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Director

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## OPM RD Discussion

### Agenda:

- > Locating Child Welfare Policy
  - > State Form Revisions
  - > Revised Monthly Contact Memo
  - > Safety & Quality Standard Reminders
  - > Home Status Data
  - > Progressive Compliance Policy
  - > Reflection & Accountability
  - > Questions
- 

FY22 CPA PROVIDER  
MEETING

gascore.com/current\_providers.cfm?keydocs

## Resources For Current Providers

Key  
Documents  
& Forms

CPS / IONS  
Screening

Training &  
RBWO  
Foundations

E-Blasts &  
Announcements

Policy

You have found the central location for forms and documents relevant to currently contracted RBWO providers!

- FY 2022 RBWO Minimum Standards
- FY 2021 RBWO Minimum Standards
- FY 2021 GA+SCORE Provider User Manual
- Policy Violation Self-Assessment Report - CCIs
- Policy Violation Self-Assessment Report - CPAs

Click on Policy Tab > Online Directives Information System (ODIS) is a hyperlink to the website.

score.com/current\_providers.cfm?keydocs

## Resources For Current Providers

Key Documents & Forms	CPS / IONS Screening	Training & RBWO Foundations	E-Blasts & Announcements	Policy
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All approved Georgia Department of Human Services (DHS) policy is available on their **Online Directives Information System(ODIS)** website under the Manuals, Policies and Procedures heading. Look for *Department of Family and Children Services* and then *Child Welfare*.

ODIS><https://odis.dhs.ga.gov/>>Division of Family and Children Services hyperlink

The screenshot shows a web browser window with two tabs: "GA+SCORE:Current Providers" and "Online Directives Information Sys". The address bar displays "odis.dhs.ga.gov/General". The website header features the State of Georgia seal and the text "ONLINE DIRECTIVES INFORMATION SYSTEM (ODIS)". Below the header is a navigation menu with "Home", "Manuals & Policies", "Search", and "What's New". A search bar with the placeholder "Search here..." and a "Go" button is positioned below the navigation. The main content area is divided into two columns. The left column is titled "Manuals and Policies" and contains a sub-section "DHS Divisions & Offices" with a dropdown arrow. The list includes "Commissioner Office", "Division of Aging Services", "Division of Child Support Services", and "Division of Family and Children Services". The right column is titled "Welcome" and contains a paragraph: "ODIS is the Online Directives Information System of the Georgia Department of Human Services (DHS). It is a centralized electronic warehouse of the policies and manuals of the programs and services provided by the DHS." Below this is a section titled "Important Information".

# From Division of Family and Children Services > Man3000-Child Welfare

GA+SCORE:Current Providers x Online Directives Information Sys x +

odis.dhs.ga.gov/General



## ONLINE DIRECTIVES INFORMATION SYSTEM (ODIS)

Home Manuals & Policies Search What's New

Search here...

Go


### Manuals and Policies

#### DHS Divisions & Offices ▲

- Commissioner Office
- Division of Aging Services
- Division of Child Support Services

### Division of Family and Children Services

Subject	Policy	Manual
Child Welfare	<a href="#">POL3000 - Child Welfare</a>	<a href="#">MAN3000 - Child Welfare</a>

	<b>Department of Human Services</b> <b>Online Directives Information System</b>	<b>Index:</b>	MAN3000
		<b>Revised:</b>	12/29/2020
		<b>Next Review:</b>	11/17/2021

**DIVISION OF FAMILY AND CHILDREN SERVICES**  
**CHILD WELFARE POLICY MANUAL**

**TABLE OF CONTENTS**

**CHAPTERS**  
**SECTIONS**

**TITLES**

<b>Chapter 1</b>	<b>Administration</b>
1.0	<a href="#">Administration of Child Welfare Services</a>
1.1	Reserved for Future Use
1.2	Reserved for Future Use
1.3	<a href="#">Access, Distribution and Review of Child Welfare Policies</a>
1.4	<a href="#">Non-Discriminatory Child Welfare Practices</a>
1.5	<a href="#">Americans with Disabilities Act (ADA)/Section 504 and Reasonable Modifications</a>
1.6	<a href="#">Indian Child Welfare Act (ICWA) and Transfer of Responsibility for Placement and Care to a Tribal Agency</a>
1.7	<a href="#">Monitoring, Reviews, Reporting and Independent Audits</a>
1.8	<a href="#">Volunteer Services</a>
	<a href="#">Public Review and Inspection of Child and Family Services Review</a>

After Selecting the Division Child Welfare Policy, the PDF Hyperlink will generate with all policy information.





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## E-Blast: Updated RD Forms -- effective 8/1/2021

June 1, 2021 4:37 PM

Dear CPA Providers:

Following the meetings on March 31 to review changes to the updated DFCS RD Forms, OPM and CRRU have finalized the revisions. [download a copy of the forms here](#) (13 MB .zip file).

