

DSS Policy and Procedure Guide

Division 03: Child Welfare

Chapter 15: Resource Family Approval, Updates & Due Process

Item 002: Resource Family Approval Process

Suggested changes send to: [DSS PSOA](#) Mailbox

Issued: October 8, 2021

References: [ACL 16-10](#) and [16-58](#); [RFA Overview](#); [Welfare and Institutions Code \(WIC\) 16519.5](#); [Written Directives Version 7](#)

Revisions in red

Replaces: February 13, 2017

[Types of Application Requests/Comprehensive Assessment/ Submittal of an RFA Application Packet / Processing Completed Applications/ Background Check Assessment/ Home Environment Assessment/ Permanency Assessment/ Written Report/ Confidentiality/ Due Process / Attachment A/ Attachment B](#)

Preamble

Child Welfare Policy and Procedure Guides (**PPG**) are meant to be used as tools to relay best practice and staff expectations. It is understood that specific case scenarios may not always align themselves with the stated practices and that at all times what is of paramount importance is the Safety and Well-being of the children we are charged to protect.

Program Statement and Vision

The Fresno County Department of Social Services (DSS) Resource Family Approval (RFA) Program is committed to implementing a unified RFA process that honors and supports the power of families and their ability to provide trauma informed care that allows children to heal and thrive. Our RFA process will recruit, retain and approve high quality resource family homes as well as ensure that they are full partners in meeting the needs of children and families. We will also provide our resource families ongoing support, professional training, and continuous quality improvement to aid them in meeting the safety, permanency and well-being needs of the children we serve.

Policy

Social Workers (SW) assigned to an RFA Unit shall complete all approvals and evaluations for resource families. Final placement decisions are the responsibility of the assigned SW and their Social Work Supervisor (SWS).

Purpose

To establish a process for approval or denial of Resource Families, including proper documentation.

Procedure

Types of Application Requests

Emergency Placement Request: An Emergency Placement Request is defined as a home evaluation for Relatives/Non-Relative Extended Family Member's (NREFM) received directly from an SW to facilitate the placement of children with their family. This is intended to be a same-day service and 24-hour follow-up by an RFA SW is required to ensure that children are placed in Relative/NREFM care, if at all possible (reference [PPG 03-15-001 Resource Family Emergency Placement Requests](#)).

Compelling Reason Request: A Compelling Reason Request is defined as a home evaluation in order to place a child with an applicant prior to approval as a Resource Family. These requests are based upon the best interest of the child, including but not limited to, maintaining a child's family-like connections, addressing a 14-day notice, or meeting the child's special developmental or health needs. A Compelling Reason request can only be made upon consultation with an RFA SWS.

Initial Request: Initial Requests are defined as a home evaluation for Resource Family applicants that do not fall within the parameters of an Emergency Placement or Compelling Reason request. Fresno County DSS will utilize a "no wrong door" approach to RFA applicants. Upon identification, all potential RFA applicants will be provided information and referred to RFA Orientation. Potential applicants will be identified through the assigned SW, Family Finding unit, Resource Family Support (RFS) staff, or any other agency staff.

Comprehensive Assessment

Resource Family applicants must complete a comprehensive assessment that shall include the following components:

- Home environment assessment pursuant to [Written Directives Version 7, Section 6-02](#)
- Background check assessment pursuant to [Written Directives Version 7, Section 6-03A](#)
- Permanency assessment pursuant to [Written Directives Version 7, Section 6-04](#)
- **Family Evaluation** pursuant to [Written Directives Version 7, Section 6-05](#)
- Pre-approval training pursuant to [Written Directives Version 7, Section 6-06](#)
- **Written Report** pursuant to [Written Directives Version 7, Section 6-07](#)
- **Resource Family Approval Certificate** pursuant to [Written Directives Version 7, 6-08](#)

A Written Assessment RFA SW shall complete a written report of the comprehensive assessment of the applicant.

The applicant or Resource Family shall be provided a copy of the written report.

A graphic representation of the approval process is provided in [Attachment B](#).

Tribally Approved and Tribally Specific Homes

Tribally Approved Home (TAHs) are homes that have gone through the tribal approval process as defined by the Tribe or Tribal Agency Approving the home. TAHs are exempt from the RFA process but must meet minimum federal standards for approval.

Tribally Specified Homes (TSH) are designated as a preferred placement option for an Indian child by the Indian child's tribe. A TSH must be either tribally approved or approved pursuant to the RFA standards. If the child's tribe is not exercising its right to approve a home, the RFA SW shall apply prevailing social and cultural standards of the Indian community to the RFA for that child, as required by Welfare and Institutions Code (W&IC) subdivision (f) of section 361.31 and the federal Indian Child Welfare Act (ICWA) of 1978.

Submittal of an RFA Application Packet

Applicants are to be referred to RFA Orientation **either virtual or in-person**.

Upon completion of RFA Orientation, applicants will be given an RFA Application Packet. The RFA Application packet will contain the following:

- Resource Family Application, [RFA-01\(A\)](#)
- Resource Family Criminal Record Statement, [RFA-01\(B\)](#)
- Resource Family Application-Confidential, [RFA-01\(C\)](#)
- Budget Information, [LIC 420](#)
- [Control of Property Form](#)
- [Financial Advisement Form](#)
- Department of Motor Vehicles (DMV) Release of Background Driving Records
- SAFE Questionnaire #1
- Out of State Child Abuse/Neglect Report Request, [LIC 198B](#), for applicant(s) who have resided out of state within the last five years

Applicants are to bring their completed Application Packet and verification of completed RFA Orientation to the RFA office. Applicants must make an appointment to Live Scan **by calling (559) 600-2402, at which time their completed application packet will be received and an RFA number will be issued to them.**

Reception will contact an RFA SW "Interviewer of the Day".

The RFA SW "Interviewer of the Day" shall:

- Review the RFA Application Packet for accuracy and completion.
- Sign and date any applicable documents.
- Date stamp the Application Packet.
- Answer any questions the applicant may have.
- Provide the applicant with the following documents:
 - Resource Family Home Environment Checklist, [RFA-03\(A\)](#)
 - Emergency Disaster Plan, [LIC-610B](#)

- Children's Personal Rights, [LIC 613B](#)
 - Child Abuse Reporting Law
 - Notice of Receipt of RFA Written Directives
 - Language Rights & Interpreter Services
 - Joint Caregiver Declaration
 - [Pre-Service Training Calendar](#)
 - Pediatric **Cardiopulmonary Resuscitation** (CPR)/First Aid Training Calendar
 - **Sudden Infant Death Syndrome/Shaken Baby Syndrome** (SIDS/SBS) Training Calendar
 - Health Screening, [RFA-07](#)
 - Fire Inspection Request (for Non-Ambulatory Special Health Care Needs)
 - Well Water Verification (for private wells)
- Submit the completed RFA Application Packet to designated RFA Office Assistant (OA) staff.

The designated RFA OA staff will issue an RFA number for the applicant and log the application in the RFA tracking database.

