

## DFCS/ DHS Proposals for Eliminating Administrative Burdens of Oversight

- **Streamline the reporting of on-site incidents for providers contracting with multiple agencies.**
  - DHS, DFCS and DJJ are pursuing the development of a streamlined reporting tool that eliminates the need for providers to submit multiple reports to the state on a single incident at a facility.
  - *Georgia Score* (DFCS provider management site) has been identified as the most easily-adaptable program for this streamlined reporting method, and DFCS is already working with the site administrator to further develop this tool for universal use.
- **Increase utilization of information provided in DHS Residential Child Care annual surveys to limit duplication of "routine" inspections by agencies managing contracts with provider agencies.**
  - As the authority obligated by statute to license and inspect residential child care facilities, DHS Residential Child Care (RCC) must conduct an annual survey to determine continued compliance with licensing rules for facilities.
  - Office of Provider Management (DFCS) will cease annual Child Placing Agency (CPA) foster home safety reviews (ranging from two to six visits per agency, depending on size) and utilize information provided in RCC's annual reviews (annually, a review of 10 or 5 percent of the homes provided per agency, whichever is greater) for Performance Based Placement scores.
  - OPM will continue to conduct annual safety reviews in CCIs.
  - Contracting agency, DFCS, will move to a biennial schedule for standard comprehensive reviews, and rely on annual RCC survey reports to determine whether additional oversight is necessary in "off" years.
  - Contracting agencies will continue to provide safety reviews for facilities and investigate complaints of contract violations or maltreatment in contracted facilities.
- **Develop tools to improve coordination of site visits from state agencies that license and contract with child welfare providers when possible.**
  - DHS and contracting agencies are currently exploring the development of a universal calendar tool in *Georgia Score* with the intention of limiting concurrent or consecutive visits from state agencies.
  - *Georgia Score* site administrators have already provided a mock up of the tool, and are determining an estimated cost
- **Improve communication to better coordinate response to incidences or investigations of complaints. However, barriers to universal coordination exist. They are:**
  - For DJJ providers, qualifying incidents must be reported in an hour. Depending on the incident, DJJ must respond immediately to 24 hours from notification.
  - Local DFCS child protective services investigators will respond immediately to 24 hours if the incident includes allegations of maltreatment.
  - OPM must assess quality of care, risks to safety and wellbeing and determine if corrective measures ensure safety of children in agency custody. Response time depends on the severity of the incident, but local Child Protective Services is the first responder.
  - RCC must investigate to determine if providers are in compliance with the terms of their licenses. Response time is generally 10 days, as first responders are addressing immediate safety issues.

## Department of Human Services Child Welfare Provider Current Oversight/Site Visits

Review Types	Desk Review or Site Visit	Residential Child Care	Office of Provider Management	County DFCS-Child Protective Services	DFCS Kenny A Quality Assurance Reviewers
Licensure	Site	X			
Re-Licensure	Site	X			
Annual Comprehensive Review	Site		X		
CPA-Foster Home Safety / Health Review	Site	X	X		X
CCI-Safety Review	Site		X		X
Initial Foster Home Study – Qualitative Review	Desk Review		X		X
Re-Evaluation Foster Home Study – Qualitative Review	Desk Review		X		X
Child Abuse /Neglect Investigation	Site (as needed)		X	X	
Rules Violation Investigation	Site	X			
Quality of Care Assessment	Site		X		
Performance Based Placement (PBP) Score Verification Audit	Site		X		

Residential Child Care (RCC):  
 Child Caring Institutions (CCI) - 175  
 Child Placing Agencies (CPA) - 89  
 Outdoor Child Caring Programs (OCCP) - 2  
 Children's Transitional Care Centers (CTCC) – 0  
 Maternity Homes (MH) – 13

Office of Provider Management (OPM):  
 Child Caring Institutions - 92  
 Child Placing Agencies - 42



