

East Urban Core Family Care Community Partnership (FCCP) Family Service Agreement

INTRODUCTION:

The East Urban Core Family Care Community Partnership (FCCP) is a System of Care that is designed to provide you and your family with supports that are flexible, family-specific and effective in supporting you to address family goals and improve the well-being of all of your family members. These voluntary services are being offered to your family through a contract between the East Urban Core FCCP and the RI Department of Children, Youth and Families (DCYF). Staff working with you will be a Family Service Care Coordinator (FSCC) and sometimes a Family Support Partner (FSP). Staff will work with your family and natural supports to hold family team meetings as part of our wraparound process.

ELIGIBILITY:

Families should meet one of the following criteria in order to be eligible for the FCCP:

- have a child who has a mental health concern or serious emotional disturbance (SED)
- have a child who is being released from the Rhode Island Training School (RITS) or temporary community placement
- have a child who is at risk of abuse or neglect

Families with children under the age of 18 are eligible to participate in the FCCP. When a child is returning from the RITS, the family remains eligible until the child turns 21. Families who are open to the Family Services Unit at DCYF are ineligible for the FCCP, except when enrolling in Positive Educational Partnership (PEP) or when a child is returning home from the RI Training School.

The East Urban Core FCCP serves the cities of: Pawtucket, Central Falls, and East Providence.

No individuals are discriminated against on the basis of race, religion, gender, sexual orientation, national origin, age, marital status, or handicap. Families with specific cultural and/or linguistic needs should speak to their FSCC or FCCP agency regarding those needs at any time during involvement with the FCCP.

PARTNERSHIP COMMUNICATION:

The East Urban Core RI FCCP is a partnership between Communities for People Inc. (Lead Agency) and Partner Agencies The Key Program and Blackstone Valley Community Action Program (BVCAP). In order to best match services with your family's particular needs, these agencies may review referral and demographic information during weekly meetings and on-going consultation. All staff from partner agencies will adhere to strict rules of confidentiality. No information will be shared outside of that group without your consent. All participants will sign an FCCP confidentiality agreement. Services may be provided by one of the four listed agencies, a team of workers from different agencies, or from an agency within the larger community network. You have the right to decision-making in this regard and should inform the FCCP of your choice of agency. These agencies are committed to working together to assist you and your family in reaching your goals.

RELEASE OF INFORMATION TO LEAD AGENCY:

The following information will be provided to the Lead Agency: referral reason, demographics & household information (such as: name, SSN, address, income, race), family goals and outcome achievement. This data will be used to track families participating in the FCCP, track the services being provided to families, monitor the program's compliance with standards, and collaborate to provide the most effective services to families. This information is critical in the on-going development of best practices within the FCCP and the overall monitoring of effectiveness and outcome achievement.

CONFIDENTIALITY EXCEPTIONS:

Your FCCP agency will review general agency privacy and confidentiality policies. Information you provide will be kept confidential, unless you provide written consent to release information. Exceptions to confidentiality include: a medical emergency, suspected child or elder abuse, danger to the client or another person, peer review, utilization review and audits by funding sources and certain legal actions, and as outlined by the Prison Rape Elimination Act of 2003 (PREA).

MEDICAID BILLING:

Your family may be eligible for or currently enrolled in and receiving Medicaid. When certain FCCP services can be billed to Medicaid, this may or may not be done. If this is done, standard billing procedures will be followed, as well as adherence to federal HIPAA laws.

QUALITY ASSURANCE-Information on Caregiver Survey: (Written by The Consultation Center, Yale University)

The Rhode Island Department of Children, Youth, and Families and participating Family Care Community Partnership (FCCP) agencies are committed to providing high quality care to the children and families that are being served through the FCCP. It is important to us to know what families like yourself think about the quality of services you are receiving through the FCCP. This information will help us to identify whether any improvements to services are needed in order to best meet your needs. As part of this process, some families will be contacted by our partners at The Consultation Center at Yale University to complete a confidential telephone survey about the services they are receiving through our program. This survey will last about 30 minutes.

Your name and telephone number may be given to evaluation staff at The Consultation Center for the purpose of contacting you to complete this survey. All of the information in this study will be kept completely confidential. At no time will any information from this survey be given to anyone in a way that can be linked back to your family. Your Family Service Care Coordinator will not know the information you provide about services you receive.

You do not have to participate in the survey in order to receive services through the FCCP. If you decline to participate when you are contacted, there will be no change in the services you receive or how you are treated. If you are contacted and complete the telephone survey, you will receive a \$10 gift card in appreciation of your time and involvement.

If you have further questions about this evaluation study or your rights as a participant in it, contact Christian M. Connell, Ph.D. at The Consultation Center, Yale University School of Medicine, 389 Whitney Avenue, New Haven, CT 06511, (203) 789-7645.

GRIEVANCE PROCEDURE:

Each FCCP agency has a process by which families may file a Grievance. Your FSCC will provide you with specific information regarding your agencies' grievance policy and procedure. In addition, the FCCP has a general Grievance policy and procedure. If you would like more information regarding this procedure, please ask your FSCC. If you have any questions or wish to discuss a Grievance, feel free to contact Supervisor at the below number, or Eric Gaboriault, CFP Regional Director at 401-273-7103.

ON-CALL PROCEDURE:

Each FCCP agency ensures that families have access to an on-call resource 24 hours/day, 7 days/week. Your FSCC will provide you the on-call contact information for your agency. In a life-threatening situation, including thoughts of harming self or others, please contact 911 or go to your local emergency room. For matters that can be addressed during business hours, please leave a message for your FSCC or FSP during off hours. Agency crisis hotline numbers are below:

Communities for People, 273-7103

Additional information will be provided regarding the service structure of the FCCP. Questions may be directed to your Care Coordinator, Supervisor, Network Manager, Eric Gaboriault (273-7103), or DCYF Partnership Manager Linda O'Malley (528-3763).

FAMILY SERVICE CARE COORDINATOR

Name: Agency : Phone:

FAMILY SUPPORT PARTNER

Name: Agency : Phone:

SUPERVISOR

Name: Agency : Phone: