



COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF HUMAN SERVICES

Via First Class and Certified Mail Date: May 29, 2026

[REDACTED] Wayne County Commissioner
[REDACTED]
[REDACTED]

RE: Wayne County Children and Youth Services
648 Park Street, Suite C
Honesdale, Pennsylvania 18431
License Number: 214671

Dear [REDACTED]

The Department of Human Services (Department) conducted a complaint investigation on 11/19/2025, 12/15/2025, 12/16/2025, and its annual licensing inspection of the above-named Agency from 03/11/2026, through 03/13/2026. The enclosed Licensing Inspection Summaries (LIS) details the areas of non-compliance with 55 Pa. Code Chapters 3350, 3490, 3130, 3700, CPSL and Chapter 20 identified during the licensing inspection.

Failure to comply with the applicable regulations as specified in the enclosed LISs are the basis for issuance of a first PROVISIONAL Certificate of Compliance (# 214670) (see 62 P.S. § 1008; 55 Pa. Code §§ 20.54 (a), 20.71(a)(2) and 20.71(a)(4)). The Department is issuing Wayne County Children and Youth Services the first provisional Certificate of Compliance (# 214670) for the time period from May 27, 2026, through November 27, 2026 (see 55 Pa. Code §§20.54 (a), 20.71(a)(2) and 20.71(a)(4)). The Department reviewed and approved the Agency's revised Plans of Correction for the enclosed LISs in February 2026 and May 2026.

Please note that a maximum of four consecutive provisional Certificates of Compliance may be issued to a legal entity for each specific agency (see 55 Pa. Code § 20.54(c)). Failure to implement the Plans of Correction could result in revocation of your Certificate of Compliance. As a reminder, 55 Pa. Code § 20.56 requires that the Certificate of Compliance be posted in a public place at your agency.

OFFICE OF CHILDREN, YOUTH AND FAMILIES

May 29, 2026

If you disagree with the decision to issue a Provisional Certificate of Compliance, you have the right to appeal through a hearing before the department's Bureau of hearings and Appeals. If you decide to appeal, a written request for an appeal must be received at the following address within thirty (30) days of the mailing of this letter:

[REDACTED]
Department of Human Services
Office of Children, Youth, and
Families 100 Lackawanna Avenue
Scranton, Pennsylvania 18503

If you do not choose to appeal, the decision of the Department will become final thirty-one (31) days from the mailing date of this letter.

The Department has worked closely with you and your staff to identify areas of needed improvement and provide technical assistance and will continue to provide support and technical assistance to the Agency throughout this process. We look forward to continued collaboration with the Agency and will address any questions you may have regarding this process or letter.

Sincerely,



Laval Miller-Wilson, JD
Deputy Secretary
Office of Children, Youth and Families

Enclosures:

Licensing Inspection Summary – May 2024
Licensing Inspection Summary – May 2024
Licensing Inspection Summary - March 2025
Licensing Inspection Summary - May 2025
Licensing Inspection Summary – January 2026
Licensing Inspection Summary – April 2026
PROVISIONAL Certificate of Compliance

c: (via email only)

[REDACTED], Office of Children Youth and Families
[REDACTED] Office of Children Youth and Families
[REDACTED] Wayne County Commissioner
[REDACTED] Wayne County Commissioner
[REDACTED], Wayne County Children and Youth Services



pennsylvania
DEPARTMENT OF HUMAN SERVICES

Date: June 18, 2024

ATTN: Wayne County Commissioners

[Redacted]

RE: Wayne County Children & Youth Services
648 Park Street, Suite C
Honesdale, PA 18431
License #214670

Dear [Redacted],

As a result of the Pennsylvania Department of Human Services, Office of Children, Youth and Families, Northeast Region licensing inspections on 03/15/2024 – 03/26/2024, of the above facility, the citations specified on the enclosed Licensing Inspection Summary (LIS) were found.

We have determined that your plan of correction is:

Acceptable - All citations specified on the plan of correction must be corrected by the dates specified on the License Inspection Summary (violation report) and continued compliance with Department statutes and regulations must be maintained.

Sincerely,

[Redacted Signature]

Enclosure:
LIS

CC:

[Redacted]

Wayne County Children & Youth Services
648 Park Street, Suite C
Honesdale, PA 18431

Wayne County Commissioners

[Redacted]

**COUNTY CHILDREN AND YOUTH AGENCY
ANNUAL SURVEY AND EVALUATION SUMMARY**

NAME OF AGENCY/FACILITY: Wayne County Children and Youth Services				TELEPHONE: [REDACTED]	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 648 Park Street, Suite C, Honesdale, PA 18431				COUNTY: Wayne	[REDACTED]	6/18/2024
INSPECTED BY: [REDACTED] [REDACTED] [REDACTED]				INSPECTION DATES: 3/15/24; 3/18/24- 3/21/24; 3/26/24	[REDACTED]	06/18/2024
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	[REDACTED]	6.18.2024
	x			X	[REDACTED]	

The Department of Human Services, Northeast Regional Office of Children, Youth and Families conducted the annual licensing inspection of Wayne County Children and Youth Services by means of a random sample record review, interviews with administrative, supervisory, and casework staff, internal policy/procedures review, personnel record review and agency fiscal documentation review. In addition, site visits were conducted to agency resource/kinship resource homes.

