

RESOURCE FAMILY APPROVAL (RFA) COMPREHENSIVE IMPLEMENTATION PLAN
County of Santa Clara
2014

PROGRAM STATEMENT AND VISION

The Resource Family Approval (RFA) Program is a stream line process for recruiting and approving and retaining individuals and families who volunteer to open their hearts and homes to become quality substitute parents to children in need of placement due to protective or other social service reasons.

This streamlined process includes comprehensively assesses homes using the highest standards for the care and supervision of children served by the child welfare system, as well as provides training and resources to prepare families for their roles and responsibilities.

It is the program's vision to provide a safe, stable and nurturing home environment to a youth until they can safely achieve a positive permanency outcome through long-term permanency. Tools that will be used include a psycho-social risk and permanency assessment with intensive ongoing oversight of each home.

PROGRAM GOALS, OBJECTIVES AND OUTCOMES

GOAL 1:	Develop and implement the RFA Program by July 31, 2014.
Objectives	
	Assess the organizational structure and current practice and resources of the Department of Family and Children's Services and decide how to restructure it to accommodate a new RFA process.
	Conduct a data analysis of average monthly relative, non-related extended family member, legal guardianship, and adoptive home approvals performed throughout the department.
	Review the CDSS RFA Written Directives to determine the extent of work required pursuant to the new regulations.
	Examine current departmental resources in place, as well as additional resources needed, to ensure adequate supports necessary are in place prior to implementation.
	Discuss additional personnel needs with the administration to discuss amending the FY 2014/2015 Budget.
	Present to RFA to the County Board of Supervisors for approval
	Decide on a transitional plan to stop accepting new foster family home licensing applications, and adoption home studies, and relative/NREFM assessment requests.
	Meet with the Probation Department's staff over placement to discuss feasibility of the department placing with relatives and provide an overview of the RFA program.
	Prepare new policies and procedures for the RFA Program with necessary forms.
	Develop a new RFA Home Application Packet
	Develop a new Resource Family Permanency Assessment Form.
	Update any forms that require modification to fit the new RFA Program in collaboration with CDSS. Provide a list of forms to CDSS with a request to alter verbiage and update the forms to reflect new RFA regulations.
	Participate in RFA pilot county webinars and teleconferences for technical assistance.
	Decide ER and after-hours responsibilities for emergency placements under the new RFA regulations.
	Provide updated, new forms to staff and put into county templates.
	Prepare Santa Clara County's RFA Implementation Plan.

	Send the RFA Implementation Plan, policies and procedures, and forms to CDSS for review, feedback, and final approval.
Proposed Outcome(s)	
Santa Clara County will have a unified, child-focused resource family approval program that will increase quality placement homes, simplify the multiple processes historically used, enhance child safety and well-being, and solidify more long-term permanency plans that enhance children's security and life outcomes. It is anticipated this new program will increase the amount of adoptions our county finalizes annually, as well as our timely adoption outcomes connected to the SIP	
GOAL 2:	Train all child welfare staff on the new regulations, policies, procedures, and forms to be used for the RFA Program.
Objectives	
1.	Ensure all child welfare staff understand their roles and responsibilities under the new RFA regulations and agency policies and procedures.
2.	Explain how each staff member will need to collaborate and work as a team to cross-report allegations of abuse, homes not meeting regulations, violation of children's personal rights, and how to investigate those concerns.
3.	Provide skills necessary for all staff to carry out their duties under the new RFA Program.
4.	Increase staff knowledge on how to use the new forms and where to locate them, including how the RFA home list will be updated and distributed.
5.	Increase staffs understanding and consent to the QPI Partnership agreement
Proposed Outcome(s)	
All child welfare staff will understand their required duties during an ER or after-hours situation for relatives and NREFMs. RFA Social Workers will understand their duties for resource family approval processes and determining suitability for placement. Supervisors and managers will understand the new RFA regulations to ensure compliance.	
GOAL 3:	Ensure resource families have any resources and support they need to provide quality care, supervision, and permanency for children.
Objectives	
1.	All individuals interested in becoming a resource family will be required to successfully complete the Pre-Service training, CPR/First Aid certification, and participate in a health screening.
2.	All individuals approved as resource family will understand and consent to the QPI Partnership agreement
Proposed Outcome(s)	
Resource families will become partners in enhancement of the RFA and QPI programs and receive any resources or support they may need to be successful. Recruiting and retaining quality resource families will enhance care and supervision provided to children while in out of home placement, as well as improve the county's timely reunification rate since one focus will be on building partnerships with resource families and biological parents	

