ARKANSAS DEPARTMENT OF HUMAN SERVICES

# DIVISION OF CHILDREN AND FAMILY SERVICES

# *OPERATIONS MANUAL*

PUB- 402 (00/2004)

# Division of Children and Family Services

## PHILOSOPHY & MISSION STATEMENT

The Division of Children and Family Services (DCFS) is committed to child protection and family preservation. Every child is entitled to grow up in a permanent family. The primary and preferred way of achieving this goal is to provide families experiencing turmoil with services to prevent the need to place children outside their homes. The Division recognizes that there are a limited number of situations when children can not safely remain at home and must be separated from their family.

The Division strives to preserve and strengthen the child's family ties when it is in the best interest of the child, and to protect the child by considering the child's health and safety as the paramount concern in determining whether or not to remove the child from the home. When a child must be separated from the family, DCFS will provide a healthy and safe environment and will make appropriate and timely efforts to provide services to reunite the family. DCFS will provide appropriate homes for children who can not be reunited with their families.

**The DCFS mission** is to:

- Protect children;
- Maintain families, if this is appropriate and consistent with the child's health and safety, which is always considered paramount;
- Provide quality services within available resources which enable families to maximize their potential and increase their abilities;
- Preserve and enhance human dignity and worth; and
- Prevent or reduce the need for services.

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# SECTION I – DIVISION OF CHILDREN & FAMILY SERVICES

## Chapter 1

## Overview of DCFS

**PURPOSE**

The Division of Children and Family Services (DCFS) is a Division within the Department of Human Services (DHS). DCFS is responsible for child welfare programs. These programs include child protection, family preservation, foster care, adoption, Interstate Compact on Placement of Children, Interstate Compact on Adoption and Medical Assistance and Child Welfare Agency Licensing.

**LEGISLATIVE AND REGULATORY AUTHORITY**

DCFS functions are authorized through Arkansas statutes that establish funding for DHS. The Arkansas Juvenile Code, ACA § 9-27-301 through § 9-27-352, the Arkansas Child Maltreatment Act, ACA § 12-12-501 through § 12-12-518, and the Child Welfare Agency Licensing Act 1041 of 1997 govern the Division. Other specific legislation that impacts DCFS functions is listed in the various chapters of this operations manual.

**ORGANIZATION**

The Director of the Department of Human Services appoints the DCFS Director. The DCFS Director has an Executive Staff, which consists of four Assistant Directors over program and administrative offices. These are the Office of Community Services, the Office of Finance and Administrative Support, the Office of Community Support, and the Office of Legislative Analysis, Research and Planning.

Direct and contract services are provided through the Office of Community Services. The state is divided into ten (10) multi-county Areas, with Pulaski County functioning as its own Area. Each of the ten Areas has an Area Manager. The Area Manager oversees the County Supervisors, who each manage one county with one or more county offices. The Area Manager also supervises some area-wide staff that delivers services or support throughout the entire Area. The state is divided into five (5) Adoption Field Service Areas. The Adoption Field Service Manager has management oversight over all five areas.

The three other DCFS Offices support the Office of Community Services:

1) The Office of Finance and Administrative Support is organized into the following units: Personnel, Financial Support, Contracts Management, and Medicaid & IV-E Eligibility.
2) The Office of Community Support consisting of the following units: Foster Care, Adoptions, Behavioral Treatment, Independent Living, Interstate Compact (ICPC), Child Protective Services and Central Registry.

3) The Office of Legislative Analysis, Research and Planning consists of the Policy Unit, Planning Unit, Quality Assurance Unit, Training / Professional Development Unit, Child Welfare Agency Licensing and COA Accreditation.

**REPORTING REQUIREMENTS**

The Division of Children and Family Services (DCFS) reports its activities to the Arkansas General Assembly through Department of Human Services reports. These include the Annual Statistical Report, Quarterly Performance Reports and an Annual Report Card. In addition, DCFS submits financial and Quality Assurance reports in accordance with the guidelines contained in this manual. The Division produces the Annual Progress and Services Report (also known as the DCFS State Plan) and submits it to the federal Department of Health and Human Services. Additional reporting requirements are identified in the other sections of this manual.

**POLICY**

DCFS maintains two main policy manuals: the Family Services Policy and Procedures Manual and this manual, the DCFS Operations Manual. In addition, DCFS is governed by Department of Human Services Policy (i.e., DHS Policy, DHS Administrative Procedures, and Social Services Block Grant Program Manual). DCFS also maintains the Family Services Forms Manual (FSFM) and numerous publications such as the Child Maltreatment Assessment Protocol (PUB 357) and the Standards for Approval of Foster Family Homes (PUB 22).

**MONITORING**

Managers are expected to monitor operations under their purview. DCFS also has a Quality Assurance (QA) Unit that monitors programs as requested by the Program Manager, Assistant Directors or the Division Director. The QA Unit also monitors some contracts and other areas. See the Quality Assurance Unit chapter of the Operations Manual (Section V) for additional information.

The Child Welfare Agency Licensing Staff monitor DCFS for compliance with Child Welfare Agency Licensing requirements.

**INTERFACES**

Each of the four offices within DCFS interface and work together efficiently to ensure that the child welfare services delivery system works effectively. In addition, DCFS interfaces with all of the other DHS divisions, with other state agencies, with the General Assembly, the judiciary, with private agencies, and with the community at large. DCFS also interfaces on the national level with the Administration for Children and Families, the Department of Health and Human Services, with colleagues in other states and with national organizations, such as the Child Welfare League of America, national child welfare resource centers, and the American Public Humane Services Association.

# SECTION II – COMMUNITY SERVICES

## Chapter 1

## Office of Community Services

**PURPOSE**

The Office of Community Services provides administrative leadership and guidance to DCFS staff throughout all 75 Arkansas counties. DCFS staff is responsible for providing child welfare services to children and families located in their counties. The Assistant Director (AD), Office of Community Services, directly supervises the ten Area Managers, as well as the Foster Parent Ombudsman, the DCFS Client Advocate and the Adoption Field Service Manager.

**LEGISLATIVE AND REGULATORY AUTHORITY**

The Office of Community Services is authorized through state statutes, which provide funding for the Department of Human Services and the Division of Children and Family Services. The Arkansas Juvenile Code, ACA § 9-27-301 through § 9-27-352, and Arkansas Child Maltreatment Act, ACA § 12-12-501 through § 12-12-518 govern this Section.

**ORGANIZATION**

The AD, Office of Community Services, is a member of the DCFS Executive Staff and reports to the DCFS Director. The State of Arkansas is divided into ten (10) child welfare services Areas, each with an Area Manager. The AD, Office of Community Services directly supervises the ten (10) Area Managers. The Area Managers supervise the DCFS County Supervisors, who in turn support the field staff, who provide direct client services. In addition, Adoption Field Services is divided into five geographic service areas.

Both the AD and Area Managers are responsible for worker supervision, administrative duties, technical assistance, and personnel duties.

**REPORTING REQUIREMENTS**

The AD, Office of Community Services, receives a monthly activity report from each Area Manager. This report provides consolidated information about activities within the Area and information regarding services provided to children and families at the county level. Further, the AD, Community Services, receives and reviews the Compliance Outcome Report (COR), the State Vehicle Utilization Report, the monthly Executive Summary on Budget and Expenditures, and the monthly Health Assessments Report from the University of Arkansas for Medical Sciences (UAMS). Additional reports are generated from data input into CHRIS by the field staff.

**POLICY**

The following DCFS policy and procedures identify some responsibilities of and interactions with the Assistant Director (AD), Office of Community Services: Policy (I-C) Organizational Structure, Procedures (IX-A1) Internal Review of Adverse Action, (IX-B1) Child Death Protocol, (IX-C1) Child Death Incident Intake, (XI-B5) Educational Leave Program, and (XI-B11) Placement into a Position.

**MONITORING**

The Director, Division of Children and Family Services (DCFS), supervises the Assistant Director (AD), Office of Community Services, who then supervises the 10 Area Managers and the Adoption Field Service Manager. Staff within the Office of Community Services, the Office of Community Support, the Office of Legislative Analysis, Research and Planning and the Office Finance & Administrative Support conducts monitoring of the efficiency and effectiveness of service delivery. In addition, the U.S. Department of Health and Human Services, Administration conducts monitoring and reviews for Children and Families (ACF).

**INTERFACES**

The Office of Community Services works in an efficient and effective manner with the other three Assistant Directors to ensure that the child welfare services delivery system meets the needs of children and families. In addition, the Office of Community Services staff interfaces with other DHS divisions, with other state agencies, with the General Assembly and the judiciary, with private agencies, and with the community at large, as well as its many clients. The Office of Community Services also interfaces with the Administration for Children and Families, Department of Health and Human Services, and with colleagues in other states.

# SECTION II – COMMUNITY SERVICES

## Chapter 2

## Advocacy – DCFS Client Advocate

**PURPOSE**
The Division of Children and Family Services (DCFS) Client Advocate works under general supervision and attempts to resolve problems and complaints identified by clients. The Client Advocate also monitors and provides consultation services to county office staff. This includes providing technical assistance and information to staff and clients by interpreting policies and state and federal regulations. Gathering and providing information to DCFS clients are the key elements of the Client Advocate's responsibilities.

**LEGISLATIVE AND REGULATORY AUTHORITY**
Creation of the Division of Children and Family Services (DCFS) was by Act 348 of 1985. The Division operates each Biennium with an appropriation act by the General Assembly. The Division also operates under Arkansas Code Annotated § 9-16-103 through § 9-16-109. These statutes define the duties and responsibilities of the Division.

**ORGANIZATION**
The Client Advocate works directly for the Assistant Director, Community Services.

**REPORTING REQUIREMENTS**
The Client Advocate submits monthly activity reports directly to the Assistant Director, Community Services.

**POLICY**
The Client Advocate must follow all DHS, DCFS, state and federal guidelines. The DCFS Policy Manual does not directly mention the DCFS Client Advocate.

**MONITORING**
The Assistant Director, Community Services oversees the functioning of the Client Advocate.

**INTERFACES**
The Client Advocate works with Family Service Workers, Division of Youth Services, DCO County Administrators, DCFS county supervisors, the Adoption Field Service Manager and the DCFS Executive Staff. The Client Advocate is also called on to respond to inquiries from the Governor and Legislators. The Advocate also handles consumer issues.

# SECTION II – COMMUNITY SERVICES

## Chapter 3

## Advocacy – Foster Parent Ombudsman

**PURPOSE**

The Foster Parent Ombudsman provides technical assistance to DCFS staff and foster parents by interpreting policies and state and federal regulations, resolving problems, and training on special areas of concern.

**LEGISLATIVE AND REGULATORY AUTHORITY**

Creation of the Division of Children and Family Services (DCFS) was by Act 348 of 1985. The Division operates each Biennium with an appropriation act by the General Assembly. The Division also operates under Arkansas Code Annotated § 9-16-103 through § 9-16-109. These statutes define the duties and responsibilities of the Division.

Arkansas Code that relates to the Ombudsman position includes the following:

- ACA § 20-76-201, DHS - Public Assistance-Powers and Duties
- ACA § 9-27-301 et seq., Arkansas Juvenile Code
- ACA § 9-27-302 of the Arkansas Juvenile Code
- ACA § 9-27-341 of the Arkansas Juvenile Code
- ACA § 9-27-315 (c) as amended by Act 533 of 1995
- ACA § 9-28-401 et seq., Child Placement Licensing Act
- ACA § 9-9-201 et seq., Revised Uniform Adoption Act
- ACA § 9-9-212 of the Revised Uniform Adoption Act
- ACA § 9-9-209 of the Revised Uniform Adoption Act
- ACA § 9-9-401 et seq., Children in Public Custody-Subsidized Adoption
- ACA § 9-9-501 et seq., Voluntary Adoption Registry

**ORGANIZATION**
The DCFS Assistant Director, Community Services supervises the Foster Parent Ombudsman. The Foster Parent Ombudsman duties include attending Foster Parent Association meetings and conducting both foster parent training and foster parent support groups throughout the state. These contacts with foster parents are made at least yearly, but should be as often as possible to update foster parents on Division policy and procedures, licensing issues and general information.

**REPORTING REQUIREMENTS**
The Foster Parent Ombudsman submits a monthly activity report to the Assistant Director, Office of Community Services. The report is used to ensure adequate contact with and support of Arkansas foster parents. It also provides a means of identifying issues of concern for foster parents.

**POLICY**
There is no DCFS Policy that directly addresses the functioning of the Foster Parent Ombudsman.

**MONITORING**
Assistant Director, Office of Community Services, directly monitors the activities of the Foster Parent Ombudsman.

**INTERFACES**
The Foster Parent Ombudsman works closely with foster parents, foster parent associations, the Foster Care Unit, Policy Unit and the Director's Office.

# SECTION II – COMMUNITY SERVICES

## Chapter 4

## Adoption Field Service Manager

**PURPOSE**
The Adoption Field Service Manager provides supervision, technical assistance and training to DCFS adoption field staff. This manager supervises five (5) Adoption Supervisors assigned around the state.

**LEGISLATIVE AND REGULATORY AUTHORITY**
The Division's adoption program is established pursuant to the following statutes:

- ACA § 20-76-201, DHS - Public Assistance-Powers and Duties
- ACA § 9-27-301 et seq., Arkansas Juvenile Code
- ACA § 9-27-302 of the Arkansas Juvenile Code
- ACA § 9-27-341 of the Arkansas Juvenile Code
- ACA § 9-27-315 (c) as amended by Act 533 of 1995
- ACA § 9-28-401 et seq., Child Placement Licensing Act
- ACA § 9-9-201 et seq., Revised Uniform Adoption Act
- ACA § 9-9-212 of the Revised Uniform Adoption Act
- ACA § 9-9-209 of the Revised Uniform Adoption Act
- ACA § 9-9-401 et seq., Children in Public Custody-Subsidized Adoption
- ACA § 9-9-501 et seq., Voluntary Adoption Registry

**ORGANIZATION**
The DCFS Assistant Director, Community Services supervises the Adoption Field Service Manager. The Adoption Field Service Manager in turn oversees the work of five Adoption Supervisors, one in each of five adoption areas. Each Adoption Supervisor is responsible to supervise all the adoption-related work carried out by the Adoption Specialists in their particular adoption service area.

Each of the five (5) adoption service areas has multiple Adoption Specialists assigned. Each Adoption Specialist recruits, orients, and trains potential adoptive families. The Adoption Specialist also provides services and referrals to pre-adoptive children, birth families and post-adoptive families.

These services and referrals include:

- Explaining adoptive procedures and requirements to prospective adoptive parents;
- Conducting orientation and training sessions, such as Adopt-Pride/Foster-Pride;
- Conducting adoption assessments with foster and pre-adoptive family applicants for presentation to placement authorities; and
- Providing supportive measures to children and prospective families such as community resource referrals, support groups, and contact with other adoptive families; provides post-adoption support to families to avoid dissolution.

The Adoption Specialist has other responsibilities and duties as follows:

- Planning, supervising and providing transportation for pre-placement visits;
- Developing case plans and determining the most appropriate placements for adoptive children to ensure their needs are met;
- Collecting, preparing, and submitting adoption summary packets for approval;
- Writing court reports, attending court hearings, and testifying for all children until finalization of the adoption;
- Collecting, preparing, and submitting selection packets for approval by the Area Manager;
- Counseling all clients;
- Monitoring trust fund accounts for children receiving Supplemental Security Income (SSI); and
- Collecting, preparing, and submitting legal packets for approval by the Area Manager.

**REPORTING REQUIREMENTS**

The Adoption Field Service Manager submits a monthly activity report to the DCFS Assistant Director, Community Services.

**POLICY**

DCFS policies that address adoption services include:

- POLICY (VIII-E) Birth Parent Relinquishing Infants for Adoption
- POLICY (VIII-F) Foster Parent, Kinship Foster Parent, and Relative Adoption
- POLICY (VIII-G) Development of Adoptive Placement
- POLICY (VIII-H) Adoption Subsidy
- POLICY (VIII-I) Mutual Consent Voluntary Adoption Registry
- POLICY (VIII-J) International Adoptions

**MONITORING**
The DCFS Assistant Director, Community Services directly monitors the work of the Adoption Field Service Manager.

**INTERFACES**
The Adoption Field Service Manager works closely with DCFS staff related to adoptions, DCFS Executive Staff, DCFS Area Managers, central office Adoption Services Unit, foster care field staff, Office of Chief Counsel, adoption advocacy groups, adoptive parent support groups, the courts, private licensed adoption agencies and staff from other DHS divisions.

# SECTION II – COMMUNITY SERVICES

## Chapter 5

## Administrative – Area Manager

**PURPOSE**

The DCFS Area Manager directs child welfare services, including protective, supportive, foster care, and adoption services in a multi-county Area. The job exists to ensure that the safety and permanency needs of children are met. The Area Manager performs the following duties:

- Directly supervises a professional staff and administrative support staff.
- Develops and implements operational activities for the Area, ensuring that quality services are provided to children and their families in an appropriate and timely manner.
- Maintains a good working knowledge of state and federal laws, which is essential to providing sound opinions and making solid decisions.
- Performs administrative duties that include:
    - Interviewing applicants for vacant job positions and making recommendations for hiring;
    - Approving leave requests to ensure there is after hours coverage for each county;
    - Making work assignments and evaluating the work performance of employees under direct supervision;
    - Reviewing and approving performance evaluations of employees under indirect supervision; and
    - Monitoring the Area budget for appropriate accounting and expenditure levels.
- Arranges for in-service training and reviews, interprets, and disseminates policy.
- Conducts at least monthly Area staff meetings and
- Ensures that staff receives formal training and continuing education to enhance their job skills, thus improving service delivery to children and families.
- Provides technical assistance regarding child welfare services by doing the following:
    - Reviewing reports;
    - Overseeing the implementation of corrective action plans to ensure appropriate and timely service delivery;
    - Receiving, investigating, and responding to complaints regarding staff;
    - Conferring with and coordinating services with agency attorneys, Juvenile Judges, law enforcement officials, and school officials.
    - Case consultation.

**LEGISLATIVE AND REGULATORY AUTHORITY**
Act 348 of 1985 created the Division of Children and Family Services (DCFS). The Division operates each Biennium with an appropriation act by the General Assembly. The Division also operates under Arkansas Code Annotated § 9-16-103 through § 9-16-109. These statutes define the duties and responsibilities of the Division.

**ORGANIZATION**
The Area Manager supervises a staff of professional and administrative support personnel. The following staff positions fall under the direct supervision of the Area Manager:

- Family Service Worker Trainee (FSW Trainee)
- Family Service Worker (FSW)
- Family Service Worker Specialist (FSW Specialist)
- Family Service Worker Supervisor (FSW Supervisor)
- Social Service Aide II (SSA II)
- Health Specialist
- Health Services Worker (HSW)
- Financial Coordinator

The following staff members provide direct services to children and their families:

- The **Family Service Worker** provides protective, supportive, and foster care services for abused or neglected children. Other responsibilities and duties include:
    - Conducting assessments of reports of suspected child abuse or neglect by securing background information, interviewing all parties involved, and making on-site visits to determine if allegations can be substantiated;
    - Discussing investigative findings and observations with supervisor and recommends the opening of protective, supportive or foster care cases;
    - Intervening in crisis situations, removing the child from the home when appropriate, arranging for temporary placement in a foster home , group home, or treatment facility and providing transportation for the child;
    - Developing a case plan to establish goals, objectives, tasks, and time frames for all parties involved in the case;
    - Providing counseling and guidance to clients to define their needs, interests, and course of action;
    - Referring clients to other professionals, agencies, organizations, or community resources as appropriate to client problems; and
    - Documenting all casework activities and preparing court reports for custody hearings and presenting testimony when necessary.

- The **Family Service Worker Supervisor or Principal** supervises protective, supportive, and foster care services for abused or neglected children. Other responsibilities and duties are as follows:
    - Supervising a small professional and para-professional staff by assigning and reviewing work, training new employees, and evaluating the performance of employees;
    - Reviewing and monitoring case records and reports to ensure quality service delivery and compliance with state and federal laws and agency policy;
    - Reviewing assessments of child abuse and neglect complaints to determine if allegations can be substantiated;
    - Coordinating services with other agencies when assisting clients;
    - Providing supervision of direct casework services for protective, supportive and foster care cases;
    - Overseeing home studies and investigations of suspected abuse and neglect;
    - Conducting formal and informal training on policy, social work principles, and community networking;
    - Attending or conducting staffings to monitor case plans; and
    - Presenting informational programs on agency activities and services to local civic organizations and schools.

- The **Social Service Aide II** (SSA II) instructs and demonstrates life skills and behaviors. The SSA II assists client families in identifying and advocating for appropriate resource services. The SSA II's knowledge, skills, and abilities include:
    - Knowledge of agency and community services and service organizations;
    - Knowledge of parenting, child development and functional living skills;
    - Skill in providing care for others;
    - Skill in formal or informal instruction;
    - Ability to develop, deliver and assess instructional methods and their effectiveness within the family-centered approach to practice;
    - Ability to teach others new behaviors and locating new resources;
    - Ability to cope with dangerous situations and undesired case outcomes;
    - Ability to use communication skills appropriate to the case or to the situation;
    - The ability to participate cooperatively as a member of a service team.

All SSA II's are required to undergo a physical examination prior to hiring and as a condition of hiring, and receive and provide physician certification that s/he is physically capable of performing the job and is free from communicable disease. Once employed, the Division will reimburse the employee or the employee can receive the examination from the Division's

contracted provider. Upon employment, the SSA II must receive a health card from the health department and must maintain it annually.

The prospective employee will be offered the job and advised that their employment is contingent upon the results of their physical exam. The prospective employee will be given the CFS-396 (Social Services Aide II Physical Examination) to be completed by their physician at the same time that they are given their drug screening form, prior to hire. The physician will fax the completed CFS-396 (Social Services Aide II Physical Examination) to DCFS Personnel Unit.

**Homemaker Services** – One aspect of the SSA II duties include the provision of Homemaker Services. Homemaker Services are services provided to support families in their own homes with the primary focus to strengthen family functioning and reduce the risk for placing children outside of their own homes. Homemaking activities include housekeeping, homemaking, personal care, substitute parenting, and relationship support.

**Homemaker Supplies** - Homemaker supplies are defined as the following items: household cleaners/disinfectants, mops, brooms, dust pans, garbage bags, bar soap, detergents, insecticides, lice shampoo, rubber gloves, toilet bowl brushes, scrubbing brushes, paper towels, sponges, and cleaning buckets/pails. Clothing items may not be purchased as homemaker supplies. Homemaker supplies are only to be used by homemakers to provide services to families with open cases. When it is necessary to order homemaker supplies, the following steps will be taken:

1. Each County will be allocated $250.00 each fiscal year to purchase Homemaker supplies. Homemaker supplies shall be purchased on a quarterly basis, with an annual cost not to exceed $250.00.
2. The Homemaker will obtain prices of the needed items from the local store where purchase is planned.
3. Verify that the local store (vendor) is willing to bill the Division for the needed items. **(Do not make the purchase until a purchase order number is received.)**
4. Complete the DHS-1914 (DHS Requisition). The Homemaker and Homemaker Supervisor will complete the DHS-1914, with the approval of the DCFS County Supervisor. Show the following information on the DHS-1914:
    A. Indicate that "Homemaker will pick up items to be purchased."
    B. Enter required codes.
    C. List items needed and the total. (The total cannot exceed $250.00.)
    D. Add the suggested vendor. Indicate the store where items where priced and will be purchased.
5. Send the completed DHS-1914 to the Assistant Director, Community Services, Central Office, with a cover memo that indicates the county and contact person.

If approved, the DHS-1914 will be signed by the Assistant Director, Community Services, and submitted to Purchasing (DCFS Office of Finance and Administrative Support).

The **Health Specialist** is a Registered Nurse, who evaluates and provides health services for foster children. The Health Specialist also compiles and maintains the children's health records. Other responsibilities and duties are as follows:

- Obtaining medical histories from caregivers, Health Department, schools, hospitals, and doctors;
- Interpreting physician's orders, and assisting with routine and emergency care;
- Coordinating the child's physical, psychological, vision, hearing, and dental needs, occupational and recreational therapy and testing activities with other departments;
- Instructing foster parents and children about self-help procedures including the proper use of medications, medical equipment and medical procedures;
- Training, assigning, and supervising Health Service Workers to continue work with the foster family;
- Ensuring that counties in service area have their health services plan current and that all counties are kept informed of current medical information;
- Training new FSWs about health-related policies and procedures for DCFS.

- The **Health Service Worker** provides supportive health services for foster children, and compiles and maintains their health records. Other functions are as follows:
  - Collecting information for the initial CHRIS health screens, health history information and makes referrals for comprehensive health assessments;
  - Preparing each child's health plan in concert with the health care provider;
  - Maintaining current health information ensuring that parents, foster care providers, and workers receive copies;
  - Working with other members of the team to compile data to complete monthly reports;
  - Contacting foster parents on a regular basis to monitor progress toward the child's healthcare objectives;
  - Documenting all health activity;
  - Accompanying child or providing transportation to medical treatment if foster parents are not available to accompany or transport the child;
  - Assisting FSW and foster parents in scheduling medical appointments to maintain child's health services plan; and
  - Maintaining a list of medical providers.

## REPORTING REQUIREMENTS

The Area Manager monitors the overall Area budget to ensure appropriate spending, while ensuring that clients receive appropriate services and that all court ordered services are provided. Area budgets are reviewed and expenditures are approved, following careful consideration. The Area Manager makes budget recommendations to agency administrators and ensures that agency administrators are kept informed of any potential budget problems.
The Area Manager maintains a spending history in order to make reasonable spending projections. There is a tremendous impact in planning, organizing, acquiring, and monitoring of resources. Solicitations of holiday donations are also closely monitored to ensure efficient and appropriate accounting and disbursement.

Children's Reporting and Information System (CHRIS) documentation is required to generate periodic agency reports at the Area level.

## POLICY

Area Managers and their duties are mentioned throughout the DCFS Family Services Policy and Procedures Manual.

## MONITORING

General oversight is provided by the Assistant Director, Community Services. Other oversight resources include Minimum Licensing Standards for Child Welfare Agencies, Adoption & Safe Family Act, and the courts. The Area Manager works under the supervision of the Assistant Director, Community Services.

## INTERFACES

Problem-solving skills, communication skills, and investigative skills are necessary to effectively address the problems that are presented on a daily basis. These may include employee problems related to job performance and conduct, complaints received from families, providers, and the general public, and specific case situations requiring troubleshooting. Good social work skills and an extensive knowledge base are required in case consultation with supervisory staff and other professionals (e.g., school counselors, doctors, and mental health therapists).

