

Cross Boundary & Transfer Procedures

between

Supported Child Development Programs

in the

**Lower Mainland, Coast & Sea to Sky &
Fraser Valley**

SCD Program Cross Boundary & Transfer Procedures

October 2015 Updates:

After a review of the forms & process in use, some minor tweaks were made to the forms below. The updated forms can be found on the regional website through this link - [Cross Boundary & Transfer Forms](#). In addition to these changes, we wanted to flag the emerging need to be aware of the use of male and female (as on these forms) with respect to working with the LGBTQ community.

Transfer Form:

We have removed "lower mainland" as that doesn't cover our whole region. This also gives you room to add your logo if you wish.

Supported Child Development Programs Transfer Referral Form

***The family must be aware of the referral and consent to it verbally**
Please initial that you have spoken to the family and that they are aware of and give consent for this referral.*

Request For (tick all that apply): FYI only (no service needed) Consultant Service Extra Staffing Support

Today's Date: _____ Original Date of Referral to SCD: _____

General Information:

Child's Name: _____ M F Date of Birth (D, M, Y): _____

Parents / Legal Guardian: _____ Home Phone: _____

Cell Phone: _____ Email: _____ Moving Date: _____

Current Address: _____

New Address: _____

Languages Spoken in the Home: _____ Interpreter Needed: Yes No

Has this family identified their child as having Aboriginal heritage? Yes No Is this a Child in Care? Yes No

SCD Agency: _____

Coordinator: _____ Phone: _____ Email: _____

Consultant's Name: _____ Phone: _____ Email: _____

Support Guide: Completed, on Date: _____ Individual Plan: Completed, on Date: _____

(*Attach completed Support Guide and Individual Plan and Consent Form*)

Current Services Receiving: Consultation Waitlisted for Consultation Extra staffing Waitlisted for extra staffing

Shared support Individual support Short-term Support (less than 6 weeks) Long-term support (6 weeks+)

Preschool Group Care School Age Care Family Child Care ENR Child Care IOH

Child care hours: _____ **Extra staffing support hours:** _____

Days in attendance: _____ Days: _____

Hours: _____ Hours: _____

Transition Funding Request

Shared Support Individual Support Is transition funding available? yes no Comments: _____

Days of the Week & Hours extra staffing (i.e. 9:30 - 11:00 a.m.; 8:9 a.m. & 3-5 p.m.):

A.M. M _____ T _____ W _____ Th _____ F _____

P.M. M _____ T _____ W _____ Th _____ F _____

If school age, hours for professional days and school holidays: _____

Total Hours per Day: _____ Total Hours per Week: _____

Additional Information / Coordinator Notes:

Transfer Referral Form

June 2012; updated Oct 2015

Request For - identify the nature of the referral by ticking one or more boxes.

The "FYI only" box is for those times a family is moving, & may not need service in their new community. They may, however, want you to give the SCD program where they are moving a heads up.

If relevant, tick both Consultant Service & Extra Staffing Support.

Additional Info / Coordinator Notes - we've added 'coordinator notes' so that coordinators have somewhere to write justification or other information important to the request.

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Cross Boundary Request Form:

We have removed "lower mainland" as that doesn't cover our whole region. This also gives you room to add your logo if you wish.



Supported Child Development Programs Cross Boundary Extra Staffing Request

***The family must be aware of the referral and consent to it verbally**
Please initial that you have spoken to the family and that they are aware of and give consent for this referral.*

Today's Date: _____ Original Date of Referral to SCD: _____

General Information:

Child's Name: _____ M F Date of Birth (D, M, Y): _____

Parents / Legal Guardian: _____ Phone #: _____

Address: _____

Has this family identified their child as having Aboriginal heritage? Yes No Is this a Child in Care? Yes No

SCD Agency: _____

Coordinator: _____ Phone #: _____ Email: _____

Child Care Setting Name: _____

Contact (Administrator): _____ Phone #: _____ Fax #: _____

Support Guide: Completed, on Date: _____ Individual Plan: Completed, on Date: _____

(*Attach completed Support Guide and Individual Plan and Consent Form**)

Preschool Group Care School Age Care Family CC LNR CC IOH

Extra Staffing Support Request Details:

Type of Services: Extra staffing support

Type of Request: New Request Renewal Request Change of hours/days Change of setting

