




COUNTY OF SAN BERNARDINO
PRESCHOOL SERVICES DEPARTMENT
POLICY

NO. 01 **ISSUE 06**

PAGE 1 of 2
EFFECTIVE: 06-21-10
Updated

SUBJECT: EMERGENCY AND CRISIS ASSISTANCE TO FAMILIES

APPROVED: 06-21-10

BY: Ron Griffin, Director

PURPOSE:

To provide immediate emergency or crisis assistance to families in areas such as food, housing, clothing, and transportation, according to their needs

POLICY:

PSD will respond in a timely manner to emergency or crisis assistance requests from families and follow up to ensure that the services needed were received

REFERENCE:

Performance Standards 1304.40 (b)(1)(i)

PROCEDURE:

1. The following intake process will be used when a family requests emergency assistance:
 - a) Generalist is notified immediately (If Generalist is not available, contact Program Supervisor, after which proper chain of command must be followed)
 - b) The Generalist will contact the family to assess their crisis
 - c) The Generalist will proceed by contacting the appropriate agency and making a written referral using the COPA print out Resource List.
 - d) Services rendered by the agency must be documented in COPA
 - e) A follow-up must be completed on the family within twenty-four (72) hours to ensure that the family's need(s) were met. Documentation must be placed in the COPA file.
2. Resources and referrals are available to staff at all times.

Note: Ongoing training is provided to staff through Consultants, Program Specialists, and Conferences.