

# Integrated Family Care and Support (IFCS)

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## Program Overview

IFCS engages families and connects them to concrete, traditional and non-traditional resources and services in their community, utilizing components of a Wraparound Family Team Model approach.

## Target Population

Families of children and youth (birth to age 18) based on the following eligibility criteria:

- Current investigation with an unsubstantiated finding
- Family presents with needs and requires family care coordination of services to address their needs.
- Family is willing to engage in services
- SDM Safety Assessment indicates children are safe.
- A Family Arrangement is in effect with no SDM Safety Factors present with AO Director approval.

This program shall not accept referrals from any source other than DCF. The family is **ineligible** for the program under the following conditions:

- Active Family Assessment Response (FAR)
- Neglect Petitions are being recommended or have been filed with Superior Court, Juvenile Matters on behalf of the children
- Children determined to be conditionally safe or children have been removed from the home.
- Family refuses to engage in the program
- DCF has had no contact with the family and has been unable to investigate the allegations
- A Family Arrangement is in effect and an SDM Safety Factor is present.

## Length of Service

The length of service provided is 6-9 months based on the family's level of need and willingness to engage in services. The length of service can be extended as needed.

## Program Coverage and Providers

Geographic Region	Agency Contact
Statewide	Carelon Behavioral Health

## Referral Process

If the family meets eligibility criteria and referral is approved by the SWS, the SW will complete the Universal Referral Form, inclusive of the summary of the investigation and send it electronically to the IFCS Liaison, accompanied by a Release of Information. Once the Universal Referral Form is reviewed and approved by the Liaison, it will be sent to the Contractor by email: [CTIFCSREFERRALS@Carelon.com](mailto:CTIFCSREFERRALS@Carelon.com)

Referrals can be initiated prior to DCF case disposition. If the family is initially reluctant to participate in the program, the Contractor will conduct a joint visit with the DCF worker and the family to engage them in the program. The Contractor will assign staff within two (2) business days. If at capacity, IFCS will notify the assigned SW of the delay and anticipated timeframe when able to respond to the referral. The Contractor will work with the family to develop an interim support plan. Monthly census reports (aggregated data) will be provided. To ensure a smooth transition to the program and prior to DCF closing its case, IFCS will facilitate a Transition Meeting with the family, their supports and the current DCF Social Worker or Supervisor to exchange information, review the investigation summary, the activities/services underway, and areas in which the family needs further assistance and support.