

# OPERATING PROCEDURE



Administrative Rule 65C-28.017

## DIRECTIONS FOR THE CASE MANAGEMENT REPRESENTATIVE CONDUCTING AN EXIT INTERVIEW FOR FOSTER CHILDREN: AGES 9 - 18

- ◆ 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 9-18 years of age; there is a separate exit interview form required for children 5-8 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.*
- ◆ 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 where children will feel good about living.
- ◆ 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.

# OPERATING PROCEDURE



Administrative Rule 65C-28.017

- ◆ 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 to explain 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, the 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 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.

# OPERATING PROCEDURE



Administrative Rule 65C-28.017

- ◆ The Family Safety and Preservation representative 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.
- ◆ 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.
- ◆ Children who have medical or mental 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. This is also true for children under 5 years of age.
- ◆ Interviewers may record any additional observations about the child's physical appearance or emotional state (positive or negative) that seem important.

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 & County of Foster/Shelter Home: \_\_\_\_\_

Date of Removal from Biological Home: \_\_\_\_\_

Child's Initials and D.O.B.: \_\_\_\_\_

CPA (if applicable): \_\_\_\_\_

# OPERATING PROCEDURE



Administrative Rule 65C-28.017

## EXIT INTERVIEW FOR FOSTER CHILDREN AGES 9-18

1. Did the foster parent make you feel welcome and help you to feel comfortable when you lived in the home/placement? Circle: Yes No  
How? \_\_\_\_\_  
\_\_\_\_\_
  
2. Do you believe you were treated respectfully in this home/placement?  
Circle: Yes No (For example: treated like a family member, able to express your concerns, treated about the same as other children, keeping in mind age and other individual factors).  
Why or why not? \_\_\_\_\_  
\_\_\_\_\_
  
3. Were you given enough (plenty) of food in this home/placement? Circle: Yes No  
(If you have any concerns about the response to this question, probe further, asking when they ate, the types of food available to them, when they were hungry were they able to get something to eat, etc.)  
\_\_\_\_\_  
\_\_\_\_\_
  
4. Do you feel that you had enough clothing in your size (that fit you) while living in this home/placement?  
Circle: Yes No Please provide an explanation:  
\_\_\_\_\_  
\_\_\_\_\_
  
5. When you were sick, or had an accident, did you feel taken care of? If not, why?  
\_\_\_\_\_  
\_\_\_\_\_
  
6. Give me an example of routine discipline/punishment that you were given by your foster parent(s)/this placement. Did you feel this was a fair punishment? Why or why not? If concerns probe further (Was any of the punishment not fair? What did you do? Is everyone in the home punished in the same manner, etc.)  
\_\_\_\_\_  
\_\_\_\_\_
  
7. Were you ever given rewards or praise by your foster parent(s)/this placement? What did you do to get the reward/praise?  
\_\_\_\_\_  
\_\_\_\_\_

# OPERATING PROCEDURE



Administrative Rule 65C-28.017

8. How were other children treated in this home/placement?

---

---

---

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

A. Your case manager/counselor: Circle: Yes No If No, explain: \_\_\_\_\_

B. My Guardian Ad Litem: Circle: Yes No If No, explain: \_\_\_\_\_

C. Others: Circle: Yes No If No, explain: \_\_\_\_\_

---

10. Overall did you feel safe in this foster home/placement? Circle: Yes No

(Did you feel safe living with the other people in the home? Did you feel safe in the neighborhood?)

Why/Why not? \_\_\_\_\_

If you did not feel safe, did you tell anyone? Who? \_\_\_\_\_

---

11. Did you want to leave this home/placement? Circle: Yes No

Why? \_\_\_\_\_

---

Why do you think you are leaving the home/placement? \_\_\_\_\_

---

---

12. Overall, how satisfied were you living in this foster home?

Circle one: Very Satisfied Satisfied Neither Satisfied or Not Satisfied Unsatisfied Very Unsatisfied

---

---

13. Was there anything your case manager or Embrace Families could have done to make this home/placement better? What?

---

---

---

14. Is there anything else you would like to tell me about your time in this home/placement?

---

---

---

# OPERATING PROCEDURE



Administrative Rule 65C-28.017

15. How were you prepared or made ready to leave this home/placement?

---

---

---

16. Do you think this home is a good place for other children to live? Circle: Yes No

---

---

---

Interviewer's Observations: (Section is Mandatory)

---

---

---

---

---

---

---

---

---

---

\_\_\_\_\_  
Interviewer's Signature

\_\_\_\_\_  
Date