Child/Youth Handbook to

Case Management Services and Foster Care

 

A resource guide for foster care



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# Important Numbers

**TFI**

**Permanency Case Manager’s Name**: \_\_\_\_\_

 Direct Phone Number:

 Email Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Permanency Support Worker’s Name**: \_\_\_\_\_\_\_\_\_\_

Direct Phone Number:

Email Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Permanency Supervisor’s Name:** \_\_\_\_\_\_\_\_\_

 Direct Phone Number:

 Email Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Foster Care Worker’s Name**:

Direct Phone Number:

Email Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Foster Care Supervisor’s Name:**

 Direct Phone Number:

 Email Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Contact line for all staff and staff directory:** 877-942-2239

**Fax Number:** (785) 271-6572

**24/7 Emergency Number**: 1-(877) 921-4114

**Concern/Complaint Line Number**: 877-942-2239 or email ConcernLine@tfifamily.org

**Privacy Officer’s Name**: Brendon Long

 **Phone Number:** 877-942-2239



# Introduction

TFI would like for your foster care experience to be helpful for you and your family. The job of TFI is to ensure you have a safe and healthy place to live in.

This handbook was developed to help answer some of the questions you may have while placed in foster care. This guide will provide definitions and clear descriptions of the services TFI will provide for you and your foster family. You are the most important person, and while you are in foster care, the goal is to make sure you get what you need to help you. The handbook is made especially for you so you will know what to expect. Take some time to read this handbook, and please feel free to ask any questions you might have. Your Case Manager, Support Worker, Foster Care Worker and/or your foster parents should be able to answer any questions you may have.

# General Information



This section will provide helpful information to you such as

what is TFI, what role workers have in your case, how to reach your workers, and expectations of foster care.

## What is TFI?

TFI or TFI Family Services, Inc. is a not-for-profit Social Service Agency which has been working with families in Kansas since 1965. The agency started on a small farm outside of Emporia, Kansas providing care for children in a group home setting, hence the original name The Farm, Inc. We have grown to become one of the largest agencies in the state of Kansas, providing a variety of services.

Some of the services we currently provide include Case Management Services, Family Preservation Services, Therapy, Foster Homes and Independent Living.

## Helpful Terms

Below we have provided a section of terms you may not understand but often hear. We have provided definitions of those words to help you in reading this handbook:

**PCM**–Permanency Case Manager-This is the professional worker who is to make sure you have all the services you need.

**PSW** – Permanency Support Worker-This is a para-professional worker who supports the PCM.

**FCW –** Foster Care Worker-This is the worker assigned to support you in your foster home.

**DCF** – Department for Children and Families- The State agency in whose custody you are in.

**Custody –** A decision by the Court regarding who will take care of you, provide you with a place to live, and make sure that you are safe and healthy.

**Permanency –** A placement that does not change, and that you will live continuously.

**Reintegration** – To be reunited with your family. This is your case team’s primary focus.

**Grievance** – A situation or concern that is thought to be unjust and a complaint is filed.

**Confidentiality** – Everything about your case is confidential and will not be shared with people other than those that are involved in your case. If you tell something to your social workers, or your therapists this will be kept in trust and considered confidential unless there is a legal responsibility for them to tell.

**Safety** – The condition of being protected from undergoing or causing hurt, injury, or loss to yourself or someone else.

**Relative Placement** – A family member who is able to take you into their home

**Kinship Placement** – A friend of your family will take training in order for you to be placed with them.

# Worker Roles

TFI uses a team approach to work with you and your parents. There are several members of this team which help your family meet the goals of the Case Plan. Some team members are employees of TFI and others are individuals outside of the agency working with us on your case.

The **Case Management Team** is composed of a **Permanency Case Manager** and a **Permanency Support Worker** from your Case Management Provider. This team works very closely with your family to help them in meeting the case plan goal. You will have monthly face-to-face contact with one of the team members to discuss how you are doing, and the completion of tasks on your case plan. A member of the Case Management Team also meets monthly with your parents to discuss the progress your family is making on the case plan (when case plan goal is to return you home). This team will be assigned to your case no matter what foster home you live in.

The **Foster Care Worker** is the worker assigned to work with your foster home. This worker will ensure that your foster parents have everything they need to assist you during your time in foster care. These workers also visit with you face-to-face each month at a minimum. Foster Care staff will also call your home to follow-up with you or your foster parent about your case. If you move to a different foster home, chances are you will have a different worker assigned to that foster home.