All CPAs have **until August 1, 2021** to purge prior forms. After August 1, 2021, the expectation will be that only the attached revised forms will be utilized.

Thank you.

**The Office of Provider Management  
& Caregiver Recruitment and Retention Unit**

Visit GA SCORE

<https://www.gascore.com/>

-E-Blast Listing

# State Form Revisions

## Initial On Boarding Form Packets

- Safety and Quality Standards Acknowledgement
- Financial Statement
- Caregiver Reference Form & Reference List
- Caregiver Child Safety Agreement
- Confidentiality and Privacy Standards Agreement

Prospective Caregiver Application

Home Inspection Safety Check List

Caregiver Placement Preference Form

Prospective Foster or Adoptive Parent Medical

Additional Household Member Medical

## SAFE Update/Re-Evaluation Form Packets

- Safety and Quality Standards Acknowledgement
- Financial Statement
- Caregiver Child Safety Agreement
- Confidentiality and Privacy Standards Agreement
- Caregiver Feedback Survey

Home Inspection Safety Check List

Caregiver Placement Preference Form

Prospective Foster or Adoptive Parent Medical

Additional Household Member Medical

# Revision of Contacts E-Blast June 18, 2021

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Room, Board,  
& Watchful Oversight  
Strengthening Families for a Stronger Georgia



Current  
Providers

State Office  
CCTU

Foster  
Parents

Future  
Providers

Training

[« Go Back to E-Blast Listing](#)

## E-Blast: Memo: Virtual Case Manager Contacts with Parents and Children

June 18, 2021 2:27 PM

Dear Providers:

The current guidance on virtual contacts is effective through July 30, 2021, with 1/3rd of all cases receiving in-person contacts in May, June, and July 2021 – resulting in all cases having an in-person contact over this three-month period. This memo provides a notice of 45 days prior to the end date, an increase over the previous 30-day notice, to allow additional time to prepare and plan for required practice changes.

**Please read the memo** for information about the phased transition back to in-person contacts in August and finalizing in September. **Effective September 1, 2021, we will return to 100% in-person for monthly contacts in Family Preservation and Foster Care and 100% in-person for initial assessments in CPS cases.** At that time, the COVID-19 – Temporary Direct Services Continuity Standard Operations Procedure (SOP) will no longer be in effect.

From: Mary Havick, Deputy Division Director of Child Welfare

Date: June 16, 2021

Re: Virtual Case Manager Contacts with Parents and Children

The current guidance on virtual contacts is effective through July 30, 2021, with 1/3<sup>rd</sup> of all cases receiving in-person contacts in May, June, and July 2021 – resulting in all cases having an in-person contact over this three-month period. This memo provides a notice of 45-days prior to the end date, an increase over the previous 30-day notice, to allow additional time to prepare and plan for required practice changes.

After careful consideration, we will continue a phased transition back to in-person contacts in August and finalizing in September. It is important that safety precautions continue to be practiced during face-to-face contacts, including wearing masks and maintaining social distancing, as appropriate.

**Effective August 1, 2021**, routine case management contacts for Resource Development will return to the standards outlined in policy and Family Preservation and Foster Care should be conducted as follows:

- **A minimum of 50% of all contacts are conducted in-person.**
- **Virtual visits are held for the cases not seen in-person.**

**Effective September 1, 2021, we will return to 100% in-person for monthly contacts in Family Preservation and Foster Care and 100% in-person for initial assessments in CPS cases.** At that time, the COVID-19 – Temporary Direct Services Continuity Standard Operations Procedure (SOP) will no longer be in effect. While virtual visits will no longer count for the monthly contact, they are still encouraged to supplement engagement with families and children.

To support this transition, I am asking county, regional and state leaders to consider which

# Safety Quality Standard(14.1) Reminders

## Water Safety Assessment

### ABC's of Water Safety

- ✓ Adult Supervision
- ✓ Barriers to Water
- ✓ Classes for Swimming and CPR



## Water Safety Resources:

- The Centers for Disease Control and Prevention: [www.cdc.gov/HomeandRecreationalSafety/Water-Safety/](http://www.cdc.gov/HomeandRecreationalSafety/Water-Safety/)
- Georgia Department of Public Health: <http://dph.georgia.gov/pools>
- National Drowning Prevention Alliance: <http://ndps.org/>

## Pet Inoculations, Pet Statements and Safety Plans



## Capacity Addendum or Capacity Waivers?

1. What is the current home's approved capacity range in GA SCORE?
2. Are there Dekalb or Fulton County youth placed in the home?
3. Are there youth placed in the home with a specialty program designation?



