

<b>DSS Policy and Procedure Guide</b>	
Division 03: Child Welfare	Chapter 10: Services
<b>Item 001: Treatment Services Referrals</b>	
Suggested changes send to: <a href="#">DSS PSOA</a> Mailbox	Issued: March 22, 2019
References: Manual of Policy and Procedures Division 31-315. <b>Welfare &amp; Institutions Code 16500.5. Substance Abuse Master Agreement 2013. American Society of Addiction Medicine Patient Placement Criteria</b>	<b>Revisions in Red</b> Replaces PPG 03-04-022, PPG 03-10-002  Replaces Issue: <b>June 5, 2013</b>

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**Preamble**

Child Welfare Policy and Procedure Guides (PPG) are meant to be used as tools to relay best practice and staff expectations. It is understood that specific case scenarios may not always align themselves with the stated practices and that at all times what is of paramount importance is the Safety and Well-being of the children we are charged to protect.

**Policy**

The Department of Social Services (DSS) will ensure that all DSS Child Welfare clients who are or will be in a case plan are provided with timely access to services. The referral process shall be uniformed and specific to the needs of each individual client. Services shall be provided as necessary to ensure the safety of the child(ren).

**Purpose**

To inform and provide DSS staff with consistent roles, responsibilities, and general requirements when referring Child Welfare clients to treatment services **and to ensure a uniform vendor selection process and to provide guidance in regards to resolving referral process and/or vendor selection conflict or disagreement.** Services include, but are not limited to, parenting classes, substance abuse treatment, drug testing, mental health treatment and domestic violence treatment. **It should be noted that this PPG is written to give guidelines and processes for cases, on a case by case basis some procedures due to extreme circumstances due to safety and wellbeing concerns may be redirected on an occasional basis.**

**Points of Entry**

Referrals for treatment can be made at any time for **Children, Parents or Guardians who are residing in Fresno County, and are participating in an active Child Welfare case; i.e. Voluntary Family**

**Maintenance (VFM) or Family Reunification (FR), Permanency Planning (PP)** will be referred to services by the DSS Child Welfare Department. When it is discovered or suspected that a child, parent or guardian is in need of treatment in order to improve the safety, permanency, and well-being of their children.

### **Out of County**

For Children, Parents or Guardians who reside outside the County of Fresno, please refer PPG 03-04-003: Service Plan Funding.

### **Referral Process**

#### *Linkages/Assembly Bill (AB) 429*

In order to ensure the proper funding streams for services, Social Workers (SW) will be sure to connect with AB 429 / Linkages Job Specialist staff for all families receiving Family Reunification services, Voluntary or Court Ordered Family Maintenance. If the parents are VFM or Family Maintenance (FM), email the DSS Linkages mailbox ([hyperlink](#)). Please refer to PPG [15-07-072](#) for information regarding AB 429 and to PPG [15-07-074](#) for information related to Linkages. **This procedure aids families by providing faster linkage to benefits such as i.e.; child care, cash aid etc., refer questions to [DSS Linkages email inbox](#).**

### **SW Responsibilities**

- Upon determination of need or when Court ordered, the assigned SW and Social Work Supervisor (SWS) will complete, sign, scan and email the Child Welfare Resources Referral form (6169) to the “[CWS Referrals](#)” email inbox.
- Detentions: Indicate in the subject line of the email as: \*\*\*Detention. To ensure prompt processing for Service Referral Letters at the Detention Hearing.
- After the Detention Hearing forward the Minute order and Mental Health Screening Tool (MHST).
- VFM: Include in the email the Release of Information (ROI) and MHST.
- Emergency Response (ER) SW: Indicate in the 6169 any appointments made after the Team Decision Making (TDM) meeting.
- Ongoing Case Management: to re-activate a client into services due to a change of address, and change of circumstances, send an updated 6169, and the SW and SWS will complete, sign, scan and email the Child Welfare Resources Referral form (6169) to the “[CWS Referrals](#)” email inbox.
- Review the Substance Abuse Evaluation (SAE) and Substance Abuse Specialist (SAS) recommendations within one week of receiving the SAE.