The case sample was drawn from cases assigned to all program units and casework functions within the agency. 10 of 136 Child Protective Service Intake records; 10 of 686 General Protective Services Intake records, 5 of 51 Placement records; 12 of total agency Resource Family Home records (10 newly approved homes and 2 tenured homes), 1 of 6 Adoption records, 3 of 36 Ongoing/In-home Services records. All personnel records of new employees were reviewed during the licensing inspection.

In addition to program unit records, the Department reviewed the following Administrative items: Current organizational chart with caseload count for each person carrying cases; completed copy of the agency's policy and procedure manual, current list of Advisory Committee members and addresses; copy of the Advisory Committee By-Laws and minutes of meetings for the past year; 10-day supervisory logs; MDT meeting minutes, training records for all staff.

All case specific regulatory references contained within the License and Inspection Summary do not contain specific identifying demographic data due to statutory prohibitions relating to confidentiality.

The following chapters 3350, 3700, 3130, 3490, CPSL and Chapter 20 were reviewed during the annual licensing review. The Department of Human Services, Office of Children, Youth and Families is issuing the following citations which require a plan of correction.

REGULATORY FINDINGS REQUIRING PLAN OF CORRECTION

1. 55 PA CODE CHAPTER	2. NON-COMPLIANCE AREA	3. CORRECTION REQUIRED	4. REQUIRED CORRECTION DATE	5. PROVIDERS PLAN OF CORRECTION OR RESPONSE	6. STATUS OF CORRECTION
§ 3130.61 (b)(2) Service Plans	In one of six Placement records there was no description of circumstances that made the placement necessary	(b) The service plan shall be a discrete part of the family case record and shall include: (2) A description of the specific circumstances under which the case was accepted.	Immediate and ongoing	As a result of this citation, the Agency will conduct a CPP-Transfer Meeting within 5-days of a voluntary placement to memorialize the description of the specific circumstances under which the case was accepted. Scheduling this meeting will be included as an activity on the Agency's Placement Checklist under the "Next Business Day" section.	
§ 3130.61(c)(d)(e) Service Plans	In one of six Placement records the Child Permanency Plan (CPP) was not completed on paper or in the agency's electronic case management system, there was no evidence found to provide the including the child, their representatives and service providers, the opportunity to participate in the development, signing and receiving copies of a service plan, and amendments	<p>(c) The service plan shall be signed by the county agency staff person responsible for management of the case. The parent or legal guardian and the child, if 14 years of age or older, shall be given the opportunity to sign the service plan. The county agency shall inform the parent or guardian that signing the plan constitutes agreement with the service plan.</p> <p>(d) The county agency shall provide family members, including the child, their representatives and service providers, the opportunity to participate in the development and amendment of the service plan if the opportunity does not jeopardize the child's safety. The method by which these opportunities are provided shall be recorded in the plan.</p> <p>(e) The county agency shall provide family members, their legal counsel, other representatives and agencies or facilities providing services to the child and family with a copy of the service plan, including service plan amendments and results of reviews when the amendments or reviews change the</p>	Immediate and ongoing	As a result of this citation, the Agency will conduct a CPP-Transfer Meeting within 5-days of a voluntary placement. Scheduling this meeting will be included as an activity on the Agency's Placement Checklist under the "Next Business Day" section. During the CPP-Transfer Meeting, the CPP will be started in draft form so that the parents, child(ren), their representatives and service providers have an opportunity to participate in the development of the plan.	

