

Office of Inspector General
Residential Child Care Licensing (RCCL)

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1700 Adverse Actions

	Department of Human Services Policy and Manual Management System	Index: POL 1700
		Revised: 04/01/2024
		Next Review: 04/01/2026

Policy

It is the policy of Residential Child Care Licensing (RCCL) to initiate an adverse action upon finding that an applicant or licensee engages in the following:

1. Knowingly makes any verbal or written false statement of material fact in connection with the application for a license, on documents submitted to the Department as part of any inspection or investigation, or in the falsification or alteration of facility records made or maintained by the facility;
2. Fails or refuses, without legal cause, to provide the Department with access to the premises subject to regulation or information pertinent to the initial and continued licensing of the facility;
3. Fails to comply with Georgia licensing requirements; or
4. Fails to comply with the provisions of O.C.G.A. §§ 49-5-12.

RCCL will deny an application for licensing and suspend or revoke the license of any facility that does not comply with Georgia law, Department rules and regulations, or any specific terms (waivers or variances) of an individual license. Civil penalties and restrictions to licenses will also be imposed when applicable.

Authority

O.C.G.A. §§ 49-5-12
O.C.G.A. §§ 49-5-12.1
O.C.G.A. §§ 49-2-17
O.C.G.A. §§ 49-5-8

References

RCC TRAILS
Rules and Regulations for Enforcement of Licensing Requirements, Chapter 290-1-6 Guidance Form
- RCCL Enforcement Matrix
RCCL Enforcement Actions Flowchart

Applicability

This policy applies to all RCCL staff and licensed Child Welfare Agencies.

Definitions

Adverse Action

An adverse action is taken when non-compliance with rules poses a risk that endangers the health and safety of children, or there are indications of a continued failure to comply with Department rules and regulations or Georgia law.

Child Welfare Agencies

Licensed Child-Caring Institutions (CCI), Child-Placing Agencies (CPA), Outdoor Child Caring Programs (OCCP), Children's Transition Care Centers (CTCC), and Maternity Homes (MH).

Civil Penalty

Fines imposed against a facility that does not comply with the law, Department rules and regulations, prior settlement agreements, or any specific terms (waivers or variances) of an individual license.

Initial

When the occurrence is atypical for the facility. Initial incidents are rated on the RCCL Enforcement Matrix as either an "A", "D", "G" or "J", with "J" being the most severe.

Repeat

When the problems causing the deficiencies within a facility are pervasive (cited two or more times in a 24 month period) and/or represent systemic failure. A "repeat" problem, according to the RCCL Enforcement Matrix, can be rated as a "C", "F", "I", or "L", with "L" being the most severe.

Subsequent

When the situation has occurred in several locations, and/or repeated occurrences of the same deficient process. A "subsequent" rating may occur, according to the RCCL Enforcement Matrix, as a "B", "E", "H" or "K", with "K" being the most severe.

Responsibilities

1. The RCCL Director is responsible for monitoring requirements for updating this policy.
2. The RCCL Publisher and the Training and Development Supervisor will update this policy according to state requirements.

History

Replaces Adverse Action POL1700, last reviewed on 4/01/2024.

Evaluation


RCCL Surveyor Specialists and RCCL Surveyor Supervisors will evaluate this policy when:

1. Conducting annual relicensure inspections and complaint investigations of licensed Child Wel-

fare Agencies.

2. Conducting random monthly quality assurance audits of survey reports.

1701 Change of Ownership

 The seal of the State of Georgia, featuring a central figure holding a scale and a sword, surrounded by the text 'STATE OF GEORGIA CONSTITUTION 1776' and the motto 'DIEBUS QUI PRO DOMINA JUSTITIA SEQUITUR'.	Department of Human Services Policy and Manual Management System	Index: POL 1701
		Revised: 04/01/2024
		Next Review: 04/01/2026

Policy

It is the policy of Residential Child Care Licensing (RCCL) to maintain the most current ownership information for each licensed facility. All licensed Child-Caring Institutions (CCI), Child-Placing Agencies (CPA), Outdoor Child Caring Programs (OCCP), Maternity Homes (MH), and Children's Transition Care Centers (CTCC) are required to complete a Change Request Form and submit the form, along with the required documentation regarding the ownership change, to the assigned RCCL Specialist Surveyor. The completed form and related documentation must be submitted electronically within 10 calendar days of the legal effective date or at least 30 days prior to the planned effective date. Ownership information includes, but is not limited to, the name(s) of the owner(s) of the facility (sole proprietorship, partnership, corporation, or limited liability company), bylaws, board members, if applicable, and notarized letter of acceptance.

