

PROCEDURE

Series:	Operating Procedures	COA: RMP 2.02-2.04 CFOP: N/A
Procedure Name:	Licensing Request for Assistance Process for All Levels of Licensure	
Procedure Number:	OP1188	
Reviewed Date:	NA	
Revision #/Date:	07/19/16, 02/03/2020	
Effective Date:	06/22/15	
Applicable to:	Brevard Family Partnership Family of Agencies (BFP FOA) Staff and Subcontractors	

PURPOSE: The purpose of this procedure is to ensure there is a process for the identification and timely follow up on safety concerns which need to be addressed regarding licensed foster homes and group homes.

PROCEDURE:

Any safety concerns regarding foster care homes or group homes that have been identified by either BFP FOA staff or other stakeholders must be immediately reported to Brevard Family Partnership through the following email: licensedcare@brevardfp.org. This email includes all BFP Management staff, Intake and Placement Management staff as well as Contracts and Compliance Staff. If the safety concern is regarding a foster home licensed in Brevard County, the Director of Licensing or designees will complete a Request for Assistance Form. The form will include a summary of the reported concerns. The Director of Licensing will then identify the necessary follow up plan and assign it to the appropriate BFP licensing staff member. The BFP licensing specialist will make a home visit immediately but no later than one business day from the date the Request for Assistance form was received. The BFP staff person completing the visit will address each of the items listed on the Request for Assistance form which should include any resolutions or action items that need to be addressed or completed. The following business day, the completed Request for Assistance form should be forwarded to the Director of Licensing for review and a determination will be made whether the Request for Assistance should be closed or if additional follow up is needed. Following the follow up and subsequent close of the RFA, the information is tracked for trend analysis. All RFAs are reviewed as part of the monthly Risk Management Committee meeting.

If the Request for Assistance is concerning a group home, the Contracts and Compliance Manager will identify the follow up plan and assign the follow up within the Contracts and Compliance Division staff.



BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER:

A handwritten signature in blue ink that reads "Philip J. Scarpelli".

PHILIP J. SCARPELLI
Chief Executive Officer
Brevard Family Partnership Family of Agencies

APPROVAL DATE: 3/17/2020

LICENSING REQUEST FOR ASSISTANCE

Person completing form:		Date Concern was received:	
Name of Foster Parent(s)/ Group Home:		RFA #	

Summary of Reported Concerns:

Director to Identify Necessary Follow Up Plan & Assign to Employee with Due Dates			
Date Received			
Person Assigned for Follow Up:		Date Visit Due	
1			
2			
3			
4			
5			

Person Completing Visit		Date Visit Made	
Please address each item listed above, indicate any results/resolutions and action items that still need to be completed.			
1			
2			
3			
4			
5			

LICENSING REQUEST FOR ASSISTANCE

Director's Review of Follow Up			
Date Follow Up Received/Reviewed			
Additional Follow Up Needed? If so, list below.		RFA Closed Date	
1			
2			
3			
4			
5			

Risk Management Review of RFA			
Date Follow Up Received/Reviewed			Additional Follow Up Needed? If so, list below.
1			
2			
3			

Compliance/QA Review of RFA			
Date Follow Up Received/Reviewed			Additional Follow Up Needed? If so, list below.
1			
2			
3			