Request is for: Shared support Individual support Short-term Support (less than 6 mos) Long-term support (6 months)

Days of the Week & Hours extra staffing is requested for (i.e. 9:30 – 11:00 a.m.; 8-9 a.m. & 3-5 p.m.):

A.M. M _____ T _____ W _____ Th _____ F _____

P.M. M _____ T _____ W _____ Th _____ F _____

If school age, hours for professional days and school holidays: _____

Total Hours per Day: _____ Total Hours per Week: _____

Start Date: _____ Review/End Date: _____

Additional Information / Coordinator Notes:

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Added IOH (in-own home) - as there are times when a situation may be eligible for SCD funds towards the cost of IOH care.

Additional Info / Coordinator Notes - same as for Transfer Form.

SCD Program Cross Boundary & Transfer Procedures

Introduction/Background:

Supported Child Development (SCD) Programs are each contracted to provide service to a specific geographic community in the Lower Mainland. Families' lives, however, do not always work within these same geographic boundaries. A family may move to a new community. They may also choose child care in a different community than they live in. When either of these situations happens, the SCD Programs in the two communities need to work together.

The sections that follow describe procedures originally developed in 2008-2009 and reviewed for clarity in 2011-2012. They have not been substantially changed from the original, but were made clearer. Principles to support decision making were added. It is expected that this document will be reviewed again once MCFD completes the provincial SCD Policy, anticipated by the end of the 2011-2012 fiscal year.

Guiding Principles:

SCD cross boundary practices are guided by specific principles, including:

a) Family Choice:

SCD Programs in Coast Fraser recognize that while programs live by boundaries, families do not necessarily do so. Respecting this, SCD Programs collaborate to provide services that respect family choice of the location of child care program, know that this choice is influenced by a variety of factors.

b) Accessible:

Recognizing the potential for confusion when 2 SCD Programs are involved, the process is as straightforward as possible for families, child care programs and SCD programs.

c) Coordinated / Streamlined:

Recognizing that each SCD Program has their own systems and forms for requesting, approving and funding extra staffing support, forms and materials for cross boundary situations will be coordinated to minimize confusion for families, child care programs and SCD Programs.

In addition, SCD Programs will have a clear understanding about how to work together in cross boundary situations, including who communicates with whom. Cross boundary requests will be documented on coordinated forms that are kept up to date.

d) Clear / Consistent Communication:

SCD Program Coordinators communicate on a timely basis and provide complete information about the request, following regional agreements. Where there is a need for more information to support a cross boundary request, the information is provided in a timely manner by the program coordinator.