Contacts are inside and outside the Division. The level of contacts includes communicating, both verbal and written with a wide array of persons. Contacts may take place with staff persons, including supervisors, workers, aides, and others employees, state legislators, as well as other professionals. There is constant contact with parents, foster parents, and providers. Oral communications may include community presentations, conducting meetings, presenting court testimony, conducting case conferences, and conducting interviews and conferences with employees. Written communication may include preparing case summaries, basic letter writing, and preparing reports. Communication takes place in order to ensure an efficient operation of child welfare services in each county.

# SECTION II – COMMUNITY SERVICES

## Chapter 6

## Administrative – County Supervisor

**PURPOSE**

A DCFS County Supervisor is assigned to each county in the state. The Supervisor is responsible for the day-to-day DCFS operations (e.g., case supervision) at the county level. This includes seeing that child and family services are provided in a professional and timely manner. The County Supervisor performs personnel duties such as hiring and firing staff, approving leave and making recommendations regarding promotions.

**LEGISLATIVE AND REGULATORY AUTHORITY**

Creation of the Division of Children and Family Services (DCFS) was by Act 348 of 1985. The Division operates each Biennium with an appropriation act by the General Assembly. The Division also operates under Arkansas Code Annotated § 9-16-103 through § 9-16-109. These statutes define the duties and responsibilities of the Division.

**ORGANIZATION**

County offices are the front line of direct client services. The number of DCFS staff assigned to each county is determined by the size of that county's caseload. All counties have, at least a Supervisor, one Family Service Worker and one Social Service Aide. Counties with a large number of staff may also have additional line supervisors assigned to the county who will provide direct casework supervision to workers and/or aides assigned to them. These line supervisors usually provide direct casework supervision. The line supervisor reports to the County Supervisor, who in turn reports to the Area Manager.

The main function of the county office staff is to provide direct services to children and their families. This is done in three main ways:

1. The safety of children is ensured by the services provided in the form of investigations of child maltreatment reports. The county staff completes an investigation of each allegation of abuse and/or neglect to determine if it is "True" or "Unfounded". These investigations are assigned and monitored by the County Supervisor. When the State Police Crimes Against Children Division (CACD) conducts a child maltreatment investigation, the DCFS county office is still responsible for the safety response and any decision to remove any child from the home.
2. The county staff provides casework services to families to prevent or remedy child maltreatment. These services are provided when children can safely remain in their own home. These services are protective services and are mandatory services after a founded allegation of child maltreatment.

3. When children cannot safely remain in their own home, county office staff makes the decision to remove them. Then, DCFS staff become responsible for finding an approved and appropriate placement, permanency, reunification and others key issues.

County Supervisors work closely with the county staff to ensure that purchase orders and board payments are made to vendors and foster parents. This procedure is essential in assuring that the needs of foster children are met.

**REPORTING REQUIREMENTS**

County Supervisors submit a monthly operational report to their Area Manager. The Area Manager consolidates the county reports into an Area monthly report and submits it to the Assistant Director, Community Services.

**POLICY**

DCFS has a promulgated policy manual that provides guidance regarding how services are to be delivered. Responsibilities of the County Supervisor are distributed throughout the policy manual. The County Supervisor is expected to ensure the policy is understood and followed by all county staff.

**MONITORING**

The county office is monitored through the on-line information system called CHRIS. CHRIS data is used to generate monthly reports, such as the Compliance Outcome Report (COR). The COR monitors each county's percentage of compliance with several performance standards directly effecting clients. Each County Supervisor or supervisory designee must formally review every open case in their county at least quarterly using the Supervisory Review Tool (CFS-387). The CFS-387 is available on CHRISNet, where it should be completed and submitted electronically(See Appendix F).

**INTERFACES**

In the course of service delivery, the county office staff interfaces with other components of the Division of Children and Family Services.

- Foster care board payments are made in coordination with the Foster Care Unit in the central office. Payments to vendors based on purchase orders are accomplished through the DHS Office of Administrative Services.
- The Office of Chief Counsel provides legal support to the county staff when children are removed from their home and then returned home or freed for adoption.
- The Contracts Unit in central office prepares requests for proposed contract services that are utilized in the field. The county office staff uses these contracts to provide services for the families they serve.
- The county office staff interface with the State Police Crimes Against Children Division (CACD). The county staff provides services to the families that are investigated by the CACD.

# SECTION II. – OFFICE OF COMMUNITY SERVICES

## Chapter 7

## Direct Client Care Staff (Placement Team/Specialist)

**PURPOSE**

Direct Client Care Staff assist DCFS caseworkers in finding available and appropriate placements for foster children.

**LEGISLATIVE AND REGULATORY AUTHORITY**

The Unit performs and monitors services authorized under the Child Welfare Licensing Act ACA § 9-28-401, Public Law 93-207 (Child Abuse and Neglect), P.L. 96-272 (Adoption Assistance and Child Welfare Act of 1980) and P.L. 105-89 Adoptions and Safe Families Act of 1997 also pertain to direct client care staff.

**ORGANIZATION**

A DCFS Area Placement Supervisor oversees the Unit's activities. Four FSW's (each housed in a different county office) and one SSA are assigned to the unit. The first FSW performs "Special" (difficult to place, or intense services) placements. The second FSW performs "Initial" and "Immediate" placements, completes each Area CFS-495 (Notification of Change), and conducts special staffings. The third FSW monitors half of the foster homes (including re-evaluations) and provides back-up placement services. The fourth FSW monitors the second half of the foster homes (including re-evaluations), maintains a list of available placement resources, and provides back-up placement services. The SSA keys all Area placement data and CFS-495 information into CHRIS screens and forwards it to appropriate parties. The SSA also keys maintenance and re-evaluation of foster home data into CHRIS.

**REPORTING REQUIREMENTS**

The SSA prepares a monthly Area Foster Child Placement Report, consisting of information about the foster home and shelter placements of the Area's foster children. The SSA submits copies of the placement report to all Area DCFS Supervisors and the Area Manager.

The SSA prepares a Foster Home Directory and submits copies to all Area DCFS Supervisors, Health Services Workers, and the Area Manager.

The on-call FSW prepares an "On-Call" list of currently available foster homes and shelter placements each afternoon. The list is submitted to all Area DCFS Supervisors and the Area Manager.

The Unit also maintains:

- A Therapeutic Placement Log, consisting of all Area Therapeutic placements, and
- A Sexual Offender Log, consisting of all Area Sexual Offenders in foster care.

**POLICY**

The Unit works under the regulation of the DCFS Policy and Procedures Manual, which includes these specific elements:

- POLICY (VI-A) Out of Home Placement Criteria - Placement that best meets the needs of the child, placement of siblings together.
- POLICY (VII-A) Foster Parent Training, Approval, and Re-Evaluation
- POLICY (VII-D) Changes in Out of Home Placements
- POLICY (VII-E) Financial Support to Foster Parents

The worker on the Unit keys all placements and the Unit Supervisor approves any special board rates.

The Unit also works under the regulation of the Minimum Licensing Standards for Child Welfare Agencies (PUB-04).

**MONITORING**

The Unit Supervisor and Area Manager monitor Unit operations.

**INTERFACES**

The Unit works with DCFS Supervisors & caseworkers. Additionally, the Unit works with DCFS Central Office regarding budgets for therapeutic foster care placements, hospital/acute care placements, and family foster home placements. The Unit also works with many state providers, determining the availability of placements.

# SECTION III – COMMUNITY SUPPORT

## Chapter 1

## Adoptions Unit

**PURPOSE**

When children in DCFS custody cannot safely return to their birth/legal parents and the court has terminated parental rights, adoption provides an option for a new permanent family.

Adoption is the permanent transfer of parental rights and responsibilities concerning a child to adoptive parents. A child's safety, health and well being are paramount in adoption. Relatives, foster parents or persons previously unrelated or unknown to the children may adopt. The Division's adoption program focuses on finding families for children rather than finding children for families.

**LEGISLATIVE AND REGULATORY AUTHORITY**

The Division's adoption program is established pursuant to the following statutes:

- ACA § 20-76-201, DHS - Public Assistance-Powers and Duties
- ACA § 9-27-301 et seq., Arkansas Juvenile Code
- ACA § 9-27-302 of the Arkansas Juvenile Code
- ACA § 9-27-341 of the Arkansas Juvenile Code
- ACA § 9-27-315 (c) as amended by Act 533 of 1995
- ACA § 9-28-401 et seq., Child Placement Licensing Act
- ACA § 9-9-201 et seq., Revised Uniform Adoption Act
- ACA § 9-9-212 of the Revised Uniform Adoption Act
- ACA § 9-9-209 of the Revised Uniform Adoption Act
- ACA § 9-9-401 et seq., Children in Public Custody-Subsidized Adoption
- ACA § 9-9-501 et seq., Voluntary Adoption Registry

**ORGANIZATION**

DCFS provides adoption services in all 75 counties. DCFS staff provides services to birth parents, children and adoptive families. The goal is to establish and maintain appropriate, stable and permanent families that meet each child's developmental needs.

The Division's adoption program focuses on finding families for the following children:

- Caucasian children nine years of age or older;
- African-American children of any age;
- Sibling groups of three or more Caucasian or two or more African-American children; and
- Any child with a serious medical, emotional and/or learning condition.

Adoption services include the following:

- Assessment and preparation of children for adoption;
- Recruitment, assessment, preparation, and retention of prospective adoptive families;
- Selection of appropriate adoptive families for children; and
- Supportive services to children and adoptive families before and after the finalization of the adoption.

One or more Adoption Specialists in each of the ten DCFS service Areas provide a full range of adoption services. The Adoption Supervisor oversees the work of each Adoption Specialist.

A contracted provider trains prospective adoptive families. Contract providers are available in each DCFS Area to complete adoption assessments on prospective adoptive families and adoption summaries on children.

The Division will consider approved adoptive applicants, who reside either in Arkansas or out-of-state. Regulations established by the Interstate Compact on the Placement of Children are followed when placing a child out-of-state for adoption.

The child's Family Service Worker provides primary case management until that child is placed with an adoptive family. When a child is placed with a family for adoption, the Adoption Specialist takes over and provides primary case management until the adoption is finalized. Central office Adoption Unit staff provides technical assistance and support that includes the following:

- Program and policy planning;
- Training;
- Contract planning;
- Coordination and operation of the web-site and photo listing of waiting children;
- Coordination and operation of the computer system that helps match approved adoptive applicants with waiting children; and
- The administration of the –
    - Adoption subsidy program;
    - Interstate Compact on Adoption and Medical Assistance; and
    - The Mutual Consent Voluntary Adoption Registry.

In addition, an Adoption Specialist completes an adoption assessment for an independent adoption on a prospective adoptive family based on a court order determining that the family is indigent. Central Office Adoption Unit staff also determine if an adoption assessment on a prospective adoptive family for an international adoption, which is arranged independently of a licensed adoption agency, complies with minimum regulations before it is forwarded to the Immigration and Naturalization Service.

## REPORTING REQUIREMENTS

The Division prepares an annual statistical report based on data from CHRIS and from the monthly reports submitted by each Adoption Specialist to the Central Office Adoption Services Unit. Adoption data is reported every six- (6) months through the Adoption and Foster Care Analysis and Reporting System (AFCARS) to the Children's Bureau within the U.S. Department of Health and Human Services.

## POLICY

DCFS policies that address adoption services include:

- POLICY (VIII-E) Birth Parent Relinquishing Infants for Adoption
- POLICY (VIII-F) Foster Parent, Kinship Foster Parent, and Relative Adoption
- POLICY (VIII-G) Development of Adoptive Placement
- POLICY (VIII-H) Adoption Subsidy
- POLICY (VIII-I) Mutual Consent Voluntary Adoption Registry
- POLICY (VIII-J) International Adoptions

## MONITORING

DCFS Child Welfare Agency Licensing staff monitor compliance with the Minimum Licensing Standards for Child Welfare Agencies (PUB 04). DCFS also compiles a Quarterly Performance Report (QPR) on outcomes, performance indicators, and compliance issues. The QPR is submitted to the Legislative Children and Youth Committee.

The Children's Bureau within the U.S. Department of Health and Human Services conducts an annual Child and Family Services Review to monitor compliance with federal requirements. The DCFS Area Manager or designated Adoption Supervisor monitors contract providers monthly. They focus on completion of adoption assessments, evaluation of prospective adoptive families and adoption summaries on children.

The Juvenile Division of the Circuit Court conducts periodic judicial reviews to determine reasonable efforts to provide permanency to children who have a plan of adoption. These judicial reviews are conducted every three months after parental rights are granted and conclude upon finalization of an adoption.

## INTERFACES

The DCFS adoption program and staff interface with the following:

- All other DCFS programs and units,
- Other divisions within DHS,
- Juvenile Division of the Circuit Court,
- Court advocates,
- Law enforcement agencies,
- Department of Health,
- Hospitals, and other medical facilities and professionals,
- Mental health facilities and professionals,
- Schools,
- Churches,
- Community organizations, businesses and leaders,
- Parent support groups,
- State and national adoption organizations,
- Public child welfare agencies in other states,
- Licensed private adoption agencies, and
- The media.

# SECTION III – COMMUNITY SUPPORT

## Chapter 2

## Behavioral Treatment Unit

**PURPOSE**

The Behavioral Treatment Unit (BTU) provides technical assistance to local county offices requiring help in locating or funding emergency shelter placements or out of home placements for children with serious emotional/behavioral problems. Services purchased include therapeutic foster care, residential treatment, comprehensive residential treatment, emergency shelter, case management, sexual offender treatment and specialized foster care placements for developmentally delayed children. DCFS provides these residential services through contracts with private providers or Medicaid enrolled providers. The BTU Manager also coordinates and chairs the Child Case Review Committee (CCRC).

**LEGISLATIVE AND REGULATORY AUTHORITY**

Creation of the Division of Children and Family Services (DCFS) was by Act 348 of 1985. The Division operates each Biennium with an appropriation act by the General Assembly. The Division also operates under Arkansas Code Annotated § 9-16-103 through § 9-16-109. These statutes define the duties and responsibilities of the Division.

**ORGANIZATION**

The Unit has a Program Manager and one support staff. The Program Manager works to:

- Ensure services are provided in accordance with the contracts;
- Interface with the field staff and providers; and
- Deal with overall programmatic issues.

Contracts exist with multiple providers located statewide for out-of-home services. All providers must meet the Minimum Licensing Standards for Child Welfare Agencies (PUB 04) and program standards, if applicable.

**DCFS purchases the following services:**

**Therapeutic Foster Care -**

- Intensive therapeutic care for children provided in family homes which operate within a comprehensive residential treatment system or as an adjunct to a mental health center and for which a fee is paid to specifically trained foster families. Children to whom this service is provided have physical, emotional, or behavioral problems that cannot be remedied in their own home, in a standard foster parenting situation, or in a residential treatment program.

**Residential Treatment Care -**

- Twenty-four (24) hour treatment services available for up to one year for youth whose emotional and/or behavioral problems, as diagnosed by a qualified professional, cannot be remedied in their own home.

**Comprehensive Residential Treatment –**

- Intensive therapeutic care in a residential treatment facility. The service is provided to individuals with severe emotional or behavioral problems which cannot be remedied by less intensive treatment, as diagnosed by a qualified professional. The service is offered to prepare the client for less intensive treatment or for independent living.

**Emergency Shelter for Children** –

- Emergency shelter available on a twenty-four hour basis for up to forty-five (45) days in a six month period for youth whose circumstances or behavior require immediate removal from their home. The extent and depth of the services provided to a youth in the Emergency Shelter program depends upon the individual needs of the youth.

**Specialized Foster Care Services for Developmentally Delayed Children** –

- Services that offer a secure environment and learning opportunities to a person with a severe, chronic disability which is:
    - Attributable to a mental or physical impairment or combination of mental and physical impairments;
    - Manifested before the person attains age twenty-two;
    - Likely to continue indefinitely; and

- Results in substantial functional limitations in three or more of the following areas of major life activity:
    - self-care
    - receptive and expressive language
    - learning
    - mobility
    - self-direction
    - capacity for independent living
    - economic and self-sufficiency
- Reflects the person's need for a combination and sequence of special, interdisciplinary, or generic care, or other services which are of lifelong or extended duration and are individually planned and coordinated.

**REPORTING REQUIREMENTS**

The BTU submits two (2) reports. Arkansas Code Annotated § 20-46-106 requires the Department of Human Services (DHS), Division of Children and Family Services (DCFS), to provide a monthly report reflecting the number of youth receiving out-of-state services. Arkansas Code Annotated § 20-46-105 requires DHS to report quarterly on the utilization of residential treatment facilities for emotionally disturbed youth to the Arkansas Legislative Council and the Joint Interim Committee on Public Health, Welfare and Labor.

**POLICY**

The BTU is referenced in DCFS Policy (I-C) Organizational Structure.

**MONITORING**

The Quality Assurance Unit monitors some purchased services as requested by BTU. All providers are required to submit a monthly certification of compliance with contract performance indicators.

**INTERFACES**

**Within DCFS, the BTU interfaces with:**

- DCFS caseworkers, Supervisors and Areas Managers to provide technical assistance regarding out of home placement providers, e.g., what type of services are purchased, type of client served, and reimbursement method. The Unit also interfaces with Supervisors and Area Managers to discuss any problems with providers, caseworkers, completion of paperwork, and case management.
- BTU has almost daily contact with the DCFS Contract Management Unit to discuss contract issues, such as payment methods, processing of bills submitted by contractual providers, procurement methods and time frames, and performance indicators.
- The Policy Unit consults with BTU on policy written about placement in facilities, visitation in facilities, foster care board payments, case management issues, and medical and mental health services.

**INTERFACES** (Continued)

- BTU interfaces with CHRIS to address issues related to resources.
- BTU developed and continually updates the Out-of-Home Placement Directory on-line. The directory is a valuable tool for the caseworkers to find appropriate out of home residential placements for foster children. BTU provides the same information for inclusion into the CHRIS System.
- BTU maintains regular contact with the Executive Staff to provide information about:
  - Available services for out of home placement,
  - Gaps in mental health services delivery,
  - Problems accessing necessary services,
  - Budget information and budget needs,
  - Potential problem areas,
  - Barriers to purchasing needed services and
  - Successful placements or collaboration within DHS.

**Within DHS, the BTU interfaces with:**

- BTU interacts with the Division of Behavioral Health to collaborate about joint cases, mental health service delivery issues, and development of mental health services and facilities.
- The Division of Youth Services (DYS) and DCFS serve similar clients. It's not unusual for DYS and DCFS to serve the same client. It is very important staff from both divisions discuss aftercare services or discharge services for those clients. Since these clients are often difficult to place, it is important that BTU and DYS work together to ensure the needs of the client are met.
- BTU interacts with the Division of Economic and Medical Services to address Medicaid issues. Medicaid is the primary funding source for meeting many of DHS/DCFS client's needs. Communicating about client needs and barriers to accessing services on a long-term basis is essential.
- DCFS has a large number of developmentally delayed clients served in contracted programs. It is important to keep the Division of Developmental Disabilities Services involved in the permanency planning for these clients.

**Outside DHS, the BTU interfaces with:**

- The Juvenile Court System, e.g., judges, probation officers, attorneys' ad litem, and Court Appointed Special Advocate (CASA) representatives. We are often asked to attend court to discuss placement issues, such as why there is a lack of placement for a client, payment methods, difference in programs, and out-of-state placement criteria, etc.
- The BTU Manager attends the Legislative Committee meetings to explain contract renewals, amendments and procurement methods.

The BTU participates in the local Child & Adolescent Service System Program (CASSP) Teams and Together-We-Can meetings when asked to develop plans for hard to place foster children.

# SECTION III – COMMUNITY SUPPORT

## Chapter 3

## Child Maltreatment Central Registry Unit

**PURPOSE**

The Division of Children and Family Services (DCFS) maintains a Central Registry of all allegations of child maltreatment (abuse & neglect) determined to be true. The Registry provides:

- Clearance for day care workers, childcare facilities, residential treatment facilities, institutions where workers come into direct contact with children or adults and prospective foster and adoptive parents.
- Information to law enforcement officials, DCFS caseworkers, courts, attorneys and clients, victims and their families, and alleged offenders as well as for DHS Appeals and Hearings.

**LEGISLATIVE AND REGULATORY AUTHORITY**

Arkansas State law establishes and regulates the Arkansas Child Maltreatment Central Registry. These laws include Arkansas Code Annotated § 12-12-501 through § 12-12-520.

**ORGANIZATION**

The Central Registry has eight staff members: a Manager, an Administrative Assistant, a Secretary II, and five Document Examiners. Central Registry processes approximately 3,000 releases monthly. Document Examiners furnish "clear statements" for those who do not appear in the Registry and identifies those who have records in Central Registry.

Central Registry also responds to about 125 requests for investigative files from attorneys, clients and Appeals and Hearings monthly. In addition, Central Registry provides backup support to field staff who need information to help them complete their investigations and protective service cases. The Registry also supports Childcare Licensing staff. Central Registry is also responsible for releasing unfounded reports to authorized recipients.

**REPORTING REQUIREMENTS**

The Central Registry submits monthly activity reports to the Community Support Administrator and to the Assistant Director, Community Support Office.

**POLICY**
DCFS Policy (II-D) Child Maltreatment Central Registry and
DCFS Policy (IX-D) Removal of an Offender's Name from the Central Registry.

**MONITORING**
The Central Registry Unit Manager monitors Central Registry checks by signing off on the Document Examiner's work and by observation. The Manager also monitors the release of all investigative files.

**INTERFACES**
The Central Registry must interface with other states, the DHS county offices and law enforcement. Central Registry cooperates with other states in requesting and receiving information from their Central Registry when it is needed. Central Registry cooperates with law enforcement and human service agencies of other states by doing background checks for people being investigated who formerly lived in Arkansas. Central Registry releases information regarding whether the person being investigated is listed as an offender on the Central Registry. Central Registry cooperates with other state's foster care, adoption and day care facilities by checking the registry when requested to protect children in other states.

# SECTION III – COMMUNITY SUPPORT

## Chapter 4

## Child Protective Services Unit

**PURPOSE**

The Child Protective Services (CPS) Unit falls within the DCFS Office of Community Support. It oversees the development, implementation, and monitoring, of preventive and intervention services that are delivered to children and families. The primary goal of child protective services is the reduction of child abuse, neglect, and entry of children into foster care.

**LEGISLATIVE AND REGULATORY AUTHORITY**

The Child Protective Services Unit is authorized, operated and monitored in accordance with ACA § 12-12-501 through § 12-12-518 (Child Maltreatment Act) and ACA § 9-27-301 through § 9-27-352 (Arkansas Juvenile Code).

**ORGANIZATION**

The Child Protective Services has three (3) Program Managers supervised by a Program Administrator. Purchased child welfare services, Citizen Review Panels, and Multi-disciplinary Teams are monitored under Child Protective Services. The Program Administrator is also the State Liaison Officer for the CAPTA Grant.

**REPORTING REQUIREMENTS**

Child Protective Services Unit prepares monthly, quarterly and semi-annual reports covering unit activities, as well as both program and financial status.

**POLICY**

Child Protective Services operations are governed by state and federal laws, as well as DCFS policy including:

- Policy (II-C) Child Abuse Hotline for Child Maltreatment Reports
- Procedure (II-C1) Child Abuse Hotline
- Procedure (II-C2) County Office Interaction with Child Abuse Hotline
- Procedure (II-C3) County Office Request for Clearance of a Report
- Policy (II-E) County Office Assessment of Child Maltreatment Reports
- Procedure (II-E1)County Office Response to the Child Abuse Hotline for Those Assessments that Remain the responsibility of the Department
- Procedure (II-E2) Child Maltreatment Report Assessment Interviews

**POLICY** (continued)

- Procedure (II-E3) Health and Safety Assessment
- Procedure (II-E4) Medical/Psychological Evaluation Required during Assessment
- Procedure (II-E5) Other Child Maltreatment Assessment
- Procedure (II-E6) Child Maltreatment Assessment Determination
- Procedure (II-E7) Risk Assessment
- Procedure (II-E8) Follow-up with Mandated and Other Reporters
- Procedure (II-E9) Situations Involving Non-caretaker, Domestic Violence, Family Moving, Multi-County Assessments, and Unlicensed Baby Sitters
- Procedure (II-E10) Protective Custody of a Child in Immediate Danger
- Procedure (II-E11) Crimes Against Children Division (CACD) Investigations of Child Maltreatment Reports
- Policy (III-A) Services Case Opening and Re-evaluation
- Procedure (III-A1) Protective/Supportive Services Case Opening

**MONITORING**

The assigned Program Manager reviews purchased services invoices and monthly reports for compliance and accuracy. Scheduled and unscheduled site visits are held.

**INTERFACES**

CPS works closely with DCFS field staff, juvenile judges, Citizen Review Panel Coordinators, Arkansas Committee on Child Abuse, law enforcement, schools, hospitals, CASA's, multi-disciplinary teams, Division of Youth Services, Division of Developmental Disabilities, Foster Care Unit, and others.

# SECTION III – COMMUNITY SUPPORT

## Chapter 5

## Foster Care Unit

**PURPOSE**

The Foster Care Unit ensures the safety and well-being of all children in DHS custody by providing accurate, current and consistent information, technical assistance, research and support to DCFS staff, foster parents and the general public. The Unit also assists in developing foster care policy and procedures.

**LEGISLATIVE AND REGULATORY AUTHORITY**

The Foster Care Unit is authorized, operated and monitored in accordance with the following statutes:

- ACA § 9-27-301 through 306; § 9-27-352 (Foster Care),
- ACA § 12-12-503 and –512 (Act 804 of 1995)
- ACA § 9-27-102 (Act 1337 of 1995)
- ACA § 20-46-106 (Act 765 of 1995)
- ACA § 9-9-220 (Act 1227 of 1997)
- ACA § 12-8-106; 501 and 502; ACA § 29-30-148 (Act 441 of 2001)
- ACA § 12-8-501 through 507 (Act 1240 of 1997)

**ORGANIZATION**

The Foster Care Unit consists of a Unit Manager and two (2) staff members. The Unit is responsible for monitoring contracts for the Comprehensive Health Assessment . The Unit processes bills for foster children transportation, birth certificates, recording fees, and criminal records. The Unit is also responsible for correcting and adjusting board payments for foster parents and processing criminal background checks on foster and adoptive parents.

**REPORTING REQUIREMENTS**

- The Annual State Plan is submitted to the U.S. Department of Health and Human Services.
- The Quarterly Performance Report is submitted to the:
  - Arkansas House Committee on Aging, Children and Youth, Legislative and Military Affairs;
  - Arkansas Senate Interim Committee on Children and Youth.

**POLICY**

DCFS Policies that apply to foster care include (VI-A) Out-of-Home Placement Criteria, (VI-B) Maintaining Family Ties, (VI-C) Initial Health Services, (VI-D) Comprehensive Health Assessment and (VI-E) Periodic Health Reassessment and their associated procedures.

**MONITORING**

Contract bills are reviewed to ensure that the services were provided and that the providers are in compliance with the contract performance indicators.

