

THE FAMILY INTEGRITY PROGRAM

CAREGIVER HANDBOOK



Important information regarding being a relative or non-relative caregiver through St Johns County's Family Integrity Program



CREDIBILITY • INTEGRITY • ACHIEVEMENT



“Our Community --- Our Children”

We are the Family Integrity Program and we look forward to working with you and the children that have been placed in your custody. We are here to help the children and families of St. Johns County.

The purpose of this handbook is to give you general information about the Family Integrity Program, provide general information about service providers in the community, and share how the Family Integrity Program may work with you.

Your Dependency Case Manager will go over this handbook with you and will answer any questions to the best of their ability.

You will be asked to sign a paper that states you received this handbook and that you understand your rights and responsibilities while working with the Family Integrity Program.



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Department of Health and Human Services

The Family Integrity Program is an agency within the St. Johns County Department of Health and Human Services. Other agencies that work within the Department of Health and Human Services are the FIP Diversion Program, Social Services and the Housing and Community Development Department.

Department of Health and Human Services

MISSION

Fostering encouragement, care, hope, and opportunities for individual recovery, achievement, and quality of life.

VISION

- ❖ We envision...
A model of Health and Human Services where individuals choose their own path of self discovery and recovery...
- ❖ Where...
Adults will live, work, learn, and participate fully in their communities.
- ❖ Where...
Children and their parents or caretakers will live, learn, and thrive with their families and friends.

Family Integrity Program: Mission and Vision

Mission

The Family Integrity Program mission is to work in partnership with the State of Florida and the Local community to develop, implement and manage a highly effective, culturally competent, strength-based, community-based system of care for abused and neglected children and their families.

Vision

- ❖ We envision...
A model of Health and Human Services where individuals choose their own path of self discovery and recovery...
- ❖ Where...
Adults will live, work, learn, and participate fully in their communities.
- ❖ Where...
Children and their parents or caretakers will live, learn, and thrive with their families and friends.

Your Dependency Case Manager and Family Integrity Program Contact Information

My name is _____ . I am the
Dependency Case Manager assigned to the children in your custody.

My phone number is (904) 209-_____.

My e-mail address is _____ [@sjcfl.us](mailto:_____@sjcfl.us)

My Supervisor's Name is _____ . Their
phone number is (904) 209-_____.

The Program Manager of the Family Integrity Program is Michelle Weisheit.
Her phone number is (904) 209-6115.

The Family Integrity Program office is located at:
200 San Sebastian View, Suite 2300
St. Augustine, FL 32084
Main Phone Number: (904) 209-6080
Office Hours: 8:00 AM to 5:00 PM Monday thru Friday

Family Integrity Program Web-site address: <http://www.sjcfl.us/FIP/index.aspx>

Who, How, and What?

Question: Who is the Family Integrity Program?

Answer: The Family Integrity Program is the St. Johns County child safety agency responsible for protective services and out-of-home placement for children living in St. Johns County who have been found to need “intervention” or “protection” according to the guidelines in the Florida State Statutes.

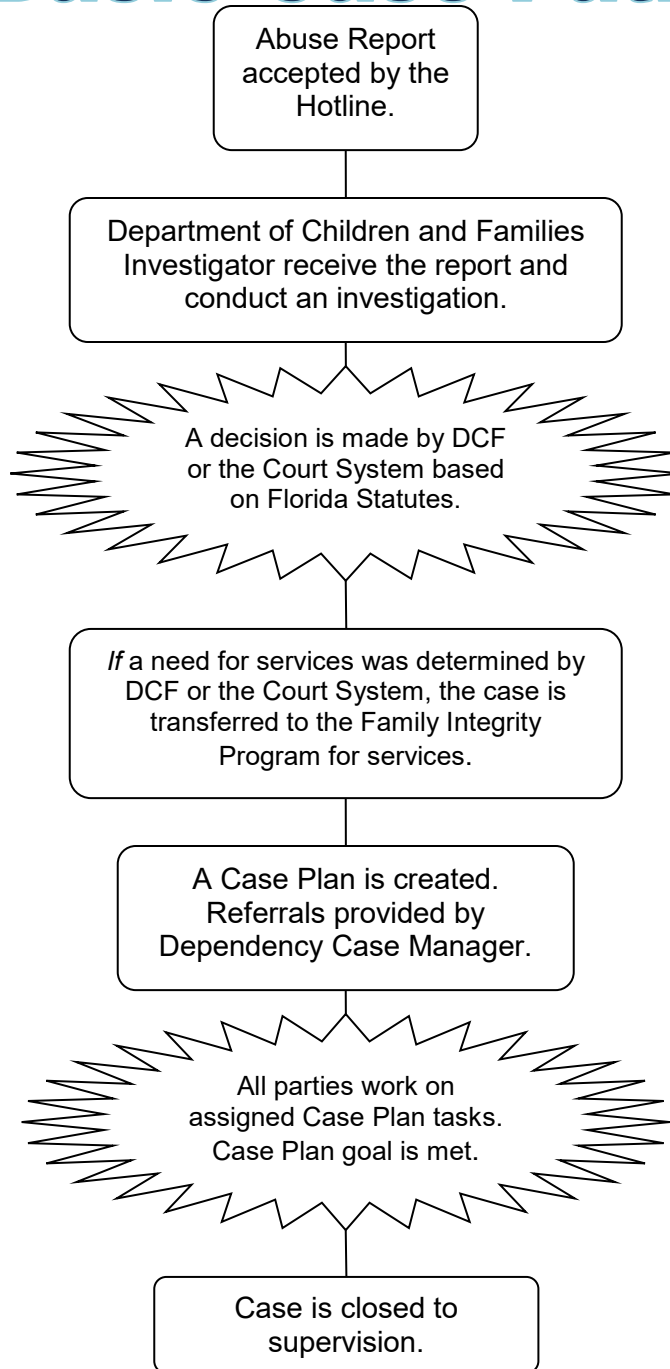
Question: How did the Family Integrity Program become involved with the children placed in my custody?

