

Credential Provider Meeting

Breakout Groups – TSS/SS; Supervised Visitation; CBLS; Afterschool

March 2, 2017

The March 2, 2017 Credentialed Provider Meeting included a session wherein Providers offered examples of what they cover in each of the following areas for their respective organizations. This can be used as a guide for Providers in the midst of development of any of these areas. Please utilize the list below when developing protocols or policies and procedures in order to insure consistency across the statewide DCF credentialed/non-credentialed service system.

A. Policies and Procedures:

- False Claims
- Data Privacy
- Job Descriptions
- On-Call Procedures
- Documentation
- Clinical Supervision
- Right to review records/Client rights
- Communication with DCF
- Descriptions of Processes
- Orientation/required trainings
- Mandating Reporting
- Boundaries
- Safety in the Community
- Suicide Prevention
- Crisis Intervention
- Incident Reporting

B. New Staff Orientation:

- List of policies
- Dress Code
- Mandated Reporting
- Cultural Competency
- Documentation (what to include)
 - Report Writing
 - Taking Daily Notes
 - Goals and Objectives
- ID Badges
- HIPPA (Confidentiality)
- Communication with DCF Social Workers
- Understanding Roles
- Trauma informed Care

Boundaries

- Appropriate and Inappropriate touch
- Social Media

C. **Quality Improvement:**

Timeliness Standards

Critical incident

Peer Consultations

LIST

of placement changes

RBA measures

Measureable outcomes for supervised visits

Surveys

- Family Satisfaction
- Customer Satisfaction
- Staff Satisfaction
- Reflections survey for youth

D. **Staff Reporting:**

Application

Resume

Background checks/drug testing

Copies of License(s)

CPR card

Performance reviews/Annual Reviews

- Performance reviews @ 30, 60 and 90 days

Copy of Training records

Supervision Notes

E. **Case Records:**

Copy of referral

Copy of WAF (Wraparound Funds)

Intake

Release of Information

Session Notes

Consent to Treat and Transport

Communication Policy

Basic Guidelines

Safety Plans
136 Copy
Invoices
Risk Assessment
Chap contract
LIST assessment
Parent Contract
Copy of closed case file
Shredding Log

