**STAFFING PLAN**

**STAFFING PLAN**

**Minimum Standard:** §749.601; Subchapter E, Divisions 2, 3, 4, and 5; 749.1311, 749.1317

**BOD Approved: 05/01/13**

**Effective Date: 05/01/13**

**Executive Director**

**Supervises:**

Child Placement Management Staff, Clinical Director, Case Manager, Case Aide

**Job Responsibilities:**

* To coordinate the administrative functions, clinical functions and manage the program of care for the agency.
* To maintain confidentiality and other responsibilities listed in governmental laws and regulations, as well as MAKE A WAY Child Placing Agency Policies and Procedures.
* The Executive Director shall:
  + Act as the primary liaison for MAKE A WAY Child Placing Agency with community at large.
  + In consultation with the BOD, develop MAKE A WAY Child Placing Agency policies and ensure their procedural execution
  + Attend meetings of BOD and committees.
  + Establish goals and action (business) plans for execution of Strategic Plan.
  + Ensure marketing (needs assessments, funding mechanisms, sales) of approved plans
  + Oversee the execution of approved plans.
  + Evaluate progress of plans and adjust according to feedback.
  + Provide support and supervision for employees designated in the organizational chart; final approval on hiring/discharging employees.
  + Be responsible for the management, approval and discharge of staff, foster parents, and subcontractors.
  + Report to the BOD regarding the above responsibilities at least monthly and readjust in accordance with feedback.
  + Estimated number of hours per month – 120 / Full-time status

**Minimum Education:**

Prefer Bachelor's or Master's degree and experience in the social services field.

Must have at least a high school diploma and equivalent experience in business administration and social services.

**Qualifications**

**Experience Requirements:**

Familiarity with the delivery of social services of public and private agencies as documented by participation in the foster care or other social services arena

**Child Placement Management Staff/Licensed Child Placing Agency Administrator**

**Supervises:** Case Managers, Program Director, Volunteers and Interns

The Child Placement Management Staff is not responsible for the direct supervision of any

staff.

**• Qualifications:**

• Must be a Licensed Child Placing Agency Administrator

• Must possess minimum educational requirements to meet Licensing requirements.

Pass background check and drug test.

Have a record of a tuberculosis screening, showing the employee is free of contagious TB as

Be physically, mentally, and emotionally capable of performing assigned tasks and have

the skills necessary to perform assigned tasks; and

Complete a notarized Licensing *Affidavit for Applicants for Employment* form

**Job Responsibilities:**

The child-placing agency administrator has:

(1) Daily supervision and overall administrative responsibility for all of our offices,

including our main office and any branch.

(2) Be responsible for or assign responsibility for:

(A) Administering and managing the agency according to the policies adopted by the

governing body;

(B) Ensuring that the agency complies with applicable rules of this chapter, Chapter 42

of the Human Resources Code, Chapter 745 of this title (relating to Licensing), and

other applicable laws;

(C) Review and approval of the intake study.

(D) Review and approval of admission of a child into the program.

(E) Review and approval of a foster home for the child's initial and any subsequent

placements.

(F) Review and approval of studies on foster families.

(G) Professional supervision of less qualified or experienced staff, if any, including planning or staff development and corrective action in regard to child-placing decisions.

(H) Professional supervision of less qualified or experienced staff, if any, including

planning for staff development and corrective action in regard to child-placing

decisions.

(I) Review and approve diagnostic assessments & treatment plans, Investigation

findings; and corrective and adverse action plans involving foster families; and

(J) Personnel matters, including hiring, assigning duties, training, supervision, evaluation

of employees, and terminations; and

(K) Ensuring persons whose behavior or health status presents a danger to children are

not allowed at the agency or foster homes.

(L) Decide whether to admit a child for placement, including completion of an admission

assessment and any other evaluation of a child for placement;

(M) Place a child into a foster home or other substitute living arrangement;

(N) Maintain confidentiality of all cases and files.

(O) Report any suspected cases of abuse or neglect to statewide Hot Line.

**Child placement management staff shall review and approve by signing and dating the**

**Following documents:**

(1) Assessment/admission forms;

(2) Initial and subsequent placement documents;

(3) Foster and adoptive home studies;

(4) Investigation reports;

(5) Foster home development and/or corrective action plans;

(6) Initial and updated service plans;

(7) Discharge or transfer plans and summaries;

(8) Any restrictions imposed on the child for more than 30 days that have not been approved by

the treatment director or service planning team, and any monthly re-evaluations of a restriction

that continues for more than 30 days;

(9) Any restrictions to communication and visitation with family imposed on a child;

(a) The child-placing agency administrator shall designate an employee who must be a Licensed Child-Placing Agency Administrator to be responsible for the overall administration of the agency while the administrator is absent from the agency on a frequent and/or extended basis.

