

CARING FOR OUR KIDS

A Practical "How-To" Guide
for Caregivers in Orange,
Osceola & Seminole Counties



Orange, Osceola and Seminole Counties



YOU MIGHT
BE TEMPORARY IN THEIR LIVES.

THEY MIGHT
BE TEMPORARY IN YOURS.

BUT THERE
IS NOTHING TEMPORARY ABOUT

THE LOVE
OR THE LESSON.

TONIA CRISTLE

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WELCOME TO EMBRACE FAMILIES



Dear Caregiver,

Thank you for stepping up and accepting this life changing challenge. Opening your home to care for a child at such a critical time in their young life is deeply appreciated. We want you to know that we are here to support you.

As a valuable team member in the child welfare system, we offer this *"Caring for Our Kids"* handbook as an aid to help you meet the needs of our children. It is intended to be a practical "how-to" guide for caregivers in Orange, Osceola and Seminole Counties. It was developed for use in your day-to-day experience as a caregiver to a child in the dependency system.

Throughout your time as a caregiver, you and your family will be supported by a team of committed professionals. See pages 8 - 10 of this guide for a description of each of their roles.

I hope you find this information to be a useful time saver. As always, your input is invaluable to us. Please provide ongoing feedback via our website at www.EmbraceFamilies.org/suggestions/.

Thank you again for accepting the great responsibility of caring for our kids when they need you the most.

Sincerely,

A handwritten signature in black ink, appearing to read "Glen Casel".

Glen Casel
President and CEO
Embrace Families

OUR VISION

Every child deserves a safe, stable, loving home and a path to a bright future.

OUR MISSION

As champions for children, and in collaboration with our partners, we empower children and families to transform their lives through innovative, community-driven solutions.

OUR VALUES

To achieve this, Embrace Families is committed to the following values:

We value a family, youth and individual model of practice that recognizes the assets, culture and voice of all, empowering them to reach their unique goals.

- The child is our client
- The safety and well-being of children will be the foremost concern at all times
- The family is the principal resource we will work with to meet the child's needs
- Permanency issues will be resolved in accordance with a child's sense of time
- Services will be provided by community-based providers who are equipped to manage and deliver needed services and supports to meet the needs of children who are victims of, or at risk of, child abuse and neglect, and their families.

We value meaningful and healthy collaboration among our colleagues, partners, stakeholders, and the community. We believe the best solutions originate from diverse talents, temperaments and life experiences.

We value innovation, embracing change and visionary ideas. We believe in pursuing opportunities through prudent risk taking, developing assets and creating new solutions.

We value integrity and honor our commitments by not compromising our ethics and moral principles. We speak the truth, keep our promises and take responsibility for our actions.

We value accountability and serve as good stewards of all assets entrusted to our organization. We believe in sharing information with ongoing communication and complete transparency.

- Resources will be efficiently managed to achieve better outcomes for children with the ultimate goals being child safety, well-being and permanency within a twelve month time frame.
- Financial support will be available from diverse federal, state and local sources and flexibility managed at the local level to meet child and family needs in a timely and appropriate manner.
- The system will collect and use data to accurately forecast what services and supports are needed, at what level of intensity and duration, and at what cost to achieve desired outcomes for each child and family in need.

We value inclusiveness and believe our organization is strengthened by mutual respect from all points of view.

WHAT TO EXPECT AS A CAREGIVER: OUR CUSTOMER SERVICE VALUES

*We believe in providing good customer service and you are our customer. As an agency we have **seven service values** that are core to our mission, which we refer to as our values of **RESPECT**. They are as follows:*

You can expect us to be **RESPONSIVE** in writing and speaking. Messages and emails should be answered within 24 business hours. We will listen to you and ask a lot of questions in an effort to get to know you and understand your family circumstances.

You can expect us to be **EMPOWERED** and for us to help you feel **EMPOWERED**. We will not let bureaucratic red tape get in the way of providing needed services for you or the children in your care. We will ask what you think needs to happen. Your opinion is valued. We may not always agree, but we should listen to one another. It is our job to help you identify the tools needed to be successful.

You can expect us to be **SUPPORTIVE**. We will assist you in accessing needed information and services. Your caregiver support team is available to help provide guidance when you have questions or need advice.

You can expect us to be **PROFESSIONAL**. The integrity of our organization is reflected through our individual behavior. You will be made aware of events that require your participation in a timely manner.

You can expect us to be **ENGAGED**. We give and receive feedback to ensure continuous improvement. We are accountable. There is a feedback process and chain of command for you to reach out to if you feel you are not receiving good customer service.

You can expect us to be **COURTEOUS**. We should always be respectful of you. You should have an expectation of confidentiality and self-determination.

You can expect us to be **TRUSTWORTHY**. We will earn your trust through our words, actions and follow through. Sometimes things are overlooked. Please point this out if needed and every effort will be made to resolve the issue.

We want to hear from you:

- Give a compliment
- Share a concern
- Offer an improvement
- Lead change

www.embracefamilies.org
Click "Give us feedback"

CAREGIVER ROLE & RESPONSIBILITIES

As a caregiver, you are responsible for the temporary care and nurturing of a child and supporting the permanency goal chosen for that child during the time the child is placed in your home. Your role includes working with the Case Manager and the child's parents so that the child can return home safely, when appropriate, or move to a permanent home. Your assigned Caregiver Support Manager will help guide you through the process and is there to support you in caring for the children in your home.

The role of a caregiver is critical to the well being of the child and includes many different responsibilities.

Responsibilities as a Caregiver

- Provide love, care and support for the child as if they were your own.
- Provide temporary care for children, giving them a safe, stable, and nurturing environment.
- Support the legal permanency plan for the child. In most cases, this is reunification and can also be adoption or permanent guardianship. Permanent guardianship may be an option when a child is placed with a family member or friend and guardianship is determined to be in the child's best interest due to their relationship with the biological parents or the preference of the caregiver.
- Collaborate with the Caregiver Support and Case Managers and the child's parents in carrying out a permanency plan, including participating in that plan when needed and appropriate. This may include attending staffings, court hearings, medical and therapy appointments, parent visitation.
- Understand the child's need to keep family connections while in your care – including parent, sibling and other family visits – and assist with those visits.
- Help the child cope with the separation from his or her family.
- Provide guidance, structure, discipline, a good example, and as many positive experiences as possible.
- Encourage and supervise school attendance, participate in teacher conferences, and keep the child's Caregiver Support Manager informed about child's grades, behavior and any special educational needs.
- Arrange for, attend and transport the child to their medical, dental, therapy and extra-curricular activities.
- Work with the child on creating a Life Book.
- Inform the Caregiver Support Manager promptly about any problems or concerns so the child's needs can be met through available services.
- If the child is interested, involve the child in recreational and social activities.
- Hold all information about the child and the child's family confidential. Discuss the information only with an agency staff member or a specialist (i.e., doctor, psychiatrist, therapist) working with them.
- Provide educational tools that include access to appropriate technology, such as a computer and internet.
- Utilize My JumpVault to store important documents/pictures/forms related to the child and the child's case.

Upload documents for sharing with the Case Manager and Caregiver Support Manager.

Access important child-specific well-being information.

Ask your Caregiver Support Manager for a token to create your account.



WHO IS ON YOUR TEAM?

The role of the caregiver is best described as an anchor. Caregivers provide the stability, structure and acceptance needed during what can be a scary and traumatic time for children who enter the dependency system. But sometimes you need an anchor of your own ... and Embrace Families, along with our community partners, are here to make sure you have the support you need to weather any storm.

The team of dedicated professionals dedicated to you and your family starts with the Caregiver Support Manager, who serves as your frontline advocate. But they are not alone. Case Managers, Emotional Support Services and Transitional Support Specialists also play an important role.

Role of the Caregiver Support Manager

Caregiver Support Managers work with foster parents and relative/non-relative caregivers in a designated geographic area. They serve as that caregiver's front-line support, ensuring that each child's well-being needs are met and that the caregiver has the necessary information and tools to care for the children placed in their home.

