





COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF HUMAN SERVICES

**MAILING DATE: November 15, 2023 (Hand Delivered)**

[REDACTED]  
Blair County Children, Youth and Families  
423 Allegheny Street, Suite 132  
Hollidaysburg, PA 16648

RE: Blair County Children, Youth and Families  
423 Allegheny Street, Suite 132  
Hollidaysburg, PA 16648  
License Number: 315884

Dear [REDACTED]

Over the past six months, the Department of Human Services (Department) conducted a Provisional Licensing Inspection, 2 Waiver Reviews, 2 POC verification reviews where the POC was unable to be verified, 1 Directed POC, 1 near fatality review, and 7 complaint reviews of Blair County Children, Youth and Families, 423 Allegheny Street, Suite 132, Hollidaysburg, PA 16648. During all reviews, violations of the regulations at 55 Pa. Code Chapters 3130, 3490, 3700 and the Child Protective Services Law were identified. The enclosed Licensing Inspection Summary (LIS) documents detail these violations.

Failure to comply with the applicable regulations as specified in detail in the enclosed LIS documents are the basis for the continued revocation of your regular Certificate of Compliance and issuance of a fourth provisional Certificate of Compliance (see 62 P.S. § 1008; 55 Pa. Code §§ 20.54 (a), 20.71(a)(2) and 20.71(a)(4)). The Department is issuing Blair County Children, Youth, and Families a fourth provisional Certificate of Compliance (Certificate # 315884) for the time period from November 5, 2023, through May 5, 2024, (see 55 Pa. Code §§ 20.54 (a), 20.71(a)(2) and 20.71(a)(4)), and a Directed Plan of Correction. The Department did not approve your most recent Plan of Correction.

Please note that a maximum of four consecutive provisional Certificates of Compliance may be issued to a legal entity for each specific agency (see 55 Pa. Code § 20.54(c)). Failure to implement your Directed Plan of Correction could result in the loss of your Certificate of Compliance. As a reminder, 55 Pa. Code § 20.56 requires that the Certificate of Compliance be posted in a public place at your agency.

You may appeal the continued revocation of your Certificate of Compliance and the issuance of a fourth provisional Certificate of Compliance and the Directed Plan of Correction by filing a written petition within 30 days of service of notice of the action by this letter. See 55 Pa. Code § 3130.82. Your petition should indicate the reasons for the appeal, being as specific as possible as to the areas of disagreement. Any appeal must be filed with:

Director, Bureau of Hearings and Appeals  
Department of Human Services  
Post Office Box 2675  
Harrisburg, Pennsylvania 17110

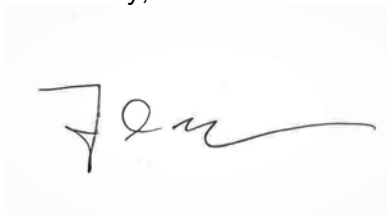
Your appeal must be received by the Bureau of Hearings and Appeals within thirty (30) days of service of this letter. If you choose to appeal, please also send a copy of your appeal to:

Department of Human Services  
Office of Children, Youth, and Families  
11 Stanwix Street, Room 260  
Pittsburgh, Pennsylvania 15222

If you do not choose to appeal, the decision of the Department will become final thirty-one (31) days from the mailing date of this letter.

The Department has worked closely with you and your staff to identify areas of needed improvement and provide technical assistance and will continue to provide support and technical assistance to the Agency throughout this process. We look forward to continued collaboration with the Agency and will address any questions you may have regarding this process or letter.

Sincerely,



Laval Miller- Wilson  
Deputy Secretary

Enclosures:

Licensing Inspection Summary – June 2023  
Licensing Inspection Summary – June 2023  
Licensing Inspection Summary and Directed Plan of Correction – June 2023  
Licensing Inspection Summary – June 2023  
Licensing Inspection Summary – July 2023  
Licensing Inspection Summary – July 2023  
Licensing Inspection Summary – July 2023  
Licensing Inspection Summary – August 2023  
Licensing Inspection Summary – August 2023  
Licensing Inspection Summary – August 2023  
Licensing Inspection Summary – August 2023  
Licensing Inspection Summary – September 2023  
Licensing Inspection Summary – October 2023  
Licensing Inspection Summary – October 2023  
Directed Plan of Correction – November 2023  
PROVISIONAL Certificate of Compliance

[REDACTED]

c: (via email only)

- [REDACTED] Blair County Commissioner
- [REDACTED] Blair County Commissioner
- [REDACTED] Blair County Commissioner
- [REDACTED] Office of General Council
- [REDACTED] Office of General Council
- [REDACTED] Central Regional Director, Office of Children Youth and Families
- [REDACTED] Regional Special Projects, Office of Children Youth and Families
- [REDACTED] Bureau Director, Office of Children Youth and Families

Commonwealth of Pennsylvania  
Department of Human Services, Office of Children, Youth and Families (OCYF)  
November 2023 Directed Plan of Correction

**Subject of Directed Plan of Correction:**

Blair County Children Youth and Families (BCCYF)  
423 Allegheny Street, Suite 132  
Hollidaysburg, Pennsylvania 16648

**Background:**

On June 5, 2023, the Department of Human Services' Office of Children, Youth and Families (OCYF) issued a Directed Plan of Correction (DPOC) to Blair County Children Youth and Families (BCCYF) requiring BCCYF to supplement their corrective action activities, as identified by the county contained in the May 1, 2023 Licensing Inspection Summary (LIS), with enhanced technical assistance focused on administrative and supervisory oversight, addressing the backlog of Child Protective Service (CPS) and General Protective Service (GPS) referrals and outcomes not submitted, case planning, and visitation. The June 2023 DPOC did not alleviate BCCYF from its duty to comply with all required statutes and regulations and implement all corrective actions to achieve full compliance.

BCCYF had its renewal inspection on September 11 and 12, 2023. An LIS was issued on October 10, 2023, with findings from the inspection that identified multiple and repeat violations and the need for modification to the DPOC to build in additional direct and daily oversight of BCCYF to implement the corrective actions needed to bring BCCYF into compliance with statutory and regulatory mandates. BCCYF submitted a Plan of Correction (POC) on 10/20/2023 which was determined to be unacceptable. The POC was returned to BCCYF on 11/01/2023 requesting additional information. The revised POC was received by OCYF on 11/09/2023. The POC was again deemed unacceptable therefore a DPOC is being issued.

**Authority:**

OCYF provides the supervision and oversight of county children and youth social service agencies as authorized by Articles II, VII, and IX of the Human Services Code. Article II identifies the Pennsylvania Department of Human Services' power to provide consultation to local public officials in the establishment and operation of public and private social welfare programs in fields in which the Department has responsibility. Article IX speaks to powers and duties of the Department related to oversight. Article VII addresses the Department's powers and duties specific to public child welfare. Specifically, Section 702 identifies that the Department shall consult with and assist each county in carrying out its child welfare duties and Section 703 states that the Department shall make and enforce all rules and regulations necessary and appropriate to the proper accomplishment of the child welfare duties and functions.

**Process and Scope:**

BCCYF's agency operations are not in conformity with regulation and statute. The DPOC focuses on areas of casework, policy and practice that have direct impact on safety and well-being of children. These are the areas in which BCCYF's failure to act endangers children.

The Department of Human Services (DHS) will appoint a "State Operations Manager for Children and Youth Services" (State Operations Manager) and assign that person to BCCYF. The State Operations Manager will be an employee of the Commonwealth and a direct report to the office of the OCYF Deputy Secretary for DHS. The State Operations Manager will be onsite to provide day-to-day management of BCCYF on behalf of the Department. The State Operations Manager will make daily decisions about general operations (e.g., agency organization, staffing assignments, policies, procedures, best practice, human resource matters, budgeting, spending). Blair County is expected to cooperate with the State Operations Manager. The State Operations Manager will direct the BCCYF Administrator and staff with the expectation that Blair County staff will change policies and practices to achieve sustainable, satisfactory regulatory and statutory compliance as determined by the OCYF Regional Office. This will be accomplished through coordination with OCYF Central Regional Office and BCCYF. During this DPOC the BCCYF Administrator will retain all signatory authority relative to their position in the county. The State Operations Manager along with Central Region OCYF will have weekly meetings with the Blair County Commissioners or their County Commissioner liaison.

The DPOC requires that the BCCYF be receptive to, and actively engage with, the State Operations Manager and OCYF's enhanced technical assistance. BCCYF and Blair County leadership are expected to cooperate with the State Operations Manager, including directing the deployment and assignment of BCCYF staff and implementing an organizational restructuring, if deemed necessary, within the scope of any existing union agreements in the county.

The State Operations Manager does not rescind or replace OCYF's enhanced technical assistance that was the subject of the June 2023 DPOC. The tenets and areas of focus of that plan will continue. OCYF technical assistance staff will continue their presence and availability in guiding, mentoring, and supporting BCCYF staff in addressing the practice areas of concern.

As described above, the State Operations Manager, with the OCYF Central Regional and BCCYF, will develop a detailed and comprehensive plan for addressing compliance with regulation and statute. This plan will be implemented by BCCYF, and the elements of the plan will include, but are not limited to, addressing:

**The Queue** – Assuring the safety of children is a primary goal of child welfare services. When BCCYF receives a referral either directly or through the Child Welfare Information System (CWIS), it is imperative that the referral be reviewed, and an appropriate disposition determined in a timely manner. Disposition of a referral can occur through a screen out or through an assignment for assessment/investigation. It is important that the focus of the backlog in the queue is done concurrently with disposition of new referrals as received by the agency.

- While under the June 2023 DPOC, BCCYF through the assistance of OCYF, identified the scope of referrals that had been received and not assigned for assessment, thus delegated to the Queue. A spreadsheet was developed by OCYF and is being utilized for tracking and monitoring.

- The referrals were prioritized; however as of November 9, 2023, 483 referrals remain unassigned. Additionally, the Queue has started to increase in size as new referrals being received are being added to the list of referrals not assigned for investigation.
- BCCYF must establish activities to address the Queue that result in measurable goals for addressing the backlog and reducing the outstanding referrals. The activities, measurable goals, and manner of implementation must be monitored, and progress tracked. OCYF will continue monitoring and cross-referencing Queue cases related to response times, assignments, and dispositions. Activities to address the queue must be completed by BCCYF daily.
- The activities to address and respond to incoming referrals received by BCCYF as well as activities to “Clear the Queue” must be done in accordance with regulation 3130.21(b), section 6375(d)(g) of the CPSL, and regulation 3490.232(a)(b)(c)(e)(f)(g)(h)(i). These violations were previously cited on Licensing Inspection Summaries issued in: November 2021, December 2021, February 2022, April 2022, August 2022, November 2022; as well as separate Licensing Inspection Summaries issued in February 2023, March 2023, April 2023, and October 2023.

**GPS Assessment/CPS Investigations** – When a referral for protective services is received by BCCYF and assigned to BCCYF staff for assessment and/or investigation, the following activities must occur:

- The investigation of reports of suspected child abuse and neglect must be initiated within the assigned response time;
- BCCYF must assess child safety in correlation to the facts gathered through interviews with all parties in the assessment/investigation as outlined in the statewide Safety Assessment and Management Process;
- BCCYF must address child safety through the development of safety plans for children whose safety is jeopardized, and the monitoring of Safety Plans as outlined in the statewide Safety Assessment and Management Process, and Special Transmittal Safety Planning and Due Process Protections, issued June 16, 2014;
- BCCYF must assess, and address risk factors as required by regulation 3490.321(h);
- Casework activity must be subject to direct supervisory oversight of the assessment/investigation at a minimum of every 10 calendar days in accordance with regulations 3490.235(e) and 3490.61(a) (These regulatory areas were previously cited on Licensing Inspection Summaries issued in: February 2022, October 2022, February 2023, April 2023, and October 2023);
- Disposition of assessment/investigations must be achieved within 60 calendar days;
- Submission of outcomes through CWIS must occur within 67 calendar days;
- Activities completed by BCCYF and the facts supporting BCCYF outcome determinations should be documented per regulation 3490.55(e) (This regulatory area was previously cited on Licensing Inspection Summaries issued in: February 2022, October 2022, February 2023, and October 2023); and
- All CPS and GPS referrals must be submitted timely according to CPSL 6375(c)(1) and 6375(c)1,1, and 3490.232(e). These regulatory areas were previously cited on Licensing

Inspection Summaries issued in: February 2022, April 2022, August 2022, November 2022, February 2023, April 2023, and October 2023.

**Overdue Outcomes for CPS/GPS Referrals** - From 5/17/2022 to 5/17/2023, Blair County had 585 CPS outcomes due. Of these 585 CPS outcomes, 91 outcomes were submitted late, and 53 outcomes are still not submitted. From 5/17/2022 to 5/17/2023, Blair County had 2,283 GPS outcomes due. Of these 2,283 GPS outcomes, 280 outcomes were submitted late, and 459 outcomes are still not submitted.

As of 11/08/2023 Blair County has 690 late outcomes that are not submitted.

BCCYF must focus on the timely submission of CPS and GPS outcomes. By statute—i.e., CPSL, a CPS outcome not submitted renders a child abuse investigation automatically **unfounded** regardless of the information gathered during the investigation.

BCCYF must address the overdue outcomes by:

- Continuing to review the list of overdue outcomes and identifying whether the assessment/investigation of the referral related to those outcomes were completed. As of July 2023, this activity has been led by OCYF. BCCYF must develop a system for tracking and monitoring. The system developed by BCCYF must delineate referrals that were never fully investigated from referrals that are only in need of outcome submission. Activities to address the scope must be completed on a daily basis;
- Prioritizing for investigation or assessment referrals that were not fully investigated. BCCYF must develop a protocol that identifies the criteria for prioritization, including the responsible staff in making that designation, and the assignment of response times. (Protocols must meet OCYF guidance, specifically OCYF Bulletin Statewide General Protective Services Response Times 3490-12-01 and OCYF Statewide General Protective Services Referrals Bulletin 3490-20-08 and CPSL Section 6368 Investigation of Reports related to investigation of child abuse referrals). These regulatory areas were previously cited on Licensing Inspection Summaries issued in: December 2021, April 2022, August 2022, October 2022, December 2022, February 2023, April 2023, and October 2023;
- BCCYF must establish measurable goals for addressing the backlog of overdue outcomes. The measurable goals must be identified and include the manner in which the progress will be tracked and monitored;
- BCCYF must develop a system independent of OCYF to track the due dates of investigations/assessments and responsible parties;
- BCCYF must provide adequate supervision to caseworkers who are performing the investigations/assessments to monitor the status and progress of the investigation/assessment;
- BCCYF must utilize CAPS/CWIS to run reports of open referrals and due dates; and
- BCCYF activities to address overdue outcomes for CPS/GPS referrals must be done in accordance with CPSL 6375(c)(1), 3490.232(e), CPSL 6368(n) (1), and 3490.67. These regulatory areas were previously cited on Licensing Inspection Summaries issued in: February 2022, April 2022, August 2022, November 2022, February 2023, April 2023, and October 2023; and



- BCCYF must arrange/provide for training on submission of outcomes and provide on-going mentoring through supervision and OCYF's technical assistance support sessions.

**Case Planning** – In circumstances where BCCYF's investigation determines that a family needs ongoing support, interventions and monitoring, the use of a Family Service Plan (FSP) is a critical tool to identify the goals, objectives and action steps necessary to address the factors that lead to agency involvement. BCCYF, in working with families toward development and use of a case plan, must include the following areas:

- Actively involve family members including the child, their representative and service providers in the development and case planning process;
- Complete the initial FSP and/or CPP and any plan reviews and amendments within the required regulatory time frames;
- Use the safety and risk assessments to assist in identifying targeted interventions and services;
- The FSP/ CPP will contain individualized and focused case plan activities;
- The FSP/ CPP will be written to contain the manner in which there monitoring of case activities, progress toward completion goals and steps to modify action steps as needed;
- For children/youth in out of home care:
  - BCCYF must focus on their permanency planning relating to the development of their primary and concurrent permanency goal including case plan activities toward goal achievement;
  - BCCYF must incorporate transition planning for older youth toward successful discharge from care; and
  - BCCYF must use services available through the Statewide Adoption and Permanency Network to support goal achievement; and
- BCCYF must complete all case planning activities in accordance with regulations 3130.61, 3130.63, 3130.66 and 3130.67. These regulatory areas were previously cited on Licensing Inspection Summaries issued in: February 2022, October 2022, April 2023, October 2023.

**Supervision** –Supervision is the backbone of a child welfare agency. Caseworker skills/knowledge, and analytical thinking can only be fostered and enhanced through on-going supervision. Throughout the life of case involvement with county caseworker services from referral to case closure, there are critical decision points. It is necessary to have supervisory oversight and guidance at these key intervals. BCCYF must provide supervision to the casework staff in accordance with:

- Regulation 3490.61 as it relates to child protective services (This regulatory area was previously cited on a Licensing Inspection Summary issued in February 2022 and October 2023);
- Regulation 3490.235 as it relates to general protective services (These regulatory areas were previously cited on Licensing Inspection Summaries issued in: February 2022, October 2022, February 2023, April 2023, and October 2023); and
- BCCYF administration must provide ongoing support and guidance and professional development to the front-line casework supervisors.

**Administration** –BCCYF should be organized and staffed to ensure that each child has a permanent legally assured family which protects the child from abuse and neglect in accordance with Chapter

3130.11. To meet the mandate of the county agency, BCCYF administration must work collaboratively with the State Operations Manager and OCYF Regional staff in the following activities:

- Assessing the current structure and organizational operations to determine the best placement of available manpower during the current staffing shortage being experienced by the agency;
- Developing a plan in which to deploy their resources and structure the agency moving forward;
- Reviewing the agency's policies and procedures to determine if they are up to date and if there are any policies that impede the work of the caseworkers related to their time, management, and accessibility to resources; and
- Reviewing BCCYF's job descriptions and roles and responsibilities.

**Visitation** – Ongoing contact and interactions with the family is critical in supporting the family in achieving the goals of the child permanency plan, CPP. BCCYF must maintain ongoing involvement and engagement of families through:

- Activities of the case worker in maintaining contact with the family which must include individualized consideration related to the:
  - frequency and location of visits;
  - the family members with whom the case manager interacts; and
  - the content of those interactions being focused on outcomes, service needs and activities.
- The visitation activities shall be performed in accordance with Chapter 3130.21 and 3490.235(g) and Bulletin 3490-08-05 Frequency and Tracking of Caseworker Visits of Children in Federally Defined Foster Care. These regulatory areas were previously cited on Licensing Inspection Summaries issued in: February 2022, October 2022, April 2023, and October 2023.

In addition, when out of home placement is necessary for one or more children in the family, maintaining family connections is necessary toward developing supportive and healthy relationships and achieving reunification and timely permanence. The performance of promoting and supporting family connections will occur through:

- Establishing visitation plans for children in out of home care with their parents and siblings by looking at the:
  - frequency and location of visits;
  - the efforts of the agency to support the visits through providing transportation assistance as warranted; and
  - the use of supervised visitation as a practice tied to safety/risk factors.
- The visitation activities shall be performed in accordance with 3130.68(a) and Bulletin 3130.12-01 Act 113 of 2010 Placement and Visitation of Siblings. These regulatory areas were previously cited on a Licensing Inspection Summary issued in April 2023 and October 2023.

**COUNTY CHILDREN AND YOUTH AGENCY  
ANNUAL SURVEY AND EVALUATION SUMMARY**

NAME OF AGENCY/FACILITY: Blair County Children, Youth and Families				TELEPHONE: [REDACTED]	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 423 Allegheny St. #132 Hollidaysburg, PA 16648				COUNTY: Blair	Program Representative:	
INSPECTED BY: [REDACTED]				INSPECTION DATES: 09/11/23 and 09/12/2023	[REDACTED]	11/14/23
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	[REDACTED]	11/14/2023
	<b>X</b>				Supervisor: [REDACTED]	
					Regional Director: [REDACTED]	

The Department of Human Services conducted a Third Provisional Licensing Inspection for Blair County Children, Youth and Families on September 11 and 12, 2023 for the provisional license review period extending from May 5, 2023, through November 5, 2023. The inspection occurred by means of random sample record review, interviews with administrative, supervisory and casework personnel, internal policies and procedures, and personnel record review.

The case sample was drawn from cases assigned across all program units and casework functions within the agency. The case sample included the following:

- 10 of 895 General Protective Services Intake records
- 10 of 169 General Protective Services Intake records that were screened out by the Agency
- 10 of 272 Child Protective Services records
- 8 of 82 Ongoing/In-Home General Protective Services records
- 10 of 143 Placement records
- 2 of 5 Interstate Compact on the Placement of Children records 1 of which was an outgoing request and 1 of which was an incoming request
- 13 of 13 newly hired personnel records
- 26 of 26 tenured personnel records
- 1 of 1 Shared case management
- 1 of 6 Adoption records

The Agency did not have resumption cases, new or tenured foster homes to be reviewed, and plans of safe care cases.

The following areas of regulatory non-compliance were found during the review:

1. 55 PA CODE CHAPTER	2. NON-COMPLIANCE AREA	3. CORRECTION REQUIRED	4. REQUIRED CORRECTION DATE	5. PROVIDER'S PLAN OF CORRECTION OR RESPONSE	6. STATUS OF CORRECTION
Chapter 20 20.52	Blair County CYF has not submitted 10 Plans of Correction in response to Licensing Inspection Summaries issued by the Department. These Plans of Correction were due on the following dates: 03/04/2023, 06/12/2023, 07/08/2023, 07/17/2023, 07/24/2023, 08/07/2023, 08/18/2023, 08/19/2023, 09/02/2023, 09/08/2023.	<p>If, during an inspection, authorized agents of the Department observe items of noncompliance with licensure or approval regulations, the legal entity shall submit an acceptable written plan to correct each noncompliance item and shall establish an acceptable period of time to correct these items.</p> <p>The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	The agency is expected to come into compliance immediately and ongoing.	<p>To address the backlog of POC, BCCYF Director and BCCYF Program Manager scheduled meeting times with CWRC Practice Improvement (PI) Specialist to assist with respond to all current and overdue LIS.</p> <p>Moving forward, upon receipt of an LIS, the Program Manager will schedule a meeting time with the CWRC PI and/or CAI consultant to occur within 5 days of receipt of the LIS. A follow up meeting will be scheduled prior to the tenth day if unable to finalize in the initial meeting. All LIS responses will be submitted within the 10 day timeframe as required.</p> <p>The Director will sign off and send by due date.</p> <p>The Commissioner liaison for BCCYF should be notified of each LIS and will be asked to provide oversight to ensure the deadlines are met.</p>	POC not accepted - █ 11/14/23
3130.21(b)  3490.232(a)(b)(c)(e)(f)(g)(h)(i)  CPSL 6375(d)(g)	In review of the agency records it was identified that between 05/27/23 through 09/11/23 183 referrals have been added to and remain on the list of Intake referrals awaiting assignment to be assessed. These referrals were not responded to and the referred children were not assessed or seen.	<p>The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.</p> <p>The county agency is the sole civil agency responsible for receiving and assessing all reports alleging a need for general protective services,</p>	The agency is expected to come into compliance immediately and ongoing.	<p>The Triage Unit was folded into the Assessment Unit on 11-1-23. The Assessment Unit currently consists of one Assessment Supervisor, 4 full-time Assessment Caseworkers and 3 part-time Assessment Caseworkers.</p> <p>It is the responsibility of the Assessment Unit to complete all CPS investigations after the runner has made initial contact. Additionally, it is</p>	POC not accepted - █ 11/14/23

