

Integrated Family Care and Support (IFCS)

Integrated Family Care and Support (IFCS) is a unique, strength-based program designed to keep families together and safely at home by providing care coordination and support services. Its goals are to help families:

- Increase their access to care
- Connect to traditional and non-traditional supports in their community
- Find their own voice to:
 - become their own best advocates; and
 - navigate the behavioral health system

Carelon Behavioral Health's innovative IFCS program utilizes the Wraparound practice model, an evidence based treatment approach.



Eligible families

Families are referred to IFCS only from the CT Department of Children & Families (DCF) after an investigation has determined the children are safe to live at home and the family agrees to services.

Please note: To be eligible, families must have service needs that would benefit from care coordination and be willing to actively participate in the program.

The Wraparound practice model

Wraparound is a family-centered, strength-based treatment approach focused on keeping families together and connected to their communities. It involves bringing together a team of family, friends, and providers to develop a plan of care and provide a safety net of support to manage difficult situations in the future. This places the family at the center of their care plan.



How does IFCS work?

Once DCF makes a referral to IFCS, a transition meeting involving DCF, IFCS staff, and the family is scheduled within five business days. Following the meeting, the family's DCF involvement will end, and its work with IFCS will begin.

Families will work with IFCS staff weekly at home or in the community, where individuals and families are most comfortable. The IFCS program works with families for approximately six to nine months, based upon their needs, and in their preferred language.

Working together, IFCS staff will help the family to find their own voice to:

- Develop a strength-based plan for each member of the family
- Meet the needs of both child and family, without further DCF involvement
- Connect to quality behavioral health services and other resources within the community as needed
- Self-advocate and access the support and services they need

IFCS outcomes

In its first two years of operation (7/1/20 – 6/30/22), the IFCS program has produced these positive outcomes:

80.5%

of participating families developed a care plan within 45 days.

93.7%

of engaged and discharged families reported being satisfied with the program.

95.0%

of engaged and discharged families did not have a subsequent substantiated report within six months of discharge.

About Carelon Behavioral Health

Carelon Behavioral Health is the country's leading behavioral health management company. Serving 40 million people, we deliver tailored, holistic services to help people live their lives to their fullest potential.

Here's what participants are saying

"I only have good things to say about the program and the staff. Excellent professionals and human beings."

"I believe it's a great program that should be given more credit and funding. [Despite challenges,] the team... persevered and helped us during a very tough time with our special needs son. Thank you!"

"IFCS was a very good program. Very thankful, it has been helpful during tough times."

"[The] program is awesome. Being new to CT, it was very helpful providing resources and working on Goals. [The] Care Coordinator did her best to tailor everything, touching on Goals. I received many great things from IFCS."

"The program was amazing. So many things to learn. The [team] facilitated my [obtaining] help [for my] children. It was such a huge help for myself and family."

"Keep up the good work. This program is very great and helped me get back on my feet."

The IFCS program is funded through the CT Department of Children and Families (DCF)

Select [here](#) for a listing of family resources or visit carelonbehavioralhealth.com/providers/forms-and-guides/ct and look for Additional Resources.

For information about Carelon Behavioral Health's Integrated Family Care and Support (IFCS) Program, call 877-381-4193