**Minimum Education and Experience:**

Master's or Doctor's degree and at least one year of experience in management and

supervision of personnel and programs or

Bachelor's Degree and at least two years of full-time child care or related work experience in a supervisory capacity.

**SUPERVISOR:** Executive Director

**SALARY CATEGORY:**

Salaried Exempt

Estimated number of hours per month -120- Full Time (when agency is operational)

**DISCLOSURE STATEMENT:**

The above statements reflect the general details considered necessary to decide the

essential functions of the job identified and shall not be construed as a detailed description

of all work requirements that may be inherent in the job.

**I HAVE READ THE ABOVE JOB DESCRIPTION AND UNDERSTAND THE REQUIRMENTS**

**OF THE JOB.**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee's Signature Date**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Executive Director's Signature Date**

**JOB DESCRIPTION - PROGRAM DIRECTOR**

**Minimum Standard:** §749.105(2)

**BOD Approved: 05/01/13**

**Effective Date: 05/01/13**

**Function:** To manage the operations and administer (direct, monitor and evaluate services) the program services.

**Supervisor:** Executive Director

**Qualifications:**

* Master’s degree or Bachelor's degree in social work or related behavioral field
* A minimum of two years’ (5 years with Bachelor's) experience in child placement and/or related human services field; a preference of one year in a supervisory capacity.
* Familiarity with the social services delivery of services of public and private agencies.
* Prefer Licensure as a LCPAA
* Pass background check and drug test.

**Category:** Salaried Exempt

**Duties:**

* To coordinate the administrative functions and the clinical functions and manage the program of care for a geographic area of responsibility.
* Supervise and support case managers (Maximum of 6), therapists and administrative staff
* Meet 2x per month with each case manager (individually)
* To coordinate the communication for each treatment team
* To act as the primary liaison with all referring agencies.
* To manage intake, referral and discharge processes for the program site
  + Decide whether to admit a child for placement, including completion of an admission assessment and any other evaluation of a child for placement;
* To report immediately any suspected incident of abuse or neglect of a child in care to the facility’s administrator
* To coordinate and oversee the foster home development program
  + Manage pre-service and in service training
  + Manage the foster family review and evaluation process
  + Verify/approve and rescind verifications/approvals of foster families.
* To supervise and support the administrative staff
  + To oversee all billing and payment of contractors.
  + To oversee the daily office management and maintenance.
* Perform other duties as required by the Executive Director.

**DISCLOSURE STATEMENT:**

The above statements reflect the general details considered necessary to decide the essential functions of the job identified and shall not be construed as a detailed description of all work requirements that may be inherent in the job.

**I HAVE READ THE ABOVE JOB DESCRIPTION AND UNDERSTAND THE REQUIRMENTS OF THE JOB.**

# Employee’s Signature Date

# Executive Director’s Signature Date

**MAKE A WAY CPA**

**PROGRAM DIRECTOR ORIENTATION TRAINING OUTLINE**

**Trainer to provide a two-week Orientation schedule**

**Training Module Hours Date**

1. Review Directors Review Systems \_\_\_\_\_ \_\_\_\_\_
2. Review MAKE A WAY Child Placing Agency's’ Identity,

Organizational Structure, Development Plans, Etc. \_\_\_\_\_

1. Document *Case Manager Training Outline* experience \_\_\_\_\_ \_

(Complete inexperienced items)

1. Review Wage-Hour Issues For Providers of Children’s Services *\_\_\_\_\_*
2. Review Hiring, Interviewing, Selection *\_\_\_\_\_ \_\_\_\_\_\_*

(Include *Tool Kit for Interviewing)*

1. Review Employee evaluation and Employee

Retention Plan(s) \_\_\_\_\_ \_\_\_\_\_\_

## 

1. Review office procedures (Employee/Accounting) \_\_\_\_\_\_ \_\_\_\_\_\_

1. Review assigned staff/personnel/salaries/job descriptions \_\_\_\_\_\_ \_\_\_\_\_\_
2. Conduct Introductory interview(s) with all assigned staff \_\_\_\_\_\_ \_\_\_\_\_
3. Review forms in Secured Forms \_\_\_\_\_\_ \_\_\_\_\_
4. MIS instruction (To include reports available) \_\_\_\_\_\_\_ \_\_\_\_\_\_

1. Review Minimum Standards \_\_\_\_\_\_ \_\_\_\_\_
2. Review referring agency contracts \_\_\_\_\_\_ \_\_\_\_\_
3. Review P&L/Budgeting practices/Accounting procedures \_\_\_\_\_\_ \_\_\_\_\_

(Including current budget forecast)

1. Review office growth, stability, client and FF history, etc. \_\_\_\_\_\_ \_\_\_\_\_\_

(Including review of current Foster Families and conditions)

1. Review the cultural and socioeconomic characteristics \_\_\_\_\_ \_\_\_\_\_

(of local service population)