**College Student Interns** may be assigned to some Foster Care Workers and Case Managers. These students are studying to become professionals in the social service field. A student may work alongside your worker or may work with you directly in a similar manner as your Foster Care Worker or Case Manager to learn valuable social work skills.

**Court Appointed Special Advocate (CASA)** is a trained volunteer who is appointed by the district court to represent the best interests of the child. A CASA is in the unique position of being an advocate for you and of being an independent investigator. With the appointment comes the responsibility of reporting their findings and recommendations to the court. Not all children or District Courts have CASA volunteers. You may not have a CASA volunteer appointed to your case. CASA workers are not employees of TFI.

**Guardian ad Litem (GAL)** is the attorney assigned by the court to serve as your legal representative on your case. The GAL is the attorney for you and will ensure you have proper representation before the court. Your parents may hire their own attorney to represent them if they wish. The GAL oftentimes participates in meetings regarding your case and provides valuable legal feedback for the case. The GAL is not a TFI employee.

## Reaching your workers

###  Regular Contact

TFI staff are available to you by email, phone, and scheduled appointment. Many of our staff are in the community working and hours vary from day to day. If a staff member is on personal leave, they will have a worker who will take calls or complete visits until they have returned.

You can leave a message on their voice mail after work hours. Voice mail may also pick up if workers are out of office or are on another call at the time you call. Voice mail messages are checked regularly by staff. Please leave your name, phone number, and what you are calling about. The worker that you left a message for will then return your call as soon as they are available (generally within two working days of their return to the office).

###  What to do if you feel unsafe

Sometimes you may feel unsafe in your placement or with your TFI workers. If that happens, we want to know so we can try to fix whatever is making you feel unsafe. If you are able, please talk to your case manager, support worker, foster care worker, or their supervisors. You may also call our emergency number 1-(877) 921-4114 which is answered 24/7 (at all times).

###  Emergency Situations

In times of emergency incidents, TFI has an emergency number that is responded to 24 hours a day to meet your needs. You and your foster parents/placement have access to this number so that they can help you if an emergency arises. Concerns about visitation, physical needs, school issues or other issues that are not emergencies should be addressed to the Foster Care Worker or Case Management Team the following business day and not through the emergency number.

# Your Rights



While in foster care, you have certain rights.

You have a right to confidentiality, to privacy, and to voice concerns.

This section will provide an explanation of your rights.

## Confidentiality

Being in foster care can be a very difficult time and it can be embarrassing. You might not want everyone to know about your situation or that you are in foster care. TFI will work to ensure information about you and your family remains private and confidential. While you are in DCF custody, your Case Management Team and your Foster Care Worker are gathering information about you and your family. They will need to know about your physical health, educational needs, and mental health. Some of the information will be gathered from and shared with others who have treated, evaluated, or provided care to you or your family, including information such as school records, medical records, therapy reports, etc. This information will help TFI and those people providing services to you and your family.

At TFI, we work to ensure the only people who know the details of your case are the people who are helping to make sure you receive the best care possible. Your workers will not share information about you with friends of your family or your neighbors. Your case file is private and information from that file is shared only on a need-to-know basis with those people involved in your case. Sharing your information is agreed by your parents as they assign a consent form., We only provide the minimum information necessary for those individuals requesting information about your case. A law called the **H**ealth **I**nsurance **P**ortability and **A**ccountability **A**ct of 1996 (**HIPAA**) requires TFI to keep your information private. You and your family’s information are protected by this law, because federal and state medical funding helps supports your care while in DCF custody. You do, though, have the right to view information in your own file. To view the information in your case file, please complete the Access to Case Records Request in the Appendix of this handbook and return the form to your Case Management Team. There are limits to the information that you can view.

The primary people your workers will be discussing your case with include your immediate family, your foster family, your DCF worker, your Guardian ad Litem, and your therapist or counselor. Also, staff members from TFI’s Quality Improvement Department and/or external agencies such as DCF may review your file for auditing purposes. Plus, it is possible for the court to request to review your file.

If you have any concerns about with whom your information is being shared, please feel free to talk to your Foster Care Worker or Case Management team about who has access to your information. For more detail, please refer to the Notice of Privacy Practices in the Appendix section of this Handbook.