Major responsibilities include:

- Initiate contact with new foster parents while they are in training for Level II licensure (and above).
- Partner with Embrace Families Caregiver Information and Eligibility team and all caregivers, Level II-V, to complete the initial and renewal licensure process.
- Contact caregiver within 24 hours of each new placement to assess support needs.
- During initial contact, within the first 24 hours of placement, engage and educate relative and non-relative caregivers regarding the benefits of and process to apply for Level I Licensing.
- Ensure that children and their caregivers are engaged, encouraged and supported at all times through at least monthly face-to-face home visits focused on quality interactions.
- Meet with the child privately at each visit (12 months and older).
- Assist with identifying the best placement for children.
- Provide continuing education support to licensed caregivers.
- Ensure that notice of hearings and staffings are provided to caregiver families.
- Ensure caregiver feedback forms are completed and available for court hearings.
- Maintain child and family information in My Jump Vault and FSFN.
- Assist in the overall care, well-being, and provision of services, as well as acquisition of any necessary funding for the children.
- Work with Case Manager and Caregiver to arrange parent-child and/or sibling visitation and to provide for transportation and supervision, as needed.
- Work to maintain the child's connections to family, school and people who are identified as important to the child at the time of removal.
- Reduce or eliminate placement disruptions by providing timely and active supports and interventions to all children, youth and caregivers - including relatives, non-relatives, foster parents, and other caregivers in the Embrace Families system of care.
- Ensure that biological parents or guardians, relatives, non-relatives, foster parents, GALs and service providers are included in service planning for children and caregivers.
- Ensure all youth ages 13-17, and all youth in group care, are assigned a designated "Transitional Support Specialist".
- Work with caregivers to ensure the practice of "normalcy" for the children in their care to the extent possible, as well as support and encourage the caregiver in the use of the "reasonable and prudent parent" standard. (See page 18 for more information.)

Role of the Case Manager

Case Managers focus their work on the parents and the court. They manage all aspects of the case by serving as the central coordinator with the child's family and those working with the family throughout the system of care. The key focus of case management is to support and empower the family to effect safety and stability for the children in our care.

Major responsibilities include:

- Initiate biological parent(s) or legal guardian engagement, encouragement and support immediately, starting at the shelter hearing.
- Provide immediate crisis referrals to stabilize biological parents or legal guardians.
- Initiate and maintain positive, trust-based working relationship with the biological parents or legal guardian, child, caregivers, Caregiver Support Manager, Guardian ad Litem, Children's Legal Services, Judiciary, Embrace Families and other partners.
- Provide oversight and management of judicial cases. Explain the dependency process to biological parents or legal guardian.
- Actively participate in all pre-case transfer assignment activities, to include, but not limited to: attending the Impending Danger Safety Plan Conference and joint response and home visit with Caregiver Support Manager and Safety Management Service (SMS) providers.
- Provide ongoing appropriate documentation throughout the life of the case. Complete ongoing family assessment and related documents in FSFN. Update, monitor and modify the family Safety Plans.
- Lead case plan development and activities related to parental service referrals, and follow up.
- Engage parents in case plan compliance activities through at least monthly (every 30 day) quality home visits documenting services and support provided. Update reporting in Florida Safe Families Network (FSFN) within two (2) working days.
- Prepare Court reports. Attend Court hearings.
- Provide oversight of child well-being for in-home non-judicial cases, post-placement supervision, and/or when child is placed with the other parent, to include regular visitation/contact with parents, siblings and extended family.
- Complete Reunification Assessment and/or Other Parent Home Assessment (OPHA) within fifteen (15) days of locating parent.

Role of the Transitional Support Specialist

Transitional Support Specialists serve as a supplement to foster homes with teens, or as a replacement to Caregiver Support for children placed in group care. They have special expertise and responsibility for the well-being needs of youth over age 13. These specialists are assigned directly to the child, rather than geographically assigned to homes. This extra level of support is provided as the older population tends to move more frequently.

Major responsibilities include:

- Facilitate youth transition meetings that support the child's life goal objectives, starting at age 16.
- Ensure extensive preparation is provided to the youth prior to leaving foster care, which includes active assistance to promote educational success, work experience and opportunities to engage in basic life skills activities.
- Facilitate access to personal documentation, as well as resources which include, but are not limited to: original birth certificate, social security card, driver's license, health information, housing, financial assistance, adult connections, college visits, job shadows, advocacy groups, and other experiences that enhance the young adult's future stability and experience in the foster care system.
- For those youth who may need it, ensure a smooth transition to adult mental health and/or develop mental disability services, including legal guardian advocacy and assignment.
- Provide direct case management and mentorship for youth over 18, including those in Extended Foster Care (EFC), Post Educational Support Services (PESS) and after care programs.

Role of Emotional Support Services

Emotional Support Service teams provide caregivers with peer support: a safe place to express doubts, anxiety or disillusionment, or to find insight from someone who has walked in their shoes. They are there to help through critical transition points, as children enter or leave the home; and are always easily accessible.

Major responsibilities include:

- Provide peer to peer navigation of the dependency process and the System of Care; Mentorship.
- Support the identified goals of the case and work with the caregivers to achieve an understanding of the goals.
- Support Caregiver in their interaction with the biological parents and stakeholders.
- Provide assistance with transportation, respite and babysitting.
- Provide linkage to support groups and resource manuals.
- Organize Caregiver Appreciation Activities and Special Events, including Health & Wellness Activities.
- Provide assistance with Meals, Clothing, School Supplies, and other small needs.

TRAINING RESOURCES

Foster Caregivers in the State of Florida complete an extensive training series designed to prepare them for the joys and challenges of welcoming children of all ages into their homes. Relative caregivers also participate in training as part of the Level 1 Licensing Process. But this is only the start of the opportunity to learn and find support.

There are many different parenting techniques and resources available to help refine and learn new skills.

Below are a few suggestions:

- Ask your Caregiver Support Manager about trainings available through Embrace Families and your Caregiver Support Agency.
- Take an online training course through the Quality Parenting Initiative website at: www.qpiflorida.org/
- Like the Florida State Foster/Adoptive Parent Association on Facebook: www.facebook.com/FSFAPA/

Department of Children & Families Levels of Licensure

Level I	Child Specific Foster home (relative/non-relative)
Level II	Non-child specific Foster home
Level III	Safe Foster home for victims of human trafficking
Level IV	Therapeutic Foster home
Level V	Medical Foster home

LEVEL 1 LICENSURE FOR RELATIVE/KINSHIP CAREGIVERS

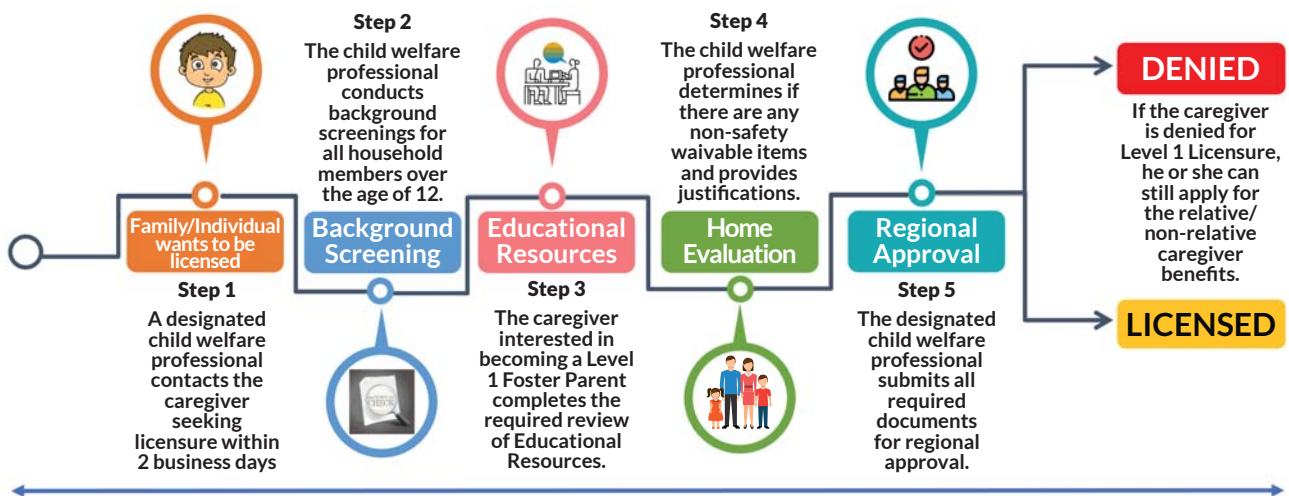
Level 1 Licensing is available exclusively to caregivers who are relatives or other trusted individuals previously known to the child or family. The eligibility process begins when the child is placed in your home by a Florida Dependency Court. Once the Level 1 eligibility process is complete, a variety of benefits are available to those caregivers and the children in their care.

