

## DATA ENTRY INSTRUCTIONS FOR RESOURCE FAMILY APPLICATIONS AND PLACEMENTS

The following instructions have been developed to instruct counties on how to enter data into the Child Welfare Services (CWS)/Case Management System (CMS) regarding Resource Family Approval (RFA) applicants, placements prior to approval (emergency/compelling reason placements) and placements with an approved Resource Family.

**RFA APPLICANT INFORMATION** should be entered at the beginning of the process on **all** applicants, including all relatives, even if there are multiple relative applicants for the same child. Data is being collected on all applicants not just approved families. There are two RFA facility types: Resource Family Home (RFH) and Foster Fam Agency Cert Resource Fam Home (FFACRFH).

There is a specified naming convention for Resource Family (RF) identification numbers, see page 6.

These instructions address items specific to RFA and do not include the normal steps for creating a Placement Home or a County License Case (CLC). All of those required steps and data fields are still necessary. If you need instructions on creating a CLC please contact your county CWS Single Point of Contact (SPOC).

The intent of these instructions is to track all applications and capture some important data elements of the RFA process in CWS/CMS. The system is unable to capture all aspects of RFA and some process documentation will need to remain out of the system.

Although RFA is not a licensing process and families are approved rather than licensed, the CLC is being utilized to document approval of families in CWS/CMS until an appropriate alternative is designed in the new system that is under development.

**QUESTIONS** regarding CWS/CMS data entry should be directed to your county CWS SPOC or your county System Support Consultant (SCC). To identify who the county CWS SPOC is go here [SPOC info](#). If the county CWS SPOC or SCC needs further assistance email [ccoversight@dss.ca.gov](mailto:ccoversight@dss.ca.gov)

Information regarding adoption in a RFH will be released at a later date as well as any additional changes or updates that may be necessary.

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## Placement Home/Substitute Care Provider Page

- When an application is received, enter all necessary information to create a Placement Home in Resource Management, even if there is no current placement. Select Facility Type of "Resource Family Home" for all applicants, including relatives. Additional information regarding entry for relatives and other **Emergency/Compelling Reason Placements** is on page 8. Enter all information you have available in the Substitute Care Provider tab.
  - Note: All applications are entered for applications received by the county. For RFs approved by a Foster Family Agency, only approved RFs are entered into CWS/CMS.

The screenshot shows the 'Substitute Care Providers' section of the Resource Management software. It includes a table of providers, a detailed form for 'A, Candy', and sections for 'SCP Associations to This Home' and 'Attorneys Associated to This SCP'. The form fields are populated with the following information:

ID	Name	Assoc Start Date	Assoc End Date
1	A, Candy	12/19/2016	

**Personal Information:**  
 Name: Candy A  
 Gender: Male  
 Birth Date: 09/01/1998  
 E-mail Address: name@email.com  
 Marital Status: Divorced  
 Phone Numbers: (916)987-6543 (Home)

**Origin and Ethnicity:**  
 Hispanic or Latino Origin: No  
 Race/Ethnicity: Chinese\*

**SCP Associations to This Home:**  
 Primary Provider: Yes  
 Start Date: 12/19/2016  
 Licensee: Unknown  
 Resident: Unknown

- If the county is processing an application for a RFH in a different county, the user can select the county in which the home is located. This is specific to the RFH facility type.
  - Note: If the RFH is located in another county, the correct county of location must be used to retrieve the home when using the search function.

- If you have a Resource Family approved by a Foster Family Agency (FFA), the data entry process for those RFs remains the same as previously certified foster homes except you select the Facility Type “Foster Fam Agency Cert Resource Fam Home” (FFACRFH). The **Operated By** field will become mandatory. The binoculars can be used to search for the associated FFA. The blue read only fields for which there is corresponding data will auto-populate when the FFA is selected. Enter all the available information in the Substitute Care Provider tab displayed in the previous step.

