

Creating and Sending SafeCare Colorado (SafeCare) Prevention Referrals through Modernized Trails

Purpose:

The purpose of this document is to describe the process of creating and sending SafeCare Prevention Referrals through Modernized Trails.

Overview:

The SafeCare Prevention Referral was released in Legacy Trails in 2014. Child welfare staff have been referring eligible families to SafeCare Prevention Services from Legacy Trails since that time.

The SafeCare Prevention Referral was released in Modernized Trails in July 2018. Child welfare staff will now refer eligible Screen Out Referrals to SafeCare Prevention Services from Modernized Trails.

All other eligible pathways (specified below) will continue to be referred to SafeCare Prevention Services from Legacy Trails at this time.

In this user guide, we will walk through the following steps:

1. Review eligibility criteria for any child welfare referral to SafeCare
2. Create a new Prevention Service/Referral in Modernized Trails
3. Send a SafeCare Prevention Referral in Modernized Trails

Review Eligibility Criteria for a Child Welfare Referral to SafeCare

1. Family must reside in a county where SafeCare Prevention Services are provided. Click [HERE](#) to view a list of SafeCare programs by county or visit SafeCare.CO4Kids.org and click Find a program near you.

Modernized TRAILS Requirement: Responsible County field must indicate a SafeCare county.

Responsible County

El Paso

TROUBLESHOOTING TIP: Sometimes users will not see Prevention/SafeCare as an option because Responsible County shows HCCC. This field needs to be changed to the actual county name to activate the SafeCare Prevention Referral.

2. Family must have at least one child age five or under residing in the home.

Modernized TRAILS Requirement: Clients must include a caregiver and at least one child five or under.

Clients 4	
[Redacted] (Age 26 yr) - [Redacted] (Alias - 7)	+
[Redacted] (Age 34 yr) - [Redacted]	+
[Redacted] (Age 6 yr) - [Redacted]	+
[Redacted] (Age 2 yr) - [Redacted] (Alias - 1)	+

3. You believe the parent or caregiver could benefit from 1 or more of the SafeCare program topics (Health, Safety, Parent-Child or Parent-Infant Interactions).

4. Family must not have a court-involved child welfare case. The following child welfare pathways can be referred for SafeCare Prevention Services:

- MODERNIZED TRAILS
 - Screen Out Referral
- LEGACY TRAILS
 - Closed Traditional Case
 - Open (or Closed) Assessment (HRA) - with completed safety assessment
 - Open (or Closed) FAR - with completed safety assessment
 - Open (or Closed) non-court involved case - with completed assessment

Create a New Prevention Service/Referral in Modernized Trails

Step 1

The Child Welfare (CW) Referral must be screened out

Referral Disposition*

Not Accepted for Assessment ▼

and submitted for approval

Request Approval Save Request Approval

before the SafeCare Prevention Referral is an option in Modernized Trails.

Step 2

Scroll down to the Prevention/Service Referrals section on the Referral Details Page. Click on the arrow to the right of Actions and select Add Prevention or Service Referral.

Prevention/Service Referrals 0			Actions ▼
Date Referred ▼	Completed By ▼	Services ▼	Add Prevention or Service Referral
No Prevention/Service Referrals information available			

Step 3 - Service Provider Information Section

A new window will open called New Prevention or Service Referral for you to fill in details for the SafeCare Prevention Referral.

Fill in all mandatory fields, as indicated by an asterisk *. Some fields will pre-populate, including today's date and your name. Use the following information to guide you through filling in the fields:

County: Select the county where you will be referring the family for services


Service Category: Prevention

Service Type: SafeCare

Pathway: Select the appropriate pathway (*Screen Out Referral is the only pathway sent through Modernized Trails)

Funding Source: Leave Blank

Family Eligibility Criteria / Caregiver Eligibility Criteria: Select all applicable risk factors

Provider: Select the lookup button  to search for your local SafeCare provider. The search criteria is defaulted to look for SafeCare providers in the county identified on the referral. Because of this, you can just scroll to the bottom and select the green search button. The SafeCare provider in your county should return. Click on your choice and it will highlight in blue. Click the green select button. The remaining fields in this section will populate.

TROUBLESHOOTING TIP: If the search does not yield the SafeCare provider for your county, you can search by provider name or provider ID if you have this information. You can also select

Show Advanced Search Options

from the provider search window and clear the county field. The search result will yield all SafeCare providers in the state. If you do this, please be sure to select the SafeCare provider that serves your county. See provider search window below:

