

Georgia Division of Family & Children Services

Bobby Cagle, Director

Morning Engager



- Name
- Agency
- Role
- “Talking to your 17 year old self”



AGENDA

- Open Engager
- PBP Summary
- Common Errors
- Work Group
- Policy Violation Assessment
- PBP FY17
- Community/Apartment
- Reimbursement
- Panel Discussion



PBP Summary Scores

41 ILP/TLP SCORE SUMMARY

- **During Q2, 68% earned a grade of A-C as compared to Q1 66%.**
- 8% earned more than 100 points; scores ranged from 100.00 to 107.06 points.
- 27% scored below the threshold with grades of D or F.
 - 1 provider earned a grade of D.
 - **10** providers earned an F with scores ranging between **12.94** points and **57.14** points.
- 4 providers were not graded because of no placements or staff during the quarter.



Common Errors

Tiffany Cutliff, Monitoring Manager (Green Team)

- Admissions
- Discharges/Placement Moves
- Underage Placements
- Academic Supports
- Purposeful Documentation

Karsten Hartman, Monitoring Manager (Red Team)

- Maintaining GA+SCORE
- Individualized Skills Plan
- Family Contact
- RPPS Reminders
- Significant Events
- Automated Emails



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Admissions

- 4.1 Providers must only accept referrals for children with program designations for which they have been approved unless a waiver has been granted by OPM.
- 21.7 All youth entering the ILP must have a staffing within the first 30 days of placement, which must include the youth DFCS Case Manager, ILC and other supports. The purpose of the staffing is to review expectations, the WTLP and ILP ISP and to discuss the youth's eligibility for services and funding.



Admissions

- TLP Programs

- Admitted Youth must be at least 16 years of age
- Can have any permanency plan
- Must be able to benefit from the TLP

- ILP Programs

- For youth 18 to 21 years of age



Discharges/Placement Moves

- Discharges
 - Whenever a youth leaves one placement to go to another.
 - A discharge can occur within the same program.
 - Whenever a youth is moved from one site to another, it is considered a discharge.
- A discharge summary is required at each discharge.
- RBWO Minimum Standard 5.9-A Discharge Summary must be provided to the DFCS case manager at the time of notification of placement move/disruption but no later than 24 hours from the provider.

DISCHARGED



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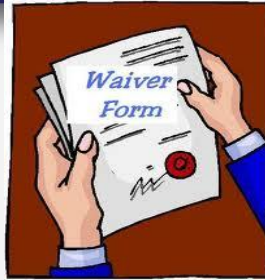
Discharges/Placement Moves

- **21.6** ILP Youth must sign an acknowledgement that they may be discharged from the ILP if they willingly and knowingly participate in illegal or disruptive behavior or it is determined that they are unable or unwilling to benefit from the program. All youth discharged for violating ILP rules must be given a 60 day notice and assistance with transition. Providers must create a written transition plan.

DISCHARGED



Underage Placements



When is a waiver required?

- For youth that are younger than the required age
 - TLP required age is 16
 - ILP required age is 18
- ILP Youth with children of their own residing with them
 - Youth in Foster Care (Waiver required)
 - Youth not in Foster Care (Waiver not required)



Academic Support

- Definition - an educational activity, service or resource that assists the child with meeting learning standards, accelerates their learning process, and encourages and promotes the child's overall academic success.
 - Applies to children who are enrolled in grades K-12 or a GED program.
 - Counts for post secondary education as well.
 - Two (2) required per month, per child. Six (6) required per month, per child for incentive credit.
 - A description of each academic support must be properly dated and documented in the child's case record.





Academic Support Examples

- *Tutoring*
- *Attendance at school meetings (IEP, PTA, conference, graduation, etc.)*
- *Digital and online learning applications*
- *Community enrichment activities*
- *Summer programs that include learning activities*
- *Homework Assistance*
- *College tours/Orientations*
- *Assisting with Scholarship Opportunities*



Every Child, Every Month (ECEM)

- A purposeful, face-to-face monthly contact with the child placed.
- Must take place in the child's residence.
- Conducted by the Human Service Professional (HSP), Life Coach or Case Support Worker (CSW).
- Documented on the guided narrative in GA SHINES that addresses Safety, Permanency and Well-Being.
- Must be documented within 72 hours of the visit in GA SHINES.
- Applies during the child's first full month in the placement.
- A child is not required to receive an ECEM during partial months in care.
- However, the provider receives credit if a child is in care for a partial month and the provider nevertheless conducts an ECEM during the month.



Every Child, Every Month (ECEM) cont'd...

