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**LIVE VIRTUAL TRAINING ON:
CFS LICENSING 101**

1. Overview of the CFS Licensing Unit
2. Licensing Roles and Responsibilities
3. Level of Care decisions specific to children in foster care, and
4. Overview of the ND Recruitment and Retention State Plan.

Social Work CEU's & Foster Parent Training Hours offered for those in attendance of the live training with cameras on.

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Licensing & Level of Care Administration

*Back Row (L to R): Amber New, Rachel Suda, Bob Schuch, Torina Wheeler Kuba, Jennifer Thompson, Monica Miller
Middle Row (L to R): Becka Koll, Samantha Everson, Shantel Frosch, Megan Colborn, Barb Reed, Jennifer Pappas
Front Row (L to R): Jenny Smyth, Brittany Fode, Michelle Jacob, Kathy Moland, Natalie Strub, Kelley Bliss*

Individual portraits: Renee Grussing, Brooke Kostak, Sadie Olson, Dana Lindemann

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CFS Licensing Unit Implementation

Legislative Intent

- Social Service Redesign
- Senate Bill 2086 in 2021 - transition employment from Zone to NDDHS
 - ✓ 16 employees
- CFS Licensing will be absorbed as a function of Children and Family Services.

Overview of the Unit

The goals of licensing redesign are to:

1. Implement standardized training, policy, and procedures,
2. Offer statewide consistency to individuals and families wanting to provide the service,
3. Minimize duplication of paperwork, and
4. Strengthen the licensing process by defining efficiencies and reducing timeframes.

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POLL QUESTION #2

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CFS Licensing Unit Will Manage

1. Licensing decision/determination for applicants seeking to **provide foster care for children** across the state.
2. Licensing decision/determination for applicants presented by an **authorized agent** (Tribal Nation, Nexus PATH, Youthworks, URM, etc.) approved by the department to complete home studies and assessment of foster care providers.
3. Licensing of **Qualified Residential Treatment Programs, Licensed child Placing Agencies, Maternity homes, and certified shelter care programs.**
4. **Level of Care** decisions specific to children in foster care QRTP and TFC.
5. Oversight of the **ND Recruitment and Retention** State Plan.

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CFS Licensing Unit

ND Licensed Family Foster Homes

Qt End	Qt End	Qt End	Qt End	Qt End	Qt End	Qt End	Qt End	Qt End	Qt End	Qt End
9/30/19	12/31/19	3/31/20	6/30/20	9/30/20	12/31/20	3/31/21	6/30/21	9/30/21	12/31/21	3/31/22
1021	1008	1012	992	1015	998	998	1036	1037	1035	1036

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CFS Licensing Unit

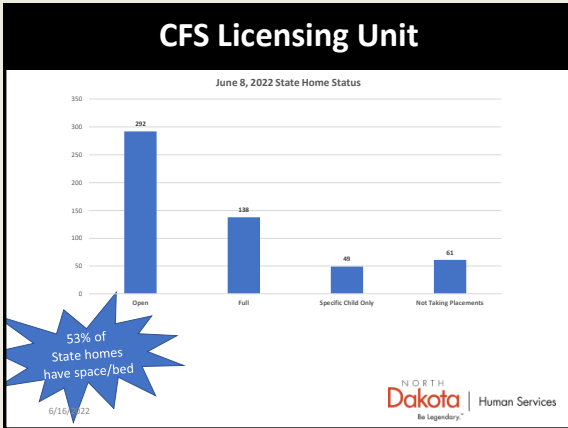
Family Foster Home - Provider Types

Qt	Tribal	State	PATH PR	PATH TH
Qt 5	117	597	21	277
Qt 6	116	589	19	272
Qt 7	117	586	23	271
Qt 8	126	613	22	274
Q1	125	629	22	260
Q2	128	635	21	248
Q3	135	622	25	253

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CFS Unit Contact Information

Mail and Information Exchange

1. Paperless
2. Scan to general email inbox
3. Mail checks or hard copy documents (if required) to Children and Family Services

Email Inbox: cfslicensing@nd.gov

Phone: 701-328-2322 (CFCA – Creating Foster Care Awareness)
1-888-334-1330

Mail to: Children and Family Services
CFS Licensing Unit
600 E. Boulevard Ave #325
Bismarck ND 58505-0250

Recruitment and Retention Inquires
1-833-FST-HOME

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RECRUITMENT AND RETENTION CONTRACT

FOSTER OR ADOPT

BE THE DIFFERENCE IN A CHILD'S LIFE
CALL 1.833.378.4663
To find out how you can foster or adopt.