1. The owner identified on the license no longer legally owns the facility;
2. The governing board identified in the approved application no longer have the ultimate authority over the facility;
3. There is a change in the legal name and/or the organizational structure of the facility; or
4. The entity approved to operate is sold to another entity.

Current licenses issued by RCCL are non-transferable. Any licensed CCI, OCCP, MH, or CTCC that relocates due to a change of ownership, or any other factor, must submit a new application for RCCL's approval to operate. The new physical plant must meet all requirements stated in the applicable Rules of the Department of Human Services and must be inspected and approved by RCCL prior to providing care to children.

Authority

O.C.G.A. §§ 49-5-8

O.C.G.A. §§ 49-5-12

References

RCCL Change Request Form

Applicability

This policy applies to all RCCL staff and licensed Child Welfare Agencies.

Definitions

Articles of Incorporation

A legal document that creates a corporation; it is filed with the state by the founders of a corporation and is governed by the laws of the state.

Articles of Organization

A legal document that creates a limited liability company (LLC); it is filed with the state by the organizers of the LLC and is governed by the laws of the state.

Bylaws

An organization's internal operating rules.

Child Welfare Agencies

Licensed Child-Caring Institutions (CCI), Child-Placing Agencies (CPA), Outdoor Child Caring Programs (OCCP), Children's Transition Care Centers (CTCC), and Maternity Homes (MH).

Responsibilities

1. The RCCL Director is responsible for monitoring requirements for updating this policy.
2. The RCCL Publisher and the Training and Development Supervisor will update this policy according to state requirements.

History


Replaces Change of Ownership POL1701, last reviewed on 4/01/2024.

Evaluation

RCCL Surveyor Specialists and RCCL Surveyor Supervisors will evaluate this policy when:

1. Conducting annual relicensure inspections and complaint investigations of licensed Child Welfare Agencies.
2. Conducting random monthly quality assurance audits of survey reports.

1703 Closing Inspection Files

	Department of Human Services Policy and Manual Management System	Index: POL 1703
		Revised: 04/01/2024
		Next Review: 04/01/2026

Policy

It is the policy of Residential Child Care Licensing (RCCL) to document and maintain the results of all licensing inspections performed at all licensed Child-Caring Institutions (CCI), Child-Placing Agencies (CPA), Maternity Homes (MH), Children’s Transitional Care Centers (CTCC) and Outdoor Child Caring Programs (OCCP). Inspections include initial visits, re-licensing surveys, follow-ups, amendments, and complaint investigations. Upon the completion of an inspection and/or investigation at facilities subject to regulation by the Department of Human Services, RCCL Surveyor Specialists will:

1. Document non-compliance, citing the specific Rules of the Department of Human Services for which compliance was evaluated on the Statement of Deficiencies Form within RCC TRAILS. Include the conditions of any waiver or variance in effect, conditions on any risk evaluation, and any restrictions on the license. For all complaint investigations, link the survey to the applicable complaint in RCC TRAILS.
2. State the date(s) by which the Plan of Correction must be received. The date(s) in which correction(s) must be made should also be stated. Compliance dates should be reasonable, based upon the risk to children in care. A Plan of Correction is due within 10 days from the date of receipt of the Statement of Deficiencies.
3. Finalize each inspection within 45 calendar days from the start date of the inspection.
4. Send notification of the results of each inspection to all licensees/potential licensees via email within 24 hours of closure.
5. The RCCL File Checklist and all applicable items to include, but are not limited to, worksheets, relicensure packets, photos, videos, and any received evidence/documentation shall be uploaded into RCC TRAILS or the facility file in SharePoint.
6. Maintain a copy of all inspections and applicable items in the permanent files according to the RCCL Records Retention policy.

Authority

O.C.G.A. §§ 49-5-8

O.C.G.A. §§ 49-5-12

References

POL-1715 Timeframes for Completing Surveys

RCCL Preliminary Inspection Report

RCCL File Checklist

RCCL Complaint/Incident Process

Applicability

This policy applies to all RCCL staff.

Definitions

Responsibilities

1. The RCCL Director is responsible for monitoring requirements for updating this policy.
2. The RCCL Publisher and the Training and Development Supervisor will update this policy according to state requirements.

History


Replaces Closing Inspection Files POL1703, last reviewed on 4/01/2024.

