

Foster Care Licensor Processes Guide

(Search tip: place your cursor on this document and then use “control/F” to search for a specific word.)

Triage

Beginning January 1, 2021, the triage phone line is reserved for potential imminent risk situations that require immediate attention, including urgent COVID-19 related situations.

For situations that require immediate attention in County AND Rule 4 licensed programs, contact the triage phone line and leave a voice message stating the following:

- Your name, phone number and name of your county/licensing agency
- The name and license number of the applicant or license holder
- A brief description of the concerns

If you have not received a call back within two hours, call triage again or directly contact any foster care licensing consultant or supervisor.

The following information is provided to guide you in determining when to call triage:

- Death, suicide, near death, serious injury of foster child, vulnerable adult, or license holder
- Law enforcement involvement at the foster home (domestic violence, execution of search warrant, etc.)
- Sexual contact between any child in the home and affiliated individual (e.g. license holder, household member, caregiver, staff, etc.), or between children in the home
- Assault/physical abuse of any child or vulnerable adult in the home
- Incident involving a firearm or weapon
- Significant substance abuse impacting safety, especially if law enforcement is involved
- Emergency relocation of foster family away from the foster home
- Any type of report that you believe may garner media attention
- COVID-19 related situations that require immediate attention

The above information is not all-inclusive. If you believe you need to discuss a situation, call triage.

Phone: 651-431-6500, choose option “3” then “4” then “2”

All other general licensing inquiries or consultations should be submitted to the foster care triage email box: dhs.fostercarelicensing@state.mn.us

We will respond as expediently as we can to all emails. However, at maximum you can expect to receive a response to your email within three business days. This may be an email response, or a phone call to discuss more complex questions or situations. If you do not receive a response within three business days, send a follow-up email to triage and in the subject line, add that you have not received a response to a previous email.

If you can't find the information you need after exhausting all of the available/applicable resources and processes in the Licensor Resources and Licensor Processes Guide, send your inquiry to the email box. Provide the following information when you send an email:

- Your name, phone number, and name of your county/licensing agency
- Program area for your question/situation (e.g. CFC, AFC, FADS)
- The name and license number of applicant or license holder if applicable
- A brief description of your question/situation

Preliminary information form (PIF)

Website: <https://netstudy2.dhs.state.mn.us>

Currently, PIF forms are only located in NetStudy 2.0. Click on "applications" on the top bar, then "application forms." Choose "Preliminary Information Form – Family AFC, CFC or FADS." See instructions for new corporate foster care programs below.

When your agency receives a signed application, you must first submit a PIF which generates an in-application number. This number will be the permanent license number for the program when submitting the new 3324 form.

After you complete the PIF, submit by pressing "Submit Form" on the top right of the form. An email will pop up with the PIF form as an attachment. The email will then go directly to licensing support staff for data entry.

If an error is discovered after the PIF has already been submitted, do not send another PIF or an email to support staff. Instead, make changes or corrections on the new 3324 form when you submit it to recommend the new license. Mark the 3324 as NEW and UPDATE, and indicate in the remarks what changed since submitting the PIF.

Also, please note that spelling errors in names on the PIF do not affect the background studies; however, you must make certain that the names are correctly spelled when entering the study into NetStudy 2.0.

BGS

Once an in-application number has been assigned, a background study request can be completed. Make sure to submit the background studies as soon as possible, while you proceed with the licensing process. *Important reminder: County and Private Agency staff should not remove individuals on their NETStudy 2.0 roster prior to consulting with Family Systems.*

3324 forms

Support staff email: DHS.LicensingSupp@state.mn.us

New license/renewals/updates/change of premise/close

Complete all required areas of the 3324 form H8, following the instructions on the form. After you complete the 3324, submit by pressing "Submit Form" on the top right of the form. An email will pop up with the 3324 form as an attachment. The email will go directly to support staff for data entry. Please note that any

information for support staff should be added in the “explain” section under item #1 (update) on the 3324. Do not include any information in the body of the email.

When closing a license, refer to form H6 for closing codes. *If you are closing a corporate foster care license you will also need to submit an approved 6021.*

Renewal

Use the EZ license renewal form to renew a license when there are no other changes. Hit the button on the bottom of the form to submit. *If this license holder holds an additional AFC/CRS/CFC/FCC license at this site, you must use the full version of the DHS-3324-License recommendation and attach the dual variance request form.*

Conflict of interest/courtesy licensing

- 1) If a licensor is doing a courtesy licensing due to a conflict of interest for another county, the licensor will use their current licensor code and will **NOT** require a new one.
- 2) The point of contact for the license holder will be the agency that is doing the courtesy licensing.
- 3) The licensor doing the courtesy licensing must submit a 3324, mark as an update, and sign the 3324 with their current licensor code and information. The licensor must write in the “explain” box that there is a change in licensors due to a conflict of interest/courtesy licensing.
- 4) DHS Support staff will change the information in ELMS to reflect the change in the licensing agency and the change in the licensor. The county the program is licensed in will stay the same.

