Practice Matters

Survey Report

January 24, 2012

A total of 28 responses to the survey.

Demographics
- Size of agency based on responses
  - Large: 70.4%   more than 20 beds or foster homes
  - Medium: 22.2%   7 to 20 beds or foster homes
  - Small: 3.7%   6 or fewer beds or foster homes
  - 1 replied NA and 1 skipped the Question

- Agency's Geographic location
  - Metro   33.3%
  -South   16.7%
  - North   50.0%
  - 4 Skipped the Question

Themes of roles of ORCC and OPM from 23 responses

- Both centered on child safety
- Both do the same thing: compliance
- ORCC oversees compliance with licensing regulations
- OPM provides support to agencies, helpline and compliance with RBWO contract

Rating of OPM and ORCC: Colliding or Complementary

- Active concern for agency   73.1%   (19 of 26 responses)
- Passive Concern   15.4%   (4 of 26 responses)
- Not A Concern   11.5%   (3 of 26 responses)
- 2 Skipped this Question

Themes of "active concern for agency"

(17 of 19 responses; 2 no response)

- Duplication of services and oversight; easier to have one agency
- Inconsistencies in determinations and requirements; contradictions; confusing and direct conflicts of standards for CPA's: "DFCS standards say that an agency is to be in compliance with all ORCC standards, but then the DFCS standard says that foster parents cannot use ESI while ORCC regulations say that foster parents are to be trained in ESI, therefore, they are to use it when necessary."

Themes of "passive concern for agency"

(3 of 4 responses; 1 no response)

- There is some redundancies, overlap and at times interpretive discrepancies. "At times the "advice" given by either division can be in-congruent with the guidance or expectation of the other."

Identification of any conflicting or contradictory standards, rules, policies, procedure etc… between OPM/DFCS and ORCC

(26 Responses and 2 Skipped the Question)

- 42.3%   There are many conflicts/contradictions and they are of major impediment to my agency's ability to meet expectations of both OPM and ORCC.

- 23.1%   There are a few conflicts/contradictions and they are of major impediment to my agency's ability to meet expectations of both OPM and ORCC.

- 30.8%   There are a few conflicts/contradictions and they are a minor impediment to my agency's ability to meet expectations of both OPM and ORCC.

- 3.8%   Not aware of any.

Themes of conflicting or contradictory standards, rules, policies, procedure etc… between OPM/DFCS and ORCC

- OPM reviews a file and it is fine, ORCC reviews the same file and there is a citation: OPM did a safety review and scored a 90. ORCC reviewed and looked at the same things and a POC had to be completed.

- Different rules and requirements: The age siblings can share a room gender specific is 3 years according to ORCC and 5 years according to DFCS. Training hours required for foster parents is based on the day the home is opened according to ORCC and calendar year according to OPM. ORCC says physicals are due within 72 hours and OPM says within 10days.

- RBWO contract does not an ESI whereas CPA rules require that ESI training be given when it is expected that a child will exhibit behaviors that might necessitate such an intervention

- Receptiveness of paper work and different documentation standards: The monthly progress report for RBWO requires an addition of an addendum to satisfy ORCC standards. There is a difference of what is acceptable for documentation purposes around medical information. Frequency of required medical reports differs between RBOW and ORCC.

Most "valued added" activity or services from OPM
(18 responses, 10 skipped the question)

- Technical assistance and support to improve services
- Liaison and collaborative attitude in answering questions

Least "value added" activity or services from OPM
(18 responses, 10 skipped the question)

- Duplication of their services
- More data entry, more review time, more standards, more staff tasks, more positions needed to meet time frames and activity expectations with no more dollars
- All the database required documentations and SHINES is not functional.

Most "value added" activities or services from ORCC
(17 responses, 11 skipped the question)

- Annual audit
- Licensure and accountability is needed
- Same reviewer/surveyor is a benefit

Least "value added" activities or services from ORCC
(19 responses, 9 skipped the question)

- Subjective interpretations, inconsistent and rigid interpretations
- The inconsistent practices and interpretations of surveyors. CCI's are sometimes cited from one year to the next for approved changes in documentation.
- Licensure rules are old and need updating to meet changes in requirements and changes in populations being served.

What question(s) should have been asked in this survey?

(18 responses, 10 skipped the question)

- Recommendations and improvements
- How do other states do it?
- What is an accreditation model of regulatory review?
- How to better connect the agencies so duplication is reduced?
- Other questions or recommendations