

Community-Based Care

Region 3b Stage II Operations Manual

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TEXAS
Department of Family
and Protective Services



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THE CPS MISSION

We partner with families and communities to address child abuse and neglect by practicing in a way that ensures safety, permanency, and wellbeing for the children and youth we serve.

The CPS Vision

Children First: Protected and Connected

CPS Values

Respect for Culture • Inclusiveness of Families, Youth and Community • Integrity in Decision Making • Compassion for All • Commitment to Reducing Disproportionality

THE ACH MISSION

Protecting Children. Preserving Families.

The ACH Values

CHILDHOOD We believe all children deserve a childhood which provides safety, love, nurturing, fun, and opportunities to learn skills needed to reach their maximum potential.

FAMILIES We understand that a child's needs are best met in a family environment. We strive to partner with families and support their efforts to provide environments for children to thrive. We work to secure a family setting when one is unavailable to children.

EFFECTIVE SERVICES We will provide services which are built upon clearly defined intervention models, research and best practices. Effective programs respond to an identified need and impact it positively.

STEWARDSHIP We will use our financial and human resources to address the needs of those we serve using cost effective and transparent practices.

SPIRITUALITY We build upon our Christian foundation in our belief that unconditional love and hope are essential for healing. We recognize and respect the individualized spiritual backgrounds of those we serve and support family efforts to continue in their faith traditions.

ADVOCACY In addition to helping children and families through our programs, ACH will strive to leverage our skills and knowledge to shape public policy, opinion, and response to children and families in need.

LEARNING We strive to learn from our work through thoughtful analysis of our results and methods. We aim to develop knowledge that is helpful to children and families and to share this knowledge with others.

The ACH Value Themes

Kids Can't Wait.

Relationships Get Results.

Start with "YES".

The Community Is Counting On Us To Get It Right.

Plan Together, Work Together, Improve Together.

Note: Some links in this document will only work for DFPS and OCOK staff with access to the DFPS intranet.

COMMUNITY-BASED CARE

This operations manual gives CPI, CPS and Our Community Our Kids (OCOK) staff a more in- depth look at the protocols for case actions in conservatorship cases that include placement and case management services provided thru Community-Based Care in Region 3b.

Background

Community-Based Care is a new way of providing foster care and case management services. It's a community-based approach to meeting the individual and unique needs of children, youth, and families. Within a geographic catchment area, a single contractor (officially a Single Source Continuum Contractor or SSCC) is responsible for finding foster homes or other living arrangements for children in state care and providing them a full continuum of services. DFPS began expanding the community's role to meet the challenges of serving children in foster care under Foster Care Redesign. Under Foster Care Redesign, a SSCC was responsible for:

- Developing foster care capacity.
- Building a network of providers.
- Engaging the community to help.
- Foster care placement services.
- Coordinating and delivering services to children in foster care and their families.

In 2017, the Texas Legislature directed DFPS to expand this model to include both foster care and relative or "kinship" placements and give the SSCC sole responsibility for case management ◦ rather than sharing that responsibility with DFPS.

As Community-Based Care takes shape statewide, CPS' focus will shift to ensuring quality oversight of foster care and services for children and families. The SSCC will be responsible for case management and services that move children from foster care or kinship care into a permanent home.

Community-Based Care Quality Indicators:

1. Children and youth are safe from abuse and neglect.
2. Children and youth are placed in their home communities.
3. Children and youth are appropriately served in the least restrictive environment.
4. Children and youth have stability in their placements.
5. Connections to family and others important to the child are maintained.
6. Children and youth are placed with their siblings.
7. Services respect the child's culture.
8. Children and youth are provided opportunities, experiences, and activities similar to those available to their peers who are not in foster care.
9. Youth are fully prepared for successful adulthood.
10. Youth have opportunities to participate in decisions that affect their lives.
11. Children and youth are reunified with their biological parents when possible.
12. Children and youth are placed with relative or kinship caregivers if reunification is not possible.

Community-Based Care is intended to allow a SSCC and the community more flexibility to innovate to meet the unique needs of the children, youth, and families in each designated service area. This increased flexibility comes with greater responsibility and accountability for overall safety, permanency, and well-being outcomes.

Single Source Continuum Contract: Our Community Our Kids (OCOK)

On December 16, 2013, DFPS awarded the first metropolitan Foster Care Redesign Single Source Continuum Contract (SSCC) to ACH Child and Family Services of Fort Worth. ACH Child and Family Services is a Texas-based nonprofit with extensive community involvement in the Fort Worth area since 1915 and is accredited by the Council on Accreditation. ACH will serve Region 3b (Erath, Hood, Johnson, Tarrant, Palo Pinto, Somervell and Parker counties).

Our Community Our Kids (OCOK), a division of ACH Child and Family Services, will operate a model through the SSCC contract that includes:

- Work to increase the capacity of existing providers and identify more community-based supports and services.
- Conduct a comprehensive assessment of community needs and an analysis to find gaps between the need for services and their availability.
- Do comprehensive safety and risk assessments to evaluate family strengths and needs.
- Provide service coordination based on the ten principles of Wraparound. For children and youth with complex behavioral health needs, ACH will use what is known as evidence-informed models.
- Use a trauma-informed and trauma-based care service approach. (Learn about trauma-informed care).
- Use a comprehensive continuous quality improvement (CQI) process to assess, inform, and guide how services are provided, and the system improved.
- Have a centralized training department that provides evidence-based training to all providers and stakeholders in ACH's System of Care, based on CQI data and stakeholder feedback.

OPERATING POLICIES AND RULES

The protocols detailed in this operations manual are for children from Region 3b (legal county is within Region 3b) placed with and/or receiving services through Our Community Our Kids (OCOK) as the Single Source Continuum Contractor.

CPS Policy, Resource Guides and other supportive material linked in this operating manual may reference CPS staff specifically. Texas statute provides authority for the Single Source Continuum Contractors ("SSCC") in the State of Texas, either directly or through subcontractors, to assume the statutory duties of CPS staff. See [Legal Basis for CPS and Single Source Continuum Contractor Relationship](#).

CPS Handbook policies and DFPS and HHSC Texas Administrative Code rules, including HHSC Child Care Licensing Minimum Standards, apply to an SSCC unless specifically waived by DFPS. However, this manual may identify that the actions that were previously completed by DFPS are now completed by OCOK. For example, suppose differences or conflicts in the CPS Handbook policy are present that affect a child's best interest. In that case, the two parties will reference the Solution-Based Communication (Dispute Resolution) process and determine if OCOK needs to submit a policy waiver request. See [TAC §700.108](#).

If you have any questions about any information in this manual, please contact your supervisor or Carressa Cherry, Region 3b Community-Based Care Administrator at 817-307-0512 carressa.cherry@dfps.texas.gov.

For more information about Community-Based Care, visit the DFPS website: [DFPS: Community- Based Care](#)

LEGAL BASIS FOR CPS AND SINGLE SOURCE CONTINUUM CONTRACTOR RELATIONSHIP

For information regarding the legal basis for Child Protective Services including the governing State and Federal Laws see [CPS Policy 1200 Legal Bases for Child Protective Services](#).

Legal Basis for Single Source Continuum Contractor to Act on Behalf Of CPS

Texas statute provides authority for the Single Source Continuum Contractors ("SSCC") in the State of Texas either directly or through subcontractors, to assume the statutory duties of the Texas Department of Family and Protective Services ("DFPS") in connection with the delivery of foster care services, relative and kinship caregiver services, and case management services in the SSCC's defined catchment area.

In accordance with Texas Family Code §264.151, the provision of case management services to a child for whom the department has been appointed Temporary Managing Conservator or Permanent Managing Conservator or to the child's family, a young adult in extended foster care, a relative or kinship caregiver, or a child who has been placed in the catchment area through Interstate Compact on the Placement of Children, and includes, but is not limited to:

1. Caseworker visits with the child, family and caregivers;
2. Convening and conducting permanency planning meetings;
3. Development and revision of child and family plans of service, including a permanency plan and goals for a child or young adult in care;
4. Coordination and monitoring of services required by the child & the child's family;
5. Assumption of court-related duties regarding the child; and

Any other function or service that the department determines necessary to allow a Single Source Continuum Contractor to assume responsibility for case management.

History

In 2017, the 85th Texas Legislature through Senate Bill 11 established the Community-Based Care ("CBC") Model for delivery of the state's child welfare services. Under the CBC Model, DFPS is required to purchase case management and substitute care services from the SSCC for children, youth and young adults who are in the department's conservatorship or who are receiving services through the extended foster care program. Implementation of the CBC model transitions the Texas child welfare system from a statewide, "one size fits all" approach, to a community-based model designed to meet the individual and unique needs of children, youth and families in Texas at the local level.

The latest version of the statewide Implementation Plan can be found [here](#).

Authority

Under Texas statute, the Legislature required DFPS to contract with community-based nonprofit and local governmental entities to provide child welfare services. These statutes

provide authority for the community-based entities, known as the SSCC, to either directly or through subcontractors, assume the statutory duties of the department in connection with the delivery of foster care services and services for relative and kinship caregivers in the SSCCs defined catchment area. Delivery of foster care services and services to relative and kinship caregivers can include but is not limited to:

- A SSCC staff member's direct contact with a child or youth in DFPS Conservatorship who they are serving under the SSCC continuum of care;
- A SSCC staff member's ability to visit privately with a child or youth in DFPS Conservatorship at schools, foster or kinship homes or any other meeting site;
- Entities providing confidential information to a SSCC staff member upon request about a child or youth in DFPS Conservatorship who is served under the SSCC continuum of care.

Under Texas statute, an SSCC in a contract with DFPS will, at a minimum:

1. Assume the statutory duties of DFPS in connection with the delivery of foster care services and services for relative and kinship caregivers in a defined catchment area.
2. Provide or protect records as outlined in the Open Records Act found in Texas Government Code Chapter 552.
3. Be afforded protection of communication that may occur between the SSCC's employee, agent or representative when considered a client's representative of DFPS for purposes of attorney-client privilege.

Under Texas statute, DFPS will, at a minimum:

1. Contract with community-based nonprofit and local governmental entities that have the ability to provide child welfare services.
2. Develop and maintain a plan for implementing Community-Based Care.
3. Develop a formal review process to assess the ability of a single source continuum contractor to satisfy the responsibilities and administrative requirements of delivery foster care services and services for relative and kinship caregivers.
4. Expand community-based care.
5. Review contractor's performance.
6. Provide legal representation in an action under the Texas Family Code.

Texas statute found in the Texas Family Code provides additional details regarding the requirements of the SSCC and DFPS.

In summary, the SSCCs, under contract with DFPS, assume the statutory duties of DFPS in connection with the delivery of child welfare conservatorship, kinship and reunification services in a defined catchment area. This does not include Intake, Investigation and Family Based Safety Services. Vendors and other organizations should treat the SSCCs as an agent of DFPS as it relates to the child welfare services being delivered by the SSCCs.

PLACEMENT AND FAMILY SERVICES REFERRALS

Region 3b INV/FBSS staff will work directly with Our Community Our Kids (OCOK) upon determining that a child is entering DFPS conservatorship. This section outlines protocols for referrals for new paid placements, kinship placements and other non-paid placement settings.

General Requirements for all SSCC Placements:

INV/FBSS staff must follow CPS Handbook policy related to the assessment, consideration, and selection of the least restrictive placement for every child's initial placement in substitute care.

For more information, see CPS Handbook policies:

- [4114 Required Factors to Consider When Evaluating a Child's Possible Placement](#)
- [4114.4 Preference for the Least Restrictive Setting](#)

OCOK is responsible for assessing the service level needs of children (policy [4410 Service Level Determinations and Reauthorizations](#)) in conservatorship and providing a continuum of care and services to each child. CPS Handbook policies and other items related to requesting a service level for a child are, therefore, waived. See [TAC §700.108](#) for more information.

Evaluating a Possible Placement

The safety of the child or youth is the paramount consideration in any placement selection. When evaluating potential placements, the OCOK Intake Team must consider substitute caregiver's history of abuse and neglect allegations. For foster homes, this includes history of abuse and neglect allegations while verified with previous child placing agencies, if applicable; and substitute caregiver's licensing variances

See policy [4114 Required Factors to Consider When Evaluating a Possible Placement](#) and Issues to Consider in Placement Decisions of the [Placement Process Resource Guide](#) for additional guidelines.

IMPACT and CLASS History Checks

The OCOK Intake Team Specialist must complete a Residential Child Care Investigations (RCCI) investigation history check of all potential placements using CLASS to consider compliance history. The OCOK Intake Specialist also checks IMPACT for any pertinent abuse or neglect history to include; AFC, APS and CPS.

The OCOK Intake Team must review the results of the history checks and confer with the caseworker or supervisor if the history checks return results such as:

- Pending licensing investigations.
- Investigations that were closed as *reason to believe* or *unable to determine*, or any patterns in the investigation history that cause concern.
- History of licensing violations.

If Residential Child Care Licensing placed a general residential operation (GRO) on probation, OCOK must not place a child or youth in that GRO, unless the Associate Commissioner or Deputy Associate Commissioner of CPS or the Deputy Commissioner

or Commissioner of DFPS approves the placement or a court orders it. See [4151 Court-Ordered Placements in Unapproved Facilities](#).

OCOK may not place a child or youth in a foster home with more than six children unless there is an approved 24 hour awake supervision plan and the director of conservatorship services approves the placement in advance.

OCOK must not place a child or youth in a foster home or foster group home if the child placing agency (CPA) that verifies the home has put its verification on inactive status.

OCOK must not place a child or youth in an unrelated foster home when a caregiver in the home has an RTB finding resulting from an investigation. The RTB indicator box will be checked on the RID information page in IMPACT.

This will indicate whether a caregiver associated with an unrelated foster home is a confirmed perpetrator of Abuse/Neglect. If placement entry is attempted in IMPACT, the caseworker will receive an error message and the placement will not be completed. State Office Placement Division will need to approve any child-specific exceptions for placements in these homes prior to placement. All requests for exceptions, and questions, should be sent to DFPSDisallowances@dfps.texas.gov.

See [DFPS Rules, 40 T.A.C. §700.1311\(c\)](#)

CLASS Variance Checks

The OCOK Intake Team must review all licensing variances, including variances pertaining to caregiver ratio, supervision, and training, when determining if the placement can meet the child's individual needs. The OCOK Intake team must review and confer with the OCOK Permanency Specialist/Supervisor if the variance checks return results that may impact the placement's ability to meet the child's individual needs.

Heightened Monitoring (HM)

SSCC will follow steps outlined in policy [4211.6 Placements into Operations on Heightened Monitoring \(HM\)](#) when:

- A child is already placed in a child placing agency (CPA), or a general residential operation (GRO), including a residential treatment center (RTC), and the operation is placed on heightened monitoring, **OR**
- For prospective placements, if a GRO, RTC, or CPA is on heightened monitoring at the time of the placement search.

If the operation is also on probation (in addition to heightened monitoring), the approval of the associate commissioner or deputy associate commissioner of CPS is also required before placement. This request should be submitted at the same time.

When An Operation is Issued a Placement Hold

A placement hold on an operation is issued by the CPS Director of Conservatorship Services or CPS Director of Heightened Monitoring. The CPS Director of Conservatorship Services will notify the SSCC within 24 hours when a placement hold

is issued. Once the SSCC receives notification, they must notify their placement staff immediately or within 24 hours.

If an operation is issued a placement hold, then no children may be placed into that operation.

Exceptional Foster Care Rate Approval Process

The Exceptional Care Rate is used to secure placement for children and youth in the designated Catchment area with exceptional needs that cannot be met appropriately through use of the blended foster care rate. The SSCC cannot charge DFPS for both the blended rate and the exceptional care rate for the same child on the same day or use the exceptional care rate for SIL Youth under any circumstances. DFPS will authorize use of exceptional care days using a validation process in instances when:

- (1) there is a Court Order that dictates a child specific placement or payment that exceeds the contemplated rate structure of the blended rate,
- (2) the child has extraordinary service needs that far exceed the traditional residential childcare settings (example: major eating disorders, severe medical/psychiatric needs); or
- (3) the SSCC has performed an exhaustive search and placement cannot be located without the use of a child-specific contract whose rate exceeds the contemplated rate structure of the blended rate.

To initiate the request for the Exceptional Foster Care rate, the SSCC will collect the following documents as part of the request packet and email them along with their request via email to the CPS Director of Placement, CPS Director of Conservatorship Services, Exceptional Care Quality Assurance Analyst, and the CBC Regional Administrator. The request packet shall include:

- Child's Common Application for Placement (Form 2087 or 2087 ex)
- Child's psychological evaluation
- Child's placement search log (foster home and RTC searches)
- Timeframes for exceptional foster care rate requested
 - o Contracts with a negotiated rate between \$0-\$999, must be for only a 6-month period
 - o Contracts with a negotiated rate \$1000 or up, must be for 3 months
- Rates negotiated with provider

Note all exceptional care contracts must be reviewed by the SSCC prior to contract termination date to assess continued need for services and if contract needs to be extended – if contract is extended with the exceptional care rate, the process to request approval for the rate must be used.

The SSCC will electronically submit the request to seek approval of the exception care rate for **all** youth entering an exceptional care placement after the effective date. The SSCC should expect a response from the Exceptional Care Quality Assurance Analyst for CPS within one to two (1-2) business days of the submission. A third day may be required if the request is for a rate over \$1,000. If the request is denied, the Exceptional Care Quality Assurance Analyst for CPS will submit a written response to the SSCC detailing the basis for the denial and include a recommendation concerning placement for the subject child. In addition, should the subject child be denied an exceptional care rate, the SSCC retains and reserves the right to have the contract-

approved Third-Party Vendor review the DFPS denial and issue a subsequent opinion and recommendations with respect to placement. This review process shall occur within three (3) days of the SSCC receiving notice of the denial for the exceptional care rate. This Third-Party recommendation shall be submitted to DFPS for re-consideration concerning the subject child.

Please note that the exceptional care rate cannot be paid until approval is given. If approved, the payment will be from the date the request was submitted. Approvals will not be backdated. If a placement took place prior to submitting for approval, those prior dates will not be considered for payment.

Please see the [Exceptional Care Rate Request Resource Guide](#).

Children/Youth under SSCC Supervision

SSCC must establish policies/procedures for safely caring for children/youth and meeting their needs while a placement is being located. Policies/procedures must comply with CPS policy [4152.2 Meeting the Needs of a Child or Youth until a Placement Is Secured](#) and all of its sub-items.

Note: Per an allowance of the SSCC to deviate from CPS Policy [4152.1 Plans for a Child or Youth When Placement Is Unavailable](#), if a child or youth in DFPS conservatorship does not have a placement, the child or youth can be supervised by a qualified SSCC staff. The request will be granted to all SSCC employees as long as: (1) SSCC employees are in charge of the children, (2) those employees have appropriate background checks (both of which are required by the statute), and (3) have received all the required training.

Significant Events or Issues

SSCC is to follow policy [4152.2 Meeting the Needs of a Child or Youth without Placement](#) and the Child without Placement Procedures guide provided by program. If a significant event or issue arises while supervising a child or youth, staff members and caregivers must notify their supervisor immediately. All significant events and serious incidents must be immediately escalated up the chain of command to the regional director, using the email subject line *CWOP Incident*.

REPORTING

The SSCC will report children under SSCC supervision to DFPS no later than **9:00 am** every day via email to the DFPS Placement team at cwop@dfps.texas.gov, copying the CBCA and CAM. Please title the e-mail "SSCC Supervision for the evening of DATE" This is the date prior to midnight for the overnight supervision that occurred.

If there were children under SSCC Supervision, the SSCC Single Point of Contact completes the **SSCC Supervision Daily Log** (excel spreadsheet template) with information on all children supervised by the SSCC overnight (as defined above). The naming convention for the log is "SSCC Supervision Log for DATE". The date in the log is the date prior to midnight for the overnight supervision that occurred.

- The log is a record of all children supervised overnight on a single date. The log is completed every night a child remains under SSCC Supervision until a placement is found. Logs completed for Friday-Sunday nights are submitted Mondays by 9am following the naming convention for each night.

- If a child in SSCC supervision runs away, the incident must be reported to the placement team and the SSCC must verify that the runaway protocol was followed or will be followed. (This information is reported by the CPS placement team to the CPS Associate Commissioner.)
- Daily reporting to the placement team, CBCA and CAM is in addition to and does not take the place of communication between SSCC and regional DFPS CPS staff about locating placements as outlined in the operations manual. Transparent communication is essential so that DFPS and the SSCC can work together to meet the needs of the child.

If no children were under SSCC Supervision, the SSCC reports to DFPS that there were **NOT** any children in SSCC Supervision.

Child Sexual Aggression Designation Related to Removals and Placement

If the designation is determined at the time of removal

- As soon as the INV/FBSS Removal Worker is made aware of possible sexual aggression, they will alert their chain of command. The INV/FBSS Removal Program Director will email OCOK Legal and Policy Compliance Director- Megan.Wilkinson@oc-ok.org to set up a child sexual aggression staffing. The staffing will be scheduled within 48 hours of notification. The INV/FBSS Removal Worker, Supervisor, and Program Director; OCOK Permanency Specialist, Supervisor, and Permanency Director will be invited to attend. The INV/FBSS Removal Worker, Supervisor, and OCOK Senior Director of Permanency are required participants. The INV/FBSS Removal Worker will be prepared to share all known information required for the staffing.
- If the child or youth **has not** been placed, the INV/FBSS Removal Worker updates the Abbreviated version of the application for placement (form 2087ex) before submission to the SSCC for placement.
- If the child or youth has already been placed, and the placement is not aware of the child or youth's behavior, the INV/FBSS Removal Worker IMMEDIATELY notifies the Permanency Specialist and the placement about the child or youth's behavior and documents the notification in IMPACT.

If the designation is determined after the child or youth is in conservatorship

- And the child or youth is pending a new placement, OCOK staff launches a new application for placement. The new application for placement will autofill with the information from the sexual aggression page in IMPACT.
- And the child or youth is currently in placement, the OCOK Permanency Specialist updates Child Plan of Service (CPOS) for the child or youth who was determined to have sexually aggressive behaviors and the child or youth who was the victim of child sexual aggression to include services and supports.

Within 24 hours of the child or youth being identified as being sexually aggressive, the OCOK Senior Director of Permanency will send an email to the OCOK Permanency Director asking that they confirm that the Permanency Specialist has updated the application for placement, updated the Child Plan of Service, and notified the placement and Provider Child Case Manager by providing OCOK's placement summary form and Attachment A.

The OCOK Permanency Director will have 24 hours to respond to the Senior Director of Permanency confirming the above activities required of the Permanency Specialist have been completed.

Child Sexual Aggression, Sexual Victimization, Sexual Behavior Notification

DFPS/OCOK is required by federal court order to provide **all caregivers** who care for children in the conservatorship of DFPS with information regarding a child's history of sexual victimization and sexual aggression. At initial and subsequent placements of a child in DFPS conservatorship in any setting, staff must review the information contained in the placement summary form and the Child Sexual History Report Attachment A, obtain signatures, and provide a copy of the documents in accordance with the guidance in this chart.

Type of Setting	Who must review and sign the 2279 and Attachment A	Additional Guidance
Unverified Kinship Home	All adults in the home who have unsupervised access to the child.	If anyone is not present at the time that the information is presented, DFPS/OCOK has 3 business days to review the information and obtain signatures of the missing individuals. This may be done electronically.
Foster Home	All foster parents	If all foster parents are not present at placement, DFPS/OCOK has 3 business days to review the information and obtain signatures of the missing individuals. This may be done electronically.
General Residential Operation	Administrator Intake staff Case Manager	Depending on the size of the operations, some

Type of Setting	Who must review and sign the 2279 and Attachment A	Additional Guidance
(includes Emergency Shelters and any licensed facility that is not a foster family home)		<p>of these roles may be held by the same individual. In those instances, notate that on the form.</p> <p>If anyone who is required to review and sign the documents is not present, DFPS/OCOK has 3 business days to review the information and obtain signatures of the missing individuals. This can be done electronically.</p>
Other Facilities. This includes Juvenile Detention Settings, Psychiatric Hospitals, State Supported Living Center, and Medical Hospitals	Individual responsible for admissions	<p>Caseworkers must review the information with the staff who is admitting the child and make efforts to have them sign the documents. If they refuse to sign, document who the information was provided to, their title, date, and indicate their refusal to sign.</p> <p>If the caregiver admits the child, staff must review the information and obtain signatures upon notification of the admission.</p>

Note: there are limited signature lines on the Attachment A, additional signatures can be captured anywhere on the document along with their printed name, title, and date.

When a child with a history of sexual victimization or behaviors of sexual aggression is under the care of an alternate, temporary or GRO caregiver, form [2279b](#) will be signed.

Initial Placements:

See [New Placement and Case Management Referrals](#) for information about how notification is accomplished for new removals.

Subsequent Placements:

- OCOK will update all information under the person detail page tabs prior to the placement change including the Child Victimization and Trafficking information.
- OCOK will update the Placement Summary form and the Child Sexual History Attachment A form in IMPACT.
- OCOK, or their designee, will be responsible for discussing information in the Placement Summary form and the Child Sexual History Attachment A with the caregiver at the time of placement.
- Obtain signatures for all [required](#) caregivers on the Placement Summary form and the Child Sexual History Attachment A
- Upload signed and scanned copies of the forms into ONE CASE in IMPACT.

For additional information regarding Child Sexual Aggression refer to CPS Policy: [4133 Provide and Discuss the Placement Summary \(Form 2279\)](#), [4231.1 Notifying a Facility Regulated by Another State Agency of a Child's Sexual Victimization and Sexual Aggression History](#), [6419 Working with Children Who Are Sexually Aggressive, Have Sexual Behavior Problems, or Are Victims of Sexual Abuse](#), and [Sexual Incident History Resource Guide](#).

SSCC Contracts with Non-Paid Residential Providers

Placements into no-pay residential providers require unique placement entry documentation and may impact eligibility for the blended rate or may result in additional requirements regarding how the blended rate is used.

Foster Care Placement:

If the subcontract between the SSCC and a residential foster care provider is no pay, the placement entry will continue to be under the SSCC network and the SSCC must arrange for the minimum pass thru amount for foster care to be placed in a savings account for the child or youth. The savings account for the child/youth must be sent to the family once the adoption is consummated. The remainder of the blended rate is available for the SSCC to re-invest in their network.

IMPACT Documentation

- A child referral to the SSCC should be added.
- On the placement page, FPS Contracted Placement type should be selected.

- The appropriate resource is selected.
- An example would be a child that is placed with Gladney Center for Adoption (which is a no-pay placement resource for the SSCC) as a foster placement until the adoptive placement can be completed.

General Residential Placement (GRO):

If the contract between the SSCC and a residential GRO provider is no-pay, the placement entry will not be under the SSCC network and is not eligible for the blended rate.

IMPACT Documentation

- A child referral to the SSCC should be added.
- On the placement page, Non-Paid Placement type should be selected.
- The appropriate resource is selected.

Please note the contract agreement between the SSCC and a GRO may differ from the contract agreement between DFPS and a GRO. DFPS may have a no-pay contract with a GRO and the SSCC may have a paid contract with the same GRO.

New Placement and Case Management Referrals

Regardless of the type of placement, INV/FBSS Workers must staff the child's case with their Supervisor and Program Director and obtain approval prior to requesting substitute care placement and case management services from Our Community Our Kids (OCOK).

- In situations where the INV/FBSS Worker has identified that a child *may* require substitute care placement, the Program Director (PD) may direct the INV/FBSS worker to provide OCOK advance notification of a child's need for possible placement.
- The INV/FBSS worker will notify OCOK by email or phone within 1 hour if it is determined that placement is not needed.

After INV/FBSS determines, with Supervisor and Program Director approval, that the child requires placement the worker must determine if the child needs placement in a kinship placement, paid placement, or other non-paid placement.

Paid Placement Referral

The paid placement process is used when INV/FBSS makes a referral to OCOK for a child or youth who is in **immediate** need for paid foster care placement and case management services and is not currently served by OCOK. This process, therefore, will be used for all emergency and non-emergency removals.

Notification & Referral

INV/FBSS Worker will contact OCOK Intake Department via phone 1-844-777-OCOK (6265) :

- Provide INV/FBSS Worker contact information.
- Provide INV/FBSS Worker back-up contact information (i.e., Supervisor).
- Identify OCOK Specialist to be assigned as secondary in IMPACT.
- Provide OCOK Initial Referral Information (can be verbal).

Within one (1) hour, INV/FBSS Worker will complete the following and notify OCOK INTAKE at 1-844-777-OCOK (6265) when all steps are completed:

- Open the FSU and SUB stages in IMPACT.
- Create SSCC Child and Family Referral in IMPACT.

- Complete the question under the sexual victimization tab in IMPACT and enter any episodes if marked yes.
- If sexual aggressive behavior is identified, follow the child sexual aggression designation process above.
- If applicable, complete the trafficking information in IMPACT prior to printing the Placement Summary form 2279 and the Child Sexual History Attachment A form.
- Enter and submit the following in IMPACT:
 - Application for Placement of Children in Residential Care **or**
 - Alternative Application for Placement of Children in Residential Care (2087ex Short Form) **and**
 - Child Sexual History Attachment A

Within one (1) hour of notification that the SSCC Referral and Application for Placement have been submitted, OCOK INTAKE will review for completeness and accept the submission.

If the submission is not accepted, OCOK intake will notify INV/FBSS worker via phone and follow up with an email to the INV/FBSS worker and supervisor, with all required changes/missing information. If the submission is not accepted a second time, the INV/FBSS Program Director will be included.

*The referral will not be considered complete, and four (4) hour timeframe started, without an active SSCC referral and a thorough, descriptive Alternate Application for Placement (2087 ex) specific to the child's needs accepted by OCOK in IMPACT.

*Based on the child's needs, notify relevant regional CPS Subject Matter Experts (e.g., Nurse, Developmental Disability Specialist, Well-Being Specialist, Education Specialist, etc.) prior to removal, or immediately following in emergency situations. For additional guidance, see [Placing Children Who Have Intellectual and Developmental Disabilities or Primary Medical Needs](#).

*If a referral is made by the night response INV unit and then transferred to the day INV unit to complete the investigation, the day INV worker assigned will notify OCOK of the INV Worker and INV Supervisor responsible for the case.

Placement of Child/Youth

OCOK Placement Option

No later than **7 hours** after receiving notice of the need for emergency placement, OCOK will provide the INV/FBSS Worker with:

- Notification of a recommended placement and medical consent by phone, followed by an email to the INV/FBSS Worker and Supervisor, or electronically (IMPACT).
- Information about the recommended placement will include:
 - Placement Name, Address, Phone and Resource ID, if known
 - Network Provider Name
 - Medical Consenter name and PID, if known
 - Information regarding other children or youth placed in the home, including if any have a child sexual aggression designation or a victim of child sexual aggression designation

*If OCOK has not established a placement for a child within 7 hours of initial notification, OCOK Intake Specialist will notify CPS worker of status and planned strategy for finding a placement. INV/FBSS worker will notify the INV/FBSS Supervisor that no placement has been found. The INV/FBSS Supervisor will notify the CBC Administrator.

