

Provider Network Plan

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PROVIDER NETWORK PLAN

WRITTEN NETWORK DEVELOPMENT AND MANAGEMENT PLAN

Develop department approved provider network development and management plan outline that at a minimum includes:

- Development of procurement policies*
- Criteria for selection and credentialing of contractors*
- General monitoring plan*
- Network communications system and information sharing functions*
- Identification/review of current DCF contracted provider contracts*

REFERENCES

CBC of Brevard Policies/Procedures: AP-432, GOV-14, GOV-201, GOV-202, GOV-203, PR-902, RM505

COA: FIN 7.04, RPM 2.01(d), RPM 10, ETH 2

OMB Circular: A-110

Department of Children & Families Contract: GJ246

Florida Statutes: 403.7065, 946

INTRODUCTION

CBC of Brevard is the Lead Agency selected by the Department of Children and Families to manage and operate the Brevard County Child Welfare System of Care. To ensure the system is responsive to the needs of Brevard's vulnerable children and families, and that local citizens become actively engaged in the design of the system, Brevard County Government charged Together in Partnership (TIP) (local stakeholder committee of providers, foster and adoptive parents, and vested citizens) with the responsibility of conducting the analysis of need and guiding principles of practice for implementation. As such TIP's guiding principles have been integrated into the system as the foundation for provider network planning. The initial survey of child welfare professionals, foster parents, prevention services staff and individuals involved with the dependency court system outlined the gaps in services. CBC of Brevard outsources the service delivery system to local providers and agencies. This plan outlines the provider network management process.

In the early design and implementation of the agency CBC of Brevard has incorporated the recommendations of TIP through the following means:

- Development of the agency website www.cbcbrevard.org that provides online information and links to resource sites and service providers.
- Intake coordinators at the corporate office and the care coordinators at each service center who partner with 211 Brevard to provide information and referrals.
- Designing an ambitious plan for recruiting foster and adoptive parents who are managed and served by the contracted child placing agencies.
- CBC of Brevard staff and subcontracted specialists who serve as subject matter experts to support and to address specified identified needs include: Independent living, adoption support, a caregiver and court liaison.

- The community relations staff are responsible for recruiting volunteers, capacity building, increasing public/private partnerships and generating resources by connecting with faith-based organizations, businesses, civic and other community groups, and individuals.
- The CBC of Brevard Provider Network that meets on a bi-monthly basis for technical assistance and to develop and enhance a full continuum of care for Brevard.

THE PROVIDER NETWORK

The CBC of Brevard initiative was formed in response to the Florida Legislature's mandate that child welfare services are privatized (Section 409.1617, Florida Statutes) it is currently being instituted throughout the State of Florida, and nationwide. The framework for the Brevard County Privatization of Child and Family Services, which was written by the TIP/CBC Subcommittee, outlines use of a family-focused, strength-based service philosophy and approach to care. It encompasses the guiding principles of TIP, Brevard's Community Alliance referred to as the Leadership Roundtable, and the community.

This document, which has come to be known as the "bill of rights" for Brevard's children, recommends "the development of a comprehensive child welfare service delivery system in Brevard County to serve children who have been abused and/or neglected, or who are at risk of abuse and/or neglect." It also includes these statements which serve as the foundation for the development of the CBC of Brevard Provider Network:

- The development of community services and resources should best be accomplished through a multi-disciplinary advisory council that meets regularly to continuously review the service system, recommend policy and procedures, evaluate outcomes, and recommend the best use of resources.
- The State of Florida, the courts, law enforcement, the school system, local government, service providers, children and families, foster parents, faith-based organizations and businesses, as well as other community groups and individuals, are critical partners in caring for our community's children.