Processing of the Completed RFA Application Packet

Upon receipt of a completed RFA Application Packet, the RFA OA shall complete the following:

- Send a notification of assignment email to an RFA SW with a copy to the RFA SWS.
- Search the RFA database and update or add data according to the status of the application request.
- Complete form [6242](#), Fresno County Sheriff's Clearance Request, for each adult listed on the RFA application.
- Search the Record Management System (RMS) and Offender Track System. All findings will be noted on the form 6242 and the printouts will be stamped "CONTROLLED DOCUMENT, CONFIDENTIAL INFORMATION DO NOT GIVE TO CLIENTS" and attached to the 6242.
- Complete a fax cover sheet and enter the required information on the California Law Enforcement Telecommunication System Criminal Information Index (CLETS CII) Rap Sheet Request form, full name, **aliases**, **Date of Birth** (DOB), **California Driver's License** (CDL) and **Social Security Number** (SSN) (CLETS cannot be performed without a SSN).
- Fax the cover sheet and CLETS CII Rap Sheet Request form to the County of Fresno Sheriff's Department, FAX number (559) 488-1899. A copy of the CLETS CII Rap Sheet shall be filed with the application in the clerical binder.
- Maintain a log with date the CII Rap Sheet Request/CLETS was received from the Fresno County Sheriff's Department.
- Schedule a Live Scan appointment for adult applicants if Live Scans have not already been completed.
 - If contact is not made after three attempts, or the telephone number provided is invalid or not provided, the OA shall notify the assigned RFA SW and via e-mail with

a CC to the **Supervising Office Assistant** (SOA) and RFA SWS. For Emergency and Compelling Reason placements, include the assigned SW.

- Issue a [Live Scan No Response Letter](#) that shall be mailed to the address provided in the application.
- Mail [BCIA 8016](#) form and the [Live Scan Appointment Reminder](#) letter to applicants requesting to be Live Scanned at a site other than Fresno County DSS, due to residing out of town or county.
 - Complete the BCIA 8016
 - Provide the applicant with the Live Scan and fingerprint services hours and location information.
 - Refer to the following website for additional information:
<http://ag.ca.gov/fingerprints/publications/contact.php>
- Utilize the clerical application process checklist to ensure that all necessary steps in processing the RFA Application Packet have been completed.
- Provide the designated RFA SW or SWS the results from the Live Scan submission, which will include a California Department of Justice (CA DOJ) report, Federal Bureau of Investigation (FBI) Report and Child Abuse Central Index (CACI) Report.
- Create the RFA home in **Child Welfare Services/Case Management System** (CWS/CMS) ([Attachment A](#))

The RFA OA shall complete the processing of the application background clearances within five working days from the date the application.

Background Check Assessment

The RFA SW shall receive the Live Scan fingerprinting results from the designated OA.

The RFA SW shall review the following for the applicant, any other adults residing in the home, or any frequent visitors to the home:

- CLETS
- CACI
- CA DOJ
- CWS/CMS
- DMV
- FBI
- Legal Administrative Action Records System (LAARS)
- Licensing Information System (LIS)
- Local records check with the Fresno County Sheriff's RMS/Offender Track System
- Megan's Law registered sex offender website
- County of Fresno Automated Court System (COFACS) for any upcoming court hearings
- Court archives for court orders and dispositions on court matters

- Police reports for convictions and arrests

If the applicant, any other adult residing in the home, or a frequent visitor to the home has resided out of state in the past five years, the RFA SW shall complete the following:

- Check the Child Abuse and Neglect Registry of any state in which an applicant or any other adult residing in the home has resided in the past five years, if that state maintains a registry.
 - A current listing of State Child Abuse Registries is available at <http://www.cclid.ca.gov> (click the Adam Walsh link).
- If a child abuse registry does not exist for the state, the RFA SW shall contact the law enforcement agency and the child welfare agency in the county where the applicant, any other adult residing in the home, or any frequent visitor to the home lived.

The RFA SW shall follow all criminal background check guidelines provided as delineated in [Written Directives Version 7, Section 6-03A, Background Check Assessment](#).

Exemptions are required for criminal record convictions; reference [PPG 03-15-004, Criminal Records Exemptions](#) and [Written Directives Version 7, Section 6-03B, Criminal Exemption Criteria](#).

Home Environment Assessment

The RFA SW shall visit the applicant's home and assess the prospective caregiver's ability and desire to do the following:

- Honor the child's or Non-Minor Dependent's (NMD) natural connections
- Parent a child or NMD needing placement in a family setting
- Provide a safe, nurturing, and stable home
- Provide permanence to a child or NMD or prepare a child or NMD for permanence, including reunification

The RFA SW shall conduct an in-person pre-approval home inspection and complete the following:

- A health and safety assessment of the home and grounds, outdoor activity space, and storage areas to determine compliance with [Written Directive Version 7, Article 11, Requirements for Resource Families](#).
 - The results shall be documented in the Resource Family Home Environment Checklist, [RFA-03\(A\)](#)
- **In the case of an Indian child, the RFA SW shall apply the prevailing social and cultural standards of the Indian community when conducting the home environment assessment.**
- Provide additional copies of an RFA Application Packet for any additional adults or frequent visitors to the home that are discovered during the inspection and assessment.

- Review the [LIC 613B](#) and ensure that the care provider can comply with All County Letter ([ACL](#)) [16-31](#), Reasonable and Prudent Parent Standard (RPPS).
- Resource Family Application-Confidential, [RFA-01\(C\)](#), (if applicable)
- Date stamp any additional documents provided by the applicant(s)
- Advise the applicant that any missing or incomplete forms must be completed and submitted within 30 calendar days.
- Discuss the **Home Evaluation** referral process.
- Observe any dependent children in the home and narrate their observations in compliance with [PPG 03-01-001](#), Mandatory Face-to- Face Contacts/Documentation Timeframes.

Permanency Assessment

The Written Assessment RFA SW shall complete the permanency assessment to include the following:

- A departmental staff only consultation with the intake RFA SW to discuss the background check assessment of all applicant(s) and any adults residing or regularly present in the home.
 - This is to include any exemptions granted.
- Verification that the applicant completed the pre-approval training as specified in [Written Directives 7, Section 6-04](#) and Fresno County DSS policy.
- A **family evaluation** of the applicant(s) as specified in [Written Directives 7, Section 6-05](#).
 - The psychosocial may be completed by a Cooperative Agency.
- Verification of the completion of any other activities related to applicant's ability to achieve permanency with a child or NMD.
- **In the case of an Indian child, the Written Assessment RFA SW shall apply the prevailing social and cultural standards of the Indian community when conducting the permanency assessment.**

Family Evaluation

The Family Evaluation is a component of the permanency assessment which includes interviews of an applicant(s) or Resource Family, to evaluate their family system dynamics and strengths, and areas where more support or resources may be needed for more effective and quality parenting skills.

In the case of an Indian child, the Written Assessment RFA SW must assess the applicant(s) or Resource Family's ability to help maintain the child's connection with the tribe such as by visitation and participation in cultural events and ceremonies.

The Written Assessment RFA SW shall:

- **Conduct a minimum if two face-to face interviews with the applicant(s) and;**

- A minimum of one separate face-to-face interview of all other adults, children, NMDs, and adoptive, biological, and guardianship children, residing in the home, as specified in [Written Directives 7, Section 6-05](#).