Resource Management - [Placement Home [Apple FFACRFH home]]

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: Apple FFACRFH home

Primary Substitute Care Provider: [Empty]

Type: Foster Fam Agency Cert Resource Fam Home

Operated By: [Empty]

Foster/Resource Family Home Type: [Empty]

License Number: [Empty]

**Age Range**

From	To	#Placements	Beds Avail.	Adj. Cap.
0	18	0	0	0

Primary Phone: [Empty] Ext: [Empty] Fax: [Empty]

**Backup Contact**

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

**Address**

Street No.: 123 Street Name: alphabet lane City: Sacramento

State: California ZIP: 55555 ZIP Ext: [Empty] Geographic Region: [Empty] County of Location: Sacramento

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

Comment: [Empty]

Placement Home End Date

End Date: [Empty]

Reason Type: [Empty]

Comments: [Empty]

Transitional Housing Placement Program Facility:

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

SCP Moved to New Address

At Capacity

Adoption Only

Ready Placement Home [Apple FFACRFH home]

## Placement Home/Special Projects Page

- The Special Project Codes (SPCs) “S-RFH-NREFM” and S-FFACRFH-NREFM” have been created to help identify NREFM homes for county reporting purposes. This is an optional SPC. As it is possible for a RF to be a NREFM to one child but not to another, counties have discretion in developing their policies on the use of this SPC.

Name: S-RFH-NREFM

Start Date: 11/19/2016 End Date: [Empty]

County: Statewide

Description: Identify when children in a Resource Family Home RFH are placed with a caregiver who is a Non-Related Extended Family Member.

## Placement Home /Background Check Page & Other Adults Page

5. Add background check information.
6. Exemptions: Background Check tab, under **Background Check Type** add row for “Exemption Granted” or “Exemption Denied” from dropdown and enter date.
7. Other Adults: Use the Other Adults page to add information about the other adults who live in the home or would have regular presence in the home, but are not living in the home.

Resource Management - [Placement Home []]

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

**Background Information**

	Name	Individual Type
1	Candy A	Substitute Care Provider

Individual Passed All Background Checks  
 Yes  No  Unknown

**Background Checks**

+ Background Check Type	Date
1 Exemption Granted	11/28/2016
2 FBI Received	11/28/2016
3 DOJ CACI Received	11/21/2016

Background Check Type: Exemption Granted Date: 11/28/2016

**Out of State Child Abuse Registry**  
 Resided outside California in the last 5 years?  
 No

+ State	Registry	Status Date	Status

State: \_\_\_\_\_ Maintains Registry?: \_\_\_\_\_ Date Requested: \_\_\_\_\_  
 Date Received: \_\_\_\_\_ Status: \_\_\_\_\_ Status Date: \_\_\_\_\_

Ready [Placement Home []]

## County License Case Notebook/ID Page

A County License Case (CLC) will need to be created for all applicants. The following steps are for applicants who do not have an Emergency/Compelling Reason Placement. See page 8 for Emergency/Compelling Reason Placements. Although the CLC is being utilized for documentation of the RFA process, RF are approved not licensed.

1. Enter date in **Application Received** field to identify when the application was received. Under **Application Status** add row for "Pending." Under **License Status** add row for "RFA pending."
2. Enter the applicant/RF identification (ID) number in the **Number** field on the ID page of the CLC. The applicant/RF ID number **must begin with the county numeric code**. The field allows for nine (9) alpha/numeric characters; the county may determine the rest of the numbering convention.
  - Note: Existing RFHs may keep their current ID numbers, but all new ID numbers need the specified numbering convention to prevent duplicate ID numbers among counties.
3. (a) Once the applicant is fully assessed and approved, update the CLC by adding a row for "Application Approved" under **Application Status** and under **License Status** add a new row for "RFA Approved" and enter the date. The annual visit due date will auto fill.