Evaluation

The RCCL Director, Program Director, Surveyor Manager and RCCL Surveyor Supervisors will evaluate this policy when:

1. Conducting monthly data analysis of RCCL reports.
2. Conducting random monthly quality assurance audits of survey reports.

1704 Conducting Complaint and Incident Investigations

	Department of Human Services Policy and Manual Management System	Index: POL 1704
		Revised: 04/01/2024
		Next Review: 04/01/2026

Policy

It is the policy of Residential Child Care Licensing (RCCL) to receive and evaluate complaints and incidents concerning the care and services provided by entities subject to child welfare agency licensure. RCCL conducts two types of investigations:

1. **Complaint investigations:** Investigations of alleged non-compliance of licensing rules and regulations reported by citizens, RCCL Surveyors, and other state and community agencies.
2. **Incident investigations:** Investigations of possible non-compliance of licensing rules and regulations resulting from self-reported serious or unusual incidents.

RCCL will investigate those complaints and incidents that, if substantiated, would indicate that a facility or agency is not in compliance with the Rules and Regulations of the Department of Human Services.

Authority

O.C.G.A. §§ 49-5-8

O.C.G.A. §§ 49-5-12

References

RCC TRAILS

POL-1710 Prioritizing and Assigning Complaint/Self-Reported Incident Investigations

RCCL Complaint/Incident Process Flowchart

RCCL Enforcement Actions

Applicability

This policy applies to all RCCL staff.

Definitions

Allegation

An assertion of improper care against a licensed provider that could result in a deficiency.

Complaint

An oral or written report made to RCCL by anyone other than the administrator or authorized official for a provider that alleges noncompliance with State laws and regulations.

Investigation

Steps taken by RCCL staff to determine the validity of a report of possible noncompliance with applicable Rules and Regulations of the Department of Human Services.

Self-Reported Incident

A statement, either oral or written, received from an authorized representative of a licensed or certified facility that the facility is required to report by law or regulation to RCCL.

Substantiated Allegation

An allegation is substantiated if a preponderance of evidence supporting an assertion of non-compliance with applicable Rules and Regulations of the Department of Human Services, is obtained during an investigation.

Inconclusive Allegation

An allegation is inconclusive if an insufficient amount of evidence supporting an assertion of noncompliance with applicable Rules and Regulations of the Department of Human Services, is obtained during an investigation.

Unsubstantiated Allegation

An allegation is unsubstantiated if little or no evidence supporting an assertion of noncompliance with applicable Rules and Regulations of the Department of Human Services, is obtained during an investigation.

Responsibilities

1. The RCCL Director is responsible for monitoring requirements for updating this policy.
2. The RCCL Publisher and the Training and Development Supervisor will update this policy according to state requirements.

History

Replaces Conducting Complaint and Incident Investigations POL1704, last reviewed on 4/01/2024.


Evaluation

The RCCL Director, Program Director, Surveyor Manager, Intake/Triage Supervisor and RCCL Surveyor Supervisors will evaluate this policy when:

1. Conducting monthly data analysis of RCCL reports.

2. Conducting random weekly quality assurance audits of reports received by Triage.
3. Conducting random weekly reviews of intakes assigned for investigations.

1705 Conducting Relicensure Inspections

	Department of Human Services Policy and Manual Management System	Index: POL 1705
		Revised: 04/01/2024
		Next Review: 04/01/2026

Policy

It is the policy of Residential Child Care Licensing (RCCL) to conduct inspections of all licensed child welfare agencies, at a minimum annually, pursuant to O.C.G.A. §§ 49-5-12. RCCL will inspect (as applicable) documented files, program related materials, the physical plant, and a percentage of foster homes to ensure compliance with the Rules and Regulations of the Department of Human Services during relicensure visits.

Authority

O.C.G.A. §§ 49-5-12

References

POL-1715 Timeframes for Completing Surveys
POL-1703 Closing Inspection Files
POL-1709 Plan of Correction
OIG-RCCU-FHV-POL-Conducting Foster Home Visits
Guidance Form: Plan of Correction
Guidance Form: Preliminary RCCL Inspection Report
RCCL File Checklist
PowerPoint Presentation: Conducting the Relicensure Inspection
Residential Child Care Licensing Enforcement Actions

Applicability

This policy applies to all RCCL staff and licensed Child Welfare Agencies.

