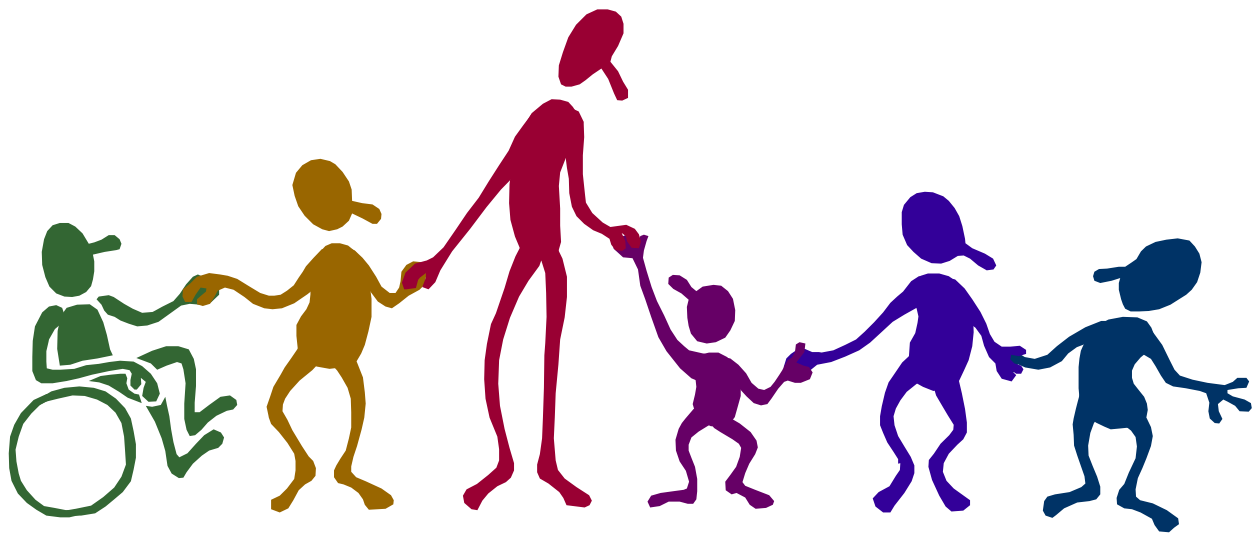




CHILDREN COME FIRST



Hospital Diversion Program Family Handbook

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Introduction

Welcome to Children Come First's Hospital Diversion Program (HDP). HDP is a short-term (30-90 days) specialty program for Children Come First. HDP provides 24/7 crisis stabilization and intensive care management for families who have a child at risk of an involuntary hospitalization.

This handbook explains what HDP has to offer your child and family. Please read this over carefully. If you have questions, please speak with your assigned HDP Clinical Specialist. Our goal is to help children be successful in their communities and prevent institutional placements. When your child leaves our program, we hope they will be doing better in school, at home, and in the community.

Program Values

We believe that children with mental health issues are best served in their communities. We believe children and families get the most out of services that are close to home and that will still be there after your child is doing better. We work very hard to find and put together anything that is needed to keep your child at home, or close to it. In addition, we believe that:



- Families are responsible for their children.
- Each child and family is unique. All families have strengths and needs.
- Families can set their own goals for the future.
- A team effort and balanced approach helps families reach their goals.

To achieve your family's vision for the future, we also believe it is important to respect your family's culture. We believe it is our duty to gain the needed cultural information about families that will help us work together. We believe that cultural diversity includes more than just language, food, the way we dress, and cultural events. It is the way a person thinks, acts, and understands the world around them. We believe a long-term process that encourages an understanding of our own beliefs and values and how they affect our relationships with others is important.

General Program Overview

As part of the CCF Hospital Diversion Program, we are going to:



- Work together as a team. (Page 5)
- Provide services and supports that will help your child. (Page 7)
- Plan for what to do when there is a crisis. (Page 6)
- Set goals and help your child meet those goals. (Page 6)
-

HDP puts together mental health care and other services to help your child be successful in their home, school, and community. We do this by building on child and family strengths and coordinating services and supports for your child in the community. Our goal is to support your child and prevent him or her from being placed in an institutional setting. This includes hospitals, residential treatment facilities, or corrections. If your child is placed outside of your home, we will help you get ready for your child's

return home or to the community.

