

What If You Disagree?



Talk to the DCF Licensing Surveyor and your sponsoring child placing agency. If you remain dissatisfied, you may request a Program Review by submitting a request within **15 days from the date** on the NOSF to the Licensing Division. Please indicate which findings you dispute and an explanation as to why you believe the finding is inaccurate.

Each Program Review will be conducted by a Director or Deputy Director independent of the DCF Licensing Surveyor to review information and determine the appropriateness of the findings. Additional information or documentation may be submitted if desired. Program Review results are generally completed within 30 days and sent to the licensee in writing.



Kansas Department for Children and Families

Foster Care and Residential Facility Licensing

Contact

Kansas Dept. for Children and Families
www.dcf.ks.gov

Employee Contact

Phone Number

What Licensed Providers Need to Know



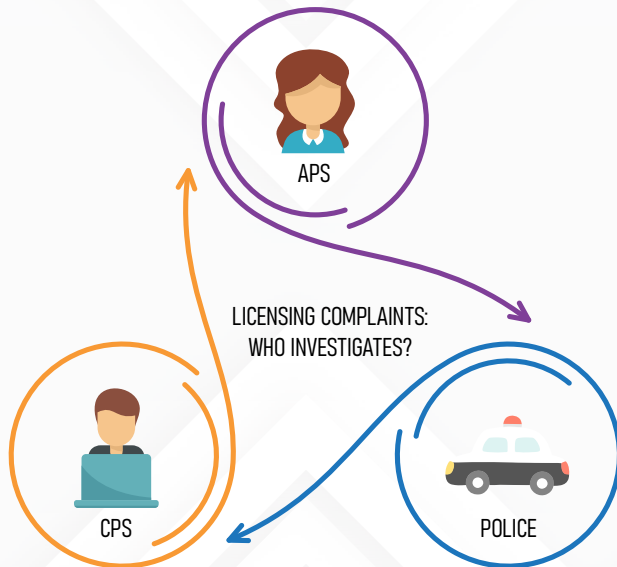
Foster Care and Residential Facility Licensing Division

Investigation and Licensing of Complaints



Licensing Division Complaint Investigations

The Foster Care and Residential Facility Licensing Division is mandated to ensure compliance with the laws and implementing regulations that govern such facilities in order to ensure the health, safety and welfare of children placed there. When a concern about non-compliance by a licensee is received, the Division will investigate that complaint and make findings.



It is possible that other divisions or agencies might investigate at the same time, including but not limited to law enforcement, Child Protection Services or Adult Protection Services. Each entity has its role, but joint interviews and other investigative matters will be conducted in cooperation when possible. Each investigating entity will notify you of the finding at the conclusion of the investigation.

The Investigation Process: What to Expect from Licensing

- 1 The DCF Licensing Surveyor will **make contact** and explain that a complaint is under investigation.
- 2 The DCF Licensing Surveyor will **provide official identification**.
The DCF Licensing Surveyor will **conduct interviews** with individuals who have knowledge or information relevant to the complaint allegations.
 - Interviews with the named alleged victim(s) will be generally conducted first and whenever possible will take place in a neutral setting.
 - Interviews with others, including foster children, who live with or are in close proximity with the alleged victim(s) will be interviewed, and whenever possible, will occur in a neutral setting.
 - Collateral contacts will be interviewed, including anyone who might provide additional information or insight as to the allegations in the complaint.
 - Facilities, including family foster homes, may receive unannounced visits where interviews may also be conducted.
- 4 An environmental inspection of the facility will be conducted. The inspection will cover the entire premises, indoor and outdoor. This visit may be unannounced and cooperation is required.
 - The DCF Licensing Surveyor will require that serious areas of non-compliance be corrected at the time of the survey.
 - The DCF Licensing Surveyor may take photos of the premises.

- 5 The DCF Licensing Surveyor will review facility and child records and conduct necessary file reviews.
- 6 After site visit and file reviews, the DCF Licensing Surveyor will discuss areas of noncompliance and provide the first of **two Notice of Survey Findings (NOSF)** outlining initial findings.
- 7 When the DCF Licensing Surveyor has completed investigation (generally within 30 to 60 days), the licensee and sponsoring child placing agency will receive the second and final NOSF citing any regulatory non-compliance.
- 8 Licensee and the sponsoring child placing agency have 5 days from the date of the NOSF to address areas of non-compliance cited and provide proof of correction.
- 9 If no areas of non-compliance are found, the NOSF will indicate the same and that the matter is closed.



What happens if compliance is not achieved or can't be maintained?

The laws and implementing regulations that govern foster homes and residential facilities require strict adherence in order to protect the health, safety and welfare of children. Licensees who cannot maintain compliance or have very serious areas of non-compliance may be subject to progressive enforcement action including emergency suspension and revocation.