Family Services Initiative

Important Definitions

Budget: A tool to help families manage financial resources by identifying sources of income, tracking expenses, planning for future needs, and supporting long-term financial stability and self-sufficiency.

Budgeting: The ongoing process of planning, allocating, and managing financial resources to ensure income and available funds are used effectively to meet basic needs, achieve financial goals and support long-term financial stability and self-sufficiency.

Debt: an account has gone into collections (third party agency), written off as a bad debt, or an extended gap in service. (Exceptions MAY be made for Family Services Initiative incidentals)

Discrepancy: A difference, inconsistency, or lack of alignment/agreement between two or more things. May include missing documentation, conflicting information, inaccurate data entry, unsupported service requests, coding errors, eligibility concerns, or inconsistencies between service notes, assessments, and requested services.

Eleos Wellness: 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, and community-based programs. Eleos Wellness has been committed to providing care in crisis since 1981. Eleos Wellness 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.

Employee: is a staff member of one of the collaborative agencies that has a working knowledge of FSI and/or has been assigned a named p-card with direct access to FSI funds.

Family: is any person that is related by blood, marriage, or legal relationship.

Family Connection Navigation (*FCN*): Provides services consistent with increasing school engagement, school success, and consistent school attendance. They work collaboratively with each family to identify their current barriers and needs. Services are family driven, and each FCN partners with the family to educate and link to community services, resources and supports. Family Connection Navigation services are specific to the students and families assigned to twelve Title 1 schools. Each identified school has an assigned FCN.

Family Diversion Programs: Provides 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; 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 Eleos Wellness (system navigation) and Gulf Coast JFCS (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.

Financial Education: The process of providing individuals and families with the knowledge, skills, tools, and resources needed to make informed financial decisions and effectively manage their finances.

Friend: is anyone with whom you are acquainted with.

Goods: Tangible, physical items manufactured or produced for sale

Gulf Coast Jewish Family and Community Services, Inc. (Gulf Coast JFCS): Protects the vulnerable and helps people achieve fulfilling lives by empowering individuals and strengthening families. Founded in 1960 and incorporated as a 501(c) 3 in 1974, the agency is non-religious and serves people of all ages, faiths, cultures, and identities. Gulf Coast JFCS employs more than 500 staff, engages more than 300 volunteers, and supports more than 30,000 people per year across 40 Florida counties. Collectively, our services meet the complex needs of today's families, senior citizens, vulnerable children, and persons needing assistance because of behavioral or mental health issues.

Host Family: an individual and/or family that provides board and lodging to a JWB FSI family if it will maintain the housing for and divert the FSI family from homelessness when no other housing options are available.

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.

Non-Sufficient Funds (NSF) Fees: a charge levied by a bank when a payment (like a check or electronic payment) is returned because there are insufficient

funds in the account to cover it.

Peer to Peer Payment Network: a system that allows individuals to transfer funds directly to each other using digital platforms or applications. These platforms/applications can be used for financial activities when an individual may not have a traditional bank account. For unbanked individuals, the financial transaction history can be used to verify FSI eligibility.

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

Qualifying Event (*QE*): An unexpected event that results in an emergency financial situation where the family is unable to meet their immediate basic needs. Bank statements/financial transaction history back to the event that created the emergency financial situation are required. 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.

Reconciliation: Fiscal review and reconciliation of all approvals in the FSI data collection system and all payments for the FSI program. Staff who make purchases or request generic cards for a family will provide JWB with information related to the payment including documentation and verification that all FSI processes are completed. Once JWB staff review all approvals and payments, the Budget and Business Services Director will approve each month's final fiscal reconciliation submitted by the Procurement Card Administrator in spreadsheet format.

Saving: Keeping money or resources instead of spending them. Building

emergency funds and setting aside money for short and long-term goals.

Self-sufficiency: Ability to provide for all your basic needs and achieve stability through your own resources, skills, income and support systems with reduced reliance on emergency or ongoing financial assistance.

ServicePoint: Wellsky web-based data collection system used to maintain information and facilitate the approval workflow for FSI service transaction requests.

Service Transaction Request: A request for services or goods on behalf of a Pinellas County family. Information and supporting documentation are entered in the data collection system in order to process the wraparound request.

Supporting Documentation: Documents required to be uploaded to the data collection system to support the service transaction request. Required documentation may vary depending on the type of goods or services requested.

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. Bank statements/financial transaction history are required documentation for sustainability verification. The family has a plan to maintain on-going expenses if assistance for the current need is provided.

System Navigator *(SN):* A resource specialist, trained to assess, identify and prioritize a 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).

Unbanked: Individuals who do not have a bank account and are not utilizing traditional banking services. This includes peer-to-peer payment networks and unbanked payment apps.

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

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.

* Work cited: Chapter 39, *Florida Statutes* (2016)

10/1/2026