## Privacy

Even though you are not living in your parents’ home, you do still have a right to privacy. Unless there is a concern about your well-being from your case team and Supervisor your foster family/placement and your workers should not read through your mail or listen to your phone calls. You have a right to have private conversations and mail, even though you are living in another person’s home. If it is determined by your Case Manager and their Supervisor that the mail or phone calls you receive should be monitored; your Case Management Team will explain the concerns to you and who you live with about the restrictions. If you believe that your foster family/placement is violating your right to privacy, please discuss your concerns with your Foster Care Worker or Case Management team.

## Other Rights

In addition, you have the right to practice your own cultural and religious beliefs. While you do not have to follow the cultural and religious beliefs of your foster family, you do need to be respectful of their beliefs, just as they should be respectful of yours. If you have any concerns about the freedom to practice your own cultural and religious beliefs, please discuss them with your Foster Care Worker or Case Management team.

Also, though you are living in another person’s home, the foster family or other foster children do not have the right to use your things without your permission. Your clothes, your cell phone, your video games, or any of your personal property. Although it is always nice to share, other people should not be using your belongings without your permission. If you have sentimental or valuable items that you are not sure where they can be stored for safe keeping, discuss this with your foster parent or Foster Care Worker. If you are having problems with other foster children or the foster family’s children using your belongings without permission, talk to your foster parent about the problem. If that does not solve the problem, talk to your Foster Care Worker about the situation. Your belongings will be inventoried by your foster parent when you are placed into their home, and is to be updated when you have new items, and the day you leave the foster home. A copy of the inventory form is in the appendix.

## Expressing Concerns

Being a child in foster care, you may sometimes feel as though you do not have any control over your case or situation. You are always welcome to voice your opinion with your foster family and your workers. Sometimes, you may feel as though you are not being treated fairly. If you feel as though your foster family is not treating you fairly, please talk about the problem with your foster family first. If the problem still occurs, discuss the problem with your Foster Care Worker and they will assist you. If you feel your Case Manager, Permanency Support Worker, or Foster Care Worker are not treating you fairly and you have tried to talk to your workers about the problem and the situation is not getting better, you can contact their Supervisor. If your concern is still not resolved, you contact the Concern Line at TFI.

You can call toll-free at 877-942-2239 or if you have access to the internet, you can also e-mail your problem to ConcernLine@tfifamilyservices.org. Someone not involved in your case will review your concern. They will contact the director of your area to find out more information about your concern. The director will contact you within 5 working days to discuss the problem with you to see if the problem can be solved. Please try to resolve the problem with the worker yourself first, though, before you resort to using the Concern Line.

# Court and Legal Process



This section will provide helpful information to you about

the court and legal process involved in your case.

Court can be a helpful time to assess the progress that your family has made to have you returned to their care. The following information was adapted from a handout titled “General Overview of the Court Process for Children in Need of Care.” Information in quotation was taken directly from the handout.

## Temporary Custody/Police Protective Custody

If you are placed in Police Protective Custody, a hearing will be held within 72 hours to review your case. At this time, the court will decide who will have temporary custody of you, meaning the court will decide whether you will live with your parents or in another placement. The temporary custody hearing will most likely be the first court appearance at Juvenile Court.

## Adjudication

This will most likely be the second court appearance at juvenile court. This is the hearing that will determine if you are a Child In Need of Care and if you will remain in a foster home. If the court finds the evidence to be true or there is an agreement by each parent, your attorney, and the district attorney, then you will be determined to be a Child In Need of Care and will remain in an out of home placement. If there is not enough evidence to support the petition, then the case will be dismissed, and you will return to your parents’ care.

## Dispositional Hearing

Your case will be reviewed again at this court hearing. You may return to your parent’s custody if certain conditions apply which will ensure your proper care and protection. If the court finds you are not able to return to your parent’s home the court will determine that you will remain in out of home placement. If the court has given the custody of you to someone else, then you cannot be returned to your parents’ care without written permission from the court.

## Court Review Hearing and Administrative Reviews

Following the dispositional hearing, future court hearings will be held to review the progress on the case. Court may choose to call the hearing, or an interested party may file a motion to request a hearing. The court will review the progress on your case at least every six months. The court has the ultimate decision regarding whether you can be returned to your parents’ care.

