

### III. SERVICES CASE OPENING

#### **POLICY (III-A): SERVICES CASE OPENING AND RE-EVALUATION**

The Division of Children and Family Services will open cases to ensure safety and promote the best interest of the child and to provide services to strengthen, reunify, and assist families. This will be accomplished through the delivery of Supportive, Protective, Adoptive (See Section VIII for Adoptive Services) or Out-of-Home Placement Services as deemed appropriate by assessment. The Division will ensure a determination of Title IV-E/ Medicaid eligibility is obtained for each child placed in an out-of-home setting or subsidized adoption. A child of a parent who is under the age of eighteen (18) years, and is in DHS custody, is also considered a dependent juvenile.

The purpose of services shall be to provide the child with a continuous and stable living environment, promote family autonomy, strengthen family life where possible and promote the reunification of the child with the parent, guardian or custodian, when applicable.

Families have a right to appeal the decision of the Division regarding service delivery, eligibility for services, Protective Services, or Adoptive services.

#### **PROCEDURE (III-A1): Protective/Supportive Services Case Opening**

The Family Service Worker will:

- Complete the "Application for Emergency Services" (CFS-6013) by keying the fields in the "Summary" screen. In the "Client" section, complete the "Gen. Info" and "Relations" screens; and in the "Finances" section, complete the "Eligibility" and "Income" screens based on the information gathered for the "Strengths and Needs Assessment" (CFS-6009). This information is located in the "Case Plan/Needs Assessment" section on the "Family Screen".
- Sign the CFS-6013 for families needing Protective Services if they are not willing to sign the completed form.

#### **PROCEDURE (III-A2): Out-of-Home Placement Services Case Opening**

The Family Service Worker will:

- Complete the CFS-6013 using appropriate CHRIS screens as indicated in Procedure III-A1.
- Complete the "Case Connect" Screen in the Investigation to open a case.
- Key the appropriate information in the open case on the "Removal" screen in the "Removal" section of CHRIS.

- “Key the appropriate information in the “Placement” section of CHRIS and within the “Place” section on “Recommend”, “Diff. Care”, and “Enter/Exit” screens. Entering information in CHRIS on the first placement of a removal episode will generate a message to “Review/Complete Initial Medicaid Application.”
- Key the appropriate information on the “Gen. Info” and “Status” screens. Key the appropriate information on the “Employ” and “Education” screens under the “Emp/Educ” heading in the “Client” section.
- Key the appropriate information on the screens under the “Medical” heading in the “Client” section.
- Print the “Client, Medical, and Psychological Information Report” (CFS-6012) upon completion of keying the above information.
- Issue an initial clothing order, if needed, using the “DHS Requisition” (DHS-1914).
- Initiate a request for Medicaid within **one (1) working day** of the date the child enters DHS custody by completing the following actions:
  - Send the “DCO/DCFS/Referral/Information Transmittal” (DHS-91) to the DCO County Supervisor to determine if the child is a member of an active TEA/TANF or Medicaid case or is a member of pending applications for either.
  - Receive notice of closure of TEA/TANF or Medicaid case before proceeding.
  - Go to the Initial Medicaid Application screen in CHRIS to verify that information contained on the application is correct and complete. After verifying/correcting the information, click the “Send” button to transmit the Initial Medicaid Application to the Eligibility Unit for processing.

Note - If you have been notified that the CHRIS system will be down, and you cannot transmit the Initial Medicaid Application within the one-day time frame, only then will you complete and fax a paper copy of the CFS-487 (Application for Title IV-E Payments/Medicaid) to the Eligibility Unit.

- Route the signed court order to Family Support Specialist (Eligibility Unit).
- Apply for Title IV-E Payments/Medicaid:
  - Complete the “Application for Social Security Card” (SS-5) if the child does not already have a Social Security Number or the number is not known:
    - Sign the SS-5 as the DCFS representative for the case.
    - Route the SS-5 to the Social Security Administration and copy to the Family Support Specialist.
- Enter income, debts and asset information in the Client/Finance Screens in CHRIS for each member of the removal household.
- Enter necessary information on the Medicaid/IV-E Application screen (4 tabs) in CHRIS in order to complete the application and click “Send” to transmit the application to the Eligibility Unit. Send the completed Medicaid/IV-E Application to the Eligibility Unit

within seven (7) working days from the date the child entered the out-of-home-placement. Other information needed to establish Title IV-E/Medicaid eligibility, e.g., birth certificate, Social Security Number, removal order, petition that led to removal, etc., should also be sent to the Eligibility Unit if available at that time.