PROGRAM ORGANIZATIONAL STRUCTURE

The current Resource Home(RH) unit will absorb the RFA process until the new unit begins. The RH unit is comprised of seven (7) Social Workers III's with extensive experience, skills, and knowledge. Three of the Social Workers have been the licensing social workers; Three the Social Workers III's are experienced in adoption home studies; One Social Worker III is a licensing investigator; One Resource Homes supervisor.

The new RFA unit (in the process of hiring) will be comprised of one additional units of Social Worker III's comprising 8 new positions; six (6) RFA social workers; one (1) SW supervisor; one(1) investigator

Ultimately the Resource Homes unit will have two supervisors and 12 staff who can conduct the RFA process and two (2) investigators.

We have a Dually Involved Youth (DIY) Unit- comprised of DFCS and JPD staff for serving placing wards of the court. The RFA process will afford enhanced placement opportunities for the JPD population. DFCS and JPD will assess jointly any prospective families for RFA.

PROGRAM STAFF ROLES AND RESPONSIBILITIES

Project Manager

Name and Title:

Tracy Bowers MSW, Social Service Program Manager,

Role: To ensure the RFA Program operates in accordance with agency policies and procedures, as well as CDSS' RFA regulations.

Responsibilities: She has primary oversight of the program's resource family approval assessment process, as well as the psycho-social risk and permanency assessment guidelines. She also has primary oversight of the Quality Parenting Initiative (QPI) and will modify the county plan to incorporate the RFA Program for enhanced recruitment and retention of quality resource families. There will be policy, procedure, and form modifications necessary as the program becomes implemented. She will consult with the Director and Program Staff regarding any suggested modifications and work in collaboration with both individuals for any needed changes to documents.

She is responsible for planning, organizing, and administration of the program to include researching and providing any necessary resources and supportive services the RFA program personnel and/or resource families require such as training, specialized care rates, equipment or services needed for children, and adequate staffing of the unit. She participates in RFA pilot webinars, works with CDSS on technical assistance necessary for development, implementation, and maintenance of the program. She writes the policies and procedures, as well as is responsible for modification of forms. She is tasked with ensuring all regulations and statutes are complied with. She approaches the Board of Supervisors for and approvals needed to operate the program and to provide the board with program updates. The Deputy Director confers with and oversees subordinate staff to ensure policies and procedures are followed. She analyzes effectiveness and outcomes of the program, as well as makes appropriate modifications as necessary for operational integrity. She reviews and authorizes criminal exemptions or denies exemptions if needed. She reviews and participates in the selection, assignment, training, evaluation, and discipline of staff. She confers with other departments needed for the program, including the Probation Department. She has authority to act in the absence of the Director.

RFA Supervisory Staff- Interim

Name and Title: Kuei-Ting Huang

Role: Supervisor of the Resource Homes unit.

Responsibilities- The supervisor is responsible for planning, assigning, and directing the work of the RFA Social Workers. The supervisor has direct oversight of the RFA unit's work, including ensuring Social Workers conduct thorough home assessments and clinically-based psycho-social risk and permanency assessments. The supervisor is responsible to ensure resource families are recruited and retained, as well as of high quality. The supervisor provides RFA Program training to the RFA unit ongoing, as well as consults with other units to ensure they are educated on their roles and responsibilities. The supervisor is responsible to monitor effectiveness and productivity of the RFA Program and to bring any recommended modifications to the attention of management. The supervisor ensures work quality and implements progressive discipline in collaboration with management.

