



Tom C. Rawlings

Director

FY2020 Contract Deliverables

LaShaunda Daniel, OPM Provider Relations Manager

Work Group Members

- Lara Lynn Sturgess, WinShape Foster Care
- Kimberly Underdue, Embracing Arms
- Steve Yarish, The Center for Children and Young Adults
- Mary Vincent, United Methodist Children Home
- Tom Covington, Uniting Hope 4 Children
- Lavern McClendon, MorganBay Healthcare Provider
- Tasha Mahone, Kenneth B. Walker Residential



SCOPE OF SERVICES

A. The Contractor agrees:

1. That the Contractor's provider application, which was approved by DHS, is made a part of this contract and is incorporated herein by reference. The Contractor's provider application is on file with DHS's, Division of Family and Children Services (DFCS), Office of Provider Management unit.
2. That this is a Performance Based Placement (PBP) and all performance scores will be published on the second Friday of the following month on the GA+SCORE website at www.gascore.com by DHS and used to facilitate placement decisions made by DHS. A detailed explanation of how scores will be determined is reflected in the R.B.W.O.\Performance Based Placement Measurements and Standards Guide posted on the GA+SCORE website at www.gascore.com and by reference, incorporated into this contract.
3. To fully comply with the FY 2020 R.B.W.O. Performance Based Placement (PBP) Measurements and Standards Guide, which contains all PBP requirements. The guide can be accessed on the GA+SCORE website at www.gascore.com. The Contractor agrees to also fully comply with the FY 2020 R.B.W.O. Minimum Standards posted on the GA+SCORE website at www.gascore.com. The Contractor agrees to abide by any changes made to the R.B.W.O. Minimum Standards.
4. To participate fully in Performance Based Placement goals and to provide regular and timely documentation by the 10th of the following month into GA + SCORE and the Georgia SHINES portal. The Performance Based Placement goals can be accessed on the GA+SCORE website at www.gascore.com. Scores will be provided quarterly. Goals and measures may be changed or modified throughout the contract year with a minimum of 90 days written notice to providers. The Contractor further agrees to abide by any changes made to the R.B.W.O. Performance Based Placement Measurements and Standards Guide.

5. That prior to commencing services under this contract, individuals in positions or classes of positions having direct care, treatment, or custodial access to confidential information of clients or any combination thereof shall undergo a criminal history investigation prior to being hired and every five years thereafter (based upon hire date anniversary). This requirement became effective July 1, 2014. Staff hired after July 1, 2009 but before July 1, 2014 must have their 5-year criminal records check completed by their anniversary date as they reach their fifth (5th) year of service. The criminal history investigation shall include a fingerprint record check pursuant to the provisions of Section 49-2-14 of the Official Code of Georgia, Annotated (O.C.G.A.). Contractor shall, maintain and upon request, provide DHS with evidence of a satisfactory criminal record check of any members of its staff or a subcontractor's staff assigned to or proposed to be assigned to any aspect of the performance of this contract. Contractor staff must have a satisfactory criminal Fingerprint record checks shall be submitted via Live Scan electronic fingerprint technology. Contractor must utilize the following method to comply with this requirement: Contractor will register with the Georgia Applicant Processing Services (GAPS) at www.aps.gemalto.com/ga/index.htm and follow the instructions provided at that website.

a. **RBWO Staff** criminal records checks are required to be uploaded into GA+SCORE. These checks must be uploaded at hire and prior to the 5-year anniversary date.

6. To conduct and document the results of a Child Protective Services history check through the Georgia Child Abuse Registry for **all staff within 30 days prior to hiring and annually within 30 days prior of the staff's anniversary date.** Each provider must have a policy on checking the registry and if the results of the registry reveal a substantiated case, this individual is unable to be employed or continue employment to work with children in the custody of the Division.

7. To conduct and document, a Sex Offenders Registry, Pardons and Paroles and Department of Corrections check on all staff within 30 days prior to hiring and annually within thirty days prior to the staff anniversary date. Each provider must have a policy on how your agency will regularly monitor compliance for initial hires and annually. These checks are required to be uploaded into GA+SCORE at hire and before the annual expiration date. The links for the registries follows:

<http://gbi.georgia.gov/georgia-sex-offender-registry>; <https://papapps.pap.state.ga.us/paroleesearch/search/searchPage>; and <http://www.dcor.state.ga.us/GDC/Offender/Query>

8. To within 30 days of contract execution, provide an acknowledgement to DHS via the GA+SCORE System at www.gascore.com confirming that they have reviewed the FY 2020 R.B.W.O. Performance Based Placement Measurements and Standards Guide and the FY 2020 R.B.W.O. Minimum Standards.

