PROSPECTIVE CAREGIVER ONBOARDING PROCESS GUIDE

November 2018

Detailed guided process for the use of the recently revised Prospective Caregiver Onboarding forms and the *SAFE Home Study©* tools.

Caregiver Recruitment and Retention Unit

FOREWORD

The Prospective Caregiver Onboarding Process Guide was developed to support the Division of Family and Children Services', and its partners, transition to the *SAFE Home Study*© Process. Improving the efficiency of the caregiver onboarding process is the leading mission of the Caregiver Recruitment and Retention Unit. If followed as written, there would be no more than 5-10 business days wherein the family is not contacted and advised as to where they are in the onboarding process. This guide will also introduce the revision of current, and development of new, Caregiver Onboarding Forms, and when they should be used.

This Process Guide is being introduced during the *SAFE Home Study*© Pilot in December 2018. It is a fluid and living document which may be updated or changed as feedback is obtained from the pilot participants.

Therefore, your feedback is not only important, but vital to the success of this transition. Please contact us at crru@dhs.ga.gov with any concerns, questions, comments, and praise regarding the use of the forms, or the process flow.

The Caregiver Recruitment and Retention Unit

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Prospective Caregiver Applicant Onboarding Forms Process

A. Processing Inquiries Received via Foster Georgia Website or Inquiry Line

I. **WEBINAR**: Inquiries processed by CRRU State Office Inquiry Response Team **with** Webinar Attendance

a. CRRU Inquiry Response Team will:

i. Obtain inquiry information

ii. Create FAD Stage in GA SHINES

iii. Facilitate Webinar Information Session

1. Enter date of webinar invite/attendance in SHINES
2. Enter contact narratives of caregiver interaction

iv. Send **Prospective Caregiver Application and Instructions** via email

v. Notify Regional Point of Contact (POC) of new inquiry assignment via email

vi. Assign FAD stage to Regional DFCS POC

vii. Assign Caregiver Navigator

II. **NO WEBINAR**: Inquiries processed by CRRU State Office Inquiry Response Team **without** Webinar Attendance

a. CRRU Inquiry Response Team will:

i. Obtain inquiry information

ii. Create FAD Stage in GA SHINES

iii. Notify ***Regional Point of Contact (POC)*** of new inquiry assignment via email

iv. Assign FAD stage to Regional POC

v. Assign Caregiver Navigator

b. Regional POC will:

i. Invite Prospective Caregiver Applicant to local information session

1. Enter date of Information session invite/attendance
2. Enter contact narratives of caregiver interaction

ii. Upon completion of Information Session Attendance – send Prospective Caregiver Applicant the Application and Instructions via email or hand deliver

B. Processing Inquiries Received by Local DFCS/CPA

I. Inquiries will be processed by the local Caregiver Recruitment and Retention Specialist (CRRS) or CPA Resource Development Staff

a. Local CRRS will:

i. Obtain inquiry information

ii. Create FAD Stage in GA SHINES

iii. Invite to Information Session

1. If family desires webinar – CRRS must email crru@dhs.ga.gov to request invitation
2. If family desires in-person session – provide family with upcoming dates
3. Enter date of webinar invite/attendance in SHINES
4. Enter contact narratives of caregiver interaction

iv. Upon completion of Information Session Attendance – send Prospective Caregiver the Application and Instructions via email or hand deliver
v. Complete required DFCS Safety Screenings (criminal history screening will be completed once Live-Scan Application is returned).
1. Adam Walsh screening should be completed after Live Scan screening
a. ***For CPA families*** – Adam Walsh screenings will be completed by the DFCS CPS Screening Unit

b. CPA Resource Development Staff shall:
i. Obtain inquiry information
ii. Invite to Information Session
iii. Upon completion of Information Session Attendance – send Prospective Caregiver the Application and Instructions via email or hand deliver
iv. Complete and submit the DFCS CPS Screening Request

C. Caregiver Application Processing

I. Prospective Primary Caregiver will be allowed ten (10) business days to return the following information:
a. Prospective Caregiver Application
b. Live-Scan Application – *one for both the primary and secondary caregiver, if applicable.*