## Permanency Hearing

The court must have a hearing prior to you being in out of home placement for 12 months to determine if you and your parents are making reasonable efforts toward reintegration. This hearing is mandatory per federal implementation of ASFA (**A**doption and **S**afe **F**amilies **A**ct). If court determines neither you nor your family are making reasonable effort, they will request the agency (DCF and your case management team) determine other long-term goals for you.

## Termination of Parental Rights

This is a decision made by the Court to end your parent’s right to have custody of you. This happens only if the Court decides your parents have not been able to show the court, they can take care of you properly, and make sure you are safe and healthy. If this happens, the court will grant (give) custody of you to a dependable person or to DCF to ensure you are taken care of.

# Services for you

Need Help?

While in foster care, TFI will be providing you services to make sure all your needs are being met, you are healthy and safe, and to help you return home. This section describes the services available to you.

## Case/Permanency Plan

When you first come into foster care, your Case Management Team, your Foster Care Worker, your parents, you, DCF, other significant people involved in your life create a plan for you which will outline what needs to happen so you can go home. This is called a **case plan or permanency plan**. The case plan will outline tasks for you, your workers, your foster parents, and your family to complete, as well as needed services which will help you return home. The case plan will also outline when and how the visits will occur with your family. Case plans are completed every six months. During the case plan, this team of individuals will discuss the goal which you will be working towards. The court determines what is an appropriate case plan goal and approves changes in case plan goals. Examples of the types of goals which may be set for your case include:

**\*Reunification** – If the goal is reunification, you and your family will have tasks to complete that will help return you home. The primary case plan goal is almost always reunification with your family. This is also sometimes called Reintegration.

**\*Adoption –** The goal will be for the social workers to help identify a permanent home other than your parents’ home for which you will have a lifetime commitment to. Parental rights must be terminated for this to be the sole goal.

**\*** **Another Planned Permanency Living Arrangement (APPLA) –** The permanency goal of APPLA is appropriate only for youth age 16 or older, and when documentation has been provided to the court compelling reasons exist which make all other permanency options unacceptable. With this goal you will most likely work on Independent Living (IL) skills that will help you when you are released from custody and for when you live on your own. When the goal is APPLA, a foster home, Job Corps., TRAIL are options for placement. Job Corps. is in Manhattan Kansas. This provides a dorm like setting where you can complete your GED or High School diploma and learn a trade while living on their campus grounds. TRAIL is where you live in an apartment, and you are required to continue your schooling and hold a job, while following the rules that are set for you.

**\*Custodianship** – For those youth for whom the court has determined that reintegration and adoption are not viable permanency options, permanent custodianship provides the child with the next preferable goal. Permanent custodianship enables the caretaker to exercise all the rights and responsibilities of a parent without the on-going oversight of DCF. Custodianship may be an option for youth with or without the termination of parental rights. The resource must be an adult who will take custodianship/responsibility of you until you are eighteen years old. A person may or may not be a relative to take custodianship, and the courts release you from their custody to the guardian’s custody.

A concurrent case plan is one that is working on two goals at the same time. A secondary goal will be either APPLA, adoption, or custodianship.

## Placements

It is difficult to not be living with your family in familiar surroundings, away from your family, your house, your neighborhood, your friends and your things. TFI wants to place you in as much of a home-like environment as we can and make this time as comfortable for you as possible. Relatives or other people you know like friend’s parents, teachers, coaches are always the first option for placement if it is in your best interest. If you know of any family who might be able to care for you, please let your Case Management Team know.

If possible, we try to coordinate placement with your brothers and sisters who may also be in custody. Sometimes the foster homes available you need to be placed do not have enough room for you and all your brothers and/or sisters. We do try to place as many of you together and as close together as we can.

We also try to find a placement as close to your parents as possible. If there are no foster homes available in your hometown, we try to place you as close as we can. This way, you are closer to your family, and it is a community you may be more familiar with. If we do have to place you in a different foster home than your brothers and sisters, or if we do not place you close to home, we do keep searching for other foster homes which may be available later or better meet your needs.

When you are placed in a non-temporary foster home, an Icebreaker meeting will be held between your parents and foster parents. The purpose of this meeting is to help your parents and foster parents begin to get to know each other and help each to share information about you and what you need so they can all take care of you.