Definitions

Child Welfare Agencies

Licensed Child-Caring Institutions (CCI), Child-Placing Agencies (CPA), Outdoor Child Caring Programs (OCCP), Children’s Transition Care Centers (CTCC), and Maternity Homes (MH).

Relicensure

An inspection of a currently licensed child welfare agency.

Responsibilities

1. The RCCL Director is responsible for monitoring requirements for updating this policy.
2. The RCCL Publisher and Training and Development Supervisor will update this policy according to state requirements.

History


Replaces Conducting Relicensure Inspections POL1705, last reviewed on 4/01/2024.

Evaluation

The RCCL Director, Program Director, Surveyor Manager and RCCL Surveyor Supervisors will evaluate this policy when:

1. Conducting monthly data analysis of RCCL reports.
2. Conducting random monthly quality assurance audits of survey reports.

1707 Follow Up Inspections

	Department of Human Services Policy and Manual Management System	Index: POL 1707
		Revised: 04/01/2024
		Next Review: 04/01/2026

Policy

It is the policy of Residential Child Care Licensing (RCCL) to conduct unannounced follow-up surveys at licensed facilities that receive a subsequent Category III violation or higher during a licensing inspection or investigation. All follow-up surveys will include a determination as to whether or not previously cited violations have been corrected within the time frame specified in the Plan of Correction.

Authority

O.C.G.A. §§ 49-5-8

References

POL-1750 Timeframes for Completing Surveys

POL-1703 Closing Inspection Files

Guidance Form - RCCL Enforcement Matrix

Applicability

This policy applies to all RCCL staff and licensed Child Welfare Agencies.

Definitions

Child Welfare Agencies

Licensed Child-Caring Institutions (CCI), Child-Placing Agencies (CPA), Outdoor Child Caring Programs (OCCP), Children’s Transition Care Centers (CTCC), and Maternity Homes (MH).

Category I violation

A violation or combination of violations of licensing requirements which has caused death or serious physical or emotional harm to a person or persons in care or poses an imminent and serious threat or hazard to the physical or emotional health and safety of one or more persons in care.

Category II violation

A violation or combination of violations of licensing requirements that has a direct adverse

effect on the physical or emotional health and safety of a person or persons in care.

Category III violation

A violation or combination of violations of licensing requirements which indirectly or over a period of time has or is likely to have an adverse effect on the physical or emotional health and safety of one or more persons in care, or a violation or combination of violations of administrative, reporting, or notice requirements.

Initial violation

A violation that has not been previously cited within the past twenty-four months.

Subsequent violation

A violation or substantially similar violation that has been found and cited one other time during the past twenty-four months.

Repeat violation

A violation or substantially similar violation that has been found and cited two or more other times during the past twenty-four months.

Responsibilities

1. The RCCL Director is responsible for monitoring requirements for updating this policy.
2. The RCCL Publisher and the Training and Development Supervisor will update this policy according to state requirements.

History


Replaces Follow Up Inspections POL1707, last reviewed on 4/01/2024.

Evaluation

The RCCL Director, Program Director, Surveyor Manager and RCCL Surveyor Supervisors will evaluate this policy when:

1. Conducting monthly data analysis of RCCL reports.
2. Conducting random monthly quality assurance audits of survey reports.

1708 Office Conference

	Department of Human Services Policy and Manual Management System	Index: POL 1708
		Revised: 04/01/2024
		Next Review: 04/01/2026

Policy

Residential Child Care Licensing (RCCL) may request an office conference with facilities at its discretion. It is the policy of RCCL to request office conferences with licensed Child Welfare Agencies that receive multiple repeat citations within a 24 month period, or any other purpose at its discretion.

Authority

O.C.G.A. §§ 49-5-8

References

POL-1707 Follow Up Inspections
RCCL Office Conference Letter

Applicability

This policy applies to all RCCL staff and licensed Child Welfare Agencies.

Definitions

Child Welfare Agencies

Licensed Child-Caring Institutions (CCI), Child-Placing Agencies (CPA), Outdoor Child Caring Programs (OCCP), Children’s Transition Care Centers (CTCC), and Maternity Homes (MH) operating under a license issued by RCCL.

Responsibilities

1. The RCCL Director is responsible for monitoring requirements for updating this policy.
2. The RCCL Publisher and the Training and Development Supervisor will update this policy according to state requirements.

History

Replaces Office Conferences POL1708, last reviewed on 4/01/2024.

Evaluation

The Surveyor Supervisors will evaluate this policy when conducting random monthly quality assurance audits of survey reports.

