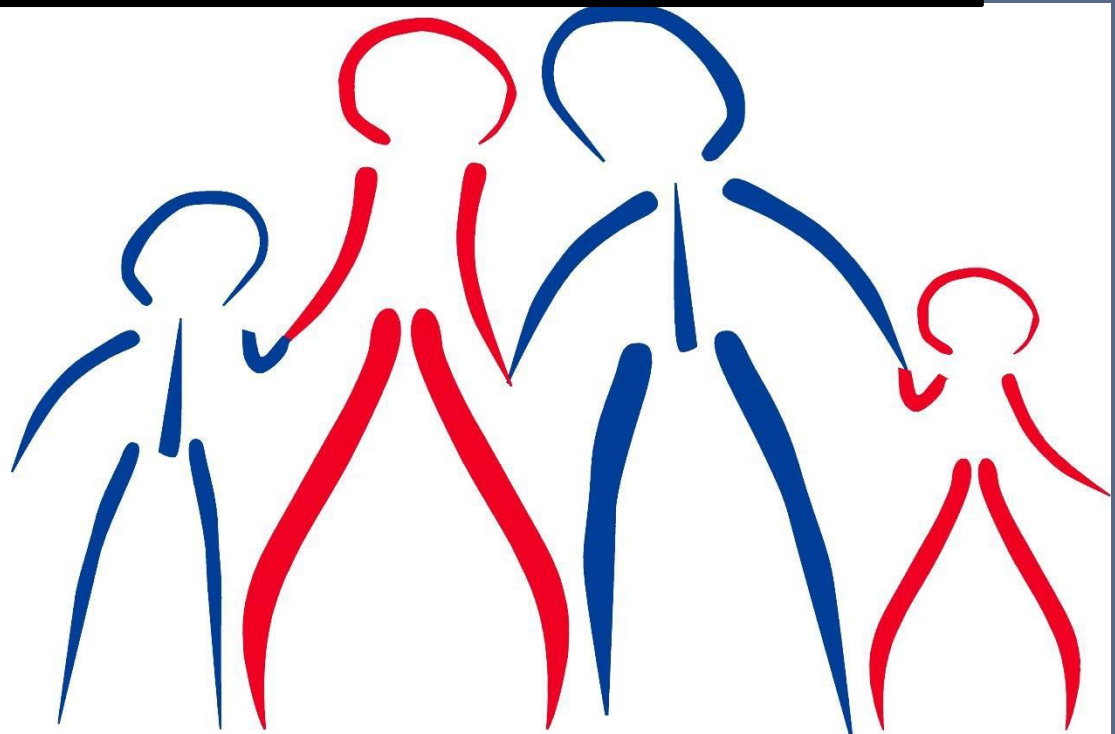


16/17

Policies & Procedures



BIG BEND COMMUNITY BASED CARE

Board Adopted through
April 20, 2017

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Series 100: Intake

Number	Policy Name
100	Case Transfer Staffing – Revised 9.23.16 This policy on Early Engagement and Case Transfer supports the Family Centered Practice principles of child and family involvement, early engagement, and ease of access to case management via a centralized intake process.
101	Request for Purchase of Services – Revised 10.1.16 It is the policy of BBCBC to utilize and maximize all funding sources in order to maintain children in their home or in the home of an unlicensed relative.
102	Continuity of Case Supervision in Initial Response (Shelter Status) – Revised 10.10.13 It is the policy of BBCBC to ensure that children and their families receive needed services and supervision.
103	Preliminary Staffing Retired 05.29.13
104	Eligibility Verification – Revised 4.21.14 It is the policy of BBCBC to verify the eligibility of all clients in order to facilitate access to appropriate funding sources and maximize federal reimbursement for services provided.
105	Diligent Search – Revised 07.23.13 It is the policy of BBCBC to ensure that due diligence is applied in searching for missing parents. <i>*This policy is not applicable in Bay or Gulf Counties</i>
106	Drug Endangerment Protocol – Revised 9.30.16 It is the policy of BBCBC to provide staff with the tools they need to efficiently and safely complete case management tasks including specific procedures to be used by Case Management Organizations for their staff safety from contamination from Meth Labs.
107	Medicaid Child Welfare Specialty Plan and Enrollment for In-Home Cases – Revised 4.21.14 It is the policy of BBCBC to establish the method used to ensure consistent, timely and appropriate enrollment of recipients in the Medicaid Child Welfare Specialty Plan (CWSP).

Series 200: Placement Services

Number	Policy Name
200	<p>Placement File – Revised 10.1.16</p> <p>It is the policy of BBCBC to establish a format for development of the BBCBC Placement files and procedures for maintenance and closure of the files per relevant Florida statutes, operating procedures and administrative rules.</p>
201	<p>Relative Caregiver Requirements & Program – Revised 8.10.16</p> <p>It is the policy of BBCBC to mandate the contracted CMO’s implement a relative caregiver program to assist families who assume court order placement and care responsibilities for children.</p>
202	<p>Placement of Children – Revised 10.1.16</p> <p>It is the policy of BBCBC to ensure that children are placed in a timely manner in the least restrictive and most appropriate placement in which they can be successful.</p>
203	<p>Specialized Therapeutic Foster Care – Revised 9.19.16</p> <p>It is the policy of BBCBC to appropriately utilize therapeutic foster care for children who require that level of care to achieve safety, permanency, and well-being, assuring that children are placed in the least restrictive, most appropriate placement in which they can be successful</p>
204	<p>Therapeutic Group Care – Revised 9.22.16</p> <p>It is the policy of BBCBC to appropriately utilize Specialized Therapeutic Group Care for children who require this level of care to achieve safety, permanency, and well-being, assuring that children are placed in the least restrictive, most appropriate placement in which they can be successful.</p>
205	<p>Residential Treatment Care – Revised 9.24.16</p> <p>It is the policy of BBCBC to appropriately utilize residential treatment centers for the stabilization of presenting problems and symptoms to allow for the safe return of the child to community.</p>
206	<p>Compliance with Multiethnic Placement Act (MEPA) – Revised 9.16.16</p> <p>It is the policy of BBCBC to ensure compliance with the Multiethnic Placement Act (MEPA) in order to:</p> <ul style="list-style-type: none"> o Decrease the length of time children wait to be adopted o Prevent discrimination in the placement of children on the basis of race, ethnicity, color, or national origin o Identify and recruit foster and adoptive families regardless of race, ethnicity, color, or national origin
207	<p>Authorization and Payment for Placement</p> <p>It is the policy of BBCBC to ensure that children are placed in the least restrictive, most appropriate placement and that payment is timely.</p>
208	<p>Interstate Compact for the Placement of Children (ICPC) – Revised 10.20.16</p> <p>It is the policy of BBCBC to support the Interstate Compact on the Placement of Children (ICPC) and the priority placement under ICPC.</p>
209	<p>Placement, Prevention and Safety Planning of Child Victims and Aggressors in Substitute Care – Revised 12.11.13</p> <p>It is the policy of BBCBC to establish safeguards that identify and assist children in substitute care who are alleged juvenile sexual offenders, sexual aggressors, sexually reactive children, known victims of sexual abuse, or who have behaviors or mental health conditions that could pose a risk to the child or others and consider their unique risk factors and needs prior to selecting a placement for the child.</p>
210	<p>Placement Stabilization and Disruption – Revised 2.11.10</p> <p>It is the policy of BBCBC to ensure that every child served in licensed out of home care has a stable placement. In the event that a disruption occurs, BBCBC first ensures that the change in placement is necessary, in the best interest of the child and that all options for maintaining the placement are explored prior to the change.</p>