- Obtain any additional requested information and forward it to the Family Support Specialist within ten (10) working days.
- Within ten (10) working days of any delay, notify the Family Support Specialist of the information which cannot be obtained and the reason.
- Continue the “Strengths and Needs Assessment” (CFS-6009) with family participation.

### **PROCEDURE (III-A3): Case Re-evaluation**

The **Family Service Worker** will:

- Receive the printout of cases due for re-evaluation from the Foster Care/Medicaid Eligibility Unit.
- Receive CHRIS tickler notification of Medicaid/IV-E case Re-determination.
- Complete the Re-determination screen in CHRIS (3 tabs) and click “Send” to transmit the Re-determination to the Eligibility Unit for processing

Note: The Eligibility Unit will be notified by an automated process for reporting “Changes” in CHRIS. When changes are made to the case record for the following circumstances: child age 18, child left care, trial visit, runaway, parental rights terminated, child age 16-19/not in school, child placed for adoption, insurance, and placement/address change, the automated notification process will occur. If a child is born to a child in DHS custody, then the Family Service Worker will check “Client Gave Birth” on the changes tab of the Re-determination/Changes screen in CHRIS.

- Mail a “Notice to Applicants for and Recipients of Title XX Services” (DHS-160) at least ten (10) days prior to the change in service, if the family signed the application and service is to be reduced or terminated.
- Complete the “Application for Emergency Family Services” (CFS-6013) taking the appropriate action as directed in Procedure III-A1.

### **PROCEDURE (III-A4): Out-Of-Home Placement Outside the Initiating County**

The **Family Service Worker (FSW) Supervisor from the initiating (primary) county office** will:

- Notify (telephone, fax, or email) the FSW supervisor in the resident county office prior to moving the child(ren).
- Within 24 hours following the above notification, assign the resident county as secondary on the Assign/Transfer screen in CHRIS.

The **Family Service Worker in the initiating (primary) county** will:

- Continue providing casework services (e.g. visits) to the birth/legal parents as determined by the case plan.
- Maintain a case file including such non-CHRIS (hard copy) items as legal and medical documents.

- Provide the resident county FSW a copy of the case file with non-CHRIS items.
- Key data (e.g. case plan changes) into the CHRIS file as appropriate.
- Develop and process any needed purchase orders (DHS 1914) for the child.
- Request Medicaid determinations/re-evaluations by the Medicaid Eligibility Unit and submit needed documentation.
- Develop the initial case plan and subsequent changes as per Policy IV-A.
- Arrange staffings as needed and maintain a current case plan.
- Ensure provision of services to facilitate reunification or other permanency arrangements as appropriate.
- Arrange and help provide transportation for parent/child visits.
- Notify the resident county FSW immediately of any changes in plans for care of the child.

**The Family Services Worker (secondary) in the resident county will:**

- Participate in staffings and case plan development.
- Assist the foster home or facility on implementing case plan goals.
- Keep the initiating county FSW informed of all progress, problems and child experiences.
- Obtain a progress report from facility staff every month following a child's placement in a facility and forward a copy to the initiating county FSW.
- Notify the initiating county FSW immediately of any change in the plans for care of the child.
- Notify the initiating county by telephone within 24 hours, and make all other necessary notifications (e.g. foster parents) if an emergency change in placement is necessary.
- Make regular foster home/facility visits to the child/children as per the case plan.
- Assist the initiating county in arranging for the parent/child/sibling visits.
- Complete any necessary incident reports (e.g. disruption) and provide the initiating county a copy.

Circuit Court if there is a true finding of sexual abuse perpetrated by a child under the jurisdiction of the court.

