

**Referral Received**

CPS Hotline sends a referral

Data Entry & Assignment

Roxana/Melina receive the referral.
Input the information into Birdseye system.
Roxana/Melina assign the referral to either an FFPSA Case Manager or an SFS Case Manager within the CC team.

FFPSA REFERRALS FLOW CHART

01**02****03****04****05****06****07****08****Initial Contact Attempt**

- Case Manager (CM) contacts the prospective program participant (referred family).
- If contact is successful:
 - CM explains Safe & Sound services.
 - CM clarifies that Safe & Sound is a nonprofit and not part of the system.

No Answer Protocol

- If the family does not answer, CM leaves a general voicemail.
- CM attempts to contact the family up to three times

Family's Response to Services

- If the family denies services:
 - CM asks if they can send a text with program information for future reference.
 - If family agrees, CM sends a text message.
 - If family declines, the referral ends.

Successful Contact & Family Interest

- If the family answers and is interested in services:
 - CM explains services in detail.
 - CM invites the family to visit the Family Resource Center (FRC) for an initial intake.

Family Resource Center Visit & Intake

- Once the family arrives, CM/CCC provides intake services and meets with the family one-on-one.

Weekly Triage Meeting & Program Recommendation

- The family case is discussed in the weekly triage meeting.
- Based on the discussion, the family is recommended for one of the following programs: Integrated Family Services (IFS) - Supportive Family Services (SFS) - Events Only or refer out.