**INTERFACES**

The Foster Care Unit interfaces with DCFS Field Staff, the Policy Unit, the Professional Development Unit, Administrative Services, the Child Welfare Agency Licensing Unit and the CHRIS Project Unit. Other DHS Divisions that the Unit interfaces with include the Office of Systems and Technology, the Office of Fiscal Management and the Office of Chief Counsel.

Outside of DHS, the Foster Care Unit interfaces with the Mid-South Academy at the University of Arkansas at Little Rock (UALR), Arkansas State Police and the University of Arkansas for Medical Sciences (UAMS).

# SECTION III – COMMUNITY SUPPORT

## Chapter 6

## Chafee Foster Care Independence Program

**PURPOSE**

The Chafee Foster Care Independence Program (CFCIP) provides funds directed toward one goal - assisting youth that are, or were, in foster care to become independent adults. The program is geared toward youth that are participating in an educational program, providing assistance to youth completing high school or obtaining a GED, and/or continuing in post-secondary educational programs. The program also provides temporary, limited assistance to youth that have exceeded the maximum age of foster care by providing room and board and start-up assistance.

**LEGISLATIVE AND REGULATORY AUTHORITY**

The Independent Living Program (ILP) was authorized by Public Law 99-272, when Title IV-E of the Social Security Act added Section 477. Since that time, amendments have been made to sections 474, 475 and 477 of the Act to increase ILP funding, expand the population eligible for services and ensure that the ILP is integrated into the requirements of State Child Welfare Services programs.

Public Law § 103-66 (The Omnibus Reconciliation Act of 1993) permanently re-authorized the ILP effective October 1, 1992.

The Chafee Foster Care Independence Program (CFCIP) of 1999 expanded and changed the program by increasing available funding for services, extending services to adoptees and to younger teens and establishing “After-Care” services for teens who have exceeded the maximum age of foster care.

**ORGANIZATION**

**Expenditures –**

- Each Area CFCIP Coordinator submits a DHS-1914 (DHS Requisition) to the CFCIP Manager when a purchase is to be made for a CFCIP teen. The Area Coordinator checks the CHRIS system to determine the teen's eligibility. If the teen is not eligible based on CHRIS information, the Area Coordinator will contact the Family Service Worker (case manager) to check eligibility and to request a CHRIS update so that eligibility will be verifiable. Unverified requests are put in a holding file and checked daily for verification. Once verified and forwarded to Central Office, the CFCIP Manager ascertains if there are grant funds available with which to make the purchase and if the requested expenditure is within the scope of the CFCIP program. If funds are available and the expenditure is acceptable, the CFCIP Manager signs and forwards the DHS-1914 to the Program Administrator and Assistant Director for approval. If approved, copies are made, and the original is sent to Financial Support for processing and keying to purchasing.
- Expenditures should be planned in accordance with needs identified in the case plan and requested well in advance. The Unit Manager may also initiate DHS-1914 requests if there is urgency in an oral request from an Area Coordinator. This saves time in getting a purchase order created, but it should not be the norm. These requests are also forwarded to the Program Administrator and Assistant Director for approval.
- The CFCIP Manager will also initiate DHS-1914 requests for program expenditures such as the annual CFCIP Teen Conference, videos, equipment, DP hardware/software and other items that an Area Coordinator cannot normally purchase.
- The CFCIP Manager will initiate approval request letters to the Department of Finance and Administration (DF&A) for items that Financial Procedures indicate are not "normal" purchases and require DF&A approval. These letters are addressed from the DCFS Director to the DHS Chief Financial Officer and then from the CFO to DF&A (requires two letters for each request). Items such as food, vehicle rental, direct billing items, trophies, and certificates or advance payments for goods or services are the types of items that require prior approval before commitment to expenditure.
- If any expenditure for goods or services is expected to be greater than $1000, the Unit Manager will solicit at least three bids from potential vendors. Documentation of the low bid and a recap of all bids will be submitted with the DHS-1914 request for the goods or services.
- A file by provider name is maintained for copies of all DHS-1914 requests.

**In-Kind Expenditures –**

- All in-kind expenditures are recorded and turned in by the Area Coordinators on an in-kind expenditure sheet. Each expenditure should show: the name (if known) of the donor or business, the activity for which the donation was made, the number of hours to apply a rate to, or the number of goods or services, the date the donation was made, the value of the donation, the county, area, Coordinator's name and a total for the sheet. In-Kind time is normally valued at $14.58 per hour. However, professionals such as doctors, lawyers, and business executives can be valued at higher rates. Donated space for life-skills training or other CFCIP functions is usually valued at $50/hour unless it contains cooking facilities which are used, in which case, the value increases to $75-100/hour.
- The CFCIP Manager will maintain a file by federal fiscal year of in-kind expenditures that relate to a particular grant. The Unit Manager will also maintain a running total on at least a monthly basis of the amount of in-kind expenditures reported by the Area Coordinators.

## REPORTING REQUIREMENTS

**Annual Program Report –**

- The CFCIP Manager completes the annual grant Program Report for submission to the Region VI and Washington Department of Health and Human Services (DHHS) offices. Submission must be no later than December 31st of each year. This report is a summation of program activities occurring during the federal fiscal year (October 1 through the following September 30) that each grant is being utilized. In addition, the report lists the grant expenditures for the applicable federal fiscal year, the required federal statistics and the additional program statistics accumulated during the year.
- The report is forwarded to the Program Administrator for forwarding to the Assistant Director, Community Support for signature approval and then mailed to the following addresses by certified, return receipt requested mail:
    - Administration for Children, Youth and Families
      330 C Street, S. W.
      Switzer Building, Room 2070
      Washington, DC 20201
    - Regional Hub Director, Region VI
      Administration for Children and Families
      1301 Young Street
      Dallas, Texas 75020
- Copies are made for the DCFS Director, the Assistant Director for Community Support, the Program Administrator and the Chafee Foster Care Independence Program. File copies have been maintained for this report since 1994.

**Monthly Coordinator's Reports –**

- The CFCIP Manager collects the monthly reports from the Area CFCIP Coordinators and produces a summary of that information.

**State Plan Goals and Objectives** –

- The CFCIP Manager provides annual updates on the goals and objectives of the IV-B State Plan. This update is usually done in late April or early May and submitted to the DCFS Planning Unit for inclusion in the overall IV-B State Plan Update.

**Non-General Revenue Projections** –

- This annual report is done in March or April each year to forecast the amount of non-general revenues that will be available for the next state fiscal year. The amount included in this projection is the amount of the anticipated grant award for the next fiscal year less the estimated expenditures for the fourth quarter of the next grant year plus the expected grant expenditures from the current grant for its fourth quarter. This is done because the quarter overlaps between state and federal fiscal years. The estimates are broken down by character codes.

**Child Welfare League Survey** –

- Each September, the Child Welfare League of America sends a survey to DCFS. The survey requests statistical information on CFCIP services provided to teens regardless of funding sources and information about services funded by Title IV-E. The CFCIP Manager completes this survey and forwards it to the DCFS Director's office. Copies are retained in the CFCIP files.

**DHS/DCFS Statistical Information Report** –

- The CFCIP Manager collects information during the state fiscal year concerning what services are provided in which DCFS Areas and the numbers of teens, foster parents and staff that participated. This is generally a report concerning the basic life skills training that are provided around the state and at the annual CFCIP Teen Conference.

## POLICY

Policy for the Chafee Foster Care Independence Program is contained in the DCFS policy manual in Policy (VIII–A) Preparing the Child in Out-of-Home Placement for Independence and Policy (VIII–B) CFCIP Post-Secondary and After Care Services and in the Chafee Foster Care Independence Program Handbook (PUB-404). The policy addresses preparing eligible foster teens age 14 and up for the transition to living independently after leaving foster care. It also outlines eligibility requirements, staff responsibilities, time requirements and Area-related operational policies. It outlines steps and requirements for establishing CFCIP youth in residences outside of foster care homes and assisting youth in post-secondary educational endeavors. These sections are also included within the CHRIS client information system under "HELP - Policy/Procedure".

The CFCIP Manager assists in writing and revising DCFS policy and procedures concerning the Chafee Foster Care Independence Program.

## MONITORING

Monitoring of the Chafee Foster Care Independence Program occurs on an ongoing basis by the Program Administrator by requests for information and reports and through regular meetings and verbal and electronic sharing of information. The DCFS Financial Support Section, Travel Section, Accounts Payable and Purchasing monitors financial information and transactions.

The federal government monitors program activities through required grant applications and program reports as well as e-mail requests for information and information shared by telephone and letter.

## INTERFACES

The CFCIP interfaces with other Units such as the Adoptions Unit and Foster Care Unit to ensure that Chafee eligibility requirements are met. This is done at several levels from Central Office to County Offices. Many of the CFCIP Coordinators are foster care employees that also handle CFCIP requests and function in the field offices even though they are not grant-paid employees.

The CFCIP also interfaces and coordinates with Financial Support, Accounts Payable and Purchasing in order to meet client and program needs by purchasing goods, services and supplies. This also includes interacting with the DHS Chief Financial Officer and Department of Finance & Administration (DF&A) to obtain items or services not normally purchased.

The CFCIP interfaces with other Divisions such as Youth Services in order to determine needs and coordinate services to current and potential clients.

The CFCIP Manager acts as liaison for the program to the Region VI ACF office and to the other five states in the region.

The CFCIP Manager responds to the Legislative Council when requested to validate or verify program needs and provide justification for a purchase or acquisition.

# SECTION III – COMMUNITY SUPPORT

## Chapter 7

## Interstate Compact on the Placement of Children (ICPC) Unit

**PURPOSE**

The ICPC Unit coordinates the out-of-home placement of children across state lines. ICPC is a uniform law (compact agreement) that has been enacted by all 50 states, the District of Columbia, and the U.S. Virgin Islands. It is the only statutory mechanism to ensure protection and services to children who are placed across state lines for foster care or adoption.

Types of placements covered by ICPC include the following:

- Placement preliminary to an adoption.
- Placement into a foster care home.
- Placement into a group home, residential treatment facility, or other institution when the placement is not for the purpose of psychiatric treatment.
- Placement with a parent or an approved relative.

Issues not subject to ICPC are the following (partial listing only):

- Divorce, custody investigations involving home studies;
- ICPC placement of a probationer, parolee, or aftercare juvenile. Moreover, ICPC equates to welfare and social workers where as Interstate Compact on Juveniles (ICJ) pertains to parole or probation officers or employees of juvenile corrections. Consequently, ICPC is not corrections-oriented nor is it empowered under the same laws that give authority to parole or probation officers or employees of juvenile corrections.
- All out-of-state runaways (probationers, non-delinquent runaways, and foster children) are processed under ICJ procedures.
- Children that are "kidnapped" in one state and taken to another state are not the responsibility of either ICPC or ICJ. This is usually a matter between the legal custodian (parent or agency) and law enforcement.
- Visits that do not extend beyond 30 days and are not pre-placement visits.
- Placement in a residential program that treats the mentally ill.

## LEGISLATIVE AND REGULATORY AUTHORITY

The Arkansas ICPC program originated from ACA § 9-29-201 (Act 667 of 1979). The ICJ program originated from ACA § 9-29-102 (Act 155 of 1957).

ACA § 9-28-401, (Child Welfare Licensing Act) established Minimum Licensing Standards for Child Welfare Agencies in Arkansas (Publication 04). Those standards effect ICPC's daily operations.

The U.S. Congress passed the Adoption and Safe Families Act (ASFA) in 1997. It established national goals for children in the child welfare system. Those goals are safety, permanency, and well being. The Act seeks to eliminate the delay children in foster care experience while waiting for permanent families. ASFA 1997 resulted in Arkansas' Adoption and Safe Families Act of 1999, which in turn lead to the development of ACA § 9-27-302 / 303 / 325 / 327 / 328 / 329 and ACA § 9-27-332 / 334 / 335 / 337 / 338 / 341/ 343 / 402. These guide ICPC's functioning.

Public Law 96-272 (Child Welfare & Adoption Assistance) also pertains.

Act 1809 of 2003 added parents and approved relatives to the placement types covered by ICPC.

## ORGANIZATION

ICPC staff consists of a Compact Administrator, Deputy Compact Administrator, Compact Coordinator and a secretary.

ICPC safeguards includes the following:

- The sending agency is provided the opportunity to obtain home studies for proposed placements.
- The prospective receiving agency is allowed to determine that the placement is not "contrary to the interests of the child" and that its applicable laws and policies have been followed before placement approval.
- The sending agency is identified as legally and financially responsible for the child.
- The sending agency does not lose jurisdiction once the child leaves the sending state.
- Supervision is maintained out-of-state, and the sending agency receives progress reports.

## REPORTING REQUIREMENTS

The ICPC Administrator prepares an annual report that shows how many and what types of ICPC requests were made in the prior state fiscal year (July of one year through June of the next).

**POLICY**

Refer to the following DCFS policy and procedures:

- Policy (VI-G) Interstate Compact on Placement of Children (ICPC)
- Procedures (VI-G 1) Types of Placement Covered by ICPC
- Procedures (VI-G 2) Responsibilities of the Sending State
- Procedures (VI-G 3) Responsibilities of the Receiving State
- Procedures (VI-G 4) Placing Arkansas Children in Another State and Requesting Out-of-State Home Studies
- Procedures (VI-G 5) Children Entering Arkansas for Placement
- Procedures (VI-G 6) Completion of a Home Study
- Procedures (VI-G 7) Routing of a Home Study
- Procedures (VI-G 8) Follow-up, Routing and Monitoring
- Procedures (VI-G 9) Travel Procedures for Children Receiving Out-of-Home Placement Services
- Procedures (VI-G 10) Other Travel (Non-ICPC and non-DCFS Children)
- Procedures (VI-G 11) Progress Reports
- Procedures (VI-G 12) Out-of-State Visits
- Procedures (VI-G 13)Termination of ICPC Cases
- Procedures (VI-G 14) Exceptions to Policy
- Procedures (VI-G 15) Juvenile, Mental Health, and Adoption and Medical Assistance Compacts

**MONITORING**

ICPC placement information is maintained on an Access database for information retrieval and simple statistical reports.

**INTERFACES**

Arkansas ICPC Compact staff communicate with court officials, elected officials, adoption personnel, residential placement personnel, caseworkers, placement recipients, and other ICPC units.

# SECTION IV – FINANCE & ADMINISTRATIVE SUPPORT

## Chapter 1

## Office of Financial & Administrative Support

**PURPOSE**
The purpose of this office is to oversee the financial transactions of the Division. The office has the responsibility for internal control of all the Division's financial matters. Separation of functions within the Division's organizational structure allows for additional control. The office operates as financial support for the program staff and for the 75 counties statewide.

**LEGISLATIVE AND REGULATORY AUTHORITY**
Legislation is passed during each biennial General Assembly session that is referred to as an Appropriations Act. This Act becomes the legal authority under which DCFS operates. Appropriations Acts are not codified.

**ORGANIZATION**
The Office of Financial and Administrative Services is comprised of the following units:

- Contracts,
- Accounts Payable,
- Personnel, and
- Budget.

**REPORTING REQUIREMENTS**
Most of the reports generated by this office are management tools. The exceptions are the monthly financial report of expenditures, the monthly executive budget summary, and the quarterly federal financial reports that are completed for the Division by the Office of Financial Management on DCFS programs.

**POLICY**
Policy issuance depends on the financial impact of the specific program affected. Currently there are several internal policies and directives in place to cover the local cash accounts, Feed The Kids and others. Policy pertaining to local cash accounts is located at Policy V-C (Family Support Fund), Procedure V-C1 (Cash Assistance) and Procedure V-C2 (Foster Care Incidentals) of the DCFS Family Services Policy and Procedures Manual.

**MONITORING**
Each of the four units that make up this office has specific monitoring responsibilities that are unique to the functions that they are responsible for as a management and follow-up tool.

**INTERFACES**

Interactions for the Office of Finance and Administrative Support include, but are not limited to, the following:

- All other Divisions and offices within DHS
- Department of Finance and Administration
- Other state agencies
- DCFS providers
- Other DCFS sections

# SECTION IV – FINANCE & ADMINISTRATIVE SUPPORT

## Chapter 2

## Budgeting and Funds Management

**PURPOSE**:
The Accounting and Budgetary Procedures Law sets forth uniform Budgeting Guidelines for State Government, including a specific reference that prohibits deficit spending (Arkansas Code Annotated § 19-4-102). The Annual Operations Plan provides for the projection of income and expenditures in a budget format that is coordinated by the DHS Office of Fiscal Management and the Department of Finance and Administration -- Office of Budget. The DHS Budget Guidelines and Procedures are presented on the DHS Gold Website as Chapter 102 of the DHS Administrative Procedures Manual.

**LEGISLATIVE AND REGULATORY AUTHORITY**
Along with the Accounting and Budgetary Procedures Law, state agencies operate under the Revenue Stabilization Act that does not allow for deficit spending. Every two years the General Assembly meets to conduct the State's business and pass new legislation. During this process Appropriation Acts are passed to authorize the agency and Divisional budgets that were previously submitted to the Department of Finance and Administration. Once the Appropriation Act is passed and the Budget is loaded to the Arkansas Administrative Statewide Information System (AASIS) the agency/Division must provide certification of funding for the approved Budget.

**OVERSIGHT**
Oversight of the Financial and Administrative Support unit of DCFS is the responsibility of the Chief Fiscal Officer of the Division. The Administrator of Financial Operations, upon directions from the CFO, may perform additional management and/or supervisory functions.

**FUNDING**
Funding for the approved budget for the Division of Children and Family Services is derived from the following Federal programs:

- Title IV-E/ Foster Care and Adoptions
- Title IV-B/ Child Welfare
- Title IV-B Part.2/ Promoting Safe and Stable Families
- Title IV-E/ Independent Living (Chafee Foster Independence Program)
- Child Abuse Prevention and Treatment Act (CAPTA)
- Adoption Incentive Payments Program
- Mentoring Sites (Grant Program)
- Mentoring Supervisors (Grant Program)
- Ad Option Grant

**FUNDING** (Continued)
Additionally the Division receives an allotment of the state general revenues received for the Department from the Department of Finance and Administration on an annual basis. The Division receives Targeted Case Management and Rehabilitative Option Funding through Medicaid based on the number of eligible cases filed and the rate set by the Division of Medical Services. Funding for each section of the Division comes from the above sources and is based on a cost allocation plan approved by the Department of Health and Human Services.

## ORGANIZATION

### SCOPE:

- The Annual Operations Plan is a coordinated effort of all functional areas within the Division of Children and Family Services. The Annual Operations Plan provides a budget for the Division's personnel, operating expenses, and all payments related to the children and families in its care.
- The Income Certification, a realistic projection of funds to be received, is the basis upon which the budget is built.
- The Budget and Expenditure Monitoring Process is an ongoing reporting of actual expenditures and anticipated obligations against the Annual Operations Plan throughout the state fiscal year. This Process is the basis upon which Division management operates. Expenditure and management reports are available on a monthly basis.
- Coordination of the Annual Operations Plan and the Biennial Budget plan within the Department of Human Services is through the Office of Fiscal Management.

### PROCEDURES:

- DCFS INCOME PROJECTION PROCESS -
  The DCFS Budget Section reviews the non-general revenue projection worksheet furnished by the Office of Fiscal Management- Budget Unit each year to determine any known changes that will affect the federal or other funding for the upcoming state fiscal year. This document along with the general revenue projection from the Department of Finance and Administration is the basis for the funding that DCFS receives each year. The projections are adjusted for indirect charges from the cost allocation system maintained by the Office of Fiscal Management.
- DCFS INTERNAL ANNUAL OPERATIONS PREPARATION PROCESS -
  Personnel-related expenditure projections are based on current staffing approvals detailed in the Department's Personnel CAP. The Budget module of the AASIS System calculates personnel services matching requirements. Operating expenditures are based on nine months of actual expenditures and adjusted for the remainder of the "actual" fiscal year combined with projections of known increases, such as increases in Office Space, and Mileage Reimbursement. Client specific expenditures (e.g., foster care board payments, adoption subsidy payments, purchased services, contracted services, etc.) are projected utilizing the expertise of the Program Managers and Community Services Staff.

Expenditure Projections are then adjusted within available funds according to the projections contained in the Income Certification. Appropriation needs in excess of the Division's Appropriation Act are negotiated within the Department utilizing the authority of the Reallocation of Resources language in the Department's Administrative Appropriation Act.

- ACCOUNTS PAYABLE FUNCTION –
  The Financial Support Unit is responsible for functions in the area of accounts payable, vehicle maintenance and reporting, Local Cash Accounts, Feed the Kids, Day Care expenditure reporting, pager and cell phone accounts, processing requests for purchase orders and invoices in AASIS. Financial Support Unit staff act as the liaison between purchasing and accounts payable for DCFS Central Office Program and County Office Staff on resolving problem issues on purchase order requests and invoice processing. The Financial Support Unit provides technical assistance and training to central office program staff and field staff in 75 counties.

**REPORTING REQUIREMENTS**

Other than the monthly expenditure reports that are run directly from the AASIS system and distributed internally, the only other reports are ad hoc reports for specific needs of management.

**POLICY**

DCFS does not have a divisional financial policy. Internal DHS financial procedures and policy are a part of the Administrative Policy and Procedures Manual which is available on DHS GOLD WEBSITE. Specific instructions for the Annual Operations Plan and Biennial Budget are a coordinated effort between the Department of Finance and Administration and the DHS Office of Fiscal Management.

**MONITORING**

The responsibility for monitoring expenditures against the Budgeted Allocations is shared throughout the Division. The preparation and distribution of regular progress reports is the responsibility of the Office of Administrative Services. Monthly Reports from the Arkansas Administrative Statewide Information System (AASIS) are electronically retrieved and distributed by the Administrative Services Section to the DCFS Executive Staff. Any further distribution is the responsibility of the Assistant Directors. High-Level Summary Reports (Monthly Variance Report and Ad Hoc Reports as necessary) are prepared and distributed by the Administrative Services Section.

**INTERFACES**

Connectivity to the AASIS system through the local network or through the Internet is the responsibility of the Office of Systems and Technology. Each staff person that has a need or is role mapped for a specific function will have this functionality available on his personal computer. Additional connections for budget or personnel functions are added provided the staff person has been role mapped for that function and has proper security clearance.

# SECTION IV – FINANCE & ADMINISTRATIVE SUPPORT

## Chapter 3

## IV-E Medicaid Eligibility Unit

**PURPOSE**

The primary goals of the Eligibility Unit are to:

- Increase federal funding for costs associated with foster care services by enrolling all eligible children in the Title IV-E program reimbursement program and billing for all applicable targeted case management services. This service makes a significant contribution to the DCFS budget, allowing the Division to fund more programs, services and staff.
- Process new applications and re-evaluations for foster care Medicaid to ensure continuous participation in federal matching fund programs.
- Monitor expenditures from foster care trust accounts to ensure compliance with state and federal regulations.
- Serve as an advocate for foster children receiving Supplemental Security Income (SSI) and seek SSI benefits for disabled children entering foster care who currently do not receive disability benefits.
- Provide assistance to the Adoption Unit in subsidy determinations and reimbursements.

**LEGISLATIVE AND REGULATORY AUTHORITY**

The following sources authorize the existence and functions of the Eligibility Unit:

- Adoption Assistance and Child Welfare Act of 1980 (Public Law 96-272)
- Sections 470 and 473, Title IV-E of the Social Security Act (42 U.S.C. 670), as amended.
- Related amendments to Title IV-E adoption assistance program include:
    - Public Law 99-514 - Reimburses adoptive parents for non-recurring expenses.
    - Public Law 104-188 - Prohibits the delay or denial of placement based on race, color or national origin.
    - Public Law 105-89 (ASFA) - Pertains to an adoptive child retaining program eligibility.
- Arkansas Department of Human Services – State sponsored Medicaid policies and procedures.
- The legal basis for the Medical Services Program (Medicaid) is Arkansas Statutes (1947) Section 83-162 (added by Act 1965 Ex. Sec. No. 14, Sec. 7), Public Law 92-603 and Public Law 93-66.

- DHS Administrative Procedures Manual, Part IV, Chapter 409 Foster Care Trust Fund Payments

**ORGANIZATION**

The following are the key Eligibility Unit staff and their responsibilities:

- **Unit Manager**
  The Unit Manager is responsible for overall unit management, targeted case management and the eventual implementation of the rehabilitation option program. The Manager compiles a monthly unit productivity report for DCFS Executive Staff, and is also responsible for hiring new staff and recommending disciplinary actions and terminations.

- **Unit Supervisor**
  The Unit Supervisor directly supervises the Unit's staff and maintains all staff personnel records. The Unit Supervisor assigns work in the Unit and performs a quality assurance review of every eligibility determination and re-determination performed within the Unit.

- **Trust Account Coordinator**
  The Trust Account Coordinator monitors expenditures from foster care trust accounts for compliance with state and federal regulations. The Coordinator also serves as the primary point of contact for trust account and SSI information between DHS, OCSE, and the Social Security Administration.

- **Eligibility Analyst**
  The Eligibility Analyst is responsible for processing all applications for foster care Medicaid and Title IV-E participation. The Analyst also performs continuing eligibility determinations for children who remain in foster care for six months or more.

- **Administrative Support Staff**
  Administrative Support Staff are responsible for all clerical support functions within the Unit.

**REPORTING REQUIREMENTS**

The Unit Manager prepares a monthly report, for the DCFS Executive Staff, which details Unit productivity and other relevant information.

The Unit Supervisor reports unit productivity and personnel information monthly to the Unit Manager.

The Trust Account Coordinator reports on any significant changes in any child's trust account. The information is submitted on a monthly basis to the Social Security Administration and to pertinent DCFS field staff.

**POLICY**

The following DCFS policy and procedures guide the functioning of the Eligibility Unit:

- Policy (I-C) Organizational Structure
- Policy (III-A) Services Case Opening
- Procedure (III-A2) Out-of-Home Placement Services
- Procedure (III-A3) Case Re-evaluation
- Procedure (III-A4) Out-of-Home Placement Outside the Initiating County
- Policy (III-B) Coordination with OCSE
- Procedure (III-B1) DCFS Coordination with OCSE
- Procedure (V-D1) Day Care for Children
- Policy (VI-I) Foster Child Trust Accounts
- Procedure (VI-I1) Opening a Trust Account
- Procedure (VI-I2) Closing a Trust Account
- Procedure (VI-I3) Change of Payee Requests
- Procedure (VI-I4) Requests for Trust Account Funds
- Procedure (VI-I5) Reporting Changes of Information to the TFC
- Procedure (VI-I6) Monitoring Trust Accounts for Accuracy and Compliance
- Procedure (VI-I7) DHS Office of Fiscal Management – GOS Trust Acct. Responsibilities
- Procedure (VI-I8) CHRIS Team – Trust Account Responsibilities
- Procedure (VI-I9) IV-E / Medicaid Eligibility Unit
- Policy (VII-D) Changes in Out-of-Home Placement
- Procedure (VII-D1) Changes in Out-of-Home Placement
- Procedure (VIII-D5) Arrest of Child
- Procedure (VIII-H1) Initial Application for Adoption Subsidy

**MONITORING**

The DCFS Chief Fiscal Officer provides oversight. There is currently no monitoring system in place.