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Recruitment & Retention

Specialists Tasks Include:

- ❖ Manage Inquires
- ❖ Manage the R&R budget
- ❖ Track Data
- ❖ Co-facilitate Coalitions

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Foster Parent Inquires

- ❖ Contract with Children and Family Services Training Center (CFSTC)
Thank you, Carissa Cox for leading this effort
- ❖ Phone: 1-833-FST-HOME (1-833-378-4663)
- ❖ Online Link:
<https://www.nd.gov/dhs/services/childfamily/fostercare/care-in-nd.html>

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R&R Coalitions

Coalitions:

- ❖ 4 statewide coalitions
- ❖ Partners and Participants
- ❖ Duties and Tasks
- ❖ How to become involved? ☺

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Recruitment & Retention Plan

Outcomes

1. ND foster children placed out of home, remain in their home community unless placed with family or identified relatives out of the community.
2. Sibling groups are placed together.
3. Providers are available to care for foster children with specialized medical and high behavioral needs.
4. Providers are available to meet the needs of diversity, representing racial, cultural, and ethnic characteristics of the state's foster care population.
5. Providers will not terminate their foster care license due to lack of support, insufficient training or resources to meet the foster child's needs.



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POLL QUESTION #3



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UNIT ROLES & RESPONSIBILITIES



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Licensing Unit Administrator



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OVERVIEW

SUPERVISE OPERATIONS OF THE LICENSING UNIT

- Provide Change Management Techniques To Overall Unit Operations
- Provide Direct Supervision, Training And Oversight To The Licensing & Level Of Care Administrator and Supervisors
- Manage law, rule and policy changes.
- Request Technology / Office Equipment Needs For Staff.
- Request Security Access For Unit Staff for Systems.
- Recruitment and Retention State Plan
- Disaster Plan
- Track Data and Trends
- Oversee Provider rates and payments
- Manage Provider Budget
- Ensure Quality Assurance
- Complete Coverage To The Unit When Needed
- Others duties as assigned.



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Licensing Supervisors



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OVERVIEW

SUPERVISE STAFF WITHIN THE LICENSING UNIT

- Supervise train and provide technical assistance to licensing coordinators and licensing specialists
- Oversee the opening and closing of foster care provider licenses.
- Assign prospective foster parent licensing studies to licensing specialists and watch/monitor caseload
- Engage with unit admin about law, rule and policy changes
- Assist with training
- Request technology and office equipment needs for unit staff.
- Request security access for unit staff to gain access to all systems.
- Complete coverage to the unit when needed
- Other duties as assigned.



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Licensing Coordinator



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OVERVIEW

COORDINATE INQUIRY AND LICENSING CORRESPONDENCE

- Maintain professional knowledge of law, rule, policy
- Coordinating communication received from the centralized email inbox and licensing unit call center by answering questions
- Manage inquiry calls screen provider eligibility and expectations of how to proceed with the licensing process
- Complete prospective foster parent reference checks and make a determination regarding ability to proceed with a home study assessment by a licensing specialist.
- Complete reference checks
- Assist with background checks
- Update the ND provider list
- Manage the training pride list
- Eventually enter direct deposits
- Coordinate the collection and distribution of paperwork
- Coordinate communications with CFS licensing unit and CFS FCSA Eligibility unit to assure effective communication
- Others duties as assigned



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Licensing Specialists



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OVERVIEW

Foster Care Licensing, Recruitment & Retention

- Provide PRIDE training
- Recruit appropriate adults to provide foster care
- Participate in assigned R&R Coalitions
- Assess interested applicants to determine readiness for licensure
- Develop a personal working relationship with foster parents
- Travel to engage with providers face-to-face
- Assess household safety by completing onsite visual inspection
- Assess household composition
- Identify, prepare, and professionally respond to client interactions
- Complete the home study process
- Make a licensing determination of approval or denial
- Complete quarterly check-ins
- Prepare, participate and provide testimony for grievance and appeal hearing proceedings if a denial or revocation of licensure were to be warranted
- Other duties as assigned