Level 1 Licensing is a streamlined process that ideally will be completed in under 60 days. It includes the following:

- Completion of paperwork
- Completion of home study
- Background screening on all adults living in the household
- Online training to help you understand the child welfare system

Your Caregiver Support Manager will partner with an Embrace Families Caregiver Information and Eligibility Coordinator. They will work alongside you throughout the licensing process, serving as your champion and making sure relative/kinship caregivers have the information and assistance necessary to qualify for maximum benefits.

Level I Licensure Process



WHO TO CALL ... FOR HELP AND ADVICE

There are many people involved in meeting the needs of our children in care. Each person has a different role and set of responsibilities. We know that it can be frustrating to call one person and be told you should call someone else, so please keep the contact information below handy for quick reference.

In general, your single point of contact for any questions regarding the status of, or changes to, your foster care license is always your Caregiver Support Manager. This may include, but not be limited to: changes within your home, family composition, health, finances, etc. This is also your point of contact for needs or questions you may have regarding the child placed in your home.

The child's Case Manager can and should be contacted for questions or issues that may involve the foster child's legal case or permanency goal, but there may be times they are not immediately available. So, remember, if you are not receiving a call back or are confused about what to do, no matter how simple the question may be, contact your Caregiver Support Manager.

Your Caregiver Support Agency: (check one)

- ☐ Children's Home Network (CHN)
- ☐ Children's Home Society (CHS)
- ☐ Gulf Coast Jewish Family & Community Services (GC)

_____ Caregiver Support Manager Name	_____ Office #	_____ Cell #
_____ CSA Supervisor Name	_____ Office #	_____ Cell #
_____ CSA Program Director	_____ Office #	_____ Cell #

Need Additional Help?

Placement Support Staffings (PSS) are available to help you locate additional support throughout the placement of a child in your home.

To request a PSS, contact your Caregiver Support Manager.

Note: See page 15 for more info re: PSS

WHAT TO DO WHEN . . . YOU ARE CALLED TO TAKE A CHILD

When a child must be removed from their home, we try to look for the least restrictive placement that is closest to the child's home and that can best meet the child's needs. If possible, the child will be placed with someone they already know, such as a relative or family friend.

When a child has to be placed in out-of-home care, your home may be considered based on your ability to meet the specific needs of that child. Before placement, you will be contacted and given background information on the child and family. Some things you will want to ask when you are called to have a child placed with you are:

- Child's name, age, school grade, ethnicity, religious preference, any notable issues
- Reason for placement and anticipated length of stay
- Previous placements and the child's history – behaviors, health, school, etc.
- Are there siblings? If so, where are they placed? (With relatives, another foster home, group care?)
- Child Protective Investigator's name; Child Protective Investigator Supervisor name and phone number; On-call information and/or Case Manager's name; Case Manager Supervisor name, phone number(s), and on-call information
- Medical information and Medicaid #
- Any known allergies to foods, medicines, etc.
- Any known behavior issues
- Is there anything I've forgotten to ask that could be important in parenting this child?

It is important for you to have as much information as possible to make the decision about accepting this child into your home. Your entire family will need to accept this child and should participate in the decision. However, if the child was removed in the middle of the night as an emergency, the worker may not have the answers to all of your questions.

For our foster caregivers: What if I can't accept a placement?

Always remember you have the right to say "no" if you feel a child will not fit into your family, if you cannot accept or cope with a child's specific needs, or if you need a break from fostering for personal or professional reasons. Saying "no" will not impact the utilization of your home for future placements. Hopefully, you have already had this conversation with your Caregiver Support Manager.

Your Caregiver Support Manager, or someone from your Caregiver Support Agency, will contact you when placement is needed. It is important to note there will be times when capacity is at a peak in our system of care, thus you may receive calls for placement that go outside your usual preference and placement profile. We ask that you keep an open mind and are patient with us as we try our best to find the most appropriate placement for the children coming into foster care. If we can keep siblings together or prevent placing children in a group care setting, we will contact each and every foster home for consideration and work with you to accommodate a child or sibling group in your home.

If you do accept a child for placement in your home, make a commitment to the child by having them remain in your home even during challenging times. Moving from home to home is not healthy for children and can be emotionally damaging.

Ideally the child will remain with you until reunification or a permanent placement is identified. In most situations this is 12 to 24 months from removal. It is very traumatizing for abused/neglected children to be subject to even more uncertainty that placement disruption would cause.

WHAT TO DO WHEN . . .

A CHILD COMES TO YOUR HOME

When a child enters your home, he or she will need time to adjust. Each child may act differently and will need to move at his/her own pace and comfort level. Remember, for the child, it is a traumatic event to be removed from everything he or she knows. Below are some tips to help the child adjust to your home and a list of requirements that must be met within specific time frames.

Tips for welcoming the child

- Welcome the child with some kind of activity, if appropriate.
- Take the child to the grocery store to pick out some favorite foods, cereals, snacks, etc.
- Show the child their place to keep personal possessions. Let them unpack in their own time.
- Within reason, encourage the child to make the room their own.
- Let them know it is alright to put pictures of their family or previous foster families in their room, and that you understand how important these people are to them.
- Be sensitive to their feelings. Ask permission before hugging or touching them.
- Don't try to change their hair or clothing, or do anything that says, "You're not OK the way you are."
- Take pictures of the child to have around the home and add to their life book.
- Explain the family routine, such as dinner time, homework time, bed time, etc.
- Go over the family rules. Provide a printed copy, if age appropriate, or post on the refrigerator to prevent misunderstandings.
- Ask the child if there is anything he or she needs or would like to have.

Don't overwhelm the child with the above outlined tips. There is no time frame. Assist and let the child choose the time frame.

Time sensitive requirements: Schedule medical appointments

The following appointments are for initial placements. If the child is already in licensed care and this is a subsequent placement for him/her, ask the Case Manager for the last date of the below appointments so you can stay on schedule for their annual appointments. The Case Manager will ask you for dates and updates on these appointments.

- EPSDT (Child Well-Being Exam) – Within the first five (5) days of placement, after receiving the child into your care. To schedule, you can call your own pediatrician or the local Health Department in your area.
- Immunizations – Updated within the first 30 days after receiving the child into your care. (All ages)
- Dental Appointment – Within the first 60 days after receiving the child into your care, then every 6 months thereafter. (Children 3 and above)
- Vision Appointment – Within the first 90 days after receiving the child into your care, then once a year thereafter. (Children 6 and above)
- Enrollment of child in school. Enrollment of the child in your school zone may not be allowed due to the ESSA – Every Student Succeeds Act. The Every Student Succeeds Act provides all children and youth in foster care with core protections for school stability. Under the new law, state education agencies must assure that students in foster care remain in their school of origin, unless it is not in their best interest. If you have questions regarding school enrollment of the child, please call your Caregiver Support Manager for assistance.
- Enrollment of the child in daycare or before-and-after school care (if needed). If you need assistance with daycare, contact your Caregiver Support Manager. Be sure to let your CSA know you will need daycare when they call you for placement. This can assist in the timeliness of the daycare enrollment.

Child's Records – My Jump Vault (MJV)

When a child first comes to your home, you will receive a placement confirmation email and information on how to access MJV. MJV is an online record management system where youth, Case Managers and caregivers can store important information and documents about the child. The documents can be accessed from any computer or mobile device with internet access. The Foster Parent scans the document to MJV for storage. You only have to enter documents once, regardless if the child's case manager changes.

After you have registered, save the MJV link to your desktop, laptop and/or phone: www.floridamyjumpvault.org. For assistance, contact your Caregiver Support Manager.

The Foster Parent is expected to keep MJV current and include items such as:

- School records (i.e. report cards, Individual Education Plans (IEP), FCAT scores, etc.)
- Medical, dental, and immunization records
- Psychological and psychiatric records
- Mental Health/Behavioral records
- Daycare information and records
- Any child evaluations
- Any information that would help a future caregiver care for the child
- Pictures, pictures, pictures! Please upload pictures of the child. This may be the only record of the child's childhood. This can include school pictures, pictures of the child with your family, their friends, their family, etc. Let's keep their memories alive!