There are three different programs that provide Children Come First services:

- Dane County Human Services' Achieving Reunification Through Teamwork (ARTT)
- Community Partnerships' CCF Wraparound Case Management Program
- Community Partnerships' CCF Hospital Diversion Program (HDP)

All three programs are part of Children Come First (CCF). It is important to know which program your child is involved with. Information is slightly different in this Handbook than the ARTT and Wraparound Case Management CCF Family Handbook.

Clinical Specialists

The HDP Clinical Specialist is your program guide who will work with your child and family to develop a Child & Family Team, treatment goals for your child, and plan for safety in times of crisis. Your child's Clinical Specialist will help identify services and supports that will help your child be successful even after your child is no longer in HDP.

Special Needs and Services



All special services, including interpreter services, are provided at no cost to you. Talk to your Clinical Specialist if you or a member of your family has a disability and/or needs special services such as:

- Special accommodations for meetings
- Written material in an alternative format (ex: Braille, large print, etc.)
- Interpreter or translation services

Interpreter Services

English: For help to translate or understand this, please call (608) 250-6634.

Spanish: Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono (608) 250-6634.

Russian: Если вам не всё понятно в этом документе, позвоните по телефону (608) 250-6634.

Hmong: Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau (608) 250-6634.

What to Expect

Below is what you can expect once your child has been approved for the CCF Hospital Diversion Program. All information about your family will be kept confidential unless you give permission for the Clinical Specialist to speak with others about your child's progress.

Intake & Assessment (Days 1-30)

- The Clinical Specialist will meet with you to talk about the program and enroll your child.
- The Clinical Specialist will ask you questions to learn what your child and family need from the

program. This is called the Initial Assessment. With your permission, the Clinical Specialist will also talk to other people working with your child to find out how your child is doing and what would be most helpful.

- The Clinical Specialist will work closely with you and your child to provide intensive in-home support. This includes immediate stabilization, 24/7 crisis support and safety planning, and support for basic needs.
- You and the Clinical Specialist will talk about who you would like to be involved to work with your child. This is called your Child & Family Team.
- The Clinical Specialist will work with you and your Child & Family Team to develop a plan for future emergencies or very stressful times. This is called a Crisis Plan.
- The Clinical Specialist will work with you and your Child & Family Team to develop a treatment plan for your child. This is called a Plan of Care or POC. The Plan of Care will describe your child's goals and what kind of help your child needs to meet these goals.
- The Clinical Specialist will arrange for any other needed services or supports for your child and family.

Ongoing (Days 31-60)

- The Clinical Specialist will continue to provide in-home stabilization, 24/7 crisis support and safety planning, and support for basic needs.
- The Child & Family Team will meet during the first month and will meet at least one time each month after that. These are called Team Meetings. The Child and Family Team will talk about your child's progress toward Plan of Care goals. The Child and Family Team will talk about services and supports that are in place and how they are helping. The Team will also talk about what else your child may need to be successful.
- The Clinical Specialist will continue to arrange for any other needed services or supports for your child and family.
- The Clinical Specialist will keep in touch with the Child & Family Team about your child's progress.

Program Transition (Days 61-90)

- The Child & Family Team will meet to discuss HDP services ending. The Child & Family Team will also discuss any transitional services that are needed.
- The Clinical Specialist will arrange for any additional community services or supports that are needed.
- The Clinical Specialist will continue to provide 24/7 crisis support and safety planning as needed.
- Contact with your Clinical Specialist decreases during this time as s/he transitions to a supportive role.

Child & Family Teams

You and the Clinical Specialist will talk about who you would like to be involved to work with your child. This is called your Child & Family Team. You are part of the Child & Family Team. Your child may also be part of the Team. If your child is involved with Dane County Department of Human Services your child's Social Worker will be a member of the Child & Family Team. Other team members should include people who work with your child and family, such as teachers and therapists.