1709 Plan of Correction

	Department of Human Services Policy and Manual Management System	Index: POL 1709
		Revised: 04/01/2024
		Next Review: 04/01/2026

Policy

It is the policy of Residential Child Care Licensing (RCCL) to ensure that all licensed entities correct cited deficient practices and state corrections in writing, as a Plan of Correction (PoC), within 10 business days of receiving the Statement of Deficiencies. It is the intent of RCCL that this process be conducted in good faith, in an effort to prevent the need for costly and time-consuming formal hearings. The opportunity to refute findings within the PoC is granted to licensed providers upon receipt of the final inspection report.

Authority

O.C.G.A. §§ 49-5-8

References

POL-1703 Closing Inspection Files

POL-1707 Follow Up Inspections

POL-1700 Adverse Actions

Applicability

This policy applies to RCCL staff and licensed Child Welfare Agencies.

Definitions

Adverse Action

Adverse action is taken when rule citations for non-compliance are numerous, subsequent, repeat, or pose a risk that endangers the health and safety of consumers, or there are indications of a facility's continued failure to comply with DHS rules and regulations or Georgia law over time. Adverse action sanctions include, but are not limited to, civil penalties, revocations and denial of an application.

Child Welfare Agencies

Licensed Child-Caring Institutions (CCI), Child-Placing Agencies (CPA), Outdoor Child Caring Programs (OCCP), Children's Transition Care Centers (CTCC), and Maternity Homes (MH) operating under a license issued by RCCL.

Plan of Correction

A written plan submitted to RCCL by the person or persons responsible for the CCI, CPA, OCCP, MH or CTCC. The plan shall identify the existing areas of non-compliance coupled with the proposed procedures, methods and period of time required to correct the areas of non-compliance.

Refutation

A provider's objection to one or more cited deficiencies on the Statement of Deficiencies. All objections must be included in the PoC.

Responsibilities

1. The RCCL Director is responsible for monitoring requirements for updating this policy.
2. The RCCL Publisher and the Training and Development Supervisor will update this policy according to state requirements.

History


Replaces Plan of Correction POL1709, last reviewed on 4/01/2024.

Evaluation

The RCCL Director, Program Director, Surveyor Manager, and RCCL Surveyor Supervisors will evaluate this policy when:

1. Conducting monthly data analysis of RCCL reports.
2. Conducting random monthly quality assurance audits of survey reports.

1710 Prioritizing and Assigning Complaint / Self Reported Incident Investigations

	Department of Human Services Policy and Manual Management System	Index: POL 1710
		Revised: 04/01/2024
		Next Review: 04/01/2026

Policy

It is the policy of Residential Child Care Licensing (RCCL) to receive, evaluate, and document all complaints and self-reported incidents regarding care in facilities subject to licensure. RCCL staff will investigate the following:

1. Allegations of maltreatment and/or inadequate care occurring in privately licensed entities where harm or the potential for harm is assessed as requiring investigation.
2. Possible non-compliance with the law, licensing rules, and/or waivers or variances placed on a license where harm or the potential for harm is assessed as requiring investigation.

Authority

O.C.G.A. §§ 49-5-8

References

RCC Trails
RCCL Incident Reporting Form
RCCL Step by Step Guide to Reporting

Applicability

This policy applies to all RCCL staff and licensed Child Welfare Agencies.

Definitions

Allegation

An allegation is an assertion of improper care against a licensed provider that could result in a deficiency.

Child Welfare Agencies

Licensed Child-Caring Institutions (CCI), Child-Placing Agencies (CPA), Outdoor Child Caring Programs (OCCP), Children’s Transition Care Centers (CTCC), and Maternity Homes (MH).

Complaint

A Complaint is an oral or written report made to RCCL by anyone other than the administrator or authorized official for a provider that alleges maltreatment, inadequate care and/or noncompliance with State laws and regulations.

Investigation

Steps taken by RCCL staff to determine the validity of a report alleging non-compliance of the law or applicable Rules of the Department of Human Services.

Self-Reported Incident

A detailed statement, either oral or written, received from an authorized representative of a licensed or certified facility that the facility is required to report by law or regulation to RCCL.

Responsibilities

1. The RCCL Director is responsible for monitoring requirements for updating this policy.
2. The RCCL Publisher and the Training and Development Supervisor will update this policy according to state requirements.

History


Replaces Prioritizing and Assigning Complaint/Self-Reported Incident Investigations POL1710, last reviewed on 4/01/2024.

