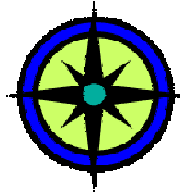




Sponsored by Eckerd Community Alternatives

CHILD SAFETY & FAMILY PRESERVATION



Your Compass for Care CHILD / YOUTH HANDBOOK

Your Case Manager's Name

Telephone #
(727)

Case Manager's Supervisor's Name

Telephone #
(727)

After Hours On-Call Case Manager: (727) 408-0516
8 a.m. – 5 p.m. Client Provider Helpline: (727) 409 – 3736
ECA Kids Helpline: 1 (877) 316-5836

WELCOME

This handbook will help you learn about the Child Safety and Family Preservation (CSFP) program at Directions for Mental Health. If you have any questions, please ask your case manager – he or she is here to help you! We always want to treat you with dignity and respect.

WHO WE ARE

The CSFP program works with children and families who are in need of help or protection.

We believe that every child has the right to grow up within a safe and healthy family that loves and nurtures them. When a child needs to be taken from their home because it is no longer in the best interest of their safety and well-being, we try as hard as we can to find a relative or friend for the child to live with, in a home where they will be most comfortable.

We want to make sure that the services we provide meet your needs and are done in the place where you live and in the places where you are comfortable.

***** We Want to Keep You Safe *****

OUR SERVICES

- ★ Protect you from abuse and neglect
- ★ Find resources in the community to help you feel better
- ★ Help you live where you want to live or help you find a place to live that is safe and where your needs are met
- ★ Help you find a forever family, if you need one
- ★ All of these things together are called Case Management

ABOUT US

- ★ We are located in Pinellas County
- ★ Our lead agency is Eckerd Community Alternatives

WHAT WE DO



CASE MANAGEMENT

- ★ Our case managers are there for you

- ★ They have a college degree and are trained to help you
- ★ Their purpose is to coordinate resources and community services to assure the

**SAFETY
SECURITY
WELL-BEING**

of you, your family, and your caregivers

- ★ Your case manager:
 - ⇒ WILL...talk to you alone
 - ⇒ WILL...visit you in your home
 - ⇒ WILL...help you with your family or caregiver
 - ⇒ WILL...go with you to hearings related to your case
 - ⇒ WILL...set up visits with your parents/step-parents, brothers and sisters, caregivers, and grandparents/step-grandparents

ADOPTION

- ★ The purpose is to make sure you live in a loving, trusting home with a forever family.
- ★ Not everyone who receives our services needs to be adopted, but when children cannot safely remain with their parents, a forever family is found.
- ★ If you are adopted...
 - ⇒ You will be a part of the process of finding a new family with new parents
 - ⇒ You will be respected for who you are and what you bring to the family
 - ⇒ Your special needs and strengths will be considered
 - ⇒ Your abilities, interests, and choices will be shared with your new family
 - ⇒ You will meet and make new friends
 - ⇒ Your opinions, fears, and hopes will matter
 - ⇒ You will still have the right to observe your faith
 - ⇒ You will attend school and see doctors, dentists, and other healthcare professionals
 - ⇒ You will have the chance to enjoy family time and be part of vacations
 - ⇒ You will be part of a new community
- ★ Your adoption specialist will help you maintain connections with brothers and sisters, grandparents, birth parents, and foster parents, if you want to.

RESOURCES



- ★ You may have seen upsetting situations before a CSFP case manager came into your home.
- ★ We offer you a number of supportive resources to help you stay with your family or help you adjust to your new home and family.

HOW YOU BECAME KNOWN TO US



- ★ The hotline is called when someone suspects you are not safe or in danger in your home, and the CPI Unit with the Pinellas County Sheriff's Office responds.



WHAT TO EXPECT



- ★ The goal is for families and caregivers to HELP you in your home, your school, or your community.
- ★ You might go to court and talk to a judge. The judge's job is to decide where the safest place for you is.
- ★ Your Case Manager will go with you to court.
- ★ Your Case Manager will visit you where you are staying and at school.
- ★ You might have to answer a lot of questions. These questions help your Case Manager figure out what you need, what you like, what you're good at, and what you need help with.
- ★ Your Case Manager will help you visit with your sisters, brothers, or other family members who are important to you.

THE CASE PLAN

- ★ The case plan is a guide for you, your Case Manager, and your parents and/or caregiver.
- ★ The case plan will be written in partnership with you and your parents and/or caregiver.
- ★ You are a part of the case plan.

- ★ The case plan will talk about the conditions and/or behaviors that caused the risk to your safety or well-being.
- ★ We want to hear what you have to say.
- ★ We want to know what you like to do and what you do not like to do.
- ★ We want to know all the things you are good at.



VISITATION

- ★ The court sets the guidelines for visitation with your parents or caregiver, including whether you can visit with them alone or must have an approved adult present.
- ★ Tell us your fears, feelings, or wishes about your visits.