# Water Safety Tips

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## Tips for Keeping Children Safe around Water

- Designate a “WATER WATCHER.” This person should not be reading or texting. They should never take their eyes off the children. Adults should take turns having a person watching at all time.
- Even if your child can swim, vigilance is needed. A child can slip and fall, get tired or play a dangerous water game such as “hold your breath.”
- Learn to swim and teach your children to swim. Swimming lessons can protect against drowning. Go to [www.usaswimmingfoundation.org](http://www.usaswimmingfoundation.org) and type in your ZIP code to find free and low-cost swim lessons close to you.
- Even children who’ve had lessons must be carefully supervised. Barriers such as pool fencing, help prevent unsupervised access.
- Learn CPR. In the time it takes for paramedics to arrive, your CPR skills can save a life.
- Talk to your children about water safety. Children should be taught to never go into the water without a parent or guardian.
- Air-filled or foam toys are not safety devices. Don’t use water wings, noodles, or inner-tubes instead of life jackets. These toys are not designed to keep swimmers safe.
- Drowning can happen quickly and quietly. You might expect a drowning person to splash or yell for help. Sometimes, people slip quietly beneath the water.
- Avoid the “everyone is watching, no-one is watching scenario.” Family and friends gathered at a back-yard barbeque and pool party. Adults assume everyone is watching the kids, but no-one is watching.
- Keep children away from pool drains, pipes and other openings. Drains should be covered with federally approved covers to avoid suction entrapment.
- Install pool fences. More than half of all drownings involving young children can be prevented by four- sided fences, according to the Centers for Disease Control and Prevention. Fences should be at least 4 feet high and have self-closing, self-latching gates that open outward. The latches should be out of a child’s reach.

# CPA HOME STATUS DATA

APPROVED HOMES	UNAPPROVED HOMES	HOMES PENDING OPM RD REVIEW	KENNY A HOMES
2283	<b>436</b> Re-evaluations 92 Overdue Re-Evaluations are pending OPM RD review, leaving <b>344</b> Homes	<b>156</b> Re-evaluations	<b>325</b> Kenny A Homes <b>507</b> Placements
<b>773</b> Re-evaluation due within 90 day	<b>160 Unapproved</b> As of June 1, 2021	<b>135</b> Less than 14 days	<b>96</b> Unapproved Homes
	<b>276 Unapproved</b> Prior to May 31, 2021	<b>21</b> More than 14 days	<b>152</b> Placements

# Why is your agency's home approval status data important?



Ongoing Federal IV-E Funding and Eligibility requirements for the children placed in the home.

Home approval status compliance is critical to meeting federal, state and litigation mandates (Child and Family Service Review and Kenny A Outcomes).

Possible delays in permanency outcome achievement for youth. Currently, there are 27 youth placed in unapproved homes where the caregiver has expressed interest in adopting their placement and 23 youth are in homes with annual assessments due within the next 60 days.

Create delays with capturing accurate child placement data in both GA SCORE and GA SHINES system.

Home retention could be impacted if homes are not re-assessed timely.



# Progressive Compliance Policy

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1. All CPA Providers must develop appropriate internal tracking systems to ensure agency compliance with all contract deliverables.
2. All CPA Providers with identified trends of any deficiencies with meeting all contract deliverables to include homes over 30 days past due will require technical assistance with OPM. A Quality Improvement Plan (QIP) may be requested if deficiencies persist in accordance with progressive compliance policy guidelines.
3. When prior identified interventions persist phase two of progressive compliance policy guidelines will be initiated. All CPA Providers with identified trends of any deficiencies with meeting all contract deliverables to included homes over 60 days past due may result in notification from OPM requesting a QIP if not previously requested or a conference with the provider.
4. When prior identified interventions persist phase three of progressive compliance policy guidelines will be initiated. All CPA Providers with identified trends of any deficiencies with meeting all contract deliverables to include homes over 90 days past due may receive a Letter of Concern, a Corrective Action Plan request or Involuntary Suspension.

# Reflection & Accountability

## WHAT CAN OPM DO?

- ▶ Consistency with OPM RD edit feedback
- ▶ Enhance internal tracking systems
- ▶ Provide additional trainings (Road Shows, One-on-One Training, and CPA Monthly Series)
- ▶ Routine Status Updates (E-Blasts)
- ▶ Monthly communications with targeted providers (Compliance Intervention)

## WHAT CAN PROVIDERS DO?

- ▶ Consistently review all mandates, policy and guidelines (RBWO Minimum Standards, Child Welfare Policy, Legislation Revisions, and E-Blasts)
- ▶ Develop internal tracking systems
- ▶ Increase communication with OPM
- ▶ Participate in ongoing Professional Development Courses, and OPM Trainings.



Any Questions?