Answer: The Family Integrity Program received this case from the Department of Children and Families. The Court System made the initial decision to remove the children from their parents and place them in your custody.

Question: What will the Family Integrity Program do?

Answer: Every family is assigned a Dependency Case Manager. A set of tasks for all parties (the Family Integrity Program, the parents, any caregivers, the children, and service providers) will be developed in order to address the identified safety concerns to the children identified by the Department of Children and Families’ investigation. This set of tasks is called a “Case Plan.” The ultimate goal in any case supervised by the Family Integrity Program is to safely reunify a child with their parent once the identified safety concerns have been addressed. If a child who has been removed from the custody of their parent can not safely return to the custody of one of their parents, the Family Integrity Program must explore all options to help that child find another “permanency” option. This could mean that guardianship is granted to a relative or non-relative or that adoption can be pursued.

Basic Case Path



Your Rights

If you have any questions, please ask your Dependency Case Manager to explain these rights. It is important that you understand all of your rights.

Rights

- You have the right to be heard.
- You have the right to make suggestions about the Case Plan.
- You have the right to know when Court Hearings are held and to attend Court Hearings.
- You have the right to know what happened at a Court Hearing.
- You have a right to know about the parents' progress on their Case Plan.
- You have the right to receive services that will help you meet the needs of the children in your custody.
- You have the right to be treated with respect.
- You have the right to have your information treated in a confidential manner.
- You have the right to request an appointment with the Dependency Case Manager.
- You have the right to receive copies of Judicial Review reports sent to the Court.
- You have the right to submit a concern or complaint to the Family Integrity Program and to expect that you receive an answer in a reasonable amount of time.

Your Responsibilities

We want you to understand what is expected of you while you are working with the Family Integrity Program. Please understand that it is very important you remain in contact with the Dependency Case Manager so that we can all work together to achieve the Case Plan goal.

Responsibilities

- You are responsible for providing the Dependency Case Manager with current contact information. This includes home information, work information, and an alternate contact source if possible.
- You are responsible for being honest with all the information that you share with the Dependency Case Manager. This includes any concerns you may have about the parent's current actions and behaviors.
- You are responsible for treating all parties to the case with respect (i.e. Guardian ad Litem, service providers, and the parents)
- You are responsible for asking questions if you do not understand something.
- You are responsible for obeying the Court's order.
- You are responsible for applying for Medicaid and TANF (Temporary Assistance to Needy Families)/Relative Caregiver benefits for the child in your custody through the Department of Children and Families Economic Services Program.
- You are responsible for having the children available for a minimum of one home visit every 25 days.
- You are responsible for contacting the Dependency Case Manager if you are having problems.
- You are responsible for providing the most current medical and school information regarding the children in your custody to the Dependency Case Manager.
- You are responsible for getting the children in your custody to any recommended counseling or medical treatment.
- You are responsible for the daily well-being of safety of the children in your custody. This includes informing the Dependency Case Manager of any evacuation plans or emergencies.

Complaints

The Family Integrity Program understands that there may be times that you disagree with issues of the case. We welcome your participation in the case when you are a legitimate party to the case. A complaint process has been designed to help you resolve any complaints you may have while working with the Family Integrity Program.

Complaints should be handled in the following manner:

1. When you have a complaint, you first need to talk about it with the Dependency Case Manager. The Dependency Case Manager will work with you to find a possible solution.
2. If talking to the Dependency Case Manager did not help, please contact their Supervisor. The Supervisor's information is provided on page 5 of this Handbook.
3. If, for whatever reason, your complaint has not been addressed or you need further assistance with your issue, you can contact Michelle Weisheit, Program Manager, at (904) 209-6115. The Program Manager will look into your complaint and provide you with an answer in a reasonable amount of time.
4. If your complaint still has not been addressed or you need further assistance with your issue, you can contact Shawna Novak, Director of Health and Human Services (HHS), at (904) 209-6089. The HHS Director will look into your complaint and provide you with an answer in a reasonable amount of time.
5. If you have contacted all of the appropriate staff at the Family Integrity Program and you have not had your concern addressed, you can contact the Assistant County Administrator, Sarah Taylor, at (904) 209-0549. The Assistant County Administrator will investigate the complaint and provide a resolution or will see that your concern is addressed at the next level of Management within the Department of Health and Human Services.

