



Circles of Care

Policies and Procedures

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Child Placement Program Service Structure and Scope

Purpose

The purpose of this policy is to provide comprehensive program structure information on the Circles of Care Child Placement program regarding services offered, referral source, fees, and hours of operation. This policy is used to provide the information regarding the program to persons served, referral sources, payers and funding sources, other stakeholders and the general public.

See also policies Program and Service Description, and Admissions and Admissions Assessments.

Policy

Philosophy/Mission

Circles of Care is a private, non-profit, social services agency which exists to enhance children, youth, and families' ability for effective living and growth through comprehensive social and mental health services.

Leadership/Structure

Circles of Care provides and administers programs of social service and mental health to families and youth.

The Circles of Care Child Placement program provides foster care and adoption placement services. This program provides recruitment, home assessments, training and licensing, and support services of foster care and adoptive parents as well as intake, assessments, case management, service planning and counseling to children in placement.

Circles of Care staff consists of a range of dedicated professionals including but not limited to the Executive Director, Administrators, the Clinical Director, Case Managers, Social Workers, Therapists, Foster Parents, and consulting Psychologists and Psychiatrists.

All staff and caregivers are directly supervised by a designated Circles of Care employee or administrator. The Executive Director, who is responsible for the overall leadership and management of Circles of Care, directly supervises the State Administrator, Human Resources

Director, and all Accounting personnel. The State Administrator is responsible for the operations in each program office and directly supervises the Program Directors in all program areas and the Clinical Director.

Program Directors are responsible for all aspects of the day-to-day operations of individual programs or program areas, and they directly supervise the Case Managers, Lead Case Manager, Family Home Developer, Intake Coordinator, and Office Manager.

The Clinical Director is responsible for the overall administration and delivery of mental health services, supervises the services delivery by all therapists and members of the Professional Consultation Team.

The Family Home Developer is responsible for licensure and recruiting of foster parents, supervises the compliance of all caregivers and the Family Home Development Assistant.

The Office Manager is responsible for the administrative clerical functions of the office, and supervises Support Staff and Secretaries. Volunteers are supervised by either the Program Director or Clinical Director depending on which department the volunteer is assigned to.

Administrative functions such as accounting, payroll, information systems, and human resources, are administered centrally.

Circles of Care encourages leadership that promotes responsibility to the agency mission. The Circles of Care leadership strategy is the careful, continuous development of leadership at all levels. Agency leaders use their collective capabilities and act together to implement strategies, solve problems, and respond to change, striving for excellence in service delivery to meet the needs of children in care.

The Circles of Care leadership creates standards of excellence and sets examples for others to follow, paying specific consideration to open communication and accessibility of leadership to personnel and clients. Circles of Care's leadership and administrators are readily accessible to all employees and clients served. All staff and leadership are indicated on the company's public website at circlesofcareinc.org with email and other contact information. Internally, Circles of Care uses Microsoft Office 365 email and instant messaging technology in which supervisors and leadership are readily accessible to all employees. Circles of Care also has an interconnected VoIP ShoreTel phone system to connect all employees for telecommunication. Furthermore, Circles of Care also uses a web-based Human Resources system in which employees may submit anonymous suggestions or concerns that are directed to the Human Resources department.

Circles of Care strives to retain leaders within the agency that possess skills, competencies, knowledge, and varied experience to engage others, encourage collaboration, create and implement strategies, and promote responsibility. Circles of Care promotes within the organization, posting all open positions internally before looking externally. Circles of Care leadership, in collaboration with all personnel, ensures compliance with all legal and regulatory requirements.

Circles of Care values input from clients, personnel, and other stakeholders. Circles of Care has an internal advisory committee to review programs, processes, and protocols and make recommendations for change to ensure efficiency, best practice, and innovation in all aspects of service delivery. Circles of Care utilizes electronic surveys as a vehicle to gather input from foster parents, managing conservators, and Court Appointed Special Advocates. Management staff reviews all feedback and uses it to identify strengths within the agency and which areas need improvement. This type of input is beneficial to agency planning and quality assurance. Additional surveys may be created and sent to other entities when appropriate.

(Refer to Circles of Care Organizational Chart and individual Job Descriptions for specific details regarding each leadership role.)