<p>§ 3130.62 (a)(1)(2); (b) & (c)</p> <p>Parent appeals and fair hearings.</p>	<p>In one of 6 Placement records there was no record found that a plan was distributed to with notice of their appeal rights.</p>	<p>previously agreed upon plan.</p> <p>(a) The county agency shall provide to the parents, along with a copy of the family service plan and, if applicable, placement amendment, a written notice of their right to appeal the following to the Department's Office of Hearings and Appeals:</p> <p>(1) A determination which results in a denial, reduction, discontinuance, suspension or termination of service.</p> <p>(2) The county agency's failure to act upon a request for service with reasonable promptness.</p> <p>(b) The notice shall include a statement of the parents' right to be represented by an attorney or other representative and the name and address of the local legal services agency.</p> <p>(c) In addition to the written notice, the county agency shall notify the parents of children who are under the jurisdiction of the court in writing of their right to petition the court regarding an action of the county agency affecting their children.</p>	<p>Immediate and ongoing</p>	<p>As a result of this citation, the Agency will conduct a CPP-Transfer Meeting within 5-days of a voluntary placement. Scheduling this meeting will be included as an activity on the Agency's Placement Checklist under the "Next Business Day" section. During the CPP-Transfer Meeting, the CPP will be started in draft form so that the parents, child(ren), their representatives and service providers have an opportunity to participate in the development of the plan. Once the plan has been developed it will be reviewed and distributed to parents. The CPP will include a notice of their appeal rights.</p>	
<p>§ 3130.66(a)</p> <p>Case planning for children in emergency placement.</p>	<p>In one of six Placement records the child permanency plan was dated 30 days past the voluntary placement agreement</p>	<p>(a) If a child has been placed in emergency placement and continued placement is necessary, the county agency shall prepare a family service plan under § § 3130.61 and 3130.67(b) (relating to family service plans; and placement planning) no later than 30 days from the date the child enters emergency placement.</p>	<p>Immediate and ongoing</p>	<p>As a result of this citation, the Agency will conduct a CPP-Transfer Meeting within 5-days of a voluntary placement. Scheduling this meeting will be included as an activity on the Agency's Placement Checklist under the "Next Business Day" section.</p>	
<p>§ 3130.67 (b)(1) (2)(i) - (vii); (8) and (11)</p> <p>Placement Planning</p>	<p>In one of six Placement records information was not found re: circumstances; health and educational information; duration of placement or appropriateness of services.</p>	<p>(b) The amendment to the service plan shall include the following, for each child placed:</p> <p>(1) A description of the circumstances that make placement necessary.</p> <p>(2) Effective April 1, 1990, to the extent available and accessible, health and educational information on the child which includes the following:</p>	<p>Immediate and ongoing</p>	<p>As a result of this citation, the Agency will conduct a CPP-Transfer Meeting within 5-days of a voluntary placement to memorialize the description of the specific circumstances under which that make placement necessary, health and education information, approximate duration of placement anticipated, and appropriateness of</p>	

		<p>(i) The names and addresses of the child's health and educational providers.</p> <p>(ii) The child's grade level performance.</p> <p>(iii) The child's school record.</p> <p>(iv) Assurances that the child's placement in foster care takes into account proximity to the school in which the child is enrolled at the time of placement.</p> <p>(v) A record of the child's immunizations.</p> <p>(vi) The child's known medical problems, including the identification of known physical, mental or emotional disabilities.</p> <p>(vii) The child's medications.</p> <p>(viii) Other relevant health and educational information concerning the child determined to be appropriate by the county agency.</p> <p>(8) The anticipated duration of placement, stated in months.</p> <p>(11) For every child 16 years of age and older, the county agency shall consider the appropriateness of providing programs and services to help the child prepare for transition from foster care to independent living. When appropriate, a written description of the program and service shall be provided. When independent living services are deemed inappropriate, the basis for the choice not to offer independent living services shall be described.</p>		<p>services. Scheduling this meeting will be included as an activity on the Agency's Placement Checklist under the "Next Business Day" section.</p>	
<p>OCYF Bulletin 3130-14-01 Independent Living Services</p> <p>§ 3130.92 Issuance of Bulletins</p>	<p>In one of six Placement records reviewed an Independent Living (IL) needs assessment was not completed or provided as part of a CPP. IL needs assess not completed</p>	<p>Federal and state laws require that an IL plan be included as part of the Child's Permanency Plan (CPP) for every youth who is age 16 and older, including those youth who resume dependency jurisdiction and enter or re-enter agency and care responsibility, CCYA may also develop an IL Plan for youth under age 16.</p>	<p>Immediate and ongoing</p>	<p>As a result of this citation, the Agency will conduct a CPP-Transfer Meeting within 5-days of a voluntary placement. Scheduling this meeting will be included as an activity on the Agency's Placement Checklist under the "Next Business Day" section. During the CPP-Transfer Meeting, an IL Caseworker and/or IL Program Coordinator will be present and tasked to complete a needs assessment as part of the CPP.</p>	

