



Foster Care Referrals

<u>DEPARTMENT NAME:</u> Quality Management		
<u>CHAPTER:</u> 65C-29.006 65C-13.034	<u>SUBJECT:</u> Foster Care Referrals	<u>POLICY NUMBER:</u> QM- 038
<u>APPROVAL:</u>	<u>EFFECTIVE DATE:</u>	REPLACES (policy # and date): New Policy

- I. **PURPOSE:** This policy outlines the Children's Network of Southwest Florida's process regarding the handling of foster care referrals accepted by the abuse hotline.
- II. **REVIEW HISTORY:** New policy.
- III. **CONTACT:** Quality Management Licensing Specialist
- IV. **PERSONS AFFECTED:** Staff at the Children's Network of Southwest Florida and its subcontracted Case Management Organizations.
- V. **POLICY:** This policy applies to the Children's Network licensing unit and the subcontracted Case Management Organizations licensing units.
- VI. **RATIONALE:** In order to assure that all foster care referrals are assigned and investigated within the mandated time frames specified in the Florida Administrative Code.
- VII. **CROSS REFERENCES:** This policy is in accordance with Florida Administrative Code 65C-13.034, Florida Administrative Code 65C-29.006, and the Children's Network and the Department of Children and Families' working agreement dated February 20, 2008.
- VIII. **PROCEDURES:**
 - A. Upon notification of a Foster Care Referral by the child protective investigations unit where the child is located, the Foster Care Referral shall be forwarded from the CPI Supervisor to the Children's Network Licensing Specialist via telephone and e-mail at abuserreport@childnetswfl.org within one hour of receipt of the report. If it is outside business hours then the referral shall be forwarded from the CPI on-call Supervisor to the Children's Network Licensing Specialist via e-mail within one hour of receipt of the report at abuserreport@childnetswfl.org. The CPI on-call Supervisor will follow-up with a phone call the next business day to the Children's Network Licensing

- Specialist.** The Children's Network Licensing Specialist will contact the Licensing Supervisor immediately upon receipt of the referral via telephone and e-mail.
- B. The Children's Network Licensing Specialist shall immediately notify the Case Management Organization Licensing Supervisor of the Foster Care Referral. The Case Management Organization Licensing Supervisor shall then assign the case to the appropriate Licensing Counselor in FSFN.
- C. If the Foster Care Referral is received during a holiday or weekend, the Child Protective Investigations staff responsible for pulling the intakes from the receiving units, in consultation with the on call CPI Supervisor and the CMO Licensing Supervisor, shall determine if a response by the licensing unit staff on the next business day is appropriate. The Protective Investigations staff responsible will contact the on-call CMO Placement Coordinator to obtain the name and contact information of the CMO Licensing Supervisor responsible for the supervision of the foster home.
- D. If it is determined that the concerns expressed in the Foster Care Referral warrants a response sooner than the next business day, the Foster Care Referral will be assigned to the on call Child Protective Investigator. Justification for this decision will be documented in a case note. The on call Child Protective Investigator will make the initial response. The Foster Care Referral will be re-assigned to the appropriate licensing unit Supervisor for follow-up and resolution on the next business day.
- E. The Case Management Organization Licensing Counselor will interview the child or children listed as subjects of the referral and visit the family foster home within twenty four hours of receipt of the referral unless a staffing is held with the Licensing Supervisor and a determination is made and documented in the licensing file that a home visit is not necessary. If a home visit is not made, the Licensing Counselor will contact the licensed out-of-home caregiver to discuss the referral within twenty four hours of receipt of the referral.
- F. The Licensing Counselor will complete the assessment of the referral within five working days of receipt of the referral by the Case Management Organization licensing unit. The results of the assessment and any necessary corrective action plan will be documented in FSFN within five days of receipt of the referral. The Case Management Organization Licensing Supervisor shall review the Foster Care Referral and document his / her review through a case note. If further actions are deemed necessary by the Supervisor, the approval request will be returned to the worker.
- G. Once the Case Management Organization Licensing Supervisor has approved the completion of the Foster Care Referral investigation by the Licensing Counselor, he/she will reassign the case to the investigative Supervisor for case closure. He/She will contact the Investigative Supervisor via telephone and e-mail of the request for closure.
- H. If at any point during the Foster Care Referral response/assessment it is suspected that abuse or neglect has occurred, the Florida Abuse Hotline will be immediately contacted to initiate an Investigation.