1. Review MAKE A WAY Child Placing Agency's
2. relationship with other community resources . \_\_\_\_\_ \_\_\_\_\_
3. Audit at least one Pre-PRIDE \_\_\_\_\_\_

**The below signed certify that has completed the Program Director orientation checklist and qualifies for annual training hours.**

**Employee Date**

**MAKE A WAY Date**

**Treatment Director**

**Supervises:** The Treatment Director does not directly supervise any agency staff

**Qualifications:**

Masters in Social Work or related field and clinical license (L.M.S.W. or L.P.C.) Two or more years’ experience with children having problems of adaptation. Must pass background and drug tests

**Job Responsibilities:**

* Recommend treatment regimes
* Staff and foster family consultation
* Diagnostic & treatment plan supervision/consultation
* Consultation for foster family interventions
* Supervision of crisis intervention decisions
* Advocating for clients
* Consultation with Clinical Staff
* Consultation regarding admissions, subsequent placements, and discharges
* Corrective action plans, follow ups, & reviews

Estimated number of hours per month – 40 / Part-time status

If Treatment Director is qualified as LCPAA, individual will cover LCPAA duties when LCPAA is out of the office.

**Current Treatment Director:** To be filled when number of placements requires

MAKE A WAY Child Placing Agency plans for the most prevalent treatment service provided to be services for emotional disorders. To this end, MAKE A WAY Child Placing Agency’ current Treatment Director fulfills the qualifications for that population. A job description is being submitted for Treatment Director - Mental Retardation so that it can be used in the event that MAKE A WAY Child Placing Agency decides to hire an additional Treatment Director to service children with those needs.

Wi**ll contract with the following individuals: Psychologist, Psychiatrist, Therapists**

**JOB DESCRIPTION**

**TREATMENT DIRECTOR – MENTAL RETARDATION SERVICES**

**Minimum Standard:** §749.105(2)

**BOD Approved:** 05/01/13

**Effective Date:** 05/01/13

**FUNCTION:** Responsible for the overall treatment program providing treatment services including clinical responsibility for the management of your agency's therapeutic interventions

**SUPERVISOR:** Executive Director

**QUALIFICATIONS:**

* Psychiatrist or psychologist
* Pass background check and drug test

**Salary Category:**

* + Salaried Exempt

**DUTIES:**

* Reviewing and approving clinical documentation related to treatment services children
* Providing clinical expertise related to treatment services for children in care
* Providing input on child placement decisions
* Supervising children’s treatment services as stated in the child’s plan of service
* Reviewing behavior interventions
* Managing the treatment services being provided by contract professionals

**DISCLOSURE STATEMENT:**

The above statements reflect the general details considered necessary to decide the essential functions of the job identified and shall not be construed as a detailed description of all work requirements that may be inherent in the job.

**I HAVE READ THE ABOVE JOB DESCRIPTION AND UNDERSTAND THE REQUIRMENTS OF THE JOB.**

**Employee’s Signature Date**

**Executive Director’s Signature Date**

**JOB DESCRIPTION - CASE MANAGER**

**Minimum Standard:** §749.105(2)

**BOD Approved: 05/01/13**

**Effective Date: 05/01/13**

**FUNCTION:** To assess safety and well-being, monitor service delivery, and support achievement of treatment and permanency goals. To act as a resource to the foster child and his/her foster family and to act as a liaison between the referring agency, the child and the community.

**SUPERVISOR:** Program Director

**QUALIFICATIONS:**

* Master’s degree in social work, or a related field or--
* Bachelor’s degree in social work, or a related field and at least two years of working in human services field and/or out-of-home placement setting and--
* Comprehendible verbal and writing skills.
* Conflict management skills to discern the needs of people and apply available resources effectively to those needs.
* Organizational skills.
* An ability to assess the needs of the children and families and develop an appropriate service plan.
* Must demonstrate initiative and be able to work independently.
* Willing and able to capture the vision of the agency.
* An ability to utilize good judgment.
* An ability to establish and maintain good working relationships with individuals and community agencies/organizations
* An ability to testify clearly and concisely in court.
* Pass background check and drug test.

**CATEGORY:** Salaried exempt

**DUTIES:**

To maintain confidentiality and other responsibilities listed in governmental laws and regulations, as well as MAKE A WAY Child Placing Agency policies and procedures.

* To report immediately any suspected incident of abuse or neglect of a child in care to the facility’s administrator
* The case manager shall perform the following duties for a preferred caseload of youth as determined by ratios in the program description
  + Placing a child into a foster home, adoptive home, or any other substitute living arrangement;
  + Managing the case of a child in any substitute living arrangement, including:
    - Developing and updating of service plans
    - Stewarding direct contact with the child and the adoptive parents, foster parents, or other caregivers
    - Performing any additional case management activities;
  + Case management and service delivery to birth parents;
  + Orientation, assessment, and verification of foster parents;
  + Orientation, assessment, and approval of adoptive parents; and
  + Monitoring and providing support services to foster parents, including the initiation of development plans, corrective actions, or adverse actions.