Evaluation

The RCCL Director, Program Director, Surveyor Manager, Intake/Triage Supervisor and RCCL Surveyor Supervisors will evaluate this policy when:

1. Conducting monthly data analysis of RCCL reports.
2. Conducting random weekly quality assurance audits of reports received by Triage.

1711 Retention of Records

	Department of Human Services Policy and Manual Management System	Index: POL 1711
		Revised: 04/01/2024
		Next Review: 04/01/2026

Policy

It is the policy of Residential Child Care Licensing (RCCL) to comply with state and federal laws regarding the retention and disposition of licensing records. The purpose of this policy is to ensure that necessary records and documents are adequately protected and maintained; and to ensure that records that are no longer needed or are of no value are destroyed at the appropriate time. This policy is also intended to preserve records that must be maintained permanently for administrative reasons.

This policy applies to records, regardless of format, whether paper, electronic, or microform (e.g., microfilm, microfiche, magnetic tapes and CD-ROM), or more traditional media. RCCL encourages record retention in an electronic format whenever possible. If paper records are converted to an electronic format that captures and retains all information contained in the paper documents (e.g., PDF files), preservation of the original paper documents may not be required. RCCL staff shall consult with the RCCL Associate General Counsel before destroying original paper versions of documents, that have been converted into an electronic format, to determine if there are any laws that prohibit the destruction of the paper documents.

Individuals responsible for the retention of records are also responsible for the destruction of records following the retention guidelines listed in Section B of this policy. Documents should be destroyed in a manner that ensures that all sensitive or confidential material can no longer be read or interpreted. This means that applicable paper documents should be shredded, and applicable electronic documents should be erased or otherwise rendered unreadable.

Authority

O.C.G.A. § 50-18-90 et seq.

References

Retention Schedules for State Government Records (Distributed by the Georgia Secretary of State's Division of Archives and History)
Guidance Form - RCCL File Retention Procedures

Applicability

This policy applies to all RCCL staff and licensed Child Welfare Agencies.

Definitions

Child Welfare Agencies

Licensed Child-Caring Institutions (CCI), Child-Placing Agencies (CPA), Outdoor Child Caring Programs (OCCP), Children's Transition Care Centers (CTCC), and Maternity Homes (MH).

Permanent

Records of information that for legal, historical, fiscal, or administrative reasons must be retained.

Retention

The period of time a record of information must be kept.

Responsibilities

1. The RCCL Director is responsible for monitoring requirements for updating this policy.
2. The RCCL Publisher and the Training and Development Supervisor will update this policy according to state requirements.


History

Replaces Retention of Records POL1711, last reviewed on 4/01/2024.

Evaluation

The RCCL Director, Program Director and Administrative Assistant will evaluate this policy when purging records annually in December.

1712 Refutation

	Department of Human Services Policy and Manual Management System	Index: POL 1712
		Revised: 04/01/2024
		Next Review: 04/01/2026

Policy

It is the policy of Residential Child Care Licensing (RCCL) to grant licensed providers the opportunity to refute findings and/or citations identified within a final Statement of Deficiencies (survey report) if the refutation is submitted along with a required written Plan of Correction (POC) and prior to the Department’s approval of the written plan of correction. Where a Statement of Deficiencies (survey report) does not include citations requiring a written POC, the refutation must be submitted within 10 business days of receipt of the final Statement of Deficiencies (survey report).

It is the intent of RCCL that this process be conducted in good faith by ensuring that any disputes of findings and/or citations are evaluated objectively by a committee of RCCL staff with no direct involvement in the refuted survey. Acknowledgement of receipt of refutations will be sent to the licensed provider within five business days of receipt. A final response and detailed outcome will be provided to the licensed provider within thirty calendar days of the Acknowledgement Letter.

Authority

O.C.G.A. §§ 49-5-8

References

POL-1709 Plan of Correction

Applicability

This policy applies to all RCCL staff and licensed Child Welfare Agencies.

Definitions

Child Welfare Agencies

Licensed Child-Caring Institutions (CCI), Child-Placing Agencies (CPA), Outdoor Child Caring Programs (OCCP), Children’s Transition Care Centers (CTCC), and Maternity Homes (MH).

Plan of Correction

A written plan submitted to RCCL by the person or persons responsible for the CCI, CPA, OCCP, MH or CTCC. The plan shall identify the existing areas of non-compliance coupled with the pro-

posed procedures, methods and period of time required to correct the areas of noncompliance.