	<p><i>This is a repeat citation from the Provisional Licensing Review in March 2023 and the May 2023 Directed Plan of Correction.</i></p>	<p>they shall provide 24-hours-per-day/7-day-per-week telephone access to receive reports, shall see the child, prioritize response time for an assessment to assure that children who are most at risk receive an assessment first and complete an assessment within 60-calendar days.</p> <p>Because the county is the sole, civil agency they need to immediately take action and address allegations in each referral and see the children to assess their safety.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>		<p>the responsibility of this unit to make initial contact on all GPS assessments within assigned response times.</p> <p>The Assessment Unit Supervisor provides formal supervision to Assessment Caseworkers at a minimum of once every 10 days. The Administrator and Assessment Case Manager currently fill this role. This role and responsibility will transition back to the Assessment Supervisor for the 4 full-time Caseworkers when supervisors are hired and trained. The 3 part-time Caseworkers will remain under the Administrator until a second Assessment Supervisor is hired, trained, and able to take over these staff.</p> <p>The Ongoing Unit currently consists of 2 Ongoing Supervisors and 5 full-time Ongoing Caseworkers. It is the responsibility of the Ongoing Unit to work ongoing cases accepted for services, including in-home cases, in-home dependency cases and placement cases. The Ongoing Supervisor provides formal supervision to Ongoing Caseworkers at a minimum of once every 30 days. This is currently occurring more frequently due to the training and guidance needed for new staff. As the staff gain knowledge and experience, the supervision will not occur as frequently, but will continue at the minimum of once every 30 days. The Program Manager is currently supervising 2 ongoing caseworkers. This responsibility will transition back to the Ongoing Supervisor for 2 full-time Caseworkers as Supervisor positions are filled.</p>	
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			<p>Currently, the Administrator ensures that all agency supervisors (and those acting in those roles) meet on a daily basis every morning to discuss new referrals received by the agency as well as look at current caseload and workload of each worker to determine the appropriate assignment, response and response time, and assign the referrals to a caseworker to respond to. It is our desire to assign every referral that is received; however, this is not possible based on current staffing levels and the volume of new referrals coming into the agency. This process is monitored by the Administrator and every attempt is made to minimize new referrals being added to the queue. These assignments are made by the Assessment Case Manager. The Assessment Case Manager will send an email out after the morning meeting to all the Caseworkers and Casework Supervisors outlining the case assignments for the day. The Assessment Supervisor will update the queue sheet after the morning meeting each day.</p> <p>Currently in the queue, there are only moderate and low risk cases remaining, as all high-risk cases have been addressed. To address the remaining cases in the queue, additional staff and training for newer staff will determine when they can assist with the queue. Additionally, the two current Program Specialists will begin receiving old referrals from the queue as new staff are hired for training purposes. This has begun effective September 8, 2023. These assignments are also made by the Assessment Case Manager, effective</p>	
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				<p>11-4-23.</p> <p>All new referrals will be required to meet the 60-day outcome regulation. All old cases from the queue that are assigned will need to have outcomes submitted within 60 days of the date of assignment. As mentioned above, supervision of all new referrals and cases assigned from the queue will occur no less than every 10 days. Part of supervision will be ensuring that assessments and investigations are being completed thoroughly and accurately, required paperwork is being completed, all contacts are documented, and outcomes are being submitted in a timely manner. Supervisors will encourage caseworkers submit outcomes by the 50<sup>th</sup> day from date of assignment/referral to ensure all state regulations are met and timely outcome submission occurs. Additionally, all families will be notified in writing of the outcome of the assessment within 7 days of the decision being made including closing the assessment or accepting the family for services. The Assessment Supervisor will be responsible for ensuring that outcome submission occurs timely, that outcome notification letters are sent to families timely, and that documentation of such is in CAPS.</p> <p>The current Administrative Team and Supervisor Team will dedicate time biweekly to review and monitor the current Plan of Correction to ensure it is followed appropriately and make adjustments as needed. As new employees are hired, they will be rolled into this plan of correction.</p>	
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				<p>This plan was presented to the staff at the upcoming staff meeting on September 13, 2023. Documentation of this is in the staff meeting minutes and will reflect review of this document.</p> <p>Outcome Help Meeting occurs every Thursday for 2 hours to address outstanding outcomes effective 10-5-23. Delayed outcomes will not resolve until additional staff are hired and trained.</p>	
<p>3130.21(b) Act 115 of 2010 Regarding Placement and Visitation of Siblings 3130- 12-01</p>	<p>In 1 of 10 Placement records reviewed. The child was placed on [REDACTED]. The child's siblings are placed in different placement locations than the child. There was no documentation that the agency facilitated required sibling visits and no documentation that any sibling visits occurred.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspection in March 2023.</i></p>	<p>The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.</p> <p>The Act 115 requirement for visitation "no less than twice a month" is a minimum standard. Agencies are encouraged to facilitate more frequent visitation and contact between siblings as appropriate. Sibling visits and contact should be as frequent as possible, no less than twice a month, unless there is a finding that visitation is contrary to the safety or well-being of the child or sibling. When siblings cannot be placed together, plans for sibling visitation must be initiated immediately unless there is a finding that visitation is contrary to the safety or well-being of the child or sibling.</p> <p>The agency shall continue to implement the plan of correction previously submitted and approved on 05/01/2023 and that they evaluate the effectiveness of this plan and make</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>In section VI. Reports (A), (B), and (D) in the Blair County Boilerplate contract indicates the provider must provide the agency update progress reports monthly.</p> <p>Blair County Contracting unit, made up of the Administrator, Program Specialist, Fiscal Officer and Fiscal Clerk, will send out an email to all providers with the updated Blair County Boilerplate by May 2023 and remind the providers of the expectation of reports. All reports will be sent to the Social Service Aides email and the assigned Social Services Aides will upload the documentation to the chart within 7 days of receipt.</p> <p>Caseworkers will make the referral to the provider for visitation based on the court order. The caseworker will add the visitation schedule to the CPP. The social services aide will upload the referral forms to Providers related to client services within 7 days of referral. For visitation provided by the Social Service Aides they will complete the documentation and</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>



		appropriate changes within a timely fashion.		upload within 7 days of the visitation.  Visitation will be discussed in the course of routine supervision and tracked on the supervision log/template.	
3130.21(b)  2013 Act 55 Family Finding and Kinship Care	<p>In 3 of 8 GPS In-home records reviewed, Family Finding was not completed as per the required timeframes.</p> <p>In the first record reviewed, the family was accepted for services on [REDACTED] 2022. An initial Family Finding was conducted on [REDACTED] 2022, additional Family Finding was not completed.</p> <p>In the second record reviewed, the family was accepted for services on [REDACTED] 2022. An initial Family Finding was conducted on [REDACTED] 2022, additional Family Finding was not completed.</p> <p>In the third record reviewed, the family was accepted for services on [REDACTED] 2022. Family Finding did not occur after this time period.</p>	<p>The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.</p> <p>Family Finding shall be conducted for a child when the child is accepted for services and at least annually thereafter, until the child's involvement with the county agency is terminated or the family finding is discontinued in accordance with section 1302.2.</p> <p>The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	The agency is expected to come into compliance immediately and ongoing.	The LSI Paralegal will be alerted that an Accurant search needs to occur via email from the Ongoing Case Manager (currently being filled by Program Manager) when a case is accepted for services. LSI Paralegal also checks the Incidents assigned to Ongoing within the last 10 days alert in CAPS. A current spreadsheet to track when the Accurant search occurs and when the letters are sent to the family for every child accepted for ongoing services LSI Paralegal monitors the spreadsheet to ensure letters get sent at the appropriate intervals when the next Family Finding search is due. Clerical staff are responsible for uploading copies of all letters into the FEI tab in CAPS and sending the letters out. Clerical staff will email caseworker and supervisor. The Paralegal will continue to conduct ongoing Family Finding searches within the allotted timeframe and provide results of the search to the assigned caseworker and supervisor for ongoing engagement of family members identified through updated Family Finding efforts. The Clerical Supervisor will ensure these tasks are completed as the LSI liaison.	POC not accepted - [REDACTED] 11/14/23
3130.21(b)	In 1 of 10 Placement records reviewed, due diligence was	The executive officers shall ensure that the agency is	The agency is expected	During conferencing, the Assessment	

<p>Fostering Connections to Success and Increasing Adoptions Act 2008</p>	<p>not exercised to identify all adult relatives within 30 days of the child's placement to notify them that that child had been removed. The child was placed on [REDACTED] 2022 and notifications were sent to identified relatives on [REDACTED] 2023.</p> <p>In the first record reviewed, the child was placed on [REDACTED] 2022. The [REDACTED] name and potential address were known. There were no documented efforts to locate, engage or notify [REDACTED]</p> <p><i>This is a repeat citation from the Annual Licensing Inspection in February 2022 and the Provisional Licensing Inspection in March 2023.</i></p>	<p>operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.</p> <p>Due diligence must be exercised to identify all adult relatives within 30 days of a child's placement, notify them that the child has been or is being removed, and explain to them their options to participate in the care and placement of the child.</p> <p>The agency shall continue to implement the plan of correction previously submitted and approved on 05/01/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>to come into compliance immediately and ongoing.</p>	<p>Unit Supervisor will review with the caseworker all due diligence efforts to identify adult relatives during assessment phase. Supervision will occur every 10 days.</p> <p>Once a decision has been made to accept a case for services, during case transfer meeting, the ongoing case manager will review with the caseworker all due diligence efforts to identify and locate all adult relatives.</p> <p>Once child is in placement, the Paralegals will run Accurant searches within two weeks of day of placement and input information into the Family Engagement tab of the CAPS chart.</p> <p>The Ongoing Supervisor will check the family engagement tab in CAPS to insure Accurant Searches are taking place initially and annually thereafter.</p> <p style="text-align: center;">o</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>
<p>3130.21(b) Frequency and Tracking of Caseworker Visits of Ch in Fed Defined Foster Care Bulletin 3490-08-05</p>	<p>In 3 of 10 Placement records reviewed, the children were not seen monthly by a qualified caseworker.</p> <p>In the first Placement record reviewed, the child was placed on [REDACTED] 2020. There is no documentation that the child was seen in [REDACTED] or [REDACTED] of 2023.</p> <p>In the second Placement record reviewed, the child was placed on [REDACTED] 2023. There is no documentation that the child was seen in [REDACTED] and [REDACTED] of 2023.</p> <p>In the third Placement record reviewed, the child was</p>	<p>The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.</p> <p>Face-to-face contact should occur as often as necessary, but no less often once per month.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>During conferencing, the Ongoing Supervisor will utilize an ongoing supervisor form that includes verification of last seen and next scheduled visit of child.</p> <p>The caseworkers are expected to schedule next month visit at time of current visit with family.</p> <p>The Ongoing Supervisor will provide a report of any missed visits to the Ongoing Casework Manager. (Until an Ongoing Casework Manager is hired, this will be reported to the Program Manager.) A meeting will be scheduled with casework manager, supervisor, and caseworker to discuss regulation requirements and solutions.</p> <p>Internal policies will be followed</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p>placed on [REDACTED] 2023. There is no documentation that the child was seen from [REDACTED] 2023 until [REDACTED] 2023.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspections in October 2022 and March 2023 and the May 2023 Directed Plan of Correction.</i></p>			<p>regarding the meeting of job expectations. The Ongoing Supervisor will review this in regular supervision and the Ongoing case Manager will periodically complete random checks.</p> <p>Ideally BC caseworkers complete monthly contacts. Qualified providers are used as a secondary option.</p> <p>Reports (A), (B), and (D) in the Blair County Boilerplate contract is indicates the provider must provide the agency update progress reports monthly.</p> <p>Blair County Contracting unit, unit consists of the Administrator, Program Specialist, Fiscal Officer and Fiscal Clerk, will send out an email to all providers with the updated Blair County Boilerplate by May 2023 and remind the providers of the expectation of reports. All reports will be sent to the Social Service Aides email and the assigned Social Services Aides will upload the documentation to the chart within 7 days of receipt. The Ongoing Case Manager will provide oversight to this process.</p>	
<p>3130.21 (b) Children in Foster Care Act 3130-12-02  3130.88(c)</p>	<p>In 3 of 10 Placement records reviewed, the grievance policy was not reviewed with the child within the required timeframes.</p> <p>In the first record reviewed, the child was placed on [REDACTED] 2020, the grievance policy was last reviewed with the child on [REDACTED] 2021.</p>	<p>The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.</p> <p>As a result of Act 119... all children must be notified of these protections upon entry into foster care and throughout their time in care.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The Grievance Policy is included in the Placement Packet. We have revised the placement packet to include only immediately needed documents. The caseworker will review the grievance policy with the family and the child and will obtain signatures as documentation that this occurred. The supervisor is responsible for ensuring this occurs.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p>In the second record reviewed, the child was placed on [REDACTED] 2021. The grievance policy was last reviewed with the child on [REDACTED] 2022.</p> <p>In the third record reviewed, the child was placed on [REDACTED] 2023, the grievance policy was reviewed with the child on [REDACTED] 2023.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection in February 2022 and Provisional Licensing Inspection in October 2022.</i></p>	<p>... The notice of explanation of rights must be provided, at a minimum, on a yearly basis.</p> <p>The procedure shall be explained to a child as soon as the child is placed in the foster home or child care facility.</p> <p>The agency shall continue to implement the most recent plan of correction previously submitted on 11/21/2022 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>The Paralegal who schedules and hands out court documents will include the grievance policy in the court packet to provide at the time of the hearing. Caseworker will review the grievance policy at the time of hearing and every 6-month Permanency Review.</p> <p>At the November 8, 2023, All-staff meeting a training will be provided regarding the court packet to ensure this is followed.</p> <p>We will be updating the placement checklist by 12-1-2023. The checklist will require signatures of both the caseworker and the supervisor indicating that all requirements have been completed.</p>		
<p>3130.21(b)</p> <p>Safety Assessment and Management Process</p>	<p>In 2 of 10 GPS Intake records, 4 of 10 CPS Intake records, 2 of 10 screened out GPS Intake records, and 1 Placement record reviewed, a Safety Assessment Worksheet (SAW) was not completed within 3 business days of the agency's first face-to-face contact.</p> <p>In the first GPS Intake record reviewed, the child was initially seen on [REDACTED] 2023. The preliminary SAW was created on [REDACTED] 2023.</p> <p>In the second GPS Intake record reviewed, the child was initially seen on [REDACTED] 2023. As of the date of this licensing review, a preliminary SAW had not been completed.</p>	<p>The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.</p> <p>As prescribed in §3490.55 and §3490.232 of the Protective Services Regulations. Documentation of safety related information shall be completed using the In-Home Safety Assessment Worksheet, as per the intervals below...</p> <p>- During the Assessment/Investigation: Within 3 business days of the agency's first face-to-face contact with the identified child and/or caregivers of origin.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The CPS and GPS checklists were updated by OCYF and the caseworkers to include documentation and the date the last safety assessment was completed. The documentation policy has been created to include specific timelines to include 72 hours to complete documentation. These were reviewed at the November 8, 2023, all staff meeting and then distributed to all caseworkers and supervisors.</p> <p>Unit Supervisor, Case Manager, Program Manager and Director will review the Safety Assessment to be signed by supervisor alert every day during supervisor huddle to ensure SAWS are signed off on by supervisors within the required timeframe.</p> <p>During normal business hours, direct supervisors will ensure that workers who have seen a child on the case</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

In the first CPS Intake record reviewed, the child was initially seen on [REDACTED] 2023. The preliminary SAW was completed on [REDACTED] 2023.

In the second CPS Intake record reviewed, the child was initially seen on [REDACTED] 2023. As of the date of this licensing review, a preliminary SAW has not been completed.

In the third CPS record reviewed, the child was initially seen on [REDACTED] 2023. As of the date of this licensing review, a preliminary SAW has not been completed.

In the fourth CPS record reviewed, the child was initially seen on [REDACTED] 2023. The preliminary SAW was created on [REDACTED] 2023.

In the first GPS Intake screen out record reviewed, the child was initially see on [REDACTED] 2023. The preliminary SAW was completed on [REDACTED] 2023.

In the second GPS Intake screen out record reviewed, the child was initially seen on [REDACTED] 2023. The preliminary SAW was completed on [REDACTED] 2023.

In the Placement record reviewed, the child and parent were initially seen on [REDACTED] 2023. The preliminary

The agency shall continue to implement the most recent plan of correction previously submitted on 05/01/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.

within three business days complete preliminary safety assessments. For emergency duty cases, the on-call supervisor must follow up with the assigned caseworker the next business day to ensure paperwork is completed.

SAWS for new information will be reviewed between the caseworker and supervisor at regular supervision as it is being added to the supervision form. Assessment and Ongoing case manager will review supervision form monthly. Program manager and administrator will review until those positions are filled.

	<p>SAW was completed on [REDACTED] 2023.</p> <p><i>This is a repeat citation the Annual Licensing Inspection that occurred in February, the Provisional Licensing Inspection in October 2022, the Near Fatality review in October 2022, a Complaint review was completed in January 2023, the Provisional Licensing Inspection in March 2023, and 2 Complaint reviews completed in July 2023.</i></p>				
<p>3130.21(b)</p> <p>Safety Assessment and Management Process</p>	<p>In 1 of 10 GPS Intake records reviewed, a supervisor had not reviewed and signed off on the SAW within the required timeframe.</p> <p>In the GPS Intake record reviewed, the preliminary SAW was created on [REDACTED] 2023. It was reviewed and signed by a supervisor on [REDACTED] 2023.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection that occurred in February 2022, the Provisional Licensing Inspections in October 2022 and March 2023, and a Complaint review completed in July 2023.</i></p>	<p>The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.</p> <p>Supervisory signature on the In-Home Safety Assessment Worksheet should occur as soon as possible, but no later than 10 business days following each prescribed interval.</p> <p>The agency shall continue to implement the most recent plan of correction previously submitted on 05/01/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>Unit Supervisor, Case Manager, Program Manager and Director will review the Safety Assessment to be signed by supervisor alert every morning during supervisor huddle.</p> <p>Program Manager and Director have set a daily email alert to review at the end of the day "Safety Assessment to be signed by supervisor" alert to ensure all Safety Assessments are signed off timely.</p> <p>During normal business hours, direct supervisors will ensure that workers who have seen a child on the case within three business days complete preliminary safety assessments. For emergency duty cases, the on-call supervisor must follow up with the assigned caseworker the next business day to ensure paperwork is completed. Assessment and Ongoing case manager will review supervision form monthly. Program manager and administrator will review until those</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

<p>3130.21(b)</p> <p>Safety Assessment and Management Process</p>	<p>In 1 of 10 GPS Intake records, 1 of 8 GPS In-home records, and 3 of 10 Placement records reviewed, a Safety Assessment Worksheet (SAW) was not completed within 3 business days of the identification of information that suggests a change in the safety rating.</p> <p>In the GPS Intake record reviewed, the case was received on [REDACTED] 2023 and a safety plan was put in place on [REDACTED] 2023. A SAW was not completed.</p> <p>In the GPS In-home record reviewed, the case was accepted for services on [REDACTED] 2022. The child was placed on [REDACTED] 2022 and then returned home on [REDACTED] 2022. No SAWs were completed between [REDACTED] 2022 and [REDACTED] 2023 to address the changes in safety. The SAW completed on [REDACTED] 2023 still lists the child as conditionally safe though there is no safety plan.</p> <p>In the first Placement record reviewed, the child was placed on [REDACTED] 2023. A SAW has not been completed to reflect the child's change in safety.</p> <p>In the second Placement record reviewed, the child was placed on [REDACTED] 2023. A</p>	<p>The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.</p> <p>As prescribed in §3490.55 and §3490.232 of the Protective Services Regulations. Documentation of safety related information shall be completed using the In-Home Safety Assessment Worksheet, as per the intervals below...</p> <p>- Within 3 business days of the identification of additional evidence, circumstances, or information that suggests a change in the child's safety. A plan should be developed of the agency's first face-to-face contact with the identified child and/or caregivers of origin.</p> <p>The agency shall continue to implement the most recent plan of correction previously submitted on 11/21/2022 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>positions are filled.</p> <p>Unit Supervisor, Case Manager, Program Manager and Director will review the Safety Assessment to be signed by supervisor alert every morning during supervisor huddle.</p> <p>Program Manager and Director have set a daily email alert to review at the end of the day "Safety Assessment to be signed by supervisor" alert to ensure all Safety Assessments are signed off timely.</p> <p>During normal business hours, direct supervisors will ensure that workers who have seen a child on the case within three business days complete preliminary safety assessments. For emergency duty cases, the on-call supervisor must follow up with the assigned caseworker the next business day to ensure paperwork is completed. Assessment and Ongoing case manager will review supervision form monthly. Program manager and administrator will review until those positions are filled and added to the supervision form.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>
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	<p>SAW was completed on [REDACTED] 2023 to reflect this change in the child's safety.</p> <p>In the third Placement record reviewed, the child returned home from placement on [REDACTED] 2023. A SAW was completed on [REDACTED] 2023 to reflect this change in the child's safety.</p> <p><i>This is a repeat citation from the Provisional Licensing Review in October 2022.</i></p>				
<p>3130.21(b)</p> <p>Statewide General Protective Services (GPS) Response Times 3490-12-01</p>	<p>In 1 of 10 GPS Intake records reviewed, a response time was not assigned.</p> <p>In the GPS Intake record reviewed, the report was received on [REDACTED] 2023. A response time was not assigned.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspection in March 2023 and the May 2023 Directed Plan of Correction.</i></p>	<p>The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.</p> <p>After receipt of a report of a child in need of protective services, county agencies must make an immediate decision about how and when to respond to the report. This assignment of the GPS response time should be clearly documented in the record.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>A training about response times occurred on April 27, 2023 for all casework staff and supervisors with the agency at that time. All supervisors received a copy of the Statewide General Protective Services Response time bulletin. Supervisors were alerted at a Supervisory huddle in October and sent out via email on October 13, 2023 by Program Specialist. Caseworkers received the bulletin via email on November 8, 2023, as a reminder.</p> <p>During regular business hours, the screener reviews pre-intake reports to ensure all referrals are attached. The Assessment supervisor then reviews all new reports and assigns response times. Response times for new cases will be reviewed each day at the morning Supervisor huddle meeting.</p> <p>During emergency duty, the on-call supervisor will assign response times for referrals received during the shift.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>
3130.21(b)	In 1 of 10 GPS Intake records	The executive officers shall	The agency	All supervisors received a copy of the	



<p>CPSL 6368 Statewide GPS Referrals Bulletin #3490-20-08</p> <p>3490.232(c)</p>	<p>reviewed, an appropriate response time was not assigned. The report was received on [REDACTED] 2023.</p> <p>[REDACTED] The report was assigned a 10-day response time when the allegations needed an immediate response.</p> <p><i>This is a repeat citation from the Complaint review that was completed in December 2022 and the Provisional Licensing Inspection in March 2023.</i></p>	<p>ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.</p> <p>The CPSL and 55 Pa. Code §3490.232 require the county agency to see the child immediately if emergency protective custody has been taken, is needed, or cannot be determine from the report whether or not emergency protective custody is needed. Otherwise, the county agency shall prioritize the response time based on any known prior history or child welfare involvement and the following criteria... Response must be within 5 calendar days (Expedited): The information reported indicates that overall Risk Factors rated as moderate exist, which place the child in danger of future harm.</p> <p>The agency shall continue to implement the most recent plan of correction previously submitted on 05/01/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>is expected to come into compliance immediately and ongoing.</p>	<p>Statewide General Protective Services Response time bulletin. Supervisors were alerted at a Supervisory Huddle in October and an email was sent by the Program Specialist on October 13, 2023. Caseworkers received the bulletin via email as a reminder on November 8, 2023.</p> <p>During regular business hours, the screener reviews pre-intake report to ensure all referrals are attached. The Assessment supervisor then reviews all new reports to assign response times. Response times for new cases will be reviewed each day at the morning Supervisor huddle meeting.</p> <p>During emergency duty, the on-call supervisor will assign response times for referrals received during the shift.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>
<p>3130.21(b)</p> <p>Statewide GPS Referrals Bulletin #3490-20-08</p>	<p>In 1 of 10 GPS Intake records reviewed that were screened out, the report was screened out beyond 30 days.</p> <p>In the first screened-out record reviewed, the report was received on [REDACTED] 2023. The report was screened out on [REDACTED] 2023.</p>	<p>The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.</p> <p>The decision to screen-out a referral, and the reason for the screen-out must be transmitted to ChildLine no later than 30 calendar days after the receipt of the referral, with</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>We will review the Statewide GPS Referral Bulletin at the October 18, 2023, supervisor meeting. Caseworkers received the bulletin via email as a reminder on November 8, 2023.</p> <p>The screen out waiting for supervisor signature will be reviewed daily by the Assessment Supervisor.</p> <p>Assessment Supervisor will review</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p><i>This is a repeat citation from the Overdue GPS Outcome review that occurred in April 2022, the Overdue GPS Outcome review that occurred in August 2022, the Complaint review that was completed in February 2023 and the Provisional Licensing Inspection in March 2023.</i></p>	<p>documented approval by a supervisor.</p> <p>The agency shall continue to implement the most recent plan of correction previously submitted on 05/01/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>		<p>contacts and the safety assessment worksheet prior to signing off on the screen out. If it exceeds the 30 days from date of referral, the Unit Supervisor will email Caseworker and Case Manager and provide the Case worker 7 business day to complete outcome and risk assessment. The assigned supervisor will have 24 hours to complete screen out. If it exceeds 30 days, it will no longer be considered a screen out and will be treated as an assessment.</p> <p>The alert for screen out waiting for supervisor approval will be reviewed at the daily supervisor meeting by the Program Manager. A standing agenda for the morning supervisor huddle was finalized by November 1, 2023, and will include this topic.</p>	
<p>3130.31(3)(iv)</p>	<p>In 2 of 10 Placement records reviewed, there is no documentation in the file that, during the period under review, copies of petitions or motions, etc. were mailed at list 15 days in advance of case reviews and dispositional hearings.</p> <p>In the first Placement record reviewed, the child was placed on [REDACTED] 2022 and there is no documentation in the file that, during the period under review, copies of petitions or motions, etc. were mailed at least 15 days in advance of case reviews and dispositional hearings.</p> <p>In the second Placement record reviewed, the child was placed on [REDACTED] 2023</p>	<p>Filing petitions or motions with the court and mailing copies of the petition or motion, proposed family service plan and notices of hearings to the child, if age appropriate, the child's attorney and the child's parents or legal guardians and their attorney, if known to the county agency at least 15 days in advance of case reviews and dispositional hearings.</p> <p>The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The administration team Administrator and Program Manager, meet with the paralegals, solicitors, and clerical department to ensure that all parties understand the process and timeline. The Clerical Supervisor will have monthly meetings with the LSI paralegals and Clerical staff to monitor compliance with this expectation and deadlines are met. These meetings have been a standard operating practice for years.</p> <p>Administrator and program manager will have a bi-monthly meeting with the solicitor beginning December 1, 2023 to monitor compliance.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	and there is no documentation in the file that, during the period under review, copies of petitions or motions, etc. were mailed at least 15 days in advance of case reviews and dispositional hearings.				
3130.43(b)(2)(3)	In 1 of 8 of GPS In-Home records reviewed, the case was accepted for services on [REDACTED] 2022 and there is no information listed for the child's [REDACTED] in the record.	The family case record shall contain the following:... 2. The name and address of the parents 3. The name, race, sex, and date of birth of each family member.  The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.	The agency is expected to come into compliance immediately and ongoing.	The agency will use the morning supervisor's meeting when cases are being reviewed to determine if an eCIS check is needed to locate parents of cases, including their address, race, sex, and DOB.  The assigned supervisor will also engage the caseworker during supervision to ensure questions are being asked to make sure all parties' names, locations, and demographic information are obtained for every case. If unsuccessful, the Assessment Case Manager must be alerted by the Assessment Supervisor to monitor compliance.	POC not accepted - [REDACTED] 11/14/23
3130.43(c)(10)	In 3 of 10 Placement records reviewed, there was no recent education reports on records in the file.  In the first Placement record reviewed, the child was placed on [REDACTED] 2020. There are no documented educational records since [REDACTED] of 2022.  In the second Placement record reviewed, the child was placed on [REDACTED] 2021. There are no documented educational records since [REDACTED] of 2022.	(c) A section of the family case record that includes the following shall be established for each child in placement:  (10) Educational reports and records.  The agency shall continue to implement the plan of correction previously submitted on 05/01/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.	The agency is expected to come into compliance immediately and ongoing.	An Excel spreadsheet of every child in formal placement through the agency that will be maintained by the assigned social service aide. The aide will request and obtain educational records on every child in placement every 6 months and document when records are received on each child. The aide will continue to follow up to ensure records are received on all children.  The social services aide will upload the educational records to CAPS and alert the caseworker, placement provider and foster parent.  BCCYF is in the process of updating the policy from 2020. It will be	POC not accepted - [REDACTED] 11/14/23

