



**Administrative Policies and Procedures: 14.27**

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| <b>Subject:</b>   | <b>Family Crisis Intervention Services</b>   |
| <b>Authority:</b>   | TCA 37-1-102 ; 37-1-131; 37-1-132; 37-1-168; 37-1-169; 37-5-105; 37-5-106  |
| <b>Standards:</b>   | <b>DCS Practice Model Standards:</b> 12-300; 12-301  |
| <b>Application:</b>   | To All DCS Family Crisis Intervention Program Services Employees   |
| <b>Policy Statement:</b>  |  |
| <p>The Department of Children's Services shall provide Family Crisis Intervention Programs (FCIP) in all counties of the State. The program will ensure that all appropriate community services have been utilized prior to any dependent, neglected, and unruly child entering state custody. In addition, all Juvenile Courts in Tennessee will refer unruly children as defined by State law to the Department of Children's Services' FCIP prior to committing a child to state custody and the FCIP must certify to the Court any unruly child requiring additional court intervention or State custody.</p>                             |  |
| <b>Purpose:</b>   |  |
| <p>To provide immediate services to stabilize unruly juveniles and families who may be experiencing crises as required by <i>TCA 37-1-168</i> and/or provide case management services to families and their children to improve or ameliorate conditions and behaviors that constitute a threat of harm to children who are at risk of entering state custody or re-entering state custody. The latter includes developing a plan with the family, linking the family with resources in the community, conducting family interviews, building a child and family team and advocating for the child and family to receive needed services.</p> |  |
| <b>Procedures:</b>  |  |
| <b>A. Referral of FCIP cases</b>  | <ol style="list-style-type: none"> <li>1. FCIP cases will be received through the following sources:             <ol style="list-style-type: none"> <li>a) Court Liaison, or</li> <li>b) DCS Employee.</li> </ol> </li> <li>2. In order for a case to be accepted it must meet the following criteria:             <ol style="list-style-type: none"> <li>a) Meets the definition of unruly;</li> <li>b) Juvenile Court may only make a referral to FCIP on cases in accordance to <i>TCA 37-1-168 (b)</i> when there has been request for intervention made by a parent, juvenile, or any other public or private organization serving children, that has contact with the juvenile or family in crisis; or on cases in which a petition has already been filed or exists on a juvenile with the court in accordance to <i>TCA 37-1-168 (c)</i>.</li> <li>c) Truancy only FCIP referrals must meet the following criteria:</li> </ol> </li> </ol> |

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|  | <ul style="list-style-type: none"> <li>◆ Must have at least ten (10) unexcused days;</li> <li>◆ The school must show documented proof that they have made an effort to engage the family by completing the following (per <i>TCA 49-6-3007, e</i>):             <ul style="list-style-type: none"> <li>i. Written notice has been sent to the family notifying them that their child’s attendance is required.</li> <li>ii. The family was referred to a truancy board, if available.</li> </ul> </li> <li>◆ If the parents were charged or fined where applicable.</li> </ul> <p>d) If the child is in a “crisis situation” that meets the definition of crisis.</p> <p>3. The case manager assigned the case shall complete an application on form <b>CS-0498, Family Intervention Services Application.</b></p>   |
| <p><b>B. Reasons for denial of FCIP referral</b></p> | <ol style="list-style-type: none"> <li>1. Any FCIP referral made on a child that is eleven (11) years or under will be denied and a CPS referral will be made to CPS Central Intake.</li> <li>2. FCIP referrals will be denied on any child that is adjudicated delinquent. If there are pending delinquent charges, the case can be accepted, but must be closed once the child is adjudicated.</li> </ol>  |
| <p><b>C. Contact timeframes</b></p>                  | <ol style="list-style-type: none"> <li>1. Initial contact must be made with the family within forty-eight (48) hours of case assignment. This may be by telephone. The initial contact and face-to-face can be completed by the court liaison at the time of intake. This contact must be entered into on the appropriate screens in <b>TFACTS</b> by the court liaison. This contact will meet the mandatory face-to-face requirement. The court liaison will not be required to do anything but gather information for the assigned FCIP case manager.</li> <li>2. A face-to-face visit must be completed with the child within five (5) calendar days. This can be completed at the school and without parental permission.</li> <li>3. At least two (2) face-to-face contacts must be with the child during the first thirty (30) days the case is open. After the thirty (30) days, there must be a minimum of one (1) face-to-face contact with the child for the remainder of the life of the case.</li> <li>4. A minimum of one (1) home visit throughout the life of the case.</li> <li>5. A minimum of one (1) face-to-face with the parent or caregiver during the life of the case.</li> <li>6. An FSTM must be held within fifteen (15) calendar days of referral. A <b>Family Permanency Plan</b> will be developed with the family at this Family Services Team Meeting (FSTM).</li> <li>7. The FCIP case can remain open for up to one hundred twenty (120) days. At the one hundred twenty (120) day timeframe, the FCIP worker and Team</li> </ol> |