**INTERFACES**

The Eligibility Unit interacts closely with the following agencies and units:

- **CHRIS /OST** – Primary eligibility functions are now automated in CHRIS. The Eligibility Unit staff meets routinely with CHRIS Unit staff to discuss current procedures and ongoing efforts to improve and streamline the process.
- **Social Security Administration** – Continuous interaction with the Little Rock Office of the Social Security Administration is necessary because of the large number of foster children who receive either SSA or SSI benefits.

**INTERFACES** continued

- **Office of Child Support Enforcement (OCSE)** – Child support investigations are initiated on all new foster care cases. Family related information obtained by Eligibility Analysts trigger the investigation. Cease collection when a foster child is reunified, emancipated, or adopted also require Eligibility Unit and OCSE interaction. The Eligibility Unit requests court orders from the Office of Chief Counsel (OCC) to assist in determining Title IV-E eligibility for children in foster care. The court orders requested are the probable cause, adjudication, permanency planning, and review order. In addition, OCC forwards the emergency custody and any order granting custody of a child to DHS to the Eligibility Unit. The dismissal order and termination of parental rights order are forwarded to OCSE by OCC.
- **DCFS Units** – Title IV-E funding and Medicaid eligibility have a significant impact on the foster care case functions. Therefore, constant interaction occurs between the Eligibility Unit and the following units and staff within DCFS: Adoptions Unit, Interstate Compact on Adoption and Medical Assistance (ICAMA), Interstate Compact on the Placement of Children (ICPC), Contracts Unit, Financial Support Unit, County Supervisors, and Area Managers.

# SECTION IV – FINANCE & ADMINISTRATIVE SUPPORT

## Chapter 4

## Personnel Unit

**PURPOSE**

The Department of Human Services Biennial Appropriation Act contains a regular Salary Section that sets forth the authorization of Personnel for the Division of Children and Family Services. The purpose of this Section is to ensure fairness, equity and uniformity in the application and administration of all personnel policies, rules, and regulations and the optimal utilization of the Division's human resources.

**LEGISLATIVE AND REGULATORY AUTHORITY**

The Personnel Unit handles the management and utilization of authorized positions in accordance with:

- The Uniform Classification & Compensation Act (199) of 1969, as amended annually;
- Governor's Policy Directives 1 – 12;
- Arkansas DHS Administrative Manual, Part VIII, Chapter 801; and
- DF&A Office of Personnel Management Policy and Procedures Manual.

**ORGANIZATION**

Personnel information is available via the Internet at the Department of Finance and Administration (DF&A) Website under the Office of Personnel Management Policy and Procedures Manual, and on DHS Gold Website under the Arkansas Administrative Statewide Information System (AASIS). The information covers leave policy, Workers' Compensation policy, and Performance Evaluation Procedures.

The Personnel Section addresses the following internal procedures that are specific to the Division of Children and Family Services:

- DCFS INTERNAL PROCESS FOR BUDGETING POSITIONS
    - The Annual Operations Plan (Organizational Budget system) utilizes a snapshot date to identify employees in pay status as the basis of projecting payroll requirements for the upcoming Fiscal Year. The DCFS Payroll Section checks the information and makes necessary corrections and adjustments to reflect the "best guess" of staffing and regular salary and matching dollars.
    - Positions are budgeted and assigned to Cost centers, and the Assistant Director manages utilization for the Central Office Staff and by Area Managers in the field.

**ORGANIZATION** (continued)

- DCFS INTERNAL PROCESS FOR FILLING A VACANT POSITION
    - Upon receiving the resignation of a current employee or the notice that a new position has become available, the first-line supervisor must notify either the Area Manager or Assistant Director of the request to fill a vacant position. Upon verification by the Area Manager or Assistant Director that funding is available to fill the vacant position, the first-line supervisor may contact the DCFS Personnel Section for guidance in the recruitment process.
- DCFS INTERNAL PROCESS FOR MONITORING POSITION UTILIZATION
    - The Division of Children and Family Services utilizes a Random Moment of Time Study to charge appropriate programs for administrative expenses through a federally approved Cost Allocation Process. The Office of Fiscal Management, Managerial Accounting Section, manages the Cost Allocation Plan. It is the responsibility of DCFS Supervisors to ensure that each employee understands his role in participating in the Random Moment of Time Study. It's the responsibility of the Personnel section to coordinate with the DCFS Budget Unit to ensure that appropriate Program Codes are assigned to the staff within the Division.
- DCFS INTERNAL POSITION UTILIZATION MONITORING PROCESS
    - The results of the Quarterly Random Moment of Time Study will be distributed to the DCFS Executive Staff. Comparisons of actual utilization to the Annual Operations Plan (Operating Budget) will be prepared and distributed by the DCFS Administrative Services Budget Section.

**REPORTING REQUIREMENTS**

The Personnel Unit Manager prepares monthly reports for DCFS Executive Staff which detail unit productivity and other relevant information.

**POLICY**

The DCFS Personnel Unit utilizes personnel policies developed by the State Office of Personnel Management and the Department of Human Services. Personnel policies and procedures are available on DHS GOLD WEBSITE.

**MONITORING**

Financial monitoring is provided by the DCFS Personnel Unit Manager through reports provided by the DHS Office of Administrative Services, DHS Office of Fiscal Management and reports obtained directly from the Arkansas Administrative Statewide Information System.

**INTERFACES**

The DCFS Personnel Unit interacts with the State Office of Personnel Management; DHS Director's Office; DHS Office of Administrative Services; DHS Office of Fiscal Management; DCFS Executive Staff; Area Managers; County Supervisors; Program Managers and other DHS Divisions to provide personnel and fiscal support for the Division.

# SECTION IV – FINANCE & ADMINISTRATIVE SUPPORT

## Chapter 5

## Contracts Management Unit (CMU)

**PURPOSE**

The primary function of the Unit is to authorize, procure, develop and administer professional service contracts. The CMU also directs the procurement process in an effort to meet the needs of our clients and maintain families where appropriate. Professional Service Contracts (PSC) provide quality resources that enable families to maximize their potential and enable the Division to treat, protect and safeguard children.

**LEGISLATIVE AND REGULATORY AUTHORITY**

The Contracts Management Unit enters into and administers professional service contracts according to ACA § 19-11-201 through ACA § 19-11-263. All other pertinent policies and procedures set forth by the Department of Human Services guide the Unit's functioning.

**ORGANIZATION**

Operations of the Unit fall under the authority and supervision from the DCFS Office of Finance and Administration. The Unit consists of an Administrator with two Contract Managers, a Contracts Coordinator, Grants Coordinator, Administrative Assistant, and clerical support staff. Guidelines for services are detailed either through the appropriation or with the fund sources. Budget allocations and expenditure tracking are paramount in management of professional service contracts.

The specific steps in the contracting process are as follows:

**Step 1** - Service planning begins each year in October. Strategic planning sessions regarding needed services are scheduled through DCFS Fiscal Management Office and the Contracts Unit. Current service reviews are conducted and anticipated procurement set for the upcoming fiscal year.

**Step 2** - Program Managers make final decisions for service implementation in conjunction with field staff.

The specific steps in the contracting process: (continued)

**Step 3** - Program Managers develop scope of services and performance indicators for submission to Office of Chief Counsel (OCC) by due date {November through December}. The Program Managers and the responsible attorney will coordinate corrections for scope of service and performance indicators. OCC final approval on scope of service and performance indicators is necessary prior to submission to Contracts Management Unit (CMU).

**Step 4** - Service authorizations must be submitted to the Contracts Management Unit by the end of December with OCC final approval. CMU will coordinate with Program Managers for planning and development of necessary procurement action. Request for Proposals, Request for Qualifications, Bids, or Sole Source documents will be developed by CMU and submitted to OCC for approval no later than the second week of January. By the second Friday in February, a finalized procurement method is developed and advertised in the newspaper to run for two weeks. The OCC approved procurement document must be ready for disbursement to interested proposers. Procurement closing is scheduled in the following three weeks.

**Step 5** - CMU develops mandatory and field review schedules. Schedules are sent to Program Managers and the field. Field staff is solicited for selection of the reviewers by CMU. Review and rating of contract proposals are finalized by the second week of March.

**Step 6** - CMU develops contract authorizations for submission to Office of Administrative Services by the first week in April for July 1 Professional Services Contract (PSC) contract effective dates.

**Step 7** - CMU keys all PSC contracts to a purchase order in the Arkansas Administrative Statewide Information System (AASIS) in July after the closeout of the old fiscal year.

## REPORTING REQUIREMENTS

The Unit is required to track expenditures for reporting purposes on professional services contracts. The Unit also reports on procurement, contract authorizations/obligations, gaps in services, service financials, budgets and allocations. The Unit specifically authorizes payments and tracks all professional service expenditures on the Behavioral Treatment Unit's (BTU) contracts. Federal reports are required for Title IV-B, Part II, obligations. Executive Staff, Program Managers, Area Managers and financial staff use each report as management tools for effective and strategic program planning, as well as fiscal and budgetary monitoring.

## POLICY

The unit operates under all principles of (1) Arkansas Procurement Law and Policy, (2) Social Services Block Grant (SSBG) Program Manual, (3) Title IV-B, Part II, State Plan and (4) the DCFS Policy and Procedures Manual, and (5) DHS Administrative Procedures.

## MONITORING

The DHS Chief Fiscal Officer and DCFS Executive Staff have oversight management capabilities.

**INTERFACES**

The Unit interacts with all Executive Staff, Program Managers, Area Managers, and financial field staff, as well as with other Divisions, providers, and various units in the Office of Administrative Services.

# SECTION V – LEGISLATIVE ANALYSIS, RESEARCH & PLANNING (LARP)

## Chapter 1

## Child Welfare Agency Licensing Unit

**PURPOSE**

The Unit is authorized to inspect and investigate any proposed or operating child welfare agency, including the buildings and grounds, children's records, personnel records, policies and procedures, to determine if the agency is operating in compliance with the Minimum Licensing Standards for Child Welfare Agencies (PUB-04). The Unit makes recommendations to the Child Welfare Agency Review Board regarding applications for new licenses, changes in license status, and adverse actions against licensees. The Unit also provides technical assistance and training to license applicants and agencies to assist the applicant/agency to come into or maintain compliance with licensing standards. The Unit identifies deficiencies, negotiates corrective action agreements, and monitors corrective action plans.

The Unit investigates alleged violations of licensing standards, and assists local DCFS county offices and/or the Crimes Against Children Division (CACD) in investigations of alleged child maltreatment in licensed child welfare agencies.

The Unit also advises the Child Welfare Agency Review Board regarding proposed rules and regulation and manages the promulgation process.

**LEGISLATIVE AND REGULATORY AUTHORITY**

Arkansas Code Annotated § 9-28-401 through § 9-28-409 is the legal authority under which the Child Welfare Agency Review Board prescribes minimum licensing standards for child welfare agencies. The same statutes authorize the Director of the Department of Human Services (DHS) to designate the Division of Children and Family Services (DCFS) as the agency responsible for administering the provisions of the statute.

The Unit uses PUB- 04 (Minimum Licensing Standards for Child Welfare Agencies) when inspecting and monitoring agencies for compliance with licensing standards.

A "child welfare agency," as defined by the statute, is any person, corporation, partnership, or voluntary association who engages in any of the following activities:

- Receives a total number of six (6) or more unrelated minors for care on a twenty-four-hour basis for the purpose of care, training, education, custody or supervision, whether or not there are six (6) or more children cared for at any single physical location.
- Places any unrelated minor for care on a twenty-four-hour basis with persons other than themselves;
- Plans for or assists in such placements.

## ORGANIZATION

Child Welfare Agency Licensing Specialists are located in DCFS county offices according to their assigned areas of responsibilities. Within their assigned territory, each Licensing Specialist monitors existing agencies, accept applications for new licenses and conducts the new license study, investigates alleged licensing violations in the assigned agencies, investigates alleged unlicensed child residential or child placement activities, and provides training and technical assistance in their area as needed.

Residential child welfare facilities are monitored at least quarterly, and child placement agencies are monitored at least once each year. Visits may be increased as needed to ensure compliance with standards, to monitor corrective action, to provide technical assistance/training, and to investigate allegations of child maltreatment or licensing violations.

The Manager/Supervisor of the Unit consults with Licensing Specialists to provide policy interpretation; monitor investigations of alleged licensing violations and/or alleged child maltreatment, and review corrective action plans. The Manager reviews and approves staff decisions in conjunction with the chairperson of the Board, arranges and conducts the meetings of the Board. The Manager monitors caseloads of the Licensing Specialists and adjusts areas and/or assignments to ensure an even distribution of workloads.

The Division of County Operations provides clerical support to the Licensing Specialists and Manager in each local office.

## REPORTING REQUIREMENTS

Each Licensing Specialist submits a monthly report to the Unit Manager listing the date of each agency visited that month and the purpose of the visit. A log of complaints received, and the determination or current status of the complaint investigation, is included in the monthly report.

The Unit prepares and submits an annual report to the Child Welfare Agency Review Board listing the number and type of current licenses, residential capacities by type, and the number and type of new licenses issued during the past year. The report also includes the number of visits made to agencies, the number of alleged licensing violations received, and the number found to be true.

## POLICY

The Unit follows all applicable state, DHS, and DCFS Policies. The Minimum Licensing Standards for Child Welfare Agencies (PUB-04), and Act 1041 of 1997 serve as operational guidelines for the Unit. The Unit also follows the current draft of the "Licensing and Monitoring Procedures Manual."

## MONITORING

The Unit is part of DCFS LARP Section, and the LARP Assistant Director supervises the Licensing Unit Manager.

**INTERFACES**

The Unit regularly interfaces with the Child Welfare Agency Review Board, DCFS central office, local DCFS county offices and Area Managers. Upon request, Licensing Specialists assist local DCFS staff and the Crimes Against Children Division (CACD) of the Arkansas State Police. The Unit Manager participates with the Arkansas Adoption Association, the Arkansas Association of Homes for Children, and the Arkansas Youth Services Providers Association.

The Manager reviews and approves staff recommendations for action, arranges for the meeting places, develops the agenda, conducts and facilitates the Licensing Unit's presentations for recommendation to the board. The Board Chairperson conducts the hearings for items presented.

# SECTION V – LEGISLATIVE ANALYSIS, RESEARCH & PLANNING (LARP)

## Chapter 2

## Planning Unit

**PURPOSE**

The mission of the Planning Unit is to engage in comprehensive, broad-based program planning with a goal of improvement of child and family services in the Division. Program planning includes two phases. First, pre-implementation planning includes program assessment and design. Development refers to all activities undertaken prior to the initiation of actual service program. It lays the foundation and groundwork for implementation of the plan. The second phase, operational planning refers to those planning efforts conducted once a service or program is implemented and includes collecting information for monitoring and evaluation purposes.

State Plans provide overall guidelines for actions the state will take to improve or enhance programs, provide direction to increase its ability to administer programs efficiently and effectively provide needed services to children and families.

**LEGISLATIVE AND REGULATORY AUTHORITY**

The Division of Children and Family Services (DCFS) is the **state agency** within the Department of Human Services (DHS), designated by the Governor, to administer grants under the Social Security Act, Title IV, parts B and E and the Child Abuse Prevention & Treatment Act (CAPTA) of 1974.

In addition, the U.S. Code of Federal Regulations (CFR) governs the state's actions. All public welfare regulations are published in Title 45. Child Welfare and Foster Care/Adoptions regulations are in Subchapter G. Parts 1355 (general), 1356 (Title IV-E) and 1357 (Title IV-B). Regulations for Child Abuse Prevention and Treatment are in Subchapter E., (Part 1340).

A variety of state laws govern the Division's operations. These are in the Arkansas Code Annotated (ACA) specifically in the following sections: Title 5, Title 9, Title 12, Title 20, and Title 25. Each will be identified in its appropriate chapter of the Operations Manual.

**ORGANIZATION**

**Definition**: A **State Plan** is a comprehensive written commitment by a **state agency** to administer and supervise the administration of any public assistance programs funded by the federal government through grants to states. The document assures the federal government that administered programs meet the federal law requirements, federal regulations, and state laws, which relate to the funded programs. The state agency applies for funds through the State Plan.

**Scope**: DCFS is responsible for developing four (4) plans, which serve as applications for the Division's major funding sources. The plans are:

1. **The Child and Family Services Plan (CFSP)**: Funding: Title IV-B, parts 1 and 2. Child Welfare Services (Part 1) and Promoting Safe and Stable Families (Part 2). The five-year

Plan was submitted June 30, 1999 and covers federal fiscal years 2000 through 2004. Each year the Division is required to submit a summary of its accomplishments toward the Plan's goals and objectives. As goals and objectives are completed, new goals and objectives may be added. The Office of Fiscal Management sends quarterly reports on expenditures to the Department of Health and Human Services (DHHS) in Washington. Title IV-B part I funds is used mainly for personnel costs. Title IV-B part 2 funds are used to purchase services for children and families.

In order to receive Title IV-B, CAPTA and Chafee Foster Care Independence Program (CFCIP) funds for each fiscal year, states and Indian Tribes are required to submit an Annual Progress and Services Report (APSR) to the Administration for Children and Families (ACF), by June 30 of each year.

The Child and Family Services Review (CFSR) addresses seven outcomes for children and families in the areas of safety, permanency, child and family well-being, and seven systemic factors related to the state's ability to serve children and families effectively. The CFSR is conducted jointly by the state and ACF, Department of Health and Human Services. The CFSR for the state of Arkansas was conducted by the ACF during July 2001.

States are required to develop and implement a Program Improvement Plan (PIP) to address any of the outcomes or systemic factors determined not to be in substantial conformity in the CFSR. The Division integrates the reporting for PIP with the Annual Progress and Services Report (APSR).

2. **CAPTA** (Child Abuse Prevention and Treatment Act) is funded by the CAPTA State Basic Grant. A funding application is submitted annually with a progress report. This plan requires the Governor's signature. CAPTA funds are used for contracts (e.g., parenting classes, support groups). The plan is submitted not later than June 30 of each year along with the Annual Progress and Services Report.

3. **Chafee Foster Care Independence Program** is funded by Title IV-E. A state may apply for funds for a period of five consecutive fiscal years. This plan details how grant monies will be spent to provide services to youth 16 and older who have no plan for reunification with family. The Chafee Foster Care Independence Program (CFCIP) is designated to assist long term foster children to prepare to live independently after they leave foster care. This plan is incorporated into the CFSP and progress updates detailed in the APSR.

**ORGANIZATION** (continued)

4. **Title IV-E Foster Care and Adoption Assistance State Plan**. This plan was first submitted in 1981. The plan is a pre-print of rules and regulations governing the foster care and adoption programs. The plan is revised each time the federal government expands or changes federal guidelines in the foster care and/or adoption assistance program. When revisions are required, the Children's Bureau sends revised pages to the state. The state is required to provide policy and state legislation citations for each new part of the plan: Title IV-E funds foster care maintenance cost, adoption subsidies, the management information system, staff/foster parent/adoptive parent training, and staff/administrative costs.

DCFS also maintains the Division's portion of the **Social Services Block Grant (SSBG) Annual State Plan** funded through Title XX of the Social Security Act. The Office of Financial Services coordinates the overall plan along with input about how the money is to be spent by each Division. The DCFS SSBG allocation is used for purchased and direct services.

**Responsibilities:** The Planning Unit is responsible for the coordination and preparation of the Child and Family State Plan the annual APSR, and the Division's portion of the SSBG plan. The Chafee Foster Care Independence Program Coordinator prepares the Chafee Foster Care Independence Program State Plan, and the Protective Services Program Manager is responsible for the CAPTA Plan.

Each plan is required to receive the Governor's approval. In addition, state-level organizations are required by ACT 498 of 1983 to have all applications for federal funding is subject to a review process. This is generally accomplished through the State Clearinghouse, an arm of the state Department of Finance and Administration (DF&A). DF&A requires three forms be completed and submitted along with three copies of each plan. The Clearinghouse publishes a list of plans, proposals, etc., submitted by government entities to allow public scrutiny. If no adverse comments are received, the plan is approved and ready for submission to the federal government. If comments are received, a review by the state agency is conducted for consideration and comments may be adapted if accepted. In addition to the Clearinghouse process, plans are promulgated, as described in the section on Policy Unit responsibilities.

The federal government sends states specific instructions of federal expectations for each plan. States are expected to comply with the instructions and the timelines.

**REPORTING REQUIREMENTS**

The Planning Unit is responsible for coordinating and completing the Annual Progress and Service Report (APSR) that describes progress in completing the tasks and objectives in the CFSP. Any policy or legislative changes impacting Title IV-E is coordinated with the Administration for Children and Families (ACF).

**POLICY**
The DCFS Policy Manual does not directly address the functioning of the Planning Unit.

**MONITORING**
The Planning Unit is responsible for identifying the monitoring actions, developing monitoring procedures, providing key program staff with updates on the results and maintaining the results of monitoring reports. Reports are distributed to key program staff.

**INTERFACES**
The Planning Unit interfaces with key program staff within the Division, other DHS staff and stakeholders.

# SECTION V – LEGISLATIVE ANALYSIS, RESEARCH & PLANNING (LARP)

## Chapter 3

## Policy Unit

**PURPOSE**

The DCFS Policy Unit has responsibility for developing, revising, promulgating and distributing DCFS policies, procedures, publications, and forms. The Policy Unit is a component of the Legislative Analysis, Research and Planning (LARP) section of DCFS. Various federal and state laws govern DCFS, and this Unit is responsible for monitoring, updating and developing policy rules and regulations to maintain compliance with these laws. The Unit maintains a master copy of the Division's Family Services Policy and Procedures Manual (FSPP) and Family Services Programs Forms Manual (FSPF). The Unit is also responsible for the maintenance of the DCFS Operations Manual.

**LEGISLATIVE AND REGULATORY AUTHORITY**

ACA § 25-10-129 authorizes the Department of Human Services (DHS) to issue rules to assure compliance with federal statutes, rules and regulations. DHS and its various Divisions are authorized and directed to promulgate rules, as necessary to conform to federal statutes, rules, and regulations, as may now or in the future, affect programs administered or funded by or through the Department or its various Divisions, as necessary to receive any federal funds which may now, or in the future, be available to the Department or its various Divisions. All rules promulgated must conform to the Arkansas Administrative Procedure Act.

**ORGANIZATION**

**Administrative Procedures for Rules and Regulations Promulgation**

The Division of Children and Family Services complies with established Departmental policy for the promulgation of rules and regulation as required under the Arkansas Administrative Procedures Act, codified at Ark. Code Ann. §25-105-201 et.seq. The Administrative Procedures Act requires that an agency issue "rules of practice describing the nature and requirements of all formal and informal procedures including forms and instructions used by the agency." A rule is defined as "any agency statement of general applicability and future affect that implements, interprets or prescribes law or policy or describes the organization procedure or practice of any agency."

**Administrative Procedures for Rules and Regulations Promulgation** (continued)
The Policy Unit is responsible for the promulgation of agency policy. There are four phases of the promulgation process: Policy Development, Internal Review, Promulgation and Distribution.

**Steps in Document Development (Policy, Form, or Publication) and Internal Review:**

- A request for document development is received from another Unit and routed to the Manager of the Policy Unit. If the request is deemed appropriate, the Manager will assign it to a Policy Specialist, and log it in the Policy Assignment Log. The Policy Specialist determines what changes are necessary to make the document ready for internal review.
- If the assignment involves revision to an existing publication, the Policy Specialist will notify DHS Print & Copy Services of the revision. This will avoid excessive shelf supplies. If the form or publication is new, the Policy Specialist will obtain a document number from the Office of Administrative Services (OAS).
- The Policy Specialist submits the document draft for supervisory approval. After approval, the document is put into internal review using the DHS-1306 (Policy Review Document). The DHS-1306, cover memo, and draft document is routed to the designated internal reviewers listed on the DHS-1306. The internal reviewers include DCFS Executive Staff, the Office of Chief Counsel and 12 Community Services Reviewers.
- The Policy Specialist will designate a set period of time for the review and monitor the return of each DHS-1306. If additional changes are needed after the first review, the Policy Specialist will make the necessary changes to the document and route it for a second review. The Manager is kept apprised of any significant problems associated with the review.
- The internal review process is considered finalized after the resolution of reviewer comments, and the receipt of an approved/signed DHS-1306 from each policy reviewer. After finalization of the internal review process, the document is routed to the DCFS Director for approval.

**Steps in the Promulgation Process:**

- After approval by the DCFS Director, a promulgation packet is prepared consisting of all of the promulgation transmittals, forms and the rule. The promulgation packet includes: Letter to OCC Office of Risk Management, Notice of Rule Making, Legal Notice, Letter to Legislative Analyst at the Arkansas Legislative Council, Questionnaire, Financial Impact Statement, Arkansas Register Transmittal, Arkansas State Library Transmittal, and the rule.
- The Division of Children and Family Services follows the guidelines listed in the DHS Administrative Services Manual Policy 1052 for promulgation of all agency rules.

**Printing and Distribution of Promulgated Documents**
After the Division of Children and Family Services Manual Transmittal has been signed by the DCFS Director, the policy, form or publication will be sent to DHS Print & Copy Services to copy for statewide distribution to DCFS staff.

- The manual transmittal is attached to the front of the policy, form or publication and prepared as a packet for duplex copying.
- The DHS-1990 (Printing Request) and the DHS-1304 (Mailroom Instructions) is completed. The "Mail Room Instructions" form is marked "standard distribution". This tells the mailroom to use the distribution lists supplied to them by the Policy Unit. The list contains the number of copies to be mailed to counties as well as the state office.
- The Manual Transmittal, policy, form or publication are put together and the packet is mailed to DHS Print & Copy Services.
- After receiving the completed job from Copy Services, the Policy Unit mails the policy, form or publication to the persons on the "Paid Subscribers" and Non-Pay Subscribers" lists. (Non-Pay Subscribers are persons working for DHS or closely associated with the field staff. The cost for Paid Subscribers is on the DHS-1321 (Program Manual Subscription Order Blank).
- The original policy, form or publication is filed in the master policy or forms manual.

## REPORTING REQUIREMENTS
The Policy Unit submits a monthly activity report to the DCFS Assistant Director, LARP.

## POLICY
- DHS Policy 1000-DHS Policy System
- DHS Policy 1052-Administrative Procedure Rules and Regulations Promulgation

## MONITORING
All DCFS policy, procedures and publications are required to go through a 30-day public comment period and are reviewed by the Legislative Rules and Regulations Committee as a part of the promulgation process. The Rules and Regulations Committee holds a meeting on the first Thursday of each month following the end of the public 30-day comment period.

