

OPERATING PROCEDURE



Administrative Rule 65C-28.017

DIRECTIONS FOR THE CASE MANAGEMENT REPRESENTATIVE CONDUCTING AN EXIT INTERVIEW FOR FOSTER CHILDREN: AGES 5* - 8

- ◆ A foster child exit interview needs to be completed on any child (age 5*-18) that leaves a licensed out of home placement when the child has resided in that placement for thirty days or longer. This form is designated to be utilized for children that are 5-8 years of age (inclusive); there is a separate exit interview form required for children ages 9-18 years of age that explores more age appropriate issues. Both forms have questions that seek information on the child's foster care experience while they resided in the foster home/licensed care setting they are leaving or just left. **Note: If a child who is three or four years of age is considered to be a good candidate for this interview, the interview may be conducted.*
- ◆ The exit interview must be completed within 5 days of the child exiting the licensed out-of-home care placement.
- ◆ The interview must be conducted by the dependency case manager assigned to the child's case, unless there are circumstances that exist that prevent this from occurring (i.e. case manager is on vacation or otherwise absent, etc.). If the person conducting the interview is someone other than the assigned case manager this person must be approved by the case management supervisor or program director as someone familiar with the child and able to communicate effectively with children.
- ◆ The case manager will explain to the child that the purpose of the interview is to make sure children are living in safe homes, to help foster parents do their best and to help the case manager in finding homes children will feel good about living in.
- ◆ Prior to the interview, the case manager will select the time and location of the interview. The interview should be done in a location that provides the case manager and child an opportunity to talk privately without placing the case manager at risk for allegations.
- ◆ The interview cannot take place in the home the child is leaving.
- ◆ The case manager may want to use a smiley face chart with a younger child to encourage the child to express feelings about the home.
- ◆ The case manager conducting the interview should read the questions to the child and write the responses on the interview form. An audio tape of the interview may be made with the child's consent in order to facilitate a complete transcription of the child's responses.
- ◆ If the child is non-verbal or unresponsive, the interviewer may gently persist but should reschedule the interview if the child becomes upset or exhibits other behaviors of concern.
- ◆ Interviewers must be careful not to influence or lead the child in answering the questions through positive or negative facial expressions, body language or comments. Thanking the child for answering the question will encourage the child to answer but not bias the responses.

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- ◆ Interviewers should record enough detail regarding a child's comments to ensure it is in the context of the child's age and individual circumstances regarding things such as bedtimes, chores, privileges, etc. The case manager's observations and any information explaining the child's responses shall also be recorded on the interview form.
- ◆ Children who have mental health or cognitive impairments/conditions that prevent them from being able to comprehend or answer all of the questions will be exempted from this interview process. However, efforts should be made to determine the quality of their care in any home they leave through other means, such as, unannounced visits to the home.
- ◆ The case manager conducting the interview must also record any additional observations about the child's physical appearance or emotional state (positive or negative) that seem important.
- ◆ The case manager should ensure that the original interview form is placed in the child's case file and a copy provided to the Embrace Families County Licensing Manager. The Embrace Families County Licensing Manager will provide a copy to the Licensing Unit/Child Placing Agency that licenses the agency/group care home. The Embrace Families County Licensing Manager will review the exit interview form for qualitative purposes and to ensure compliance with this procedure.
- ◆ If the child alleges abuse, neglect or any maltreatment during the exit interview, the case manager who conducted the interview shall make an immediate report to the Florida Abuse Hotline (1-800-962-2873).
- ◆ If the child reports issues relating to the quality of care that do not rise to the level of abuse, neglect, or maltreatment, the case manager who conducted the interview shall report these issues to the licensing unit or child placing agency responsible for licensing the out-of-home caregiver or group facility via a foster care concern report, which is to be copied to the Embrace Families County Licensing Manager and Intake and Placement Supervisor.
- ◆ When needed as a result of safety or quality of care issue raised by the child, the department or contracted service provider, shall develop a corrective action plan. The type of plan can range from providing more intense supervision, support, or training for the caregiver to a more formal corrective action plan or recommendation for revocation of the license, if appropriate.
- ◆ When a corrective action is necessary, written follow-up shall be due within ninety days. The completed interview form, department or contracted service provider response, if any, and follow-up tasks shall be handled as follows: (a) the completed interview form, department or contracted service provider response, if any, and record of follow-up should be placed in the child's case record; (b) a copy of the completed interview shall be provided to licensing staff and placed in the out-of-home caregiver's licensing file; (c) a copy of the completed interview form, department or contracted service provider response, if any, and record of follow-up shall be sent to the District/Region or Zone Program Administrator or Lead Agency Executive Director; and (d) a summary of exit interviews conducted shall be sent to the Department's Office of Family Safety as requested by that office.

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Name of Person Conducting the Interview: _____	Date: _____
Location of Interview: _____	
Name of Foster Parent(s): _____	
Child's Length of Stay in the Home: _____	
Date of Removal from This Home/Placement: _____	
Number of Foster Home Placements: _____	
District and County of Foster/Shelter Home: _____	
Date of Removal from Biological Home: _____	
Childs Initials: _____	
Child's D.O.B.: _____	
CPA (if Applicable): _____	

EXIT INTERVIEW FOR FOSTER CHILDREN AGES 5 – 8

1. How happy were you living in this foster home?

Circle: Very Happy Happy Neither Happy or UnHappy Unhappy Very Unhappy
Why?

2. Were there other kids in the home? Circle: Yes No

If yes, how did you get along with the other kids?

3. What did you do for fun when you lived with _____?
(foster parents' name)

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4. What kinds of food did you eat? Did you get enough food to eat when you lived there?

5. Tell me something about bedtime while you lived at the (insert name of foster home)?

6. Did you have enough clean clothing that fit you while you were in this foster home/placement?

Circle: Yes No If No, explain:

7. Were you ever sick or not feeling well while you lived in this home? What happened?

8. Did you ever have an accident or get hurt while you lived in this foster home? What kind of accident/or how did you get hurt (ask child to explain how/where the accident or injury happened). When this happened, what did the foster mother or father do? Did you feel like they cared about what happened to you? (If they say no, ask why they feel that way)

9. What did you like best about living in this foster home? Is there anything you did not like about living in this foster home?

10. If you did something you were not supposed to do, what happened? Did you feel this was fair? (If you have concerns about the answer to this, find out if the punishment for other children in the home was same or similar/appropriate based on age of children).

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11. Did you feel safe living in this foster home? Circle: Yes No If No, why?

12. When you asked, were you allowed to call:

A. My case manager (name _____): Circle: Yes No If No, explain:

B. My Guardian Ad Litem (name): Circle: Yes No If No, explain: _____

C. Others: Circle: Yes No If No, explain: _____

13. Did you feel ok with the foster home/placement while you were there? Do you think this home is a good place for children? Circle: Yes No (explain)

14. Is there anything else you would like to tell me about living in this foster home?

Interviewer's Observations: (Must be completed/required section)

Interviewer's Signature

Date