

**HEPHZIBAH CHILDREN'S ASSOCIATION
PROCEDURE FOR THE INVESTIGATION OF A LICENSING
VIOLATION:**

1. Any complaint made against a foster parent's compliance should be given in writing, by completing the Licensing Complaint Form. This form should be given to the foster family's Family Development/Assessment Specialist, if another party files the complaint.
2. The Family Development/Assessment Specialist will initiate a licensing complaint within two working days of the complaint being filed. The Family Development/Assessment Specialist will begin an investigation of the complaint by conducting in person interviews with the complainant, the foster parent, and other involved parties. The foster parent has the right to have a person of their choosing present during this investigation. The investigation will be completed within 30 days of receipt of the complaint. All interviews conducted during this time should be documented on the Licensing Complaint Interview Notes form.
3. Within 15 business days of completing the investigation, Hephzibah will make a formal determination of whether a licensing violation has occurred. The Family Development/Assessment Specialist will complete a Licensing Complaint Investigation Findings/Recommendations Form.
4. Within 5 calendar days of the determination, a certified letter will be sent to the foster parent summarizing the findings of the investigation.
5. The foster parent has 10 days from the date of the postmark on the letter to send a written request to the Director of Family-Based Services requesting an informal review of the decision.
6. An informal review will occur within 10 calendar days of the request. All parties will be given an opportunity to participate in the meeting and the foster parent has the right to have a person of their choosing present in this meeting.
7. Upon completion of this meeting, the foster parent will have 14 calendar days to correct the violation. This time frame can be extended in writing if agreed upon in the meeting.
8. If the violation is not corrected within the specified time frame, a meeting will occur with all parties present to discuss the intent to revoke the license. This will be placed in writing.

Exception: If the complaint alleges abuse and/or neglect, the Child Abuse and Neglect Hotline will be called and a formal investigation will be conducted in collaboration with staff from the Division of Child Protection and Agencies and Institutions. If a complaint is founded, a Clinical staffing is held with the foster parent(s), Caseworker, Supervisor, all service providers, Family Assessment/Development Specialist, Foster Care Services Coordinator, and the Program Director to determine appropriateness of continued placement, any additional service or training needs, and any need for a safety plan.