

Service Provider Responsibilities – ERCP UFA’s

Instructions below are for Service Providers completing Emergency Response Command Post (ERCP) Up-Front Assessments (UFA).

1. Review the referral packet upon receipt from the ERCP CSW/SCSW or CBL Designee.
2. Respond to the referral within one hour of the call.
 - a. If unable to respond within one hour, or if the family is not available, communicate this information to the CSW immediately.
 - b. If the CSW is not available, contact the SCSW or call (213) 639-4500 and ask to speak to the SCSW on duty.
3. Conduct an Up-Front Assessment in collaboration with other relevant agencies.
 - Conduct the assessment using the Behavioral Severity Assessment Program (BSAP) tool.
4. Provide an Initial Assessment Summary to the DCFS CSW or fax it to DCFS at (213) 738-6460 or (213) 639-1331 within two hours of completing the UFA.
5. Provide the full written and signed report of findings to the CSW or SCSW within 24 hours of completing the assessment.
6. If an In-Home Counselor is requested by the CSW, SCSW, or the service provider, the In-Home Counselor is to respond within one hour.
 - Based on the agency, the assessor can be the in-home counselor if they meet licensing and contractual requirements.
7. If a Teaching and Demonstrating Homemaker staff is requested by the CSW, SCSW, or the service provider, the Teaching and Demonstrating Homemaker staff is to respond within one hour.
8. After consultation with the CSW or SCSW, immediately provide linkage services to families and Family Preservation services, when appropriate, and/or refer to the appropriate Community Family Preservation Network for immediate therapeutic services to address Domestic Violence, Substance Abuse, Mental Health, and other pertinent issues.
9. Document the linkages made.
10. In consultation with ERCP CSW, and/or SCSW, the family’s emergency needs may be addressed with the use of available discretionary funds to purchase services and goods, such as food, beds, clothing, shelter, etc.
11. Maintain a manual log of UFA referrals for tracking and billing purposes.