

FOSTER CARE REFERRAL SPECIAL CONDITION JOB AID

The purpose of this Job Aid is to provide you with programmatic guidelines to assist you in the proper documentation of information in FSFN, based on the requirements of Florida Statutes and Florida Administrative Code. This Job Aid should be used in conjunction with the How Do I Guides, FSFN User Guide and FSFN Tip Sheets.

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Assignment	<ul style="list-style-type: none"> • Chapter 65C-29.006 requires that the licensing unit responsible for the licensing of the provider respond and resolve the foster care referral. However, circuits and CBCs have the flexibility to negotiate response responsibility, as agreed upon in the local services agreement. • Special Conditions Intakes with the type of Foster Care Referrals will be assigned by the hotline to the appropriate receiving unit based on where the child is located. • If the local services agreement requires the handling of these Special Conditions Referrals by the licensing unit responsible for the licensing of the provider, the following applies: <ul style="list-style-type: none"> ○ The hotline will assign the Intake to the receiving unit where the child is located. ○ The CPI supervisor will immediately assign the Case to the designated licensing unit/case worker directly from the receiving unit. • If the local services agreement requires the handling of these Special Conditions Referrals by the CPI until this function is transitioned to the local CBC, the following applies: <ul style="list-style-type: none"> ○ The hotline will assign the Intake to the receiving unit where the child is located. ○ The assignment process will follow the existing process for assigning Investigations within the County.
Case Maintenance Page	
Case Name	<ul style="list-style-type: none"> • The Case Name shall be the person or organizational providers' formal/legal name, as it appears in their license, certification or agency contract. • When the Special Conditions Intake is first created by the hotline, the hotline counselor will utilize the youngest victim as the Special Conditions Referral Name. FSFN utilizes the Intake name as the default name for the Case. <ul style="list-style-type: none"> ○ The CPI will ensure that the Case Name is changed to the name of the person or organizational providers' formal/legal name, as it appears in their license, certification or agency contract within 48 hours of assignment to the Case.
Participants	<ul style="list-style-type: none"> • Leave the Service Role field blank.

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Tab	
Relationships Tab	<ul style="list-style-type: none"> Select a Relationship Type of “Licensed Family Shelter/Foster Parent” for the named foster parent(s) or placement facility foster parent(s)
Case Address and Phone Number	<ul style="list-style-type: none"> The case address and phone is the address and phone number for the family foster home or placement facility.
Professional/ Other Contacts	<ul style="list-style-type: none"> The Professional Contacts group box allows you to enter those persons who are frequently used professional contacts, such as the child’s doctor or parent’s therapist. In order to use this functionality, the professional contact must first have to be entered in the system as a person – therefore, stored in the database and searchable. The Office of General Counsel has indicated that this functionality not be used to document these professional contacts, but rather be documented in the Other Contacts group box. The Other Contacts group box is used to document contact information for both frequently used professional contacts, as well as other persons who may be contacted on a frequent basis, such as a relative.
Closing History	<ul style="list-style-type: none"> When you submit the case for closure (by selecting Submit Case Closure Request from the Options drop down box), the Case Closure Request Pop-Up page will appear. Closing Information group box - Select “Service Provision Completed” as the reason for requesting case closure. Closure Summary – Provide a brief statement regarding the outcome and resolution of the response to the Special Conditions Referral.
Special Conditions - Foster Care Referral Page	
Referral Information Tab	<ul style="list-style-type: none"> The licensing unit staff and/or CPI (if CPI responding until full transition of this function to the local CBC) assigned to the foster care referral shall respond to the referral within twenty-four hours of assignment by the licensing unit supervisor. If the foster care referral is received during a holiday or weekend, the child protective investigations staff responsible for pulling the intakes from the receiving units, in consultation with the on call supervisor and the licensing supervisor, shall determine if a response by the licensing unit staff on the next business day is appropriate. If it is determined that the concerns expressed in the foster care referral warrants a