	<p>In the third Placement record reviewed, the child was placed on [REDACTED] 2023. There are no educational records in the child's file.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspections in October 2022 and March 2023.</i></p>			completed by 12-1-2023.	
3130.51(a)	<p>In 1 of 26 tenured employee staff records reviewed, there were no annual employee performance reviews completed within the past year.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspections in October 2022 and March 2023.</i></p>	<p>With the exception of the agency administrator, county agency staff hired or reclassified after January 1, 1978, shall be appointed in accordance with a Federally approved merit system of personnel administration. County agency staff who were not covered by an approved merit system as of January 1, 1978, are not required to be reappointed through the merit system to retain the position held before January 1, 1978.</p> <p>Agencies shall evaluate the performance of their employees during their probationary period and at least once a year thereafter.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/01/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	The agency is expected to come into compliance immediately and ongoing.	The agency will complete performance evaluations on all staff on an annual basis. The Clerical Supervisor will email staff in June for an opportunity for a self-appraisal to be completed and turned in by July 1 <sup>st</sup> . The supervisor will then utilize the self-appraisal and will complete the annual evaluation of every employee by August 15 <sup>th</sup> . The Administrator will ensure the performance evaluations are completed.	POC not accepted - [REDACTED] 11/14/23
3130.61(a)	<p>In 4 of 8 GPS In-Home records reviewed, the initial Family Service Plan (FSP) was not created within the required timeframe.</p> <p>In the first GPS In-Home</p>	The county agency shall prepare, within 60 days of accepting a family for service, a written family service plan for each family receiving services through the county agency.	The agency is expected to come into compliance immediately and ongoing.	The Assessment Supervisor will email the other CYFS Supervisors identifying a case that needs to be discussed for possibly accepting for services. During the morning Supervisor huddle, the case will be discussed the next business day.	POC not accepted - [REDACTED] 11/14/23

	<p>record reviewed, the family was accepted for services on [REDACTED] 2022. At the time of this licensing review, an FSP was not yet completed.</p> <p>In the second GPS In-Home record reviewed, the family was accepted for services on [REDACTED] 2022. At the time of this licensing review, an FSP was not yet completed.</p> <p>In the third GPS In-Home record reviewed, the family was accepted for services on [REDACTED] 2022. At the time of this licensing review, an FSP was not yet completed.</p> <p>In the fourth GPS In-Home record reviewed, the family was accepted for services on [REDACTED] 2023. At the time of this licensing review, an FSP was not yet completed.</p> <p><i>This is a repeat citation from a complaint review completed in May 2023 and the May 2023 Direction Plan of Correction.</i></p>	<p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>		<p>During the morning Supervisor huddle, a decision will be made on whether or not to accept a case for ongoing services. If the case is accepted for services, the Ongoing Case manager (currently being filled by the Program Manager) will email an invite for a case transfer meeting. The assessment worker and ongoing worker both need to attend the transfer meeting. At that meeting the Caseworker checklist will be reviewed. A date will be determined for FSP and CPP at case transfer. This date will be provided to the ongoing supervisor by the ongoing manager to track and ensure the plan is completed within the required timeframe. The FSP will be developed by the caseworker and then created and enhanced with the family. During this time, signatures will be obtained.</p> <p>The case transfer policy from 2016 will be revised and updated by 12-1-2023.</p>	
<p>3130.61(c)</p>	<p>In 5 of 10 Placement records reviewed, there was no documentation that the required parties were given an opportunity to sign the Child Permanency Plans (CPP).</p> <p>In the first Placement record reviewed, the child was placed on [REDACTED] 2023 and the CPP was completed</p>	<p>The service plan shall be signed by the county agency staff person responsible for management of the case. The parent or legal guardian and the child, if 14 years of age or older, shall be given the opportunity to sign the service plan. The county agency shall inform the parent or guardian that signing the plan constitutes agreement with the service plan.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The Assessment Supervisor will email the other CYFS Supervisors identifying a case that needs to be discussed for possibly accepting for services. During the morning Supervisor huddle, the case will be discussed the next business day. During the morning Supervisor huddle, a decision is made on whether or not to accept a case for ongoing services. If the case is accepted for services, the Ongoing Case manager (currently</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p>██████ 2023. There is no documentation that the required parties were given an opportunity to sign the CPP.</p> <p>In the second Placement record reviewed, the child was placed on ██████ 2022 and the CPP was completed ██████ 2023. There is no documentation that the required parties were given an opportunity to sign the CPP.</p> <p>In the third Placement record reviewed, the child was placed on ██████ 2022 and the CPP was completed ██████ 2023. There is no documentation that the required parties were given an opportunity to sign the CPP.</p> <p>In the fourth Placement record reviewed, the child was placed on ██████ 2020 and the CPP Review was completed on ██████ 2023. There is no documentation that the required parties were given an opportunity to sign the CPP.</p> <p>In the fifth Placement record reviewed, the child was placed on ██████ 2023 and the CPP was completed on ██████ 2023. There is no documentation that the required parties were given an opportunity to sign the CPP.</p>	<p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>		<p>being filled by the Program Manager) will email an invite for a case transfer meeting. The assessment worker and ongoing worker both need to attend the transfer meeting. At that meeting the Caseworker checklist will be reviewed. A date will be determined for FSP and CPP at case transfer. This date will be provided to the ongoing supervisor by the ongoing manager to track and ensure the plan is completed within the required timeframe. The FSP and CPP will be developed by the caseworker and then created and enhanced with the family. During this time, signatures will be obtained.</p> <p>At the time of the court hearing, the caseworker will have a copy for anyone not present during the development.</p> <p>The former FSP and CPP training guide will be revised and updated by 12-1-2023 into a policy.</p>	
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<p>3130.61(d)</p>	<p>In 4 of 10 Placement records reviewed, there was no documentation that the parties were invited to participate in the development of the CPP.</p> <p>In the first Placement record reviewed, the child was placed on [REDACTED] 2023 and the CPP was completed [REDACTED] 2023. There is no documentation that the required parties were given an opportunity to participate in the development of the CPP.</p> <p>In the second Placement record reviewed, the child was placed on [REDACTED] 2022 and the CPP was completed [REDACTED] 2023. There is no documentation that the required parties were given an opportunity to participate in the development of the CPP.</p> <p>In the third Placement record reviewed, the child was placed on [REDACTED] 2022. The CPP Review was completed on [REDACTED] 2023 and the Family</p>	<p>(d) The county agency shall provide family members, including the child, their representatives and service providers, the opportunity to participate in the development and amendment of the service plan if the opportunity does not jeopardize the child's safety. The method by which these opportunities are provided shall be recorded in the plan.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The Assessment Supervisor will email the other CYFS Supervisors identifying a case that needs to be discussed for possibly accepting for services. During the morning Supervisor huddle, the case will be discussed the next business day. During the morning Supervisor huddle, a decision will be made on whether or not to accept a case for ongoing services. If the case is accepted for services, the Ongoing Case manager (currently being filled by the Program Manager) will email an invite for a case transfer meeting. The assessment worker and ongoing worker both need to attend the transfer meeting. At that meeting the Caseworker checklist will be reviewed. A date will be determined for FSP and CPP at case transfer.</p> <p>The receiving ongoing CW will then call the family to notify them of the opportunity to participate in case planning for their child, will schedule a meeting with the family to do so, and will document the conversation in CAPS. If the family is unable to be reached by phone, the worker will do this during a home visit. The receiving ongoing CW will then be responsible for ensuring the CPP is completed with the family by that 30-day deadline</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p>Service Plan Review was completed on [REDACTED] 2023. There was no documentation that the required parties had an opportunity to participate in the development of either of these plans.</p> <p>In the fourth Placement record reviewed, the child was placed on [REDACTED] 2020 and the CPP Review was completed on [REDACTED] 2023. There is no documentation that the required parties were given an opportunity to participate in the development of the CPP.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspections in October 2022 and March 2023 and the May 2023 Directed Plan of Correction.</i></p>			<p>and will provide all parents, legal guardians, and children aged 14 and above with the opportunity to sign the CPP.</p> <p>FSP and CPP will be developed by the caseworker and then created and enhanced with the family. During this time, signatures will be obtained. At the time of the court hearing, the caseworker will have a copy for anyone not present during the development.</p> <p>The former FSP and CPP training guide will be revised and updated by 12-1-2023 into a policy.</p>	
3130.61(e)	<p>In 4 of 10 Placement records reviewed, there was no documentation the required parties were provided copies of the CPP.</p> <p>In the first Placement record reviewed, the child was placed on [REDACTED] 2023 and the CPP was completed [REDACTED] 2023. There is no documentation that the required parties were provided copies of the CPP.</p> <p>In the second Placement record reviewed, the child was placed on [REDACTED] 2022</p>	<p>The county agency shall provide family members, their legal counsel, other representatives and agencies or facilities providing services to the child and family with a copy of the service plan, including service plan amendments and results of reviews when the amendments or reviews change the previously agreed upon plan.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The ongoing caseworker meets with their supervisor prior to meeting with the family. The ongoing caseworker completes the CPP/FSP with the family and obtains all required signatures. The plans will be provided to the assigned ongoing supervisor for review and approval of the documents.</p> <p>Upon the supervisor's review, approval, and signature, the ongoing supervisor will provide the CPP to clerical staff, who will mail out copies of the CPP to all parties, upload the signed CPP into CAPS, and will document in CAPS the dissemination of the copies of the plan.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>



	<p>and the CPP was completed [REDACTED] 2023. There is no documentation that the required parties were provided copies of the CPP.</p> <p>In the third Placement record reviewed, the child was placed on [REDACTED] 2022. The CPPR was completed on [REDACTED] 2023 and the Family Service Plan Review was completed on [REDACTED] 2023. There was no documentation that the required parties were provided copies of the CPP Review or FSP.</p> <p>In the fourth Placement record reviewed, the child was placed on [REDACTED] 2020 and the CPP Review was completed on [REDACTED] 2023. There is no documentation that the required parties were provided copies of the CPP.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspections in October 2022 and March 2023 and the May 2023 Directed Plan of Correction.</i></p>				
3130.63	<p>In 4 of 8 GPS In-Home records reviewed, the FSP was not reviewed and updated within the required timeframes.</p> <p>In the first GPS In-Home record reviewed, the case was accepted for services on [REDACTED] 2022. An FSP was completed on [REDACTED] 23. At</p>	<p>Except as provided in subsection (b), the county agency shall review service plans at least every 6 months.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency created an ongoing supervision form for use by ongoing supervisors, which now includes, among other deadlines, the date the upcoming FSP is due to be reviewed and updated. The ongoing caseworker and supervisor will discuss the need for updating CPP/FSP and no less than every 6 month and the ongoing supervisor will be responsible for ensuring that this deadline is met.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p>the time of this licensing an FSP Review has not yet been completed.</p> <p>In the second GPS In-Home record reviewed, the case was accepted for services on [REDACTED] 2021. An FSP Review was completed on [REDACTED] 2022. At the time of this licensing review no additional FSP Reviews have been completed.</p> <p>In the third GPS In-Home record reviewed, the case was accepted for services on [REDACTED] 2022. An FSP was completed on [REDACTED] 2022. At this time of this licensing review an FSP Review has not yet been completed.</p> <p>In the fourth GPS In-Home record reviewed, the case was accepted for services on [REDACTED] 2022. An FSP Review was completed on [REDACTED] 2022. The case was closed on [REDACTED] 2023 and no additional FSP Reviews had been completed prior to the case closure.</p> <p><i>This is a repeat citation from a complaint review completed in July 2023 and the May 2023 Directed Plan of Correction.</i></p>			<p>This form will be reviewed monthly during supervision with ongoing caseworkers on each case accepted for services. The Ongoing case manager (a role currently being filled by the Program Manager) will review supervision logs on a monthly basis to be sure they are completed in their entirety and deadlines are being met.</p>	
3130.66(a)	<p>In 5 of 10 Placement records reviewed, the CPP was not completed within 30 days from the date the child entered emergency</p>	<p>If a child has been placed in emergency placement and continued placement is necessary, the county agency shall prepare a family service plan under §3130.61 and §3130.67(b)</p>	<p>The agency is expected to come into compliance immediately</p>	<p>During the morning Supervisor huddle, any case where a child entered placement will be discussed the next business day. The Ongoing Case</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p>placement.</p> <p>In the first Placement file reviewed, the child was placed on [REDACTED] 2022. A CPP was completed on [REDACTED] 2023.</p> <p>In the second Placement file reviewed, the child was placed on [REDACTED] 2023. A CPP was completed on [REDACTED] 2023.</p> <p>In the third Placement record reviewed, the child was placed on [REDACTED] 2022. A CPP was completed on [REDACTED] 2023.</p> <p>In the fourth Placement record reviewed, the child was placed on [REDACTED] 2023. As of this licensing review, a CPP was not yet completed.</p> <p>In the fifth Placement record reviewed, the child was placed on [REDACTED] 2023. A CPP was completed on 05/24/2023.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspections in October 2022 and March 2023 and the May 2023 Directed Plan of Correction.</i></p>	<p>(relating to family service plans; and placement planning) no later than 30 days from the date the child enters emergency placement.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>and ongoing.</p>	<p>manager (currently being filled by the Program Manager) will email an invite for a case transfer meeting. The assessment worker and ongoing worker both need to attend the transfer meeting. At that meeting the Caseworker checklist will be reviewed. A date will be determined for FSP and CPP at case transfer. The receiving ongoing CW will then be responsible for ensuring the CPP is completed with the family by that 30-day deadline. This date will be provided to the ongoing supervisor by the ongoing manager to track and ensure the plans are completed within the required timeframes. The FSP and CPP will be developed by the caseworker and then created and enhanced with the family. During this time, signatures will be obtained.</p> <p>The agency also created an ongoing supervision form for use by ongoing supervisors, which now includes, among other deadlines, the date the upcoming FSP and/or CPP is due to be reviewed and updated. The ongoing caseworker and supervisor will discuss the need for updating FSP and/or CPP no less than every 6 months.</p> <p>The supervision form will be reviewed monthly during supervision with ongoing caseworkers on each case accepted for services. The Ongoing case manager (a role currently being filled by the Program Manager) will review supervision logs on a monthly basis to be sure they are completed.</p>	
3130.67(b)(1)	<p>In 1 of 10 Placement records reviewed, the child was placed on [REDACTED] 2022. The</p>	<p>(b) The amendment to the service plan shall include the following, for each child placed:</p>	<p>The agency is expected to come into</p>	<p>The receiving ongoing CW will be responsible for ensuring the CPP is completed in it's entirety, including</p>	

	<p>CPP was completed on [REDACTED] 2023 and there is no documentation in the plan regarding the circumstances that made placement necessary.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection in February 2022 and the May 2023 Directed Plan of Correction.</i></p>	<p>(1) A description of the circumstances that make placement necessary.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>compliance immediately and ongoing.</p>	<p>documentation of why placement was necessary, with the family by the 30-day deadline. The ongoing supervisor will review the CPP to ensure it is completed in its entirety before signing off on the CPP. If any piece of the CPP is incomplete, the supervisor will return it to the caseworker to update the information before signing off on the CPP.</p> <p>The ongoing caseworker and supervisor will discuss the need for updating CPP/FSP and no less than every 6 months.</p> <p>The agency also created an ongoing supervision form for use by ongoing supervisors, which now includes, among other deadlines, the date the upcoming FSP and/or CPP is due to be reviewed and updated. The ongoing caseworker and supervisor will discuss the need for updating FSP and/or CPP no less than every 6 months.</p> <p>This form will be reviewed monthly during supervision with ongoing caseworkers on each case accepted for services. The Ongoing case manager (a role currently being filled by the Program Manager) will review supervision logs on a monthly basis to be sure they are completed.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>
<p>3130.67(b)(3)</p>	<p>In 1 of 10 Placement records reviewed, the child was placed on [REDACTED] 2023. A CPP was completed on [REDACTED] 2023 and there is no medical or educational information documented in the CPP.</p> <p><i>This is a repeat citation from the May 2023 Directed Plan of Correction.</i></p>	<p>(b) The amendment to the service plan shall include the following, for each child placed:</p> <p>(3) information relating to a child's health and educational status shall be reviewed and updated each time a child in foster care changes [REDACTED] place of residence.</p> <p>The agency shall implement the directed plan of correction issued on</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The receiving ongoing CW will be responsible for ensuring the CPP is completed in its entirety, including documentation of medical and educational information, with the family by the 30-day deadline. The ongoing supervisor will review the CPP to ensure it is completed in its entirety before signing off on the CPP. If any piece of the CPP is incomplete, the supervisor will return it to the caseworker to update the information</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

		06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.		before signing off on the CPP.	
3130.67(b)(10)	<p>In 3 of 10 Placement records reviewed, the CPP did not include service objectives that needed to be achieved prior to reunification.</p> <p>In the first Placement record reviewed, the child was placed on [REDACTED] 2023. The CPP was completed on [REDACTED] 2023 and did not include service objectives that needed to be achieved prior to reunification.</p> <p>In the second Placement record reviewed, the child was placed on [REDACTED] 2022. The CPP was completed on [REDACTED] 2023 and did not include service objectives that needed to be achieved prior to reunification.</p> <p>In the third Placement record reviewed, the child was placed on [REDACTED] 2023. The CPP was completed on [REDACTED] 2023 and did not include service objectives that needed to be achieved prior to reunification.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspection in March 2023, the May 2023 Directed Plan of Correction, and POC Verification completed in August 2023.</i></p>	<p>(b) The amendment to the service plan shall include the following, for each child placed:</p> <p>(10) A description of the service objectives that shall be achieved by the parents or child prior to reunification.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	The agency is expected to come into compliance immediately and ongoing.	The receiving ongoing CW will be responsible for ensuring the CPP is completed in it's entirety, including documentation of specific service objectives needed to achieve successful reunification, with the family by the 30-day deadline. The ongoing supervisor will review the CPP to ensure it is completed in it's entirety before signing off on the CPP. If any piece of the CPP is incomplete, the supervisor will return it to the caseworker to update the information before signing off on the CPP.	POC not accepted - [REDACTED] 11/14/23

<p>3130.68(a)</p>	<p>In 2 of 10 Placement records reviewed, there was no documentation that the agency facilitated required visitation between the child and the parents and there is no documentation that visits were occurring, during the period under review.</p> <p>In the first Placement record reviewed, the child was placed on █████ 2023. There is no documentation that the agency facilitated required visitation between the child and the parents and there is no documentation that visits were occurring, during the period under review.</p> <p>In the second Placement record reviewed, the child was placed on █████ 2020. There is no documentation that the agency facilitated required visitation between the child and the parents and there is no documentation that visits were occurring, during the period under review.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspection in March 2023 and the May 2023 Directed Plan of Correction.</i></p>	<p>The county agency shall provide opportunity for visits between the child and parents as frequently as possible but no less frequently than once every 2 weeks at a time and place convenient to the parties and in a location that will permit natural interaction.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>In the Blair County Boilerplate contract, it indicates the provider must provide the agency with monthly progress reports.</p> <p>The Blair County Contracting unit, made up of the Program Specialist, Administrator, Fiscal Officer and Fiscal Clerk, will send out an email to all providers with the updated Blair County Boilerplate by May 2023 and remind the providers of the expectation of reports. All reports will be sent to the Social Service Aides email and the assigned Social Services Aides will upload the documentation to the chart within 7 days of receipt.</p> <p>Caseworkers will make the referral to the provider for visitation based on the court order. The caseworker will add the visitation schedule to the CPP. The social services aide will upload the referral forms to Providers related to client services within 7 days of referral. For visitation provided by the Social Service Aides they will complete the documentation and upload within 7 days of the visitation. Social Service aide will complete a monthly schedule that is uploaded into CAPS.</p> <p>When there is a waitlist for visitation services with the provider, visitation will be provided by the Social Service Aides at a minimum of every 2 weeks. They will complete the documentation of visitation and upload it within 7 days of the visitation.</p> <p>When a provider cancels a visit, they are required to reschedule the visit to</p>	<p>POC not accepted - █████ 11/14/23</p>
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				<p>be in compliance with court ordered visitation.</p> <p>Visitation will be discussed in the course of routine supervision and tracked on the ongoing supervision form. The ongoing supervisor will be responsible for ensuring that visitation is occurring, and documentation of such visits is in CAPS.</p>	
3130.68(g) (1)(2)	<p>In 1 of 10 Placement records reviewed, the child was placed on [REDACTED] 2023. As of this licensing review, written notice to the parents of the child's location and provider were not provided which is not within the required timeframe.</p> <p><i>This is a repeat citation from the Annual Licensing Inspections in February 2022 and March 2023.</i></p>	<p>(g) The county agency shall, within 15 calendar days of placing a child, provide the parents with the following:</p> <p>(1) The address of the physical location of the child. (2) The name of the person, agency or facility responsible for the child's care</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/01/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency modified the placement packet to include a letter to parents, notifying them of the location of the child and the provider within 15 calendar days of the placement occurring. This letter is provided to the family by the caseworker at the shelter care hearing. If there is a change in location, the assigned caseworker will send a letter with the new location within 15 days. The Ongoing Supervisor will be responsible for ensuring that the change in location letter has been completed.</p> <p>The revised packet will be completed by 12-1-23 and will be discussed at 12-13-23 all staff meeting.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>
3130.71	<p>In 2 of 10 Placement records reviewed, the Child Permanency Plan Review was not completed within the required timeframe.</p> <p>In the first Placement record reviewed, the child was placed on [REDACTED] 2022. The child's most recent CPP was completed on [REDACTED] 2022. At the time of this licensing review, a CPP review had not yet been completed.</p>	<p>The county agency shall ensure that the status of a child in placement under its case management responsibility is reviewed periodically but no less frequently than once every 6 months.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency created an ongoing supervision form for use by ongoing supervisors, which now includes, among other deadlines, the date the upcoming CPP is due to be reviewed and updated. The ongoing caseworker and supervisor will discuss the need for updating CPP and no less than every 6 months and the ongoing supervisor will be responsible for ensuring that this deadline is met.</p> <p>This form will be reviewed monthly during supervision with ongoing caseworkers on each case accepted</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p>In the second Placement record reviewed, the child was placed on [REDACTED] 2021. A CPP Review was completed on [REDACTED] 2022 and the next review was not completed until [REDACTED] 2023.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspection in March 2023 and the May 2023 Directed Plan of Correction.</i></p>			<p>for services. The Ongoing case manager (a role currently being filled by the Program Manager) will review supervision logs on a monthly basis to be sure they are completed.</p>	
3130.71(1)(i)	<p>In 1 of 10 Placement records reviewed, the child was placed on [REDACTED] 2022 and there was no documentation in the file that the county agency petitioned the court to conduct a placement review within the required timeframe.</p>	<p>The county agency is required to petition the court, under 42 Pa.C.S. §§ 6301—6365 (relating to the Juvenile Act), to conduct a placement review once every 6 months.</p> <p>The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>A new process will begin January 2024 where caseworkers will meet with paralegals every six months to complete the summary and recommendations on the case which will become the petition for the Permanency Review Hearing. Paralegals and Clerical Supervisor meet monthly to insure efficiency. Administration team is meeting with solicitor bi-monthly as well. This court packet was reviewed at the next All Staff meeting November 8, 2023, to ensure all staff have a clear understanding of this expectation.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>
3130.71(1)(iii)	<p>In 6 of 10 Placement records reviewed, there is no documentation that the family's service plan was included with the petition for placement review filed with the court.</p> <p>In the first Placement record reviewed, the child was placed on [REDACTED] 2022 and there is no documentation that the family's service plan was included with the petition for placement review filed with the court on [REDACTED] 2023.</p>	<p>A petition for placement review filed with the court by the county agency shall include a copy of the family service plan, including placement amendment.</p> <p>The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>A new process will begin January 2024 where caseworkers will meet with paralegals every six months to complete the summary and recommendations on the case which will become the petition for the Permanency Hearing. Caseworkers will be required to bring the CPP/FSP to this meeting.</p> <p>The agency paralegal will be then be responsible for ensuring completion of the court packet prior to all placement reviews. The assigned caseworker and supervisor will ensure that a copy of the most recent family service plan gets included with the court packet</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>



In the second Placement record reviewed, the child was placed on [REDACTED] 2022 and there is no documentation that the family's service plan was included with the petition for placement review filed with the court on [REDACTED] 2023.

In the third Placement record reviewed, the child was placed on [REDACTED] 2023 and there is no documentation that the family's service plan was included with the petition for placement review filed with the court on [REDACTED] 2023.

In the fourth Placement record reviewed, the child was placed on [REDACTED] 2022 and there is no documentation that the family's service plan was included with the petition for placement review filed with the court on [REDACTED] 2023.

In the fifth Placement record reviewed, the child was placed on [REDACTED] 2020 and there is no documentation that the family's service plan was included with the petition for placement review filed with the court on [REDACTED] 2023.

In the sixth Placement record reviewed, the child was placed [REDACTED] 2021 and there is no documentation that the family's service plan was included with the petition for placement review filed with

given to the paralegal and filed with the court. This court packet was reviewed at the All Staff meeting on November 8, 2023, to ensure all staff have a clear understanding of this expectation.