Documentation must include the following:

- a. Developmental, social, emotional progress and challenges
- b. Progress on Individual Service Plan goals
- c. Child's involvement in the permanency case plan
- d. Issues pertinent to safety, permanency and well-being
- e. Any concerns or red flags
- f. Any need for follow-up and next steps.



General Contact

- A purposeful, face-to-face monthly contact with the child placed.
- Does NOT need to occur in the residence.
- Generally focuses mainly on safety and well-being.
- Conducted during the first week of the child's placement then once per month.
- Conducted by the Human Service Professional (HSP), Life Coach, Case Support Worker (CSW) or Case Support Supervisor (CSS).
- Must be documented on the standard narrative or guided narrative in GA SHINES.
- Must be documented within 72 hours of the visit.
- Cannot be conducted on the same day as the ECEM.





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Maintaining GA+SCORE

Information in GA+SCORE should be kept up to date per the timeframes outlined in the RBWO Minimum Standards.

- Provider Profile
- Child/Staff Rosters



Program Information

Rachel's Place (Test Only)

Group Home (5106) - Child Caring Institution (Active)

Profile

Monitoring

Services

Rosters

Reports

Risk Management

Program Information

Contact Information

Program Designations

Staffing

Contract Activity

Notes

Program Information

Program Name:	<input type="text" value="Group Home"/>	Status:	Active
Vendor ID:	<input type="text" value="98986"/>	License Type:	<input type="text" value="Child Caring Institution"/>
Agency Type:	<input type="text" value="CCI"/>	Payment Center:	<input type="text" value="Region 4 DFCS Accounting"/>
Phone Number:	<input type="text" value="404-241-6501"/>	Fax Number:	<input type="text" value="404-241-6502"/>
Site Capacity:	<input type="text" value="1"/>	SHINES Resource ID:	<input type="text" value="87356419"/>
Service Type:	<input type="text" value="-not selected-"/>		
Resource Maintainer:	<input type="text" value="Deborah Spaulding"/>		
Program Website:	<input type="text" value="https://www.caresolutions.com"/>		

Mailing Address:

Address 1:

Address 2:

City: **State:** **Zip:**

Site Address:

Address 1:

Address 2:

City: **State:** **Zip:**

County: **Region:**

Accreditations:

-none reported-



Division of Family & Children Services

Contact Information

Profile

Monitoring

Services

Rosters

Reports

Risk Management

Program Information

Contact Information

Program Designations

Staffing

Contract Activity

Notes

Contact Information

Currently Assigned Executive Director/CEO:



Mark Cook (308510)

mark.cook@dhs.ga.gov

Currently Assigned Site/Program Director:



Dawn Reed (247726)

dawnreed@caresolutions.com

404-241-6652

Currently Assigned Admissions Contact (1):



Elizabeth Lary (249843)

elizabethlary2@caresolutions.com

770-642-6722

Currently Assigned Admissions Contact (2):



Charlie Brown (272900)

Currently Assigned GA SCORE Reporting Contact:



Alex Redovian (247727)

aredovian@gmail.com

404-241-6651

Currently Assigned After Hours Contact:



Carla Rogg (ph) 404-555-8716 -- (em) test2@caresolutions.com



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Child Roster

- RBWO
- Non-RBWO
- RBWO Referrals

Rachel's Place (Test Only)
Group Home (5106) - Child Caring Institution (Active)

Profile Monitoring Services **Rosters** Reports Risk Management

Daily Roster | Daily Non-RBWO Roster | RBWO Referrals

Daily Roster

This tab includes a comprehensive listing of RBWO children your program has admitted to GA+SCORE. Children indicated in green are known to GA+SCORE as MAAC-funded.

[Add New Admission](#)

Child ID#	Child Name	SHINES ID	Child Age	Admission Date	PD	Discharge
4459965	Johns (Test), Katelyn	MISSING	20	4/18/2010	BWO	X
4462853	Van Pelt, Unus	MISSING	8	8/12/2011	Base	X

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Individualized Skills Plan

RBWO Minimum Standard 10.0

Providers who care for youth ages 14 years and up will develop Individualized Skill Plans based upon the Casey Life Skills Assessment (CLSA). The individualized skill plan is a supportive component to the DFCS Written Transitional Living Plan (WTLP). The individualized skill plan must be updated every six months.



FAQ : Individualized Skills Plan

What is the Individualized Skills Plan? Is it the same as the service plan?

A: The Provider's service plan for youth age 14 years and up that focuses on independent living skills. The skills plan can be a component of the youth's Individual Service Plan (ISP) or a stand alone document.



FAQ : Individualized Skills Plan

What should be included in the plan?