## Department of Human Services Child Welfare Provider Proposed Changes to Oversight/Site Visits

	Approximate # of Planned Visits	Approximate # of Unplanned Visits	Changes Under Consideration
Child Caring Institutions Office (RCC Only)	1 (Licensure)	Based upon the # of complaints, incidents, follow-ups needed or citations received.	None
Child Caring Institutions Office (Contracted with DFCS)	2 (Comprehensive Review & PBP Score Verification Audit)	Based upon the # of complaints, incidents, follow-ups needed or citations received.	Change from Annual Comprehensive Reviews to Every Two Years; Change from Site to Desk Review for Performance Based Placement Score Verification Audit
Child Caring Institutions Site Review (Contracted with DFCS)	2-4 Based on Agency Size (Safety Reviews)	Based upon the # of complaints, incidents, follow-ups needed or citations received.	None
Child Placing Agency Office (RCC Only)	1 (Licensure)	Based upon the # of complaints, incidents, follow-ups needed or citations received.	None
Child Placing Agency Office (Contracted with DFCS)	2 (Comprehensive Review & PBP Score Verification Audit)	Based upon the # of complaints, incidents, follow-ups needed or citations received.	Change from Annual Comprehensive Reviews to Every Two Years; Change from Site to Desk Review for Performance Based Placement Score Verification Audit
Child Placing Agency Foster Homes (RCC Only)	10 Homes or 5% whichever is greater (Foster Home Safety / Health Review)	Based upon the # of complaints, incidents, follow-ups needed or citations received.	None
Child Placing Agency Foster Homes (Contracted with DFCS)	2-6 Based on Agency Size (Foster Home Safety / Health Review)	Based upon the # of complaints, incidents, follow-ups needed or citations received.	Discontinue DFCS Foster Home Safety/Health Reviews

### RCC Total Visits FY 13

730 Foster Home Visits Attempted: 451 Completed

289 Licensure Visits

714 Complaint Investigations

### OPM Total Visits FY 13

638 CPA and CCI Safety Reviews Completed

214 Comprehensive and Performance Based Placement Verification Score Audits Conducted

310 Qualitative Foster Home (Initial/Re-Evaluation) Desk Reviews Conducted

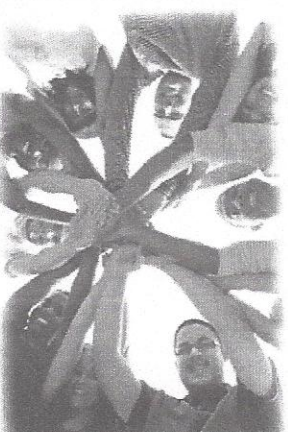


# Residential Child Care

Presenter: Carol Winstead

Presentation to: Representative Andy Welch

Date: July 25, 2014



Georgia Department of Human Services



# Vision, Mission and Core Values

## *Vision*

Stronger Families for a Stronger Georgia.

## *Mission*

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

## *Core Values*

- Provide access to resources that offer support and empower Georgians and their families.
- Deliver services professionally and treat all clients with dignity and respect.
- Manage business operations effectively and efficiently by aligning resources across the agency.
- Promote accountability, transparency and quality in all services we deliver and programs we administer.
- Develop our employees at all levels of the agency.



# RCC: Who We Are

**RCC inspects, monitors, licenses, registers and certifies ALL residential child care facilities in Georgia that meet the definition of:**

- Child Placing Agencies (CPA)-89
- Child Caring Institutions-defined as 6 or more residents under 19 years of age (CCI)-175
- Outdoor Child Caring Programs (OCCP)-2
- Children's Transitional Care Centers (CTCC)-0
- Maternity Homes (MH)-13



# RCC: What We Do

**RCC licenses and investigates complaints of rule violations at licensed facilities.**

- **Record and Observe:** Surveyors observe the environment, and interview staff and residents. Surveyors record interviews, review documentation, and photograph physical evidence.
- **Correct:** Surveyors identify agency deficiencies and provide guidance for compliance to state regulations.
- **Complete:** Surveyors ensure that agencies completely correct deficiencies and help identify ways to maintain compliance.