Pre-Approval Training

Each applicant must complete a minimum of 12 hours of pre-approval training prior to approval, as specified in [Written Directives 7, Section 6-06](#).

- An applicant may begin pre-approval training no more than 60 days prior to submitting an application.
 - An application must be submitted prior to the completion of pre-approval training.

Written Report

The Written Assessment RFA SW shall complete the Written Report of the comprehensive assessment of the applicant as specified in [Written Directives 7, Section 6-07](#).

The Written Report shall describe if the applicant is approved or denied and specify the reasons for the final determination. **The Written Report shall contain the following:**

- A signature from the Written Report RFA SW who completed the report,
- A signature from the RFA SWS.
- Each applicant's signature acknowledging receipt of the Written Report.
 - If a signature cannot be obtained, or an applicant is unwilling to sign the Written Report, the RFA SW may will document the reason for refusal, including the date the document was provided to the applicant(s), in the signature space.
 - If a Written Report is provided via certified mail, a copy of the certified mail received receipt may be used in Lieu of a signed Written Report and shall be filed in the RFA file.
 - If a Written Report is provided via email, a copy of the sent email may be used in Lieu of a signed Written Report and shall be filed in the RFA file.
- In the case of an Indian child, when the Written Reports is shared with the tribe for purposes of applying the prevailing social and cultural standards of the Indian community, a signature from the tribe's social service director or designee of the tribe acknowledging receipt.
 - If after seven days no signature from the tribe's social service director or designee can be obtained, receipt of the Written Report can be verified electronically or by certified mail.
 - The RFA SW may document the attempts to obtain the signature in the signature space.

Resource Family Approval Certificate

If the RFA application is approved, as documented in the Written Report, or an update is approved pursuant to Section 9-02 through 9-04 or a change in capacity pursuant to Section 10-04, then the RFA SW shall complete form RFA-05A: Resource Family Approval Certificate or equivalent certificate, as specified in [Written Directives 7, Section 6-08](#).

Confidentiality

The RFA SW shall file all Background Check Assessment materials and information, Home Environment Assessment materials and information, the Permanency Assessment materials and information, and the Written Report in the RFA **electronic** file/case. These documents, with the exception of the Written Report, are confidential and not to be shared with the applicant. None of the contents are to be narrated as they are **not** discoverable.

Due Process

Once an RFA Application Packet has been received, each time an RFA SW meets with a potential applicant, the RFA SW shall document the contact in a Resource Family Evaluation Report, [RFA-809](#) and [provide a copy to the applicant](#).

- The RFA 809 shall indicate that the applicant has been advised of their right to appeal the decisions of the RFA SW.

The RFA SW shall narrative all RFA 809 supporting documentation on a LIC 812 form:

- A hard copy shall be stored in the applicant's confidential case file.
- A soft copy shall be stored in the RFA family's folder located in the RFA Family Homes subfolder located in the h: drive RFA directory.
- All documentation for emergency situations shall be completed within 48 business hours.
- All routine case management documentation shall be completed within seven calendar days.

CWS/CMS Resource Family Approval



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Authorities, Privileges, & Prerequisites



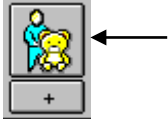


Worker must have the following staff rights:

- Resource Management
- Resource Management Placement Facility Maintenance (to create or modify placement homes)
- County License Case Management
- CWS Case Management System

Other Requirements:

- Worker must have a Licensing Worker ID number – designate this number on the ID page of the Staff Person notebook.




Check Authorities and Privileges here:

<p>Open Resource Management</p> 	
<p>Open Existing Office</p> 	<p>Open the Office that the Worker is assigned to.</p>
<p>Open Existing Staff Person</p>   	<p>Open the staff person that you want to check authorities.</p> <p>Licensing Worker ID Number is a Yellow field on the ID page.</p> <p>The 'Staff Rights' page will list the workers current Authorities and Privileges.</p> <p>Only designated persons in the county can update this page to authorize</p>


additional privileges.

SEARCHING FOR PLACEMENT HOMES

Before beginning the RFA process in CWS/CMS, it is a good idea to search the database for any placement facility the individual might have had previous involvement in. You can also search for the Substitute Care Provider to see if they have been affiliated with any placement facility. If the Substitute Care Provider is already in the database, they can be attached to your Resource Family home along with their prior history.

<p>FROM THE CONTROL PANEL – CLICK ON RESOURCE MANAGEMENT</p>  <p>Then: OPEN EXISTING PLACEMENT HOME</p>  	<p>Placement Home filter box will display, and you can select the type of home you are looking for, and enter whatever search criteria you have.</p> <p>Once search results display, use the RETRIEVE DATA button on the right to do a new Search.</p> <p>Double click the home you want to review.</p>
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OR

<p>FROM THE CONTROL PANEL – CLICK ON CLIENT SERVICES</p> 	<p>SEARCH – Start Search Select Placement Facility from Search Type. Select type of home you are looking for. Enter whatever search criteria you have.</p>
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Resource Management Searches:

- Are 'Case Insensitive'
- Cannot return more than 25 homes

Client Services Searches:

- Phonetic Search capability for some names

- Can search using ‘Wildcards’
- Can search for Substitute Care Provider separately from Placement Facility
- Can search by Region
- Can search across multiple facility types

New Placement Facility types have been added to CWS/CMS:

- Resource Family Home (RFH) – for County approved homes.
- Foster Family Agency Certified Resource Family Home (FFACRFH) – for FFA approved homes.

Creating Resource Family Homes:

The home must be created and saved to database before any of the licensing work can be done.

RFA Applicant information should be entered at the beginning of the process on all applicants.

Resource Family Homes must be created in Resource Management:



When an application is received, a Placement Home must be created even if there is no current placement.

ID Page of Placement Home:

Choose Resource Family Home

Resource Management - [Placement Home [Name, Test]]

File Edit Action Associated Window Help

ID Substitute Care Provider Other Children Other Adults Char/Pref License Info Comments Special Projects Payee LA Payee Hold Status Background Check

Identification

Name: [Name, Test] Primary Substitute Care Provider: []

Type: **Resource Family Home** Operated By: []

Foster/Resource Family Home Type: [] License Number: []

Age Range

#Placements: [] Beds Avail: [] Adj. Cap: []

From: [0] To: [3] Primary Phone: [] Ext: [] Fax: []

[] This home is on hold. Please see the Hold Status page.

[] SCP Moved to New Address

[] At Capacity

[] Adoption Only

Backup Contact

Name: [] Phone: [] Ext: []

Address

Street No.: [123] Street Name: [No Name St] City: [Anywhere]

State: [California] ZIP: [93701] ZIP Ext: [] Geographic Region: [] County of Location: [Fresno]

Foreign Country: [] Foreign ZIP: [] Foreign Address Description (Province Name, etc.): []

Comment: []

Disaster Emergency Contact Information

Name: [] Phone: [] Ext: [] Alternate Phone: [] Ext: []

E-mail Address: []

Street No.: [] Street Name: [] City: []

State: [] ZIP: [] ZIP Ext: []

Foreign Country: [] Foreign ZIP: [] Foreign Address Description (Province Name, etc.): []

Ready Placement Home [Name, Test]

RFH's can be created in a county other than the logged on user. Be sure to adjust the County of Location, it will default to the user's county. RFH's can also be created with out of state addresses.