Knowledge, Skills, and Abilities: Nine years of Supervisory experience including Supervise seven Social Worker IIIs with MSW in Resource Homes Unit that included 3 adoption home study workers, 3 licensing workers and 1 licensing investigator. The Supervisor is proficient in monitoring activities of the Licensing unit. She organizes, and directs the activities of the Resource Homes Unit within their assigned geographic area; provides direction to the program and clerical support staff; ensures uniform enforcement of regulations using department procedures and standards; reviews and recommends appropriate administrative actions against violators;

RESOURCE HOMES UNIT SOCIAL WORKERS

Names and Titles: TO BE HIRED In the interim- Licensing staff

Role: The Resource Homes Unit will conduct resource family approval assessments and permanency assessments to determine home approval/denial and whether the resource family homes are suitable for placement of children.

Responsibilities: The RFA Social Workers will follow all CDSS' RFA regulations and statutes, as well as agency policies and procedures to assess resource families and conduct psycho-social risk and permanency assessments. The RFA Social Workers will decide, in collaboration with their supervisor and management, depending on the situation, whether to approve or deny resource family homes. The RFA Social Workers will also decide, in collaboration with their supervisor and management, depending on the situation, whether resource family homes are suitable for placement of children. The RFA Social Workers will conduct investigations on resource families for any allegations or concerns about child abuse, neglect, failure to comply with RFA standards, violation of personal rights, or not revealing new people in the home or having access to the home. The RFA Social Workers will reassess the resource family homes annually. They will testify, if needed, at state hearings held for resource families that want to grieve home denial. They will gather comprehensive information for background exemption requests. They will maintain and update a resource family list for child welfare Social Workers to access for placement options. They will communicate regularly with their supervisor on assessments. They will keep updated on new regulations, statutes, policies, and procedures. They will participate in the QPI program as necessary. They will assist with recruitment and retention of resource family homes.

Knowledge, Skills, and Abilities: Under supervision, incumbents is proficient in the routine technical work associated with the licensing and evaluation of facilities; respond to complaints, appeals, and inquiries; and conduct investigations.

PLAN FOR MAINTAINING PROGRAM STAFF QUALIFICATIONS, SKILLS, AND PROGRAM EXPERTISE

Requirement	How will you accomplish this requirement?
Ensure and Maintain Minimum Staff Qualifications	1. RFA Social Workers will have at least a Masters of Social Work and two years of child welfare work experience.

Develop and Maintain Staff Skills	<ol style="list-style-type: none"> 1. The RFA Social Workers will receive comprehensive training prior to program implementation on the RFA regulations, statutes, and agency policies and procedures. 2. The RFA Social Workers will receive daily training, guidance, and direction from their supervisor and management, if needed. 3. The RFA Social Workers will receive training on any updates to the regulations, statutes, or policies and procedures ongoing.
Develop and Maintain Program Expertise	<ol style="list-style-type: none"> 1. Management, the RFA supervisor, and RFA Social Workers shall keep abreast of any updates to the RFA regulations, statutes, and policies and procedures and be trained ongoing. 2. Technical assistance will be requested from CDSS for guidance and any training materials, as well as updated documents.

