CCD Counseling P.A.

Family Tree Program
External Subcontractor
Policies and Procedures

(6/2014)

Table of Contents

20. MISSION STATEMENT

To prevent or provide early intervention of at-risk behavior that leads to child abuse or neglect, delinquency, running away, and truancy by increasing the four protective factors that are linked to a reduction of child abuse and neglect:

A. Family functioning/resiliency,
B. Social support,
C. Concrete support, and
D. Nurturing and attachment.

21. ELIGIBILITY

21.1 Eligible

The following clients are eligible for services in the Family Tree Program:

21.11... ages **0 - 17 years** who have... ...**family conflict/crisis** and who will benefit from services intended to prevent child maltreatment and increase family functioning/resiliency and who are not currently under investigation by Child Protective Services (CPS) or have other CPS involvement such as Family Based Services or are in Foster Care. (See Eligibility Exceptions below.)

21.12. ...ages 10 - 16 years who are at risk for one of the following conditions and have not been formally adjudicated by a court of law: **juvenile delinquency**, **truancy**, or **unaccompanied youth (runaway/homeless)**... ...Youth under the age of 10 typically need family based interventions; therefore, if a youth is displaying issues at school or in the community, STAR services are able to be provided under section 21.11.

21.2 Eligibility Exceptions - Child Protective Services Involvement:

21.21. If CPS is in the process of an investigation of child abuse/neglect, Service Providers may not register the youth or family for services until the CPS investigation is closed.

21.22. A family with an open CPS case beyond the investigation stage, and with the presenting problem of Family Conflict, cannot be registered for STAR services as this family will already be receiving CPS services for family issues. This includes, but not limited to, Family Based Services.

21.23. Youth in the conservatorship of CPS are not eligible to receive STAR services, including emergency care, regardless of presenting problem.

21. ELIGIBILITY (CONT)

21.3 Eligibility Exceptions - Juvenile Justice Involvement:

21.31. Youth who have been adjudicated and convicted of either a misdemeanor or state jail felony offense **are not** eligible for STAR services.

21.32. Youth whose cases are pre-adjudicated, informally adjudicated, or whose adjudication has been deferred **are** eligible for STAR services.

21.4 Eligibility Details

21.41 Appropriate for Brief Therapy: Family Tree targets families who need preventative and short term crisis intervention. The presenting problem **must be appropriate** for a brief crisis intervention therapy model. Clients who are in need of and not receiving intensive or long-term counseling or psychiatric care are not eligible for Family Tree services. We cannot treat substance abuse.

21.42 Voluntary: All clients must enter into services voluntarily. Voluntary means that a family and youth must not be coerced or mandated to attend STAR services.

21.43 Annual Limits: Clients are eligible to receive STAR services up to 180 days during the fiscal year. To make a long story short, you will want to confirm that the client has not previously received STAR services in another county or office during the current fiscal year (September - August).

21.44 On-Going: Clients must be seen at least once every 30 days and their case cannot be open for more than 90 days. Cases that aren't currently active get closed.

21.45 Determining Eligibility: Service Providers are responsible for determining eligibility. If they have questions or concerns they can contact the Case Manager. Service Providers cannot be paid for services to ineligible families.

21.5 Services for Eligible Youth

Each eligible child and his/her family may receive any or all of the following ongoing prevention and early intervention services:

1) Intake
2) Family and Youth short-term counseling
3) Parenting Skills training
4) Youth Coping Skills training

21.6 Services for Non-Eligible Youth

Service Providers will make every reasonable effort to locate, refer, or connect non-eligible youth and/or their families with other appropriate services in their community.

22. ON-GOING PREVENTION AND EARLY INTERVENTION SERVICES

22.1 Short Term Counseling

22.11 Counseling services must be offered within one week of the initial referral and may be provided to the Individual Youth or Family, or both. If initial services are delayed, reason must be documented (e.g. Family declined offered appointments).

22.12 Counseling services provided by a masters level therapist will be available to the youth and their family. Services may be provided by a non-masters therapist with prior approval of the Director when client needs are better met by specialized skills possessed by the non-masters (e.g. Sign Language.)

22.13 The primary caregiver and youth are required to participate in family counseling services and the entire family should be encouraged to participate as well. When a primary caregiver refuses to participate in the counseling services, the reason(s) for not participating must be documented in the case file.

22.14 Counseling goals will address issues, behaviors, thinking or feeling that relate to:

1) increasing the likelihood that the youth will remain in, or return to the family,
2) relieving the stress/conflict in the home, and/or
3) the development of family skills that they may use to resolve future problems.

22.15 Documentation: Service Providers will document all contacts with the youth and family. Documentation of counseling sessions will be made by fully completing all the blanks on a Family Tree Case Note, including client and therapist signatures.