We hope that you will ask people who are important to you and your child to be on the Team. These

people may be relatives, friends, neighbors, or others. It is very important that there are people on your Team who will still be in your life when your child is done with the Hospital Diversion Program. Please talk to your child's Clinical Specialist if you have any questions about your Team.



Team Meetings

Your child's Clinical Specialist will arrange for your Child & Family Team to meet at least once per month. These are called Team Meetings. Your Child & Family Team will talk about your child's progress toward Plan of Care goals. Topics discussed at Team Meetings usually include your child's treatment progress, current behaviors at home, how he or she is doing at school, and safety planning. The Team will talk about services and supports that are in place and how they are helping. The Team will also talk about what else your child may need to be successful. The Clinical Specialist will try to schedule Team Meetings at times and places that work best for you. It is important that you take part in Team Meetings and talk with the Clinical Specialist about what you would like to see happen at these meetings.

Crisis Plans



Your child's Clinical Specialist will work with you and your Child & Family Team to develop a plan for emergencies or very stressful times. This is called a Crisis Plan. The Crisis Plan will describe what kinds of behavior your child has had in the past and what has been the most helpful for calming your child. The Crisis Plan will also identify "warning signs" that people working with your child should know about and what they can do to help prevent a crisis from occurring. The Crisis Plan will include a list of people and supports who can be contacted if a crisis occurs. The Team will review the Crisis Plan any time a crisis occurs and update it as needed and at the time of program completion.

Plans of Care



Your Clinical Specialist will work with you and your Child & Family Team to develop a treatment plan for your child. This is called a Plan of Care or POC. The Plan of Care will describe your child's strengths, needs, and goals. The Plan of Care will also describe what kind of help your child needs to meet these goals, and will include the supports and services used to help. When your Team identifies a service that may be helpful for your child, it must be approved by HDP and included in the Plan of Care before it can begin. The Team reviews the Plan of Care at each monthly Team Meeting. You may have to pay for mental health services that are not included in your child's Plan of Care. Please contact the Clinical

Specialist if you have questions about your child's Plan of Care.

Coordinating Services

HDP Clinical Specialists work to support your child at home and in their community. The Clinical Specialist will try to do that by providing services to you and your family in your home and community. We will also help coordinate family and community supports. HDP also purchases formal services when needed. Our money to purchase services comes from many places so we can provide a flexible Plan of Care. We are not limited to services covered by only health insurance, MA/Medicaid, or Dane County Department of Human Services.

It is important to note that CCF's Hospital Diversion Program is a payer of last resort for services. If your child is covered by private health insurance, then you must get your child's mental health services through your child's insurance network before HDP funding will be considered. The Clinical Specialist may also work with you to get scholarships or other types of funding for services when available.

All requests for services come from the Child & Family Team. When your Team identifies a service that may be helpful for your child, it must be approved by HDP and included in the Plan of Care before it can begin. The Team can request that the Clinical Specialist speed up the review of a request for approving a service if the Team feels that a service needs to be in place right away. How soon a request is completed will depend on the needs of the child and family.

Please Note: Your child has a right to receive medically appropriate healthcare services as provided in federal and state law. Services must be available 24 hours a day, 7 days a week. Please contact the Clinical Specialist to make a service request during regular business hours (Monday-Friday 8:30am-5pm). **For after-hours service requests please call the after-hours line at #258-0269.**

Service Providers

CCF's Hospital Diversion Program contracts with a variety of mental health and other service providers who work closely with children and families. This is called our CCF Provider Network. All HDP funded services for your child should be provided by someone in our CCF Provider Network.

HDP will consider funding Providers who are not in our network, for up to 3 months, in the following situations:

- Your child needs urgent or immediate care that cannot be obtained by an in-network provider;
- Your child lives outside of Dane County and CCF has no in-network providers in the area;
- Your child needs a service and CCF doesn't have an in-network provider that provides that service; or
- A court-ordered assessment is assigned to someone outside of the CCF Provider Network.