**749.305**

(A) A caseload of foster children shall not exceed:

(i) 35 for children receiving child-care services;

(ii) 25 for children receiving treatment services; and

(iii) 30 for a combination of children receiving child-care services and children receiving treatment services

(B) A caseload of foster homes only cannot exceed 15 homes; and

(C) A combination caseload of both children and homes cannot exceed 30 cases. Calculate the maximum of 30 cases by counting:

(i) Each child of basic or moderate level of services as one case

(ii) Each child who is specialized level of services as two cases

(iii) Each foster family home as one case; and

(iv) Each foster group home as two cases.

**DISCLOSURE STATEMENT:** The above statements reflect the general details considered necessary to decide the essential functions of the job identified and shall not be construed as a detailed description of all work requirements that may be inherent in the job.

**I HAVE READ THE ABOVE JOB DESCRIPTION AND UNDERSTAND THE REQUIRMENTS OF THE JOB.**

**Employee’s Signature Date**

**Supervisor’s Signature Date**

**CASE MANAGER ORIENTATION AND PROCEDURES CHECKLIST**

# EMPLOYEE ORIENTATION PROCESS

The **Employee Orientation Checklist** will be completed by the trainer or supervisor and signed by both employee and supervisor/trainer**.** Each new professional staff completes the **Case Manager Training Outline**. Depending upon course offering/availability, it is expected that the initial training requirements will be completed within the first ninety days of hire/contract. Review availability of course offerings with your supervisor.

In addition to reviewing all items on the checklist, a supervisor and/or peer is/are assigned the responsibility of introducing the elements of the job. For example, a case manager will accompany the new case manager on the home visits to introduce the new worker to the clients and to model the elements of the visit. Appropriate mentoring will continue until both the supervisor and employee feel the new employee has an understanding of the basic job requirements, current applicable regulations and proper procedures as defined by MAKE A WAY Child Placing Agency and regulatory agencies.

**OVERVIEW OF GUIDING STANDARDS**

There are five major standards to which MAKE A WAY Child Placing Agency adheres:

Licensing (Minimum Standards)

1. Contract (e.g., MCO’s, funding streams and requirements, etc.)
2. Best practice (e.g., COA accreditation, FFTA, CWLA)
3. Legal Requirements (e.g., personnel, government standards, etc.)
4. Agency standards (e.g., Mission, Vision, Values, Ethics, Operations Goal)

The policy manual of MAKE A WAY Child Placing Agency consists of documents found online. MAKE A WAY Child Placing Agency retains a law firm that is instrumental in ensuring that MAKE A WAY Child Placing Agency is current and maintains compliance with the relevant aspects of the law.

There are five main folders that encompass the majority of these requirements: Client, Foster/Adopt Family, Personnel, Accounting, and Legal. The Client, Foster/Adopt Family, and Personnel folders contain checklists, required forms and other information. The Accounting folder contains budgets and financial reports and the Legal folder contains the Articles of Incorporation, Bylaws, and Minutes of the corporation.

**JOB DESCRIPTION: VOLUNTEER**

**Title: Volunteer**

**FUNCTION:** To provide assistance to various programs of MAKE A WAY CPA

**SUPERVISOR**:Child Placement Management /LCPAA

**QUALIFICATIONS: Be** at least 21 years of age,

Before having contact with children the volunteer shall:

Submit to and receive a cleared criminal background check and

Abuse/neglect registry check.

Complete clear drug screening

Have a record of tuberculosis screening showing the individual to be free of

contagious disease.

* **Duties:** To maintain confidentiality and other responsibilities listed in governmental laws and regulations, as well as MAKE A WAY CPA Policies and Procedures.
* Report suspected cases of abuse or neglect (or other reportable incidents to Agency staff and through the statewide Hot line.
* assist in administrative tasks such as answering phones, training set up, parties, mailings, filing and

fundraising, etc.

**DISCLOSURE STATEMENT:** The above statements reflect the general details considered necessary to decide the essential functions of the job identified and shall not be construed as a detailed description of all work requirements that may be inherent in the volunteer opportunity

**I HAVE READ THE ABOVE JOB DESCRIPTION AND UNDERSTAND THE REQUIREMENTS OF THE JOB.**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Employee’s Signature Date**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Supervisor’s Signature Date**

**JOB DESCRIPTION: INTERN/ADMINISTRATIVE ASSISTANT/OFFICE MANAGER**

**Title: INTERN/ADMINISTRATIVE ASSISTANT/OFFICE MANAGER**

**FUNCTION:** To provide assistance to various programs of MAKE A WAY CPA

**SUPERVISOR**:Child Placement Management /LCPAA

**QUALIFICATIONS: Be** at least 21 years of age,

Before having contact with children the intern shall:

Submit to and receive a cleared criminal background check and

Abuse/neglect registry check.