<p>§3130.61 (d) Service Plans</p> <p>Prevention of Sex Trafficking and Strengthening Families Act Sec 113</p> <p>§ 3130.92 Issuance of Bulletins</p>	<p>In three of six Placement records reviewed, no evidence of independent living plan child being offered to have two members of case planning team present at time of CPP development</p>	<p>The case plan must be developed in consultation with the child, and at the option of the child, two members of the case planning team who are not the caseworker or foster parent</p>	<p>Immediate and ongoing</p>	<p>As a result of this citation, the Agency's Permanency Meeting Form has been updated to include an action step to inform youth (ages 14-21) that they have the option to invite two members of the case planning team who are not the caseworker or foster parent to assist in developing the CPP. In addition to this action step, the identification of supports for IL youth will be included on monthly supervision logs to ensure the information is included in case dictation. In the CPP "comments section" the caseworker will notate that the youth was given the opportunity to identify supports and either 1) refused or 2) provide names.</p>	
<p>§ 3490.61 (a) Supervisory reviews and child contacts</p>	<p>In four of ten CPS intake records supervisory reviews were untimely</p>	<p>The county agency supervisor shall review each report of suspected child abuse which is under investigation on a regular and ongoing basis to ensure that the level of services are consistent with the level of risk to the child, to determine the safety of the child and the progress made toward reaching a status determination. The supervisor shall maintain a log of these reviews which at a minimum shall include an entry at 10-calendar day intervals during the investigation period</p>	<p>Immediate and ongoing</p>	<p>As a result of this citation, Intake Supervisory Reviews will be conducted on set days of the week (one afternoon, one morning) to ensure that timely reviews occur. A training is scheduled for June 4, 2024 for the entire Intake Department which will include an overview of the intake-related LIS citations and proposed corrective actions.</p>	
<p>§ 3490.235 (e) 10-day supervisory reviews</p>	<p>In three of ten GPS intake records supervisory reviews were untimely</p>	<p>The county agency supervisor shall review each report alleging a need for GPS which is being assessed on a regular and ongoing basis to assure that the level of services are consistent with the level of risk to the child, to determine the safety of the child and the progress made toward reaching a determination on the need for protective services, the supervisor shall maintain a log of these reviews which at a minimum shall include and entry at 10-calendar-day intervals during the assessment period,</p>	<p>Immediate and ongoing</p>	<p>As a result of this citation, Intake Supervisory Reviews will be conducted on set days of the week (one afternoon, one morning) to ensure that timely reviews occur. A training is scheduled for June 4, 2024 for the entire Intake Department which will include an overview of the intake-related LIS citations and proposed corrective actions.</p>	
<p>CPSL 6340</p>	<p>In one of ten CPS intake records</p>	<p>The district attorney's office or other</p>	<p>Immediate and</p>	<p>As a result of this citation, a new</p>	

<p>(a)(10) Release of information in confidential reports</p>	<p>there was insufficient evidence that law enforcement was notified immediately after ensuring safety of the child. The CY 104 had no date or evidence it was provided to DA or other official.</p>	<p>official, as set forth in county protocols for MDITs required in section 6365 © (relating to services for prevention, investigation and treatment of child abuse) shall receive, <i>immediately</i> after the county agency has ensured safety of the child, reports of abuse according to the regulations, from the department or county agency the initial report of suspected abuse child abuse or initial inquiry into the report</p>	<p>ongoing</p>	<p>CY104 procedure has been implemented. In the Agency's Intake Log, all CY104's will be marked with an asterisk "*" when sent to the District Attorney via email. The email sent to the DA that has the CY104 attached will be printed and stapled to the corresponding CY104. At the end of each work week, assigned Screening Caseworker will review Agency Intake Log to ensure all CY104's are designated with an asterisk. A training is scheduled for June 4, 2024 for the entire Intake Department which will include an overview of the intake-related LIS citations and proposed corrective actions.</p>	
<p>CPSL §6340.1 (d) (2) and (3) Exchange of information Letter to physician</p>	<p>In two of ten GPS intakes there was no sufficient evidence found that in circumstances which negatively affect the medical health of a child, the county notified child's primary care physician was provided with information at the completion of investigation, as referenced in the CPSL.</p>	<p>(d) Notification by county agency. --In circumstances which negatively affect the medical health of a child, the county agency shall notify the certified medical practitioner who is the child's primary care provider, if known, of the following information: (2) Information on an unfounded report of child abuse if the certified medical practitioner made the report as a mandated reporter under section 6311. (3) If accepted for services, any service provided, arranged for or to be provided by the county agency.</p>	<p>Immediate and ongoing</p>	<p>As a result of this citation, the definition of "negatively affecting the medical health of a child" as well as a sample letter will be reviewed at a training will be held on June 4, 2024 with the entire Intake Department. The Sample letter will be added to Intake packets and reviewed via the Intake checklist during 10-day Supervisory Reviews.</p>	
<p>OCYF Bulletin 3490-08-02 Implementation of Act 126 of 2006 amending the CPSL §3130.92 Issuance of Bulletins</p>	<p>In two of ten CPS Intake records reviewed, photos of children were not found, not updated or not labeled properly.</p>	<p>The agency is required to take photographs of children during the suspected child abuse investigations, as well as during the provision of ongoing services when the case has been accepted for Child Protective Services (CPS) or General Protective Service (GPS) including cases in which children are placed in substitute care. The annually updated photographs are to be kept in the family's case record.</p>	<p>Immediate and ongoing</p>	<p>As a result of this citation, photos will be reviewed via the Intake checklist during 10-day Supervisory Reviews. A training is scheduled for June 4, 2024 for the entire Intake Department which will include an overview of the intake-related LIS citations and proposed corrective actions.</p>	