**Resource Management - [County License Case [Test Home for RFH, 39-781236]]**

File Edit Action Associated Window Help

ID Characteristics Visits Issues

**Identification**  
County of Assigned Staff Person - San Diego

Number: 39-781236 Placement Facility Name: Test Home for RFH

Application Status			License Status		
Application Status	Start date	End Date	License Status	Start Date	End Date
1 Application Approved	10/15/2016	10/15/2016	1 RFA Approved	10/15/2016	10/15/2016
2 Pending	10/01/2016	10/15/2016	2 RFA Pending	10/01/2016	10/15/2016

Current Application Status: Application Approved  
Start Date: 10/15/2016 End Date: [ ] Closed

Current License Status: RFA Approved  
Start Date: 10/15/2016 End Date: [ ] Closed

Application Received: 10/01/2016 License Issued: 10/15/2016 Expiration Date: [ ] Assigned Staff Person: S. Christa

Annual Visit Due: 10/15/2017 Annual Visit Completed: [ ] Training Review Date: [ ] Next Training Planned: [ ]

Training Completed: [ ] Priority Information: [ ]

Ready County License Case [Test Home for RFH, 39-781236]

1:13 PM 11/3/2016

(b) If application is withdrawn, under **License Status** add a new row for “RFA Withdrawal.” **Application Status** does not need to be updated.

- In the **Priority Information** briefly state the reason (e.g. other relative selected).

(c) If application is denied, under **License Status** add a new row for “RFA Denied.” **Application Status** does not need to be updated. This is also used for homes that have an approval rescinded. Denied should only be used for homes in which a written report documenting the denial occurs which affords the family due process rights.

- In the **Priority Information** text box write “denied” or “rescinded” and briefly state the reason (i.e. home environment; non-exemptible crime, etc.).

4. The values of “RFA Approved” and “RFA Probationary” are the only values that allow for placements to be made in the home. The “RFA Probationary” value is **only** to be used for emergency/compelling reason placements.
5. The values of RFA Denied, RFA Discontinued and RFA Withdrawal all close the CLC and will result in the “Closed” checkbox being checked.
  - “RFA Denied” – should only be used for a denial in which a written report is completed that affords the family due process rights. This can be when an applicant is denied due to not meeting a specific standard or when an approved RF has the approval rescinded. In the **Priority Information** box note whether denied or rescinded.
  - “RFA Withdrawal” - should be used when an applicant decides to no longer continue the approval process. This may also include when the applicant is unresponsive to requests to provide information that doesn’t rise to the level of a denial. This will close out the CLC.
  - “RFA Discontinued” - should be used when an approved RF determines they no longer want to maintain their approval.
  - “RFA Suspended” - this status does not close the home. This 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 any requirements, including the annual update. If an annual update is due, it still must be completed in the time frame.
    - Note: this is not the same as an inactive status which is in the process of being developed through new legislation.

## Emergency/Compelling Reason Placements

In these placements, a child is placed with a caregiver prior to obtaining full approval. Refer to the Written Directives to see the requirements that must be met prior to placement. Placement Homes and CLCs are created; although the applicant is not fully approved, the License Status of "RFA Pending" cannot be used. It will not allow for a placement to be made in the home. For an Emergency/Compelling Reason Placement, in the CLC:

1. Under **Application Status** add row for "Application Approved" and date, even if the application has not been received. Under **License Status** add row for "RFA Probationary." The "Application Approved" must be selected in order to add the license status row.
  - Note: Per the Written Directives, you have five (5) days from the date of placement to receive the application from the caregiver. The system will not currently allow an **Application Received** date to be after the **Application Status** date. The 90-day timeline for approval starts from the date of placement. Placement cannot be entered without first documenting an approved application. Approved application does not mean that applicant has been approved. If the applicant does not become approved, that will be documented via the **License Status** field.