NON-COUNTY STAFF/AGENCY PROGRAM INVOLVEMENT

N/A

RESOURCE FAMILY APPROVAL PROCESS

<p>The approval process will be one standardized process. Applicants will be required to attend an informational meeting and subsequently enroll and complete successfully the pre approval component.</p> <p><i>Recruited Family Route</i></p> <p>Informational Meeting - This informal meeting is designed to present information about foster care in Santa Clara County. At this meeting, we discuss the definitions of foster care and adoption and talk about the specific needs of the children in our community. There will be an opportunity for questions and answers, as well. By the end of this meeting, people should have a pretty good idea of whether they want to continue with the process in order to learn more about becoming a foster parent. Prospective foster parents are required to attend one of four Informational meetings held every month.</p> <p>It is important for families who may have any concerns about the application, background or medical clearance process present the issues in advance so that issues can be resolved before investment is made into the process.</p> <p>The Informational Meeting is a prerequisite before attending an Orientation.</p> <p>Pre-Approval Training The Recruiter will work with the RF applicant(s) to:</p> <ol style="list-style-type: none"> a. Refer the RF applicant to enroll in Pre-Approval Training <ol style="list-style-type: none"> i. Pre Approval training will include time for: <ol style="list-style-type: none"> 1. Completing necessary RFA paperwork 2. Distribution of TB Test voucher 3. CPR & First Aid Certification

Orientation is the beginning of the required certification process for training. The Orientation is one hour long and is facilitated by a licensing and an adoption worker. Individuals who complete orientation will receive a certificate of attendance. Orientation is followed by the first session of the training.

Families are required to complete an initial training related to foster parenting and child development. The 27 hour eclectic curriculum, is prepared and facilitated by the Foster Kinship Care Program of West Valley and Evergreen Valley College. The curriculum is inclusive of the Trauma Informed Parenting (TIP) from National Child Trauma stress network.

The training sessions cover the knowledge and skills you will need to become a Resource Family and focuses on five core competencies:

- Protecting and nurturing children;
- Meeting developmental needs and addressing developmental delays;
- Supporting relationships between children and their families;
- Connecting children to safe, nurturing relationships intended to last a lifetime;
- Working as a member of a professional team.

Live Scan Process

After attending a Informational Meeting, individuals are extended the opportunity begin the background clearance. Criminal clearances are required for all members of the household who are 18 years and over. The State of California utilizes the Live Scan process to complete these requirements. Live Scan includes Department of Justice (DOJ, Federal Bureau of Investigations (FBI) and Child Abuse Index clearances through our offices.

Applications received by Recruiters

Our recruiters will gladly answer any questions you may have and help you with your application pack, which includes:

- Resources Home Application
- First Aid & CPR Training - Please ask us for referrals.
- Health Screening and T.B. tests for the primary caregivers.
- Letters of Recommendation - A total of 3 are required and 2 of these must be from friends of 1 year or more.
- DMV Driving Record Printouts - From all applicants.
- Drivers License copies - From all applicants.
- Criminal Record Statement
- Suspected Child Abuse form.
- Requirement to Report Child Abuse form.
- Emergency Care and Disaster Plan
- Floor Plan of your home.
- Social Security card copies - From all applicants.
- Current Auto Insurance verification.
- Budget Information.

Applications are accepted by recruiters who review them for accuracy. The applications are submitted to the placement supervisor for bookkeeping purposes and forwarded to clerical support for input to data base and creation of the file folder and the official assignment letter. Completed file folders are sent to the Resource Home supervisor for final review before assignment to Licensing staff.

Home Environment Check

The home environment check is the first step in the certification process process. The assigned Social Worker will visit and review a list of State required safety items and precautions with you. All requirements do not have to be fulfilled on the first visit, however they must be completed prior to certification of your home.

Medical Clearance

Resource Families must provide a Health Screening Assessment completed by a licensed physician or their designee for each license applicant and each responsible person. It cannot be dated more than 6 months prior to license issuance.

In addition, a Tuberculosis clearance. You must provide written evidence that each license applicant and responsible person is free from communicable tuberculosis.

Permanency Assessment:

This is the final part of the certification process. This assessment will begin no later than 30 days following date the application has been turned in. Your assigned Social Worker will review questionnaires you filled out from the application packet and conduct an interview. The Permanency assessment document will be written by your Social Worker after interviews are complete.