<p>Revised and Reissued Indian Child Welfare Act (ICWA) 3130-18-06 (pg. 8)</p> <p>§ 3130.92 Issuance of Bulletins</p>	<p>In four of ten GPS intake records and</p> <p>In two of ten CPS intake records, there was insufficient evidence that this information was collected during the intake process.</p>	<p>County children and youth agencies must insure that demographic information collected during the intake process includes information about whether or not the child and/or the child's parent(s) claim any American Indian or Alaska Native heritage and, if so, can they identify the affiliated tribe This <i>information must be specifically requested of the family.</i></p>	<p>Immediate and ongoing</p>	<p>As a result of this citation, a standardized ICWA form will be included in every Intake packet. This will be reviewed via the Intake checklist during 10-day Supervisory Reviews.</p> <p>A training is scheduled for June 4, 2024 for the entire Intake Department which will include an overview of the intake-related LIS citations and proposed corrective actions.</p>	
<p>OCYF Bulletin 3490-05-01 Implementation of Act 160 of 2004 Amending the CPSL Income verification § 3130.92 Issuance of Bulletins</p>	<p>In one of twelve foster home records reviewed there was insufficient documented evidence found that the applicant was financially stable.</p>	<p>Agencies must obtain evidence of <i>financial stability</i> from applicants. This must include current information (income verification and current liens), employment history, and bankruptcy findings within the last ten years.</p>	<p>Immediate and ongoing</p>	<p>As a result of this citation, the Agency's Resource Family licensing procedure will include obtaining evidence, in the form of a written letter, from any adult roommates of a resource family applicant which speaks to their financial contribution to the residence and financial stability.</p>	
<p>§3130.90</p> <p>Requirements for Foster Care Programs operated by a County Agency</p> <p>Insurance protection</p>	<p>In one of twelve foster home records reviewed, there was no evidence found that the foster parent had obtained general liability and fire insurance for the home.</p>	<p>If the county agency directly approves and supervises foster family homes, persons providing foster family care shall purchase or otherwise obtain general liability insurance and fire insurance coverage for the premises where foster family care is provided as a condition of approval. Nothing in this section precludes the county agency from purchasing the liability insurance on behalf of persons seeking approval as foster family parents.</p>	<p>Immediate and ongoing</p>	<p>As a result of this citation, a Resource Family Unit training will be held on June 12, 2024 to educate staff that all items on the Agency's checklist are mandatory. The Resource Family Supervisor will conduct a preliminary review of the checklist prior to final approval and return to the assigned Caseworker for revisions. The Supervisor will then review the checklist again for completion at the time of final approval.</p>	
<p>CPSL § 6383. Education and training.</p> <p>(c)(1)(ii); (2) and (5)</p>	<p>In one of twelve foster home records reviewed, the training certificate in the record for Mandated Reporter are not compliant, as they do not indicate or meet the required number of hours and applicant was not exempt.</p>	<p>The county shall ensure that all foster care home applicants are compliant with the following:</p> <p>(c) Training of persons subject to department regulation.--</p> <p>(1) The following persons shall be required to meet the child abuse recognition and reporting training requirements of this subsection:</p> <p>(ii) Foster parents.</p> <p>(2) Within six months of the effective date (<i>2015 Amendment</i>) of this</p>	<p>Immediate and ongoing</p>	<p>As a result of this citation, the assigned Resource Family Caseworker and Supervisor will review all Mandated Reporter trainings obtained outside of the CWRC for regulatory compliance.</p>	

