NWF Health Network
Policy & Procedure

Series: 400: Provision of Services

Policy Name: Parent Needs Assistance Referrals

Policy Number: 424

Origination Date: 08/01/2017 **Revised:** Board Meeting of 09/10/2026

Regulation: CFOP 170-1 Chapter 16
CFOP 170-2 Chapter 5
CFOP 170-4
CFOP 170-5 Chapter 3

Policy

It is the policy of NWF Health Network (NWFHN), to mandate that all Case Management Organizations (CMOs) provide services to parents needing assistance through the Parent Needs Assistance Referral after accepted by the DCF Hotline pursuant CFOP 170-1 Chapter 16.

For detailed instructions, please see CFOP found here:

CFOP 170-1 Chapter 16 Response to Special Condition Referrals

Procedure

A. The parent needs assistance (PNA) referral will be sent from the local DCF intake counselor to the designated CMO staff. If a PNA is received and cannot be commenced by the CMO within the assigned timeframe due to business hours, the on-call CPI will commence the case. The CPI will transfer the investigation to the DCM the next business day.

B. The response time will be assigned by the hotline and the decision should be based on whether the circumstances warrant a prompt response.

C. The assigned DCM will review the report and determine, in consultation with the DCM Supervisor, whether the report will require face to face contact with the family or telephonic contact. The supervisor should review the nature and severity of the family's request and whether assistance can be provided over the phone. The decision and justification for the decision must be documented in FSFN.

D. The CMO will refer the family for appropriate voluntary community services based on the family's needs. If there is a father in the home, the CMO will refer the father to the NWFHN Fatherhood Initiative Program for screening.

E. A supervisory review of the FSFN case and service provision will be documented prior to case closure.

F. If during the course of service provision information is gathered indicating abuse, abandonment or neglect, the CMO designated staff will immediately report the allegations to the hotline. When allegations are reported to the hotline, the CMO designated staff will notify their Program Manager of the report.

G. The PNA will be submitted for closure in FSFN within thirty (30) days from receipt of the intake.

H. The DCM Supervisors and Program Managers will monitor reports available in FSFN for timely closure of PNAs, and the number of families being served.