The LSI paralegal and Administrative Team will be developing a policy by January 2024.

	the court on [REDACTED] 2023.				
3130.86	<p>In 1 of 10 Placement records reviewed, the child was placed on [REDACTED] 2022 and as of this licensing review, religious participation has not been documented.</p> <p><i>This is a repeat citation from the Annual Licensing Inspections in February 2022 and March 2023.</i></p>	<p>The county agency shall provide an opportunity for a child placed in a foster home or childcare facility which it administers to participate in religious activities, services and counseling, taking into account choices specified by the parents or guardian or the child.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/01/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	The agency is expected to come into compliance immediately and ongoing.	The agency modified the placement packet to include providing the child the opportunity for religious participation, taking into account the choices specified by the parent and/or guardian. The Supervisor who approved the placement is responsible for ensuring the placement packet is completed in its entirety. Signatures are required by the supervisor and the caseworker.	POC not accepted - [REDACTED] 11/14/23
3490.55 (a)(b)(c)	<p>In 1 of 10 CPS Intake files reviewed, the referral was received on [REDACTED] 2023 and the agency did not see the identified child or other children in the home to ensure safety during the investigation period.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspection in October 2022, a complaint review completed in February 2023, and the May 2023 Directed Plan of Correction.</i></p>	<p>a. Except as provided in subsection (b), the county agency shall begin its investigation within 24 hours of receiving a report of suspected child abuse. Upon beginning its investigation, the county agency shall see the child within 24 hours of receipt of the report.</p> <p>b. The county agency shall begin the investigation immediately upon receipt of a report of suspected child abuse and see the child immediately if one of the following applies: (1) Emergency protective custody has been taken or is needed. (2) It cannot be determined from the report whether or not emergency protective custody is needed.</p> <p>c. After ensuring the immediate safety of the child and other children in the home, the county agency shall verbally notify ChildLine of the receipt of the report, if it was not received initially from ChildLine.</p>	The agency is expected to come into compliance immediately and ongoing.	<p>When a new referral is received by the agency, the Intake Supervisor will assign the CPS to a runner, including a response time not to exceed 24 hours. If the caseworker is unable to make contact with the identified child and other children in the home within the assigned response time, the agency will continue to make attempts on each shift (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>) on emergency duty, until successful contact is made and safety of each child has been assessed and assured. This process began November 1, 2023.</p> <p>The agency updated their CPS checklist to include that the identified child and all children in the home are seen during the investigation period. The agency also updated their supervisory review log, which now includes information documenting the last time the children in the home were seen. This review log gets filled out at every 10-day supervision and will</p>	POC not accepted - [REDACTED] 11/14/23

		<p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>		<p>ensure that the identified child and all children living in the home are seen during the CPS investigation. The assigned supervisor will also ensure the supporting documentation is entered into CAPS as part of the regular supervision occurring. The assessment case manager will review supervision logs monthly to ensure compliance.</p>	
3490.55(d)(e)	<p>In 5 of the 10 CPS Intake files reviewed, there is no written documentation that the required parties were interviewed regarding the allegations.</p> <p>In the first CPS Intake file reviewed, the referral was received on [REDACTED] 2023 and there is no written documentation that the required parties were interviewed regarding the allegations.</p> <p>In the second CPS Intake file reviewed, the referral was received on [REDACTED] 2023 and there is no written documentation that the [REDACTED] were interviewed regarding the allegations.</p> <p>In the third CPS Intake file reviewed, the referral was received on [REDACTED] 2023 and there is no written documentation that the child's [REDACTED] or [REDACTED] were interviewed regarding</p>	<p>(d) When conducting its investigation, the county agency shall, if possible, conduct an interview with those persons who are known to have or may reasonably be expected to have, information relating to the incident of suspected child abuse including, but not limited to, all of the following: (1) The child, if appropriate. (2) The child's parents or other person responsible for the child's welfare. (3) The alleged perpetrator of the suspected child abuse. (4) The reporter of the suspected child abuse, if known. (5) Eyewitnesses to the suspected child abuse. (6) Neighbors and relatives who may have knowledge of the abuse. (7) Day care provider or school personnel, or both, if appropriate.</p> <p>(e) The county agency shall record in writing the facts obtained as a result of the interviews conducted under subsection (d) and any other interviews it conducts.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency updated their CPS checklist to include documentation that the required parties are interviewed as part of the CPS investigation. The agency also updated their supervisory review log, which now includes documenting that the required parties (AP, child(ren), parents, others who may have information) have been interviewed. This review log gets filled out at every 10-day supervision. The assigned supervisor will ensure the supporting documentation is entered into CAPS as part of the regular supervision occurring. The assessment case manager will review supervision logs monthly to ensure compliance.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p>the allegations.</p> <p>In the fourth CPS Intake file reviewed, the referral was received on [REDACTED] 2023 and there is no written documentation that the child's [REDACTED] were interviewed regarding the allegations.</p> <p>In the fifth CPS Intake file reviewed, the referral was received on [REDACTED] 2023 and there is no written documentation that the [REDACTED] was interviewed regarding the allegations.</p> <p><i>This is repeat citation from the Annual Licensing Inspection in February 2022, the Provisional Licensing Inspection in October 2022, a complaint review completed in February 2023, the May 2023 Directed Plan of Correction, and a complaint review completed in July 2023.</i></p>	<p>will be responsible for ensuring and monitoring this provision.</p>			
3490.55(f)	<p>In 2 of 10 CPS Intake records reviewed, there were no photos of the child's injury.</p> <p>In the first CPS Intake record reviewed, the referral was received on [REDACTED] 2023 and the child was alleged to have [REDACTED]. There are no photos in the file of these injuries.</p> <p>In the second CPS Intake</p>	<p>(f) When investigating a report of suspected child abuse in which a child has sustained visible injury, the county agency shall, whenever possible and appropriate, take, cause to be taken or obtain color photographs of the injury.</p> <p>The agency shall continue to implement the most recent plan of correction previously submitted on 05/01/2023 and that they evaluate the effectiveness of this plan and make</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency updated their CPS checklist to include photographs of any injuries or lack thereof for all CPS cases alleging an injury to a child. Photographs will be taken by the caseworker at time of first face to face visit. Pictures will be sent to an assigned Case Aide, who will be responsible for uploading the pictures into CAPS in the appropriate cases. The agency also updated their supervisory review log, which gets filled out at every 10-day supervision.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p>record reviewed, the referral was received on [REDACTED] 2023 and the child was alleged to have [REDACTED]. There are no photos in the file of these injuries.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspections in October 2022 and March 2023, and the Complaint review completed in February 2023.</i></p>	<p>appropriate changes within a timely fashion.</p>		<p>The assigned supervisor will ensure during supervision, that the photos have been taken and uploaded into CAPS as part of the regular supervision occurring. The assessment case manager will review supervision logs monthly to ensure compliance.</p>	
3490.55(g)	<p>In 1 of 10 CPS Intake files reviewed, the referral was received on [REDACTED] 2023 and alleged that the child was [REDACTED] abused. The agency did not seek expert consultation during the 60-day investigation period.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection in February 2022, the May 2023 Directed Plan of Correction, and complaint reviews completed in July and August 2023.</i></p>	<p>When investigating a report of suspected serious mental injury, sexual abuse or exploitation or serious physical neglect, the county agency shall, whenever appropriate, obtain medical evidence or expert consultation, or both. The county agency shall maintain a record of medical evidence or expert consultation, or both, obtained during its investigation.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency updated their CPS checklist to include a CAC forensic interview for all children with allegations of [REDACTED] abuse. The agency also updated their supervisory review log, which gets filled out at every 10-day supervision. The assigned supervisor will ensure during supervision, that the forensic interview has occurred and documentation of this gets entered into CAPS as part of the regular supervision occurring. Our CPS policy is being revamped by January 2024 using the CPS checklist as our guide.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>
3490.58(b)	<p>In 7 of 10 CPS Intake records reviewed, there was no documentation that written notification was provided to the required parties.</p> <p>In the first CPS Intake record reviewed, the report was received on [REDACTED] 2023. There was no documentation that written notification was provided to the required</p>	<p>(b) Within 72 hours of interviewing the subject, the county agency shall notify the subject in writing of: (1) The existence of the report and type of alleged abuse. (2) The rights under sections 6337 and 6338 of the Juvenile Act, when a case goes to juvenile court. Those rights are: (i) The right to counsel. (ii) The right to introduce evidence and cross examine witnesses.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency created a new process that an assigned clerical staff pulls a list from pre-intake in CAPS every morning. From that list, the clerical staff sends out written notification letters for every CPS case to all required parties. Caseworker will receive written notification from law enforcement on withholding notification within three days of referral. Caseworkers will notify clerical staff to hold letters if</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p>individuals.</p> <p>In the second CPS Intake record reviewed, the report was received on [REDACTED] 2023. There was no documentation that written notification was provided to the required individuals.</p> <p>In the third CPS Intake record reviewed, the report was received on [REDACTED] 2023. Written notice was not sent to the mother within the required timeframe.</p> <p>In the fourth CPS Intake record reviewed, the report was received on [REDACTED] 2023. There was no documentation that written notification was provided to the required individuals.</p> <p>In the fifth CPS Intake record reviewed, the report was received on [REDACTED] 2023. There was no documentation that written notification was provided to the required individuals.</p> <p>In the sixth CPS Intake record reviewed, the report was received on [REDACTED] 2023. There was no documentation that written notification was provided to the required individuals.</p> <p>In the seventh CPS Intake record reviewed, the report was received on [REDACTED] 2023. There was no documentation</p>	<p>The agency shall continue to implement the most recent plan of correction previously submitted on 05/01/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>		<p>documentation is received. The clerical staff also uploads a copy of the written notification into the 'Documents' section of CAPS.</p> <p>This process began mid October and was reviewed again 11-8-23 all staff meeting.</p> <p>Our CPS policy is being revamped by January 2024 using the CPS checklist as our guide.</p> <p>The assessment case manager will review supervision logs monthly.</p>	
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	<p>that written notification was provided to the required individuals.</p> <p><i>This is a repeat citation from a CPS Outcome records review completed in December 2021, the Provisional Licensing Inspection in March 2023, and POC Verification completed in August 2023.</i></p>				
3490.59(b)	<p>In 1 of 10 CPS Intake records reviewed, the referral was received on [REDACTED] 2023 and the family was in need of services, other than those provided by the county agency. There is no documentation that during the 60 day investigative timeframe, the agency advised the subjects of the services available.</p>	<p>If the report is unfounded and not accepted for services but the family is in need of services, other than those provided by the county agency, the county agency shall advise the subjects of the services available.</p> <p>The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency updated their supervisory review log, which gets filled out at every 10-day supervision, to include information about services the family is participating in as well as services the family could benefit from. The assigned supervisor will ensure during supervision, that services are being discussed, appropriate referrals for services are being made, and documentation of this gets entered into CAPS as part of the regular supervision occurring. Revised CPS checklist includes services being referred. A documentation policy has also been created and was reviewed at the all staff meeting on November 8, 2023.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>
3490.61(a)	<p>In 10 of 10 CPS Intake records reviewed, there is no documentation that supervisory reviews occurred at required intervals.</p> <p>In the first CPS Intake record reviewed, the case was open for investigation from [REDACTED] 2023 through [REDACTED] 2023. Documented supervisions occurred on [REDACTED] 2023 and [REDACTED] 2023.</p>	<p>The county agency supervisor shall review each report of suspected child abuse which is under investigation on a regular and ongoing basis to ensure that the level of services are consistent with the level of risk to the child, to determine the safety of the child and the progress made toward reaching a status determination. The supervisor shall maintain a log of these reviews which at a minimum shall include an entry at 10-calendar</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency created a supervisory review log, which gets filled out at every 10-day supervision, including the level of risk and the safety of each child in the home, and the progress made toward status determination. Upon completion of the log during each supervisory session, the assigned intake supervisor sends the log to an assigned clerical staff, who uploads the documents into CAPS.</p> <p>Assessment and ongoing case</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p>In the second CPS Intake record reviewed, the case was open for investigation from [REDACTED] 2023 through [REDACTED] 2023. Documented supervisions occurred on [REDACTED] 2023 and [REDACTED] 2023.</p> <p>In the third CPS Intake record reviewed, the case was open for investigation from [REDACTED] 2023 through [REDACTED] 2023. Documented supervisions occurred on [REDACTED] 2023.</p> <p>In the fourth CPS Intake record reviewed, the case was open for investigation from [REDACTED] 2023 through [REDACTED] 2023. Documented supervisions occurred on [REDACTED] 2023, [REDACTED] 2023, and [REDACTED] 2023.</p> <p>In the fifth CPS Intake record reviewed, the case was open for investigation from [REDACTED] 2023 through [REDACTED] 2023. No documented supervisions occurred.</p> <p>In the sixth CPS Intake record reviewed, the case was open for investigation from [REDACTED] 2023 and it remains open at the time of this licensing review. Documented supervisions occurred on [REDACTED] 2023, [REDACTED] 2023, [REDACTED] 2023, [REDACTED] 2023, and [REDACTED] 2023.</p> <p>In the seventh CPS Intake</p>	<p>day intervals during the investigation period.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>		<p>managers will review supervisory logs monthly.</p> <p>An Additional assessment supervisor have been assigned caseworkers to ensure weekly supervision effective November 1, 2023. In the event of a supervision cancelation, we are still within the required 10 days to complete.</p>	
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	<p>record reviewed, the case was open for investigation from [REDACTED] 2023 through [REDACTED] 2023. Documented supervisions occurred on [REDACTED] 2023, [REDACTED] 2023, and [REDACTED] 2023.</p> <p>In the eighth CPS Intake record reviewed, the case was open for investigation from [REDACTED] 2023 and remains open at the time of this licensing review. No documented supervisions have occurred.</p> <p>In the ninth CPS Intake record reviewed, the case was open for investigation from [REDACTED] 2023 through [REDACTED] 2023. Documented supervisions occurred on [REDACTED] 2023 and [REDACTED] 2023.</p> <p>In the tenth CPS Intake record reviewed, the case was open for investigation from [REDACTED] 2023 through [REDACTED] 2023. No documented supervisions have occurred.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection in February 2022 and the May 2023 Directed Plan of Correction.</i></p>				
3490.67(a)	<p>In 1 of 10 CPS Intake records reviewed, the referral was received on [REDACTED]/2023 and the CY48 was not submitted by the 30<sup>th</sup> day of the investigation. There is no documentation that the</p>	<p>The county agency shall send the Child Protective Service Investigation Report form (CY-48) to ChildLine within 30-calendar days of the receipt of the report of suspected child abuse.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>When a new referral is received by the agency, the Intake Supervisor will assign the CPS to a runner, including a response time not to exceed 24 hours. The referral will be assigned within 24 hours of receipt. The agency will make efforts to complete the CPS</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	agency made any efforts to begin the investigation prior to this timeframe.	The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.		investigation within 30 days and submit the CY48 and outcomes within that timeframe. If the agency is unable to complete the investigation within the 30-day timeframe, the caseworker and supervisor will clearly document the reason the investigation must exceed 30 days. This documentation will be captured in both the supervisory review log, as well as in CAPS. A revised CPS checklist has been established and every effort will be made to complete.	
3490.92(b)(7)	<p>In 1 of 10 CPS Intake files reviewed, there is no documentation that law enforcement received a CY104 within the required timeframe. The report was received on [REDACTED] 2023 and there is no documentation that the CY104 has been sent.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspection in March 2023 and a POC Verification completed in August 2023.</i></p>	<p>Referrals to law enforcement officials required by §3490.91(a)(10) shall be made with the following requirements: (7) Reports shall be made in writing on the next work day when the report is made verbally or within 24 hours of when the county agency determines that the report meets the criteria for making a report to law enforcement officials.</p> <p>The agency shall continue to implement the most recent plan of correction previously submitted on 05/01/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	The agency is expected to come into compliance immediately and ongoing.	<p>The agency created a new process that an assigned clerical staff pulls a list from pre-intake in CAPS every morning. From that list, the clerical staff sends out CY-104 notifications for all serious bodily injury physical abuse and sexual abuse CPS cases. The clerical staff also uploads a copy of the CY-104 into the 'Documents' section of CAPS.</p> <p>This information was reviewed again with staff on November 8, 2023 staff meeting.</p> <p>The clerical staff is cross trained to complete this task for one another in the event of an absence. The clerical supervisor will monitor.</p>	POC not accepted - [REDACTED] 11/14/23
3490.232(c)	<p>In 4 of 10 GPS Intake records and 2 out 10 screened out GPS Intake records reviewed; the child was not seen in the required response time.</p> <p>In the first GPS Intake record reviewed, the report was received on [REDACTED] 2023 and assigned a 10-day response time. The child was seen on</p>	<p>The county agency shall see the child immediately if emergency protective custody has been taken, is needed, or if it cannot be determined from the report whether or not emergency protective custody is needed. Otherwise, the county agency shall prioritize the response time for an assessment to assure that children who are most at risk receive an assessment first.</p>	The agency is expected to come into compliance immediately and ongoing.	<p>When a new referral is received by the agency, the Intake Supervisor assigns a response time to the referral (not to exceed 10 days) and assigns an assessment worker to respond to the case. The assigned caseworker must make diligent efforts to see the children in the home within the assigned response time. The agency had staff attend training by OCYF staff regarding GPS response times and</p>	POC not accepted - [REDACTED] 11/14/23

	<p>06/01/2023.</p> <p>In the second GPS Intake record reviewed, the report was received on [REDACTED] 2023 and assigned a 10-day response time. The child was seen on [REDACTED]/2023.</p> <p>In the third GPS Intake record reviewed, the report was received on [REDACTED] 2023 and assigned a 24-hour response time. The child was seen on [REDACTED]/2023.</p> <p>In the fourth GPS Intake record reviewed, the report was received [REDACTED]/2023 and no response time was assigned. The child was seen on [REDACTED]/2023 which exceeds the maximum timeframe that could be assigned to the report (10 days).</p> <p>In the first GPS Intake record reviewed that was screened out, the report was received on [REDACTED] 2023 and was assigned a 10-day response time. The case was screened out on [REDACTED] 2023 and the child was never seen due to the child turning [REDACTED] years of age in [REDACTED].</p> <p>In the second GPS Intake record reviewed that was screened out, the report was received on [REDACTED] 2023 and assigned a 24-hour response time. The child was seen on [REDACTED] 2023.</p>	<p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>		<p>what constitutes diligent efforts by the caseworker. This took place on April 27, 2023. Anyone hired after April 27, 2023 will need this training. Supervisors will ensure children are seen within assigned response times. This information is also reviewed at daily supervisor huddle meetings. The Assessment case manager will review supervision logs monthly to ensure response times are being met.</p>	
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	<p><i>This is a repeat citation from the Annual Licensing Inspection in February 2022, the Complaint review that was completed in November 2022, the POC Verification review in March 2023, the Provisional Licensing Inspection in March 2023, the May 2023 Directed Plan of Correction, a complaint review completed in June 2023 and 2 complaint reviews completed in July 2023.</i></p>				
<p>3490.232(g)</p>	<p>In 2 of 10 screened out GPS Intake records reviewed, there was no documentation that the required interviews occurred.</p> <p>In the first GPS Intake record reviewed, the report was received on [REDACTED] 2023 and screened out on [REDACTED] 2023. There were GPS allegations in the report that needed to be assessed. There were no documented interviews with any parties involved in the report.</p> <p>In the second GPS Intake record reviewed, the report was received on [REDACTED] 2023 and screened out on [REDACTED] 2023. There were GPS allegations in the report that needed to be assessed. There was no documentation that the [REDACTED] was interviewed to assess the validity of the concerns.</p> <p><i>This is a repeat citation from</i></p>	<p>The county agency shall interview the child, if age appropriate, and the parents or the primary person who is responsible for the care of the child. The county agency shall also conduct interviews with those persons who are known to have or may reasonably be expected to have information that would be helpful to the county agency in determining whether or not the child is in need of general protective services.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency updated their GPS checklist to include documentation to include that the required parties are interviewed as part of the GPS assessment. The agency also updated their supervisory review log, which now includes documenting that the required parties have been interviewed. This review log gets filled out at every 10-day supervision. The assigned supervisor will ensure the supporting documentation is entered into CAPS as part of the regular supervision occurring.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p>a Complaint review completed in January 2023, the Provisional Licensing Inspection in March 2023, a POC Verification completed in May 2023, the May 2023 Directed Plan of Correction, and 2 complaint reviews completed in July 2023.</p>				
3490.232(i)	<p>In 1 of 10 screened out GPS Intake records, the report was received on [REDACTED] 2023 and was screened out on [REDACTED] 2023 after the child turned [REDACTED] in [REDACTED]. There is no documentation that any actions were taken to provide needed services to the family and assure safety of the child.</p> <p><i>This is a repeat citation from a Near Fatality review completed in November 2021.</i></p>	<p>The county agency shall provide or arrange appropriate services to assure the safety of the child during the assessment period.</p> <p>The agency shall continue to implement the most recent plan of correction previously submitted on 02/18/2022 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency met with all supervisors at the morning supervisor meeting on 10/18/23 to discuss the GPS response time bulletin, to include screen out requirements. Screen outs will not occur more than 30 days after the referral is received and safety will be assessed as well as the potential for needed services.</p> <p>We are moving to a process of all screen-outs being reviewed at daily supervisory huddle for approval to be screened out without an assessment. The Administrator will ensure this takes place.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>
3490.234(b)(1-2)	<p>In 3 of 10 GPS Intake records reviewed, there was no documentation that the required written notice was provided to the family regarding the decision whether or not to accept the family for services.</p> <p>In the first GPS Intake, the report was received on [REDACTED] 2023 and closed [REDACTED] 2023. There was no documentation that the required written notification was provided when case concluded.</p> <p>In the second GPS Intake referral reviewed, the report</p>	<p>The county agency shall provide written notice to the parents and the primary person who is responsible for the care of the child of the county agency's decision to accept or not accept the family for general protective services within 7-calendar days of making the decision. If the county agency accepts the family for services, it shall include the following information in the notice:</p> <ol style="list-style-type: none"> <li>(1) The reasons why the county agency accepted the family for services.</li> <li>(2) The right of the custodial parent or the primary person responsible for the care of the child to appeal the county agency's decision that the</li> </ol>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>Assessment supervisors use the supervisory log to document formal supervision occurring every 10-days. When a disposition is made to accept a family for service during supervisory huddle the next business day a final determination is made. The ongoing case manager (currently being filled by the program manager) will send an invitation to a case transfer meeting to the assessment worker and ongoing worker, The ongoing case manager will email the case aide to send an accepted for services letter to the family. The assessment supervisor will email the case aide to send closing letters when deemed not accepted for service. The case aide will mail the letters out within 7 days of the date of the decision on the case.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p>was received on [REDACTED] 2023 and closed [REDACTED] 2023. There was no documentation that the required written notification was provided when case concluded.</p> <p>In the third GPS Intake referral reviewed, the report was received on [REDACTED] 2023 and closed [REDACTED] 2023. There was no documentation that the required written notification was provided when case concluded.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection in February 2022, the Provisional Licensing Inspections in October 2022 and March 2023, and complaint reviews completed in January and July 2023.</i></p>	<p>child is in need of general protective services.</p> <p>The agency shall continue to implement the most recent plan of correction previously submitted on 05/01/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>		<p>The case aide will also upload the letter into the 'Documents' section in CAPS.</p>	
3490.235(e)	<p>In 10 of 10 GPS intake records reviewed, supervision did not occur every 10-calendar days during the assessment period.</p> <p>In the first GPS Intake record reviewed, the case was opened for assessment on [REDACTED] 2023 and remains open at this time. There is no documentation that supervisory reviews occurred during the assessment.</p> <p>In the second GPS Intake record reviewed, the case was opened for assessment on [REDACTED] 2023 and remains open at this time. There is no</p>	<p>The county agency supervisor shall review each report alleging a need for general protective services which is being assessed on a regular and ongoing basis to assure that the level of services are consistent with the level of risk to the child, to determine the safety of the child and the progress made toward reaching a determination on the need for protective services. The supervisor shall maintain a log of these reviews which at a minimum shall include an entry at 10-calendar day intervals during the assessment period.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency created a supervisory review log, which gets filled out at every 10-day supervision, including the level of risk and the safety of each child in the home, and the progress made toward status determination. Upon completion of the log during each supervisory session, the assigned intake supervisor sends the log to an assigned clerical staff, who uploads the documents into CAPS. Assessment case manager will review the supervision logs on a monthly basis.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p>documentation that supervisory reviews occurred during the assessment.</p> <p>In the third GPS Intake record reviewed, the case was opened for assessment from [REDACTED] 2023 through [REDACTED] 2023. Documented supervisory reviews occurred on [REDACTED] 2023.</p> <p>In the fourth GPS Intake record reviewed, the case was opened for assessment on [REDACTED] 2023 through [REDACTED] 2023. Documented supervisory reviews occurred on [REDACTED] 2023 and [REDACTED] 2023.</p> <p>In the fifth GPS Intake record reviewed, the case was opened for assessment on [REDACTED] 2023 and remains open at this time. Documented supervisory reviews occurred on [REDACTED] 2023, [REDACTED] 2023, [REDACTED] 2023, [REDACTED] 2023, and [REDACTED] 2023.</p> <p>In the sixth GPS Intake record reviewed, the case was opened for assessment on [REDACTED] 2023 through [REDACTED] 2023. Documented supervisory reviews occurred on [REDACTED] 2023.</p> <p>In the seventh GPS Intake record reviewed, the case was opened for assessment on [REDACTED] 2023 and remains open at this time. There is no</p>	<p>will be responsible for ensuring and monitoring this provision.</p>			
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documentation that supervisory reviews occurred during the assessment.

In the eighth GPS Intake record reviewed, the case was opened for assessment on [REDACTED] 2023 and remains open at this time. There is no documentation that supervisory reviews occurred during the assessment.

In the ninth GPS Intake record reviewed, the case was opened for assessment on [REDACTED] 2023 through [REDACTED] 2023. Documented supervisory reviews occurred on [REDACTED] 2023, [REDACTED] 2023, [REDACTED] 2023.

In the tenth GPS Intake record reviewed, the case was opened for assessment on [REDACTED] 2023 through [REDACTED] 2023. Documented supervisory reviews occurred on [REDACTED] 2023, [REDACTED] 2023, [REDACTED] 2023, [REDACTED] 2023, [REDACTED] 2023, and [REDACTED] 2023.