Possible Case Plan Tasks

The Case Plan will be designed to meet the needs of the family and to help them accomplish their Case Plan goal. Listed below are possible Case Plan tasks that parents may be required to complete. This is not a complete list of possible tasks as Case Plans are designed to meet the specific needs of each family. When you meet with the Dependency Case Manager for the first time, it is important that you share any concerns you may have about the parents' behaviors or choices so that they can be addressed in the Case Plan.

- Parenting
- Mental Health Evaluation and Compliance with any Recommended Treatment
- Substance Abuse Evaluation and Compliance with any Recommended Treatment
- Random Drug Testing
- Domestic Violence Victim's Counseling
- Domestic Violence Batterers Intervention Program
- Anger Management
- Family Counseling
- No Contact with identified people (those who present risk to any parties in the case)
- Supervised Visitation
- Payment of Child Support
- Safe and Stable Housing
- Stable Employment/Income
- Sex Offender Counseling
- Participation in Counseling recommended for the child
- Participation in Child Sexual Victim Counseling
- Providing for the Child's Daily Well-Being
- Maintaining a Respectful Relationship with all Parties Involved in the Case
- Participation in the Child's Comprehensive Behavioral Health Assessment (CBHA)

CAREGIVERS AND THE COURT



Your Right To Notification And Communication

Caregivers are respected, valued partners in the dependency legal system. You have a right to:

- ❖ Advance notice of court hearings
- ❖ Be heard in court
- ❖ Ask questions about the case plan
- ❖ Respectfully share your opinion



Attending Court Hearings

What to Expect:

Court hearings are set a minimum of every 6 months; however, there are usually more hearings at the beginning of a case. The conversation in court will center around the safety, permanency, and well-being of the child. The court will assess whether the parent has benefited from services and demonstrated the protective capacities necessary to safely return the child to his/her family.

How to Prepare:

- Feel free to contact your case manager or children's legal services* (CLS) attorney prior to the hearing to ask any questions.
- Once you arrive, ensure that the case manager and CLS attorney know that you are present and inform them if you would like to address the court.
- If you are unable to attend court, request a Caregiver Input Form and return it to the case manager prior to court so that it can be incorporated into the case documents.

*In some regions this is managed through the Office of Attorney General or the Office of the State Attorney.

What to Share:

Below are some S.M.A.R.T. Ideas for Issues you may want to share in court:

School related issues

Medical or psychological needs

Aadjustment in your home

Requests for services

Travel order requests



As the caregiver trusted to provide quality parenting to a child in the dependency system, your opinions and observations are valuable to the court.



Now What?

You have decided to care for a child who is not your own. Whether this child is family or like-family, it is still a tremendous undertaking for which you will certainly need support.

There are many different avenues available to you at this point and our goal at Family Integrity Program is to ensure you are immediately informed of the multiple ways you can be assisted.

Unfortunately, there is no way to know for certain how long this dependency case will be open but there's a good chance it will be longer than you bargained for! Enclosed, please find all the ways you can pursue assistance, regardless of how many months you are working with our agency.

Thank you for stepping up in this child's life. They are lucky to have you!

AVAILABLE CAREGIVER BENEFITS

Cash Only TANF-

- Available to RELATIVES only
- This is not dependent on anything except that you have placement of a child- your income does not matter because it is based off the child's income (which is \$0)
- Payment Rate of \$180
- SHORT-TERM: ends at adjudication (when the Court officially rules that the child needs the state of Florida for protection and care, usually within 60-90 days)

Relative/Non Relative Caregiver Program

- Available to BOTH relative and non-relative caregivers
- Can be received within 60-90 Days (often longer as it is dependent on the court's timeline)
- Requires you to complete the ACCESS form and phone interview
- Payment Rate based on the child's age (as listed in the section below) but will be **reduced significantly after 6 months of receipt**
- Child Support must be initiated by you to be received
- LONG-TERM: if Reunification is not deemed to be in the child's best interest and the child remains in your care following case closure under the goal of Permanent Guardianship, you will continue to receive these funds until the child turns 18

Level 1 Foster Care Board Rate-

- Available to BOTH Relative and Non-Relatives
- Received within 60 Days (not dependent on Court's timeline)
- Requires 4 hours of online education to prepare you for what it's like to care for a child involved in the court system
- Payment Rate of
 - Ages 0-5: \$517.94
 - Ages 6-12: \$531.21
 - Ages 13-17: \$621.77
- Child Support is initiated by the Court
- LONG-TERM: if the case closes to Permanent Guardianship and you are a Level 1 Foster Parent, you will then transition to the Guardian Assistance Program (GAP) and continue to receive the same board rate until the child turns 18.

MORE GOOD NEWS!

Both long-term programs entitle you to receive a \$200 subsidy towards childcare for children aged 0-5 as well as a referral to Episcopal Children's Services (if your child is of daycare age) which will allow you to receive daycare coverage at a discounted rate while your case is open. Additionally, the child in your care will be eligible for Medicaid health coverage until they turn 18.