Complete clear drug screening

Have a record of tuberculosis screening showing the individual to be free of

contagious disease.

Interns are required to be involved in an undergraduate or graduate program in

social work or related field.

Interns are also required to attend the agency’s orientation meeting as well as

training on confidentiality and reporting of abuse, neglect or exploitation.

* **Duties:** To maintain confidentiality and other responsibilities listed in governmental laws and regulations, as well as MAKE A WAY CPA Policies and Procedures.
* Report suspected cases of abuse or neglect (or other reportable incidents to Agency staff and through the statewide Hot line.
* to assist case managers in case management responsibilities, foster home screening and development, and clerical work

as needed.

**DISCLOSURE STATEMENT:**

The above statements reflect the general details considered necessary to decide the essential functions of the internship identified and shall not be construed as a detailed description of all work requirements that may be inherent in the job.

**I HAVE READ THE ABOVE JOB DESCRIPTION AND UNDERSTAND THE REQUIREMENTS OF THE JOB.**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Employee’s Signature Date**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Supervisor’s Signature Date**

**EMPLOYEE ORIENTATION CHECKLIST**

This checklist is to be completed within the first three Business days of Employment and placed in the employee personnel file.

1. Review MAKE A WAY Child Placing Agency Brochure

1. Review MAKE A WAY Child Placing Agencywebsite (when active)
2. Review current Organizational Chart

Review MAKE A WAY Child Placing Agency “Mission Statement, “Vision Statement,” “Code of Ethics,” “Values”

1. Review and sign Foster Parent Handbook and Discipline Policy
2. Review the relationship with community resources (For local Service Area)
3. Review Program Descriptions
4. Review Employee Handbook and update procedures
5. Review required personnel records updates (Driver’s license, DMV record, Insurance, Criminal History, etc.)
6. Review schedule, process and accompanying forms for Performance Reviews
7. Review Job Description/Responsibilities
8. Review Annual training requirements and course availability
9. Review all other required forms and procedures

(Time sheets, expense forms, check request, etc.)

1. Review MIS software use/procedure as applicable
2. “Shadow” trainer for areas of responsibility/Review files

**Additional training shall include the following:**

   (1)  Emergency medical first aid training, including Coronary Pulmonary Resuscitation (CPR).

   (2)  Crisis management and passive physical restraint techniques.

   (3)  Child abuse recognition and staff responsibilities.

   (4)  Principles and practice of child care.

**Hire Date: Completed Date:**

***Employee Signature:***

***Trainer Signature:***

***Supervisor Signature*:**

**NEW PROFESSIONAL STAFF TRAINING OUTLINE:**

To be completed and placed in the employee personnel file.

**Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Hire Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Training**

**Completed Hours**

1. Read all information in family file.

1. Complete Pre-PRIDE or GSP training.
2. Complete Crisis Management & De-escalation training.
3. Complete Psychotropic Medication training.
4. Complete CPR/First Aid training.
5. Complete Blood-Borne pathogens training

(To include Communicable Disease Prevention)

1. Complete Safe Touch training.
2. Transportation Safety training **\_\_\_\_\_\_\_\_\_ \_\_\_\_\_**

This is to certify that this trainee has completed  training hours. (Agency standards require a minimum of 40 hours training in the first year. However, the **above training should be completed within the first ninety days of employment)**.

***Case Manager Signature* *Date***

***Trainer/Supervisor Signature* *Date***

**PERSONNEL POLICY**

**BACKGROUND CHECKS**

**Minimum Standard:** §749.105(4)

**BOD Approved: 05/01/13**

**Effective Date: 05/01/13**

All employees will submit to a background check and fingerprints as required by Rule §745 and the Adam Walsh Fingerprint Act. Employees will not be allowed to have contact with children in care until they have received cleared background checks or risk evaluations.

**EMPLOYEE ACKNOWLEDGEMENTS**

**Minimum Standard:** §749.553(7)

**BOD Approved: 10/07/12**

**Effective Date:** 10/07/12

I have read a copy of MAKE A WAY Child Placing Agency’s operational and employee policies. I also understand that I must immediately report any suspected incident of child abuse, neglect, or exploitation to the Child Abuse Hotline and the agency's administrator or administrator's designee.

