

# Institutions Evaluation Unit (IEU)

(Revised 03/27/20)

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## Forms

The following form is referenced in this file:

- 04-310 Inter-Departmental FFA and LGH Complaint and Feedback Form

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## Introduction

The Institutions Evaluation Unit (IEU) is part of CCWS. The Unit consists of:

- Three Contracting Officer Representatives (CORs)
- One PSS
- One SPSW
- Two PSWs.

The IEU serves the following populations:

- Children/youth placed in a STRTP/Licensed Group Home (LGH) or a Foster Family Agency (FFA) home listed on the AFDC - FC Approved Institutions List.
- STRTP/LGH and foster family agency providers listed on the AFDC-FC Approved Institutions List.
- Placing SWs and San Diego County Probation staff who have children/youth in a STRTP/LGH or FFA listed on the AFDC-FC Approved Institutions List.

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## IEU Services

The IEU provides the following services:

Service	Monitor	COR	Both
Monitor contract with STRTP/LGH and FFA to ensure compliance and provide feedback and support			X
Investigate CWS Hotline abuse reports filed against STRTP/LGH, FFA and PCC	X		
Review program statements, review physical sites, and issue county support letters for STRTP/LGHs and FFAs	X		
Make on-site visits to STRTP/LGHs and FFAs	X		
Conduct semi-annual STRTP/LGH and FFA reviews			X
When necessary, provide technical support services and trainings, including Child Welfare Services policies, to STRTP/LGHs and FFAs			X
Review Special Incident Reports (SIRs)	X		
Publish and revise the AFDC-FC Approved Institutions List			X

**IEU Services (cont.)**

<b>Service</b>	<b>Monitor</b>	<b>COR</b>	<b>Both</b>
Review Inter-Departmental FFA and STRTP/LGH Complaint and Feedback Form (04-310) and take appropriate action	X		
Coordinate investigations and licensing complaints with CCL, OCI and Probation	X		
Conduct program evaluation and monitor STRTP/LGHs and FFAs to ensure contract compliance and Title 22 regulations			X
FFA Clearance Process			X
Meet regularly with STRTP/LGHs, FFAs, and CCL to review protocols, expectations, and changes in legislation or regulation.			X
Monitor contracts with THP+/FC, ILS and TYH Program Contractor to ensure compliance and provide feedback and support		X	
Make onsite visits to THP+/FC, ILS and TYH Program Contractors		X	
When necessary, provide technical support services and trainings, including Child Welfare Services policies to THP+/FC, ILS and TYH Program Contractors		X	
Meet regularly with THP+/FC, ILS and TYH Program Contractors to review protocols, expectations, and changes in legislation or regulation		X	
Address all fiscal items related to payment to THP+/FC, ILS and TYH programs		X	

## How to file a complaint with IEU

If the concern is...	then...
Abuse or Neglect and the alleged abuser is reported to be one of the contracted FFA foster parents or FFA/STRTP/Group Home staff (includes PCC and SPA staff),	<p>A referral should be generated through the CWS Hotline and IEU will be assigned secondary to the referral.</p> <p>Refer to:</p> <ul style="list-style-type: none"> <li>• FFA Investigation Protocol</li> <li>• LGH and STRTP Investigation Protocol</li> <li>• IEU Investigations of Child Abuse Referrals at PCC.</li> </ul>
<p>Other than abuse or neglect,</p> <p>Examples include, but not limited to:</p> <ul style="list-style-type: none"> <li>• Care and supervision – (i.e., leaving child unsupervised)</li> <li>• Personal rights – (i.e., not letting child have enough clothes or own clothes, not letting child call SW)</li> <li>• Any non-criminal act or omission that infringes upon the basic rights of a child</li> <li>• Inappropriate punishment (e.g., excessive pushups, withholding food, withholding allowance)</li> <li>• Quality of care</li> <li>• STRTP/LGH/FFA contract mandates, (i.e., no 30-day notice, transportation, lack of Special Incident Report, Youth Status Report, Appraisal/Needs and Services Plan, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• The placing SW must first attempt to resolve the situation at the level of placing SW to STRTP/LGH or FFA SW</li> <li>• Then placing SW's PSS to STRTP/LGH or FFA Supervisor before elevating to IEU.</li> </ul> <p><b>If the concern is not resolved, the placing SW/Probation staff will send a completed Inter-Departmental FFA and LGH Complaint and Feedback Form (04-310) to the IEU PSS.</b></p>

## Alignment with SET

The IEU aligns with the Safety Enhanced Together (SET) Practice Framework and supports [Value 1](#) and the Agency practice of establishing and maintaining collaborations with schools, public health, public safety, and other community partners to create long-term safety, ongoing permanency, and well-being for children and youth. It also supports [Value 3](#) and the guiding principle of identifying living situations that support children and their relationships as quickly as possible.