Both Relative/Non-Relative Caregiver Benefits and Level 1 Foster Care require annual redeterminations. This is initiated by the agency, not by you!

Jen Lee, GAP Specialist

Family Integrity Program
200 San Sebastian View, Suite 2300
St. Augustine, FL 32084

Phone: (904) 439-5452
Fax: (904) 209-6081
E-mail: jlee@sicfl.us



Service Providers

As part of your Case Plan, you may be required to work with different agencies in St. Johns County. Listed below are some of the frequently used service providers in St. Johns County. Please remember that these services may change their location/contact information over time. This is not the complete list of the service providers in St. Johns County. You will need to work with your Dependency Case Manager to identify which agency will best suit your needs and still meet the goal of the Case Plan task.

□ **Stewart Marchman Act Behavioral Healthcare**

1880 San Sebastian View, Ste 4201
St. Augustine, FL 32084
(904) 209-6000

□ **EPIC Community Services**

1400 Old Dixie Highway, Suite C
St. Augustine, FL 32086
(904) 829-2273

□ **Betty Griffin House (Outreach)**

2450 Old Moultrie Rd, Ste. 202
St. Augustine, FL 32086
(904) 808-8544

□ **Community Action Team (CAT)**

201 Simone Way
St. Augustine, FL 32086
(904) 829-1770
Amanda Callahan – CAT Team Lead
AmandaC@sayskids.org

□ **Mobile Response Team (MRT)**

201 Simone Way
St. Augustine, FL 32086
***To request a MRT Assessment, please call 911 or 211*
info@sayskids.org

□ **All Therapies**

Kimberly Jackson, MSW
Program Administrator
(386) 864-1213
Fax: (386) 220-8281

□ **Positive Behavioral Solutions**

1000 Riverside Ave, Ste. 301
Jacksonville, FL 32204
(904) 587-4938
pbsfl.org

Service Providers, Cont.

- **Brief Strategic Family Therapy (BSFT) Program**
National Youth Advocate Program (NYAP)
BSFTReferrals@nyap.org

- **New Life Counseling and Educational Services**
4417 Beach Blvd., Ste 101
Jacksonville, FL 32207
Office: (904) 551-4953
Fax: (904) 212-2366
www.nlcfl.org

- **St. Johns County Bio Medical Lab (Drug Screening)**
165 South Park Blvd.
St. Augustine, FL 32086
(904) 824-5497

- **Care Spot (Drug Screening)**
2095 US Hwy 1
St Augustine, Fl. 32086
(904) 429-0001

- **St. Johns County Social Services**
200 San Sebastian View, Suite 2300
St. Augustine, FL 32084
(904)209-6140 / DCF Access: 1-866-762-2237

- **Kids' Bridge Visitation Center**
238 San Marco Ave.
St. Augustine, FL 32084
(904) 824-8810

- **Episcopal Children's Services**
5 Clark Street
St. Augustine, FL 32084
(904) 770-2565

- **Families First of Florida**
Comprehensive Behavioral Health Assessment Provider
4902 Eisenhower Blvd., Suite 295
Tampa, FL 33634
cbha@familiesfirstfl.com

- **Comprehensive MedPsych Systems**
Psychological Services of St. Augustine
1100-1 South Ponce de Leon Blvd
St. Augustine, FL 32084
Main Phone: (904) 824-7733

Fax: (904) 829-9768

□ **Children’s Home Society (Parenting, Individual Therapy and Therapeutic Visitation)**

Lauren Swartek, LMHC
Licensed Clinical Program Supervisor
Children’s Home Society of Florida | Buckner Division
3027 San Diego Rd| Jacksonville, Florida 32207
Cell: (904) 510-6504
Email: lauren.swartek@chsfl.org | www.chsfl.org

□ **Family Resource Connection**

2730 U.S. 1 South, Suite F
St. Augustine, FL 32086
(904) 770-7662 or (904) 451-4241
Email: info@familyresourcefl.org
Fax: 1-866-528-0579
Administrative Office: (386) 385-5093

□ **Adapt Behavioral Services**

533 N. Nova Rd. #204
Ormond Beach, Fl. 32174
(386) 898-5003
Ormond@adapt-FL.com

□ **United Way (Social Services- Resources, Information and Referrals)**

Dial 211 or (904) 632-0600
www.nefl211.org

Home Visits

The Family Integrity Program's policy requires that each child under protective supervision be seen in their legal, current residence **at least** once every 25 days. Home Visits **do not** need to be "announced." This means that the Dependency Case Manager may come to your home without making an appointment with you in advance. The Home Visit is your best opportunity to discuss the children's needs, your needs as the legal caregiver, progress on the Case Plan, upcoming Court dates, and the Case Plan goal. Additionally, the Dependency Case Manager will interview each child **in private** as some children do not always feel comfortable expressing all their thoughts, fears, and concerns in front of an "audience."