Withdrawal of application

The withdrawal of application form is H9 in the licensor packet, or is also located in the NetStudy 2.0 application forms. Go directly to either site to submit the form, DO NOT use previously saved forms as they were recently updated.

If an applicant withdraws their application, or your agency has determined that the application be withdrawn based on one of the other options listed on the form, you must submit a completed withdrawal form. If none of the reasons listed on the withdrawal form apply, contact the triage email in order for us to assist in determining whether or not it is appropriate to withdraw the application.

It is very important that withdrawal forms are submitted in order to maintain a correct list of current applications in process in ELMS and NetStudy 2.0.

To submit the completed form, press “Submit Form” on the top right of the form. An email will pop up with the withdrawal form as an attachment. Hit send, and the email will go directly to Lynn Roesler in Family Systems. Do not send a separate email to other support staff or BGS. *Our entry in Licensing will update the NS2 System.*

Extension or Closure/pending investigation form

License extensions should be used only when necessary. Refer to form A15b for guidance.

If a license holder requests to close their license during an investigation or when there are unresolved issues (e.g. a licensing action recommendation has been made, a background study violation has been identified,

etc.), complete the closure/pending investigation form. This will indicate that the license is closed, but that there are unresolved issues. (Requesting license closure does not preclude license holders from sanctions.)

After completing the form, press “Submit” on the top right of the form. An email will pop up with the form as an attachment. The email will go to triage for approval: DHS.FosterCareLicensing@state.mn.us

Process for new corporate CFC

In NetStudy 2.0, choose “Preliminary Information Form – Corporate Programs.

1. Submit *Corporate PIF*
 1. This generates a new license number for the site. You will need this number for the 3324.
 2. Once the PIF is entered, the sensitive information person (SIP) at the program will receive an email with the onboarding tool to enter background studies (BGS). You are not responsible for initiating BGS for corporate CFC programs. You can obtain the license number from the SIP.
 3. The program is responsible for running/affiliating controlling individual and staff BGS's with the new site license number. You are responsible for maintaining a system of monitoring staff BGS in corporate CFC programs. This monitoring should include a sampling of staff BGS to ensure they were initiated prior to them having direct contact with persons served by the program and that the BGS type is appropriate (must be Adam Walsh CFC BGS). At minimum, this monitoring should occur at initial licensing and relicensing – see Section II of the *Corporate Child Foster Care Licensing Checklist*. If it is determined that the program has not completed Adam Walsh CFC BGS for staff, you should issue a correction order to the provider and submit a fine recommendation to DHS.
2. Submit *DHS Application* (form H4c located in the Licensors Packet) to triage for review.
 1. Be sure the application is completely filled out.
 2. Notes about controlling individuals (CI):
 1. At minimum, individuals in the following positions must be listed if the program has them: CEO, CFO, AA, compliance officer, and managerial official (has decision-making authority related to the operation of the program, and the responsibility for the ongoing management of or direction of the policies, services, or employees of the program; and/or owns 5% or more of the company)
 2. All CI on the 245D license must also be listed as CI on the corporate CFC application.
 3. All CI must have completed Adam Walsh CFC BGS that are affiliated to the new program. As a reminder, BGS completed under the 245D license is NOT transferable to a CFC program)
 3. Note about AA: A license holder can only have one AA. So if a license holder is operating multiple programs, e.g. AFC and CFC, the AA must be the same across all programs.
 4. Note about references: Three references are required for new applications, unless a variance is granted.
3. Refer to the *Corporate Child Foster Care Licensing Checklist* (form C8b located in the Licensors Packet) for licensing requirements.
4. Once triage approves the *DHS Application* and after you have completed all the initial licensing requirements, submit the 3324 and 6021 to triage for review.
 1. If a dual variance is needed, be sure to submit that approved form with the 3324.
 2. Be sure the 3324 and 6021 are completely filled out. You will have to resubmit them if they are incomplete.
 1. Be sure the capacity and address on the 3324 and 6021 match.

2. Be sure the license start date is on or after all the licensing requirements and CI's BGS clearances are completed.
3. Be sure the license end date is the last day of the month preceding the start date (e.g. 7/15/19 to 6/30/20).
4. Be sure that all controlling individuals are listed on the supplemental form.
5. The 6021 must be signed and dated by a DHS moratorium liaison.