

Provider Agreement Number 4: Supervised Visitation

The State of Connecticut Department of Children and Families
505 Hudson Street
Hartford, CT 06106
(herein after "the Department")

enters into an agreement with

(herein after "the Provider")

for the provision of **Supervised Visitation** under the terms as identified below.

A. Administrative Terms

1. **Effective Date:** This agreement is effective from the date of execution through _____.
2. **Termination of Agreement:** The Department or Provider may terminate this agreement with written notice to the other party at any time.
3. **Regulatory Requirements:** The Provider agrees to abide by all relevant Department regulations and policies and state and federal laws and regulations including all reporting requirements as specified by C.G.S. §17a-101 through §17a-103 and C.G.S. §46b-120 related to children; C.G.S. §46a-11b related to persons with mental retardation; and C.G.S. §17b-407 related to elderly persons.
4. **Ethics:** The Provider agrees to ensure that each individual providing services under this agreement operates ethically in accordance with the Provider's ethics policy and state ethics laws and, as appropriate, in compliance with all relevant Codes of Ethics, Professional Standards or Best Practice Guidelines of the profession(s) represented. The provisions of the state ethics statutes and the Code of Ethics, Professional Standards or Best Practice Guidelines of the professions supersede anything to the contrary contained in the policies of the Provider or the Provider's procedures and practices.
5. **Utilization:** This agreement does not constitute, in any way, a guarantee of utilization of the provider's services.
6. **Confidentiality:** The Provider will safeguard the use, publication, and disclosure of information on all clients who receive service under this agreement in accordance with all applicable federal and state laws regarding confidentiality and HIPAA. The Provider will seek the guidance of the Department prior to any disclosure of personally identifiable information.
7. **Credentialing:** The Provider will maintain written documentation confirming that each individual providing services under this agreement has and maintains the requisite credentials. Any change in status regarding any credentialing requirements must be reported in writing, by the Provider to the Department's Credentialing Contracted Agent, within thirty days.
8. **Documentation:** The Provider agrees to complete and submit all reports and other required documentation to Central Office and/or Area Office staff within the timeframe agreed upon at the start of service.
9. **Payment for Services:** The Department agrees to pay the Provider based on services requested by the Department and delivered by the Provider. All requests for services must be approved by Area Office

management. The payment mechanism shall be fee for service. Payment shall be made the month following the month of service and following receipt of the written assessment summary report and billing invoice by Child Welfare Accounting or authorized payer. All requests for payment shall include the client name, LINK ID number, the name of the staff that provided the service, the actual date each service was provided and hours of service provided on each date, the hourly and/or per diem rate (which cannot exceed the Department Discretionary Services Fee Schedule).

10. Fee Schedule: All services will be reimbursed according to the rates established by the Department. The Department's approved fee schedule is maintained at 505 Hudson Street, Hartford, CT. The approved fee schedule may be amended as the Department deems appropriate. The Provider will adhere to the rate and all stipulations in the Department's Discretionary Services Fee Schedule.
11. Recoupment of Payments: The Department reserves the right to recover any overpayments.
12. Monitoring and Review: The Provider agrees to allow access to the Department for purposes of monitoring and review. This access includes but is not limited to client records, fiscal records, staffing records, policy and procedural manuals, facilities, staff, and children in care of the Department. The Department will conduct quality reviews, which may include site-based quality review visits.
13. Third Party Contracts: The Provider is wholly responsible for ensuring that all provision of services performed under this agreement by third party contractors complies with all terms of this agreement. The Department reserves the right to bar any individual and/or entity from providing direct client services.
14. Physical Restraint: Physical restraint of any child or youth served under this agreement is prohibited.
15. Safety and Security: The Provider shall have a plan with clear procedures that present a consistent, coordinated approach for managing and reporting emergencies and urgent circumstances that may arise while providing services to help ensure the safety and security of the child or youth and other parties involved. The Provider will immediately notify the Department Area Office assigned staff during business hours and the Hotline after hours of any emergency or urgent circumstance. The Provider and its employees shall follow mandated reporting requirements for suspected child abuse and neglect.
16. Use of State Resources: The Provider may not utilize any state resources to market the services and/or program it offers.
17. Re-credentialing: The Provider must reapply for continued participation status once every two years from the initial approval date. The Credentialing Contracted Agent will collect up-to-date information on all required credentialing documents.
18. Credentialing Process: The full Credentialing process is governed by DCF Policy 31-12-12.3 which can be found under "Policy and Regulations" on the Department website: <http://www.ct.gov/dcf>.

B. Service Definition

Supervised Visitation

Supervised Visitation, primarily a site-based service, is provided to facilitate contact between children or youth in out-of-home care and their biological parents, relatives or significant others; to monitor this contact; and to report on the contact to the Department social workers. The Department Area Office must approve all sites. Supervised Visitation can also be provided in alternative, more normalized community settings as part of a reunification plan and as approved by the Department Area Office.