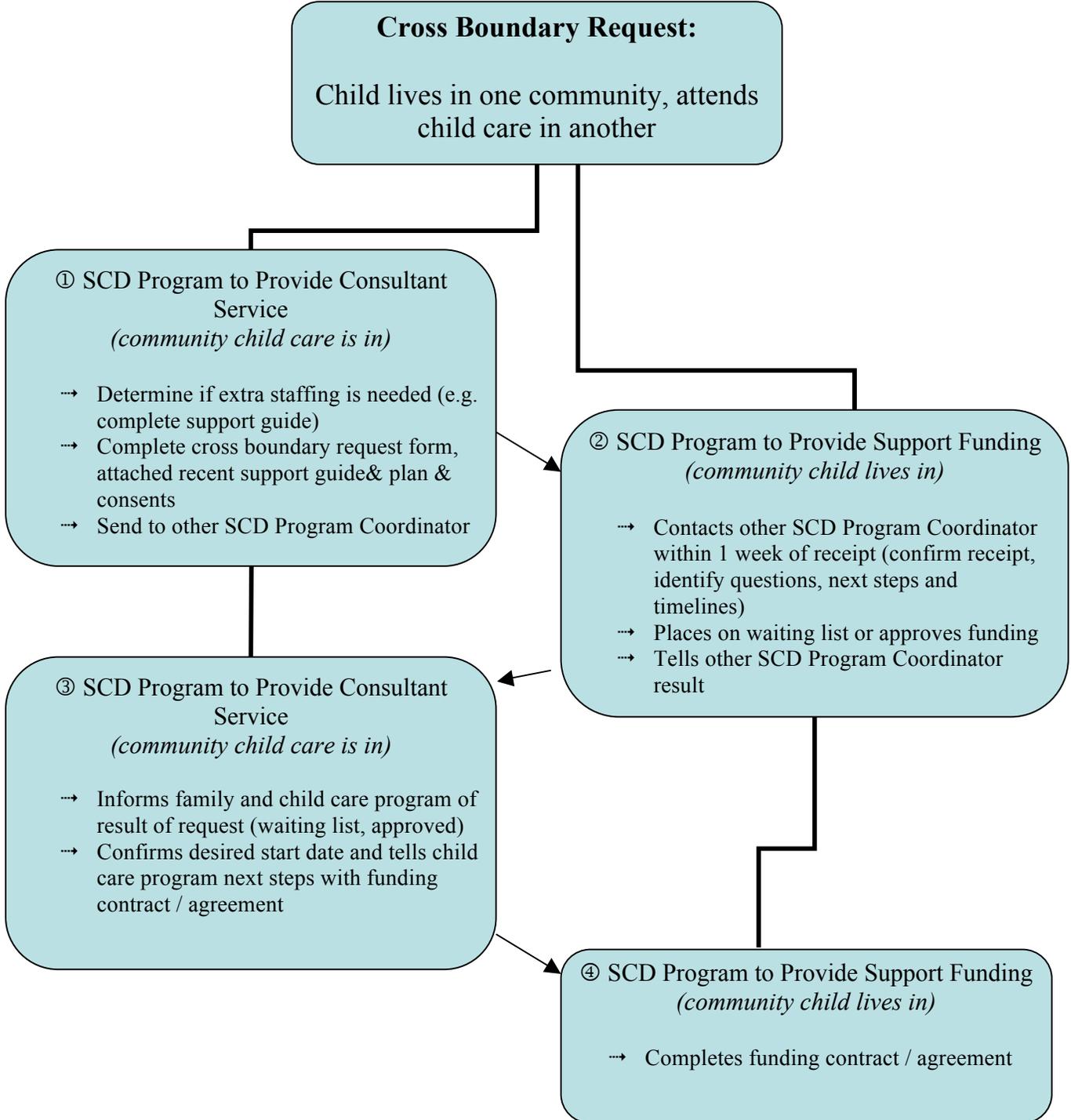
e) Accountable:

When a SCD Program provides funding & consulting service, there are direct mechanisms for accountability. In cross boundary, the SCD Program providing funding does not provide the consulting services. As a result, there is a need for mechanisms to keep the funding program updated in terms of accountability, reporting and ongoing review of the continued need for extra staffing support.

SCD Program Cross Boundary & Transfer Procedures

Cross Boundary Flow Chart:

When a child/family lives in one community and attends child care in another AND extra staffing support is needed, a cross boundary request for extra staffing support is made and involves the following steps (see next page for additional details).



SCD Program Cross Boundary & Transfer Procedures

Notes to Cross Boundary Flow Chart:

The notes below correspond to and provide additional procedures to follow for each of the numbered steps in the flow chart:

① Determining if Extra Staffing Support is Needed and Submitting the Request:

a) Determine if / how much extra staffing support is needed:

- This is determined using the support guide. The support guide for a cross-boundary request must have been done within the year (e.g. cannot be more than a year old).
- The maximum hours/day, days/week etc., must be those of the SCD Program in the community the child/family lives in.
- Ensure that the SCD Consultants informs families and child care programs that cross boundary requests will be based on the standards of their community of residence (e.g. if Richmond SCD standard is max of x hours per day, and that's where the family lives, then this is the max that can be requested). (*Note – we will develop a “Community Standards for Extra Staffing Support” document*)
- Any issues, in specific child/family/child care situations, associated with the standards for hours/day, days/week etc will be addressed between the two program coordinators with a view to reaching a mutually agreeable solution that is consistent with the principles for cross boundary.
- If, following this process, the child care program or family is concerned about this, they will be given contact information for the Coordinator of the funding program so they can discuss their concerns.

b) Complete form(s) and submit request, with recent support guide and individual plan to the SCD Program Coordinator in the community the child/family live in:

- Fully complete the “Cross Boundary Request for Extra Staffing Support” form using standards for hours described in a) above
- Attach complete recent support guide and individual plan and signed consent form**
- Attach funding request (costing) information***
- **As with the support guide, the individual plan has to be within the year. The individual plan needs to clearly identify the ways in which the child care program is going to use the extra staffing support to meet the child’s needs (e.g. what are the goals that extra staffing support is needed for?).
- Recognizing that families may all be in different places - if, at the time of the cross boundary request, there is no plan due to extenuating circumstances (e.g. the rare situation where, for specific family / child care reasons, there is no plan), the two SCD coordinators will discuss at the time of the request and decide how to proceed with the request.