## INTERFACES
The Policy Unit interacts closely and frequently with the Executive Staff, all program Units within DCFS, the Office of Chief Counsel, and the Crimes Against Children Division of the Arkansas State Police.

The Policy Unit interacts with people who want to develop or revise a policy, publication or form through the use of CFS-301 (DCFS Policy Development/Revision Request). The CFS-301 is the document on which a change request is made. Any DCFS staff member may submit such a request. The CFS-301 also provides a place to document the disposition of the request. See Appendix E for a copy of the CFS-301 and its instructions.

**INTERFACES (continued)**

The Policy Unit also interacts periodically with the MidSOUTH Training Academy, the Secretary of State's Office, the Bureau of Legislative Research, the Arkansas Legislative Council, the Legislative Rules and Regulations Committee, the Arkansas Democrat Gazette (statewide newspaper), the Arkansas State Library and the DHS Print & Copy Services.

# SECTION V – LEGISLATIVE ANALYSIS, RESEARCH & PLANNING (LARP)

## Chapter 4

## Professional Development Unit

**PURPOSE**

The Professional Development Unit (PDU) plans training for all DCFS staff to assure they are trained to perform their jobs. PDU also provides a variety of training and development programs designed to improve the job performance and productivity of DCFS employees. The Unit coordinates specifically tailored training programs to meet internal DCFS policy directives for mandated training programs.

The PDU also coordinates the training of foster parents, adoptive parents and care providers.

**LEGISLATIVE AND REGULATORY AUTHORITY**

Title IV-B requires that all-training activities and costs are included in the state's Training Plan. Provisions in Sections 235.61 through 235.66a of the Social Security Act permit short-term and long term training at educational institutions, as well as in-service training, and outlines the conditions and regulations for Federal Financial Participation (FFP).

**ORGANIZATION**

Organizationally, the PDU is located in the LARP Section and is composed of a Manager, a Program Coordinator and a secretary. PDU has oversight of the agency's Title IV-E training funds and responsibility to assure the provision of training to agency employees. The PDU develops and monitors contracts for training with the University of Arkansas at Fayetteville (UAF) and the University of Arkansas at Little Rock (UALR) MidSOUTH Center for Research and Training.

The Division contracts with UAF to perform the following activities:

- Develop, lead and monitor a partnership with eight universities that are located throughout the entire state to focus on training and education to improve child welfare.
- Recruit and prepare university students for employment in the child welfare system by participating in the Field Placement and Stipend Student Program. UAF also provides field placements in juvenile courts and schools.
- UAF and the partners work with DCFS Family Service Workers Trainees (FSWT) to reinforce learning through planned on-the-job training activities that are a part of the new staff curriculum.
- UAF and the partners provide education support centers where resources are available for DCFS staff, university staff and faculty, and students.

The Division contracts with UALR MidSOUTH to perform the following major training activities:

- Develop and deliver curricula to newly hired and /or promoted employees in the Family Service Worker Trainee, FSW supervisor, and Social Service Aide positions.
- Develop and deliver, for basic and advanced, continuing education and specialized training to all DCFS staff.
- Maintain training records for DCFS employees trained by MidSOUTH.
- Develop and compile the results of Individual Training Needs Assessments (ITNA) to plan for needed continuing education for DCFS employees.
- Provide pre- and in-service training for DCFS foster and adoptive parents.

**TRAINING SESSIONS AND TRAINING CONFERENCES**

The Professional Development Unit maintains the following responsibilities with respect to agency-sponsored training sessions and training conferences.

- Process approved requests from agency employees to attend training workshops, seminars, and conferences, both in state and out–of- state.
- Authorize reimbursement of all training related expenses incurred by DCFS staff and foster parents including registration, meals, lodging and mileage; and payment of hotel expenses directly billed to the Division.
- Process applications and maintain files for the DCFS Master of Social Work (MSW) Educational Leave Program and the Bachelor of Social Work (BSW) Stipend Program, including interdisciplinary stipends.
- Provide technical assistance to the Areas in sponsoring Area Mini-Conferences.
- Monitor the contractual reimbursement of Title IV-E training funds.
- Coordinate quarterly training events sponsored by DCFS program units.
- Co-sponsor, with the Arkansas Action for Foster Children Association, the Annual State Foster Parent Conference.
- Distribute the Department of Finance and Administration (DFA) Office of Personnel Management Interagency Training Calendar, process applications and pay registration.

**REPORTING REQUIREMENTS**

Monitoring of the contracted deliverables within the training contracts established with the UALR MidSOUTH Training Academy and the UAF partnership is conducted through evaluation of reports submitted monthly to the Professional Development Unit (PDU). Monthly PDU reports are also submitted to the Assistant Director for the LARP section. Quarterly customer satisfaction surveys by both new Family Services Workers and their supervisors are also submitted to the DCFS Executive Staff for review. Quarterly reports are submitted to DCFS Executive Staff by MidSouth in evaluation of foster parent training efforts.

**POLICY**
Professional Development Unit operates under the following DHS and DCFS policies in reimbursing training related expenses:

- DHS-1003 Out-of State Travel
- DHS-1037 State Travel Reimbursement
- DHS-1048 Educational Leave and Assistance
- DCFS Educational Leave Policy (XI-A), (XI-B, (XI-C) and related procedures.

**MONITORING**
DCFS and the Professional Development Unit monitor all contracts and funding involving UALR and UAF.

**INTERFACES**
The Unit interfaces with the following:

- DCFS Central Office Staff and field staff in communications concerning training applications, arrangements, planning, support, and educational leave and reimbursement/repayment procedures.
- The Accounts Payable Unit of DHS and Accounts Payable Unit of DCFS in relation to submission and tracking of expenses and repayments regarding training events and activities.
- The UALR MidSOUTH Training Academy in regard to program guidelines, and approval of training curriculum for new workers and continuing education events.
- UALR and UAF School of Social Work in monitoring of CHRIS trainers, field instructors and stipend programs.
- Various providers of services external to the agency in their capacity of assistance in meeting the needs of the agency in provision of services to DCFS employees.

# SECTION V – LEGISLATIVE ANALYSIS, RESEARCH & PLANNING (LARP)

## Chapter 5

## Quality Assurance Unit (QA)

**PURPOSE**

The purpose of the QA Unit is to maintain a system of quality assurance, which will facilitate the organizational commitment to continuous quality improvement through review and evaluation of the quality of child welfare practice on the part of both DCFS direct services staff and contracted service providers.

**LEGISLATIVE AND REGULATORY AUTHORITY**

45 CFR Part 1355 title IV-E Foster Care Eligibility Reviews and Child and Family Services State Plan Reviews; Final Rule requires that the state operate an identifiable quality assurance system. It must monitor and ensure implementation of standards, which ensure that children in foster care placements are provided quality services that protect their safety and health. Section 1355.34 (c)(3) requires that there must be an identifiable quality assurance system that is in place in the jurisdictions within the state where services are provided, is able to evaluate the adequacy and quality of services provided, is able to identify the strengths and needs of the service delivery system it evaluates, provide reports to agency administrators on the quality of services evaluated and needs for improvement and evaluates measures implemented to address identified problems.

The Council on Accreditation (COA) requires that an organization demonstrate a commitment to continuous quality improvement (CQI) through implementation of a comprehensive CQI system. The organization must engage in internal quality monitoring to evaluate its systems and procedures and use its finding to improve its performance. The organization is required to regularly examine outreach, intake, assessment and service delivery processes, to identify barriers and opportunities to serving any group within its defined service population; and human resources deployment, training, and supervision. Additionally, COA requires that the organization have an outcomes measurement system in each of its programs, which evaluates individual progress and program effectiveness. The system must aggregate and analyze the outcome data and produce reports describing results. The system must then take continual action based on the findings of its CQI processes to improve services and promulgate solutions to the identified issues.

**ORGANIZATION**

The Quality Assurance (QA) system assesses practice, process and outcomes in order to improve the overall performance of the service system as well as to provide a means to determine whether the Division is meeting standards that promote quality outcomes.

It takes continual action to improve services based on findings to build on strengths, eliminate or reduce identified problems, determine possible causes when data reveal issues of concern, promulgate solutions and replicate good practice and implement and monitor the effectiveness of corrective action plans.

The system ensures review of individual cases and program information on a regular and systematic basis. It monitors for compliance with safeguards relating to direct work with children and families and respond to information from both internal and external sources and provide continual feedback to operations. The system ensures aggressive agency response and track outcomes. It produces reports which describe client characteristics, agency processes and flow of cases through the system, focus on the impact of service on families and which indicate the extent to which contractors have achieved desired outcomes and the extent to which performance criteria have been met.

The system illustrates a commitment to CQI by functioning as the foundation and framework of the Division's overall CQI system.

- Monitoring Child Welfare Practice

  The QA system conducts activities designed to determine if services are compatible with DCFS' stated mission, meet identified needs, result in quality outcomes and reflect good child welfare practice.

  A sampling of direct and contracted child welfare services are evaluated statewide on an annual basis, using a protocol, methodology and review instrument which has been approved by the LARP DCFS Assistant Director.

- Direct Services

  The QA system evaluates services using both qualitative and quantitative measures.

  A. Quality Services Peer Review (QSPR) is conducted by DCFS field staff and central office Quality Assurance Unit staff in each of the ten DCFS services Areas each calendar year.

     - The QSPR is conducted according to the established QSPR guidelines.
     - Cases to be reviewed are selected on a random basis using a valid sampling technique.
     - The review evaluates the presence or absence of required documents, and the clarity and continuity of such documents, which include, but are not limited to:
       - Assessments

- Service plans
- Appropriate consents
- Progress or case notes or summaries
- Evidence of quarterly case supervision
- Relevant signatures
- Service outcomes
- Aftercare plans

B. Quantitative case reviews are conducted through electronic case record reviews. CHRIS case records are reviewed electronically on a monthly basis through the use of a series of queries that have been reviewed and approved by the Assistant Director of the Legislative Analysis Research and Planning.

- Contracted Services

The QA system conducts annual on-site evaluations of a sampling of contracted child welfare services. Evaluations include a sampling of cases which include children who are currently or recently active in the system in order to measure compliance with process and the extent to which the processes used by the contractor comply with contract performance indicators and represent quality casework practice. The reviews are designed to generate information that enables the Division to:

- Determine the extent to which contract providers have achieved desired outcomes.
- Determine the extent to which performance criteria delineated in the contract have been met.
- Identify gaps in the needed service array.
- Make decisions regarding the need to redirect, eliminate or expand services in response to changing demographics and the needs and wishes of the community.

**REPORTING REQUIREMENTS**

The Quality Assurance Unit produces reports on a monthly, quarterly and annual basis. The reports contain, as appropriate, information regarding quality and quantity of case work, staffing results, types of placements, client demographics, growth trends, compliance indexes, performance indicators and outcomes.

Types of Reports

1. Contracted Services Monitoring Reports:
   - Aggregate and analyze monitoring and evaluation data.

- Assess the performance of the contracted providers in serving the child and family.
- Assess the status of the children and/or the families served.

2. Quarterly QSPR Reports

   The QA system produces, on a quarterly basis, a report which contains an analysis of information collected by peer reviewers as part of the Qualitative Service Peer Review process. The report includes county and state specific analyses that:

   - Identify gaps in the service array;
   - Make recommendations regarding the need to redirect, eliminate and/or expand services;
   - Recommend strategies and goals for continual improvement of county and state operations and service outcomes;
   - Show both quarterly specific findings and cumulative findings for the fiscal year and
   - Address the relevant systemic factors and data elements covered in the federal Child and Family Service Reviews (CFSR) in order to show the link between DCFS qualitative reviews and the federal factors.

3. Quarterly Service Monitoring Reports

   The QA system produces, on a quarterly basis, a report which contains an analysis of information collected during on-site evaluations of contracted child welfare services which provides a comprehensive analysis of review findings which:

   - Identifies gaps in the service array;
   - Makes recommendations regarding the need to redirect, eliminate and/or expand services;
   - Recommends strategies and goals for continual improvement of county and state operations and service outcomes; and
   - Provides information from all previous quarters in the fiscal year.

4. Mandated Reports

   The following reports are produced according to the frequency and content as specified by the mandate:

   - Quarterly Performance Report - Act 1222 of 1995
   - Annual Report Card - Act 1222 of 1995
   - Bi-Annual Report on the Impact of Welfare Reform on Child Welfare - Act 1058 of 1997
   - Family Preservation Services - Act 906 of 2001

5. Specialized Reports

   Specialized report topics are determined on an annual basis for the upcoming year, based on current needs for information. The quality assurance system conducts studies and substantive data analysis on a monthly, quarterly or annual basis, as needed. Reports summarizing results of the studies contain, as appropriate, information regarding quality and quantity of casework, staffing results, types of placement, client demographics, growth trends, compliance indexes, performance indicators and outcomes.

6. Compliance Outcome Report

   Case, county and area specific compliance data are reported on a monthly basis via a report entitled Compliance Outcome Report (COR).

   - Case, county and area report case specific compliance data on 36 DCFS elements and 6 Crimes Against Children Division (CACD) elements.
   - The current month's COR is placed on the DCFS Intranet for review by all DCFS staff and will remain until the next months COR replaces it.

**REPORT REVIEW AND APPROVAL**

All special and mandated reports require review and approval by a team of DCFS personnel before release. Specific procedures vary according to the timeframes in which the report must be produced; depending upon the law mandated the report or the urgency with which the information is needed.

Other reports may be released upon approval of the QA Manager and LARP Assistant Director. Reports not requiring pre-release approval are reviewed, analyzed and reacted to after release. (See Use of Reports as Management Tools.)

Reports that require team review and approval:

- Quarterly Performance Report and Annual Report Card Review
    1. A draft report is produced according to time frames established in the work plan developed at the beginning of the fiscal year.
    2. The draft is accompanied by a breakdown of data by area related to all compliance index topics.
    3. Each Assistant Director solicits comments from his staff.
    4. Each Area Manager addresses any issue, on which his area is more than 5 percentage points less than the established goal, including possible reasons for the deficiency, as well as practical suggestions for addressing the problem.
    5. The Executive Staff identifies and addresses systemic issues by review of responses.
    6. The Executive Staff, with the lead of the LARP Assistant Director, prepare the Executive Summary based on responses from persons reviewing the draft.

- Reports of Special Studies and any other report having prior designation as requiring team review and approval:

    1. A draft report is produced according to time frames established in the work plan developed at the beginning of the fiscal year.
    2. Upon receipt of the draft report, the QA Manager requests review of the report either by face-to-face team meeting or by written comment.
    3. The QA Manager and the LARP Assistant Director consider comments and recommendations resulting from the review.

**REPORT DISTRIBUTION**

1. The QPR, Annual Report Card, and the Impact of Welfare Reform on Child Welfare
    - The original letter from the Division Director to the Committee and 35 copies of the report are hand delivered to the staff at the Children and Youth Committee.
    - A hard copy of the final report and a cover letter are provided to all DCFS Executive Staff.
    - The Assistant Director of the Legislative Analysis Research and Planning section presents the report verbally to the Committee.
    - The QA Manager sends the report or designee to a CHRIS representative who places the report on the DCFS Intranet after the report is presented to the Committee.
2. The COR
    - An electronic copy of the COR is published on-line on the DCFS Intranet on a monthly basis.
    - All DCFS staff is notified by e-mail on the day that the current COR is released.
    - A hard copy of the state and area wide COR is distributed to all DCFS executive staff.
3. Quality Services Peer Review Reports

    QSPR Reports are distributed to the Area Manager and County Supervisor of the county being reviewed after being approved by Executive Staff.

4. Contract Monitoring Reviews

   Reports are distributed to Program Managers for use as part of their routine monitoring and evaluation activities to ensure timely resolution of any inefficiencies on the part of the provider.

5. Special Studies

   Hard copies are sent to the DCFS Executive staff and any appropriate Program Manager. The QA Manager or designee sends the report to a CHRIS representative who places the report of the DCFS Intranet.

**IMPROVEMENT ACTION AND FOLLOW UP**

Reports of the results of the studies and reviews serve to enable determination of whether DCFS services (contracted and direct) are compatible with the mission of DCFS, meet identified needs, provide quality outcomes and identify good practice. Reports should contain such information as to enable the organization to take continual action to improve services and promulgate solutions to the issues identified. Results support recommendations for revisions to policies and/or operational procedures, personnel assignments, personnel training, contracts, and programs.

1. Plan Development
   The appropriate program staffs in conjunction with the Assistant Director and the DCFS Director develop corrective action plans. The Area Manager and County Supervisor lead development of action plans that address direct case practice issues at the county level.

2. Plan Development Prompters
   The Assistant Director, Community Support assures development of plans when children are found to be at risk or that the safety of those children is jeopardized, when compliance index areas fall below established minimum rates of compliance, and/or when performance indicator areas are not according to established criteria.

3. Plan Content
   Information contained in the reports address issues, which will facilitate development of plans of action, which:

   - Build on strengths;
   - Eliminate or reduce identified problems;
   - Determine possible causes when data reveal issues of concern;
   - Promulgate solutions and replicate good practice; and
   - Implement and monitor the effectiveness of corrective action plans, when indicated.
   - Address local and systemic issues, as appropriate.

Plan Incorporation

Information from local action plans are incorporated into the quality assurance system in order to provide guidance to management so that the appropriate action is taken in the areas of training, staff allocation, funding, personnel action, program planning, and resource development.

Use of Reports as Management Tools

The Quality Assurance (QA) system ensures aggressive agency response and provides guidance so that DCFS Executive Staff and managers may take appropriate actions in areas such as training, staff allocation, funding, personnel actions, and program planning and resource development. In order to facilitate aggressive agency response, the Quality Assurance Manager ensures scrutiny and analysis of the report by appropriate persons within DCFS.

Ad Hoc Committees

- An ad hoc committee is formed to review, analyze and react to each QA report.
- The committee consists of persons recommended by each Assistant Director and the QA manager.
- The committee gives thoughtful consideration of the information and findings contained in the report.
- The committee determines and discusses implications of the information.
- The committee determines additional questions; areas of concern or interest and topics to further pursue.
- The committee prepares a brief summary of its review for the DCFS Director that includes recommendations for further action, timeframes for initiation and completion of actions as well as the persons who should undertake those actions.
- The information contained in the summary review is taken into consideration during development of the methodology for the next study.

**POLICY**

Many of the reports and studies are based on compliance or performance as required by policy. Each of the COR elements are required by policy, for example. Any special study or report produced by the QA unit has the potential to impact or be impacted by policy.

**MONITORING**

The Assistant Director, Legislative Analysis, Research and Planning section, monitors the Quality Assurance Unit.

**INTERFACES**

The Quality Assurance Unit interfaces with all other sections of DCFS, with a range of contacts from direct field staff to Assistant Directors. The unit must also interface with the Division of County Operations regarding Quality Services Peer Reviews (QSPR) conducted in county field offices as well as during production and presentation of the Impact of Welfare Reform on Child Welfare Report.

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# SECTION V – LEGISLATIVE ANALYSIS, RESEARCH & PLANNING (LARP)

## Chapter 6

## Council on Accreditation (COA) Coordinator

The COA Coordinator works directly for the DCFS Assistant Director, LARP. The COA Coordinator is responsible for coordinating and overseeing the Division's efforts to earn COA accreditation.

# SECTION VI – SERVICES

## Chapter 1

## Adoption Services

**PURPOSE**
The purpose of Adoption Services is to secure appropriate permanent families for children, who have entered the child welfare system, who need permanence and cannot return to their birth parents.

**LEGISLATIVE AND REGULATORY AUTHORITY:**
ACA § 9-9-101through ACA § 9-9-601; Public Law 96-272; Title IV-E of the Social Security Act; Adoption and Safe Families Act of 1997; Public Law 105-89; Multi Ethnic Placement Act; and Child Welfare Licensing Act.

**ORGANIZATION**
Adoption Specialists located in the ten (10) DCFS Areas of the state provide services to children and perspective adoptive parents. The Specialists work under the supervision of an Adoption Supervisor, who reports to the Area Manager. The Adoption Unit in central office provides policy direction, training and support functions related to Adoption Assistance, Adoption Central Registry records management and recruitment.

**REPORTING REQUIREMENTS**
Data for the Adoption and Foster Care Analysis and Reporting System (AFCARS) is generated quarterly from information entered into CHRIS. Monthly reports are submitted manually to the Adoption Supervisor and the Central Adoption Unit.

**POLICY**
DCFS Policy Section VIII (Services to Provide Other Permanent Living Situations)

**MONITORING**
Child Welfare Agency Licensing Evaluation, AFCARS, and the Federal Multiethnic Placement Act (MEPA) Review are external reviews. There are regular reviews of Adoption Specialists' activities by the Supervisor. Area Managers provide feedback to the Supervisor pertaining to adoption activities. Monthly reports are sent to the Central Office Adoption Unit.

**INTERFACES:**

The Adoption Unit works directly with the DCFS field services staff. When a child is referred for adoption services, the Unit obtains information about the child and biological family. The Adoptions Unit relies on each FSW to collect and provide the needed information. The Family Service Worker (FSW) also assists in making appropriate adoptive placements. The unit depends on the Office of Chief Council (OCC) to assist with all legal issues. The Adoption Unit interface with the courts, Attorney ad Litem and CASA Volunteers in discussing and determining what is best for the child. Prospective adoptive families and the foster parents are involved in the adoption process. The Adoption Unit works closely with treatment programs to assist with hard to place children. There is close coordination with the central office Adoption Unit and Interstate Compact On Placement Of Children (ICPC) Unit.

# SECTION VI – SERVICES

## Chapter 2

## Child Maltreatment Investigation Services

**PURPOSE**

The purpose of Child Maltreatment Investigation Services is to investigate valid reports of suspected child maltreatment and make a determination as to whether a preponderance of evidence exists to substantiate a true finding. A parallel purpose is to determine whether the involved children are safe in the home, what safety or services issues are present in the family, and to begin gathering information needed for case planning.

**LEGISLATIVE AND REGULATORY AUTHORITY**

Arkansas Child Maltreatment Act, Ark. Code Ann. § 12-12-501 to § 12-12-518;
Arkansas Juvenile Code, Ark. Code Ann. § 9-27-301 to § 9-27-352.

**ORGANIZATION**

The service is provided in all 75 counties. Through an interagency agreement with the Arkansas State Police Crimes Against Children Division (CACD), reports involving foster homes, facilities administered by or contracted to the Division of Youth Services, or reports in which a DHS employee is named as an offender are conducted by CACD. DCFS staff completes the remainder of the reports and assesses safety, where relevant, on all cases. Some DCFS Areas use Assessment Teams, which are responsible for investigation of reports assigned to DCFS across a multi-county area.

All determinations, whether done by CACD or DCFS staff, must be reviewed and approved by a supervisor. If further services are needed, DCFS completes a "case connect" in the CHRIS computer system, to open a service case.

Central Office Community Support staff provide technical assistance to DCFS field staff on investigations and act as a program liaison for the DHS/ASP agreement. This includes attending meetings as needed, participating in yearly contract negotiations, monitoring contract compliance and arbitrating disputes between DCFS and CACD staff.

## REPORTING REQUIREMENTS

The National Child Abuse and Neglect System (NCANDS) is a voluntary national data collection and analysis system created in response to the requirements of the Child Abuse Prevention and Treatment Act (Public Law 93-247) as amended. The NCANDS annually gathers and analyzes state data on abused and neglected children. Each state reports the following data to NCANDS:

- Number of children abused or neglected;
- Types of abuse;
- Number of fatalities due to child maltreatment; and
- Types of services provided to address maltreatment and prevent future problems.

States that have implemented a Statewide Automated Child Welfare Information System (SACWIS) are required to provide SACWIS-related data for NCANDS.

The NCANDS consists of two components. The Summary Data Component (SDC) is a compilation of key aggregate child abuse and neglect statistics from all states, including data on reports, investigations, victims, and perpetrators. The Detailed Case Data Component (DCDC) is a compilation of case-level information from those child protective services agencies able to provide electronic child abuse and neglect records. The DCDC collects case-level data, which allow the analysis of multiple variables and, therefore, permit a more detailed investigation of child maltreatment than is possible with aggregate data. The SDC survey collects only aggregate data. Arkansas is one of the 23 states that submit DCDC data.

## POLICY

DCFS Policy (II-E) County Office Assessment of Child Maltreatment Reports and Policy (II-F) Medical Neglect of a Disabled Infant, along with related procedures, address the investigation of child maltreatment reports.

## MONITORING

Compliance with the DHS/ASP interagency agreement on investigations is monitored through the Compliance Outcome Report and by Community Support staff. Monitoring of direct service investigations is accomplished through the Compliance Outcome Report and by the supervisor who is responsible for approving case determinations.

## INTERFACES

DCFS interfaces with CACD, local multi-disciplinary teams, Citizens' Review Panels, local law enforcement, hospitals, schools, CASA representatives, and others on a case-by-case basis.

# SECTION VI – SERVICES

## Chapter 3

## Counseling Services

**PURPOSE**

The Division of Children and Family Services seeks to strengthen family functioning through the provision of contracted counseling services. Service goals are to prevent unnecessary out-of-home placements and to promote reunification of families with children in placement. The intent of counseling services is to encourage families to build upon their existing strengths, to develop capacities to meet their and their children's needs, and to acquire new skills. Counseling is purchased through professional service contracts.

**LEGISLATIVE AND REGULATORY AUTHORITY**

- ACA § 9-16-102 (5) Services to Improve Parenting Skills
- ACA § 9-16-106 Children Qualified to Receive Services
- ACA § 9-27-303 (23)(A) Family Services

**ORGANIZATION**

DCFS contracted counseling services are available to DCFS clients in the majority of counties. DCFS Central Office support is provided through the Program Coordinator, Protective Services Unit. Program management includes planning, financing, consultation, technical assistance and development of service standards.

**REPORTING REQUIREMENTS**

Providers submit client-specific narratives and reports to the DCFS county staff. Financial reports documenting services are submitted monthly as part of the billing packet.

**POLICY**

Counseling is listed as an available and accessible service to preserve families and protect children in the DCFS Policy Manual, Section V (Services to Preserve Families in Their Homes).

## MONITORING

The DCFS County Supervisor monitors the provision of contracted counseling services. Contractors must adhere to compliance with Performance Indicators included in their contracts and report monthly on compliance.

## INTERFACES

Within DCFS, the Program Coordinator interfaces with the Contracts Unit for contract development. Within DHS, the Program Coordinator interfaces with the Office of Administrative Services (OAS) for contract development and the Office of Fiscal Management (OFM) for expenditures processing. All of the above Units administratively coordinate to make sure that services are delivered. The Units provide direction that increase the ability to administer programs efficiently, make sure that contracts are developed and that money is available. The Program Coordinator strategically plans with field staff in Community Services for needed services as well as counseling services. The Program Coordinator then authorizes the service through the Contracts Unit and plays a vital part throughout the contracting process, which includes procurement and contract development. Coordination with the Program Coordinator, Office of Administrative Services, Financial Administration, and Contracts Unit is essential for financially sound and effective service delivery for the Division.