D. Home Safety Assessment

I. DFCS CRRS or CPA Resource Development Staff will contact Prospective Caregiver Applicant during the allowed (10) business days to arrange a home visit for the completion of the **Prospective Caregiver Home Safety Inspection Form**.
i. DFCS CRRS shall complete required DFCS Safety Screenings prior to the home visit – CRRS should contact family to obtain identifying information that was not retrieved at inquiry (DOB and SSN) for all adult HHM's.
1. *Criminal history screening will not be completed until receipt of Live-Scan Application*
ii. CPA Resource Development Staff shall review CPS screenings upon receipt and complete the remaining DFCS Safety screening checks (SOR, P&P, and DOC) to discuss with the family. Home visit to complete **Prospective Caregiver Home Safety Inspection Form**. may take place prior to return of results from DFCS Screening Unit

II. CRRS will schedule Live-Scan Fingerprint Screenings within 10 business days of the return of the application.
a. The Prospective Caregiver Applicant(s) will provide a copy of their driver's license or state issued identification, and birth certificate at this time.

III. CPA Resource Development Staff shall conduct LiveScan screenings and await results from the Office of the Inspector General.
a. The Prospective Caregiver Applicant(s) will provide a copy of their driver's license or state issued identification, and birth certificate

E. Caregiver Pre-Service Training and Onboarding Forms Completion

The Home Safety Assessment, which includes completion of **all** required safety screenings and the Prospective Caregiver Home Safety Inspection Form, must be completed to determine the family's eligibility to proceed with the onboarding process. Once the family is deemed eligible, and is ready, to attend IMPACT Pre-Service Training, they must be provided the required Caregiver Onboarding Forms and Instructions. The instructions are theirs to keep, but they must return the accompanying forms and other supplemental verifications

These forms must be completed and returned within **ten (10) business days of receipt**. Staff must download the SAFE Questionnaire 1 from the SAFE Home Study website and send to the family along with the Onboarding Forms. This is the only form that must be completed manually. The primary caregiver, secondary caregiver, and other adult household members shall be given their own onboarding forms which must be returned:

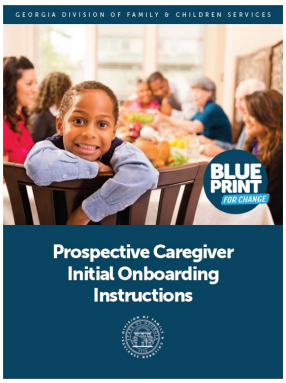
I. Primary Caregiver - *(Single or Married)* – (*Listed as PC in Onboarding Documents Folder)*

*For electronic completion – the following forms must be sent to a **separate email address** for the Primary Caregiver.*

a. **Prospective Caregiver Initial Onboarding Instructions** – **Caregiver keeps!**

b. **Prospective Onboarding Forms Packet that includes – Caregiver Returns!**

   i. Safety and Quality Standards Acknowledgement
   ii. Financial Statement for Resource Parenting
   iii. Prior Agency Reference Form
   iv. Caregiver References List
   v. Caregiver Child Safety Agreement
   vi. Confidentiality and Privacy Agreement
   vii. SAFE Questionnaire I
   viii. Prospective Foster or Adoptive Parent Medical Evaluation Report – *must be returned within 30 calendar days.*



II. Secondary Caregiver – *If Applicable* – *(Listed as SC in Onboarding Documents Folder)*

*For electronic completion – the following forms must be sent to a **separate email address** for the Secondary Caregiver.*

a. **Secondary Caregiver Initial Onboarding Instructions** – **Caregiver Keeps!**

b. **Secondary Caregiver Onboarding Packet – Caregiver Returns!**

   i. Safety and Quality Standards Checklist
   ii. Prior Agency Reference Form
   iii. Caregiver References Checklist
   iv. Caregiver Child Safety Agreement
   v. Confidentiality and Privacy Standards Agreement
   vi. SAFE Questionnaire 1
   vii. Prospective Foster or Adoptive Parent Medical Evaluation Report – *must be returned within 30 calendar days*

III. Additional Adult Household Members – *If Applicable* – *(Listed as AHM in Onboarding Documents Folder)*

*For electronic completion – the following forms must be sent to a **separate email address** for the Additional Adult Household Member(s)*

a. **Additional Household Member Initial Onboarding Instructions** – ***They Keep!***

b. **Additional Household Member Packet** – ***They Return!***

   i. Live Scan Application
   ii. Caregiver Child Safety Agreement
   iii. Confidentiality and Privacy Agreement
   iv. Other Household Member Medical Evaluation Report – *must be returned within 30 calendar days*

IV. Supplemental Verifications Checklist

This checklist is included in the onboarding instructions for the primary and secondary caregiver, and for the additional adult household members.