Select Provider ↗ ✕

Search Queries

Provider Name <input type="text" value="Enter Name"/>	Soundex <input type="checkbox"/> On <input checked="" type="checkbox"/> Off	Exact Name Matching <input type="checkbox"/> On <input checked="" type="checkbox"/> Off	Provider ID <input type="text" value="555555"/>
Address <input type="text" value="123 Elm st"/>	City <input type="text" value="Denver"/>	ZIP <input type="text" value="80132"/>	
Service Category <input type="text" value="Select Category"/> ▼	Service Type <input type="text" value="Select Type"/> ▼	Service Status <input type="text" value="Select Status"/> ▼	
Resource Type <input type="text" value="Select Resource T"/> ▼	Provider Type <input type="text" value="Select Provider Ty"/> ▼	Region <input type="text" value="Select Region"/> ▼	Judicial District <input type="text" value="Select Judicial Dist"/> ▼
SSN <input type="text" value="000-00-0000 or 0000"/>	FEIN <input type="text" value="00-0000000"/>	County/Agency <input type="text" value="Select County/Age"/> ▼	Service Assigned To <input type="text" value="Enter Name"/>

[Hide Advanced Search Options](#)

Clear
Search

Cancel
Select

Step 4 - Client and Collateral Referred Section

Click the arrow to the right of the Clients and Collaterals field. A list of referral participants will appear.

Select the check box to the left of the participants you want included on the SafeCare Prevention Referral. As you select the check box, the participant information will auto populate in the Client and Collateral Details box.

SHORTCUT: You may select the check box to the left of the select all option if you wish to include all participants on the SafeCare Prevention Referral.

Client and Collateral Referred

Client and Collaterals*

- Select all
- [Redacted]
- [Redacted]

	Gender ▼	Type ▼	Client/Collateral ID ▼
<input checked="" type="checkbox"/>	Female	Client	[Redacted]
<input checked="" type="checkbox"/>	Male	Client	[Redacted]

After selecting participants, select the radial button next to the Primary Contact on the referral so the SafeCare program knows who they will be outreaching to.

Client and Collateral Details						
Primary Contact	Name ▼	DOB ▼	Age At Referral ▼	Gender ▼	Type ▼	Client/Collateral ID ▼
<input checked="" type="radio"/>	[Redacted]	03/21/1992	26	Female	Client	[Redacted]
<input type="radio"/>	[Redacted]	03/27/2012	6	Male	Client	[Redacted]

Step 5 - Contact Information Section

The Primary Contact Name, Phone Number, Email, and Address will pre-populate from the CW Referral. If needed, you may edit this information by clicking the Edit button to the right of each field.

Fill in all mandatory fields, as indicated by an asterisk *.

The screenshot shows a form titled "Contact Information" with the following fields:

- Primary Contact Name: [Text input field]
- Phone Number: [Text input field]
- Email: [Text input field]
- Address: [Text input field]
- Primary Language*: [Dropdown menu with "Spanish" selected]
- Family Structure*: [Dropdown menu with "Single Female" selected]
- Number of Adults in Home*: [Text input field with "1" entered]
- Number of Children in Home*: [Text input field with "1" entered]

Step 6 - Reason for Referral

The screenshot shows a form titled "Reason for Referral" with a text area containing the following instructions:

Narrative about provider safety (i.e. several large aggressive dogs at the home), suggestions on best way to reach the family (i.e. mom is expecting a text in the next week OR mom works nights and sleeps mornings so best to call between 1PM-3PM), or high level reason for referral. Do not include Red Team Framework or detailed child welfare or other family history information.

Send a SafeCare Prevention Referral in Modernized Trails

Similar to the SafeCare Prevention Referral in Legacy Trails, the completed SafeCare Prevention Referral in Modernized Trails will be emailed to the SafeCare site as a PDF attachment. You will fill out the **Delivery Information Section** and follow these steps carefully to be sure an email with the SafeCare Prevention Referral is sent to the SafeCare site.

The screenshot shows a form titled "Delivery Information" with the following fields:

- Provider Name: [Text input field with "LUTHERAN FAMILY SVCS ROCKY MOUNTAINS (LFSRM)"]
- Provider Email: [Text input field with "SafeCareCO@fstrm.org"]
- Worker Will Receive Copy: [Radio buttons for "Yes" and "No"]
- Date Sent*: [Text input field with "08/15/2018" and a calendar icon]
- Sent By*: [Text input field with "Christian Sharpe"]

Buttons: "Generate" (blue), "Send Email" (green)

Step 1 - Verify Provider Name / Email

The Provider Name and Provider Email fields will pre-populate after selecting the SafeCare provider from the Service Provider Information Section above. Verify this information is correct.

If needed, you can modify the Provider Email field; however **please note** the referral will not be received by the SafeCare site if the email address is incorrect.

Step 2 - Do you want to receive a copy?

If you want to receive a copy of the email and SafeCare Prevention Referral when it is sent to the
Worker Will Receive Copy

SafeCare site, leave Yes No to the default (Yes is highlighted blue). If you do not want to receive a copy of the email, click No so it is highlighted blue.


Step 3 - Print SafeCare Prevention Referral PDF

If you would like to print a copy of the PDF for your paper file, select the blue button and a copy of the PDF will open for you to print.

Step 4 - Send Email

When you are ready to send the referral to the SafeCare site, select the green button to send an email with PDF attachment. After the email has been sent, you will see your name and today's date populate in the last two fields.

Date Sent*

Sent By*