# RCC Staff

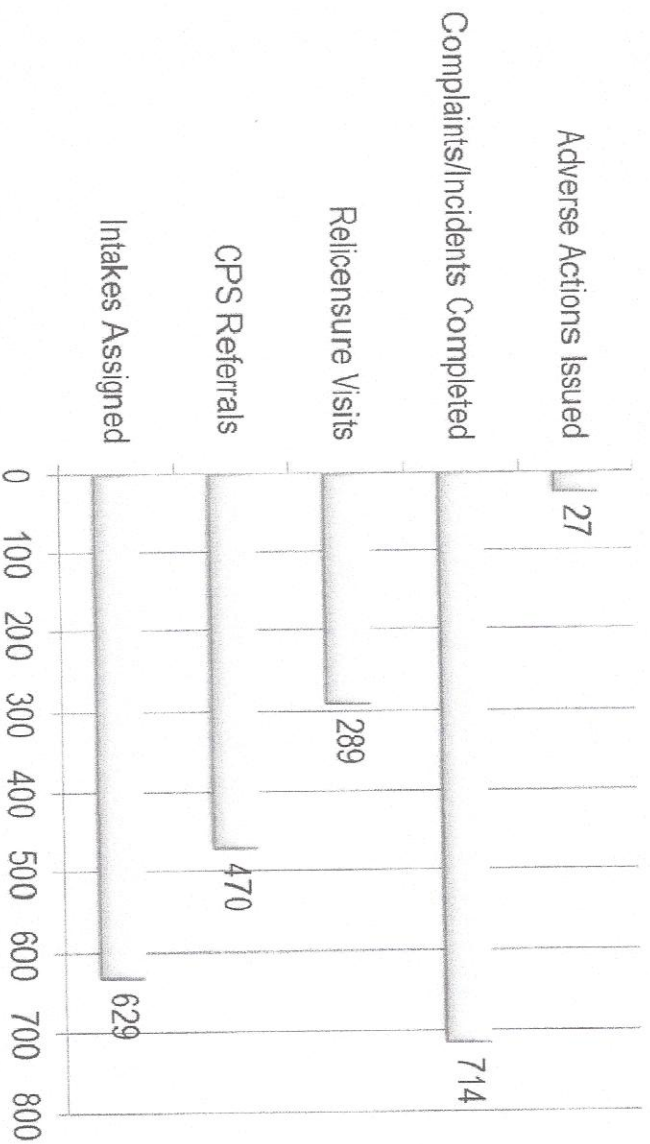
- **31 Staff**
  - Field Surveyors - 16 (1 Vacancy)
  - Application Specialist - 1
  - Triage -- 2
  - Supervisors -- 3
  - Managers -- 2
  - Training & Policy Specialists -- 2
  - Operations Analyst -- 1
  - Financial Manager -- 1
  - Business Generalist -- 1
  - Legal Counsel - 1



# RCC: The Numbers

RCC FY2014

July 1, 2013 – June 30, 2014



Residential Child Care		Total
Adverse Actions Issued		27
Complaints/Incidents Completed		714
Relicensure Visits		289
CPS Referrals		470
Intakes Assigned		629
Fines collected on AAs		\$9,800.00



# Surveyor Statistics

## Fiscal Year 2014:

- 17 Field Surveyors
- 21 Initial License Applications surveys
- 289 Relicensure (RL) surveys
- 714 Complaint/Incident investigation surveys
- 56 Follow-up surveys

An average of 64 surveys per Surveyor.



# Other Statistics

## Initial License Applications:

FY2014 (21)

**Kenny A. Foster Home Visits** (completed within 1 year of Relicensure)

730 Total Visits Attempted

451 Successful Visits

**Refutations** (processed within 35 days of receipt)

69 Tags Refuted out of 2177 Total Citations issued for FY2014

10 Changed due to Surveyor Error (14%)

**Waivers** (Mandated 15 day wait, 30 day processing periods)

**Calendar Year 2013:** 32 waivers requested: 27 Approved - 5 Denied

### **Most Requested Waivers**

1. Over age 1 in foster parent's bedroom
2. Opposite sex over age 3 sharing bedroom
3. Education/Experience for Director/Human Service Professional



