

14.19 Family Crisis Intervention Program	
Application: To All DCS Family Crisis Intervention Program Services Employees	
Authority: TCA : 37-1-102(b)(32) ; 37-1-131 ; 37-1-132 ; 37-1-168 ; 37-1-169 ; 37-5-105 (3); 37-5-106	Standards: COA: PA-CFS 1; PA-CFS 7; PA-CFS 8; PA-CFS10.01; PA-CFS 10.03
Commissioner:	Date:
Original Effective Date: 12/01/23 Current Effective Date: 12/01/23	Supersedes: DCS 14.27 04/21/22 Last Review Date: 12/01/23
Glossary: <ul style="list-style-type: none"> ◆ Crisis: <ul style="list-style-type: none"> ○ A crisis constitutes circumstances or situations that cannot be resolved by one's customary problem-solving resources and bad consequences are likely to follow. Crisis vs. Emergency: If a situation can wait 24 to 72 hours for a response without placing an individual or a family in jeopardy, it is a crisis and not an emergency. ◆ Family Crisis Intervention Program: <ul style="list-style-type: none"> ○ Family Crisis Intervention focuses on the immediate problem of unruly children and families who are in crisis and focuses on helping families to stabilize and mobilize resources. The Case Managers providing this form of case management respond immediately to court applications, convening family meetings to resolve the immediate issues and identify underlying service needs. ◆ Unruly: <ul style="list-style-type: none"> ○ TCA 37-1-102 (b)(32) a child in need of treatment and rehabilitation who: 1. Habitually and without justification is truant from school while subject to compulsory school attendance under TCA 49-6-3007; or 2. Habitually is disobedient of the reasonable and lawful commands of the child's parent(s), guardian, or other legal custodian to the degree that such child's health and safety are endangered; or 3. Commits an offense which is applicable only to a child; or 4. Is away from the home, residence, or any other residential placement of his parent(s), guardian, or other legal custodian without their consent. Such child is known and defined as a "runaway". 	

Policy Statement:

The Department of Children's Services shall provide Family Crisis Intervention Programs (FCIP) in all counties of the State. The program ensures that all appropriate community services have been utilized prior to any dependent, neglected, and unruly child entering state custody. In addition, all Juvenile Courts in Tennessee refer unruly children as defined by state law to the Department of Children's Services' FCIP prior to committing a child to

state custody and the FCIP must certify to the Court any unruly child requiring additional court intervention or State custody.

Purpose:

To provide immediate services to stabilize unruly juveniles and families who may be experiencing crises as required by TCA 37-1-168 and/or provide case management services to families and their children to improve or ameliorate conditions and behaviors that constitute a threat of harm to children who are at risk of entering state custody or re-entering state custody. The latter includes developing a plan with the family, linking the family with resources in the community, conducting family interviews, building a child and family team and advocating for the child and family to receive needed services.

Procedures:**A. Referral of FCIP Cases**

1. FCIP cases are received through the following sources:
 - ◆ Court Liaison, or
 - ◆ DCS Employee.
2. In order for a case to be accepted it must meet the following criteria:
 - a) Meets the definition of unruly;
 - b) Juvenile Court may only make a referral to FCIP on cases in accordance with TCA 37-1-168 (b) when there has been request for intervention made by a parent, juvenile, or any other public or private organization serving children, that has contact with the juvenile or family in crisis; or on cases in which a petition has already been filed or exists on a juvenile with the court in accordance with TCA 37-1-168 (c).
 - c) Truancy only FCIP referrals must meet the following criteria:
 - ◆ Must have at least ten (10) unexcused days;
 - ◆ The school must show documented proof that they have made an effort to engage the family by completing the following (per TCA 49-6-3007, e):
 - Written notice has been sent to the family notifying them that their child's attendance is required.
 - The family was referred to a truancy board, if available.
 - ◆ If the parents were charged or fined where applicable.
 - d) If the child is in a "crisis situation" that meets the definition of crisis.
3. The court liaison or the DCS court representative completes form ***CS-0498, Family Intervention Services Application*** and prepares the case for FCIP.

B. Reasons for Denial of FCIP Referral

1. Any FCIP referral made on a child that is eleven (11) years or under is denied and a CPS referral is made to CPS Child Abuse Hotline.
2. Referrals to FCIP are denied if the youth is currently committed to the care of the Department or is on active state probation. If the youth is on active county probation and needs a service that cannot be met via county probation or the community, that referral may be accepted for FCIP. If there are pending delinquent charges, the case may be accepted for FCIP services, but the case is closed once the child is adjudicated delinquent. Youth are not denied FCIP services based on prior adjudications of delinquency.