Life Books

A life book is a child's photo album and history. In some cases this contains the only pictures the child has from their childhood. From the first moment a child enters your home, begin creating and capturing memories to include in their life book. Start a photo album and collect pictures from the first day of school, birthdays, or just day-to-day events. Include pictures of the biological family from visits or pictures they send from home. Include pictures of the child with your family. Also, include report cards, certificates, ribbons, mementos from family outings or school trips, or even their first lost tooth or lock of hair from their first haircut. Memories are the footprints of a child's journey of life. Let's collect those memories for them.

Participating in the Court Process

Caregivers are an important part of the professional team and we encourage you to attend court hearings related to your child's case. Your input is essential to ensuring the best interests of the child will be met. You can stay informed of court dates and times through your child's Case Manager, your Caregiver Support Manager or the child's Guardian ad Litem. You may receive an auto-alert of upcoming hearings. Please respond to that alert if you receive one.

For each Judicial Review, which is a legal review hearing of the child's legal case and status of the Foster Parent/Caregiver to submit vital information on how the child is doing from the Caregiver's perspective. You are given the opportunity to provide information on how you feel the child is doing and information on the following: the child's needs, current or further needed services, visitation with parents, siblings or family members, permanency goal or transition plan. The form is available in My JumpVault as well as in the documents section of the Embrace Families website: www.EmbraceFamilies.org.

Participating in Staffings

Caregivers are an important part of the professional team and have a right to attend staffings. Your input is essential to ensuring the best interests of the child will be met. You can stay informed of staffings, such as FST (Family Service Team), through your child's Case Manager, your Caregiver Support Manager, or Guardian Ad Litem. You are also encouraged to participate in meetings/staffings at your child's school, if they are school aged. You should receive an auto alert about upcoming Family Support Team Staffings (FST). Please respond if you receive an auto alert.

Placement Support Staffings (PSS) are also available to you, as the caregiver, to assist you in receiving support during the placement of a child in your home. PSS's can be requested through your Caregiver Support Manager for various reasons that may include, but are not limited to: timely services for the child, conflict resolution, or additional support in stabilizing the placement of the child in the home.

Your Voice Matters: Our Feedback System

Following every home visit you will receive a text and/or email asking how it went. You'll be prompted with a "thumbs up" or "thumbs down" and invited to add comments. Our team will follow up quickly to resolve concerns or request clarifications.

Medical & Dental Care (Medicaid)

Florida's Sunshine Health Child Welfare Specialty Plan, a managed care plan with a Florida Medicaid contract, is available to all children with an open child welfare case in the state, regardless of placement.

The Specialty Plan is managed by Sunshine Health in collaboration with Embrace Families and other community based care lead agencies throughout Florida. The plan includes access to nurse and behavioral health specialists to support the medical, dental and behavioral health needs of children enrolled in the plan.

Who Can Enroll?

Children who are eligible for the Child Welfare Specialty Plan include:

- All children with an open child welfare case, regardless of placement
- Children in extended foster care through age 21
- All children who have been adopted through the child welfare system and who are receiving an adoption subsidy through age 18

How to Enroll

If you or a family member have Florida Medicaid and would like to choose or change your plan to Sunshine Health, you may do so by one of the following options:

Option 1: Call a Choice Counselor toll free at 1.877.711.3662 (TDD/TTX: 1.866.467.4970)

Option 2: Enroll online at FLMedicaidManagedCare.com

To enroll you must have the Florida Medicaid number or Social Security Number and date of birth for each person you wish to enroll.

Discipline

A big part of parenting in general is managing behaviors. For caregivers of a child traumatized by abuse or neglect, discipline is used as a training process through which the child develops self-control, self-reliance and orderly conduct. How a caregiver responds to a behavior versus reacts to a behavior will ultimately define the success of the correction being applied.

Discipline should focus on deterring unacceptable behavior by encouraging the child to develop internal controls. Foster Parents are expected to practice trauma informed parenting, which includes defining rules that establish limits and types of acceptable behavior, and communicate to the child at the child's level of understanding. These rules must be clearly explained to each child. Foster parents shall not use corporal punishment of any kind. Disciplinary policies are outlined in Florida Administrative Code 65C - 45.

Prohibited disciplinary practices include:

- Group punishments for misbehavior of individuals
- Withholding of meals, mail, family visits, phone calls and/or visits with Caregiver Support Manager, Case Manager, Guardian Ad Litem, or mentor
- Hitting a child with an object or spanking a child
- Physical, sexual, emotional and/or verbal abuse
- Humiliating or degrading punishment which subjects the child to ridicule
- Placing child in a locked room
- Delegation of authority for discipline to other children or persons not known to the child
- Withholding of allowance

WHAT TO DO WHEN ... A CHILD LEAVES YOUR HOME

When you are told the child is leaving, it is important to get your feelings in order before talking about the move with the child. Whether you feel joy or grief, you need to talk to the child calmly and supportively. If you are feeling very emotional (many caregivers feel this way) and you need a good cry, be sure to do it in private. Separation is difficult enough for a child. We don't want them worrying about the big people too.

Embrace Families tries to ensure that there is enough time to prepare a child leaving the home for the benefit of the child and the foster family; however, please keep in mind that there may be times when this is not possible due to an unexpected court hearing or a motion by the biological parent's attorney. An unexpected court order means there may not be time to prepare and plan for the child to leave; departure may be immediate or within a few hours of being notified.

Who tells the child he is leaving?

You and the Caregiver Support Manager need to decide who will tell the child. In some cases, the Case Manager is more appropriate. In other cases, it might be the caregiver or even a therapist. The deciding factor should be whoever will make the child most comfortable.

How do I tell the child?

Honesty and kindness are the biggest things to keep in mind. Every situation is different. Try a calm and simple statement such as "Today the Judge said..." and put it in easy to understand language for the child. If it is news the child has been anxious to hear, rejoice with the child.

If the child will be moved to a new foster home or adoptive family, they may be afraid of the unknown. They may fear returning to their parents. Make positive statements. Do not promise happiness forever. Find positive, truthful things to say, such as: "Your family has waited a long time for you to come back," or "Your Case Manager says you will like this new home because ..."

When the child leaves

Be sure to pack all the child's possessions. Sometimes children come to our homes with few items of their own, but these possessions are still important to the child. Any items purchased with the board rate you receive, donated, or given as a gift belong to the child. This includes all clothing, car seats, bikes, electronic games, gift cards, etc. Take a tour of the house with the child to find what belongs to them.

When the child leaves, his/her possessions must be packed in a suitcase or nice duffle bag and not placed in garbage bags. Boxes are allowed if the child has a lot of belongings that will not fit in suitcases. If you do not have a suitcase, contact your Caregiver Support Manager.

Send the Life Book and any other school photos, report cards or mementos with the child. It is also beneficial to write up important information about the child to help with the transition. This may include: the child's schedule, his likes and dislikes, fears, bed routines, etc. You may even want to write a going away letter to the child, letting him or her know how much you enjoyed them staying with you. If the child is moving to a new foster home for positive reasons – i.e. to join siblings or needs a more appropriate level of care – consider contacting the new Foster Parent beforehand to discuss the child's needs, their strengths, fears, etc. Describe how you managed the child's needs. Any insight for the new caregiver will be helpful and appreciated for the child's success.

If the child is prescribed any medications, please send along the medication logs and complete an inventory of the medications.

Once the child leaves

Try to send the child off with pleasant memories. When the front door closes, feel free to cry or celebrate ... whichever applies to your feelings! Then tell yourself you did the best you could. You cared for the child when they needed a parent. They have a brighter future because of you!

WHAT IS NORMALCY?

Normalcy can be defined as any activity that would be considered typical and appropriate for the child based on their age and needs. Outside of the child welfare system, this is usually determined by the child's parent or other caregiver relying on their every day judgment and parenting skills. For a child placed in foster care, it will be determined by you, the Foster Parent, using what we like to call "Reasonable and Prudent Parent Standards". Just because a child has been placed in foster care should not limit their experiences as a child. We want them to experience a "normal" childhood as much as possible. Hence, the term "Normalcy".

