



pennsylvania
DEPARTMENT OF HUMAN SERVICES

MAR 16 2016

Franklin County Commissioners
Commissioners Complex
19 North Main Street
Chambersburg, PA 17201

RE: Franklin County Children
and Youth Services
Attn: Douglas Amsley
425 Franklin Farm Lane
Chambersburg, PA 17202
License #: 312960

Dear Provider:

As a result of the Department of Human Services' annual licensing inspection on December 3 and 4, 2015, of the above facility, the violations with 55 PA. Code Ch. 3130 and related regulations specified on the enclosed License Inspection Summary were found.

All violations specified on the enclosed License Inspection Summary must be corrected by the dates specified on the License Inspection Summary and continued compliance with 55 PA. Code Ch. 3130 and related regulations must be maintained.

Sincerely,


Cathy A. Utz
Deputy Secretary

Enclosure
Licensing Inspection Summary

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

NAME OF AGENCY/FACILITY: Franklin County Children and Youth Services				TELEPHONE: 717-263-1900	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 425 Franklin Farm Lane, Chambersburg, PA 17201				COUNTY: Franklin	<i>Frankie Cape</i> Program Representative	2/17/2016
INSPECTED BY: Karla Blake, Frank Adams, Kip Cherry, Mark Schrode				INSPECTION DATES: December 3, 4, 2015	<i>Dennis C. Stut</i> Supervisor	2/17/2016
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	<i>Dabi Miller</i> Regional Director	2/17/16
	X					

The Department of Human Services Central Region Office of Children, Youth and Families conducted the annual licensing inspection of Franklin County Office of Children and Youth Services by means of a random sample record review, interviews with administrative, supervisory, and casework staff, internal policy/procedures review, personnel record review and agency fiscal documentation review. In addition, site visits were conducted to two agency kinship homes on December 3, 2015.

The case sample was drawn from cases assigned to all program units and casework functions within the agency. 10 of 498 Child Protective Service Intake records, 10 of 136 Placement records, 14 of 1383 General Protective Services Intake records, 11 of 13 Resource Family Home records, 3 of 13 Adoption records, 10 of 124 Ongoing/In-Home Services records, 2 of 5 Shared Case Responsibility records and 36 of 50 personnel records which included 7 new employees, were reviewed during the licensing inspection. In addition to program unit records, the Department reviewed the following Administrative items: Current organizational chart with caseload count for each person carrying cases; current list of Advisory Committee members and addresses; copy of the Advisory Committee By-Laws and minutes of meetings for the past year; 10-day supervisory logs; MDT meeting minutes, training records for all staff. The agency is currently working on updating their policy and procedure manual.

County Specific Information:

Franklin County Children and Youth Services continues to work diligently to enhance their service delivery system to children and families. Safety assessment and documentation is embedded into agency practice and the agency is deliberate in ensuring that safety assessments are completed timely. It is recommended that the agency supervisors continue to carefully review the structured case notes, safety assessment worksheets and safety plans (when/if they utilize them) to ensure that they are being completed and implemented correctly.

The agency continues to focus effort on family engagement practices. Continued improvement in the development and implementation of service plans with children and families is noted. The agency is diligent about locating absent parents and takes the necessary steps

to engage all caregivers/guardians/parents. Documentation of these efforts was located in the case records. It is recommended that the agency supervisory staff continue to monitor the efforts of the casework staff in providing family members and others as appropriate the opportunity to participate in the development of the plans, the timeliness of the completion of the plans, along with reviewing and signing the plans in the required time frames and the distribution of the plans to the appropriate family members and service providers. Franklin County Children and Youth services implemented Family Group Decision Making in July 2010. Target populations include the utilization of family resources to prevent placement when possible, reduce the length of time in placement services, assist in the reunification of children with their family's and transition conferencing for youth leaving care.

The agency has also experienced turnover in the past several years placing a heavy burden on their intake/cps staff as their referrals have dramatically increased. The agency administration is addressing this issue. The agency has opted out of the civil service hiring processes and broadened their hiring opportunities. They are aggressively hiring and staff vacancies are anticipated to be filled soon. As a result of the agency's annual licensure there were no systemic issues identified.

Quality Service Review (QSR):

Franklin County Children and Youth Services has not participated in the QSR process. The agency has expressed interest in participating in the next available opportunity.

All case specific regulatory references contained within the License and Inspection Summary do not contain specific identifying demographic data due to statutory prohibitions relating to confidentiality.

