



## Family Time Practice Guide

The Family Time practice guide is intended as a resource and supplement to your Family Time contract with Family Impact Network. This document will be updated as needed and available on FIN's website at [www.familyimpactnetwork.org](http://www.familyimpactnetwork.org).

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### **Capacity Reporting:**

The Agiloft Capacity Tool contains information on each agency's capacity that will determine availability and inform FIN and DCYF of network capacity. FIN uses the tool to determine referral assignment. Providers update capacity in Agiloft for their openings. Using this tool is a requirement for reporting to FIN and must be updated in real time.

If capacity isn't reported for your agency – FIN may not send referrals to your agency.

Agiloft will send automatic reminders if capacity has not been updated for 7 days. Providers can contact Gustavo Serrano ([gustavo@familyimpactnetwork.org](mailto:gustavo@familyimpactnetwork.org)) or Jenna Rockford ([jenna@familyimpactnetwork.org](mailto:jenna@familyimpactnetwork.org)) for technical assistance.

### **Referrals:**

#### **Accepting/Rejecting Referrals:**

FIN's expectation is that providers do everything they can to reasonably accommodate the referral. Providers should also work diligently to ensure they are assigning referrals to staff in the service areas.

Response to a referral request must be given to FIN within 4 hours of sending the referral, otherwise the referral will be moved on to the next agency.

If the Service Provider rejects a referral, a reason must be given in the response to the FIN Resource Specialist.

When reviewing a referral if you identify a way to accommodate the referral that is outside of the request (i.e. travel and visit time requires a second transporter, provider can accommodate visit but not at required frequency, etc.) please let the Resource Specialists know so they communicate that to the social worker.

**Accepting 72 Hour Referrals:** As detailed in the contract, 72 hour referrals must be accepted by the provider.

#### **Mileage Exceptions:**

Family Time referrals need to be assigned to a local provider within the closest proximity to the family as much as possible. Contractually, FIN must give approval for any mileage over 75 miles to first pick up and for providers providing services outside of their service area



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prior to a provider accepting. Should there be a preferred provider and reason listed is a valid reason then seek approval if that provider is out of the area. All providers within 75 miles of first pickup should have been exhausted before someone out of the service area is sent the referral.

All requests for mileage exceptions must be emailed to [annika@familyimpactnetwork.org](mailto:annika@familyimpactnetwork.org) and [referrals@familyimpactnetwork.org](mailto:referrals@familyimpactnetwork.org) for review. Once reviewed you will receive an email either approving or rejecting the mileage exception request. If rejected you will receive the reason for rejection. If approved that reason will be required to be entered in Sprout.

If an emergency situation occurs where you need to utilize a visit staff who is not within the 75 miles to first pick up (regular visit staff calls out sick or cannot make it to visit), you do not need to wait for FIN's approval for the mileage exception. Detail the reason in the notes in Sprout.

### **Out of Catchment Referrals:**

FIN is the Network Administrator for Regions 1 and 2. Due to procurement FIN's providers cannot do visits that are outside of FIN's catchment. FIN can receive referrals from other regions that would occur in our catchment – FIN can process these as normal if we confirm the visits occur in our catchment.

Transport Only referrals. FIN providers can transport children in our catchment to an Unsupervised visit outside of FIN's catchment.

### **Referral Situations:**

It is the role of the social worker to conduct the final visit between parent and child upon termination of parental rights. If a social worker asks a provider to facilitate a visit of this nature please reach out to Annika at [Annika@familyimpactnetwork.org](mailto:Annika@familyimpactnetwork.org) who will work with DCYF for approval.

Per the contract FT providers are not able to transport children for any other purpose than to and from a FT visit. Visits outside of that scope are the role of the social worker. If you receive a request to transport children outside of these parameters reach out to FIN at [referrals@familyimpactnetwork.org](mailto:referrals@familyimpactnetwork.org) for review. Examples of transportation that are outside of the scope of contractually acceptable visits would be transportation to and from camp, transportation to therapy appointments and transportation to medical appointments.



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### **Support During the Visit:**

#### **Emergency / Unusual Situations:**

If there is an emergency or unusual situation that happens during a visit, please refer to your internal policies for crisis situation and reach out to 911 or DCYF intake, whatever is appropriate. If you need FIN's assistance during the situation reach out to Annika @ 509-951-0289 during normal business hours or Shannon @ 509-218-5454 or Sheila @ 509-499-7918 after normal business hours. Once resolved, communicate the details of the situation to [compliance@familyimpactnetwork.org](mailto:compliance@familyimpactnetwork.org).