Resource Management - [County License Case [Test Home for RFH, 39-781239]]

File Edit Action Associated Window Help

JD Characteristics Visits Issues

**Identification**  
County of Assigned Staff Person - San Diego

Number: 39-781239 Placement Facility Name: Test Home for RFH

Application Status			License Status		
Application Status	Start date	End Date	License Status	Start Date	End Date
1 Application Approved	11/01/2016		1 RFA Approved	11/01/2016	
2 Application Approved	09/01/2016	11/01/2016	2 RFA Probationary	09/01/2016	11/01/2016

Current Application Status: Application Approved  
Start Date: 11/01/2016 End Date: [ ] Closed

Current License Status: RFA Approved  
Start Date: 11/01/2016 End Date: [ ] Closed

Application Received: 09/01/2016 License Issued: 11/01/2016 Expiration Date: [ ] Assigned Staff Person: S. Christa

Annual Visit Due: 11/01/2017 Annual Visit Completed: [ ] Training Review Date: [ ] Next Training Planned: [ ]

Training Completed: [ ] Priority Information: [ ]

Ready County License Case [Test Home for RFH, 39-781239]

11:19 AM 11/16/2016



2. If the applicant for an Emergency/Compelling Reason Placement withdraws, prior to approval, **ONLY** update the **License Status** field by adding a row for “RFA Withdrawal” and date. Similarly, if the applicant is denied, add a row for “RFA Denial.” In the Priority Information text box state provide a short explanation e.g. “child returned home.”
  - Note: adding an additional row in the **Application Status** to note a withdrawal or denial sometimes results in system error messages. It appears this problem is unique to the placement prior to approval scenarios.
  
3. Once the applicant is fully assessed and approved, under **Application Status** add a second row for “Application Approved” and date AND under **License Status** add a new row to change license status to “RFA Approved” and date. The system requires another application approved row in order to change the status from “RFA Probationary” to “RFA Approved.”
  - **If the assessment/approval exceeds the 90-day time frame** under the **Priority Information** text box briefly document the reason it was not completed on time (e.g. relative cancelled three meetings).
  - The annual visit date will auto-fill based on full approval date.

**Regarding the identification of relative homes:** CDSS and the California Child Welfare Indicators Project (UC Berkeley dynamic website) will identify relative Resource Family placements by using the “Care Provider Relationship to Child” field along with the RFA facility type.

- Note: This does not capture NREFM placements. See page 4 regarding the optional way to identify NREFM placements.
- Changes are being proposed to CWS/CMS to be able to add NREFM to the Substitute Care Provider drop down list.

## Annual Update

1. Once an annual update is completed, in the CLC enter date in **Annual Visit Completed** box. The annual update process should be completed no later than 30 days of the due date. Once completed, enter the date (this will auto fill the next annual due date). Under **License Status**:
  - If no changes in the RFH status – no further actions are needed.
  - If family decides they do not want to continue to be a RF - add row for “RFA Discontinued” and date.
  - If approval is being rescinded - add row for “RFA Denied” and date. In **Priority Information** box write “rescinded” and provide a brief explanation
- **Note:** When the **Annual Visit Completed** date is entered the next **Annual Visit Due** date auto fills based on the date of completion, not original approval.
2. Visits related to the annual update can be added to the Visits tab.

Resource Management - [County License Case [Test Home for RFH, 39-781239]]

File Edit Action Associated Window Help

ID Characteristics Visits Issues

**Identification**  
County of Assigned Staff Person - San Diego

Number: 39-781239  
Placement Facility Name: Test Home for RFH

Application Status			License Status				
+	Application Status	Start date	End Date	+	License Status	Start Date	End Date
1	Application Approved	11/25/2015		1	RFA Approved	11/25/2015	

Current Application Status: Application Approved  
Current License Status: RFA Approved

Start Date: 11/25/2015  
End Date: [ ]  
 Closed

Application Received: 10/25/2015  
License Issued: 11/25/2015  
Expiration Date: [ ]  
Assigned Staff Person: S. Christa

Annual Visit Due: 11/03/2017  
Annual Visit Completed: 11/03/2016  
Training Review Date: / /  
Next Training Planned: [ ]

Training Completed: [ ]  
Priority Information: [ ]

Ready County License Case [Test Home for RFH, 39-781239] 1:45 PM 11/3/2015

County License Case notebook/Issues page  
 Complaints/State Hearings

1. To record a complaint – under **Category** click “Complaint,” enter **Date**, **Issue Type** and **Complaint Finding**.
2. To record a due process State Hearing or Office of Administrative Hearing– under **Category** – click “Incident”; enter **Date** of the hearing; for **Issue Type** select “Other.”
3. In the **Issue Notes** box – write “State Hearing” or “Office of Administrative Hearing.” Identify if the hearing is due to a complaint against the family/applicant or due to the denial of an applicant by writing “complaint” or “denial.” Also include the outcome – “affirm” or “reverse” and date.