## Visits with your Worker

Your Foster Care Worker will visit you in your home a minimum of once per month. During this visit, your worker will ensure your foster parents are meeting your needs. They will also ask questions about your medical appointments, mental health appointments, life skills, and if there is anything the worker can do to help you or your foster family. The foster care worker will also visit with you privately so you may express any concerns that you have. The foster care worker will do an overall check of the foster home to ensure that your foster home is meeting specific regulations. Your Case Manager or Permanency Support Worker will also visit with you wherever you live once a month to find out how you are doing and review progress toward your case plan or permanency goal.

## Visits with your parents

TFI wants to make sure that you are as safe as possible. While you are in foster care, your family will be working to get you back home. When you first come into foster care, a worker may supervise the visits with your family. This allows the Case Management Team to help ensure you have the best visit possible with your family in a safe place. As your family works to complete their tasks from the case plan, you may start having more and more visits with your family. As your family continues to work to get you back home and your workers feel it will be safe for you, you may start to have overnight visits with your family in your own home. Your Case Manager or Foster Care Worker will be able to explain the frequency of your family’s visits with you and answer any questions you may have.

Sometimes, you are expecting to have visits with your family, and the visits do not always occur. This can be disappointing and upsetting for you. There are some different reasons why this may happen. There may have been a last-minute transportation problem that could not be avoided. It could be there were some concerns about your safety during the visits, so the visit may have been cancelled. The Case Management Team will be working to resolve these issues as quickly as possible.

## Visits with your siblings

If you are not placed with all your siblings who are in foster care, you are supposed to have at least 2 visits a month with them. One of those visits may be while you are visiting your parents. Sometimes there are reasons that you may not have these visits, usually if there is a concern about the safety of you or your siblings. The Case Management Team will be working to resolve these issues as quickly as possible so that you can see your siblings.

## Dental and Medical Care

While you are in foster care, TFI’s priority is to ensure you are in the best health possible. You will receive a medical and dental check-up scheduled within the first 30 days of your coming into foster care. If there is anything which requires follow up, you may have other appointments. While in foster care, you will receive a dental check-up every six months and a medical check-up once a year. You should also have your vision checked yearly. If you have not been to the doctor in quite a while, talk to your foster parent and your worker about whether you are due for another check-up. If you are in pain, if any part of your body hurts, please tell your foster parent and/or worker so you can see a doctor in a timely manner.

## Mental Health

You have been through a lot in your life. A lot of things have happened in your life before you entered foster care. Now that you are in foster care, you are placed away from everything you know and love. TFI workers are here to ensure you have the help you need. When you are first placed into foster care, a therapist will meet with you to determine if individual therapy can help you. You may not understand why you must go to these appointments. Your counselor or therapist is a trained professional there to help you deal with the stresses in your life and to teach you how to deal with these situations on your own. If you have any questions about seeing a counselor or therapist, please talk to your Case Management Team.

 Besides individual therapy, there are other mental health services you might participate in. Depending on your needs, you might receive supportive services, attendant care, in-home services, family therapy, etc. All these services are designed to help you address your specific needs.

## Education

If your new placement is not in the same school district you were in before, you should be back to school within a day or so. A Best Interest Determination meeting with your parents, the school, and your Case Manager to decide where you should be enrolled. While the school professionals need to know you are in foster care, other students should not be told unless you want to tell them. Sometimes the court will give orders for your attendance and for you to get certain grades in school. Because of all the changes in your life, it may be hard for you to focus on your schoolwork. If that happens, please tell your workers and they can get you some help. You may also participate in extra-curricular activities as long as you and your peers are safe.

## Sex Education

One of the many ways TFI wants to make sure you are safe and healthy is to give a brief introduction to sex education, which includes pregnancy prevention, HIV (**H**uman **I**mmunodeficiency **V**irus, which is the virus that causes AIDS) and AIDS (**A**cquired **I**mmuno**d**eficiency **S**yndrome) education, and other important facts related to sexual activity. Learning about this subject could help you to make healthy choices as you become an adult. If your parents provide us with permission, we can help you understand the basics of sex education. Please ask your Case Management Team if your parents have provided TFI with permission. If your parents have provided TFI with permission, your foster parents or Foster Care Worker will help you locate information regarding sex education. The following are areas in which you are required to be provided information:

