

Modernized Trails SafeCare Prevention Referral - User Guide

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 functionality was released in Modernized Trails in July 2018. Child welfare staff 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

A. Review Eligibility Criteria for a Child Welfare Referral to SafeCare

1. Reside in a SafeCare County

The family must reside in a county where SafeCare Prevention Services are provided. View a list of [SafeCare programs by county](#) or visit the [SafeCare Colorado website](#).



Troubleshooting Tip:

Sometimes users will not see Prevention/SafeCare as an option because Responsible County shows the Hotline County Connection Center (HCCC). The Responsible County field must indicate a SafeCare county in order to activate the Prevention Service Referrals.

2. One Child Age 5 or Under:

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

Troubleshooting Tip:



Sometimes users will not see Prevention/SafeCare as an option in Modernized Trails because the following criteria must be met first before saving and requesting approval on the Referral. This information below needs to be added to the Referral in order to successfully screen it out (a precursor to being able to complete a SafeCare Prevention Referral):

1. Clients must include a caregiver and at least one child, age five or under.
2. “Participating as a Child” and “Role in Referral” must be set for the client who is age 5 or under.
3. All clients must have an address.

3. Parent or caregiver could benefit from one or more of the SafeCare program topics:

The worker believes that the parent or caregiver could benefit from one or more of the SafeCare program topics (Health, Safety, Parent-Child or Parent-Infant Interactions):

- Home Safety: Learn about and remove common household hazards.
- Child Health: What to do when a child is sick or injured.
- Parent-Child Relationship or Parent-Infant Interactions: How to increase positive behaviors and decrease difficult behaviors.

4. Family must not have a court-involved child welfare case:

SafeCare Prevention Services can be referred via the following child welfare pathways

- Modernized Trails
 - Screened 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

1. Referral must be screened out

The Child Welfare (CW) Referral must be screened out and submitted for approval before the SafeCare Prevention Referral is available as an option in Modernized Trails:

Referral Disposition*

Not Accepted for Assessment ▼

Requested By	View Submission History	Date Requested
Caitlin Smith		1/30/2024 11:36:44 AM
<input type="button" value="Request Approval"/>		

2. Add Prevention service

Once the Referral Request for Approval has been submitted, a message appears to Add Prevention Service. A Prevention Service should be added when screening out this referral. Do you still wish to approve this referral?

Add Prevention Service.

A Prevention Service should be added when screening out this referral.
Do you still wish to approve this referral?

After Yes is selected, the user should scroll down to the Prevention/Service Referrals panel on the Referral Details Page. Click on the arrow to the right of Actions and select Add Prevention or Service Referral.

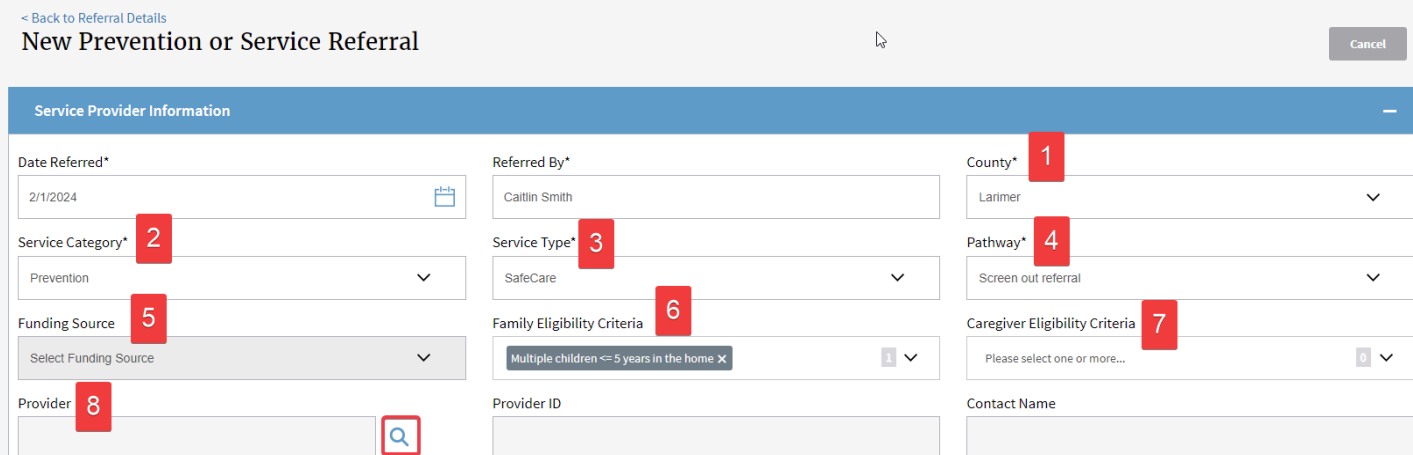
Prevention/Service Referrals Actions ▼				
Date Referred ▼	Completed By ▼	Services ▼	Provider ▼	<input type="button" value="Add Prevention or Service Referral"/>

3. SafeCare Prevention Service Provider Information Panel

A new browser page will open called New Prevention or Service Referral for the user to fill in details to search for the SafeCare Prevention Provider to add to Referral.