INV/FBSS Placement Approval

- INV/FBSS Worker will evaluate and approve OCOK's recommended placement option and medical consentor within 1 hour of receipt of notification from OCOK by telephone (844-777-OCOK (6265) or email.
- Approval of the placement will be assumed if denial is not received within 1 hour.
- If there are concerns about the placement recommendation:
 - INV/FBSS Worker must obtain Supervisor, Program Director and Program Administrator approval to deny placement recommendation.
 - Denial justification must be included and provided to OCOK by responding to referral email.
 - The INV/FBSS Program Director will contact OCOK Director of Intake with the decision.
 - In the rare instances that placement is rejected, OCOK will have an additional 4 hours to search for new options.
 - The CBC Administrator must also be notified.

Placement of the Child

- INV/FBSS Worker will physically transport the child or youth to the placement.
- INV/FBSS Worker will complete the placement documents below, review the information with the caregiver, obtain the caregiver's signature on the documents and provide copies of the documents to the caregiver:
 - [IMPACT generated 2085FC if placement has been entered or CBC Placement Authorization \(form 2085FC\)](#)
 - [IMPACT generated 2085B if placement has been entered or CBC Designation of Medical Consentor \(form 2085B\)](#)
 - [CBC Designation of Education Decision-Maker \(form 2085E\)](#)
 - [Placement Summary \(form 2279\)](#)
 - IMPACT generated Child Sexual History Attachment A form
 - Review [Rights of Children and Youth in Foster Care \(form 2530\)](#) with the child and caregivers, obtaining signatures per policy [6420](#).
- INV/FBSS Worker will ensure the Placement Summary form 2279 and the Child Sexual History Attachment A have been signed by all [required caregivers per this chart](#) and upload in ONE CASE along with the signed Rights of Children and Youth in Foster Care.
***If placement is identified **outside the 4 hours** of documented emergency referral and OCOK acceptance of a thorough, descriptive Alternate Application for Placement (2087ex) specific to the child's needs:
 - INV/FBSS Worker will transport the child or youth to an alternative location coordinated between OCOK and INV/FBSS Worker.
 - For a child or youth's initial placement (brand new removal), when a placement has **not** been identified, INV/FBSS Worker will remain medical consentor until a placement is identified.

- INV/FBSS Worker will provide contact information for the person that should be contacted by OCOK if assistance is needed after the 4 hours.
- INV/FBSS Worker will provide verbal approval of the placement and medical consent when placement is secured by OCOK.
- INV/FBSS Worker must follow-up with written approval of the placement via email.
- OCOK will physically transport the child or youth to the placement.
- OCOK, or their designee, will review the placement information with the caregiver, obtain the caregiver's signature on the documents and provide copies of the documents to the caregiver:
 - [IMPACT generated 2085FC if placement has been entered or CBC Placement Authorization \(form 2085FC\)](#)
 - [IMPACT generated 2085B if placement has been entered or CBC Designation of Medical Consenter \(form 2085B\)](#)
 - [CBC Designation of Education Decision-Maker \(form 2085E\)](#)
 - [Placement Summary \(form 2279\)](#)
 - IMPACT generated Child Sexual History Attachment A form
 - Review [Rights of Children and Youth in Foster Care \(form 2530\)](#) with the child and caregivers, obtaining signatures per policy [6420](#).
- OCOK will ensure the Placement Summary form and the Child Sexual History Attachment A have been signed by all [required caregivers per this chart](#) and upload in ONE CASE along with the signed Rights of Children and Youth in Foster Care.

Documentation

IMPACT Documentation

INV/FBSS Worker will within 4 hours of referral to OCOK:

- Update Person Information in the INV stage in IMPACT.

OCOK will, within 12 hours of referral:

- Create the placement entry in the placement information page of IMPACT.
 - If placement is in a Treatment Family Foster home, please select TFC (Treatment Foster Care) as the living arrangement on the placement entry.
- Create the Medical Consenter entry in IMPACT.
- If the placement entry is not documented in IMPACT from OCOK within 12 hours of the referral INV/FBSS Worker will call the OCOK Intake Specialist and request placement be documented.
- If placement information is not documented in IMPACT within 1 hour of contact with OCOK Intake Specialist, INV/FBSS Worker will notify their Supervisor.
- The INV/FBSS Supervisor will contact the OCOK Director of Intake, Shay Ristau for immediate resolution and will notify CBC Administrator, via email.

The same day or by 7pm the following calendar day, IF:

- INV/FBSS Worker completed the placement with the caregiver, the INV/FBSS Worker will review the placement entry initiated by OCOK, complete any portion specific to discussions at the time of placement, and placement issues narrative then save and submit to their Supervisor.
- OCOK completed the placement with the caregiver, OCOK will complete the IMPACT placement entry to include placement issues narrative and placement discussion, then save and submit to their OCOK Supervisor.

Supervisor will review and approve the placement within 7 calendar days of placement See CPS Handbook policy [4142 Enter the Placement Change Information in IMPACT](#).

Additional Documentation

By 5:00pm the next business day, INV/FBSS Worker will provide/complete any remaining placement documentation including:

- Birth verification/certificate.
- Social Security card or number (if available).
- Education portfolio.
- Medicaid/STAR Health card or qualifying information (if available).
- Any external documentation (e.g., assessments, evaluations, or therapy notes) related to the care of the child.
- Update person characteristics in IMPACT.
- Update education log in IMPACT (with as much information as available).
- Update medical/dental page in IMPACT.
- Any requested intake forms from the residential provider.

Any external forms and written placement information not available in IMPACT should be emailed to OCOK (intake@oc-ok.org) with subject line, "CPS Emergency Placement."

Within 3 Days of Placement

OCOK will:

- Ensure the caregiver or residential provider complies with the required 3-day medical screening (3 business days) for all children and youth.
- Ensure the caregiver schedules CANS appointment to occur between days 21-30 in care.
- Ensure the caregiver schedules and completes the TX Health Steps checkup within thirty (30) days.
- Ensure any child under age 3 years is referred to Early Childhood Intervention (ECI) if the child is suspected of having a disability or developmental delay, is identified as affected by substance abuse or withdrawal symptoms resulting from prenatal drug exposure, or a Fetal Alcohol Spectrum Disorder, or the disability or developmental delay requires evaluation prior to their scheduled TX Health Steps check-up.

INV/FBSS Worker will:

- Follow up on the completion of the 3-day medical exam to ensure it occurs
- INV/FBSS Worker will enter the 3-day medical exam into IMPACT

Kinship Placement Referral

The Kinship placement process is used when INV/FBSS makes a referral to OCOK for a child or youth when an approved non-verified kinship placement has been made by the INV/FBSS Worker. Follow current policy regarding [4114.12 Preference for Relatives and Other Connections](#). If INV/FBSS does not have an approved kinship home at the time of referral then follow the [paid placement process](#). INV/FBSS Worker must notify OCOK if an approved kinship placement is secured after a referral for paid placement has been made.

Notification & Referral

INV/FBSS worker will contact OCOK Intake Department via phone 1-844-777-OCOK(6265) and email intake@oc-ok.org and will:

- Provide INV/FBSS Worker contact information.

- Provide INV/FBSS Worker back-up contact information (i.e., Supervisor).
- Provide OCOK Initial Referral Information about the kinship caregiver (can be verbal).
- Identify OCOK Worker to be assigned as secondary in IMPACT.
- Open the FSU and SUB stages in IMPACT
- Create child referral and family services referral in IMPACT.
- Based on the child's needs, notify relevant regional CPS Subject Matter Experts (e.g., Nurse, Developmental Disability Specialist, Well-Being Specialist, Education Specialist, etc.). For additional guidance, see [Placing Children Who Have Intellectual and Developmental Disabilities or Primary Medical Needs](#).

*When possible and based on the child's needs, the INV/FBSS worker will notify the Developmental Disability Specialist prior to the child's removal.

Placement of Child/Youth

INV/FBSS Worker will complete the placement of the child in the kinship placement. This includes providing the caregiver with:

- [IMPACT generated 2085KO if placement has been entered or CBC Placement Authorization: Kinship or Other Non-Foster Caregiver \(2085KO\)](#)
- [IMPACT generated 2085B if medical consentor has been entered or CBC Designation of Medical Consentor \(form 2085B\)](#)
- [CBC Designation of Education Decision-Maker \(form 2085-E\)](#)
- [Placement Summary \(form 2279\)](#)
- IMPACT generated Child Sexual History Attachment A form
- Review [Rights of Children and Youth in Foster Care \(form 2530\)](#) with the child and caregivers, obtaining signatures per policy [6420](#).

IMPACT Documentation

INV/FBSS worker will:

- Complete the placement entry in IMPACT and submit to INV/FBSS supervisor for approval. *
- Update person characteristics in IMPACT.
- Update education log in IMPACT (with as much information as available).
- Update medical/dental page in IMPACT.
- Ensure the Placement Summary form 2279, Child Rights, and the Child Sexual History Attachment A have been signed by all [required caregivers per this chart](#) and upload in ONE CASE along with the Rights of Children and Youth in Foster Care.

***INV/FBSS is responsible for ensuring all placement documentation is entered and approved in IMPACT within current policy timeframes.** See CPS Handbook policy [4142 Enter the Placement Change Information in IMPACT](#).

Request for Placement into a CBC Catchment Area

This process outlines the steps CPI/CPS Workers must take to request a paid foster care placements or adoptions for a child(ren)/youth(s), who is legally from another part of the state, into a CBC catchment area.

This process does not include:

- SSCC requests for placement into a different CBC catchment area; or
- Youth who desire a SIL placement.

Requesting CPI/CPS Region

CPI/CPS Workers will complete each section of [Form 1508](#) and staff with his/her supervisor. The completed form will be emailed to receive approval from his/her chain of command; Supervisor/Program Director/Program Administrator/Regional Director (RD).

For Placement into a CBC Catchment (Stage II)

If the requesting Regional Director approves the child's placement located in the CBC catchment area, the Regional Director will email the completed [Form 1508](#) to [Kris Naylor, Chief Operating Officer](#) of OCOK or her designee and cc, [Carressa Cherry](#), Community-Based Care Administrator (CBCA) for the catchment area.

If SSCC Leadership agrees with the placement, she will notify the requesting Regional Director via email, and cc the CBCA.

The agreed upon [Case Dispute Resolution Process](#) will be utilized if there is a disagreement about the child's placement into the CBC catchment area.

For all contact information on CBCA's and SSCC Leadership please visit the [Community-Based Care](#) site.

Referrals When Placement Is Not Needed but DFPS Has Obtained Conservatorship.

This process is used when INV/FBSS takes conservatorship of a child or youth, but due to the unique circumstances, a placement is not being sought at the time of referral. An example would be when a child or youth is hospitalized. OCOK will begin providing case management services upon referral.

Notification & Referral

INV/FBSS Worker will contact OCOK Intake Department by phone 1-844-777-OCOK (6265):

- Provide INV/FBSS Worker contact information.
- Provide INV/FBSS Worker back-up contact information (i.e., supervisor).
- Identify OCOK Specialist to be assigned as secondary in IMPACT.
- Provide OCOK Initial Referral Information (can be verbal).
- Open the FSU and SUB stages in IMPACT.
- Create SSCC referral in IMPACT.
- Complete child's placement information in IMPACT:
 - Enter current non-paid placement setting
 - Complete application for Placement of Children in Residential Care in IMPACT
 - or**
 - Alternative Application for Placement of Children in Residential Care in IMPACT
 - and**
 - Placement Summary Form 2279
 - Provide the Child Sexual History Attachment A to caregivers.

*Based on the child's needs, the INV/FBSS Worker will notify the Developmental Disability Specialist prior to the child's removal.

When the child or youth is ready for placement, follow the [paid placement](#) or [kinship referral](#) process as appropriate.

Placement of Children When CVS is Not Obtained/Temporary Placement is Needed

Under special situations, a child or youth may need a temporary, paid foster care placement. A child or youth's legal region may not be from the Region 3b catchment area or DFPS Conservatorship has not been obtained. If this occurs, CPI will refer the child or youth needing paid foster care placement to the SSCC per current protocols outlined in [New Referrals for Placement](#).

The SSCC will then secure temporary, paid foster care placement for the child or youth with the following considerations:

- If the child or youth has emergency medical needs, then the CPI will ensure written consent is received from the child or youth's parent/managing conservator, as needed;
- If the child or youth is hospitalized, CPI will work with STAR Health (Superior) to cover the expenses related to the days spent in the hospital.
 - If a child or youth needs a hospital sitter, CPI will request and pay for this service.
 - If a foster parent needs to be trained or needs time to bond with the child or youth while the child or youth is in the hospital, CPI will notify SSCC and SSCC will determine a proper course of action.

The SSCC will request payment for placement through current regional processes established with local child welfare boards or, if applicable, the state child welfare department that has legal authority over the child or youth. If payment is denied by a local child welfare board or state child welfare department, then the SSCC will request a Manual Payment (form 4116) from CPS to pay the provider directly for the days the child or youth was in paid placement.

Note: Unless DFPS has custody or in the process of obtaining custody, CPI maintains possession of the child until a placement is located by the SSCC and will be responsible for all related care activities, including transport. The 4- and 7-hour CBC contract requirements do not apply for youth in this section, as this is courtesy assistance from the SSCC and the child/youth is not under the SSCC continuum of care.

Placing Children Who Have Intellectual or Developmental Disabilities (IDD), Primary Medical Needs (PMN) or Complex Medical Needs

Placing children who have IDD, or primary medical needs requires careful consideration in order to make the best placement matches to serve the special needs of these children. [The Primary Medical Needs Resource Guide](#) describes the needs of children who have Primary Medical Needs (PMN). [The Foster and Licensed Facility Placements Process Resource Guide](#) describes the needs of children who have IDD needs.

Emergency Placement Process

INV/FBSS Workers should follow the process outlined in [paid placement](#) process when requesting a paid foster care placement from Our Community Our Kids (OCOK) for a child with Intellectual or Developmental Disabilities (IDD), Primary Medical Needs (PMN) or Complex Medical Needs.

In addition to the [paid placement](#) process, the INV/FBSS worker will:

- Upon placement referral or prior to the removal, when possible, coordinate a telephone staffing with the INV/FBSS Supervisor and Program Director, Regional CPS Subject Matter Experts (Nurse, Developmental Disability Specialist, Well-Being Specialist), and OCOK Intake Specialist to discuss:
 - The specific needs of the child or youth.
 - The ability of available placement options to meet the child or youth's specific needs.
- After a placement has been recommended by OCOK and approved by INV/FBSS, work with the OCOK Intake Specialist to coordinate a telephone staffing with the chosen caregivers, their provider, medical staff (if applicable), OCOK Care Coordinator, OCOK Permanency Supervisor and Program Director, regional CPS Subject Matter Experts (Nurse, Developmental Disability Specialist, Well-Being Specialist), and STAR Health staff to:
 - Discuss the specific needs of the child or youth.
 - Discuss the expectations of placement.
 - Develop a plan to move the child or youth and establish services in the new placement.

The CPS Education Specialist should be included in the staffing as appropriate. If possible, the staffing should occur prior to the child or youth arriving in his or her new placement, but no later than two business days after the child or youth's placement.

Placement Change Process

OCOK Permanency Specialist will request a placement change from their placement team for a child with Intellectual or Developmental Disabilities (IDD) or Primary Medical Needs when needed following the process as outlined in the OCOK Case Management Manual.

As a part of the placement request process, the OCOK Permanency Specialist will:

- Within 24 hours of the placement referral, coordinate a telephone staffing with the OCOK Permanency Supervisor and Program Director, regional CPS Subject Matter Experts (Nurse, Developmental Disability Specialist, Well-Being Specialist), and OCOK Intake Specialist and Director to discuss:
 - The specific needs of the child or youth.
 - Available times for a pre-placement staffing.
- Work with OCOK Intake Specialist to coordinate the pre-placement staffing, including relevant regional CPS Subject Matter Experts (Nurse, Developmental Disability Specialist, Well-Being Specialist), CASA, GAL, OCOK Care Coordinator, and current caregivers.
- After a placement has been recommended by OCOK and approved by OCOK Permanency Specialist, work with the OCOK Intake Specialist to coordinate a telephone staffing with the chosen caregivers, their provider, medical staff (if applicable), OCOK Permanency Supervisor and Program Director, regional CPS Subject Matter Experts (Nurse, Developmental Disability Specialist, Well-Being Specialist), and STAR Health staff, to:
 - discuss the specific needs of the child or youth.
 - discuss the expectations of placement.
 - develop a plan to move the child or youth and establish services in the new placement.

The CPS Education Specialist should be included in the staffing as appropriate.

Placing Children in Certain Institutions

Our Community Our Kids (OCOK) will work with CPS Placement team in State Office when considering and requesting placement of a child or youth in one of the following settings:

- HHSC-Licensed Institutions for children with intellectual or developmental disabilities.
- State Supported Living Centers.
- Home and Community-Based Services (HCS) Residential Placements.
- Nursing Facilities **or**
- Intermediate Care Facilities for Individuals with Intellectual Disabilities/Related Conditions (ICF/IID-RC).

Placing a child or youth in one of the listed types of institutions should only take place when no other less restrictive placement is available that can meet the child or youth's needs.

Placement in one of the listed types of institutions requires careful consideration, assessment, and justification. OCOK Intake Specialist will coordinate with the regional Developmental Disability Specialist to carefully assess the child or youth's specific needs and exhaust all least restrictive placement options before recommending a child or youth's placement in a certain institution.

Placement into one of the listed types of institutions should be initiated through the regional DDS. The DDS will make all referrals to the above options. The SSCC placement teams should not be reaching out to these options directly.

Placement into one of these types of institutions is for non-emergency placements only.

Depending on the type of institutional placement requested for the child or youth, OCOK will need to follow current CPS processes outlined in [The Foster and Licensed Facility Placements Process Resource Guide](#). Also see [CPS Policy 4118 Additional Actions for Placing Children with Intellectual or Development Disabilities. Appendix B: When A Child Specific Contract is Needed by SSCC Process Map](#)

Placement into Intensive Psychiatric Stabilization Program

Before placing a youth in an Intensive Psychiatric Stabilization Program (IPSP), the program must be approved by DFPS. The SSCC will electronically submit a request for approval of the IPSP to the CPS Director of Placement or designee. The SSCC will submit a copy of the subcontract with the IPSP that includes:

- The treatment model;
- The criteria and methodology used in considering a child/youth for IPSP placement, including client characteristics, approval process for the placement, and level of internal managerial approval;
- How the SSCC will oversee, support, ensure safety, and monitor the placement while the child/youth remains in the placement, and;
- A transition plan to ensure the youth is moved to a lesser restrictive setting after the program's treatment model timeframe, with the intent that the youth transitions as soon as the youth has completed the program.

If the IPSP is Approved

- The SSCC will forward the approved email to the Contract Administrator Manager (CAM) and the Community-Based Care Administrator (CBCA).

- The CAM will create a resource in IMPACT add the IPSP under the SSCC's provider network in IMPACT and reply to the email once completed.

If the IPSP is not Approved

If the request was denied, and the SSCC does not agree with denial:

- The SSCC can forward the denial, along with their reason of appeal, to the CPS Associate Commissioner and/or the Director of Conservatorship Services.
- The CPS Associate Commissioner and/or the Director of Conservatorship Services have two business days to respond to the denial.

Requesting Exceptional Foster Care

After approval of the IPSP is received, the SSCC will submit a request to use the Exceptional Foster Care Rate to pay for placement (see [Exceptional Care Rate Request Guide](#)). It is important to include the CBCA on all Exceptional Care requests. Please Note: The SSCC will not be reimbursed the foster care blended rate for any placement into the IPSP.

FOSTER CARE ASSISTANCE

Foster Care Assistance consists of daily care (such as food, clothes, and shelter) and medical coverage provided through Title IV-E or medical assistance only (MAO) foster care.

DFPS Rules, 40 TAC §700.315[External Link](#)

Applying for Foster Care Assistance

INV/FBSS Worker is responsible for completing the initial Foster Care Assistance Application in IMPACT and submitting it to the foster care eligibility specialist. This includes sending the required documentation.

Determining Eligibility

The DFPS Foster Care Eligibility Specialist has the following roles in determining eligibility:

- Obtain birth verification.
- Verifies the child's Social Security number.
- Searches other systems to obtain the child and family income and resource information.
- Processes the Foster Care Assistance Application and records in IMPACT.
- Maintains the eligibility file.
- Please see [CPS Policy 1512 Determining Eligibility](#) for additional information.

Annual Review of Eligibility

DFPS must review the child's eligibility for IV-E or Medicaid at least once every 12 months while the child is in foster care.

The OCOK Permanency Specialist will receive an IMPACT *Task To-Do* when a foster care review is due for the child.

To complete the review, the OCOK Permanency Specialist must:

- complete the Foster Care Review in IMPACT and submit it to the assigned foster care eligibility specialist.
- send the eligibility specialist copies of all child-specific court orders since the previous review or initial determination.
- send the eligibility specialist documentation of the child's citizenship or alien status if new documentation has been obtained since the previous foster care review or initial eligibility determination.

If the annual eligibility review is not completed in response to the IMPACT "To Do" the regional eligibility specialist will pull a report from data warehouse and send a notice to the primary worker supervisor listing the children that still have an annual that the annual review is due. If there continues to be no response, the regional eligibility specialist will then send the report of pending reviews to the Permanency Director.

See CPS policy [1514 Annual Review of Eligibility](#).

Obtaining Certified Birth Certificates and Screen-Printing Birth Records

The OCOK Permanency Specialist always attempts to obtain a birth certificate from the child's parents, relatives, or guardian instead of requesting a copy of the birth certificate through the BVS system. If the Permanency Specialist obtains a copy of the birth certificate, he or she

submits it to the eligibility specialist to serve as documentation of a child's birth and citizenship or alien status when submitting the documentation for the Foster Care Assistance Application. Please refer to CPS Policy [1520 Obtaining Certified Birth Certificates and Screen Printing Birth Records](#) to learn more regarding which type of birth verification is required for specific case management circumstances and the documentation required to support the request. Additionally for those circumstances that do not meet the specific case management circumstances for a certified birth certificate, the Foster Care Eligibility Specialist can assist by providing a screen print of birth records from the Bureau of Vital Statistics.

The Foster Care Eligibility Specialist is the subject matter expert that can assist in getting birth certificates. The mailboxes for those requests for children from 3b are:

- Adoption birth certificates mailbox: R03WESTFOSCARELI@DFPS.TEXAS.GOV
- Out of State birth certificates mailbox: REG03OOSBIRTHCERTTAR@DFPS.TEXAS.GOV
- All other birth certificates mailbox: R03WESTFOSCARELI@DFPS.TEXAS.GOV

Beginning in June 2019, the request for birth certificates for youth **who turn age 15** are handled at CPS State Office. The certified copy (or original) birth certificate, photocopy of the birth certificate, and a cover memo with instructions will be mailed to the OCOK Permanency worker. The worker or local Permanency Specialist will deliver the birth certificate to the youth in person and have them sign [Form 2527 Personal Documents Checklist - 15](#) or [Form 2528 – Personal Documents Checklist - 18](#). In addition, the worker will check the new indicator box on the Child's Plan of Service in IMPACT.

Any birth certificate requests that do not meet CPS Policy [1520 Obtaining Certified Birth Certificates and Screen Printing Birth Records](#) guidance prior to the child turning 15 will require OCOK completing the request for the certificate and providing any funds needed.

The OCOK Point of Contact for birth certificate related issues is Jeannette Jarvis, Care Management Director Assistant, birthcertificates@oc-ok.org.

INITIAL COORDINATION MEETING

The Initial Coordination Meeting (ICM) is an internal, collaborative process between INV/FBSS and Our Community Our Kids (OCOK) that focuses on the unique, individualized needs of the child and outlines services to address those needs. The ICM process seeks to share all relevant information about a child in DFPS conservatorship who require placement or case management services from OCOK. This includes children placed in both kinship and paid placement. Relevant information includes assessments, evaluations, medical reports, recommended services, and all other information that pertains to the child's individual needs.

The ICM takes the place of the traditional removal staffing.

Timeframes

Within 7 days of a new child and family referral to Our Community Our Kids (OCOK), INV/FBSS will host, coordinate, and participate in the Initial Coordination Meeting (ICM).

The ICM may be extended up to 3 days if an emergency placement occurs on a holiday or weekend day (Friday, Saturday, or Sunday) or inclement weather prevents the ICM from occurring as scheduled. All other extensions to an ICM must be approved by the INV Program Director.

Coordination

Region 3b has identified a standard schedule for ICM's in the area.

- Monday, Wednesday, Friday
 - Time: 1pm
 - Region: 3b
 - Counties Covered: Tarrant County
 - Contact Email: dfpsregion03icmtarrant@dfps.texas.gov
- Monday, Thursday
 - Time: 1pm
 - Region: 3b
 - Counties Covered: Erath, Hood, Palo Pinto, Parker, Johnson, & Somervell
 - Contact Email: dfpsregion03w3bremovals@dfps.texas.gov
- Monday, Thursday
 - Time: 10am
 - Region: 3b
 - Counties Covered: Erath, Hood, Palo Pinto, Parker, Johnson, & Somervell
 - Contact Email: dfpsregion03w3bremovals@dfps.texas.gov

The INV Program Director or designee will coordinate all meeting logistics, including:

- Schedules with participants a meeting date and time.
- Reserves a conference room/ virtual meeting platform.
- Ensures all relevant participants are invited to the meeting.
- Provides notice (2 business days) of the ICM to all participants.

To begin the coordination process, INV/FBSS staff will send an email to the ICM Coordinator containing all placement referrals.

- Tarrant County - [mailto: dfpsregion03icmtarrant@dfps.texas.gov](mailto:dfpsregion03icmtarrant@dfps.texas.gov)
- All other counties - dfpsregion03w3bremovals@dfps.texas.gov

The ICM Coordinator will compile the list of placement referrals and send an email to all appropriate INV/FBSS and OCOK staff as notification of the upcoming ICM.

Participants

At a minimum, the following participants will be notified of the upcoming ICM:

- OCOK Care Coordinator.
- Removal Worker and Supervisor.
- OCOK Permanency Worker and Supervisor.
- OCOK Kinship Specialist and Supervisor, as appropriate.
- Provider Case Manager (invited by OCOK).
- Devonna.Stephens@dfps.texas.gov, CPS Nurse
- Other CPS staff or subject matter experts as needed (e.g., Developmental Disabilities Specialist, Education Specialist, Well Being Specialist).
- CASA representative.

Additional staff may be included in the notification email but may not need to participate in the ICM.

Documentation

Before the ICM

Before the ICM, the Removal Worker will complete:

- As much of the Removal Staffing Checklist as possible
- Page 1 of the ICM form.

The Removal Worker will email a copy of the removal checklist and ICM form to all participants prior to the meeting.

During the ICM

During the ICM, the Removal Worker or their designee will:

- Record notes from the meeting discussion on the ICM form, including but not limited to the primary and concurrent permanency goals for the child.
- OCOK and INV/FBSS staff will share and exchange copies (with each other) of all external documentation gathered thus far related to the child's needs, including but not limited to removal affidavit, diligent search results for relatives and/or parents, immunization records, birth records, birth certificates, social security cards, medical/dental reports or records, school records, progress notes, assessments, evaluations, and so on.

After the ICM

After the ICM, the Removal Worker or their designee will:

- Record the ICM as a contact in the FSU stage, Contact Detail page in IMPACT.
- ensure the notes from the meeting are recorded in the Contact Detail Narrative.

WORKING WITH CHILDREN WHO ARE SEXUALLY AGGRESSIVE, HAVE SEXUAL BEHAVIOR PROBLEMS, OR ARE VICTIMS OF SEXUAL AGGRESSION

CPS offers services and support to ensure the safety and well-being of children who meet one or more of the following criteria:

- The child exhibits sexually aggressive behavior.
- A DFPS staff member, another professional, a parent or caregiver, or another person with knowledge of the situation has identified the child as having sexual behavior problems.
- The child is a victim of sexual aggression.

Sexually aggressive behavior is behavior in which a child takes advantage of another person in a sexual way, through seduction, coercion, or force.

OCOK will continue to follow the policy and practice identified in CPS Policy [6419 Working with Children Who Are Sexually Aggressive, Have Sexual Behavior Problems, or Are Victims of Sexual Abuse](#).

Staff members of OCOK providing case management services follow procedures in the [Sexual Incident History Resource Guide](#) when working with the following:

- Children who have sexually aggressive behavior.
- Children who have sexual behavior problems.
- Victims of sexual aggression.

The resource guide also contains more information about practices, requirements, and definitions of terms.

If DFPS staff have a child/youth entering DFPS conservatorship from a Region 3b county who needs to be assessed for sexually aggressive behavior, DFPS must:

- Contact OCOK Legal and Policy Compliance Director- Megan.Wilkinson@oc-ok.org to schedule CSA staffing. Senior Director of Permanency is responsible for the CSA designation in IMPACT for any child or youth legally from Region 3b.
- The removal worker will be prepared to share all known information required for the staffing.
- OCOK Senior Director of Permanency will be responsible for documenting the staffing in IMPACT and, if determined, adding the designation in IMPACT.

Refer to [Child Sexual Aggression Designation Related to Removals and Placement](#) Section for Additional information.

SUBJECT MATTER EXPERT SUPPORT IN PROVIDING SERVICES TO CHILDREN AND FAMILIES

For DFPS state office subject matter expert contact information, see [Region 12: Stage Office Resources](#).

For Region 3 subject matter experts and contacts, see [Region 3 Resources](#) page.

Criminal Background Checks Unit (CBCU)

DFPS staff members within the Background Checks unit process background checks for the following populations:

- CPS Emergency Placements (FBI Exigent Checks)
- DFPS New Hires and Volunteers
- External Volunteers
- Purchased Client Services contractors
- General Public

OCOK can contact CBCU by sending an email to the mailbox (askbc@dfps.texas.gov) for questions or information. OCOK can also visit the [Background Checks DFPS SafetyNet Page](#) to find links and access to FINDRS information, Handbook, Training, CPS Background Checks, Resources, and a direct link to contact information.

Developmental Disabilities Specialist (DDS)

The Developmental Disability Specialists (DDS) are regional subject matter experts and liaisons when an infant, child or youth is suspected or diagnosed with an intellectual and/or developmental disability.

When to contact the DDS?

Whenever there is an infant, child, or youth that comes into care, at any stage, who is diagnosed with or suspected of the following:

- A child with an IQ of 69 or below
- A child with an IQ of 70-75 who may also qualify as IDD with a secondary diagnosis
- A child is suspected or diagnosed with an Intellectual Disability even if we do not have an IQ or other test results
- A child with Autism
- A child with medical disabilities such as but not limited to Spina Bifida, vision/physical impairments.
- If you are unsure if an infant, child or youth has IDD and would like a consultation.

How can DDS help?

There are a number of reasons why CPI/CPS/SSCC staff or other staff might want to contact their Developmental Disability Specialist. Not only are they experts in the field of IDD, but they also maintain regional and statewide resource networks and contacts specific to infants, children, and youth with IDD.

DDS can:

- Provide training and support to staff about working with infants, children and youth with IDD.
- Serve as liaisons between DFPS and Health and Human Services for community-based services through the youth's Local Intellectual and Developmental Disability Authority (LIDDA). This includes:
 - Making referrals to the Medicaid waiver interest list for long-term services and supports.
 - Making referrals to HHSC Office of Guardianship, if appropriate.
 - Making referrals for Home and Community Services (HCS) for youth and facilitating referrals for Determination of Intellectual Disabilities (DIDs).
 - Referring to and participating in Community Resource Coordination Groups (CRCG's).