*This is a repeat citation from the Annual Licensing Inspection in February 2022, the Provisional Licensing Inspections in October 2022 and March 2023, a complaint review completed in January 2023, a POC Verification completed in May 2023, the May 2023 Directed Plan of Correction, and 2 complaint reviews completed in July*



	2023.				
3490.235(g)	<p>In 7 out of 8 GPS In-Home records reviewed, the children were not seen monthly by a qualified caseworker.</p> <p>In the first GPS In-Home record reviewed, the family was accepted for services on [REDACTED] 2022. There was no documentation that the child was seen in [REDACTED] of 2023.</p> <p>In the second GPS In-Home record reviewed, the family was accepted for services on [REDACTED] 2022. There was no documentation that the child was seen in [REDACTED] 2023.</p> <p>In the third GPS In-Home record reviewed, the family was accepted for services on [REDACTED] 2021. There was no documentation that the child was seen in [REDACTED] or [REDACTED] 2023.</p> <p>In the fourth GPS In-Home record reviewed, the family was accepted for services on [REDACTED] 2022. There was no documentation that the child was seen in [REDACTED] 2023.</p> <p>In the fifth GPS In-Home record reviewed, the family was accepted for services on [REDACTED] 2022 and closed on [REDACTED] 2023. There was no</p>	<p>(g) When a case has been accepted for services, the county agency shall monitor the safety of the child and assure that contacts are made with the child, parents and service providers. The contacts may occur either directly by a county agency worker or through purchase of service, by phone or in person but face-to-face contacts with the parent and the child shall occur as often as necessary for the protection of the child but at least as often as:</p> <p>(2) Once a month for 6 months or case closure when the child is either:</p> <p>(i) Placed out of the home or setting in which the need for general protective services was established</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency created a supervisory form for use by ongoing supervisors, which now includes, among other deadlines, the date that children need to be seen by, to ensure that every child is seen at a minimum of once every month, by a qualified caseworker. This form will be reviewed monthly during supervision with ongoing caseworkers on each case accepted for services. Supervisors will also ensure that documentation occurs, documenting when children are seen. Ongoing case manager will review the supervision logs on a monthly basis.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p>documentation that the child was seen in [REDACTED] or [REDACTED] 2023.</p> <p>In the sixth GPS In-Home record reviewed, the family was accepted for services on [REDACTED] 2023. There was no documentation that the child was seen in [REDACTED] 2023.</p> <p>In the seventh GPS In-Home record reviewed, the family was accepted for services on [REDACTED]/2022. There was no documentation that the child was seen in [REDACTED] or [REDACTED] 2023.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspections in October 2022 and March 2023 and the May 2023 Directed Plan of Correction.</i></p>				
3490.321(h)	<p>In 5 of 10 GPS Intake records reviewed, 2 of 10 CPS Intake records, and 1 of 10 Placement records reviewed a risk assessment was not completed within the required timeframe.</p> <p>In the first GPS Intake record reviewed, the report was received on [REDACTED] 2023 and remains open at this time. A risk assessment has not yet been completed which exceeds the 60-day timeframe.</p> <p>In the second GPS Intake</p>	<p>(h) Periodic assessments of risk shall be completed by the county agency as follows:</p> <ul style="list-style-type: none"> <li>(1) At the conclusion of the intake investigation which may not exceed 60-calendar days.</li> <li>(3) Thirty-calendar days before and after the child is returned to the family home</li> </ul> <p>The agency shall continue to implement the most recent plan of correction previously submitted on 05/01/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>A meeting was held on 10/18/23 with all supervisors during the morning supervisor meeting, notifying them of the expectation to check CAPS every day for all risk assessments due to ensure the risk assessment is being completed within the required timeframe. For the GPS and Intake CPS cases, the risk assessment has been incorporated into the checklists accordingly. The updated intake and ongoing supervisory logs have also been updated to track when the completion of the next risk assessment is due by.</p> <p>On November 8, 2023, Safety and Risk was reviewed with all staff. We</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

record reviewed, the report was received on [REDACTED] 2023 and the outcome was submitted on [REDACTED] 2023. A risk assessment was completed on [REDACTED] 2023 which was not prior to the conclusion of the intake.

In the third GPS Intake record reviewed, the report was received on [REDACTED] 2023 and remains open at this time. A risk assessment has not yet been completed which exceeds the 60-day timeframe.

In the fourth GPS Intake record reviewed, the report was received on [REDACTED] 2023 and remains open at this time. A risk assessment has not yet been completed which exceeds the 60-day timeframe.

In the fifth GPS Intake record reviewed, the report was received on 0 [REDACTED] 2023 and the outcome submitted on [REDACTED] 2023. The risk assessment was completed on [REDACTED] 2023 which exceeds the 60-day timeframe.

In the first CPS Intake record reviewed, the report was received on [REDACTED] 2023 and an outcome was submitted [REDACTED] 2023. A risk assessment has not been completed as of this licensing review which exceeds the 60-day timeframe.

are collaborating with OCYF and CWRC to train staff on safety and risk assessments.

	<p>In the second CPS Intake record reviewed, the report was received on [REDACTED] 2023 and an outcome was submitted [REDACTED] 2023. A risk assessment has not been completed as of this licensing review which exceeds the 60-day timeframe.</p> <p>In the Placement record reviewed, the child was placed on [REDACTED] 2022 and returned home on [REDACTED] 2023. No risk assessments were completed 30 days prior to and after the child's return home. A risk assessment was completed on [REDACTED] 2023 which was not within the required timeframe.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection in February 2022, a Complaint review completed in November 2022, a Provisional Licensing Inspection in March 2023 and a complaint review completed in July 2023.</i></p>				
3700.51(a)	<p>In 1 of 10 Placement records reviewed, the child did not have a health appraisal within the required timeframe. The child was placed on [REDACTED] 2023 and at the time of this licensing review, no health appraisal has occurred.</p>	<p>The FFCA shall ensure that a child receives a medical appraisal by a licensed physician within 60 days of the child's admission to foster family care, unless the child has had an appraisal within the last 90 days and the results of the appraisal are available.</p> <p>The plan of correction shall address how the agency will achieve</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency has assigned a social service aide to create An Excel spreadsheet was created of every child in formal placement through the agency. When a child enters formal placement, an email is sent to all BCCYF staff that custody was taken, and the case aide will add the child to the excel spreadsheet. The case aide will work with the foster care agency to schedule an initial medical exam to</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

		<p>compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>		<p>occur within 60 days of the child's entry into care and will request and obtain records of that exam. The aide will continue to follow up to ensure the appointment occurs and the records are received and uploaded into CAPS. The program Manager will ensure this takes place.</p> <p>An email will be sent to the caseworker regarding the records obtained by the case aide. The current policy is from 2020 and will be revised by January 2024.</p>	
3700.51(d)	<p>In 2 of 10 Placement records reviewed, the child did not have an initial dental exam within the required timeframe.</p> <p>In the first Placement record reviewed, the child was placed on [REDACTED] 2023 and as of the date of this licensing review, no dental exam has occurred.</p> <p>In the second Placement record reviewed, the child was placed on [REDACTED] 2023 and the initial dental exam occurred on [REDACTED] 2023. This is not within the required timeframe.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection in February 2022 and the Provisional Licensing Inspection in March 2023.</i></p>	<p>The FFCA shall ensure that a child, 3 years of age or older, receives a dental appraisal by a licensed dentist within 60 days of admission, unless the child has had an appraisal within the previous 6 months and the results of the appraisal are available.</p> <p>The agency shall continue to implement the most recent plan of correction previously submitted on 05/01/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>An Excel spreadsheet of every child in formal placement through the agency. When a child enters formal placement, an email is sent to all BCCYF staff that custody was taken, and the case aide will add the child to the excel spreadsheet. The case aide will work with the foster care agency to schedule an initial dental exam to occur within 60 days of the child's entry into care and will request and obtain dental records of that exam. The aide will continue to follow up to ensure the appointment occurs and the records are received and uploaded into CAPS. The Program Manager will ensure this takes place.</p> <p>An email will be sent to the caseworker regarding the records obtained by the case aide. The current policy is from 2020 and will be revised by January 2024.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>
3700.51(e)	<p>In 1 of 10 Placement records reviewed, the child did not have an updated dental exam within the required timeframe.</p>	<p>After the initial appraisals, the FFCA shall ensure that dental examinations are given to children 3 years of age or</p>	<p>The agency is expected to come into compliance</p>	<p>An Excel spreadsheet of every child in formal placement through the agency has been created. The case aide will work with the foster care agency to</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	<p>The child was placed on [REDACTED] 2021. The child had a dental exam on [REDACTED] 2022 and had an updated dental exam on [REDACTED] 2023.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspection in October 2022.</i></p>	<p>older at least once every 9 months of placement.</p> <p>The agency shall continue to implement the most recent plan of correction previously submitted on 11/21/2022 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>immediately and ongoing.</p>	<p>schedule ongoing dental exams to occur and will request and obtain dental records of the exams. The aide will continue to follow up to ensure the appointment occurs and the records are received and uploaded into CAPS. The Program Manager will ensure this takes place.</p> <p>An email will be sent to the caseworker regarding the records obtained by the case aide.</p> <p>The current policy is from 2020 and will be revised by January 2024</p>	
3700.51(f)	<p>In 1 of 10 Placement records reviewed, the child was placed on [REDACTED] 2023. The immunization records on file were received on [REDACTED] 2023 and would not be within the required timeframe.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspections in October 2022 and March 2023.</i></p>	<p>The FFCA shall confirm the immunization record of the child within 60 calendar days of placement. An appropriate immunization schedule shall be established for the child based on his immunization status.</p> <p>The agency shall continue to implement the most recent plan of correction previously submitted on 05/01/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>An Excel spreadsheet of every child in formal placement through the agency has been created. When a child enters formal placement, an email is sent to all BCCYF staff that custody was taken, and the case aide will add the child to the excel spreadsheet. The case aide will work with the foster care agency to obtain the child's most recent immunization records, and schedule any necessary immunizations to occur within 60 days of the child's entry into care, and will request and obtain records of that exam. The aide will continue to follow up to ensure the appointment occurs and the records are received and uploaded into CAPS. The Program Manager will ensure this takes place. An email will be sent to the caseworker regarding the records obtained by the case aide. The current policy is from 2020 and will be revised by January 2024</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>
3700.51(i)	<p>In 1 of 10 Placement records reviewed, the child was placed on [REDACTED] 2023 and there are no medical records in the child's file.</p>	<p>The FFCA shall ensure that a continuing medical record is maintained for each child by assisting with retrieval of past medical records and transfer of current records to the child's ongoing source of childcare.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>An Excel spreadsheet of every child in formal placement through the agency has been created. When a child enters formal placement, an email is sent to all BCCYF staff that custody was taken, and the case aide will add the child to the excel spreadsheet.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

		The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.		The case aide will work with the foster care agency to schedule an initial medical exam to occur within 60 days of the child's entry into care and will request and obtain medical records of that exam. The aide will also obtain past medical records on the child to include in the file. The aide will continue to follow up to ensure the appointment occurs and all of the records are received and uploaded into CAPS. The program Manager will ensure this takes place. An email will be sent to the caseworker regarding the records obtained by the case aide. The current policy is from 2020 and will be revised by January 2024	
CPSL 6344(b)(2)	<p>In 2 of 11 new personnel files reviewed, the employee began employment prior to a child abuse clearance being received.</p> <p>In the first record reviewed, the employee was hired on [REDACTED]/2023 and the child abuse clearance was received [REDACTED] 2023.</p> <p>In the second record reviewed, the employee was hired on [REDACTED] 23 and the child abuse clearance was received on [REDACTED] 23.</p>	<p>An individual, prior to commencement of employment or service shall be required to submit the following information to an employer...</p> <p>2. A certification for the department as to whether the applicant is named in the Statewide database as the alleged perpetrator in a pending child abuse investigation or as the perpetrator of a founded report or an indicated report.</p> <p>The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	The agency is expected to come into compliance immediately and ongoing.	The agency created an excel spreadsheet, which will be filled out and monitored by the program specialist, for all personnel files. The spreadsheet will track when all clearances are received, and employees will not be granted a start date until all required clearances have been received by the agency. The program specialist is to contact Administration when documents are not completed. The Administrator will monitor this quarterly.	POC not accepted - [REDACTED] 11/14/23
CPSL 6344.4(1)	In 1 of 26 tenured personnel files reviewed, the employee's FBI clearance had been expired and a current valid FBI clearance has not been obtained. A new FBI clearance should have been obtained by [REDACTED] 2023.	A person identified in section 6344 (relating to employees having contact with children; adoptive and foster parents) shall be required to obtain certifications required by this chapter every 60 month.	The agency is expected to come into compliance immediately and ongoing.	The agency is creating an excel spreadsheet, which will be filled out and monitored by the program specialist, for all personnel files. The spreadsheet will track when all clearances are received and when clearances are due to be updated. The program specialist will notify the	POC not accepted - [REDACTED] 11/14/23

		The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.		employee when the updated clearances are due and will follow up to ensure they are received. The excel spreadsheet was created.  The program specialist is to contact Administration when documents are not completed. The Administrator will monitor this quarterly.	
CPSL 6368(n)(1)	In review of the agency records during this licensing review, it was identified that between [REDACTED] 2023 and [REDACTED] 2023 the agency has 147 CPS Intake outcomes due. 60 of these CPS Intakes had outcomes submitted within the required timeframe.  <i>This is a repeat citation from a CPS Outcome review in December 2021, the Provisional Licensing Inspection in March 2023 and the May 2023 Directed Plan of Correction.</i>	Investigation shall be completed in accordance with the following: 1. Investigation to determine whether to accept the family for services and whether a report is found, indicated or unfounded shall be completed withing 60 days in all cases.  The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.	The agency is expected to come into compliance immediately and ongoing.	As we hire additional assessment workers, all new CPS referrals will be required to meet the 30-60-day outcome regulation. Supervision of all new referrals will occur no less often than every 10 days. Part of supervision will be ensuring that assessments and investigations are being completed thoroughly and accurately, required paperwork is being completed, all contacts are being documented, and outcomes are being submitted in a timely manner. Administration is offering weekly outcome help to all assessment workers. Huddle agenda will be modified to review outcomes. Supervisors will ensure caseworkers submit outcomes and ensure all state regulations are met and timely outcome submission occurs.  A policy will be created by January 2024 on outcome submission.	POC not accepted - [REDACTED] 11/14/23
CPSL 6375(c)(1) 3490.232(e)	In review of the agency records during this licensing review, it was identified that between [REDACTED] 2023 and [REDACTED] 2023 the agency has 581 GPS Intake outcomes due. 213 of these GPS Intakes had outcomes submitted within the required timeframe.	The agency shall review and amend as necessary the process whereby they ensure that within 60 days of receipt of a report, an assessment shall be completed and a decision on whether to accept the family for ongoing services shall be made. The county agency shall provide or arrange for services necessary to protect the child during the	The agency is expected to come into compliance immediately and ongoing.	As we hire additional assessment workers, all new assigned referrals will be required to meet the 60-day outcome regulation. All old cases from the queue that are assigned will need to have outcome submitted within 60 days of the date of assignment. Supervision of all new referrals and cases assigned from the queue will occur no less often than every 10	POC not accepted - [REDACTED] 11/14/23



	<p><i>This is a repeat citation from an Overdue GPS Outcomes review that occurred in April 2022, an Overdue GPS Outcomes review that occurred in August 2022, a POC Verification review that occurred in November 2022, a POC Verification review that occurred in February 2023, the Provisional Licensing Inspection in March 2023, the May 2023 Directed Plan of Correction, and 3 complaint reviews completed in July 2023.</i></p>	<p>assessment period.</p> <p>The agency shall implement the directed plan of correction issued on 06/05/2023 and the agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>		<p>days. Part of supervision will be ensuring that assessments and investigations are being completed thoroughly and accurately, required paperwork is being completed, all contacts are documented, and outcomes are being submitted in a timely manner. Administration is offering weekly outcome help to all assessment workers. Huddle agenda will be modified to review outcomes. Supervisors will ensure caseworkers submit outcomes by the 50<sup>th</sup> day from date of assignment/referral to ensure all state regulations are met and timely outcome submission occurs.</p> <p>A policy will be created by January 2024 on outcome submission.</p>	
<p>CPSL 6375(g)</p>	<p>In 3 of 8 GPS In-Home records reviewed, the agency did not obtain annual photographs of the children.</p> <p>In the first GPS In-Home record reviewed, the case was accepted for services on [REDACTED] 2022. The last photos of the [REDACTED] in the file were obtained [REDACTED] 2022 and [REDACTED] 2022.</p> <p>In the second GPS In-Home record reviewed, the case was accepted for services on [REDACTED] 2022. There are no photos of the [REDACTED] in the file.</p> <p>In the third GPS In-Home record reviewed, the case was accepted for services on [REDACTED] 2023. The last photos of the [REDACTED] in the file are</p>	<p>The county agency shall frequently monitor the provision of services, evaluate the effectiveness of the services, conduct in-home visits and make a periodic assessment of the risk of harm to the child, which shall include maintaining an annually updated photograph of the child and verification of the identification of the child.</p> <p>The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency created a form for use by ongoing supervisors, which now includes, among other deadlines, the date that children are due for annual photographs. This form will be reviewed monthly during supervision with ongoing caseworkers on each case accepted for services. Supervisors will also ensure that documentation occurs and photos have been uploaded into CAPS.</p>	<p>POC not accepted - [REDACTED] 11/14/23</p>

	from June of 2022.				
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<b>SIGNATURE OF LEGAL ENTITY REPRESENTATIVE</b>			<b>TITLE</b>	
11-14-23				
<b>DATE</b>			<b>TELEPHONE NUMBER</b>	

**COUNTY CHILDREN AND YOUTH AGENCY  
ANNUAL SURVEY AND EVALUATION SUMMARY**

NAME OF AGENCY/FACILITY: Blair County Children, Youth and Families				TELEPHONE: [REDACTED]	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 423 Allegheny Street, Suite 132 Hollidaysburg, PA 16648				COUNTY: Blair	Program Representative:	
INSPECTED BY: [REDACTED]				INSPECTION DATES: 08/07/2023 – 10/05/2023	Supervisor:	11/13/23
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	Regional Director:	11/14/2023
		<b>X</b>				

A conflict of interest was identified with a new hire at Blair County Children, Youth, and Families. The following area of non-compliance was found:

**REGULATORY FINDINGS REQUIRING PLAN OF CORRECTION**

1. 56 PA CODE CHAPTER	2. NON-COMPLIANCE AREA	3. CORRECTION REQUIRED	4. REQUIRED CORRECTION DATE	5. PROVIDERS PLAN OF CORRECTION OR RESPONSE	6. STATUS OF CORRECTION
3170.93(g)	On [REDACTED]/2023, a [REDACTED] through [REDACTED] Services was hired and began working as a full-time supervisor for Blair County CYF. Blair County CYF has a contract with [REDACTED] which presents a conflict-of-interest for the agency. Blair County CYF was informed on [REDACTED]/2023 that a waiver would need to be submitted and approved prior to the staff commencing employment due to the conflict of	Conflict of interest. The appropriate county authority shall not make any contract or agreement with a person, company, or organization in which a member of the county children and youth staff has a financial interest; nor, shall the county authority contract with members in its own staff or their immediate families, except with the clear prior written approval of the regional office.  A plan should be developed to assure that this mandate is being met. The plan should state the staff position that is responsible for the review and enforcement of this policy with staff. The plan should also include a date by when this plan will	Agency is expected to come into compliance immediately and ongoing.	When Program Specialist make a verbal offer to a new employee and the Program Specialist know the new employee is connected a provider for BCCYF they will send an email immediately to Administrator and Assistant Administrator. The new employee will not be able to start employee until the waiver request has been approved by OCYF.  Administrator will complete waiver request and submit to OCYF within 2 business days in order to have it approved prior to new employee starting. Once approval is received	Plan not accepted - [REDACTED] 11/13/2023

	<p>interest. Additional reminder was provided regarding the need for the waiver [REDACTED] 2023 which was after the employee had begun employment. A waiver request has not yet been received.</p> <p><i>This is a repeat citation from a conflict-of-interest waiver review completed in July 2023.</i></p>	<p>be implemented.</p>		<p>Administrator will submitted to Assistant Administrator and Program Specialist in order to keep in personnel file.</p>	
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[REDACTED]	[REDACTED]	[REDACTED]	
SIGNATURE OF LEGAL ENTITY REPRESENTATIVE		TITLE	
11-9-23		[REDACTED]	
DATE		TELEPHONE NUMBER	

**COUNTY CHILDREN AND YOUTH AGENCY  
ANNUAL SURVEY AND EVALUATION SUMMARY**

NAME OF AGENCY/FACILITY: Blair County Children, Youth and Families				TELEPHONE: [REDACTED]	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 423 Allegheny Street #132 Hollidaysburg, PA 16648				COUNTY: Blair	Program Representative:	
INSPECTED BY: [REDACTED]				INSPECTION DATES: 04/18/2023- 09/05/2023	Supervisor:	
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	Regional Director:	
		<b>X</b>				
<b>During a near fatality file review the following area of noncompliance were noted:</b>						
§ 6365 (d)(4)(v)	In 1 of 1 CPS Intake files reviewed, the report was received on [REDACTED]/2023. An Act 33 meeting was held on [REDACTED]/2023. The final written report was received from the county by the department on [REDACTED]/2023.	Within 90 days of convening, submit a final written report on the child fatality or near fatality to the department and designated county officials under section 6340(a)(11).  The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.	The agency is expected to come into compliance immediately and ongoing.			
3130.21(b)  Policy Clarification Number: 3490-21-05	In 1 of 1 CPS Near Fatality Intake file reviewed, the report was received on [REDACTED]/2023. The outcome determination of Pending Criminal Court was submitted on [REDACTED]/2023. There was no documentation that the agency received written notification from law enforcement to reasonably delay the child abuse	The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.  OCYF emphasizes that before a PCC status can be assigned to a case, an OCYF Regional Office or CCYA shall have a written request	The agency is expected to come into compliance immediately and ongoing.			

	<p>investigation on or before the 60th day of the assessment period.</p>	<p>from law enforcement to reasonably delay the child abuse investigation due to court action on or before the 60th day investigation time frame.</p> <p>The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>			
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<p><b>SIGNATURE OF LEGAL ENTITY REPRESENTATIVE</b></p>	<p><b>TITLE</b></p>
<p><b>DATE</b></p>	<p><b>TELEPHONE NUMBER</b></p>

**COUNTY CHILDREN AND YOUTH AGENCY  
ANNUAL SURVEY AND EVALUATION SUMMARY**

NAME OF AGENCY/FACILITY: Blair County Children, Youth and Families				TELEPHONE: [REDACTED]	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 423 Allegheny Street #132 Hollidaysburg, PA 16648				COUNTY: Blair	Program Representative:	
INSPECTED BY: [REDACTED]				INSPECTION DATES: 06/16/2023 – 07/21/2023 and 07/05/2023- 07/21/2023	Supervisor:	11/13/2023
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	Regional Director:	11/14/2023
		<b>X</b>				

**During 2 complaint investigations the following areas of noncompliance were noted:**

<p>CPSL 6375 (c)(1) 3490.232 (e)</p>	<p>In 2 of 3 GPS Intake records reviewed, the investigation was not completed within 60-calendar days.</p> <p>In the first GPS Intake record reviewed, the report was received on [REDACTED] 2023. The outcome was received [REDACTED] 2023.</p> <p>In the second GPS Intake record reviewed, the report was received on [REDACTED]/2022. The outcome was received on [REDACTED] 2023.</p> <p><i>This is a repeat citation from an Overdue GPS Outcomes review that occurred in April 2022, an Overdue GPS Outcomes review that occurred in August 2022, a POC Verification review that</i></p>	<p>The agency shall review and amend as necessary the process whereby they ensure that within 60 days of receipt of a report, an assessment shall be completed and a decision on whether to accept the family for ongoing services shall be made. The county agency shall provide or arrange for services necessary to protect the child during the assessment period.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>As we hire additional assessment workers, all new assigned referrals will be required to meet the 60-day outcome regulation. All old cases from the que that are assigned will need to have outcome submitted within 60 days of the date of assignment. Supervision of all new referrals and cases in the que will occur no less often than every 10 days. Part of supervision will be ensuring that assessments and investigations are being completed thoroughly and accurately, required paperwork is being completed, all contacts are documented, and outcomes are being submitted in a timely manner. Administration is offering weekly outcome help to all assessment workers. Huddle agenda will be modified to review outcomes. Supervisors will ensure caseworkers submit outcomes by the 50<sup>th</sup> day from date of assignment/referral to ensure</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>
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	<p>occurred in November 2022, the Provisional Licensing Inspection in March 2023, a POC Verification review that occurred in February 2023 and a complaint file review in July 2023.</p>			<p>all state regulations are met and timely outcome submission occurs. A policy will be created by January 2024 on outcome submission.</p>	
<p>3490.234 (b) (1-2)</p>	<p>In 2 of 3 GPS Intake records reviewed, there was no documentation that written notification was provided of the agency's decision to accept or not accept the family for services within 7-calendar days.</p> <p>In the first GPS Intake record reviewed, the report was received on [REDACTED] 2022 and closed [REDACTED] 2023. There was no documentation that written notification was provided of the agency's decision to accept or not accept the family for services within 7-calendar days.</p> <p>In the second GPS Intake record reviewed, the report was received on [REDACTED]/2023 and closed [REDACTED] 2023. There was no documentation that written notification was provided of the agency's decision to accept or not accept the family for services within 7-calendar days.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection that occurred in February 2022, the Provisional Licensing Inspection that occurred in October 2022, a</i></p>	<p>The county agency shall provide written notice to the parents and the primary person who is responsible for the care of the child of the county agency's decision to accept or not accept the family for general protective services within 7-calendar days of making the decision. If the county agency accepts the family for services, it shall include the following information in the notice:</p> <p>(1) The reasons why the county agency accepted the family for services.</p> <p>(2) The right of the custodial parent or the primary person responsible for the care of the child to appeal the county agency's decision that the child is in need of general protective services.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>Assessment supervisors use the supervisory log to document formal supervision occurring every 10-days. When a disposition is made to accept a family for service during supervisory huddle the next business day a final determination is made. The ongoing case manager will send an invitation to a case transfer meeting to the assessment worker and ongoing worker, The ongoing case manager will email the case aide to send an accepted for services letter to the family. The assessment supervisor will email the case aide to send closing letters when deemed not accepted for service. The case aide will mail the letters out within 7 days of the date of the decision on the case. The case aide will also upload the letter into the 'Documents' section in CAPS.</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>