Series 300: Medical and Behavioral Health Care

Number	Policy Name
300	Initial Medical Screening and Consent for Treatment – Revised 9.14.16 It is the policy of BBCBC to mandate all contracted CMO’s ensure children placed in substitute care are medically screened and treated.
301	Psychotropic Medication Management – Revised 9.30.16 It is the policy of BBCBC to mandate contracted CMOs ensure the proper administration of psychotropic medications to children in out-of- home care.
302	Medical Treatment and Medication Management – Revised 9.30.16 It is the policy of BBCBC to mandate contracted CMOs make certain out-of-home caregivers are prepared to implement all medication and medical treatment plans as prescribed by a medical professional, while ensuring the safety of all children in the home.
303	Do Not Resuscitate (DNR) Order – Reviewed 9.16.16 It is the policy of BBCBC to not seek a Do Not Resuscitate (DNR) Order.
304	Coordination of Behavioral Health Services for Children in Care – Revised 9.29.16 It is the policy of BBCBC to integrate services for children who need both behavioral health and child welfare services
305	Referrals for Comprehensive Behavioral Health Assessment – Revised 9.29.16 It is the policy of BBCBC to mandate contracted CMOs refer for a Comprehensive Behavioral Health Assessment (CBHA) to all children entering out-of-home care who are Medicaid eligible.
306	Crisis Response, Baker Act and Discharge Planning – Revised 4.21.14 It is the policy of BBCBC to mandate contracted CMOs ensure the safety of children in care, while respecting the rights of parents with regard to notification and decision making regarding medical and psychiatric issues of the child.
307	Referrals for Behavioral Health Services – Revised 1.27.16 It is the policy of BBCBC to meet the therapeutic needs of children and families.
308	Children’s Ongoing Health Care/Medical Treatment – Revised 9.16.16 It is the policy of BBCBC to mandate all contracted Case Management Organizations (CMOs) assure children in out-of-home care receive proper medical care. In addition, special care is to be provided for in-home cases involving medical neglect.
309	Multi-Disciplinary Team and Integrated Care Team Meetings – Revised 9.15.16 It is the policy of BBCBC to utilize the Multi-Disciplinary Team in accordance with Florida Medicaid to assess children with mental health and/or substance abuse needs for different levels of therapeutic intervention.
310	Safe Sleep Educational Information – New 4.1.10 It is the policy of BBCBC to rely upon the recommendations and guidance of Florida’s recognized experts regarding safe sleep for infants and children.
311	Child Welfare Specialty Plan – Revised 1.27.16 It is the policy of BBCBC to assure that the physical and behavioral health needs of children under supervision are met. BBCBC has entered into an agreement with Community Based Care Integrated Health (CBCIH) that guides our coordination of the delivery of Medicaid services to those youth enrolled in the Sunshine State Child Welfare Specialty Plan.
312	Behavioral Health Network (BNet) – New 12.1.16 Big Bend Community Based Care (BBCBC) Managing Entity (ME) shall ensure that each BNet Network Service Provider agency, maintained under the BBCBC contract in its service area, provides timely and effective BNet services to eligible children requiring those services.

Series 400: Child Welfare Services

Number	Policy Name
400	<p>Family Preservation – Revised 10.01.12</p> <p>Family Preservation cases and subsequent services are designed to enable children to remain safely in their own home. Without the necessary services and interventions, the children would otherwise be at imminent risk of removal. These cases may require increased level of intensity and frequency of contact and services. When possible, families should be served in a non-judicial manner.</p>
401	<p>Courtesy Supervision – Revised 9.23.16</p> <p>It is the policy of BBCBC to mandate that all CMOs provide courtesy supervision when families change residence.</p>
402	<p>Home Studies for Relative and Non-Relative Caregivers – Revised 11.5.15</p> <p>It is the policy of the BBCBC to mandate that all CMOs complete comprehensive Home Studies of relative and non-relative foster families.</p>
403	<p>Case Planning</p> <p>It is the policy of BBCBC to mandate that all CMOs assure case planning is ongoing and leads to expeditious and appropriate permanency for each child under the supervision of the BBCBC Case Management Organizations (CMO).</p>
404	<p>Contact with Children and Caregivers</p> <p>It is the policy of the BBCBC to mandate that all CMO’s manage contact between children, their caregivers, separated siblings, and their Dependency Case Manager (DCM) in a manner that assures that: the care needs of each child are identified and appropriately addressed, parents are assisted with completing case plan tasks in a timely manner taking unique circumstance into consideration; and substitute caregivers receive support and assistance in a way that promotes safe and stable care for the child in their care.</p>
405	<p>Child Resource Record – Revised 4.17.15</p> <p>It is the policy BBCBC to ensure that a Child Resource Record, known as the “Bluebook”, is developed and maintained for every child entering out of home care.</p>
406	<p>Case Chronological Documentation – Revised 9.20.16</p> <p>It is the policy of BBCBC to mandate that all CMO’s document all contacts with clients, service providers, and other involved parties in the client’s official case record, FSFN.</p>
407	<p>Concurrent Permanency Planning – Revised 9.29.16</p> <p>It is the policy of BBCBC to mandate that all CMOs support concurrent permanency planning to assure rapid permanency for children and youth.</p>
408	<p>Permanency Staffing</p> <p>It is the policy of BBCBC to seek appropriate permanency for children in care expeditiously.</p>
409	<p>Compelling Circumstances for Amendment of Case Plans</p> <p>It is the policy of BBCBC to mandate that all CMOs assure and establish approved permanency goals in the best interest of the child.</p>
410	<p>Post Placement Supervision & Services – Revised 9.29.16</p> <p>It is the policy of BBCBC to mandate that all CMO’s provide six months of post-placement supervision for all cases in which reunification has occurred.</p>
411	<p>Judicial Review Social Study Report (JRSSR) and Case Plan Update</p> <p>It is the policy of BBCBC to mandate that all CMO’s obtain, review, process, and report required and pertinent information to the court within designated timeframes to ensure that permanency, safety and case plan compliance is properly addressed on a routine basis.</p>
412	<p>High Risk Tracking and Screening – Revised 10.15.13</p> <p>It is the policy of BBCBC to maintain a high risk tracking system to identify and assure appropriate staffing and tracking of high risk cases that are referred and open to BBCBC.</p>
413	<p>Family Strength and Risk Assessment – Revised 06.06.11</p> <p>It is the policy of BBCBC to complete a family assessment will be completed to identify the strengths, resources and current risks that may impact child safety. The assessment process will be utilized throughout provision of services to the family.</p>