Population Served

Circles of Care services children and youth and their families in the custody of TDFPS who are male or female between the ages of birth to seventeen. Youth ages eighteen to twenty-two are also serviced as part of the TDFPS Voluntary Extended Foster Care program.

Circles of Care considers working with youth and foster parents regardless of race, religion, color, gender, pregnancy status, age, national origin, ancestry, disability, status as a Vietnam-era veteran, marital status, sexual orientation, and social or economic status.

Licensing of foster parents is based on meeting minimum qualifications, home screenings, background checks, and other screening processes. Placement of children in the program depends on the agency's ability to meet the children's needs and appropriateness of the placement to meet the child's needs.

Setting

Children placed with Circles of Care are serviced in foster homes that are licensed and managed for compliance. Each foster home is assigned to a Circles of Care Case Manager who monitors the services provided to each child in the home.

Circles of Care currently services TDFPS regions 3, 6, 7, and 11 and has program offices in Corpus Christi (Corporate Office), Houston, Salado (Central Texas), Dallas, Laredo, and the Rio Grande Valley (McAllen). Each foster home must be within 150 miles of the main or a branch office to comply with state standards.

The organization provides the resources needed to support the overall scope of each program/service. The program has sufficient space, materials, and staffing to provide the proper amount of care for the proper length of time based on the needs of the persons served. Each Circles of Care office site has rooms that are available for confidential interviews, face to face counseling, group activities, training, and staff to work, computers, office equipment, and office supplies. Areas in which Circles of Care provides services but does not have an office have a Case Manager who resides in the area to service youth and families. Each Case Manager is

provided with the necessary equipment to conduct their job such as all-in-one printer, copier and fax machines, computer, and office supplies. These programs are also able to use community libraries, churches, hotel conference rooms, and offices with TDFPS to conduct trainings, meetings, and conferences.

Hours of Operation/Days of Services

Regular office hours for Circles of Care offices are Monday through Thursday between 8:30 AM and 5:30 PM and 8:30 AM to 3:00 PM on Friday central time for the Corpus Christi, Salado, McAllen and Dallas office. Office hours for the Houston office are from 8:00 AM to 5:00 PM Monday through Thursday and 8:00 AM to 3:00 PM Friday central time. The difference in office hours for the Houston office is due to the high traffic situation in that area. Circles of Care has a holiday schedule which is also located in the Policies and Procedures manual. (see policy: Holidays)

Circles of Care staff are available to each youth and foster family on a 24 hour basis in the event of a crisis, to TDFPS for referral and placement services, Residential Child Care Licensing, TDFPS contracting, and YFT (Youth for Tomorrow) if necessary. Circles of Care staff maintain communication on a daily basis with supervisors, via face to face contact, telephone contact, and/or instant messaging (Skype). Supervisors are also available to youth and foster families, when requested or necessary.

Funding/Payer Sources

Circles of Care primarily receives funding for its child placement program from the Texas Department of Protective and Regulatory Services. Other Federal and State grants may also be received for specific services or projects within the program. County Juvenile funds may also be received for any county Juvenile contracts for child placement.

There are no fees to foster care youth in the program. Some fees are incurred by the foster/adoptive parent during the licensing process and to maintain compliance and through the adoption process. Please refer to Family Home Development/Licensing and Adoption policies for complete costs involved.

Referral Sources

Circles of Care receives referrals for placement from the Texas Department of Protective and Regulatory Services, Juvenile Justice Departments, or other Federal or State agencies/ programs who have the legal authority for child placement into residential settings.

Services Offered

The Circles of Care Child Placement program provides foster care and adoption placement services. This program provides recruitment, home assessments, training and licensing, and support services of foster care and adoptive parents as well as intake, assessments, case management, service planning, and counseling to children in placement

Circles of Care offers the following services to youth and clients in all offices and program areas:

- Basic, Therapeutic, Child Care, Treatment Services, and Primary Medical Needs
- Support Services such as:
 - 24 hour Case Management
 - Crisis intervention
 - Reimbursement to foster families for care of service
 - Training funds
 - Family and youth events
 - Reimbursement for physical plant inspections
 - Transportation