

COMMUNICATION BETWEEN FPS PROVIDER AND REFERRING SOCIAL WORKER

VERBAL NOTIFICATIONS	PROCEDURE
Family Unwilling to Meet	If the family is unavailable or unwilling to meet with the FPS therapist <u>within 48 hours of referral</u> , the provider must notify the referring social worker within the 48 hours.
Safety Plan	The provider must <u>immediately</u> report any new safety concerns that are discovered during the intervention (i.e., concerns not disclosed in the referral) to the referring social worker and CPS intake, and <u>follow up with written notification within 24 hours</u> . This is particularly important if the CA safety assessment indicates a safety plan is not required but the provider has safety concerns during the initial face-to-face visit.
Change in Residence	The provider must notify the referring social worker <u>within one working day</u> when a change in residence has occurred for any member of the family during the intervention.
Missed Appointments	The provider must immediately (<u>within 1 hour</u>) notify the referring social worker by phone of all missed or no-show appointments. The provider will then fax or deliver "missed appointment" notification <u>no later than 24 hours after the missed appointment</u> . The notification shall include the following: <ul style="list-style-type: none"> ○ Date of missed appointment ○ Type of appointment (e.g., FPS, medical/dental, school, other treatment/therapy) ○ Reason for missed appointment ○ Action taken by family and/or provider to follow up the missed appointment (e.g., rescheduling, etc.) ○ Any concerns regarding the missed appointment (e.g., consistent pattern)
Unusual Incidents	The provider must notify the referring social worker <u>within one working day</u> if an unusual event has occurred in a family, which has the effect of impacting the child's health, safety, well-being, living situation, or permanent plan, and shall <u>follow up with written notification with 24 hours</u> .
Death of a Client	Upon the death of anyone receiving FPS services, the provider shall <u>immediately</u> report the death to the referring social worker, and <u>provide written notification within 24 hours</u> .
Case Updates	The provider must provide <u>weekly</u> case updates to the referring social worker and will provide more frequent updates upon request of the social worker. Case updates may include but are not limited to: <ul style="list-style-type: none"> ○ Telephone contact w/social worker (incl. voicemail) ○ Faxed or emailed communications w/social worker ○ Face-to-face conversation re: family w/social worker ○ Child Protection Team meetings ○ Prognostic staffings ○ Child and family team meetings ○ Any other formalized staffing on behalf of the family