A: The provider will use the results of the youth's completed Casey Life Skills Assessment (CLSA) to develop goals, objectives, and interventions for the youth.



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Create SMART Goals



Example of a Skills Plan Goal

Goal: Within three months, Lauren will develop two new skills related to budgeting and money management in preparation for adulthood..

Objective 1: Lauren will be able to create and use a monthly budget.

Objective 2: Lauren will know how to make a purchase using a check and balance a checkbook.

Intervention 1: The **HSP** will organize and plan for the youth to attend applicable ILP events and a financial education class.

Intervention 2: Lauren will attend and participate in a financial education class/workshop and all planned ILP events.

Intervention 3: The **HSP** will teach Lauren to create a monthly budget using her allowance money.

Intervention 4: Lauren will practice making purchases using “mock” checks during weekly visits to the Rachel’s Place Store.



FAQ : Individualized Skills Plan

How often should a youth retake the Casey Life Skills Assessment (CLSA)?

A: Youth complete the CLSA at ages 14, 16 and 17 ½ years and annually for youth ages 18 to 21 years.

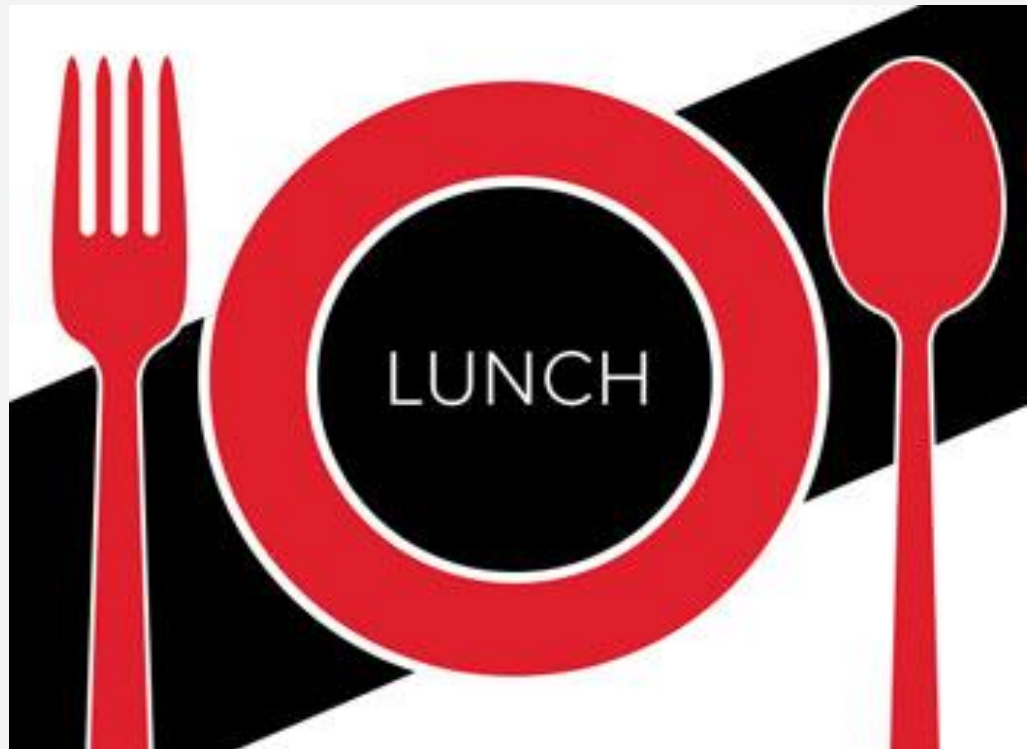


Family Contact

Provider's role in permanency is to provide supportive services to assist DFCS in achieving permanency for children.

Family contact is a right, not a privilege.





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SMALL GROUP ACTIVITY

2

WHAT
WHY
HOW



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Stronger Families for a Stronger Georgia



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CCI		CPA		ILP
Director		Director		Director
		Case Support Supervisor		
Human Services Professional		Case Support Worker		Life Coach
				Community Support Liason
Child Care Worker				



New ILP Staffing Requirements

Community Support Liaison

Responsible for developing partnerships within the community (i.e. internships, jobs, scholarships and identifying mentorship opportunities etc.)
Responsible for coordinating educational services for youth (i.e. tutoring, attending school meetings/functions and assisting with completing application for schooling).

CSL must have a bachelor's degree from an accredited college or university in the area of behavioral or social sciences, social work, psychology, childhood education, special education, guidance counseling, or related field with two (2) years direct service experience with children and families or a master's degree from an accredited college or university in the same areas of study with one (1) year of paid work experiences with children and families.