		<p>subsection, operators and caregivers shall receive <i>three hours of training</i> prior to the issuance of a license or approval certificate and <i>three hours of training every five years</i> thereafter.</p> <p>(5) A person <i>may be exempted</i> from the requirements of this subsection <i>if all of the following apply</i>:</p> <p>(i) The person provides documentation that the person has already completed child abuse recognition and reporting training.</p> <p>(ii) The training was:</p> <p>(A) required by section 1205.6 of the Public School Code of 1949, and the training program was approved by the Department of Education in consultation with the department; or;</p> <p>(B) required by this chapter and the training program was approved by the department.</p> <p>(iii) The amount of training received <i>equals or exceeds the amount of training</i> required by this subsection</p>			
§3700.69 (b)(c) Requirements for approval of foster families	In one of twelve foster home records reviewed, the foster parent did not review the annual evaluation until 4 months after approval.	<p>The FFCA shall give each foster family written notice regarding the results of the annual evaluation.</p> <p>The FFCA shall give written notice to foster families of its decision to approve, disapprove or provisionally approve the foster family. The written notice shall inform the foster parents that they may appeal the FFCA's decision to disapprove or provisionally approve the foster family.</p>	Immediate and ongoing	The Agency avers this citation was made in error. The stated regulation references annual reevaluation. In the record cited the annual reevaluation was due on [REDACTED]. The Certificate of Approval and written correspondence to the family indicating that their resource home was re-approved were both dated [REDACTED] two days before the date re-approval was due. The initial approval was dated [REDACTED] as is reflected in the record on both the Certificate of Approval and written correspondence dated the same, advising the family that their home had been approved. The document referenced in the citation as being dated four months after the initial approval was the home study document. While the agency recognizes and strives for best practice that would dictate the	

				document is signed prior to, or at the time of approval, there is no regulatory or statutory requirement that the agency is aware of that requires resource parents to sign their approval document. This practice was developed by the agency to ensure that resource families, specifically kinship families, were aware of the information contained within the document that assists the ongoing units and court in making best interest determinations for placement when multiple kinship families present for consideration.	
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THE LEGAL ENTITY REPRESENTATIVE MUST COMPLETE COLUMN 5, SIGN ON THE SIGNATURE LINE AT THE BOTTOM AND DATE ALL PAGES OF THIS DOCUMENT. RETURN THIS ENTIRE DOCUMENT TO YOUR REGIONAL OFFICE BY: **5/20/2024**

	
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SIGNATURE OF LEGAL ENTITY REPRESENTATIVE	TITLE
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May 24, 2024	
DATE	TELEPHONE NUMBER



Date: July 02, 2024

ATTN: Wayne County Commissioners

[Redacted]

RE: Wayne County Children & Youth Services
648 Park Street, Suite C
Honesdale, PA 18431
License #214670

Dear [Redacted],

As a result of the Pennsylvania Department of Human Services, Office of Children, Youth and Families, Northeast Region licensing inspections on 04/01/2024, of the above facility, the citations specified on the enclosed Licensing Inspection Summary (LIS) were found.

We have determined that your plan of correction is:

Acceptable - All citations specified on the plan of correction must be corrected by the dates specified on the License Inspection Summary (violation report) and continued compliance with Department statutes and regulations must be maintained.

Sincerely,

[Redacted Signature]

Enclosed:
LIS

CC:

[Redacted]

Wayne County Children & Youth Services
648 Park Street, Suite C
Honesdale, PA 18431

[Redacted]

3490.232(g)	<p>The county agency did not conduct interviews with those persons who are known to have or may reasonably be expected to have information that would be helpful to the county agency in determining whether or not the child is in need of general protective services.</p> <p>During the [REDACTED] investigation, the county received information indicating the [REDACTED] had a history with [REDACTED] Division of Protective Services resulting in the termination of [REDACTED] parental rights. The county did not make attempts to contact [REDACTED] to confirm the report.</p>	<p>The county agency will ensure interviews are conducted with those persons who are known to have or may reasonably be expected to have information that would be helpful to the county agency in determining whether or not the child is in need of general protective services.</p>		<p>As a result of this citation, when the Agency receives information indicating that a parent has significant involvement in another county/state, the Intake Supervisor or Manager will make a request to the Intake Screening Department to contact the prior agency to request records.</p>	<p>[REDACTED]-OK - 07/02/2024</p>
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THE LEGAL ENTITY REPRESENTATIVE MUST COMPLETE COLUMN 5, SIGN ON THE SIGNATURE LINE AT THE BOTTOM AND DATE ALL PAGES OF THIS DOCUMENT. RETURN THIS ENTIRE DOCUMENT TO YOUR REGIONAL OFFICE BY: **06/01/2024**

[REDACTED]	[REDACTED]
SIGNATURE OF LEGAL ENTITY REPRESENTATIVE	TITLE
05/31/2024	[REDACTED]
DATE	TELEPHONE NUMBER



Date: April 23, 2025

ATTN: Wayne County Commissioners

[Redacted]

RE: Wayne County Children & Youth Services
648 Park Street, Suite C
Honesdale, PA 18431
License #214670

Dear [Redacted],

As a result of the Pennsylvania Department of Human Services, Office of Children, Youth and Families, Northeast Region licensing inspections on 03/12/2025, of the above facility, the citations specified on the enclosed Licensing Inspection Summary (LIS) were found.