POSSIBLE TOPICS THAT CAN BE DISCUSSED IN THE HOME VISIT

- Any visible injuries to the child and how they happened
- Behavior of the child in the home
- How the child is interacting with other household members
- Previous and upcoming medical, eye, and dental appointments
- Any on-going medical treatment
- School progress and any scheduled school meetings
- School behavior and services being offered to the child by the school
- The child's visitation with their parents. This can include face-to-face visits and any other form of Court approved contact such as telephone calls or if the parents send the child letters/cards.
- Outcomes of any contact with the parents
- Any contact you have had with the parent about the child's activities and any input the parent has given you about those activities
- Any participation of the parent in the child's activities (such as special occasions, medical appointments, or school events)
- If siblings are not placed together, sibling visitation schedules and outcomes
- Progress made on the Case Plan
- Progress being made toward the Case Plan goal
- Upcoming Court dates and any information that you want brought to the attention of the Court
- Your concerns about the case, the child, the parents, or services that may be needed for the child or family

**** Please note that since all children are required to be seen every 25 days that the Dependency Case Manager may also choose to visit the children at school, daycare, therapy, or a medical appointment when an additional home visit during any 25 day period is not possible. However, the children **MUST** be seen in their home every 25 days and any additional visit **WILL NOT** replace a home visit. ****

Travel

We understand that you and your family may plan to take trips or have an emergency that requires travel while you are working with the Family Integrity Program. Staying in contact with your Dependency Case Manager is very important so these needs can be addressed and shared with the necessary case participants.

Travel within the State of Florida

Generally speaking, travel within the State of Florida does not require a Court order. However, there are people that need to be made aware of travel plans. You should tell your Dependency Case Manager of any plans to travel with as much notice as possible. The child's parents should also be aware of when you plan to travel a significant distance from your home county. If you are not comfortable contacting the parent, the Dependency Case Manager will discuss the trip with the parent. If the parent does not agree, a Court order can be obtained to permit the travel. If something happens to change your plans while traveling, please contact the Dependency Case Manager right away.

Travel outside the State of Florida

If you plan to travel to a different State, the Court needs to be notified prior to the dates of travel. The parents will also need to be notified of the travel dates as they may object to the travel which will then require the need for a Court hearing and a Court order. You need to provide the Dependency Case Manager with as many details of your trip as possible. This must include travel dates, destinations, and contact information for while you are traveling. If a Court order is needed, please allow the Dependency Case Manager **at least 3 weeks** to obtain the order. If you are not comfortable contacting the parent, the Dependency Case Manager will discuss the trip with the parents and if needed, contact the agency attorney to have a Court hearing set. If something happens to change your plans while traveling, please contact the Dependency Case Manager right away.

Evacuations

We live in Florida and know that there are times during the year in which Florida residents may be required to evacuate from their homes. The Dependency Case Manager should have discussed your options and plans for evacuation prior to any need to evacuate the area.

Things to do in the event of an Evacuation

1. Discuss your plans with the Dependency Case Manager during home visits and update your plans at the first sign a potential evacuation. An evacuation plan will be completed and will be placed in the case file.
2. If evacuation orders have been issued to residents in the projected path of danger, the Family Integrity Program will seek “blanket” Travel orders. These will allow those who have to or plan to evacuate out-of-state to legally travel.
3. Make sure that the Dependency Case Manager has a way to contact you during the evacuation and take the numbers to reach the Dependency Case Manager or the Family Integrity Program with you. Please keep in mind that the Family Integrity Office may be closed in the event of an emergency, but all attempts will be made by Family Integrity Program staff to retrieve messages left on our voice mail system.
4. Keep safe. Do not return to an evacuated area until the authorities allow residents to return to their homes.
5. Stay in touch with the Dependency Case Manager during the evacuation period. Please contact us whenever possible with your location, when you plan to return to your home, and once you actually have returned to your home.

TANF/Relative Caregiver Program

Upon being provided documentation that you have custody of the child in your home, it is your responsibility to apply for Medicaid benefits. In addition, you may also qualify to receive additional financial assistance through a Federal Government Program. This Program is called Temporary Assistance to Needy Families (TANF). The Family Integrity Program does not process the applications for this program and is not able to “rush” the process for you or even apply on your behalf.

Where to apply for all benefits:

You can receive assistance with applying for benefits in person at the Social Services Department. Their address and phone number is:

200 San Sebastian View, Suite 2300
St. Augustine, FL 32084
(904) 209-6140

Or you can apply for benefits on-line at the following web-site:

<http://www.myflorida.com/accessflorida/>

Relative Caregiver Program:

After you have applied to the TANF Program, you may later qualify to receive additional financial assistance through the Relative Caregiver Program.

Basic Program Qualifications-

1. You have already applied for TANF assistance and have legal custody of the child.
2. You are a relative to the child. You may also qualify for some assistance if you are caring for a relative child and their half-sibling.
3. Your home has been approved for placement through a home study.
4. Child has been adjudicated dependent.
5. The Dependency Case Manager has submitted the Relative Caregiver Referral to the Department of Children and Families.
6. There is also funding sources available for non relative caregivers, please consult with your dependency case manager.

Please remember that these programs are run by the Department of Children and Families through the Economic Services Program. If you have specific questions about the qualifications for any of these programs, it is best to speak with a worker at the Economic Services Program.