Refutation

A provider's objection to one or more cited deficiencies on the Statement of Deficiencies. All objections must be included in the Plan of Correction.

Responsibilities

1. The RCCL Director is responsible for monitoring requirements for updating this policy.
2. The RCCL Publisher and the Training and Development Supervisor will update this policy according to state requirements.

History


Replaces Refutations POL1712, last reviewed on 4/01/2024.

Evaluation

The RCCL Director, Program Director and Surveyor Manager will evaluate this policy when:

1. Conducting monthly data analysis of RCCL reports.
2. Conducting annual relicensure inspections and complaint investigations of licensed child welfare agencies.
3. Conducting random monthly quality assurance audits of survey reports.

1713 Registering Runaway and Homeless Youth Programs

	Department of Human Services Policy and Manual Management System	Index: POL 1713
		Revised: 04/01/2024
		Next Review: 04/01/2026

Policy

It is the policy of Residential Child Care Licensing (RCCL) to register and periodically inspect all Runaway and Homeless Youth Programs (RHYP) established by nonprofit charitable organizations in accordance with the “Runaway Youth Safety Act”. Organizations operating a RHYP shall register and develop program guidelines as follows:

Inspections and Investigations:

1. RCCL will inspect registered organizations periodically to reduce the risk of harm to youth while on runaway or homeless status.
2. If a complaint or self-reported incident regarding a registered RHYP is received, RCCL will investigate the allegation and/or incident.
3. Upon receipt of the finalized inspection report containing the Statement of Deficiencies, a registered RHYP has 10 business days to submit an acceptable Plan of Correction to address any cited deficiencies.
4. RCCL is authorized and empowered to impose sanctions against registered or applying organizations when program standards violations pose a risk that endangers the health and safety of youth served, or there are indications of a continued failure to comply with RCCL program standards and/or Georgia law.

Authority

O.C.G.A. §§ 16-5-45

O.C.G.A. §§ 49-5-12

O.C.G.A. §§ 49-5-160 et. seq.

O.C.G.A. §§ 49-5-110 et. seq.

References

Guidance Form – RCCL Plan of Correction

Applicability

This policy applies to Nonprofit Charitable Organizations and current RCCL licensed Child Welfare Agencies operating a RHYP.

Definitions

Acceptance of Services

A form which acknowledges youth acceptance of RHYP services offered by a registered organization. The agreement to accept services must be completed by youth prior to admission and contain the youth's signature, date, and time completed.

Periodic Review

A compliance review of registered organizations offering RHYP services that will occur on an inspection cycle established by RCCL.

Plan of Correction

A written plan submitted to RCCL by the person or persons responsible for the RHYP. The plan shall identify the existing areas of non-compliance coupled with the proposed procedures, methods, and period of time required to correct the areas of non-compliance.

Nonprofit Charitable Organization

An organization exempt from taxation under the provisions of Section 501(c)(3) of the United States Internal Revenue Code which serves children who have run away or are homeless; has qualified staff on duty at all hours the organization is open for services; and employs at least one individual who is a Georgia licensed professional counselor, social worker, marriage/family therapist, nurse, physician, or psychologist pursuant to 10A, 26, 34, or 39 of Title 43.

Responsibilities

1. The RCCL Director is responsible for monitoring requirements for updating this policy.
2. The RCCL Publisher and the Training and Development Supervisor will update this policy according to state requirements.

History

Replaces Registering Runaway and Homeless Youth Program POL1713, last reviewed on 4/01/2024.


Evaluation

The RCCL Director, Program Director, Surveyor Manager, RCCL Surveyor Supervisors and RCCL Surveyor Specialists will evaluate this policy when:

1. Conducting monthly data analysis of RCCL reports.
2. Conducting random monthly quality assurance audits of survey reports.

3. Conducting annual relicensure inspections and complaint investigations of licensed Child Welfare Agencies.

1714 Temporary Licenses

	Department of Human Services Policy and Manual Management System	Index: POL 1714
		Revised: 04/01/2024
		Next Review: 04/01/2026

Policy

Georgia law requires the Department of Human Services to issue no more than two temporary licenses within a two-year period to an individual Child-Caring Institution, Child-Placing Agency, Outdoor Child Caring Program, Maternity Home or Children’s Transition Care Center. Temporary licenses issued by Residential Child Care Licensing (RCCL) are valid for one year. Therefore, the policy of RCCL is to issue no more than two consecutive temporary licenses to one facility within a two-year period.

