

DMCPS Early Intervention Services (EIS) Program

Program Purpose:

Early Intervention Services (EIS), a renewed subset service of the Intensive In-Home Program, is a short-term intervention to connect families to long-term supports and aims to prevent families from requiring additional Child Protective Services (CPS) intervention. Using a team approach, the Early Intervention Services (EIS) program connects families with services sooner through earlier collaboration between Initial Assessment Specialists and Intensive In-Home Case Managers. The program leverages the strengths and expertise of case managers (CM) in engaging families in services that can address underlying issues and safety concerns. The additional support from CMs, allows IAS to focus on collecting information and assessing for safety to complete the initial assessment more expeditiously. The goal of EIS to:

1. Provide resources and services to families sooner (i.e. during the initial assessment)
2. Collect more information about family functioning and dynamics, through the assistance and expertise of an additional professional
3. Prevent child welfare involvement after a case is closed (by reducing the number of screened in re-referrals within a year after a case closes)

Program Criteria:

Eligibility:

- Any case where present danger is identified, a protective plan is in place, and the family is receptive to services

EIS is not recommended when the IAS plans to refer the case to Intensive In-home services.

Program Duration: up to 4 months from the date of the Access Report. *Initial Assessment does not need to stay open for EIS program participation to continue.*

If a new screened in referral is received on a case that is already open in EIS, a staffing should occur (between the CM, Ongoing Supervisor, IA Supervisor, and IAS). A case note must detail what was discussed at the staffing. The EIS case can be open up to 4 months from the date of new screened in Access referral if deemed appropriate during the staffing and based on the needs of the family.

EIS Program Services and Assistance

EIS Case Managers can help IAS write the Safety Analysis and Plan (SAP), assist with the protective plan (such as conducting home visits), and with information sharing (regarding facts relevant to the initial assessment). While enrolled in the program, CMs also coordinate and connect families and children to services. The majority of services are to be provided in the family's home or other natural setting. Services available to families include options that are safety-oriented and change-oriented.

- **Safety Oriented:**
 1. Basic Home management: *controlling for safety by assisting with budgeting, household schedules, and daily tasks to maintain a home*
 2. Daycare and respite assistance

3. Food/clothing services
 4. Housing assistance: *emergency assistance to help families access safe housing*
 5. Supervision/ observation
 6. Unique child condition service: *services used to address safety issues specific to one child in the family that may be related to a special need or circumstance*
- **Change Oriented:**
 1. Household support: *utility assistance, car seats, safety gates, door alarms, safety monitors, etc.*
 2. In-home health care referrals
 3. Mental health, AODA services, and crisis service referrals
 4. Parenting education and assistance (*including parenting assessments*)
 5. Social support and recreational activities
 6. Transportation assistance
 7. Therapy and Counseling

Service Plan Development

The case manager will build upon the information learned from the IAS and together with the family, create a service plan to address any identified needs. The service plan will be used to organize case activity and is a tool for communicating with parents/caregivers, children, family members, and other individuals involved in providing supports and services to the family.

Service plan goals focus on enhancing parent/caregiver protective capacities so that the parents/caregivers can adequately manage without Child Protective Services intervention.

Referral and Case Transition Process

1. The IAS will consult their IA Supervisor to confirm if the case is eligible for EIS.
2. The IAS calls PSG who then assigns to the next agency on the docket 1:1 rotation. The agency will then assign an Intensive In-Home CM to the family
 - a. If IAS has immediate needs they would like the CM to assist with, the IAS should mention this to PSG when initiating the EIS program referral
3. The assigned CM or Supervisor will contact the IAS within 24 hours to discuss the case. During the initial EIS meeting, the IAS will explain how they would like the CM to assist them, and the CM will offer additional suggestions based on the case conditions
4. The CM and IAS must have contact minimally once a week
5. The CM and IAS must have regular contact with the family in accordance with Safety Intervention Standards
 - a. Safety assessments should be done collaboratively between the IAS and CM
6. The IAS and CM must communicate on a timely basis whenever safety is re-assessed
7. The EIS Service plan must be completed, shared with the IAS, and uploaded to eWISACWIS within two weeks from initial EIS referral date

- a. Subsequent EIS service plans must be updated within 30 days from the last completed EIS Service Plan, shared with IAS (if applicable), and uploaded to eWiSACWIS
 - b. The service plan should be uploaded in eWiSACWIS under the case under “imaging planning”>”other-planning”
8. During EIS program involvement, the IAS is responsible for conducting the initial assessment and managing for safety, while the CM is responsible for connecting the family with services while the initial assessment is open. Frequent and continuous communication is essential to getting the family connected to services quickly. If safety concerns (present danger) are discovered, the party who discovered the safety concern will take immediate action. If the case is jointly managed, IAS is primary
9. If impending danger is identified during the course EIS involvement (and the case is still open with IA), the IAS should notify PSG that the case has converted to an IIHS case and include the assigned CM on the email notification to PSG.
10. If the IAS finds there are no longer any safety concerns and the completed initial assessment is approved, primary assignment of the case to IAS will end and it will be transferred to the CM to continue EIS if needed.

Program Objectives and Outcomes:

Objective	Indicator/Measure
1) Prevent children from entering the child welfare system after a case is closed safely	# Re-referrals occurring within 6 months and within 12 months
	Number re-referrals that resulted in a substantiation
	Number of re-referrals that closed safely
	Number of re-referrals resulting in CW involvement (TPC or IIHS)
	Number of cases resulting in CW involvement (TPC or IIHS); out of total EIS cases
	Number of EIS cases resulting in a substantiation
	Number of protective plans pre and post implementation/re-launch
2) Increase referrals to EIS	Number of referrals per month; compared to number of referrals prior to May; Percentage it increased
3) Increase referrals to EIS and IIHS	Number of cases involved in EIS and IIHS; compare to past IIHS number of cases
4) Increase safety resources identified	Monthly case review (DMCPS) and development of a tool; then review cases that used EIS prior to May 2019 to identify types of safety resources and if an increase in resources occurred
5) IA feel supported in managing safety and think families are connected with resources sooner	Survey IAS about program (effectiveness, benefits, challenges, areas for improvement)
6) Reduce time child is involved in child welfare system after participating in EIS	Time child is in-home due to EIS
	Time to permanency
	Time to services
7) More time for concurrent planning	Placement duration increases (due to better quality placements)
	Increase in relative placements identified