***Note – we are proposing this step also include completing and sending a common “Cross Boundary/Transfer Funding Information” form...this would be a form that provides the other SCD Program with information on the wage, benefit & other costs. See ② b) below for more information about costing.

② Receive Request / Determine if Funds are Available:

SCD Program Cross Boundary & Transfer Procedures

- a) Receive request from other SCD Coordinator, address any questions & identify timeline:
 - Contact SCD Coordinator who sent the request, within one week, to confirm receipt of the request
 - Review request and contact SCD Coordinator who sent the request to discuss questions / further information needed and to identify the timeline for response about whether the request is approved or waitlisted (e.g. by ____ (date) I will let you know).

- b) Complete costing for the request and inform SCD Coordinator who submitted the request of the result:
 - Costing of cross boundary requests will be done based on the standards of SCD Program providing consultation services (e.g. in the child care community) in order for this to be consistent for the child care programs (e.g. as the majority of their funding will come from the SCD Program who provides consultant service, and programs do pay for different things based on their community standard).
 - Any issues associated with this, in specific child/family/child care situations, will be addressed between the two programs with a view to reaching a mutually agreeable solution that is consistent with the principles for cross boundary.

 - Inform SCD Coordinator who submitted the request whether funds are available or the request will be waitlisted.
 - If the request is waitlisted, write a letter confirming waitlist placement and forward to the SCD Coordinator who submitted the request.

③ SCD Program that submitted the request contacts the child care program and family to inform them of outcome of request and, if approved / funds are available, next steps:

- a) If request is waitlisted:
 - inform family and child care program and provide a copy of the letter confirming this.

- b) If request is approved / funds are available:
 - SCD Programs discuss how the funding contract / agreement will be done (e.g. with the child care program directly; between the two SCD agencies)**
 - SCD Coordinator / Program who submitted the request talks to the family and child care program to determine the desired start date for extra staffing support / funding.
 - SCD Coordinator / Program who submitted the request informs child care program how the funding contract / agreement will be done (see ④ below).
 - SCD Coordinator who submitted the request contacts SCD Coordinator providing funding to confirm family/child care have been informed and identify start date for the contract / agreement.

** For the time being, SCD Programs will continue to use their current practices for contracting in cross boundary situations (e.g. some send funds to the other SCD program, some contract directly with the child care program). See the ** note on page 5 for more information about next steps on this.

- c) Once first funding contract / agreement is done (see ④ below), the Coordinator of the SCD Program providing consulting service sends updates to the SCD Program providing funding to verify the continued need for extra staffing support and, on an annual basis to have funding renewed (if it continues to be needed):

