Care
Navigation
System of
Supports
and
Services
Flowchart

Partnership for Safe Families and Communities, Ventura County Public Health & Help Me Grow Policy and Procedures Flowchart

Youth and Families enter the program through:

- Faxed, text, phone call, or email referrals from Probation Officer
- Self-referred from identification and/or support of Probation Officer
- Family previously seen/helped in the past 2 years- calls with follow-up question regarding a referral/resource

Simple Case

- Question re a resource
- Simple referral info given (i.e. housing, food, clothing, employment, education, +++

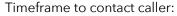
Outcomes:

- Partnership for Safe Families and Communities link, lift and leverage resources for youth and their families through identification or direct warm hand-off
- Resources, supports and services are tracked

Database: Care Navigation Case File Data collection: Needs, strengths, geographic location, home situation, and community life

Consent: Implied/understood

Verbal consent needed or as
part of condition of probation



- Immediately, if staff in office
- Within 1 business day if VM left
 & staff out of office
- Follow-up call for outcomes: within 1 month/quarterly



Feedback loop to Probation re referral received/status

Direct referral:

 Based on concern, probation officer makes referral on behalf youth/family (in-person, faxed, text, emailed or called in) to the Partnership for Safe Families & Communities

If direct referral made on behalf of family, then:

- Database: Care Navigation Case File
- Data collection form
- Consent: Verbal consent needed and noted
- Outcomes:
 - o Identify needs and strengths
 - Discuss with youth and/or family anticipated services and supports, desired outcomes
 - Solution: Connection with Care Navigation Coordinator supports and services aligned with individual needs and strengths

Complex case

 Schedule meeting with Probation Officer, youth and family to gather information, identify crisis intervention through assessment of immediate needs/priorities, discussions of key concerns and strategies and co-create solutions

Outcomes:

- Partnership for Safe Families and Communities link, lift and leverage resources for youth and their families through identification or direct warm hand-off
- Resources, supports and services are tracked

Database: Care Navigation Case File Data collection: Needs, strengths, geographic location, home situation, and community life

Timeframe to contact caller:

- Immediately, if staff in office
- Within 1 business day if VM left & staff out of office
- Follow-up call for outcomes: within 1 month/quarterly

Timeframe to contact family:

- Immediately, if staff in office
- Within 1 business day if VM left & staff out of office
- Schedule mtg. within 1 week
- Follow up with family: via phone/in person/text/email



Feedback loop to Probation re referral received/status

Feedback loop to Probation

- See old Referral confirmation draft
- Other info given? If so, use a doc to obtain consent to share info