



Provider Network Plan

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

Brevard Family Partnership Policies/Procedures: AP-432, GOV-201, GOV-202, GOV-203, PR-901-905, CG301-302, RM-505

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

OMB Circular: A-110

Department of Children & Families Contract: GJ246

Florida Statutes: 403.7065, 946

INTRODUCTION

Together in Partnership (TIP) is a long standing community children's service collaborative of citizens and service providers that has identified child safety in Brevard County as a priority. The documents and reports developed by the TIP/Brevard Family Partnership (BFP) have provided a starting point and the foundation for provider network planning. Their initial survey of child welfare professionals, foster parents, prevention services staff and individuals involved with the dependency court system was conducted to identify the gaps in service.

Some of the early identified needs have been addressed and incorporated into Brevard Family Partnership's plans:

- www.brevardfp.org will provide online information and links to resource sites and service providers.
- Colocated intake coordinators at the corporate office and the care coordinators who partner with 211 Brevard to provide information and referrals.
- Brevard Family Partnership has outlined an ambitious plan for recruiting foster and adoptive parents.
- Brevard Family Partnership will incorporate specialists to address identified needs including a caregiver and court liaison.
- The community relations staff will be responsible for recruiting volunteers and generating resources by connecting with faith-based organizations, businesses, civic and other community groups, and individuals.
- Brevard Family Partnership has developed a Provider Network that meets on a bi-monthly basis to develop and enhance a full continuum of care for Brevard's child welfare SOC.

THE PROVIDER NETWORK

The Brevard County Privatization of Children and Family Services, which was written by the TIP/CBC Subcommittee, outlines use of a family-focused, strength-based service philosophy and approach. 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 BFP 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 BFP Provider Network has built a continuum of care for Brevard's children and families to address the prevention, intervention and treatment of child abuse and neglect. These services will include:

- Community awareness and education
- Prevention programs
- Information and referral
- Family support services
- Mobile response
- Independent Living services
- Protective supervision
- Licensed care
- Reunification
- Adoption
- Aftercare support
- Evidence Based Practice Programs

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.

In order to address the special needs of licensed caregivers and to enhance the recruitment of quality foster parents, Brevard Family Partnership has organized and initiated the Quality Parenting Initiative (QPI).

Additionally, the Provider Network has recognized the substantive difference between service providers which are contracted by BFP, 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 BFP 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 BFP directly. These providers have a current contract with BFP.
- Category B Providers: Providers who perform a vital or mainstream system of care service, normally reimbursed outside of BFP (*such as Medicaid Reimbursement, APD funding, Title IV-E, TANF etc.*) These providers may have an Agreement with BFP.
- 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 BFP.

Brevard Family Partnership will continue to analyze and build its capacity building efforts as deemed necessary to the continuum of care for clients served. BFP will continue to consider those services which naturally occur in the community, such as basic needs, emergency shelters, food pantries and thrift shops. BFP 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.

Brevard Family Partnership 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.

Brevard Family Partnership will continue to review the service needs of the community on an ongoing basis and at a minimum annually and amend service contracts as needed to best meet community needs. All service contracts will be reviewed on an annual basis to ensure service gaps are being addressed.

PROVIDER NETWORK PLANNING

Brevard Family Partnership 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 Brevard Family Partnership 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 Brevard Family Partnership 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.

BREVARD FAMILY PARTNERSHIP 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 new system of care. Additionally, many service providers enter and exit the natural continuum of the services based on funding and staffing issues.

NETWORK COMMUNICATIONS

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

Provider Network meetings – Brevard Family Partnership 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 BFP management staff, a time for recognition and announcements, and other matters of business identified by the membership. Information gained through these meetings include assessment of needed capacity and ideas regarding strengthening the continuum of care for the coming year.

Group Home Forum meetings – Group Home forum meetings are convened quarterly to review best practice, progress, identify and provide training 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 Brevard Family Partnership service teams and their membership.

Brevard Family Partnership website – All provider network materials including the meeting schedule, handbook, announcements, reports, and forms will be available on the BFP website. 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 – Brevard Family Partnership may offer technical assistance through one-on-one consultations, orientations for new service providers, small work groups to address common issues, or 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 Brevard Family Partnership can offer or could develop with partners in the network.

Crisis services – On call staff will be available 24/7 to respond to protective investigations, case management, and provide support to foster parents.

Surveys and Feedback – Members of the network will be asked to provide feedback through a variety of means, including but not limited to satisfaction surveys, feedback gained through bi-monthly Provider meetings, and feedback gained through monthly contract meetings. The results of this feedback will be utilized to improve our referral and authorization processes, automated UM system, and overall Network practices.

PROCUREMENT OF COMMODITIES OR CONTRACTUAL SERVICES

The procurement procedures, BFP PR901-905 provide guidance for an efficient and effective service procurement program. Services must be purchased as economically and expeditiously as possible, consistent with good purchasing practices.

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

CONTRACT MONITORING

BFP has developed contract monitoring procedures, CG301, which describe the monitoring requirements and process for contracts with Brevard Family Partnership. The purpose of contract monitoring is to ensure that contract service providers meet all contract administrative and programmatic standards and requirements.

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 Brevard Family Partnership 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.

TECHNICAL ASSISTANCE

Brevard Family Partnership may offer technical assistance through one-on-one consultations, orientations for new service providers, small work groups to address common issues, or trainings open to all members of the Provider Network.

BY DIRECTION OF THE CHIEF EXECUTIVE
OFFICER:



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