Credentialed Provider Meeting

March 2, 2017



Today's Agenda

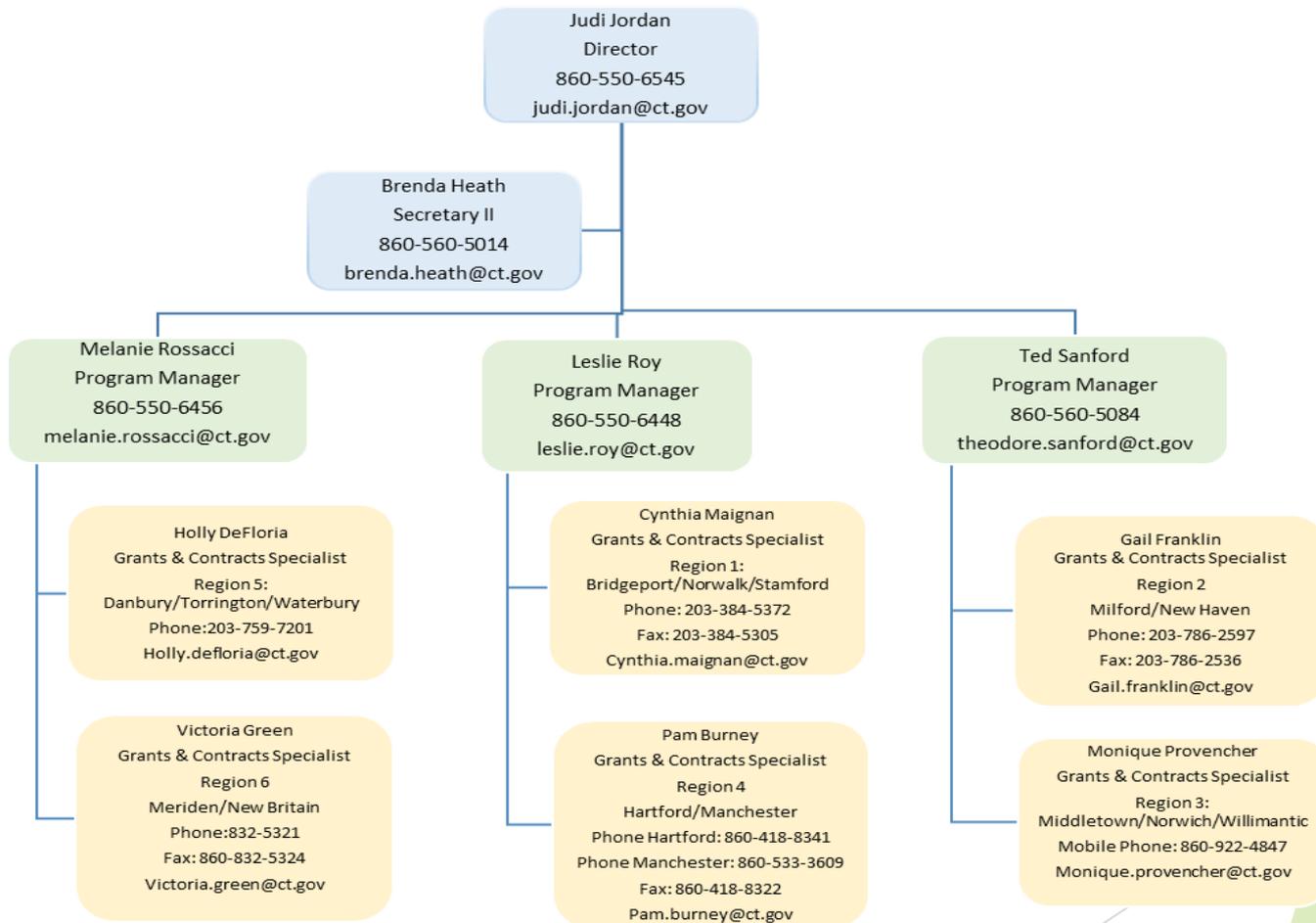
Welcome – Judi Jordan

Credentialed Services Update – Judi Jordan

- ▶ Managerial Roles and Reporting Structure for Credentialed Services
- ▶ Credentialed Providers Role in Meeting DCF Goals
- ▶ Standardized Invoicing and Case Documentation

Quality Improvement Processes (Small group breakout by service type)

Contact Information by Region:





Credentialed Providers are a part
of the DCF services team!!

Do you know about the Juan F. Consent Decree?

- ▶ For over 25 years, the Department of Children and Families (DCF) has operated under a consent decree resulting from a 1989 federal class action lawsuit (*Juan F.*).
- ▶ The suit charged DCF's predecessor agency with failing to provide necessary services for children and youth who were previously or were then at risk of being abused or neglected.
- ▶ The consent decree called for a number of reforms and a court monitor to oversee them.
- ▶ In 2004, the court approved an "exit plan" enabling DCF to end the court monitoring if it achieved 22 benchmarks for at least six months.

Juan F. Progress

16 of the 22 outcome measures have been met

The six remaining outcome measures (OM) that need to be monitored include:

1. Commencement of investigations
2. Completion of investigations
3. Case planning
- 4. *Children's Needs Met***
5. In-home case worker-child visitation
6. Caseload standards

Where Do Credentialed Providers Fit In?

Children's Needs Met

- ▶ What services do I offer?
- ▶ Are the goals of the case clear?
- ▶ Do I know how the services I am offering fit into the larger picture?
- ▶ Is my documentation strong? (Case Notes & Proper invoicing)
- ▶ How is my communication with the social workers?
- ▶ How am I measuring the quality of the services being provided by myself or my organization
- ▶ Have I or my staff received the appropriate training to work with the families we are tasked to serve?

*We all play a part in the success of a case

Looking ahead...

- ▶ Standardized Invoicing
- ▶ Standardized Case Documentation

*Work groups will be formed to discuss

Process Improvement-Group Breakouts

- ▶ Policies and Procedures
- ▶ New Staff Orientation
- ▶ Staff Records
- ▶ Case Records
- ▶ Quality Improvement