**Employee Signature Date**

**MAKE A WAY CPA PERSONNEL POLICY-**

**INCIDENTS OF ABUSE/NEGLECT/EXPLOITATION AND SERIOUS INCIDENTS**

**Minimum Standard:** §749.105(5)

**BOD Approved: 05/01/13**

**Effective Date: 05/01/13**

**MAKE A WAY Child Placing Agency** will provide a 24 –hour on-call system to allow foster parents to immediately report all serious incidents, including allegations of abuse and neglect. The Executive Director or designated staff will report any such incidents to Statewide Intake at 1-800-252-5400.: **The fact that MAKE A WAY staff will be making a report does not preclude the responsibility of the foster parent to report the incident directly to the Hot Line. Foster Parents are REQUIRED to make a report to the Hot line and not depend on anyone else to make the report.**

The Statewide Intake line is available 24- hours a day, all calls should be made according to the following schedule:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Serious Incident** | **(i) To Licensing?** | **(i) To Parents?** | | | **(i) To Law Enforcement?** |
| **(ii) If so, when?** | **(ii) If so, when?** | | | **(ii) If so, when?** |
| (1) A child dies while in your care. | (A)(i) YES | (B)(i) YES | | | (C)(i) YES |
| (A)(ii) Report as soon as possible, but no later than 24 hours after the incident or occurrence. | (B)(ii) Immediately. | | | (C)(ii) Immediately. |
| (2) A critical injury or illness that warrants treatment by a medical professional or hospitalization, including dislocated, fractured, or broken bones; concussions; lacerations requiring stitches; second and third degree burns; and damage to internal organs. | (A)(i) YES | (B)(i) YES | | | (C)(i) NO |
| (A)(ii) Report as soon as possible, but no later than 24 hours after the incident or occurrence. | (B)(ii) Report as soon as possible, but no later than 24 hours after the incident or occurrence. | | | (C)(ii) Not Applicable. |
| (3) Allegations of abuse, neglect, or exploitation of a child; or any incident where there are indications that a child in care may have been abused, neglected, or exploited. | (A)(i) YES | (B)(i) YES | | | (C)(i) NO |
| (A)(ii) As soon as you become aware of it. | (B)(ii) As soon as you become aware of it. | | | (C)(ii) Not applicable. |
| (4) Physical abuse committed by a child against another child. For the purpose of this subsection, physical abuse is: | (A)(i) YES | | (B)(i) YES | | (C)(i) NO |
| physical injury that results in substantial bodily harm and requiring emergency medical treatment, excluding any accident; or failure to make a reasonable effort to prevent an action by another person that results in physical injury that results in substantial bodily harm to the child. | (A)(ii) As soon as possible, but no later than 24 hours after the occurrence or incident. | | (B)(ii) As soon as possible, but no later than 24 hours after the occurrence or incident. | | (C)(ii) Not applicable. |
| (5) Sexual abuse committed by a child against another child. For the purpose of this subsection, sexual abuse is: | (A)(i) YES | | (B)(i) YES | | (C)(i) NO |
| conduct harmful to a child’s mental, emotional or physical welfare, including nonconsensual sexual activity between children of any age, and consensual sexual activity between children with more than 24 months’ difference in age or when there is a significant difference in the developmental level of the children; or failure to make a reasonable effort to prevent sexual conduct harmful to a child. | (A)(ii) As soon as possible, but no later than 24 hours after the occurrence or incident. | | (B)(ii) As soon as possible, but no later than 24 hours after the occurrence or incident. | | (C)(ii) Not applicable. |
| (6) A child is indicted, charged, or arrested for a crime. | (A)(i) YES | | (B)(i) YES | | (C)(i) NO |
| (A)(ii) As soon as possible, but no later than 24 hours after you become aware of it. | | (B)(ii) As soon as you become aware of it. | | (C)(ii) Not applicable. |
| (7) A child developmentally or chronologically under 6 years old is absent from a foster home and cannot be located, including the removal of a child by an unauthorized person. | (A)(i) YES | | (B)(i) YES | | (C)(i) YES |
| (A)(ii) Within 2 hours of notifying law enforcement. | | (B)(ii) Within 2 hours of notifying law enforcement. | | (C)(ii) Immediately upon determining the child is not on the premises and the child is still missing. |
| (8) A child developmentally or chronologically 6 to 12 years old is absent from a foster home and cannot be located, including the removal of a child by an unauthorized person. | (A)(i) YES | | (B)(i) YES | | (C)(i) YES |
| (A)(ii) Within 2 hours of notifying law enforcement, if the child is still missing. | | (B)(ii) Within 2 hours of determining the child is not on the premises, if the child is still missing. | | (C)(ii) Within 2 hours of determining the child is not on the premises, if the child is still missing. |
| (9) A child 13 years old or older is absent from a foster home and cannot be located, including the removal of a child by an unauthorized person. | (A)(i) YES | (B)(i) YES | | (C)(i) YES | |
| (A)(ii) No later than 24 hours from when the child’s absence is discovered and the child is still missing. | (B)(ii) No later than 24 hours from when the child’s absence is discovered and the child is still missing. | | (C)(ii) No later than 24 hours from when the child’s absence is discovered and the child is still missing. | |
| (10) A child in your care contracts a communicable disease that the law requires you to report to the Department of State Health Services (DSHS) as specified in 25 TAC Chapter 97, Subchapter A, (relating to Control of Communicable Diseases). | (A)(i) YES, unless the information is confidential. | (B)(i) YES, if their child has contracted the communicable disease or has been exposed to it. | | (C)(i) NO | |
| (A)(ii) As soon as possible, but no later than 24 hours after you become aware of the communicable disease. | (B)(ii) As soon as possible, but no later than 24 hours after you become aware of the communicable disease. | | (C)(ii) Not applicable. | |
| (11) A suicide attempt by a child. | (A)(i) YES | (B)(i) YES | | (C)(i) NO | |
| (A)(ii) As soon as you become aware of the incident. | (B)(ii) As soon as you become aware of the incident. | | (C)(ii) Not applicable. | |