Please talk with the Clinical Specialist if you would like to request to use a provider who is not in the CCF Provider Network. All providers must meet the basic standards set by CCF to work with enrolled youth.

Second Opinions



Parents always have the right to obtain a second opinion related to your child’s mental health care from a qualified mental health care professional. If you would like a second opinion from a different psychiatrist, therapist, etc., the Clinical Specialist can help arrange for this to occur. All requests for second opinions will be reviewed by HDP and arrangements will be made within ten business days. If you feel your request for a second opinion requires emergency response please see the “Expedited Review” section of this handbook for more information.

Medical Assistance (Title XIX-Medicaid)

If your child has Medicaid or Medical Assistance (MA) insurance that is managed by a Health Maintenance Organization (HMO), your child will need to leave the HMO plan while in HDP. This change from your HMO to MA’s “fee-for-service” will automatically be done when your child enters HDP. HDP services replace your child’s insurance for all MA-covered mental health services. This includes services like therapy and psychiatric services, but does not include prescription medication costs. Your child should be able to keep their regular medical and dental health care providers.

When HDP ends, your child should be able to rejoin the HMO plan. For any questions on re-enrolling in an HMO call the HMO Enrollment Specialist at 800-291-2002. This is an important step to help change your child’s MA coverage from Children Come First-HDP back to a Medicaid-HMO.



If you have any questions about MA coverage or other insurance questions, you can contact:

Dane County Human Services Ombudsman
608-242-6477

Please note: All children who receive MA/Medicaid can also get a free HealthCheck exam which is a complete medical exam. Please talk to the Clinical Specialist if you would like help to set up a HealthCheck exam for your child.

Private Health Insurance

If your child has private health insurance, you must provide this information to the Clinical Specialist. CCF will work with your insurance company to set up covered mental health services for your child. **Private insurance must be billed before HDP is able to pay for any covered mental health services.**

Out of Home Placements

Sometimes, because of different reasons, children need to be placed outside of their homes for short periods of time. Examples of these placements are:

- Foster home or group home care.
- Respite or shelter care.
- Juvenile detention, residential treatment or hospitals.

If an out of home placement occurs, the Clinical Specialist will meet with you to discuss what this

means for next steps.



Dane County Department of Human Services will review and charge a fee from parents for all of these out of home placements. This fee is based on a sliding scale and is determined by your income. The Dane County Parental Support Collection Unit sets the fee and this office is not part of the CCF Hospital Diversion program. These fees are not covered by HDP. **If you receive paperwork from the Dane County Parental Support Collection Unit it is very important that you fill it out and return it to avoid being billed for the full cost of your child’s placement.** You can call the Dane County Parental Support Collection Unit for more information at #242-6408.

If your child receives Social Security and is placed out of the home, your child’s Social Security payments will be redirected to Dane County Department of Human Services to offset the cost of your child’s out of home care. Once your child is returned home you must contact the Social Security Office at 866-770-2262 to have these payments redirected back to you.

If you receive court-ordered child support payments from your child’s other parent, and your child is placed out of the home, these child support payments will be redirected to Dane County Department of Human Services to offset the cost of your child’s out of home care. Once your child is returned home you must contact Dane County’s Child Support Agency at #266-4031 to have these payments redirected back to you.

CCF Parent & Family Support

Every CCF Hospital Diversion Program family can be a part of CCF’s parent and family program. This program includes:

Parent Meetings

CCF offers parent meetings on the last Wednesday of the month at Community Partnerships, from 5:30-7:00 p.m. The Clinical Specialist can help provide or arrange transportation if you need it. Child care is always available at the office for children during these meetings. The topics for monthly Parent Meetings come from parents’ ideas. Meeting topics have included special education, the juvenile courts, budgeting, and other areas important to our families. A family meal is provided so parents and children can eat together with staff members attending the meeting.



CCF Family Advocate

CCF has a Family Advocate who is available to work with individuals and families on whatever you may need. Some of the types of help that can be provided are: attending school meetings, placements, court, Team Meetings, mentoring either a parent or child, providing transportation for the parent or child, helping the parent with budgeting issues and providing general information.