IX. EXHIBITS:

- A. Foster Care Referral Special Conditions Job Aid

FOSTER CARE REFERRAL SPECIAL CONDITION JOB AID

The purpose of this Job Aid is to provide programmatic guidelines to assist in the proper documentation of information in FSFN, based on the requirements of Florida Administrative Code. This Job Aid should be used in conjunction with the How Do I Guides, FSFN User Guide and FSFN Tip Sheets.

PAGE / TAB	PROGRAMATIC GUIDELINES - GENERAL
Assignment	<ul style="list-style-type: none"> • Chapter 65C-29.006 requires that the licensing unit responsible for the licensing of the provider respond and resolve the Foster Care Referral. However, Circuits and CBC's have the flexibility to negotiate responsibility, as agreed upon in their local services agreement. • Special Condition Intakes with the type of Foster Care Referral will be assigned by the Hotline to the appropriate receiving unit based on where the child is located. • If the local services agreement requires the handling of these Special Condition Referrals by the licensing unit responsible for the licensing of the provider, the following applies: <ul style="list-style-type: none"> ○ The Hotline will assign the Intake to the receiving unit where the child is located. ○ The CPI Supervisor will immediately assign the Case to the designated licensing unit / case worker directly from the receiving unit after oral or written notification has been made. ○ The assignment definitions for the Case shall be as follows: Type – "Licensing", Responsibility – "Inquiry/Home Study/Provider Maintenance", Role – "Primary". • If the local services agreement requires the handling of these Special Condition Referrals by the CPI until this function is transitioned to the local CBC, the following applies: <ul style="list-style-type: none"> ○ The Hotline will assign the Intake to the receiving unit where the child is located. ○ The assignment process will follow the existing process for assigning Investigations within the County.
PAGE / TAB	PROGRAMATIC GUIDELINES – CASE MAINTENANCE PAGE

Case Name	<ul style="list-style-type: none"> • The Case Name shall be the person or organizational providers’ formal / legal name, as it appears in their license, certification or agency contract. • When the Special Condition Intake is first created by the Hotline, the Hotline counselor will utilize the youngest victim as the Special Conditions Referral Name. FSFN utilizes the Intake name as the default name for the Case. <ul style="list-style-type: none"> ○ The licensing unit staff and/or CPI will ensure that the Case Name is changed to the name of the person or organizational providers’ formal/legal name, as it appears in their license, certification or agency contract within 48 hours of assignment to the Case.
Relationships	<ul style="list-style-type: none"> • Select a Relationship Type of “Licensed Family Shelter / Foster Parent” for the named foster parent(s) or placement facility foster parent(s).
Case Address and Phone Number	<ul style="list-style-type: none"> • The Case address and phone is the address and phone number for the family foster home or placement facility.
Professional / Other Contacts	<ul style="list-style-type: none"> • The Professional Contacts group box allows you to enter those persons who are frequently used professional contacts, such as the child’s doctor or parent’s therapist. • In order to use this functionality, the professional contact would first have to be entered in the system as a person – therefore, stored in the database and searchable. • The Office of General Counsel has indicated that this functionality not be used to document these professional contacts, but rather be documented in the Other Contacts group box. • The Other Contacts group box is used to document contact information for both frequently used professional contacts, as well as other persons who may be contacted on a frequent basis, such as a relative.
Closing History	<ul style="list-style-type: none"> • When you submit the case for closure (by selecting Submit Case