A more formalized explanation of Normalcy can be found in the Child and Families Operating Procedure (CFOP) 170-11, Chapter 6, Normalcy;

- Explanation of Reasonable and Prudent Parent Standard. In accordance with s. 39.4091, F.S., "reasonable and prudent parent standard" means the standard characterized by careful and sensible parental decisions that maintain the child's health, safety, and best interests while at the same time encouraging the child's emotional and developmental growth, that a caregiver shall use when determining whether to allow a child in out-of-home care to participate in extracurricular, enrichment, and social activities.
- Normalcy Overview
 - a. A child's right to live a healthy, normal childhood is paramount.
 - b. A reasonable and prudent parent standard will be applied to decisions regarding a child's participation in normal childhood activities.
 - c. Out-of-home caregivers shall be supported in their decision making.
 - d. Normalcy focuses on enabling opportunities for social development, recreation, academic growth and positive life experiences, based on a child's desires and developmental, emotional, physical and other needs. Caregivers are empowered to make decisions using a reasonable and prudent parent standard. Guidelines aimed at also increasing normalcy for caregivers are addressed in Chapters 7 and 8 of this operating procedure.
 - e. Decisions shall not contradict any existing court order.
 - f. While caregivers have authority to make decisions about the normal activities of foster children in their care, the caregiver needs to consider known parental wishes in these decisions.

KEYS TO INDEPENDENCE

Keys to Independence is a state-wide program managed by Embrace Families that supports youth in obtaining their permit and license as well as obtaining automobile insurance. It helps remove barriers to driving by reimbursing the cost of licensure, driver's education, motor vehicle insurance and other incidental costs for children in foster care. All qualified youth are required to complete a driver's education program.

Contact the Keys to Independence program at 321.441.2060 for more information.

Driving

Teens in foster care should be given every opportunity to receive their learner's permit and driver's license. This is allowed under Normalcy and is outlined in CFOP, 170-11, Chapter 6, Driving.

6-8. Driving

- a. Caregivers and child welfare professionals shall assist eligible teenagers in finding a driver's education program.
- b. Support of the teenager's efforts to learn to drive a car, obtain a learner's permit, and earn a driver's license shall be based upon the child's age, maturity, and access to insurance.

Babysitting and Overnight Care

Babysitting and Overnight Care is designed to provide temporary relief and support for foster families. It allows Foster Parents to take a break and rejuvenate, which helps prevent burn out. These child care services can be provided for a few hours, all day, an evening, a weekend, or for special occasions.

It is important that the Foster Parent understand and follow the requirements as outlined in CFOP 170-11, Chapter 7, Babysitting and Overnight Care, Section 7-3 & 7-4:

7-3. Babysitting Overview

- a. Babysitting does not include overnight care or daily childcare.
- b. Babysitting does not have to occur in a licensed setting and background screening is not required.
- c. Caregivers should use the reasonable and prudent parent standard when choosing babysitters for children placed in their care. Caregivers will ensure:
 - (1) Babysitter is suitable and appropriate for the age, developmental level and behaviors of the child.
 - (2) Babysitter receives guidance on handling emergencies, including telephone numbers for themselves, child welfare professionals, and physicians.
 - (3) Discipline and confidentiality policies for the child have been fully explained.
 - (4) Water safety precautions have been explained.
 - (5) Babysitters must be age 14 or older.
- d. Caregivers shall use the reasonable and prudent parenting standard when assessing a child's ability to stay home alone. Examples of factors to be considered by the caregiver include:
 - (1) Physical and developmental age.
 - (2) Child's knowledge of safety rules, emergency contacts and comfort level.
 - (3) Child's history of trauma and reasons for entry into care.
 - (4) Child's treatment recommendations and needs.

7-4. Overnight Care

- a. Caregivers may allow a family member or person who is well known to them to provide care for children placed in their care overnight.
- b. Caregivers shall utilize the reasonable and prudent parent standard when selecting substitute care.
- c. Substitute caregivers chosen by the caregiver for babysitting will be background screened for all stays exceeding three (3) nights. When the substitute caregiver is utilized due to unexpected circumstances, background screening will be initiated within one (1) business day.
- d. Caregivers shall notify the assigned child welfare professional in advance of all overnight stays exceeding three (3) nights.
- e. The assigned child welfare professional shall consult with the supervisor and other involved parties, such as the Guardian ad Litem, when the overnight stay will exceed seven (7) nights. When relevant, agreement by all parties shall be documented by the child welfare professional in Florida Safe Families Network.
- f. Caregivers shall ensure that the assigned child welfare professional can contact them at all times regarding the location and needs of the child.

Out of Town Travel and Vacation

When Foster Parents travel with their own family, whether for a short weekend adventure or a planned family vacation, we hope and encourage Foster Parents to take the children placed in their care with them. As we train in pre-service training and try to instill through the term of the Foster Parent's licensure, our goal is to "treat the foster child as you would your own child." If a Foster Parent is traveling for a vacation that includes the whole family, arrangements can be made to include the foster child. It can be hurtful and traumatizing for a foster child to not be included in family vacations. They may see this as another episode of being rejected. We also understand that there may be times when this cannot occur i.e. family emergency, such as a funeral.

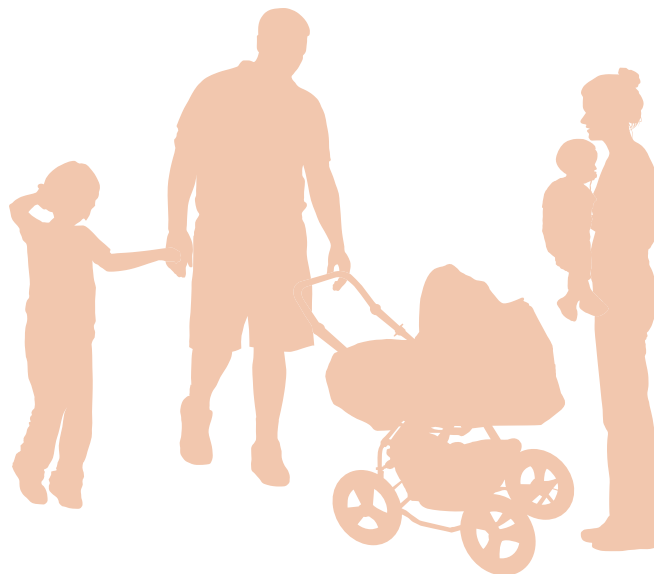
Some things to remember when planning Out of Town Travel, as outlined in CFOP 170 -11, Chapter 8, Sections 8-3 & 8-4:

8-3. Vacation

- a. Caregivers shall be encouraged to take children placed in their care on planned family vacations.
- b. When travel involves visiting with friends or family of the caregivers, background screening is not required. Caregivers shall utilize a reasonable and prudent parent standard when choosing who to visit when traveling.
- c. Caregivers will notify the assigned child welfare professional of all out of town travel in advance and in accordance with existing court orders.
- d. Travel cannot conflict with orders of the court. Additional court approval may be required prior to travel. Scheduled visits with biological parents and family may take priority and should be considered when scheduling the travel.
- e. While caregivers have authority to make decisions about the normal activities of foster children in their care, the caregiver needs to consider known parental wishes in these decisions.

8-4. Out of Town Travel

- a. Out of town travel must also be in compliance with the above-referenced CFOP section 8-3 concerning vacation.
- b. When caregivers need to travel and taking a child with them is not prudent, such as a family emergency, they may choose to leave the child in their care with a family or person well known to them in accordance with Chapter 7 of this operating procedure.



