



SUBJECT: Process for the CPS Intake Communications Center (CICC) as a Point of Contact for Foster Parents, Kinship Providers, and Private Placement Providers

SOP Number 19-04

Purpose

The purpose of this Standard Operating Procedure (SOP) is to provide Foster Parents, Kinship Providers, and Private Placement Providers with access to the County when they have been unable to reach a County Point of Contact (POC).

Applicability

CPS Intake Call Center (CICC) staff, County Directors, County Staff, as well as Foster Parents, Kinship Providers, and Private Placement Providers

Responsibilities

If Foster Parents, Kinship Providers, and Private Placement Providers are unable to reach County DFCS staff, they will call CICC at 855-GA-CHILD (1-855-422-4453) and choose option 1 in the Interactive Voice Response (IVR). The call will be routed to the first available CICC staff member. The CICC staff member will speak with the Foster Parents, Kinship Providers, and/or Private Placement Providers to determine the correct DFCS personnel to be contacted. The CICC staff member will obtain the name of the County DFCS staff that the Foster Parent, Kinship Providers and Private Placement Providers have attempted to contact as well as the contact information of the caller needing assistance. The CICC staff member will call the DFCS Point of Contact (POC) and relay the name and number of the caller along with their situation for an immediate return call. The CICC staff member will then call the Foster Parent, Kinship Provider or Private Placement Provider back with the name and phone number for the County POC who will be calling them. CICC staff will send the County an email notification of the request as well. If a separate Foster Care POC is listed in SHINES, CICC staff will call the Foster Care POC. If the County POC cannot be reached, the CICC staff member will escalate the call to County Leadership.

The CICC staff member will document all assistance calls received from Foster Parents, Kinship Providers, and Private Placement Providers as an Information and Referral (I &R) in SHINES. The I&R's will be coded as Foster Care on the intake information page and assigned to the County. The County will be responsible for documenting their follow up in the I&R. The County will then close the I&R in SHINES. The county will be responsible for keeping the POC information up to date in SHINES.