9. To within 30 days of contract execution, provide an acknowledgement to DHS via the GA+SCORE System at www.gascore.com confirming that all existing staff will participate in annual Mandated Reporter training as per RBWO Minimum Standards and that any staff hired during the contract period will participate Mandated Reporter Training as a component of new worker training. This training can be obtained via Pro Solutions website- <https://www.prosolutionstraining.com/index.cfm>.

10. To within 30 days of contract execution, provide an acknowledgement to DHS via the GA+SCORE System at www.gascore.com confirming that all existing staff and caregivers will participate in Reasonable and Prudent Parenting training as per RBWO Minimum Standards and that any staff hired or caregivers approved during the contract period will participate in Reasonable and Prudent Parenting and Youth Rights training within **30 days of hire** and/or approval as a component of new worker training or that it be included in the caregiver's annual training, as applicable.

11. To ensure that the Reasonable and Prudent Parent Standards and Youth Rights and Responsibilities policy are followed per Child Welfare policy 14.26 and 13.7.

12. To within 30 days of contract execution, update the provider profile on GA+SCORE System at www.gascore.com and provide a confirmation that the profile is accurate. Provider must maintain an updated Provider Profile.

13. To ensure the GA+SCORE System, at www.gascore.com is updated within 48 hours of an event, to include all admissions, and service delivery updates. **All Staff and administrative information should be updated as soon as possible but no later than one business day.** A minimum of two different contact phone numbers and email addresses will be provided and updated within 48 hours of any change. Contact information must designate "after hours" and weekend referrals. Significant events relating to the provider's operation or to the care or protection of children in its care must be reported in the GA + SCORE System, as soon as possible but no later than one business day.

14. To maintain an admissions protocol that includes a process for accepting children for placement 24 hours per day and seven days per week. Providers are required to have an executed plan to accept placements on nights and weekend. Providers must maintain up to date contact information in the GA + SCORE System under profile and contact information that includes the Executive Director/CEO, Site Director, Primary and Secondary Admissions Contact, GA + SCORE System Reporting Contact and the After Hours Admission Contact. Unique phone numbers and email addresses must be used for each contact person listed.
15. To ensure that its admission policy includes that youth up to 21 years of age may be served. (Note: The RCCL jurisdiction only extends to youth up to 19 years of age. Therefore, the RCC license will continue to indicate that it covers youth up to 19 years of age.) **Provider must ensure that youth are discharged upon the youth's 21st birthday.**
16. **To utilize the RBWO Universal Application and Referral Form** as the sole referral documentation needed to determine whether a potential placement match exists. The admission application package may not require a psychological evaluation report. However, the admission application package may ask if a psychological evaluation report exists and is available and if so, may require that the psychological evaluation report be provided as a part of the application.
17. For Maximum Watchful Oversight (MWO) beds where an MWO referral has been received, document within five (5) days of referral in the GA + SCORE System the referral, disposition and reason. A referral is deemed to have been received if the RBWO Universal Application and Referral Form is received. All other placement referrals types for all providers must be documented within 15 business days of receipt in the GA + SCORE System.

18. To follow RBWO Minimum Standards regarding discharges including the following:
 - a. The decision for placement disruption is made only after all possible interventions to maintain the child in care have proven unsuccessful including participating in a Placement Team Meeting as requested. Decisions about the child’s long-term or continued placement in the program should not be made during a crisis. At best, a decision to discharge a child from a placement should be made by mutual discussion between the provider and the Department concerning the child’s situation, either in a face-to-face or telephone conference.
 - b. For placement disruptions that occur within 10 days of placement or admission to the provider, providers will document a review of the initial placement decision and identify any changes needed in the admissions review or placement matching process.
 - c. Providers will have and follow their protocol on addressing foster parents who have patterns of ejecting children within 60 days of placement or where other disruption patterns are identified.
 - d. DFCS must be provided with at least 14 calendar day notice of the need to move a child from a CCI or CPA foster home unless there is a safety concern.
 - e. In all cases where discharge is determined to be in the best interest of the child but due to safety issues a 14-day notice cannot be provided, a minimum of 72-hour notice shall be given prior to discharge. If the 72-hour notice is not possible, the reasons for the failure to notify in advance must be documented in the child’s record.
1. In cases where a 72-hour or immediate discharge is deemed necessary, a significant event report must be made in GA