- Address the unique challenges of young adults transitioning out of care into the community and help address resources needed for future support.
- Serve as consultants to DFPS/OCOK staff regarding cases and participate in transition planning meetings, case reviews, circles of support, and permanency conferences.
- Assist in locating and facilitating the placement process for youth needing specialized
- placements. These specialized placements can include:
 - Intermediate Care Facilities (ICF-IDD)
 - State Supported Living Centers (SSLC)
 - Nursing Facilities
 - Home and Community Based Services (HCS)
 - General Residential Operations (GRO)- Mission Road Developmental Center or Casa Esperanza
 See [Placing in Certain Institutions](#) for additional information.

If a child is placed in a GRO for children/youth with IDD (Casa Esperanza and Mission Road), ICF or State Supported Living Center (SSLC):

- The primary caseworker names the regional DDS as the secondary worker.
- The DDS in the region where the placement is located will make face-to-face contact at least once a month with youth placed at Casa Esperanza, Mission Roads, and any SSLC (State Supported Living Center).

See CPS Policies:

[6411.3 Contact with Children in IDD GRO, SSLC, and ICF Facilities](#)

[6411.31 Responsibilities of the Developmental Disability Specialist](#)

[6411.32 Responsibilities of the Primary Conservatorship Caseworker When a Child Has an Intellectual or Developmental Disability](#)

For additional information [DFPS Safety Net page for Intellectual and Developmental Disabilities](#)

Education Specialists

CPS Regional Education Specialists serve as advocates, liaisons, and expert educational resources between local school districts and CPS staff in providing the best educational outcomes for children in DFPS conservatorship. CPS Regional Education Specialists can also be a resource as needed to assist OCOK with access to, or communication with, Region 3b catchment area school districts and campuses.

For additional information see: [Education for Children Resource Guide](#)
CPS Policy [15000 Education for Children ; Safety Net Education page](#)

Faith Based Specialists

The faith community has a long history of helping those in need. DFPS wants to partner with all faith communities in Texas to help children in foster care, their parents and kinship families.

The Texas Faith-Based Model is a joint effort between DFPS and faith-based communities of all denominations and religious affiliations. The goals are to:

- Change the way DFPS collaborates with the faith community to promote positive outcomes for children and families.
- Enhance the well-being of children by shortening their stay in the foster care system.
- Decrease the time for children to achieve permanency.
- Improve community relations.

As part of the Texas Faith-Based Model, DFPS provides information to local congregations about the needs of children and families in their area. The local congregation then decides what type of ministry to develop. DFPS assists with information, attending meetings, and answering questions about the children and families needing help.

For more information see [Texas Faith-Based Model](#).


Fatherhood Initiative

The goal of the Texas Fatherhood Initiative is to build greater capacity within CPS to serve fathers by shedding light on effective models of service that engage fathers - even if those fathers do not currently live in the homes of their children or are not actively involved in their children's lives.

For more information see [Fathers Matter: The Responsible Fathering Initiative](#)

The DFPS Fatherhood Specialist compiles a report of the children's cases that do not list a father and will provide that report to OCOK.

FINDRS

FINDRS is short for Family Inquiry Network/Database Research System. Using multiple online resources, FINDRS investigators can perform simple or complex database searches and provide locating information on individuals. You can find the information to request a FINDRS search on the [FINDERS SafetyNet](#) page **and** [FINDRS Search Request Tip Sheet](#)  for additional assistance.

Immigration Specialist

Immigration Specialists serve as subject matter experts. The Immigration Specialists identify and track children with immigration needs who are in DFPS care.

See DFPS Safety Net: [Immigration Specialist](#) for more information.

Nurse Consultant

Nurse Consultants consult with and educate CPS/SSCC staff about health care issues related to children on their caseloads. They are licensed registered nurses but do not function in a clinical direct patient care role for the agency. Their primary duties include: providing one on one consultation to caseworkers, reviewing medical records and interpreting medical information, and facilitating referrals to the Forensic Assessment Center Network (FACN).

Forensic Assessment Center Network

The Forensic Assessment Center Network (FACN) is comprised of physicians who specialize in child abuse and neglect. They provide case consultation, including medical evaluations, expert witness testimony for court proceedings, and training to DFPS.

When and When Not to Use the FACN

- In most instances, staff consult the FACN about an original incident of abuse that was investigated or assessed.
- For instance, OCOK staff is working on a case, identifies additional information about the original incident, and needs clarification from the FACN, it would be appropriate for OCOK staff to consult the FACN.
- If any staff needs court testimony, staff may consult the FACN to see if the FACN can provide appropriate support.
- It is also appropriate to consult the FACN when staff has general ongoing medical questions pertaining to specific cases.
- Staff may not use the FACN for direct examinations of children or for medication services to children in DFPS conservatorship.

See CPS Handbook policy: [2232 Making a Referral to the Forensic Assessment Center Network](#)

Advocacy for Children's Healthcare Needs

The CPS Nurse Consultant may advocate for CPS/SSCC staff and children receiving CPS services by discussing the medical needs of children with medical and special needs in all open cases and making recommendations. The CPS Nurse Consultant accomplishes this by:

- Participating in staffings.
- Engaging in discussions with the children's direct medical providers.
- Attending meetings, such as Family Team Meetings (FTM), Family Group Conferences (FGC), regional removal staffings, case staffings involving children with medical needs, hospital staffings, child death reviews, etc.

How to Request Assistance from Your CPS Nurse Consultant

The OCOK Permanency Specialist may request assistance from the CPS Nurse Consultant in person, or by phone, email, or using a referral form. Regional staff should consult with the CPS Nurse Consultant covering their region regarding the best way to make a referral. The current list of CPS nurse consultants may be found on the [Nurse Consultants page](#):

For additional information see [Medical Services Resource Guide and Medical Services SafetyNet page](#).

Psychiatric Hospital Workers

Psychiatric Hospital Workers serve as advocates, liaisons, and expert coordinators between local psychiatric care centers and CPS/SSCC staff in providing the best acute psychiatric treatment outcomes for children in DFPS conservatorship.

These staff are solely dedicated to ensuring continuity of care and services for a youth experiencing an acute psychiatric hospital stay, with the aim of reducing the length of the hospital stays and positively impacting the permanency and well-being outcomes for every child. To achieve this mission, Psychiatric Hospital caseworkers visit and work with every child and youth through every single stay at an acute psychiatric hospital.

The process for requesting and working with the Psychiatric Hospital Liaison is outlined in the Psychiatric Hospital Contact Protocol.

See [Psychiatric Hospital Contact Protocol](#) and [Psychiatric Hospital Workers](#) Safety Net page for additional information.

Special Investigators (SI)

A Special Investigator performs advanced consultative protective services work in Child Protective Investigations (CPI), with an emphasis on forensic investigations. Work involves investigating cases that are of a high profile or high-risk nature or require joint investigation with law enforcement due to alleged criminal acts. A SI provides consultation and assistance regarding complex cases and issues, forensic investigation techniques, and investigation skills.

Special Investigators can assist OCOK in the following activities:

- With sufficient notice, attend meetings to train on best practices and how to utilize tools (e.g. Accurant) available to OCOK for locating families and missing children.
- On certain cases, support in emergencies to help track families and [locate missing youth from care](#). SIs will assess the request and consult with the OCOK requestor on recommended actions per available resources.
- Provide consultation/assessment/assistance on Human Trafficking related concerns.

As soon as the caseworker finds the need to involve a Special Investigator, the caseworker's supervisor must be notified and follow any protocols determined for the situation. Requests should be made to the Region of the child's legal custody, not the region of placement. All requests for SI assistance should go through the SI regional mailboxes which are monitored routinely and are the method for routing assignments to Special Investigators. For assistance in Tarrant County contact SIRequestRegion03WTarrant@dfps.texas.gov. For all other counties in Metroplex West contact SIRequestRegion03WOutlying@dfps.texas.gov. Only for emergencies (e.g. abduction) should the SI Program Director be contacted directly. For a search request such as running online searches for records and reports on persons of interest (e.g. TEA, Accurant, Location databases, Data Broker), include an [Information Request Form-2005](#), detailing the need. Courtesy requests for missing children also require the [CPS Missing Child Preliminary Sheet-4100](#)¹ with a copy of the orders granting custody, and an email subject line "Missing Child Request for Assistance". As soon as the caseworker receives notification, via email or phone, of the SI assigned, the caseworker makes that SI secondary on the SUB stage in IMPACT.

See [When a Child or Youth is Missing from DFPS Conservatorship](#) and [Appendix B: Utilizing Special Investigators](#) for more information

Statewide Parent Collaboration Group and Local Parent Support Group

Statewide Parent Collaboration Group (PCG)

The statewide Parent Collaboration Group (PCG) is a partnership between the Texas Department of Family and Protective Services (DFPS) and parents who have been recipients of CPS services. The PCG is a venue for gathering and incorporating parental feedback to enhance CPS policy and practice. OCOK will identify a representative to participate in this group to represent their catchment. OCOK will also aid in recruiting parents to be a part of this group as needed.

The PCG provides:

- Information to staff regarding what parents experience as recipients of CPS services.
- Recommendations for improvement.

Local Parent Support Group

The local Parent Support Groups (PSGs) are informational support groups for parents receiving family-based safety services (FBSS) or conservatorship (CVS) services. These groups are led by a parent who has successfully navigated the CPS system and, a CPS staff person and OCOK Liaison.

Local PSG meetings are held at least once a month in communities around the state, and provide:

- Information about the CPS system
- Hope and support
- Encouragement, including the personal story of the parent leading the group
- A short question and answer session
- Information about various community services

Referrals to Parent Support Groups

It is the OCOK Permanency Specialist's responsibility to ensure that parents being served by CPS/OCOK are aware of the local PSGs in their area. Regional fliers and information are available from regional CPS liaisons.

For additional information please refer to CPS Policy 1143 Statewide Parent Collaboration Group and Local Parent Support Group and [Parent Collaboration Group](#) Safety Net page.

SSI Coordinators

SSI Coordinators are responsible for applying for SSI Benefits for children in foster care who may have a disability. SSI Coordinators also serve as a point of contact with the Social Security Administration regarding children in DFPS conservatorship who are on SSI or RSDI.

See [SSI Coordinators](#) Safety Net Page

State Office Divisions Collaboration

Divisions within CPS State Office will add representatives from OCOK to existing workgroups and communications. Example, OCOK Senior Permanency Director will be invited to participate in Conservatorship Program Administrator calls and meetings. OCOK will also be added to communication d-lists as needed to ensure they are receiving information related to service families and children.

Additionally, program specialists and subject matter experts from CPS divisions in State Office will be available to provide support and technical assistance to OCOK just as they provide support and technical assistance to regional conservatorship programs.

Substance Use Specialist

Substance abuse specialists support CPS and CPI practice in working with children and families, with **substance use disorders** throughout each stage of service. They are subject matter experts who assist staff in providing technical assistance relating to protocol, policy, and practice regarding substance use, abuse and treatment.

See [Substance Use Specialist](#) Safety Net Page.

Travel for Children in Conservatorship

For children traveling outside of the United States, prior court approval is needed. OCOK will follow the steps outlined in CPS Policy [6474.1](#) by following the SSCC's chain of command relating to approvals. Once all approvals are obtained from OCOK leadership, an Action Memo addressed to the CPS Assistant Commissioner, will then be submitted to DFPS State Office Program Support, Regina Perez at regina.perez@dfps.texas.gov, who will route for final review. Refer to CPS Policy 6474 for additional information.

For information on children traveling in-state see Policy [6471.1](#) and for children traveling out-of-state please see Policy [6471.2](#) with regard to approvals and communications.

For additional information see [When a Child or Youth in CPS Conservatorship Travels Resource Guide](#).

Volunteer and Community Engagement

The Office of Volunteer and Community Engagement (OVCE) is a unit within DFPS under External Relations whose purpose is to ensure that the community is involved and contributes to DFPS work through donations, volunteer work, or partnerships.

Through Community engagement, DFPS staff build positive, ongoing, permanent relationships with stakeholders and community partners that support the DFPS mission and goals and, ultimately, improve outcomes for our children and families.

For contacts, see [Volunteer and Community Engagement Coordinators](#).

Access to Resource Rooms

Resource Rooms (RRs) are stocked with donated items OCOK Permanency Specialists can access to meet the needs of children and families served by DFPS. Independent volunteer groups generously coordinate the many aspects of the rooms. OCOK will have access to these rooms during regular DFPS business hours. DFPS staff who assist with managing access to the rooms will assist OCOK with access as needed.

For more information and contacts, see Region 3 [Rainbow Rooms](#).

Access to Conference/Visitation Rooms

OCOK will have access to DFPS conference or visitation rooms during DFPS business hours. Since these rooms are shared with CPS and CPI programs, rooms must be reserved through the local office coordinator.

Well-Being Specialist (WBS)

Well-Being Specialists are subject matter experts who assist CPS/SSCC staff, caregivers, and STAR Health in addressing basic and specialized behavioral and physical healthcare needs for children in all stages of service, including dental, vision, and pharmacy services. Their primary duties include troubleshooting for complex cases related to physical and behavioral health needs, serving as the CPS Liaison to Superior for STAR Health services and facilitating primary medical needs staffings.

Well-Being Specialist duties and responsibilities include, but are not limited to:

- Troubleshooting for Complex Cases related to Physical and Behavioral Health Needs.
- Participate in placement staffings to assist placement staff with resolving barriers to placement, particularly in cases where children have special physical or behavioral health needs.
- Assist staff and caregivers in resolving medical billing issues.
- Respond to psychotropic medication concerns through education and coordination.
- Ensure there is no interruption or delay in services for the child by coordinating communication between medical providers, STAR Health, and staff.
- Assist workers in obtaining prescription medications for children and young adults.
- Identify medical barriers to placement and request recommendations for on-going treatment through consultation with medical staff.
- Work closely with caseworkers and eligibility staff around Medicaid eligibility issues.
- Assist staff with out of state access to healthcare services for children placed through the Interstate Compact on the Placement of Children (ICPC) process.
- Assist CPS/SSCC staff and caregivers in addressing any denial of services by STAR Health.

CPS Liaison to Superior/Cenpatico

- Serve as Subject Matter Experts for STAR Health, Medical Consent policy, Medicaid policy, and the "3 in 30" (Texas Health Steps, CANS and 3 Day Medical Exam).
- Respond to STAR Health inquiries, including medical consentor confirmations, service management denials, refusal of Texas Health Steps Outreach by Kinship family, Eligibility issues, and outreach to staff.

Child Specific Staffings

- Coordinate and facilitate Primary Medical Needs (see the Primary Medical Needs Resource Guide) and Medical staffings for any child entering DFPS conservatorship or changing placements, who has specialized medical needs, for the purpose of ensuring the child's medical needs are met.
- Participate in placement staffings with STAR Health and Placement to trouble shoot barriers to placements for medically fragile youth.
- Participate as needed in removal staffings, Circles of Support, Family Team Meetings, Family Group Conferences, Community Resource Coordination Groups,
- Permanency Roundtables, Permanency Conferences, Special Needs Staffings, Hospital Case Reviews, and Medical Staffings.

For additional information see [Medical Services Resource Guide](#).

DAYCARE SERVICES

Foster Child Daycare

For eligibility requirements please see CPS policy [8235.41 Determining Eligibility for Foster Day Care](#).

When foster daycare services are needed for a child, who is legally from Region 3b and placed within Our Community Our Kids' (OCOK) provider network, the OCOK Daycare Coordinator will:

- Refer the foster parent to the local Child Care Services (CCS) office in order to be pre-qualified for foster daycare services as needed.
- Provide the [Foster/Relative & Other Designated Caregiver Daycare Verification \(form 1809\)](#) to each foster parent household each time application for initial daycare services are requested.

Note: Foster parent e-signatures are acceptable (completed/signed/scanned copy of the 1809 or on-line completion of the 1809 with foster parent approval in return email).

- Complete a daycare request in IMPACT for each child needing daycare.
- Send an email to the daycare3@dfps.texas.gov mailbox:
 - Subject line: Region, County, Caregiver's Name, Child's Name, Case ID, daycare request date, #1 of ___ (number of children related to this referral), and
 - Attach the following:
 - Pre-qualification letter from CCS,
 - Completed Daycare Request in IMPACT,
 - Completed [Foster/Relative & Other Designated Caregiver Daycare Verification \(form 1809\)](#) unless an exception is met as described below:

Exception:

For the initial daycare authorization, the requirement for the foster parent to complete the form may be waived if it is determined the verification would prevent an emergency placement in the child's best interest. Such an emergency placement would be one where the placement cannot be sustained or is unlikely to be sustained if the person requesting daycare were required to verify the unavailability of community resources. The waiver of the requirement must be approved by the OCOK Director of Permanency and should only be utilized where the foster parent has exercised reasonable diligence but has been unable to verify community resource unavailability. If such a waiver is approved, the foster parent will be required to verify the unavailability of community resources at the time of the first daycare renewal.

After receiving the daycare request email and the daycare request in IMPACT the CPS daycare coordinator will:

- Create the service authorization in IMPACT and send to CCMS.
- Within 10 business days of receipt of the approved daycare request in IMPACT, the Regional Daycare Coordinator will process the daycare request. See [8235.4 Foster Child Day Care](#).
- **Please note:** Daycare services will not be authorized for payment until:
 - *Regional Daycare Coordinator approves the service authorization (form 2054) and*
 - it is received by the contracted child care services agency and entered it into their system and
 - the child care services agency notifies the chosen daycare.

Kinship Child Daycare

OCOK may request Kinship Child Daycare for a child in DFPS conservatorship who is placed with kinship caregivers if:

DFPS has an approved kinship home assessment on file for caregivers who are not verified or licensed foster care providers.

- The caregivers have signed [Form 0695](#) Kinship Caregiver Agreement.
- The caregivers are employed outside the home and work at least 40 hours per week.
- Like foster parents, kinship families may be referred to the local Child Care Services (CCS) office in order to be pre-qualified for foster daycare services as needed

Please see CPS Policy [8235.5 Kinship Child Day Care](#) for additional eligibility criteria.

If eligibility requirements for Kinship Child Day Care are not met, the child *may* be eligible to receive General Protective Day Care.

To be eligible for Kinship-General Protective Day Care the caregiver must:

- be related to the child or have a longstanding and significant relationship with the child or family in the case of an infant;
- not be a licensed or verified foster home or foster group home;
- be residents of Texas; and
- be employed outside the home and work at least 40 hours per week

The use of General Protective Day Care for a child in a Kinship placement must be approved by the OCOK Senior Director of Permanency.

To request kinship daycare OCOK will provide to the CPS regional daycare coordinator:

- [Foster/Relative & Other Designated Caregiver Daycare Verification](#) (form 1809) to each kinship caregiver household each time application for daycare services are requested. Note this form is required for both initial requests and renewals. **Note:** Kinship caregiver e-signatures are acceptable (completed/signed/scanned copy of the 1809 or on-line completion of the 1809 with kinship caregiver approval in return email).
- OCOK will need to verify caregiver employment. Acceptable verification includes:
 - copies of the caregivers last 3 paystubs.
 - statement from the employer attesting to being employed full-time for 40 hours a week.
 - in the case of self-employment, a completed Form 1806 Caregiver Statement of Self-Employment Income.

Send an email to the daycare3@dfps.texas.gov mailbox.

- Subject line: Region, Caregiver's Name, Child's Name, Case ID, CPS/SSCC Unit #
 - If only 1 child's name is entered in the subject line, but there are multiple children that requests were completed for, all of their names must be provided in the body of the email.
 - The body of the email must have the OCOK permanency supervisor's approval in the body of the email. If we do not have supervisor approval in the body of the email, we cannot process the IMPACT daycare requests.
 - A statement regarding the verification that has been provided for the employment verification and the number of hours each caregiver works (note employment verification must also be provided for renewals).
 - Attach the following:

- Completed Foster/Relative & Other Designated Caregiver Daycare Verification(form 1809) unless an exception is met as described below:
- OCOK will complete the Daycare Request in IMPACT.

Exception:

For the initial daycare authorization, the requirement for the caregiver to complete the form may be waived if it is determined the verification would prevent an emergency placement in the child's best interest. Such an emergency placement would be one where the placement cannot be sustained or is unlikely to be sustained if the person requesting daycare were required to verify the unavailability of community resources. The waiver of the requirement must be approved by the OCOK Program Director (PD) and should only be utilized where the foster parent has exercised reasonable diligence but has been unable to verify community resources unavailability. If such a waiver is approved, the foster parent will be required to verify the unavailability of community resources at the time of the first daycare renewal.

After receiving the daycare request email and the daycare request in IMPACT the daycare coordinator will:

- Create the service authorization in IMPACT and send to CCMS.
- Within 10 business days of receipt of the approved daycare request in IMPACT, the Regional Daycare Coordinator will process the daycare request. See
- **Please note:** Daycare services will not be authorized for payment until
 - *Regional Daycare Coordinator approves the service authorization (form 2054) and*
 - *it is received by the contracted child care services agency and entered it into their system and*
 - *the child care services agency notifies the chosen daycare.*

Waiving the Eligibility Criteria for Good Cause

The associate commissioner for Child Protective Services (CPS) has the authority to waive the eligibility provisions for good cause. The OCOK Senior Director of Permanency or designee may request a waiver for good cause on a case-by-case basis. Waiver requests should be submitted to daycare3@dfps.texas.gov mailbox who will then route to the 3W CPS Regional Director and CPS State Office for approval.

In any Kinship placement, child safety is the paramount concern. When caregivers do not meet eligibility requirements, staff should seek a waiver if there are any concerns for child safety in the kinship placement.

General Protective Daycare

OCOK may request General Protective Daycare for a child in DFPS conservatorship who has been reunited with their parent(s).

Send an email to the daycare3@dfps.texas.gov mailbox.

- Subject line: Region, Caregiver's Name, Child's Name, Case ID, CPS/SSCC Unit #
 - If only 1 child's name is entered in the subject line, but there are multiple children that requests were completed for, all of their names must be provided in the body of the email.
 - The body of the email must have the OCOK permanency supervisor's approval in the body of the email. If the supervisor approval is not in the body of the email, the Regional Daycare Coordinator cannot process the IMPACT daycare request.

- OCOK will complete the Daycare Request in IMPACT.

after receiving the daycare request email and the daycare request in IMPACT the daycare coordinator will:

- Create the service authorization in IMPACT and send to CCMS.
- Within 10 business days of receipt of the approved daycare request in IMPACT, the Regional Daycare Coordinator will process the daycare request.

Please note: Daycare services will not be authorized for payment until

- *Regional Daycare Coordinator approves the service authorization (form 2054) and*
- it is received by the contracted child care services agency and entered it into their system and
- the child care services agency notifies the chosen daycare.

Any required approvals for extensions for daycare services should be directed to Marie Clark, OCOK Director of Care Management.

CASE DOCUMENTATION

Documentation and Communication

When a child is placed in substitute care, OCOK staff must document in IMPACT the:

- Contacts, assessments, and services provided to the child and the child's family.
- Key decisions made, and actions taken during care that affect the child and the child's family.

OCOK will be recording contacts in IMPACT in the contact detail page and must be entered no later than 7 days from the contact date.

Rights of Children and Youth in Foster Care

The CPS Rights of Children and Youth in Foster Care, also known as the Bill of Rights, is an important document that outlines the rights children and youth have when they are placed in foster care. It is required by federal law, Texas law, and policy Rights of Children and Youth in Foster Care CPS Handbook [6420](#).

Every time it is reviewed with the child or youth, it must be signed by the child or youth, the caseworker, and the caregiver.

The primary caseworker is responsible for reviewing the Bill of Rights with the child or youth:

- Within 72 hours of the child or youth entering foster care (i.e. at initial placement following the child's removal).
- Every time the Child's Plan of Service (CPOS) is reviewed, including the first time the CPOS is developed. The Bill of Rights is included with the CPOS when the CPOS is generated from the Forms drop-down in IMPACT 2.0.

Again, at the time of initial placement but no later than 72 hours, children and youth in foster care must be provided with a copy of the CPS Rights of Children and Youth in Foster Care (Form 2530). The primary caseworker must review these Rights with the child or youth. Upon completion of the review, the primary caseworker must have the child or youth and caregiver sign on the appropriate signature lines, provide a copy to the child or youth, and upload a signed copy into OneCase in IMPACT in addition to a signed copying in the physical case file.

The primary caseworker must review the Bill of Rights orally and in the child's primary language, if possible. There are no exceptions for age or disability. Caseworkers will need to provide accommodations where needed, such as translators or sign language interpreters. If a child cannot sign the Bill of Rights (such as infants, for example), this must be noted on the form by the caseworker. The review must still occur with the caregiver and a signed copy must still be uploaded into OneCase and included in the physical case file.

The Bill of Rights contains language and words that won't necessarily be understood by all children and youth. Some notable examples from the Bill of Rights are:

13. "Participate in... unsupervised childhood and extracurricular activities."

20. "Healthy foods in healthy portions for my age and activity level."

27. "Be informed of emergency behavioral intervention policies in writing..."

45. "Make calls, reports, or complaints" to

- The HHSC Ombudsman for Children and Youth currently in Foster Care at 1-844-286-0769.
- The DFPS Office of Consumer Affairs at 1-800-720-7777.

The primary caseworker should check for understanding and explain anything the child or youth doesn't understand in a developmentally appropriate way.

The review of the Bill of Rights can be done via virtual meeting, in-person/face-to-face, over the phone, or an app such as FaceTime (available on DFPS-issued iPhones).

Maintaining Current Photograph of a Child

Upon assignment, the OCOK Permanency Specialist must review the case record. If there has been no clearly visible photograph of the child's face taken within the last 60 days and uploaded into IMPACT, the OCOK Permanency Specialist must ensure one is taken and uploaded into IMPACT by the 60th day following the child's removal. Thereafter, the OCOK Permanency Specialist must ensure there is at least one updated photograph for every child in DFPS legal custody taken every six months and uploaded into IMPACT.

Photographs may be taken by the OCOK Permanency Specialist or other individual, but must fit the criteria outlined below:

- The date the photo was taken must be known and should be from within the past six months.
- The photo must be an individual photo of the child in whose stage it is being uploaded.
- The child's face must be clearly visible and not at a distance.

When the case is closed, the OCOK Permanency Specialist must give the print and digital pictures to the family caring for the child, or to the child if he or she is a teenager.

See CPS Policy [6133.73 Maintaining Current Photo of Child](#)

Primary Case Assignment, External Case File and External Documentation

Primary Case Assignment

Between the Child and Family Referral and the 14th day, the OCOK Permanency Specialist and the Removal Worker must cooperate in completing and filing all required legal forms and documents, attending court hearings, and ensuring that all required visits take place. At the 14th day after removal, regardless if the adversarial hearing has taken place, the Removal Worker will make the OCOK Permanency Specialist primary on the FSU and SUB stages. If the adversary hearing is delayed, a staffing may be requested at 14 days to discuss outstanding removal checklist tasks and responsibilities. The Removal Worker can request that the OCOK Permanency Specialist make them secondary on the FSU and SUB stages if needed.

External Case File Transfer

The Removal Worker will provide the external CPS file to the OCOK Permanency Specialist no later than the 14th day after removal.

External Case Documentation

Substitute care documentation requirements state the following forms must be included in the case record. This list is not all-inclusive. Region 3b may have additional requirements for documentation that must be included in the case file. The Removal Worker and OCOK Permanency Specialist will ensure that any of below that has been obtained, are in the case record, either in IMPACT or the paper file, with copies of certain documents filed in the child's Education Portfolio.

- Birth/citizenship records
- Health records, including a copy of a recent medical exam
- School records
- A copy of the signed foster care assistance application
- Copies of signed court orders, affidavits, and other court documents
- The court's determination that CPS made reasonable efforts to prevent removal, reunify the family or seek other permanency goals for a child
- CPS notice to caretaker of court hearings, PPMs/administrative review. Caretakers include relatives, foster parents, and pre-consummated adoptive parents
- Placement and medical authorizations including medical consent forms
- Designation of education decision-maker
- Temporary Visitation Schedule
- Correspondence
- Other possible documents, such as photographs, authorizations, and letters

Removal Worker will provide the Educational portfolio to the caregiver at the time of placement, with any documents available at that time. The removal worker will continue to provide any additional documents to either the Placement or Permanency Specialist as they are received.

See CPS Handbook policy:

[6134 External Documentation](#)

ENSURING SAFETY

Abuse and Neglect Investigations on Children in Conservatorship

When a report of abuse or neglect is received on child/ren in conservatorship, SSCC staff will need to follow all steps outlined in specific policies.

See policy [4221.1 RCCI Notifying CPS of Alleged Abuse or Neglect in Foster Homes](#) for RCCI's steps and responsibilities in notifying the SSCC of abuse and neglect in foster homes and the SSCC's responsibilities when an intake is Priority None (PN) and a Home History review is completed.

[RCCI Notification Process Map](#)

See policy [4221.2 CPS Responsibility and Procedure after Receiving a Notification of Abuse, Neglect, or Exploitation for the SSCC's responsibility and procedures after receiving a notification on an investigation of abuse, neglect or exploitation of a child in DFPS conservatorship.](#)

If a report involves alleged child-on-child victimization, the SSCC permanency specialist must follow the protocols in [Appendix 4623: Protocol for RCCI Investigations Involving Child-on-Child Victimization in Foster Care](#).

If the report alleges child sexual aggression, the SSCC permanency specialist must follow the protocols in the [Sexual Incident History Resource Guide](#).

See [6419 Working with Children Who Are Sexually Aggressive, Have Sexual Behavior Problems, or Are Victims of Sexual Abuse](#).

See policy [4221.3 CPS Protocol During an Investigation Involving a Child in Conservatorship](#) for the SSCC's responsibility during an investigation.

RCCI Investigations

The RCCI investigation is a separate record that RCCI maintains. After RCCI concludes the investigation, the SSCC permanency specialist must print and file a copy of the completed investigation in the case file of the child or youth who was the victim.

CPI Investigations

See [CPI & CPS Protocols for Investigations on Open Substitute Care \(SUB\) Stages Resource Guide](#).

See [4221.3 CPS Protocol During an Investigation Involving a Child in Conservatorship](#)

CPS Risk Managers

By request, CPS Risk Managers will facilitate staffings when a new investigation has been opened on an ongoing CPS case:

- If a Case Review is in process or the Risk Manager is involved in training, the Risk Manager will complete at least 5 staffings per week.
- If a Case Review is not in process or the Risk Manager is not involved in training, the Risk Manager will complete 10-13 staffings per week by request.

Notifications When an Intake is Received

Upon receiving an Intake involving children in conservatorship or on a home in which a child in conservatorship resides, the investigation supervisor will notify by email the:

- Permanency Worker
- Permanency Supervisor
- Permanency Director

If the investigation involves a kinship placement, the investigation supervisor must also notify by email the:

- Kinship worker
- Kinship supervisor
- Kinship Director

These notifications must occur no later than 7 p.m. the next calendar day.

When There Are Risk and Safety Concerns or Danger Indicators

If there are any risk or safety concerns, or danger indicators, then the CPI caseworker will immediately inform the:

- CPI Program director
- Permanency Worker
- Permanency Supervisor
- Permanency Director
- Kinship staff, if assigned

CPI and SSCC staff will coordinate together any need for a new placement. If a new placement is needed, staff must follow policy for notifying legal parties.