The Permanency Assessment will describe your family dynamics and communication style; openness to change, family stability; family history; exploration of marriage and/or relationship history; lifestyle; expectations of children's needs and development, motivation in undertaking parenting; former parenting experience and understanding of the commitment and meaning of the foster care process.

Permanency Assessment-Psychosocial Evaluation

A Resource Family Permanency Assessment must be completed within 60 days

- I. Interviews
 - a. A minimum of three interviews with each applicant
 - i. If more than one applicant, an individual interview with each applicant and a joint interview with all applicants must occur
 - ii. At minimum, at least one additional interview with all applicants, either separately or jointly A separate face-to-face with all other persons living in the home of the applicant
 - b. Additional interviews as deemed necessary
- II. Psychosocial evaluation to be assessed and approved or denied for the following areas
 - a. Childhood upbringing and experiences
 - b. Adult experiences and personal characteristics
 - c. Past and current alcohol and other substances use and abuse history
 - d. Physical, emotional, sexual abuse and family domestic violence history
 - e. Children living in or out of the home
 - f. Parenting Approaches
 - g. Social support system
 - h. Motivation to become a Resource Family.

Upon successful completion of the approval process, families are invited to a *Welcoming Ceremony* where they are individually handed a certificate of approval from the department administrators.

Emergency Placement:

- a. Emergency Home environment- initial assessment
 - i. ER/DI Social Worker will assess caregivers' suitability and willingness to provide care
 - ii. RFA Social Worker will conduct an in-person safety assessment of the home
 - iii. RFA Social Worker will ensure caregiver understands the Child's Personal Rights
 - iv. RFA Social Worker will distribute the application packet
 - v. RFA Social Worker will present a modified Informational Meeting presentation
 - vi. RFA Social Worker will provide a list of documents and verifications to be collected by the RFA Social Worker within 30 days

b. Emergency Background clearance

Criminal clearances are required for all members of the household who are 18 years and over. The State of California utilizes the Live Scan process to complete these requirements. Live Scan includes Department of Justice (DOJ), Federal Bureau of Investigations (FBI) and Child Abuse Index clearances through our offices.

c. ER/DI Social Worker will submit the information to RAIC clerical staff to obtain temporary approval of the home from DOJ in Sacramento- DOJ can check and see if a person is on the child abuse index (they may or may not be).

i. RAIC Clerical staff will complete form #309 (d) -This is a temporary form to clear the home that same day/night-It is only temporary for up to 30 days (this entire process may take anywhere from 4 to 8 hours depending on the relatives and SW getting clearance).

1. CLETS
2. CACI
3. Families will be required to live scan the same day or next business day.
4. All results will be shared with the ER/DI worker upon receiving results
5. All back ground clearance results will be forwarded to RFA Social Worker

d. ER/DI Social Worker then hands the case off to RFA social worker. The Emergency Placement packet will have to be completed to approve the relative as a placement permanently.

Resource Family Approval Process:

- I. The Resource Family (RF) Social Worker will meet with the potential RF applicant(s) to discuss the RFA process and requirements. If the applicant(s) is ready to move forward, the RF Social Worker will have the applicant(s) sign the RFA application.
- II. Resource Family Social Worker will work with the RF applicant(s) to:
 - b. Refer the RF applicant to enroll in Pre-Approval Training
 - i. Pre Approval training will include time for:
 - ii. Completing necessary RFA paperwork
 - iii. Distribution of TB Test voucher
 - iv. CPR & First Aid Certification
- III. At 30 days, the Licensing Unit will assess the RF application status and compliance record to consider referring the RF applicant home study for completion of a Resource Family Permanency Assessment.
 - a. An informed consent form signed by the RF applicant(s) acknowledging that they understand the nature and purpose of the RF Permanency Assessment and that retains final authority and responsibility for any decisions pertaining to the RFA process and the adoption for the child(ren)

- IV. The home study staff work concurrently for the next 60 days to assist the RFA applicant in successfully completing the Resource Family Comprehensive Assessment. Any time there is a need for further clarification or discussion on the status of the RFA Permanency Assessment,.

