

Headquarters
US Army Garrison
IMSE-MWC-CY
Ft Campbell, KY
1 February 2010

STANDING OPERATING PROCEDURES (SOP)
EMERGENCY CARE FAMILY CHILD CARE (FCC) HOMES
FAMILY CHILD CARE PROGRAM (FCC)
CHILD, YOUTH and SCHOOL SERVICES (CYSS)
DEPARTMENT OF SOCIAL WORK (DSW)

1. GENERAL.

- a. Purpose: To provide guidance for FCC Providers who are on call to provide emergency child care when needed.
- b. References: AR 608-10, Child Development Services, dated July 1997.
- c. Scope: This SOP applies to fully certified providers that may be designated as providers of specialized child care services for soldiers and their families during an emergency situation.

2. RESPONSIBILITIES.

- a. It is the responsibility of the Coordinator, Child, Youth and School Services (CYSS) to provide guidance on the availability of management and support personnel.
- b. The Family Child Care Director is responsible for ensuring this SOP is followed.
- c. It is the responsibility of the Department of Social Work on call worker to gather information, to thoroughly assess the need for seeking emergency child care services, and follow at risk case from beginning to end.

3. PROCEDURES.

- a. FCC providers are identified to provide the following:
 - (1) Emergency care for children whose parents are not available due to extenuating circumstances. Prior to providing emergency care:
 - (a) The FCC provider must have observed an extended care video.
 - (b) Fully certified FCC provider completes the handbook "Opening Your Home Around-The-Clock" and discusses the content with the Training Specialist. Once the provider passes the training the extended Care endorsement is noted on provider's fully certified certificate.

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(2) Fully certified FCC providers willing to participate in emergency on call are available once a month for seven consecutive days.

(a) During the week that the provider is on call she maintains her home environment in accordance with the regulations based on 608-10 and is subject to unannounced visits by FCC Director, FCC Training Specialist and CACFP Nutrition Technician.

(b) FCC provider on call has adequate food on site to cover meals for children placed in their care for emergency situations.

(c) FCC provider on call is available when contacted for emergency situations. Failure to be available when contacted or not able to be contacted during on call week may prevent subsidy from being paid for that month, for being available on call.

(d) FCC provider on call submits request for subsidy payment on months they have served in on call capacity.

(e) FCC Provider on call for emergency care submits request for subsidy payment for actual emergency child care provided for the time frame in which the child was in care which is paid based on the current FCC subsidy SOP.

b. Department of Social Work is responsible for the following:

(1) Serve as the point of contact for emergency situations. During the duty day: 270-798-8601, after duty hours: 270-798-8400, ask for the Domestic Abuse on-call worker.

(2) It is the responsibility of the Department of Social Work on call worker to gather information, to thoroughly assess the need for seeking emergency child care services, and follow at risk case from beginning to end. They will use the Dept. of Social Work Check List for Emergency care. (Enclosure 1)

(3) Screen for situations appropriate for placement such as parent requiring medical treatment, spouse deployed or in training and spouse who is on or off post has an emergency that keeps them from being able to provide for their child's well being, etc.

(a) Children or youth that are delinquent, rebellious or have mental health issues who are not cooperating with parents are not deemed appropriate for placement.

(b) Children requiring placement due to child abuse or neglect must be referred to a State Child Protection agency. Emergency care will not be provided by a FCC provider if it is the responsibility of the state.

(4) Contact the FCC Director or person on call (931) 237-8472 or (931) 237-8427 for FCC at the numbers provided on the Monthly FCC on Call Calendar to provide information to be shared with the provider.

(5) Complete the Emergency Family Child Care Request and Authorization form for emergency care to include obtaining parent signature if available. Make a copy and place in Department of Social Work outbox for retrieval, and send original with child to provider's home. Department of Social Work staff sends a copy to the FCC director for record retention.
(Enclosure 2)

(6) Keep FCC and provider informed of time frames and information they may need in order to properly plan and care for the children.

c. Care Team Leader:

- (1) Identify the situation when it arises to activate the Care Team.
- (2) Care Team Member will call the FCC Director on call to request child care placement.
- (3) Deliver child to provider's home for child care until the mission of the care team is complete.

d. Family Child Care Director is responsible for the following:

(1) Maintaining the FCC Provider on Call Calendar in coordination with the providers who are selected to rotate the on call emergency care services.

(2) Provide Monthly Calendars to Department of Social Work and Care Team Leader with provider names, phone numbers and FCC Director contact information. Contact numbers: (931) 237-8472 or (931) 237-8427.

(3) Respond to contacts by Department of Social Work and Care Team Leader by contacting the FCC provider on call to arrange for care when needed for emergency situations.

(4) Provide Department of Social Work and Care Team Leader with the necessary information to locate provider to arrange for transportation or pick up of children from provider's care.

(5) Provide support to emergency care providers on call.