If Investigations or Conservatorship would like to complete a staffing that includes the Risk Managers:

- A supervisor (or above) may request the staffing by emailing the Risk Manager to notify them of the need for a staffing.

Prior to the Risk Manager's review, all documentation must be updated with contacts made and history with the family.

- It is the region's responsibility to make sure the documentation is up to date and to notify the Risk Manager once this is complete.

Before the staffing:

- At least one person from each stage of service should have read the history prior to the staffing.
- Contact with the families should have been made by each stage of service; though there could be times when this has not occurred due to a lack of cooperation by the family.
- All stages of service should have already been communicating regarding contact and safety.

Timeframes for staffing:

- The Risk Manager will work with the field staff to schedule staffing as soon as everyone is available; however, it must be within 14 days of the request.
- Day 1 is the day the request was made to Risk Manager.

Staffing Participants:

- CPS Risk Manager

- if the Investigation is received by CPI in a different region than the CPS case, the Risk Manager in the region for the open CPS case will facilitate the staffing.
- Investigation caseworker & supervisor
- Conservatorship caseworker & supervisor
- Kinship caseworker & supervisor
- Permanency Directors are optional (Notify the Permanency Directors ahead of time by email if there are considerable concerns).

The staffing must be documented by the Risk Manager in the Investigation, FSU, and Kinship stages, and include the following information:

- Participants
- Patterns of behaviors and concerns/What are we worried about?
- Identified safety threats along with intervention/services requested
- What is working well?
- Next steps identified/What needs to happen next?

CPI staff will notify the Risk Manager once the Investigation has been completed.

Exceptions:

- If the intake report is PN'ed or Administratively Closed, the Risk Manager will not review the report.

Follow up:

- Once the new Investigation is closed, the Risk Manager will review contacts in the Investigation and Conservatorship stages to determine if the recommendations were followed. If recommendations were not followed and there is not information documented that states reasons why or if there are questions as to why the recommendations were not followed, an email will be sent to the Program Administrator and Program Director. If a Single Source Continuum Contractor is involved, an email will be sent to the Permanency Director and Vice President of Permanency.

Trends & Patterns:

- The Risk Manager will send an email to the Program Director and Program Administrator if there are some concerning issues with the history. The Risk Manager will cc their Lead. If a Single Source Continuum Contractor is involved, the Permanency Director and Vice President of Permanency will be included in the email. The Risk Manager will cc their Lead.
- The Risk Manager can participate in unit and regional meetings to share trends and patterns that they see.
- Risk Managers will develop training as it relates to trends, patterns, and concerning issues to provide to field staff.

When Risk Manager is on leave:

- Efforts will be made for another Risk Manager to assist in covering the duties of the Risk Manager when they are on leave. However, there may be a need for field staff to determine their own staffings. Every effort will be made to work together with the field when this occurs.

CPS Risk Managers will complete special request Case Reviews.

Request must come from Regional Directors or Program Administrators to the Lead Child Safety Specialists.

- Together the specifics of request can be worked out.

Training/Development

Risk Managers will develop and/or complete training for Regional staff.

- Training will be related to issues regarding trends and patterns found during review of cases.
- Training may be determined in correlation to concerns determined by Regional Leadership.
- Training/Development could be with smaller groups or 1:1 as determined by Regional Leadership; Lead Child Safety Specialist; and Risk Manager.

Requests for specific training/development should be made from the Regional Director or Program Administrator to the Lead Child Safety Specialist and Risk Manager. If a Single Source Continuum Contractor is involved, an email will be sent to the Permanency Director and Sr. Permanency Director.

When a Mother in an Open CVS Case is Pregnant

See CPS Policy [6370 When a Mother in an Open CVS Case is Pregnant](#)

The OCOK Permanency Specialist will coordinate a staffing during the 7th month of the pregnancy to discuss any safety concerns. Participants will include:

- OCOK Permanency Specialist
- OCOK Permanency Supervisor
- OCOK Permanency Director
- INV Removal Supervisor (supervisor during the removal of the other children that are in CVS if within 1 year)
- INV Removal Director

The OCOK Permanency Specialist will document the following information prior to the staffing for discussion:

- Case Name:
- Date of Staffing:
- Participants:
- Due Date or Date of Birth:
- Age(s) of Other Children:
- Father and his role with unborn child/concerns/positives:
- Is the mother a current drug user?
- Does the mother have a history of drug use?
- Risk and Safety issues responsible for the open FBSS/CVS case:
- Progress made in current FBSS/CVS case
- Home Environment:
- Risk and Safety issues identified due to pregnancy or birth:
- PD directives:

Additional decisions or directives will be discussed and added during the staffing. Notes from this staffing will be documented in a contact narrative, so they are available to the INV night response unit should an intake come in after hours.

Once the child is born and an intake generated (if needed), the intake will be routed to the INV unit that staffed the New Baby Protocol to complete the investigation. INV staff will keep the Permanency staff updated regarding the progress of the investigation.

When Children Not in DFPS Conservatorship Are in Immediate Danger

OCOK staff can take immediate action to remove a child from a dangerous situation when the child is in DFPS Conservatorship due to the authority provided in the TFC authorizing [Community-Based Care. See Legal Basis for Single Source Continuum Contractor to Act on Behalf of CPS.](#)

There will be situations when OCOK is working with a family where some of the children in the family are not in DFPS conservatorship. Should the OCOK Specialist feel the child(ren) are in immediate danger, the following actions can be taken depending on the severity of situation:

- Staff with OCOK Supervisor for direction.
- If at risk of immediate physical harm call 911.
- Stay on site and call the local CPS office for assistance from the on duty INV worker.
- If it is after hours, refer to the On-Call calendar for INV or inform Statewide Intake (SWI) that immediate response is needed.
- Submit an intake to SWI for all new safety concerns.

Parental Child Safety Placements in CVS Cases

A Parental Child Safety Placement (PCSP) is a temporary out-of-home placement a parent can make when CPS determines that the child is not safe remaining in his or her own home.

For PCSPs where there are no children in the family for which DFPS obtains conservatorship, a referral to OCOK is not needed.

In the event there is a new investigation related to an open CVS case, a joint staffing will be held between OCOK and INV prior to contact being made with the child or family. In emergency situations where that is not be feasible, the staffing should occur as soon as possible after contact is made with the child and/or family. If a PCSP is considered during an investigation related to an open CVS case, both the Investigations program director and the OCOK program director must approve the PCSP before it is implemented. In case of emergency, the INV program director will approve the PCSP and it will be staffed the next business day with OCOK permanency staff, including the OCOK program director.

Although DFPS does not have conservatorship of the child in the PCSP, that child is a member of the family unit. As such, the child must be seen face-to-face each month, and must be included in the parent's family plan of service, just like a child who remains in the home with the parent. For PCSP's where at least one child in the family enters conservatorship and OCOK will be providing services to the family, they will also provide services to the child(ren) in the PCSP and the caregiver (as needed) as a part of the family referral.

CPS policy outlined in continues to be applicable including Policy [3214 Required Contacts](#).

For additional information see:

CPS Policy [3210 Parental Child Safety Placements](#)

[CPS Policy 6380 Parental Child Safety Placements In CVS Cases](#)

When a Child or Youth is Missing from DFPS Conservatorship

Runaway Incident

OCOK and its provider network will follow the [HHSC Minimum Standards](#) for reporting missing children.

If a child in DFPS's managing conservatorship is discovered to be missing, runs away, or is suspected to have been abducted from a substitute care placement, and the child's whereabouts are unknown, the OCOK Permanency Specialist should follow the entire process identified in the [Locating Missing Children in DFPS Conservatorship Resource Guide](#). Part 1 of the guide addresses steps to be taken when it is discovered a child is missing or runs away, Part 2 covers initial case management actions that must be taken, and Part 3 covers ongoing efforts to recover the child.

- Required notifications include:
 - The OCOK Regional Missing Children Coordinator (RMCC) is the point of contact for missing children. The RMCC:
 - Oversees and coordinates missing children's issues for the region.
 - Helps to ensure assignment of the Special Investigator.
 - Maintains an Excel tracking spreadsheet listing children and youth from the catchment who are missing.
 - Liaisons with DFPS State Office staff on tracking, data reconciliation, policies and protocols, and other needs.
 - Within 1 hour- DFPS Special Investigations Point of contact:
 - SIRequestRegion03WOutlying@dfps.texas.gov
 - SIRequestRegion03WTarrant@dfps.texas.gov
 - Appropriate law enforcement officials in the jurisdiction where the child went missing.
 - National Center for Missing and Exploited Children (NCMEC) at the [web portal](#) for child welfare reports or the 24-hour call center: 1-800-THE LOST (1-800-843-5678).
 - Provide Special Investigation Department with law enforcement and NCMEC notification references and completed [CPS Missing Child Preliminary Sheet Form 4100](#) via:
 - SIRequestRegion03WOutlying@dfps.texas.gov
 - SIRequestRegion03WTarrant@dfps.texas.gov
 - OCOK staff will input any needed information into IMPACT to generate a missing child event.
 - All other persons described in [6151.3 Notification Requirements and Schedule](#). The OCOK Permanency Specialist must provide these notifications immediately and no later than 8 hours after learning the child is missing.

Discharge from Placement Following Missing Event

- Current placement for a child/youth on missing status can be held/paid for 14 days (five days for emergency shelter placements) with OCOK supervisor and PD approval (See [DFPS Policy 4281 Criteria for Paying for Foster Care During a Child's Absence](#) for additional requirements).
- If the placement is held the placement will remain open and the absence will be reflected on the IMPACT *Missing Child* tab and the *Temporary Absence* tab.

Recovery of the Child/Youth

The OCOK Permanency Specialist and/or the DFPS Special Investigator (SI), whoever made first contact with the child, must interview the child to do the following:

- Determine the reasons the child was absent from care.
- Get information about the child's experiences while absent from care.
- Screen to determine whether the child was a victim of abuse or neglect, or a victim of sex or labor trafficking, while absent from care.

If the interview identifies the child as a victim of a crime, including trafficking, the OCOK Permanency Specialist must immediately, but no later than 8 hours after becoming aware of the victimization, report the situation to local law enforcement and the corresponding SI mailbox.

If the child is identified as a victim of abuse or neglect or familial trafficking, the Permanency Specialist must also notify Statewide Intake to make a report.

If the OCOK Permanency Specialist completes the interview, the Permanency Specialist must share the information with the SI, and if the SI completes the interview, the SI must share the information with the Permanency Specialist.

If the reasons the child was missing from care are revealed during the interview, the OCOK Permanency Specialist must, to the extent possible, address those factors in the child's current and future placements.

OCOK Regional Missing Children Coordinator: Jennifer.Sasse@oc-ok.org

DFPS Special Investigations Point of contact:

- SIRequestRegion03WOutlying@dfps.texas.gov
- SIRequestRegion03WTarrant@dfps.texas.gov

See [42 U.S.C §671\(a\)\(35\)\(A\)](#).

See CPS Handbook [Policy 6461.5 Caseworker Actions When a Missing Child Returns to Care](#).

Notifications for Identified or Suspected Victims of Human Trafficking

If a child in DFPS conservatorship is identified as a Confirmed or Suspected-Unconfirmed victim of trafficking, whether familial or non-familial, the caseworker must assess the child's current service array and refer the child to appropriate services, as needed. Confirmed and Suspected-Unconfirmed victims of trafficking must be referred to the local Care Coordination Team (CCT), where local CCT is in operation. The OCOK Permanency Specialist must document the assessment and referrals in a case narrative.

The caseworker must inform local law enforcement immediately, but no later than 8 hours after identifying or suspecting that a child, youth, or young adult (ages 0 – 20) has become or may become a victim of sex or labor trafficking.

All needs and services identified for the child or youth must be addressed in the child's plan of service.

See [Human Trafficking and Child Exploitation](#) for services and resources available to children who are placed in other regions and/or counties.

The caseworker must enter into IMPACT each *Sex or Labor Trafficking* event that is *Suspected-Unconfirmed* or *Confirmed* as a trafficking record on the *Trafficking Detail* page within 48 hours of making the assessment or receiving notification.

A trafficking event is *Suspected-Unconfirmed* when specific information regarding the child or youth and the surrounding circumstances creates a reasonable belief that the child or youth has been trafficked. Note: A runaway episode, in and of itself, is not equal to *Suspected-Unconfirmed*.

A trafficking event is *Confirmed* when evidence supports the conclusion that the child or youth has been trafficked. Note: The supporting evidence must be more than just an allegation or suspicion and does not have to be a direct outcry from the child or youth.

Each trafficking event should only have one entry on the *Trafficking Detail* page, unless a *Suspected-Unconfirmed* event is later confirmed, in which case there would be both a *Suspected-Unconfirmed* and a *Confirmed* event listed.

For additional information see [6462 Confirmed or Suspected Victims of Human Trafficking](#) .

See for more information US Government Code: [42 U.S.C §671\(a\)\(9\)\(C\)](#), [42 U.S.C §671\(a\)\(34\)\(A\)](#) and [42 U.S.C. 5106a\(b\)\(2\)\(B\)\(xxiv\)](#).

DFPS Protocol for Care Coordination

On February 11, 2020, the [DFPS Protocol for Care Coordination \(CCT\)](#) was launched. The DFPS Protocol for Care Coordination outlines the agency's expected and coordinated response when working with a specific Texas Care Coordination Team. All staff are required to comply with the Protocol for Care Coordination when a child is placed in a county with an active Care Coordination Team.

The Protocol for Care Coordination addresses how DFPS collaborates with other anti-trafficking partners in identification and recovery of victims and subsequent service provision using the following:

- [Care Coordination Teams](#)
- [Advocate Agencies for Human Trafficking and Commercially Sexually Exploited Youth](#)

The DFPS Protocol for Care Coordination excludes: Bexar, Dallas, Harris, Travis and Tarrant counties who are operating under the [DFPS Human Trafficking Response Protocol](#).

Human Trafficking Response Protocol: Tarrant County ONLY

All staff are required to comply with human trafficking protocols outlined in the DFPS Human Trafficking Response Protocol (HT Protocol). Currently applicable to Bexar, Dallas, Harris, Tarrant and Travis Counties only. The protocol addresses:

- Victim identification through the use of the Commercial Sexual Exploitation-Identification Tool (CSE-IT), a validated screening tool to aid in accurately detecting sexual exploitation.
- Service planning for youth at risk and identified victims of sex trafficking.
- How DFPS collaborates with other anti-trafficking partners in identification and recovery of victims and subsequent service provision.

The HT Protocol outlines the expected response in three critical areas:

- Human Trafficking Investigations - when the alleged perpetrator is traditionally responsible for a child's care, custody, or welfare such as family member, or an adult living in the home of an alleged child victim.
- At Risk Youth - all children in DFPS conservatorship who are 12 years or older in age, with five or more placements.
- High Risk Youth - children 10 years and older, in DFPS conservatorship who are missing, or on runaway status.

See [HT Response Protocol DFPS Safety Net Page](#)

Commercial Sexual Exploitation-Identification Tool (CSE-IT): Tarrant County ONLY

West Coast Children's Clinic developed the Commercial Sexual Exploitation – Identification Tool (CSE-IT – pronounced "see it"), a screening tool that aids in detecting risk of sexual exploitation. The tool is designed to ensure early identification of sexual exploitation and protect youth from prolonged abuse and violence. It is not diagnostic but rather a tool which prompts additional information gathering and interventions if problems or concerns are identified. The CSE-IT is not an interview guide, but a series of questions around eight key indicators that providers consider about the youth's circumstances. It is never conducted in the presence of a child and/or youth. The CSE-IT should be used as a guide to identification and should not be the sole source for deciding whether the youth is being sexually exploited. The completed CSE-IT will result in a total number that indicates the youth's level of risk as: No Concern, Possible Concern, or Clear Concern. It is not intended to meet investigative, statutory, legal, or other criteria specific to other applications. OCOK Supervisors in Tarrant County will continue to use the CSE-IT tool and OCOK will support future expanded implementation.

See [HT Response Protocol](#) DFPS Safety Net Page.

Youth Recovery Meeting

A Youth Recovery Meeting is to engage a child/youth returning from runaway status and identifying support in creating a plan to address the child/youth's fears and concerns and increase the likelihood of him or her remaining in a safe placement.

Process

As soon as a child or youth in foster care is located and back in DFPS care, the OCOK Permanency Specialist and Permanency Supervisor will immediately notify all legal parties (CPS Attorney, CASA, Ad-Litem, Legal Parents and Parent's Attorney(s)).

Notification will also be sent to runaway@oc-ok.org so the Family Finding Engagement (FFE) Specialist can offer and organize a Youth Recovery Meeting. During the Youth Recovery Meeting, the team will work with the child/youth to process the reason for running away, concerns about their experience in foster care, and any solutions to prevent him or her from running away in the future. If the youth has a Care Coordination Team Meeting, and they participate in the meeting when they are recovered, that this counts in place of the Youth Recovery Meeting.

The FFE specialist will schedule the recovered youth support meeting within 24 hours and the meeting will be held within 3 business days of the recovery.

The following individuals should be invited to participate in these meetings:

- Child/Youth
- OCOK Permanency Specialist
- OCOK Permanency Supervisor
- CPS Legal
- Attorney Ad-Litem
- CASA
- Guardian Ad-Litem
- Legal Parents (if no Termination of Parental Rights (TPR))
- Parent Attorney(s)
- Placement (if one has been secured)
- PAL
- Youth Specialist
- Child Advocate, if assigned

Subsequent Meeting

In the event a child/youth runs away after their initial Wrap Around Meeting, the Permanency Specialist, Permanency Supervisor, and Permanency Director should evaluate the previous goals and tasks developed to assess whether another meeting should be held to develop new strategies. If follow-up is not required for the goals and tasks of the previous Emergency Transition Plan Meeting another meeting may not be necessary. The child welfare team should make attempts to get the child/youth to recommit to the current plan and continue making efforts toward accomplishing the goals and tasks.

For Additional information regarding Runaway/Missing Youth refer to the links below for additional policy and guides:

[6460 When a Child or Youth is Missing from CPS Conservatorship](#)

[6461.5 Caseworker Actions When a Missing Child Returns to Care](#)

[6462 Confirmed or Suspected Victims of Human Trafficking](#)

[Locating Missing Children in DFPS Conservatorship-Resource Guide](#)

[Runaway Prevention Resource Guide](#)

[Runaway/Missing Youth and Victims of Human Trafficking Protocol Resource Guide for Bexar, Dallas, Harris, Tarrant, and Travis Counties](#)

[Utilizing Special Investigators \(SI\)](#)

LEGAL CASE TRANSFER

PROCESS FOR TRANSFERRING A LEGAL CASE BETWEEN OCOK and DFPS

If...	Then...
A Court/Judge orders a case to transfer from an SSCC region to a DFPS region	<ul style="list-style-type: none">• The SSCC Permanency Specialist notifies their chain of command up to the Senior Permanency Director.• The Senior Permanency Director notifies the receiving region's DFPS Program Administrator of case transfer by email within 2 business days.
A Court/Judge orders a case to transfer from a DFPS region to an SSCC region	<ul style="list-style-type: none">• The DFPS primary caseworker notifies their chain of command up to the DFPS Program Administrator.• The DFPS Program Administrator notifies the receiving region's Senior Permanency Director of case transfer by email within 2 business days.

The sending region's Senior Permanency Director/DFPS Program Administrator or designee must set up a case staffing/transfer between the sending and receiving region within 5 business days of notification. Attendees should include Permanency/Program Directors, Supervisors, and Permanency specialists/caseworkers.

- Legal representation for both the sending and receiving counties (county attorney or ADA) should be notified and invited to staffing.
- Staffing should result in a plan with identified tasks, timeframes, needs of children, youth and family members, and who will be responsible for them.
- To ensure that no deadlines are missed, the plan should include when and who will schedule the next required court date in the sending county until the case is legally accepted in receiving county.
- All participants will receive a copy of the agreed upon plan developed from the staffing (the sending region should be responsible for taking notes) and a copy of the transfer order if available.

The Permanency Director/DFPS Program Director for the receiving region maintains communication with the attorney representing DFPS for the receiving region to ensure the case is received and no required timeframes for hearings are missed. Once the case is received by the court, the receiving Permanency Director /DFPS Program Director will notify the Senior Permanency Director and DFPS Program Administrator that the case has transferred courts.

A case is not officially transferred from one region to another until:

- A judge signs an order to transfer and the court file is received by the receiving county and docketed for a court hearing.
- The Permanency Director/DFPS Program Director for the receiving region must regularly follow up with the attorney to determine if the case has been received.
- The case is reviewed by the sending and receiving supervisors to ensure that all agreed-upon tasks have been completed. Once the supervisors agree that tasks are complete, the case is reassigned to the receiving region in IMPACT. The paper case file must be sent to receiving region within 1 business day after the case is assigned to the receiving region in IMPACT.
 - When the case transfers, the receiving region will need to update the following in IMPACT:
 - Update the Legal Status to reflect the County, Court and Cause Number the case transferred to
 - Enter a Legal Action for the Transfer of Jurisdiction.
 - If the case is transferring from OCOK to a CPS/SSCC region then OCOK staff will need to end the SSCC child and family referrals as well as the SSCC Service Authorizations before assigning the case to the receiving CPS/SSCC staff.

RESPONSIBILITY FOR CONTACT AND SERVICES ACROSS REGIONAL LINES

When a child or youth resides outside of the region that has legal jurisdiction, CPS/OCOK can request to maintain contact, provide services, and monitor the child's or youth's safety:

- Courtesy supervision
- Local Permanency Supervision
- Kinship services including home assessments and addendums
- Kinship Adoption Studies
- Adoption Preparation Services
- Adoption Supervision services

See [Services Across Stage II Regions Guide](#)

Courtesy Supervision

When a CPS/OCOK unit provides courtesy supervision, the unit providing the supervision must:

- maintain the required contacts with the parent and child; and
- follow the procedures in [6411](#) Contact With the Child and its subitems.

CPS/CPI units outside Region 3b may make request for supervision assistance from OCOK and likewise, OCOK may make request for supervision assistance from CPS units outside Region 3b.

****This does not apply to courtesy requests between 3b and 3W (Denton, Cooke, and Wise). Those will continue to be handled by the legal county since all counties are within Region 3W.**

CPS/OCOK can request courtesy supervision when a parent is residing outside of the region and/or when a child or youth in conservatorship is placed with a parent outside of the region that has legal jurisdiction. See [6314](#) Services to Children and Parents Across Regional Lines.

See CPS Handbook policies:

[6314.1](#) Coordination Between Primary Caseworker and Courtesy Supervision
Caseworker

[6314.11](#) Courtesy Caseworker Responsibilities

[6314.12](#) Primary Caseworker Responsibilities

[6320](#) Conducting Visits with the Family

Local Permanency Supervision

Local Permanency Specialists are secondary caseworkers for children and youth placed outside the region that has legal jurisdiction but are not placed with a parent. The Local Permanency Specialist acts as an extension of the primary caseworker and aids the primary caseworker in ensuring that the child or youth's needs for safety and well-being are being met. The Local Permanency Specialist also works to ensure that the child or youth achieves permanency.

See CPS Handbook policy:

[6412.2 Local Permanency Supervision](#)

Kinship Home Assessment Requests

Before CPS can place a child with a kinship caregiver, or recommend to the court that the child be placed, the child's caseworker or a contracted provider must assess the caregiver's suitability by completing:

- A written assessment of a kinship caregiver's home, using [Form 6588](#) Kinship Caregiver Home Assessment Template.
- A risk assessment, using [Form 2049](#) Risk Assessment.

Either OCOK staff or a contractor may complete the written home assessment and risk assessment.

Please see [6623 Completing a Risk Assessment, and a Written Home Assessment of the Kinship Caregiver](#) for additional information regarding Kinship Home Assessments.

Requesting Services Across Regional Lines from OCOK

[Request for Kinship, Conservatorship and Adoption Services \(aka Universal Referral Form\)](#) Form 2077 is used to request Kinship, Conservatorship and Adoption services. All required documents listed at the bottom of the universal referral form must be included with the request. The OCOK mailbox identified to request such services is SSCC3B_CVS_KIN_LPS_ADO@oc-ok.org. OCOK will assign the case within 2 business days and notify the caseworker from the sending region of the caseworker assigned.

Please see the [Request for Kinship, Conservatorship and Adoption Services](#) (aka Universal Referral Form) instructions for additional information.

Please note when requesting a kinship home assessment from OCOK across regional lines you must include the [Service Authorization \(2054\)](#) in the initial request. See [Services Across Stage II Regions Guide](#) for assistance in completing the 2054.

OCOK Requesting Services from another SSCC Catchment or DFPS Region

OCOK will also use the [Request for Kinship, Conservatorship and Adoption Services \(aka Universal Referral Form\)](#) Form 2077 to request services from other catchments or DFPS Regions. Please follow the instructions at [Form 2077 Instructions](#) for additional information regarding completing and submitting the form to the region services are requested from.

Payment for Purchased Client Services/Home Assessments

Primary and secondary case management staff must work closely together to ensure the coordination and payment of purchased client services to family members and caregivers across regional lines.

Payment for Purchased Client Services

If...	Then...
An OCOK Primary Permanency Specialist requests purchased client services (i.e. counseling) for a parent or caregiver who resides in another DFPS Region	The OCOK Primary Permanency Specialist will manage the payment for services through OCOK's CareMatch billing system. CPI, CPS courtesy, LPS, and KDW staff will NOT initiate a Service Authorization (form 2054) for any purchased client services for family members served by the OCOK.

If...	Then...
Another DFPS Region requests purchased client services for a parent or caregiver who resides in the OCOK catchment area	The primary CPS/CPI case manager will issue payment for services by submitting a Service Authorization (Form 2054) in IMPACT with the legacy provider's service code.

Payment for Kinship Home Assessments

If...	Then...
An OCOK Primary Permanency Specialist requests a kinship home assessment on a caregiver that resides in another DFPS Region	OCOK will manage the payment for services through OCOK's billing system, CareMatch. CPI, CPS courtesy, LPS, and KDW staff will NOT initiate a Service Authorization (form 2054) for any purchased client services for family members served by the SSCC.
Another DFPS Region requests a kinship home assessment on a caregiver who resides in the OCOK catchment area	The primary CPS/CPI case manager will issue payment for services by submitting a Service Authorization (Form 2054) in IMPACT with the legacy provider's service code (68A), the region/county in which the caregiver resides, and selecting SSCC 3b Ach (adoption) as the provider.

Placement For Children From Other Regions That Are Recovered In An SSCC Catchment Area And SSCC Youth Recovered In Legacy Regions

This process primarily pertains to youth who have been on runaway and are recovered. These types of situations are unique in their circumstances and decision-making regarding placement or temporary placement. Primary considerations must include child/youth safety and what is in the child/youth's best interest. OCOK and DFPS Legacy areas must work together to support children/youth in DFPS Conservatorship as needed to ensure their safety and well-being. *The 4- or 7-hour CBC contractual requirements do not apply for youth in this section, as this is assistance from the SSCC.*

Possible scenarios include, but are not limited to:

- OCOK youth recovered in a legacy region
- Legacy youth recovered in OCOK catchment area
- OCOK youth recovered in other CBC catchment areas will be covered in an agreement between the SSCC's.

When the circumstance does not support the child/youth being able to return to their legal region/catchment area immediately, a collaboration between DFPS legacy region and the OCOK is required to develop a plan that meets the child/youth's immediate needs, including the possible need for securing temporary placement.

Circumstances that may require a temporary placement for the youth may include, but are not limited to:

- Recovery at a late hour and a distance from Legal Region/Catchment that would not support safe return at the immediate time of recovery

- Weather conditions in either recovery or legal region/catchment that do not support a safe return to the Legal Region/Catchment at the immediate time of recovery

Those involved in planning may include:

- Legal Region/SSCC Program Director
- Recovery Region/SSCC Program Director
- SSCC Intake Director
- Community-Based Care Administrator

Note: On-Call DFPS and SSCC staff would need to be involved in the planning after hours and on weekends or holidays.

Options to consider in resolving placement needs include, but are not limited to:

- Legal Region SSCC secures in-network placement in the recovery region if they have an available contract with an opening.
- Legal Region SSCC seeks assistance from Recovery Region's CPU for temporary placement.
- If this is the plan, Recovery Region Program Director facilitates the referral to CPU for assistance.
 - Legal Region CPU requests assistance from Recovery Catchment SSCC for temporary placement.
 - Region 3b – Our Community Our Kids (OCOK) Intake
 - 844-777-OCOK (6265)
 - Intake@oc-ok.org

The expectation for these types of temporary placements is that they are temporary and will **not** require multiple nights for placement. The Legal Region or the Legal Region's SSCC will secure placement for the youth the following day after the youth is recovered and facilitate a least restrictive placement. In instances when DFPS cannot reimburse for placements that are less than 24 hours, payment will be made at the Emergency Shelter rate through Form 4116.

IMPACT documentation for the temporary placement would be as follows:

	The placement has a DFPS contract only	The placement has both SSCC and DFPS contract	The placement has an SSCC contract only
Youth Legal Region is SSCC Catchment	CBCA should be contacted and will aid in placement documentation. Payment will be directly paid to the provider and not through the SSCC.	Placement documented under SSCC network and paid via 3-tiered placement under SSCC contract	Placement documented under SSCC network and paid via 3-tiered placement
Youth's legal region is a legacy region	Placement documented under DFPS contract and paid via 2-tiered placement	Placement documented under DFPS contract and	CBCA should be contacted and will aid in placement documentation. Have the SSCC provide you with

		paid via 2-tiered placement	the specific RID for the organization that only has an SSCC contract. Payment will then need to be requested for the organization via 4116 will be made to the provider for the emergency shelter rate.
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IMPACT will not generate payment if placements are started and ended on same date.

- If this occurs, the SSCC or DFPS will notify the CBCA that a temporary placement for placement services across catchment boundaries that started and ended on the same date.
- The CBCA will verify the circumstances and contact the CAM to request that payment be requested via 4116 at the Emergency Shelter rate.
- All 4116 payments made as the result of placements with the same start and end date should be paid directly to the provider.
- For Additional information regarding Runaway/Missing Youth refer to the [When a Child or Youth Is Missing from DFPS Conservatorship](#) section of this operations manual and the links below for additional policy and guides:
 - [6460 When a Child or Youth is Missing from CPS Conservatorship](#)
 - [6461.5 Caseworker Actions When a Missing Child Returns to Care](#)
 - [6462 Confirmed or Suspected Victims of Human Trafficking](#)
 - [Locating Missing Children in DFPS Conservatorship-Resource Guide](#)
 - [Runaway Prevention Resource Guide](#)
 - [Runaway/Missing Youth and Victims of Human Trafficking Protocol Resource Guide for Bexar, Dallas, Harris, Tarrant, and Travis Counties](#)

PAYMENT FOR PURCHASED CLIENT SERVICES WHEN NO FAMILY REFERRAL IS PRESENT

There may be times when the Department has PMC of a child and there is no longer a FSU or FRE stage open and there is a need for a purchased client service for the family or child that is not covered by Star Health or other means. An example may be a relative is being considered for placement and requires a home assessment. These and other purchased client services are typically covered by the 71 series of service authorizations that are opened for the case at the time of the referral.

IMPACT will allow for individual 71 series service authorizations to be opened in the SUB stage to cover the costs for services when needed.