### **POLICY (VII-D): CHANGES IN OUT-OF-HOME PLACEMENT**

The Division recognizes the importance of providing a stable placement for children in out-of-home placement. Family preservation services shall be utilized if necessary to address problems in the out-of-home placement in order to prevent disruption.

Changes in placement shall be made only after notification to the age-appropriate child, foster parent, the court, the OCC Attorney, Attorney ad litem, and the child's family. Notices shall be sent in writing two (2) weeks prior to the proposed change. The notice shall:

- specify reasons for the proposed change,
- provide to the Attorney ad litem the address of the proposed new out-of-home placement, and
- provide to the child the name and telephone number of the Attorney ad litem.

The age-appropriate child will be notified of the right to appeal the change and to request assistance from the Attorney ad litem. Pre-placement visits shall be conducted when possible before a change in placement. Exceptions to the advance notice requirement shall be made if the child's health or safety would be endangered by delaying a change in placement.

The Eligibility Unit will be notified concerning changes in the child's out-of-home placement. This includes situations wherein the child remains in foster care but is moved from one out-of-home placement to another; has returned home; been placed at a DYS facility, placed with a relative (non-kinship care), on runaway status, or on a trial home visit, etc. The child's IV-E Medicaid eligibility will continue as long as the child is IV-E eligible, this includes maintaining Medicaid eligibility while the child is on a trial home visit. The child's Medicaid case will close the date the child's foster care case is closed.

At the closure of all out-of-home placement cases discharge planning must be conducted to ensure the health and safety of the child at case closure. The health and safety assessment and risk assessment are tools to be used in determining case closure. Discharge planning must be done at the staffing to close the case. Minimum licensing standards require that a discharge summary be completed on each child and a copy given to the child's parents if the Division has not been granted TPR (Termination of Parental Rights) by the court. A copy of the discharge summary must become a part of the child's case file.

### **PROCEDURE (VII-D1): Changes in Out-of-Home Placement**

The Family Service Worker will:

- Provide written notice to the age-appropriate child, the foster parents, OCC, the court, the Attorney ad litem, and the child's family of any changes in placement two (2) weeks prior to the change.
- Select the Out-of-Home Placement that best fits the needs of the child. A child who has been identified as an EXEMPTED FROM FINDING UNDER AGE JUVENILE AGGRESSOR OR SEXUAL OFFENDER must not be placed in a foster home with other children, unless the child's therapist feels that the child is no longer a danger to other children. Proper documentation of this will be contained in the child's hard copy file. If the recommended placement is a facility, the facility must receive information regarding the allegations. This must be documented in the Recommend Placement screen.
- Arrange for a pre-placement visit.
- Provide new address to Attorney ad litem.
- Inform age-appropriate child of the right to appeal a change in placement.

- Request an exception to advance notice if an emergency exists.
- Notify the Attorney ad litem, the OCC Attorney, the court, the foster parent and the child’s family within twenty-four (24) hours in the event of emergency removal.
- Update child placement information in CHRIS. Updating the placement information will open a response window to notify the Eligibility Unit of the placement change.

**POLICY (VII-E): FINANCIAL SUPPORT TO FOSTER PARENTS**

**The Division shall provide foster parents with a monthly board payment for each child receiving out-of-home placement services to aid in the basic expenses of room and board, clothing, school and personal needs. When foster parents are caring for a child with special needs and the child’s needs can not be met with the regular board payment, the Division may provide the foster parents with an additional payment to cover the extra expenses incurred. The amount of these higher, special board rates will be based on the nature and extent of the child’s special needs. The amount of this additional monthly payment will not exceed \$460.00 above the standard board rate for the child’s age group. A special board rate is approved for a specific placement and need and will be periodically reviewed and adjusted. A change in placement will require a new request and review.**

**PROCEDURE (VII-E1): Financial Support to Foster Parents**

Foster parents shall receive a monthly board rate according to the following chart:

Birth through 5 years	\$400.00 Monthly
Board and Care	345.00
Clothing	40.00
Personal Needs	15.00
6 through 11 years	\$425.00 Monthly
Board and Care	355.00
Clothing	45.00
School and Personal Needs	25.00
12 through 14 years	\$450.00 Monthly
Board and Care	365.00
Clothing	55.00
School and Personal Needs	30.00
15 through 17 years	\$475.00 Monthly
Board and Care	375.00
Clothing	65.00
School and Personal Needs	35.00