Note: Neither the HSP nor Director can serve in the role of CSL.



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RPPS Reminders





Number One:

ALL providers are required to have a policy and to put these standards into practice. There are no exceptions.



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Number Two:

RPPS decisions must first and foremost be “reasonable” and “prudent.”

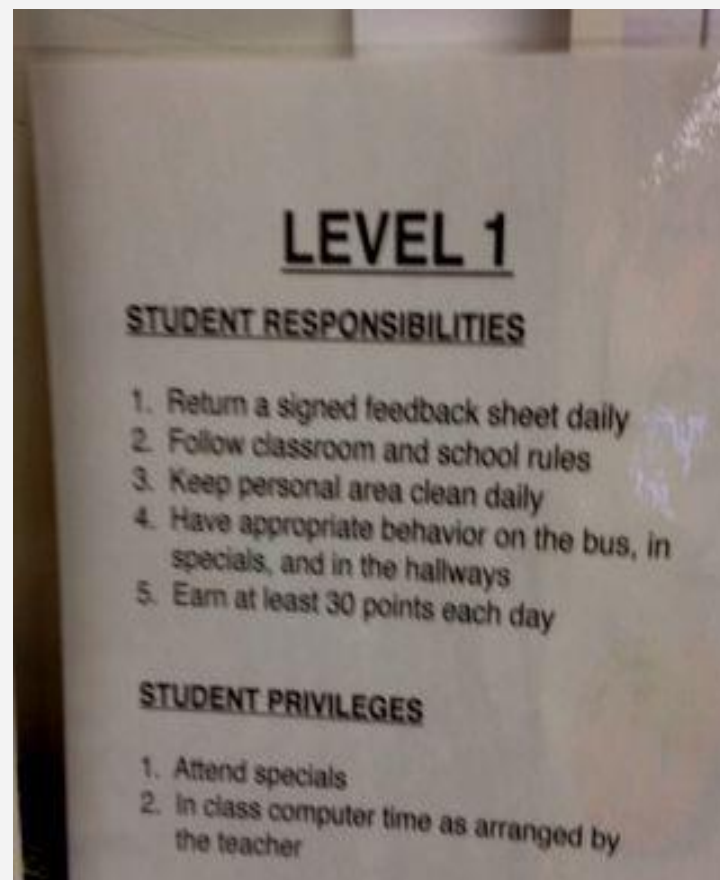


Number Three:

When making RPPS decisions, it must be clear that the child is benefitting in efforts to create normalcy. RPPS is not intended to be an advantage for the agency/caregiver.



Number Four:
Individual agency
practices and programs
do not supersede Child
Welfare Policy related
to RPPS.



Significant Events Review



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STANDARD 1.12

Providers must notify OPM whenever there is a Significant Event relating to the provider's operation or to the care or protection of children in its care. Notification must be made as soon as possible but within **24 hours** via GA+SCORE. Additionally, based on circumstances and the severity of situations, providers should use good judgment in determining which Significant Events should also be reported verbally to OPM.



REPORTABLE EVENT CATEGORIES (1 of 2)

- Automobile Accident
- Child on Child- Sexual acting out
- Child on Child- Physical confrontation
- CPS Involvement
- Death
- Emergency Safety Intervention (10+) more than 10 times in one month for all children in the agency
- Emergency Safety Intervention (3+) 3 or more times in one month on the same child
- Emergency Safety Intervention (Injury)- any ESI resulting in injury
- Environmental Safety/Physical Plant
- Fire Department Involvement



REPORTABLE EVENT CATEGORIES (2 of 2)

- Good News
- Impact from Natural Disaster, Fire, or Flood
- Inappropriate Discipline/Corporal Punishment
- Legal Action-Federal state or local litigation against agency or staff member
- Media coverage
- Medical Care, Emergency – Hospitalization, ER visit, injury requiring more than First Aid, serious injury
- Medical Care, Emergency – Resulting from a medication administration error
- Medical Care, Planned – Hospitalization, outpatient invasive procedure
- Medication Refusal
- Neglect
- ORCC Investigation Initiated
- Police Intervention (Assault, Community or school issue, Drugs, Other, Runaway, Theft)
- Psychiatric Emergency (1013)
- Staff to Child- Other confrontation
- Staff to Child- Physical confrontation
- Suicide/Homicide- Attempt
- Suicide/Homicide- Threat
- Temporary Closure of a Living Unit
- Other



“Other”



Please note that the use of “**other**” **should not be routine** as a Significant Event reporting type.

In addition, **under-reporting** could significantly impact your agency’s Comprehensive Review score.



And...???



You may be contacted by OPM if:

... your report was not clear about exactly what happened.

