

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Child and Family Services Agency**  
*HEALTHCARE QUICK REFERENCE GUIDE*  
**Health Care Coordination**



*It is the policy of the Child and Family Services Agency (CFSA) to ensure that each child entering care is offered optimal and comprehensive healthcare through the timely and appropriate coordination of healthcare services. For purposes of this tip sheet, the term “child” includes both infants and youth, as applicable.*

**Contact the CFSA Clinical and Health Services Administration On-Call Information Line at 202-498-8456, 24 hours per day, 7 days per week.**

**Role of the Clinical and Health Services Administration (CHSA)**

1. When a child is in CFSA custody or requires a placement change, a CHSA staff member completes the following tasks:
  - a. The initial medical screening is scheduled and held at the Healthy Horizons Assessment Center (HHAC) and comprehensive medical, dental, mental and behavioral, and developmental assessments are scheduled.
  - b. If the child is assigned a nurse care manager (NCM), the NCM ensures the development of a coordinated healthcare plan and the implementation of recommended health services.
  - c. For children who are not assigned an NCM, CHSA shares information on the child’s identified needs with the assigned social worker and assists with the implementation of recommended health services.
2. If a child has a Family Court order for clinical or health-related services, the CHSA nurse supervisor completes the following tasks:
  - a. Receives the written Family Court order from the social worker or from the Office of the Attorney General within 24 hours of issuance.
  - b. Reviews the Court order.
  - c. Initiates the referral and appointment process within 24 hours.
3. If there is a concern or belief that the Court order is not in the best interest of the child or is medically harmful, the nurse supervisor contacts the assigned assistant attorney general (AAG) immediately, and provides written justification (with guidance from CFSA’s medical director) to the Family Court.
4. If it is known that timelines for court-ordered clinical or health-related services will not be met, the nurse supervisor immediately contacts the assigned AAG and the assigned social worker.

**Role of the Assigned Social Worker**

1. Consults and coordinates with CHSA, the child’s caregiver, the age-appropriate child, and the child’s birth parents (when appropriate) to ensure that the child’s health needs are met.
2. Ensures timely access to services and supports.
3. Collects health and medical information for the child’s health needs.
4. Shares medical or health information with the child’s family team.

### **Accessing Emergency Care**

When CFSA has physical custody of a child during the 72-hour period prior to the initial Family Court hearing, CFSA may consent to emergency treatment without first obtaining consent from the parents or legal guardians. (For further information, see the [Medical Consents](#) policy or contact HHAC at 727-8096.)

### **Accessing Urgent Care Services**

1. Parents or legal guardians must provide consent for non-routine (non-emergency) medical and mental health evaluations and treatments.
2. Resource parents and caregivers are not authorized to give consent. (For further information, see *Medical Consents* policy or contact the HHAC at 727-8096.)

To read this online policy in its entirety, click on [Healthcare Coordination](#) or visit CFSA's online policy manual at <http://cfsa.dc.gov>.