

Family Support Worker Cohort

CRA and Referral Sources

March 24, 2022



CRA Definition – One Indicator

Family Member Intake Forms A or B

- Sent by court (*Family Intake Form A/B – Services Requested Section*)
- Referred by court/probation officer (*Family Intake Form A/B – Referral Source Section*)
- Referred by DYS (*Family Intake Form A/B – Referral Source Section*)

Child Screening Form C

- Suspended (*Child Screening Form C²– Education/Employment Section – Educational Status dropdown list*)
- Missed more than eight (8) days of school (*Child Screening Form C²– Education/Employment Section*)
- Has this child/youth been involved with a situation where he/she has been or is being exploited? (*Child Screening Form C² – Safety Section*)
- Is this child involved in court (*Child Screening Form C² – Safety Section*)
- Is this child/youth involved with gang? (*Child Screening Form C² – Safety Section*)
- Has this child ever been detained by police or arrested where CRA is reason for detained/arrested (*Child Screening Form C² – Safety Section – Detained for what reason dropdown list*)
- Child is involved with DYS (*Child Screening Form C² –Agency Involvement Section*)
- Child is involved with court (*Child Screening Form C² –Agency Involvement Section*)

Service Provision Form D

- CRA Assessment (*Services Provision Form D – Section H – Other Services & Referrals / Family Support*)
- CRA Service Plan (*Services Provision Form D – Section H – Other Services & Referrals / Family Support*)
- CRA-related referral to LMHC (*Services Provision Form D – Section H – Other Services & Referrals / Family Support*)

CRA Definition – Two Indicators for “at Risk” youth

Family Member Intake Forms A or B

- Child having difficulty following rules (*Family Intake Form A/B – Services Requested Section*)
- Child missing days at school (*Family Intake Form A/B – Services Requested Section*)
- Child ever run away (*Family Intake Form A/B – Services Requested Section*)
- Sent by school (*Family Intake Form A/B – Services Requested Section*)
- Referred by school (*Family Intake Form A/B – Referral Source Section*)

Child Screening Form C

- Alternative Program (*Child Screening Form C²– Education/Employment Section – Educational Status dropdown list*)

Service Provision Form D

- School Support/Liaison (*Services Provision Form D – Section D – Education Programs*)

Move to a signal indicator in the CRM

- **Criteria for identifying a youth with a CRA or at risk of a CRA still apply.**
- **Change coming in CY22Q2**
 - Metric will be on Form B only
- **New CRM Trainings will role out in CY22Q2**
 - You will receive notice of upcoming trainings prior to change going into effect
- **Situation when a youth does not want to engage**
 - Indicate the youth as receiving services and use the intake date as “Initial Contact Date”
 - Enter the CRA indicator under the child
 - Continue to try and engage the youth

Section 2. CRA-Related Question: Are you here because your child is a CRA or at risk of becoming a CRA?

<input type="checkbox"/> A CRA Application has been filed for this child.	Application was filed by:	<input type="checkbox"/> Another Agency: _____
<input type="checkbox"/> This child meets CRA at risk guidelines.	<input type="checkbox"/> The Parent	<input type="checkbox"/> Don't know
<input type="checkbox"/> Not applicable (Not a CRA and not at risk).	<input type="checkbox"/> The School	
	<input type="checkbox"/> DCF	

Referral Source

- **Every Family should have a referral source**
 - Currently the referral source should be entered under the adult receiving services.
 - If the adult is not receiving direct services, it should be entered under the child/youth receiving direct service.
- **In CY22Q2, the referral page is being moved to the family view.**
 - It will no longer be under Family Members.
- Family doesn't remember or doesn't want to disclose
 - Enter as a "Self" referral.

Benchmarks

Benchmarks

- **Program Management Tool**
 - Not shared with the Legislator
 - Not included in the bi-annual reports
- **Benchmarks**
 - Established in 2018 with 5 metrics
 - Expanded in 2022
 - Updated the existing 5 metrics and added 5 new metrics
- **New Benchmarks does NOT mean more work!**
 - Just more information out of the data in the CRM for program management

Existing Benchmarks – with updated benchmark goals

- **Number of Total Families Served in a Calendar Year - 575**
 - New families and returning families. New families have intake date in the calendar year. Returning families have a service date in that year, but an intake date from a previous year.
- **% of CRA identified youth with a Child and/or Family Portion of the FSNA completed – 70%**
 - In the calendar year, newly served children identified as CRA or at-risk of CRA on Intake (Form B) have either Child and/or Family portion of the FSNA.
- **% of Children with a Child Screening – 50%**
 - In the calendar year, the percent of newly served family members, identified as children (age 0 to 17) based on birthdate, who have a screening completed.
- **% of Adults with an Adult Screening – 60%**
 - In the calendar year, the percent of newly served family members, identified as an adult (age 18 & over) based on birthdate, who have a screening completed.

NEW! Benchmarks 2022

- **Families:**

- 25% of adult family members served in the year have more than 5 unique days of service since intake date (service intensity indicator)
- 2)25% of adult family members served in the year have more than 6 months of involvement with FRC since intake date (service duration indicator)

- **CRA Related:**

- 50% of CRA/at-risk CRA kids have FSNA begun within 30 days of intake (time to FSNA)

- **Screenings:**

- 65% of Children have screening completed within 30 days of initial contact date (time to Screening)
- 65% of Adults have screening completed within 30 days of initial contact date (time to Screening)

- **Satisfaction Surveys:**

- FRCs complete a minimum of 100 Satisfaction Surveys annually