f. A Discharge Summary must be provided to DFCS case manager at the time of notification of placement move/disruption but no later than 24 hours from the provider. Discharge Summary must include the details on the circumstances that led to the disruption, actions that were taken by the agency to prevent the disruption, reasons for disruption decision, the services, supports the child would need to be successful in the next placement and details of the child's transfer from the CCI or foster home to the DFCS case manager or other placement as this information will be utilized to find the next placement.

19. To implement an internal continuous quality improvement process to at a minimum placement matching, placement disruptions, child protective services investigations, policy violations, services to ILP youth, staff hiring and turnover, caregiver and staff training and performance-based placement performance. Continuous quality improvement (CQI) is the complete process of identifying, describing, and analyzing strengths and challenges and then testing, implementing solutions and then learning from the results, and revising solutions in a continuous process that yields optimal programmatic functioning and better outcomes for children and families.

20. To comply with all applicable rules and regulations of Residential Child Care License (RCCL). Should the Contractor have an allegation of non-compliance with RCC rules and regulations, DHS, in its discretion, may suspend referrals to the Contractor or terminate the contract.

21. To provide DHS with an annual cost report, which shall include the contractor's single entity-wide audit report, entity-wide audit report or unaudited entity-wide financial statements. A complete and accurate cost report must be submitted to DHS no later than ninety (90) days after the contractor's fiscal year end closing, and the audit report or financial statements must be submitted to DHS no later than one-hundred eighty (180) days after the contractor's fiscal year end closing. Both the cost report and audit report or financial statements must be submitted via email to DFCS Fiscal Program Director at renita.jeffries@dhs.ga.gov or DFCS Fiscal and Administration, Two Peachtree St NW Suite 19-230, Atlanta, GA 30303.
22. To assist DHS in its efforts to obtain payments or recover costs of any service provided under this contract from third parties. These obligations are in addition to the contractor's obligations under Paragraph 115.
23. Contractor will ensure renewal documents for annual contracting purposes are submitted by deadline provided by OPM and signed only by the owner and/or operator.
24. Contractor will remain in good standing with all existing DHS contracts and/or affiliates in which services/supports are provided to family and/or children.
25. If the RBWO provider is a non-profit organization and RBWO revenues exceed RBWO expenses, the excess must be reinvested into the RBWO program and may not be used to subsidize other programs/books of business. As applicable, annual financial audits must contain a specific line item noting the excess RBWO operating revenues set aside for reinvestment into the RBWO program.

26. To accept children only within their approved program designations on their Rate Schedule Annex and contractual capacity. The contractor further agrees that all per diems will be paid in accordance with contracted program designations and associated per diems. The contractor further agrees to ensure that per diem payments to foster parents match the amount indicated on the Rate Schedule Annex.
27. Child Placing Agencies are financially responsible for any per diem expectations established with a foster parent prior to an approved Departmental per diem waiver. The provider cannot recoup retroactive agency or foster home payments for greater than 60 days.
28. That admissions may be suspended in order to address any identified issues related to safety, risk, well-being, financial obligations, or financial reporting requirements. DHS will immediately notify the Contractor of the suspension and any required steps to be completed for the reinstatement of admissions.
29. Private provider agencies with whom DFCS contracts for the provision of placements for children in DFCS custody shall be required, through contract provisions, to certify that employees providing case management or supervisory services for DFCS have met the following criteria:

- a. Have an undergraduate degree from an accredited college or university:
 - b. If operating in the role of Human Service Professional, Case Support Worker, or Case Support Supervisor, must complete RBWO Foundations new hire training within 4 months from their start date. Staff must enroll in one or both components within 30 days from the date of hire. Foundations course consists of three (3) weeks of e-learning / field practice experience and one (1) week of classroom instruction for a total of four (4) weeks of instruction. The classroom component of Foundations culminates with a knowledge-based competency test based on the materials covered during the 5-day classroom experience. The test which consists of objective questions (multiple choice, true-false etc.) must be passed with a score of at least 80% in order to earn credit for the classroom component. The RBWO Foundations Standards are posted on www.gascore.com and by reference are incorporated into this contract.
 - c. Have 24 hours of job related ongoing professional development annually.
30. To ensure that per diem payments to foster parents match the amount indicated on the RBWO waiver, as applicable.

