

INTEGRATED FAMILY CARE AND SUPPORT (IFCS)

Pre-Implementation Activities:

Area Office Support

- Developed a PowerPoint Presentation that provides an overview of the program and includes substantiation and unsubstantiated transfer rates by Area office dating back to 2017.
- Kick-off presentation with Office Directors, Systems PDs and Clinical PDs around IFCS.
- Region 4 and 5 presentations held with Intake staff (all levels), Ongoing Services PS and legal.
- Tracking all questions received from presentations to help support consistency in practice and assist with implementation efforts. Responses have been shared with Area Office staff.
- IFCS Presentations provided during Intake and Ongoing Services PS meetings.
- IFCS Summary created and shared with staff during regional presentations.
- IFCS liaisons designated in each Area Office to confirm eligibility and participate in local meetings with Beacon following implementation.

Beacon Health Options

- Weekly meetings with Beacon leadership to finalize scope of work, identify data elements to be collected for program, and prepare for regional presentations and implementation.
- Beacon co-presented with DCF at regional meetings and introduced IFCS staff to Regions 4 and 5.
- Developed guidelines for IFCS staff to access wrap funding. Funds that exceed amount allocated will require approval by DCF Program Lead (duplicate process developed for Care Coordination and Community Support for Families).
- Beacon developing an informational sheet for community providers to increase their understanding of the program.
- Beacon finalizing IFCS Brochure for DCF to share with families

IFCS Staffing Model

- 42 IFCS Coordinators (7 per region; 22 are bilingual)
- 6 Supervisors (1 per region)
- 6 Administrative Liaisons (1 per region). Responsible for reviewing and assigning referrals.
- 6 Family Peer Specialists (1 per region). Designed to engage, empower and advocate for the family.
- 1 Statewide Trainer

**Fully staffed by March 16th in time for statewide implementation on 4.1.20. Capacity to respond to referrals outside their AO/region should there be a need.

IFCS Staff Training

- Wraparound CT
- NCFAS-G (Training provided by the National Family Preservation Network)
- Intimate Partner Violence (Training provided by the CT Injury Prevention Center)

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- Beacon Specific Training:
 - Trauma;
 - Human Trafficking
 - Substance Use
- Qualtrics Data entry for the NCFAS-G tool (conducted by UCONN SSW)
- DCF Training (catalog shared to identify additional training opportunities beyond these core topics):
 - DCF 101;
 - Racial Justice;
 - DRS:
 - SDM Safety and Risk Assessments; and
 - 3 slots reserved for Infant Mental Health Training held in the regions

Referrals

- The Universal Referral Form will be utilized for this program. IFCS has been added as a service option.
- IFCS Liaisons in Regions 4 & 5 trained on their "gatekeeping" responsibilities relative to the URF. Training of all other IFCS Liaisons will occur prior to implementation.

Process:

- SW staff will complete URF and send to IFCS liaison for review/approval.
- IFCS Liaison will review to confirm eligibility and once approved, the referral will be sent to Beacon's unique e-mail address.
- Beacon's Administrative Liaison will review referral and ensure referral packet is complete and assign to the IFCS Supervisor for assignment.
- The URF has the capability of tracking all referrals made to the program.
- The investigation disposition window has been modified to reflect referral to IFCS. This new disposition will be included in the DRS Reports to allow tracking of referrals by disposition.

Data

- Beacon is subcontracting with UCONN School of SW to evaluate NCFAS-G change scores and subsequent reports and substantiation rates for families receiving IFCS services.
- LINK extracts will be sent to UCONN on a quarterly basis for analysis (process currently in place)
- Family Satisfaction Survey completed at discharge to receive family's feedback about the quality of services received.
- Beacon will capture the following data:
 - Demographic information for Caregiver and Child (Race/Ethnicity, Language, Gender, Age)
 - Referral Only (Families who initially agreed to engage in service but did not participate)
 - Transition Meetings (able to identify delays)
 - NCFAS-G Data - identifies the strengths and needs of the family. Tool designed to inform service delivery. Tool encompasses the following domains:
 - Environment
 - Parental Capability

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- Family Interaction
- Family Safety
- Child Well-being
- Social/Community Life
- Self-Sufficiency
- Family Health
- Trauma

Note: Beacon is unable to identify services the family received during the intervention as well as the reason for the family not engaging in the service.

- Monthly review of data (referrals, open episodes, timely Transition Meetings, and Discharge Reasons shared locally and during statewide meetings.
- Quarterly review of data: Includes data elements described above as well as the following:
 - Rates of subsequent reports and substantiations
 - NCFAS-G
 - Family Satisfaction
 - Frequency of Family Team Meetings
 - Frequency of Face-to-Face contact
- UCONN School of SW and in-house DCF reports will be able to observe shifts in practice relative to rates of substantiation, track changes, and unsubstantiated case transfers.
- Quarterly reports will be provided around utilization of wrap funding.

Community Outreach

- Initial and formal IFCS presentations made to the RAC.

Implementation:

Roll Out Plan:

- IFCS will go live on 2/18 in Regions 4 & 5
- IFCS presentations scheduled for Region 2 staff on 2/24/20; Region 6 staff on 2/26. Go live week of 3/9/20.
- IFCS presentations scheduled for Region 1 staff on 3/18/20; Region 3 staff on 3/19/20. Go live week of 3/20/20.
- Full statewide implementation by 4/1/20.
- DCF/Beacon Leadership will continue to meet monthly to address implementation issues as they arise. These meetings will be informed by what's happening at the local level.
- Local DCF/Beacon meetings will be held weekly to foster relationships and identify implementation issues. Meetings to include IFCS Liaison.
- Beacon will be meeting with their staff regularly to discuss implementation issues

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Next Steps:

- Continued onboarding activities with remaining regions
- IFCS Liaisons to be trained on their responsibilities relative to the URF
- **Need to develop communication plan for larger community outreach**
- **Need to develop plan for the sharing of program data/outcomes in the community**
- Finalize brochure and other communication tools for program and disseminate