When your child leaves the CCF Hospital Diversion Program, you may still stay involved with the Parent Meetings and other groups. CCF’s Family Advocate welcomes questions and updates on how you are doing anytime.

In Case of Emergency

A Crisis Plan will be created for all children enrolled in HDP. Your child’s Crisis Plan will describe who

to call during a crisis.



If necessary, HDP also has a crisis line staffed 24 hours per day at #258-0269.

Contact your Clinical Specialist (or the crisis line if it is after hours) if you think your child needs to be in a psychiatric hospital.

Grievances & Appeals

The Children Come First program wants your family to get the best care possible when you are enrolled in any of our programs. If you are not happy with the care you are getting from HDP, we would like you to let us know. You will not get in trouble for telling us your concerns. Knowing your concerns can help us give you better care.

Informal Grievances

If you are unhappy with your care, you can let the person you are working with know you are not happy. They can try to help work it out. If you don't want to tell this person, you can call his/her Supervisor.

Formal Grievances

If you are unhappy with the response from your informal grievance you can file a formal grievance. You can also do this right away if you want. To do this, contact:

Community Partnerships Quality Improvement Manager
1334 Dewey Court
Madison, WI 53703
(608) 250-6634, ext. 110

If you need help to file or write your grievance you can call Wisconsin Family Ties at (608) 267-6888.

If your formal grievance is about a decision to decrease or deny a covered service, you must file within 45 days of that decision. This also applies:

- a. If you were not getting the service before the decision HDP does not need to provide the service during this process.
- b. If you were getting the service before the decision HDP will provide the same level of service during this process. If the decision does not change you may have to pay for these services.

This is how we will respond to your formal grievance:

1. The Quality Improvement Manager will send you a letter within 10 business days. This is to let you know we received your grievance. We will look into your concerns. The Manager will mail you a decision letter within 30 calendar days from the day you filed your grievance. You will also get information on what to do if you do not like this decision.
2. If the Quality Improvement Manager needs more time to make a decision, their time period may be increased by 14 calendar days. If this happens, we will notify you in writing. We will explain

why we need more time. We will also tell you when we will have a decision for you. The total time for Children Come First to make a decision will not be more than 45 calendar days from when you filed.

3. If you do not like the Quality Improvement Manager's decision, you can ask for it to be reviewed by the CCF Grievance Committee. You have 14 days from the day you receive the Manager's decision letter to ask for this review. You can ask for this review by contacting the following person:

CYF Mental Health Manager
1202 Northport Dr.
Madison, WI 53704
(608) 242-6404

You will get a letter telling you when and where the Grievance Committee will meet. You will get this letter at least 7 days before the meeting. You have a right to be at the meeting. You have a right to present your information in writing or orally. You can bring whoever you want to the meeting. This can be a family member, a friend, or a provider.

Expedited Review

If you think your grievance is urgent you can ask for an Expedited Review. This means we will decide very quickly. This is for when you need a response right away to prevent serious harm. We will look over your concerns and decide within 2 business days. You can ask for an Expedited Review from the person you are working with, or their Supervisor. You will not be penalized for asking for this. Also, your providers will not be penalized for asking for this.

If we do not think this is urgent, we may not speed up your decision. If that happens, we will tell you right away. We will also mail you a letter within 2 calendar days. We will then respond to your grievance in our regular timeframes.

Grievance Rights

You have the right to:



- Get help to write and file your grievance. You can get help from any CCF employee. Or you can call Wisconsin Family Ties at (608) 267-6888. You can also call the Medicaid Managed Care Ombudsman at 1-800-760-0001.
- Look at the information Children Come First used to make its decision.
- Attend meetings about your grievance. You can bring whoever you want to these meetings. This could be a family member, a friend, or a provider.
- Present new information during the grievance process.
- Ask that your grievance be handled in an urgent manner (see *Expedited Review* above).
- Have an interpreter. This will be free to you. You can ask for an interpreter by calling the Quality Improvement Manager at 250-6634, ext. 110.
- Move to *any* part of this grievance process at *any* time.