Please Note: This process should only be used if there is no longer an FSU or FRE stage open; otherwise the process to add a family member to the SSCC Family Referral process should be used. See [Authorizing Purchased Client Services in CBC Resource Guide](#)

LEGAL SERVICES

OCOK will assume responsibility of court-related duties regarding the child, including but not limited to:

- Providing required notifications or consultations.
- Preparing court reports.
- Attending judicial and permanency hearings, trials, and mediations.
- Complying with applicable court orders.
- Ensuring the child is progressing toward the goal of permanency within state and federally mandated guidelines.

Please refer to [CPS Policy 5000](#) regarding Legal Services.

Legal Liaison Support

The CPS Legal Liaison team supports permanency for children and will continue to provide support in collaboration with OCOK. Examples of supportive activities include:

- Assigning new conservatorship cases to Permanency units and attorneys for representation.
- Facilitating communication between OCOK Permanency staff and County Assistant District Attorney.
- Coordinating staffings for legal preparation.
- Preparing and filing legal documents.
- Assisting with discovery requests

OCOK will include the Legal Liaisons in communication related to:

- Permanency staffings.
- Legal staffings.
- Decisions regarding young adults entering trial independence, entering extended foster care, or returning to foster care.

Point of Contact for Legal Liaison Support:

Tarrant:

Ashton Moore

Ashton.Moore@dfps.texas.gov

Outlying:

Rebecca Wittmis

Rebecca.Wittmis@dfps.texas.gov

940-384-6860

Subpoena Protocol for SSCC Employees

The [Subpoena Policy for SSCCs](#) explains the procedures to be followed when a party:

- seeks information for the purpose of serving an SSCC employee or the custodian of records with a subpoena regarding a DFPS case; or
- has served an SSCC employee or custodian of records with a subpoena regarding a DFPS case.

Subpoenas for DFPS Records in Open and Closed Cases:

When a subpoena is directed to a SSCC caseworker regarding a pending or closed CPS matter or concurrent criminal case, the caseworker follows the procedure described in Section 2000 of the [Subpoena Policy for SSCCs](#)

These matters are highly time sensitive. Subpoenas must be sent to the Req03subs@dfps.texas.gov mailbox within two (2) hours of receipt by the caseworker.

Subpoenas for Contractor Records

SSCC Contractors have separate records not maintained by DFPS. For subpoenas received by a contractor for personnel records or records maintained by the contractor, DFPS may give guidance as to how DFPS legal handles such requests generally but will then refer the contractor to their in-house counsel for specific instructions and legal advice.

Paying for Legal Services

Resources to cover legal expenses varies by Individual County in the 3b area. Examples of legal services which may incur a fee from the service provider include, but are not limited to:

- Mediation
- Out of State service
- Private Process service
- DNA testing
- Court Reporter
- Court transcripts
- Witness travel
- Expert witness testimony
- Citation by Publication postings

For any legal services that are required by the court and not covered through Purchased Client Services funding, STAR Health, or county funds, OCOK will decide, in coordination with the Community-Based Care Administrator (CBCA) and Contract Administration Manager (CAM), on how the services will be paid.

If the decision is that DFPS will pay the provider, OCOK will submit the following items as soon as possible to the CAM:

- Detailed description of the specific legal service that includes the court information, cause number, and case ID.
- Copy of the invoice or bill from the person or entity providing the service.

The DFPS CAM will create a requisition for payment through CAPPS Financial.

Court Orders for Healthcare Related Treatment and Services

When a court orders a healthcare service, treatment or testing for a child in DFPS conservatorship, or enters an order that declines to follow the recommendation of a health care professional who has been consulted regarding a health care service, procedure, or treatment for a child in DFPS conservatorship, OCOK Permanency Specialist will take the following steps immediately:

- Notify the OCOK Permanency Supervisor about the order. The OCOK Permanency Specialist and supervisor will notify the attorney representing DFPS/OCOK if there is a concern that the order needs to be appealed in any way.
- Notify the regional [Well-Being Specialist](#) and provide a copy of the written order when it is received.

Completed court orders will be escalated by the Well-Being Specialist to STAR Health. They will be tracked with communication going back and forth between a STAR Health Liaison and the Well-Being Specialist. Note, verbal court orders will not be accepted by STAR Health and court orders must be signed to be considered complete.

Exceptions: Court-Ordered Medical Services Not Covered by Medicaid or STAR Health

If the judge orders a child to undergo a specific type of medical service, treatment, or testing that may not be covered by Medicaid, OCOK will take the following steps:

- Immediately inform the attorney representing DFPS (within 3 days of the court's rendering of the order) that OCOK cannot guarantee a doctor will agree to order the specific service, treatment, or test. This allows the attorney to take immediate action in court to inform the judge or pursue legal remedies, such as asking the judge to reconsider the order.
- If and when the court order is issued, inform the child's Medical Consenter (if it is someone other than the OCOK Permanency Specialist) about the order, and direct him or her to:
 - Ask the doctor to order the service, treatment, or test at the child's next visit with a STAR Health general practitioner.
 - Make sure the doctor knows that DFPS/OCOK has been told that Medicaid does not generally cover the service, treatment, or test.
 - Encourage the doctor to request prior authorization and confirm medically necessary coverage before ordering the service, treatment, or test.

Doctor Refuses to Order Medical Services, Treatments, or Tests

If the doctor refuses to order the service, treatment, or test, OCOK Permanency Specialist will immediately get the doctor to provide written documentation of the doctor's refusal.

OCOK Permanency Specialist will provide the doctor's documentation to the attorney representing DFPS/OCOK. Ensure that the documents are filed with the court and provided to the parties in the case.

OCOK Permanency Specialist will file the documentation in the case record.

Doctor Orders Medical Services, Treatments, or Tests

If the doctor orders the service, treatment, or test, OCOK Permanency Specialist will notify the supervisor and inform the attorney. At the next court hearing where medical care is discussed, OCOK Permanency Specialist will report back to the judge the results and any subsequent medical care the doctor prescribes.

When Medicaid Does Not Pay

When Medicaid will not pay for the service, treatment, or test, OCOK will staff the situation with the CBCA and CAM to determine how the provider will be paid. If the decision is that DFPS will pay the provider, OCOK will submit the following items as soon as possible to the CAM:

- Signed copy of court order directing that the child be provided the specific medical service, treatment, or test.
- Proof that Medicaid denied paying the claim (an email from the provider is sufficient).
- Copy of the invoice or bill from the laboratory or provider.

The DFPS CAM will create a requisition for payment through CAPPS Financial.

When Medicaid Does Pay

If Medicaid does pay for the service, treatment, or test for a child, no documentation needs to be sent.

Follow this process for all new judicial orders in any region, at any kind of hearing, directing specific medical care that may not be a part of STAR Health coverage.

Notice Requirements for Elevating Certain Court Orders

CPS regional management, legal representatives, and DFPS state office must receive timely notification from OCOK about court orders that may create problems for the CPS program as a whole or may require immediate legal action. See CPS Policy [5311 Notice Requirements for Elevating Certain Court Orders](#). OCOK and DFPS Regional Attorney providing legal representation are both responsible for ensuring that leadership from DFPS and OCOK are informed of these types of orders.

The types of orders that require timely notification include, but are not limited to, the following:

- Court orders that directly contradict federal law or regulation, or state law or regulation, including orders to place a child in violation of Child Care Licensing's rules on background checks, or ordering DFPS to use or conserve SSA benefits in a certain way or to release the benefits to a specific adult.
- Court-ordered placements that fit the criteria explained in [5313](#) Notice Requirements for Court-Ordered Placements with Unapproved Facilities.
- Court orders that place a child in violation of the Interstate Compact on the Placement of Children (ICPC), dismiss DFPS from a lawsuit in violation of the ICPC, or otherwise violate the ICPC, as explained in [5314](#) Court Orders That Violate the Interstate Compact on the Placement of Children.
- Court orders that direct DFPS to use its appropriated funds in an unauthorized manner, such as an order to pay medical expenses for a child in detention; or an order to pay permanency care assistance, adoption assistance, or kinship reimbursement payments, to persons who do not meet the eligibility criteria.
- Court orders that contain findings that indicate DFPS failed in a case to take a type of action required by federal law or regulation, or state law or regulation, such as a finding

that DFPS failed to make reasonable efforts to prevent the removal of the child or a finding that DFPS failed to make reasonable efforts to finalize a permanency plan.

- Court orders that may set a precedent for other CPS cases that could be problematic for DFPS to comply with or that conflict with DFPS policy, including but not limited to:
 - Court orders directing a specific service level for a child.
 - Standing orders specific to one jurisdiction.
- Court orders that direct an action that is in conflict with DFPS policy or DFPS's recommendation in the case.
- Court orders that may result in a threat to child safety.

SERVICES TO OLDER YOUTH IN CARE

Birth Certificates for Youth

See [Obtaining Certified Birth Certificates](#).

OCOK contact: Jeannette Jarvis, Director of Care Management Assistant,
birthcertificates@oc-ok

Credit Checks for Youth

Every youth in the conservatorship of DFPS age 14 up to age 18, receives a copy of their consumer credit report annually. In addition to ensuring that a youth's credit is checked, and any discrepancies are found and disputed, the OCOK Permanency Specialist is also required to share the credit report with the youth, provide the youth with a copy, and explain the importance of maintaining good credit.

For additional information regarding the process see [Credit Reports for Youth on the DFPS Safety Net](#).

Transitional Living Services

Our Community Our Kids (OCOK) will work to prepare older youth in DFPS conservatorship who are transitioning from substitute care to adulthood. OCOK, in general, will be responsible for all the provision of transitional living services for older youth.

For Additional information see:

CPS Policy Section [10000: Services to Older Youth in Care Transitional Living Services Resource Guide](#)

[Extended Foster Care Resource Guide, Trial Independence and Return Resource Guide, Preparation for Long Term Care and Support Resource Guide](#)

Transition Plan Development

Beginning when the youth turns age 14, the transition plan is enhanced over time until the youth leaves substitute care or ages out of care. The plan must address the issues that are important for the youth as he or she leaves care and enters the adult world.

See CPS Handbook policy: [6252 Permanency Planning Meetings for Youth 14 and Older](#)

During the 90 days before the youth ages out of care, whether at 18 or a later age in extended foster care, OCOK must provide the youth with assistance and support in developing a transition plan that:

- Is personalized at the direction of the youth.
- Includes specific options on housing, health insurance, education, local opportunities for mentors and continuing support services, and work force supports and employment services.
- Includes information about the importance of designating another individual to make health care treatment decisions on behalf of the youth, if the youth becomes unable to participate in such decisions and the youth does not have, or does not want, a relative who would otherwise be authorized under state law to make such decisions.
- provides the youth with the option to execute a health care power of attorney, health care proxy, or other similar document recognized under state law.
- is as detailed as the youth may elect.

Requests for assistance in transition plan development for youth who are placed in 3b but not legally from the catchment should be coordinated with the youths OCOK Local Permanency Specialist if assigned. If an OCOK Local Permanency Specialist is not providing services to the youth, please follow the process for [Requesting Services Across Regional Lines from OCOK](#). On the Form 2077 complete request for Local Permanency Services and indicate that the service requested is Transition Plan Development assistance.

Coordination Required When Young Adults Are In Extended Foster Care and Return to Foster Care

OCOK will identify young adults from Region 3b for either Extended Foster Care or Return to Foster Care programs.

Note: Youth who desire to return to foster care during their 6- or 12-month trial independence period are in Extended Foster Care. Youth who desire to return to foster care after their Trial Independence period are considered youth in Return to Foster Care.

Extended Foster Care

When a young adult from Region 3b is interested in staying in extended foster care, OCOK will:

- Follow their Case Management Policy when serving young adults in these programs.
- Assist the young adult with completing the [Voluntary Extended Foster Care Agreement \(Form 2540\)](#).
- Provide the completed [Voluntary Extended Foster Care Agreement \(Form 2540\)](#) to the CPS Foster Care Eligibility Specialist.

Supervised Independent Living

Supervised independent living (SIL) placement settings are living arrangements offered through the Extended Foster Care program that allow young adults to reside in a less restrictive, non-traditional foster care setting while continuing to receive casework and support services to become independent and self-sufficient.

To be eligible for SIL, young adults must be able to live independently in a setting with minimal to no supervision. Through conversations with the young adult and the initial assessment, the young adult will be placed in the setting which best meets his or her needs. In order to maintain placement in the SIL program, young adults must comply with the [Voluntary Extended Foster Care Agreement \(form 2540\)](#). Young adults can move through the settings offered based on behaviors, enhancement of skills, or overall progress made in the young adult's current setting. The SIL case managers will maintain documentation of the young adult's progress in case notes, as well as in the subsequent service planning meetings, which will be filed in the young adult's case record.

OCOK will continue to follow established protocol regarding SIL placements for Youth Adults being service that are from a legal county within the 3b catchment area and those that are from another legal county that desire SIL placement in the 3b area.

Please refer to [Supervised Independent Living \(SIL\) Flow Chart](#) for additional guidance. Please note that OCOK is now responsible for actions previously identified as CVS or PAL responsibilities.

Return to Foster Care

A young adult who was in DFPS conservatorship when turning 18 and leaves foster care may return to Foster Care at any time prior to the month before the young adult's 21st birthday, provided the young adult meets the requirements in [10420](#) Qualifying for Extended Foster Care, or at any time prior to the month before the young adult's 22nd birthday if they are regularly attending high school or in a program leading to a high school diploma or General Education Diploma (GED). Return to Foster Care does not include young adults who are in Trial Independence (see [10510](#) Trial Independence).

Referrals for a young adult who wants to return for Extended Foster Care may include youth whose legal case was outside the 3b catchment area, but the young adult now lives in the 3b catchment area. Young adults residing in 3b who not from the 3b area that indicate to their PAL Coordinator a desire to Return to Care in 3b will be prescreened for their sincerity and eligibility for returning to care and then referred to the OCOK PAL Coordinator.

If placement is found:

- OCOK Permanency Specialist will:
 - Ensure the young adult with completes the [Voluntary Extended Foster Care Agreement \(form 2540\)](#).
 - Provide completed [Voluntary Extended Foster Care Agreement \(form 2540\) to the CPS Foster Care Eligibility Specialist](#).

OCOK will create, maintain and share an accurate log for auditing purposes of young adults discharged with the regional CBC Administrator.

National Youth in Transition Database (NYTD)

NYTD Outcomes Survey

The NYTD survey is a federal survey that states administer to certain youth and young adults at age 17, 19 and 21. PAL staff must track survey completion, assist youth with taking the survey and enter survey responses in IMPACT according the federal survey reporting requirements.

CPS identifies and indicates the youth or young adults who should take the survey in the NYTD Information Page IMPACT. The NYTD Information Page in IMPACT alerts OCOK about youth from their catchment area who have been identified to take the survey, status of the survey, and due date of the survey during each survey period (A or B). OCOK will check the NYTD Information Page in IMPACT to determine which of their assigned youth needs to take the survey. OCOK will take the lead in notifying the identified youth or youth adult their survey is due, obtain survey responses and enter their survey responses in IMPACT. CPS State Office will monitor OCOK's NYTD survey completion progress and will send out periodic information about the status of OCOK's survey completion rate. When requested, OCOK will update CPS State Office on progress and plans to get surveys completed by period data entry due dates. OCOK will maintain current contact information in IMPACT for youth placed within their provider network.

NYTD Data and Information Errors

CPS identifies and indicates DATA and INFORMATION errors for youth and young adults in the NYTD Information Page in IMPACT. OCOK must check the NYTD Information Page in IMPACT for DATA and INFORMATION errors in IMPACT and make corrections and updates. DATA and INFORMATION errors correspond to surveys and services provided during the reporting period. When requested, OCOK will update CPS

State Office on progress and plans to get DATA and INFORMATION errors completed by period data entry due dates. Details on correcting data and information errors can be found in the NYTD Manual in SMILEY.

NYTD Services

OCOK will enter services provided to successfully transition youth to adulthood in the Preparation for Adult Living (PAL) stage in IMPACT. Services entered in IMPACT must be either paid for or provided by OCOK. When requested, OCOK will update CPS State Office on progress and plans to get services entered by period data entry due dates. Details on entering services in IMPACT can be found in the NYTD Manual in SMILEY and in the PAL Staff Manual.

See the [Transitional Living Services Resource Guide](#), NYTD Manual in SMILEY and PAL Manual for information on completing the survey, correcting data and information errors and entering services.

PAL Aftercare Services

PAL Aftercare services and programs are available for young adults from 3b and the resources for these services will be shared between OCOK and DFPS. Please see [Preparation for Adult Living CPS policy 10200](#) for additional information regarding these services and their eligibility requirements.

To access, OCOK PAL staff will complete a Service Authorization (2054) to the contractor providing the service and the contractor will bill DFPS directly.

PERMANENCY CARE ASSISTANCE

When a Region 3b child/youth's permanency plan calls for a change to permanent managing conservatorship by a relative or fictive kin (regardless of the relative/fictive kin's location) with intent to pursue permanency care assistance, OCOK staff must follow current CPS Handbook policy [6680 Permanency Care Assistance](#).

When a prospective kinship permanent managing conservator is nearing completion of the required six consecutive months as a verified foster parent, the child's OCOK Permanency Specialist must begin working with the caregiver to apply for assistance.

OCOK Permanency Specialist will:

- At least 90 days prior to PMC transfer date, request needed documentation to complete level of care including:
 - Last 30 days documentation: therapy notes, incident reports, daily notes, school reports if any.
 - CANS Assessment.
 - For children/youth with emotional disturbance: Psychological or psychiatric evaluations, completed within 14 months.
 - For children/youth with primary medical needs: An evaluation by a physician (MD), physician's assistant, or nurse practitioner, describing medical conditions or disabilities.
- Request LOC review from YFT.
- Must send the completed PCA packet to the eligibility specialist no later than 30 days prior to the transfer of PMC to the caregiver, as there must be enough time for eligibility to be determined and a PCA signed with the family prior to transfer of PMC. The eligibility specialist will determine if the child is eligible and if so will forward the packet to the PCA/ADO negotiator.

Steps for Permanency Care Assistance Packets

Eligibility requirements for PCA:

- The caregiver must enter into a permanency care assistance agreement with DFPS on behalf of the child prior to becoming the child's kinship permanent conservator.
- The child is eligible to be the subject of a permanency care assistance agreement if all of the following eligibility criteria apply to that child:
 - The child's prospective permanent kinship conservator:
 - is related to the child by consanguinity or affinity **or**
 - has had a longstanding and significant relationship to the child prior to OCOK placing the child in the home of that person.
 - The child's prospective kinship permanent conservator must have been eligible for the receipt of foster care reimbursements on behalf of the child who is the subject of the permanency care assistance agreement for at least six consecutive months prior to the effective date of the permanency care assistance agreement.
 - The child has demonstrated a strong attachment to the prospective kinship permanent conservator and that person has a strong commitment to caring permanently for the child.
 - At the time the permanency care assistance agreement is signed, OCOK has determined that neither adoption nor reunification are appropriate permanency options.

- When the child has been in the foster home for 6 months, OCOK Permanency Specialist prepare a complete PCA packet for each child using the [Permanency Care Assistance Checklist/Guide-Form 2124](#).
- The checklist requires the OCOK Permanency Supervisor's original signature and date for each child.
- Original signatures & dates are required on the family's forms ([PCA Request/Form 2115](#), [PCA Worksheet/Form 2116](#), and [Kinship Family Resources/Form 2118](#), found on [Smiley Forms webpage](#)/CPS/Permanency Care Assistance).
- If sibling group, a complete original set of forms is required for each child. Scans or faxes are not accepted.
- OCOK Permanency Specialist will gather source documentation needed for each child's packet (reference PCA Checklist/Guide).
- For caregivers with a Private Agency:
 - Request a VID by completing and sending the [AP-152 – Texas Application for Payee Identification Number](#) to DFPS Vendor ID Numbers - vendor@dfps.texas.gov. In response the VID will be emailed back to the requesting Permanency Specialist.
 - Once VID is received follow OCOK internal request process by providing required documents to FADRequest@oc-ok.org
- OCOK Permanency Specialist will, in the Sub stage, PCA tab, complete a PCA application for each child on IMPACT and submit to assigned subsidy worker. Cases are assigned by caregiver's last name.
- OCOK Permanency Specialist will ensure the Authorized Level of Care (ALOC) listed on IMPACT is correct and accurate for child.
- OCOK Permanency Specialist will scan complete packet(s) to DFPS Region 03 West Adoption Subsidy/PCA at Region03WestAdoAsstPca@dfps.texas.gov
- OCOK Permanency Specialist will submit packet(s) at least 30 days prior to PMC being transferred. OCOK Permanency Specialist will either mail or hand deliver the packet(s) with original signatures to 2700 Ben Ave. Fort Worth, TX 76103.

It is preferred to NOT have a court date scheduled to transfer PMC. This is to allow sufficient time for the negotiator to schedule a time to meet with the family.

The subsidy staff will review each packet for completeness. If complete the subsidy worker will email a Preliminary Determination letter to you, your supervisor and the regional negotiators.

The negotiator will meet with the family, negotiate subsidy benefits, and obtain caregivers signature on the permanency care assistance agreement. The regional negotiator will email you when signed PCA agreements are on file with the agency and that PMC can be transferred to caregiver.

Do **NOT** proceed with transferring PMC until PCA benefits have been negotiated.

OCOK Permanency Specialist's Tasks to Complete After Transferring PMC

- After the final court hearing, scan the order signed by the judge to the negotiator.
- In the SUB stage, update legal status with "FPS Responsibility Terminated".
- End placement in the SUB stage with reason "Child placed in PCA".
- Email foster care eligibility to end billing/FC benefits.
- Assign the PCA stage as primary to the subsidy worker.

Issues that cause a delay with transferring PMC:

- Packet does not have original signatures from family or your supervisor.
- PCA checklist not fully completed.
- Source documentation missing.
- FAD stage not created and linked to the private agency home.
- The foster care placement is not checked Relative or Fictive Kin under Placement Information section.
- Online PCA application not submitted.
- ALOC issues where family is disputing Basic ALOC for child at negotiation.

ADOPTION

Our Community Our Kids (OCOK) will be responsible for the full array of adoption services in Region 3b as outlined in CPS Policy [6900 Adoption Preparation and Support Services](#)

Out-of-state Interstate Compact on the Placement of Children (ICPC) adoption services requests will follow established [ICPC protocols](#).

OCOK will work with the DFPS Adoption Subsidy Negotiator in securing adoption assistance for eligible families.

Steps for Adoption Assistance Packets

Child meets one of the special needs criteria below:

- At least six years old.
- At least two years old and a member of a minority racial or ethnic group;
- Being adopted with a sibling or to join a sibling who has been adopted by the parents or the parents already have permanent managing conservatorship; or
- Has a verifiable physical, mental, or emotional disabling condition, as established by an appropriately qualified professional through a diagnosis that addresses:
 - what the condition is; and that the condition is disabling; or
 - Receives Supplemental Security Income (SSI) benefits.

OCOK Permanency Specialist's Tasks to Complete Prior to Adoptive Placement

- Prepare a complete subsidy packet for each child using the [Adoption Assistance Checklist/Guide-Form 2368](#) (found on [Smiley/CPS/Post-Adopt](#)). The checklist requires your supervisor's original signature and date for each child.
- Original signatures & dates are required on the family's forms ([Adoption Assistance Request/Form 2250](#), [Adoption Assistance Worksheet/Form 2253A](#), and [Adoptive Family Resources/Form 2253B](#), found on [Smiley/CPS/Post-Adopt](#)). If sibling group, a complete set of forms is required for each child. Scans or faxes are not accepted.
- Gather source documentation needed for each child's packet (reference Adoption Assistance Checklist/Guide).
- Request a VID by completing and sending the [AP-152 – Texas Application for Payee Identification Number](#) – Texas Application for Payee Identification Number to DFPS Vendor ID Numbers - vendor@dfps.texas.gov. In response the VID will be emailed back to the requesting Permanency Specialist.
- Once VID is received follow OCOK internal request process by providing required documents to FADRequest@oc-ok.org
- Ensure the Authorized Level of Care (ALOC) listed on IMPACT is correct and accurate for child.
- Have your supervisor open an ADO stage. In the ADO stage, complete an adoption assistance application for each child on IMPACT and submit to assigned subsidy worker. Cases are assigned by adoptive family's last name.
- Scan complete packet(s) to DFPS Region 03 West Adoption Subsidy/PCA at Region03WestAdoAsstPca@dfps.texas.gov
- OCOK Permanency Specialist will submit packet(s) at least 30 days prior to PMC being transferred. OCOK Permanency Specialist will either mail or hand deliver the packet(s) with original signatures to 2700 Ben Ave. Fort Worth, TX 76103.

Subsidy Tasks to Complete

- The subsidy staff will review each packet for completeness. If complete the subsidy worker will email a Preliminary Determination letter to you, your supervisor and the regional negotiators.

CPS Negotiator Tasks to Complete

- The negotiator will contact the family and negotiate subsidy benefits and will fill out the adoption assistance agreement. Do NOT proceed with the adoption until subsidy benefits have been negotiated.
- The regional negotiator will email the adoptive family the agreements for the family to sign at the adoptive placement.
- After adoptive placement occurs, the negotiator will forward the subsidy forms and adoptive placement agreement to the DFPS Foster Care and Adoption Eligibility Specialist and will also mail an original form to the adoptive family.

OCOK Permanency Specialist Tasks after Adoptive Placement

- End placement in the SUB stage, and enter new placement in the ADO stage with the RID you received from the email box-FADRequest@oc-ok.org .
- Send the 3 original adoption assistance agreement forms and a copy of the adoptive placement agreement (keep copies in your file) to the negotiator so they can sign as the department representative.
- The negotiator will forward the forms on to the DFPS Foster Care and Adoption Eligibility Specialist and will also mail an original form to the adoptive family.

OCOK Permanency Specialist's Tasks after Adoption is Final

- Do not change the child's name in IMPACT until the adoption is finalized.
- Email the DFPS Foster Care and Adoption Eligibility Specialist to end billing/FC benefits.
- Scan the adoption decree to the subsidy worker.
- In the ADO stage enter the legal status of "Adoption Consummated".
- Once the subsidy worker has entered the subsidy benefits in IMPACT, you can close the SUB and ADO stages. Make sure the ADO stage has the new adoptive names of the children in the person list and as stage name.
- A PAD stage will show up (if child is subsidy-eligible) once the ADO stage is closed. Assign the PAD stage as primary to the subsidy worker.

Issues that cause a delay with presentation staffing/adoptive placement

- Packet does not have original signatures from family or your supervisor.
- AA checklist not fully completed.
- Source documentation missing.
- Home study update/addendum not included (within 1 year of placement).
- Vendor ID not obtained prior to placement.
- ADO stage not opened.
- Online AA application not submitted.
- ALOC issues where family is disputing Basic ALOC for child at negotiation.

For additional information see CPS Policy [1700 Adoption Assistance Program](#).

Post Adoption Services

Adopted children who have been abused or neglected often need help coping with the effects of abuse and the loss of their birth family.

All families of children adopted through DFPS can obtain post-adoption services. This service is available to families along with Title IV-E and state-paid adoption subsidies from DFPS.

OCOK Regional Post Adoption Liaison: Lusheka Christmas White, Adoption Supervisor/PD
Lusheka.christmas-white@oc-ok.org

Post Adoption Liaisons responsibilities include, but are not limited to:

- Fielding calls from post adoption families who may be in crisis or in need of Post Adoption Services and referring them to the appropriate provider.
- Working as a facilitator between, CPI, post adoption provider and the family.
- Be a subject matter expert for the 3b catchment and for CPI and other CPS staff to reach out to with questions.
- Review service plans completed by the post adoption provider as appropriate.
- Coordinate, facilitate, and attend staffings with post adoption families, post adoption providers, CPI (If applicable) to assist in identifying steps and roles if needed for [Return to Care](#) placement.
- Be a point of contact for their regional post adoption providers.
- If any child/youth has the potential to enter Post Adoption Substitute Care Services and DFPS is seeking Joint Managing Conservatorship, the CBCA, as well as, the OCOK Adoption Specialist will need to be notified.
- The Post Adoption Liaison or their designee will process, which includes entering and approving 2054 service authorizations for the post adoption cases.

Post-Adoption Substitute Care

Since funding is limited, there are times that children/youth require an out-of-home placement to meet their mental health needs and funds are not available through traditional Post Adoption Services.

Refer to CPS Policy [6961 Postadoption Substitute Care Services](#).

To be eligible for this service, the child/youth must be under the age of eighteen (18) and the adoptive family must:

- be residents of Texas;
- have adopted a child directly from CPS custody;
- have followed through with all tasks addressed on the service plan developed with the postadoption service provider, to the extent the provider determines appropriate (service plan tasks may include family, group, or individual therapy for the parents or the child); and
- have exhausted all community resources, their insurance benefits, and available postadoption services.

Obtaining Post-Adoption Substitute Care Services

When an adoptive family contacts CPS/CPI/OCOK to request placement for their adopted child, and they are not currently working with post adoption services, staff refers them to post-adoption services for appropriate services.

If the family is working with the post adoption services provider, post adoption services are nearly exhausted, and the post adoption service provider and OCOK find that it is in the child's best interest for the adopted child to:

- re-enter substitute care; or
- remain in out-of-home care if the child is already placed out of the home, and using post adoption services, transferring temporary conservatorship to CPS; then

The post adoption services provider will contact OCOK Post Adoption Services Liaison, [Lusheka Christmas-White](#).

OCOK Post Adoption Liaison will:

- Notify the Community Based Care Administrator and CPS Adoption Program Specialist of any children/youth that are being considered for Post adoption Substitute Care services
- If the family resides in Tarrant County, notify Legal Supervisor- [Ashton Moore](#), for the OCOK Permanency Unit assignment
- Within four (4) business days, contact all required parties to hold a staffing to determine eligibility and next steps.

Staffing:

Purpose:

- Evaluate the child and family needs to determine if circumstances meet policy requirements for Post-adoption Substitute Care.
- Evaluate if it is in the child's best interest for CPS to be granted temporary managing conservatorship and the child be placed into substitute care with the adoptive family's ongoing involvement.
- Allow all parties to discuss the next steps and expectations.

Participants:

- Post-adoption service provider;
- Adoptive parents (invited by post-adoption provider);
- Therapist (invited by post-adoption provider);
- OCOK Post-Adoption Liaison
- OCOK Director of Care Management
- OCOK Intake Director
- OCOK Sr. Director of Permanency;
- OCOK Permanency Director and Supervisor
- Investigative Program Director to be assigned intake

Tarrant County- [Adrienne Spraberry](#)

Johnson County- [Daniel Lester](#)

Parker County- [Rayleen Hubbard](#)

Remaining Outlying Counties- [Stephanie Williams](#)

*At the discretion of participants, an internal pre/post-meeting may be held if additional discussion is needed without the family present. The OCOK Post Adopt Liaison will coordinate the meeting if requested.

