

Quick Connect

Renewal Licensure

Quick Connect provides detailed and historical information of a family's fitness for licensure, and is comprised of approximately 50 web-based screens. Fewer than 20 of the screens in **Quick Connect** are used for the entry of information needed for renewal licensure. The focus of your renewal home study should be on the accomplishments, challenges, and changes that have occurred over the last year of licensing.

The purpose of this handbook is to explain the Intent of each screen used in **Quick Connect** for the renewal licensing process and to provide guidance on the Items to Consider when formulating your responses.

You're not required to provide a response to every point under Items to Consider, but you must provide responses for all points that are relevant to the family and licensee.



Screen 16: Certification/Licensing History

Intent: To determine whether the licensee or a household member is licensed or certified to provide a human care service that is *in addition* to the care provided under their OLCR license and, if so, to evaluate whether this impacts the licensee's ability to provide safe care and supervision. Examples include certification to provide child-care in the home, certification for Home & Community-Based Services (HCBS), and licensure to provide personal care or assisted living services.

Items to consider: Since *changes* need to be reported, before replying you must first check Screen 13 to review the previously reported licenses/certifications. Is there an existing license/certification related to human care services? If so, is it still in good standing?

Again, your primary focus should be on *changes* that have occurred over the past year. Has the time commitment or workload for that license/certification changed? If so, provide details and analyze the real or potential impact of this change.

Has the licensee or a household member applied for a license/certification to provide human care services in the past year? If yes, you are responsible for analyzing and explaining the real or potential impact of this change and for providing details of the license/certification, including, as applicable: the name of the regulatory authority; the type of license/certification; capacity, age, and

gender of those receiving care; the term of the license/certification; the ID number; and whether the license/certification is in good standing.

Has the licensee or a household member closed a license/certificate to provide human care services in the past year? If yes, provide the reason for closure and elaborate if the closure is an indicator of concern.

Screen 18: Child or Adult Preferred

Intent: Every license issued by OLCR specifies the services, capacity, age range, and gender of children or adult consumers who may be placed in the home. The intent of screen 18 is to provide rationale and justification for your recommendation to limit, expand, or not change the specifications on the license.

Items to consider: On Screen 48 you will be making your official recommendations regarding licensure, but it's on Screen 18 that you build a case for that recommendation. What is your assessment of the licensee's abilities to meet the needs of the individuals in their home during the past licensing year? If you will be recommending changes from the existing license, this section should provide rationale for these changes and your recommendation for the exact changes to be made.

Screen 18 must agree with the final recommendations on Screen 48.

Screen 21: Finances and Employment

Intent: To explore changes in income or expenses that may impact the financial stability of the licensee. Examples of significant changes should include, but are not limited to, the birth or adoption of a child, contributions to expenses by a new household member, the purchase of a new car, bankruptcy, foreclosure, the refinancing of a loan, retirement, job promotion, loss of income, etc.

Items to consider: This section explores any significant changes in the financial or employment status of the home and licensee. It includes monetary changes as well as significant changes in schedules or responsibilities.

Monetary changes can include both income *and* expenses. Attention should be paid to the financial stability of the home and their possible dependency on care reimbursements to meet daily living expenses.

If there were job changes or major changes in the licensee's schedules and work responsibilities, you should assess how this will affect the licensee's ability to manage his/her time to provide care, supervision, and meet the needs of each child or adult consumer.

Screen 22: Alternative Supervision Plans, Child Care and Temporary Care

Intent: To ensure the licensee continues to have a workable plan for the routine and emergency alternative supervision of each child and adult consumer in their care. This requirement applies even for "stay at home parents."

Note: The alternative supervision plan for developmental, professional, treatment and other specialized homes must be written and approved by the case manager and licensing worker.

Items to consider: What alternative supervision was used during this last licensing period, were there any problems or issues, and did licensee use "reasonable and prudent judgment" in selecting adults to provide care? If there were problems, how were they addressed and resolved? Do you believe the licensee has a clear understanding of the requirements for alternative supervision? It is not acceptable to simply state, "At home parents - they never use respite or babysitting." Licensees must be able to demonstrate a well thought out plan for alternative supervision for both emergency and *non-emergency* situations. Alternative supervision may include a neighbor or relative as long as they meet the guidelines set forth by OLCR and the licensing agency.

If the use of alternative supervision exceeded 24-hours in a *non-emergency* situation, or if it exceeded 72-hours in an *emergency* situation, did the licensee notify DES as required pursuant to ARS § 8-511?