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

1. **County:** Select the county where the worker will be referring the family for services
2. **Service Category:** Prevention
3. **Service Type:** SafeCare
4. **Pathway:** Select the appropriate pathway (A Screen Out Referral is the only pathway sent through Modernized Trails)
5. **Funding Source:** Leave Blank
6. **Family Eligibility Criteria:** Select all applicable risk factors
7. **Caregiver Eligibility Criteria:** Select all applicable risk factors
8. **Provider:** Select the lookup button to search for the local SafeCare provider



The screenshot shows a web form titled "New Prevention or Service Referral" with a "Cancel" button in the top right. Below the title is a section for "Service Provider Information" containing several fields:

- 1** County*: A dropdown menu with "Larimer" selected.
- 2** Service Category*: A dropdown menu with "Prevention" selected.
- 3** Service Type*: A dropdown menu with "SafeCare" selected.
- 4** Pathway*: A dropdown menu with "Screen out referral" selected.
- 5** Funding Source: A dropdown menu with "Select Funding Source" selected.
- 6** Family Eligibility Criteria: A dropdown menu with "Multiple children <= 5 years in the home" selected.
- 7** Caregiver Eligibility Criteria: A dropdown menu with "Please select one or more..." selected.
- 8** Provider: A text input field with a search icon (magnifying glass) to its right.

Other fields include "Date Referred*" (2/1/2024), "Referred By*" (Caitlin Smith), "Provider ID", and "Contact Name".

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

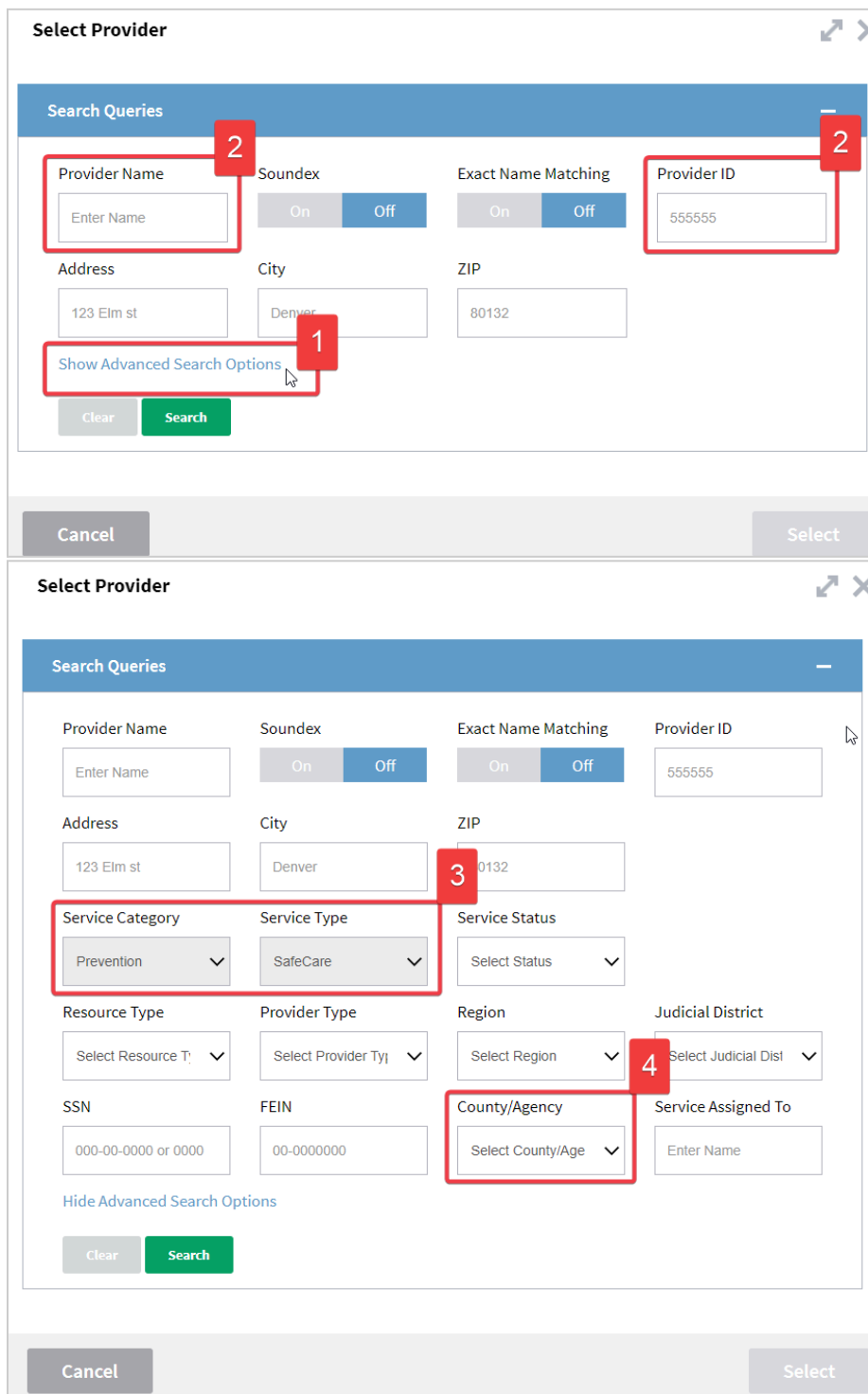
Troubleshooting Tip:



