

Family Services Initiative Manual

Important Definitions

2-1-1 Tampa Bay Cares (211): A non-profit organization that provides the only free, confidential, multi-lingual, 24 hour dialing code. Provides access to critical health and human services information available in the community for every day needs and in times of crisis. 2-1-1 connects people with community and social service information and resources such as finding food for their families, a place to stay for the night or ways to help pay their bills.

Debt: an account has gone into collections (third party agency), written off as a bad debt, or an extended gap in service, JWB cannot pay.

Employee: is a staff member of one of the collaborative agencies that has a working knowledge of FSI and/or has been assigned a named p-card with direct access to FSI funds.

Family: is any person that is related by blood, marriage, or legal relationship.

Family Connection Navigation (FCN): Provides services consistent with those listed for Truancy Navigation. Family Connection Navigation services are specific to the students and families assigned to the 8 Transformation Zone schools. Each identified school has an assigned FCN.

Family Diversion Programs: Provides in-home services and community outreach for at-risk families. The programs help families: 1) identify and deal with issues that lead to abuse and neglect; 2) learn about, practice and develop proficiency in strategies to avoid or overcome those issues; 3) learn how to access community resources more effectively.

Family Services Initiative (FSI): Consists of Juvenile Welfare Board and collaborative partners (CORE partners) including the 2-1-1 Regional Call Center/Pinellas Family Services Team, PEMHS (system navigation), Gulf Coast JFCS (system navigation), service providers, and vendors. Provides direct access for families through wrap around services. FSI provides an array of services, supports, coordination, information, referral and system navigation to assist families in achieving stability.

Family Services Specialist (FSS): Professional who listens, assesses, refers and/or connects Pinellas County families to health and human services through referrals, warm transfer of calls, and scheduled appointments. Ability to address the needs of clients via FSI on a prevention basis.

Friend: is anyone with whom you are acquainted with.

Gulf Coast Jewish Family and Community Services, Inc. (Gulf Coast JFCS): Protects the vulnerable and helps people achieve fulfilling lives by empowering individuals and strengthening families. Founded in 1960 and incorporated as a 501(c) 3 in 1974, the agency is non-religious and serves people of all ages, faiths, cultures, and identities. Gulf Coast JFCS employs more than 500 staff, engages more than 300 volunteers, and supports more than 30,000 people per year across 40 Florida counties. Collectively, our services meet the complex needs of today's families, senior citizens, vulnerable children, and persons needing assistance because of behavioral or mental health issues.

Habitual Offenders Monitoring Enforcement (H.O.M.E) Navigation (HN): Provides intensive wrap-around case management that focuses on decreasing the at-risk behaviors of juveniles involved with the Department of Juvenile Justice, as well as strengthening the overall sustainability of their families. This results in the greater stabilization and safety of the family and juvenile within the community. The goal is to reduce barriers, provide linkage to services and resources within the community, and strengthen families in a variety of domains. The length of stay is dependent on the needs of the family. Direct referrals from H.O.M.E. Taskforce or the juvenile's JPO.

Juvenile Welfare Board (JWB): Established by statute in 1945 and approved overwhelmingly by voters in a referendum in 1946, JWB is a governmental, non-service providing entity that funds programs and services to support the healthy development of vulnerable children and their families. The following four strategic areas of focus guide JWB's resource allocation: school readiness, school success, strengthening community and preventing child maltreatment.

Personal Enrichment through Mental Health Services (PEMHS): A private, nonprofit behavioral health care organization located in Pinellas County, Florida. Programs include a 24-hour suicide hotline, emergency screening and crisis intervention services, inpatient services for adults and children, residential services for children and community based programs. PEMHS has been committed to providing care in crisis since 1981. PEMHS dedicated staff, and comprehensive range of programs are designed to meet the needs of children, adults and families with the goal of building strong communities.

Placement Assistance: FSI eligible families in need of shelter or rental assistance to enable them to maintain current housing, seek temporary or permanent housing.

Preventative Services: Social services and other supportive and rehabilitative services provided to the parent or legal custodian of the child and to the child for the purpose of averting the removal of the child from the home or disruption of a family which will or could result in the placement of a child in foster care. These services shall promote the child's developmental needs and need for physical, mental, and emotional health and a safe, stable, living environment; shall promote family autonomy; and shall strengthen family life, whenever possible. Fla. Stat. §39.01 (2016).

Purchase Card (Named P-Card): Staff assigned purchase card used to purchase wraparound services. (**Generic P-Card):** Generic purchase card used to facilitate payment of services/goods for FSI participants.

Qualifying Event (QE): An unexpected event that results in an emergency financial situation where the family is unable to meet their immediate basic needs. Family must have sustainable income currently or verifiable sustainable income within 60 days.

Qualifying Events include:

- a) Unexpected household expenses that were paid by family - medical bills, emergency home repairs, or emergency vehicle repairs
- b) Sudden loss of income- loss of job, loss of benefits, or work hours cut
- c) Victim of crime- theft of money, wallet, or other item which caused a lapse in payments and/or required funds to replace or repair a damaged belonging. Evidence of a police report or case file number is required.

Reconciliation: Fiscal review and reconciliation of all approvals in the FSI data collection system and all payments for the FSI program. Staff who make purchases or request generic cards for a family, will provide JWB with information related to the payment including documentation and verification that all FSI processes are completed. Once JWB staff review all approvals and payments, the Budget and Business Services Director will approve each month's final fiscal reconciliation submitted by the Procurement Card Administrator in spreadsheet format.

ServicePoint: Wellsky web-based data collection system used to maintain information and facilitate the approval workflow for FSI service transaction requests.

Service Transaction Request: A request for services or goods on behalf of a Pinellas County family. Information and supporting documentation are entered in the data collection system in order to process the wraparound request.

Supporting Documentation: Documents required to be uploaded to the data collection system to support the service transaction request. Required documentation may vary depending on the type of goods or services requested.

Sustainability: The family's monthly income is equal to or more than monthly expenses or it's probable it will be within the next 60 days. The income must be verifiable. The family has a plan to maintain on-going expenses if assistance for the current need is provided.

System Navigator (SN): A resource specialist, trained to assess, identify and prioritize family's needs. They work collaboratively with each family to identify their current barriers and needs in order to strengthen stability. Services are family driven, and each SN partners with the family to educate and link to community services, resources and supports, to alleviate the identified needs and barriers of the family.

Time Sensitive- Family is at immediate risk of losing utility services or housing/placement. It is not based on staff availability or impatient landlords, unless there is threat of eviction (family at risk).

Truancy System Navigator (TN): A resource specialist, trained to assess, identify and prioritize family's needs with the focus on reducing school absences. They work collaboratively with each family to identify their current barriers and needs focusing on increased school engagement, school success, and consistent attendance. Services are family driven, and each TN partners with the family to educate and link to community services, resources and supports, to alleviate the identified needs and barriers of the family.

Utilization Management (UM): The process of managing costs and use of services through the effective planning and decision-making to assure that services provided are appropriate and cost effective. This process is managed by JWB.

Vendor: A business under agreement with JWB for specific goods or services.

Wraparounds: Goods or services purchased that assist in establishing or maintaining the family's emotional and environmental stability to reduce/remove barriers.

Work cited: Chapter 39, *Florida Statutes* (2016)

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