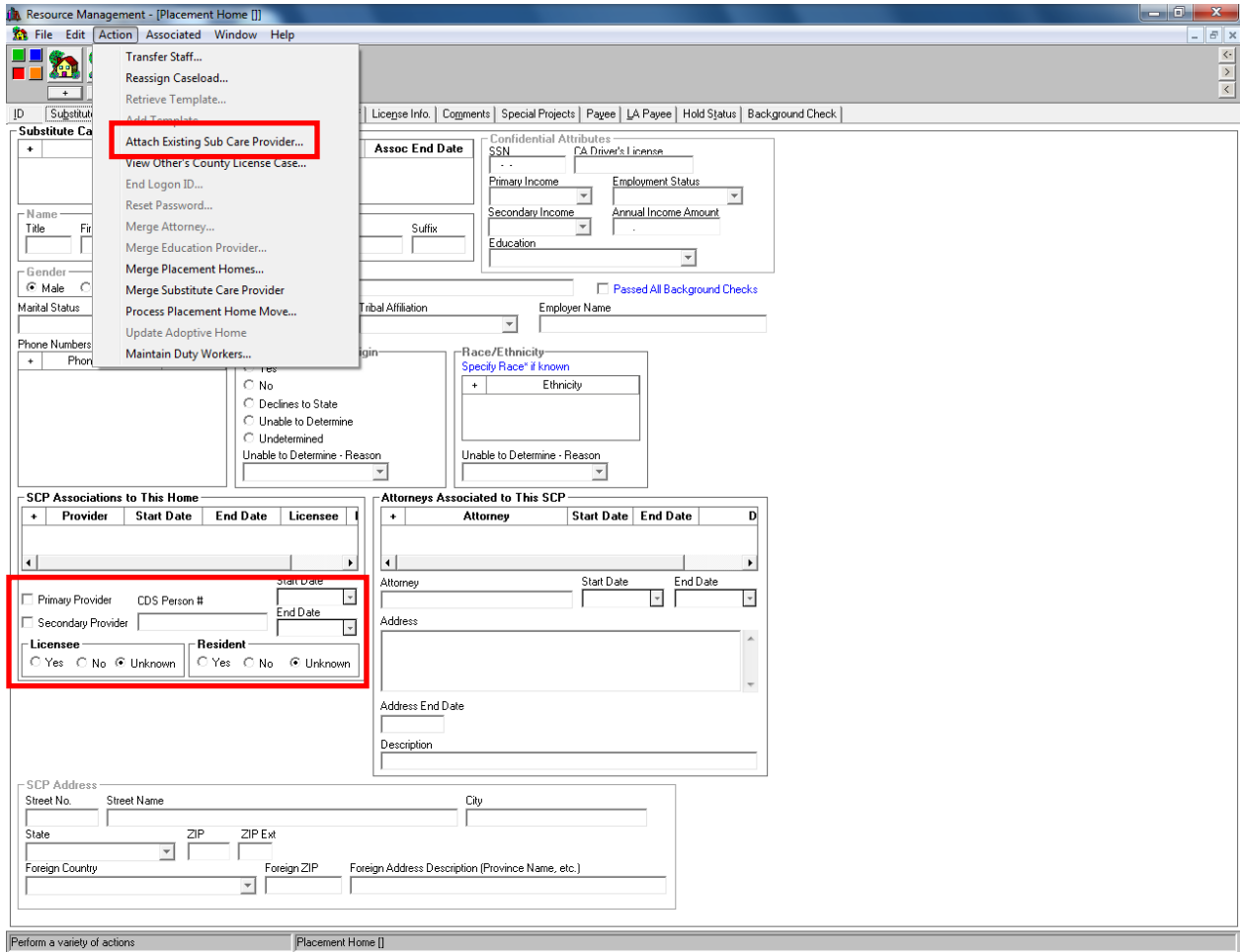
<http://zip4.usps.com/zip4/welcome.jsp>
Use this link to verify ZIP + 4 to fill in PERIWINKLE fields.

- ✓ Age range defaults to 0 to 18, adjust as necessary.
- ✓ Enter 'adjusted capacity' – usually the number of children home is licensed for.
- ✓ Enter physical address of the home on this page.

Substitute Care Provider Page:

If you found the substitute care provider in your search, be sure to use the Attach Existing Sub Care Provider command in the Action menu to attach them. This will insure their prior facility history is intact. You can update their information once they are attached.

Only use the + Plus to Create a New Substitute Care provider.



Be sure to complete this page with as much information as you have. You can add a primary and a secondary provider. Be sure to check the box 'primary or secondary' provider for each, check licensee yes, and resident.

If the SCP has prior associations to a home, the address of that facility will be populated here, but if incorrect it can be updated. Complete the following pages:

<p>Other Children</p>	<p>Use the + sign to list all children living in the home (not children placed in the home). In the middle of the page, use the + sign to record the relationship of the child to the SCP.</p>
<p>Other Adults</p>	<p>Use the + sign to list all adults living in the home, or that have regular presence in the home that do not live there. In the middle of the page, use the + sign to record</p>

	the relationship of the other adult to the SCP. Adults listed here will also be listed on the Background Check page.
Char/Pref	Record all applicable characteristics of the home on this page. Items on this page will correspond with items in Placement Facility Match search functionality.
License Info.	This page is read only – it is populated from the County License Case.
Comments	This page is used to record comments about the Placement home that have been brought to the attention of a CWS staff person. Use the 'Referred to Licensing' checkbox if the comment refers to an incident, complaint or possible deficiency.
Special Projects	Special Projects – as defined by the County or State. –RFH-NREFM and S-FFACRFH-NREFM have been created to enable counties to identify NREFM homes for reporting purposes. This is optional.
Payee	Record information about the person who will be the payee of Foster Care payments and where the payments are to be mailed. This information will populate the SOC158A when a child is placed.
Background Check	<i>Use this page to document submission and receipt of background check information on SCP or any adult living in the home or with significant contact and not living in the home. (This page is not required to save the home, but should be completed for all Resource Families)</i>
SAVE TO DATABASE	

8 new values included in the Background Check drop down:
Existing values will be updated to the new values:

- ✓ CLETS
- ✓ Emergency CACI
- ✓ DOJ Live Scan
- ✓ FBI Live Scan
- ✓ CACI Live Scan
- ✓ Megan’s Law Check
- ✓ AARS
- ✓ LIS Check
- ✓ DMV
- ✓ Exemption Requested
- ✓ Exemption Granted

- ✓ Exemption Denied
- ✓ CWS/CMS Search
- ✓ DOJ Rap Backs
- ✓ Not Applicable Due to Age

The background checks grid has been redesigned to include a Requested Date and a Received Date:

+	Background Check Type	Requested Date	Received Date
1	CLETS	10/20/2016	
2	DOJ Live Scan	10/21/2016	10/21/2016
3	FBI Live Scan	10/21/2016	10/21/2016
4	CACI Live Scan	10/21/2016	10/24/2016
5	CWS/CMS Search	10/20/2016	
6	DOJ RAP-Backs	10/21/2016	

Background Check Type	Requested Date	Received Date
<input type="text" value="CLETS"/>	<input type="text" value="10/20/2016"/>	<input type="text"/>

Requested Date is mandatory.
 Received Date is disabled until a Requested Date has been entered.