**Licensing Issues**

ID	Date	Category	Issue Type
1	04/15/2015	Incident	19 - Other
2	04/13/2015	Complaint	05 - Fire Clearance
3	04/06/2015	Deficiency	11 - Food Service

**Category**  
 Complaint  Deficiency  Incident

**Date**  **Issue Type**  **Complaint Finding**  **Deficiency Corrected**

**Issue Notes**  
 fair hearing denial affirm 5/1/15

## Placement Process Move

The Placement Process Move can only be completed by the county assigned to the CLC. The move only works for CLCs which have a status that does not close the CLC.

1. To create a new address for a RFH. This function works for a RFH the same as it does for a FFH. Be sure to choose the correct **Resulting Home Type**. The Resource Family ID number can remain the same when making an address change. The **License Status** for the original home will be set to "RFA Discontinued."
  - Note: For early implementing counties using this process, ensure that the Resource Family ID number meets the new numbering convention that includes the county code.

2. To transfer an existing licensed FFH to a RFH. This cannot be completed on the facility type Relative/NRFEM at this time. The change to a RFH can only be done once all requirements have been met to convert the licensed foster parent to a Resource Family per the Written Directives (an ACL will be released in January 2017). The process is completed the same way as an address change except in **Resulting Home Type** choose "Resource Family Home". When converting to a RFH, note the following information:

- Address, and application received date must be re-entered.
- You must use the new RFA ID numbering convention for the "license number" field.
  - Note: History of the family home is maintained in the system and can be found when searching the Substitute Care Providers (SCPs) under the SCP's Facility History.
- All SCPs and other adults will be transferred to the new home.
- All children placed in the current home will be moved to the new home. This will not count as a placement move.
- Holds on the home will be transferred. If there is a hold on a home that you want to use as a RFH be sure to remove the hold before it is converted.
- The license status for the old FFH will be automatically set to "Licensee Initiated Closure" and dated as of the transfer date.
- This will automatically check the box **SCP moved to new address** on the Placement Home ID page even though the address remains the same. There is no way to uncheck this box.

**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.

Status Start Date: 04/28/2016  
Application Received Date: [ ]  
Application Status: Application Approved  
License Number: [ ]  
Primary Phone: ( ) - [ ]  
Ext: [ ]

**Resulting Home Type**  
 Foster Family Home  Resource Family Home

License Status: [ ]

**Address**  
Street No.: [ ] Street Name: [ ]  
City: [ ] County of Location: Alameda State: CA ZIP: [ ] ZIP Ext: [ ]  
Comments: [ ]

Buttons: OK, Cancel, Help

## Additional Information

### RESOURCE FAMILY HOME (RFH) FACILITY TYPE

The facility type is modeled after Foster Family Home Facility Type. There are some different features with the RFH Facility Type. The main features are:

- Users can create a RFH in a county of location other than the user's county.
- Counties have the capability to assign the County License Case (CLC) for a RFH to a staff person with CLC privileges in another county.
  - ❖ The County Administrator can add, modify or delete County License Cases of the assigned Staff Person.
  - ❖ To assign a staff person outside of your county, the Binocular Search icon above Assigned Staff Person can be used.
  - ❖ There are seven RFA specific values (detailed in the instructions).
- Capability to edit a RFH is restricted to users with the Resource Mgmt Placement Facility Maint privilege.
  - ❖ Must also meet one of the following:
    - ✓ A staff person in the county that created the home.
    - ✓ In the county that has an active assignment to a child currently placed in the home.
    - ✓ Or they must be in the same county as the CLC worker.
- Users with the CLC privilege can enter and end a hold on a RFH; but not an existing FFH.
- Users with the ability to edit the RFH can add a statewide SPC and a SPC for their county to the home.
- New search pages are added to the search notebook for each new facility type and a page for a combined RFH/FFACRFH search.
- For the new home types, counties can merge placement homes that have the same **County of Location** regardless of facility type.
- New search dialogue added to Client Services; mirrors the FFH search dialogue
  - ❖ Available license status values will be the RFA specific values
  - ❖ County field is editable
  - ❖ Search results mirror FFH search results