In order to insure the safety, security, and well being of every child, the CBC of Brevard Provider Network has designed and established a rationale seamless continuum of care for Brevard's children and families which is intended to address the prevention, intervention and treatment of child abuse and neglect. These services will include:

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| ▪ Community awareness and education | ▪ Protective supervision |
| ▪ Prevention and Diversion | ▪ Licensed care |
| ▪ Information and referral | ▪ Reunification |
| ▪ Family support services | ▪ Adoption |
| ▪ Mobile response | ▪ Aftercare support |
| ▪ Independent Living services | |

The Provider Network has been organized as a cooperative body of representatives from all segments of the community dedicated to improving and expanding the child welfare service delivery system. The mission, goals and activities of the network have been determined by the members to be reviewed and revised as needed on an annual basis. Membership includes contracted service providers, service providers supported by other funding sources, and informal service providers that offer free community services.

The network organized by CBC of Brevard has maintained close ties with TIP and the Family Management Subcommittee through monthly reports to the TIP/Family Management committees. The network has also collaborated with the Brevard Child Abuse Prevention Task Force through attendance at monthly Task Force meetings and the provision of reports on CBC of Brevard and the network.

In order to address the special needs of licensed caregivers, CBC of Brevard has organized the CPA Partnership which includes all child placing agencies contracted to support licensed caregivers in the county.

Additionally, the Provider Network has recognized the substantive difference between service providers which are contracted by CBC of Brevard, others who receive state and federal funding and those informal providers such as faith based groups who provide "free" or in-kind services and supports.

There are three types of providers recognized by CBC of Brevard in the Provider Network:

- **Category A providers:** Providers who perform a core system of care service, usually governed by local, state or federal regulatory requirements and normally funded by CBC of Brevard directly. These providers have a current contract with CBC of Brevard as a flex support contractor.
- **Category B Providers:** Providers who perform a vital or mainstream system of care service, normally reimbursed outside of CBC of Brevard (*such as Medicaid Reimbursement, ADM funding, Title IV-E, TANF etc.*) These providers may have a contract (*if funded by CBC of Brevard*) as a rate agreement provider.
- **Category C Providers:** Providers who perform an important, necessary service which supports the system of care, usually considered informal or a natural extension of a service or agency (*such as faith based groups, food pantries, homeless shelters etc.*) These providers may or may not have a Memorandum of Understanding with CBC of Brevard.

CBC of Brevard will continue to analyze and build its capacity building efforts in the Category B Provider service array, with enhancements in the area of, parenting classes, batterer's intervention, child abuse prevention, in home support services and classes, information and referral, life skills training, etc. as deemed necessary to the continuum of care for clients served.

CBC of Brevard also values the role of informal and natural supports which exist within the local community to support and sustain families long term and will continue to track, expand, and partner with agencies providing services such as basic needs, emergency shelters, support groups, food pantries and thrift shops.

CBC of Brevard will continue to review the service needs of the community on an ongoing basis and amend service contracts as needed to best meet community needs. All service contracts will be reviewed on an annual basis.

PROVIDER NETWORK PLANNING

CBC of Brevard will annually conduct a network-wide assessment of the number, geographic distribution, qualifications, and skills of direct service providers needed to serve the populations of which CBC of Brevard is responsible. When necessary, resources will be shifted or capacity will be added to meet the changing needs of consumers. The population served will be compiled from the demographic data of the consumers in the dependency system and the Brevard C.A.R.E.S Prevention program; as well as Brevard County demographics of potential service recipients. Through this analysis CBC of Brevard will be able to identify gaps in services, areas of the county for provider recruitment, geographic access to network services, including travel times to locations and proximity to public transportation, flexible hours of operation that meet the needs and preferences of our service recipients. Attention will be paid to access to specialty service providers, including culturally competent and sensitive service providers.

CBC of BREVARD SNAPSHOT OF SERVICES

As anticipated the provider service network has evolved, and will continue to evolve, over time as some local agencies identify and fill niche services and other agencies mature and either focus or expand their services to accommodate the local system of care. Additionally, service providers will enter and exit the natural continuum of the service delivery system based on the needs of consumers served, the population, funding and the availability of skill set and expertise of staff.