Informational Meeting – This modified informal meeting is designed to present information about foster care in Santa Clara County. At this meeting, the definitions of foster care and adoption and the specific needs of the children are discussed. The Informational Meeting is a prerequisite before attending an Orientation.

Pre-Approval Training

Orientation is the beginning of the required certification process for training. The Orientation is one hour long and is facilitated by a licensing and an adoption worker. Individuals who complete orientation will receive a certificate of attendance. Orientation is followed by the first session of the training

Families are required to complete an initial training related to foster parenting and child development. The 27 hour curriculum, is prepared and facilitated by the foster kinship care programs of West Valley and Evergreen Valley College. The curriculum is inclusive of the Trauma Informed Parenting (TIP) from National Child Trauma stress network.

The training sessions cover the knowledge and skills you will need to become a Resource Family and focuses on five core competencies:

- Protecting and nurturing children;
- Meeting developmental needs and addressing developmental delays;
- Supporting relationships between children and their families;
- Connecting children to safe, nurturing relationships intended to last a lifetime;
- Working as a member of a professional team.

Applications received by RFA Social Worker

The ER/DI social worker will transfer the placement activity to a RFA worker. The RFA social worker is responsible for the completion of the application process including but not limited to the following:

- Resources Home Application
- First Aid & CPR Training - Please ask us for referrals.
- Health Screening and T.B. tests for the primary caregivers.
- Letters of Recommendation - A total of 3 are required and 2 of these must be from friends of 1 year or more.
- DMV Driving Record Printouts - From all applicants.
- Drivers License copies - From all applicants.
- Criminal Record Statement

- Suspected Child Abuse form.
- Requirement to Report Child Abuse form.
- Emergency Care and Disaster Plan
- Floor Plan of your home.
- Social Security card copies - From all applicants.
- Current Auto Insurance verification.
- Budget Information.

Applications are accepted by RFA social workers who review them for accuracy. The applications are submitted to the RFA supervisor for bookkeeping purposes and forwarded to clerical support for input to data base and creation of the file folder and the official assignment letter. Completed file folders are sent the RFA social worker.

Home Environment Check

The home environment check is the first step in the licensing process. Your assigned RFA Social Worker will visit and review a list of State required safety items and precautions with you. All requirements do not have to be fulfilled on the first visit, however they must be completed prior to certification of your home.

Resource Families must provide a Health Screening Assessment completed by a licensed physician or their designee for each license applicant and each responsible person. It cannot be dated more than 6 months prior to license issuance.

In addition, a Tuberculosis clearance. You must provide written evidence that each license applicant and responsible person is free from communicable tuberculosis.

Permanency Assessment:

This is the final part of the certification process. This assessment will begin no later than 30 days following date the application has been turned in. Your assigned Social Worker will review questionnaires you filled out from the application packet and conduct an interview. The Permanency assessment document will be written by your Social Worker after interviews are complete.

The Permanency Assessment will describe your family dynamics and communication style; openness to change, family stability; family history; exploration of marriage and/or relationship history; lifestyle; expectations of children's needs and development, motivation in undertaking parenting; former parenting experience and understanding of the commitment and meaning of the foster care process.

Permanency Assessment-Psychosocial Evaluation

A Resource Family Permanency Assessment must be completed within 60 days

I. Interviews

- a. A minimum of three interviews with each applicant
 - i. If more than one applicant, an individual interview with each applicant and a

- joint interview with all applicants must occur
- ii. At minimum, at least one additional interview with all applicants, either separately or jointly A separate face-to-face with all other persons living in the home of the applicant

b. Additional interviews as deemed necessary

II. Psychosocial evaluation to be assessed and approved or denied for the following areas

- a. Childhood upbringing and experiences
- b. Adult experiences and personal characteristics
- c. Past and current alcohol and other substances use and abuse history
- d. Physical, emotional, sexual abuse and family domestic violence history
- e. Children living in or out of the home
- f. Parenting Approaches
- g. Social support system
- h. Motivation to become a Resource Family.