Authority

O.C.G.A. §§ 49-5-8

References

POL-1700 Adverse Actions
Guidance Form - RCCL Enforcement Matrix

Applicability

This policy applies to all RCCL staff and licensed facilities issued a current temporary license.

Definitions

Substantial Compliance

Citations for non-compliance with rules that have no adverse effect on the physical or emotional health and safety of a person or persons in care. Such citations are scoped at an “A”, “B”, or “C” level. Refer to the RCCL Enforcement Matrix for detailed rating guidelines.

Responsibilities

1. The RCCL Director is responsible for monitoring requirements for updating this policy.
2. The RCCL Publisher and the Training and Development Supervisor will update this policy according to state requirements.

History


Replaces Temporary License POL1714, last reviewed on 4/01/2024.

Evaluation

The RCCL Director, Program Director, Surveyor Manager and RCCL Surveyor Supervisors will evaluate this policy when:

1. Conducting monthly data analysis of RCCL reports.
2. Conducting random monthly quality assurance audits of survey reports.

1715 Timeframes for Completing Surveys

	Department of Human Services Policy and Manual Management System	Index: POL 1715
		Revised: 04/01/2024
		Next Review: 04/01/2026

Policy

It is the policy of Residential Child Care Licensing (RCCL) to complete all surveys in a consistent manner for all licensed child welfare agencies in Georgia. RCCL Surveyors must initiate each survey inspection pursuant to O.C.G.A. §§ 49-5-12 and/or in accordance with RCCL policies and must complete, document, and provide to the child welfare agency a completed Statement of Deficiencies within 45 calendar days of the initiation date of the survey inspection.

Authority

O.C.G.A. §§ 49-5-8

References

POL-1703 Closing Inspection Files
POL-1707 Follow Up Inspections
RCCL Complaint/Incident Process Flowchart

Applicability

This policy applies to all RCCL staff and licensed Child Welfare Agencies.

Definitions

Child Welfare Agencies

Licensed Child-Caring Institutions (CCI), Child-Placing Agencies (CPA), Outdoor Child Caring Programs (OCCP), Children’s Transition Care Centers (CTCC), and Maternity Homes (MH).

Survey

An on-site inspection of a licensed entity or an offsite review of documentation to determine compliance with applicable rules and regulations. The survey may include foster home visits for those programs which provide foster care services.

Responsibilities

1. The RCCL Director is responsible for monitoring requirements for updating this policy.
2. The RCCL Publisher and the Training and Development Supervisor will update this policy according to state requirements.

History


Replaces Time Frames for Completing Surveys POL1715, last reviewed on 4/01/2024.

Evaluation

The RCCL Director, Program Director, Surveyor Manager and RCCL Surveyor Supervisors will evaluate this policy when:

1. Conducting monthly data analysis of RCCL reports.
2. Conducting random monthly quality assurance audits of survey reports.

1716 Voluntary Closure

	Department of Human Services Policy and Manual Management System	Index: POL 1716
		Revised: 04/01/2024
		Next Review: 04/01/2026

Policy

The Rules and Regulations of the Department of Human Services require that the current license to operate be returned to Residential Child Care Licensing (RCCL) upon the revocation of the license or termination of operation. The policy of RCCL is to ensure that any facility that closes voluntarily returns the original license issued to operate.

Authority

O.C.G.A. §§ 49-5-8

References

POL-1700 Adverse Actions
RCCL Form - Facility Closure Memo
RCCL Form - Vacant Facility Letter

Applicability

This policy applies to all RCCL staff and all currently licensed Child Welfare Agencies.

Definitions

Child Welfare Agencies

Licensed Child-Caring Institutions (CCI), Child-Placing Agencies (CPA), Outdoor Child Caring Programs (OCCP), Children’s Transition Care Centers (CTCC), and Maternity Homes (MH).

Substantial Compliance

Citations for rule non-compliance that cause no actual harm and minimal potential for negative impact on the physical health or safety of residents. All citations are scoped as an “A”, “B”, or “C”. Refer to the RCCL Enforcement Matrix for detailed rating guidelines.

Responsibilities

1. The RCCL Director is responsible for monitoring requirements for updating this policy.

2. The RCCL Publisher and the Training and Development Supervisor will update this policy according to state requirements.

History

Replaces Voluntary Closure POL1716, last reviewed on 4/01/2024.

Evaluation

The RCCL Director, Program Director and Surveyor Manager will evaluate this policy when conducting monthly data analysis of RCCL reports.