

### 3.0 CLIENT PARTICIPATION

3.1 **Policy:** Each agency shall maintain an AFLP and ASPPP that meets the needs of their clients

#### 3.2 Program Requirements

3.2.1 Agencies must establish risk factors to determine acuity and prioritize clients for entry to AFLP or ASPPP. Risk factors shall include, but not be limited to the following:

AFLP	ASPPP
<ul style="list-style-type: none"> <li>• Age (15 yrs or younger)</li> <li>• African American</li> <li>• Chronic Health Conditions (diabetes, asthma, eating disorders, etc.)</li> <li>• Pregnancy</li> <li>• Sexually Active</li> <li>• Parental Involvement (non supportive)</li> <li>• Home Environment (unsafe/unstable)</li> <li>• Housing (living arrangements)</li> <li>• Substance abuse/use</li> <li>• Mental Health Issues</li> <li>• Physical risk/harm to self or others.</li> <li>• Problem Behavior</li> <li>• Academic Failure</li> <li>• No Prenatal care or Late entry into prenatal care</li> <li>• Juvenile Justice Involvement</li> <li>• Gang Involvement</li> <li>• Lack of support system</li> <li>• Language barrier</li> </ul>	<ul style="list-style-type: none"> <li>• Age (14 or younger)</li> <li>• Latino/Latina</li> <li>• Chronic Health Conditions (diabetes, asthma, eating disorders, etc.)</li> <li>• Sexually Active</li> <li>• Parental Involvement (non supportive)</li> <li>• Home Environment (unsafe/unstable)</li> <li>• Housing (living arrangements)</li> <li>• Substance abuse/use</li> <li>• Mental Health Issues</li> <li>• Physical risk/harm to self or others.</li> <li>• Problem Behavior</li> <li>• Academic Failure</li> <li>• Juvenile Justice Involvement</li> <li>• Gang Involvement</li> <li>• Lack of support system</li> <li>• Language barrier</li> </ul>

3.2.1.1 Prioritize and weigh risk factors based on local needs.

3.2.1.2 Risk factors must be documented in the Standards Implementation Document.

**Note:** The intent of AFLP is to continue to give high priority to younger clients. Procedures for intake should reflect the emphasis on serving high-risk young adolescents who are not receiving services from other providers.

3.2.2 Each agency shall negotiate with the MCH Branch the number of months of service to be provided each fiscal year of the grant or allocation period. The contracted number of months of service shall be equivalent to the allocated number of client-slots (see glossary for definition of client-slots) times 12 months.

3.2.2.1 The agency will provide 100% of the negotiated months of service each fiscal year of the grant or allocation period.

3.2.2.2 In order to meet the total contracted months of service, the agency will provide 12 months of *continuous* case management services for each client-slot.

3.2.2.3 When a client exits the program, the agency will fill the vacant client-slot in order to meet the MOS in their agreement.

3.2.2.4 Each agency will track the number of clients and months of service provided through the State management information system (MIS).

3.2.2.5 If an agency determines that the need for ALFP and/or ASPPP services is greater or less than originally anticipated, a request to renegotiate the contracted MOS should be submitted to MCH for consideration

3.2.3 Agencies will utilize the California Department of Health Services, Maternal & Child Health case management model (AFLP/ASPPP Program Standards) for the provision of services to AFLP and (if funded) ASPPP clients. Case manager caseloads shall not exceed 40 clients per one (1) full-time equivalent case manager.

3.2.3.1 Each agency will provide the following for each Client:

- Intake (includes all elements in Standard V of the Program Standards),
- baseline assessment,
- individual service plan (ISP) (see policy and procedure for ISP),
- referrals for needed services based on those identified during the
- assessment process and prescribed in the ISP,
- monthly face-to-face contact with clients in accordance with the agency's SID,
- quarterly home visits,
- advocacy and support,
- monitoring of the clients progress and changing needs,
- evaluation of Client Progress and continued need for services.

- 3.2.4 An Individual Service Plan (ISP) will be in place for each AFLP and/or ASPPP client.
  - 3.2.4.1 The ISP will be completed within 60 days of the client's consent to participate in the program.
  - 3.2.4.2 The ISP will be completed in a face-to-face contact with client
  - 3.2.4.3 The ISP will be reviewed and revised at least quarterly.
  - 3.2.4.4 Each ISP and revision must be dated
  - 3.2.4.5 The ISP will be developed by the case manager in collaboration with the client in the clients' primary language.
  - 3.2.4.6 The ISP will include goals, objectives, services, activities, timelines, progress, and the roles of client and case manager
  - 3.2.4.7 The case manager and the client will implement the activities in the ISP.
  - 3.2.4.8 The case manager will monitor and evaluate progress of the goals and objectives in the ISP.
  - 3.2.4.9 A copy of the ISP signed by the Client and Case Manager will be in the case file and given to each Client.
- 3.2.5 A Comprehensive Baseline Assessment (CBA) will be in place for each AFLP and ASPPP client and maintained in the client record.
  - 3.2.5.1 The Baseline Assessment must be completed within 30 days of the client's consent to participate.
  - 3.2.5.2 Baseline Assessments shall be documented in each client's chart
  - 3.2.5.3 The Comprehensive Baseline Assessment must include, but not be limited to, the following elements:

AFLP	ASPPP
<ul style="list-style-type: none"> <li>• General Health</li> <li>• Nutrition</li> <li>• Family Planning/Health Education</li> <li>• Pregnancy, labor, birth and postpartum, as applicable</li> <li>• Education/Vocation</li> <li>• Life Skills</li> <li>• Employment/Job Training</li> <li>• Fatherhood, as applicable</li> <li>• Psychosocial (basic needs including financial/legal, drug and</li> </ul>	<ul style="list-style-type: none"> <li>• General Health</li> <li>• Nutrition</li> <li>• Family Planning/Health Education</li> <li>• Education/Vocation</li> <li>• Life Skills</li> <li>• Employment/Job Training</li> <li>• Psychosocial (basic needs including degree of parental supervision, financial/legal, drug and alcohol history,</li> </ul>

alcohol history, mental health history) <ul style="list-style-type: none"> <li>• Safety/violence/abuse</li> <li>• Index child, as applicable</li> <li>• Parenting Education/Child Development, as applicable</li> <li>• Social Programs/Special Interests</li> <li>• Religious Community Involvement</li> <li>• Signed and dated by Case Manager</li> <li>• Date, Name and Title of individual completing the assessment</li> </ul>	mental health history) <ul style="list-style-type: none"> <li>• Safety/Violence/Abuse</li> <li>• Social Programs/Special Interests</li> <li>• Religious Community Involvement</li> <li>• Date, Name and Title of individual completing the assessment</li> </ul>
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**Note:** See Appendix B for the suggested AFLP CBA format and instructions and Appendix C for the suggested ASPPP CBA format and instructions.

3.2.5.4 For clients who have been exited from the program for 6 months or more, another initial baseline assessment must be completed upon re-entry.

3.2.5.5 A comprehensive reassessment of the AFLP and ASPPP client will be completed no less than annually

- The re-assessment will include all elements contained in the comprehensive baseline assessment

3.2.6 AFLP services are available to high risk adolescent females through age 18 years who are pregnant or parenting and not enrolled in Cal-Learn. Agencies may also enroll adolescent males through age 20 years who are either parenting or expectant fathers and not enrolled in Cal-Learn. The potential Client must be actively involved in her/his child's life.

3.2.6.1 Based on program risk factors, agencies will assess and prioritize clients for enrollment (see policy and procedure for Client Risk Factors).

3.2.7 ASPPP services are available for high risk adolescents age 11 through 18 who are the non-pregnant/non-parenting siblings of AFLP or Cal-Learn clients. ASPPP clients shall be limited to two (2) siblings per AFLP or Cal-Learn family. A sibling may not enter the program after the AFLP or Cal-Learn adolescent has exited the program. A sibling may enter the program if s/he is on a waiting list at the time the AFLP or Cal-Learn client exits.

3.2.7.1 Based on program risk factors, the agency will assess and prioritize clients for enrollment.

3.2.8 AFLP Clients will be exited from the program based on criteria specified in the AFLP Standards. These include clients who:

- move out of the area,
- cannot be contacted for three consecutive months,
- have attained age 20 for females and age 21 for males,
- requests termination,
- have accomplished program goals,
- choose not to complete goals at this time,
- no longer need AFLP services,
- are no longer pregnant or parenting.

ASPPP Clients will be exited from the program based on criteria specified in the ASPPP Standards. These include clients who:

- move out of the area,
- cannot be contacted for three consecutive months,
- have attained age 19 for both males and females,
- have accomplished ISP goals,
- requests termination,
- choose not to complete goals at this time,
- no longer need ASPPP services,
- become pregnant (within 30 days of confirmation).

**Note:** If the AFLP/Cal-Learn client exits the program, the sibling who is currently enrolled in the ASPPP component may continue to receive services until they meet exit criteria.

3.2.8.1 The exit process should include development of an exit/transition plan for each client whenever possible.

3.2.8.2 Closure activities should be initiated at least 3 months prior to anticipated exit date for clients who will lose program eligibility due to age or who met the program goals.

3.2.8.2 Case Managers must document the reason for exit in the client's chart, and complete the appropriate State MIS Data form.

### **3.3 Procedures**

3.3.1 Agency will document all assessments in client file

3.3.2 The agency will document its process for exiting clients from the program in the Standards Implementation Document.