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## **PROCEDURE (VIII-D1): Decisions Involving Children in DHS Custody with Parental Rights Terminated**

The **County Supervisor**, or the **Adoption Supervisor** if the child has been placed with an adoptive family, must:

- Give written consents in the following decisions involving children in DHS custody with parental rights terminated:
  - Goal Changes in the “Case Plan” (CFS-6010)
  - Marriage, if appropriate
  - Driver’s license issuance
  - Entry into the Armed Forces
  - Travel inside or outside the United States
  - Retention of child in school grade
  - Expenditure of child’s funds
  - Birth control
  - Media release
  - Major medical consents

The Manager, Adoption Services Unit, will give written consent to all adoptions.

## **PROCEDURE (VIII-D2): Financial Benefits**

The **Family Service Worker**, or the **Adoption Specialist**, (if the child has been placed with an adoptive family), will:

- Work with appropriate DHS financial staff if the Department is to be made the payee of proceeds or if payee changes.

## **PROCEDURE (VIII-D3): Incidents/Accidents**

The **Family Service Worker**, or the **Adoption Specialist**, (if a child has been placed with an adoptive family) , will:

- Complete and route to the Supervisor an “Incident Report” (DHS-1910), when appropriate, for incidents/events involving a child in DHS custody with parental rights terminated.
- Complete DFA form “Safety Responsibility” (SR-1) when the child is involved in a motor vehicle accident. Send a copy of the SR-1 to the OCC Attorney.

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**PROCEDURE (VIII-D4): Travel**

The **Family Service Worker**, or the **Adoption Specialist**, (if child has been placed with an adoptive family), will:

- Provide written consent from the Supervisor to the adult with whom the child is traveling.
- Provide information on how to reach the Family Service Worker or Adoption Specialist in an emergency.

**PROCEDURE (VIII-D5): Arrest of Child**

The **Family Service Worker**, or the **Adoption Specialist**, (if the child has been placed with an adoptive family), will:

- Notify the Supervisor and the OCC Attorney when a child is arrested.
- Learn where the child is being held, the place and time of hearings, and inform the Area Manager, Manager of Adoption Services Unit, if the child is placed for adoption, OCC Attorney, and the Attorney ad litem immediately of the information.
- Assist in obtaining legal counsel for the child if applicable.
- Determine that the child understands his or her legal rights.
- If appropriate, attempt to have the child released on bond or to the foster parents, adoptive parents, or a therapeutic environment consistent with the child's needs.
- Attend all hearings with the child.
- Visit the child weekly while incarcerated to ascertain the child's well being.
- Provide adequate personal care items.
- Prepare and route an "Incident Report" (DHS-1910).
- Update child placement information in CHRIS. Updating the placement information will open a response window to notify the Eligibility Unit of the placement change.