# SECTION VI – SERVICES

## Chapter 4

## Family Resource Centers

**PURPOSE**

DCFS contracts with Family Resource Centers (FRC) which are community-based organizations that determine the needs of families in the community and provides, develops and coordinates services that enable families to be safe and healthy.

**LEGISLATIVE AND REGULATORY AUTHORITY**

Child Abuse and Neglect Prevention and Treatment Act (CAPTA), Title II, Community-Based Family Resource and Support Programs

**ORGANIZATION**

DCFS supports the development of FRC's both as primary prevention services for all families and as providers of services for DCFS client families. The FRC must provide or arrange for services that reflect the following:

- Needs of families in the county, including the needs of families receiving services though DCFS, such as protective services, supportive services or foster care.
- An effective coordination strategy for existing and new programs to avoid duplication of services.
- Coordination with DCFS and services to meet the needs of DCFS referred families.

People from the same communities as the families or who are knowledgeable about local needs and resources deliver the planned services.

The Scope of Work sets forth the functions and tasks to be performed by the successful provider and is included as part of the final contract.

The FRC provides support to DCFS clients that support consists of job skill training, housing location, resource referral and seminars related to improving life in the community.

**REPORTING REQUIREMENTS**

The contractor is required to submit a monthly billing statement, and a monthly Certification of Compliance form to DCFS, Community Services Section.

**POLICY**
Each FRC operates under the auspices of their governing board. That governing board writes policies and procedures regarding their particular Family Resource Center.

**MONITORING**
The contractor is required to submit a monthly Monitoring Report to DCFS - Community Services Section. In addition, the FRC will submit quarterly activity reports to DCFS / Community Support. DCFS staff conduct periodic site visits.

**INTERFACES**
The Family Resource Centers interact with DCFS and the Division of County Operations (DCO) clients, faith-based organizations and schools.

# SECTION VI – SERVICES

## Chapter 5

## Area Financial Coordinator Activities

**PURPOSE**

The Area Financial Coordinators (AFC) provide Field Financial Services. Each AFC reports to the Area Manager and is the point of contact regarding financial issues for its respective Area. Financial information is distributed directly to each Financial Coordinator. The Coordinators are the points of contact for submission of DHS-1914's, or other requested information, when a project is being coordinated through the Financial Support Unit. The Coordinator must ensure that field staff completes financial processes correctly. Questions from the field staff are submitted to the Area Financial Coordinators by email. Coordinators will respond to questions by emailing the Area Manager and all County Supervisors in the Area. This will ensure that all Area workers receive the information at the same time. If a Financial Coordinator is unable to answer a question or explain a financial process, assistance may be requested by email from the Assistant Director, Office of Finance and Administrative Support, the Administrator of Financial Support or the Manager of the Accounts Payable/Receivable Unit. The Central Office response will be emailed to all AFCs for dissemination in their Areas.

**LEGISLATIVE AND REGULATORY AUTHORITY**

Creation of the Division of Children and Family Services (DCFS) was by Act 348 of 1985. The Division operates each Biennium with an appropriation act by the General Assembly. The Division also operates under Arkansas Code 9-16-103 through 9-16-109. These statutes define the duties and responsibilities of the Division.

**ORGANIZATION**

AFCs have the following responsibilities:

- **BUDGET** - Maintain accurate and timely records of the State Fiscal Year Budget and expenditures against that budget. Specific Area Budgets will be distributed to AFCs shortly after the beginning of each year, as well as monthly expenditure reports. Expenditures must not exceed each commitment item within a Fund Center (in total) without permission from the Chief Fiscal Officer of the Division.

**ORGANIZATION** (Continued)

- **SUPPORTING DOCUMENTATION REPORT REQUESTS (TECH SHEETS) -** The AFCs assist the Financial Support Unit (FSU) Manager by resolving problem invoices for their respective Areas. The FSU Manager will be responsible for requesting the information. The AFCs obtain the needed information from the county staff and submit it in a timely manner to the FSU Manager.
- **WAL-MART ACCOUNTS** - DHS Policy 1097.0.0 states each division/office will develop operating procedures and monitoring controls for employee credit cards. The DCFS Director implemented that policy with an Executive Order and directed each Area Manager or their appointed designee to ensure that reconciled statements with supporting documents (i.e., original receipts, DHS-1930, DHS-1914) were submitted in a timely manner to ensure credit accounts are paid in accordance with terms of the credit card agreement. AFCs will ensure that each reconciled billing statement and all necessary backup documentation from their area is received in FSU by certified mail no more than three days from their date of receipt. The AFC will enclose a file copy of all documentation for the FSU to retain. Problems with these accounts will be reported to the Area Manager with a cc: to the Manager, Financial Support Unit in a timely manner prior to the billing date on the account for their area.
- **FEED THE KIDS –** On request, the AFCs will distribute food coupon books within their respective Areas. The Area Manager or designee (AFC) will review, reconcile, approve and sign the meal authorization log ensuring that the information is correct, the expenditures were appropriate and the funds balance and are accounted for prior to sending to the FSU Manager. The AFC will forward any change (cash overages) from food purchases and/or the authorization form and attachments to the FSU Manager by close-of-business on the 5th working day after the transaction (food purchase).
- **DAYCARE MONITORING (PROTECTIVE SERVICES & FOSTER CARE) -** The AFC's will monitor daycare for their respective Areas to ensure that CFS-537 requests are submitted prior to a child being placed in a facility. The AFCs will receive their Area's expenditure report from the FSU Manager and use it to monitor the expenditures for their respective areas.
- **LOCAL CASH ACCOUNT (LCA) MONITORING -** The AFCs will monitor the budget, replenishment requests and expenditures for the accounts in their respective Areas. Based on the information provided to them, the AFC's will ensure that all counties are staying within their budget allocation, as allotted by the Area Manager. Expenditures will be monitored to ensure that appropriate revenue sources were utilized for purchases. In regard to foster care purchases, account monitoring will ensure that purchases:
    - Could not have been made with a purchase order;
    - Were not eligible for IV-E funding;
    - Were documented completely prior to the purchase; and
    - Had cash overages returned and completed promptly and correctly.

**ORGANIZATION** (Continued)

The AFCs will ensure that DCFS staff is complying with Local Cash Account Guidelines (PUB-384) regarding the use and replenishment of these accounts. DCFS AFCs will work closely with DCO staff to make sure that DCFS is utilizing these accounts and complying with audit requirements. This will reduce the burden on the DCO staff that is held accountable for the financial audit exceptions on these DCFS local cash accounts. In addition, this will provide a good monitoring tool to indicate where and when field staff training is needed.

- **PURCHASE ORDERS (PO) -** The Financial Coordinators are actively involved in monitoring the obligations created by each county in their Area on POs to ensure adequate budgetary control. Expenditures in 883 and 898 funds will be monitored to ensure the most efficient use of Federal IV-E and other monies as opposed to 883 State General Revenue funds. Purchase orders for services should **not** be written unless the funds for payment are allocated in the Area budget. Protective Services POs will originate in Central Office. Provider information should be given to the Protective Services Manager.

- **FOSTER CARE TRUST ACCOUNT USAGE & REQUESTS –** The following Documents are routed from the Family Service Worker (FSW) and/or County Supervisor to the AFC, who forwards them to the Eligibility Unit:
  - CFS-334 for payments to be made from foster care trust accounts.
  - Requests to hold trust account funds.
  - Any monies received in the county office that needs to be deposited into a child's trust account.

  The DCFS Monthly Trust Report will be forwarded to AFCs and copied to Area Managers for their information only.

  The Assistant Director, Community Services will forward the monthly analysis of trust accounts exceeding $2,000 in overpayment status, and approaching $2,000 to Area Managers for distribution to county staff.

- **ROUTING TRUST ACCOUNT DOCUMENTS & INFORMATION -**
  1) The FSW will identify the needs of children in his caseload. If the child has a trust account, the FSW will forward a request to the AFC to hold the amount of money needed for the purchase.
  2) The AFC will review the child's trust account details on the CHRIS Finance Asset Screen and either approve or deny the initial hold request based on the spending guidelines.
  3) If the AFC approves the hold, he will forward the request to the FSU Manager via email for final approval or denial.
  4) If approved by both parties, the AFC will inform the FSW of the final decision.

**ORGANIZATION** (Continued)

5) When a hold is approved, the FSW will complete and forward the CFS-334 to the AFC, who will review its accuracy and forward it the Eligibility Unit, slot S-571.

6) The Eligibility Unit will forward the forms to the Office of Fiscal Management (OFM), Accounts Payable Unit for payment. Processing includes 5 days for the Eligibility Unit and 10 days for the Office of Fiscal Management.

**NOTES:**

- Trust account monies may only be held for 30 days. After 30 days, the funds are released and may be used for other purposes. Therefore, paperwork must be submitted as soon as possible to allow for processing within 30 days.
- Trust account requests and/or information will only be sent between the Area Manager or AFC and the Eligibility Unit. Field staff will not contact the DHS Office of Fiscal Management or Finance Office directly.
- DCFS staff members will not direct calls from foster children, foster parents, providers, or biological family members to the Eligibility Unit for information. Foster parents may address their concerns to the Foster Care Ombudsman.

- **DEDICATED MEDICAL TRUST ACCOUNT USAGE & REQUESTS**

The FSW will take the following steps:

- Advise the County Supervisor of the need to fund medical expenses.
- Secure an original invoice from the medical provider.
- Fill out a CFS-334 (Foster Care Services–Authorization for Billing), ensure the medical provider signs it and keeps the bottom copy.
- Contact the local Social Security Administration (SSA) office and ask them to fax a letter approving the expense.
- Submit all original documents to the County Supervisor for review and signature.

The County Supervisor will:

- Review the documents for completeness and appropriateness.
- Sign the CFS-334.
- Submit all original documents to the AFC.

The AFC will:

- Review the documents for completeness and appropriateness.
- Submit all the original documents to the IV-E Eligibility Unit at Slot S571.

**REPORTING REQUIREMENTS**

Mandatory reports include the following:

- Contracts/Monitoring
    - Purchase Orders are State funded (883 money) and IV-E funded (898 money).
    - Bank Accounts for any local office or area account
    - Day Care expenditure for Protective Services
    - Travel
    - Employee Travel
    - Non-state employee-volunteer
    - Medicaid Travel
    - Training Travel
    - Cash Assistance

**POLICY**

- Policy (VI-I) Foster Child Trust Accounts
- Procedure (VI-I1) Opening a Trust Account
- Procedure (VI-I2) Closing a Trust Account
- Procedure (VI-I3) Change of Payee Requests
- Procedure (VI-I4) Request for Trust Account Funds
- Procedure (VI-I5) Reporting Changes of Information to the Trust Fund Coordinator
- Procedure (VI-I6) Monitoring Trust Fund Accounts for Accuracy and Compliance with State and Federal Regulations
- Procedure (VI-I7) DHS Office of Fiscal Management – General Operations Section Trust Account Responsibilities
- Procedure (VI-I8) CHRIS Team Trust Account Responsibilities
- Procedure (VI-I9) IV-E / Medicaid Eligibility Unit / Trust Fund Coordinator Responsibilities
- Procedure (III-A2) Out-of-Home Placement Services Case Opening
- Procedure (III-A4) Out-of-Home Placement Outside the Initiating County
- Procedure (V-C1) Cash Assistance
- Procedure (VII-F1) Day Care for Children in Out-of-Home Placement
- Procedure (VIII-B1) CFCIP Post-Secondary Services
- Procedure (VIII-B2) CFCIP After Care Services
- Procedure (IX-B2) Guidelines for Funeral Arrangements for Children in Out-of-Home Placement
- Policy (V-D) Daycare for Children
- Procedure (V-D1) Day Care for Children
- Procedure (V-C1) Cash Assistance
- Procedure (V-C2) Foster Care Incidentals

**MONITORING**

County Supervisors submit a monthly report to the Area Manager and the Area Financial Coordinator with requests for expenditure of monies for their counties. This is done for services that are not contracted specifically to the county under a signed contract with a provider prior to the expenditure. Those requests are reviewed based on the availability of funding under the specific service funding and must be approved by the Area Manager and the Area Financial Coordinator. The Area Financial Coordinator will advise the Area Manager and the Assistant Director, Office of Finance and Administrative Support, the Administrator of Financial Support or the Manager of the Accounts of any expense over $1,000.00 that needs two approvals.

**INTERFACES**

All expenditure requests will come to the attention of the Area Financial Coordinator whether it is regarding a provider and/or a concern about a signed contract regarding payment of bills and/or meeting the required performance indicators of a signed contract.

Those concerns will be directed to the Area Manager and the Program Coordinator assigned to that contract. The Contracts Unit will follow up with technical assistance and/or meet with the provider whether it involves a contract or a purchased service.

# SECTION VI – SERVICES

# Chapter 6

# Foster Care Services

**PURPOSE**

Foster Care Services ensure the health and safety of foster children that are in the custody of DHS, to protect the children from further child maltreatment, and to provide family support.

**LEGISLATIVE AND REGULATORY AUTHORITY**

- Arkansas Juvenile Code, ACA § 9-27-301 through -306; § 9-27-328 through 330; § 9-27-341 and 342; and Acts 532, 804, 811, 909, and 1337 of 1995.
- Guidelines for Out-of-State Placements, Act 765 of 1995, ACA § 20-76-106.
- Arkansas State Police/Crimes Against Children Division, Act 1240 of 2001, ACA § 12-8-106/501 through 507.
- Arkansas Adoption and Safe Families Act, Act 401 of 1999, ACA § 9-27-302-303, 325, 327-329. A.C.A. §9-27-332, 334-335, 337-338, 341, 343, and 402.

**ORGANIZATION**

FSW Trainees, FSW Workers, and FSW Specialists along with FSW Supervisors who monitor the everyday activities of the foster children provide Foster Care Services.

DCFS has ten Areas. Each Area has an Area Manager and county-based staff. Minimum county office staffing includes at least one Family Service Worker, a supervisor and an aide.

The county and Area staff are responsible for weekly visits to the foster homes, monthly visits to the residential facilities and therapeutic foster homes, medical appointments, providing transportation to foster children and parents, and ensuring all educational, mental, health and emotional needs are being met.

County and Area staff are responsible for case planning, attending court hearing, helping families with housing, transportation, cash assistance, visitation between parents and sibling visits, and Family Preservation Services. County and Area staff are also responsible for day care services, staffing, Intensive Family Services, Therapeutic Foster Home and group home referrals, respite care, Comprehensive Health Assessment, Medical Passport, mental heath assessment and Initial Health Screening.

## REPORTING REQUIREMENTS

DCFS reports Foster Care activities in the DHS Annual Statistical Report and in Quarterly Performance Reports and an Annual Report to the Arkansas General Assembly.

## POLICY

The following policies and their associated procedures apply to foster care services.

- Policy (VI–A) Out of Home Placement Criteria
- Policy (VI-B) Maintaining Family Ties in Out-of-Home Placement
- Policy (VI-C) Initial Health Services for Children Receiving Out-of-Home Placement Services
- Policy (VI-D) Comprehensive Health Assessment and Health Plan for Children Receiving Out-of-Home Placement Services
- Policy (VI-E) Periodic Health Reassessment of Children Receiving Out-of-Home Placement Services
- Policy (VI-F) Case Review Judicial Hearings for Children in Out-of-Home Placement

## MONITORING

Each Area Manager and County Supervisor are expected to monitor operations under their direction. The Quality Assurance Unit monitors foster care services as requested by the Program Manager, Assistant Directors or the Division Director. Also, the Child Welfare Agency Licensing Unit monitors DCFS foster homes for compliance with Child Welfare Agency Licensing requirements.

## INTERFACES

Foster Care Services interface with the Foster Care Unit, Policy Unit, Professional Development Unit, CHRIS Project Unit, the Child Welfare Agency Licensing Unit, Office of Chief Counsel, IV-E Medicaid Eligibility Unit, Office of Fiscal Management – General Operations, Behavior Treatment Unit, Interstate Compact on Placement of Children, Developmental Disabilities Services, Division of Mental Health Services, and Division of Youth Services.

Outside of DHS, Foster Care Services interface with the Juvenile Courts, Arkansas Children's Hospital, MidSouth Academy of UALR, Arkansas State Police, the University of Arkansas for Medical Services, Office of Child Support Enforcement, Supplemental Security Insurance, Social Services, Veterans Benefits, and Railroad Benefits.

# SECTION VI – SERVICES

## Chapter 7

## Health Services

**PURPOSE**

Children entering foster care suffer from a higher than average incidence of serious health problems, emotional disorders and developmental delays. The purpose of Health Services Units is to promote and maintain good health in foster children, assisting each child in achieving his/her full potential. All areas of the child's development are addressed: physical, mental, emotional and educational.

**LEGISLATIVE AND REGULATORY AUTHORITY**

- SSA Title XIX Medical Services
- ACA § 9-14-503 Denying/Restricting Medical Coverage
- ACA § 9-27-303 (43)(A)(1)(iii) Child's Health & Safety are Paramount
- ACA § 9-27-303 (43)(A)(1)(iv) Agency using all resources to meet juvenile's needs
- ACA § 9-27-352 Confidentiality of Records

**ORGANIZATION**

Health Services Units are comprised of Health Care Specialists and Health Service Workers, with offices in each area of the state. The Health Service Worker is a Social Service Worker I. Responsibilities of the Health Care Specialist include administrative duties; monitoring, compiling and keying case records; health- related case management duties; developing and maintaining medical service providers and providing medically related training to Foster Parents, Health Service Workers, and Family Service Workers as needed.

Direct services provided to foster children and foster parents are varied and individualized. These include visiting foster homes to observe the care given to a special-needs child and assisting/instructing as needed; attendance and participation at DCFS staffings; and developing Individual Emergency Health Plans in conjunction with school nurses for children who have compromising conditions.

Responsibilities of the Health Service Worker include collection of health data, recording/updating/keying health data, providing direct services to foster children and families and completion of administrative duties, i.e., attending and giving training regarding health unit related matters. Direct services include transportation of children to health appointments, staying with children in the hospital and attending/participating in DCFS staffings.

## REPORTING REQUIREMENTS

A monthly report is submitted to the Quality Assurance Unit with data regarding Initial Health Screening completion and timeliness.
A monthly report is submitted to the Arkansas Foster Care Evaluation Project with data regarding completion of Comprehensive Health Assessment Recommendations.

Data from these reports are utilized to monitor the quality and timeliness of health care received by foster children and to formulate ways to improve delivery of health care.
The data is also analyzed to determine areas of need in the state regarding availability of services and the number of providers available to deliver services.

## POLICY

- DCFS Policy (I-D) Official Record Keeping
- DCFS Policy (I-F) Confidentiality
- DCFS Policy (VI-C) Initial Health Services for Children Receiving Out-of-Home Placement Services
- DCFS Policy (VI-D) Comprehensive Health Assessment and Health Plan for Children Receiving Out-of-Home Placement Services
- DCFS Policy (VI-E) Periodic Health Reassessment of Children Receiving Out-of-Home Placement Services
- DCFS Policy (VII-B) Providing Information to Foster Parents
- DCFS Policy (IX-E) Vehicle and Passenger Safety

## MONITORING

The Foster Care Unit in Central Office provides oversight of the Health Services Unit statewide. Monitoring is accomplished through submission and analysis of required reports.

## INTERFACES

Health Services personnel interface and coordinate with the following DHS Divisions:
Office of Chief Counsel, Division of Developmental Disabilities Services, Division of Medical Services, and Division of Mental Health Services. Health Services also interfaces with the Crime Against Children Division and the Division of Youth Services.

Coordination of health matters and gathering of information requires interaction locally and in other states. Entities contacted include health departments; medical providers; schools; and mental health providers.

At times Health Services personnel are required to appear in court.

# SECTION VI – SERVICES

## Chapter 8

## Human Service Workers in the Schools Initiative

**PURPOSE**
The Human Service Workers (HSW) in the Schools Initiative is school-based, community-supported services from local school districts. The major focus is on placing Human Service Workers in traditional school settings. The services should reflect what the specific community believes are necessary to preserve, strengthen, and support families with children. Services provided should focus on prevention and intervention, be community-based, and promote safety.

**LEGISLATIVE AND REGULATORY AUTHORITY**
Authorization to contract for these services is based upon need and the availability of funding. Performance of this agreement by both parties must comply with state and federal laws and regulations. If any statute or regulation is enacted which requires a change in this agreement or any attachment(s) then both parties will deem this agreement and any attachment(s) to be automatically amended to comply with the newly enacted statute or regulation as of the effective date of the statute or regulation.

**ORGANIZATION**
The HSW initiative is a collaborative effort between DCFS and local school districts. It assists students and their families with social services through direct involvement with families. The HSW initiative also provides educational, supportive and preventative services and encourages parental involvement.

**REPORTING REQUIREMENTS**
The contractor is required to submit a monthly billing statement and a monthly Certification of Compliance form to DCFS - Community Services Section.

**POLICY**
Human Service Workers must adhere to the policies of the local school district, as well as the policies and procedures of DCFS.

**MONITORING**
The contractor is required to submit a monthly Monitoring Report to DCFS – Office of Community Services.

**INTERFACES**
The Human Service Workers interact with DCFS and DCO clients, local school district staff, community providers and other agencies.

# SECTION VI – SERVICES

## Chapter 9

## Chafee Foster Care Independence Program Services

**PURPOSE**
The Chafee Foster Care Independence Program (CFCIP) provides Basic Life Skills Training workshops to teens, ages fourteen (14) to twenty (20), in foster care. These workshops are designed to teach youth the basic self-support skills needed to transition into adulthood.

**LEGISLATIVE AND REGULATORY AUTHORITY**
See CFCIP – Section III, Chapter 6 in this manual.

**ORGANIZATION**
Each of the ten (10) DCFS Areas has at least one CFCIP Coordinator housed in that Area. Each of the Coordinators reports to either a Unit Supervisor or the Area Manager. Each CFCIP Coordinator also has access to the CFCIP Manager housed in Central Office.

**REPORTING REQUIREMENTS**
A monthly report is due to the CFCIP Manager in Central Office by the 5th of each month from each CFCIP Coordinator. The CFCIP Manager then makes a summary of all these reports.

**POLICY**
See CFCIP – Section III, Chapter 6 in this manual.

**MONITORING**
See CFCIP – Section III, Chapter 6 for information on state monitoring in this manual.

Local monitoring is done on an on-going basis by the CFCIP Supervisor/Area Manager by requests for information /reports, staff meetings and verbal and electronic sharing of information.

**INTERFACES**
See CFCIP – Section III, Chapter 6 in this manual.

# SECTION VI – SERVICES

## Chapter 10

## Intensive Family Services

**PURPOSE**

The Division of Children and Family Services seeks to ensure the safety of children and to preserve families through the provision of Intensive Family Services (IFS). Service goals are to prevent unnecessary out-of-home placements and to promote reunification of families with children in placement. Intensive Family Services are intended for families whose children are at imminent risk of out-of-home placement. Services are a combination of counseling services and support services based on a service model that emphasizes immediate, intense, short-term, in-home, and behaviorally oriented services to families. Services are purchased mainly through professional service contracts. DCFS staff provides these services in only one county (Pulaski).

**LEGISLATIVE AND REGULATORY AUTHORITY**

Act 1025 of 1991, entitled "Arkansas Family Preservation Services Program Act", was the initial Arkansas legislation requiring the accessibility of family preservation services. Services were intended for families whose children were at risk of out-of-home placement and for families whose children had been placed outside the home with reunification as the goal. The IFS Program operated under the scope of Act 1025. In 2001, the law was amended to broaden the definition and scope of family preservation services. The IFS Program continues as a family preservation service under the authority of this Act.

**ORGANIZATION**

The number of counties in which IFS are available fluctuates from year to year. That is due primarily to the varying number of responses to the annual Request for Proposals. In state fiscal year 2003, 40 counties will have access to contracted IFS. One county has DCFS service staff to provide IFS. Program management is provided through the Program Coordinator in the Protective Services Unit. Management includes planning, financing, development of service standards, consultation and technical assistance.

**REPORTING REQUIREMENTS**
Providers submit client specific narratives and reports to DCFS county staff. Financial reports are submitted monthly documenting services as part of the billing packet.

**POLICY**
Policy governing the provision of Intensive Family Services is included in the DCFS Family Services Policy and Procedure Manual, Section (V) Services to Preserve Families in their Homes, and Policy (V-E) Intensive Family Services.

**MONITORING**
IFS contractors must comply with performance indicators included in their contracts and report monthly on compliance. DCFS staff is expected to adhere to the IFS Program Description and DCFS policy.

**INTERFACES**
Within DCFS, the IFS Program Coordinator interfaces with the DCFS County Supervisor and Contracts Unit for the development of IFS contracts. Within DHS, the IFS Program Coordinator interfaces with the Office of Administrative Services (OAS) and the Office of Fiscal Management. Administratively, these units work together to make sure those services are delivered. The Units provide direction that increases the ability to administer the program efficiently, and make sure that contracts are developed and that money is available.

# SECTION VI – SERVICES

## Chapter 11

## Interpretation Services

**PURPOSE**
DCFS provides deaf interpretation services and language interpretation services in conjunction with the provision of child welfare services. Deaf interpretation services are purchased from professionals for DCFS clients who are deaf, deaf-blind or hard-of-hearing. Language interpretation services are purchased from professionals for DCFS clients who are non-English speaking. Both types of interpretation services are needed to ensure adequate communication between DCFS staff and clients as it relates to the delivery of child welfare services.

**LEGISLATIVE AND REGULATORY AUTHORITY**
Interpretation services are provided in accordance with Title 6 of the Civil Rights Act of 1964.

**ORGANIZATION**
Deaf interpretation services and language interpretation services are available for DCFS clients and staff statewide. The Program Coordinator in the DCFS Central Office, Community Support, Protective Services Unit manages the provision of both types of interpretation services. Management includes planning, financing, and development of service standards.

**REPORTING REQUIREMENTS**
The contracted provider submits a certification of compliance each month to the CPS Program Manager stating that DCFS policy has be followed. On an as needed basis, reports may have to be written about client status.

**POLICY**
None

**MONITORING**
DCFS County staff monitors the provision of these services.

**INTERFACES**

Within DCFS, the Program Coordinator interfaces with the DCFS Contracts Unit for the development of language interpretation contracts. The Coordinator also interfaces with the DCFS Financial Support Unit for the development of purchase orders and service payments for the deaf interpretation services. Within DHS, the Program Coordinator interfaces with the Office of Administrative Services and the Office of Fiscal Management.

# SECTION VI – SERVICES

## Chapter 12

## Parenting Education Groups

**PURPOSE**

Parenting Education/Support Groups have been established in sixty-two of seventy-five counties. Parents attending these sessions receive training on child development, behavior management, anger control, and self-esteem. The classes use didactic, discussion and experiential methods. Pre- and post-tests help measure skill mastery.