Travel Requests

Embrace Families has a general email for caregivers to use when requesting travel permission and court orders to allow for OUT OF STATE travel. This makes it easier to follow the above guidelines and to notify other parties involved of your plans. The email is *FPVacation@EmbraceFamilies.org* and the instructions are as follows:

I. Caregiver Responsibility

- a. At a minimum 30 days before travel, a caregiver must submit an email to *FPVacation@EmbraceFamilies.org* and the assigned Case Manager for the child which outlines the following:
 - i. Child's name
 - ii. Child's DOB
 - iii. County of residence of Foster Parent
 - iv. Case management agency assigned to child
 - v. Name of Case Manager
 - vi. Destination of travel – city/state and address if available
 - vii. Reason for travel
 - viii. Length of stay – dates of departure and return
 - ix. How to contact Foster Parent during the travel time. Two means of contact are required, preferably two phone numbers. Email is also permissible as a means of contact.
 - x. Whether visitation will be impacted and the plan to make up this visitation within 30 days of the travel

II. Embrace Families Operations Team Responsibility

- a. *FPVacation@EmbraceFamilies.org* email will be distributed to appropriate County Operations Manager and County Administrative Assistant so they may monitor progress of vacation request.
- b. Spreadsheet with following info will be maintained by the County Operations Manager:
 - i. Date vacation email received
 - ii. Date vacation status submitted to CLS
 - iii. Date CLS filed vacation status with court
 - iv. Date objection filed, if any, from other party
 - v. Date ordered, if needed
- c. The County Operations Manager will "Reply All" to the email, specifically the caregiver, that the email has been received and is being processed.

III. Case Manager Responsibility

- a. Submit a status report to CLS within three (3) business days of receiving caregiver notice with the above listed details
- b. Notify the caregiver that the court order for travel has been requested. If there is an objection from another legal party, the Case Manager will notify the caregiver and Caregiver Support Manager within 24 hours of being notified of the objection.
- c. Once the court order is received, the Case Manager will upload into My Jump Vault within 24 hours of receipt.

Tips for Babysitting, Overnight Care and Travel

Good preparation will help ensure a good experience for the child(ren) and enjoyable time away for you.

Preparing the Babysitter to Care for the Children

During the first phone contact, provide the following information to the babysitter or temporary caregiver:

- Child(ren)'s name and age
- Child's Case Manager and contact information
- Any scheduled appointments, family visits, therapy, etc.
- Interests, fears, behaviors
- Food likes and dislikes
- Daily schedule, bedtime routine, etc.

NOTE: The more information the babysitter or temporary caregiver has the better they can prepare and provide the child with an enjoyable experience.

Preparing the Child for Respite

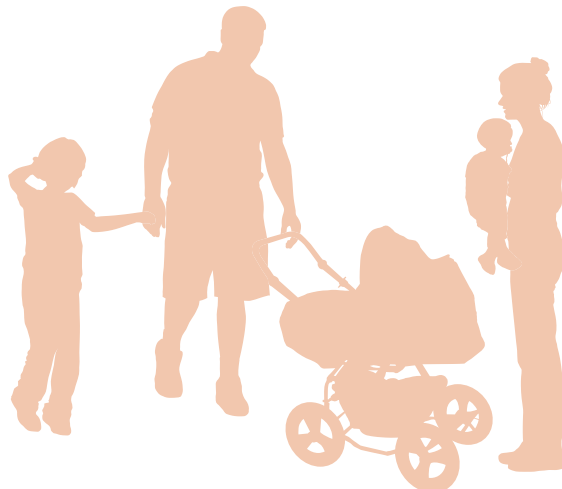
Explain to the child that he/she is going to a friend's house for a few days. This can be a scary and confusing time for the child. Reassure him/her that the family is safe and let him know when you will return (give the exact date). In addition to clothes and hygiene products, have the child bring some toys, books, and any special items (stuffed animal or blanket) that gives them comfort. Preparation is the key to a great respite weekend.

When you arrive at the temporary home make sure the caregiver:

- Knows how to reach you in case of an emergency
- Has a printed copy of the child's information that you discussed on the phone
- Knows you will call to wish the child good night or to check in
- Receives the board rate for the child. This is arranged by you and the temporary caregiver providing respite and does not go through Embrace Families.

Payment to the Caregiver

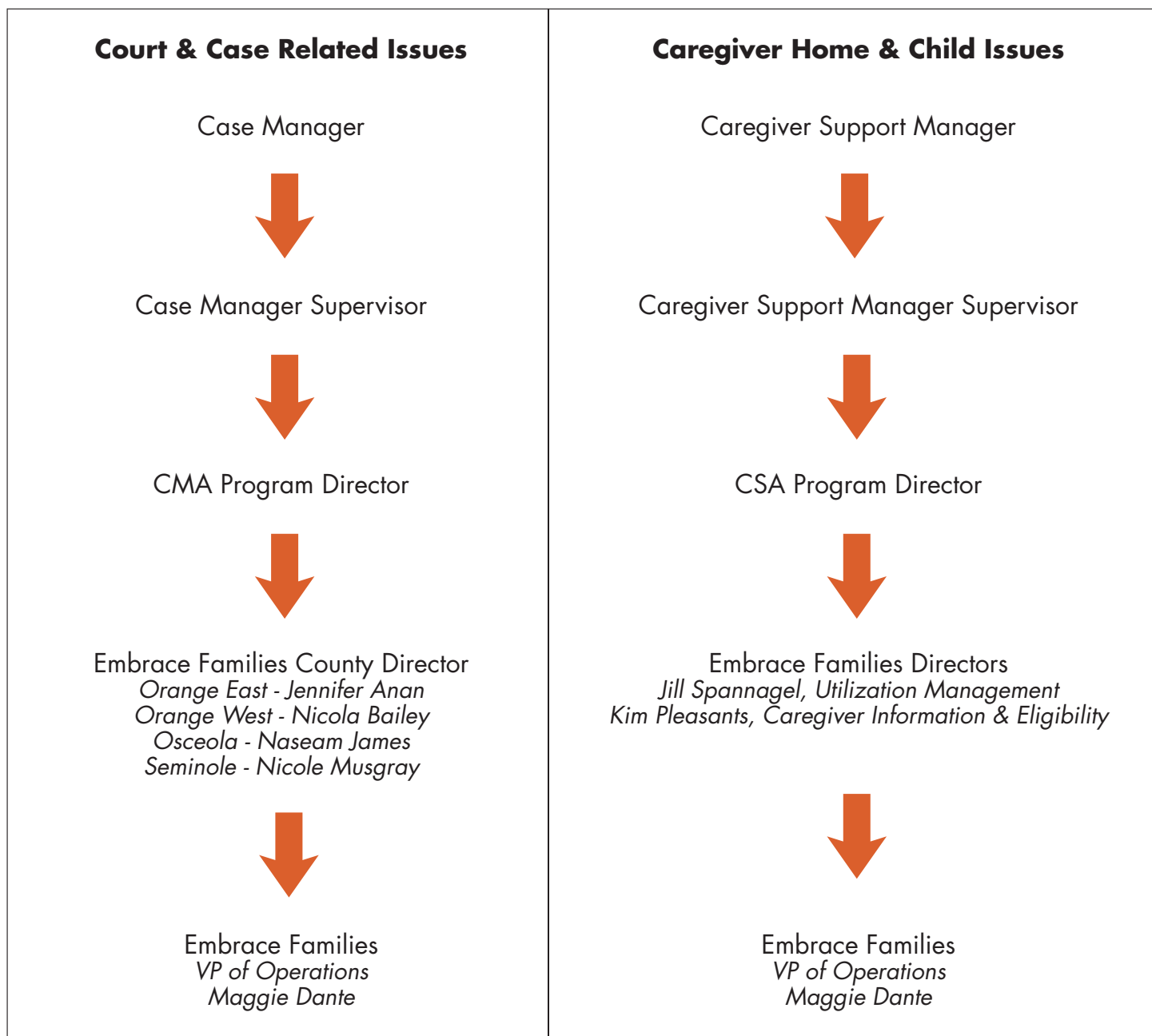
Caring for the child during the caregiver's absence is the responsibility of the caregiver. Generally, the caregiver pays the babysitter/respice caregiver the current board rate that they receive for the child for the number of days they care for the child. Embrace Families takes no financial responsibility for payment unless the child officially changes placement from one licensed foster home to another. In some cases caregivers agree to share babysitting among themselves to give each other a break and no payment is necessary.



FINDING SOLUTIONS

When advocating for a child, your key resource is your Caregiver Support Manager. For questions or concerns with the maintenance of your foster home license, your agency's Caregiver Support Manager is your primary contact.

When the Case Manager or the Caregiver Support Manager is unable to meet the child's needs or address your concerns, you may feel you want to take the matter to a higher authority. Before taking that step, please make sure you have tried to work out the situation with the Case Manager or Caregiver Support Manager. If that has not been successful, below is an overview of some additional options.