Number	Policy Name
414	<p>Case Management Emergency On-Call Response</p> <p>It is the policy of BBCBC to mandate that all CMO's provide children, families, community professionals, and project staff with 24-hour, 7 days per week access to assistance, support, and direction by trained professional staff.</p>
415	<p>Response to Crisis Calls – Revised 9.30.16</p> <p>It is the policy of BBCBC to mandate their contracted Case Management Organizations (CMO's) will maintain a 24-hour, 7-day a week emergency response system. BBCBC will ensure that crisis calls are handled promptly and safely and that coordination is made for follow up action with the CMO's</p>
416	<p>Adoption Principles & Criteria – Revised 9.15.16</p> <p>It is the policy of BBCBC to support adoption as the best option for children who cannot be reunited with parents or placed permanently with relatives/non-relatives who are able to provide permanent support and assume legal custody in accordance with 65C-16 F.A.C</p>
417	<p>CMO-Adoptions Case Transfer Staffings – Revised 2.6.17</p> <p>It is the policy of BBCBC to ensure that their contracted CMOs hold a staffing in a timely manner following receipt of all Termination of Parental Rights (TPR) orders</p>
418	<p>Adoptive Home Study – Revised 9.15.16</p> <p>It is the policy of BBCBC to mandate their Adoption Provider prepare a comprehensive adoptive home study to ensure the safety of children in accordance with 65C-16 F.A.C.</p>
419	<p>Adoption Applicant Review Committee – Revised 9.15.16</p> <p>It is the policy of BBCBC to establish, maintain, and manage the adoption review committee and permanency staffing in accordance with 65C-16.05 F.A.C</p>
420	<p>Adoption Subsidy Approval Process – Revised 9.29.16</p> <p>It is the policy of BBCBC to assess the need for an adoption subsidy for families in order to alleviate financial burden and expedite permanency</p> <p>420 x 1 Adoption Subsidy File Checklist – Revised 8.26.16</p>
421	<p>Services to Adoptive Parents – Revised 9.15.16</p> <p>It is the policy of BBCBC to mandate that their Adoption Provider provide transition and post adoption services to adoptive parents which address adoptive parent's needs and also prevent disruption or dissolution in accordance with 65C-16.010, F.A.C.</p>
422	<p>Interstate Compact of Adoption and Medical Assistance</p> <p>It is the policy of BBCBC to mandate their Adoption Provider support the Interstate Compact on the Placement of Children and Medical Assistance (ICAMA) and the priority placement under ICPC</p>
423	<p>Case Transfers between Counties & Jurisdictions</p> <p>It is the policy of BBCBC to comply with all established procedures for the transfer of cases within the counties and from one circuit/judicial circuit to another circuit/judicial circuit.</p>
424	<p>Reunification – Revised 7.6.10</p> <p>It is the policy of Big Bend Community Based Care (BBCBC) to ensure that each recommendation to reunify is thoroughly staffed with all parties pertinent to the case and that all parties are in agreement with the transition schedule for parent and child.</p>

Series 500: Special Populations

Number	Policy Name
500	<p>Prevention, Reporting and Services to Missing Children – Revised 03.13.13</p> <p>It is the policy of BBCBC to engage in prevention, reporting and services for missing children.</p>
501	<p>Child Protection Team and the Sexual Abuse Treatment Program – Revised 9.29.16</p> <p>It is the policy of BBCBC to respond to reports of child abuse and neglect and to work collaboratively and a coordinated manner with the Sexual Abuse Treatment Program (SATP).</p>
502	<p>Children Born to a Minor in Foster Care</p> <p>It is the policy of BBCBC to ensure that a minor child in foster care who becomes pregnant or becomes a parent while living in a foster home will be provided counseling to develop future plans.</p>
503	<p>New Children in Families with Active Investigations and Active BBCBC Case Services or Where Termination of Parental Rights (TPR) Has Occurred in the Past</p> <p>It is the policy of BBCBC to establish measures which shall be taken to ensure the safety of the child born into a family or any other circumstance involving a new child who is living in the home, or where involuntary termination of parental rights has occurred in the past where all other children are currently in out-of-home foster care or relative placements under active supervision, or are under in-home protective supervision (including voluntary) or foster care post-placement supervision.</p>
504	<p>Reports and Services Involving Indian Children</p> <p>In accordance with the Indian Child Welfare Act PL 95-608, it is the policy of BBCBC to protect the best interests of Indian children and promote the stability and security of Indian tribes:</p> <ul style="list-style-type: none"> ○ Ensuring proper notification of tribal entities has occurred ○ Adhering to minimum standards for placement of such children in foster and adoptive homes that reflect the unique values of Indian culture.
505	<p>Services to Illegal Youth</p> <p>It is the policy of BBCBC to assure that unaccompanied refugee minors are provided the same range of child welfare benefits and services available to other minor children.</p>
506	<p>Special Needs and Accessibility – Revised 9.30.16</p> <p>It is the policy of BBCBC to ensure that clients, visitors, and staff with special needs be accommodated fully in the provision of services. Special needs may include language barriers, vision impairment, and hearing impairment.</p>
507	<p>Access to Incarcerated Parents – Revised 9.30.16</p> <p>It is the policy of BBCBC to provide family-centered services and interventions with biological parents who are incarcerated.</p>
508	<p>Rilya Wilson Act, Child Care Requirements – Revised 9.19.16</p> <p>It is the policy of BBCBC to comply with the guidelines set forth in the Rilya Wilson Act.</p>
509	<p>Independent Living Services – Revised 9.28.16</p> <p>It is the policy of BBCBC to assure that the full array of services is made available to adolescents in foster care. These services include: pre-independent living services, life skills services, and subsidized independent living</p>
510	<p>Coordination of Services for Youth Involved with the Department of Juvenile Justice – Revised 9.12.16</p> <p>It is the policy of BBCBC to establish policies and rules that encourage cooperation, collaboration, and information sharing with the Department of Juvenile Justice to focus on youth who are involved in the juvenile justice system</p>
511	<p>Extended Jurisdiction – Revised 9.30.16</p> <p>It is the policy of BBCBC to ensure that all dependent youth are notified in writing prior to reaching age eighteen of the permanency options available</p>

Series 600: Legal Issues

Number	Policy Name
600	<p>Termination of Parental Rights – Revised 10.3.16</p> <p>It is the policy of BBCBC to ensure that the CMO’s Dependency Case Managers (DCM) work with the Children’s Legal Services (CLS) to effectively and efficiently manage the Termination of Parental Rights (TPR) process</p>
601	<p>Expediting Permanency for Abandoned Infants</p> <p>It is the policy of BBCBC to ensure that infants (age birth to one) who are abandoned have the opportunity for expedited permanency resolution.</p>
602	<p>Termination of Services</p> <p>It is the policy of BBCBC to establish termination procedure for both voluntary and judicial cases that provide direction to the children and families and document transition/closure of the case.</p>
603	<p>Change of Custody</p> <p>It is the policy of BBCBC to pursue a change in legal or physical custody when a child receiving case management services is removed from the home or changes placement</p>
604	<p>Legal Services</p> <p>It is the policy of BBCBC to ensure that the assigned Children’s Legal Services (CLS) attorney receives timely copies of documents contained in the client record. All questions or communications regarding court related case activity will be directed to the CLS attorney or designee.</p>
605	<p>Guardian Ad Litem</p> <p>It is the policy of BBCBC to work in partnership with the Guardians Ad Litem (GAL) to maintain effective and efficient communication with the court system</p>