22.16 Service Providers will keep the Case Manager informed of youth and family's counseling services including, but not limited to attendance, no-shows and cancellations, general progress or lack thereof in reaching goals, as well as any other information that will assist the Case Manager in managing the case and providing the youth and family with the best possible services.

22.17 Only face-to-face counseling sessions can be billed. Phone, Skype and other interactions are permissible within the constraints of a therapist's license but are not billable.

22.18 The Service Provider must have face-to-face contact at least once every 30 days, or the case will be closed.

22. ON-GOING PREVENTION AND EARLY INTERVENTION SERVICES (CONT.)

22.2 Skills based training

22.21 Youth Coping Skills Training groups and Parenting Skills Training groups will be available.

22.22 Skills based training will actively involve participants.

22.23 Skills based curriculum will be designed to prevent future disruptions, improve family functioning, and to build resiliency and avert crisis. Topics will include:

Youth Coping Skills Topics- Communication, problem-solving, decision-making, peer refusal skills, anger management and conflict resolution.

Parenting Skills Training Topics - Communication, problem-solving, decision-making, anger management and conflict resolution.

22.24 Documentation: The Group Facilitator will document all contacts with the youth and family. Documentation of group sessions will include: Date, time, and duration of session, facilitator's name, and a brief summary of the subject of the training. Two forms of this documentation will be maintained:

a) group log - (a log of all group services which Family Tree maintains separate from client files) - in addition to the above information includes <u>all</u> participants' names, and

b) case note - (a record of one client attending one group) which is filed in a client's case record and, in addition to the above information, includes <u>only that participant's name</u> and any additional notation about that participant and their role and participation in the group.

22.25 The Group Facilitator will keep the Case Manager informed of youth and family's skills group services including, but not limited to attendance, participation, as well as any other information that will assist the Case Manager in managing the case and providing the youth and family with the best possible services.

22.26 All groups will include evaluation forms that provide participants the opportunity to give anonymous feedback about the group, providing the facilitator with information needed to maintain or increase the quality of group services.

23. ADDITIONAL PROGRAM COMPONENTS/ DOCUMENTATION

23.1 Referral

Family Tree clients may be self-referred, or referred by CPS, a juvenile court, county judges, school administrators/counselors, or other social service agencies and by the DFPS Youth and Runaway Hotlines. Referral Sources will be documented.

23.2 Intake Assessment and Registration

The Service Provider conducting the intake will gather all the data needed for Form 2075B.

23.3 Action Plan

The action plan will:

1) be completed at the first face to face contact;
2) be family-focused;
3) identify the specific behavioral changes or actions that each participating family member has committed to make to address the issues;
4) be written in the language of the client and in a way that it is easily comprehended and clearly understood by the youth or family;
5) contain specific STAR services to be provided to the youth and family members;
6) document other resources or referrals offered to the participants;
7) be updated with the client at least every 30 days with progress toward goals documented and any new goals/tasks indicated;
8) be signed by the target youth and all participating family members with a copy provided to all participants; and
9) be maintained in the client case file.

23.4 Surveys

23.41 Shortly before or at the beginning of the first service session, the Service Provider will administer the pre-service Protective Factors Survey (PFS) questionnaire to the Primary Caregiver.

23.42 At the end of the last session (after services have been completed), the Service Provider will administer the post-service Protective Factors Survey questionnaire to the Primary Caregiver.

23.5 Discharge/Case Closure

23.51 Discharge/Case Closure forms will be completed when:

a) services have been completed, or
b) family has withdrawn from services, or
c) family's whereabouts are unknown, or
d) the client has not been seen in thirty days and there is no documentation that provides a reasonable explanation for the service lapse, or
e) 90 days have passed since intake.

23.52 Upon closure, the following forms will be completed by the Service Provider and scanned/emailed to the Case Manager:

a) Case Closure Form summary of actual outcomes and all referrals for additional services from other sources (by Primary Therapist)
b) Final Family Tree Case Note (if applicable)
c) Completed Primary Caregiver PFS survey (if applicable)

23.6 Duration of services

23.71 Family Tree counseling services are intended to be short-term, and in no case should services be provided more than 180 days in the 12 month period from the date the case was opened.

23.72 Non-residential services will not exceed 90 days without approval of the Director who may approve 1 additional 90 day cycle with special circumstance.

