



pennsylvania
DEPARTMENT OF HUMAN SERVICES

JAN 26 2017

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

RE: Franklin County Children and Youth Services
License #: 312960

Dear Franklin County Commissioners:

As a result of the Department of Human Services' annual licensing inspection on December 1 and 2, 2016, 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

Cc: Doug Amsley, Franklin County Children and Youth Services
file

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

NAME OF AGENCY/FACILITY: Franklin County Children and Youth Service				TELEPHONE: 717-263-1900	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 425 Franklin Farm Lane, Chambersburg, PA 17201				COUNTY: Franklin	<i>Karla Blake</i> Program Representative	01/18/2017
INSPECTED BY: Karla Blake, Frank Adams, Kip Cherry, Mark Schrode, Sally Lupini				INSPECTION DATES: December 1, 2, 2016		
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	<i>Denise O Stutz</i> Supervisor	1/18/17
	X				<i>Gabi Miller</i> Regional Director	1/23/17

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, visits were conducted with two agency kinship families on December 1, 2016.

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

- 10 of 1487 General Protective Services Intake records;
- 10 of 485 Child Protective Service Intake records;
- 10 of 144 Placement records;
- 5 of 11 Resource Family Home records of which 8 were new and 3 were tenured;
- 4 of 18 Adoption records;
- 10 of 124 Ongoing/In-Home Services records;
- 10 of 478 Screen Out records;
- 1 of 1 Shared Case Responsibility records;
- 1 of 1 Resumption of Care records;
- 1 of 1 records that involved the Interstate Compact on the Placement of Children, (ICPC);
- 38 Personnel records which included 13 new employees.

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 continues to work 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 continues to be 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, that all children are being seen and that documentation is reflective of actions completed.

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. It is further recommended that the agency casework and supervisory staff ensure that the methods of engaging the family is documented on the service plans in the space provided.

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 continues to focus efforts on reducing the number of youth in care and the need for placement services. The agency identifies family needs and seeks to coordinate services to meet these needs. The agency continues to broaden their service resources and works to develop and/or collaborate with various service providers to address the myriad of issues confronting the families they serve.

Franklin County Children and Youth Services has also experienced turnover in the past several years placing a heavy burden on their intake/cps staff as their referrals continue to increase. The agency administration continues to address 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. The agency has also been expanding their training opportunities for staff to enhance their skills to assist in their service delivery.

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 continues to express 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
3130.61 (c, d, e)	<p>In 1 of 10 Placement records reviewed the child and/or parents were not provided the opportunity to participate in the development of the Family Service Plan dated 04/18/2016.</p> <p>In 1 of 10 Placement records reviewed there was no documentation that the father was provided the opportunity to sign the service plan dated 06/02/2016.</p> <p>In 1 of 10 Placement records reviewed there was no documentation that the father received a copy of the service plan dated 06/02/2016.</p>	<p>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 documented. 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. 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.</p> <p>The supervisor shall review each In-Home and Placement record as part of their review process to ensure that the required family members and representatives are given the opportunity to participate in the development of all Family Services Plan and</p>	<p>The agency is required to come into compliance with this requirement immediately and ongoing.</p>	<p>Caseworkers and Supervisors will receive refresher training with respect to the FSP's and FSPR's regulatory requirements. This will be completed by the Assistant Administrator and Program Specialist.</p> <p>Random QA file checks shall ensure continued compliance. These will be conducted by Assistant Administrator and Program Specialist.</p> <p>CAPS will be utilized to assist the agency in meeting regulatory requirements and continued compliance</p> <p>These actions were instituted on 12/5/16, and will be required on an on-going basis.</p>	<p><i>Plan Accepted RSB 01/18/2017</i></p>

		Reviews. Additionally, the supervisor shall review each In-Home record as part of their monthly supervisory review process to ensure that all Family Service Plans and Reviews are distributed to family members, their legal counsel and other representatives as required.			
3130.63 (a) (1 – 4)	In 1 of 10 In-Home records reviewed the Family Service Plan Review was completed and signed after the case was closed.	The county agency shall review service plans at least every 6 months. The Service Plan Review shall be recorded in the plan and be maintained in the case record. The supervisor shall review each In-Home record as part of their monthly review process to ensure that all Family Service Plans and reviews are completed timely as required.	The agency is required to come into compliance with this requirement immediately and ongoing.	<p>Caseworkers and Supervisors will receive refresher training with respect to the FSP's and FSPR's regulatory requirements. This will be completed by the Assistant Administrator and Program Specialist.</p> <p>Random 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 safety assessment in a timely manner to meet regulations.</p> <p>CAPS will be utilized to assist the agency in meeting regulatory requirements and continued compliance.</p> <p>These actions were instituted on 12/5/16 and will be required on an on-going basis.</p>	<i>Plan Accepted KSB 01/18/2017</i>
3130.321 (h) (4)	In 1 of 10 In-Home records reviewed the closing risk assessment was completed late.	The county agency shall follow the standards established for risk assessment as outlined in 3130.321. The county agency shall complete a risk assessment thirty calendar-days prior to case	The agency is required to come into compliance with this requirement immediately and	<p>Caseworkers and Supervisors will receive refresher training with respect to the risk assessments regulatory requirements. This will be completed by the Assistant Administrator and Program</p>	<i>Plan Accepted KSB 01/18/2017</i>

		<p>closure. The supervisor shall review each In-Home record as part of their monthly review process to ensure that all periodic assessments of risk are completed timely as required.</p>	ongoing.	<p>Specialist.</p> <p>Random 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 the risk assessments in a timely manner to comply with regulations.</p> <p>CAPS will be utilized to assist the agency in meeting regulatory requirements and continued compliance.</p> <p>These actions were instituted on 12/5/16 and will be required on an on-going basis.</p>	
3130.21(b) Safety Assessment	In 1 of 10 In-Home records reviewed the closing safety assessment was completed late.	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 a closing safety assessment be completed and documented at specified intervals prior to case closure. 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.	The agency is required to come into compliance with this requirement immediately and ongoing.	<p>Caseworkers and Supervisors will receive refresher training with respect to the safety assessments regulatory requirements. This will be completed by the Assistant Administrator and Program Specialist.</p> <p>Random 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 the safety assessments in a timely manner to meet regulations.</p> <p>CAPS will be utilized to assist the</p>	<i>Plan Accepted KSB 01/18/2017</i>

				<p>agency in meeting regulatory requirements and continued compliance.</p> <p>These actions were instituted on 12/5/16 and will be required on an on-going basis.</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: JANUARY 20, 2017

	Douglas N. Amsley	Children and Youth Administrator
SIGNATURE OF LEGAL ENTITY REPRESENTATIVE		TITLE
January 11, 2017		(717) 263-1900
DATE		TELEPHONE NUMBER