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 Personal Enrichment through Mental Health Services (PEMHS) dba Eleos Wellness & Support (triage/navigation), Gulf Coast Jewish Family and Community Services - Gulf Coast JFCS (navigation), service providers and vendors. FSI provides direct access for families through FSI Connect and access for community providers through JWB'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 (UM). 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 six strategic result areas: Early Childhood Development, School Readiness, Student Success, Promotion of Children's Physical, Mental & Social Well-Being, Strengthening Community for Family Stability and Organizational Capacity. JWB serves as FSI's backbone organization and, in addition, provides a financial resources pool for incidentals and staffing of the system at Gulf Coast JFCS and Eleos Wellness & Support. JWB provides a data collection system, training that aligns with the FSI manual,

technical assistance, data reporting, UM, program support, financial oversight, analyses of key data, trends, and system evaluation. JWB also executes vendor agreements, contracts, and Memorandum of Understandings (MOU) for FSI services as needed.

The Utilization Management (UM) process involves the timely review of service transaction requests, prior service history of individual/family, and all supporting documentation to ensure requests are appropriate, complete, and aligned with program requirements. UM staff are responsible for verifying that eligibility has been confirmed, ensuring all required data elements identified in the JWB Data Entry Guide are accurate and complete, and assessing the appropriateness of requested services and supports. UM staff also review requests to confirm proper coding, compliance with documentation standards, and adherence to program policies and funding requirements.

Eleos Wellness & Support

FSI Connect

FSI Connect is a streamlined entry point for families within our community in need of social service support through the Family Services Initiative (FSI). Families can access FSI Connect utilizing the dedicated phone number (727) 888-HELP or via a link on the Eleos Wellness & Support website and completing a brief information form. In addition, referrals will be received from the integral collaborations developed by the Community Partnership Liaison via program presentations, meetings and community outreach events.

FSI Connect is facilitated by Eleos Wellness & Support and includes screening and assessment for each referral and linkage to the appropriate Navigation service either within Eleos Wellness & Support or Gulf Coast JFCS. For those referrals not meeting eligibility for FSI, the family will receive referrals to other community resources and/or services that best align with their needs.

The FSI Connect 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 help them achieve their goals and increase self-sufficiency. Each family situation and needs are evaluated on a case-by-case basis.

System Navigation

Eleos Wellness & Support System Navigation provides intensive, family-centered case management, financial education, and wraparound support services

designed to promote stability and prevent families from becoming involved in deeper-end social services within the community. Services include comprehensive needs assessment, resource coordination, home-based financial literacy education, coaching, weekly home visits, community referrals, and ongoing support to address challenges such as financial hardship, housing instability, food insecurity, childcare/school concerns, and limited support networks.

Through timely intervention and, when appropriate, assistance from the FSI Resource Pool, the program helps families meet basic needs, reduce barriers to services, strengthen financial practices, increase self-sufficiency, and build long-term sustainability. The program focuses on improving family well-being, reducing housing instability, increasing income through employment growth, preventing family disruption, and supporting long-term independence while promoting self-reliance and positive outcomes for children and caregivers.

Gulf Coast JFCS

Gulf Coast Jewish Family and Community Services (Gulf Coast JFCS) provides Navigation services for families with minor children in Pinellas County who may be experiencing financial hardship, housing instability, food insecurity, limited support systems, childcare challenges, or other barriers affecting family well-being. The program is designed to promote family stability, increase self-sufficiency, and support long-term financial success through a family-centered approach that builds on each family's existing strengths and resilience.

Gulf Coast JFCS Navigators work collaboratively with families to assess needs, develop individualized goals, and create plans to address barriers. Services include case management, weekly home visits, home-based financial literacy and financial empowerment education, resource navigation, and connections to community supports. Services are typically provided for 3-6 months and focus on helping families develop sustainable skills, improve financial stability, and achieve meaningful goals. Eligible families may also receive assistance with basic needs to support family stabilization and Family Support Plan goals.

Program staff work in collaboration with existing community and referral partners and will seek to establish partnerships with additional referral sources ensuring that services offered are not duplicative for participating families.