### FOSTER FAM AGENCY CERT RESOURCE FAM HOME (FFACRFH) FACILITY TYPE

- Modeled after Foster Family Agency Certified Home (FFACH) Facility Type
- Will be a county created home
- Must be associated to a FFA
- Holds can be used on FFACRFH Facility Types
- Homes may be merged if you have update capabilities for the home; however, the two homes must be in the same County of Location
- New search dialogue added to client services; mirrors the FFACH search dialogue
  - ❖ County field is editable
  - ❖ Search results mirrors the FFACH search results

## **PLACEMENT HOME BATCH MERGE**

The Quarterly, Semi-Annual, and Exception Batch Merge reports are updated to include the new facility types.

The Placement Home Quarterly report will be distributed to all counties with active placements in the placement home, the county with the CLC assignment and the county/ies that created the duplicate placement homes.

The Placement Home Semi-Annual report and Exception Report will be distributed to the county with the CLC assignment; if no county has a CLC assignment then the home will be populated in the report for the county that created the most recent duplicate placement home in a group.

## **FORMS**

The mappings for the following forms will be updated to take the new RFA facility types in to account:

- JV100 – Juvenile Dependency Petition
- JV101A – Juvenile Dependency Petition – Additional Children Attachment
- JV 110 – Juvenile Dependency Petition Version 2
- JV 220 – Application Regarding Psychotropic Medication
- SOC 158A – Foster Child’s Data Record and AFDC-FC Certification

The mappings for the following forms will be updated to take the new facility type of FFACRFH into account:

- LA4892 – DCFS 48998-2 Placement Termination of Foster Child
- SOC 154A – Agency-Group Home Agreement

The mapping for the SOC 154A – Placement Agency – Foster Family Agency Agreement will be updated to include FFACRFH.

The mapping for the JV220 – Application Regarding Psychotropic Medication will be updated to include RFH and FFACRFH.

## **PROGRAM MANAGEMENT REPORTS**

Various Program Management (PM) Reports will be updated to include the new placement facility types. For county level PM Reports, RFHs will print for the County who owns the CLC, or the county who created the home if no CLC exists.

The following PM Reports currently report on FFHs and will be updated to repeat for RFHs:

- List of Children in Closing Foster Homes
- List of Licensing Cases
- Listing of Licensing Cases on Hold
- Licensing Management Report
- Licensed Registry by Type
- Licensing Statistics Report
- Summary of Registry for Age and Gender of Licensed Capacity
- Summary of Registry for Ethnicity by Placement Home Ethnicity
- Summary of Registry for Language by Placement Home Language

The following PM Reports will be updated to include the new facility types:

- Characteristics of Children by Type of Placement Facility
- Out of Home Placements by Type of Facility
- Type of Placement Facility and Length of Time in Current Placement Facility
- The mapping document for PM Report 'Type of Placement Facility by Average AFDC-FC Basic Facility Rates and Additional Rates' will be updated to take the new facility types in to account. The template did not require changing.

### **FUTHER CHANGES TO CWS/CMS**

The Department is currently working to make additional changes to CWS/CMS to further support RFA. Planning is still in the early stages; therefore, none of the proposed changes have been finalized. The proposed changes include functions such as: adding NREFM to the Substitute Care Provider drop down list, ability to change relative/NREFM facility types to RFH and adding RFA forms into the system. Most of the proposed changes will help to improve the functioning of existing processes.