Series 700: Provider Network & Licensing

Number	Policy Name
700	<p>Foster Home Recruitment & Retention</p> <p>It is the policy of BBCBC to work in partnership with the contracted Foster Home management providers to cultivate and maintain a foster home recruitment and retention program in cooperation with their CMOs</p>
701	<p>Foster Home Licensing – Revised 09.11.13</p> <p>It is the policy of BBCBC to meet the individual needs of children in out-of-home care and to ensure that all foster homes are licensed appropriately</p>
702	<p>Foster/Adoptive Parents Previously Licensed & Approved by another Agency, District, State, or Country</p> <p>It is the policy of BBCBC to evaluate applications from potential foster/adoptive parents to ensure that all foster/adoptive parents previously licensed and approved by another agency, circuit, state, or country receive background screening and assessment prior to issuing the family a license or approval</p>
703	<p>Traditional Foster Home, STFC and Facility Waivers – Revised 6.16.14</p> <p>It is the policy of BBCBC to thoroughly evaluate the licensed capacity of family foster homes and facilities prior to considering a waiver so that the needs of children residing in that placement are met</p>
704	<p>Foster Parent Training</p> <p>It is the policy of BBCBC in partnership with our Foster Home management providers, to provide Pre-Service training and ongoing in-service training for all foster parents</p>
705	<p>Respite and Other Foster Parent Supports – Revised 9.23.16</p> <p>It is the policy of BBCBC to ensure foster parents receive adequate and appropriate access to respite care and other supportive services</p>
706	<p>Foster Parent Travel Reimbursement and Travel Support – Revised 9.27.16</p> <p>It is the policy of BBCBC to regulate travel for business purposes and to reimburse appropriate foster parent travel expenses</p>
707	<p>Foster Care Discipline & Behavior Management</p> <p>It is the policy of BBCBC to provide training to foster parents in the appropriate use of behavior management</p>
708	<p>Foster Care Rates</p> <p>It is the policy of BBCBC to provide standard levels of financial support to foster parents to meet the needs of children in care</p>
709	<p>Provider Recruitment and Network Development – Revised 5.6.16</p> <p>It is the policy of BBCBC to coordinate a network of agencies and individual providers designed to meet the needs of children and their families and provide a comprehensive range of services that strengthen and stabilize families, maintain children in their communities, and lead to permanency.</p>
710	<p>Re-licensing of Child-Placing Agencies – Revised 9.30.16</p> <p>It is the policy of BBCBC to ensure that all CMOs with child-placing licenses maintain their child placing licensure</p>
711	<p>Foster Care Communication</p> <p>It is the policy of BBCBC to ensure that foster parents are fully informed of policy and procedural matters, legislative updates and initiatives, training/socialization opportunities and various special initiatives</p>
712	<p>Contracting – Revised 9.30.16</p> <p>It is the policy of BBCBC to enter into contracts according to established procedures and with due regard for standards of best practice</p>
713	<p>Monitoring of Subcontracted Services – Revised 9.27.16</p> <p>It is the policy of BBCBC to monitor and evaluate all social and human services purchased within their network</p>
714	<p>Denial & Appeal of Potential Contract Providers</p> <p>It is the policy of BBCBC to enter into formal contracts with agencies and individuals based on the types of services offered, the service philosophy, documentation of success, and relations with the community stakeholders</p>
715	<p>Review and Approval of Invoices</p> <p>It is the policy of BBCBC to review invoices received from vendors, contract providers and subcontractors for accuracy and to provide appropriate recourse for appeals of denied payments.</p>
716	<p>Contract File Management – Revised 9.13.16</p> <p>It is the policy of BBCB to maintain a contract management file that is the official file of record for BBBC's subcontracted child welfare services.</p>

Number	Policy Name
717	<p>Network Provider Invoicing – Origination Date 5.26.16</p> <p>It is the policy of BBCBC to coordinate a network of agencies and individual providers designed to meet the needs of children and their families and provide a comprehensive range of services that strengthen and stabilize families, maintain children in their communities, and lead to permanency.</p>
718	<p>Service Provider Subcontracting – Origination Date 11.28.16</p> <p>It is the policy of BBCBC to coordinate a network of agencies and individual providers designed to meet the needs of children and their families and provide a comprehensive range of services that strengthen and stabilize families, maintain children in their communities, and lead to permanency.</p>

Series 800: Performance and Quality Improvement

Number	Policy Name
800	Quality Management Plan – Revised 9.28.16 BBCBC develops and maintains a Quality Management Plan to address quality control (QC), quality assurance (QA) and continuous quality improvement (CQI)
801	Quality Improvement Process – Revised 02.01.12 BBCBC implements a quality improvement process to measure and evaluate compliance with state and federal law, administrative rule, and DCF operating procedures for both internal processes and subcontracted services
802	Performance Measures, Key Indicators and Tasks BBCBC to collect and reports accurate data to document contract performance measures, key indicators and tasks
803	Media Policy – Revised 9.30.16 BBCBC responds to information requests from the general public and media as allowed by law and according to statute, while protecting the privacy of children and families in our system of care
804	Public Meetings – Revised 9.30.16 BBCBC provides public access to meetings, in accordance with the Florida’s <i>Government In The Sunshine</i> law
805	Incident Reporting & Client Risk Prevention – Revised 11.24.14 BBCBC identifies and reports critical incident information in order to ensure child safety and to prevent future risk.
806	Exit Interviews for Children in Licensed Care – Revised 1.7.15 BBCBC interviews children upon their exit from a foster home, shelter home, or facility to obtain the child’s perspective concerning the safety and quality of care provided, to identify problem areas, and to introduce needed improvements as necessary.
807	Foster Home Investigations & Special Conditions Foster Care Referrals – Revised 6.2.11 Attachments Updated 9.16.11 BBCBC assesses foster home licensing issues on reports generated by the Florida Abuse Hotline with the maltreatment of “foster care referral/special conditions” as appropriate.
808	Death Notification BBCBC fully complies and cooperates with DCF and law enforcement in their investigations and reviews of the death of any child while in its custody or under the supervision a partner Case Management Organization (CMO) regardless of whether there are allegations of abuse or neglect.
809	Funeral Arrangements BBCBC ensures that any child who expires under the protective supervision of BBCBC receives a respectful burial and, in so doing, assist with coordination of burial plans with DCF, family members, current providers, and caretakers of the deceased child
810	Quality Supervisor Case Reviews – Reinstated 10.07.13 BBCBC ensures that Case Management Supervisors complete a high quality supervisory review of all cases under their supervision at least every 60 days.
811	Special Quality Assurance Reviews – Revised 9.28.16 Special quality assurance reviews are completed to address specific quality assurance concerns and may be requested by Executive leadership, Directors and members of the Network Management Team. Special reviews may be case-specific or programmatic in nature.
812	Stakeholder Input – Revised 9.26.16 BBCBC seeks input from stakeholders, community members, court system representatives, and lead agency and network employees to gather feedback on service provision and needs from stakeholders’ perspectives.
813	Managing Entity Critical Incident Reviews – Revised 1.4.17 It is the policy of BBCBC to review the death or any other critical incident involving any ME funded consumer receiving services from a contracted provider. This also includes former consumers who are 30 days post-discharge from a residential program/treatment facility.