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Licensing & LOC Specialists



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LICENSING & LOC SUPERVISOR

Administer the licensing of child welfare facility and agency providers

- Facilitate and lead the onsite licensing visits for Qualified Residential Treatment Program (QRTP) NDAC 75-03-40, Supervised Independent Living (SIL) 75-03-41, Licensed Child Placing Agency (LCPA) NDAC 75-03-36, maternity home licensing, and shelter care program certification 75-03-14.1.
- Coordinate and collaborate with facility/agency provider leadership.
- Develop and update changes to licensing NDAC as needed.
- Oversee budget for licensing facility and agency providers, including performance-based contracting
- Manage ND Child Welfare Level of Care
- Oversee the level of care decisions involving licensed child placing agencies and facility providers
- Manage extension requests
- Supervise Licensing and Level of Care Specialists
- Other duties as assigned



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LOC SPECIALIST OVERVIEW

Complete Licensing Studies, Recruitment And Retention

- Complete onsite licensing visits for qrtp, sil, lcpa, maternity home, shelter care certification.
- Engage and collaborate with facility/agency providers.
- Assist in updating licensing ndac changes.
- Recruit appropriate providers for shelter care certification
- Assist in the development of a robust respite and shelter care provider network (create a statewide on-call, etc.)
- Manage and review shelter and respite program reimbursement
- Participate in assigned recruitment and retention coalition
- Participate in clinical alignment team
- Coverage for licensing specialists to complete home studies
- Other duties as assigned.



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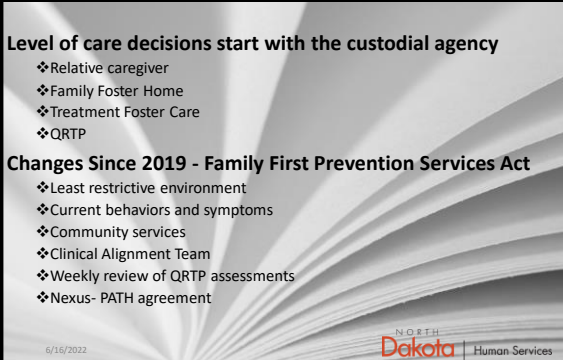
LEVEL OF CARE DECISION

Level of care decisions start with the custodial agency

- Relative caregiver
- Family Foster Home
- Treatment Foster Care
- QRTP

Changes Since 2019 - Family First Prevention Services Act

- Least restrictive environment
- Current behaviors and symptoms
- Community services
- Clinical Alignment Team
- Weekly review of QRTP assessments
- Nexus- PATH agreement




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LEVEL OF CARE

<p>QRTP Eligibility</p> <ul style="list-style-type: none"> Age 10 or greater Third party assessment Current needs cannot be met in the community Assessed ongoing Placement maximums Performance Based Contracting 	<p>TFC Eligibility</p> <ul style="list-style-type: none"> Age 6 or greater Provider is assessing Current treatment needs Placement maximums
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Extension requests may be approved by the Department


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ADDITIONAL SERVICES

<p>Shelter Care</p> <ul style="list-style-type: none"> Does not require a Temporary Custody Order(TCO) Present danger exists Temporary out of home placement Diversion from foster care Cannot exceed 7 calendar days 	<p>Respite Care</p> <ul style="list-style-type: none"> Pre-planned arrangement Temporary relief care Special medical needs of the child Behavioral health needs of the child Requires time-limited supervision and support Stabilize placement Prevent removal from the home 4 calendar days 12 hours per week
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If interested in participating in shelter care on-call please contact the CFS Licensing Unit.