In order to emphasize consistency, it is expected that the same staff person will continually provide this service throughout the course of service while the family remains involved. Any changes in staff must be discussed with and approved by the Department Area Office.

C. Credentialing Criteria

Supervised Visitation
<p>1. Site.</p> <p>Provider must maintain a safe and enriching environment for children, youth and adults who participate in the program. Provider will be responsible for assuring a safe environment adequate to meet the needs of the population being served. Age-appropriate educational and recreational materials must be available in all areas where children and families interact, including waiting areas.</p>
<p>2. Qualifications.</p> <p>Must be a minimum of 21 years of age with a minimum of a Bachelor's Degree.</p> <p>Special Requirement: A valid Connecticut motor vehicle license, valid American Red Cross or American Heart Association First Aid and CPR certificates.</p> <p>Interns: The use of interns and volunteers in this position is strictly prohibited, but they can be used to perform other duties under the supervision of the Provider.</p>
<p>3. General Experience.</p> <p>Possess a level of experience consistent with the age and needs of the children or youth involved in the visitation. This will be demonstrated by a current resume and a Statement of Experience form.</p>
<p>4. Ethics.</p> <p>The Provider will sign the Department's Confidentiality Statement and Ethics Agreement.</p>
<p>5. Insurance.</p> <p>Current certificate of motor vehicle insurance.</p>
<p>6. Form.</p> <p>IRS W-9.</p>
<p>7. Supervision.</p> <p>Individual providing supervision must be a Connecticut licensed behavioral health practitioner in good standing: Licensed Professional Counselor; Licensed Clinical Social Worker (CGS, Chapter 383b); Licensed Marriage and Family Therapist (CGS, Chapter 383 a); Licensed Alcohol and Drug Counselor (CGS, Chapter 376b); Licensed Psychologist (CGS, Chapter 383a); Licensed and Board Certified/Board Eligible (BC/BE) Psychiatrist, with experience in child and adolescent behavioral health.</p> <p>Written documentation of supervisory arrangement, supervisor's current resume, and a copy of supervisor's license is required.</p> <p>Each Supervised Visitation staff will receive, at minimum .25 hour per month of individual face-to-face supervision with a licensed behavioral health practitioner in good standing per child or youth on their caseload.</p>

The Provider shall maintain and ensure that the assigned supervisor maintains a reasonable supervisor-to-staff ratio consistent with the needs and issues of the staff and clients that they are serving and that does not exceed the number of staff beyond the assigned supervisor's ability to supervise, oversee and manage effectively.

The written documentation of supervisory notes including performance feedback and supervisor's qualifications and requirements will be reviewed during on-site quality reviews.

Supervision costs are billable. Reimbursement is for supervisor time only – there is no reimbursement for the supervisor and staff member at the same time. The hourly rate should not exceed the Department Discretionary Services Fee Schedule.

8. Background Checks.

The Provider will maintain written documentation confirming that background checks, including the Department's Child Abuse and Neglect Registry, criminal history, and sex offender registry have been completed for all staff providing direct service as well as all key personnel. Any background checks will be dated not longer than six months prior to the date of this application. The Department's Child Abuse and Neglect Registry background checks must be completed by authorized personnel at the Department's Hotline; criminal background checks must be completed by the State of Connecticut Department of Public Safety. The Provider must submit official results of all background checks to the contracted credentialing agent of the department as part of the credentialing application.

9. Training/Staff Development.

All staff persons providing supervised visitation must have training in basic First Aid and CPR and maintain valid American Red Cross or American Heart Association First Aid and CPR certificates.

The Provider is required to participate and have orientation and in-service training for all staff providing services to children or youth and families that includes, but is not limited to, the following: program philosophy, policies, practices and procedures; HIPAA; confidentiality; and mandated reporting. The Provider shall only utilize the trainers certified by the Department to conduct mandated reporter training.

The training needs of all staff will be assessed routinely. Staff will receive training appropriate to their positions and responsibilities to enhance their work with families, children and youth in ways that promote positive development. Training topics may include cultural sensitivity/diversity; car seat installation and use; working with children and youth who have experienced trauma; verbal and non-verbal communication; documentation; child and adolescent development; and working with children, youth and families with cognitive and intellectual disabilities.

All written documentation of trainings including training assessments and plans, training curricula, attendance sheets and evaluation forms will be review during site-based quality reviews.

The Provider is strongly encouraged to attend or have representation at the quarterly Credentialed Provider Meetings.

10. Staff/Client Ratio.

The Provider shall maintain and ensure that staff maintains an appropriate staff-to-client ratio that is consistent with the needs and issues of clients when transporting and supervising visits and that does not exceed the number of clients beyond staff's ability to supervise, oversee, or manage effectively during transport and supervised visitation. It is expected that the number of clients will vary according to the intensity of the needs of the children or youth and their families.