Series 900: Data Collection and Records

Number	Policy Name
900	<p>Contents, Organization and Maintenance of FSFN – Reviewed 9.29.16</p> <p>It is the policy of BBCBC to maintain FSFN, the case file of record, and a paper case file for each child or sibling group and to organize the paper case file information in a uniform manner</p>
901	<p>Identification of Children – Revised 10.4.16</p> <p>It is the policy of BBCBC to maintain a systematic process to photograph, obtain Birth Verification/Certificates and fingerprint children as a means to identify children currently in foster or shelter care and children referred for in-home services and supervision, placement, and case management</p>
902	<p>Criminal Background Records Checks – Revised 9.30.16</p> <p>It is the policy of BBCBC to search FSFN for prior reports and submit a request for FDLE criminal records checks for every subject of the report as part of case initiation.</p>
903	Confidentiality of Client Information – Revised 9.30.16: Incorporated into OP 1501
904	<p>Sharing Information with Children, Parents, and Legal Guardian</p> <p>It is the policy of BBCBC to provide children access to information contained in their case record in an age appropriate manner in compliance with all applicable statutory requirements</p>
905	<p>Releasing Abuse & Neglect Records or Information – Revised 9.30.16</p> <p>It is the policy of BBCBC to adhere to the following Children’s Legal Services (CLS) procedures in releasing information pertaining to an abuse, neglect, abandonment, or exploitation report to the public.</p>
906	<p>Retention, Storage, and Disposal of the Client Record – Revised 10.15.15</p> <p>It is the policy of BBCBC to maintain, retain, and dispose of client records in accordance with current DCF Operating Procedures, all records will be retained for seven years</p>
907	<p>Documentation by Providers/Caregivers</p> <p>It is the policy of BBCBC to work with its network providers to standardize data collection (electronic and paper) and documentation procedures</p>
908	<p>Caseload and Critical Activities – Revised 9.27.16</p> <p>It is the policy of BBCBC to run a weekly report to track critical caseload information and activities of subcontracted CMOs</p>
909	<p>Time Logs</p> <p>It is the policy of BBCBC to produce accurate and complete documentation of time spent on reimbursable direct care activities and related administrative activities</p>
910	<p>Security Awareness Training – Revised 08.30.13</p> <p>It is the policy of BBCBC to ensure that all BBCBC staff, volunteers, CMO staff and network providers who access confidential information complete Security Awareness Training</p>
911	<p>Information Systems Data Back-Up, Restoration and Disposal – Revised 8.29.16</p> <p>It is the policy of BBCBC to periodically copy electronic data to alternate locations and devices to enable quick restoration in the event of a systems malfunction or operator error and to dispose of data in a manner that ensures confidentiality is maintained</p>
912	<p>Use of Information System Resources – Reviewed 8.26.16</p> <p>It is the policy of BBCBC to establish a standard for the acceptable use of computer resources for its employees and Case Management Agencies (CMAs)</p>
913	<p>Acceptable Laptop/Portable Device Use – Revised 8.29.16</p> <p>It is the policy of BBCBC to maintain the acceptable use of laptop computers and other portable devices in order to assure network security</p>
914	<p>Safeguarding Confidential Electronic Data Transmission – Reviewed 8.29.16</p> <p>It is the policy of BBCBC to safely and securely transmit confidential electronic data</p>
915	<p>MIS Handbook – Reviewed 8.29.16, 915 x1 MIS Handbook Revised 8.29.16</p> <p>It is the policy of BBCBC to ensure that each employee receives a current MIS handbook,</p>
916	<p>Public Records Request Procedure and Costs – Originated 08.01.16</p> <p>It is the policy of BBCBC to adhere to the requirements of Florida Statutes (F.S.), entitling the public to access to all public records with exceptions as stated in Statute.</p>
917	<p>Health Insurance Portability and Accountability Act (HIPAA) – Originated 08.06.16</p> <p>It is the policy of BBCBC to not disclose protected health information (PHI), except either as the Privacy Rule permits or requires; or when the client, or the client’s authorized representative, acting on behalf of the client, who is the subject of the information, authorizes the release of Protected Health Information (PHI) in writing.</p>

Series 1000: Network Administration

Number	Policy Name
1000	<p>Legal Authorization to Operate – Revised 9.30.16</p> <p>It is the policy of BBCBC to operate as a not-for-profit organization under the statutory authority and laws of the State of Florida.</p>
1001	<p>BBCBC Network Strategic Planning and Reporting</p> <p>It is the policy of BBCBC to conduct Network strategic planning in order to:</p> <ul style="list-style-type: none"> ○ Clarify the vision, mission, values and mandates of the BBCBC Network ○ Assess the strengths, weaknesses, opportunities and threats of the Network ○ Establish goals and objectives, which flow from the mission and BBCBC’s mandated responsibilities ○ Identify and formulate strategies to meet identified goals
1002	<p>BBCBC Network Services – Revised 9.30.16</p> <p>It is the policy of the BBCBC Network to deliver the most appropriate array of services for meeting the needs and timely access for children and families served</p>
1003	<p>Utilization Management – Revised 9.15.16</p> <p>It is the policy of the BBCBC Network to conduct utilization management to ensure that services provided are appropriate and meet the needs of children and families served</p>
1004	<p>Network Performance and Fiscal & Contractual Management – Revised 10.01.13</p> <p>It is the policy of the BBCBC Network to use performance, outcome, fiscal and monitoring data to evaluate program effectiveness and drive quality improvement.</p>
1005	<p>Governing Body and Community Representation</p> <p>It is the policy of BBCBC to recruit board members from the various constituents and communities served by BBCBC and who will support the achievement of the organization’s mission and goals</p>
1006	<p>Community Involvement and Advocacy – Revised 9.30.16</p> <p>It is the policy of BBCBC to maintain close ties with the community’s served in order to be sensitive to the needs and changing demographics of our constituency, and to communicate and educate about services that we provide</p>
1007	<p>Revision of Operating Policies and Procedures – Revised 11.20.15</p> <p>It is the policy of BBCBC to require staff request changes to corporate operating policies and procedures in accordance with the following instructions in order to maintain version control.</p>