23.7 Records

Accurate and current records must be kept on each youth who is or has been involved in Family Tree Counseling. These records are confidential and shall be disclosed only to authorized personnel. All staff shall ensure that case records are kept confidential and inaccessible to unauthorized persons:

a. STAR Client Registration Form 2075
b. STAR Authorization (State/STAR Version)
c. Additional Contact Information (for follow-up) form
d. Action Plan
e. Pre-service Protective Factors Surveys
f. Case Notes for any Counseling or Group Services
g. Post-service Protective Factors Surveys
h. Case Closure/Discharge Summary
i. Documentation of any other services, events, or referrals
j. Follow Up Report

23.8 The Partnership - Other Service Provider Expectations

The relationship between, and the coordination of effort by the Service Provider and CCD is essential to the success of the program. In pursuit of that success, CCD expects Service Providers to:

a) submit legible documentation;
b) submit documentation of services within 24 hours and other documentation in a similarly timely manner;
c) submit documents in the specified format and by the specified method, which is currently a pdf emailed to the Dallas County Case Manager;
d) be timely and responsive to requests for additional information or documentation;
e) report monthly their community contacts;
f) maintain a web page with current information about the family tree program;
g) otherwise perform to promote the Family Tree program.

24. FAMILY TREE APPENDIX

Dallas Service Provider Paperwork Flow

1. After Intake, Service Provider will scan/email to the Case Manager with 24 hours of intake:

___ Form 2075 B
___ 2075 Social Security Refusal Form (if applicable)
___ Action Plan
___ Primary Caregiver PFS
___ STAR Authorization Form
___ Family Tree Follow-up Contact Form
___ First Case Note
___Family Tree Checklist

2. Therapist will receive email with Client ID Number and any needed corrections within 2 business days.

3. After Each Additional Session, Service Provider will scan/email to the Case Manager:

___ Completed Case Notes
___ Any documentation of no shows/cancellations/reschedules

4. After Family Tree Groups, Group Facilitator will scan/email to Case Manager:

___ Group Sign In Sheet
___ Group note for each participant

5. After Last Session, Service Provider will scan/email to Case Manager:

___ Family Tree Case Note
___ Primary Caregiver PFS
___ Family Tree Closure Form

External Service Provider Billing Process

1. Throughout the month, Family Tree staff will compile the services that Service Providers have rendered based on the documents scanned and emailed to the Case Manager. Every time a service document is sent, that service has been "billed."

2. The Case Manager sends a mid month bill after the 15th with all of the services that have been compiled up to that point in the month. This is a check in for the Service Provider to ensure that we are on track for the month. The Case Manager also sends a end of month bill after the 1st with all of the services that have been compiled for the entire previous month.

3. Once the Case Manager sends the end of month bill, there is a two business day "open period" during which Service Provider billing staff will review the monthly summary, matching it to their internal records. If there are any corrections needed, Service Provider will have two business days, ending at 5pm on the second business day, where corrections can be sent to the Case Manager. Additions are only accepted when the related service documentation is sent to the Case Manager. Subtractions can be sent via an email including the therapist name, client name, and date of service to be deleted. If no corrections are needed, no action is required. (Open Period Further Explained: If the Case Manager sends the end of month bill on Tuesday at 2pm. The "open period" begins Tuesday at 2pm and ends on Thursday at 5pm)

4. The Case Manager will pass the closed bill to CCD's billing department.

5. CCD's billing department will consolidate it with other provider's bills and bill the State.

6. Once the State pays CCD (they have up to 60 days to reimburse), CCD will pay Service Provider.
*Note: Our experience is that the average is 45 days from the time we submit.

Dallas Contractor Billing Flow

INTAKE:

- External Contractors (EC) scan/email (S/E) STAR intake paperwork to case manager.
  If corrections needed, sent back to EC for corrections.
- Case manager forwards complete/corrected 2075's to Denton office along with client and Primary Caregiver names to confirm spelling with STAR.
- Denton office sends to case manager client ID number. Denton office also enters the client and the intake transaction in ACCESS.
- Case manager forwards client ID to EC.
  *EC will identify provider by placing office/therapist # assigned to that office on the STAR 2075 form in the Intake Initials box at the top left of the STAR intake paperwork.

COUNSELING:

- EC will S/E case note with both CCD ID# and their office/therapist # to case manager.
- Case manager will compile a list of daily transactions including date, ID, last name, service i.e. 01, 03 and email to Denton office.

GROUP:

- EC S/E Group sign in sheet and individual group notes to case manager.
  * Child Group sign sheet will include office/therapist code, date, ID, name.
  * Parent Group will include office/therapist code date, participant's name, child's last name, ID.
- Case manager will forward complete/corrected group sign in sheets to Denton office.

PROOF/BILL:

- Denton office will send proof to case manager every Monday.
- Case manager will check for errors and send to EC requesting corrections if errors. Corrections will be sent back to the Denton office to change in ACCESS.
- Denton office will send Bill to case manager on the 1st of the month.
- Case manager will check for errors and send to EC requesting their billing staff initials and any corrections by the morning of the 2nd day of the month.
- Corrections and billing staff initials will be sent to case manager. Case manager will notify Denton office of any changes, and/or that initials have been received.