

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

October 20, 2009

What's Inside:
Revision of
Resource Provider
Record Composition
Policy.

M E M O R A N D U M

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND CHILDREN'S DIVISION STAFF
FROM: PAULA NEESE, DIRECTOR
SUBJECT: REVISION OF RESOURCE PROVIDER RECORD COMPOSITION POLICY

DISCUSSION:

The purpose of this memorandum is to introduce revisions and clarifications to Child Welfare policy regarding the composition of resource provider files and to bring attention to current policy.

Information in the Resource Provider Case File

The purpose of a resource provider case file is to contain required information for the licensure process and subsequently the information necessary to maintain and renew the license. There are several sections of the Child Welfare Manual that a resource licensing worker must use and follow when opening and developing a resource provider case file during the initial licensure/assessment process:

- Recording Guidelines, 5.1.6
- Record Access Out-of-Home Care Provider Records, 5.2.6
- Resource Provider Training – STARS, 6.2
- Resource Family Assessment and Licensing Process Foster/ Kinship Assessment, 6.3.1
- Guide for Conducting Foster/ Kinship Assessments, 6.3 attachment A
- Foster/Kinship Family Assessment Recording Outline, 6.3 Attachment C
- Children's Service Worker Responsibilities, 6.3 attachment M

The [Recording Guidelines and Record Composition](#) section of the Child Welfare Manual identifies all the documents that are required to be present in the resource provider case file. Resource provider case files are available to the public under Missouri's Sunshine Law, Chapter 610, RSMo.

Results of a File Review

A recent review of resource provider case files identified trends of information and documents contained in a resource provider's case file contrary to policy. Staff must be diligent to adhere to the policy guidelines. The following are some of the identified trends:

- **Use current revision of agency forms**

Forms are updated frequently for format issues and revised in response to Continuous Quality Improvement requests and legislative changes. Always check E-forms and Desk Top forms for the most current version of forms. This ensures that the most recent requirement for requested information is obtained.

- **Only place documents in the file which are required in policy for that section.**

No documents shall be placed in the case file that are not specified in policy as a requirement for licensure, maintaining of licensure, and licensure renewal. Some documents may be obtained or viewed in order to complete the home assessment but should not be maintained in the record. Items that should **not** be in the case file, except in adverse action cases as outlined later in this memorandum, include, but are not limited to, the following items which were observed in the case file review:

- Directions to the home, including MapQuest print outs.
- Copies of Social Security cards, birth certificates, school diplomas, car titles, driver's licenses, and STARS/Spaulding homework.
- Bank account numbers, bank account statements, tax filing forms. The Financial Worksheet provided in the STARS curriculum Step 6 is the worksheet to be used to determine stable finances and money management. However, the worksheet is a part of the STARS homework and is not to be kept in the file.
- Child-specific information including court orders and the Child Assessment and Service Plan, CS-1
- Outdated Vendor Licensure/Placement Resource Form, SS-60
- Outdated fingerprint results

There are many documents that may be viewed by the resource licensing worker in completing the assessment and reassessment; however, only the documents found in the [Recording Guidelines and Composition](#) section of the manual should be placed in the file.

Denial and Revocation

If during the licensure or re licensure process it is determined that the award of a foster care license is to be denied or revoked, **all supporting documentation for the adverse action shall be retained for utilization during the fair hearing process** should the resource provider grieve the decision including those documents outlined in this memorandum to be removed. This documentation shall be placed in the Administrative section of the resource provider case record. The decision to deny or revoke a foster

care license must be based on non-compliance and or incompetency's with statute and licensing rules.

Training Section

Upon approving and entering the license in the system, CD staff are to return all the homework pages that were completed to fulfill the STARS/Spaulding pre-service training requirements to the resource provider. There will be one training section in the file labeled "Training Section". Documents that are to be placed in the Training Section include:

- All training certificates
- All training sign-sheets
- Training Record Screens
- Resource Family In-Service Training Request, CD-114
- All flyers and notifications of in-service training opportunities

It is imperative to include all the above listed documents in the training section in order to verify notification of available trainings and actual training hours earned by the resource provider.