Courts frequently order parents to attend parenting education/support as a condition of allowing their children to return home or as a way to prevent foster care placement. Group participation is intended to be both educational and a positive social experience. The group provides a safe and supportive environment in which parents can interact with others experiencing the same problems and build networks. Babysitting services are frequently available.

These parenting education/support groups are considered highly successful based on feedback from county staff. Skill training post-test results also show that participants make significant improvements. They demonstrate more appropriate parenting skills and a greater knowledge of child and adolescent behavior. These services have become a major component of DCFS' child maltreatment prevention and family reunification efforts.

DCFS has also enjoyed significant success with the "Parenting From Prison" program. Parenting education/support groups are held in the prison on a weekly basis. DCFS funds are used to buy materials, defray transportation costs and provide professional group facilitation. This program is recognized in the community for assisting released inmates to reunite with and effectively parent their children.

**LEGISLATIVE AND REGULATORY AUTHORITY**

- Section 106 of the Child Abuse Prevention and Treatment Act as amended by Public Law 105-235.
- ACA § 9-16-102 (5) Services to Improve Parenting Skills

**ORGANIZATION**

Services are offered statewide. A Program Manager monitors these services both programmatically and financially.

**REPORTING REQUIREMENTS**

The CPS Program Manager submits semi-annual reports to the federal Department of Health and Human Services (DHHS).

**POLICY**
Certified Social Service Aides conduct the training sessions. Group facilitation must be based on an approved parent education curriculum.

**MONITORING**
The DCFS CPS Program Coordinator monitors by site visits and review of monthly status reports.

**INTERFACES**
Parenting Education/Support Groups interface with DCFS client families, juvenile court judges attorneys, Department of Corrections, DCFS caseworkers and supervisors.

# SECTION VI – SERVICES

## Chapter 13

## Protective Services Alerts

**PURPOSE**

A Protective Services Alert is used to advise relevant others within Arkansas or in other states that one or more children currently receiving or in need of protective services have been moved by parents or caretakers to an undisclosed location. The Protective Services Alert should also indicate what action(s) are requested if the family or child is located.

**LEGISLATIVE AND REGULATORY AUTHORITY**

Protective Services Alerts are not specifically mentioned anywhere in the Child Maltreatment Act. 12-12-501. However, the Act states that its purpose is to:

- Protect the best interest of the child;
- Prevent further harm to the child;
- Stabilize the home environment;
- Preserve family life; and
- Encourage cooperation among the states in dealing with child abuse.

**ORGANIZATION**

Transmittal of Protective Services Alerts is as follows:

- Counties wishing to send alerts out-of-state should refer the information to the Interstate Compact Unit.
- Counties wishing to send alerts intra-state to other county offices should send the information to the Central Registry.
- Alerts coming in from out-of-state will be distributed to the appropriate county office or offices by ICPC.

**REPORTING REQUIREMENTS**

None

**POLICY**

I. Protective Services Alert should:

- Always clearly specify:
  1. Why the alert is being sought, and
  2. Why the children are considered to be at risk.
- Give the **name** and **phone number** of a contact person.
- State what action(s) should be taken if the family or child is located, such as:
  1. Hold the child for return to the State of Arkansas.
  2. Contact Arkansas Division of Children and Family Services.
  3. Provide services at the child's new location.

II. A Protective Services Alert should **NOT** be used when:

- An address for the child and/or family is already known.
  1. DCFS county staff should communicate directly with the authorities in the county or state where the family/child reside.
- The family has simply moved and their service case needs to be transferred.

  1. The DCFS county office should communicate with local authorities in the other state to request follow-up services and provide copies of relevant case records.
- The child is in state (DHS) custody or under court jurisdiction.
  1. A "Pick-Up Order" should be filed.
  2. If a court releases jurisdiction or custody, a Protective Services Alert may be used.

III. Do **NOT** use an "All States Alert" if there is reason to believe that the child/family has relocated or fled to one or more particular states.

- Address the P. S. Alert only to those states where it is believed the family is located.

IV. A case must go through Interstate Compact On Placement Of Children (ICPC) if a court has jurisdiction and wants to retain it.

**MONITORING**

The Central Registry monitors its staff who distributes the "Alerts" within the state of Arkansas.

**INTERFACES**

Central Registry interfaces with ICPC. The Central Registry handles all the intrastate protective service alerts while ICPC handles the interstate alerts.

# SECTION VI – SERVICES

## Chapter 14

## Respite Care

**PURPOSE**
The Division of Children and Family Services (DCFS) purchases Respite Care Services for the Division's client families in order to prevent a disruption in biological families, foster families, or adoptive families.

**LEGISLATIVE AND REGULATORY AUTHORITY**
- ACA § 9-16-102 Family Preservation Services Program
- Any facility providing respite care must maintain a license by complying with the requirements of the Minimum Licensing Standards for Child Welfare Agencies (PUB 04).

**ORGANIZATION**
Respite care is continuous out-of-home care of a child(ren). Services are intended to sustain the foster family, adoptive family, or biological family and maintain the child's placement by providing time-limited and temporary relief from the ongoing responsibility of daily care.

Respite care can be planned or in response to a family crisis and can range from a few hours to 24 hours of care per day. Respite care placements are not intended to become ongoing placements and will not exceed seven (7) days of care per three (3) month period, 168 hours per fiscal year. If necessary, the approval may be obtained for an additional four (4) days of care in emergency situations.

**REPORTING REQUIREMENTS**
The contractor is required to attach a Certification of Compliance with the Performance Indicators on a monthly basis.

**POLICY**
The contractor will provide respite care in a home or a business entity, which is licensed under the Minimum Licensing Standards for Child Welfare Agencies (PUB-004).

**MONITORING**
The contractor is required to submit a monthly monitoring report to DCFS – Community Services Section.

**INTERFACES**
Providers will interact with DCFS and DCO staff and clients.

# SECTION VI – SERVICES

## Chapter 15

## Supportive Services

**PURPOSE**

Supportive Services provide families with support to strengthen families without regard to income. Supportive Services are received on a voluntary basis and are time-limited. Services may be provided directly by DCFS staff or in combination with purchased services, or by referral to another appropriate agency.

**LEGISLATIVE AND REGULATORY AUTHORITY**

- Family Preservation Act 906 of 2001
- ACA § 9-16-101 through 108 Family Preservation Services Program

**ORGANIZATON**

Supportive Services are provided by the Family Service Workers, FSW Specialists, and Family Support Specialists, under the direction of the FSW Supervisors. The Family Services Workers and FSW Specialists develop a case plan with the family and are responsible for making referrals to acquire necessary services for the family.

The Family Support Specialist is provided with a referral for services by the Family Service Workers and FSW Specialists that is signed by an adult family member. This referral contains designated services that are being requested by the family and deemed necessary by the Family Service Workers and FSW Specialists.

Services may include transportation, assistance with locating appropriate housing, cash assistance, food, rental deposit, role modeling, and as well as teaching and demonstrating homemaking skills.

**REPORTING REQUIREMENTS**

The County Supervisors receive monthly reports on the number of supportive service cases that are opened and closed by the field staff.

**POLICY**

Policies applying to Supportive Services/Protective Services include: Policy (III–A) Services Case Opening and Re-evaluation, Procedure (III-A1) Protective/Supportive Services Case Opening and Policy (V-A) Services To Preserve Families In Their Homes.

**MONITORING**
Supportive Services cases are monitored by the FSW Supervisors and the County Supervisors through worker case planning.

**INTERFACES**
Interfaces are with Community Providers, Division of County Operations, Juvenile Justice Centers, Division of Youth Services, Division of Mental Health, and Intensive Family Services.

# SECTION VI – SERVICES

## Chapter 16

## Treatment for Adult Perpetrators of Sexual Abuse

**PURPOSE**
The Division of Children and Family Services seeks to reduce the victimization of and ensure the safety of children through the provision of Treatment for Adult Perpetrators of Child Sexual Abuse. Group therapy is purchased through professional service contracts. Group treatment focuses on issues that may have contributed to the participant's sexual abuse of children.

**LEGISLATIVE AND REGULATORY AUTHORITY**
Federal or state legislation/regulations do not require provision of treatment for adult perpetrators. DCFS believes that this service is valuable in protecting children through efforts to rehabilitate child sexual offenders. Standards for treatment of adult perpetrators of child sexual abuse have been developed and issued in the format of contract performance indicators.

**ORGANIZATION**
Group therapy for adult perpetrators is available in three (3) of the ten (10) DCFS Areas. DCFS Central Office Support is through the program coordinator in the Protective Services Unit. Program management includes planning, financial management, and development of service standards.

**REPORTING REQUIREMENTS**
Providers submit quarterly activity reports to the Program Coordinator and progress reports to DCFS staff. Financial reports are submitted monthly documenting services as part of the billing packet.

**POLICY**
None

**MONITORING**
The Program Coordinator monitors the provision of this service. Contractors must adhere to the Performance Indicators included in their contract and report monthly on compliance.

**INTERFACES**
Within DCFS, the Program Coordinator interfaces with the DCFS Contracts Unit for the development of the treatment contracts.

Within DHS, the Program Coordinator interfaces with the Office of Administrative Services and the Office of Fiscal Management.

# SECTION VI – SERVICES

## Chapter 17

## Treatment for Non-offending Caretakers

**PURPOSE**
This initiative provides treatment to non-offending caretakers of sexually abused children. Treatment is facilitated by skilled professionals who focus on group sessions dealing with: guilt, betrayal, loss, victimization, expressing emotions, education about the system, skill building, and empowering caretakers/parents to make better choices while sustaining the family unit. This program uses a group therapy treatment modality. It serves DCFS clients with an active protective, supportive or foster care case. Clients may also be referred by order of the court or by the Department of Corrections inpatient, sexual offenders program. The groups meet weekly for at least 1 1/2 – 2 hours at a location and time accessible to the clients.

**LEGISLATIVE AND REGULATORY AUTHORITY**
- ACA § 9-16-105 and 107 Provision of Services
- ACA § 9-27-303 (23)(B) Family Services Provided

**ORGANIZATION**
These services are available solely through contractors. The Program Coordinator, who is a member of the Protective Services Unit, manages the program by providing technical assistance, consultation, planning and budgeting.

**REPORTING REQUIREMENTS**
Contractors are required to submit a monthly certification along with their bill. Additionally, each contractor must submit a quarterly activity report to the Child Protective Services Unit.

**POLICY**
Contractors must adhere to their contract performance indicators.

**MONITORING**
The Program Coordinator monitors contract bills. Bills are reviewed to ensure that the services were actually provided and that contractors are in compliance with the contract performance indicators. Contractors must submit monthly certifications and a quarterly activity report. The Child Protective Services Field Assistant monitors the reports for timely receipt and accuracy.

**INTERFACES**
This program interfaces with the Contracts Management Unit and Child Protective Services Unit.

# SECTION VI – SERVICES

## Chapter 18

## Treatment for Sexually Abused Children

**PURPOSE**

The purpose of this initiative is to provide supportive group counseling in nine (9) weekly sessions for child sexual abuse victims. Skilled professionals facilitate the support groups and focus on sex education, normal sexual relationships, social skills, feelings of shame, guilt and isolation, and the stigma of being a sex abuse victim.

The program provides support to victims of child abuse in open DCFS cases, reunification cases, cases referred by the prosecuting attorney, and referrals from the Department of Correction's in-patient, sexual offenders program. Services are provided in a group setting which allows clients to face issues and emotions under the direction of a trained social worker specialized in child sexual abuse.

**LEGISLATIVE AND REGULATORY AUTHORITY**

The service contractor must adhere to the Adoption and Safe Families Act of 1997, Section 101(a)(15)(A), which states, "In determining reasonable efforts to be made with respect to a child, and in making such reasonable efforts, the child's health and safety shall be the paramount concern."

**ORGANIZATION**

Services are provided only through contractors. The DCFS Program Coordinator, who is part of the Protective Services Unit, manages this program by providing technical assistance, consultation, planning and budgeting.

**REPORTING REQUIREMENTS**

The contractor is required to submit monthly certification of compliance along with their billing. Additionally, the contractor must submit quarterly written reports to DCFS Child Protective Services Unit.

**POLICY**

Contractors must adhere to the Adoption and Safe Families Act of 1997, Sec. 101 (a) (15) (A).

**MONITORING**

The Program Coordinator monitors contract bills. They are reviewed to ensure that the services were provided and are in compliance with the contract performance indicators. Reports are submitted as reported above and DCFS staff makes periodic site visits.

**INTERFACES**

The treatment program staff for sexually abused children interact with abused children and their families, Contracts Management Unit and the Child Protective Services Unit.

# SECTION VII – CHILDREN'S REPORTING & INFORMATION SYSTEM

## Chapter 1

## Children's Reporting and Information System **(CHRIS)**

**PURPOSE**

The purpose of CHRIS is to:

- Meet the requirements imposed by regulations promulgated pursuant to section 476 (b)(2) of the Adoption and Foster Care Analysis and Reporting (AFCARS) Act. The system must collect uniform, reliable information on children who are under the responsibility of the State title IV-B/IV-E agency for placement and care. The collection of adoption and foster care data is mandated in the Social Security Act. The state transmits semi-annual data on all children in foster care placements, adoptive parents, lengths of time in care, termination of parental rights and placement for adoption.
- Interface with the state data collection system that collects information on child abuse and neglect. CHRIS has this functionality built into its system.
- Interface with the state data collection system that collects information relating to the eligibility of individuals under Title IV-A.
- Provide more efficient economical and effective administration of the programs carried out under a state's plans approved under Title IV-B or IV-E of the Act.

**LEGISLATIVE AND REGULATORY AUTHORITY**

The system must meet the requirements imposed by regulations pursuant to section 479 (b)(2) of the Social Security Act.

## ORGANIZATION

The Children's Reporting and Information System (CHRIS) is the state's Statewide Automated Child Welfare Information System (SACWIS). The official record of child welfare information for DCFS is maintained through CHRIS. CHRIS is fully automated and is a worker based child-welfare information system. This system included receipt and recording all child maltreatment allegations and disposition to be true unsubstantiated, exempted from finding due to religious exemption or inactive based on the established criteria. The system will record all activities associated with the case to document safety and promote the best interest of the child and to provide services to strengthen, reunify, and assist families.

The Division of Children and Family Services has management and administrative responsibilities for service families and children. The Division has four major sections, each with an Assistant Director in Community Services, Community Support, Administrative Services, and Legislative Analysis, Research and Planning. The key user of the CHRIS system is Community Services. This section is responsible for the direct and purchased service delivery of child welfare services throughout the state and is administered by an Assistant Director of Community Services. There are ten DCFS Areas serving 81 county offices. Area Managers, Family Service Supervisors, Family Service Workers, Health Specialists, Program Specialist and Family Support Socialists are the workers who use the system for all case management activities in serving children and families in the state.

**The CHRIS Application -**

The Department of Information Systems (DIS) Call Center in Little Rock at (501) 682-4357 is available to provide technical support. In addition to calling the DIS Call Center, users can also e-mail the CHRIS Support Center (CSC) at chris.support.center@mail.state.ar.us. to assist in problems with the computer, with the CHRIS application and printing and other problems related to the computer. This e-mail account is checked on a regular basis and a CSC Staff Person handles each message. CHRIS Support Center is responsible for setting up a CHRIS account of the approved individual. The county supervisor/unit supervisor is responsible for setting up new workers in CHRIS under the Organization section. The supervisor may complete all the fields on the Staff Information screen, but only the mandatory fields are necessary for access. In addition, staff will complete a CHRIS Access Services Request Form. The request is then routed to the Office of Systems and Technology/CHRIS, Slot N101, for further action.

**Other DHS Applications -**

The Arkansas Department of Human Services (DHS) and the Arkansas Department of Information Services (DIS) maintain a propriety interest in and through their computer hardware, software, data, and associated documentation. The use of any such computer hardware, software, data, or other information is for authorized State of Arkansas business only. Access will be limited to official DHS business only.

Organizations and people external to the Division of Children and Family Services (DCFS) may request access to CHRIS by completing a CHRIS Access Services request form and routing it to the Office of Systems and Technology/CHRIS, Slot N101. Review and approval of requests from potential external CHRIS users will be the responsibility of DCFS.

The Division authorizing access has the right to terminate Internet access for an identified individual for any reason. Internet access should be utilized as a business tool. Any questionable activity can and will be addressed. Office of Systems and Technology, or designee, will be responsible for monitoring Internet activity. As directed by DHS, OST has the right to bar anyone who participates in questionable activity from both the DHS network and Internet access.

For Access to other systems staff can call the 501-682-HELP line and complete a DHS Access Request form.

Contract vendors serve as the technical resources in the Department of Human Services.

**REPORTING REQUIREMENTS**

The CHRIS system generates required state and federal reports. These include:

- Adoption Foster Care Analysis and Reporting System semiannual transmittal of children in foster care or who were adopted.
- National Child Abuse and Neglect Data Systems on all referrals for abuse and neglect
- IV-E 12
- Compliance Outcome Report (COR)
- Quarterly Performance Report (QPR)
- DHS Annual Statistical Report
- DHS Annual Report Card
- Transitional Employment Assistance Program

These can be in either paper or electronic formats. The system will generate statistical reports as needed to assist in the analysis of the system.

**POLICY**

The CHRIS system is referenced throughout the DCFS policy manual.

**MONITORING**

The Office of Assistance and Technology carries out oversight of the CHRIS system.

**INTERFACES**

There are a number of arrangements with other Divisions and operations that impact and enhance the CHRIS system**.**

The Office of Systems and Technology (OST) supports the programs within the Department of Human Services (DHS) by coordinating and managing the information technology resources of the Department. OST also has oversight responsibility for application development projects such as the Children's Reporting and Information System (CHRIS) and the Arkansas Networked System for Welfare Eligibility and Reporting (ANSWER) System.

# SECTION VIII - APPENDICES

## APPENDIX - A

## Emergency Procedures

Emergency procedures have been established to ensure that all DCFS staff have guidance to follow incase a man-made (e.g., bomb, fire) or natural (e.g., tornado, flood, earthquake) disaster effects their place of work. ACA § 12-75-102, Chapter 75 (Emergency Services) – authorizes these emergency procedures.

I. DCFS field staff (those housed in a county office) will follow the emergency and disaster procedures established by the Division of County Operations (DCO) office administrator.

II. DCO office administrators are responsible to do the following:

(1) Develop an emergency/disaster plan.

(2) Communicate the plan to all employees.

(3) Implement the plan.

(4) Provide staff training regarding the plan, as needed.

(5) Coordinate the plan with others in the building.

III. DCFS central office staff (those housed in the Donaghey Office Complex) will follow the emergency procedures outlined in DHS Publication 98.

IV. Copies of all emergency/disaster plans and any future revisions must be submitted to the Office of Administrative Services, Human Resources / Support Services Section.

V. DCFS emergency and disaster procedures are in accordance with DHS Policy 1017 (Emergency & Disaster Planning), DHS Publication 98 (Emergency Procedure for DHS Central Office Complex), and periodic "health advisories" released by the DHS Office of Communications.

VI. The Division Director/Designee will review emergency/disaster plans annually to ensure:

(1) The plans are current.

(2) Old resources continue to be available.

(3) New resource needs have been identified and acquired.

# SECTION VIII - APPENDICES

## APPENDIX - B

## Interfaces Between DCFS and Other Organizations

**INTERFACES**

The interfaces identified in this Appendix include those mentioned in the preceding chapters of the Operations Manual. The appendix serves as a brief, alphabetical listing of interfaces or interactions that the Division of Children and Family Services (DCFS) routinely has with other agencies, offices and organizations. The individual chapters in the manual provide detailed information about the nature, frequency and goals of the interfaces.

1. **Arkansas State Police (ASP)–**
   - By written agreement, the Arkansas State Police have assumed control over and responsibility for the Child Abuse Hotline. Abuse and neglect allegations are received and screened by the Hotline staff. Most Priority I (severe maltreatment) allegations are referred to the ASP Crimes Against Children Division (CACD) for investigation. Priority II allegations and a few selected Priority I investigations are referred to a Division of Children and Family Services (DCFS) county office for investigation.
   - On all investigations of both priorities, DCFS has final authority on all decisions regarding removal, protection, reasonable efforts, and reunification.

2. **All of the offices and sections within DCFS interface and work together in a positive manner for the child welfare service delivery system to work smoothly.**

3. **Behavioral Treatment Unit interfaces include:**

   a. **Within DCFS -**
      - Caseworkers, Supervisors, Area Managers, Contract Unit, Policy Unit, Professional Developmental Unit, CHRIS System, and Executive Staff.

   b. **Within the Department of Human Services (DHS) -**
      - Division of Mental Health, Division of Youth Services, Division of Medical Services, Developmentally Disability, and the Division of County Operations.

   c. **Outside DHS -**
      - Juvenile Court System, (i.e., judges, probation officers, attorney ad litum, Court Appointed Special Advocates (CASA) representatives Child and Adolescent Service System Program (CASSP) Coordinating Council, local CASSP Teams, Legislative Committees, Together We Can and others.

4. **Central Registry interfaces with:**
    - Child Welfare Agencies from other states
    - DHS county offices
    - The Arkansas State Police
5. **Child Abuse Hotline staff -**
    - Make referrals to DCFS County Offices for investigations.
6. **Child Maltreatment Investigations require DCFS to interface with:**
    - Crimes Against Children Division (CACD) – ASP
    - Local multi-disciplinary teams
    - Citizen Review Panels
    - Local law enforcement
    - Hospitals and schools
    - CASA representatives and others on a case-by-case basis
7. **Child Welfare Agency Licensing Unit regularly interfaces with the**:
    - Child Welfare Agency Review Board
    - DCFS central office
    - Local DCFS county offices and Area Managers
    - Crimes Against Children Division of the Arkansas State Police
    - Arkansas Adoption Association
    - Arkansas Association of Homes for Children
    - Arkansas Youth Services Providers Association
8. **CHRIS involves several arrangements with other Divisions and operations.**
    The Department of Information Systems (DIS) provides a Project Director for DHS, who provides oversight for the CHRIS system. The Office of Systems and Technology (OST) supports the programs within the Department of Human Services (DHS). OST also has oversight responsibility for application development on projects such as CHRIS. The CHRIS Unit is a part of the Division of Administrative Services, Office of Technology. It is responsible for the enhancement of the CHRIS application, data monitoring, Help Desk function and some specialized training.

**9. Counseling Services Program interfaces with:**

- Contracts Unit within DCFS.
- Office of Administrative Services (OAS) within DHS for contract development.
- Office of Fiscal Management (OFM) for expenditures processing.

**10. DCFS Office of Community Support is responsible for the direct and purchased service delivery of Child Welfare Services throughout the state.**

**11. DCFS purchases services from–**

- Private and public agencies
- Universities
- Individuals

**12. DCFS administers and supervises all child welfare services at the state level with monies from the U. S. Department of Health and Human Services.**

- Title IV-B and Title IV-E of the Social Security Act
- Title XIX (Medicaid)

**13. DCFS interfaces with:**

- All other DHS Divisions
- Other state agencies
- General Assembly
- Judiciary
- Private agencies and
- Community-at-large
- Administration for Children and Families
- U.S. Dept. of Health and Human Services
- Child welfare colleagues in other states
- National organizations (Child Welfare League of America, national child welfare resource centers, American Public Human Services Association, etc.)

**14. Division of Youth Services (DYS)**

Both the Division of Children and Family Services and the Division of Youth Services often serve children. For example, a child in foster care may be placed in drug rehabilitation through DYS. Or a child released from DYS custody but is unable to return home may be placed in foster care.

**15. Family Service Workers (FSW):**

- Determine when a child should be referred for medical or psychological examination.
- Refer appropriate children to **a** medical facility, physician, psychologist, and/or psychiatrist.
- Access collateral sources (neighbors, teachers, witnesses, etc.) of information during a child maltreatment investigation.
- Communicate and coordinate with the Office of Chief Counsel (OCC) regarding any legal issues that arise or legal actions that are needed.
- Coordinate and cooperate with the courts regarding any necessary legal actions.

**16. Human Service Workers (HSW) In the Schools are assigned to numerous school districts.**

Many HSWs work with more than one school in their districts. DCFS Family Service Workers have the right to enter schools to interview children as part of a child maltreatment investigation.

**17. Intensive Family Services (IFS) Program interfaces with:**

- Planning Unit and the Contracts Unit within DCFS.
- Office of Administrative Services (OAS) on the DHS level.

**18. Interstate Compact on the Placement of Children (ICPC) Unit communicates and works with:**

- DCFS staff in the field offices.
- ICPC offices in other states.

**19. The DCFS Legislative Analysis, Research, and Planning Section (LARP) plays a critical role in analyzing proposed legislation and implementing new laws through policy and training which impacts the Division.**

**20. DCFS Eligibility Unit –**

- By contract, information collected by a DCFS FSW is provided to DCFS Eligibility Unit staff, who determine Title IV-E and Medicaid eligibility.

**21. Division of County Operations (Medicaid)**

- The majority of children in foster care are eligible for Title IV-E and Medicaid services. For children who are neither Title IV-E nor Medicaid eligible, the Family Service Worker may advise and assist the client in applying for other categories under the Medicaid program.

**22. Programs and services of other DHS Divisions are also available to DCFS clients. DCFS coordinates delivery of services with other Divisions administering:**

- Transitional Employment Assistance/Temporary Assistance to Needy Families (TEA/TANF)
- Medicaid
- Food Stamps
- Social Services Block Grant
- Other federal entitlement programs.

**23. The DCFS Policy Unit interfaces with:**

- DCFS Director and the Executive Staff
- All program Units within DCFS
- Arkansas State Police Crimes Against Children Division MidSOUTH Training Academy
- Legislative Rules and Regulations Committee
- DHS Print and Copy Services
- Office of Chief Counsel
- Arkansas Democrat-Gazette
- Legislative Council
- Bureau for Legislative Research
- Secretary of State
- Arkansas State Library

# SECTION VIII - APPENDICES

## APPENDIX - C

## Legal Issues

Staff of a child welfare agency, such as the Division of Children and Family Services, encounters numerous legal issues. The appendix outlines guidance on handling several of those key issues to include: liability, contempt, confidentiality, central registry, investigative reports, provisional information and the Freedom of Information Act.

The legislative authority for the issues covered below includes the following:

- Liability- A.C.A. § 12-12-517
- Central Registry- A.C.A § 12-12-506; A.C.A § 12-12-504
- Investigative Reports- A.C.A. § 12-12-512; A.C.A. § 12-12-514
- Provisional Information- A.C.A. § 12-12-515

**I. LIABILITY**

Purpose: To assist DCFS workers in determining when an employee will be personally liable in a work-related situation.

Anyone can be sued for anything at any time. The question is not whether a DCFS employee can be sued for something that happens on the job, but rather whether a DCFS employee will be held liable for something that happens on the job.