NETWORK COMMUNICATIONS

The Provider Network communications system and information sharing functions will include:

Provider Network meetings – CBC of Brevard convenes bi-monthly meetings of the Provider Network. The agenda may include a provider profile featuring one member agency of the network, an update on service utilization from the quality management staff, a time for recognition and announcements, and other matters of business as identified by the membership. CBC of Brevard hosts an annual retreat for network members in

order to assess needed capacity, consider strategic planning and to strengthen the continuum of care for the coming year.

Child Placing Agency meetings – The Child Placing Agency meetings are convened monthly to offer support, training, information and education on issues facing CBC of Brevard. This includes statutory changes or revisions to various governing principles such as the Florida Administrative Code.

Group Home meetings – Group Home meetings are convened quarterly to review progress, needs, and services.

Provider Network Handbook – The Provider Network Handbook serves as an introductory guide for all members of the network. It includes an overview of the Provider Network and membership expectations, information about family team conferencing and wraparound services, a summary of the types of services offered, a description of the different CBC of Brevard service teams and their membership.

CBC of Brevard Newsletter – The Community Relations staff will create a newsletter that may include new developments in Brevard's system of care and Florida's child welfare system, network member announcements, and information about resources and funding opportunities.

CBC of Brevard website – All provider network materials including the meeting schedule, handbook, newsletter, announcements, reports, and forms will be available on the CBC of Brevard website. The membership directory will be posted and will include links to member sites. All solicitations for service will be posted with the required documents for submission. Members can check our web site for notification of upcoming events and opportunities, and events and opportunities will be announced at various network meetings.

Technical Assistance – CBC of Brevard may offer technical assistance through one-on-one consultations, orientations for new service providers, small work groups to address common issues, through the monthly contracted provider joint meeting with CBC of Brevard, or through trainings open to all members of the Provider Network. Topics might include subjects like meeting accreditation standards, developing performance standards or improving data collection.

Training – the case management staff must complete required trainings for recertification and to meet COA standards. These training opportunities will be offered to Provider Network staff as well. The network might also identify training needs that CBC of Brevard can offer or could develop with partners in the network.

Crisis services – CBC of Brevard staff are on call 24/7 to respond to protective investigations. This staff can also be a resource for network providers during a crisis such as a placement in jeopardy, missing child, or another type of critical incident. The CBC of Brevard on call staff can provide telephone support or could authorize services from the mobile response team.

Provider Survey – Annually, members of the network will be asked to complete a satisfaction survey. The results of the survey will be reported to the group and used to recognize strengths and weaknesses of the network.

PROCUREMENT OF COMMODITIES OR CONTRACTUAL SERVICES

CBCB will seek to procure services that are responsive to the needs of the children and families in care. Procurement of services will be in accordance with state and federal laws, and Department of Children and Families operating procedures and administrative rules.

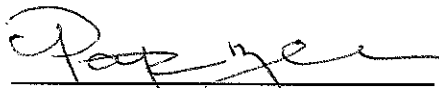
CBCB will plan and coordinate purchases to ensure that quality services are obtained in a timely manner from responsible agencies on a competitive basis. CBCB recognizes that fair and open competition is a basic tenet of public procurement and that competition reduces the appearance and opportunity for favoritism and inspires public confidence.

All procurements must be allowable and necessary for CBCB operations. CBCB will avoid purchasing unnecessary or duplicative commodities or services. Details of CBCB procurement procedures can be found in procedure numbers PR-901, Procurement of Commodities or Services, and PR-902, Subrecipient and Vendor Determination.

CONTRACT MONITORING PROCEDURE

Contract monitoring is the review and reporting of contract service provider's compliance with the contract terms and conditions, licensing requirements, performance standards, applicable State statutes and administrative codes, Federal regulations, and CBC of Brevard policies. The goals of the monitoring process are to manage risk, support the efficient and effective implementation of quality services, document compliance with appropriate regulations, and to insure that program performance and financial requirements are met. CBC of Brevard will also monitor the organizations progress towards meeting the Council on Accreditation standards.

Reviewed By:



Dr. Patricia Nellius-Guthrie
CHIEF EXECUTIVE OFFICER

Review Date: 3/11/09