	<i>Complaint review that was completed in January 2023 and the Provisional Licensing Inspection that occurred in March 2023.</i>	within a timely fashion.			
3490.235 (e)	<p>In 2 of 3 GPS Intake records reviewed, supervisory reviews did not occur every 10 days.</p> <p>In the first GPS Intake record reviewed, the report was received on [REDACTED] 2023 and closed [REDACTED] 2023. There were no documented supervisory reviews from [REDACTED] 2023 to [REDACTED] 2023.</p> <p>In the second GPS Intake record reviewed, the report was received on [REDACTED] 2022 and closed on [REDACTED] 2023. There were no documented supervisory reviews during the assessment period.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection that occurred in February 2022, the Provisional Licensing Inspection that Occurred in October 2022, a complaint review completed in January 2023 and the Provisional Inspection that occurred March 2023.</i></p>	<p>The county agency supervisor shall review each report alleging a need for general protective services which is being assessed on a regular and ongoing basis to assure that the level of services are consistent with the level of risk to the child, to determine the safety of the child and the progress made toward reaching a determination on the need for protective services. The supervisor shall maintain a log of these reviews which at a minimum shall include an entry at 10-calendar day intervals during the assessment period.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	The agency is expected to come into compliance immediately and ongoing.	The agency created a supervisory review log, which gets filled out at every 10-day supervision, including the level of risk and the safety of each child in the home, and the progress made toward status determination. Upon completion of the log during each supervisory session, the assigned intake supervisor sends the log to an assigned clerical staff, who uploads the documents into CAPS.	Plan not accepted - [REDACTED] 11/13/2023
3130.21(b) Safety Assessment and Management Process	In 1 of 1 CPS Intake records reviewed, the initial safety assessment worksheet was not completed within the required timeframe. The report was received on [REDACTED] 2022. The child, and the child's [REDACTED] were	<p>The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.</p> <p>As prescribed in §3490.55</p>	The agency is expected to come into compliance immediately and ongoing.	The CPS and GPS checklists were updated by OCYF and the caseworkers. The documentation policy has been updated. These will be reviewed at the November 8 <sup>th</sup> all staff meeting and then distributed to all caseworkers and supervisors.	Plan not accepted - [REDACTED] 11/13/2023

	<p>initially seen on [REDACTED] 2022 and safety was assessed. A safety assessment worksheet has not been completed to date.</p> <p><i>This is a repeat citation the Annual Licensing Inspection that occurred in February, the 2022 Provisional Licensing Inspection which occurred in October 2022, The Near Fatality review that occurred in October 2022, a Complaint review that was completed in January 2023, a Provisional Licensing Inspection that occurred in March 2023, and a complaint file review in July 2023.</i></p>	<p>and §3490.232 of the Protective Services Regulations. Documentation of safety related information shall be completed using the In-Home Safety Assessment Worksheet, as per the intervals below...</p> <ul style="list-style-type: none"> <li>- During the Assessment/Investigation: Within 3 business days of the agency's first face-to-face contact with the identified child and/or caregivers of origin</li> </ul> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>		<p>Unit Supervisor, Case Manager, Program Manager and Director will review the Safety Assessment to be signed by supervisor alert every day during supervisor huddle.</p> <p>During normal business hours, direct supervisors will ensure that workers who have seen a child on the case within three business days complete preliminary safety assessments. For emergency duty cases, the on call supervisor must follow up with the assigned caseworker the next business day to ensure paperwork is completed.</p> <p>SAWS for new information will be reviewed between the caseworker and supervisor at regular supervision as it is being added to the checklist. Assessment and Ongoing case manager will review supervisory checklist monthly. Program manager and administrator will review until those positions are filled added to the supervision checklist.</p>	
<p>3130.21 (b) Safety Assessment and Management Process</p>	<p>In 1 of 8 GPS Intake records and 1 of 3 CPS Intake records reviewed, a supervisor had not reviewed and signed off on the safety assessment worksheet within the required timeframe.</p> <p>In the GPS Intake record, a safety assessment worksheet was completed on [REDACTED] 2022, it was signed by a supervisor on [REDACTED] 2023.</p> <p>In the CPS Intake record, a safety assessment worksheet was completed on [REDACTED] 2023.</p>	<p>The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.</p> <p>Supervisory signature on the In-Home Safety Assessment Worksheet should occur as soon as possible, but no later than 10 business days following each prescribed interval.</p> <p>The agency shall continue to implement the plan of correction previously</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The CPS and GPS checklists were updated by OCYF and the caseworkers. The documentation policy has been updated. These will be reviewed at the November 8<sup>th</sup> all staff meeting and then distributed to all caseworkers and supervisors.</p> <p>Unit Supervisor, Case Manager, Program Manager and Director will review the Safety Assessment to be signed by supervisor alert every day during supervisor huddle.</p> <p>During normal business hours, direct supervisors will ensure that workers who have seen a child on the case within three business days complete</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>

	<p>██████████ 2022, it was signed by a supervisor on ██████████/2023.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection in February 2022, and the Provisional Licensing that occurred in October 2022.</i></p>	<p>submitted on 11/14/2022 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>		<p>preliminary safety assessments. For emergency duty cases, the on call supervisor must follow up with the assigned caseworker the next business day to ensure paperwork is completed.</p> <p>SAWS for new information will be reviewed between the caseworker and supervisor at regular supervision as it is being added to the checklist. Assessment and Ongoing case manager will review supervisory checklist monthly. Program manager and administrator will review until those positions are filled added to the supervision checklist.</p>	
<p>3490.58 (d)</p>	<p>In 1 of 3 CPS Intake records reviewed, the report was received on ██████████/2022 and an unfounded outcome was submitted on ██████████ 2022. There is no documentation that the victim child's ██████████ was interviewed.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection in February 2022, a Complaint review completed in February 2023 and a complaint file review in July 2023.</i></p>	<p>(d) When conducting its investigation, the county agency shall, if possible, conduct an interview with those persons who are known to have or may reasonably be expected to have, information relating to the incident of suspected child abuse including, but not limited to, all of the following:</p> <ol style="list-style-type: none"> <li>(1) The child, if appropriate.</li> <li>(2) The child's parents or other person responsible for the child's welfare.</li> <li>(3) The alleged perpetrator of the suspected child abuse.</li> <li>(4) the reporter of the suspected child abuse, if known</li> <li>(5) Eyewitnesses to the suspected child abuse.</li> <li>(6) Neighbors and</li> </ol>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency updated their CPS checklist to include documentation to include that the required parties are interviewed as part of the CPS investigation. The agency also updated their supervisory review log, which now includes documenting that the required parties (AP, child (ren), parents, others who may have information) have been interviewed. This review log gets filled out at every 10-day supervision. The assigned supervisor will ensure the supporting documentation is entered into CAPS as part of the regular supervision occurring.</p>	<p>Plan not accepted - ██████████ 11/13/2023</p>

		<p>relatives who may have knowledge of the abuse. (7) Day care provider or school personnel, or both, if appropriate.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 04/21/2022 (a plan of correction has not been submitted and approved for the Complaint in February 2023 or the Complaint in July 2023) and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>			
3490.232 (c)	<p>In 1 of 3 GPS Intake records reviewed, the victim child was not seen within the assigned response time. The report was received on [REDACTED] 2022. The response time assigned was 10 days. Initial contact was made with the child on [REDACTED] 2023.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection that occurred in February 2022, the Complaint review that was completed in November 2022, and the POC Verification review that occurred in March 2023, the Provisional Licensing Inspection that occurred in March 2023 and a complaint file review in July 2023.</i></p>	<p>The county agency shall see the child immediately if emergency protective custody has been taken, is needed, or if it cannot be determined from the report whether or not emergency protective custody is needed. Otherwise, the county agency shall prioritize the response time for an assessment to assure that children who are most at risk receive an assessment first.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	The agency is expected to come into compliance immediately and ongoing	When a new referral is received by the agency, the Intake Supervisor assigns a response time to the referral (not to exceed 10 days) and assigns an assessment worker to respond to the case. The assigned caseworker must make diligent efforts to see the children in the home within the assigned response time. The agency had staff attend training by OCYF staff regarding GPS response times and what constitutes diligent efforts by the caseworker. This took place on April 27, 2023. Anyone hired after April 27, 2023 will need this training. Supervisors will ensure children are seen within assigned response times. This information is also reviewed at daily supervisor huddle meetings. The Assessment case manager will review supervision logs monthly.	Plan not accepted - [REDACTED] 11/13/2023



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SIGNATURE OF LEGAL ENTITY REPRESENTATIVE

TITLE

11-9-23

DATE

TELEPHONE NUMBER

**BLAIR COUNTY CHILDREN AND YOUTH AGENCY  
ANNUAL SURVEY AND EVALUATION SUMMARY**

NAME OF AGENCY/FACILITY: Blair County Children Youth and Families				TELEPHONE: [REDACTED]	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 423 Allegheny St. Suite 132 Hollidaysburg, Pa 16648				COUNTY: Blair	Program Representative:	
INSPECTED BY: [REDACTED]				INSPECTION DATES: 6/26/23 – 8/18/23	Supervisor:	11/13/2023
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	Regional Director:	11/13/2023
		<b>X</b>				

During a complaint investigation, the following areas of non-compliance were noted.

The following chapters 3350, 3700, 3130, 3490, CPSL and Chapter 20 were reviewed during the annual licensing review. Based on violations with regard to chapters 3490, 3130, 3700 the Department of Human Services, Office of Children, Youth and Families is issuing the following citations which require a plan of correction.

**REGULATORY FINDINGS REQUIRING PLAN OF CORRECTION**

1. 55 PA CODE CHAPTER	2. NON-COMPLIANCE AREA	3. CORRECTION REQUIRED	4. REQUIRED CORRECTION DATE	5. PROVIDERS PLAN OF CORRECTION OR RESPONSE	6. STATUS OF CORRECTION
3490.55 (g)	The agency received a Child Protective Service referral alleging [REDACTED] abuse of the victim child on [REDACTED] 23. The agency did not obtain medical evidence or consultation and document the results why or why not a medical exam was needed.	The county shall assure that when an allegation of [REDACTED] abuse is made, the agency shall obtain medical evidence or consultation and provide documentation as to the reasons the medical was or wasn't needed.  A plan shall be developed to assure that this mandate is being met. The plan should	Immediately and Ongoing	The agency updated their CPS checklist to include a CAC forensic interview for all children with allegations of [REDACTED] abuse. The agency also updated their supervisory review log, which gets filled out at every 10-day supervision. The assigned supervisor will ensure during supervision, that the forensic interview has occurred and documentation of this gets entered into CAPS as part of the regular supervision occurring.	Plan not accepted - [REDACTED] 11/13/2023

		state the staff position/person that is responsible for the review and enforcement of this policy with staff. The plan should also include a date by when this plan will be implemented.			
3490.55 (j)	The agency received a Child Protective Service referral alleging [REDACTED] abuse of the victim child on [REDACTED] 23. There is no documentation that a home visit occurred during the investigation.	The county shall assure that a visit to the child's home occurs during the investigation.  A plan shall be developed to assure that this mandate is being met. The plan should state the staff position/person that is responsible for the review and enforcement of this policy with staff. The plan should also include a date by when this plan will be implemented.	Immediately and Ongoing	The agency updated their CPS checklist to include a home visit to occur in all investigations. The agency also updated their supervisory review log, which gets filled out at every 10-day supervision. The assigned supervisor will ensure during supervision, that the home visit has occurred and documentation of this gets entered into CAPS as part of the regular supervision occurring.	Plan not accepted - [REDACTED] 11/13/2023
3490.58 (a)	The agency received a Child Protective Service referral on [REDACTED] 23. There is no documentation that the agency provided notification rights to the alleged perpetrator during the investigation.	The agency shall provide the subject who is about to be interviewed notification of the existence of the report and type of report, the subject's rights under sections 6337 and 6338 of the Juvenile Act; the right to counsel, the right to cross examine and introduce witnesses, and the perpetrator/subjects rights regarding amendment and expunctions.  A plan shall be developed to	Immediately and Ongoing	The agency updated the CPS checklist to include documenting the date verbal rights (notification) was provided to the alleged perpetrator during the investigation. The intake supervisor log was also updated and will document the date that verbal rights are provided to the AP. The intake supervisor will verify that the appropriate documentation of notification is entered into CAPS as well.	Plan not accepted - [REDACTED] 11/13/2023

		<p>assure that this mandate is being met. The plan should state the staff position/person that is responsible for the review and enforcement of this policy with staff. The plan should also include a date by when this plan will be implemented</p>			
3130.21 (b) Safety Assessment Bulletin	<p>The preliminary safety assessment that was created in CAPs on 1/30/23 has a safety threat marked as "yes" on safety threat number 14. No explanation/justification of this threat is provided.</p>	<p>The agency shall assure that all safety assessments are completed accurately. If a safety threat is identified; an explanation/justification of the threat must be provided.</p> <p>A plan shall be developed to assure that this mandate is being met. The plan should state the staff position/person that is responsible for the review and enforcement of this policy with staff. The plan should also include a date by when this plan will be implemented.</p>	Immediately and ongoing	<p>The intake supervisor signing off on safety assessment worksheets will ensure that safety assessments are completed in their entirety, including adding appropriate documentation of how a safety threat met SOOVI if it is identified as a safety threat, before signing off on the worksheet. Any worksheet not completed accurately will be returned to the worker to be modified.</p> <p>Additionally, the agency Administrator will provide additional education to staff at the next all staff meeting in November, regarding the resulting safety decisions of safe, conditionally safe, and unsafe and the implications and expectations of each.</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>
3130.21 (b) Safety Assessment Bulletin	<p>The preliminary safety assessment that was created in CAPs on [REDACTED] 23 has safety threats and the victim child marked as conditionally safe. This would require a safety plan. There is no</p>	<p>The agency shall assure that all safety assessments are completed accurately. If a child is marked as conditionally safe; a safety plan is required.</p>	Immediately and ongoing	<p>The intake supervisor signing off on safety assessment worksheets will ensure that safety assessments are completed accurately and in their entirety, before signing off on the worksheet. If a safety assessment worksheet identifies a child as conditionally safe, the</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>



	documentation that a safety plan was completed by the agency.	A plan shall be developed to assure that this mandate is being met. The plan should state the staff position/person that is responsible for the review and enforcement of this policy with staff. The plan should also include a date by when this plan will be implemented.		<p>supervisor will ensure that an appropriate safety plan is in place for the child. Any worksheet not completed accurately will be returned to the worker to be modified.</p> <p>Additionally, the agency Administrator will provide additional education to staff at the next all staff meeting in November, regarding the resulting safety decisions of safe, conditionally safe, and unsafe and the implications and expectations of each.</p>	
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[Redacted]	[Redacted]	[Redacted]	[Redacted]
SIGNATURE OF LEGAL ENTITY REPRESENTATIVE		TITLE	
10-20-23		[Redacted]	

**COUNTY CHILDREN AND YOUTH AGENCY  
ANNUAL SURVEY AND EVALUATION SUMMARY**

NAME OF AGENCY/FACILITY: Blair County Children, Youth and Families				TELEPHONE: [REDACTED]	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 423 Allegheny Street #132 Hollidaysburg, PA 16648				COUNTY: Blair	Program Representative:	
INSPECTED BY: [REDACTED]				INSPECTION DATES: 07/26/2023- 07/28/2023	Supervisor:	11/13/23
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	Regional Director:	11/14/2023
		<b>X</b>				
<p>Pennsylvania's Department of Human Services, Office of Children, Youth and Families – Central Region (CROCYF) conducted a licensing Plan of Correction Verification of Blair County Children Youth and Families on July 26, 2023-July 28, 2023. The verification process was conducted by means of random sample record reviews and supervisory and casework personnel. The following issues of noncompliance were identified during the review:</p>						
3130.67 (b)(10)	<p>In 1 of 2 placement records reviewed, the child was placed on [REDACTED] 2023. The Child Permanency Plan was completed on [REDACTED] 2023. There were no service objectives to address reasons for placement to allow achievable reunification.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspection that occurred in March 2023.</i></p>	<p>(b) The amendment to the service plan shall include the following, for each child placed:</p> <p>(10) A description of the service objectives that shall be achieved by the parents or child prior to reunification.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	The agency is expected to come into compliance immediately and ongoing.	The receiving ongoing CW will be responsible for ensuring the CPP is completed in it's entirety, including documentation of specific service objectives to address reasons for placement as well as needed to achieve successful reunification, with the family by the 30-day deadline. The ongoing supervisor will review the CPP to ensure it is completed in it's entirety before signing off on the CPP. If any piece of the CPP is incomplete, the supervisor will return it to the caseworker to update the information before signing off on the CPP.	Plan not accepted - [REDACTED] 11/13/2023	
3130.67 (b)(14)	<p>In 1 of 2 placement records reviewed, the child was placed on [REDACTED] 2023. The</p>	<p>(b) The amendment to the service plan shall include the following, for each child</p>	The agency is expected to come into compliance	The receiving ongoing CW will be responsible for ensuring the CPP is completed in it's entirety, including	Plan not accepted - [REDACTED] 11/13/2023	

	<p>Child Permanency Plan was drafted on █████ 2023. There was no documentation of the visitation schedule.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspection that occurred in March 2023.</i></p>	<p>placed:</p> <p>(14) The schedule for visits between the child and parents, including frequency, location and participants as required by § 3130.68(a) (relating to visiting and communication policies).</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>immediately and ongoing.</p>	<p>documentation of the visitation schedule, with the family by the 30-day deadline. The ongoing supervisor will review the CPP to ensure it is completed in it's entirety before signing off on the CPP. If any piece of the CPP is incomplete, the supervisor will return it to the caseworker to update the information before signing off on the CPP.</p>	
<p>3490.58(b)</p>	<p>In 1 of 2 CPS Intake files reviewed, the report was received on █████ 2023. There was no documentation the written notification was provided to the required individuals.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspection that occurred in March 2023.</i></p>	<p>(b) Within 72 hours of interviewing the subject, the county agency shall notify the subject in writing of:</p> <p>(1) The existence of the report and type of alleged abuse.</p> <p>(2) The rights under sections 6337 and 6338 of the Juvenile Act, when a case goes to juvenile court. Those rights are:</p> <p>(i) The right to counsel.</p> <p>(ii) The right to introduce evidence and cross examine witnesses.</p> <p>The agency shall continue to implement the plan of correction previously</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency created a new process that an assigned clerical staff pulls a list from pre-intake in CAPS every morning. From that list, the clerical staff sends out written notification letters for every CPS case to all required parties. The clerical staff also uploads a copy of the written notification into the 'Documents' section of CAPS.</p>	<p>Plan not accepted - █████ 11/13/2023</p>

		submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.			
3490.92(b)(7)	<p>In 1 of 2 CPS Intake files reviewed, there is no documentation that law enforcement received a CY104 within the required timeframe. The report was received on [REDACTED] 2023 and there is no documentation that the CY104 has been sent.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspection that occurred in March 2023.</i></p>	<p>Referrals to law enforcement officials required by §3490.91(a)(10) shall be made with the following requirements: (7) Reports shall be made in writing on the next work day when the report is made verbally or within 24 hours of when the county agency determines that the report meets the criteria for making a report to law enforcement officials.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	The agency is expected to come into compliance immediately and ongoing.	The agency created a new process that an assigned clerical staff pulls a list from pre-intake in CAPS every morning. From that list, the clerical staff sends out CY-104 notifications for all physical abuse and sexual abuse CPS cases. The clerical staff also uploads a copy of the CY-104 into the 'Documents' section of CAPS.	Plan not accepted - [REDACTED] 11/13/2023

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[REDACTED]	[REDACTED]
SIGNATURE OF LEGAL ENTITY REPRESENTATIVE	TITLE
10-20-23	[REDACTED]
DATE	TELEPHONE NUMBER

**COUNTY CHILDREN AND YOUTH AGENCY  
ANNUAL SURVEY AND EVALUATION SUMMARY**

NAME OF AGENCY/FACILITY: Blair County Children, Youth and Families				TELEPHONE: [REDACTED]	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 423 Allegheny Street #132 Hollidaysburg, PA 16648				COUNTY: Blair	Program Representative:	
INSPECTED BY: [REDACTED]				INSPECTION DATES: 07/17/2023- 07/25/2023	Supervisor:	11/13/23
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	Regional Director:	11/14/2023
		<b>X</b>				

During a complaint investigation the following areas of noncompliance were noted:

3130.63 (a)	In 1 of 1 Placement record reviewed, the most recent Child Permanency Plan (CPP) was completed on [REDACTED] 2022. A CPP review was due [REDACTED]/2023. As of [REDACTED] 2023, a CPP review was not yet completed.	... The county agency shall review service plans at least every 6 months. The service plan review shall be recorded in the plan.  The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.	The agency is expected to come into compliance immediately and ongoing.	The agency created a form for use by ongoing supervisors, which now includes, among other deadlines, the date the upcoming CPP is due to be reviewed and updated. This form will be reviewed monthly during supervision with ongoing caseworkers on each case accepted for services.	Plan not accepted - [REDACTED] 11/13/2023
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RETURN THIS ENTIRE DOCUMENT TO YOUR REGIONAL OFFICE BY: 08/18/2023**

[REDACTED]	[REDACTED]	[REDACTED]
SIGNATURE OF LEGAL ENTITY REPRESENTATIVE	TITLE	
10-20-23	[REDACTED]	
DATE	TELEPHONE NUMBER	

**COUNTY CHILDREN AND YOUTH AGENCY  
ANNUAL SURVEY AND EVALUATION SUMMARY**

NAME OF AGENCY/FACILITY: Blair County Children, Youth and Families				TELEPHONE: [REDACTED]	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 423 Allegheny Street #132 Hollidaysburg, PA 16648				COUNTY: Blair	Program Representative:	
INSPECTED BY: [REDACTED]				INSPECTION DATES: 05/23/2023 – 07/05/2023	Supervisor:	11/13/2023
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	Regional Director:	11/14/2023
		<b>X</b>				

During a complaint investigation the following areas of noncompliance were noted:

<p>CPSL 6368(n)(1)</p>	<p>In 3 of 3 CPS Intake records reviewed a determination was not made and submitted to ChildLine within the required timeframe.</p> <p>In the first CPS Intake record reviewed, the report was received on [REDACTED] 2022. The outcome determination was not received as of [REDACTED] 2023.</p> <p>In the second CPS Intake record reviewed, the report was received on [REDACTED] 2023. The outcome determination was not received as of [REDACTED] 2023.</p> <p>In the third CPS Intake record reviewed, the report was received on [REDACTED] 2023. The outcome determination was not received as of [REDACTED] 2023.</p>	<p>Investigations to determine whether to accept the family for service and whether a report is founded, indicated or unfounded shall be completed within 60 days in all cases.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>All new CPS referrals will be required to meet the 30-60-day outcome regulation. Supervision of all new referrals and cases in the que will occur no less often than every 10 days. Part of supervision will be ensuring that assessments and investigations are being completed thoroughly and accurately, required paperwork is being completed, all contacts are documented, and outcomes are being submitted in a timely manner. Supervisors will ensure caseworkers submit outcomes and ensure all state regulations are met and timely outcome submission occurs.</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>
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	<i>This is a repeat citation from the Provisional Licensing Inspection that occurred in March 2023.</i>				
CPSL 6375 (c)(1) 3490.232 (e)	<p>In 1 of 2 GPS Intake records reviewed a determination was not made on the case and submitted to ChildLine within the required timeframe. The report was received on [REDACTED] 2023 and as of [REDACTED] 2023, the outcome determination has not been received.</p> <p><i>This is a repeat citation from an Overdue GPS Outcomes review that occurred in April 2022, an Overdue GPS Outcomes review that occurred in August 2022, a POC Verification review that occurred in November 2022, the Provisional Licensing Inspection in March 2023, and a POC Verification review that occurred in February 2023.</i></p>	<p>The agency shall review and amend as necessary the process whereby they ensure that within 60 days of receipt of a report, an assessment shall be completed and a decision on whether to accept the family for ongoing services shall be made. The county agency shall provide or arrange for services necessary to protect the child during the assessment period.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	The agency is expected to come into compliance immediately and ongoing.	All new referrals will be required to meet the 60-day outcome regulation. All old cases from the que that are assigned will need to have outcome submitted within 60 days of the date of assignment. Supervision of all new referrals and cases in the que will occur no less often than every 10 days. Part of supervision will be ensuring that assessments and investigations are being completed thoroughly and accurately, required paperwork is being completed, all contacts are documented, and outcomes are being submitted in a timely manner. Supervisors will ensure caseworkers submit outcomes by the 50 <sup>th</sup> day from date of assignment/referral to ensure all state regulations are met and timely outcome submission occurs.	Plan not accepted - [REDACTED] 11/13/2023
3490.55(d)(e)	In 1 of 3 CPS intake records reviewed, there are no documented interviews with required individuals. The report was received on [REDACTED] 2023, and as of [REDACTED] 2023, there is no documentation that an interview occurred with the alleged perpetrator, the alleged victim child, the child's parent, the reporting source, or other individuals who may have information	(d) When conducting its investigation, the county agency shall, if possible, conduct an interview with those persons who are known to have or may reasonably be expected to have, information relating to the incident of suspected child abuse including, but not limited to, all of the following: (1) The child, if appropriate. (2) The child's parents or other	The agency is expected to come into compliance immediately and ongoing.	The agency updated their CPS checklist to include documentation to include that the required parties are interviewed as part of the CPS investigation. The agency also updated their supervisory review log, which now includes documenting that the required parties (AP, child(ren), parents, others who may have information) have been interviewed. This review log gets filled out at every 10-day supervision. The assigned supervisor will ensure the supporting documentation is entered into CAPS as part of the regular supervision	Plan not accepted - [REDACTED] 11/13/2023

	<p>regarding the alleged incident.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection in February 2022 and a Complaint review completed in February 2023.</i></p>	<p>person responsible for the child's welfare.</p> <p>(3) The alleged perpetrator of the suspected child abuse.</p> <p>(4) the reporter of the suspected child abuse, if known</p> <p>(5) Eyewitnesses to the suspected child abuse.</p> <p>(6) Neighbors and relatives who may have knowledge of the abuse.</p> <p>(7) Day care provider or school personnel, or both, if appropriate.</p> <p>(e) The county agency shall record in writing the facts obtained as a result of the interviews conducted under subsection (d) and any other interviews it conducts.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 04/21/2022 (a plan of correction has not been submitted and approved for the Complaint in February 2023) and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>		<p>occurring.</p>	
3490.55(f)	<p>In 1 of 3 CPS Intake records reviewed, the report was received on [REDACTED] 2023 and the child had reported injuries. There was no photo of the child's injury in the file.</p>	<p>(f) When investigating a report of suspected child abuse in which a child has sustained visible injury, the county agency shall, whenever possible and</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency updated their CPS checklist to include photographs of any injuries or lack thereof for all CPS cases alleging an injury to a child. Pictures will be sent to an assigned Case Aide, who will be responsible for</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>