For existing entries a Data Recovery will be initiated:

Existing Requested Date fields will populate with:

- 'FBI Requested' date → 'FBI Live Scan' Requested date.
- 'Live Scan Submitted' → 'DOJ Live Scan' requested, and "CACI Live Scan" requested.

Existing Received Date fields will populate with:

- 'FBI Received' date → 'FBI Live Scan' rec'd date.
- 'DOJ CACI Rec'd' → 'CACI Live Scan' rec'd.
- 'Live Scan Rec'd' → 'DOJ Live Scan' rec'd.

Once the Placement Home has been created and saved, you can record the application and approval process data in the County License Case notebook.

County License Case:



Create New County License case: then select the Resource Family Home you just created.

RFA applicant information should be entered at the beginning of the process on all applicants, including relatives. This gives the ability to track the application process from beginning to end in CWS/CMS. It will also show data regarding placement stability and permanency outcomes for children placed with resource families and will be used to evaluate the effectiveness of the RFA process.

Using the County License Case notebook to record the RFA Approval:
ID Page:

RFA # must be unique across all counties!
Use the 2 digit county code to begin your number. That will insure unique numbers in all counties.

The county that initially approved the home will automatically populate when you put in RFA Approved. The county of the logged on user will appear.

You no longer have to create multiple application approved rows unless the active license row follows an inactive row.

Annual visit due is calculated one year from annual visit completed, or one year from license issued date if no annual visit recorded.

The County License Case can be transferred to a staff person with appropriate privileges in another county. Use the binoculars to search, use County in the search criteria to bring all licensing workers to the list. If you have selected staff from another county, it will display a red message at top of screen to indicate what county it was assigned to.

Resource Management - [County License Case] [Test Test RFH,10RFH0000]

County of Assigned Staff Person - Fresno

10RFH0000

Application Status			License Status		
Application Status	Start date	End Date	License Status	Start Date	End Date
1 Application Approved	07/10/2017		1 RFA Approved	08/01/2017	
2 Pending	07/03/2017	07/10/2017	2 RFA Probationary	07/10/2017	08/01/2017
			3 RFA Pending	07/03/2017	07/10/2017

Current Application Status: Application Approved

Current License Status: RFA Approved

Application Received: 07/03/2017

License Issued: 08/01/2017

Assigned Staff Person: Luna, Terry

Use this page to track the progress of the application process.

Application Status

Pending
 Application Approved
 Application Denied
 Application Withdrawn

License Status

RFA Pending
 RFA Approved*
 RFA Denied
 RFA Discontinued
 RFA Probationary*
 RFA Suspended
 RFA Withdrawal

*Use 'Application Approved: RFA Probationary' for emergency/compelling reason placements. Child placed with caregiver prior to obtaining full approval.

*Once the full approval is completed, use RFA Approved'.

These are the only values that will allow for placements to be made.

'RFA Denied' should only be used for a denial in which a written report is completed that affords the family due process rights.

'RFA Withdrawal' should be used when applicant decides to no longer continue the approval process or if the applicant is unresponsive to requests to provide information that doesn't rise to the level of a denial.

RFA Discontinued should be used when an approved RF determines they no longer want to maintain their approval.

'RFA Suspended' can be used when an approved RF wants to take a temporary, short break from accepting placements, but not discontinue their approval. This status does not allow for an extension of requirements, ie, if annual update is due, it must be completed in the time frame.

Priority Information text box:

If an application is withdrawn, or assessment ends in a denial, choose 'application withdrawn' or 'application denied', and record the reason in the Priority Information text box.

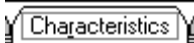

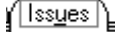
If the assessment exceeds the 90-day time frame, briefly document the reason it was not completed on time in the Priority Information text box. The 'application received date' is no longer required to be less than or equal to the License Issued date for RFA licenses.

This will allow a home to reflect the application status Approved, and license status RFA Probationary so that placements can be entered even if the application has not yet been received or the home has not yet been completely approved.

The 'application received' field is no longer mandatory when the current license status is RFA Probationary or RFA pending. The 'application received' date must be less than the 'expiration date'.

Worker no longer needs to enter the application received date until the application is actually received. This will not stop placement – if an emergency placement has already been made.

Other pages to complete:

	<p>This page is used to record the license capacity of the home (cannot exceed 6), age range home is licensed for, and gender. Use this page to note whether a fire clearance is needed, and the date it was received.</p> <p>Home Type defaults to 'Open', but can be categorized within the county, ie., Fost-Adopt, Medically Fragile, etc. Only one type can be selected.</p>
	<p>Use this page to document the date that the RFA Worker makes certain contacts with the Foster Home, ie, initial visit, annual visit, etc.</p> <p>Use the plus + sign to record each contact.</p> <p>The narrative section is limited – only 4 full lines of information can be entered.</p>
 <p>For a Fair Hearing: choose 'incident', enter date of hearing, and choose 'other' for issue type. In notes, record 'State Hearing' or 'Office of Administrative Hearing'. Identify if hearing due to a complaint against family/applicant or due to denial of applicant by writing 'complaint' or 'denial.' Record outcome of 'affirm' or 'reverse' and date.</p>	<p>Use this page to document complaints, deficiencies and incidents that occur for the Foster Home.</p> <p>Use the plus + sign to record each issue.</p> <p>The narrative section is limited – only 4 full lines of information can be entered.</p>

Fair Hearings should be recorded on the "Issues" page (see above).

As Foster Family Agency's implement RFA, the county must enter the homes into CWS/CMS as FFACRFH's.

The screenshot shows the 'Resource Management - [Placement Home [Test Home]]' window. The 'Identification' section includes fields for Name, Type, and Foster/Resource Family Home Type. The 'Operated By' field is highlighted with a red box and contains the text 'RAINBOW VALLEY FOSTER CARE, 247204084'. The 'Address' section includes fields for Street No., Street Name, City, State, ZIP, ZIP Ext, Geographic Region, and County of Location. The 'Age Range' section includes fields for From, To, #Placements, Beds Avail., Adj. Cap., Primary Phone, Ext., and Fax. The 'Backup Contact' section includes fields for Name, Phone, Ext., and Fax. The 'Disaster Emergency Contact Information' section includes fields for Name, Phone, Ext., Alternate Phone, Ext., E-mail Address, Street No., Street Name, City, State, ZIP, ZIP Ext, Foreign Country, Foreign ZIP, and Foreign Address Description (Province Name, etc.).

They will follow the same procedure as FFACH's are entered now, except use the new home type: FFACRFH.

This new home type must also be associated with the Foster Family Agency they are operated by.

For RF's approved by a Foster Family Agency, only approved RF's are entered into CWS/CMS.

There will be no 'County License Case' in CWS/CMS associated with these homes.

