# Integration Protocol for Providers

**During Treatment**

* Monthly progress updates will be sent to the primary child welfare worker and Supervisor to inform behavior change
* If client begins to disengage, notify the primary child welfare worker and Supervisor within 2 business days of 2nd no-show
  + Primary child welfare worker will respond within 2 business days to discuss re-engagement plans
  + If the primary child welfare worker does not respond within 2 business days, contact the DCF of CBCCF Point of Contact
* Primary clinician, case manager, or peer must participate in (or provide a written update prior to) all child welfare staffings or court dates

**Assessment**

* Complete the intake assessment and send to the referral source, Supervisor and DCF or CBCCF within 7 business days of completion with treatment recommendations
* If the client refuses ongoing services or if the assessment does not show a need for ongoing services, notify the referral source, Supervisor and DCF or CBCCF within 2 business days

**Receiving Child Welfare Referrals**

* Check your child welfare-specific email address daily
* Ensure the Child Welfare Referral form is completed, a valid release is attached, and any supporting child welfare documentation (FFA, shelter petition, Safety Plan, etc.)
  + Contact the referral source and Supervisor for any missing information
* Attempt to contact family for engagement and to schedule an initial appointment
  + This must be done within 3 business days of receiving the referral

**Initial Appointment**

* Successful Contact - Schedule an appointment and notify referral source, Supervisor, and DCF or CBCCF Point of Contact via email on the Provider Receipt portion of the Child Welfare Referral Form
* Unsuccessful Contact
  + After 3 unsuccessful attempts, notify referral source, Supervisor and DCF or CBCCF via email within 2 business days
  + Referral source will respond within 2 business days to discuss the case and determine whether the referral should be closed
  + If the referral source does not respond within 2 business days, Provider will contact the DCF or CBCCF Point of Contact

*Closed referrals will be documented by the Provider and returned via email on the Provider Receipt*

**Discharge**

* A discharge summary will be sent to the primary child welfare worker, Supervisor and DCF or CBCCF Point of Contact within 7 business days of completion and include the following:
  + The reason for the discharge
  + Summary of services and supports provided to the family
  + Summary of resource linkages or referrals made to other services or supports
  + Summary of progress toward each treatment goal