Appealing a Decision

Please note: You can go to *any* part of this grievance process at *any* time. You can file directly with the State if you want to.

You have 14 days from the date you get the CCF Grievance Committee decision to ask for a State level

review.

Appealing to the Department of Health and Family Services

You can appeal a grievance decision to the State of Wisconsin, Department of Health and Family Services. You can do this by contacting:

Medicaid Managed Care Ombuds

P.O. Box 6470
Madison, WI 53716
Phone: 1-800-760-0001

The Department will review your grievance. They will provide a final response within 30 days from the date the Department has all the information they need to make a decision.

State Fair Hearing Request

You can appeal a grievance decision by asking for a hearing with the State's Department of Hearings and Appeals (DHA). You can do this by writing to:

Division of Hearings and Appeals
P.O. Box 7875
Madison, WI 53703-7875

In your letter you will need to include the enrollee's name and social security number, your mailing address, a brief description of the problem, and your signature. The hearing request date will be the date they receive your letter.

If your Appeal is about a decrease or denial of a covered service this applies:

- a. If you were not getting the service before the decision CCF does not need to provide the service during this process.
- b. If you were getting the service before the decision CCF will provide the same level of service during this process. If the decision does not change you may have to pay for these services.

If you need help asking for a State Fair Hearing, you can call the Medicaid Managed Care Ombudsman at 1-800-760-0001.

Transition Planning

Because the Hospital Diversion Program is a short-term program, it is important for your Child & Family Team to plan for life after HDP services. This planning should identify a timeline for leaving the program, services and supports that will remain in place after disenrollment, and information about what to do if things are not going well.

Leaving the Program



Your child may be disenrolled from the CCF Hospital Diversion Program if:

- Your child has made substantial progress toward treatment goals and is no

longer at great risk of an institutional placement in a psychiatric hospital, residential treatment center, or corrections.

- You (the parent or legal guardian) ask that your child be removed from the program.
- Your child moves out of the county, is court-ordered to a correctional placement, or is 19 years of age or older.
- Your child or family is not benefiting from services, including an extended runaway by the child.

Your child may be transferred to CCF's longer-term Wraparound Case Management Program for ongoing services and support if needed. Please talk with your child's Clinical Specialist if you feel there is a need for this service.

We encourage you to attend CCF's monthly Parent Groups and to stay in contact after your child leaves the program.

Re-Enrollment

Re-enrollment in the Children Come First program may be an option for your child if he or she once again becomes at risk for institutional placement. If your child is involved with Dane County Department of Human Services you must contact your child's Social Worker to discuss this option. If your child is not involved with Dane County Department of Human Services, you may contact Community Partnerships at #250-6634 to discuss this option.

Important Numbers

My HDP Clinical Specialist: _____

Contact your HDP Clinical Specialist for information on services and support options available for your child and family. For crisis situations outside of normal business hours—including a psychiatric hospitalization—please contact the crisis line of the CCF program your child is currently in:

HDP After Hours Crisis Line **608-258-0269**

Other Helpful Numbers:

DCDHS CYF Mental Health Manager	608-242-6404
Community Partnerships Executive Director	608-250-6634 ext. 111
CCF Family Advocate	608-250-6634 ext. 124
CCF Quality Improvement Manager	608-250-6634 ext. 110
DCDHS Parent Support Collection Unit	608-242-6408
Social Security Office	866-770-2262
Domestic Abuse Intervention Services	608-251-4445
Parental Stress Center	608-241-4888
Suicide Prevention Helpline	608-280-2600
United Way First Call for Help	Dial 211
Wisconsin Family Ties Family Advocacy	608-267-6888
Briarpatch Teen Helpline	608-251-6221
Family Support & Resource Center	608-237-7630

My Important Numbers:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____



Community Partnerships, Inc.

1334 Dewey Court
Madison, WI 53703
Telephone: 608-250-6634
Fax: 608-250-6637

Email: info@commpart.org
Website: www.community-partnerships.org