Series 1100: Human Resources Management

Number	Policy Name
1100	Employee Handbook – Attached Handbook Revised 7.13.15 It is the policy of BBCBC to ensure that each employee receives a current employee handbook.
1101	Code of Ethics – Revised 10.10.13 Revised 9.28.16: Incorporated into OP 1500 – Client Rights
1102	Non-Discrimination and Harassment – Revised 02.11.10 It is the policy of BBCBC to maintain a work environment in which all individuals are treated with respect and dignity and respect each employee’s right to work in an atmosphere that promotes equal opportunities and prohibits discriminatory practices.
1103	Employee – Health Insurance Portability and Accountability Act Awareness (HIPAA) – Revised 02.11.10 It is the policy of BBCBC to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) relating to the privacy requirements for Protected Health Information (PHI)
1104	Recruitment and Rehiring of Employees – Revised 05.13.10 It is the policy of BBCBC to recruit will be on the basis of qualifications only, without regard to race, sex, color, religion, age, marital status, national origin, handicap (disability), and veteran status or as otherwise prohibited by federal, state or local law. BBCBC will take affirmative action to ensure equal opportunity for all persons in the filling of its positions
1105	Interviewing and Hiring Employees – Revised 02.11.10 It is the policy of BBCBC to be an equal opportunity employer and hire individuals based upon qualifications required for the job that they have applied.
1106	Volunteers and Interns – Revised 9.30.16 It is the policy of BBCBC to effectively recruit and utilize both volunteers and interns in all departments and programs
1107	Pre-Employment Reference Checks It is the policy of BBCBC to complete reference checks prior to the start of work for any new employee
1108	Background Screening It is the policy of BBCBC to require all employees successfully complete criminal history background screenings as a condition of employment and continued employment. Student interns and volunteers of BBCBC are required to complete criminal history background screenings as a condition of utilization within BBCBC.
1109	Verification of Educational, Licensing and/or Certification Requirements – Revised 9.30.16 It is the policy of BBCBC to ensure that personnel and independent contractors are meeting applicable state registration, licensing or certification for their job and/or use of professional titles.
1110	Organization, Access to & Retention of Employment Files & Records It is the policy of BBCBC to properly maintain all employment records, ensure that procedures are established in which personnel can have access to their employment records and are able to make necessary corrections, and to ensure compliance with state and federal laws in the proper retention of employment records
1111	Job Descriptions – Revised 02.11.10 It is the policy of BBCBC to ensure complete communication pertaining to job functions and job qualifications
1112	Performance Appraisals – Revised 02.11.10 It is the policy of BBCBC to establish a timeframe and procedure for an annual review of an employee’s performance level
1113	Employee Conduct and Disciplinary Action – Revised 11.01.13 It is the policy of BBCBC to ensure employee misconduct and performance issues are investigated, and to ensure the employee is counseled in a timely, fair, and equitable manner
1114	Conflict Resolution – Revised 02.11.10 It is the policy of BBCBC to provide a method for employees to register concerns or questions regarding working conditions, the interpretation of policies, procedures, civil rights, Equal Employment Opportunity (EEO), Americans with Disabilities Act (ADA), grievances and complaints, disciplinary action or any other matters related to their employment
1115	Employee Exit Survey – Revised 02.11.10 It is the policy of BBCBC to obtain information from an employee who has decided to separate their employment with BBCBC
1116	Pay Increases It is the policy of BBCBC to provide pay increases to eligible employees based on performance, current position within their salary range, and the availability of funds.

Number	Policy Name
1117	<p>Wage Policy and Benefits – Revised 02.11.10</p> <p>It is the policy of BBCBC to pay a fair and equitable wage to all employees and provide them with benefits to cover both themselves and their dependents</p>
1118	<p>Employee Assistance Program (EAP) – Revised 02.11.10</p> <p>It is the policy of BBCBC to ensure the health safety and welfare of all employees by providing each employee and family member with an Employee Assistance Program (EAP) benefit.</p>
1119	<p>Worker’s Compensation</p> <p>It is the policy of BBCBC to require that all employees immediately report any work related accidents to the Division of Worker's Compensation. Failure to comply with this policy and following procedures on the part of the injured or ill employee or on the part of the appropriate supervisor may be cause for disciplinary action.</p>
1120	<p>Work Hours, Leave and Holidays – Revised 2.11.15</p> <p>It is the policy of BBCBC to inform all employees of the procedures regarding attendance, work hours, holiday and leave and apply these procedures in a consistent manner.</p>
1121	<p>Return to Work</p> <p>It is the policy of BBCBC to take appropriate action and to make every effort to return an employee who is injured in the line of duty back to work as soon as it is physically and mentally able to return to work.</p>
1122	<p>Drug-Free Workplace</p> <p>It is the policy of BBCBC to comply with the Drug-Free Workplace Program requirements to ensure a safe work environment within BBCBC, that is to strictly prohibit the manufacture, distribution, dispensation, possession or use of illegal drugs, non-prescribed controlled substances, or alcohol in our workplace, on BBCBC business or while operating a BBCBC or leased vehicle.</p>
1123	<p>Acceptable Driving Records – Revised 03.13.14</p> <p>It is the policy of BBCBC to set minimum guidelines for employees who regularly drive BBCBC vehicles or regularly operate any vehicle on BBCBC business</p>
1124	<p>Reporting Irregularities (Whistle Blowing) – Reviewed 9.30.16</p> <p>BBCBC is committed to the highest possible standards of integrity, openness and accountability in all of its affairs. In line with that commitment, we strongly support our employees to voice any concerns about observed irregularities. BBCBC will quickly ensure any reported concerns are adequately investigated.</p>
1125	<p>Employee Dress Code Policy – Revised 02.11.10</p> <p>It is the policy of BBCBC to require appropriate appearance and dress code for BBCBC employees</p>
1126	<p>Reduction In Force (RIF) Policy</p> <p>In the event that a Reduction in Force (RIF) is required, BBCBC will follow the set procedure established to create an equitable and fair separation in employment for our employees.</p>
1127	<p>Family Medical Leave Act – Revised 02.11.10</p> <p>It is the policy of BBCBC to grant leave to eligible employees in accordance with Family and Medical Leave Act of 1993 (FMLA)</p>
1128	<p>Paid Time Off (PTO) – Revised 02.11.10</p> <p>It is the policy of BBCBC to provide a flexible time off plan that lets employees control their days off to meet their needs and the needs of their families</p>
1129	<p>A & B Foster-Adopt Conflicts of Interest & Special Reviews - Revised 12.11.13</p> <p>It is the policy of BBCBC that employment in the field should not, in and of itself, preclude an individual from becoming a foster or adoptive parent, given that the person meets all other standards required for licensure pursuant to Chapter 65C-13, FAC, and that conflict of interest can be avoided.</p>
1130	<p>Domestic Violence Policy – Revised 9.30.16</p> <p>BBCBC grants unpaid leave for periods of absence due to domestic violence as specified in this policy.</p>
1131	<p>Employment Eligibility Verification Form (E-Verify/I-9 Form) – Origination Date 6.20.13</p> <p>BBCBC will comply with federal regulations of the Immigration Reform and Control Act (IRCA); all employees are required to complete an Employment Eligibility Verification form (I-9 Form).</p>
1132	<p>Weapons Prohibition - Originated 5.1.16</p> <p>It is the policy of BBCBC to prohibit weapons on agency property.</p>