Post-Adoption Substitute Care IMPACT and Court Procedures

During the meeting, if all parties are in agreement with proceeding and the policy and best interest requirements are met:

- Post-adoption services provider will:
 - Initiate a referral to Statewide Intake alleging refusal to accept parental responsibility and request that the intake be routed to Investigation program identified during staffing;
 - Provide Common Application and Placement Summary Form to OCOK and Investigations staff for use in securing placement;
 - Provide affidavits from adoptive family and Post-Adoption services provider to support legal conservatorship
- OCOK Post Adoption liaison will:
 - Notify OCOK Sr. Director of Permanency if a Child Sexual Aggression staffing is required;
 - Send weekly progress emails to the staffing participants, including Community-Based Care Administrator and CPS Adoption Program Specialist, until legal removal occurs
- OCOK Intake will:
 - Coordinate with current placement to either secure/obtain required approvals for the child to remain in the placement
or
 - Secure a new placement following all required placement approval processes
- Child Protective Investigations (CPI) will:
 - Conduct an investigation; an abbreviated investigation may be sufficient since CPI already knows there is no abuse or neglect. See [2200](#) Basic Investigation Process for information on how to complete the investigation. If abuse or neglect of the adoptive child is suspected, CPI completes a thorough investigation and does not use this process.
 - The Investigator will provide the removal affidavit, along with supporting affidavit from provider/family to legal.
 - Once CPI obtains custody of the child, CPI will open the substitute care (SUB) stage and family substitute care stage (FSU) stage using the *Conservatorship Removal* page and closes the investigation with a disposition of *Ruled Out*.
 - Enter Legal Status in the Child's SUB stage
 - Open an SSCC Child and Family Referral in IMPACT
 - Follow standard removal checklist regarding required IMPACT actions

See CPS Handbook policy: [8400 Post Adoption Services, Adoptions Support Programs Safety Net Page](#)

INTERSTATE COMPACT ON THE PLACEMENT OF CHILDREN (ICPC)

The following regional protocols have been developed to manage Interstate Compact on the Placement of Children (ICPC) specific situations in the Region 3b catchment area.

For more information on ICPC processes, see CPS Handbook policies 4500 Interstate Placements and 9000 Interstate Compact on the Placement of Children (ICPC).

Incoming Request for Foster or Adoptive Home Study and Placement for Children from Other States

DFPS will refer ICPC foster or adoption placement requests for children legally from another state into the Region 3b catchment area to SSCC to facilitate the verification or approval of the home through the SSCC provider network.

All timeframes outlined in this process enable Texas to meet the requirements of the Safe and Timely Interstate Placement of Foster Children Act and ensure timely permanency of children from other states.

Foster Home Study Requests

Initial Assessment Process

- The SSCC ICPC Coordinator will determine if the child requires standard or treatment (therapeutic) foster care services based on information from the sending state.
- If the child requires treatment (therapeutic) foster care services, SSCC will follow the [If the child requires Treatment \(Therapeutic\) Foster Care Services](#) process.
- If the child requires Standard Foster Care Services, SSCC will continue with the initial assessment process below.
- The SSCC ICPC Coordinator will complete background checks on all household members to identify if there are any obvious bars to verification. *Background checks must include DPS, FPS history, and central registry checks along with out-of-state child welfare checks for all household members age 14 years and older.
- SSCC will refer the request (including background check results) to a network provider to complete the initial assessment process. (or the SSCC can choose to complete the assessment themselves depending on their model)
- If there is delay in receiving the results of the background checks, the SSCC ICPC Coordinator will send the network provider the information they have at the time so they can begin the assessment process in time to meet the required due date.
- SSCC will ensure the initial assessment is completed and returned to State Office ICPC within **45 calendar days** from receipt of the ICPC request. SSCC may use the [ICPC Initial Assessment](#) , or develop its own template.
- Based on the outcome of the initial assessment, the SSCC ICPC Coordinator will prepare an [ICPC Decision Memo](#) (approved or denied) and upload to IMPACT with the completed initial assessment. IMPACT automatically sends an alert to state office.

- State Office ICPC will send the decision memo and completed initial assessment to the sending state.

If the initial assessment is denied:

- If the initial assessment is denied, or a bar is identified as a result of a background check, the SSCC ICPC Coordinator will prepare a decision memo explaining the reasons for the denial and why the family is not appropriate.
- The SSCC ICPC Coordinator will upload the decision memo into IMPACT.
- State Office ICPC will forward the decision memo to the sending state.

If the initial assessment is approved and the child requires Standard Foster Care Services:

- The SSCC ICPC Coordinator will send the ICPC request packet to an appropriate provider in their network to complete the [Foster Home Verification Process](#).
 - The referral e mail will include the following due dates:
 - The SSCC network provider must make contact with the family by phone/email or certified mail within **7 calendar days** from receipt of the ICPC request packet.
 - SSCC must complete the process for verification of the home and return to State Office **within 120 calendar days**.

If the ICPC request is for Standard Foster Care Services and the caregiver is already verified by a private agency for foster care:

- SSCC must determine if the family is already verified by a provider within the SSCC network.
- If the caregiver is already verified through an SSCC network provider:
 - SSCC must return the completed home verification documents to State Office within **14 calendar days**.
 - If the foster care verification needs to be updated to meet ICPC timeframe requirements, SSCC must update the verification of the home and return to State Office within **30 calendar days**.
- If the caregiver is already verified through a provider that is not an SSCC network provider, SSCC must give the family the option to transfer to an SSCC network provider.
 - If the family chooses to transfer to an SSCC network provider, SSCC must assist the family in the transfer process, update the family's verification, and return to State Office within **60 calendar days**.
 - If the family chooses to remain with the out-of-network provider, the SSCC ICPC Coordinator will prepare a decision memo with contact information for the private agency and send to State Office ICPC.
 - State Office ICPC will notify the sending state.

If the child requires Treatment (Therapeutic) Foster Care Services:

- SSCC will prepare a decision memo outlining the basis for the child requiring treatment services, including the specific diagnoses of the child.
- SSCC will prepare a list of private residential providers in the area that the sending state can contract with for treatment foster care services.
- The SSCC ICPC Coordinator will upload the decision memo and list of private residential providers into IMPACT.
- State Office ICPC will forward the decision memo and list of private residential

providers to the sending state with information on the need to contract for foster care verification directly with a private residential provider.

- When the sending state establishes a contract with a private residential provider, the sending state will submit a new ICPC request to State Office ICPC.
- State Office ICPC will approve the placement based on receipt of the completed ICPC request packet (packet will include a copy of a current and approved foster home study, foster verification certificate (license), and statement that a contract is in place).
- State Office ICPC will ensure the ICPC packet has been uploaded into IMPACT.
- If the child/sibling group is placed in a verified foster home located in Region 3b catchment area, the private residential provider will be solely responsible through direct contract and payment from the sending state for:
 - Conducting supervision of the child as established in the sending state's contract with the private residential provider.
 - Monitoring the family for licensing purposes according to Minimum Standards for Child Placing Agencies.

If the ICPC request is for Treatment (Therapeutic) Foster Care Services and the caregiver is already verified by a private agency for foster care:

- If SSCC determines in the assessment that the caregiver is already verified by a private agency for foster care services, regardless of whether the provider is in the SSCC network, the SSCC ICPC Coordinator will prepare a decision memo with contact information for the private agency.
 - The SSCC ICPC Coordinator will complete the decision memo and upload the decision memo in IMPACT.
 - State Office ICPC will forward the decision memo to the sending state with information on the:
 - Need to contract directly with the private residential provider the home is already verified under
 - Provider contact information in order to be connected to the private residential provider.
- When the sending state establishes a contract with the provider, the sending state will submit a new ICPC request to State Office ICPC.
- State Office ICPC will approve placement based on receipt of the completed ICPC request packet (packet will include a copy of the approved foster home study, foster verification certificate (license), and statement that a contract is in place).
- State Office ICPC will ensure the ICPC packet has been uploaded into IMPACT.
- If the child/sibling group is placed in the verified foster home located in Region 3b, the provider will be solely responsible through direct contract and payment from the sending state for:
 - Conducting supervision of the child as established in the sending state's contract with the provider.
 - Monitoring the family for licensing purposes according to Minimum Standards for Child Placing Agencies.

Foster Home Verification Process

- Occurs when the Initial Assessment Process is completed, and family is approved to move forward with verification.
- Once the SSCC network provider has completed the verification process, the SSCC ICPC Coordinator will obtain the:

- Completed home study.
 - Foster verification certificate (license).
 - The foster home verification process must be completed and returned to State Office within **120 calendar days**.
- The SSCC ICPC Coordinator will:
 - Upload into IMPACT the completed home study and verification certificate (license) to State Office ICPC.
 - Complete a home study service authorization (Form 2054) in the child's SUB stage in IMPACT for payment for the home study.
- State Office ICPC will:
 - Review the completed foster home study and verification.
 - Approve or deny placement into Region 3b catchment area.
 - Notify the sending state and SSCC of the approval to proceed with placement.
- If the sending state places the child in the verified foster home located in the Region 3b catchment area:
 - SSCC staff will conduct supervision of the child.
 - SSCC's network provider that verified the home will monitor the family for licensing purposes according to Minimum Standards for Child Placing Agencies.
 - Any associated foster care daily reimbursement provided by the sending state will be paid directly to the caregiver. *SSCC or network provider will not receive any payment other than for the home study for this service which is in accordance with the ICPC Agreement between states.

Adoption Home Study Requests

Initial Assessment Process

- The SSCC ICPC Coordinator will complete background checks on all household members to identify if there are any obvious bars to verification before referring for the initial home assessment. *Background checks must include FBI, DPS, FPS history, and central registry checks along with out-of-state child welfare checks for all household members age 14 years and older.
- SSCC will refer the request (including background check results) to a network provider to complete the initial assessment process. (or the SSCC may choose to complete the assessment)
- If there is delay in receiving the results of the background checks, the SSCC ICPC Coordinator will send the network provider the information they have at the time so they can begin the assessment process in time to meet the required due date.
- SSCC will ensure the initial assessment is completed and returned to State Office ICPC within **45 calendar days** from receipt of the ICPC request. SSCC may use the [DFPS ICPC Initial Assessment Form](#), or develop its own template.
- Based on the outcome of the initial assessment, the SSCC ICPC Coordinator will prepare a decision memo (approved or denied) to be uploaded to IMPACT with the completed initial assessment. IMPACT automatically sends an alert when uploaded.
- State Office ICPC will send the decision memo and completed initial assessment to the sending state.

If the initial assessment is denied:

- If the initial assessment is denied and a bar is identified as a result of a background check, the SSCC ICPC Coordinator will prepare a decision memo explaining the reasons for the denial and why the family is not appropriate.

- The SSCC ICPC Coordinator will upload the decision memo in IMPACT.
- State Office ICPC will forward the decision memo to the sending state.

If the initial assessment is approved:

- If the initial assessment is approved and no bars are identified, the SSCC ICPC Coordinator will send the ICPC request packet to an appropriate provider in their network to complete the [Adoptive Home Approval Process](#).
- The referral e mail will include the following due dates:
 - The SSCC provider must make contact with the family by phone/email or certified mail within **7 calendar days** from receipt of the ICPC request packet.
 - SSCC must complete the home study/approval and submit to state office within **120 calendar days** from receipt of the ICPC request.
- The SSCC ICPC Coordinator will prepare the decision memo indicating that the request has been approved to begin the approval process and upload to IMPACT.
- If the ICPC request is for a caregiver who is already approved to adopt by a private agency, follow the [If the ICPC request is for Standard Foster Care Services and the caregiver is already verified by a private agency for foster care process above](#).

Adoptive Home Approval Process

- Occurs when the Initial Assessment Process is completed and family is approved to move forward with adoption approval process.
- Once the SSCC network provider has completed the adoption approval process, they will provide the SSCC ICPC Coordinator the:
 - Completed home study.
 - Adoption approval certificate (license).
 - The adoption approval process must be completed and submit to State Office within **120 calendar days**.
 - If the adoption approval process is not completed by the 120th day, the SSCC ICPC Coordinator will submit a status report to the State Office ICPC outlining the reasons for the delay.
- The SSCC ICPC Coordinator will:
 - Upload the completed adoption home study and adoption approval certificate (license) to IMPACT.
 - Complete a home study service authorization (Form 2054) in the child's SUB stage in IMPACT for payment for the home study.
- State Office ICPC will:
 - Review the completed adoption home study and approval.
 - Approve or deny placement into Region 3b catchment area.
 - Notify the sending state and SSCC of the approval to proceed with placement.
- If the sending state places the child in the approved adoptive home located in the Region 3b catchment area:
 - SSCC staff will conduct supervision of the child.
 - SSCC's network provider that approved the home for adoption will monitor the family for licensing purposes.
 - Any adoption assistance provided by the sending state will be paid directly to the caregiver. *SSCC or network provider will not receive any payment other than for the home study for this service which is in accordance with the ICPC Agreement between states.

Texas Interstate Compact Office (TICO) Approved Foster or Adoptive Placement

After the Texas Interstate Compact Office (TICO) approves a request to place a child in Texas, the sending state agency communicates directly with the caregiver regarding a placement date.

Notification:

- After the child has been placed in Texas, the sending state's compact office notifies State Office ICPC by forwarding a copy of a completed Compact Form ICPC 100B.
- State Office ICPC updates IMPACT with the information from the 100B.
- State Office ICPC remains primary on the case and assigns the case to the SSCC ICPC coordinator as the secondary staff.

Supervision:

- **The SSCC ICPC Coordinator** must assign the courtesy supervision caseworker within **2 days** of receiving notification of placement in Texas. The SSCC ICPC Coordinator assigns the courtesy supervision caseworker as the secondary staff.
- **The courtesy supervision caseworker** must supervise the placement as described in [6417](#) Supervising a Child Placed in Texas From Another State.

Recording the ICPC Placement in IMPACT:

- Once the courtesy supervision caseworker is assigned to the placement, placement must be entered in IMPACT within 24 hours, or by 7PM the next business day.
- To record the new placement, the courtesy supervision caseworker must:
 - Review information on the Form 2261 Compact Report ICPC (100B).
 - Open the *Placement* page in the child's *Substitute Care* stage.
 - Select the resource identification number by choosing the correct resource or person from the directory.

Incoming Request for Placement in RTC for Children from Other States

Incoming requests to place **into** an RTC are handled by State Office ICPC and are not referred to SSCC.

Incoming Request for Parent or Relative Home Study and Placement of Children from Other States

Parent or Relative Home Study Process:

- SSCC ICPC Coordinator will complete background checks on all household members to identify if there are any obvious bars to approval before referring for the home study.
- *Required background checks must be completed in accordance with the kinship verification process.
- If no bars are identified, SSCC ICPC Coordinator will send the ICPC request packet to the appropriate provider in their network to complete the home study.
 - The referral email will include the following due dates:
 - The SSCC provider must make contact with the family by

phone/email or certified mail within **7 calendar days** from receipt of the ICPC request packet.

- SSCC must complete the home study within **45 calendar days** from receipt of the ICPC request.
 - If there is delay in receiving the results of the background checks, the SSCC ICPC Coordinator will send the network provider the information they have at the time so they can begin the home study process to meet the required due date.
- If a bar is identified, then a decision memo will be created by the SSCC ICPC coordinator and returned to SO ICPC to be returned to the requesting state explaining the home study denial.

Expedited Parent or Relative Home Study Process

- SSCC ICPC Coordinator will complete background checks on all household members to identify if there are any obvious bars to approval before referring for the home study.
- *Required background checks must be completed in accordance with the kinship verification process.
- If no bars are identified, SSCC ICPC Coordinator will send the ICPC request packet to the appropriate provider in their network to complete the home study.
 - The referral email will include the following due dates:
 - The SSCC provider must make contact with the family by phone/email or certified mail within **3 calendar days** from receipt of the ICPC request packet.
 - SSCC must complete the home study within **20 calendar days** from receipt of the ICPC request.
 - If there is delay in receiving the results of the background checks, send the network provider the information you do have at the time so they can begin the home study process.
- If a bar is identified, then a decision memo will be created by the SSCC ICPC coordinator and returned to SO ICPC to be returned to the requesting state explaining the home study denial.

Requests to Place with a Non-Offending Parent

Parent home study requests for non-offending parents are only processed on parents who have been found to be unfit. DFPS State Office ICPC will only process a parent home study request on a Non-Custodial/Non-Offending Parent if ordered by the Court. DFPS State Office ICPC will screen all parent home study requests prior to sending to SSCC for assignment.

Texas Interstate Compact Office (TICO) Approved Incoming Parent and Relative Placements

After the Texas Interstate Compact Office (TICO) approves a request to place a child in Texas, the sending state agency communicates directly with the caregiver regarding a placement date.

Notification:

- After the child has been placed in Texas, the sending state's compact office notifies SO ICPC by forwarding a copy of a completed Compact Form ICPC 100B.
- SO ICPC updates IMPACT with the information from the 100B.
- SO ICPC remains primary on the case and assigns the case to the SSCC ICPC coordinator as the secondary staff.

Supervision:

- **The SSCC ICPC Coordinator** must assign the courtesy supervision caseworker within **2 days** of receiving notification of placement in Texas. The SSCC ICPC coordinator assigns the courtesy supervision caseworker as the secondary staff.
- **The courtesy supervision caseworker** must supervise the placement as described in [6417](#) Supervising a Child Placed in Texas From Another State.

Recording the ICPC Placement in IMPACT:

- Once the courtesy supervision caseworker is assigned to the placement, placement must be entered in IMPACT **within 24 hours**, or by 7PM the next business day. To record the new placement, the courtesy supervision caseworker must:
 - Review information on the Form 2261 Compact Report ICPC (100B)
 - Open the *Placement* page in the child's *Substitute Care* stage; and
 - Select the resource identification number by choosing the correct resource or person from the directory.

Medicaid Benefits for Children Placed in Texas From Other States

Verified Foster or Approved Adoptive Placements

- When a foster child who is eligible for Title IV-E is placed in Texas in a foster or adoptive placement from another state and the sending state continues to pay for the child's foster care with Title IV-E funds:
 - DFPS provides the child's Medicaid benefits.
 - the sending state provides DFPS with information about the child's eligibility to receive Medicaid benefits through Title IV-E.
- **Children who are Title IV-E eligible:** To authorize Medicaid benefits for the child, the courtesy supervision caseworker must send the following information to the regional foster care eligibility specialist within **2 days** after placement is entered into IMPACT:
 - Complete Form ICPC 100-B, Interstate Compact Placement Status Report, which shows the date that the child was placed in Texas.
 - Complete Form ICPC 103, Interstate Compact Financial/Medical Plan, which verifies that the child receives foster care funding through Title IV-E.
 - The last date that the child had Medicaid coverage in the sending state.
 - The name of any third-party resource the child may have for medical care; and
 - The child's Social Security number.
 - The regional eligibility specialist will initiate Texas Traditional Medicaid and notify courtesy supervision caseworker when Medicaid is active with Texas Medicaid ID.
- **Children who are NOT Title IV-E eligible:** For foster care children who are not Title IV-E eligible, the foster or adoptive parent is responsible for applying for Texas

Medicaid on behalf of the child. Foster or adoptive parent's income should not be included on Medicaid application, as the foster or adoptive parent does not have custody of child, but placement only.

Refer to CPS Policy [1538 Medicaid Benefits for Foster Care Children Placed in Texas From Other States](#) for additional information regarding roles and responsibilities.

Unverified Relative and Parent Placements:

For unverified parent and relative placements, the parent or relative is responsible for applying for Texas Medicaid on behalf of the child. Parent or relative's income should not be included on Medicaid application, as the parent or relative does not have custody of the child, but placement only.

Out-of-State Requests for Foster Care or Adoptive Home Placements for Children from Texas

If an out-of-state placement is identified for a child who is legally from Region 3b SSCC will complete the following steps.

Outgoing Foster Home or Adoption Study Requests:

- SSCC will complete and submit the outgoing ICPC request, including all required documents, through IMPACT and follow current ICPC process.
- Placement will remain with SSCC during the ICPC process.
- When the ICPC process is completed by the receiving state, SO ICPC will upload the 100A with approval or denial recommendation into IMPACT.
- If placement is approved, SSCC will prepare the child for transition into approved out-of-state placement.
 - This will include notifying the Well-Being Specialist, preferably 30 days before the child's placement, as they will assist in arranging for medical needs or assessing services for children before placement outside of Texas. See CPS policy [4515 Placing the Child in the Other State if the Placement is Approved](#)
- SSCC Permanency Worker will be responsible for the out-of-state physical placement of the child.
- Before placement occurs the SSCC Permanency Worker must follow the guidelines below that apply:
 - if a child is going to be placed with a caregiver that is licensed by a public state agency,
 - If receiving state requires caregiver to be verified by a private agency that provides treatment (therapeutic) services due to child's needs,
 - If the child is placed with an out-of-state family who is verified through a private provider for foster care,
 - OR
 - If the child is placed with an out-of-state family who is approved through a private provider for adoption.
- After the child is placed in the other state, the child's SSCC Permanency Worker must:
 - document the child's placement in IMPACT within 24 hours, or by 7PM the next business day;
 - complete Form 2261 Compact Report ICPC (100B) in IMPACT, within seven business days of the child's placement; and

- submit Form 100B to the supervisor for approval.
- If there is a placement disruption in the out-of-state placement, SSCC Permanency Worker will secure possession of the child from the out-of-state caregivers and submit a new referral for paid placement to the SSCC Placement team.

If the caregiver is verified by a public state agency:

- SSCC will follow the [Outgoing Foster Home and Adoption Study Request](#) process above.
- **BEFORE** placement is made the SSCC Permanency Worker will complete the following steps to request an ICPC Foster FAD stage:
 - Request a VID by completing and sending the [AP-152 – Texas Application for Payee](#) to DFPS Vendor ID Numbers - vendor@dfps.texas.gov. In response the VID will be emailed back to the requesting Permanency Specialist.
 - Once VID is received- follow OCOK internal request process by providing required documents to FADRequest@oc-ok.org
- The SSCC Permanency Worker will verify that the ICPC Foster Home has been set up in IMPACT before making placement.
- Placement entry will reflect direct placement with the caregiver and will not be under the SSCC network since they are verified by a public agency. Foster care payments will be directed to the caregiver from DFPS.
- OCOK Permanency Specialist will email DFPS Billing Coordinator, [Sandra Sanders](#), and advise a child under OCOK has been placed in a Basic ICPC Foster Home Placement to generate appropriate billing.
- The SSCC child placement and family referrals will remain active for case management services.

If receiving state requires caregiver to be verified by a private agency that provides treatment (therapeutic) services due to child's needs:

- SSCC will follow the [Outgoing Foster Home and Adoption Study Request](#) process above.
- SSCC will locate and contract directly with the private out-of-state provider for placement services and supervision of the child.
- SSCC will notify and request the DFPS Contract Administration Manager create a CPA resource and set up the home as part of the SSCC provider network in IMPACT.
- The home will be added to the SSCC Network **BEFORE** placement is made.
- Texas CPS is not responsible for setting up a contract for supervision of the child in the out-of-state placement nor placement services.

If the child is placed with an out-of-state family who is verified through a private provider for foster care:

- SSCC will follow the Outgoing Foster Home and Adoption Study Request process above.
- SSCC will contract directly with the private out-of-state provider for placement services and supervision of the child.
- SSCC will notify and request the DFPS Contract Administration Manager create a CPA resource to set up the home as part of the SSCC provider network in IMPACT.
- The home will be added to the SSCC Network **BEFORE** placement is made.
- Texas CPS is not responsible for setting up a contract for supervision of the child in the out-of-state placement nor placement services.
- In some cases, the out-of-state family will have the option to transfer to the public child welfare agency in the receiving state. If the family chooses to transfer to the public child welfare agency, a contract is not needed.

If the child is placed with an out-of-state family who is approved through a private provider for adoption:

- SSCC will follow the [Outgoing Foster Home and Adoption Study Request](#) process above.
- SSCC will contract directly with the private out-of-state provider for placement services and supervision of the child. Texas CPS is not responsible for setting up a contract for supervision of the child in the out-of-state placement nor placement services.
- **BEFORE** placement is made the SSCC Permanency Worker will complete the following steps to request an Adoptive FAD stage:
 - Request a VID by completing and sending the [AP-152 – Texas Application for Payee](#) to DFPS Vendor ID Numbers - vendor@dfps.texas.gov. In response the VID will be emailed back to the requesting Permanency Specialist.
 - Once VID is received- follow OCOK internal request process by providing required documents to FADRequest@oc-ok.org
- SSCC will be paid for both adoption placement services (form 2054) and post placement supervision (form 2054). SSCC Permanency Worker will need to create 2054's for the service.
- In some cases, the out-of-state family will have the option to transfer to the public child welfare agency in the receiving state. If the family chooses to transfer to the public child welfare agency, a contract is not needed.

Out of State Request for Residential Treatment Center (RTC) Placements for Children from Texas

SSCC may seek an out-of-state Residential Treatment Center (RTC) for placement of a child from Texas Region 3b catchment area.

- When an out-of-state RTC is located, SSCC will initiate and create a contract with the out- of-state Residential Treatment Center.
- The SSCC Permanency Worker will submit the ICPC Residential Treatment Center out-of- state placement request through IMPACT.
- State Office ICPC will process the outgoing RTC request to the receiving state.
- Once the ICPC request is completed, State office ICPC will upload the decision 100A into IMPACT.
- If the placement is approved, SSCC, as part of case management, is responsible for setting up a contract for supervision of the child in the out of state placement.
- SSCC is responsible for monitoring the out-of-state placement for the timeframes specified within the sub-contract with the Residential Treatment Center.

Out of State Request for Parent or Relative Home Study and Placement for Children from Texas:

Outgoing Parent or Relative Home Study Requests and Placement

- SSCC will complete and submit the outgoing ICPC request, including all required documents, through IMPACT and follow current ICPC process.
- Placement will remain with SSCC during the ICPC process.
- If the out-of-state placement is approved by the receiving state, State Office ICPC will notify the SSCC ICPC Coordinator via uploading the home study in IMPACT.
- SSCC will prepare the child for transition into approved out-of-state placement.

- This will include notifying the Well-Being Specialist, preferably 30 days before the child's placement, as they will assist in arranging for medical needs or assessing services for children before placement outside of Texas. See CPS policy [4515 Placing the Child in the Other State if the Placement is Approved](#)
- SSCC Permanency Worker will be responsible for the out-of-state physical placement of the child.
- Once the child is in the out-of-state placement, the SSCC ICPC Coordinator will:
 - Submit the 100B in IMPACT within **3 business days** to State Office ICPC indicating placement has been completed.
- The SSCC Permanency Worker will enter the new out-of-state placement in IMPACT.
- If there is a placement disruption in the out-of-state placement, SSCC will secure possession of the child from the out-of-state caregivers and return the child to Texas.
- If a non-licensed kinship placement decides to become a licensed foster placement, the SSCC will resubmit ICPC request in IMPACT and follow the [Outgoing Foster Home and Adoption Study Request](#).

Request to Place with a Non-Offending Parent

Non-offending parent home study requests are only processed on parents that have been found to be unfit. SO ICPC will only process a parent home study request on a Non-Offending Parent if ordered by the Court. SO ICPC will screen all parent home study requests prior to sending to receiving state.

If a Texas Caregiver Moves to Another State

If a child's caregiver moves to another state, and it is in the child's best interest to move with the caregiver, the SSCC must ask the other state for permission to continue the placement there. Please see CPS Policy [4513.6 If a Texas Caregiver Moves to Another State](#)

When a SSCC worker receives an I&R in IMPACT and/or notification from Texas ICPC of a report of alleged child abuse, neglect, or exploitation in another state

When notification is received, the SSCC Permanency Worker must follow CPS Policy 4221.2 CPS Responsibility and Procedure after Receiving a Notification of Alleged Abuse and Neglect by Either RCCI or CPI and take the following actions:

- Immediately review the abuse, neglect, or exploitation report in IMPACT.
- Immediately discuss the intake with the supervisor.
- Contact the investigator from the other state for additional information.
- Consult with the program director about the circumstances surrounding the investigation no later than 7 p.m. the next business day.
- Document an *I&R A/N Notification Staffing* contact type in the child's *Sub* stage no later than 7 p.m. the next business day after notification of the report.
- The contact documentation must include the following:
 - A copy of the I&R.
 - Discussions with supervisor and program director.
 - Consideration of the child's safety needs and any related actions.
 - Any plans for future actions.

The SSCC Permanency Worker must document the execution and results of any follow-up actions as normal contacts in IMPACT when they are completed.

The SSCC Permanency Worker must document as a contact in IMPACT a summary and the disposition of the investigation once the investigation is concluded.

ICPC Violations

Court orders that violate the Interstate Compact on the Placement of Children (ICPC) include orders that:

- place a child in another state without an approved ICPC home study;
- send a child into another state on visits that extend past 30 days; or
- dismiss DFPS from its lawsuit without the other state's agreement.

The exception involves placement of a child with a noncustodial parent who resides in another state. This type of placement is not subject to the ICPC but requires following a specific protocol. See [4513.1](#) Placing a Child with an Out-of-State Non-Custodial Parent.

For Subject Matter Assistance regarding ICPC matters, please contact [Texas Interstate Compact Office \(TICO\)](#)

Additional reference:

[Hearings and Legal Proceedings Resource Guide](#).

CPS Policy [5314 Court Orders That Violate the Interstate Compact on the Placement of Children](#)

ADMINISTRATIVE RELATED

Single Source Continuum Contractor (SSCC) Abuse or Neglect Investigations

A **CPI** investigation is considered an employee abuse or neglect investigation when:

- A DFPS employee or SSCC employee is alleged to have abused or neglected a child in his or her own family.
- A DFPS employee, contracted staff, volunteer, or intern or an SSCC employee is alleged to have abused or neglected a child in DFPS conservatorship, and the child is in an unlicensed setting.

Special investigators are assigned to conduct employee investigations meeting the above criteria. If a special investigator is the alleged perpetrator in an employee investigation, CPI conducts the investigation.

SSCC will follow steps outlined in policy [2121.1 DFPS Employee or Single Source Continuum Contractor \(SSCC\) Abuse or Neglect Investigations](#).

For additional information see policies:

[2120 CPS Authority for Investigating Reports of Abuse or Neglect](#)
[1260 Administrative Review of Investigation Findings \(ARIF\)](#)

Forms and Publications

If an SSCC needs to re-order DFPS forms or publications, one designated person from the SSCC can order by emailing formsandpublications@dfps.texas.gov.

Title IV-E University Training Program

Refer to: DFPS Policy [3000 Introduction to the Title IV-E Program](#) , [4000 Title IV-E Training Contracts with Universities](#)

CPS/SSCC Title IV-E University Training Program for New Hires

This section explains the:

- Process for applying to the Title IV-E University Training Program; and
- How the SSCC training academy managed by the SSCC training division support that effort.

Each year, DFPS awards federally funded training to eligible state universities for students preparing for employment with CPS or the SSCC. The number of awards is based on the number of Title IV-E-funded positions that DFPS and the SSCC anticipates each year.

The awards are made to eligible students who are enrolled in academic programs that lead toward:

- A Bachelor of Social Work (BSW)
- A Master of Social Work (MSW).

The CPS and SSCC training academies provide basic skills development training to these trainees to prepare them for CPS or SSCC employment.

Applying for Title IV-E Training with the SSCC

To request admission for a student, the university's coordinator for the Title IV-E Child Welfare Program sends an email to:

- The CPS Regional Operations Support Administrator (ROSA)
- SSCC designee
- The DFPS Title IV-E contract manager

The email must contain the applicant's:

- Name
- Date of birth
- Social Security number; and
- Type of degree (BSW or MSW)

For BSW students, the coordinator sends the email at least three months before the start of the student's *final* semester.

For MSW candidates, the coordinator sends the email at least three months before the candidate's *first* semester.