Process Placement Home Move – for Address Changes

This functionality has been expanded to include ability to change addresses for:

- ✓ Foster Family Homes
- ✓ Relative Homes
- ✓ FFA Certified Homes
- ✓ Resource Family Homes
- ✓ FFA Certified Resource Family Homes

Process Placement Home Move ✕

You are about to change this Placement Home's License Status to 'Licensee initiated closure'. A new Placement Home with the same active substitute care providers will be created. Please enter the following information that will be used to create the new Placement Home. Once the OK button is pressed, the new home will be created and all active placements will be moved to the new home.

Resulting Home Type: Foster Family Home

License Capacity: 1

License Status: [Yellow] End Date/Status Start Date: 01/09/2018

License Number: [Yellow] Application Status: Application Approved App. Rec'd Date: [Yellow]

Operated By: [Empty]

Transitional Housing Placement Program Facility

Address

Street No.: [Empty] Street Name: [Yellow]

City: [Yellow] County of Location: Fresno State: CA ZIP: [Yellow] ZIP Ext: [Empty]

Primary Phone: [Empty] Ext: [Empty]

Comments: [Empty]

This field is mandatory if resulting home type is FFH or RFH. It populates to the Co License Case.

This field is mandatory if resulting home type is FFACH or FFACRFH. If THPP Facility is checked, only THPP FFAs will appear in menu.

- This home is on hold. Please see the Hold Status page.
- Home Inactivated by Process Placement Home Move
- At Capacity
- Adoption Only

After 'address change' – the old home will be 'inactivated', will show 'Licensee Initiated Closure' and will be 'read only'. A new home will be created with the new address and same SCP's. Any children placed in the old home will be moved to the new home.

Process Placement Home Move – for Home Type Changes

This functionality has been expanded to include ability to change home types:

- From: Foster Family Home to Resource Family Home
- FFA Certified Home to FFA Certified Resource Family Home
- Relative/NREFM Home to Resource Family Home
- Relative/NREFM Home to FFA Certified Resource Family Home

✕

You are about to change this Placement Home's License Status to 'Licensee initiated closure'. A new Placement Home with the same active substitute care providers will be created. Please enter the following information that will be used to create the new Placement Home. Once the OK button is pressed, the new home will be created and all active placements will be moved to the new home.

Resulting Home Type		License Capacity		
Foster Family Home ▼		1		
License Status	End Date/Status Start Date			
 ▼	01/09/2018 ▼			
License Number	Application Status	App. Rec'd Date		
	Application Approved	 ▼		
<input type="checkbox"/> Operated By 				
<input type="checkbox"/> Transitional Housing Placement Program Facility				

Address

Street No.	Street Name				
					
City	County of Location	State	ZIP	ZIP Ext	
	Fresno ▼	CA ▼			
Primary Phone	Ext				
() - 					
Comments					
					

- This home is on hold.
[Please see the Hold Status page.](#)
- Home Inactivated by Process Placement Home Move
- At Capacity
- Adoption Only

After using 'Process Placement Home Move' – the old home will be 'inactivated', will show 'Licensee Initiated Closure' and will be 'read only'. A new home will be created with the new home type and same SCP's. Any children placed in the old home will be moved to the new home.

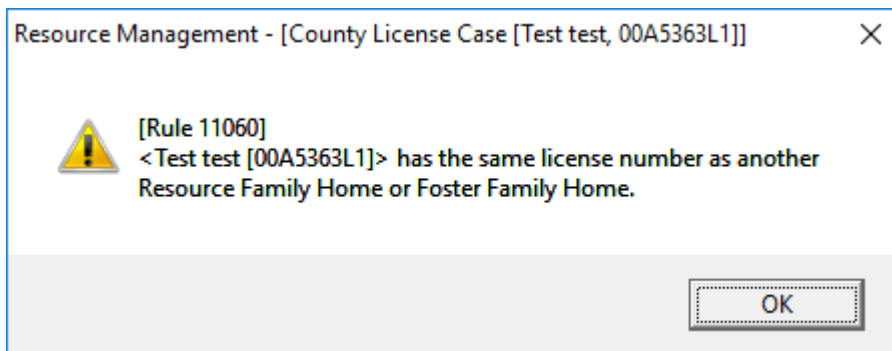
Home type history and dates will be available in a new table accessible via Business Objects.

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License Numbers

License numbers must be unique across all FFH's & RFH's. Use the 2 digit county code to begin your number. That will insure unique numbers in all counties.

This message will display if you use a license # that is not unique.




License numbers may **only** be reused for homes using the Process Placement Home Move function.

MERGING DUPLICATE HOMES

Prerequisites:

- You must have the privilege of County License Case Management to merge county licensed homes.
- You can only merge homes in your own county.
- The placement homes you want to merge must be open and available to your workstation – “in cache”.
- You must be in Resource Management

	<p>Search for each placement home that you want to merge. This will bring them from ‘Boulder’ and to your ‘cache’. Don’t open the homes.</p>
<p>ACTION</p> <p>MERGE PLACEMENT HOMES</p>	<p>Under the Action menu, select Merge Placement Homes.</p> <p>Merge Placement Home dialog box will appear:</p> <p>Placement Home 1 reflects the home in focus. Select the home under Placement Home 2.</p> <p>MERGE</p> <p>A Primary & Secondary home will be designated. Adjust if necessary.</p> <p>Click OK.</p> <p>A message pops up to remind you the</p>

merge can't be undone.