Discipline, Rewards, and Punishment

While providing care for a child under Court ordered supervision, you are **not** permitted to use corporal punishment on a child in your care. Listed below are some techniques that are taught to parents who are taking Parenting Classes. These are suggestions only and you should not believe that these are the only acceptable techniques that may be used with the children in your care. You may contact Florida's Parent Help Line at 1-800-FLA-LOVE for tips or discuss any concerns/problems with your Dependency Case Manager.

Discipline

Discipline means creating guideline for children. When a child knows what is expected of them and their responsibilities, you help them develop feelings of self-worth, competence, independence, cooperation, and responsibility. Discipline is NOT supposed to be harsh, critical, include rigid rules, or include spanking.

Rewards

Rewards can be praise, a nurturing touch, or privileges. Praise is the most powerful of rewards as it helps the child feel good about themselves. Examples of praise are "You did that so well," "You must feel very proud," "You must feel really good." A nurturing touch is meant to be positive and can include gentle hugs, a gentle pat on the back or shoulder, side-by-side hugs, or a gentle squeeze of the shoulder. Privileges can be extra TV time, extra time playing a favorite video game or playing on the computer, an extra bedtime story, being able to stay out past curfew on a weekend night, being given a special treat (ie. a sticker, a small toy from a dollar store, an ice cream cone, etc.), picking what is for dinner or the restaurant that the family may be going to that week, or an allowance.

Punishment

Punishment should NOT hurt a child. Spanking, slapping, and punching are NOT acceptable forms of punishment. Punishment should be designed to decrease the likelihood that an inappropriate behavior will return. Punishment can include the loss of a privilege, being grounded, disappointment, paying restitution, and time-out.

Some guidelines for punishment are the following:

1. Loss of privilege: take away a privilege only when the child misuses that privilege
2. Being grounded: being confined to the house or yard; grounding will not work if a child did not know what was expected of them to begin with; the child must have a clear understanding what is expected of them and what is inappropriate behavior for grounding to work
3. Disappointment: this is a simple statement that expresses your feelings in their actions (not in the child); an example would be, "I want you to know how disappointed I am that you chose to hit that child (or chose to behave)."
4. Restitution: the goal of restitution is make good of a wrong; examples would be if the child chose to color on the wall, they would clean the wall or if the child stole from someone, then paying back the person they stole from
5. Time-Out: time out is temporary isolations from other people; time-out should be used when a child seriously violated one or more of the rules; short time outs (1-7 minutes) are more effective than longer-time outs (15-30 minutes)

11 Rules of Discipline

These are the eleven rules of discipline as written by Family Development Resources, Inc. You can learn more about their resources by calling them at (800) 688-5822 or by visiting their website at www.nurturingparenting.com.

Rule One: Help the child learn appropriate behavior by involving them in direct experiences which will teach them the desired behaviors and have them observe you behaving in the manner you want them to behave.

Rule Two: Behaviors need consequences following them to help children learn right from wrong.

Rule Three: What you pay attention to is what you get more of.

Rule Four: Punishments are used to help children change inappropriate behavior, and only work effectively when used in conjunction with rewards to reinforce appropriate behavior.

Rule Five: Punishments are NEVER used to abuse, injure or cause harm, or the threat of harm to children.

Rule Six: Time-out will only work when time-in is quality time. If time-in is not quality time, the child is already in time-out emotionally.

Rule Seven: Time-out should be used sparingly and for teaching purposes for younger children. There are other forms of punishment that are more effective for older pre-teens and adolescents.

Rule Eight: The punishment must fit the crime. It must also be reasonable, respectful, and related to the incident.

Rule Nine: The goal of punishment is to be meaningful and quick. Punishments of long duration provide little motivation to do better.

Rule Ten: If you misuse it or abuse it, you lose it for awhile, then get another chance to use it. One of the goals of discipline is to teach appropriate behavior. If children never get another chance, how are they going to learn?

Rule Eleven: If you break it, you pay for it. If you mess it up, you clean it up. Restitution is an excellent way to teach children there are consequences for their inappropriate behavior.

How You Can Help Other Families

You have the opportunity and ability to help make changes!

The Family Integrity Program is audited by a Department of Health and Human Services Quality Assurance Department. One of the responsibilities of the Quality Assurance Department is to gather information from the people who work with our agency and provide that information to the Family Integrity Program. This information is used to guide the Family Integrity Program in making necessary changes so that we can serve our clients in a more effective manner.

Your opinion is important and can help improve the services being provided to families living in St. Johns County. During your involvement with the Family Integrity Program, a Quality Assurance Department staff member may send you a survey electronically or contact you by telephone. Your name and your specific answers will be kept confidential from Family Integrity Program staff. The information that you provide will be collected and added to the answers from other caregivers and your feedback will be provided to the Family Integrity Program in one report.

The Family Integrity Program will then use this data to improve staff training or to change processes within the Family Integrity Program. As a result, your thoughts and opinions are very important!

We thank you in advance for your help and honesty!