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WORKING TOGETHER



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WE ALL PLAY A PART

CFS Licensing Unit	Authorized Licensing Agents	Foster Care Providers	Custodial Agencies	Others: Services Providers &
<ul style="list-style-type: none"> Discuss Inquires Background check PRIDE Training Recruitment Retention Home study TA for placements MOUs Support respite Ongoing contact with Zones Quarterly contact with providers Update ND Provider list Approve PATH, Tribal, Youthworks, URM licenses Technical support Write Policy Collect Data 	<ul style="list-style-type: none"> Recruitment Retention Home study MOUs Ongoing contact with custodians Ongoing contact with providers Collect Data Timely submission 	<ul style="list-style-type: none"> Engage in home study process Provide service Care for ND Kids! Maintain contact Notify of changes Assess and accept placement requests Recruitment Retention 	<ul style="list-style-type: none"> Place children Contact providers for placement Case Manage Offer support to child and the provider Monthly face-to-face Respond to Needs Coordinate services Submit requests for reimbursement Recruitment Retention 	<ul style="list-style-type: none"> NATI Formal training CESIC Formal recruitment Inquiries Screening and referral

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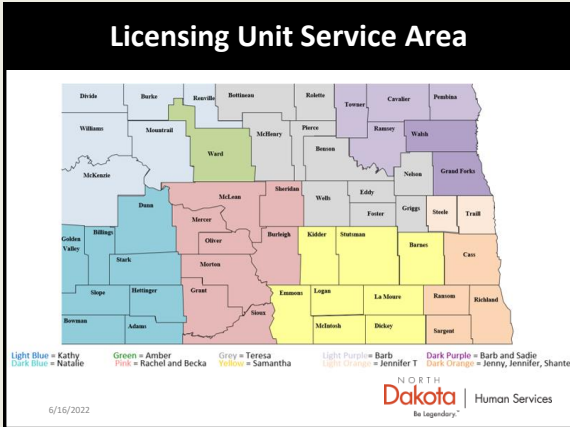
REDESIGN ENHANCEMENTS

New State Forms	Foster Parent Handbook Upgrades
Renewal & Exit Survey	Workflow Documentation
ND Provider Task Force	Coalition restructure
ND Provider List	New 622-05 Policy
CFS Insider – Electronic Access	No More Paper!
Developed a Service Areas	Communication Strategies

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Communication Strategies

- ND Provider Task Force
- Increased participation with coalitions
- Quarterly check in with providers
- Ongoing meeting with Zones and Licensing Specialists
- Developing a CFS Licensing Unit Newsletter
- Development of the survey to gain feedback

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Renewal & Exit Survey

Survey Link:
https://nddhs.qualtrics.com/jfe/form/SV_6rEFzt1Qvjaj_xge

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ND Provider Task Force

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Unit Timelines – Aggressive Goals

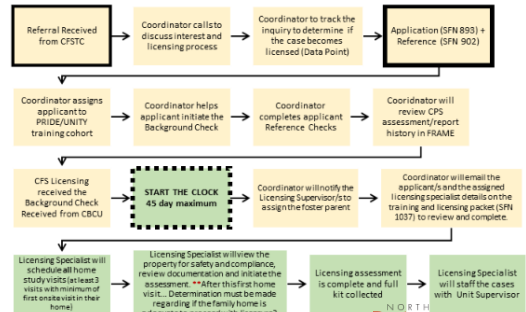
- Response to provider questions within **1 working day**
- Assign a case to specialist within **2 working days**
- Initial Licensing completed within **45 working days**