MAKE A WAY Child Placing Agency’sCase Manager assigned to the foster home in which the incident occurred will complete written reports for serious incidents involving staff or children within 24 hours of learning about the occurrence. Each report will include the following information:

1. The name of the foster home, physical address, and telephone number;
2. The time and date of the incident;
3. The name, age, gender, and date of admission of the child or children involved;
4. The names of all adults involved and their role in relation to the child(ren);
5. The names or other means of identifying witnesses to the incident, if any;
6. The nature of the incident;
7. The circumstances surrounding the incident;
8. Interventions made during and after the incident, such as medical interventions, contacts made, and other follow-up actions;
9. The treating licensed health-care professional’s name, findings, and treatment, if any; and
10. The resolution of the incident.

The following, additional, information will be included in reports regarding the following incidents:

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| **Serious Incident** | **Documentation** |
| (1) Child death, suicide attempt, or a critical injury reportable under §749.503(a)(1), (2), and (11) of this title (relating to When must I report and document a serious incident?). | Any emergency behavior interventions implemented on the child within 48 hours prior to the serious incident. |
| (2) Any critical injury reportable under §749.503(a)(2) of this title that resulted from a short personal restraint. | Documentation of the short personal restraint, including the precipitating circumstances and specific behaviors that led to the emergency behavior intervention. |
| (3) Child absent without permission. | (A) Any efforts made to locate the child; |
| (B) The date and time you notified the parent(s) and the appropriate law enforcement agency and the names of the persons with whom you spoke regarding the child’s absence and subsequent location or return to the foster home; and |
| (C) If the parent cannot be located, dates and times of all efforts made to notify the parent regarding the child’s absence and subsequent location or return to the foster home. |
| (4) Any abusive behavior among children reportable under §749.503(a)(4) or (5) of this title. | The difference in size, age, and developmental level of the children involved in the abusive behavior. |

Incident reports will be kept on file for two years. MAKE A WAY Child Placing Agency will permit Licensing to make a copy of incident reports, as requested.

The Child Placement Management Staff will review and approve all agency documents.

TDFPS specialized abuse investigators will investigate allegations of abuse and neglect when the alleged perpetrator is an employee or volunteer of a childcare facility. Alleged victims alleged perpetrators and potential witnesses must not be interviewed or made to write statements. No investigations of any kind will be initiated by MAKE A WAY Child Placing Agency, until TDFPS conducts the investigation or authorizes MAKE A WAY Child Placing Agency Child Placement Management Staff to make an investigation.

A staff member suspected of involvement in an abuse and neglect incident will be suspended with pay and placed on administrative duties with no contact with children. MAKE A WAY Child Placing Agency will review the status of the pending investigation to determine continued employment status.

If a foster parent is suspected of involvement in an abuse and neglect incident, MAKE A WAY Child Placing Agency will remove the children from the home immediately pending completion of the investigation. MAKE A WAY will consult with licensing prior to removal. If licensing is unavailable and the situation requires, for the safety of the children, children may be moved temporarily to respite until contact with licensing is successful.

**The intent of this Standard is to alert the department to incidents that may indicate either of the following:**

1. The agency or agency home is not in compliance with minimum standards.
2. There is a threat of standards violation; and the health, safety, and well-being of children in care may be at risk.

The Texas Family Code defines abuse and neglect, by action or by omission, by a person responsible for the child’s care, custody and welfare. This means a person who traditionally is responsible for the child’s care, including personnel or volunteers in a childcare facility.