SCD Program Cross Boundary & Transfer Procedures

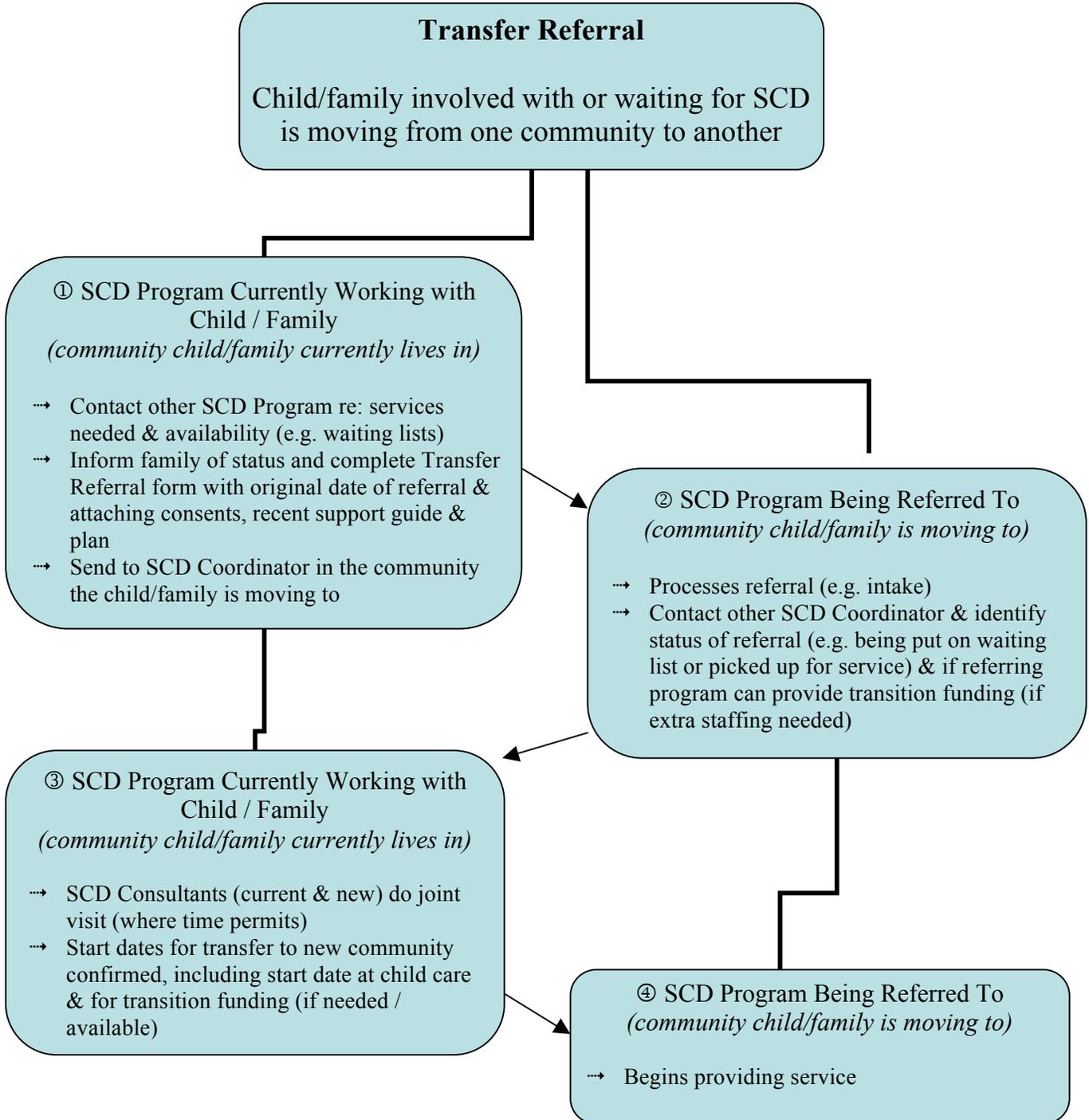
** There still needs to be a big picture conversation about how contracting occurs. To date there have been 2 approaches – the SCD providing funding contracts directly with the child care program or the SCD providing consulting service contracts with the childcare program and the one providing funding sends funds to that program. Questions to be considered: Is there a consistent approach that we want to adopt across the region? If so, what does this look like? What are pros/cons, risks etc. of contracting directly with child care programs versus between the SCD agencies? This conversation ultimately needs to include MCFD (as there are SCD contract subcontracting considerations) and agency Directors / ED's as there are liability, risk, financial considerations. We suggest this conversation would be good to have once the MCFD SCD policy is finalized and agencies meet to discuss how to work together within these policies.

- ④ SCD Program providing funding prepares funding contract / agreement and sends this to either the child care program or other SCD agency (see ③b) above).
- The SCD Program providing the consulting services will send an update to the funding program every 6 months (from the date on which funding starts);
 - Information sent at the 6 month mark does not need to be a full support guide / plan, but something in writing that identifies the continued need for extra staffing support and indicates the goals being worked on (e.g. in an email, a visit note, a individual plan update).
 - Annually (one year from the date on which extra staffing support / funding started / is renewed) the SCD Program providing consulting service will send an updated support guide / plan, consent and updated costing information to the funding program
 - This will follow the steps / process in steps ①, ② and ③ previously described.