Copies of the following documents must be submitted to the assigned CRRS or home assessor within 30 calendar days of beginning IMPACT Pre-Service Training:

- *Marriage License/Divorce Decree*
- *Death Certificate (if applicable)*
- *Income Verification*
- *Lease/Mortgage Verification*
- *Automobile Insurance Verification*
- *TB Skin Test Results – if not completed during medical examination*
- *Water/Sewage Bill or Environmental Inspection*
- *Pet Vaccination Record*
- *Immunization records for household members under the age of 18*

Initial Family Evaluation Process

The Initial Family Evaluation will be completed using the SAFE Home Study©

A. Initial Family Evaluation (SAFE Home Study©) Completed by DFCS Regional CRRS or CPA Resource Development Staff

a. DFCS CRRS or CPA Resource Development staff shall schedule the **Introductory Home Visit** with the Prospective Caregiver Applicant(s) to begin the *SAFE Home Study©* process after the family has returned all Onboarding Forms and Supplemental Verifications.

   i. *All onboarding forms and verifications must be returned from **all** household members before the introductory home visit can be held. The information from these documents is vital for the completion of the harvesting sheet.*

b. **The Introductory Home Visit**

   i. This home visit shall be conducted to discuss any questions the family may have, review the family's desired caregiver type, and explain the remainder of the onboarding process.

   ii. **Review the following documents and staff with Supervisor prior to the Introductory Home Visit:**

      1. *Application*
      2. *Caregiver Home Safety Inspection Form*
      3. *Onboarding Documents and Supplemental Verifications*
      4. *DFCS Safety Screenings and Criminal History Screenings*
      5. *SAFE Questionnaire I (Primary and Secondary Caregiver)*

c. DFCS CRRS or CPA Resource Development Staff shall proceed with the SAFE Home Study© Process for the completion of the family evaluation.

   i. ***Note:*** *Questionnaire II shall be administered to other adult household members and others frequenting the home or serving as substitute caregivers.*

d. CPA Agencies must submit **ALL** Caregiver Onboarding and SAFE Home Study documents with their final Home Study Report to the Office of Provider Management for review.

Home visits to conduct individual and family interviews shall occur no less than 7, and no more than 10 days apart.
Supervisory Case Staffings shall be held no more than 72 hours from the submission of forms or conducted home visit by DFCS or CPA Staff

B. Initial Family Evaluation (SAFE Home Study©) Completed by Foster Home Development (FHD) Contractor (Individual or Agencies)

a. ***DFCS CRRS*** shall complete the following steps **BEFORE** sending a referral to the Foster Home Development Contractor for completion of the SAFE Home Study© Evaluation:
   i. Receive Application from Prospective Caregiver
   ii. Complete DFCS Safety and Criminal History Screenings
   iii. Conduct Home Visit to Complete the **Prospective Caregiver Home Safety Inspection Checklist**
   iv. Send Onboarding Instructions and Forms to the:
      1. *Primary Caregiver*
      2. *Secondary Caregiver*
      3. *Additional Household Member*
   v. SAFE Questionnaire 1 should have been completed by the Primary and Secondary Caregiver and returned with the Onboarding Forms.
   vi. If Onboarding documents were returned prior to the referral, the documents should be sent by email, or copies hand delivered, to the FHD Contractor.

b. ***FHD CONTRACTOR*** *(Individual or Agencies)*: shall schedule the introductory home visit with the Prospective Caregiver Applicant(s) to begin the SAFE Home Study© process within five (5) business days of receipt of the referral.
   i. ***Introductory Home Visit*** *shall be held no later than* **10 calendar days** *after receipt of referral.*
   ii. **Review the following documents and staff with Supervisor prior to the Introductory Home Visit:**
      1. *Application*
      2. *Caregiver Home Safety Inspection Form*
      3. *Onboarding Documents and Supplemental Verifications*
      4. *DFCS Safety Screenings and Criminal History Screenings*
      5. *SAFE Questionnaire I (Primary and Secondary Caregiver)*

c. FHD Contractor shall proceed with the SAFE Home Study© Process for the completion of the family evaluation.

