

## PROCEDURE

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<b>Series:</b>	<b>Operating Procedures</b>	<b>COA: FKC 12</b> <b>CFOP: 175-12</b>
<b>Procedure Name:</b>	Concerns in Licensed Foster Homes	
<b>Procedure Number:</b>	OP-1193	
<b>Reviewed Date:</b>	10/29/2020	
<b>Revision #/Date:</b>	06/05/2017	
<b>Effective Date:</b>	07/19/2016	
<b>Applicable to:</b>	All BFP staff licensed family foster homes and children served in licensed family foster homes.	

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**PURPOSE:** To investigate and evaluate the compliance of licensed foster homes with licensing requirements, to address identified concerns regarding foster homes and to cooperate with the Department of Children and Families (DCF) whenever an abuse investigation is conducted fully and objectively.

### PROCEDURE:

#### **References 65C-29.006 F.A.C., 65C-13**

##### **A. Ongoing Monitoring of Foster Homes:**

1. Upon initial licensure, the Licensing Specialist advises the foster parents of the extent and nature of the monitoring process. Foster parents should understand licensing staff, Dependency Case Manager (DCM), Guardian ad Litem (GAL) or other designated Brevard Family Partnership staff will visit their homes on a routine basis and visits may be announced or unannounced.
2. Brevard Family Partnership staff respects the privacy of the foster parents to the greatest extent possible while ensuring the safety and quality of care provided to children. Whenever possible and appropriate, staff works with foster parents to schedule visits at times that will cause the least disruption to the foster family.
3. In the course of visiting foster families, there may be times when concerns about an activity, condition, or issue in the foster home relative to the needs of the foster children placed in the home are identified.
4. In the event a concern arises, the person identifying the issue discusses the concern with the foster parent. If the issue cannot be resolved, the staff member completes a Request for Assistance (RFA) form documenting the concerns. The staff member submits the completed Licensing Concern to the Director of Licensing. The Director of Licensing then submits the form to the Re-Licensing Supervisor and Licensing Specialist for follow up. If the concern rises to the level of abuse/neglect, a report is made to the Abuse Hotline. The staff member initiates this process in conjunction with the supervisor. The Licensing Specialist submits the completed form to the Director of Licensing for review of the concern, recommended tasks, and any action steps and/or follow up required. The Director of Licensing reviews the tasks, closes the RFA and forward to Case



Management. The Director of Licensing forwards the RFA to Risk Management Team for review and recommendations.

5. When an abuse report is received regarding a foster home, the Licensing Specialist will make every effort to accompany the Child Protective Investigator (CPI) to the foster home to commence the report. The Licensing Specialist will not have an active role in the investigation other than providing support to the foster parents.
6. If the Risk Management Committee directs further actions the Director of Licensing is responsible for follow-up. Once final actions are completed, the RFA is returned to the Risk Management Committee for final review and closure.

**B. Licensing Concern Protocol:**

1. Upon receipt by DCF of a foster care referral regarding a foster home, the foster care referral is immediately forwarded to the appropriate licensing specialist. The licensing specialist responds to the foster care referral and documents any needed actions within 48 hours.
2. The foster home will be placed on the Do Not Call list until the concern is assessed and resolved.
3. The assessment of a Licensing Concern should consist of the following:
  - a. Interview with all children placed in the home.
  - b. Interview with the foster parents.
  - c. Reviewing historical documentation regarding the foster parents.
  - d. Collateral contacts with the DCMs of the children currently placed in the home and others as deemed appropriate.
4. The Re-Licensing Supervisor will maintain communication with DCF licensing staff, as needed, to inform them of possible issues/concerns.
5. The Licensing Specialists may make scheduled or unannounced visits to a licensed foster home at any time to investigate and evaluate compliance with the licensing requirements and/or to investigate licensing concerns related to "Foster Care Referrals" called into the Florida Abuse Hotline as outlined in Brevard Family Partnership Foster Care Referral Policy.

**C. Outcome of Licensing Concerns:**

1. Corrective Action Plan (CAP) or Performance Improvement Plan (PIP) may occur as a result of the steps outlined in above. All CAPs and PIPs are documented as completed or not completed (after a specified time frame) with a final copy of the CAP being filed in the licensing file, in FSFN and a final copy being delivered to the foster parent.



2. All CAPs or PIPs will be created with appropriate tasks and time frames and will be presented in a positive light which facilitates growth in knowledge and skill. The Director of Licensing, the Licensing Supervisor, and DCF Regional Licensing will develop an appropriate CAP or PIP for the identified foster home. The CAP shall be approved by DCF Regional Licensing. The Licensing Supervisor and Licensing Specialist will also:
  - a. Review the CAP with the foster parents and obtain appropriate signatures.
  - b. Ensure foster parent's compliance with the conditions of the CAP.
  - c. Ensure there is documentation in the licensing file and FSFN regarding the progress with compliance or lack thereof with CAP.
3. The Licensing Specialist documents the outcome of the CAP or PIP and provides a written recommendation to the Director of Licensing for which will be reviewed by the team regarding utilization. Foster families who are on a CAP/PIP will be reviewed at the Risk Management Meeting.
4. Any decision to close a foster home or remove children from a home resulting from an investigation of a licensed family foster home will be conducted with the full knowledge and approval of Brevard Family Partnership and DCF Regional Licensing.
5. In the event Brevard Family Partnership determines revocation may be warranted, the appropriate documentation will be forwarded to DCF. Brevard Family Partnership will fully cooperate with the General Counsel during any foster care license revocation appeal process

BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER:

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PHILIP J. SCARPELLI  
 Chief Executive Officer  
 Brevard Family Partnership Family of Agencies

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