

14.17 Resource Linkage	
Application: To All Department of Children's Services staff, Child Abuse Hotline Employees, and Resource Linkage Coordinators	
Authority: TCA: 37-5-105(3); 37-5-106; 37-5-607	Standards: COA: PA-CFS 1; PA-CFS 3; PA-CFS 8.01
Commissioner:	Date:
Original Effective Date: 12/01/23 Current Effective Date: 12/01/23	Supersedes: 14.28 07/01/21 Last Review Date: 12/01/23
Glossary: None	

Policy Statement:

The Department of Children's Services utilizes Resource Linkage (RL) to safeguard and enhance the welfare of children, preserve family life, prevent harm and abuse to children by strengthening the ability of families to parent, provide for and protect their children effectively using available community-based, faith-based, and public and private resources and services. By utilizing and building existing strengths within the communities and families, RL can support all families in providing a healthy, safe and loving environment for their children.

Purpose:

When a determination is made that a case meets the criteria for RL services, the Department collaborates with public and private agencies to refer families to available resources that meet their needs. The short term intervention services provided may assist the family in their efforts to prevent further DCS involvement by establishing self-sufficiency.

Procedures:

A. Screening to Resource Linkage

1. Child Abuse Hotline (CAH) and Intake Analyst ensures that:
 - a) The case does not meet Child Protective Services (CPS) criteria for intervention as outlined in DCS Policy [14.1, Child Abuse Hotline](#).

- b) Sufficient location information exists for family as outlined in [Work Aid 2: Child Abuse Hotline](#).
 - c) Sufficient information is provided regarding the nature of the referral.
2. Criteria for Resource Linkage (RL) Includes short-term (30 days) intervention directly related to child and family needs to reduce the risk of abuse or neglect. Assistance may include, but not limited to be provided in the form of:
- ◆ Housing necessities:
 - Rental assistance
 - General housing information
 - Utilities
 - Overdue utility bills
 - Deposit, reconnect fee
 - ◆ Clothing
 - ◆ Food
 - ◆ Furniture (refer to [Protocol for Safe Sleep Education and Delivery of Safe Sleep Furniture](#) for additional safety information, if applicable); or
 - Cribs, child beds, pack 'n play
 - Appliances
 - ◆ Services
 - Family counseling
 - Admission to residential
 - Lice treatments
 - General services information
 - Extermination
 - Transportation services
 - School Supplies
3. If the RL Coordinator receives a case that does not meet criteria for RL or is determined to meet criteria for CPS or FSS, the RL Coordinator meets with the RL supervisor to discuss case closure and/or referral to the appropriate program. If there are concerns of abuse/neglect, the TL submits the case to their supervisor for Administrative Closure and calls in a new report to the Child Abuse Hotline.
4. When there is an open CPS or FSS case and a resource linkage referral is screened in through the CAH, the new RL case is absorbed by the CPS or FSS program and RL assists as needed and provides consultation. RL enters documentation in the Family Case (refer to section D).
5. When there is an open RL case and abuse or neglect allegations are found by RL worker, the RL consults with supervisor and makes a referral to the CAH.
6. When there is an open RL case and abuse or neglect allegations are screened through the CAH, the CPS and the RL supervisors discuss the allegations and jointly decide if it is appropriate for two (2) separate cases (CPS and RL) to remain open.

- ♦ If RL support is warranted, the RL case remains open for the duration of the RL service provision.
7. The reporter may be notified whether the report is screened out or assigned by email, mail, or the Child Abuse Reporting and Tracking (CARAT) website.

B. Contact with Family and Service Providers

1. Upon receipt of a RL request, RL Staff:
 - ♦ Ensure that the referral is made to the Child Abuse Hotline (CAH) in order to have the referral assigned to the RL track when it meets criteria;
 - ♦ Contact the family by a telephone call, face-to-face, or by written correspondence (i.e., formal letter on DCS letterhead, etc.);
 - ♦ Contact with families and/or Case Managers occur within three (3) business days from the date of the referral/request; and
 - ♦ Contact Community Resources, including Community Advisory Board (CAB) members for possible assistance.
2. When the RLC and supervisor determine that a face to face is necessary: A face to face contact takes place between a DCS worker, the caretaker and/or the child/children. A face to face takes place in the home or in another community location.
3. A face to face is required when:
 - ♦ There is a Case Service Request entered for the family by RLC;
 - ♦ RL intervention provides services beyond 30 days from the day of referral/request; or
 - ♦ The supervisor determines a face to face is necessary.

Note: Face to Face contacts with the children are entered into TFACTS within ten (10) business days of the contact.

C. Community Advisory Boards (CABs) Responsibilities

1. RL staff are responsible for the development and support of independent CAB's, which includes:
 - ♦ Identifying mandated and desired members;
 - ♦ Serving as a liaison between DCS, the CAB's and other community supports;
 - ♦ Updating CAB's on the needs and interests of DCS that improve practice with children and families;
 - ♦ Providing the level of support needed to help CAB's sustain and prioritize agendas to meet legislative requirements; and
 - ♦ Assisting in the development of community services and resources.

2. RL staff ensures that he/she or a DCS designee attends each CAB meeting.
3. RL staff obtain copies of the minutes from the CAB meetings, and uploads the minutes to the Department and Regional drives, monthly.
4. RL staff provides assistance with utilizing the CAB toolkit.
5. If RL identifies barriers in communication within the CAB, they will partner with regional supervision to work through CAB issues or needs. Central Office Program staff may be consulted for additional assistance.

D. Entry of Tasks into TFACTS

1. RL staff enters the following information into the family case under the case recordings tab for the assigned RL case. If RL is providing assistance on an open DCS case, RL enters notes in the family case for the assigned case.
 - ◆ Dates of contact and/or attempts to contact the family;
 - ◆ Contact type with the family; and
 - ◆ Content of contacts, including service needs discussed and provided.
2. Contacts, content, and outcomes may be summarized into one entry.
3. All participants in the case are established, and the case is linked to a family case ID.
4. The RL staff completes the [Resource Linkage Monthly Report](#) and submits monthly.
5. RL staff adheres to documentation standards as outlined in DCS Policy [31.14, Documentation of TFACTS Case Recordings](#) when entering all case activities beyond face to face contacts with children.

E. Closure

1. A documentation summary is created to include:
 - ◆ Assistance requested and assistance provided; and
 - ◆ Tasks and efforts made throughout the case .
2. The RL supervisor approves the case for closure within thirty (30) days from the date of the referral/request.
3. The Supervisor enters a case consultation within the first thirty (30) days of opening the RL case and every thirty (30) days for the life of the case.
 - ◆ A case consultation should consist of:
 - Summarizing any service provisions and current status of any services that were discussed, accepted or refused by the family;
 - Providing case direction to the worker with regards to next steps and planning, and anticipated closure;
 - Determining if the case should remain open or needs to be referred to another program; and
 - Justification for the case remaining open beyond thirty (30) days.

Forms:

[*CS 0764, Resource Linkage Assistance Request Form*](#)

Collateral Documents:

[*14.1, Child Abuse Hotline*](#)

[*31.14, Documentation of TFACTS Case Recordings*](#)

[*Work Aid 2: Child Abuse Hotline*](#)

Resource Linkage Pricing Guide (program use only)

[*Protocol for Safe Sleep Education and Delivery of Safe Sleep Furniture*](#)

[*CAB Toolkit*](#)

Resource Linkage Work Aid (program use only)