



Allegheny County Department of Human Services

Collaboration between Hello Baby and the Office of Children, Youth and Families (CYF)

09/01/2020

Printed copies are for reference only. Please refer to the electronic copy for the latest version.

Standard of Practice

Collaboration between Allegheny County Department of Human Services (DHS) Office of Children, Youth and Families (CYF/child welfare) and Healthy Start

Healthy Start (Hello Baby Priority provider agency) will have access to information about child welfare and other key system involvement when they receive a Hello Baby referral.

- DHS allows authorized users within contracted provider agencies to view information about individual clients and their service involvement across many data sources in the Data Warehouse through an application called ClientView¹.
 - *Note:* During community feedback discussions, some community members preferred that ClientView be used sparingly and Healthy Start first reach out to the family and learn their story before looking at records. However, in the final implementation discussions with our partners from the Camden Coalition and Healthy Start, it was decided that providers would greatly benefit from background data about clients to inform engagement efforts.
- Demographic information is also available to view, as well as service plans, assessments and electronic documents.

¹ The Allegheny County ClientView application provides information such as client demographics, services provided across multiple DHS program offices, electronic documents, service plans and assessments to help better serve our clients through integrated service delivery.

Approved by: Erin Dalton (EXECUTIVE DEPUTY DIRECTOR), Marc Cherna (Executive Director)
Version 1

Questions and comments may be directed to DHS-policy@alleghenycounty.us or 412-350-2751

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- Service involvement, demographic information and assessments are helpful for the Hello Baby care team to understand a family's needs and complex risk factors.

Hello Baby care team will engage with the family before reaching out to the child welfare caseworker and supervisor.

- Once the family is engaged, has consented to Hello Baby care team collaborating with child welfare and has signed the appropriate release of information, the Hello Baby care team will initiate contact with the CYF caseworker and supervisor.
- Healthy Start will email or call the listed CYF caseworker from the client's ClientView information.
- The purpose of this initial contact is for the Hello Baby care team to learn about the family's needs, as identified by child welfare, and determine if there are any imminent risk or safety issues to be aware of.

Hello Baby care team will establish care coordination for family and encourage family to include child welfare caseworker as part of the team.

- The family may decide whether their CYF caseworker is part of their care team, but Hello Baby will encourage the family to include child welfare staff as an essential member of the working team.
- If the family agrees to child welfare and Hello Baby collaboration, there will be open communication between Hello Baby and child welfare. The Hello Baby care team, child welfare staff and the family will decide who will take the lead service provider role and who will act in a supportive capacity.
- If the family declines interaction between Hello Baby and child welfare, the teams will not work together.

Child welfare requirements for Hello Baby participants

- Child welfare caseworkers are still required to complete all state mandated requirements for investigations and cases (safety and risk assessments, Family Advocacy and Support Tool (FAST) assessments, etc.).

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- The child welfare caseworker and Hello Baby care team should work together, with the family, to select appropriate services and goals to reduce duplication and burden on the family.

If a child welfare referral is made while a family is engaged with Hello Baby Priority, child welfare will find Hello Baby service involvement in ClientView and contact Hello Baby Priority to gather collateral information.

- The child welfare caseworker will reach out to the Hello Baby care team to gather information about family's needs and other relevant information pertaining to the referral.
- The child welfare caseworker, Hello Baby care team and family will work together to establish goals and determine next steps and any appropriate services that might assist the family.

Shared case planning and consultation

- Healthy Start will establish Hello Baby Priority case consultations and child welfare staff will participate for all families they are involved with. This will provide an opportunity to discuss and learn how Hello Baby and child welfare work together.
- The Hello Baby care team will participate in CYF conferencing and teaming meetings if the family requests their participation.

Mandated reporting

As mandated reporters, Healthy Start staff are required to report suspected abuse or neglect of children to ChildLine. When a family is already involved with child welfare, Healthy Start is also encouraged to reach out to the assigned caseworker to discuss the report.

Related Documents

- [Hello Baby and Child Welfare Status Policy](#)
- [Hello Baby Predictive Risk Model Policy: Use of and Access to the Model Score the Model Score](#)

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