#### **Staffing of Active Visits:**

If an issue comes up while providing visits, prior to resolving an active referral please reach out to FIN to discuss the issues or barrier. If applicable, FIN will act as a mediator between the Service Provider and DCYF to discuss the issues or barriers and potentially remove obstacles preventing visits from occurring successfully.

#### **Service Delivery:**

##### **Two Visit Supervisors vs two Transporters:**

##### **If the DCYF social worker requests that two visit supervisors be present at a visit:**

Two referrals are required. Each visit supervisor is to enter their own reports into Sprout.

##### **If the DCYF social workers requests two transporters:**

One referral is required. The visit supervisor who is completing the visit will enter the visit report and include both transporters on the same report.

***Please note that the second visit transporter who is conducting the transport will be eligible for all legs of travel. This includes travel back to the office after dropping child(ren) off at visit and the transport leg back to visit location once visit is completed.***



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### Reports:

**Intakes:** Intakes are to be entered within 3 days of initial start time and once collateral contacts with all parties are completed. Intakes are appropriate for all new referrals, when a placement changes, or if there has been lapse in services. If you have questions about other situations that might require a new intake please to reach out to Compliance at [compliance@familyimpact.org](mailto:compliance@familyimpact.org).

**Unusual Incident Reports:** “Unusual Incidents” means circumstances or events that concern a child's health, safety or well- being or may impact the child’s well-being. Some incidents require **Immediate Notification** to the Social Worker, followed up by an email and Sprout report. Other incidents require **Notification Within 24 Hours** via a Sprout report only.

Examples of Unusual Incidents that FIN recommends reporting include, but are not limited to:

- Injuries that occur at the visit and result in a visible mark or may lead to a visible mark (Notification within 24 hours).
- Observation of a child having a mark or injury when they arrive to the visit (Notification within 24 hours).
- Severe behavioral incident(s) unlike the child’s ordinary behavior (Immediate notification).
- An allegation of child abuse or neglect (Immediate notification).
- Person who is not included on the referral attempts to join/attend a visit (Notification within 24 hours).

The examples above are not meant to limit the scenarios that should be reported. For additional information reference this document on FIN’s website:

<https://familyimpactnetwork.org/wp-content/uploads/2022/02/Identifying-and-Reporting-Unusual-Incidents.pdf>

### Billing:

**Intakes:** Intakes must be entered in the current month for reimbursement.

**Referral Service Windows:** Visits must be entered within the service window on the referral for reimbursement.



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**Legs of Transport:** All legs of travel must be entered into Sprout with the actual starting and ending addresses. If a visit service worker does not feel comfortable entering their address they may choose to use a local business address as an alternative to a personal home address which must be:

- An actual location which can be mapped with an application (Google Maps, Waze, etc.)
- An address with a shorter distance from the personal home address or agency office address

**Pink Box Explanations:** The following Pink Box Explanations are required when submitting your reports for processing through FIN.

1. If the first leg of travel from visit supervisor's home/office to child pick up location exceeds 75 miles
  - Pink Box Explanation Requirement: All mileage exceptions must be requested through Annika at [Annika@familyimpactnetwork.org](mailto:Annika@familyimpactnetwork.org) and [ccreferrals@familyimpactnetwork.org](mailto:ccreferrals@familyimpactnetwork.org). Once the exception has been approved, providers will be sent the approval notification that will need to be added into each visit report pink box. *"Mileage exception granted by FIN on XX/XX/2024 for XX miles due to (reason will be granted by FIN).*
2. If visit time is 480 minutes (8 hours), or more (Not applicable to Transport Only reports)
  - Pink Box Explanation Requirement: If visit time is over 8 hours, providers must include reasoning of long visit.
3. If total travel time is 480 minutes, or more
  - Pink Box Explanation Requirement: Transport over 8 hours needs to have the transport detail. Starting location, pick up location, visit location, and ending location.
4. If total miles traveled on one visit report is 600 miles, or more
  - Pink Box Explanation Requirement: Transport over 600 miles needs to have the transport detail. Starting location, pick up location, visit location, and ending location.
5. If total wait time is 100 minutes (1 hour, 40 minutes), or more.
  - Pink Box Explanation: If wait time is over 100 miles the provider must include the reasoning and include communication from SW.