### **Staffing Requests**

SWs are responsible for the following for Ongoing Case Management:

- Submit 6022 B forms to the ‘CWS Referrals’ email inbox for requesting of staffings at vendors to address concerns and modify treatment plans and update service plan referrals.
- Respond to requests for staffings or email inquiries by vendors and schedule necessary staffings.
- Respond to requests for the misrepresentation by the vendor of the Domestic Violence Index (DVI).
- Communicate with the CWS Referral Office Assistant (OA) staff to coordinate staff meeting time ensuring a confirmation email is provided.
- Confirm the staffing date and time with the client and vendor by the day prior to the staffing by Noon 12pm. SWs who are unable to confirm, risk the staffing appointment time being cancelled.
- Be present during the staffing and complete the action page of the 6022 B form.
- Be on time. After 15 minutes, the staffing will need to be rescheduled.
- Document all staffings in CWS/CMS within seven working days. Documentation should include, at minimum, the staffing participants, all treatment options discussed, any barriers to treatment that may have been discussed and any decisions made.
- Provide the client with any assistance needed to begin treatment as soon as possible, following the staffing.
- Arrange for a staffing to be held with the client to discuss the most appropriate manner in which to proceed, when the assigned SW has been informed that a client has been terminated from a treatment program. The SW will request a SAS presence at the staffing by completing and emailing the request for staffing form (6022 B) to the “CWS Referrals” email inbox.
- If it is determined that the client is or may be in need of treatment immediately, the assigned SW is to send an email to the “CWS Referrals” mailbox to request an immediate SAE or staffing and possible referral for treatment. The subject line of the email should read, “Emergency SAS Request”.

### *Services Closure*

- SWs are to complete and send the Services Hold Transfer Closure Form 0087 located in CWS/CMS to the CWS Referrals email inbox to stop payment on referral.

### **OA Responsibilities**

The designated OA staff are responsible to:

- Monitor the “CWS Referrals” Inbox throughout the day for 6169 requests and staffing requests.
- Communicate staffing requests to SW and SWS when received by vendors.
- Maintain and schedule Substance Abuse Evaluation (SAE) and staffings on Main SAS Calendars.
  - If a client misses SAE/DVI on two consecutive appointments, a staffing will first need to be conducted prior to scheduling another SAE/DVI.
- Generate appropriate service plan referrals as requested by Service Coordinators.

- Forward vendor updating referral requests to SAS.
- Forward drug testing requests to: [CWStestresults@fresnocountyca.gov](mailto:CWStestresults@fresnocountyca.gov)
- Forward mental health inquiries to [CWSMHreferrals@fresnocountyca.gov](mailto:CWSMHreferrals@fresnocountyca.gov)
- Forward parenting inquires to [CWSParenteducationunit@fresnocountyca.gov](mailto:CWSParenteducationunit@fresnocountyca.gov)
- Forward visitation inquires to [CWSVisitation@fresnocountyca.gov](mailto:CWSVisitation@fresnocountyca.gov)
- Import referrals, final SAE, final DVI, and progress reports into CWS/CMS.
- Complete rural bus pass referrals.
- Communicate with vendors via completion of service termination letters to vendors informing them of the termination of services.
- Elevate vendor misrepresentation request emails and staffing requests as follows:
  - First: SW and CWS referrals email inbox
  - Second SW, SWS, SAS and CWS referral email inbox.
  - Third SW, SWS, Program Manager (PM), CWS referral inbox, SAS, SAS SWS and Supervising Office Assistant (SOA).

#### *6169*

- Process emails received that are marked as ‘\*\*\*Detention will by 11:30am.
- Be available during the 11am through 1pm hours to receive and process Service Coordinator Detention Hearing scheduling.
- Forward 6169 to vendors for Domestic Violence treatment.

#### *SAS Calendar*

- Send out the Daily SAS Calendar by 4:30pm the day prior to affected SW, SWS and SAS Unit.
- Provide SAS staff with forwarded 6022 B forms by 4pm the day prior.