Searching for the Prevention SafeCare Provider can be tricky. It is best to open the Advanced Search:

1. Click on the Advanced Search Options in the Select Provider search pop-up box
2. Ensure the Provider Name and Provider Id fields are blank to see the full list of SafeCare providers.
3. The Service Category of "Prevention" and the Service Type of "SafeCare"

- should default if entered correctly on the previous page
4. Ensure the County/Agency field is defaulted to "Select County/ Agency".
 5. Find and select the appropriate SafeCare Prevention Provider for the county.



Select Provider

Search Queries

Provider Name: Enter Name (2)

Soundex: On Off

Exact Name Matching: On Off

Provider ID: 555555 (2)

Address: 123 Elm st

City: Denver

ZIP: 80132

Show Advanced Search Options (1)

Clear Search

Cancel Select

Select Provider

Search Queries

Provider Name: Enter Name

Soundex: On Off

Exact Name Matching: On Off

Provider ID: 555555

Address: 123 Elm st

City: Denver

ZIP: 80132 (3)

Service Category: Prevention

Service Type: SafeCare

Service Status: Select Status

Resource Type: Select Resource Ty

Provider Type: Select Provider Ty

Region: Select Region

Judicial District: Select Judicial Dist

SSN: 000-00-0000 or 0000

FEIN: 00-0000000

County/Agency: Select County/Age (4)

Service Assigned To: Enter Name

Hide Advanced Search Options

Clear Search

Cancel Select



Select Provider

Search Queries +

Soundex: **false**, Exact Name Matching: **false**, Service Category: **Prevention**, Service Type: **SafeCare** 16 results

Provider Name	Provider ID	Governing Body	Phone Number	Type	County/Agency
COLORADO VISITING NURSE ASSOCIATION				Agency/Facility	Welfare
NORTHWEST COLORADO VISITING NURSE ASSOCIATION	1705364			Agency/Facility	Division of Welfare
SALIDA SCHOOL DISTRICT	1734619		719-530-5377	Agency/Facility	Division of Welfare
SAN JUAN BASIN HEALTH DEPARTMENT	1567135		970-247-5702	Agency/Facility	Division of Welfare
SAN LUIS VALLEY BEHAVIORAL HEALTH GROUP	1679763		719-589-3671	Agency/Facility	Division of Welfare
Savio House	48170		303-225-4100	Agency/Facility	Division of Welfare
The Matthews House - Safecare	1767222	5		Agency/Facility	Larimer
The Pinon Project	1745679			Agency/Facility	Division of Welfare

General Services **1** Household Members **0** Certification & Approval **1**

Cancel **Select**

4. Client and Collateral Referred Panel

Click the down 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 the worker wants included on the SafeCare Prevention Referral. As the worker selects the check box, the participant information will auto populate in the Client and Collateral Details box. The worker may select the check box to the left of the Select All option if they wish to include all participants on the SafeCare Prevention Referral.

Client and Collateral Referred

Clients and Collaterals*

Test Person X 1 ▾

Search

Select all

After selecting participants, select the radio 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 ▾
<input checked="" type="radio"/>	Test Person

5. Contact Information Panel

The Primary Contact Name, Phone Number, Email, and Address will pre-populate from the Referral. If needed, the worker may edit or add to this information by clicking the blue hyperlinked Edit button to the upper right of each field. Fill in all mandatory fields, as indicated by an asterisk.