Under all circumstances, the Provider shall maintain and ensure that staff maintains proper supervision, oversight, and management to assure children's or youth's safety and well-being during transport and supervised visitation.

11. Quality Assurance/Improvement.

The Provider will have a quality assurance/improvement system to monitor and enhance its business practices, organizational structure, oversight and supervision, staff and system performance, and service delivery and provision.

If payments to the Provider exceed \$300,000.00 in any calendar or fiscal year, the Provider shall provide for an annual financial audit, acceptable to the Department, for any expenditure of state-awarded funds made by the Provider. Such audit shall include management letters and audit recommendations. The Provider shall comply with federal and state single audit standards as applicable. This provision does not apply to individuals.

The Department may complete a review of the program and/or services utilizing a variety of sources to obtain a broad, comprehensive, and objective perspective of the Provider's fidelity to requirements, operation, and effectiveness. This review will assist the Provider in determining areas of strength, areas that may need support and modification, to enhance outcomes for children and youth. Program Improvement Plans or conditions designed to improve performance may be developed based on the results of the review. The Provider must maintain documentation of the implementation of the Program Improvement Plan or fulfillment of the conditions designed to improve performance. The Department will review the improvement plan and any relevant documentation during on-site quality reviews.

D. Service Profile

1. Services Provided

The Provider will provide the following services:

- The development and communication of clear guidelines for supervised visits, including expectations for attendance, behavior, language, allowable participants and other factors that will support a successful visitation outcome. The guidelines will be provided to biological and foster families, children and youth.
- Transportation to supervised visitation for children and youth in foster care.
- Interactional feedback to biological parents or other significant participants following each visitation session identifying strengths and recommendations for improvement.
- The coordination, on a monthly basis, of case review meetings between the Provider and Department staff on all cases receiving services.
- The completion of a written summary following each visit including observation of the parent, parent-child interaction and safety considerations as well as a summation of the feedback provided to the parent. The summary will be e-mailed to the Department social worker within two business days of the visit.

2. Target Population

Children and youth ages four to seventeen currently committed to or in the custody of the Department; children and youth who have been identified with a Level III Serious Emotional Disturbance (SED) and are actively receiving Care Coordination services; and children and youth who have been identified as at risk for detention. The youth may be residing with a biological, relative, foster, adoptive or other substitute caregiver family. Youth who are residing in a Department-supervised independent living or transitional living arrangement or residing in a foster or relative caregiver home are eligible for this service. The Provider must be prepared to provide services to a variety of children and youth.

3. Access to Services

The Provider will accept referrals from authorized Department staff only utilizing a standardized referral format provided by the Department. The Provider will contact the referred family or caregiver and will schedule an initial meeting for the purposes of developing an individualized visitation plan within five business days of receiving an approved referral. The Provider must be prepared to provide supervised visitation services at times other than during normal business hours.

4. Duration of Service

Supervised Visitation services are short-termed and may be provided from one hour to several hours in order to accommodate a special event. The Department, through the Area Office Gatekeeper, will approve the provision of supervised visitation services for up to 25 hours per child or youth (*e.g.*, 2.75 hrs. per visitation including transportation x 4.33 weeks per month x 2 months = 24 hours) or 60 days whichever comes first.

5. Data and Reporting

The Provider will submit unduplicated, client-level data to the Department no later than the 10th of each month, or at another interval as dictated by the Department. The Provider will supply the following information for each family receiving supervised visitation services:

- Child or youth's name
- Date of Department Area Office Gatekeeper referral to the Provider
- Date supervised visitation begins and all subsequent visitation dates and times
- Date supervised visitation ends
- Name of individual providing the supervised visitation
- Name of individual transporting, if different
- Date of case review meeting between the Department staff and the Provider

The Provider will submit to the Department Area Office social worker within one week of the initial meeting the completed guidelines for visitation that include expectations for attendance, behavior, language, acceptable participants and other factors that will support a successful visitation outcome.

The Provider will submit to the Department Area Office Social Worker within one week of the initial meeting a completed individualized visitation plan for each family receiving supervised visitation services.

The Provider will submit to the Department Area Office social worker within two business days after every visit a written supervised visitation summary, including the following components: observations of the parent, parent-child interaction, any safety considerations, and a summation of the interactional feedback provided to the parent identifying strengths and recommendations for improvement.

The Provider will submit to the Department Area Office social worker a written discharge summary report at the end of the service, whether planned or precipitous, within thirty days of the discharge date.

E. Acceptance of Agreement

The Provider accepts and will comply with all the terms, provisions and conditions set forth in this agreement, including but not limited to the services provided and duration of service. The Provider understands that not abiding with any term, provision, or condition set forth may result in the Department taking corrective action including termination of agreement.

Name of Provider

Department of Children and Families

Authorized Signature

Authorized Agency Official Signature

Print Name and Title

Print Name and Title

Date

Date