RELICENSING

As is required for many professionals, each foster home must be relicensed on an annual basis. This is necessary for the ongoing protection and safety of our children. Ninety (90) days prior to the expiration of your license, you will receive a relicensing packet from your Embrace Families' Caregiver Information and Eligibility Team or your Caregiver Support Manager. This will initiate the relicensing process.

The following items must be completed prior to your re-licensure home visit:

■ **Complete and sign:**

- Application for re-licensure
- Partnership Agreement – completed at initial; discussed annually
- Central Abuse Hotline form
- Water Safety Training Certificate, if applicable – completed at initial; discussed annually for homes with a pool or adjacent to a body of water.

■ **Items needed:**

- Disaster Plan - updated only if changes required
- Local criminal check for all family members in the home over the age of 12
- Name of the Dependency Case Manager (DCM) and phone number for each child placed in your home
- Copies of:
 - o Fire drill logs - Level II - V only. (Must be done every 6 months and ideally every time a new child is placed in the home.)
 - o Fire extinguisher tag
 - o Insurance policies for all cars in the house
 - o Valid driver's license
 - o One month's worth of paychecks, retirement, or social security income for each Foster Parent
 - o Training certificates - Level II - V only. (8 hours of training required annually after the first year when the required 12 hours of post licensing training is required.)
- First Aid Kit and fire extinguisher (two are required for bi-level homes)
- Pictures of child's room(s), bathroom, common areas, outdoor play areas (only if changes made)

■ **Additional Items** – Each agency may require additional items or, when changes in statute or code occur, items may be added or removed.

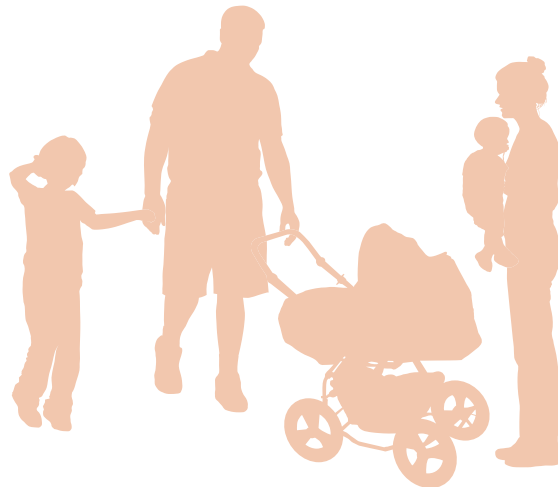
APPENDIX A: BOREDOM BUSTERS & ACTIVITIES FOR KIDS AND FAMILIES

When all you hear is “I’m Bored”, try some of these boredom busters:

1. Involve everyone in meal planning and prep, have themes that kids can really get involved in.
2. Have a garage sale and let them do a lemonade stand; they can use the money for a special visit to somewhere they would want to go.
3. Movie night (let them choose).
4. Paint their bedroom.
5. Freeze dance.
6. Go to a park and have a cook out.
7. Frisbee golf.
8. Visit your local library—story hours, reading contests, etc.
9. Hike on a nature trail.
10. Bake cookies for ice cream sandwiches.
11. Volunteer at a nature center.
12. Make a photo journal or a family yearbook.
13. Have a luau in the backyard.
14. Visit the beach and collect shells.
15. Make a fort out of cardboard boxes or blankets.
16. Visit a farmer's market.
17. Stage an A to Z scavenger hunt, where you have to find something that starts with every letter.
18. Pick berries.
19. Have a picnic at a park.
20. Make ice cream.
21. Go canoeing at a local lake.
22. Build a sandcastle.
23. Write and illustrate your own book and have it published into an actual hardcover book using IlluStory.
24. Forget cooking—set up an ice cream sundae buffet for dinner.
25. Clean up trash at a local park.
26. Have a backyard campfire ... or just use the grill! Roast hot dogs on sticks, pop popcorn and finish off with s'mores.
27. Make homemade pizza.
28. Go for a walk and then make something from the natural objects you find along the way.
29. Head to a creek and look at the ducks/birds.
30. Set up a lemonade stand.
31. Have a water balloon fight.
32. Practice your origami skills and make objects to hang from the ceiling.
33. Go biking on a trail.
34. Interview an older person about what life was like when they were young.
35. Plan a picnic at a local park—or in your backyard.
36. Print out a list of children's books that have won Caldecott Medals. Visit the local library throughout the summer and try to read as many as you can.
37. Create salad spinner art: Place circles of paper inside a cheap salad spinner, dab tempera paints on top, cover and spin away.
38. Practice making interesting shadow puppets and then put on a show with your characters.
39. Plant a garden of herbs and veggies.
40. Make a sidewalk chalk mural.
41. Have an outdoor painting party using huge canvases or cardboard.

42. Visit a fish hatchery.
43. Plant a butterfly garden with flowers.
44. Pretend to be pirates for a day—dress up in costumes, plan a treasure hunt and talk like a pirate.
45. Make an indoor sandbox using colored rice: mix 4 cups of rice with 3 tablespoons of rubbing alcohol and a few drops of food coloring and let dry overnight.
46. Turn the backyard into a carnival—set up a face painting area and games like ring toss.
47. Make totem poles out of paper towel rolls and decorate them.
48. Visit a museum you've never been to.
49. Make a giant hopscotch or Twister game on the lawn (with spray paint) or driveway (with chalk).
50. String beads into jewelry.
51. Make a bird house out of Popsicle sticks.
52. Learn about stargazing and identify as many constellations as possible – see if there are any local astronomy groups for kids.
53. Create leis with wildflowers.
54. Go fossil hunting near a lake.
55. Have a silly string fight.
56. Break out your baseball gloves and start a game, sandlot style.
57. Make paper boats and race them in a kiddie pool using straws to propel them.
58. Play mini-golf— set up a course in your driveway by laying different size containers on their sides. Hot wheels track works well, too.
59. Make your own colored sand and create sand art.
60. Get a map of the United States and mark off all the exciting places you want to visit—create the ultimate road trip.
61. Set up a net and play badminton and volleyball.
62. Visit an amusement park or water park.
63. Wade through a stream and search for minnows or tadpoles.
64. Go zip-lining.
65. Investigate an ethnic grocery store and make a meal using interesting spices and kid-friendly international recipes.
66. Visit a fire station.
67. Collect rocks and paint them to use as paperweights or pet rocks. Hide them in parks or along trails for others to find, too.
68. Go roller skating.
69. Visit a zoo or aquarium to learn about animals.
70. Run through the sprinklers.
71. Blend your own smoothie.
72. Set up a bike wash and raise money for a local charity.
73. Batter up at a batting cage.
74. Let kids paint the sidewalk or patio with plain old water and sponge brushes. When their creation dries, they can begin again.
75. Bake cupcakes in ice cream cones and decorate them.
76. Assemble a cookbook with all their favorite recipes.
77. Go horseback riding.
78. Make popsicles in Dixie cups using fruit juices.
79. Catch fireflies in a jar (and let them go at the end of the night).
80. Stage your own Summer Olympics with races, hurdles and relays.
81. Create a backyard circus—kids can pretend to be animals and dress up as clowns.
82. Decorate bikes and have a neighborhood parade.
83. Take a sewing/crochet/knitting class. (Michaels has some free ones.)
84. Make paper flowers using different colored tissue paper.

