

Family Services Initiative

FSI Staff Service Request and Conflict of Interest

Agency Employees Accessing FSI

Any employee working on behalf of a collaborative agency that would like to receive services/goods through FSI must meet the FSI eligibility requirements, unless otherwise waived by Exceptions Committee.

If a current employee qualifies for services with the FSI program and meets eligibility criteria (see Family Services Initiative - **Eligibility**), the following **two options** are available at the employee's discretion.

Options:

1. Employee will notify their direct Supervisor regarding the request for FSI assistance and provide documentation as applicable. *Included in this option, the employee's Supervisor will follow the steps below:
 - a. Employee's Supervisor will review eligibility requirements and assess the needs of the staff member
 - b. Employee's Supervisor will ensure that other community resources have been explored prior to making this request.
 - c. Employee's Supervisor or other designee shall complete and submit the Service Transaction Request into the JWB data collection system. The Supervisor shall notify the Manager/Director overseeing the FSI program for that agency prior to step 1d.
 - d. JWB Utilization Management (UM) department will then review the submitted Service Transaction Request, eligibility, and ensuring documentation requirement are met. The Service Transaction Request is then approved or denied.

2. If the employee works at PEMHS or Gulf Coast JFCS Navigation, the employee can choose to be referred to the other System Navigation agency for FSI screening and assistance. The employee's Supervisor/Manager/Director will contact the Supervisor/Manager/Director at the other System Navigation agency to provide referral. (i.e. PEMHS employee would be referred to Gulf Coast JFCS Navigation and Side-Door partners would be referred to one of the navigation agencies.) Once the referral is provided, the receiving System Navigation agency will follow the steps below:
 - a. Supervisor/Manager/Director will review eligibility requirements and assess the needs of the staff member.
 - b. Supervisor/Manager/Director will ensure that other community resources have been explored prior to making this request
 - c. Supervisor/Manager/Director or other designee shall complete and submit the Service Transaction Request into the JWB data collection system.

- d. JWB Utilization Management (UM) department will then review the submitted Service Transaction Request, eligibility, and ensuring documentation requirements are met. The Service Transaction Request is then approved or denied.

NOTE: FSI Side-Door Partners can call FSI Connect, or complete on-line form. FSI Connect staff will complete the FSI screening, if found eligible, the employee is referred to one of the collaborative agencies for navigation referral

Once referred for navigation at a collaborative agency, all Service Transaction Requests will follow current FSI procedures.

Conflict of Interest

Anyone with direct access to FSI may not provide any services directly to any of their own family members or friends. If an employee with access becomes aware that a family and/or friend is requesting services/goods through the FSI, the employee's Supervisor and the Manager/Director overseeing the program for that agency must be immediately notified by the employee. The Supervisor must immediately remove the employee from the case and assign to a new staff member who is unrelated/unassociated with the recipient. When/If the Supervisor determines a conflict of interest is unavoidable, the Supervisor shall contact JWB for assistance and resolution.

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