

## Family Services Initiative Manual

### Important Definitions

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**2-1-1 Tampa Bay Cares (211):** is a non-profit organization that provides the only free, confidential, multi-lingual, 24 hour dialing code. Provides access to critical health and human services information available in the community for every day needs and in times of crisis. 2-1-1 connects people with community and social service information and resources such as finding food for their families, a place to stay for the night or ways to help pay their bills.

**Authorizations:** The approval of the allocated funds corresponding with the incidental request.

**Central Florida Behavioral Health Network (CFBHN):** is a non-profit 501 © (3) community services network incorporated in 1997 as a collaboration of substance abuse providers in Hillsborough County. Currently CFBHN contracts with fifty-two provider organizations to offer a full array of mental health and substance abuse services in eleven counties to an estimated 95,000 plus individuals. The geographic areas served spans from Pasco in the north, throughout the Tampa Bay area and south from Desoto to Lee counties. The range of services includes acute care, residential treatment, housing, medical, outpatient and recovery support services. Substance abuse prevention services are also provided to over 785,000 at risk children.

**Central Florida Health Data System (CFHDS):** is a content management system (CMS) for behavioral health that will allow an organization to manage information and services about participants across the provider network.

**Debt:** an account has gone into collections (third party agency), written off as a bad debt, or an extended gap in service, JWB cannot pay.

**Emergent Navigation (EN):** Emergent Navigation is a 7-10 day service delivery for families without complex multiple needs, but rather is designed for those families in need of a minimal stabilizing need/s, such as rental and utility assistance, beds, pest control, etc. a “one and done” type service; typically this service delivery population has consistent income, and once assisted, is able to regain stability quickly and does not require long term community linkages.

**Family Connection Navigation (FCN):** The Family Connection Navigator (FCN) provides services consistent with those listed for Truancy Navigation. Family Connection Navigation services are specific to the students and families assigned to the 8 Transformation Zone schools. Each identified school has an assigned FCN.

**Family Diversion Programs:** Provide in-home services and community outreach for at-risk families. The programs help families: 1) identify and deal with issues that lead to abuse and neglect; 2) learn about, practice and develop proficiency in strategies to avoid or overcome those issues; 3) learn how to access community resources more effectively.

**Family Services Initiative (FSI)**: consists of Juvenile Welfare Board and collaborative partners (core partners) including the 211 Regional Call Center/Pinellas Family Services Team, Central Florida Behavioral Health Network (utilization management), PEMHS (system navigation), Gulf Coast Jewish Family and Community Services (system navigation), service providers and vendors. Provides direct access for families through wrap around services. FSI provides an array of services, supports, coordination, information, referral and system navigation to assist families in achieving stability.

**Family Services Specialist (FSS)**: Professional who listens, assesses, refers and/or connects Pinellas County families to health and human services through referrals, warm transfer of calls, and scheduled appointments. Ability to address the needs of clients via FSI on a prevention basis.

**Incidental**: The required information in order to request wraparound services for a client in the Central Florida Health Data System (CFHDS).

**Juvenile Welfare Board (JWB)**: Established by statute in 1945 and approved overwhelmingly by voters in a referendum in 1946, JWB is a governmental, non-service providing entity that funds programs and services to support the healthy development of vulnerable children and their families. The following four strategic areas of focus guide JWB's resource allocation: school readiness, school success, strengthening community and preventing child maltreatment.

**Personal Enrichment through Mental Health Services (PEMHS)**: PEMHS is a private, nonprofit behavioral health care organization located in Pinellas County, Florida. Programs include a 24-hour suicide hotline, emergency screening and crisis intervention services, inpatient services for adults and children, residential services for children and community based programs. PEMHS has been committed to providing care in crisis since 1981. PEMHS dedicated staff, and comprehensive range of programs are designed to meet the needs of children, adults and families with the goal of building strong communities.

**Placement Assistance**: FSI eligible families in need of shelter or rental assistance to enable them to maintain current housing, seek temporary or permanent housing.

**Preventative Services**: **Social services and other supportive and rehabilitative services provided to the parent or legal custodian of the child and to the child for the purpose of averting the removal of the child from the home or disruption of a family which will or could result in the placement of a child in foster care.** Social services and other supportive and rehabilitative services shall promote the child's developmental needs and need for physical, mental, and emotional health and a safe, stable, living environment; shall promote family autonomy; and shall strengthen family life, whenever possible. Fla. Stat. §39.01 (2016).

**Purchase Card (Named Card)**: Staff assigned purchase card used to purchase wraparound services. (**Generic P-Card**): Generic incidental card used to facilitate payment of services/goods for FSI participants.

**Qualifying Event:** An unexpected event that results in an emergency financial situation where the family is unable to meet their immediate basic needs. Family must have sustainable income currently or verifiable sustainable income within 30 days.

Qualifying Events include:

- a) Unexpected household expenses that were paid by family - medical bills, emergency home repairs, or emergency vehicle repairs
- b) Sudden loss of income- loss of job, loss of benefits, or work hours cut
- c) Victim of crime- theft of money, wallet, or other item which caused a lapse in payments and/or required funds to replace or repair a damaged belonging. Evidence of a police report or case file number is required.

**Sustainability:** The family's monthly income is equal to or more than monthly expenses or it's probable it will be within the next 30 days. The income must be verifiable. The family has a plan to maintain on-going expenses if assistance for the current need is provided.

**System Navigator (SN):** A System Navigator is a resource specialist, trained to assess, identify and prioritize family's needs. They work collaboratively with each family to identify their current barriers and needs in order to strengthen stability. Services are family driven, and each SN partners with the family to educate and link to community services, resources and supports, to alleviate the identified needs and barriers of the family.

**Time Sensitive-** Family is at immediate risk of losing utility services or housing/placement. It is not based on staff availability or impatient landlords, unless there is threat of eviction (family at risk).

**Truancy System Navigator (TN):** A Truancy System Navigator is a resource specialist, trained to assess, identify and prioritize family's needs with the focus on reducing school absences. They work collaboratively with each family to identify their current barriers and needs focusing on increased school engagement, school success, and consistent attendance. Services are family driven, and each TN partners with the family to educate and link to community services, resources and supports, to alleviate the identified needs and barriers of the family.

**Utilization Management:** The process of managing costs and use of services through the effective planning and decision-making to assure that services provided are appropriate and cost effective. This process is managed by CFBHN.

**Vendor:** A business under agreement with JWB for specific goods or services.

**Wraparounds:** Goods or services purchased that assist in establishing or maintaining the family's emotional and environmental stability to reduce/remove barriers.