Contact Information

Primary Contact Name Test Person	Phone Number 303-867-5309 Edit	Email Test.Person@gmail.com Edit
Address 3650 W Oxford Ave Edit Address		
Primary Language* Select Language... ▾	Family Structure Select Structure... ▾	
Number of Adults in Home 0	Number of Children in Home 0	

6. Additional Information Panel - Reason for Referral

Enter the primary reasons for the referral to a SafeCare Prevention Service Provider. The Narrative can include information on why the worker believes the parent or caregiver could benefit from one or more of the SafeCare program topics (Health, Safety, Parent-Child or Parent-Infant Interactions). It can include information with suggestions on the best way to reach the family, best times to reach the family, or an overall high level reason for the referral.



7. Referral Delivery Information Panel

In the Delivery Information Panel, users can email the completed SafeCare Prevention Referral to the SafeCare site as a PDF attachment. Follow these steps carefully to be sure an email with the SafeCare Prevention Referral is sent to the SafeCare site.

The screenshot shows a web form titled "Delivery Information". It contains several fields and buttons:

- 1**: Provider Name field containing "The Matthews House - Safecare".
- 2**: Provider Email field containing "mindl@thematthewshouse.org".
- 3**: Worker Will Receive Copy radio buttons, with "Yes" selected.
- 4**: "Generate" button.
- 5**: "Send Email" button.
- 6**: Date Sent* field containing "02/01/2024".
- 7**: Sent By* field containing "Caitlin Smith".

A "Text watermark" button is visible in the bottom right corner.

1) **Verify Provider Name**

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

2) **Verify Provider Email**

The Provider Email field should pre-populate after selecting the SafeCare provider from the Service Provider Information Section above. Verify this information is correct. If needed, the worker can modify the Provider Email field (this field is editable); however the referral will not be received by the SafeCare site if the email address is incorrect. Please ensure accuracy.

3) **Worker Receives a Copy?**

If the user wants to receive a copy of the email and the SafeCare Prevention Referral when it is sent to the SafeCare site, leave it to the default (Yes is highlighted blue). If the worker does not want to receive a copy of the email, change it to No so it is highlighted blue.

4) **Generate SafeCare Prevention Referral PDF**

If the worker would like to generate and/or print a copy of the PDF for the paper file, select the green button and a copy of the PDF will open for the worker to print.



5) Send Email

When the worker is 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, the worker will see their name and today's date populate in the last two fields.

Date Sent*

08/15/2018



Sent By*

Christian Sharpe

6) Date Sent

After the email has been sent, the worker will see today's date auto-populate in the Date Sent uneditable field.

7) Sent By

After the email has been sent, the worker will see their name in the Sent By uneditable field.

8) SafeCare Referral Report (R660)

Below is an example of the SafeCare Referral Report that is sent to the Provider.



R660

**Colorado Department of Human Services
Trails System Report
Division of Child Welfare**

SafeCare® Colorado

Case/Referral Information				
Referring County:	Larimer	Date:	02/01/2024	Referral ID:
Referred By:	Smith	Phone:	303-813-5816	Email: do-not-reply@state.co.us
Referral Pathway:	Screen out referral			
Family Information				
Family Structure	Adults in Household		Children in Household	
	0		0	
Family Members				
Name	DOB	Age	Gender	Trails Client ID
Test Person		3	Male	3616724
Primary Caretaker Info				
Name	DOB	Gender	Primary Language	
Test Person		Male	English	
Address	Home Phone	Cell Phone	Family Email	
3650 West W Oxford Ave Avenue Denver, CO 80236		303-867-5309	test.person@gmail.com	
SafeCare Colorado Information				
Provider	Site Contact	Phone / Fax	Email	
The Matthews House - Safecare	Mindi Castaneda	(P) 970-449-5191	mindi@thematthewshouse.org	
Family Eligibility Criteria		Caregiver(s) Eligibility Criteria		
<input type="checkbox"/>	Child with special needs	<input type="checkbox"/>	Any prior report to child welfare	
<input type="checkbox"/>	Housing issues (instability, hazardous, etc.)	<input type="checkbox"/>	Childhood experience of abuse/neglect	
<input checked="" type="checkbox"/>	Multiple children <= 5 years in the home	<input type="checkbox"/>	Less than high school education	
<input type="checkbox"/>	Public assistance recipient	<input type="checkbox"/>	Mental health issue	
<input type="checkbox"/>	Single parent (including absent partner)	<input type="checkbox"/>	Substance use issue	
<input type="checkbox"/>	Stepfather or unrelat. male caregiver in home	<input type="checkbox"/>	Violence in the home	
		<input type="checkbox"/>	Young caregiver age (<20)	
Comments/Additional Information:				
test				