

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

## Care Navigation System of Supports and Services 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

- 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

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:
  - 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

- 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

Feedback loop to Probation re referral received/status

#### 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  
Consent: Implied/understood  
Verbal consent needed or as part of condition of probation

- 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

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