	<p>Closure Request from the Options drop down box), the Case Closure Request Pop-Up page will appear.</p> <ul style="list-style-type: none"> • Closing Information group box – Select “Service Provision Completed” as the reason for requesting case closure. • Closure Summary – Provide a brief statement regarding the outcome and resolution of the response to the Special Conditions Referral.
PAGE / TAB	PROGRAMATIC GUIDELINES – FOSTER CARE REFERRAL PAGE
Referral Information	<ul style="list-style-type: none"> • The licensing unit staff and / or CPI (if CPI responding until full transition of this function to the local CBC) assigned to the Foster Care Referral shall respond to the referral within twenty-four hours of assignment by the licensing or CPI unit Supervisor. This response shall be documented by staff entering a Special Conditions Initial Commence Note into FSFN. • If the foster care referral is received during a holiday or weekend, the child protective investigations staff responsible for pulling the intakes from the receiving units, in consultation with the on call Supervisor and the Licensing Supervisor, shall determine if a response by the licensing unit staff on the next business day is appropriate. • If it is determined that the concerns expressed in the Foster Care Referral warrants a response sooner than the next business day, the Foster Care Referral will be assigned to the on call Child Protective Investigator. Justification for this decision will be documented in a Case note. • The on call Child Protective Investigator will make the initial response. • The foster care referral will be re-assigned to the appropriate licensing unit worker for follow-up and resolution on the next business day (if the function has been transferred to the local CBC). • If at any point during the Special Conditions Referral response/assessment it is suspected that abuse or neglect has occurred, the Florida Abuse Hotline will be immediately contacted to initiate an Investigation. <ul style="list-style-type: none"> ○ The Institutional Intake will be linked to the same Case

	<p>currently containing the Special Conditions Referral</p> <ul style="list-style-type: none"> ○ The Special Conditions Referral will be closed with follow-up completed during the course of the Institutional Investigation. ● The following Performance Management reports exclude Special Condition Referrals as part of the selection criteria: <ul style="list-style-type: none"> ○ Child Investigations Commenced by Time ○ Child Investigations At-A-Glance ○ Child Investigations Leaderboard ● As such, the variable timeframes associated with Special Conditions – Foster Care Referrals will not impact the investigation performance measures. ● The Child Investigations and Specials Conditions Status Report will provide the details associated with all Special Condition Referral milestones.
Participants	<ul style="list-style-type: none"> ● Participant Role is assigned at the Hotline level and therefore not editable on the Special Conditions Referral. ● The Hotline shall assign roles as follow: <ul style="list-style-type: none"> ○ The role for the child(ren) subject(s) of the Foster Care Referral is “Identified Child” and “Special Conditions Referral Name”. ○ The role for the adult(s) subject(s) of the Foster Care Referral is “Parent / Caregiver”.
Narrative / Outcome	<ul style="list-style-type: none"> ● The Special Conditions Intake Narrative group box is pre-populated with the alleged licensing violations / quality of care issues reported to the Hotline. ● The Special Conditions Response Summary group box shall reflect: <ul style="list-style-type: none"> ○ Documentation of the actions carried out in response to each specific concern documented in the Foster Care Referral Intake.

	<ul style="list-style-type: none"> ○ A summary of the results of the interviews with the subjects of the Foster Care Referrals and other collaterals. ○ A summary of the review of the licensing file, particularly in relationship to prior Foster Care Referrals and their outcomes. ○ Summary of any corrective actions identified.
Contacts / Notifications	<ul style="list-style-type: none"> ● Required notifications, as appropriate, shall be documented in the Notifications group box. ● All contacts made in response to the assessment and resolution of the Special Conditions Referral shall be documented in the system.
Results	<ul style="list-style-type: none"> ● The Special Conditions Referral must be completed and approved for closure within five working days from referral assignment to licensing unit worker (or the CPI, if responsibility for this function has not yet transitioned to the local CBC). ● In order to submit the Special Conditions Referral for Supervisory review and approval, from the Options drop down, select approval. ● While the system does not provide a Supervisory review screen, Supervisory review of the foster care referral shall occur. ● The Supervisor will document his / her review through a case note; Category of “Special Conditions”, Type of “Reviews / Supervisory”. ● If further actions are deemed required by the Supervisor, the Approval request will be returned to the worker.
Request For Assistance Assessment	<ul style="list-style-type: none"> ● This window is launched from the Options drop-down box on the Special Conditions Referral Participants page. <ul style="list-style-type: none"> ○ It is used to document if service needs are identified in order to address the concerns as a result of the response to the Special Conditions Foster Care Referral. ● The licensing counselor or CPI must document what factors lead to the service(s) need determination, as well as provide an explanation of what specific concern(s) the needed services are to address.

	<ul style="list-style-type: none">○ While most of the distinct services listed on this page address an “in-home” situation, some may apply. ○ Documentation of any corrective, contractual, certification or licensing actions are to be documented by selecting the “Other Services” checkbox. The specific recommended corrective action(s) must be explicitly documented in the Services Recommended Explanation text box, including who is responsible for each specific action recommended.
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