Any person required to participate and act in good faith shall be immune from suit and from civil and criminal liability. (Per A.C.A. § 12-12-517.)

**II. CONTEMPT**

Contempt is a willful act designed to obstruct the administration of justice. If an employee is held in contempt of court, the Office of Chief Counsel (OCC) will review the circumstances and determine if the employee acted within the scope of their employment. To act within the scope of employment means to follow the policy, the law and any orders that may be involved. If the employee is determined to have acted within the scope of their employment, the Office of Chief Counsel will offer to represent the employee in the contempt action. If the employee is determined to not have acted within the scope of their employment, the employee must hire private counsel.

An employee can be found guilty of contempt by committing an act in the presence of the Court that the Court views as disrespectful or disruptive. Or, an employee can be found guilty of contempt by committing an act that the Court views as obstructing the administration of justice. The most common instance is when an employee fails or refuses to obey a court order. A recent court case determined that neither the

**II. CONTEMPT** (continued)
Neither department nor an employee has to be an actual party to an action or order to be held in contempt. If the Department or the employee has notice of a court order and fails or refuses to follow the order, the Department or the employee or both can be held in contempt.

The Court has the power to punish by fine or imprisonment or both, at its discretion.

**III. CONFIDENTIALITY**
Purpose: To assist employees in determining what information is confidential, to whom confidential information can be released, and the consequences of wrongful release of the information.

Information is confidential if it is not intended for disclosure to persons other than those to whom disclosure is allowed by law.

**IV. CENTRAL REGISTRY**
Information contained in the Central Registry is confidential. It can only be released for/to:

- The administration of the adoption, foster care, children's protective services programs, or child care licensing programs OF ANY STATE;
- Federal, state, or local government entities, or any agent of such entities, that needs to know the information to carry out its responsibilities to protect children from abuse or neglect;
- The SUBJECT of a true of report. The subject of a report includes the offender, the victim child and the parents, guardians or legal custodians of the victim child. A non-custodial parent is still a parent and gets the report;
- A civil court or administrative proceeding when it is necessary to determine an issue before the court or administrative agency;
- The administration of a federally assisted program which provides assistance to individuals on the basis of need;
- An audit by a governmental agency authorized by law to conduct the audit;
- A bona fide research project, but without identifying information, such as names. You will know if it is a bona fide research project because the Director of the Department must give written approval;
- A multi-disciplinary team;
- The Division of Child Care and Early Childhood Education and the child care facility owner or operator for the limited purpose of providing a central registry background check on employees and shall include a true finding only;
- Child abuse citizen panels;
- Child fatality review panels;

**IV. CENTRAL REGISTRY (continued)**

- The general public, the findings about the case of child abuse which has resulted in a child fatality or near fatality;
- A grand jury or court when it is necessary to determine an issue;
- The CURRENT foster parents of a child who is a subject of a report;
- The prosecuting attorney or law enforcement officers on request; and
- The employer of any offender when the offender is engaged in child related activities.
- See A.C.A. § 12-12-506

The legislature, a legislative committee or a legislator can not receive this information. A relative or friend of the subject of the report can not get the information. This is true even if the relative or friend is calling on behalf of the subject of the report. The stepparent does not get the information unless the stepparent is the subject of the report. See A.C.A. § 12-12-506

When the non-custodial parent has a child in the custodial parent's home, but that child is not the subject of the report, the non-custodial parent does not get the report. Please review the Confidentiality section above.

What happens if you wrongfully disclose?

You are guilty of a Class C or Class A misdemeanor and you can lose your job. For a Class C misdemeanor, the sentence shall not exceed 30 days in the county jail and a $100 fine. For a Class A misdemeanor, the sentence shall not exceed one year in the county jail and a $1,000 fine. The difference in the two sentences depends on which statute is used. See A.C.A. § 12-12-504 or A.C.A. § 12-12-506.

**V. CHILD MALTREATMENT INVESTIGATIVE REPORTS**

Child Maltreatment investigative reports are confidential. There are two types of investigative reports: Unsubstantiated and true

Unsubstantiated reports can only be released to:

- The SUBJECT of the report;
- The Prosecutor for the purpose of prosecuting false reports; and
- The Court if it is necessary for determination of an issue before the Court.

True reports can only be released to:

- The SUBJECT of the report; and
- The appropriate law enforcement agency and prosecuting attorney in cases of severe maltreatment.
- See A.C.A. § 12-12-512; A.C.A. § 12-12-514

## VI. PROVISIONAL INFORMATION

The following receive a copy of the child maltreatment investigation report with a determination of true or unsubstantiated, and the type of services that have been offered and provided to the family:

- A mandated reporter
- The school counselor and
- A person or agency that is providing professional services to the victim child. (See A.C.A. § 12-12-515.)

THE NAME AND ANY IDENTIFYING INFORMATION OF THE REPORTER IS ALWAYS CONFIDENTIAL. The Court may order you to reveal the name of the reporter. Then, and only then, may you reveal the name. (See A.C.A. § 12-12-506.)

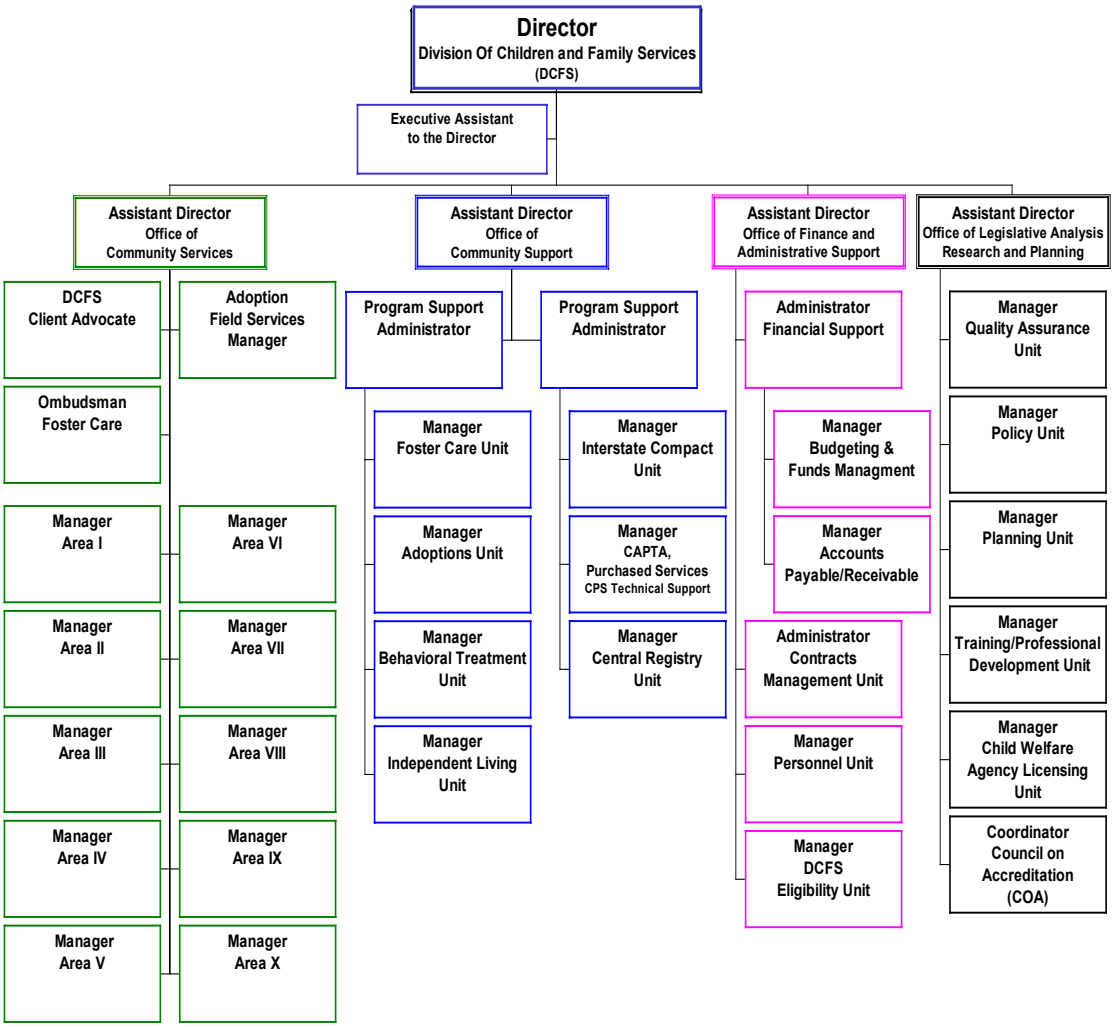
## VII. FREEDOM OF INFORMATION ACT

What can the general public discover about you? Your personnel record can be disclosed unless to do so would clearly be an unwarranted invasion of privacy. Therefore, the Department can not release your Social Security Number, your school transcripts, your PPES information unless you are suspended or terminated as a result of your PPES score, or any grievance information. Grievance information becomes public record after the grievance process is completed if a grievance is appealed to the State Grievance Review Committee. If the grievance is not appealed to the state level, the discipline does not become public record. (See A.C.A § 25-19-105.)

# SECTION VIII - APPENDICES

## APPENDIX - D

## DCFS Organizational Chart



# SECTION VIII - APPENDICES

## APPENDIX - E

## DCFS Policy Development/Revision Request (CFS-301)

The main body of form CFS-301 (DCFS Policy Development/Revision Request) is presented on the next page. The instructions for using the CFS-301 come after the form.

# DEPARTMENT OF HUMAN SERVICES
## DIVISION OF CHILDREN AND FAMILY SERVICES

## DCFS POLICY DEVELOPMENT/REVISION REQUEST

**The DCFS Policy Unit promulgates rules for the Division of Children and Family Services in accordance with the Administrative Procedures Act. The Act defines a rule as "any agency statement of general applicability and future affect that implements, interprets or prescribes law or policy or describes the organization procedure or practice of any agency." The Policy Unit retains the authority to determine the validity of each policy revision request. The Policy Unit will review each request and determine the appropriate language and format acceptable in relation to the existing policy standards.**

Date: _____

To: Manager, DCFS Policy Unit, Slot S570

From: _____ _____
Name Title

_____ _____
Unit County

1. I am requesting a change in a DCFS: [ ] Policy/Procedure [ ] Form [ ] Publication

2. Please state below the current policy/procedure section, form or publication number affected by the request. _____ _____
_____
_____

3. Please state the reason the change is necessary. _____
_____
_____

4. What is the proposed change? _____
_____
_____
_____
_____

5. The requested change has been reviewed and approved by a DCFS:
[ ] County Supervisor [ ] Area Manager [ ] Program Manager [ ] Executive Staff

CHANGE REQUEST DISPOSITION:

1. Change accepted [ ] and assigned to: _____

2. Change declined [ ] for the following reason(s): _____
_____

CFS-301 (00/2004)

# DEPARTMENT OF HUMAN SERVICES
## DIVISION OF CHILDREN AND FAMILY SERVICES

## DCFS POLICY DEVELOPMENT/REVISION REQUEST
### INSTRUCTIONS
### CFS-301

PURPOSE

The purpose of form CFS-301 is to provide a standardized document and process for requesting a new or revised Policy, Procedure, Form or Publication.

COMPLETION

- Write the current date.
- Insert your Name, Job Title, Work Unit and County.
- In #1 select the type of document you are requesting.
- In #2 indicate what current documents/publications will be effected by the request.
- In #3 indicate why the requested change is necessary.
- In #4 indicate what the actual change will be. If you need more space to describe the actual change, continue on a separate sheet of paper.
- In #5 indicate who has reviewed and approved your request.
- Under CHANGE REQUEST DISPOSITION, the Policy Unit Manager will accept the change and assign it to a Policy Unit staff member OR decline the change and indicate why.

ROUTING

Send the original copy of the form via distribution to *Manager, DCFS Policy Unit, Slot S570*. Retain an information copy. After the Policy Unit Manager accepts or declines the requested change, a copy of the CFS-301 will be sent back to the person who made the original request.

# SECTION VIII - APPENDICES

## APPENDIX - F

### ARKANSAS DEPARTMENT OF HUMAN SERVICES
### DIVISION OF CHILDREN AND FAMILY SERVICES

### SUPERVISORY REVIEW TOOL (CFS-387)/CASE SUPERVISION

One component of case supervision is an in-depth review of the direct service work performed by the Family Service Worker with respect to their caseload. The supervisor and the caseworker conduct the review. The purpose of the review is to evaluate the service plan implementation and the appropriateness of the services provided. The **Supervisory Review Tool** (SRT) must be used to conduct each case review.

1. All cases must be reviewed at least quarterly using the Supervisory Review Tool. **The SRT is available on CHRISNet, which is where it should be completed and submitted electronically.**
2. The case review must include an evaluation of the client's progress toward achieving their service goals.
3. Case supervision involves the caseworker, their supervisor and others, as appropriate.
4. The type and frequency of case supervision is related to:
   - Issues and needs of those people receiving services;
   - Frequency and intensity of services provided; and
   - Frequency of contact with family members, care givers and cooperating providers.
5. Complete the SRT and include a copy in the case record. The supervisor must sign and date the review tool to document completion. The Quality Services Peer Review will include monitoring for documentation that supervisory reviews have been conducted.
6. The Supervisory Review should include a determination whether service goals and/or case plans have been modified when indicated by:
   - Changing needs or circumstances;
   - Progress toward achievement of service goals; or
   - At the request of the person, family or group served.

   The supervisor should review the case for documentation of the above issues.
7. Changes to the service plan will be made jointly with the person served, and/or his parent(s) or legal guardian. This joint coordination will be documented in the case record. The Supervisor should review the case for documentation of these issues.

The Supervisor will access the Supervisory Review Tool through CHRISNet. Every question must be answered with an appropriate "Yes", "No" or in some cases, "N/A". Any question left incomplete will cause an error message to appear when the Supervisor attempts to submit the form. If an error message appears, the Supervisor must return to the form and answer every question with an appropriate response. A quarterly report will be generated which will list the number of cases reviewed for the prior three month period by County and by DCFS Service Area.

# SECTION VIII - APPENDICES

## APPENDIX - G

### PROTOCOL FOR FAMILY SERVICE WORKERS

### Responding To Methamphetamine and Meth Lab Exposure of Children

1. If you discover a meth lab or suspect that you have come across chemicals being used to make methamphetamine during a home visit or child maltreatment investigation, leave the house, depart the immediate area, contact law enforcement and call the Hotline to report the child maltreatment.
2. Remain away from the house until after law enforcement has responded to your call and secured the house and the people inside.
3. Advise the law enforcement officers about any children that are in the house.
4. Do not enter the house as you may risk contaminating yourself.
5. If you are called to a meth lab site by law enforcement, respond to the call, but do not enter the house.
6. Be sure to put on a pair of disposable **Nitrile gloves**.
7. When the child(ren) are brought out of the house, touch them only with your gloved hands. Discuss with law enforcement the children's estimated level of contamination and what degree of decontamination is needed.
8. If the law enforcement officers or other personnel at the scene have decontamination equipment, allow them to decontaminate the children. If there is no decontamination equipment on site, drape a non-contaminated material (e.g., blanket or plastic) around the child(ren) like a cape, head to foot before placing the children in any vehicle. (You will need to keep a blanket or plastic sheeting in your car for use in these cases.) Ensure that the children have something on which to rest their feet.
9. Transport the child(ren) to an appropriate medical facility previously identified in the city/ county where they can be medically examined, tested for exposure and decontaminated, if still necessary. Remember that part of the reason for the medical examination is to collect evidence that the children have been exposed to methamphetamine and/or the chemicals used in a meth lab.
10. When decontamination, medical testing and medical examination have been completed, follow the appropriate DCFS policies and procedures for placing the child(ren) in out-of-home care.
11. If the children have not yet been decontaminated, be sure to advise the foster parents of the immediate need to shower or bathe the children with soap and water. Also instruct the foster parents to clean their shower or bathtub with dishwashing liquid and water afterward. Advise the foster parents to dispose of the children's contaminated clothes. Do not try to wash the clothes, as this will spread the contamination.
12. Advise the foster parents of the immediate need for some new clothes since the child(ren) were not allowed to bring anything (clothes, toys, etc.) from the meth lab sight**.** In accordance with the Family Foster Parent Handbook (page 29, Initial Clothing Order) the Family Service Worker (FSW) will assess, with the foster parent, which items of clothing are needed and issue the authorized amount of clothing allowance. Purchases will be made using the DHS-1914 process. The FSW will accompany the foster parent to the store to approve the purchase.

# SECTION VIII - APPENDICES

## APPENDIX – H

### DEPARTMENT OF HUMAN SERVICES
### DIVISION OF CHILDREN AND FAMILY SERVICES

### DCFS Employee Orientation Checklist Addendum

**New Employee** _____ **SSN** _____

**Hire Date** _____ **Work Location** _____

**Area** _____ **Staff Conducting Orientation** _____

**INSTRUCTIONS:** This orientation checklist (CFS-1136) will be completed within 30 days of the new employee's hire date, or rehire date after a period of broken service of more than 6 months. Completion of both the DCFS CFS-1136 and DHS 1101 orientation forms shall be recorded on the employee's CFS 381 (Employee Training Record). Information may be provided in any order and is not to be considered sequential.

Supervisors will place your initials in the box in front of each orientation item number after it has been completed.

**SECTION I. ORIENTATION FOR ALL NEW DCFS STAFF: (3 hours training credit)**

| Orientation Information For All DCFS Staff | | |
|---|---|---|
| | 1. | Given tour of work site. Introduced to on-site co-workers. |
| | 2. | Shown location of emergency evacuation and response information, exits, fire alarms, extinguishers and first aid kits. |
| | 3. | Assigned computer and contacted resources to provide mailbox in Outlook access. |
| | 4. | Employee shown location of **DHS Gold** and DCFS websites on computer. |
| | 5. | Employee shown location of **DHS** and **DCFS FAMILY SERVICES POLICY AND PROCEDURES MANUAL** on website. Given copy and directed to review **DCFS FAMILY SERVICES POLICY AND PROCEDURES MANUAL**. Signed **CFS-341** certification for receipt of DCFS policy manual and distributed as required. |
| | 6. | Discussed mission, philosophy and goals of the agency, located in policy manual under **DCFS Policy I-A**. |
| | 7. | Discussed **DCFS Policy I-B**, covering DCFS' relationship with other community resources and roles of State and private agencies and organizations in serving DCFS clients. These State and private resources include, but are not limited to: Division of Youth Services; Mental Health Centers; Administrative Offices of the Courts and the Guardian/Ad litem program; Arkansas Department of Health; Foster and adoptive families; Division of County Operations; and the Department of Developmental Disabilities |
| | 8. | Discussed **DCFS Policy I-C, Division's Organizational Structure**, and provided employee a map of the ten DCFS service areas and DCFS Organizational Chart. Explained relationship between DCFS and DCO in counties. |
| | 9. | Given and discussed the organizational chart of local work unit. Discussed work unit supervisory roles and responsibilities and information flow. |

**SECTION I. (Continued)**

| Orientation Information For All DCFS Staff | | |
|---|---|---|
| | 10. | Referenced DHS **DCFS Policy I-F Confidentiality** and discussed policy with staff. Also discussed HIPPA requirements and provided information on where to gain DHS policies/forms indicated on **DHS-1301, Policy Employee Certification Receipt.** Employee signed **DHS-1301** and distributed as required. |
| | 11. | Discussed responsibility for ethical behavior, **DHS Policy 1081**. Shown location of policy in on-line DHS Policy. |
| | 12. | Discussed legal rights of persons served by DCFS being outlined in specific case plans and DCFS PUB 11 and PUB 52. |
| | 13. | Shown how to access AASIS Employee Self Service website from DHS Gold to view personal pay period payments. |
| | 14. | Discussed office procedures, including information concerning availability, location and process to obtain basic office supplies. |
| | 15. | Discussed and provided employee with procedural information involving assigned beepers, office phones, cell phones, or use of state vehicles, if applicable. |
| | 16. | Discussed and provided access to CHRIS and AASIS, if applicable to job function. |
| | 17. | Advised of parking availability and guidelines. |
| | 18. | Informed employee that the Employee Assistance Program (EAP) is designed to provide assistance to those employees who have personal problems affecting job performance. For more information, call 1-866-378-1645. Shown information source link to EAP under Employee Services, on the DHS GOLD website. |
| | 19. | Employee informed that DCFS takes continual action to improve services and develop solutions to issues identified through Continuous Quality Improvement (CQI) activities in order to:<br>• . build on strengths;<br>• . eliminate or reduce identified problems;<br>• . determine possible causes when data reveal issues of concern;<br>• . develop solutions and replicate good practice; and<br>• . implement and monitor the effectiveness of corrective action plans,<br>• when indicated |
| | 20. | Invited questions and/or comments. |

**SECTION II. ADDITIONAL ORIENTATION FOR DIRECT CLIENT CARE STAFF:**

**(1 hour training credit)**

| Information For All DCFS Program (Direct Client Contact) Staff | | |
|---|---|---|
| | 1. | Provided information on judicial and regulatory issues as outlined in **DCFS Policy I-B.** |
| | 2. | Discussed and shared available community and state resources connected with client services and provided frequently used provider numbers in county/Area. |
| | 3. | Provided or directed to resource for obtaining city/county map. |
| | 4. | Telephone instructions: forward calls, pick up a page in another office, how to page another person. |
| | 5. | Provided with a list of attorneys ad Litem with phone/fax numbers and addresses. |
| | 6. | Provided information regarding the Off-Site Workers' Safety Plan and the use of CFS-317 (Off-Site Workers' Safety Log). |

(Should more space be required for other items, attach additional sheets.)

**SECTION III. FOR HIRING SUPERVISOR USE ONLY:**

| Additional Tasks For The Hiring Supervisor | | |
|---|---|---|
| | 1. | Contacted appropriate resources to setup telephone assignment. |
| | 2. | Competed appropriate forms for AASIS role mapping for specific employee job requirements and tasks. |
| | 3. | Provided training resources for staff to utilize and operate Outlook email program responsibilities. |
| | 4. | Assigned beeper, cell phone as required, and instructed in appropriate use. |

**SECTION IV. CERTIFICATIONS:**

A. I CERTIFY THAT ALL INFORMATION WITHIN THE DCFS EMPLOYEE ORIENTATION CHECKLIST ADDENDUM HAS BEEN DISCUSSED WITH ME AND I HAVE BEEN GIVEN THE OPPORTUNITY TO CLARIFY ANY OF THE COVERED TOPICS:

_____ _____

Employee Signature Date

B. I CERTIFY THAT ALL INFORMATION WITHIN THE DCFS EMPLOYEE ORIENTATION CHECKLIST ADDENDUM HAS BEEN DISCUSSED WITH THE NEW EMPLOYEE AND HE/SHE HAS BEEN GIVEN THE OPPORTUNITY TO ASK QUESTIONS CONCERNING ANY COVERED TOPICS.

_____ _____

Hiring Supervisor Signature Date

C. I CERTIFY THAT THE ENTIRE NEW EMPLOYEE ORIENTATION HAS BEEN COMPLETED AS REQUIRED.

_____ _____

County Supervisor Signature Date

## DCFS EMPLOYEE ORIENTATION CHECKLIST ADDENDUM

## INSTRUCTIONS

# CFS-1136

**PURPOSE:** The DCFS Employee Orientation Checklist Addendum (CFS-1136) identifies tasks that must be completed during the orientation of a new DCFS employee or a rehire with at least a 6 month break in service. The CFS-1136 also provides a place to track the completion of all the orientation requirements. Finally, the form provides a document on which each person may certify completion of the orientation requirements involved.

**COMPLETION:** At the beginning of page 1, fill in the new employee's name, social security number, hire date, work location, and Area. Also fill in the name of the DCFS staff member conducting the orientation.
In Section I., initial the left-hand column as each orientation requirement is completed.
In Section II, initial the left-hand column as each orientation requirement is completed.
In Section III, initial the left-hand column as each orientation requirement is completed.
In Section IV, the new employee, the hiring supervisor and the appropriate County Supervisor should each sign and date the form to certify the completion of all the orientation requirements.

**ROUTING:** The routing for the DCFS Employee Orientation Checklist Addendum is as follows - one (1) copy to employee; one (1) copy to County Supervisor file; and the original copy to DHS Personnel.

# SECTION VIII - APPENDICES

## APPENDIX – I

### ARKANSAS DEPARTMENT OF HUMAN SERVICES
### DIVISION OF CHILDREN AND FAMILY SERVICES
### FOSTER PARENT ORIENTATION CHECKLIST

Name(s) of Foster Parent(s): _____

Date of Open_____ CHRIS Resource Number: _____

The above named individual has been given instructions and explanations regarding the following aspects of his/her service with the Department of Human Services (DHS).

1. ☐ Reviewed the DHS and DCFS Mission Statements
2. ☐ Explained Travel Procedures and procedures for submitting documents
3. ☐ Explained Financial Procedures for foster child purchases
4. ☐ Discussion on Confidentiality—PUB030, Explained Grievance process-PUB 030
5. ☐ Discussed after hours, weekend, holiday contact (contact sheet in notebook)
6. ☐ Discussed Vehicle Safety
7. ☐ Discussed Licensing PUB-04 and Foster Parent Handbook-PUB 030
8. ☐ Explained Judicial System
9. ☐ Discussed Board payments (when and how paid)
10. ☐ Discussed the organizational structure of the Department, Division/Office and Work Unit
11. ☐ Role/Responsibility –copy of signed Form462
12. ☐ Ethics Policy, Clarification Child Care
13. ☐ Discussed training opportunities and/or requirements
14. ☐ Discussed discipline – prohibition of using corporal or degrading punishment PUB 030
15. ☐ Discussed Section 17 of Act 1809 of 2003 (Arkansas Code Annotated 9-27-354) concerning guidelines for removing foster child from foster home
16. ☐ Invited questions and/or comments

You have received the information packet and it has been explained to you. This is a tool for you to utilize throughout the year to ensure licensing and DCFS policy compliance. The packet includes the following: self addressed stamped envelopes; examples on the completion of travel that is to be submitted monthly; copy of the code of ethics; State Vehicle forms; 381-Training Record Log; Medication Log; Child Inventory Log; Fire Drill Log; CFS 352; IL list for teens; Journal pages; after hours contacts sheet; Foster Family Handbook PUB030; Envelopes for child receipts of clothing purchased; foster care board sheet;

This also verifies that the signature sheet copies from the final visit were received.

### INSTRUCTIONS

The signatures on this form indicate that the foster parent has complied with departmental procedures regarding volunteer's orientation. The foster parent affirms that he/she has been made aware of an expected level of care, received DHS policies and was given instructions regarding his/her service.

_____/_____ _____

Print Foster Parent Name(s) Signature(s) of Foster Parent(s) and Date

_____ _____ _____

Print DHS Representative Name Signature Date

**Distribution list:** original. to County file and copy to Foster Parent(s). **CFS-465 (00/2004)**