HIPAA Privacy Notice

The Federal Health Insurance Portability and Accountability Act (HIPAA) of 1996 provides privacy protection of an individual's verbal, written, and electronic health information.

The Family Integrity Program will comply with all HIPAA requirements in order to protect your health information.

Please see the attached brochure concerning your rights in regard to the Federal Health Insurance Portability and Accountability Act (HIPAA) of 1996.

FAMILY INTEGRITY PROGRAM- NOTICE OF PRIVACY PRACTICES

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

I. We have a legal duty to safeguard your protected health information (PHI).

We are legally required to protect the privacy of your health information. We call this information "protected health information", or "PHI" for short. It includes information that identifies you and that has been created or received by us about (1) your past, present, or future health or condition(s); (2) the provision of health care to you; or (3) the payment for this health care.

We are providing you with this notice about our privacy practices that explains how, when, and why we use and disclose your PHI. With some exceptions, we may not use or disclose any more of your PHI than is necessary to accomplish the purpose of the use or disclosure.

We are legally required to follow the privacy practices that are described in this notice. However, we reserve the right to change the terms of this notice and our privacy policy at any time. Any changes will apply to the PHI we already have. If we make an important change to our policies, we will promptly change this notice, post a new notice in the main lobby area of the program, and have copies available for distribution.

You can request a copy of this notice from the Family Integrity Program at any time.

Note to parents/guardians: If you reading this notice as your child's personal representative, this notices describes our privacy practices with respect to your child. Please let us know if you have any questions.

II. How we may use and disclose your PHI.

We use and disclose PHI for many different reasons. For some of these uses or disclosures, we need your specific authorization, while for others, we do not. Below, we describe the different categories of our uses and disclosures.

A. We may use and disclose PHI for the following reasons without a written authorization.

1. **For treatment, payment, or health care operations.**
 - a. **For treatment.** We may disclose your PHI to physicians, nurses, mental health professionals, and other health care personnel who provide you with health care services or are involved in your care. For example, we may disclose your PHI to your primary care physician for treatment purposes.
 - b. **To obtain payment for treatment.** We may use and disclose your PHI in order to bill and collect payment for the treatment and service provided to you. For example, if a service we provide is billable to a third party insurance company or to Medicaid, we may submit the information to them that is necessary for payment.
 - c. **For health care operations.** We may disclose your PHI in order to operate our program. For example, we use your PHI to evaluate the quality of the health care services you received.
2. **When a disclosure is required by law.** For example, we are required to make disclosures about victims of abuse, neglect, or domestic violence to the appropriate agency.
3. **For public health activities.** For example, we are required to report information pertaining to certain diseases to local health authorities.
4. **For health oversight activities.** For example, we will provide the necessary information to assist a government agency conducting an investigation or inspection of our health care activities.

5. **For judicial and administrative proceedings or for certain law enforcement purposes.** For example, we may provide PHI in response to an order of the court, or we may provide limited PHI in response to a law enforcement official's request for such information for the purpose of identifying or locating a suspect, fugitive, material witness, or missing person.
6. **To avert a serious threat to health or safety.** For example, we may disclose PHI if in good faith we believe it is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public.
7. **For specific government purposes.** For example, we may disclose PHI if we believe it is a matter of national security.

B. Other uses and disclosures of your PHI not listed above, and permitted by the laws that apply us, will be made only with your written authorization. If you choose to sign an authorization to disclose your PHI, you may revoke (i.e., take back) it in writing at any time, except to the extent that we have already taken action based on the original authorization.

III. You have the following rights with respect to your PHI:

- A.** The right to request limits on uses and disclosures of your PHI. We are not required, however, to agree or comply with your request.
- B.** The right to choose how we send PHI to you. You have the right to ask that we send information to you to an alternate address (e.g., your work address rather than your home address) or by alternate means (e.g., email instead of regular mail). We must agree to your request so long as we can easily provide it in the format you requested.
- C.** The right to see your PHI. In most cases you also have the right to look at or get copies of your PHI that we have, but your request must be made in writing. If we don't have your PHI, but know who does, we will tell you how to get it. We will respond to you within 30 days after receiving your written request. In certain cases, we may deny your request. If we do, we will tell you, in writing, our reasons for the denial and explain your right to have the denial reviewed. Instead of providing the PHI you requested, we may provide you with a summary or explanation of the PHI as long as you agree to that in advance.
- D.** The right to receive an electronic copy of electronic records. If we maintain PHI in an electronic format, you have the right to request this PHI be sent to you or another entity in electronic format. If we are not able to send in electronic format, we will comply with the request by producing a hard copy of the requested PHI.
- E.** The right to correct or update your PHI. If you believe that there is a mistake in your PHI, or that a piece of important information is missing, you have the right to request that we correct the existing information or add the missing information. You must provide the request and your reason for the request in writing. We will respond within 60 days of receiving your request. If we approve your request, we will make the change to your PHI, tell you that we have done so, and tell others that need to know about the change. We may deny your request in writing if the PHI is (i) correct and complete, (ii) not created by us, (iii) not allowed to be disclosed, or (iv) not part of our records. Our written denial will state the reasons for the denial and explain your right to file a written statement of disagreement. If you don't file a written statement of disagreement, you may alternatively ask that your original request and our denial be attached to all future disclosures of your PHI.