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UNIT WORKFLOW



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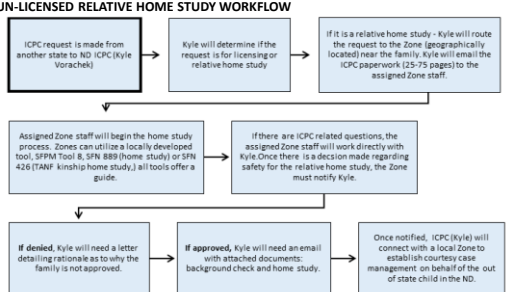
    graph TD
      A[Referral Received from CFSTC] --> B[Coordinator calls to discuss interest and licensing process]
      B --> C[Coordinator to track the inquiry to determine if the case becomes licensed Data Point]
      C --> D[Application SFN 893 + Reference SFN 902]
      D --> E[Coordinator assigns applicant to PRIDE/UNITY training cohort]
      E --> F[Coordinator helps applicant initiate the Background Check]
      F --> G[Coordinator completes applicant Reference Checks]
      G --> H[Coordinator will review CPS assessment/report history in FRAME]
      H --> I[CPS Licensing received the Background Check Received from CBCU]
      I --> J[START THE CLOCK 45 day maximum]
      J --> K[Coordinator will notify the Licensing Supervisor to assign the foster parent]
      K --> L[Coordinator will email the applicant/s and the assigned Licensing specialist on the training and licensing packet SFN 1037 to review and complete.]
      L --> M[Licensing Specialist will schedule all home study visits in a 3 visits with minimum of first one visit in their home]
      M --> N[Licensing Specialist will review the property for safety and compliance, review documentation and initiate the assessment. *After this first home visit... Determination must be made regarding if the family home is adequate to proceed with licensure!]
      N --> O[Licensing assessment is complete and full kit collected]
      O --> P[Licensing Specialist will staff the cases with Unit Supervisor]
    
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UNIT WORKFLOW - ICPC

UN-LICENSED RELATIVE HOME STUDY WORKFLOW



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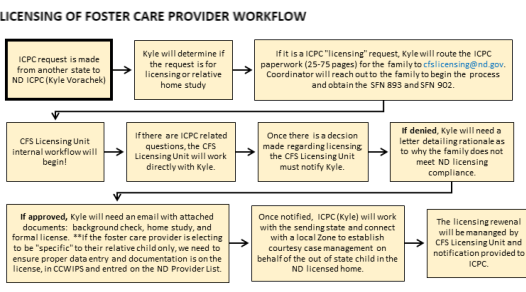
    graph TD
      A[ICPC request is made from another state to ND ICPC Kyle Vorachek] --> B[Kyle will determine if the request is for licensing or relative home study]
      B --> C[If it is a relative home study - Kyle will route the request to the Zone geographically located near the family. Kyle will email the ICPC paperwork 25-75 pages to the assigned Zone staff.]
      C --> D[Assigned Zone staff will begin the home study process. Zones can utilize a locally developed tool, SFPM Tool 8, SFN 889 Home Study or SFN 426 TANF Kinship Home Study, all tools offer a guide.]
      D --> E[If there are ICPC related questions, the assigned Zone staff will work directly with Kyle. Once there is a decision made regarding safety for the relative home study, the Zone must notify Kyle.]
      E --> F[If denied, Kyle will need a letter detailing rationale as to why the family is not approved.]
      E --> G[If approved, Kyle will need an email with attached documents: background check and home study.]
      G --> H[Once notified, ICPC Kyle will connect with a local Zone to establish courtesy case management on behalf of the out of state child in the ND.]
    
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UNIT WORKFLOW - ICPC

LICENSING OF FOSTER CARE PROVIDER WORKFLOW



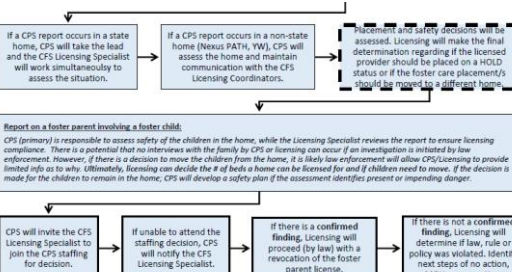
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    graph TD
      A[ICPC request is made from another state to ND ICPC Kyle Vorachek] --> B[Kyle will determine if the request is for licensing or relative home study]
      B --> C[If it is an ICPC licensing request, Kyle will route the ICPC paperwork 25-75 pages for the family to cfslicensing@nd.gov. Coordinator will reach out to the family to begin the process and obtain the SFN 893 and SFN 902.]
      C --> D[CPS Licensing Unit internal workflow will begin!]
      D --> E[If there are ICPC related questions, the CPS Licensing Unit will work directly with Kyle.]
      E --> F[Once there is a decision made regarding licensing the CPS Licensing Unit must notify Kyle.]
      F --> G[If denied, Kyle will need a letter detailing rationale as to why the family does not meet ND licensing compliance.]
      F --> H[If approved, Kyle will need an email with attached documents: background check, home study, and formal license. **If the foster care provider is electing to be "Specific" to their relative child only, we need to ensure proper data entry and documentation is on the license, in CWIPS and entered on the ND Provider List.]
      H --> I[Once notified, ICPC Kyle will work with the sending state and connect with a local Zone to establish courtesy case management on behalf of the out of state child in the ND licensed home.]
      I --> J[The licensing renewal will be managed by CPS Licensing Unit and notification provided to ICPC.]
    