SCD Program Cross Boundary & Transfer Procedures

Transfer Flow Chart:

When a child/family involved with or waiting for SCD services is moving from one community to another, a transfer referral is made and involves the following steps (*see next page for additional details*).



Notes to Transfer Flow Chart:

SCD Program Cross Boundary & Transfer Procedures

When a family moves between communities, the following is agreed between the SCD Programs involved:

- The child's date of referral to the new SCD Program will be the original date of referral to the current SCD Program (e.g. if child/family are moving in January 2012, but were originally referred to SCD in their current community on Nov 10, 2011, this date will be used as the 'date of referral').
- If needed, and if funds are available, the current SCD Program will provide up to 3 months of transition funding in the new community. The amount provided will not exceed the funds the program has allocated for the specific child at the time of the transfer referral.

The notes below correspond to and provide additional procedures to follow for each of the numbered steps in the flow chart.

① Initiate Transfer:

- a) Identify that family is moving and consult with SCD Program Coordinator in the community they are moving to:
 - As soon as possible, contact other coordinator to find out potential service status:
 - SCD Consultant Services – wait time or pick up
 - Extra staffing support (if needed) - estimated wait time or potential ability to pick up
 - Inform family of the status, so they are aware / able to take this into account in their decision making (e.g. to support them making an informed decision. For example, if there are waiting lists, some families may choose not to move)
 - Ensure that the SCD Consultants informs family that the standards for extra staffing support (if it is currently being provided) may differ in the community they are moving to (*Note – we will develop a “Community Standards for Extra Staffing Support” document*)
 - Any issues, in specific child/family/child care situations, associated with the standards for hours/day, days/week etc will be addressed between the two program coordinators with a view to reaching a mutually agreeable solution that is consistent with the principles for cross boundary.
 - If, following this process, the family is concerned about this, they will be given contact information for the Coordinator of the program in the community they are moving to so they can discuss their concerns.
- b) Complete form(s) and submit request, with recent support guide, individual plan and consents to the SCD Program Coordinator in the community the child/family are moving to:
 - Fully complete the “Transfer Referral” form based on current services recommended, being provided and/or waitlisted for (e.g. SCD Consultant service only; or SCD Consultant and extra staffing support)
 - Ensure original date of referral is identified on the Transfer Referral form
 - Attach consents and complete recent support guide and individual plan**
 - Attach current funding request (costing) information (if extra staffing support is in place)
 - If extra staffing support is currently in place, confirm whether or not transition funding can be provided.
 - **The support guide and the individual plan has to be within the year. The individual plan needs to clearly identify the ways in which the child care program is going to use the extra staffing

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support to meet the child's needs (e.g. what are the goals that extra staffing support is needed for?).

- Recognizing that families may all be in different places - if, at the time of the transfer referral, there is no plan due to extenuating circumstances (e.g. the rare situation where, for specific family / child care reasons, there is no plan), the two SCD coordinators will discuss at the time of the request and decide how to proceed with the request.

② Process Transfer Referral and Confirm Service Status:

- Contact SCD Coordinator who sent the referral, within one week, to discuss questions / further information needed and to identify the timeline within which the program can initiate service and availability of support funding, if needed (e.g. we can assign a Consultant when they move, they will be waitlisted for extra staffing support). Note – requests for extra staffing support will not be processed until the family has a move date or is living in the community.

③ Begin Transition Process:

- Joint visit(s) to family and child care (latter if appropriate) planned and carried out between the programs;
- If request is waitlisted for extra staffing support:
 - inform family and child care program and provide a copy of the letter confirming this.
- If extra staffing support transition funds are available:
 - SCD Program Coordinators discuss how the funding contract / agreement will be done (e.g. with the child care program directly; between the two SCD agencies)**
 - SCD Coordinator in the community the child/family is moving to confirms start date for extra staffing support / funding.
 - Informs child care program how the funding contract / agreement will be done (see ④ below).
 - Contact SCD Coordinator providing transition funding to confirm family/child care have been informed and identify start date for the contract / agreement.
- SCD Program providing transition funding prepares funding contract / agreement and sends this to either the child care program or other SCD agency.**

** As with cross boundary funding, there still needs to be a big picture conversation about how contracting occurs. See page 5 for more information

④ SCD Program in community the family has moved to takes over service (including, at the end of 3 months transition funding, if provided) extra staffing support costs.