The DCP&P process on contacting DCSOC CSA for MRSS dispatch for placements and replacements with Resource and Kin Families

REQUESTING MRSS DISPATCH

When the Resource Unit obtains placement for youth(s) 3 years old or older, the CP&P worker or local office representative will request a MRSS dispatch from PerformCare by calling:

1-877-652-7624

- The CP&P representative will select the MRSS telephone prompt for MRSS Dispatch.

- A Member Service Representative will field the call and gather demographic information to determine whether the youth has an existing record or register a new youth(s).
  - MRSS can be dispatched on sibling groups whether they are being placed in the same or different resource or kin homes. The CP&P worker will need to provide information to register each youth.

- After all demographic information is verified or a new record is created, the Member Services Representative will transfer the CP&P representative to a Care Coordinator. The Care Coordinator will request clinical information and seek consent for MRSS dispatch from DCP&P and the Resource/Kinship parent.
  - Please see the attached triage form for information the care coordinator will be requesting.
  - The Resource/Kinship parent should be available to give consent for MRSS to visit their home.
  - When a child is open to CMO there will be no MRSS dispatch. When a youth is open with the CMO, the CP&P representative will contact the CMO to notify them that the youth is being placed in resource or kinship care and request an FTM/CFT to discuss support services.

- Next, the Care Coordinator will hold a conference call with the local MRSS agency and DCP&P representative. After MRSS obtains information from the Care Coordinator, the Care Coordinator will disconnect from the call.

- MRSS will speak with the DCP&P representative to verify information and ask safety related questions. MRSS will respond within one hour from the request or the dispatch can be delayed until an agreed upon date and time the next day. The youth and DCP&P representative should arrive to the Resource/Kinship home or be in route before MRSS is scheduled to arrive.

- For delayed dispatches MRSS will email the CP&P worker release forms which require the workers signature. Worker will print and sign the forms and scan them and email them back to the MRSS worker.
• Upon arrival, MRSS will begin engagement and assessment of the youth and resource family. Be prepared to share the youth/family’s information and history and sign consent forms. The MRSS assessment form is attached in order to share what type of information will be gathered.

The process for accessing MRSS is standard across the state. In the event that a youth is placed in another county, the same process should be followed.

If the DCP&P representative experiences any issue during the triage process with the CSA, the DCP&P worker should request a care coordinator supervisor. If the situation is not resolved the CP&P worker can ask the Team Leader to be conferenced into the call. (Insert Team Leader Name and cell phone number).

COORDINATION AFTER INITIAL MRSS DISPATCH
A phone conference between the Mobile Response worker and CP&P work should take place within the first week of resource or kinship placement. MRSS and DCP&P representatives should maintain contact and notify one another of any new circumstances that arise as well as progress and status.

CP&P and MRSS representatives will hold monthly conferences to discuss youth and their case planning. The following staff will attend the conferences: Team Leader, Program Director of MRSS, MRSS Liaison, DCP&P Worker and Supervisor, RDS, Local Office Point Person, Local Office Data recorder, MRSS staff and clinical consultant, local office nurses and resource staff.

TRACKING
MRSS will track the following information:
• All youth referred placed or re-placed by CP&P.
• Dispatch response timeframe - immediate or deferred.
• Name of DCP&P case worker.
• Youth referred but an actual dispatch response never occurred.
• Youth’s plan of care including the supports and services with which the youth was engaged
• Youth who are re-referred

DCP&P will track youth involved with the project through the Red Cap electronic tracking system. Each local DCP&P office will appoint a point person as well as a primary and back-up data recorder. The next business day the worker will provide the tracking point person a hard copy of Red Cap data form to be entered into the system.

Point People and Data Recorders
• County Team Leader email phone number
• County Office Case Work Supervisor email phone number questions
• AA email phone number questions/data
• RDS email phone number questions/data
• County Office Case Work Supervisor email phone number data
• AA email phone number
• RDS email phone number
• Local MRSS Program Director email phone number
• PerformCare Care Coordination Supervisors
• CSOC MRSS Service Line Manager -