	<p><i>This is a repeat citation from the Provisional Licensing Inspections that occurred in October 2022 and March 2023 and the Complaint review completed in February 2023.</i></p>	<p>appropriate, take, cause to be taken or obtain color photographs of the injury.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>		<p>uploading the pictures into CAPS in the appropriate cases. The agency also updated their supervisory review log, which gets filled out at every 10-day supervision. The assigned supervisor will ensure during supervision, that the photos have been uploaded into CAPS as part of the regular supervision occurring.</p>	
3490.232 (g)	<p>In 1 of 2 GPS Intake records reviewed, there was no documentation that the required interviews occurred. The report was received on [REDACTED] 2023, and there is no documentation that interviews, with the following individuals, occurred related to the concerns: the children, the parents or primary person responsible for caring for the children, and other persons who are known to have or reasonably expected to have information that would be helpful to the county agency in determining the need for general protective services.</p> <p><i>This is a repeat citation from a Complaint review completed in January 2023 and the Provisional Licensing Inspection in March 2023.</i></p>	<p>The county agency shall interview the child, if age appropriate, and the parents or the primary person who is responsible for the care of the child. The county agency shall also conduct interviews with those persons who are known to have or may reasonably be expected to have information that would be helpful to the county agency in determining whether or not the child is in need of general protective services.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency updated their GPS checklist to include documentation to include that the required parties are interviewed as part of the GPS assessment. The agency also updated their supervisory review log, which now includes documenting that the required parties have been interviewed. This review log gets filled out at every 10-day supervision. The assigned supervisor will ensure the supporting documentation is entered into CAPS as part of the regular supervision occurring.</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>
3490.234 (a)	<p>In 1 of 2 GPS Intake records reviewed, there is no documentation that the [REDACTED] were notified of the receipt of the report alleging the need for general protective services. The</p>	<p>The county agency shall notify the [REDACTED] of the receipt of the report alleging the need for general protective services and that the county agency will do an assessment to determine the need for</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>Intake supervisors use the supervisory log to document formal supervision occurring every 10-days. During formal supervision, the intake supervisor will ensure that initial contact was made with the family, including providing notification of the</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>

	<p>report was received on [REDACTED] 2023 and as of [REDACTED] 2023, there is no documentation that the [REDACTED] were notified of the report.</p> <p><i>This is a repeat citation from the Provisional Licensing Inspections that occurred in October 2022 and March 2023.</i></p>	<p>general protective services. The notification shall be made verbally at the time of the initial interview.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>		<p>receipt of the report alleging the need for GPS services. The supervisor is also responsible for ensuring the dictation of that contact gets entered into CAPS by the completion of the case.</p>	
3490.235 (e)	<p>In 3 of 3 CPS Intake records reviewed and 2 of 2 GPS Intake records reviewed, supervisory review did not occur every 10-calendar days during the assessment period.</p> <p>In the first CPS Intake record reviewed, the report was received on [REDACTED] 2022, and is still in the assessment period. The only documented supervisory review occurred on [REDACTED] 2022.</p> <p>In the second CPS Intake record reviewed, the report was received on [REDACTED] 2023 and is still in the assessment period. There are no documented supervisory reviews.</p> <p>In the third CPS Intake record reviewed, the report was received on [REDACTED] 2023 and is still in the assessment period. There are no documented supervisory reviews.</p>	<p>The county agency supervisor shall review each report alleging a need for general protective services which is being assessed on a regular and ongoing basis to assure that the level of services are consistent with the level of risk to the child, to determine the safety of the child and the progress made toward reaching a determination on the need for protective services. The supervisor shall maintain a log of these reviews which at a minimum shall include an entry at 10-calendar day intervals during the assessment period.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency created a supervisory review log, which gets filled out at every 10-day supervision, including the level of risk and the safety of each child in the home, and the progress made toward status determination. Upon completion of the log during each supervisory session, the assigned intake supervisor sends the log to an assigned clerical staff, who uploads the documents into CAPS.</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>

	<p>In the first GPS Intake record reviewed, the report was received on [REDACTED] 2023 and is still in the assessment period. There are no documented supervisory reviews.</p> <p>In the second GPS Intake record reviewed, the report was received on [REDACTED] 2023 and is still in the assessment period. There are no documented supervisory reviews.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection that occurred in February 2022, the Provisional Licensing Inspections that Occurred in October 2022 and March 2023, and a Complaint review completed in January 2023.</i></p>				
3490.321 (h) (1)	<p>In 3 of 3 CPS Intake records reviewed and 1 of 2 GPS Intake records reviewed, a risk assessment was not submitted at conclusion of the investigation or exceeded the 60-day mark.</p> <p>In the first CPS Intake record reviewed, the report was received on [REDACTED] 2022, and is still in the assessment period. A risk assessment has not been completed as of [REDACTED] 2023.</p> <p>In the second CPS Intake record reviewed, the report</p>	<p>(h) Periodic assessments of risk shall be completed by the county agency as follows:  (1) At the conclusion of the intake investigation which may not exceed 60-calendar days.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	The agency is expected to come into compliance immediately and ongoing.	A meeting was held on 10/18/23 with all supervisors during the morning supervisor meeting, notifying them of the expectation to check CAPS every Monday, Wednesday, and Friday for all risk assessments due to ensure the risk assessment is being completed within the required timeframe. For the GPS and Intake CPS cases, the risk assessment has been incorporated into the checklists accordingly. The updated intake and ongoing supervisory logs have also been updated to track when the completion of the next risk assessment is due by.	Plan not accepted - [REDACTED] 11/13/2023

	<p>was received on [REDACTED] 2023 and is still in the assessment period. A risk assessment has not been completed as of [REDACTED] 2023.</p> <p>In the third CPS Intake record reviewed, the report was received on [REDACTED] 2023 and is still in the assessment period. A risk assessment has not been completed as of [REDACTED] 2023.</p> <p>In the GPS Intake record reviewed, the report was received on [REDACTED] 2023 and is still in the assessment period. A risk assessment has not been completed as of [REDACTED] 2023.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection that occurred in February 2022, the Provisional Licensing Inspection that occurred in March 2023, and a Complaint review completed in November 2022.</i></p>				
3490.55 (g)	<p>In 1 of 3 CPS Intake records reviewed, there was no documentation that medical evidence or expert consultation was sought or why it was determined not to be necessary. The report was received on [REDACTED] 2023 and was a report of alleged [REDACTED] abuse. There is no documentation that the child was referred to the Child</p>	<p>(g) When investigating a report of suspected serious mental injury, sexual abuse or exploitation or serious physical neglect, the county agency shall, whenever appropriate, obtain medical evidence or expert consultation, or both. The county agency shall maintain a record of medical evidence</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency updated their CPS checklist to include a CAC forensic interview for all children with allegations of [REDACTED] abuse. The agency also updated their supervisory review log, which gets filled out at every 10-day supervision. The assigned supervisor will ensure during supervision, that the forensic interview has occurred and documentation of this gets entered into CAPS as part of the regular supervision occurring.</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>

	<p>Advocacy Center or why this referral was determined not to be necessary.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection that occurred in February 2022.</i></p>	<p>or expert consultation, or both, obtained during its investigation, including one of the following:</p> <p>(1) The reasons why medical examination or expert consultation, or both, was secured and the results of the examination/consultation.</p> <p>(2) The reasons why medical examination or expert consultation, or both, was determined not to be necessary.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 04/12/2022 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>			
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<b>SIGNATURE OF LEGAL ENTITY REPRESENTATIVE</b>		<b>TITLE</b>	
10-20-23			
<b>DATE</b>		<b>TELEPHONE NUMBER</b>	

**COUNTY CHILDREN AND YOUTH AGENCY  
ANNUAL SURVEY AND EVALUATION SUMMARY**

NAME OF AGENCY/FACILITY: Blair County Children, Youth and Families				TELEPHONE: [REDACTED]	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 423 Allegheny Street #132 Hollidaysburg, PA 16648				COUNTY: Blair	Program Representative:	
INSPECTED BY: [REDACTED]				INSPECTION DATES: 06/08/2023- 07/11/2023	Supervisor:	11/13/23
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	Regional Director:	11/14/2023
		<b>X</b>				

During a complaint investigation the following areas of noncompliance were noted:

<p>CPSL 6375 (c)(1)  3490.232 (e)</p>	<p>In 2 of 4 GPS Intake records reviewed, the investigation was not completed within 60-calendar days.</p> <p>In the first GPS Intake record reviewed, the report was received on [REDACTED] 2023. The outcome was received on [REDACTED] 2023.</p> <p>In the second GPS Intake record reviewed, the report was received on [REDACTED] 2023. The outcome was received on [REDACTED] 2023.</p> <p><i>This is a repeat citation from an Overdue GPS Outcomes review that occurred in April 2022, an Overdue GPS Outcomes review that occurred in August 2022, a POC Verification review that occurred in November 2022, the Provisional Licensing</i></p>	<p>The county agency shall complete an assessment within 60-calendar days to determine whether or not the child and family should be accepted for general protective services, be referred to another agency for services or close the case.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>When a new referral is received by the agency, the Triage Supervisor assigns a response time to the referral (not to exceed 10 days) and assigns a triage worker to respond to the case to screen the referral to determine if it needs assigned for an assessment or can be screened out. If the report requires an intake assessment, it is assigned to an intake caseworker to complete the full assessment within the 60-day timeframe. The agency created an intake supervisory review log, which gets filled out at every 10-day supervision by the intake supervisor. The new log includes documenting the 60-day deadline for completion of the intake assessment, which the intake supervisor will track to ensure the deadline is met.</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>
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	<i>Inspection in March 2023, and a POC Verification review that occurred in February 2023.</i>				
3490.232(c)	<p>In 1 of 4 GPS Intake records reviewed, the report was received on 0 [REDACTED] 2023 and had a 10 day response time. The child was seen on [REDACTED] 2023.</p> <p><i>This is a repeat citation from the Annual Licensing Inspection that occurred in February 2022, the Complaint review that was completed in November 2022, and the POC Verification review that occurred in March 2023 and the Provisional Licensing Inspection that occurred in March 2023.</i></p>	<p>The county agency shall see the child immediately if emergency protective custody has been taken, is needed, or if it cannot be determined from the report whether or not emergency protective custody is needed. Otherwise, the county agency shall prioritize the response time for an assessment to assure that children who are most at risk receive an assessment first.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	The agency is expected to come into compliance immediately and ongoing.	When a new referral is received by the agency, the Triage Supervisor assigns a response time to the referral (not to exceed 10 days) and assigns a triage worker to respond to the case to screen the referral to determine if it needs assigned for an assessment or can be screened out. The assigned caseworker must make diligent efforts to see the children in the home within the assigned response time. The agency had staff attend training by OCYF staff regarding GPS response times and what constitutes diligent efforts by the caseworker.	Plan not accepted - [REDACTED] 11/13/2023
3490.232(g)	<p>In 1 of 4 GPS Intake records reviewed, the report was received on [REDACTED] 2023, the victim child and [REDACTED] were not interviewed.</p> <p><i>This is a repeat citation from a Complaint review completed in January 2023 and the Provisional Licensing Inspection that occurred in March 2023.</i></p>	<p>The county agency shall interview the child, if age appropriate, and the parents or the primary person who is responsible for the care of the child. The county agency shall also conduct interviews with those persons who are known to have or may reasonably be expected to have information that would be helpful to the county agency in determining whether or not the child is in need of general protective services.</p> <p>The agency shall continue to implement the plan of</p>	The agency is expected to come into compliance immediately and ongoing.	The agency updated their GPS checklist to include documentation to include that the required parties, including the victim child and alleged perpetrator, are interviewed as part of the GPS assessment. The agency also updated their supervisory review log, which now includes documenting that the required parties have been interviewed. This review log gets filled out at every 10-day supervision. The assigned supervisor will ensure the supporting documentation is entered into CAPS as part of the regular supervision occurring.	Plan not accepted - [REDACTED] 11/13/2023

		correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.			
3130.21(b)  Safety Assessment and Management Process	In 1 of 4 GPS Intake records reviewed, the report was received on [REDACTED] 2023. The initial contact was made on [REDACTED] 2023, a safety assessment worksheet was not completed as of [REDACTED] 2023.  <i>This is a repeat citation the Annual Licensing Inspection that occurred in February, the 2022 Provisional Licensing Inspection which occurred in October 2022, The Near Fatality review that occurred in October 2022, a Complaint review that was completed in January 2023 and a Provisional Licensing Inspection that occurred in March 2023.</i>	The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.  As prescribed in §3490.55 and §3490.232 of the Protective Services Regulations. Documentation of safety related information shall be completed using the In-Home Safety Assessment Worksheet, as per the intervals below... <ul style="list-style-type: none"><li>- Within 3 business days of the identification of additional evidence, circumstances, or information that</li></ul> The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.	The agency is expected to come into compliance immediately and ongoing.	The CPS and GPS checklists were updated by OCYF and the caseworkers. These will be reviewed at the November all staff meeting and then distributed to all caseworkers and supervisors.  Unit Supervisor, Case Manager, Program Manager and Director will review the Safety Assessment to be signed by supervisor alert every Monday, Wednesday and Friday to ensure timely Safety Plan Worksheets are completed and timely signature by supervisor.  During normal business hours, direct supervisors will ensure that workers who have seen a child on the case within three business days complete preliminary safety assessments. For emergency duty cases, the on call supervisor must follow up with the assigned caseworker the next business day to ensure paperwork is completed.	Plan not accepted - [REDACTED] 11/13/2023

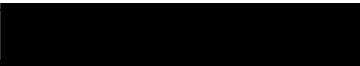
**THE LEGAL ENTITY REPRESENTATIVE MUST COMPLETE COLUMN 5, SIGN ON THE SIGNATURE LINE AT THE BOTTOM AND DATE ALL PAGES OF THIS DOCUMENT. RETURN THIS ENTIRE DOCUMENT TO YOUR REGIONAL OFFICE BY: 07/24/2023**

[REDACTED]	[REDACTED]	[REDACTED]
<b>SIGNATURE OF LEGAL ENTITY REPRESENTATIVE</b>		<b>TITLE</b>



10-20-93

DATE



TELEPHONE NUMBER

**COUNTY CHILDREN AND YOUTH AGENCY  
ANNUAL SURVEY AND EVALUATION SUMMARY**

NAME OF AGENCY/FACILITY: Blair County Children, Youth and Families				TELEPHONE: [REDACTED]	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 423 Allegheny Street, Suite 132 Hollidaysburg, PA 16648				COUNTY: Blair	Program Representative:	
INSPECTED BY: [REDACTED]				INSPECTION DATES: 05/30/2023- 06/21/2023	Supervisor:	11/13/23
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	Regional Director:	11/14/2023
		<b>X</b>				

The Department of Human Services received a conflict-of-interest waiver request from Blair County Children, Youth and Families on 06/21/23. A review of the request was completed and the following area of non-compliance was noted:

**REGULATORY FINDINGS REQUIRING PLAN OF CORRECTION**

1. 55 PA CODE CHAPTER	2. NON-COMPLIANCE AREA	3. CORRECTION REQUIRED	4. REQUIRED CORRECTION DATE	5. PROVIDERS PLAN OF CORRECTION OR RESPONSE	6. STATUS OF CORRECTION
3170.93(g)	On [REDACTED] 2023, an employee of [REDACTED] Inc. was hired and began working as a part-time worker for Blair County CYF. Blair County CYF has a contract with [REDACTED] Inc, which presents a conflict-of-interest for the agency. Blair County CYF was informed on [REDACTED] 2023 and [REDACTED] 2023 that a waiver would need to be approved prior to the staff commencing part-time employment due to the conflict of interest.	Conflict of interest. The appropriate county authority shall not make any contract or agreement with a person, company, or organization in which a member of the county children and youth staff has a financial interest; nor, shall the county authority contract with members in its own staff or their immediate families, except with the clear prior written approval of the regional office.  A plan should be developed to assure that this mandate is being met. The plan should state the staff position that is responsible for the review and enforcement of this policy with staff. The plan should also	Agency is expected to come into compliance immediately and ongoing.	The program specialist at the agency will have a spreadsheet tracking all personnel files/requirements to be met upon initial hire by the agency. The program specialist will ensure there is a section on the spreadsheet that notes if there is a conflict of interest with Blair CYF and the employee's other employer, and will notify the agency Administrator to initiate a waiver for the new employee, prior to their employment starting. The agency will not permit the start of the new employee until the waiver has been granted.	Plan not accepted - [REDACTED] 11/13/2023

	<p>Additional reminders were provided regarding the need for the waiver on [REDACTED] 2023 and [REDACTED] 2023 which were after the employee had already begun part-time employment. A waiver to address this identified conflict-of-interest was submitted to OCYF on [REDACTED] 2023. Additional information was requested in order to process the waiver. The needed information was submitted by Blair CYF on [REDACTED] 2023 and the waiver was approved on [REDACTED] /2023.</p>	<p>include a date by when this plan will be implemented.</p>			
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THE LEGAL ENTITY REPRESENTATIVE MUST COMPLETE COLUMN 5. SIGN ON THE SIGNATURE LINE AT THE BOTTOM AND DATE ALL PAGES OF THIS DOCUMENT. RETURN THIS ENTIRE DOCUMENT TO YOUR REGIONAL OFFICE BY: 7/16/2023

[REDACTED SIGNATURE] [REDACTED TITLE]

SIGNATURE OF LEGAL ENTITY REPRESENTATIVE TITLE

10-20-2023 [REDACTED TELEPHONE NUMBER]

DATE TELEPHONE NUMBER

**COUNTY CHILDREN AND YOUTH AGENCY  
ANNUAL SURVEY AND EVALUATION SUMMARY**

NAME OF AGENCY/FACILITY: Blair County Children, Youth and Families				TELEPHONE: [REDACTED]	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 423 Allegheny Street #132 Hollidaysburg, PA 16648				COUNTY: Blair	Program Representative:	
INSPECTED BY: [REDACTED]				INSPECTION DATES: 06/07/2023- 06/13/2023	Supervisor:	11/13/23
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	Regional Director:	11/14/2023
		<b>X</b>				

During a complaint investigation the following area of noncompliance was noted:

3490.232(c)	<p>In 5 of 9 GPS Intake records reviewed, the agency did not see the victim children in the assigned response time.</p> <p>In 1 of 9 GPS Intake records reviewed, the report was received on [REDACTED]/2023. The assigned response time was 3 days. The child was seen on [REDACTED]2023.</p> <p>In 1 of 9 GPS Intake records reviewed, the report was received on [REDACTED]/2023. The assigned response time was 10 days. The child was seen on [REDACTED]2023.</p> <p>In 1 of 9 GPS Intake records reviewed, the report as received on [REDACTED]2023. The report was assigned 10 days response time. The child was seen on [REDACTED]2023.</p>	<p>The county agency shall see the child immediately if emergency protective custody has been taken, is needed, or if it cannot be determined from the report whether or not emergency protective custody is needed. Otherwise, the county agency shall prioritize the response time for an assessment to assure that children who are most at risk receive an assessment first.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 05/02/2023 (a plan of correction was not yet submitted and approved for the POC Verification review in March 2023) and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>When a new referral is received by the agency, the Triage Supervisor assigns a response time to the referral (not to exceed 10 days) and assigns a triage worker to respond to the case to screen the referral to determine if it needs assigned for an assessment or can be screened out. The assigned caseworker must make diligent efforts to see the children in the home within the assigned response time. The agency had staff attend training by OCYF staff regarding GPS response times and what constitutes diligent efforts by the caseworker.</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>
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	<p>In 1 of 9 GPS Intake records reviewed the report was received on [REDACTED] 2023. The assigned response time is 5 days. There is no documentation the child has been seen as of [REDACTED] 2023.</p> <p>In 1 of 9 GPS Intake records reviewed, an additional report was received on [REDACTED] 2023. The assigned response time was 5 days. There is no documentation the child has been seen as of [REDACTED] 2023.</p> <p><i>This is a repeat citation and was previously cited on the Annual Licensing Inspection in February 2022, a Complaint review completed in November 2022, a POC Verification LIS completed in March 2023, and the Provisional Licensing Inspection in March 2023.</i></p>				
3490.55(c)	<p>In 1 of 9 GPS Intake records reviewed, the report was received on [REDACTED] 2023. ChildLine was not notified of the report.</p>	<p>After ensuring the immediate safety of the child and other children in the home, the county agency shall verbally notify ChildLine of the receipt of the report, if it was not received initially from ChildLine.</p> <p>The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>There are alerts in CAPS called, 'Pre-Intakes Not Sent to CWIS' and 'Intakes not Sent to CWIS'. These alerts are now checked on a daily basis by the individual serving as the Triage Supervisor (currently the agency Administrator or the Intake Supervisor). This has also been added to the morning supervisor meeting to ensure this task has been completed.</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>

RETURN THIS ENTIRE DOCUMENT TO YOUR REGIONAL OFFICE BY: 07/08/2023

[Redacted Signature] [Redacted Title]

SIGNATURE OF LEGAL ENTITY REPRESENTATIVE

TITLE

10-20-2023

[Redacted Telephone Number]

DATE

TELEPHONE NUMBER

Commonwealth of Pennsylvania  
Department of Human Services, Office of Children, Youth and Families (OCYF)  
Directed Plan of Correction

**Subject of Directed Plan of Correction:**

Blair County Children Youth and Families (BCCYF)  
423 Allegheny Street, Suite 132  
Hollidaysburg, Pennsylvania 16648

**Background:**

BCCYF has a triage process that involves the existence of a queue in which referrals that are received are housed until assigned or disposed of in another manner, such as a Screen Out designation. It is important to note that the subject children and families of the referrals in the queue are not seen or assessed in any manner. The Office of Children, Youth and Families (OCYF) was made aware of the queue and in discussions with the county agency on 02/16/2023 the agency verbally described the process to include prioritization and tracking of reports through development of a spreadsheet to manage and monitor the operation. Through the weekly technical assistance (TA) monitoring visits by OCYF, it was identified that the “Clean the Queue” operation was initially occurring as planned related to agency staff assuming additional referrals, and we saw some of the backlog be reduced. On 3/27/2023 it was noted that the number of referrals in the queue was increasing.

The Department issued a Licensing Inspection Summary (LIS) on 04/20/2023 for the licensing inspection conducted March 29 and 30, 2023, in follow up to the 2<sup>nd</sup> Provisional Inspection in which the queue was noted due to the regulatory violations related to the practice of non-assignment of referrals. During that inspection, there was determined to be 356 general protective services (GPS) intake referrals, the oldest of which was dated October 2022. Because these referrals were not assigned, they remained in the queue. As a result, the referrals were not responded to, and the children were not assessed or seen. The agency provided a written plan of correction (POC) in which the county described its “Clean the Queue” operation which involves agency staff addressing 5 to 10 referrals from the queue per week until the backlog of referrals is completed. The submitted plan of correction was accepted by the Department on 05/01/2023. Attached is a copy of the 04/20/2023 LIS and BCCYF’s POC.

Between 04/14/2023 and 05/02/2023 the queue increased by 90 GPS referrals and 7 CPS referrals, totaling 97 referrals. In response, the Department contacted county administration due to concerns of the growing queue. On 05/03/2023 county administration reported to the Department that operation “Clean the Queue” was still happening, and BCCYF management was providing them daily updates. However, during the 05/04/2023 TA monitoring session, BCCYF management disclosed that the spreadsheet documenting unassigned referrals in the queue that was initially developed had not been updated or used as a tool since February 2023, and that the agency was no longer focusing on clearing the backlog of referrals. BCCYF administration also noted that they were not planning to address the queue until June when they anticipate receiving fewer new referrals.

As of 5/26/2023 there are 481 referrals ( 479 GPS and 2 child protective services (CPS)) with the oldest GPS referral being from October 2022 and the oldest CPS referral being from 5/23/2023.

Additionally, the 04/20/2023 LIS identified multiple areas of repeat violations from the Licensing Inspection Summaries dated February 2022, August 2022, October 2022, November 2022, December 2022, and 2 from February 2023 which also reflects a failure to develop and/or implement a successful POC. The agency has failed to implement its POC relating to repeat violations and the queue. The agency has not taken steps outlined in their POC to address repeat violations and has expressed intent to delay action on implementing their POC as it relates to the queue.

OCYF has provided weekly TA to the county for over a year, since the first provisional license was issued on May 5, 2022. Despite weekly monitoring visits, TA with administration and supervisors in follow up to case reviews, training for staff, collaborating with and connecting with other TA partners, there has been no notable improvement in the agency's ability to operate within the minimum standard requirements of applicable statutes and regulations.

As such, OCYF is issuing a Directed Plan of Correction (DPOC) to BCCYF that requires BCCYF to supplement its current POC activities as identified by the county contained in the May 1, 2023, LIS. While the DPOC has a targeted focus, it does not alleviate BCCYF from its duty to achieve compliance with all required statutes and regulations and implementing all necessary corrective actions to achieve full compliance. Individual and unit TA will continue to occur to support the county in coming into compliance with those areas not noted on the DPOC.

OCYF reserves the right to amend the DPOC at any time during the enhanced TA should additional areas requiring targeted activities be identified. Any modifications to the DPOC will be discussed with Blair County administration and provided in written format.

**Authority:**

OCYF provides the supervision and oversight of county children and youth social service agencies as authorized by Articles II, VII, and IX of the Human Services Code. Article II identifies the department's power to provide consultation to local public officials in the establishment and operation of public and private social welfare programs in fields in which the department has responsibility. Article IX speaks to powers and duties the Department related to oversight. It is Article VII that addresses the Department's powers and duties specific to public child welfare. Specifically, Section 702 identifies that the department shall consult with and assist each county in carrying out its child welfare duties and Section 703 states that the department shall make and enforce all rules and regulations necessary and appropriate to the proper accomplishment of the child welfare duties and functions.

**Process and Scope:**

It is recognized that the overarching agency operations are not in line with regulation. The DPOC, however, will focus on those areas of casework practice that have direct impact on safety and well-being of children. These are the areas in which agency failure to act creates the potential for child endangerment.



