

Monitoring the Quality of Care in Foster Homes and Foster Family Agencies

What:

The Quality of Care In-Box is designed to track complaints made against County foster homes or Foster Family Agency, certified foster homes. The process was designed to track homes that have multiple concerns, referrals for licensing violations or Child Abuse or Neglect allegations.

Why:

The Quality of Care in-box was developed to enable internal staff and some partner agencies to alert the foster care unit staff of concerns related to foster homes. Prior to this practice, staff may have had concerns about a foster home, but had no centralized place to voice their concerns and subsequently initiating an investigation to address the situation. A process was put into place that would identify homes with repeated concerns, licensing violations or Child Abuse or Neglect allegations.

How:

Reports of child abuse or licensing violations against a foster parent are received by the Emergency Response hot line unit.

- The hotline cross reports all complaints against a County foster home to the Sacramento County Foster Home Licensing Program or to Community Care Licensing if the complaint is against a Foster Family Agency certified home. The referral is then sent to the Quality of Care In-Box.
- If the hotline receives a concern or licensing ONLY violation, ER does not initiate an investigation , and the referral is sent to the above noted agencies and the information is forwarded to Quality of Care In-Box.

Centralized Placement Support Unit, worker of the day, reviews the Quality of Care in-box daily

- A complaint/allegation or concerns is entered on the Quality of Care In-Box excel data base.
- The home is then placed on “hold” in CWS/CMS and the CPSU data base.
- Any Agency or home that receives two or more concerns or complaints is staffed with Community Care Licensing.

Then What:

A monthly meeting takes place with Community Care Licensing to review homes that have had two or more complaints. If warranted, CCL will schedule a conference with the Foster Family Agency to discuss the concerns, or conduct a non-compliance conference as the first step in taking legal action against the home/agency. Sacramento County, Foster Home Licensing will conduct similar conferences and non-compliance meetings with County foster family homes.

Once the investigation is complete a determination is made whether the home meets the standard to have the “hold” removed.