SAVE TO DATABASE

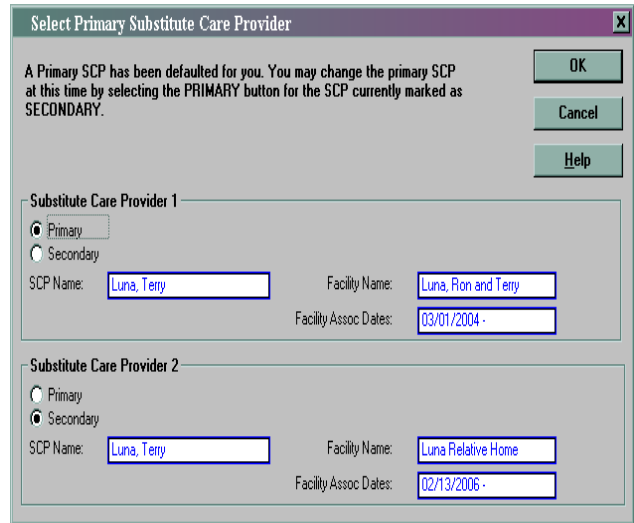
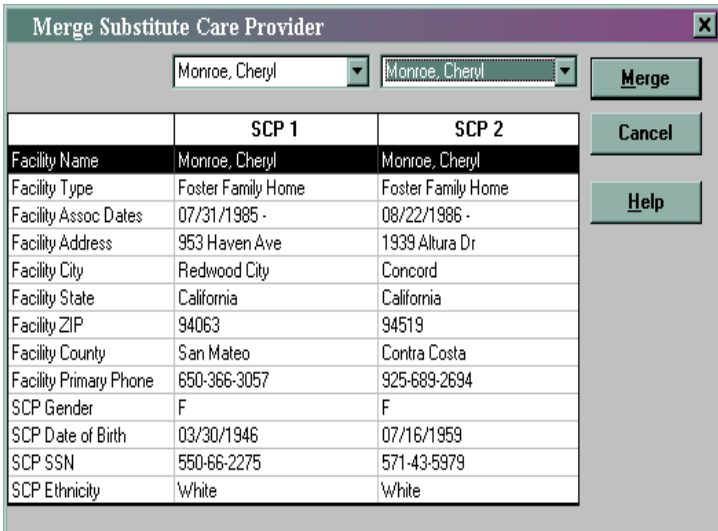
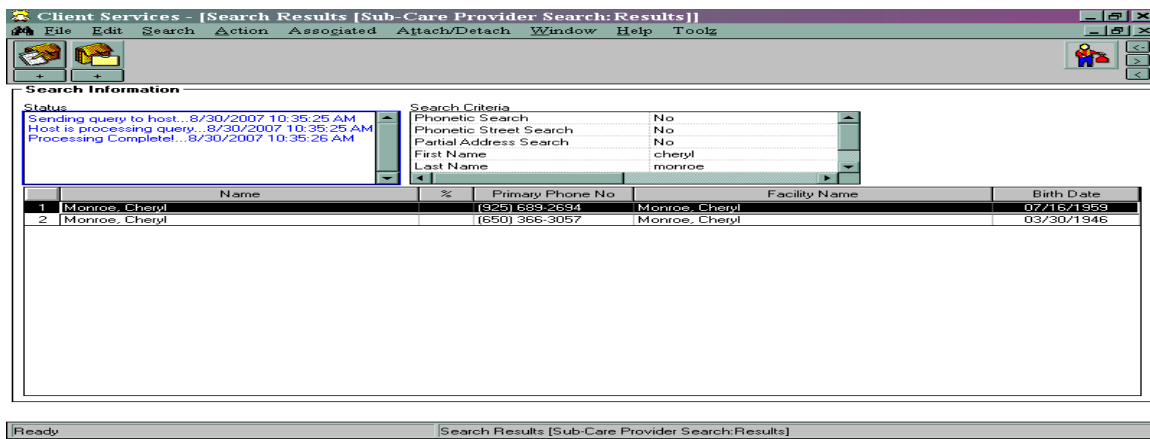
Merging Duplicate Substitute Care Providers

You can Merge SCP's in Resource Management or in Client Services.

Be sure that 'cache' is cleared – either Save to Database before beginning, or log back on to clear cache.

Search for Duplicate Substitute Care Providers:

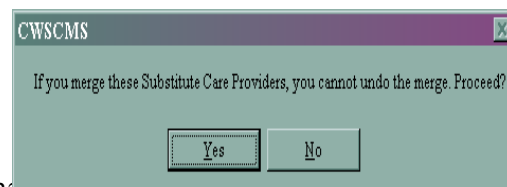
Double Click each SCP to bring up the 'SCP Abstract' for each.



ACTION – Merge Substitute Care Provider

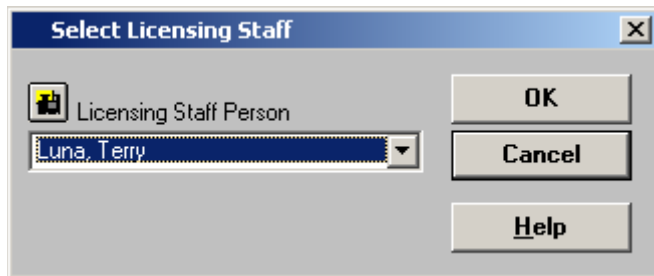
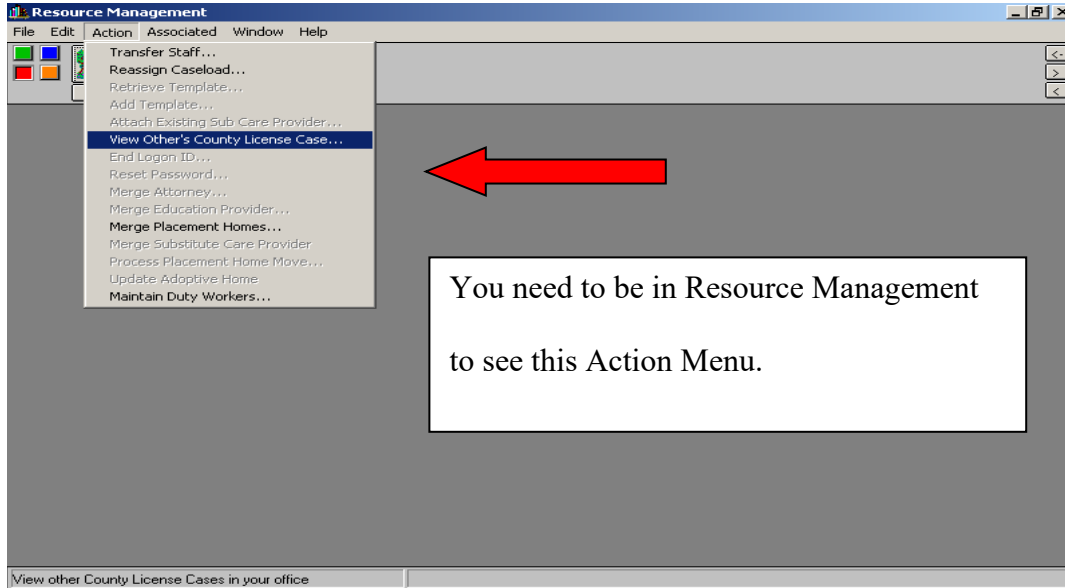
This dialogue box will allow you to see each SCP side by side before the merge.

Then select SCP to be Primary.



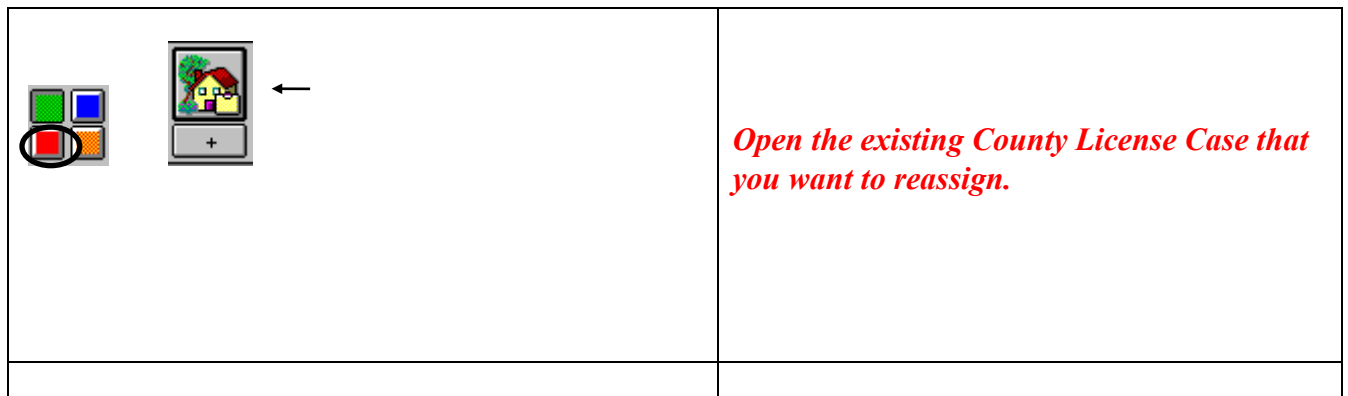
Once you accept the Merge, it cannot be undone – even if you don't Save to Database!!