Team Decision Making Meeting

After the Initial Placement the Resource Family Social Worker may request a team decision making Meeting if more than one families volunteers to provide placement that is in the child's best interests.

Prospective TDM participants to be considered are:

- i. Parent(s)/Guardian(s)
- ii. Foster Parent/Caregiver
- iii. Resource Family Social Worker
- iv. Probation Officer
- v. Placement Social Worker
- vi. Adoptions Social Worker, as the assigned Secondary Social Worker
- vii. Placement Social Worker's Supervisor
- viii. Foster Parents/Resource Families (past, present, and future)
- ix. Employment Resource Specialist
- x. Court Appointed Special Advocate
- xi. School Foster Care Liaison
- xii. Child(if age appropriate)
- xiii. Family's support network
- xiv. Community Partners

PROPOSED RESOURCE FAMILY ASSESSMENT TOOLS

Assessment Tools	
Tool	Description
RFA Application Self-Assessment Checklist	applicant tool for applicant self-assessment of home environment prior to visit by RFA social worker
RFA 20 Resource Family	tool for applicant acknowledgement of Written Directives and

Assessment Tools	
Applicant Declaration and Agreement	DFCS policies and procedures, such as Personal Rights of Foster Youth, Discipline Agreement, Reporting Unusual Incidents/Injuries, etc.
CA Partnership Plan	The Partnership Plan is an action tool designed by QPI to establish a strong team relationship between resource/foster/kinship caregivers and child welfare staff in order to help children in foster care thrive
RFA Permanency Assessment Questionnaire	an applicant self-disclosure background tool which aides the RFA social worker in developing a psycho-social assessment
RFA Permanency Assessment Template	a structured outline for developing the permanency assessment (psycho-social assessment). This tool incorporates the required risk assessment requirements and is used in lieu of the RFA-04 Resource Family Risk Assessment document.

COMMUNICATION PLAN PROGRAM STAFF AND RESOURCE FAMILIES

1. Define the goals:	WHAT	TIMEFRAME
	<ul style="list-style-type: none"> Educating staff, county agencies, service providers and prospective Resource Families about RFA, including its history (started by distributing a memo to all staff) Explaining the impact of RFA to staff, care providers and agencies Building a better understanding of RFA goals Promoting partnership and cooperation with other agencies 	
2. Define key messages and sub-messages	<ul style="list-style-type: none"> Does Santa Clara want to customize the key messages? Or fine with the messages and sub-messages that the communication group has developed 	
3. Determine the audiences	specifically define county partners, training partners, court personnel etc that outreach and education needs to happen	
4. Determine the outreach	<ul style="list-style-type: none"> Coordinating meetings to 	

strategies	<p>discuss ongoing efforts</p> <ul style="list-style-type: none"> • Sharing resources about how partners are working together • Developing specialized training 	
5. Communication Materials	Define the what, when, how often, what medium	

TRAINING PLAN FOR PROGRAM STAFF AND RESOURCE FAMILIES

All RFA Social Workers and child welfare Social Workers will be trained on the new RFA Program, regulations, statutes, and policies and procedures prior to implementation.
 The Resource Family Approval Program overview and training will be required for all staff.
 Prospective families will receive an overview at Informational Meetings and Orientation.
 Prospective families will be required to complete CPR/First Aid certification.

TRIBAL PLAN

We will continue current practices regarding partnerships with tribes whenever applicable.