Screen 24: Relationship with the Child's or Client's Family & Team Members

Intent: To ensure the licensee cooperated with and supported the goals for each child or adult consumer.

Items to consider: How did the licensee demonstrate their cooperation and support of goals for each child or adult consumer during the last licensing year? Did they maintain a working relationship with the birth family? Did they exhibit "shared parenting"? Did they participate in transportation and visitation? Did they work cooperatively to ensure the case plan goals/objectives were fulfilled? Did the family assist with reunification and/or transition to an adoptive home? If not, what were the barriers?

Screen 27: Training

Intent: To ensure annual training promotes the ongoing development of the licensee to effectively provide care and supervision to children or adult consumers in their care.

Items to consider: You should list the training completed and explain how the training was relevant to the care provided by the licensee.

Screen 28: Client Care

Intent: To present an overview of the care provided for children or adult consumers placed in the home over the licensing year. The information you enter should summarize the skills demonstrated by the licensee or the areas for improvement related to the licensee's ability to provide for the health, safety, and well-being of children or adult consumers.

Items to consider: While personally identifiable information for children and adult consumers placed in the home should not be included in the response, specific examples and information will be needed to provide a clear picture of what the licensee has or has not done to provide required care. Include medical/dental, record keeping, clothing and hygiene, social and recreational activities, notification of significant incidents, meeting educational or habilitation needs, and religious and cultural needs.

Provide a brief review of age and gender and any special needs of children or adult consumers cared for in the last licensing year. Then, without listing personally identifiable information, provide real examples of the skills and abilities the licensees utilized during the licensing year to meet specific needs of the children or adult consumers (including medical, dental, educational, therapeutic, and religious or cultural needs); information on any disruptions during the year and circumstances and how they handled it; the licensee's ability and methods of record keeping for the children or adult consumers;

consider the family's activity level, traditions, and outside activities. *Be sure to respond to each text box or bulleted item on this screen.*

For example:

- Obtain medical/dental evaluations and attention for illness/injuries
- Provide prompt or timely notification of significant incidents and events
- Meeting the child's educational needs/meeting the adults habilitation needs

Screen 29: Discipline/Behavior

Intent: To assess the licensee's knowledge and demonstrated ability to effectively use appropriate discipline.

Items to consider: You should describe the discipline techniques (both effective and ineffective) used by the licensee during the last licensing period. Describe any incidents or violations by the licensee or household members for use of inappropriate discipline techniques and explain how these were addressed by the agency. You should reference the DCYF Discipline Policy: DDD Article 9, and licensing rules, as applicable.

Screen 31: Health

Intent: To assess whether changes in the health of the licensee or a household member have a real or potential impact on the licensee's ability to provide care and a safe environment.

Note: Health includes medical, physical and mental/emotional conditions.

Items to consider: As applicable, you should address changes for the licensee's:

- Physical well being
- Mental or emotional health, including substance abuse
- Medications

The licensee must complete a new Health Self-Disclosure every year and obtain a Medical Statement completed by a medical practitioner at least every 3 years. Information provided on these forms should be evaluated and addressed on this screen.

Have there been any major changes to the health of other household members, including children? Consider how these changes have a real or potential impact on the care provided by the licensee and whether these changes may jeopardize the safety of foster children or adult consumers.

You must review the immunization records of child household members to determine whether they are up-to-date (include foster, biological and adopted children in your evaluation).

Screen 33: Family and Household Relationships and Interactions

Intent: To identify any changes in the composition or dynamics of the household and to evaluate if these changes have an impact on the licensee's ability to provide care and a safe environment.

Items to consider: You should address any changes in the family relationships, as applicable. Were there any changes in the

marital or committed relationship? Did any household members move in or out of the home? Have there been any changes to the support systems used by the licensee? How have the supports provided by other household members changed in regard to their involvement in the care or supervision of the children or adult consumers in the home (and how do these household members feel about this?) Did any new stressors or crises involving the household occur during the last licensing year (and if so, how did the licensee/household cope?)

Screen 36: Home

Intent: To capture any changes to the home environment that would affect compliance with life-safety or licensing requirements.

Items to consider: As applicable, you should address the following changes:

- Have there been any major remodeling projects, additions to the home, or the addition of a pool/spa? If so, you need to provide dates and explain the results of the OLCR inspection, any deficiencies cited, and how and when those deficiencies were corrected and verified.
- Provide dates and results of the annual supplemental life-safety inspection conducted by you or your agency.
- If there were repeat violations noted for the home, explain what is being done to remedy the situation and effectively prevent recurrence.
- Are there any new pets in the home and do they pose a risk to children or adult consumers? If yes, explain.