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|  | <p>Leader (TL) must confer to determine if a need for services continues to exist.</p> <p>8. If the need for services continues, an FSTM with the FCIP worker, FCIP TL, FSW, FSW TL, and the family will be held. A new <b>Family Permanency Plan</b> will be completed with the family by the FSW at this FSTM.</p>  |
| <p><b>D. Refusal of services</b></p>                           | <p>FCIP is a voluntary program. If the family refuses services, the FCIP worker will send a written notice on form <b>CS-0819, Family Crisis Intervention Program Case Closure</b>, to the referent stating that the family refused services and will close the case. Refusal of services does not constitute a certification.</p>  |
| <p><b>E. Certification</b></p>                                 | <ol style="list-style-type: none"> <li>1. The FCIP worker <b>may</b> certify to the juvenile court that resolution of the juvenile/family crisis is not feasible without further court intervention at any time during the intervention. This may be done after a CFTM occurs and it becomes apparent that the juvenile/family crisis continues despite every effort of the Family Crisis Intervention Program. Certification must verify that services are unable to ensure the reasonable safety of the child, the family, or community, and appropriate community services have been exhausted and/or the family refuses to work with the program. The FCIP worker will complete form <b>CS-0499, Juvenile/Family Certification</b> and present it to the court. A certification is valid for up to three (3) months.</li> <li>2. An FCIP case can be certified at anytime after the date of assignment. The case should only be certified if it is determined by the FCIP worker and TL that there are no other services available to assist the family.</li> </ol> |
| <p><b>F. Case closure</b></p>                                  | <p>An FCIP case can be closed at any point from date of assignment to one hundred twenty (120) days if there is no longer a need for services.</p>  |
| <p><b>G. FCIP case file organization and documentation</b></p> | <ol style="list-style-type: none"> <li>1. Each family shall have one (1) record.</li> <li>2. All documents will be filed in a classification folder with two (2) dividers and the case record contents will be filed according to the <b>Family Intervention Services Case File Documentation</b>, (form <b>CS-0818</b>).</li> <li>3. The Family Intervention Program (FCIP) tab pages will be printed on yellow copy paper.</li> <li>4. The inside cover of each folder will be reserved for the Records Disposition Authority (RDA) information to be recorded.</li> <li>5. The case record contents including forms will be filed in <u>ascending</u> order (most recent on top).</li> <li>6. The case record will be labeled on the tab portion of the folder with the mother's or primary caregiver's last name listed first separated by a comma</li> </ol>   |

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|   | followed by the mother's or primary caregiver's first name.   |
| <b>H. FCIP closed case file disposition</b> | <ol style="list-style-type: none"><li>1. FCIP closed case file disposition will be in accordance with DCS policies <a href="#">7.13, Records Disposition Authorization Development and Review Process, 9.4 Confidential Child-Specific Information</a> and <a href="#">Records Disposition Authority (RDA) 2887</a>.</li><li>2. Eligible case files will be destroyed and documented on or before June 30<sup>th</sup> each year.</li></ol> |

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| <b>Forms:</b> | <a href="#"><u>CS-0498, Family Intervention Services Application</u></a><br><a href="#"><u>CS-0499, Juvenile/Family Certification</u></a><br><a href="#"><u>CS-0818, Family Intervention Services Case File Documentation</u></a><br><a href="#"><u>CS-0819, Family Intervention Services Case Closure</u></a> |
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| <b>Collateral documents:</b> | <a href="#"><u>RDA 2887, Closed FCIP Case Manager Files</u></a><br><a href="#"><u>CPS Case Closure Protocol</u></a><br><a href="#"><u>7.13, Records Disposition Authorization Development and Review Process</u></a><br><a href="#"><u>9.4 Confidential Child-Specific Information</u></a><br><a href="#"><u>Records Disposition Authority (RDA) 2887</u></a><br><i>Family Permanency Plan – (in TFACTS)</i> |
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| <b>Glossary:</b>                           |  |
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| <b>Term</b>                                | <b>Definition</b>  |
| <b>Crisis:</b>                             | A crisis constitutes circumstances or situations that cannot be resolved by one's customary problem-solving resources and bad consequences are likely to follow. Crisis vs. Emergency: If a situation can wait 24 to 72 hours for a response without placing an individual or a family in jeopardy, it is a <u>crisis</u> and not an emergency.  |
| <b>Family Crisis Intervention Program:</b> | Family Crisis Intervention focuses on the immediate problem of unruly children and families who are in crisis and focuses on helping families to stabilize and mobilize resources. The case workers providing this form of case management respond immediately to court applications, convening family meetings to resolve the immediate issues and identify underlying service needs.   |
| <b>Unruly:</b>                             | TCA 37-1-102(6)(23) a child in need of treatment and rehabilitation who: <ol style="list-style-type: none"> <li>1. Habitually and without justification is truant from school while subject to compulsory school attendance under TCA 49-6-3007; or</li> <li>2. Habitually is disobedient of the reasonable and lawful commands of the child's parent(s), guardian, or other legal custodian to the degree that such child's health and safety are endangered; or</li> <li>3. Commits an offense which is applicable only to a child; or</li> <li>4. Is away from the home, residence, or any other residential placement of his parent(s), guardian, or other legal custodian without their consent. Such child shall be known and defined as a "runaway".</li> </ol> |