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 3130, 3490 and 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
3130.21(b) Fostering Connections to Success and Increasing Adoptions Act of 2008 (Public Law 110-351)	In 1 of 10 Placement Records reviewed there was no documentation of efforts of due diligence used to identify relatives within 30 days of placement to locate kin.	The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations. Fostering Connections requires that 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. A plan should be developed to assure that this mandate is being met. The plan should state the staff	Immediately and ongoing.	Supervisors will ensure that all caseworkers are completing Family Finding efforts within 30 days on all children placed out of the home. The family finding policy and deadlines will be reviewed with staff by their supervisor during monthly supervision. Random QA file checks will be conducted in order to gauge staff compliance by the Assistant Administrator and Program Specialist.	PLAN ACCEPTED KSB 2/17/2016

		<p>position/person that is responsible for the review and enforcement of this policy with staff.</p>		<p>The Supervisor will verify with the LSI staff that they were provided with the necessary information to complete the diligent search for all potential Kinship resources.</p> <p>These actions were instituted on 12/7/15, and will be required on an on-going basis.</p>	
<p>3130.21(b) ASFA 3130-01</p>	<p>In 1 of 10 Placement Records reviewed there was no documentation that the agency filed a TPR petition or an exception when the child was in placement for more than 15 of the most recent 22 months.</p>	<p>The county agency shall ensure that when a child is in placement for 15 of the most recent 22 months a TPR petition or an exception will be filed. The supervisor shall review each Placement record as part of their monthly review process to ensure that all petition requirements regarding ASFA are met. A plan should 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.</p>	<p>Immediately and ongoing.</p>	<p>Supervisors will ensure that all caseworkers are documenting in court orders the number of months in care and reasoning for goal. This will be done during monthly caseload reviews, monthly supervision, and Permanency meetings with the agency solicitor.</p> <p>CPCMS and CAPS will be utilized to assist the agency in meeting regulatory requirements and continued compliance</p> <p>Although the agency does not control the availability of the Court or its schedule, the agency will continue to monitor timeframes and work with the agency solicitor to schedule hearings in a timely manner.</p> <p>These actions were instituted on 12/7/15 and will be required on an on-going basis.</p>	<p>PLAN ACCEPTED KSB 2/17/2018</p>


3130.21(b) Safety Assessment	In 1 of 10 In-Home Records reviewed there was no documentation on the Preliminary and Case Closure Safety Assessments that the identified child was seen.	The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations. The Safety Assessment and Management Process requires that the identified child/children be seen and an assessment of their safety be completed and documented at specified intervals. A plan should 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.	Immediately and ongoing.	Supervisors will ensure that safety assessments are completed which will identify all children to document compliance with regulations. This will be done through monthly caseload reviews and supervision. Random and QA file checks shall ensure continued compliance. These will be conducted by Assistant Administrator and Program Specialist. CAPS will be utilized to assist the agency in meeting regulatory requirements and continued compliance Safety leads will conduct staff training as needed to verify that workers are meeting the safety regulations and expectations. These actions were instituted on 12/7/15, and will be required on an on-going basis.	PLAN ACCEPTED KSB 2/17/2016
3130.61(7)(c)	In 1 of 10 In-Home Records reviewed there was no documentation that the caseworker signed the Family Service Plan.	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 plan. A plan should 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.	Immediately and ongoing.	Caseworkers and Supervisors will receive refresher training with respect to the agency's regulatory requirements for the inclusion of all parties in the signing of the FSPs, and FSPRs. FCCYS will review and revise, if necessary, our FSPs/CPPs process and supervisor approval as needed. Supervisors will be responsible for ensuring that all signatures are on the FSPs/CPPs. This will be reviewed during monthly caseload reviews and supervision.	PLAN ACCEPTED KSB 2/17/2016