(6) Assist with arranging for substitute providers to assist providers when care for an emergency child creates a problem with the provider being over the ratio permitted with her normal child care program during the normal business day.

(7) Process subsidy request when submitted each month.

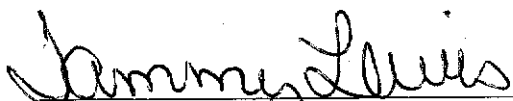
(8) Maintain point of contact liaison between Department of Social Work and the FCC provider.

(9) Keep the CYSS coordinator aware of contacts made by Department of Social Work, Care Team Leader and actual child care placements.

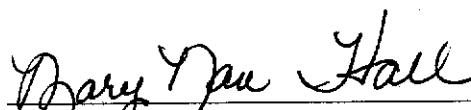
Enclosures - 2

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Reviewed and Approved by:



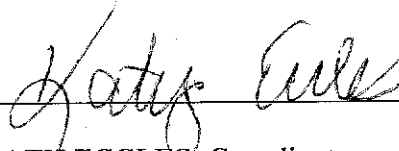
TAMMY LEWIS, Director
Family Child Care Program



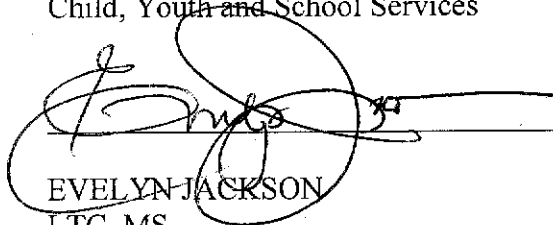
MARY ANN HALL, Director
Family Child Care Program



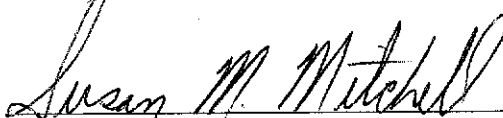
LARK KAY, Administrator
Child, Youth and School Services



KATY ECCLES, Coordinator
Child, Youth and School Services



EVELYN JACKSON
LTC, MS
Chief, Department of Social Work Service



Care Team Leader

DEPARTMENT OF SOCIAL WORK CHECKLIST

Once contacted for a situation possibly needing emergency child care do the following:

Do a thorough assessment of the situation to screen if it meets the criteria of eligibility. (i.e. Does not involve abuse or neglect, is not an unruly child type situation etc.)

Determine if family has resources available to assist them through the crisis immediately.

If no other resources are currently available and child care is needed after the thorough assessment contact the FCC Director on call to request emergency child care services. Discuss how the child will get to the provider.

Provide name of provider and home location to point of contact when necessary.

Complete the "Emergency Family Child Care Request and Authorization" form with as much data as possible that is requested and obtain signatures as appropriate. Make a copy for your files and one to be sent through distribution to the FCC Director. Original is to be given to the provider who will be providing the emergency care.

Coordinate with the point of contact involved with the family to obtain clothing, medications, etc. that may be needed to meet the needs of the child(ren) while in child care.

Begin working with the unit contact on the plan of action as the emergency child care is a short term solve for the problem at hand. A family member or the soldier should be in the process of getting to the area to take responsibility for the children as soon as possible (within two to three days unless soldier is returning from deployment, out of town, etc).

Explore other available resources for the family when appropriate. (i.e. New Parent Support, FAP, etc.)

Maintain contact with provider, FCC Director, and point of contact at the unit to insure that plans are moving along to bring some more long term resolution to the situation. Make sure the plan for child care that was an emergency is moving to resolution by another family member or the soldier member is in the process of returning.

Let Provider or FCC Director know who will be picking up the children and what kind of time frame to expect when those details are made clear by point of contact or unit personnel.

Follow up with family once child returns to family or a family member takes possession to insure that all available resources have been made known and offered to assist the situation through the risk that had been identified.

Enclosure 1

EMERGENCY FAMILY CHILD CARE REQUEST AND AUTHORIZATION

Date: _____ Requestor: _____

Relationship to child: _____ Phone Number: _____

Child: _____ Date of Birth: _____

Allergies: YES NO UNKNOWN
If yes please list (any medications as well): _____

Special Needs: YES NO UNKNOWN
If yes please list: _____

Child: _____ Date of Birth: _____

Allergies: YES NO UNKNOWN
If yes please list (any medications as well): _____

Special Needs: YES NO UNKNOWN
If yes please list: _____

Child: _____ Date of Birth: _____

Allergies: YES NO UNKNOWN
If yes please list (any medications as well): _____

Special Needs: YES NO UNKNOWN
If yes please list: _____

Family Contact person: _____ Phone: _____

The Family Child Care provider who is on call has permission to provide care for the children Listed above until circumstances allow a family member or authorized designee to provide care. Provider has permission to seek medical attention and transport child as needed.

Authorizing Point of Contact

Date

Unit Contact (FRG or Commander)

Phone Number

Distribution:
Original to FCC provider
Copy to Department of Social Work

Enclosure 2