- Have smoking habits by the licensee or a household member changed in the past year? Address any new measures or protections taken to reduce a child or adult consumer's exposure to second hand smoke. If this is a developmental home, is the licensee complying with restrictions against using tobacco products in an enclosed area with the child or adult consumer present?
- Describe any new adaptations or equipment used in the home for children or adult consumers with physical disabilities.
- Were there any complaints related to hazards or cleanliness of the home during the past year? If so, describe how each was addressed.
- Have there been any changes to bedroom configuration and sleeping arrangements? You need to verify that the arrangements continue to be in compliance.

Screen 38: Transportation

Intent: To verify that the licensee continues to have the ability to safely transport children or adult consumers and that all drivers who provide transportation meet the licensing requirements.

Items to consider: Have there been any changes to the licensee's vehicles since the last licensing period? If a vehicle is no longer available or a licensee cannot transport, what is the transportation plan? Have there been any difficulties/concerns reported regarding compliance with transportation requirements, and, if so, how has this been addressed with the licensee? Have car seats been visually verified for this renewal and are seatbelts

in working order? If applicable, are vehicles adapted to accommodate children or adult consumers with special needs?

Screen 42: Court Actions, Arrests, and Fingerprints

Intent: To identify any new court or legal actions and to assess whether this impacts on the licensee's fitness.

Items to consider: Have there been any new court or legal actions during the last licensing period? If so, how have these actions impacted the fitness of the licensee? Have there been any fingerprinting issues, criminal offenses, or arrests for any household members within the licensing year? Include adoption, guardianship and custody actions, and hearings. Were there any divorces, legal separations, bankruptcies within the last licensing period? Is the fingerprint clearance card and the criminal history affidavit current and valid? The card is valid for up to six years; a new affidavit must be completed when applying for a new card.

Screen 43: Licensing Inquiries, Unusual Incidents (UI), and APS / CPS Checks & Investigations

Intent: To summarize any licensing inquiries, investigations, or unusual incidents that have occurred over the past year and any resulting corrective action plans (CAP) and to determine whether they have an impact on fitness for ongoing licensure.

Items to consider: If available to you, consider any new information from CPS/APS checks. In your review, are you noting any themes or patterns of behavior or allegations involving the licensee and other household members? Were incidents reported by the licensee in a timely manner? Were issues or concerns appropriately brought to the attention of other team members? For example, were significant medical issues or relevant educational issues brought to the attention of the appropriate team members (CPS specialist, guardian ad litem, or educator)? What was the outcome of concerns, investigations, etc. that occurred within the past year? Does a pattern of incidents suggest that the license parameters need to change? Was there a CAP, letter of concern, or training letter issued? If so, what action or response was required of the licensee? Was the action or response appropriately completed by the licensee?

Screen 45: Contacts

Intent: To document contact has been made with licensees on a routine basis for the purpose of monitoring compliance with licensing requirements.

Items to consider: When were contacts made? Be sure to identify the means of your contact (telephone, email, in-person visit to the home, etc). Were the Notice of Inspection Rights and Supplements to Notice of Inspection completed and signed by the licensee each visit? Were there any concerns noted and did you inform OLCR of significant concerns?

Screen 47: Agreements and Signature Forms

Intent: To ensure the licensee has reviewed, understood, and agreed to his/her roles and responsibilities.

Note: The agreement is a contract requirement between the licensee and DES.

Items to consider: Did the licensee sign and understand the Family Foster Home Agreement or ADH/CDH Agreement and Statement of Understanding? You must provide the date the agreement was signed. Did the licensee have any questions or hesitations, and were these addressed?

Screen 48: Recommendations and Evaluation/Summary

Intent: To summarize the licensee's overall performance and their continued ability to provide care. This screen must specify and justify the agency's recommendation regarding license renewal.

Items to consider: Describe the agency's recommendation to renew or deny the license. This should be a final assessment of everything stated in prior screens in order to justify a final recommendation. For example:

■ XYZ Licensing Agency recommends Jane and John Jones for renewal licensure to provide Medically Fragile Foster Home services. The following parameters are recommended for the licensee:

- 2 children
- 0-6 years of age

- Female
- With the license restricted to current sibling group

OR

■ XYZ Licensing Agency does not recommend Jane and John Jones for renewal licensure to provide Medically Fragile Foster Home services.

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