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Standard Operating Procedure

1. Purpose

Department of Family & Children Services (DFCS) specific protocol for ensuring efficiency and quality in providing triage to Room, Board, & Watchful Oversight (RBWO) Memorandum, specialized waivers, and placement assistance requests. This protocol focuses on:

- Managing and controlling the workflow and workload.
- Developing a sorting process based on volume, need, and level of severity.

RBWO Memorandums and specialized waivers will be managed on a statewide level. Placement assistance requests will be managed on a district level.

2. Scope


Procedure for triaging RBWO Memorandum and Placement Assistance requests for the Care Coordination Treatment Unit.

3. Responsibilities


All relevant DFCS Care Coordination Treatment Unit (CCTU) staff.

4. Procedure


Responsible Party	Action Step
	RBWO Memorandum and specialized waiver requests:
Waiver Specialist	Waivers will no longer be assigned by Region/District. They will be assigned to the next available Specialist.
Waiver Specialist	Waiver requests will go through a screening process. This screening will occur within 24-72 hours of being submitted in GA+ Score.
Waiver Specialist	History in GA+ Score will be searched for all previous waivers and checked against the supports tab on the child's person page to ensure all previous waivers are populating to the supports tab.
Waiver Specialist	Request will be checked to make sure the GA+ Score ID and/or the SHINES Person ID is entered on the request.
Waiver Specialist	Current waiver list will be checked to make sure there is not a

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Responsible Party	Action Step
	request already pending.
Behavior or Therapeutic Support Specialist	The assigned Specialist will review and determine if additional information is needed within 24-hours of the request being assigned.
Behavior or Therapeutic Support Specialist	If additional information is requested, the Specialist will allow 72-hours for the information to be received from the requestor.
Behavior or Therapeutic Support Specialist	If the information is not received, then the request can be withdrawn.
Behavior or Therapeutic Support Specialist	If the waiver is withdrawn, then the Specialist will code it withdrawn and add a comment in the comment box stating the requested information was not received.
	Placement Assistance requests:
Waiver Specialist	Placement assistance requests submitted in GA+ Score will be assigned by District.
Waiver Specialist	Placement assistance requests will go through a screening process to determine if they fall into a Tier 1 or Tier 2 category.
Waiver Specialist	Placement assistance requests will be reviewed to determine if required documents have been included and if sufficient efforts have been made by the county to find an appropriate placement.
Waiver Specialist	Documents required: Updated and completed Universal Application, Psychological or clinical assessment, and placement efforts that includes provider responses.
Waiver Specialist	If the request does not have the required documents, then the Waiver Specialist or designee will contact the county via email and request the documents. The Waiver Specialist or designee will allow 72-hours for the information to be provided. If the information is not received within 72-hours the request will be withdrawn.
Waiver Specialist	Sufficient efforts: At least 25 denials from qualified providers.
Waiver Specialist	If the requesting county cannot show, they have made sufficient efforts then the Waiver Specialist or designee will advise the county of the requirements for a placement assistance request and will send the county a copy of the MWO provider profile guide.
	Placement Assistance requests, Tier 1:
	Tier 1 requests are categorized as high priority cases with <i>current</i> issues including one or more of the following:
	<ul style="list-style-type: none"> • PRTF admission and ready for discharge

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Responsible Party	Action Step
	<ul style="list-style-type: none"> • CSU admission and ready for discharge • Hotel • RYDC • Substance abuse • Sex Offender • Fire Starter • Cruelty to animals • Chronic runaway (5 or more instances over the last 3 months; must be have been gone overnight) • CSEC • Severe behavioral issues (dual diagnosis of DD/MH/SA, physical assault causing physical harm, self-harm requiring medical attention, destroys property, 2-3 disruptions in the last month, etc.) • Severe mental health issues (dual diagnosis of DD/MH/SA, 2+ CSU and/or PRTF admissions within the last 3 months) • Severe medical conditions (approved for SMFWO program designation) • Intellectual/Developmental Disabilities
Waiver Specialist	If a request is determined to be Tier 1 and contains the required documents and placement efforts, then the Waiver Specialist or designee will assign the request to the next available Behavior Support Specialist for that District.
Behavior Support Specialist	When a Tier 1 request is assigned, the Behavior Support Specialist will review and reach out to the county within 24-hours of the request being assigned.
Behavior Support Specialist	When a youth is discharging from a PRTF and placement assistance is requested, the BSS will work in conjunction with the Regional TSS for that youth to find the best placement that matches with the child's needs and services.
Behavior Support Specialist	The Behavior Support Specialist will document contacts with the county directly in GA+ Score in the placement request.
	Placement Assistance requests, Tier 2:
	Tier 2 requests are categorized as low priority cases. These are typical MWO cases that the county should be able to find a placement for without CCTU assistance.
Waiver Specialist	If requests do not meet the criteria for a Tier 1 request it will automatically be a Tier 2 request. These cases will be assigned

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Responsible Party	Action Step
	the next available Specialist in the District.
Waiver Specialist	When a Tier 2 request is assigned, the Waiver Specialist or designee will send the requestor an email advising the request does not meet the criteria for Tier 1 placement assistance and inform them which Behavior Support Specialist has been assigned to advise them.
Behavior Support Specialist Therapeutic Support Specialist	When a Tier 2 request is assigned to a Behavior Support Specialist, they will reach out to the county within 48-hours and provide suggestions to assist the county in their placement search. If it is felt necessary, the Behavior Support Specialist will arrange a staffing for more in depth assistance and will include the Therapeutic Support Specialist assigned to the county's Region.
Behavior Support Specialist	The Behavior Support Specialist will document contacts with the county directly in GA+ Score in the placement request.

5. Definitions/Acronyms

- CCTU – Care Coordination Treatment Unit
- BSS – Behavior Support Specialist
- TSS – Therapeutic Support Specialist
- MH – Mental Health
- BH – Behavioral Health
- SA – Substance Abuse
- RYDC – Regional Youth Detention Center
- PRTF – Psychiatric Residential Treatment Facility
- CSU – Crisis Stabilization Unit
- MWO – Maximum Watchful Oversight
- SMFWO – Specialty Medically Fragile Watchful Oversight
- DD – Developmental Disability
- ID – Intellectual Disability
- CSEC – Commercial Sexual Exploitation of Children
- RBWO – Room, Board, & Watchful Oversight