- F. The right to receive notification if and when your PHI is breached. A breach is when there is an unauthorized acquisition, access, use or disclosure of PHI which compromises the security or privacy of this information.
- G. The right to get a list of the disclosures we have made. You have the right to get a list of those instances in which we have disclosed your PHI. The list will not include uses or disclosures made to you; those related to treatment, payment, or health care operations; those that were authorized by you; those made for national security purposes; or in certain circumstances, those made to correctional institutions or for other law enforcement custodial situations.

Your request must be made in writing and you must specify the time period for which you want to receive a list of disclosures. This time period may not be longer than six years and may not include dates prior to July 1, 2003. We will respond within 60 days of receiving your request. The list we will give you will include the date of the disclosure, to whom the PHI was disclosed (including the address if known), a brief description of the PHI disclosed, and a brief statement of the reason for the disclosure.

- H. The right to get this notice by email. You have the right to get a copy of this notice by email.
Even if you have agreed to receive the notice via email, you also have the right to request a paper copy of this notice.

IV. How to express concerns about our privacy practices.

If you think that we may have violated your privacy rights, or you disagree with a decision we made about access to your PHI, you may file a complaint with the person listed in Section V below. You also may send a written complaint to the Secretary of the Department of Health and Human Services, 200 Independence Avenue, S.W., Washington, D.C. 20201. We will take no retaliatory action against you if you file a complaint about our privacy practices.

V. Contact information about this notice.

If you have any questions about this notice or any complaints about our privacy practices, or would like to know how to file a complaint with the Secretary of the Department of Health and Human Services, please contact our offices at (904) 209-6080 or by traditional mail at 200 San Sebastian View, Ste. 2300, Saint Augustine, FL 32084. An administrative employee will assist you in this matter.

VI. Effective date of this notice

This notice is effective as of July 1, 2003. It was last updated June 26, 2015.

Communication Assistance

“FIP will provide assessment and appropriate auxiliary aids to persons with hearing impairments and/ or interpreters to persons with hearing impairments where necessary to afford such persons an equal opportunity to participate in or benefit from programs, services. Examples include internet and taped materials, interpreters, readers, listening devices, television decoders, captioned films and other assistive devices for persons with impaired hearing. **Persons with hearing impairments shall receive reasonable accommodations in accessing services through the use of auxiliary aids and/or qualified interpreters at no cost to themselves.**”

“FIP will provide appropriate auxiliary aids to persons with disabilities and interpreters to persons with Limited-English Proficiency where necessary to afford such persons and equal opportunity to participate in or benefit from programs and services. Braille and taped materials, interpreters, readers, listening devices, television decoders, captioned films and other assistive devices for persons with impaired hearing or vision or with limited-English proficiency. **Persons with disabilities or limited English proficiency shall receive reasonable accommodations in accessing services through the use of auxiliary aids and/or qualified interpreters at no cost to themselves.**”

Your assigned case manager will consult with you concerning your preferred communication mode, if applicable. If you would like a copy of the Health and Human Service’s Auxiliary Aids Plans for the Deaf and Hard of Hearing or Disabilities and Limited English Proficiency, please speak with your Dependency Case Manager or call FIP offices at (904) 209-6080.

Key Case Information

- Date child removed/Date services began: _____
- Arraignment Date: _____
- Case Plan Conference Date and Time: _____
Case Plan Goal(s)
 1. _____
 2. _____
- Pre-Trial Date: _____
- Mediation Date: _____
- Trial Date: _____
- Disposition Date: _____
- Judicial Review Dates:
 1. _____
 2. _____
 3. _____
 4. _____
 5. _____
- Date of Parent Home Study: _____
- Date Home Study Approved: _____
- Date of Reunification: _____
- Projected Date for Case being closed: _____

Your Notes and Other Things to Remember

Please use these next pages to write down information about your case or questions that you may have for your Dependency Case Manager.

Notes, Cont.

Questions

If you have any questions after reading this information, please contact your Dependency Case Manager or call the Main Office Number at (904) 209-6080.

Signature Sheet

Please read this page closely. Ask your Dependency Case Manager to answer any questions that you may have about this Handbook or the Family Integrity Program at this time. You will be asked to sign and date one of the lines at the bottom of this page.

We need to make sure that you have been given this Handbook and that you understand your Rights and Responsibilities.

By Signing Below I agree that:

I have received the Family Integrity Program Caregiver Handbook. I have had a chance to go over the Handbook with my Dependency Case Manager. I have received answers to any questions that I may have at this point in time. I understand that the Family Integrity Program is here to help the child and their family. I have read or been read my Rights and Responsibilities; I understand the Family Integrity Program procedure for Complaints; and I have been provided with a copy of The Federal Health Insurance Portability and Accountability Act (HIPAA) of 1996.

Signatures:

_____	_____
Caregiver	Date
_____	_____
Caregiver	Date
_____	_____
Other Participant	Date
_____	_____
Dependency Case Manager	Date