85. Go to a flea market.
86. Volunteer at an animal adoption organization.
87. Visit a retirement home and read stories to residents.
88. Attend an outdoor festival or concert.
89. Pick a nearby town to visit for the day. Take Sun Rail.
90. Visit a cave.
91. Get a map of your area, mark off all the local parks—then visit them, take pictures and vote for your favorite.
92. Take in a fireworks exhibit.
93. Make crafts with recyclable items like stickers, old photos, magazines and repositionable glue.
94. Make your own hard-to-pop bubbles with 1 cup of distilled water, 2 tablespoons of Dawn dish soap and 1 tablespoon of glycerin.
95. Paint canvas sneakers with fabric paint pens or acrylic paint.
96. Create three dimensional buildings using toothpicks and mini marshmallows.
97. Make bird feeders by covering pine cones with peanut butter and rolling in birdseed.
98. Paint with ice by freezing ice cube trays with washable tempera paint.
99. Create unusual s'mores by experimenting with ingredients like cookies, bananas, flavored marshmallows and white chocolate.
100. Have a fancy tea party.
101. Make a giant slip-n-slide with a painter's tarp and shaving cream.
102. Go camping in the backyard or at a campsite.
103. Visit a national park and help the kids earn a junior ranger badge.
104. Go to a ballgame and teach your kids (and yourself) how to keep a scorecard.
105. Set up a tent in the backyard to use as a summer playhouse.
106. Have a game night with Charades, Pictionary and Bingo.
107. Take a boring brown paper bag and have kids brainstorm creative things to do with it. You'll be surprised at how many things you can come up with.
108. Go fishing.
109. Use the app "Heads Up" for modern charades.
110. Learn to swim.
111. Have a tricycle race at the park.
112. Make sidewalk chalk "paint" with cornstarch, water and food coloring in a muffin tin and then paint washable pictures on the sidewalk.
113. A lot of theaters offer mid day movies for just a few dollars.
114. Sit down and write a real letter to a friend/loved one and send it to them.
115. Bake cookies.
116. Go through old clothes/toys and get rid of ones that don't fit or that you don't play with anymore.
117. Try tubing, canoeing or paddle boarding (Kelly Park, Shingle Creek).



Need to get out of the house? A few local destinations to check out:

- a. Walk around Lake Eola (there is also a playground, Swan boat rides, City Arts Factory and the public library within walking distance, as well as free Lynx bus ride through downtown)
- b. Walk Around CityWalk, take the boat ride and/or find the splash pad
- c. Walk around Old Town Kissimmee—car parade on Saturday nights
- d. Walk around Disney Springs
- e. Walk around Disney's Boardwalk
- f. Walk around Celebration Town Center
- g. Orlando Rep Theatre
- h. Cornell Fine Arts Museum (on Rollins College campus)
- i. Zora Neale Hurston National Museum (Eatonville)
- j. Mennello Museum
- k. Holocaust Memorial Resource & Education Center (Maitland)
- l. Oviedo Recreation Gym
- m. Splash pad in Oviedo, at Dr P Phillips Community Park, or in Winter Park
- n. Big Tree Park
- o. Fort Christmas Historic Park
- p. Wekiva Island
- q. West Orange Bike Trail
- r. UCF Arboretum, Mead Botanical Gardens, Harry P Leu Gardens
- s. Music at the Casa (Casa Feliz, on Sundays from 12 -3pm there is free music)
- t. Birds of Prey in Maitland
- u. Movie nights (Lake Eola Park, Popcorn Flicks at the Enzian, or outside at Leu Gardens)
- v. Black Hammock Adventures on Lake Jessup
- w. Free the campfire Chip N Dale Sing-a-Long at Fort Wilderness
- x. Disney's Wilderness Preserve
- y. Lost Island Water Park & Adventure Golf
- z. Osceola County Historical Society Pioneer Village

Good websites for boredom busting

Bird rescue place in Apopka: www.arc4raptors.org/saturdays-at-arc.html

Winter Park - free movie in the park: <https://cityofwinterpark.org/event/flicks-on-the-fairway/>

Free movies at Lake Eola: www.orlandodatenightguide.com/2018/04/movieola-at-lake-eola-park-2018/

Art at the Alford: <https://thealfondinn.com/blog/alfond-inn-offers-in-house-art-tours/>

Orange County Library: www.ocls.info/classes-events/audience/Adults/category/Cooking%20%26%20Food/library/Orlando%20Public%20Library

Arboretum @ UCF: <https://arboretum.ucf.edu/visit-us/geocache/>

Holocaust Museum: www.holocaustedu.org/

Butterfly Encounter @ Lukas Nursery: <https://lukasnursery.com/butterfly-encounter/>

APPENDIX B: COMMONLY USED ACRONYMS

4C	Community Coordinated Care for Children
ADD/ADHD	Attention Deficit/Hyperactivity Disorder
APPLA	Another Planned Permanent Living Arrangement
ARC	Adoption Review Committee
ASFA	Adoption and Safe Family Act
CATT	Child to Adult Transition Team
CBC	Community Based Care
CBCIH	Community Based Care Integrated Health
CBHA	Comprehensive Behavioral Health Assessment
CHN	Children's Home Network
CHS	Children's Home Society
CLS	Children's Legal Services
CMA	Case Management Agency
CM	Case Manager
CMS	Children's Medical Services
CPA	Child Placing Agency or Child Placement Agreement
CPI	Child Protective Investigator
CPS	Child Protective Services
CPT	Child Protection Team
CRC	Case Review Committee
CWSP	Child Welfare Specialty Plan (Sunshine Health)
CX/CXN	Child or Children
DCF	Department of Children and Families
DCM	Dependency Case Manager
DD	Developmental Disabilities
Dev	Devereux
DJJ	Department of Juvenile Justice
DOB	Date of Birth
EF	Embrace Families
EFC	Extended Foster Care
EPSDT	Early Periodic Screening Diagnosis and Treatment (child well-being exam)
ER	Emergency Room
FAHIS	Florida Abuse Hotline Information System
FAS	Fetal Alcohol Syndrome
FAST	Foster Allegations Support Team
FDLE	Florida Department of Law Enforcement
FP	Foster Parent
FSFAPA	Florida State Foster and Adoptive Parent Association
FST	Family Services Team Staffing
FX	Father
GAL	Guardian ad Litem

GCJFC	Gulf Coast Jewish Family & Community Services
GFX	Grandfather
GMX	Grandmother
I&E	Information and Eligibility
ICPC	Interstate Compact for the Placement of Children
IEP	Individual Education Plan
IHS	In-Home Services
ILP	Independent Living Program (aka Youth Services Program)
IRC	Initial Review Committee
JAC	Juvenile Assessment Center
JDC	Juvenile Detention Center
JR	Judicial Review
LE	Law Enforcement
LOC	Level of Care Staffing
MAPP	Model Approach to Partnership in Parenting
MDT	Multi Disciplinary Team
MJV	My Jump Vault
MX	Mother
OHC	Out of Home Care
OHU	One Hope United
OTI	Out of Town Inquiry
PESS	Post Educational Support Services
PI	Protective Investigator (same as CPI)
PRIDE	Parents' Resource for Information Development Education
PSS	Placement Support Staffing
PTSD	Post Traumatic Stress Disorder
QPI	Quality Parenting Initiative
RTC	Residential Treatment Center
SCSO	Seminole County Sheriff's Office
SDMM	Safety Decision Methodology Model
SED	Severely Emotionally Disturbed
SIDS	Sudden Infant Death Syndrome
SLD	Special Learning Disability
SSA	Social Security Administration
SSN	Social Security Number
STFC	Specialized Therapeutic Foster Care
STGH	Specialized Therapeutic Group Home
TCM	Targeted Case Management
TFH	Therapeutic Foster Home
TIC	Trauma Informed Care
TPR	Termination of Parental Rights
WIC	Women, Infants, & Children (Supplemental Food Program)

KEY CONTACTS

We recommend that you make several copies to have on hand for each child that comes to your home. Keep this information in a handy place so you can easily access.

**Child’s Case Management Agency
(check one)**

☐ Children’s Home Society ☐ Gulf Coast ☐ One Hope United

Child’s Name: _____

Child’s Case Manager Name

Office #

Cell #

Case Mgmt. Supervisor’s Name

Office #

Cell #

Case Mgmt. Program Director Name

Office#

Cell #

ADMINISTRATIVE SUPPORT

901 N. Lake Destiny Road, Suite 400 Maitland, FL 32751
321.441.2060 Fax 407.681.0560

CHILDREN'S ADVOCACY CENTER OSCEOLA

110 West Neptune Road Kissimmee, FL 34741
407.742.1545

EAST ORANGE COUNTY

4001 Pelee Street Orlando, FL 32817
321.207.8200

WEST ORANGE COUNTY

5749 Westgate Drive Orlando, FL 32835
321.441.1567

OSCEOLA COUNTY

111 E. Monument Ave, Suite 501 Kissimmee, FL 34741
321.442.8487

SEMINOLE COUNTY

2921 S. Orlando Drive, Suite 150 Sanford, FL 32773
407.688.9650

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