# Arkansas Department of Human Services

Division of Children and Family Services

## MEAL VOUCHER AUTHORIZATION FOR "FEED THE KIDS" PROGRAM

**NOTE: When utilizing a Purchase Order this Meal Authorization Document must be submitted with the Invoice.**

**Amount of Meal Authorization:** \_\_\_\_\_

**Not to Exceed (Excluding Taxes):** \_\_\_\_\_

**Authorization Number:** \_\_\_\_\_

**Name of Vendor:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Meal Voucher Coupon Numbers:** \_\_\_\_\_

**Name of Client Receiving Meal:** \_\_\_\_\_

Print Name

**Type Of Case:** [Check One] Foster Care  Protective Service  Supportive Service

**Reason for Purchase: [Fill Out One]**

TRANSPORTATION TO WHERE - \_\_\_\_\_

OTHER SITUATION REQUIRING MEAL - \_\_\_\_\_

**Client: [Fill Out Both]**

Case Number - \_\_\_\_\_ Social Security Number - \_\_\_\_\_

**DCFS Staff Person Initiating Action:** \_\_\_\_\_

DCFS Worker Signature

**DCFS Official Authorizing Meal:** \_\_\_\_\_

Area Manager or County Supervisor Signature

**Date of Service:** \_\_\_\_\_

**NOTE: OBTAIN VENDOR SIGNATURE WHEN UTILIZING VENDOR OTHER THAN COUPON BOOK COUPONS.**

\$ \_\_\_\_\_ \$ \_\_\_\_\_ \$ \_\_\_\_\_  
Amount of Meal Taxes Total Amount

\_\_\_\_\_  
Vender Signature Title Date



# Arkansas Department of Human Services

Division of Children and Family Services

## “FEED THE KIDS”

### INSTRUCTIONS FOR UTILIZING COUPON BOOKS AND PURCHASE ORDERS

**PURPOSE:** THIS PUBLICATION OUTLINES ALTERNATIVE PROCEDURES THAT MAY BE USED WHEN DCFS STAFF PURCHASE MEALS FOR CHILDREN, WHO ARE DCFS CLIENTS.

**NOTE:** ABUSE OR MISUSE OF THESE ITEMS WILL BE ADDRESSED UNDER DHS POLICY 1084 (EMPLOYEE DISCIPLINE) AND DHS POLICY 1085 (MINIMUM CONDUCT STANDARDS FOR DHS EMPLOYEES).

- 1) The **DCFS Financial Support Unit** will:
  - Initiate requests to purchase Meal Ticket Vouchers, Coupon Books or other items approved for this program.
  - Submit the “Request for Purchase Order Forms” with the appropriate approval signatures.
  - Utilize purchase orders as the procurement and payment method.
  - Log-in on receipt and sign-out for distribution all Meal Coupons and other items approved for this program.
- 2) The **DCFS County Office** will:
  - Maintain a Meal Authorization Log Sheet (CFS-595) listing the use of each coupon book or other item distributed. The CFS-595 must include (a) date of use, (b) name of the worker using the item, and (c) Social Security Number or Case Number of the client.
- 3) The **DCFS Worker** initiating the request will:
  - Fill out the Meal Voucher Authorization Form (CFS-594), to include all of the Meal Coupon Numbers.
  - Sign the CFS-594 (Area Manager or County Supervisor MUST also sign)
  - Sign each coupon on the line marked “From” and obtain a cash-receipt from the vendor.
  - Have the vendor sign the CFS-594 when not using Meal Coupons.
  - turn in any change (cash overage) from the food purchase and/or the CFS-594 and all attachments to their County Supervisor within the time established by the Area Manager [in time for the 5 working day submission deadline to the Financial Support Unit]
- 4) The **County Supervisor or Area Manager** authorizing the use of the item will:
  - Sign the Meal Voucher Authorization Form (CFS-594)
- 5) The **County Supervisor** will:
  - Turn in any change (cash overage) from the food purchase and/or the CFS-594 and attachments to their Area Manager not later than whatever time limit the Area Manager establishes [in time for the 5 working day submission deadline to the Financial Support Unit].
- 6) The **Area Manager or Designee** will:
  - Sign the back of the copy of each coupon to verify DCFS client use
  - Review, approve and sign the Meal Authorization Log (CFS-595) to ensure that the information is correct and the expenditures were appropriate
  - Retain the original CFS-595 and forward a copy to the Financial Support Group (Slot S561).
  - Forward any change and/or the Authorization Form (CFS-594) and attachments to the Financial Support Unit by close-of-business on the 5th working day after the food purchase.
- 7) A **Documentation Packet** must be submitted for reconciliation and audit purposes before any additional coupon books or food purchase orders may be issued. The **Packet** must include:
  - Original Meal Voucher Authorization Form (CFS-594) with appropriate approval signatures
  - Copy of the DCFS Meal Authorization Log (CFS-595)
  - Copy of each coupon issued verifying the coupons were used for clients
  - Original cash receipt from the meal purchase
- 8) The **DCFS Financial Support Unit** will:
  - Complete the “refunds to expenditures process” on cash overages resulting from purchases with food coupons by close-of-business on the 5th working day following receipt of cash overages and documentation.