MONITORING OF RESOURCE FAMILIES

Process	Responsible Staff	Procedures
Periodic Evaluations and Onsite Visits	RFA SWs	RFA homes will be reassessed on an annual basis using the Resource Family Annual Update (RFA-04) and all internal forms will be updated to reflect the RFA requirements and language. The update shall include an annual in-home visit, verification of background clearance for all adults in the home, interview of all individuals in the home or documentation of why an interviewee was not available, and a determination as to whether RFA training is current and up-to-date. A copy of the update will be provided to the Resource Family.
Corrective Action Plans	RFA SWs	When deficiencies are noted, Resource Families will be assisted in developing and submitting a written Corrective Action Plan. The Corrective Action Plan will describe how the deficiency will be corrected, and the timeline as to when the correction will be made. This plan will be developed in partnership between the RFA SSW and the Resource Family. The assigned RFA SSW will be responsible for monitoring the plan and ensuring the corrections are made timely.

INVESTIGATION OF COMPLAINTS AND INCIDENTS INVOLVING RESOURCE FAMILIES

Process	Responsible Staff	Procedures
Investigating Complaints and Serious Complaints ER/DI staff will investigate Child Abuse and Neglect Concerns RFA will investigate RFA issues	RFA SWs & ER/DI Social Workers	Upon receipt of a complaint against an RFA, information will be gathered including the date the event occurred, the alleged victim, and the alleged perpetrator. This information will be forwarded to the Resource Family Social Worker

Process	Responsible Staff	Procedures
		Supervisor who will log the complaint in the tracking log and assign a Resource Family Social Worker to investigate. Whenever possible, the Social Worker assigned to the investigation will not be the same Resource Family Social Worker who initially approved the home. Notices of the result of the complaint investigation will be sent to the Resource Family and filed in their case folder.
Investigating Incidents	RFA SWs	Resource Family will be responsible for reporting incidents CWS consistent with reporting requirements specified in California Code of Regulations, Title 22, Division 6, Chapter 9.5, Foster Family Homes, Section 89361. All Incidents will be documented and investigated if appropriate.

DUE PROCESS FOR DENIAL OR RESCISSION OF APPROVALS AND OTHER ADVERSE ACTIONS

Process	Responsible Staff	Procedures
Process for Resource Family Denials	RFA SWs	All RFA denials will be submitted for reviewed and for a final decision CDSS. The County will inform the prospective applicant in writing and provide appeal rights information.
Process to Rescind Approval	State Hearing Division 744 P Street, M.S. 9-17-81 Sacramento, CA 95814 FAX: 916-651-5210	To Be Determined
Negative action taken on an RFA application and client wishes to pursue due process	State Hearing Division 744 P Street, M.S. 9-17-81 Sacramento, CA 95814 FAX: 916-651-5210	Upon initial inquiry regarding RFA, potential providers will be provided information regarding requesting a hearing. If an application is denied, this information will be provided again by the RFA social worker.

Termination Plan

Requirement	How will you accomplish this requirement?
Minimize disruption to families	If the county decides to withdraw from early participation, it will continue to monitor and oversee approved resource families in accordance with statute and the Written Directives. The county will ensure that any resumption of licensed foster care, relative/NREFM placements or adoptions will not affect approved resource families. The county understands that if it chooses to withdraw from early

	participation, it will be required to re-implement RFA when it becomes a statewide program.
Maximize child safety	The child's safety will continue to be the primary consideration in all placement, approval or licensing actions.
Ensure that Resource Families will operate in accordance with Welfare and Institutions Code sections 309, 362.7, and 16519.5, or Health and Safety Code section 1502, et seq., as applicable.	The county will continue to ensure that all approved resource families operate in accordance with statute and the Written Directives, regardless of whether it decides to withdraw from early implementation.
Ensure that eligibility for foster care payments will not be interrupted	The county will ensure that in no case shall there be a disruption of foster care payments to approved resource families. Any resumption in licensed foster care will in no way affect approved resource families.

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