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UNIT WORKFLOW - CPS



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    graph TD
      A[If a CPS report occurs in a state home, CPS will take the lead and the CPS Licensing Specialist will work simultaneously to assess the situation.] --> B[If a CPS report occurs in a non-state home Nexus PATH, YW, CPS will assess the home and maintain communication with the CPS Licensing Coordinators.]
      B --> C[Placement and safety decisions will be assessed. Licensing will make the final determination regarding if the licensed provider should be placed on a HOLD status or if the foster care placement/s should be moved to a different home.]
      C --> D[Report on a foster parent involving a foster child. CPS primarily is responsible to assess safety of the children in the home, while the Licensing Specialist reviews the report to ensure licensing compliance. There is a potential that no interviews with the family by CPS or licensing occur if an investigation is initiated by law enforcement. However, if there is a decision to move the children from the home, it is likely law enforcement will allow CPS/licensing to provide limited info as to why. Ultimately, licensing can decide the # of beds a home can be licensed for and if children need to move. If the decision is made for the children to remain in the home, CPS will develop a safety plan if the assessment identifies present or impending danger.]
      D --> E[CPS will invite the CPS Licensing Specialist to join the CPS staffing for decision.]
      E --> F[If unable to attend the staffing decision, CPS will notify the CPS Licensing Specialist.]
      F --> G[If there is a confirmed finding, Licensing will proceed by law with a revocation of the foster parent license.]
      G --> H[If there is not a confirmed finding, Licensing will determine if law, rule or policy was violated. Identify next steps of no action, MOU or revocation.]
    
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ENHANCEMENT PROS & CONS

Strengths

- Great unit staff, partners and providers!
- Consistency
- Uniformity
- Common language
- New tools
- Electronic filing

Challenges

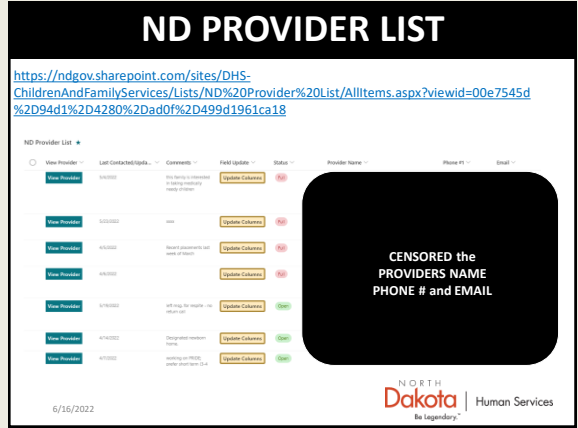
- Change is hard
- Change takes time
- Communicating
- Data system barriers
- Technology barriers
- Forms barriers

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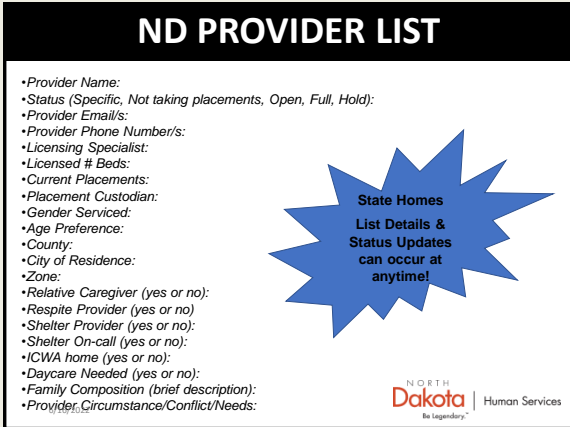
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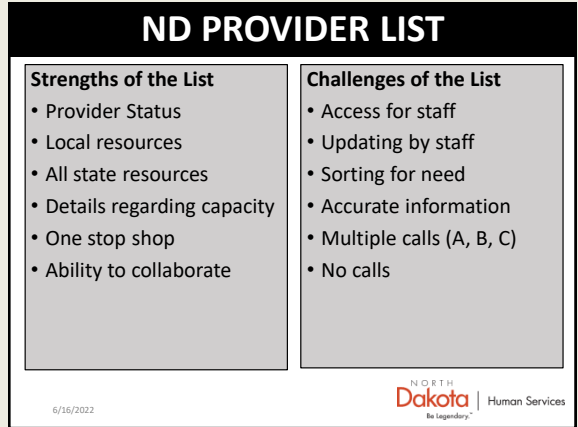
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CFS INSIDER FOR ZONES