Each applicant submits the following to the university coordinators. The University will then provide the information to the ROSA and the SSCC designee. The ROSA will maintain all original documents for the Title IV-E stipend program.

- University acceptance letter
- Statement of interest or from STARK
- Three professional letters of recommendation from professors or employers
- Copy of students most recent unofficial transcript from University STARK Test results and waivers as appropriate
- Certified copy of the applicant's driving record
- Volunteer application, [Form 0250](#)
- An HHS Acceptable Use Agreement, [Form HHS-AUA](#)
- [Form 0261](#) Volunteer Program Work Rules, Standards of Behavior and Performance
- Volunteer Confidential Statement form 0251
- TB Test Results

To enable the applicant to take any required pre-employment test/assessments, the university's coordinator directs the applicant to apply for a SSCC specialist position in the appropriate SSCC unit. Taking this step creates a profile in the SSCC's human resources system that allows the applicant to access any required tests/assessments.

Once the applicant has applied for a SSCC specialist position, the SSCC designee forwards copies of the following to the Centralized Background Check Unit (CBCU), so that appropriate checks can be performed:

- A certified copy of the applicant's driving record
- A volunteer application, [Form 0250](#)

The CBCU forwards the results of the checks to:

- The ROSA and SSCC designee; and
- The contract manager.

If the results are questionable, the ROSA or SSCC designee reviews them and determines whether the applicant is employable.

If the checks are acceptable, the ROSA or designee sets up interviews which includes the ROSA, Hiring Manager, Academy Manager, University Coordinator and SSCC personnel.

If the interview is acceptable, the ROSA or SSCC designee notifies each University Liaison who will prepare a Stipend Student Information Form for each student. The university coordinator will then forward the information form to the contract manager who prepares an agreement for each student.

If the results of any of the above assessments are not satisfactory, the ROSA or SSCC designee:

- Prepares a disapproval memo; and
- Forwards it to the university coordinator who will notify the student

The ROSA or designee sets up an orientation meeting attended by all of the applicants to review and sign the agreement. These contracts are not executable until they are signed by the CPS Regional Director.

During the orientation meeting, the following topics are covered:

- The terms and conditions of the agreement, including any payback responsibilities.
- The commitment that students must make to accept any statewide employment with CPS or SSCC on completion of their training.

The ROSA or designee then forwards all signed agreements, along with a completed checklist for each contract, to the CPS Regional Director for final approval. Once the signed, the ROSA or designee will send the original signed agreement to the State Office Contract Manager for final processing.

After each agreement is approved:

- The State Office Contract Manager will send a signed copy of the agreement to the stipend student.
- The ROSA or SSCC designee completes a Move, Add, or Change form (known as an eMAC) to obtain a log-in ID for access to DFPS systems
- The interns are ready to attend training offered by the SSCC.
- The SSCC designee will designate a unit supervisor for the intern to be placed under for training through the duration of the placement, communicate the information/location to the University liaison and intern.
- The SSCC designee will send training orientation invites to the SSCC interns before the intern reports to the placement location.

Interns must maintain satisfactory performance while participating in the program. If an intern fails to complete training or is disqualified from the program, he or she must pay back the award, in accordance with the agreement.

Two months before university graduation, each student must submit an employment application to the SSCC for a Title IV-E eligible position.

Each intern must accept any Title IV-E eligible position offered statewide within 60 days of graduation.

The ROSA or SSCC designee notifies the Title IV-E contract manager that the intern has been placed in a Title IV-E position.

Calendar dates for submitting and processing stipend students must be followed as below:

Fall Semester:

May 15 th	All names submitted by University along with background forms, etc. during this week.
June 1 st	All applicants must have taken the STARK test. (Hard date)
June 15 th	Setup interview during this week.
July 15 th	All contracts ready for CPS RD signature during this week.
Mid-August	Semester begins.

Spring Semester:

October 1 st	All names submitted by University along with background forms, etc. during this week.
October 15 th	All applicants must have taken the STARK test. (Hard date)
November 1 st	Setup interviews during this week.
December 1 st	All contracts ready for CPS RD signature during this week.
Mid-January	Semester begins.

Summer Semester:

February 15 th	All names submitted by University along with background forms, etc. during this week.
March 1 st	All applicants must have taken the STARK test. (Hard date)
March 15 th	Setup interviews during this week.
April 15 th	All contracts ready for CPS RD signature during this
week Last Week of May	Semester begins.

Inventory and Equipment Agreement

Since Title IV-E interns do not receive Tablet PCs, they require a separate process through the SSCC to ensure accessibility to the required computer equipment. The SSCC designee will ensure the Title IV-E interns under the SSCC receive necessary computer equipment.

Records Management

DFPS Records Management Group will support OCOK with the same services it provides to

DFPS. For more information about services see [Records Management Group](#) Safety net page.

RMG adheres to the nine-level priority list established by Texas Administrative Code when fulfilling redaction records requests. The detailed priority list from highest to lowest priority raking is as follows:

1. Records provided in response to a subpoena or court order that has been properly served on DFPS.
2. Records provided in response to discovery in a lawsuit to which DFPS is a party.
3. Records provided to a prospective adoptive family before an adoption may be consummated.
4. Records provided to a party or the administrative law judge in an Employee Misconduct Registry administrative hearing.
5. Records provided to a party or the administrative law judge in a hearing conducted by the State Office of Administrative Hearings.
6. Records provided to a duly authorized person documenting the results of a school investigation as required by Texas Family Code §[261.406](#)
7. Records provided to a party in an administrative review of investigative findings that is conducted by DFPS.
8. Records provided to an adult who was previously in the conservatorship of DFPS, if the request is for a copy of the adult's own case record as defined by Texas Family Code §[264.0145](#)
9. Records provided to all other requesters entitled to receive the requested records, which are fulfilled in the order they are received.

Select OCOK staff will have access to RMG Case Track system.

OCOK Permanency Specialist On-Call Schedule

OCOK will be expected to have a Permanency Specialist On-Call Schedule. OCOK will ensure a current schedule is uploaded to the On-Call SharePoint so that it can be accessed by all regions. They will also submit on call schedule to the CPS Liaison, Rebecca.Wittmis@dfps.texas.gov and CBCA by the 15th of the month prior to the schedule date. The CPS liaison will send a request to post the on-call schedule to [the CBC intranet page](#).

Reporting Threats or Incidents

Safety is the most important factor in any client interaction. No law, policy, or local procedure requires employees to put themselves in or remain in a dangerous situation. However, because employees must often interview people who are angry, fearful, and occasionally hostile or aggressive, it is wise to take precautions and ensure that information about worker safety incidents such as assaults, threats, harassment, etc. are reported and information is shared with both OCOK and DFPS. For qualifying safety incidents, DFPS Worker Safety Support (WSS) staff will track safety incidents and ensure that information is shared with both OCOK and DFPS.

Threats or incidents reportable to DFPS Worker Safety Support include but are not limited to:

- Client makes a threat to come to a shared location and cause harm.
- Client makes a threat to SSCC worker that is tied to a case decision and DFPS staff could be perceived as in danger due to the nature of statement/action.
 - *Example:* Client's visitation is suspended and makes a threat to physically harm anyone that gets in the way of them and their children.
- Client makes a threat toward DFPS staff or a DFPS building to an SSCC worker.
- There is an outburst by a client in a shared location that causes damage to the building.
- Law enforcement is called to a shared office to respond to a safety concern for staff.
- Vandalism of a car on state property or DFPS leased facility.

- Internal worker safety issue between a DFPS staff and SSCC staff.

To report a worker safety incident, OCOK staff will send notification to WSS at workersafetysupport@dfps.texas.gov and CC Jennifer.Sasse@oc-ok.org.

The DFPS Worker Safety Support team will document and track reportable incidents as well as send notification to points of contact with DFPS and OCOK. OCOK will be notified at Jennifer.Sasse@oc-ok.org.

Additionally, OCOK staff should document worker safety information in the IMPACT case record. This information can be documented on the Case Summary page, under the Special Handling drop down section by checking the box next to Worker Safety and adding details regarding the safety concern in the comment box. The information should also be documented as a regular contact in the case, so it appears on the contact summary page.

The screenshot shows a web form interface. At the top, there's a 'Special Handling' section with a dropdown menu. Below it, there's a 'Special Handling Comments' section with a text area. Further down, there's a 'Worker Safety Issues' checkbox which is checked. Below that, there's a 'Comments' section with a text box containing the placeholder text 'ENTER SAFETY ISSUE HERE!'.

OCOK staff should also follow any internal procedures for incident reporting that may be outlined in the OCOK Operations manual.

Child and Family Services Review

The CPS division of **Federal and Program Improvement Review** (FPIR) provides continuous quality improvement services to all regions in Texas to support successful outcomes for children and families served by CPS. The division is made up of:

- Child and Family Services Review (CFSR) Team.
- Parental Child Safety Placement (PCSP) Review Team.
- Family-Based Safety Services (FBSS) Critical Case Review Team.

The Child and Family Services Review (CFSR) Team will be randomly selecting cases that are served by OCOK as part of their review.

For Additional information see [Federal and Program Improvement Review](#) Safety Net page.

Office of Internal Affairs(OIA) Assignments Region 3W Protocol

1. When an Office of Internal Affairs (OIA) complaint is assigned to Region 3 it is sent to the Mailbox: REG03WESTOCA@dfps.texas.gov. Two designated people are assigned to the mailbox: The Regional Director's Admin Tech and Regional Director's Assistant. They keep track and route OIA's daily.
2. The Router will look up the CASE ID in IMPACT to identify who the case belongs to.
3. Then forwards the complaint to the Program Director (PD), Program Administrator (PA) and Program Administrator's Assistant (PAA) over the case. If case management for the case is provided by OCOK, then the complaint will be forwarded to the OCOK Consumer Affairs Specialist and the OCOK Director of Community Relations.
4. The subject line reads as follows when routed: FW: Region 3W--OIA Complaint-- John DOE--A11042019.0090003- Case ID 48888888 Due 1/27/20 by Noon.
5. In the body of the email complaint the following information will be added:

Example:

CASE ID: 488888

Case Name: John

Doe CW:

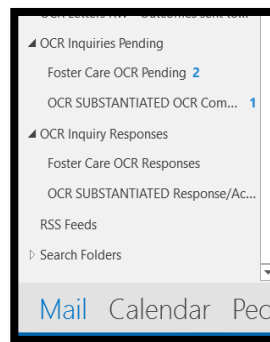
SUP:

PD:

Please respond to XXXXXXXX and CC: REG03WESTOCA by 1/27/19 by noon.

6. A Flag is also included on the OIA e-mail with the date and time it is due. Please note if a response is not sent to the OIA by the due date and time a reminder e-mail will be sent ensure the response to the complaint is received.

Once the complaint notification email is sent, it is saved in a Pending OIA e-mail folder. There is also a folder for Responses when the PD answers the OIA. (see image below)



7. Once a response is completed (received and reviewed) the Office of Internal Affairs will send Region 3 an email stating if the OIA was Substantiated or Unsubstantiated
8. If the OIA response is unsubstantiated, it is maintained in a folder for OIA Response Letters.

9. If the OIA response is substantiated, notice is sent by e-mail (*using the e-mail template below*) to the Program Director (PD), Program Administrator (PA) and Program Administrator Assistant (PAA) requesting a response within 7 days. If case management for the case is provided by OCOK, substantiated notice will be sent to the OCOK Consumer Affairs Specialist and Director of Community Relations, with cc to the CBC Administrator, requesting a response within 7 days.
10. Please note the subject line will contain one of three subject line labels: Child Safety, Critical Case Tasks or Administrative). The response may be to dispute the Substantiated OCR or indicate what Regional Action was taken to address the Substantiated policy violation. If the response includes a rebuttal it is forwarded to the Regional Director's Assistant (RDA) who in turn will forward it back to OIA.

Example:

Subject: FW: John Doe Case 4888888 - OIA SUBSTANTIATED COMPLAINT - Heart A11072019.0090011 Critical Case Tasks Due 1/7/20

Importance: High

Sensitivity: Confidential

CVS/Region 3W

Case ID: 48888888

CW:

SUP:

PD:

Please see below for OIA request, response and substantiated finding. Please respond with your rebuttal or response and what action taken by **Tuesday**

January 7 at 12:00 p.m. and cc: DFPS Reg 03 OCR mailbox and Laura Flores.

Regional Actions:

OCOK will provide a general response as to the actions they deem appropriate and will be taking, if deemed appropriate. These actions could include, but are not limited to, some of the following examples: Personnel action, Review of Training Protocols, Review of the Operations Manual, Review of system barriers, etc.

Subject Line Labels:

- Child Safety – Review immediately and take necessary action
- Critical Case tasks
- Administrative – Important

Examples:

- Child Safety – Background checks not completed prior to PCSP; Failure to report concerns of abuse or neglect to outline after a youth in care outcries; Failure to take child/youth to medical treatments; Failure to make initial contact timely.
- Critical Case tasks – Maintaining contacts with PRN in the case; not submitting HS request timely; referring to services timely...
- Administrative – Sending case closure letters; providing copies of paperwork; FPOS and CPOS not being done timely; not sending notice of hearings to parents/caregiver.

Foster Care OCR's may be received in the same mailbox. They are handled similarly except the Regional Director's Assistant is always included and they are kept in separate folders.

For more information see: [Office of Internal Affairs \(state.tx.us\)](https://www.state.tx.us)

Ombudsman for Children and Youth in Foster Care Process (FCO)

1. Foster Care Ombudsman (FCO)'s representative sends a notification e-mail to the CPS Regional point of contact (Regional Director Assistant) and the Regional Director and the OCOK Consumer Affairs Specialist containing the details/summary of a foster youth's complaint. The complaint e-mail will contain the foster youth's name and Case ID and the subject of the complaint. There will be a list of questions and/or requests that the Foster Care Ombudsman would like answered in response to the foster youth's complaint. The Foster Care Ombudsman (FCO) addresses the youth's concerns in addition to providing a list of policies that will be reviewed for the case.

Example:

Please be advised the following policies are being reviewed for this case; additional policies may be added:

4131 Gather the Child's Personal Belongings and Important docs

6143.1 Child and Youth Access to Caseworker and Unit Management

6143.11 Responding to a Message from a Child or Youth

HR Policy Employee Conduct Work Rule # 12 Not Destroy, Falsify, or cause another to falsify, remove, steal, conceal or otherwise misuse state information (including documents and oral information) or property

2. The FCO will provide a response due date. The response time for an FCO is usually 10 calendar days.
3. The OCOK Consumer Affairs Specialist will review the complaint e-mail and respond to each concern identified, answer the list of questions and provide requested documentation by the identified due date. The OCOK Consumer Affairs Specialist in turn will reach out to their staff (Supervisor and Worker) for assistance in responding to the FCO complaint. The Consumer Affairs Specialist will notify the OCOK Director of Community Relations of the complaint.
4. Once a complete and thorough response has been compiled the OCOK Consumer Affairs Specialist will send the e-mail response directly to the Foster Care Ombudsman and Cc: OCOK Director of Community Relations, CPS Regional Director Assistance and CBC Administrator.
5. The OCOK Consumer Affairs Specialist will receive a receipt confirmation e-mail from the FCO (i.e. thank you for the response)
6. After reviewing the FCO will send a follow up e-mail directly to the OCOK Consumer Affairs Specialist and Cc: OCOK Director of Community Relations, the Regional Director, and the CPS point of contact requesting clarification or additional information. If the FCO requests an additional response or has a list of additional questions, there will be another due date established.
7. The CPS point of contact will send a reminder (follow up) e-mail to the OCOK Consumer Affairs Specialist and Cc: the OCOK Director of Community Relations emphasizing the due date. If the FCO's e-mail does not contain a due date the CPS point of contact will set the due date for 5 calendar days from the date of the e-mail.

8. Once a complete and thorough response for the additional questions has been compiled the OCOK Consumer Affairs Specialist will send the e-mail response directly to the Foster Care Ombudsman and Cc: the OCOK Director of Community Relations and the CPS point of contact. In the event the OCOK Consumer Affairs Specialist sends the response to the CPS point of contact and not to the FCO, the CPS point of contact will forward the e-mail to the FCO.
9. After review, the FCO will send a Preliminary Findings e-mail to the CPS point of contact and Cc: The Regional Director, the OCOK Director of Community Relations, and OCOK Consumer Affairs Specialist. The Preliminary Findings is to provide staff an opportunity to review the findings, based on the FCO's review of the youth's original complaint and DFPS policies and systems. It will contain a Summary of the Complaint, the policies that were reviewed and whether the complaint and/or policies reviewed are Substantiated and Unsubstantiated as well as the FCO's Recommendations. The FCO will also request questions or response within 5 business days. If no response is received the FCO will send a Final Resolution to the State Office staff, the Regional Director and OCOK Director of Community Relations at the conclusion.
10. The CPS point of contact will forward the Preliminary Findings e-mail to the OCOK Consumer Affairs Specialist and Cc: the OCOK Director of Community Relations in the following template format including the 5 business days due date:

Please find below a Preliminary Finding regarding foster youth Jane Doe.

Please review and send a response to the DFPS Reg 03 mailbox and cc: the CPS point of contact. Please include any rebuttal or action taken **by Monday 12/16/2019.**

FY: Jane Doe

Case ID: 4*****

Caseworker: Courtney Caseworker

Supervisor: Susan Supervisor

Program Director: Darcy PD

Program Administrator: Amy PA

11. If there are questions or a response e-mail is received the CPS point of contact will forward it to the FCO and Cc: the OCOK Consumer Affairs Specialist and CC: OCOK Director of Community Relations. If there are no questions, or a response received the CPS point of contact will wait for the FCO's Final Resolution e-mail containing the Substantiated FCO letter.
12. When the FCO's Final Resolution e-mail containing the Substantiated FCO letter is received the CPS point of contact will forward the e-mail to the OCOK Consumer Affairs Specialist and Cc: The Director of Community Relations in the following template format including the 5 business days due date:

Please find attached the Substantiated FCO Findings regarding foster youth Jane Doe.

Please review the attachment and send a response with a summary of the action(s) taken to the DFPS Reg 03 mailbox and cc: the CPS point of contact **by Monday 12/16/2019.**

FY: Jane Doe

Case ID: 4*****

Caseworker: Courtney

Caseworker **Supervisor:** Susan

Supervisor Program Director:

13. When the summary of the actions taken response, e-mail is received the CPS point of contact will forward it to the FCO and Cc: the OCOK Director of Community Relations and OCOK Consumer Affairs Specialist to be included in the FCO's records of the case and as part of the FCO's statutory reporting.

Legislative Inquiry Process

1. A CPS Legislative Coordinator or an Office of Consumer Relations Associate sends a notification e-mail to the Regional Director, OCOK Consumer Affairs Specialist containing the details/summary of the legislative inquiry. The legislative inquiry will contain the subject of the inquiry/complaint, the Case ID and stage of service of the inquiry/complaint, and possibly the name of the Program Director, Supervisor and Caseworker connected to the inquiry/complaint. There most likely will be a list of questions and/or requests that the Coordinator or Associate would like answered.
2. The response time for legislative inquiries is typically, one to four days; however, it can be the same day depending on the urgency. It is imperative you send the requested response by the due date and time.
3. The OCOK Consumer Affairs Specialist review the inquiry e-mail and respond to each concern identified by answering the list of questions and providing what has been requested (e.g. documents).
4. The OCOK Consumer Affairs Specialist in turn will reach out to their staff (Supervisor and Worker) for assistance in responding to the legislative inquiry. The OCOK Consumer Affairs Specialist will notify the OCOK Leadership Team of the inquiry/complaint.

Once a complete and thorough response has been compiled, the OCOK Consumer Affairs Specialist will send the e-mail response directly to the CPS Legislative Coordinator or the Office of Consumer Relations Associate and Cc: OCOK Director of Community Relations, CPS Regional Director CPS Regional Director Assistance and CBC Administrator.

Please Note:

The e-mail subject line may vary but will contain the words "legislative inquiry."

CASE DISPUTE RESOLUTION

There may be times when INV/FBSS and Our Community Our Kids (and network providers) may not agree on a case decision or what should happen with a child and/or family.

The following section outlines the protocol to resolve any type of case disputes between INV/FBSS and Our Community Our Kids (OCOK):

Case Dispute Resolution Process:

Step 1

- INV/FBSS workers and supervisors, OCOK and/or a provider (who are closest to the issue in dispute) will work together to resolve case specific issues informally. This will be done through an objective, solution-driven discussion or meeting.
- If a mutually agreeable solution is not achieved in 3 business days, the individual will notify the other individual that they plan to involve their chain of command. The disputed issue will be elevated to the Program Director and/or Program Administrator level in INV/FBSS and the Program Director and/or Senior Director level in OCOK for possible resolution. The disputed issues will be elevated in writing.

Step 2

- Disputes proceeding to Step 2 will be elevated to a knowledgeable, neutral CPS staff member (Community Based Care Administrator) who understands the philosophy and goals of community based care and is not a direct supervisor of the individual involved in the appeal.
- OCOK must ensure continuity of services, as defined by CPI/CPS, to the child or family affected while seeking to resolve case-specific disputes.

Escalation

- The escalating party will send an email with supporting documentation to the Community Based Care Administrator and OCOK Chief Operating Officer (COO) with the subject line of "Dispute Resolution."

Resolution

- Once a dispute is escalated (appeal), the Community Based Care Administrator will provide a written decision to the appeal within 5 business days. The written decision will be emailed to the OCOK COO with the subject line of "Dispute Resolution Appeal Decision."
- If the OCOK COO chooses, they will have 3 business days from receipt of the notification from the CBC Administrator to appeal the decision to the CPS Regional Director. The CPS Regional Director will have 5 business days to make a decision on the COO's appeal.
- If the COO chooses not to appeal, they will notify the CBC Administrator. The CBC Administrator will distribute the decision to the appropriate staff and management.
- If the OCOK COO appeals the decision of the CBC Administrator to the CPS Regional Director, the CPS Regional Director will distribute their decision to the appropriate staff and management.

SITUATIONS REQUIRING IMMEDIATE NOTIFICATION BETWEEN SSCC AND DFPS

Situations that require immediate notification between Our Community Our Kids (OCOK) and DFPS include:

- When a child, who is referred or placed with OCOK, is in a life-threatening situation
and/or
- Any time the media is involved with a child placed with OCOK.

Specific examples include, but are not limited to:

- Child Fatality.
 - See [Child Fatality Protocol Handbook](#) for additional information
 - OCOK will be included in QRT team as appropriate
 - OCR Child Fatality Review: If a child fatality occurs in an open conservatorship case and meets the qualification for an OCR Child Fatality Review, please follow the process in appendix B: [OCR Child Fatality Review](#)
- Confirmed Abuse or Neglect situations that may attract media attention.
- Child abductions.
- Investigation or serious incident in kinship placement.
- Issues that may attract negative media attention.
- If contacted directly for legislative inquiry.
 - See [Government Relations Handbook Policy 3000](#)
- Natural disasters where children are displaced.

Notification:

- Send notifications to Region 3W Interim CPS RD, Natalie Witherspoon, and CBC Director, George Cannata.
- Include high level summary of incident or situation.
- Included timeline of events.

Following notification:

- Regional Director will contact and inform the Regional Media Specialist and Community-Based Care Administrator of the situation.
- Regional Media Specialist will:
 - Contact and inform the Media Relationship Manager of the situation; an
 - Contact and coordinate media message with OCOK prior to releasing any information or comments to the media about the situation.

APPENDIX

A: CBC

FORMS

ICPC

Decision

Memo

MEMORANDUM

Texas Department of Family and Protective
Services Community-Based Care / SSCC Name

To: Sending State

From: Texas Interstate Compact Office/Region

Date:

Re: Child(ren):

Caregiver(s):

Thank you for your cooperation in the ICPC home study process. After careful review, it was determined this initial home assessment is:

☐ **Approved:** Caregiver's Name:

Caregivers will be referred to a network provider to begin the verification/approval process.

☐ **Denied:** Caregiver's

☐ Name: Withdrew:

☐ Criminal

☐ History: CPS

☐ History:

☐ Unable to Meet Child(ren)'s Needs:

☐ Finances/Budget:

☐ Medical/Mental Health Concerns:

☐ Other:

The ICPC home study request will be closed.

☐ **Deferred:** Child needs Treatment Services

☐ Child's Name:

☐ Medical Diagnosis

☐ Mental Health Diagnosis:

☐ Other:

☐ The home is already verified with a private residential provider

Please contact the private residential provider to initiate a private contract for placement and supervision of the child :

The ICPC home study request will be closed. Please resubmit the request when the contract is in place with the private residential provider

For Additional Help in Licensing/Contracting Process Contact:

The ICPC home study request will be closed. Please submit a new request once a contract is in place with the Texas private agency.

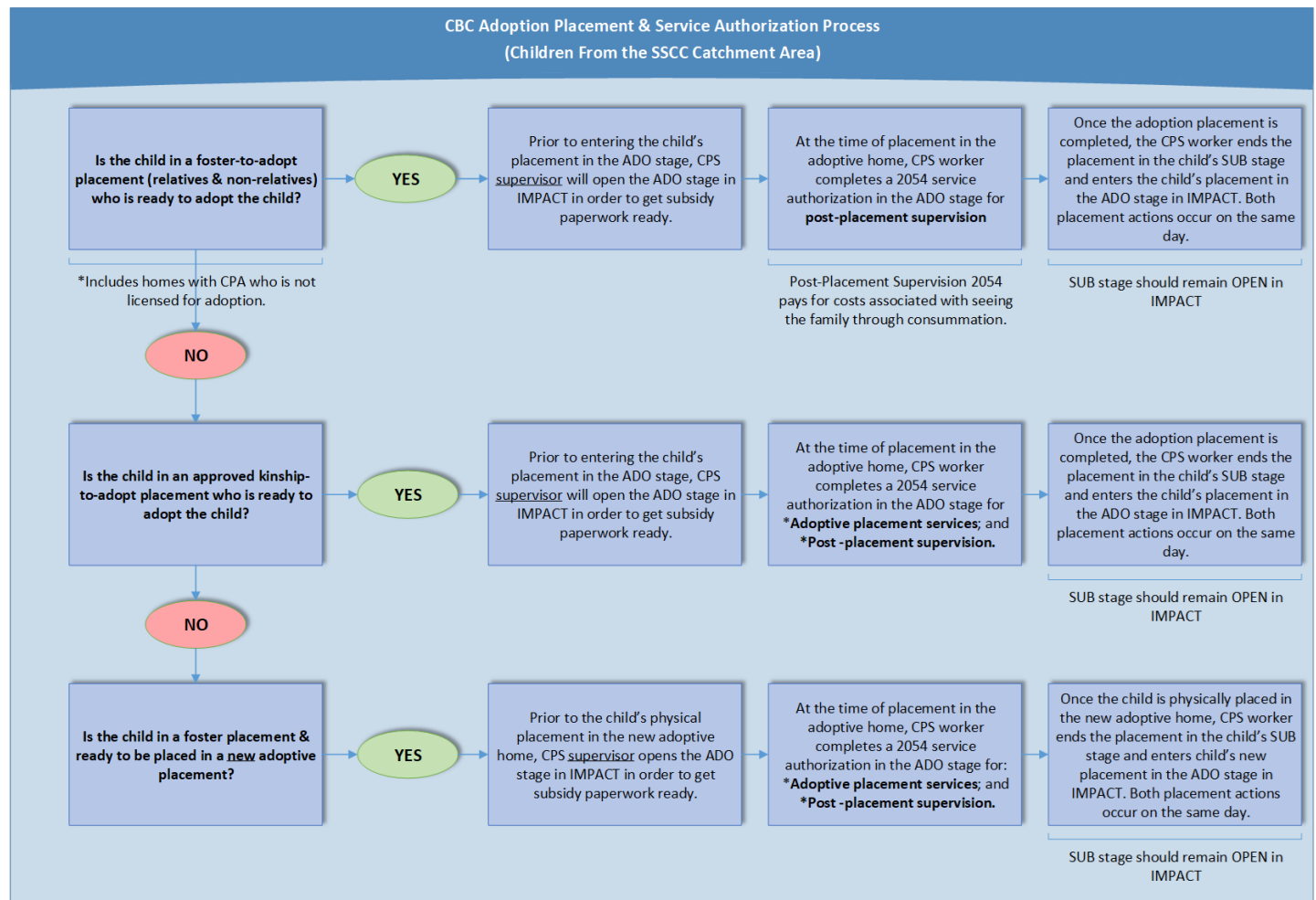
Sincerely,

Texas ICPC Coordinator

Date

APPENDIX B: CBC PROCESSES AND FLOW CHARTS

CBC Adoption Placement & Service Authorization

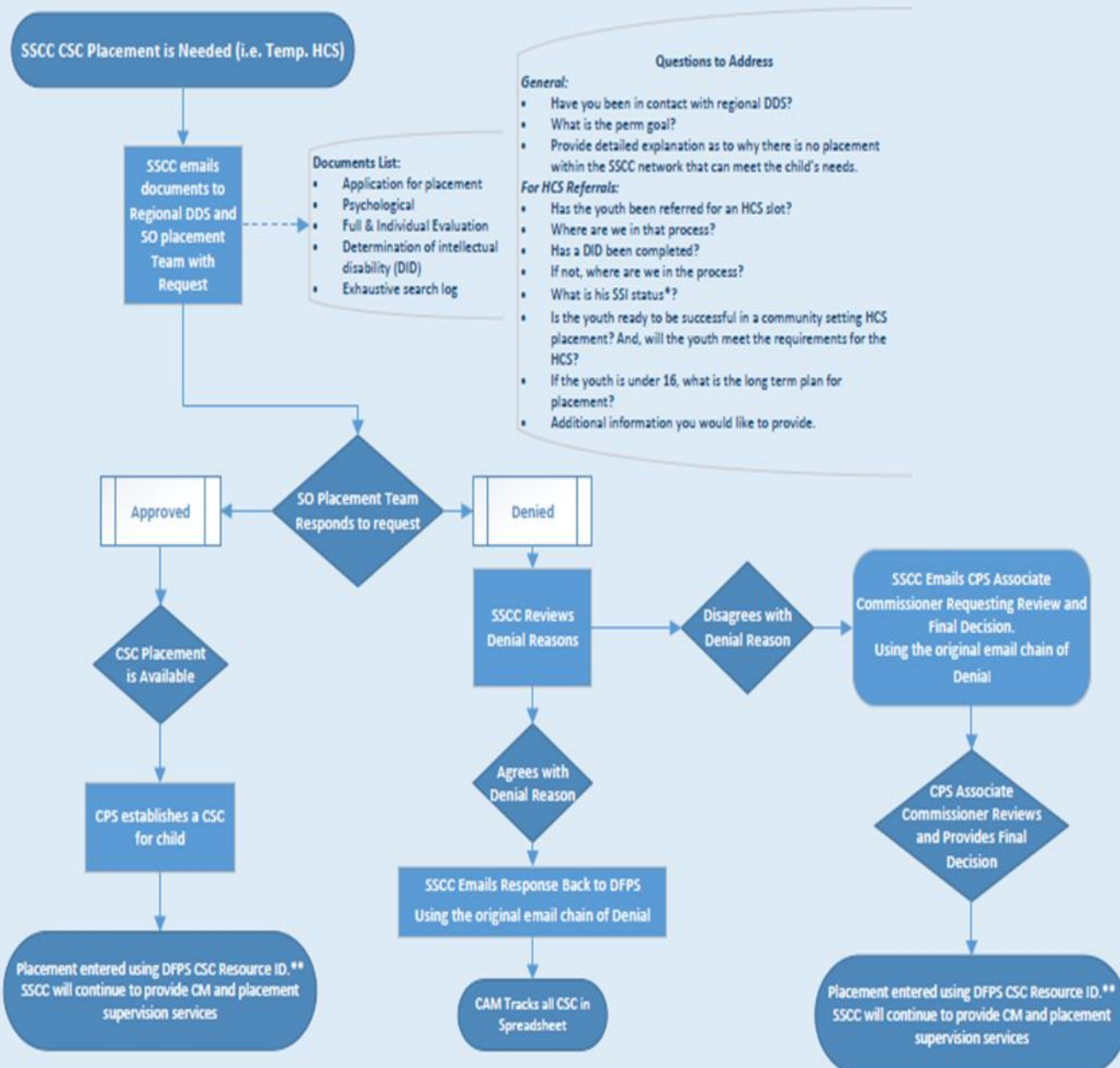


Pre-Consummation Services (2054 = Placement services): Foster-to-New Adopt	Pre-Consummation Services (2054 = Placement services): Kinship-to-Adopt	Post-Consummation Services (2054 = Post-placement supervision): All Adoptions
Case Review	Home Screening	Supervision of the Adoptive Placement
Pre-Placement Visits (between the child & prospective adoptive)	Household Members Background Checks	Facilitate Sibling Contact
Adoption Placement Documentation	Supervision of the Adoptive Placement	Progression to Consummation (supervision of placement, written reports, legal & policy)
Home Screening	Progression to Consummation (supervision of placement, written reports, legal & policy)	Delays in Consummation (review of placement with CPS & contractor and develop a revised Plan of Service)
Household Members Background Checks	Delays in Consummation (review of placement with CPS & contractor and develop a revised Plan of Service)	Disrupted Placement
Training for Adoptive Homes	Court Related Services: Testimony (judicial hearings, court depositions & admin reviews) Court Related Assistance (assist adoptive family & their attorney to complete consummation process)	Court Related Services: Testimony (judicial hearings, court depositions & admin reviews) Court Related Assistance (assist adoptive family & their attorney to complete consummation process)
Adoption Preparation of the Child	Adoption Service Plan	Adoption Service Plan
NA	Adoption Preparation of the Child	Adoption Preparation of the Child

Child Specific Contract Placement is Needed by the SSCC

When a Child Specific Contract Placement is Needed by the SSCC

A Home and Community-Based Services (HCS) Child Specific Contract (CSC) should be considered a placement option of last resort. HCS CSC placements are not monitored by HHSC and don't provide the same services as a HCS placement. HCS CSC placements are meant to be short term placements while a placement option more in line with a youth's permanency goal is found. The expectation is the SSCC will continue to search for a permanent placement while the youth remains in the CSC. The CSCs are evaluated periodically to ensure the team is working to move the youth from the CSC. Prior to approval of a CSC, all other contracted placement options need to have been exhausted, and the SSCC should be able to justify why the CSC placement is needed and is in the best interest of the youth.