# RCC: Top 5 Citations

## CPA

1. 0962 – Missing Records (Birth certificate, court order, etc.)
2. 0854 – Physical exam within 72 hours of placement or one year prior
3. 0847 – Documented involvement of child, foster parent, agency, and legal rep (when appropriate) in the case plan
4. 0856 – Correction/improvement of health and dental defects
5. 0525 – Agency practices shall conform to the written policies

## Maternity Homes

1. 1105 – Documentation of a health screening including TB within 30 days of hiring
2. 1809 – Development of RBWO plan within 15 days of admission by the HSP including all required data
3. 1802 – Pre-placement Assessment
4. 1501 – Resident involved in the development of the RBWO plan
5. 1803 – Acceptance of placement by Director and HSP

## CCI

1. 1209 – Physical completed by MD or PA and including CBC, UA, Immunizations, and vision/hearing tests
2. 1003 – Development of RBWO Plan including all required data
3. 1010 – Documented involvement of the child, parent/guardian, and agency in the development of the RBWO plan
4. 0818 – Documentation of current custody if not placed by natural or adoptive parents
5. 0831 – 10-year employment history

## RHYP

1. 1007 – Written policies and procedures for reporting injuries

## OCCP

1. 0510 – Shall not accept a camper for care until a psychological or psychiatric evaluation and intake study has been completed and recommendations made



# RCC: Continued Efforts

## Current Collaborations

- Monthly meetings with Office of Provider Manager (OPM)
  - Standardization Project – Comparing Rules & Contracts
  - Complaint/Incident Investigations
- Practice Matters – Quarterly Meeting with Providers
- Monthly DHS Provider Leadership Meetings

## Program Goals

- More uniform and consistent evaluation of facility compliance with the rules and regulations.
- More qualified staff to improve timeframes for completion of investigations.
- Through training, see improved practice and settings in residential facilities with the objective of increasing and enhancing positive outcomes for Georgia's children.





# Georgia Division of Family and Children Services

**Office of Provider Management**

**Catrechia Stokes Bryan, Director**



# Overview: Office of Provider Management

The Office of Provider Management contracts with and monitors agencies providing Room, Board and Watchful Oversight (**RBWO**) services for children in foster care.

This includes:

- 179 Child Caring Institutions (**CCI**)
- 71 Child Placing Agencies (**CPA**)

The foundational objective is to ensure that children placed with these agencies are safe from abuse and neglect.





# Overview: Office of Provider Management

OPM **monitors** providers' adherence to RBWO Minimum Standards and **contractual obligations** that provide reasonable assurance of the safety and well-being of children in care.

- Monitoring includes employing various data, on-site records review and utilizing collateral report mechanisms.

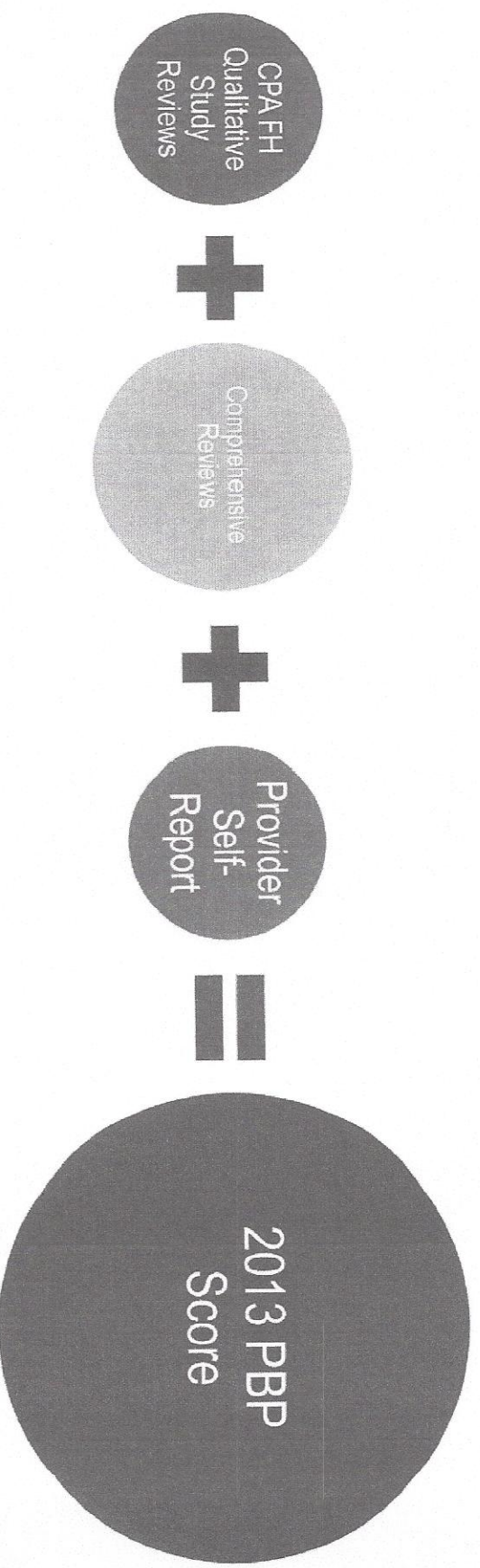
OPM also:

- Manages risk – identifying, tracking and addressing safety issues.
- Educates caregivers – facilitating *RBWO Foundations* training for provider staff.
- Evaluates performance – providing DFCS case managers with a quarterly score report of providers' performance. (Performance-Based Placement)
  - [www.gascore.com](http://www.gascore.com)





# Overview: Performance-Based Placement





# Reviews: Office of Provider Management

Based on RBWO Minimum Standards and Contract Deliverables

- **Annual Comprehensive Review**
  - Overall assessment of provider performance in the areas of Safety, Permanency and Well-Being. This review can take approximately two (2) to four (4) days to complete, depending on the size of the agency.
- **Qualitative Foster Home Study Review**
  - Desk review of the quality of the foster home study narrative for initial and re-evaluations.
- **Safety Reviews**
  - Employed randomly and frequently across all CCIs and CPAs to assess and identify risks for safety and well-being issues and ensure corrective action. These reviews usually take about 60 to 90 minutes to complete.
- **Performance-Based Placement Score Verification Audit**
  - On-site review of self-reported provider data used to determine quarterly performance-based placement scores.

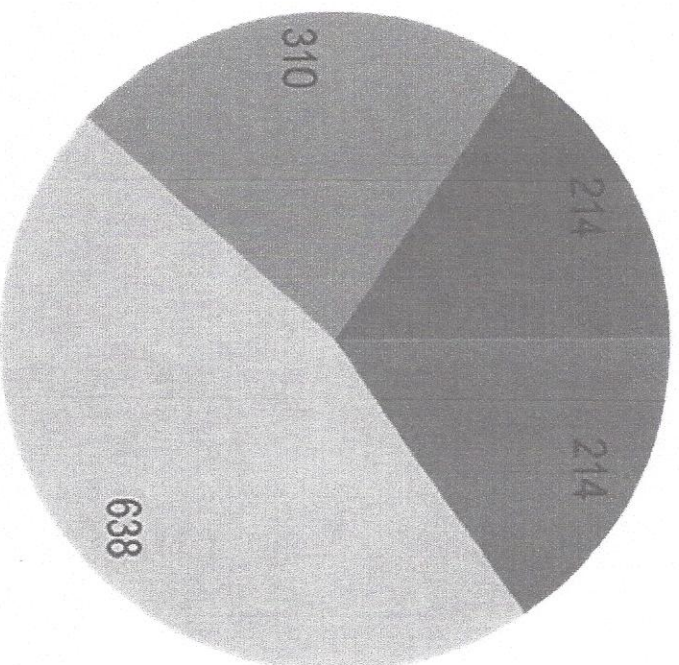




# Reviews: Office of Provider Management

Based on RBWO Minimum Standards and Contract Deliverables

## Reviews



- Annual CR
- Safety Reviews
- Foster Home
- PBP-V

\*Details reviews completed in FY 13.