... your report did not include critical information (immediate corrective actions, safety plan, location of children, action against staff member, etc.).

... you used an inappropriate category.



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Documentation Best Practices



- Be thorough, but to the point
- Avoid unnecessary information
- Stick to the facts, don't speculate
- Use full names of DFCS children and involved staff members



GA+SCORE's Automatically Generated Emails



- ❖ Please ensure that emails under the “Contact Information” tab are correct.
- ❖ Alerts regarding all available reports (Comprehensive Reviews, Safety Reviews, PBP Verification Reviews), PIPs, CAPs, and PVAs are sent to the two email addresses listed under “Currently Assigned Executive Director/CEO” and “Currently Assigned Site/Program Director.”
- ❖ The same person should not be listed under both of these categories.
- ❖ If you are not receiving these alerts, it means that either your email address is not correct or there is no one listed at all.



Policy Violation Assessments

- Points to Remember:
 - ✓ The PVA process is intended to allow you to share information you are already gathering through your internal quality improvement process.
 - ✓ The PVA template is recommended for use but is not required as long as the same basic information is covered via your own tool.
 - ✓ CPS and law-enforcement investigations take precedence over PVAs.



OPM PVA Responsibilities

1. OPM will notify agency of CPS alert and need for policy violation assessment (PVA) to be completed.
2. OPM will conduct “emergency” safety reviews when appropriate (based on circumstances and severity of incident)
3. OPM will review completed policy violation assessment within 10 days of receipt and inform provider of outcome.
4. OPM will provide technical support to providers as needed in the development of a CAP.
5. OPM will follow-up on incident/CAP during subsequent safety and comprehensive reviews.



Provider PVA Responsibilities

1. Provider will document incident in GA+SCORE (significant event) and initiate policy violation assessment within 24 hours of receiving notification from OPM.
2. Provider will make face-to-face contact with staff and any child impacted by the alleged policy violation within 24 hrs.
3. Provider will address any serious issues or concerns identified during the PVA immediately or as soon as practicable.
4. Provider will complete the PVA within 15 calendar days and forward the documented results to OPM via GA+SCORE.
5. Provider will develop a CAP (if needed) with input from DFCS SSCMs and implement within 72 hours (identify who, what, when, how, etc.).
6. Provider will notify OPM via GA+SCORE when the CAP is satisfactorily completed. If an admissions hold was in place, it will be removed pending completion of CPS investigation.





PBP FY17

- ❖ Minimum Threshold increased to 85% from 70%.
- ❖ For providers with the average quarterly score over the fiscal year was at least 85%, the every other year comprehensive review schedule will be applied. OPM will determine which year (of the two years) that the review will occur.
- ❖ Maltreatment in care measure will be changed to all or none to support the Division's stance on zero tolerance for maltreatment in care.



FY17 PBP Measures

PBP FY17 Changes_03072016.pdf - Adobe Reader

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IL and TLP Measures	Weight
OPM Monitoring Reviews	
Annual Comprehensive Review	15%
Safety Reviews	5%
General Safety Measures	
Incidence of Maltreatment	3%
Staff Training	5%-10%
General Permanency Measures	
Placement Stability	3%
Sibling Contacts	3%
	3%
General Well-Being Measures	
Academic Supports	3%-2%
EPSDT Medical	4%
EPSDT Dental	4%
Provider Every Child Every Month Visit	5%-4%
IL/TLP Specialty Measures	
Academic/Career Development	10%
Independent Living Skills Provision	15%
Financial Independence	5%
Community Connections	5%
WTLP /Life Coach	15%
Total = 100%	

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ILP Settings



- **Community Living**

- **Director, Life Coach & Community Support Liaison**
- **Staff/Child Ratio 1:10**

- ***Per Diem Rate Includes***

- Cell phone
- Marta
- Food
- Clothing
- Personal Care
- Internet Fees
- Furniture Warranty
- Utility

- **Apartment Living**

- **Director, Life Coach & Community Support Liaison**
- **Staff/Child Ratio 1:12**

- ***Per Diem Rate Includes***

- Cell phone
- Marta
- Food
- Clothing
- Personal Care
- Internet Fees
- Furniture Warranty
- Utility
- Alarm System



ILP Reimbursements

- Driver's License
- Educational Fees
- Computers/Laptops/Software
- Apartment Application/Deposit
- Utility Connection Fees
- Sheets, Towels, Bed linens
- Pots, Pans, Dishes, and other Kitchen Utensils
- Iron, Alarm Clock, Broom & Dust Pan
- Cleaning Supplies



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PANEL DISCUSSIONS



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