Additional Clarifications

- The Weapon Statement Agreement is obsolete. The language that referred to such a form has been removed from the manual. Weapon storage and safety is addressed on the Resource Home and Safety Checklist, CS-45, section C number 15. However, if there is a Weapon Statement Agreement currently in the file, do not remove it. File it in the forms section of the file.
- Language in the manual has been revised for consistency to reflect that the Professional Family Development Plan, CD-100, is to be reviewed quarterly, annually, and at the time of license renewal.
- Council on Accreditation requires that the resource provider home have a plan of action in the case of an emergency and/or disaster. There is to be a section in the resource provider case file under a red cover sheet titled Emergency/Disaster Plan. Content for this section is outlined in memo [CD06-33](#).
- An additional background check requirement for resource provider applicants is the Alternative Care Vendor Licensure History Inquiry, ZVLH, screen and Kinship Licensure Type History Inquiry, ZVKH, screen. Checking these screens will determine if the resource provider has applied for and/or were issued foster care license(s) in Missouri in the past.
- When doing the background checks, it is imperative to place in the file the print out pages for [case.net](#) and the [sex offender list by address](#) including those indicating no match was found.

Implementation

All new resource provider case records shall be opened as outlined in this memorandum. The following steps are to be taken to implement the revision of policy presented in this memorandum for currently open resource provider case records:

- Workers are to take the resource provider case record to a quarterly home visit.

- Workers are to present to the resource provider the policy update regarding the contents of the provider's file.
- Workers are to review the resource provider's file with the provider and remove the contents that are not required to be in the file per this memorandum.
- Workers shall return personal documents and copies of personal documents that are removed from the file to the resource provider.

Compliance with the requirements of resource provider case record contents as discussed in this memorandum shall be completed prior to October 20, 2010.

NECESSARY ACTION	
<ol style="list-style-type: none"> 1. Review this memorandum with all Children's Division staff. 2. Review revised Child Welfare Manual chapters as indicated below. 3. All questions should be cleared through normal supervisory channels and directed to: 	
PDS CONTACT Elizabeth Tattershall 573-522-1191 Elizabeth.Tattershall@dss.mo.gov	PROGRAM MANAGER Melody Yancey 573-751-3137 Melody.Yancey@dss.mo.gov
CHILD WELFARE MANUAL REVISIONS Documentation and Record Maintenance Recording Guidelines and Record composition- Resource Provider Records, Section 5 Chapter 1 Subsection 6 Resource Family Assessment and Licensing Process Children's Service Worker Responsibilities, Section 6 Chapter 3 Attachment M Resource Provider Training-STARS, Section 6 Chapter 2 Subsection 5 Resource Provider Training-STARS, Section 6 Chapter 2 Subsection 2	
FORMS AND INSTRUCTIONS N/A	
REFERENCE DOCUMENTS AND RESOURCES N/A	
RELATED STATUTE N/A	
ADMINISTRATIVE RULE 13 CSR 35-60 Licensing of Foster Family Homes	
<u>COUNCIL ON ACCREDITATION (COA) STANDARDS (Employee Access Only)</u> G5.7.01 The organization follows procedures for responding to accidents, serious illness, fire, medical emergencies, water emergencies, natural disasters, and other life threatening situations G5.7.04 All of the organization's programs prepare to deal effectively with injuries, accidents and illnesses	
CHILD AND FAMILY SERVICES REVIEW (CFSR) N/A	

PROTECTIVE FACTORS

Parental Resilience N/A

Social Connections N/A

Knowledge of Parenting and Child Development N/A

Concrete Support in Times of Need N/A

Social and Emotional Competence of Children N/A

FACES REQUIREMENTS

N/A