Series 1200: Training and Supervision

Number	Policy Name
1200	<p>Personnel Development and Training – Revised 10.12.15</p> <p>It is the policy of BBCBC to support staff through a comprehensive training and development program which provides personnel with the information necessary to competently provide s</p>
1201	<p>Training Content – Revised 10.12.15</p> <p>It is the policy of BBCBC to assure that personnel throughout the agency are trained to fulfill their job responsibilities</p>
1202	<p>Supervision – Revised 10.12.15</p> <p>It is the policy of BBCBC to provide employees a system of supervision that promotes effective use of organizational resources and positive outcomes</p>
1203	<p>Child Welfare Certification Program - Revised 1.10.17</p> <p>It is the policy of BBCBC to train and support Child Welfare Professionals through the implementation of a comprehensive Child Welfare training program, approved by the Department of Children and Families, to enhance the knowledge, skills, and abilities of staff, prepare personnel to assume duties, and to promote awareness of and sensitivity to cultural backgrounds and needs.</p>
1204	Child Protection Professional Recertification – Revised 10.04.10 (Incorporated into 1203)
1205	Child Protection Professional Certification and Recertification (Incorporated into 1203)
1206	<p>Continuing Professional Development – Revised 10.12.15</p> <p>It is the policy of BBCBC to support continuing professional development for all BBCBC personnel.</p>
1207	<p>Network Training – Revised 10.12.15</p> <p>It is the policy of BBCBC to provide network orientation and training to all individuals who provide services to network clients</p>

Series 1300: Financial Management

Number	Policy Name
1300	Accounting Principles and Practices – Revised 9.30.16 It is the policy of the BBCBC to use resources in the most efficient and most effective way possible.
1301	General Accounting Information – Reviewed 9.30.16 The general accounting function of BBCBC is conducted in accordance with Generally Accepted Accounting Principles, OMB Circular A-122, Cost Principles for Non-Profit Organizations, Title 45 CFR, Part 74.27, OMB Circular A-87, the Florida Department of Financial Services Reference Guide for State Expenditures and applicable State regulations.
1302	Chart of Accounts – Reviewed 9.27.16 It is the policy of BBCBC to maintain a chart of accounts which allows programmatic compliance to contractual, state and federal and financial reporting and permits effective and efficient management of BBCBC
1303	Cost Accounting – Reviewed 9.3.16 It is the policy of BBCBC to establish a consistent allocation of personnel and operational costs to appropriate programs. In order to accomplish this objective, BBCBC will implement and maintain a uniform record of accounts for all operational and personnel costs identified by programs.
1304	Segregation of Funds – Reviewed 9.30.16 It is the policy of BBCBC to establish separate funds when necessary for accounting and regulatory purposes
1305	Audit – Reviewed 9.30.16 In order to ensure that BBCBC adheres to generally accepted accounting principles the organization will contract with an independent audit of agency records for each fiscal year in order to ensure compliance with fiscal requirements of funding sources whether public or private and provide an independent review.
1306	Internal Controls – Revised 9.27.16 It is the policy of BBCBC to implement internal accounting control objectives, procedures and monitoring tools to ensure the integrity of the financial information and to safeguard against theft or loss.
1307	Financial Planning and Budgets – Revised 9.27.16 It is the policy of the BBCBC that a budget will be prepared and adjusted on an annual basis and expenditures will be tracked accordingly.
1308	Financial Statements – Revised 9.27.16 It is the policy of the BBCBC to create and maintain monthly financial statements comparing actual revenues and expenditures to budget reported and distributed in regular intervals to the Board of Directors, the CEO and the Department of Children and Families.
1309	Journal Entries – Revised 9.27.16 It is the policy of BBCBC to prepare and make regular and accurate journal entries into the automated financial records in order to record transactions, required accrual basis adjustments, corrections, or reclassifying entries for the month as per the supporting documentation or explanation.
1310	Fund Raising Practices – Revised 9.27.16 The Board of Directors of BBCBC endorses and governs philanthropic endeavors for the purpose of supporting the mission of BBCBC. Fundraising initiatives conducted on behalf of BBCBC will adhere to the ethical principles and standards as established by the National Society for Fundraising Executives.
1311	Records Retention – Revised 9.27.16 In order to preserve the integrity and ensure the integrity and confidentiality of accounting records, it is the policy of BBCBC to: <ul style="list-style-type: none"> ○ Maintain all accounting records in a secure and safe environment, ○ Ensure only authorized individuals are able to access to accounting records, and ○ Maintain all fiscal records in accordance with granting entity, IRS standards or State requirements.
1312	Cash Receipts and Controls – Revised 9.27.16 It is the policy of BBCBC to accurately and consistently record and track all monies received and record them to the appropriate accounts/general ledgers.
1313	Bank Account(s) Reconciliation – Revised 9.27.16 In order to maintain a system of regular bank reconciliation to the general ledger cash balance reports, it is the policy of BBCBC. that regular reconciliation's will be made to bank statements received and final book balances will be verified and records will be maintained by the Accounting Department
1314	Cash Contributions, Pledges, and Donated Goods and Services – Revised 9.27.16 It is the policy of BBCBC to record contributions of services, materials and equipment after assessing fair market

Number	Policy Name
	value and issuing appropriate receipts accordingly
1315	Cash Management and Investment – Revised 9.27.16 It is the policy of BBCBC to ensure that sufficient funds are available to meet current and long- term obligations and to appropriately invest those funds eligible for such investment in a fiscally responsible manner
1316	Accounts Receivable Ageing Report Repealed 9.27.16
1317	Billing Accounts Receivable – Revised 9.27.16 It is the policy of BBCBC to assure uniformity in billing, follow-up and posting of accounts by: <ul style="list-style-type: none"> o Billing accounts in accordance with any and all contractual arrangements o Post payments to the proper accounts as soon as they are received o Break down and reconcile remittance statements (denials, re-submittances, and payments) as soon as the statement is received.
1318	Payment Posting and Reconciliation – Revised 9.27.16 In order to ensure proper accounting of funds received, it is the policy of BBCBC to apply payments to client or grantors’ accounts in an accurate and timely manner.
1319	Collection and Write-Offs – Revised 9.27.16 It is the policy of BBCBC to establish and assure uniformity in the follow-up and placement of delinquent self-pay balances in collection. In order to achieve this goal, BBCBC will: <ul style="list-style-type: none"> o Provide a fair and aggressive collection of all outstanding accounts. o Establish procedures to write-off uncollectible accounts.
1320	Accounts Payable – Revised 2.2.17 To ensure the timely processing of invoices, it is the policy of BBCBC to accurately manage the accounts payable system, maintain accounting of all checks written for expenditures and reimbursements, maintain up-to-date vendor files and produce accurate monthly reports.
1321	Credit Cards – Revised 9.27.16 It is the policy of BBCBC to maintain a credit card account to pay for or reserve travel and other expenditures when the other methods of payment are not acceptable to the vendor.
1322	Procurement of Goods and Services – Revised 11.28.16 Big Bend Community Based Care, Inc.’s (“BBCBC”) purchasing policy is to promote sound purchasing management and to render the greatest value for BBCBC purchasing dollars in a manner that is motivated by fair and open competition.
1323	Employee Travel – Revised 9.27.16 It is the policy of BBCBC to regulate travel for business purposes and to reimburse appropriate staff travel expenses.
1324	Independent Contractors – Revised 9.27.16 It is the policy of BBCBC to ensure maximum effectiveness of expenditures through the use of an independent contractor with Internal Revenue Service compliance
1325	Conflict of Interest – Reviewed 9.30.16 In order to avoid the possibility or appearance of a conflict of interest, it is the policy BBCBC to ensure the Board of Directors and the agency’s management staff members do not engage in activities deemed to be detrimental to the agency.
1326	Signature Authority – Revised 9.27.16 In order to enact proper fiscal controls and reduce the risk of fraudulent or improper use of agency funds, it is the policy of BBCBC to delegate proper authority and maintain control over granting authorization sign official financial documents
1327	Payroll – Revised 9.27.16 It is the policy of BBCBC to make accurate and timely payroll and payroll tax payments and to maintain and report accurate payroll records as required by state and federal law
1328	Employee Time Sheets – Revised 9.27.16 It is the policy of BBCBC to maintain accurate records of time worked by each employee and ensure proper compensation is distributed
1329	Capitalization – Revised 2.24.17 It is the policy of BBCBC to establish and record all assets designated as capital expenditures, capital lease purchases, or expendable supplies and utilize a straight-line method of depreciation for these items.
1330	Equipment, Real Property and Inventory – Revised 2.24.17 It is the policy of BBCBC to establish and implement inventory control procedures to protect the agency from loss