<https://ndgov.sharepoint.com/sites/DHS-ChildrenAndFamilyServices>

Children and Family Services

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CFS INSIDER FOR ZONES

CFS Licensing Unit

CONTACT INFORMATION

CFS Licensing Unit

600 East Broadway Avenue, Dept. 325
Bismarck, ND 58105-4250
Phone: (701) 328-2332 Fax: (701) 328-7862
Toll Free: (833) 378-4663
Email: cfslicensing@nd.gov

Inquiry to Become a Foster Parent
1-833-378-4663 | 402-378-4663
cfslicensing@nd.gov

Proposed by DHS, licensed and monitored by DHS

Link: <https://ndgov.sharepoint.com/sites/DHS-ChildrenAndFamilyServices/SitePages/Licensing.aspx>

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FUTURE TRAINING

1. Currently Online: Safety Framework Practice Model
2. Abbreviated UNITY – monthly session
3. Lunch & Learn: Respite and Shelter Training - June 29th
teams@join.nd.gov
Video Conference ID: 119 463 230 4
Or call in (audio only)
[+1 701-328-0950, 678115591#](tel:+17013280950)
4. Lunch & Learn: Provider Reimbursement - July 28th

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SAFETY FRAMEWORK PRACTICE

<https://und.edu/cfstc/safety-framework-practice-model.html>

North Dakota's new Safety Framework Practice Model will:

- Increase consistency in our practice.
- Provide a clear definition of safety.
- Establish set criteria for removal and reunification, and
- Identify and build protective capacities in parents and caregivers.

Implementation Resources

- North Dakota Safety Framework Practice Model Resource Guide ^{PDF} (09/08/21)
- North Dakota Safety Framework Practice Model Casework Management Quick Guide ^{PDF} (04/28/21)
- Child Welfare Case Process Flow with List ^{PDF} (06/31/20)
- North Dakota Safety Framework Practice Model Spousal/Partner Guidelines ^{PDF} (04/07/21)
- Parent/Adult Safety Framework Practice Model Resource Guide ^{PDF} (05/20/21)
- North Dakota CPS Case Supervision Expectations ^{PDF} (10/15/20)
- Multidisciplinary Intervention Process ^{PDF} (08/26/21)
- Protective Capacities & Family Assessment, Stages of Intervention Guide ^{PDF} (11/19/21)

North Dakota Assessment and Planning Forms

Please note these forms may change through the implementation process.

- Tool 1 - CPS Intake Form ^{PDF} (03/22/21) **RECENT UPDATE****
- Tool 2 - Parent Capacity Assessment ^{PDF} (12/10/20)
- Tool 2 (CFN 450) - Parent Capacity Plan ^{PDF} (12/10/20)
- Tool 3A - Parent/Child Assessment Guide ^{PDF} (Hardcard) (12/10/20)
- Tool 3 - Child Protection Services Assessment Form ^{PDF} (09/29/21)
- Tool 3 - Family Services Assessment ^{PDF} (05/12/21) **RECENT ADDITION****
- Tool 3A - Child Protection Services Assessment Guide ^{PDF} (Hardcard) (03/10/21)
- Tool 3B - Child Protection Services Assessment Guide ^{PDF} (Hardcard) (12/10/20)
- Tool 4 - Safety Plan Form ^{PDF} (09/17/21)

MANY ONLINE RESOURCES

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THANK YOU!

CFSLICENSING@ND.GOV
701-328-2322

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