**ABUSE:**

* Mental or emotional injury to a child that results in an observable and material impairment in the child’s growth, development or psychological functioning;
* Causing or permitting the child to be in a situation in which the child sustains a mental or emotional injury that results in an observable and material impairment in the child’s growth, development or psychological functioning;
* Physical injury that results in substantial harm to the child or the genuine threat of substantial harm to the child, including an injury that is at variance with the history or explanation given and excluding an accident or reasonable discipline by the parent, guardian or managing or possessors conservator that does not expose the child to a substantial risk of harm;
* Failing to make reasonable effort to prevent an action by another person that results in physical injury that results in substantial harm to the child;
* Sexual conduct harmful to a child’s mental, emotional or physical welfare; including conduct that constitutes the offense of indecency with a child under Section21.11, Penal Code, sexual assault under Section 22.011, Penal Code, or aggravated sexual assault under Section 22.021, Penal Code;
* Failing to make a reasonable effort to prevent sexual conduct harmful to a child;
* Compelling or encouraging the child to engage in sexual conduct as defined by Section 43.01, Penal Code;
* Causing, permitting, encouraging in, or allowing the photographing, filming or depicting of the child if the person knew or should have known that the resulting photograph, film or depiction of the child is obscene as defined by Section 43.21, Penal Code or pornographic;
* The current use by a person of a controlled substance as defined by Chapter 481, Health and Safety Code, in a manner or to the extent that the use results in physical, mental or emotional injury to a child;
* Causing, expressly permitting or encouraging a child to use a controlled substance as defined by Chapter 481, health and Safety Code.
* Causing, permitting, encouraging, engaging in, or allowing a sexual performance by a child as defined by Section 43.25, Penal Code

**NEGLECT:**

* Leaving a child in a situation where the child would be exposed to a substantial risk of physical or mental harm, without arranging for necessary care for the child, and the demonstration of intent not to return by a parent, guardian and managing or possessors conservator of the child;
* Placing a child in or failing to remove a child from a situation that a reasonable person would realize requires judgment or actions beyond the child’s level of maturity, physical condition, or mental abilities and that results in bodily injury or a substantial risk of immediate harm to the child;
* Failing to seek, obtain, or follow through with medical care for a child, with the failure resulting in or presenting a substantial risk of death, disfigurement, or bodily injury or with the failure resulting in an observable and material impairment to the growth, development, or functioning of the child;
* Failing to provide a child with food, clothing or shelter necessary to sustain life or health of the child, excluding failure caused primarily by financial inability unless relief services had been offered and refused; or
* Placing a child in or failing to remove the child from a situation in which the child would be exposed to a substantial risk of sexual conduct harmful to the child ;or
* Failure by the person responsible for a child’s care, custody or welfare to permit the child to return to the child’s home without arranging for the necessary care for the child after the child has been absent from the home for any reason, including having been in a residential placement or having run away.

**EXPLOITATION:**

* The illegal or improper use of a child or of the resources of a child for monetary or personal benefit, profit, or gain by an employee, volunteer, or other individual working under the auspices of a facility as further described by rule or policy.

**PERSONNEL POLICY-CONFIDENTIALITY**

**Minimum Standard:** §749.105(6)

**BOD Approved: 05/01/13**

**Effective Date: 05/01/13**

**All information received regarding MAKE A WAY Child Placing Agency** **personnel, foster parents and any child referred to MAKE A WAY Child Placing Agency** **must be maintained as confidential. Only authorized individuals may review this information.**

No disclosure (oral or written) is permitted without consent. Consent for release of information must be signed by the Managing Conservator in order to release information to any individual not professionally affiliated with MAKE A WAY Child Placing Agency or licensing/monitoring entities.

No one may name a client and discuss any significant information about a client without consent. Foster Parents may not discuss client information with other Foster Parent, family members or friends, unless consent for release of information had been signed by the Managing Conservator and is in the best interest of the child (except emergency medical treatment).

No child may participate in any media interview or public function where he/she is identified as a foster child without prior consent.

Consent of HIV infected clients must be provided by the client and the Managing Conservation. MAKE A WAY Child Placing Agency employees who are made aware of the client’s HIV status are forbidden by law to disclose this information without consent and the client’s knowledge. Information regarding a client’s HIV infection will be maintained in restricted access files and marked “confidential.”

All children who are accepted into care will have both a working file and a master file. The master file will be maintained at the main office and is kept in a locked file cabinet. Only MAKE A WAY Child Placing Agency and other collaborating agency staff will have access to both files. The working file is maintained in the foster home and kept in a locked area out of the reach of others living in the home. All information maintained via a computer will be maintained with the strictest level of confidentiality, only MAKE A WAY Child Placing Agency and other collaborating agency staff will have access to this information. Each month the working file documentation for the month is turned in to MAKE A WAY Child Placing Agency and is then filed in the appropriate location at the main office.

All MAKE A WAY Child Placing Agency employees, foster parents and collaborating agencies are informed about MAKE A WAY Child Placing Agency client confidentiality policies and procedures during the orientations process or at the time of placement.

Each month the working file documentation for the month is turned in to the MAKE A WAY Child Placing Agency and is then filed in the appropriate location at the main office.

All MAKE A WAY CPA employees, foster parents and collaborating agencies are informed about MAKE A WAY Child Placing Agency client confidentiality policies and procedures during the orientation process or at the time of placement.

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**Employee's Signature Date**

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**Executive Director's Signature Date**