1. Various sexually transmitted diseases including AIDS
2. possible cures
3. disease which are not curable
4. ways diseases are transmitted
5. ways to decrease transmission of diseases
6. Sexual development
7. Safe and healthy relationships
8. The need of regular exams
9. Various forms of contraception emphasizing abstinence

## Life Book

While in foster care, a life book will be provided to you by your case management team or your TFI Foster Care Worker. The life book allows you to document events important to you while in foster care as well as any pictures, awards, and anything else you would like to include. Your assigned Foster Care Worker will assist you at monthly visits to add information to the life book. Your foster parents will also work with you; this will ensure you have things to share with your parents, siblings, or relatives while you are in out of home care. The life book belongs to you and you can add anything to it you want, and it is yours to keep. You should be able to access it whenever you want.

## Life Skills

Life Skills are the things you need to know and know how to do to live on your own as an adult. Life Skills services shall be provided to all children 4 years of age and older who are in DCF custody and in out of home placement. All youth 14 years of age and older in out of home placement shall complete the Casey Life Skills Assessment CLSA). You and your Case Management Team will complete a CLSA which will help identify areas for us to help you work on. Children 14 and up must have at least 3 life skills listed on their case plan (one of which may include completion of the *Transition Plan for Successful Adulthood* form which is also required for children 14 and up.)

## AfterCare

TFI will provide services and supports for 6 months following the achievement of reunification/reintegration, adoption, permanent custodianship or if you age out of foster care. Services are provided to assure your safety and stability and to assist all family members in connecting with community services. **AfterCare Specialists** will be checking on how you and your family are doing and making sure your needs are being met.

## Online Resource Page

TFI has a webpage with various resources for your view. Use your QR reader to find supportive resources such information about RYAC and KYAC meetings, LBGTQ+ resources, Gear Up, information to contact Consumer Affairs Specialist and information about the Youth Savings Matching program.



# Appendix



Attached are beneficial forms and information

which will be helpful to you and your family

## Rights of Foster Children in DCF Custody

1. Live in a safe, comfortable placement, in accordance with K.S.A. 38-2255, and amendments thereto:
	1. Where such child lives in the least restrictive environment;
	2. where such child shall be treated with respect, have a place to store belongings and receive healthy food, adequate clothing and appropriate personal hygiene products;
	3. with siblings when possible; and
	4. upon proper investigation and consideration in accordance with K.S.A. 38-2242, and amendments thereto, with a relative, kinship care placement or someone from such child's community with similar religious beliefs or ethnic heritage;
2. have visits with family;
3. have as few placements as possible;
4. have and maintain belongings by:
	1. Making a list of belongings to have when placed out of home;
	2. providing such list of belongings to such child's case manager;
	3. bringing such belongings when placed out of home; and
	4. if going on a visit or to a new placement, having belongings packed and transportable for the visit or move;
5. have access to all appropriate school supplies, services, tutoring, extra-curricular, cultural and personal enrichment activities;
6. attend school daily in accordance with K.S.A. 38-2218, and amendments thereto;
7. receive a high school diploma if such child has earned the standard credits in accordance with K.S.A. 38-2285, and amendments thereto;
8. be notified of all hearings held pursuant to the revised Kansas code for care of children, when age or developmentally appropriate;
9. attend, in person or virtually, all court hearings held pursuant to the revised Kansas code for care of children, when age or developmentally appropriate;
10. address the court regarding any proposed placement or placement change in accordance with K.S.A. 38-2262, and amendments thereto, when age or developmentally appropriate;
11. have a guardian ad litem represent the best interests of the child, in accordance with K.S.A. 38-2205, and amendments thereto, and contact such child regularly;
12. request an attorney who will represent the position of the child, if different than the determinations of the guardian ad litem, in accordance with K.S.A. 38-2205, and amendments thereto;
13. have privacy to send and receive unopened mail and make and receive phone calls;
14. have regular and private contact with and access to case managers, attorneys and advocates;
15. access accurate and necessary information for such child's well-being from case managers and guardians and any person who is by law liable to maintain, care for or support the child;
16. have as few changes in case managers as possible;
17. contact a case manager's supervisor if there is a conflict that cannot be resolved between such child and such child's case manager; and
18. when transitioning out of the child welfare system:
	1. Be an active participant in developing a transition plan, as defined in K.S.A. 38-2202, and amendments thereto;
	2. have services and benefits explained;
	3. have a checking or savings account;
	4. learn to manage money when age or developmentally appropriate;
	5. learn job skills that are age or developmentally appropriate; and
	6. be involved in life skills training and activities.