Beginning on June 6, 2023, OCYF will provide enhanced TA to BCCYF. Enhanced TA will be achieved through daily on-site presence of multiple OCYF staff, each of whom will be assigned to a supervisory or administrative unit within the agency. OCYF staff will participate in case staffing and discussions, individual and/or group supervisions, and staff and team meetings. OCYF staff will not be assuming the role of BCCYF staff but will offer guidance, suggestions and direction as identified through observation and mentoring. Additionally, OCYF will identify any areas of individualized professional development that may be noted.

The DPOC requires that the county agency will be receptive to and actively engage with the department's enhanced TA. The following provides a brief outline of the focused areas of practice and the measured activities to be assessed for as compliance with the POC.

**Queue** – Assuring the safety of children is a primary goal of child welfare services. When the county agency receives a referral either directly or through CWIS, it is imperative that the referral be reviewed, and an appropriate disposition determined in a timely manner. Disposition of a referral can occur through a screen out or through an assignment for assessment/investigation. It is important that the focus of the backlog in the queue is done concurrently with disposition of new referrals as received by the agency.

- BCCYF must immediately identify the scope of referrals that have been received and not assigned for assessment, thus having been delegated to the Queue. Prior to developing a strategic plan to address the referrals, it is critical to know the volume of referrals needing assigned. The agency must develop and utilize a spreadsheet or system that will be used for tracking and monitoring. Activities to address the scope must begin no later than the first week of the DPOC.
- BCCYF must cross reference each referral with CWIS and CAPS to determine if a report has been addressed or is a duplicate of another report in the queue. Steps must then be taken to provide an outcome for those reports in order for them to be “closed” from the queue.
- Remaining referrals must be prioritized. BCCYF must develop a protocol that identifies the criteria for prioritization, including the responsible staff in making that designation, and the assignment of response times. (Protocol must be in accordance with OCYF Bulletin guidance related to OCYF Bulletin Statewide General Protective Services Response Times 3490-12-01 and Statewide General Protective Services Referrals Bulletin 3490-20-08 and CPSL Section 6368 Investigation of Reports related to investigation of child abuse referrals).
- BCCYF must establish measurable goals for addressing the backlog and reducing the referrals. The measurable goals must be identified by June 16, 2023 and include the manner in which the progress will be tracked and monitored.
- The activities to address and respond to incoming referrals received by the agency as well as activities to “Clear the Queue” must be done in accordance with 3130.21(b), CPSL 6375(d)(g), and 3490.232(a)(b)(c)(e)(f)(g)(h)(i). These violations were previously cited on Licensing Inspection Summaries issued in: November 2021, December 2021, February 2022, April 2022, August 2022, November 2022, 3 separate Licensing Inspection Summaries issued in February 2023, March 2023, and April 2023.

**GPS Assessment/CPS Investigations** – When a referral for protective services is received by BCCYF and assigned to staff for an assessment and/or investigation, the following activities must occur:

- the investigation of reports of suspected child abuse and neglect must be initiated within the assigned response time;
- the agency must assess child safety in correlation to the facts gathered through interviews with all parties in the assessment/investigation;
- the agency must address child safety through the development of safety plans for children whose safety is jeopardized and the monitoring of Safety Plans;
- casework activity must be subject to direct supervisory oversight of the assessment/investigation at a minimum of every 10 calendar days in accordance with 3490.235(e) and 3490.61(a) (These regulatory areas were previously cited on Licensing Inspection Summaries issued in: February 2022, October 2022, February 2023, and April 2023);
- disposition of assessment/investigations must be achieved within 60 calendar days;
- submission of outcomes through CWIS must occur within 67 calendar days;
- activities completed and facts supporting outcome determinations should be documented per 3490.55(e) (This regulatory area was previously cited on Licensing Inspection Summaries issued in: February 2022, October 2022, and February 2023); and
- all CPS and GPS referrals must be submitted timely according to CPSL 6375(c)(1) and 6375(c)1,1, and 3490.232(e). These regulatory areas were previously cited on Licensing Inspection Summaries issued in: February 2022, April 2022, August 2022, November 2022, February 2023, and April 2023.

**Overdue Outcomes for CPS/GPS Referrals-** From 5/17/2022 – 5/17/2023 Blair County had 585 CPS outcomes due during this time. Of these 585, 91 outcomes were submitted late, and 53 outcomes are still not yet submitted.

From 5/17/2022 – 5/17/2023, Blair County had 2,283 GPS outcomes due during this time. Of these 2,283, 280 outcomes were submitted late, and 459 outcomes are still not yet submitted. BCCYF must focus on the timely submission of CPS and GPS outcomes as a CPS outcome not submitted renders a child abuse investigation unfounded.

BCCYF must address the overdue outcomes by:

- immediately reviewing the list of overdue outcomes and identifying whether or not the assessment/investigation of the referral related to those outcomes were completed. The agency must develop a system for tracking and monitoring. The system developed by the agency must delineate which referrals were never fully investigated from which referrals are only in need of outcome submission. Activities to address the scope must begin no later than the first week of the DPOC;
- prioritizing for investigation or assessment referrals that were not fully investigated. BCCYF must develop a protocol that identifies the criteria for prioritization, including the responsible staff in making that designation, and the assignment of response times. (Protocol must be in accordance with OCYF Bulletin guidance related to OCYF Bulletin Statewide General Protective Services Response Times 3490-12-01 and Statewide General Protective Services Referrals Bulletin 3490-20-08 and CPSL Section 6368 Investigation of

Reports related to investigation of child abuse referrals). These regulatory areas were previously cited on Licensing Inspection Summaries issued in: December 2021, April 2022, August 2022, October 2022, December 2022, February 2023, and April 2023;

- BCCYF must establish measurable goals for addressing the backlog of overdue outcomes. The measurable goals must be identified by June 16, 2023, and include the manner in which the progress will be tracked and monitored;
- BCCYF must develop a system to track the due dates of investigations/assessments and responsible parties;
- BCCYF must provide adequate supervision to caseworkers who are performing the investigations/assessments to monitor the status and progress of the investigation/assessment;
- BCCYF must utilize CAPS/CWIS to run reports of open referrals and due dates; and
- the activities to address overdue outcomes for CPS/GPS referrals must be done in accordance with CPSL 6375(c)(1), 3490.232(e), CPSL 6368(n) (1), and 3490.67. These regulatory areas were previously cited on Licensing Inspection Summaries issued in: February 2022, April 2022, August 2022, November 2022, February 2023, and April 2023.

**Case Planning** – In circumstances where agency investigation has determined that a family is in need of ongoing support, interventions and monitoring, the use of a Family Service Plan is a critical tool to identify the goals, objectives and action steps necessary to address the factors that lead to agency involvement. BCCYF, in working with families toward development and use of a case plan, must include the following areas:

- actively involve family members including the child, their representative and service providers in the development and case planning process;
- completion of the initial FSP and/or CPP and any plan reviews and amendments shall occur within the required regulatory time frames;
- BCCYF will use the safety and risk assessments to assist in identifying targeted interventions and services;
- the FSP/ CPP will contain individualized and focused case plan activities;
- the FSP/ CPP will be written to contain the manner in which there is a monitoring of case activities, progress toward completion goals and steps to modify action steps as needed;
- in addition, for those children/youth in out of home care:
  - BCCYF must focus on their permanency planning relating to the development of their primary and concurrent permanency goal including case plan activities toward goal achievement;
  - BCCYF must incorporate transition planning for older youth toward successful discharge from care; and
  - BCCYF must use services available through the Statewide Adoption and Permanency Network to support goal achievement; and
- BCCYF must complete all case planning activities in accordance with 3130.61, 3130.63, 3130.66 and 3130.67. These regulatory areas were previously cited on Licensing Inspection Summaries issued in: February 2022, October 2022, and April 2023.

### **Supervision –**

Supervision is the backbone of a child welfare agency. Caseworker skills/knowledge, and analytical thinking can only be fostered and enhanced through on-going supervision. Throughout the life of case involvement with county caseworker services from referral to case closure, there are critical decision points. It is necessary to have supervisory oversight and guidance at these key intervals. BCCYF must provide supervision to the casework staff in accordance with:

- 3490.61 as it relates to child protective services (This regulatory area was previously cited on a Licensing Inspection Summary issued in February 2022);
- 3490.235 as it relates to general protective services (These regulatory areas were previously cited on Licensing Inspection Summaries issued in: February 2022, October 2022, February 2023, and April 2023); and
- BCCYF administration needs to provide the same level of support and guidance and professional development to the front-line casework supervisors.

### **Administration –**

The county agency should be organized and staffed to meet the goal of the children and youth social service agency, to ensure that each child has a permanent legally assured family which protects the child from abuse and neglect in accordance with Chapter 3130.11. To meet the mandate of the county agency, BCCYF administration under the direction of Blair County Commissioners shall do the following:

- assess the current structure and organizational operations to determine the best placement of available manpower during the current staffing shortage being experienced by the agency;
- develop a plan in which to deploy their resources and structure the agency moving forward;
- review the agency's policies and procedures to determine if they are up to date and if there are any policies that impede the work of the caseworkers related to their time, management and accessibility to resources;
- review the agency's job descriptions and roles and responsibilities;
- OCYF acknowledges that the administrative portion of the DPOC can be met through direct agency work or in collaboration with a consultant under the contract with Blair County. BCCYF must provide a summary report of their analysis and review that identifies steps planned and/or taken to ensure that the agency is operated in accordance with Chapter 3130.21 and CPSL 6375 (a)(b) and CPSL 6361(a)(b).

**Visitation –** Ongoing contact and interactions with the family is critical in supporting the family in achieving the goals of the child permanency plan, CPP. BCCYF must maintain ongoing involvement and engagement of families through:

- activities of the case worker in maintaining contact with the family which must include individualized consideration related to the:
  - frequency and location of visits;
  - the family members with whom the case manager interacts; and
  - the content of those interactions being focused on outcomes, service needs and activities.
- the visitation activities shall be performed in accordance with Chapter 3130.21 and 3490.235(g) and Bulletin 3490-08-05 Frequency and Tracking of Caseworker Visits of Children in

Federally Defined Foster Care. These regulatory areas were previously cited on Licensing Inspection Summaries issued in: February 2022, October 2022, and April 2023.

In addition, when out of home placement is necessary for one or more children in the family, maintaining family connections is necessary toward developing supportive and healthy relationships and achieving reunification and timely permanence. The performance in promoting and supporting family connections will occur through:

- the establishment of visitation plans for children in out of home care with their parents and siblings by looking at the:
  - frequency and location of visits;
  - the efforts of the agency to support the visits through providing transportation assistance as warranted; and
  - the use of supervised visitation as a practice tied to safety/risk factors.
- The visitation activities shall be performed in accordance with 3130.68(a) and Bulletin 3130.12-01 Act 113 of 2010 Placement and Visitation of Siblings. These regulatory areas were previously cited on a Licensing Inspection Summary issued in April 2023.

**COUNTY CHILDREN AND YOUTH AGENCY  
ANNUAL SURVEY AND EVALUATION SUMMARY**

NAME OF AGENCY/FACILITY: Blair County Children, Youth and Families				TELEPHONE-: [REDACTED]	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 423 Allegheny St., Suite 132, Hollidaysburg, PA 16648				COUNTY: Blair	Program Representative:	
INSPECTED BY: [REDACTED]				INSPECTION DATES: 05/02/2023 to Date	Supervisor:	
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE XXX	Regional Director:	

During monitoring of the plans of correction, OCYF determined that Blair did not implement the plan of correction to assure that referrals were appropriately assigned, assessed, and investigated. BCCYF's plan of correction was not implemented by the due date for the following citations: Chapter 3130.21(b) relating to Fostering Connections, Chapter 3130.21(b) as it relates to the Safety Assessment and Management Process, Chapter 3130.43(c)(10) relating to child education records, Chapter 3130.61(c),(d) and (e) as it relates to service planning, Chapter 3130.62 (a) and (b) as it relates to the right to appeal Family Service Plans, Chapter 3130.66(a) as it relates to the timely completion of Child Permanency Plans, 3130.67(b)(2)(ii) and (v) as it relates to required components of the Child Permanency Plan, Chapter 3130.68(g)(1) and (2) as it relates to notice to parents of placement, Chapter 3490.55(f) relating to CPS investigations, Chapter 3490.322(a) as it relates to supervisory oversight of risk assessment, CPSL 6368(n)(1) relating to the timely submission of CPS outcomes (between 05/02/2023 and 05/24/2023, there were 29 CPS outcomes due, 15 were submitted timely), Chapter 3490.232(c) as it relates to response times for GPS referrals, CPSL 6375(c)(1) and Chapter 3490.232(e) as it relates to the timely submission of GPS outcomes (between 05/02/2023 and 05/24/2023 there were 166 GPS outcomes due, 34 were submitted timely), Chapter 3490.232(f) as it relates to home visits during assessment, Chapter 3490.232(g) as it relates to documentation of GPS interviews, Chapter 3490.234(a) as it relates to the notification of GPS report, Chapter 3490.234(b)(1) and (2) as it relates to GPS conclusion of assessment letter, Chapter 3490.235(e) as it relates to the supervisory oversight requirement for GPS and CPS, Chapter 3490.235(f) as it relates to supervisory review of Family Service Plans, Chapter 3490.235(g) as it relates to the case worker visitation requirement, Chapter 3490.321(h)(1) as it relates to the timely completion of the Risk Assessment at conclusion of assessment, Chapter 3700.51(d) and (f) as it relates to health care requirements for children in placement.

**REGULATORY FINDINGS REQUIRING PLAN OF CORRECTION**

1. 55 PA CODE CHAPTER	2. NON-COMPLIANCE AREA	3. CORRECTION REQUIRED	4. REQUIRED CORRECTION DATE	5. PROVIDERS PLAN OF CORRECTION OR RESPONSE	6. STATUS OF CORRECTION
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3130.21(b) 3490.232(a) (b)(c)(e)(f) (g)(h)(i) CPSL 6375(d)(g)	<p>The Department issued an LIS on 04/20/2023, in follow up to the 2<sup>nd</sup> Provisional Inspection. During that inspection, there was determined to be 356 GPS intake referrals, the oldest of which was determined to be from October 2022. These referrals were not responded to, the referred children were not assessed or seen as the referrals were awaiting assignment to be assessed. The agency provided a written plan of correction in which the county created a Clean the Queue operation which involves agency staff addressing 5 to 10 referrals from the queue per week until the backlog of referrals is completed. Prior to the issuance of the LIS and the formal written plan of correction, OCYF was made aware of the queue and in discussions with the agency on 02/16/2023 the agency verbally described the process to include prioritization and tracking of reports through development of a</p>	See attached Directed Plan of Correction			
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<p>spreadsheet to manage and monitor the operation. Through the weekly technical assistance monitoring visits by OCYF, it was identified that the Clean the Queue operation was initially occurring as planned related to agency staff assuming additional referrals, and we saw some of the backlog be reduced. On 03/27/2023 it was noted that the number of referrals in the queue were increasing. Between 04/14/2023 and 05/02/2023 the queue increased by 97 referrals. On 05/03/2023 county administration also reported operation Clean the Queue was still happening and agency management was giving them daily updates. However, during the 05/04/2023 TA monitoring session, the agency administration disclosed that the spreadsheet that was initially developed had not been updated or used as a tool since February 2023, and that the agency was no longer</p>				
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	<p>focusing on clearing the backlog of referrals. Agency administration also noted that they were not planning to address the queue until June when they anticipate receiving fewer referrals. As of 5/26/2023 there are 481 referrals (479 GPS and 2 CPS) with the oldest being from October 2022. The agency has failed to implement their POC relating to the queue.</p>				
(See attached) LIS dated October 2022 and LIS dated April 2023	<p>The POC that was submitted to address the citations noted on the 2<sup>nd</sup> prov LIS were not implemented as evident in the repeat violations included on the 04/20/2023 LIS.</p>	<p>See attached Directed Plan of Correction</p>			

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**SIGNATURE OF LEGAL ENTITY REPRESENTATIVE**

**TITLE**

**DATE**

**TELEPHONE NUMBER**

**COUNTY CHILDREN AND YOUTH AGENCY  
ANNUAL SURVEY AND EVALUATION SUMMARY**

NAME OF AGENCY/FACILITY: Blair County Children, Youth and Families				TELEPHONE: [REDACTED]	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 423 Allegheny Street #132 Hollidaysburg, PA 16648				COUNTY: Blair	Program Representative:	
INSPECTED BY: [REDACTED]				INSPECTION DATES: 05/04/2023	Supervisor:	11/13/23
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	Regional Director:	11/14/2023
		<b>X</b>				

Pennsylvania's Department of Human Services, Office of Children, Youth and Families – Central Region (CROCYF) conducted a licensing Plan of Correction Verification review for 2 Licensing Inspection Summaries issued on February 8, 2023 to Blair County Children Youth and Families. This review occurred on May 04, 2023. The verification process was conducted by means of random sample record reviews, review of staff personnel communications, and review of newly created forms/templates.

The case sample included the following:

- 05 of 428 General Protective Services Intake Records for Verification of the first Plan of Correction
- 06 of 428 General Protective Services Intake Records for Verification of the second Plan of Correction

The following areas of non-compliance were noted

1. 55 PA CODE CHAPTER	2. NON-COMPLIANCE AREA	3. CORRECTION REQUIRED	4. REQUIRED CORRECTION DATE	5. PROVIDER'S PLAN OF CORRECTION OR RESPONSE	6. STATUS OF CORRECTION
3490.232(f)	In 4 of 5 GPS Intake records reviewed, a home visit was not completed during the investigation.  In the first GPS Intake record reviewed, the report was received on [REDACTED] 2023. A home visit was not completed as of [REDACTED] 2023.  In the second GPS Intake record reviewed, the report	The county agency shall see the child and visit the child's home during the assessment period. The home visits shall occur as often as necessary to complete the assessment and insure the safety of the child. There shall be a least one home visit  The agency shall continue to implement the plan of correction previously	The agency is expected to come into compliance immediately and ongoing.	The agency updated their GPS checklist to include documentation to include that a home visit occurred as part of the GPS assessment. The agency also updated their supervisory review log, which now includes information documenting that a home visit occurred during the assessment. This review log gets filled out at every 10-day supervision and will ensure that the home visit occurs. The assigned supervisor will also ensure the supporting documentation is	Plan not accepted - [REDACTED] 11/13/2023

	<p>was received on [REDACTED] 2023. A home visit was not completed as of [REDACTED] 2023.</p> <p>In the third GPS Intake record reviewed, the report was received on [REDACTED] 2023. A home visit was not completed as of [REDACTED] 2023.</p> <p>In the fourth GPS Intake record reviewed, the report was received on [REDACTED] 2023. A home visit was not completed as of [REDACTED] 2023.</p> <p><i>This is a repeat citation from a complaint investigation that occurred in February 2023.</i></p>	<p>submitted on 03/27/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>		<p>entered into CAPS as part of the regular supervision occurring.</p>	
<p>3490.232 (g)</p>	<p>In 5 of 6 GPS Intake records reviewed, interviews were not conducted with the required parties.</p> <p>In the first GPS Intake record reviewed, the report was received on [REDACTED] 2023. The [REDACTED] and [REDACTED] were not interviewed.</p> <p>In the second GPS Intake record reviewed, the report was received on [REDACTED] 2023. [REDACTED] and [REDACTED] were not interviewed.</p> <p>In the third GPS Intake record reviewed, the report was received on [REDACTED] 2023. The [REDACTED] and [REDACTED] were not interviewed.</p>	<p>The county agency shall interview the child, if age appropriate, and the parents or the primary person who is responsible for the care of the child. The county agency shall also conduct interviews with those persons who are known to have or may reasonably be expected to have information that would be helpful to the county agency in determining whether or not the child is in need of general protective services.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 03/27/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency updated their GPS checklist to include documentation to include that the required parties are interviewed as part of the GPS assessment. The agency also updated their supervisory review log, which now includes documenting that the required parties have been interviewed. This review log gets filled out at every 10-day supervision. The assigned supervisor will ensure the supporting documentation is entered into CAPS as part of the regular supervision occurring.</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>

	<p>In the fourth GPS Intake record reviewed, the report was received on [REDACTED] 2023. [REDACTED] and [REDACTED] were not interviewed.</p> <p><i>This is a repeat citation from a complaint investigation that occurred in February 2023.</i></p>				
3490.235 (e)	<p>In 6 of 6 GPS Intake records reviewed, documentation was not provided that required supervisory reviews occurred every 10 days throughout the assessment.</p> <p>In the first GPS Intake record reviewed, the report was received on [REDACTED] 2023. There was no documented supervision since the report was received on [REDACTED] 2023.</p> <p>In the second GPS Intake record reviewed, the report was received on [REDACTED] 2023. There was no documented supervision since the report was received on [REDACTED] 2023.</p> <p>In the third GPS Intake record reviewed, the report was received on [REDACTED] 2023. There was no documented supervision since the report was received on [REDACTED] 2023.</p> <p>In the fourth GPS Intake record reviewed, the report was received on [REDACTED] 2023. There was no documented</p>	<p>The county agency supervisor shall review each report alleging a need for general protective services which is being assessed on a regular and ongoing basis to assure that the level of services are consistent with the level of risk to the child, to determine the safety of the child and the progress made toward reaching a determination on the need for protective services. The supervisor shall maintain a log of these reviews which at a minimum shall include an entry at 10-calendar day intervals during the assessment period.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 03/27/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The agency created a supervisory review log, which gets filled out at every 10-day supervision, including the level of risk and the safety of each child in the home, and the progress made toward status determination. Upon completion of the log during each supervisory session, the assigned intake supervisor sends the log to an assigned clerical staff, who uploads the documents into CAPS.</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>

	<p>supervision since the report was received on [REDACTED] 2023.</p> <p>In the fifth GPS Intake record reviewed, the report was received on [REDACTED] 2023. There was no documented supervision since the report was received on [REDACTED] 2023.</p> <p>In the sixth GPS Intake record reviewed, the report was received on [REDACTED] 2023. There was no documented supervision since the report was received on [REDACTED] 2023.</p> <p><i>This is a repeat citation from a complaint investigation that occurred in February 2023.</i></p>				
<p>3130.21(b) Safety Assessment and Management Process</p>	<p>In 1 of 6 GPS Intake records reviewed where initial contact was made the Safety Assessment Worksheet (SAW) was not completed within the required timeframe. The report was received on [REDACTED] 2023 and the initial contact with the family/child occurred on [REDACTED] 2023. A SAW was not completed as of the date of review.</p> <p><i>This is a repeat citation from a complaint investigation that occurred in February 2023.</i></p>	<p>The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations.</p> <p>As prescribed in §3490.55 and §3490.232 of the Protective Services Regulations. Documentation of safety related information shall be completed using the In-Home Safety Assessment Worksheet, as per the intervals below...</p> <ul style="list-style-type: none"> <li>- During the Assessment/ Investigation: Within 3 business days of the agency's first face-to-face</li> </ul>	<p>The agency is expected to come into compliance immediately and ongoing.</p>	<p>The CPS and GPS checklists were updated by OCYF and the caseworkers. These will be reviewed at the November all staff meeting and then distributed to all caseworkers and supervisors.</p> <p>Unit Supervisor, Case Manager, Program Manager and Director will review the Safety Assessment to be signed by supervisor alert every Monday, Wednesday and Friday to ensure timely Safety Plan Worksheets are completed and timely signature by supervisor.</p> <p>During normal business hours, direct supervisors will ensure that workers who have seen a child on the case within three business days complete preliminary safety assessments. For emergency duty cases, the on call</p>	<p>Plan not accepted - [REDACTED] 11/13/2023</p>

		<p>contact with the identified child and/or caregivers of origin.</p> <p>The agency shall continue to implement the plan of correction previously submitted on 03/27/2023 and that they evaluate the effectiveness of this plan and make appropriate changes within a timely fashion.</p>		<p>supervisor must follow up with the assigned caseworker the next business day to ensure paperwork is completed.</p>	
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[REDACTED]		[REDACTED]	
SIGNATURE OF LEGAL ENTITY REPRESENTATIVE		TITLE	
10-20-23		[REDACTED]	
DATE		TELEPHONE NUMBER	

**COUNTY CHILDREN AND YOUTH AGENCY  
ANNUAL SURVEY AND EVALUATION SUMMARY**

NAME OF AGENCY/FACILITY: Blair County Children, Youth and Families				TELEPHONE: [REDACTED]	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 423 Allegheny Street #132 Hollidaysburg, PA 16648				COUNTY: Blair	Program Representative:	
INSPECTED BY: [REDACTED]				INSPECTION DATES: 05/15/2023- 05/30/2023	Supervisor:	11/14/23
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	Regional Director:	11/14/2023
		<b>X</b>				

During a complaint investigation the following area of noncompliance was noted:

3130.61(a)	In 1 of 5 GPS Intake records reviewed; the family was accepted for services on [REDACTED]/2023. A Family Service Plan was not completed within 60 days of being accepted for services and as of the date of this review.	<p>The county agency shall prepare, within 60 days of accepting a family for service, a written family service plan for each family receiving services through the county agency.</p> <p>The plan of correction shall address how the agency will achieve compliance. The agency should identify the person/staff position that will be responsible for ensuring and monitoring this provision.</p>	The agency is expected to come into compliance immediately and ongoing	The Assessment Supervisor will email the other CYFS Supervisors identifying a case that needs to be discussed for possibly accepting for services. During the morning Supervisor huddle, the case will be discussed the next business day. During the morning Supervisor huddle, a decision will be made on whether or not to accept a case for ongoing services. If the case is accepted for services, the Ongoing Case manager (currently being filled by the Program Manager) will email an invite for a case transfer meeting. The assessment worker and ongoing worker both need to attend the transfer meeting. At that meeting the Caseworker checklist will be reviewed. A date will be determined for FSP and CPP at case transfer. This date will be provided to the ongoing supervisor by the ongoing manager to track and ensure the plan is completed within the required timeframe. The FSP will be developed by the	POC not accepted [REDACTED] 11/14/23
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				caseworker and then created and enhanced with the family. During this time, signatures will be obtained.  The case transfer policy from 2016 will be revised and updated by 12-1-2023.	
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SIGNATURE				
DATE	11-14-23			
			TELEPHONE NUMBER	