**Unsupervised Day visit/transport only visits with pick up and drop off on the same day:**

- One visit report will be entered for same day unsupervised visits.



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- TO legs of travel are paid:  
From office to child placement, from child placement to visit location for drop off.
- FROM legs of travel are paid:  
From visit location back to child placement, & from child placement back to office.
- Transport can be paid without kids in car for legs of travel that are from provider's office to child's placement and for drop off from child's placement back to office.
- Unsupervised visits with TO and FROM legs of travel on the same day are eligible to receive up to 3-hours of "block payment/visit time".
- True and accurate visit hours will need to be entered into visit report in Sprout. Reimbursement for these will be capped at the maximum 3 hours.
- Visit start time and end time must be entered into Sprout.
- VS will NOT be paid for leg of transport that is from drop off at visit location back to office, or for pick up after visit has taken place from provider office to visit location.
- Provider will not be paid block payment if there is only one trip in a day (just to visit leg or just from visit leg entered the visit report)

### Unsupervised overnight visits:

- Provider must enter two separate reports if drop off at visit happens on a different date than pick up from visit.
- Only enter the start times in Sprout for these and note the report visit type as a "Transport only". The end time needs to be left blank.
- Reports need to be entered for ALL legs of travel.
- TO legs of travel are paid:  
From provider office to child placement, from child placement to visit location, & from visit location back to office
- FROM legs of travel are paid:  
From provider office to visit location, from visit location back to child's placement, & from child's placement back to office.

### Jail Visits:

Fees associated with setting up and completing an incarcerated visit can be billed through FIN. Attached is the billing form that providers will need to fill out and submit by the 15<sup>th</sup> of the following month. All billing forms and supporting documentation will need to be submitted to [Billing@familyimpactnetwork.org](mailto:Billing@familyimpactnetwork.org).

### Directions:

- The visits reports are to be entered in to Sprout with actual time and mileage entered. Virtual visits are paid out at a flat 66 minutes at \$37.19 per visit regardless of the actual time.



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- The fees associated with setting up and completing the incarcerated visits are **NOT** to be entered into Sprout.
- All receipts are required.

### **72 Hour Billing**

Providers receive a Service Coordination fee which is a fixed amount based on the acceptance of the referral. All 72 hour referrals must have an intake entered into Sprout in order to receive reimbursement. Providers are reimbursed an additional fee once the visit has been scheduled. Attended, No-show, and Cancelled less than 24-hour reports must be entered into Sprout in order to receive reimbursement.

### **Billing Exceptions:**

Travel time is included in the fixed scheduled visit reimbursement. However, if placement of the child results in total travel time in excess of 3 hours, all travel time over 3 hours will be paid at \$37.19 per hour. This must be approved by FIN prior to scheduling the visit.

If a referral includes more than 3 children and 2 visit supervisors are needed to fill the referral providers can generate 2 visit reports. If a referral identifies placement of children separately that are over 30 miles apart and 2 visit supervisors are needed to fill the referral providers can generate 2 visit reports. These do not require prior FIN approval.

### **Daily Attempts:**

Contacting shall include two (2) attempts daily for a period of seven (7) days, if after day four (4) contact still hasn't been achieved, must contact FIN and the Social Service Specialist and alert them of the no contact. Please document all attempts in the notes section of the referral in Sprout.

### **Quarterly Reviews:**

The Compliance team performs quarterly reviews of providers' supervision logs and Sprout reports. The reviews are coordinated with biannual on-site reviews. Compliance sends an email at the beginning of each month to the providers scheduled for review, allowing one





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week to make supervision logs available. All case reviews are conducted in Sprout. Reviewers use contract requirements as the primary guideline. When completed, each provider receives an email outlining best practices and areas for improvement.

The following schedule is an **example** of what a provider can expect throughout the year:

- July: FIN reviews 10% of the Contractor’s *supervision logs* and *referrals* from June.
- October: FIN conducts a comprehensive on-site review, or a typical “monitoring,” taking the place of a quarterly review.
  - If the provider is scheduled for a non-comprehensive review, FIN will still review 10% of the Contractor’s *supervision logs* from September.
- January: FIN reviews 10% of the Contractor’s *supervision logs* from December.
- April: A quarterly review of 10% of the Contractor’s *supervision logs* from March.
  - If a compliance agreement was assigned during the October on-site review, the six-month follow-up will be combined with the quarterly review.