**TFI**

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## Access To Case Record Request

Client: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DOB:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Assigned Case Worker:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I am requesting to: (mark only one per form) [ ]  **read** [ ]  **edit** [ ] **copy** [ ]  **add**

Information to the above-named client record maintained by TFI.

The purpose of my request to have access to the above-named client file is:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The specific information I wish to review/add/copy edit includes:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Client Date

|  |
| --- |
| **For use by TFI ONLY**Date request was received by TFI \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_By Whom:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Assigned Worker was informed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date Director was given form:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Please indicate date information was reviewed by client: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (must be within 30/60 days)Please indicate information shared with client:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Please indicate any information copied for client:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cost paid by client:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Was request to add information [ ]  approved **or** [ ]  denied Reason for denial:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Was request to edit information [ ]  approved **or**  [ ]  denied Reason for denial:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_Director Printed Name Director Signature Date |

Effective: 3/03

## TFI Family Services, Inc. NOTICE OF PRIVACY PRACTICES

This notice describes how information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Privacy is a very important concern for all those who come to TFI Family Services, Inc. for services. It is also complicated because of federal and state laws and our profession. Because the rules are so complicated some parts of this Notice are quite detailed and you probably will have to read them several times to understand. If you have any questions our Privacy Officer will be happy to help you. Your Case Management Team, Foster Care Worker, or Foster Parent can provide you with the contact information for TFI Family Services, Inc. Privacy Officer.

**A. Introduction To Our Clients**

This notice will tell you about how we handle information about you. It tells how we use this information in our office, how we share it with other professionals and organizations, and how you can see it. We want you to know all this so that you can make the best decisions for yourself. We are also required to tell you about this because of the privacy regulations of a federal law, the **H**ealth **I**nsurance **P**ortability and **A**ccountability **A**ct of 1996 (**HIPAA**). Because this law and the laws of Kansas are very complicated, we have simplified some parts. If you have any questions or want to know more about anything in this Notice, please ask our Privacy Officer for more explanation or more details, or feel free to talk to your Case Management Team.

**B. What We Mean By Your Information**

Each time we meet with you or a member of your family, we are collecting information about you and your well-being. Much of this information is related to your physical, medical, educational, emotional, and mental health status from the past, present or future. Information collected can also be relating to payment for care and services provided treatment or other services you received from an affiliate agency or us. This information goes into your case file at the office. In the office this **P**rotected **H**ealth **I**nformation (**PHI**) is likely to include the following kinds of information:

* Your family history (you and each family member) will include family information, marital history of your parents, past services received, your parents’ work experience and skill level, educational information, relationship with extended family, support systems, past allegations, past charges or convictions, or diagnosis.
* Reasons you were referred, individual and family strengths, needs, goals, tasks, progress toward goals and tasks.
* Treatment plans and/or case plans.
* Records we get from others who treated, evaluated, or provided care for you or your family members (reports, school records, medical records, test results, etc.).
* Progress notes are individualized notes that workers make after all contacts with you or others that work with you that describe what was discussed and what was observed.
* Reports on incidents that have generally occurred with children in custody such as injury, behavior or conduct concern, or allegations.
* Insurance billing information (placement agreements, authorizations).
* Legal documents (court report, court order and journal entry).

This list is just to give you an idea about what types of information will be kept in a file (record) about you. There may be other kinds of information that will be in your clinical file. You will also find consents and authorizations that legal guardian and clients sign to allow professionals to share information in order to work with your family most effectively. Other reports and assessment tools are also completed to assure those providers working with us have enough information and we are making all necessary referrals needed to work with you and your family.

**C. Privacy and the Laws**

The HIPAA law requires us to keep your family’s information private and to give you this notice of our legal duties and our privacy practices, which is called the Notice of Privacy Practices (NPP). We will obey the rules of this notice as long it continues to meet with the requirements of the current laws. If the laws change, and/or we need to change the rules of the notice to follow the current law, the new NPP will apply to all the information we keep. If we change the NPP we will post the new Notice in our office and our web site at https://tfifamily.org.