YOUR SAFETY

WHO DO YOU TALK TO IF YOU DO NOT FEEL SAFE

- ★ Case Manager or other staff
- ★ Friend
- ★ Teacher
- ★ Guidance Counselor
- ★ Youth Worker
- ★ Law Enforcement
- ★ Abuse Hotline
- ★ Social Worker
- ★ Doctor or Nurse
- ★ Family member or caregiver
- ★ Any safe adult who you trust



YOUR SAFETY IN OUR FACILITIES

- ★ We ensure your safety.
- ★ We have fire alarms and fire extinguishers at all our offices.
- ★ We practice fire and emergency drills.
- ★ There are lighted exit signs and evacuation maps to follow in case of evacuation.
- ★ There are first aid kits in every office and staff that can help.

WHEN SERVICES END



- ★ The court makes all decisions about you staying in foster care or returning to your parents' home.
- ★ If you are 18, your Case Manager will refer you to the Independent Living Program, which will help you transition into adulthood.

YOUR RIGHTS & RESPONSIBILITIES



RIGHTS

- ★ We believe you have the right to grow up

SAFE

HEALTHY

HAPPY

with families that love and nurture you.

- ★ You have the right to be treated with courtesy and respect, including understanding your self-esteem and protection of your need for privacy.
- ★ You have the right to honest answers to questions or requests.
- ★ You have the right to know who is responsible for your care.
- ★ You have the right to know who your Case Manager and their Supervisor are.
- ★ You have the right to know what supports and services are available for your special needs.
- ★ You have the right to know what rules apply to how you behave.
- ★ You have the right to know what our business hours are and how to contact us after hours.
- ★ You have the right to services, no matter your sex, race, national origin, physical handicap, age, religion, or sexual orientation, or where you come from. If you believe you have been discriminated against, please contact Chantal Laperle at 727-524-4464, extension 1720.
- ★ You have the right to express your opinion about how you are being treated and the services you receive. You have the right to file an official complaint with Directions by calling 727-524-4464 and asking to speak with someone in the Quality Department.

- ★ You also have the right to contact the Department of Children and Families at 813-558-5700, or the Abuse Hotline at 1-800-962-2873 if you feel you are being abused, abandoned, or neglected.
- ★ You have the right to receive services in a safe and healthy environment.
- ★ You have the right to participate in your case progress.
- ★ You have the right to report any concerns of abuse or neglect.
- ★ You have the right to know that if we suspect that you have been abused or neglected, we are required to report it.
- ★ You have the right to know about court hearings.

RESPONSIBILITIES

- ★ Tell your Case Manager about yourself or any problems you are facing.
- ★ Tell your Case Manager about changes at home.
- ★ Know what is expected of you.
- ★ Follow your part in the case plan.
- ★ Ask questions about your case plan and what is expected from you.
- ★ Attend school and outings.
- ★ Know what rules apply to you, especially your conduct.
- ★ Avoid illegal activities.



OUR GRIEVANCE PROCEDURES

- ★ If you have any concerns or complaints about your care, you can first tell your Case Manager.
- ★ You can also speak with a supervisor or manager.
- ★ If it is not settled, your Case Manager will help you write and file a grievance.
- ★ If you still have concerns, you can call the Quality Department and they will help you with your concern about your Case Manager or his or her supervisor. The phone number is 727-524-4464. Ask to speak with someone in the Quality Department.
- ★ You will hear the outcome within 10 days.

*****You will NOT get in trouble for speaking up.
We are always here to listen*****

CODE OF ETHICS



- ★ Our biggest concern is for your safety and well-being.
- ★ Our staff is responsible for obeying the laws.
- ★ If you want a copy of the Code of Ethics, just ask.

CONFIDENTIALITY



- ★ We respect your privacy.
- ★ What you say to staff will be used in your best interest.
- ★ We follow the laws to protect what you say to us.

YOUR SATISFACTION



LET US KNOW

- ★ We value what you have to say.
- ★ You can tell your Case Manager what you think and how you feel about how they treat you and your family.
- ★ You can tell your Case Manager what help you need.
- ★ Feel free to discuss if you are happy or unhappy with our services.
- ★ Feel free to discuss if you are happy or unhappy with staff.
- ★ Staff or your family can help you complete a form to let us know your opinion on how we have taken care of you and your needs.

SPECIAL NEEDS



- ★ If you have any special needs or disabilities, let your Case Manager know.
- ★ Your Case Manager will follow up and help you.

OUR LOCATIONS AND HOURS OF OPERATION

Community-based CSFP Services are available at:

Starkey Lakes Center
8550 Ulmerton Road – Suite #130
Largo, Florida 33771
(727) 456-0600

Monday through Friday, 8 a.m. – 5 p.m.

Home visits and visitations are conducted as needed during and after the hours listed, including weekends.