AND

B. DHS will:

1. Provide the Contractor with all necessary and available information about a child and documented on the universal application, placed with the Contractor pursuant to the terms of this contract, which shall include all supplemental documentation as it impacts the permanency goals of each child.
2. Provide training to the Contractor regarding the Cost Reporting and other documentation required pursuant to this Contract.
3. Provide the Contractor with timely notification of any procedural or policy change impacting service delivery, case documentation or reporting.
4. Provide service authorization documentation for each child placed with Contractor, at the time of placement.
5. Make placement decisions that:
 - A. Locate the child near his/her residence whenever possible and/or appropriate
 - B. Maintain the child in school of origin whenever possible and/or appropriate
 - C. Keep siblings placed together

- D. Expedite safe permanency for the child and minimizing time spent in out of home care,
 - E. Ensuring appropriate agency selection based on the agency's approved program designation, contract and licensure
 - F. Utilize the standard RBWO Universal Application in applying/making all placement referrals to RBWO providers.
6. Monitor the delivery and documentation of service by Contractor and issue reports to Contractor about the results of that monitoring.
 7. Work with the Contractor to develop baseline data, performance measures and outcomes supported by a rate structure to reach the defined outcomes, at a reasonable cost.
 8. Ensure and make available to the Contractor, at the time of each referral, local DFCS case management telephone access numbers for contact 24-hours per day, and 7 days a week, via telephone, facsimile, and e-mail addresses.
 9. Notify the contractor in advance and preferably within a minimum of five (5) business days prior to any family team meetings, staffing sessions, court hearings or any other collaborative meeting regarding a child and/or family.
 10. Reimburse the contractor within a timely manner based on the Contractors pre-bill submission for services provided under this contract. In the event of non-payment payment, the contractor will initiate contact with Division within 30 days of nonpayment and elevate payment request to Division leadership team until resolved.
 11. Review Contractor's performance reports generated by GA+SCORE.

12. Conduct site visits and randomly review file documents related to outcome measurements.
13. Make random requests for documentation to support information reported by the Contractor in GA+SCORE.
14. Collect and review data related to the Contractor's performance on goals and outcome measurements, which measure the quality of an agency's service provision.
15. Work collaboratively with providers to ensure that RBWO Foundations training requirements are met. Provide notice training schedules via www.gascore.com and of any new policies or procedures developed to support continued implementation.
16. To implement and utilize a continuous quality improvement process to improve the Office of Provider Management's functions including RBWO trainings, Standards development, risk management, performance based placement, program designation assignment, foster home approvals, GA+SCORE, partnerships with providers, RCCL and DJJ and other operations related to the successful operations of the state's Room, Board and Watchful Oversight programming.
17. To provide RBWO providers with a verification form indicating that the criminal background check for foster care youth who turn 18 years while in RBWO placements has been completed.

Additions for Providers

- 5.a was amended to mandate that all staff and not just RBWO Staff safety checks be uploaded to GA+SCORE
- 6 and 7 was amended to clarify that annual safety checks (CPS, SOR, PPD, and DOC) must be completed 30 days PRIOR to the staff anniversary
- 13 adds clarification that Staff and administrative information should be updated no later than 1 business day
- 15 adds that the Provider must ensure that youth are discharged upon the youth's 21st birthday
- 23 and 24 add requirements for Providers to submit contract paperwork by deadline and signed by owner/operator and that Provider will remain in good standing with all existing DHS contracts
- 29 the process for waiving staff training and requirements is removed

Removals for Providers

- Previous #17 regarding mandatory use of Universal Application was removed as it is now standard procedure
- Previous #21 stating that Providers would offer services in line with DHS values and Principles was removed since that is a separate portion of the contract

Additions for DHS

- A-2 adds clarification that PBP Scores will be posted by the second Friday of the following month on GA+SCORE
- B-5e adds that the DHS will ensure appropriate agency selection based on the agency's approved program designation, contract, and licensure
- B-5f Mandates that the RBWO Universal Application be used in making all placement referrals to Providers (Previously B-17)
- B-10 lays out a 30 day timeline for Providers to reach out to the Division leadership team in event of non-payment

Feedback

