

# **Family Services Initiative Manual**

## **Introduction**

---

### **Family Services Initiative**

The Juvenile Welfare Board (JWB) seeks innovative strategies to provide quality, family-driven services that are accessible and cost efficient for families in need through a community provider and vendor network called the Family Services Initiative (FSI). JWB's investment in FSI reflects both priorities and values for quality prevention services, research-based decisions, and networked community partnerships. JWB is leading this collaborative initiative to develop and implement a countywide system of information, support, and the delivery of wraparound services for families across economic, social, cultural and geographic boundaries. FSI incorporates a community strategic partnership focused on quality service delivery, easy access for families, innovative technology, utilization management, and fiscal accountability processes. FSI consists of JWB and collaborative partners including: the 211 Regional Call Center/Pinellas Family Services Team (triage), Central Florida Behavioral Health Network – CFBHN (utilization management), Personal Enrichment Mental Health Services - PEMHS (navigation), service providers and vendors. FSI provides direct access for families through 211's Pinellas Family Services Team and access for community providers seeking wraparound services through CFBHN's utilization management process.

The network linked to FSI responds to service requests that are initiated, driven and focused on families to provide the right amount of services for the right amount of time. Community Providers directly access FSI through Utilization Management. Vendors are procured as part of the FSI system as needed to meet family needs.

### **Juvenile Welfare Board**

The Juvenile Welfare Board of Pinellas County (JWB) is a mission-driven organization that invests in partnerships, innovation, and advocacy to strengthen Pinellas County children and families, and increase community engagement and stakeholder capacity. JWB is guided by four strategic focus areas: School Readiness, School Success, Prevention of Child Abuse and Neglect, and Strengthening Community. JWB serves as FSI's backbone organization and, in addition, provides a financial resources pool for incidentals and staffing of the system at 2-1-1, PEMHS, and CFBHN. JWB provides financial oversight, analyses of key data, trends, and system evaluation. JWB also executes vendor agreements, contracts, and Memorandum of Understandings (MOU) for FSI services.

### **211 Family Services Team**

The 211 Family Services Team is part of the 211 Regional Call Center and serves as an entry point for family member assistance calls to be screened. The screening is to determine the type and scope of information, support, and wrap around services the family is requesting. The services provided are to assist families in regaining stability, connect to local services as appropriate, and/or assist with

financial requests through the FSI network. Each family situation and needs are evaluated on a case by case basis. 211 Family Services Team staff are authorized to approve FSI funds for requests that meet a specified level of service type and cost.

In the event that a family has complex needs (multiple referrals) which may warrant face to face assistance, 211 staff will offer the family the opportunity to meet with a PEMHS Navigator to assess the situation, identify the needs, and assess the family's requests.

### **Central Florida Behavioral Health Network**

Central Florida Behavioral Health Network (CFBHN) provides Utilization Management (UM) and Information System (IS) support. CFBHN reviews requests submitted on behalf of Pinellas County Families to access FSI funds. The UM process consists of reviewing registrations/screenings, prior history of person/family, and supporting documentation in a timely fashion. In addition, UM staff are responsible for ensuring the required data elements as defined by JWB Data Upload Guidelines are present and accurate, verifying the appropriateness of requests, and reviewing to ensure proper coding of requests.

CFBHN also provides data system training that aligns with the FSI manual. The I.S. Department provides Central Florida Health Data System (CFHDS) training and technical assistance on data reporting and data sharing.

### **Gulf Coast JFCS**

Gulf Coast Jewish Family and Community Services, Inc. (Gulf Coast JFCS) provides Navigation services for families with needs related to assistance in Pinellas County. The program is designed to remove common barriers and strengthen family stability. Gulf Coast JFCS Navigators work collaboratively with families to assess, identify, and prioritize their needs. Then, with family participation, Navigators will develop a Family Support Plan that is family-centered, strength-based, and needs-driven.

Navigators will connect families in need of assistance to the appropriate financial resources so that stability is achieved. The Navigators can continue to assist the family in strengthening their stability for a period of up to 30 days. Throughout the process, Gulf Coast JFCS Navigators will act as a guide, support network, and advocate for families. They call upon their relationships and familiarity with community resources to simplify and expedite access to support and services.

### **PEMHS**

PEMHS (Personal Enrichment through Mental Health Services) provides navigation services for families with complex needs, following their 211 triage screening. The family completes a self-sufficiency matrix with their System Navigator, front line direct care staff, who develops a family driven Support Care Plan, identifying and prioritizing their most pressing barriers preventing family stability. The System Navigator then works collaboratively with the family to educate and link to community services, resources and supports, to alleviate the identified needs and barriers. In addition, the System Navigator is empowered to utilize and access FSI funds on behalf of the family.

The service duration of PEMHS navigation in the Family Services Initiative is brief, generally less than 30 days. Linkages to community resources, services, and the utilization of FSI results in enhanced family stability, increased community resource knowledge, and successful sustainability on behalf of the families served.