s Approval	–	<u>Andrea Sobrado</u> Name	<u>5/1/08</u> Date
Director’s Approval	–	<u>Catherine A. Huerta</u> Name	<u>5/1/08</u> Date

Item 20 – Cultural Broker Referral Process

PROCEDURE:

- I. Complete the Cultural Broker referral form and submit the referral to the DCFS Cultural Broker Coordinator
- II. Referrals can come from a social worker, community representative, NRC/CBO, attorney, mental health, or other professional, and may be faxed, emailed, or hand delivered to the Cultural Broker Coordinator.
- III. The Coordinator will determine if an immediate need for service is needed.
- IV. If there is not an immediate need for service, the Coordinator will conduct a broker team assessment, “triage”, to determine if the case is appropriate for broker services. If the referral is appropriate, the Cultural Broker that best meets the needs of the family will be assigned.
- V. The Coordinator will contact the assigned Social Worker, the Social Work Supervisor, and the Program Manager of the assigned Social Worker via telephone and/or email, to provide the name and contact information of the assigned Cultural Broker. The Coordinator will also request a meeting to be held within three working days in order to develop a plan of how the Cultural Broker can best support the relationship between the family and the Social Worker as well as the case plan goal.
- VI. The Social Worker will document in CMS that the case has been assigned a Cultural Broker. The name of the Cultural Broker will also be indicated. This information is to be documented on the case id page, in the case alerts section.
- VII. The Cultural Broker will contact the family to initiate engagement.
- VIII. Cultural Broker will notify referring party that they have made contact with family.



Cultural Broker & DCFS Expectations

Thank you for your commitment to be a Cultural Broker. Below are listed the expectations and responsibilities of the Cultural Brokers and the Department of Children and Family Services.

The Department of Children and Family Services will:

1. Provide each Cultural Broker with appropriate training to fulfill his/her role.
2. Provide supervision and support through strength-based feedback and offer opportunities for skill development.
3. Provide supervision and support in the advocacy and support for families involved with the DCFS.
4. Provide reimbursement for Cultural Broker services in a timely manner.

The Cultural Broker agrees to:

1. Complete the Cultural Broker/Paraprofessional 42 hours of training facilitated by the Central California Training Academy.
2. Act as a resource, support for the family, represent the community, offer community based resources and abide by the rules and regulation of confidentiality.
3. Cultural Brokers will consistently attend one or more of the Family to Family collaborative meetings.
4. Cultural Brokers will consistently attend Triage meetings in order to develop service plans for families receiving Cultural Broker services.
5. Cultural brokers will work to increase the quality of the relationship between the DCFS and the families it serves, so that better outcomes are achieved for the families.
6. Cultural Brokers will submit monthly logs for reimbursement of services. Logs will be accompanied with documentation supporting the hours of service submitted.
7. Cultural Brokers will focus on direct service to families with the expectation that no more than 30% of submitted hours for reimbursement are for administrative purposes (trainings, meetings, collaboratives, etc).
8. Cultural Brokers will follow the referral process for receiving Brokerage services in order to aid with accountability and uniformity of services to families.

Additionally, the Cultural Broker will recognize the importance of training to effectively support families and, therefore, agrees to attend any scheduled training and be receptive to feedback from the Field Based Trainers and Cultural Broker Coordinator.

2011 Fresno Street, c/o Suite #105, Fresno, CA 93721

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These responsibilities and expectations are effective indefinitely. Either party can terminate their ongoing participation if it is no longer in the best interest of either party or if they are unable to fulfill their responsibilities or expectations.

DCFS Representative (Cultural Broker Coordinator): _____
(Signature) (Date)

Cultural Broker: _____
(Signature) (Print Name) (Date)

CULTURAL BROKERS "A DCFS COMMUNITY PARTNERSHIP PROJECT"

Values that govern the work of Child Welfare:

Public Child Welfare agencies "need" partners in the communities they serve because:

- Community partners can greatly expand the resources available to children
- Community partners can help recruit residents to become resource families for children within that community
- Community partners can offer support and neighborhood services to birth families, kinship care providers, and resource families, further improving children's chances of being placed with their siblings and staying near schools, places of worship, and recreation while in care
- Community partners can help build trusting relationships between families and child welfare agencies... In Fresno, these specific partners are called "Cultural Brokers"

Role of the Cultural Broker

No one knows a neighborhood like the people who live there. Cultural brokers work to increase the quality of the relationship between the DCFS and the families it serves, so that better outcomes are achieved for families. The cultural broker helps the agency work with the family, and the family work with the agency. Cultural brokers are trained in the DCFS program activities and purposes, Child Welfare mandates, and how to work with the Juvenile Court. They are trained on the role of the case manager and that partnership with the case manager is a must for successful bridge building between the broker and the family.

The Work of the Cultural Broker

- Can provide a variety of support services for families involved with the child welfare system
- Can be referred to a family at any point in the system, and can of most assistance to a family/DCFS during key decision points
- Lends assistance to the agency as the agency assesses the family and the support or safety plan around the family
- Lends assistance to the family by encouraging the family to work in partnership with the case manager
- Can provide support to the family

- Can assist with team meetings and provide information about the family
- Can help link the family with supportive resources
- Can attend court with the family
- Can help provide written reports to the case manager which can provide needed documentation for court purposes

Who are Cultural Brokers?

Cultural Brokers are community members that have received extensive training on the child welfare system, the Family to Family Initiative, including TDM meetings and Family Group Conferences. Ideally (but not always) the brokers will be of the same culture as the family and/or have an extensive knowledge base of the family's culture. Some of our Cultural Brokers will also have extensive knowledge of not only ethnic groups but will have knowledge of sub-cultures/specialized cultures such as substance abuse, domestic violence, ICWA, and immigration/undocumented persons and how best to serve these families. Cultural Brokers will consistently attend one or more of the Family to Family collaborative meetings. Cultural brokers will work to increase the quality of the relationship between the DCFS and the families it serves, so that better outcomes are achieved for the families.

The brokers are currently reimbursed through various system improvement grants. Because they are independent subcontractors, they are in essence an extension of the DCFS. They are privy to information about the cases once the family has signed a release of confidentiality. In addition, the brokers will only work with families who wish to do so.

How do I make a referral for a cultural broker?

Referrals can be obtained from Cultural Broker Coordinator. They can come from a social worker, community representative, NRC/CBO, attorney, mental health, or other professional, and may be e-mailed (wosikafo@co.fresno.ca.us) or hand delivered to DCFS Administration, Stop 144, CMC 3rd Floor Attn: Cultural Broker Coordinator.

REFERRAL FOR CULTURAL BROKER SERVICES

Date: _____

Referring Party:

Other Social Worker: _____ Community Rep. or Liaison _____

School (name) _____

Family Name: _____ Ethnicity: _____

Father's Phone Number: _____ DCFS # _____

Language _____ **Monolingual** (circle one) YES NO **Family in crisis?** (circle one) YES NO

Father's Address _____ Phone _____

Children in Household: ___ Ages of Children: 0-2 ___ 3-5 ___ 6-8 ___ 9-11 ___ 14-17 ___

Family's Current Need(s):

**PLEASE E-mail THIS REFERRAL TO JEAN NORMAN at jnorman@csufresno.edu,
GENEVER THOMAS and WENDY OSIKAFO at County E-mail**

FOR OFFICE USE ONLY:

Cultural Broker Assigned: _____ Phone # _____ Date: _____

Date Cultural Broker contacted assigned social worker (if applicable): _____

Cultural Broker's Date of Contact with the Family by phone or Face to Face: _____

Cultural Broker's Date of Notification to source of referral that services were initiated: _____