Foster Home Development Contractor Case Staffing During Initial Family Evaluation

The following case staffing standards apply for Initial Family Evaluations processed by Foster Home Development Contractors using the SAFE Home Study© process.

A. Case Staffing with Individual Contractors

Individual Foster Home Development Contractors shall complete the required case staffings in the SAFE Home Study Process with the Regional DFCS Caregiver Recruitment and Retention Team Supervisor from whom the referral was received.

The case staffing **must only** be held with a Supervisor or Administrator who has completed the SAFE Supervisor Training. It must be held **prior to** the Introductory Home Visit with the family.

I. **First Case Staffing** – *to be held within five (5) business days of the referral and receipt of required documents:*
   a. Highlight areas that make you curious on the Questionnaire 1, Prospective Caregiver Application, Caregiver Home Safety Inspection Checklist and as well as any other information found on the supplemental verifications
   b. Conduct staffing with Local DFCS Supervisor prior to the **Introductory Home Visit.**

II. Psychosocial Inventories, Mitigation Rations, and Mitigation Theories
   a. Must be submitted by Individual FHD Contractor to the DFCS Supervisor within **72 hours of completion**.
   b. DFCS Supervisor shall provide feedback to FHD Contractor within **72 hours of submission.**

III. **Home Study Submission and Joint Caregiver Meeting**
   a. The initial home study draft should be submitted to the DFCS Supervisor within 45 calendar days of the Introductory Home Visit.
   b. A joint meeting should be held between the following persons to discuss the final home study report and recommendations:
      i. DFCS Supervisor
      ii. DFCS Caregiver Recruitment and Retention Specialist
      iii. Foster Home Development Contractor
      iv. Prospective Caregivers

B. Staffing Process for Agencies with Foster Home Development Contracts

Agencies with Foster Home Development Contracts shall ensure staff/subcontractors complete the required case staffings in the SAFE Home Study© process are conducted with those responsible for reviewing/approving all home studies prior to submission to DFCS for final approval.

The first case staffing **must only** be held with a Supervisor or Administrator who has completed the SAFE Supervisor Training. It must be held **prior to** the Introductory Home Visit with the family.

I. Referral Acknowledgement
   a. FHD Agencies shall acknowledge receipt referrals for Home Study completion within 72 hours.

II. **The following staffings/meetings/reviews shall be held with internal FHD Agency staff during the SAFE Home Study Process:**
   a. First Case Staffing
   b. Psychosocial Inventories, Mitigation Ratings, and Mitigation Theories
   c. Home Study Draft Review

III. **Home Study Submission and Joint Caregiver Meeting**
   a. Upon approval of draft review, the Agency Supervisor/Administrator shall submit the final Home Study within 45 calendar days of receipt of the referral.
      i. Final Home Study shall be submitted by Foster Home Development Agency with the following documents:
         1. Questionnaire II (Primary, Secondary Caregiver, and Other Adult Household Members)
         2. Psychosocial Inventories and Desk Guide Ratings
         3. Mitigation Ratings and Theories
   b. A joint meeting should be held between the following persons to discuss the final home study report and recommendations:
      i. DFCS Supervisor
      ii. DFCS Caregiver Recruitment and Retention Specialist
      iii. Foster Home Development Agency Staff
      iv. Prospective Caregivers
      v.

C. DFCS Foster Home Development Contractor Referral Tracking

These tools were developed to support the timely tracking of caregivers progressing through onboarding through the utilization of the updated forms and SAFE Home Study Process©.

a. Individual FHD Contractor Referral Tracking Form
   i. To be used by DFCS Supervisor to track the timely onboarding of caregivers referred to FHD Individual Contractors
   ii. Must be updated to determine the date of referral, staffings, home study submission, and joint meeting with caregivers

b. Agency FHD Contractor Referral Tracking Form
   i. To be used by DFCS Supervisor to track the timely onboarding of caregivers referred to FHD Individual Contractors
   ii. Must be updated to determine the date of referral, final home study submission, and joint meeting with caregivers