



Foster Home Complaints

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| <u>DEPARTMENT NAME:</u> Quality Management | | |
| <u>CHAPTER:</u> 65C-29.006 65C-13.034 | <u>SUBJECT:</u> Foster Home Complaints | <u>POLICY NUMBER:</u> QM- 039 |
| <u>APPROVAL:</u> | <u>EFFECTIVE DATE:</u> March, 2009 | <u>REPLACES (policy # and date):</u> New Policy |

- I. **PURPOSE:** This policy outlines the Children's Network of Southwest Florida's process regarding the handling of foster home complaints on licensed foster homes.
- 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 sub-contracted Case Management Organizations licensing units.
- VI. **RATIONALE:** In order to assure that all foster complaints 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.
- VIII. **PROCEDURES:**
 - A. All licensing complaints will be reported to the CMO Licensing Supervisor via a written Complaint Form (Attachment A).
 - B. The CMO Licensing Supervisor shall notify the Children's Network Licensing Specialist via e-mail within 24 hours upon acceptance of all complaints by the licensing unit.
 - C. 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 complaint 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.
- D. The Licensing Counselor will complete the assessment of the referral within five working days of receipt of the complaint. The results of the investigation and any necessary corrective action plans will be documented in FSFN within seven working days of receipt of the referral.
 - E. If at any point during the complaint investigation 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 Home Complaint Form

FOSTER HOME COMPLAINT REPORTING FORM

Name Of Licensed Provider: _____

Date of incident: ___/___/___

Staff Member Completing Form: _____ **Phone#** _____

Nature of Complaint: ___physical environment ___discipline ___supervision ___background
screening ___abuse / neglect ___client care ___ other code violations

Has the Florida Abuse Hotline contacted? Yes N/A

List of children in the home and role (birth child, adopted, foster, other)

Complaint Narrative summarizing the issues about which you are concerned:

List any actions you have already taken to address the situation if appropriate:

Names & Phone Numbers of other possible witnesses or those that may have information about these issues:

Supervisor Signature

___/___/___
Date

ORIGINAL COPY TO BE FORWARDED TO THE LICENSING SUPERVISOR