### **Service Coordinator Responsibilities**

- Advise clients of the dates, times, and locations for their various services. This would only occur with clients following the initial Detention hearing or when the family is initially referred to VFM.
- Schedule enrollment of drug testing at least (if possible) five days in advance of the scheduled SAE.
- Prepare service letters to clients.
- Forward ROI, MHST and 6169 to mental health providers.

### **SAS Responsibilities**

- Complete SAE according to American Society of Addiction Medicine (ASAM) criteria.
- Attend Staffings as requested on 6022 B and import final staffing sheets into CWS/CMS.
- Discuss concerns stated on the staffing request.
- Assess DVI recommendations and make service plan referrals within 5 business days.
- VFM SAS will complete DVI referral and send to vendor, CWS referral after TDM.

- Provide a copy of the completed SAE and SAS recommendation to the assigned SW via email to the CWS Referrals email inbox within five business days of completion of SAE.
- Complete referrals requested within three business days of the SAE or staffing date.
  - Provide a copy of the referral to the SW, vendor and CWS Referral email inbox.
- Update Service Referrals as needed as requested by vendors.
- Communicate with SW's as to the need for staffings requested by vendors.
- Documents will be scanned named and emailed to CWS referral email inbox for importing according to deadlines indicated above.
- Identify and present to the assigned SW and client all vendors suitable to meet the client's needs. The SAS shall only recommend Substance Abuse Treatment vendors listed on the Substance Abuse Treatment Services Master Agreement.
- Contact the selected Vendor to confirm availability and/or intake appointment prior to the end of the staffing.
- If during the completion of the SAE, the SAS determines that the client needs to enter a treatment program immediately, the SAS will refer the client to a program and advise the assigned SW via email within one business day.
- Communicate the goals of the client's case plan to the Vendor.
- Refer clients for drug testing, as needed.

For Mental Health Assessment and Evaluation codes and definitions.

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## Fresno County Parenting Classes

1. **Exceptional Parents Unlimited Incredible Years:** This class is targeted for parents of children 3-12 years old. It focuses on teaching parents positive inventions for children having behavioral concerns. The Parent education classes focus on enhancing parenting practices and behaviors, such as developing and practicing positive discipline techniques, learning age-appropriate child development skills and milestones, and promoting positive play and interaction between parents and children. It is a 15 week program.
2. **Exceptional Parents Unlimited Blended Parenting and Supervised Visitation:** This class is targeted for parents of children 0-12 years old. It will have supervised visits at the same time and place as the parenting classes. Families referred to this program must be recommended for Family Reunification and have court ordered supervised visits. It is a 14 week program and parents should be referred at the beginning of the case plan time as they will have supervised visits for the duration of the class. The integrated blended supervised visitation/parenting program to families and their children at risk of abuse will have weekly two-hour family visits that include a family activity and meal offered in the community, in a group setting with other Child Welfare involved families. After the visitation, the Nurturing Parenting Program (NPP) will be provided to the parents.
3. **Central Valley Children's Services Network Nurturing Parenting/Make Parenting A Pleasure/Back to Basics:** This class is targeted for families that have multiple aged children 0-17 years. This class will use all three parenting curriculums to tailor the parenting education to the needs of the family. The parent education classes focus on enhancing parenting practices and behaviors, such as developing and practicing positive discipline techniques, learning age-appropriate child development skills and milestones, and promoting positive play and interaction between parents and children. It will also have an adolescent section to support positive parenting of teens. It is a 14 week program.
4. **Focus Forward Nurturing Parenting for Parents and Adolescents:** This class is targeted for parents of children aged 12-17 years. The parent education classes focus on enhancing parenting practices and behaviors, such as developing and practicing positive discipline techniques, learning age-appropriate child development skills and milestones. This class will also have an adolescent group that will meet during the same class time as the parent group. It is a 12 week program.
5. **Fresno County Nurturing Parenting:** This class can serve parents with children 0-17 years. The parent education classes focus on enhancing parenting practices and behaviors, such as developing and practicing positive discipline techniques, learning age-appropriate child development skills and milestones. The Fresno County class should have families that have more high risk reasons for removal, such as severe physical abuse, sexual abuse, and domestic violence issues.

6. **Voluntary Family Maintenance Only:** Home Visitation Parenting Program