OPENING THE RFA WORKER'S CASELOAD



Choose the worker whose caseload you wish to see. Use the binoculars to load all Licensing workers into this drop down.

REASSIGNING A COUNTY LICENSE CASE TO ANOTHER WORKER





Update the New Staff Person from under the “Assigned Staff Person” drop down menu.

Resource Management - [County License Case [Home, Test, RF1000000]]

File Edit Action Associated Window Help

ID Characteristics Visits Issues

Identification

Number: RF1000000 Placement Facility Name: Home, Test

Application Status			License Status		
Application Status	Start date	End Date	License Status	Start Date	End Date
1 Application Approved	08/01/2016	08/01/2016	1 RFA Approved	08/02/2016	
2 Application Approved	06/01/2016	08/01/2016	2 RFA Probationary	08/01/2016	08/02/2016
3 Pending	05/02/2016	06/01/2016	3 RFA Pending	06/01/2016	08/01/2016

Current Application Status: Application Approved
 Start Date: 08/01/2016 End Date: [] Closed

Current License Status: RFA Approved
 Start Date: 08/02/2016 End Date: [] Closed

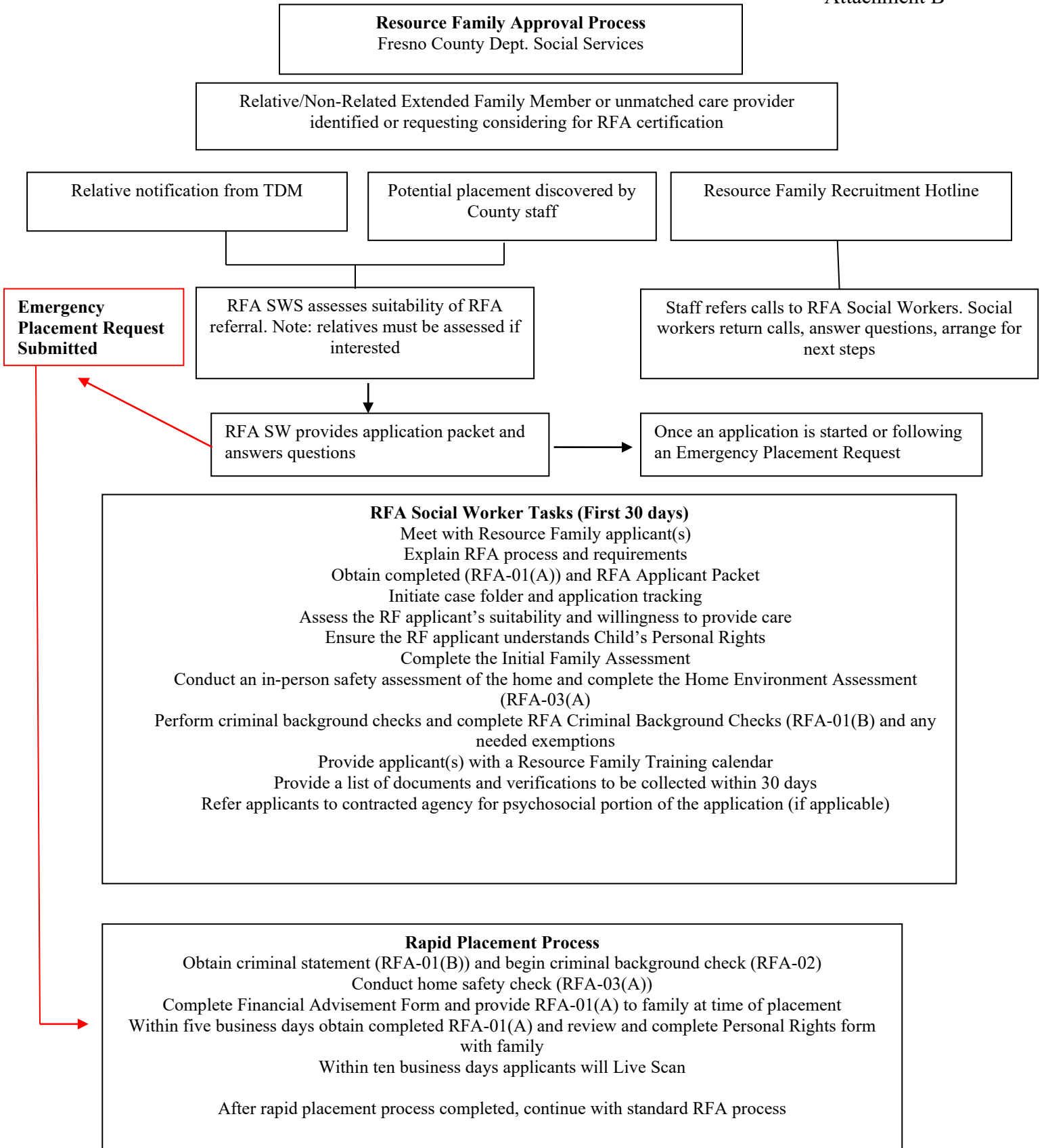
Application Received: 08/02/2016 License Issued: 08/02/2016 Expiration Date: [] Assigned Staff Person: Luna, Terry

Annual Visit Due: 08/02/2017 Annual Visit Completed: [] Training Review Date: [] Next Training Planned: []

Training Completed: [] Priority Information: []

Use the ‘binoculars’ to populate all Licensing Workers in the menu. Then select the worker you wish to reassign this case to.

SAVE TO DATABASE



RFA Process (Days 31-60)

Contracted Agency Social Worker

Begins Psychosocial Assessment

Receives Application, Health Screening, Budget information, Criminal Background Summary, and Release of Information

Completes required interviews (2 interviews required –individual meetings and one joint interview if more than one applicant)

Makes a recommendation about the family’s suitability for permanency

RFA Social Worker

Completes Home Environment Assessment

Gathers verifications and documents (this includes three letters of reference)

Completes criminal background checks and exemption process

Coordinates resolution of issues and concerns with contracted agency and primary social worker

RFA Process (Days 61-90)

Contracted Agency Social Worker

Completes and submits the Psychosocial Assessment and their portion of the Permanency Assessment

RFA Social Worker

Coordinates resolution of issues and concerns with contracted agency and primary social worker

Supports the RFA applicants as they complete the process and pre-approval training

Completes the Permanency Assessment

Completes the Comprehensive Assessment and makes recommendation to approve or deny

Completes Written Assessment and provides copy to the applicant

RFA Supervisor

Reviews completed application packet and if approved, forwards to RFA Program Manager

RFA Program Manager

Reviews completed application packet

If approved, orders issuance of approval certificate