We have determined that your plan of correction is:

Acceptable - All citations specified on the plan of correction must be corrected by the dates specified on the License Inspection Summary (violation report) and continued compliance with Department statutes and regulations must be maintained.

Sincerely,

[Redacted Signature]

Enclosure:
LIS

CC:

[Redacted]

Wayne County Children & Youth Services
648 Park Street, Suite C
Honesdale, PA 18431

[Redacted]

LICENSING/APPROVAL/REGISTRATION INSPECTION SUMMARY

NAME OF AGENCY/FACILITY: Wayne County Children and Youth Services				TELEPHONE: ██████████	OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 648 W. Park Street, Suite C Honesdale, PA 18431				COUNTY: Wayne		04/15/2025
INSPECTED BY: ██████████				INSPECTION DATE(S): 3/12 /2025		
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE		
			X			

The Department of Human Services (DHS); Office of Children, Youth and Families Northeast Regional Office (NERO) recently reviewed outstanding outcomes of GPS reports at Wayne County Children and Youth Services as part of data cleanup for the annual child abuse report issued by DHS.

This licensing inspection summary is being issued to address the following regulatory deficiency as a result of that review:


REGULATORY FINDINGS REQUIRING PLAN OF CORRECTION

1. 55 PA CODE CHAPTER	2. NON-COMPLIANCE AREA	3. CORRECTION REQUIRED	4. REQUIRED CORRECTION DATE	5. PROVIDER'S PLAN OF CORRECTION OR RESPONSE	6. STATUS OF CORRECTION
§3490.67 (a) CPSL §6368 (f) and §6375 (c)(1) (1.1) Statewide GPS Referrals OCYF Bulletin 3490-20-08	The Northeast Regional Office determined that (7) GPS cases were submitted untimely due to county errors.	At the conclusion of a GPS assessment, the county agency must immediately notify the department of the outcome, which includes whether the report was determined to be valid or invalid and whether the family was accepted for services or referred to community services, per 23 Pa.C.S. § 6375. The assessment outcome must be determined and submitted to	The county agency must immediately correct this violation and implement policies and procedures to provide internal tracking of GPS reports so that notifications are made to the	To ensure compliance with 23 Pa.C.S. § 6375 regarding GPS assessment outcomes, the following procedural updates have been implemented: Two new columns have been added to the intake log as of April 1, 2025. These columns are labeled <i>Due Date</i> and <i>Submitted Date</i> . These additions will assist in tracking and meeting the	Approved 04/15/25 ████████

<p>§ 3130.92 Issuance of Bulletins</p>		<p>ChildLine prior to the 60th day from the receipt of the referral.</p> <p>The county agency shall also immediately notify the department upon the closure of services for a child or family that has been accepted for services.</p>	<p>Department as required.</p>	<p>requirement to determine assessment outcomes.</p> <p>The due dates will be emailed to screeners by the Intake Supervisor. Upon receipt, screeners will update the intake log with the appropriate dates to ensure all outcome determinations are both received and submitted within the required timeframe.</p> <p>Additionally, screeners will review the monthly workbook for any errors related to these entries. If discrepancies are identified, corrections will be completed as needed to maintain accurate and timely documentation.</p> <p>These measures are intended to improve tracking, accountability, and overall compliance with mandated reporting timelines.</p>	<p>Approved 04/15/25 █</p>
<p>OCYF GPS Bulletin 3490-19-02</p> <p>§ 3490.236 (relating to general protective services records)</p>	<p>One GPS referral (█) was not submitted. due to missing information and supervisory error.</p> <p>There is an alert in the database that the county is secondary, however, this referral was never re-evaluated to a primary county and remains open in CWIS with no determination.</p>	<p>Diligent efforts must be made to locate a family when a GPS referral is received with an unknown or inaccurate address, or when the family changes addresses without notifying the agency</p> <p>GPS records should include all referral information, such as the allegations, the identification and location of the child, parent(s), and primary persons responsible for the care of the child, the date of the report, and the referral source.</p>	<p>The county agency must immediately correct this violation and implement policies and procedures to provide internal tracking of GPS reports so that notifications are made to the Department as required.</p>	<p>In accordance with guidance related to GPS referrals, diligent efforts must be made to locate a family when an address is unknown, inaccurate, or when the family has changed addresses without notifying the agency. It is essential that GPS records are thorough and include all relevant referral information—such as the allegations, the identification and location of the child and parent(s),</p>	<p>Approved 04/15/25 █</p>