* A CSC placement for SSI requires that the SSCC complete SSI paperwork and submit to the regional SSI Coordinator before submitting request, unless it's an emergency placement situation or a court ordered CSC. If the latter is the case, the SSI paperwork should be completed immediately.

** Once approved and placement located, the DFPS Placement Division staff will send placement IMPACT entry information and guidance.

Exceptional Foster Care Rate Request Approval Process

Exceptional Foster Care Rate Request Process

The Exceptional Care Rate is used to secure placement for children and youth in the designated catchment area with exceptional needs that cannot be met appropriately through the use of the blended foster care rate. The SSCC cannot charge DFPS for both the blended rate and the exceptional care rate for the same child on the same day or use the exceptional care rate for SIL Youth under any circumstances.

DFPS will authorize use of exceptional care days of care using a validation process in instances when:

- (1) there is a Court Order that dictates a child specific placement or payment that exceeds the contemplated rate structure of the blended rate,
- (2) the child has extraordinary service needs that far exceed the traditional residential child care settings (example: major eating disorders, severe medical/psychiatric needs); or
- (3) the SSCC has performed an exhaustive search and placement cannot be located without the use of a child-specific contract whose rate exceeds the contemplated rate structure of the blended rate.

To Request EC Rate, the SSCC must obtain five required documents:

1. Child's Common Application (form 2087 or 2087ex)
2. Child's Psychological Evaluation
3. SSCC Placement Search Log (Foster homes and RTC searches)
4. Timeframes for exceptional care days requested
 - Contracts with negotiated rates between \$0-\$999, must be for only a 6 month period;
 - Contracts with negotiated rates of \$1000 and up*, must be for 3 months
5. Rate negotiated with the Provider

Note: All EC contracts must be reviewed by the SSCC prior to contract term date to assess continued need for services and if contract needs to be extended – If contract is extended with EC rate, the EC rate request process must be used.

SSCC Emails Documents to DFPS

Request will be sent to: DFPS Director Placement, Director of Conservatorship Services, Associate Director for Placement, and cc: Director of CBC, CBC Regional Administrator

DFPS Director of Placement Reviews Documents

Director will review/approve request within 1-2 business days of receiving the request.

REQUEST APPROVED

DFPS Director of Placement Sends Approval Email to SSCC

Director will cc: Director of CBC, CBC Program Administrator

SSCC Enters Request Into IMPACT

Start date will be the approval effective date included in the email.

DFPS Approves in IMPACT

Please see *CBC Exceptional Foster Care Rate Request Help Guide*

REQUEST DENIED

Director of Placement Sends Denial Email to SSCC

Director will provide justification as to what is denied, including any recommendations concerning placement for the child & sends to SSCC via email.

SSCC Reviews DFPS Denial

The SSCC will need to decide if they:

SSCC AGREES with Denial

SSCC Emails Response Back to DFPS

Using the original email chain of Denial

SSCC DOES NOT AGREE with Denial

SSCC Sends Email to CPS Associate Commissioner Requesting Review and Final Decision.

Using the original email chain of Denial

CBC Regional Administrator Will Maintain All Forms and Correspondence and keep up-to-date "Exceptional Care Tracking Log" on all approved placements.

Please see *CBC Exceptional Foster Care Request Help Guide* for reference or contact State Office Program Specialists.

CPS Associate Commissioner Reviews and Provides Final Decision

SSCC Will Maintain up-to-date SSCC Placement Search Log (spreadsheet).

The SSCC Placement Search Log (spreadsheet) will contain the names of SSCC in-network and out-of-network providers; dates of contact, method of contacts, outcomes of contacts.

On a quarterly basis by month and fiscal year, the SSCC must provide DFPS with the number of children, days of care, and amounts the provider paid for children placed using the exceptional foster care rate.

**For requests of \$1001/day or more: Two levels of approval will be required, from the Director of Placement Services and an additional review and required approval from the Director of Conservatorship Services. These request will require an extra day for review and approval.*

OIA Child Fatality Review

OIA Child Fatality Review

The Office of Internal Affairs conducts reviews on cases when a child fatality has occurred and the case involves the following criteria:

1. The cause of death is suspected to be caused by abuse and/or neglect
2. There is an open or closed (CPI, CVS, FBSS, Kinship) within the last year.

OIA will conduct a review of the open Investigation regarding the child fatality with the most up-to-date information as the Investigation may still be ongoing and review any open and closed family cases within the last two (2) years. This review will identify staff involved, child safety concerns, policies associated with the concerns, trends, and patterns.

Critical Case Report is sent to DFPS Executive Leadership Team, Governors Office and external parties.

OIA Child Fatality Review is sent to the CPI Director of Investigations, CPS Director of Field, CPS Regional Director, and SSCC

The SSCC will review the cases OIA reviewed and other cases from the program area where the child fatality occurred. The SSCC will identify and list the steps and efforts to address issues noted in the OIA Child Fatality Review and their review of other cases on the Region Response to OIA Case Review Form.

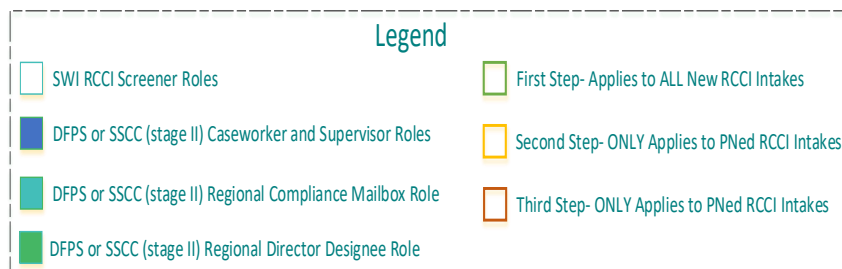
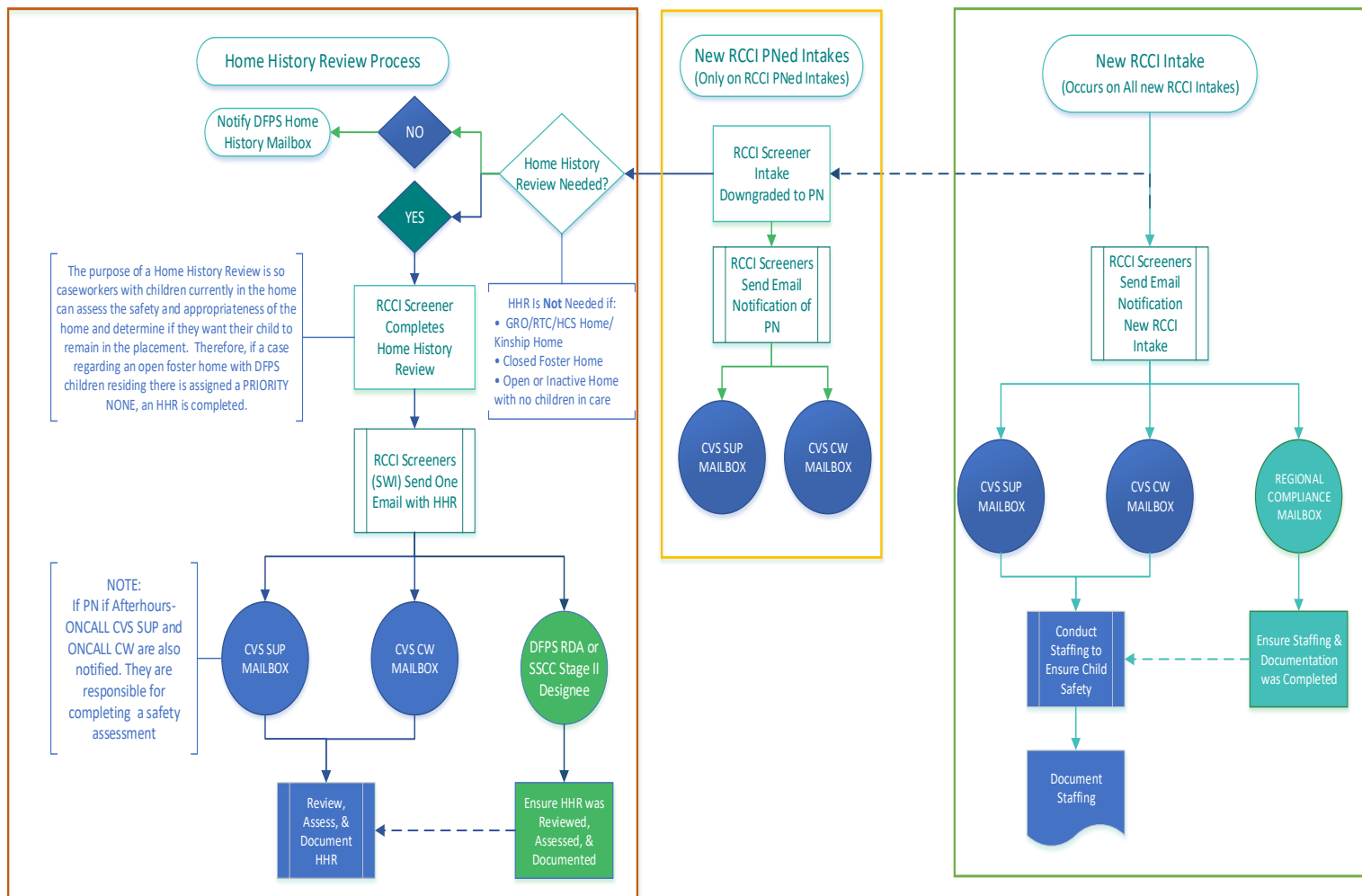
The SSCC will review their findings with the CPS Regional Director and submit the Region Response to OIA Case Review Form to the CPS Director of Field and OIA within 30 days of the child fatality.

There will be times when OIA may identify cases for a Critical Case Meeting (CCM). The SSCC will receive a notification for when the CCM will occur. In lieu of providing the Regional Response for Cases Reviewed, the SSCC shall prepare to discuss any similar issues and policies affecting child safety as those listed in the OIA Child Fatality Review. SSCCs should be ready to provide updates on surviving children, who may be in care, or information relevant to SSCC oversight.

RCCI Notification Process Map

CPS Handbook §4221 Abuse and Neglect Investigations of Placements

DFPS Legacy Regions: 3W counties: Cooke, Wise, Denton ONLY, 4, 5, 6, 7, 8, 9, 10 & 11.
SSCC Stage II Regions: 1, 2, 3W counties: Palo Pinto, Parker, Tarrant, Erath, Hood, Somervell, Johnson



OCOK Regional Compliance Mailbox:
OCOKcompliance@oc-ok.org
OCOK Regional Director Assistant Equivalent:
Megan.Wilkerson@oc-ok.org

Supervised Independent Living

Supervised Independent Living (SIL) Flow Chart

Supervised Independent Living (SIL) is a type of voluntary Extended Foster Care placement where young adults can live on their own, while still getting caseworker and support services to help them become independent and self-sufficient. The SIL program allows young adults to live independently under a supervised living arrangement provided by a contracted provider. A young adult in SIL is not supervised 24-hours a day by an adult and has increased responsibilities.

Young Adult Aging Out/Return to Care

Trial Independence (TI) permits a young adult age 18 or older to voluntarily leave Extended Foster Care for up to 6 months (or up to 12 months with a court order) and live independently without losing foster care eligibility.
CPS Handbook §1050

Young Adult returns DURING a Trial Independence Time Period

The Legal Region is where DFPS was granted conservatorship.
CPS Handbook §10532

Courts retain jurisdiction while young adult remain in extended foster care.
The caseworker must request a review hearing by the court every six months, as required by Texas Family Code §263.602.

Legal County is within a:
LEGACY Region

DFPS CVS/PAL staff completes Forms 2605 and 2087ex on young adult and emails to State Office SIL Program Specialist for screening.

If approved, State Office SIL Program Specialist sends DFPS CVS/PAL staff a SIL Approval Letter (form 2529). Once this letter is received the young adult may select a SIL provider of choice.

Young Adult Chooses a SIL within:

**Current or Other
Legacy Region
(Non-SSCC)**

DFPS CVS/PAL staff sends forms 2605, 2087ex, and 2529 to SIL Coordinator of the young adult's choice.

DFPS CVS/PAL staff should follow standard protocol.

Any subsequent placements will be reviewed by DFPS as outlined in CPS Handbook §10463.2

**SSCC
Catchment
Area**

DFPS CVS/PAL worker sends forms 2605, 2087ex, and 2529 to SSCC SIL Coordinator.

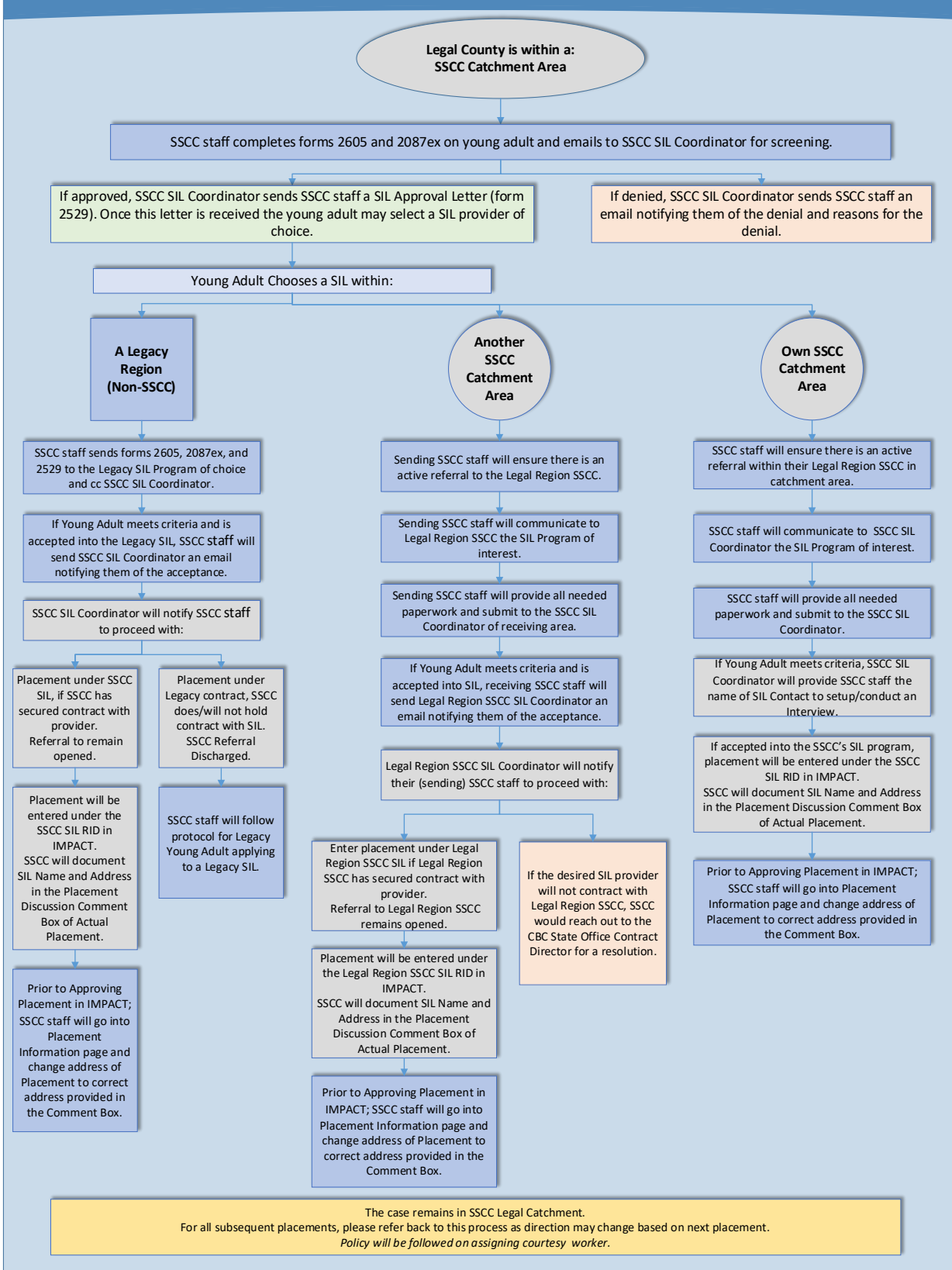
If accepted into the SIL program, DFPS CVS/PAL staff will;
• complete a change of county in Sub-Stage under Case Management tab (using county of SSCC SIL Placement) and
• Complete Referral to SSCC
LEGAL COUNTY WILL REMAIN THE SAME.

Placement will be entered under the SSCC SIL RID in IMPACT.
SSCC will document SIL Name and Address in the Placement Discussion Comment Box of Actual Placement.

Prior to Approving Placement in IMPACT; DFPS CVS/PAL staff will go into Placement Information page and change address of Placement to correct address provided in the Comment Box.

Current DFPS worker will remain primary and all subsequent moves will be the responsibility of the DFPS worker in the Legacy Region.
Regional policy will be followed on assigning courtesy worker.

Supervised Independent Living (SIL) Flow Chart



SSCC Process on Funeral/Burial Procedures and Invoicing

CPS Handbook §6491, 6492 and §8512 (\$4,500 max per policy)

SSCC will arrange a funeral for any child or youth who dies while in CPS managing conservatorship or any young adult, age 18 or older, who dies in extended foster care.

Funeral arrangements include burial or cremation as specified in CPS Policy Funeral and Burial Services for Children in DFPS Conservatorship. Children or youth placed with relatives or in the birth home at the time of death are eligible for financial assistance for funeral arrangements if CPS was the managing conservator.

To ensure proper arrangements are made, the caseworker must complete the following steps in the order outlined:

- Inquire About Children's Funds
- Involve Biological Parents
- Involve Foster Parents and Other Significant Individuals
- Involve Community Partners
- Access CPS Funding

Involve Biological Parents

The SSCC caseworker should involve the child's biological parents in the funeral arrangements to the maximum extent possible, even if parental rights have been terminated, if the caseworker determines doing so is appropriate. For example, parental involvement:

- may not be appropriate if rights have been terminated and the child was in a pre-consummated adoptive placement; or
- could be appropriate if a parent has remained in contact and the child was in a placement not intended to be permanent.

Regardless of legal status, a parent may wish to help with arrangements, express preferences, and contribute resources to cover the costs of a child's funeral. The caseworker may not ask the biological parents to pay for all or some of the funeral expenses. However, parents may contribute directly to the funeral home if they so choose.

- The SSCC caseworker must document in the child's case record the:
 - date the caseworker spoke with the parents;
 - content of the discussions;
 - outcome; and
 - date the parents responded.

Involve Foster Parents and Other Significant Individuals

The SSCC caseworker should also invite foster parents and other individuals significant to the child's life to participate in planning the child's funeral arrangements. The SSCC caseworker does not solicit contributions from foster parents and other significant individuals. However, if they voluntarily indicate that they wish to contribute to some of the funeral expenses, they may do so by paying the funeral home or other vendor directly.

Involve Community Partners

The external community is often a key partner in securing funeral arrangements for a child who died while in CPS conservatorship. When a community partner expresses a desire to assist with funeral arrangements, CPS coordinates with those partners. CPS is legally authorized to accept donations, gifts, or in-kind contributions to cover funeral expenses.

Access CPS Funding

If resources are not available to fully fund the cost of a funeral for a child who died while in conservatorship, the caseworker may authorize up to \$4,500 per child for reasonable and

necessary burial or cremation expenses. The SSCC caseworker must contact the regional burial liaison, CBC Contract Administration Manager (CAM), to make the request for funds. If the SSCC caseworker determines funding in addition to the \$4,500 is needed for the child's funeral, the CPS region must seek approval for additional funding from the CPS Assistant Commissioner. Additional funds may be expended to cover the funeral costs as described in CPS policy Funeral and Burial Services for Children in DFPS Conservatorship.

For the Funeral Home to receive payment, the following is needed:

1. Prior to SSCC staff signing any agreement you must send to the DFPS CAM to review for allowable/unallowable items. Itemized contract/agreement from the Funeral Home. The contract must be signed by SSCC designated staff and the authorized funeral home staff.

The allowable expenses for funeral services are limited to:

- transportation of the body;
- embalming;
- a coffin;
- burial or cremation;
- grave plot;
- headstone or memorial marker **(required)**; and
- other reasonable and necessary burial expenses.

Unallowable expenses

Burial funds may **not** be used for:

- floral arrangements, cards, registry; or
- limousine transportation for the family or other individuals.

The SSCC caseworker uses as much of the DFPS burial funding as is needed to cover the allowable expenses after applying contributions provided by the parents and community partners. Contributions from parents and community partners may be used for floral arrangements, police escort, limousine transportation, or catering depending on their preferences but must not be included in the funeral home contract/agreement.

2. A complete [Form 4116 Purchase Voucher](#). This form must be signed by funeral home representative and SSCC designated staff. *Funeral home can contact the CBC 3b CAM, [Crista Wilson](#) for help in filling out this form (682) 429-1912.*
3. A complete Form [AP-152 Application for Texas Identification Number](#) and [74-176 Direct Deposit Authorization](#).

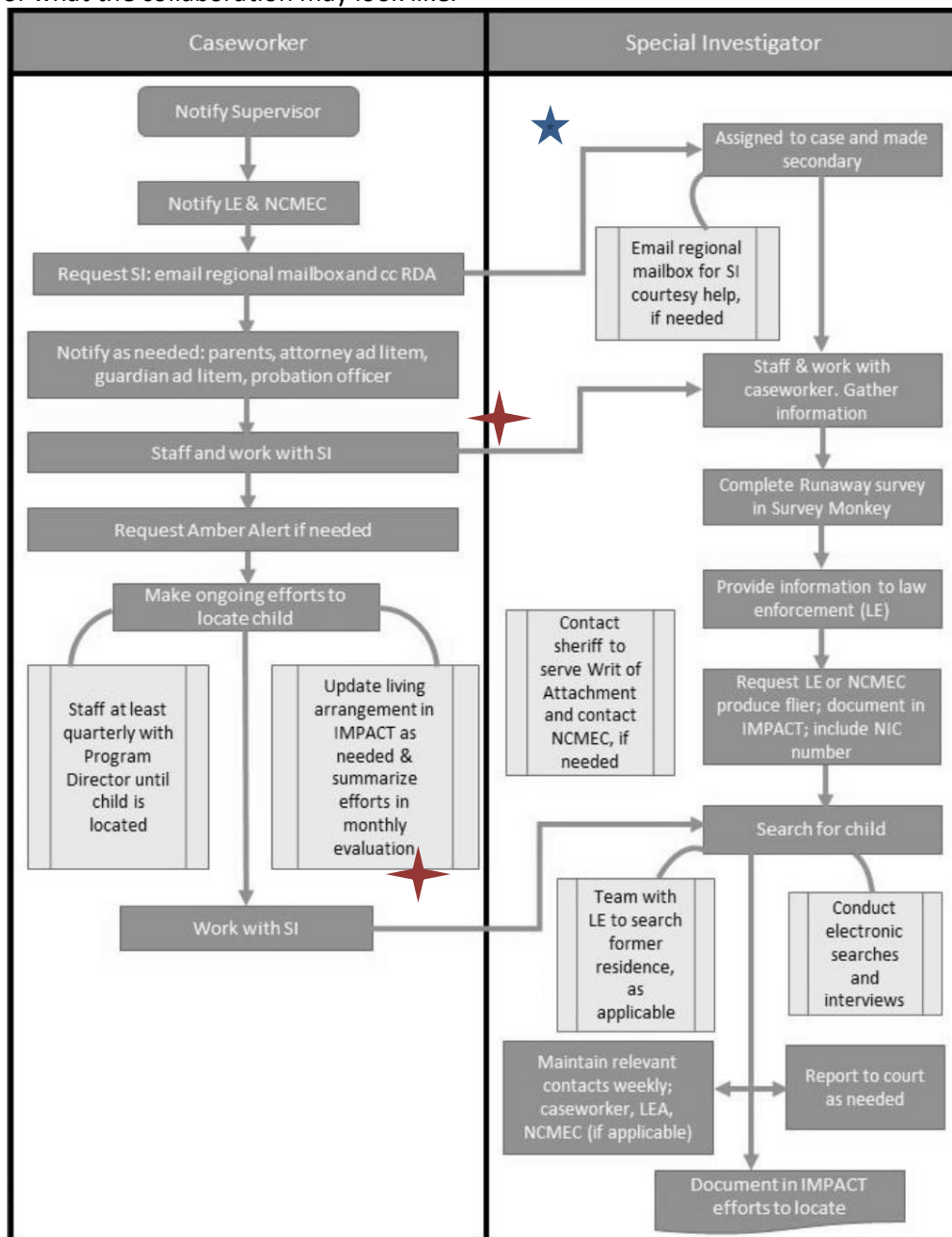
Important Notes:

- Only include the items that DFPS is paying for on the [Form 4116](#) in box #20 Description of Good and Services.
- Funeral home representative signature authority will need to sign next to the X (above box #24), including phone number. Print name and phone number in #24
SSCC authorized staff must sign the first line in box #26 include phone number and date.

Email all completed documents to the CBC 3b Contract Administration Manager: Crista.Wilson@dfps.texas.gov

Utilizing Special Investigators (SIs)

This flowchart for SSCC caseworker and special investigator steps when a child runs away or goes missing is an example of what the collaboration may look like.



★ SSCC must assign SI secondary on the SUB stage immediately upon notification of who's assigned to the case.

★ Complete missing event in IMPACT and coordinate with SI to complete recovery event in IMPACT if the SI completed the recovery interview.

Operation Manual Version Tracking

Version (Published Date)	Section Topics Affected	Change Details
September 2021	General Requirements for All SSCC Placements	Heightened Monitoring Section updated to match policy revisions; Added section for SSCC Contracts with Non-Paid Residential Providers; Added Exceptional Care Section; Added Emergency Placements across regions; Added Placement Holds; Added Section when CVS not Obtained, Added Children/Youth under SSCC Supervision
September 2021	Placement Into a Sub-Acute Program	Added protocol
September 2021	Placing Children in Certain Institutions	Added language to the body for Child Specific Contracts and flowchart to the appendix
September 2021	Subject Mater Experts	Updates to DDS, added FINDERS and FACN
September 2021	Ensuring Safety- OCOK Responsibility and Procedure after Receiving a Notification of Abuse or Neglect by either RCCI or CPI	Updated to match policy revisions; Addition of Risk Manager section
September 2021	Legal Case Transfer	Added section for Legal Case Transfer Process
September 2021	Services Across Regional Lines	Updates to service Codes
September 2021	Legal	Added Subpoena Protocol
September 2021	Permanency Care Assistance, Adoption, and ICPC Foster	Updated process to request FAD stage to OCOK's process and mailbox
September 2021	Post Adoption Services Substitute Care	Updated with local process/roles and responsibilities
September 2021	ICPC	Updated to match Policy Updates

Version (Published Date)	Section Topics Affected	Change Details
September 2021	Situations Requiring Immediate Notification	Child Fatality Review added to the body and added flowchart to the appendix
September 2021	Administrative	Added Section for SSCC Abuse/Neglect Investigations
September 2021	Throughout the manual	Updated links, mailboxes, and contacts
March 2022	Legal Services	Subpoena Protocol
March 2022	Office of Internal Affairs (OIA)	Name updated from Office of Consumer Relations
March 2022	Risk Managers	Staffing Criteria changed to upon request
March 2022	Throughout the manual	Updated links, mailboxes, and contacts
March 2022	Children/Youth under SSCC Supervision	Updated Policy Added
March 2022	Administrative	Added Forms and Publications
October 2022	New Placements and Case Management Referral	Updated IMPACT documentation section for clarity
June 2023	IMPACT and CLASS History Checks-	Added language related to RTB finding and Disallowance
June 2023	Exceptional Care	Updated Guide with updated contacts
June 2023	General Requirements for All Placements	Updated language related to Intensive Psychiatric Stabilization Program
June 2023	Placement- IMPACT Documentation	Clarification of Roles/Responsibilities
June 2023	Subject Matter Experts	Added Travel for Children in CVS- Process and Contact
June 2023	Throughout	Updated links/guides/POC
June 2023	When a Child or Youth is Missing	Updated language to match Human Trafficking requirements; Outlined steps previously included in Guides

Version (Published Date)	Section Topics Affected	Change Details
June 2023	Youth Recovered in Catchment/ Legacy	Moved section to Services Across Regional Lines