



Practice Points

February 6, 2018

ASSIGNMENT OF PREVENTIVE SERVICE REFERRALS

The purpose of this Practice Point is to notify staff of changes to the Preventive Service Referral (P Referral) process.

If a P Referral is received and the family of concern has an open Family Centered Service (FCS) or Alternative Care (AC) function, the referral will be assigned to the worker that is assigned to the open function.

Staff will address the concern with the family through a phone call or a home visit within 48 hours based on policy. Staff will document the concern and any actions taken in FACES within the open FCS or AC function in Contacts. Supervisors are to discuss and document actions taken in supervisory consults. Staff no longer needs to complete the P Referral Conclusion Screen in FACES.

If a P-Referral is received by Children's Division (CD) on a case that is managed by a contracted agency, CD will contact the case manager and inform them that a P-Referral has been received and the nature of the allegations. It is the responsibility of the contracted case manager to address the allegations with the family and document in case management contacts. CD will enter a contact in the P-Referral stating that the case manager was contacted and made aware of the concerns. Nothing further from CD is required.

A System Change Request has been submitted to allow these P Referrals to remain open for 30 days. After the 30 days, the referral will close automatically in FACES. Supervisors are expected to review management reports within those 30 days to ensure the concerns of the referral were addressed. A field report should

be made through the [Online System for CAN Reporting \(OSCR\)](#)OSCR if further concerns are noted when following up on the initial referral concern.

Staff will be notified when the FACES change is complete. Until that time, follow the instructions as outlined above.

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