



Richland County Children Services

To lead our community in assuring the safety, well-being and permanency of children at risk of abuse and neglect.

February 1, 2018

Dear Substitute Care Provider:

We are pleased to provide you with the updated Policy and Procedure Manual for all things related to being a substitute care provider for Richland County Children Services. This Manual will take effect on **Thursday March 1, 2018**. There are changes to some of the payment structures for kids who are AWOL, etc., as well as some fiscal changes we needed to make as a result of changes to our federal reimbursement process. These formally begin with the March 1, 2018 submission for payments/reimbursements (as applicable).

The information in the Manual supersedes all the policies and procedures you have been provided to date. It will also be available on our RCCS website at <https://www.richlandcountychildrenservices.org/>

In addition, beginning **Monday February 5, 2018**, we are unveiling a Crisis Response Support Line through Family Life Counseling. See the attached flyer for the program. This is new to us and to Family Life Counseling as well, so we appreciate your feedback as we go so that we can adjust. We are ordering refrigerator magnets with the phone number and information on them for your use in the home. So, when should you use this line?

- **When there is a need for immediate AFTER HOURS behavioral/emotional/social crisis intervention with a child in RCCS Custody in your home.**
- **If you have this need, then please call 419-295-9285.**

What this is NOT for:

- Contacting your caseworker after hours. Please call the caseworker's voice mail directly as usual and leave a message;
- Needing some type of permission for your child to receive medical treatment (reminder, your letter should go with you to the ER). If this is needed, call 419-774-4100 as always.

So, how does this process work?

- A. Substitute care provider(s) will contact the Family Life Counseling Support Line at 419-295-9285 for any emergent support needed to maintain child(ren), crisis stabilization and/or support needed;
- B. Family Life Counseling designee will respond to the request via phone and/or in person as deemed necessary by the situation;
- C. Family Life Counseling designee will contact the After Hours Helpline to report foster parent(s) name, child name and basic request information;
- D. This information will be noted on the After Hours Log for regular daily distribution to program staff;
- E. Substitute care provider(s) will contact their case worker and or supervisor of the case the following business day to notify them as well and/or provide the notification via a phone message;
- F. Case worker or designee will contact the substitute care provider(s) for follow up and address any other needs for the child(ren) and or substitute care placement. Case worker or designee will collect information from the responding Family Life Counseling staff as needed and report the incident to the child(ren)'s counseling provider as needed. In addition, the case worker or designee will complete an Incident Report as needed for notification purposes.