C. Contact Timeframes

1. Initial contact must be made with the family within forty-eight (48) hours of case assignment. This may be by telephone. The initial contact and face-to-face can be completed by the court liaison at the time of intake. This contact must be entered into on the appropriate screens in **TFACTS** by the court liaison. This contact meets the mandatory face-to-face requirement. The court liaison will not be required to do anything but gather information for the assigned FCIP Case Manager.
2. A face-to-face visit must be completed with the child within five (5) calendar days. Interviews must be conducted in a neutral, safe environment.
3. At least two (2) face-to-face contacts must be with the child during the first thirty (30) days the case is open. Ongoing efforts to engage the child separately from the parents to allow for private discussion should occur.
4. There is a minimum of one (1) face-to-face contact with the child each calendar month.
5. A minimum of one (1) home visit throughout the life of the case.
6. A minimum of one (1) face-to-face with the parent or caregiver during the life of the case.

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

7. FAST assessment is due within ten (10) business days of opening the case. When possible, the DCS representative completes the FAST with the client. The FAST must be updated quarterly throughout the life of the case. Refer to [*Family Advocacy and Support Tool 2.1 Manual*](#) for more information.
8. A CFTM must be held within fifteen (15) calendar days of referral. A **Family Permanency Plan** is developed with the family at this Child and Family Team Meeting (CFTM).

9. The FCIP case can remain open for up to one hundred twenty (120) days. At the one hundred twenty (120) day timeframe, the FCIP Case Manager and Team Leader (TL) must confer to determine if a need for services continues to exist.
10. If the need for services continues, a CFTM is held. A new Family Permanency Plan is completed with the family by the FCIP Case Manager at this CFTM.

D. Refusal of Services

FCIP is a voluntary program. If the family refuses services, the FCIP Case Manager sends a written notice on form **CS-0819, Family Crisis Intervention Program Case Closure**, to the referent stating that the family refused services and closes the case. Refusal of services does not constitute a certification.

E. Certification

1. The FCIP Case Manager **may** certify to the juvenile court that resolution of the juvenile/family crisis is not feasible without further court intervention at any time during the intervention. A CFTM occurs and it is determined that the juvenile/family crisis continues despite every effort of the Family Crisis Intervention Program. Certification must verify that services are unable to ensure the reasonable safety of the child, the family, or community, and appropriate community services have been exhausted and/or the family refuses to work with the program. The FCIP Case Manager completes form **CS-0499, Juvenile/Family Certification** and presents it to the court. A certification is valid for up to three (3) months.
2. After the CFTM occurs, the supervisor reviews the **CS-0499, Juvenile/Family Certification** documents no later than three (3) business days to assess resolution.
3. An FCIP case can be certified at any time after the date of assignment. The case is only certified if it is determined by the FCIP Case Manager and TL that there are no other services available to assist the family.

F. Case Closure

An FCIP case can be closed at any point from date of assignment to one hundred twenty (120) days if there is no longer a need for services.

G. FCIP Case File Organization and Documentation

1. TFACTS serves as the official DCS record. Documents or information including case recordings, assessments and service plans that are located in TFACTS are not to be

printed for the purpose of sharing with other program areas or case records. Additional records not automated by TFACTS are to be uploaded into the TFACTS case record as technology allows. Additional information, pertinent to the record but not automated by TFACTS, is to be uploaded into the TFACTS case record as technology allows. Information relative to case evidence that cannot be uploaded into the TFACTS case record is maintained in a supplementary hard copy record (i.e.; DVDs, large medical records, birth certificates).

2. Each family has one (1) record.
3. FCIP 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.

H. FCIP Case File Closed Disposition

1. FCIP closed case file disposition is in accordance with DCS Policy [9.4, Confidential Child-Specific Information](#).
2. Eligible case files are destroyed and documented on or before June 30th each year.

Forms:

[CS-0050, Case Intake Packet Documents and Native American Heritage Verification](#)

[CS-0498, Family Intervention Services Application](#)

[CS-0499, Family Intervention Services Juvenile/Family Certification](#)

[CS-0789, Authorization for Release of Information to DCS: TennCare Eligibility and Authorization for DCS to Release Information to TennCare](#)

[CS-0819, Family Intervention Services Case Closure](#)

Collateral Documents:

[9.4 Confidential Child-Specific Information](#)

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

Family Permanency Plan – (in TFACTS)

[Tennessee Family Advocacy and Support Tool 2.1 Manual](#)