**D. How your Protected Health Information can be Used and Shared**

When others read your information in the agency it is considered by law **“use.”** If the information is shared with or sent to persons outside this agency, it is called by law, “**disclosure.”** Except in some special circumstances, when we use your protected information here or disclose it to others, we share only the **minimum amount of information necessary** needed for the purpose.

**1. Uses and Disclosures of Information with Your Consent**

Your parents will be asked to sign a separate **Consent form** to allow your Case Management Team to use and share only the minimum necessary. In almost all cases we intend to use your information here or share your information with other people or organizations to provide **Treatment** to you, arrange for **Payment** for our services, or some other business functions call health care **Operations** (providing needed safety information).

**1a. For Treatment, Payment or Health Care Operations**:

If a child is in state custody and the Court has determined that a department (DCF or JJA) of the state has legal custody of the child, then the state department responsible for the care of that child can provide us with consent to provide treatment. This means that if your parents refuse treatment, we may ask the State department that currently has custody of you to provide consent to treat you. We prefer however, that your parents’ consent for us to provide care and treatment for you.

*For Treatment:* We use or disclose your information to provide you and your family with the services needed and identified in your case plan/treatment plan. These treatment services can include: mental health services, drug and alcohol services, housing or domestic services, placement services, vocational services, educational services and medical services.

*For Payment:* We may use or disclose your information to bill your parents’ private insurance, client medical card, your parents’ directly, or the State of Kansas (DCF or JJA) for services provided.

*For Health Care Operations:* We may use or disclose your information to see where we can make improvements in the care and services that we provide.

**1b. Other Uses in Healthcare**

*Phone Calls and Written Correspondence:* We may use and disclose information to reschedule, remind you of appointments, notify you of incidents, request surveys for treatment or other care.

*Treatment Alternatives:* We may use and disclose your information to tell you about or recommend possible treatment or alternatives or other health-related benefits that may be of interest to you.

*Research:* We may use or share your information to do research to improve treatments. In all cases your name, address and other information that reveals who you are will be removed from the information given to researchers.

*Audits:* Internal and external agency case file audits may randomly occur. The auditor will have access briefly to all your information and is bound by confidentiality not to reveal any information they read to any other person.

*Business Associates:* There are some jobs we hire other businesses to do for us. They are called our Business Associates by law. Examples include transport drivers. These business associates may need to receive some of your information to do their jobs properly, but they are bound by confidentiality.

**2. Uses and Disclosures Requiring Your Authorization**

If we want to use your information for any purpose besides treatment, payment, and other benefits/services, or those we described above we need your parents’ permission on an Authorization form. We do not expect to need this very often.

If your parents’ do authorize us to use or disclose your information, your parents’ can revoke (cancel) permission, in writing, at any time. After that time, we will not use or disclose your information for the purposes that we agreed to. Of course, we cannot take back any information we had already disclosed with your permission or that we had used in our office.

**3. Uses and Disclosures of Information from Clinical Files not requiring Consent or Authorization**

The laws let us use and disclose some of your information without your consent or authorization in some cases.

*When required by law:* There are some federal, state, or local laws, which require us to disclose information.

* We must report suspected child abuse or neglect.
* If you are involved in a lawsuit or legal proceeding and we receive a subpoena, discovery request, or other lawful process we may have to release some of your information.
* We must disclose some information to the government agencies, which check on us to see that we are obeying the privacy laws or with which we have a contract to provide services.

*For Law Enforcement Purposes:* To investigate any crimes.

*For public health activities:* To agencies which investigate disease or injuries.

*For specific government functions:* To military personnel, veterans, worker’s compensations or correctional facilities.

*To Prevent a Serious Threat to Health or Safety:* To yourself or your family.

**4. Uses and Disclosures Requiring You to have an Opportunity to Object**

We can share some information about you with your family or others such as those involved in your care or anyone else your parents choose such as close friends or clergy (i.e. locating kinship placement).

If it is an emergency -so we cannot ask if you disagree- we can share information if we believe it is what you would have wanted and if we believe it will help you if we do share it.

**5. An Accounting of Disclosures**

When we disclose your information, we keep some record of whom we sent it to, when we sent it, and what we sent. You can get an accounting (list or record) of many of these disclosures.

**E. If you have Questions or Problems**

If you need more information or have questions about the privacy practices described above, please speak to the Privacy Officer.