				<p>Random and QA file checks shall ensure continued compliance. This will be completed by the Assistant Administrator and Program Specialist.</p> <p>These actions were instituted on 12/7/15 and will be required on an on-going basis.</p>	
3490.235(f)	In 1 of 10 In-Home Records reviewed there was no documentation that the supervisor reviewed the Family Service Plan within 10-calendar days of its completion.	When a case has been accepted for service and a family service plan has been developed under Chapter 3130, the county agency supervisor shall, within 10-calendar days of the completion of the family service plan, review the plan to assure the level of activity, in person contacts with the child, oversight, supervision and services for the child and family which are contained in the plan, are consistent with the level of risk determined by the county agency for the case. Documentation of this review shall be in the case record. A plan should 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.	Immediately and ongoing.	<p>Supervisors will receive refresher training with respect to the agency's regulatory requirements for the inclusion of all parties in the signing of the FSPs/CPPs, and FSPRs. This will be completed by the Assistant Administrator and Program Specialist.</p> <p>FCCYS will review and revise, if necessary, our FSPs/CPPs process and supervisor approval. Random and QA file checks shall ensure continued compliance. This will be completed by the Assistant Administrator and Program Specialist.</p> <p>The Assistant Administrator shall ensure that Supervisors are reviewing plans in a timely manner to meet regulations.</p> <p>These actions were instituted on 12/7/15 and will be required on an on-going basis.</p> <p>CAPS will be utilized to assist the agency in meeting regulatory requirements and continued compliance.</p>	<p>PLAN ACCEPTED KSB 2/17/2016</p>

<p>3130.21(b) as it relates to the Act 160 Bulletin 3490-05-01</p>	<p>In 2 of 9 new Kinship/Resource Records reviewed, the kinship family registration application was not submitted to the Resource Family Registry within the required 30 days of their approval/disapproval.</p>	<p>The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations. Act 160 requires that the county agency provide documentation in the file that the resource parents were registered with the Resource Family Registry within 30 days of their approval/disapproval. Act 160 also requires that the Resource Family Registry include the date and reason for any closure of a resource family home. A plan should 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.</p>	<p>Immediately and ongoing.</p>	<p>Kinship Care Coordinator will register all Kinship families in SWAN Portal within 30 days of completing a home study or within 30 days of receiving a completed home study from the provider. Supervisor of the Kinship Care Coordinator will verify this through monthly supervision and Random QA file checks. These actions were instituted on 12/7/15 and will be required on an on-going basis.</p>	<p>PLAN ACCEPTED KSB 2/17/2016</p>
<p>3700.38(a)</p>	<p>In 1 of 11 Kinship/Foster Home Records reviewed there was no documentation that the kinship/foster parents received orientation training.</p>	<p>The agency shall provide kinship/foster parents with orientation training as outlined in 3700.38(a)(1-7). A plan should 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.</p>	<p>Immediately and ongoing.</p>	<p>Kinship Care Coordinator will implement the new orientation process for all home studies and have the family sign off on the acknowledgment form at the time of the orientation. Supervisor of the Kinship Care Coordinator verify this through monthly supervision and Random QA file checks. These actions were instituted on 12/7/15 and will be required on an on-going basis.</p>	<p>PLAN ACCEPTED KSB 2/17/2016</p>
<p>3700.65</p>	<p>In 1 of 11 Kinship/Foster Home Records reviewed there was no documentation that the kinship/foster parents received 6 hours of annual training.</p>	<p>The agency shall ensure that kinship/foster parents receive a minimum of 6 hours of agency approved training. A plan should 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.</p>	<p>Immediately and ongoing.</p>	<p>Kinship Care Coordinator will add the training requirements to the record checklist when opening and updating files. Supervisor of the Kinship Care Coordinator will verify this through monthly supervision and Random QA file checks.</p>	<p>PLAN ACCEPTED KSB 2/17/2016</p>

				These actions were instituted on 12/7/15 and will be required on an on-going basis	
3130.21(b) as it relates to the Children in Foster Care Act 119 Bulletin 3130-12-02	In 2 of 11 Kinship/Foster Home Records reviewed there was no documentation that the resource family was provided with a copy of the protections for children in foster care at the time of their approval.	The executive officers shall ensure that the agency is operated in conformity with applicable Federal, State and local statutes, ordinances and regulations. Act 119 mandates that the resource family the child is placed with be provided with a copy of the protection for children in foster care document. A plan should 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.is responsible for the review and enforcement of this policy with staff.	Immediately and ongoing.	Kinship Care Coordinator will add the requirements to the orientation packet. Supervisor of the Kinship Care Coordinator will verify that all records have the appropriate documentation through monthly supervision and Random QA file checks. These actions were instituted on 12/7/15 and will be required on an on-going basis.	PLAN ACCEPTED KSB 2/17/2016

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: FEBRUARY 16, 2016

	Douglas N. Amsley	Franklin County Children and Youth, Director
SIGNATURE OF LEGAL ENTITY REPRESENTATIVE		TITLE
2/9/16		717-263-1900 ext. 23286
DATE		TELEPHONE NUMBER