Number	Policy Name
	of equipment, data or financial resources
1331	<p>Leases – Revised 9.27.16</p> <p>In order to establish a system for negotiation and securing both capital lease purchases for buildings and property and leases for equipment, it is the policy of BBCBC to have all lease contracts entered into with the express approval of the appropriate corporate director and/or the Board of Directors. Appropriate schedules will be maintained</p>
1332	<p>Emergency Cash – Reviewed 9.27.16</p> <p>It is the policy of BBCBC to ensure access funds required to maintain operations in the event of emergency or natural disaster</p>
1333	<p>Insurance – Revised 9.27.16</p> <p>It is the policy of BBCBC to obtain necessary insurance coverage in order meet contractual and operational needs and ensure all employees, facilities, vehicles and volunteers are adequately insured against liability, including risk evaluation and training.</p>
1334	<p>Match – Revised 9.27.16</p> <p>It is the policy of BBCBC to define and access appropriate revenue sources utilized to satisfy and appropriately maximize match requirements</p>
1335	<p>Sponsorship – Revised 9.27.16</p> <p>It is the policy of BBCBC to comply with 286.25 F.S. as a non-governmental organization which sponsors a program financed in whole or in part by State funds</p>
1336	<p>Lobbying – Revised 9.27.16</p> <p>It is the policy of BBCBC to comply with Chapter 216.347, F.S. in that no federal or state funds received in connection with any contractual agreement will be used to influence legislation or appropriations pending before the Congress or any State legislature</p>
1337	<p>Master Trust for Benefit of Family Safety and Preservation Program Clients – Revised 9.27.16</p> <p>It is the policy of BBCBC to appropriate manage and access funds in a client’s trust account in a manner that is to their benefit and within the established regulations of the Master Trust.</p>
1338	<p>Fraud and Abuse Prevention Plan – Revised 9.27.16</p> <p>In order to establish a method of identifying and assessing fraud and abuse risk and when possible, developing ways to reduce the risk the board of directors and management of BBCBC accept the responsibility of designing and implementing effective systems and procedures for preventing, deterring, detecting, and investigating fraud.</p>
1339	<p>Financial Risk – Revised 9.27.16</p> <p>In order to establish a method of evaluating the network’s financial capacities and the resources needed to provide high quality child welfare services it is the policy of BBCBC to assume the financial risk necessary to provide high quality child welfare services under the direction of the organization’s Board of Directors and officers</p>
1340	<p>Emergency Voucher – Reviewed 9.27.16</p> <p>It is a policy of BBCBC to provide vouchers for use in purchasing items for clients when deemed necessary.</p>
1341	<p>Stable and Predictable Revenue – Revised 9.27.16</p> <p>It is the policy of BBCBC to pursue stable and diversified funding streams that are consistent with existing programs and the mission of the organization</p>
1342	<p>Processing of Payments for Purchase of Service Request – Revised 9.27.16</p> <p>It is the policy of BBCBC to utilize and maximize all funding sources in order to maintain children in their home or in the home of an unlicensed relative.</p>
1343	<p>Minority Business Development Plan – Revised 9.27.16</p> <p>It is the policy of Big Bend Community Based Care to assist Florida’s small and minority businesses in doing business with the Agency through subcontracting or the procurement of goods and services.</p>

Series 1400: Building and Facilities Management

Number	Policy Name
1400	General Health & Safety – Revised 8.1.16 It is the policy of BBCBC to conduct its business in a manner that ensures the safety of employees, customers and the general public.
1401	Facility Accessibility It is the policy of BBCBC to maintain facilities which are accessible by individuals served and are in compliance with all applicable legal and/or statutory requirements including Title III of Americans with Disabilities Act.
1402	Fire Safety & Fire Drills It is the policy of BBCBC to ensure proper fire safety within all BBCBC locations and establish a protocol for fire drills designed to prepare building occupants for an organized evacuation in case of a fire or other emergency
1403	Emergency & Disaster Preparedness and Response Plan It is the policy of BBCBC to establish an Emergency Management Plan.
1404	Building Maintenance – Revised 10.04.13 It is the policy of BBCBC to ensure that appropriate resources are directed toward meeting the requirement of proper operations and maintenance of the agency’s facilities
1405	Conflict Resolution and De-Escalation Training It is the policy of BBCBC to provide staff with training to enhance their ability to deal with people who are frustrated or angry and who may be escalating toward dangerous behavior
1406	Driver Safety – Revised 9.30.16 It is the policy of BBCBC to ensure that staff members who drive in the course of completing normal work responsibilities do so in a safe manner and to provide safe, reliable to transportation to clients when necessary
1407	Maintenance of a Safe, Hygienic Environment It is the policy of BBCBC to maintain a clean and safe environment for all employees and for all children and families served
1408	Use of BBCBC Facilities It is the policy of the BBCBC board to provide a Community Conference Area for people to gather and talk about issues affecting children and families.
1409	Custody & Issuance of Keys – Revised 8.26.16 It is the policy of BBCBC to provide a secure and safe working environment and protect both staff and property through the issuance of keys and or keyless entry swipe cards (hereafter collectively referred to as “keys”) to employees or other individuals who require access to agency facilities
1410	Environment Conservation It is the policy of Big Bend Community Based Care to implement procedures that minimize the organization’s environmental impact.

Series 1500: Client Rights

Number	Policy Name
1500	Protection of Rights and Ethical Obligation – Revised 9.30.16 It is the policy of BBCBC to inform clients of their rights and responsibilities, provide fair and equitable treatment, and provide sufficient information to make an informed choice about using the organization and its services
1501	Confidentiality of Consumer Information and Privacy Protection – Revised 9.30.16 It is the policy of BBCBC to protect the confidentiality of information about clients and assume a protective role regarding the disclosure of confidential information
1502	Client Grievances and Complaints – Revised 1.22.16 It is the policy of BBCBC to hear all client complaints and to support the dignity and rights of all clients