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	<p>response sooner than the next business day, the foster care referral will be assigned to the on-call child protective investigator. Justification for this decision will be documented in a Case note.</p> <ul style="list-style-type: none"> • The on-call child protective investigator will make the initial response based on the response priority designated on the Intake (ie. 24 hr or Immediate). • The foster care referral will be re-assigned to the appropriate licensing unit worker for follow-up and resolution on the next business day (if the function has been transferred to the local CBC). • If at any point during the Special Conditions Referral response/assessment it is suspected that abuse or neglect has occurred, the Florida Abuse Hotline will be immediately contacted to initiate an Investigation. <ul style="list-style-type: none"> ○ The Institutional Intake will be linked to the same Case currently containing the Special Conditions Referral. ○ The Special Conditions Referral will be closed with follow-up being completed during the course of the Institutional Investigation. • The following Performance Management reports exclude Special Condition Referrals as part of the selection criteria: <ul style="list-style-type: none"> ○ Child Investigations Commenced by Time ○ Child Investigations At-A-Glance ○ Child Investigations Leaderboard • As such, the variable timeframes associated with Special Conditions – Foster Care Referrals will not impact the Investigation Performance Measures. • The Child Investigations and Special Conditions Status Report will provide the details associated with all Special Conditions Referrals milestones.
Participants Tab	<ul style="list-style-type: none"> • Participant Role is assigned at the hotline level and therefore not editable on the Special Conditions Referral. • The hotline shall assign roles as follows: <ul style="list-style-type: none"> ○ The role for the child(ren) subject(s) of the foster care referral is “Identified Child” and “Special Conditions Referral Name”. ○ The role for the adult(s) subject(s) of the foster care referral is “Parent/Caregiver”.
Narrative/ Outcome Tab	<ul style="list-style-type: none"> • The Special Conditions Intake Narrative group box is pre-populated with the alleged licensing violations/quality of care issues reported to the hotline. • The Special Conditions Response Summary group box shall reflect: <ul style="list-style-type: none"> ○ documentation of the actions carried out in response to each specific concern documented in the foster care referral intake

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	<ul style="list-style-type: none"> ○ a summary of the results of the interviews with the subjects of the foster care referral and other collaterals ○ a summary of the review of the licensing file, particularly in relationship to prior foster care referrals and their outcomes ○ summary of any corrective actions identified.
Contacts/ Notifications Tab	<ul style="list-style-type: none"> ● Required notifications, as appropriate, shall be documented in the Notifications group box. ● All contacts made in response to the assessment and resolution of the Special Conditions Referral shall be documented in the system.
Results	<ul style="list-style-type: none"> ● The Special Conditions Referral must be completed and approved for closure within five working days from referral assignment to licensing unit worker (or the CPI, if responsibility for this function has not yet transitioned to the local CBC). ● In order to submit the Special Conditions Referral for supervisory review and approval, from the Options drop down, select approval. ● While the system does not provide a supervisory review screen, supervisory review of the foster care referral shall occur. ● The supervisor will document his/her review through a case note type, Category of "Special Conditions", Type of "Reviews/Supervisory." ● If further actions are deemed required by the supervisor, the Approval request will be returned to the worker.
Request For Assistance Assessment	<ul style="list-style-type: none"> ● This window is launched from the Options drop-down box on the Special Conditions Referral Participants page. <ul style="list-style-type: none"> ○ It is used to document if service needs are identified in order to address the concerns as a result of the response to the Special Conditions-Foster Care Referral ● The licensing counselor or CPI must document what factors lead to the service(s) need determination, as well as provide an explanation of what specific concern(s) the specific needed services are to address. <ul style="list-style-type: none"> ○ While most of the distinct services listed on this page address an "in-home" situation, some may apply. ○ Documentation of any corrective, contractual, certification or licensing actions are to be documented by selecting the "Other Services" checkbox. The specific recommended corrective action(s) must be explicitly documented in the Service Recommended-Explanation text box, including who is responsible for each specific action recommended.