		<p>Ongoing assessment information should also be documented</p>	<p>the primary caregivers, the date of the report, the referral source, and any ongoing assessment documentation.</p> <p>To support accurate and complete documentation, when Wayne County Children and Youth Services is identified as a secondary agency on a referral, the assigned screener will access the "Other Member" hyperlink tab in the system. This step will be taken to check for any additional information and to confirm that another agency is appropriately attached to the case. If there continues to be question, the screener will compare to CWIS for clarification. This will be reviewed in weekly supervision.</p> <p>This process helps ensure that all involved agencies are identified, communication is streamlined, and families receive the necessary services in a timely manner.</p>	
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THE LEGAL ENTITY REPRESENTATIVE MUST COMPLETE COLUMN 5, SIGN ON THE SIGNATURE LINE AT THE BOTTOM AND DATE ALL PAGES OF THIS DOCUMENT. RETURN THIS ENTIRE DOCUMENT TO YOUR REGIONAL OFFICE BY: ~~04/07/2025~~ - 04/22/2025

	
SIGNATURE OF LEGAL ENTITY REPRESENTATIVE	TITLE
	
DATE	TELEPHONE NUMBER



Date: May 23, 2025

ATTN: Wayne County Commissioners

[Redacted]

RE: Wayne County Children & Youth Services
648 Park Street, Suite C
Honesdale, PA 18431
License #214670

Dear [Redacted],

As a result of the Pennsylvania Department of Human Services, Office of Children, Youth and Families, Northeast Region licensing inspections on 03/10/2025 – 03/28/2025, of the above facility, the citations specified on the enclosed Licensing Inspection Summary (LIS) were found.

We have determined that your plan of correction is:

Acceptable - All citations specified on the plan of correction must be corrected by the dates specified on the License Inspection Summary (violation report) and continued compliance with Department statutes and regulations must be maintained.

Sincerely,

[Redacted Signature]

Enclosure:
LIS

CC:

[Redacted]

Wayne County Children & Youth Services
648 Park Street, Suite C
Honesdale, PA 18431

[Redacted]

LICENSING/APPROVAL/REGISTRATION INSPECTION SUMMARY

NAME OF AGENCY/FACILITY: Wayne County Children and Youth Services		TELEPHONE: [REDACTED]		OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 648 W. Park Street, Suite C Honesdale, PA 18431		COUNTY: Wayne		[REDACTED]	05/23/2025
INSPECTED BY: [REDACTED]		INSPECTION DATE(S): 3/10- 3/12/2025; 3/14, 3/17, 3/20 and 3/28/2025			5/23/2025
INS	[REDACTED]	COMPLAINT	UNANNOUNCED INSPECTION	RANDOM SAMPLE	5.23.2025
	*			X	

The Department of Human Services, Northeast Regional Office of Children, Youth and Families conducted the annual licensing inspection of Wayne County Children and Youth Services by means of a random sample record review, interviews with administrative, supervisory, and casework staff, internal policy/procedures review, personnel record review and agency fiscal documentation review.



The case sample was drawn from cases assigned to all program units and casework functions within the agency. Reviewed were 10 Child Protective Service Intake records; 10 General Protective Services Intake records; 7 Placement records; 3 new agency Resource Family Home records; 2 tenured agency Resource homes; 1 Adoption record; 10 Ongoing/In-home Services records; 1 Shared Case record; 10 Screen-outs.

Personnel records of all new employees, and staff training logs for all staff were reviewed during the licensing inspection. In addition to program unit records, the Department reviewed the following administrative items: Current organizational chart with caseload count for each person carrying cases; copy of the agency's policy and procedure manual, current list of Advisory Committee members and addresses; copy of the Advisory Committee By-Laws and minutes of meetings for the past year; 10-day supervisory logs; MDT meeting minutes; and training records for all staff. There were also two foster homes visited by the licensing staff.



All case specific regulatory references contained within the License and Inspection Summary do not contain specific identifying demographic data due to statutory prohibitions relating to confidentiality.

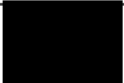
The following chapters 3350, 3700, 3130, 3490, CPSL and Chapter 20 were reviewed during the annual licensing review. The Department of Human Services, Office of Children, Youth and Families is issuing the following citations which require a plan of correction.

REGULATORY FINDINGS REQUIRING PLAN OF CORRECTION



1. 55 PA CODE CHAPTER	2. NON-COMPLIANCE AREA	3. CORRECTION REQUIRED	4. REQUIRED CORRECTION DATE	5. PROVIDER'S PLAN OF CORRECTION OR RESPONSE	6. STATUS OF CORRECTION
<p style="text-align: center;">Safety Assessment & Management Process</p>	<p>In 1 of 10 CPS intakes children not seen in home in appropriate timeframe. First contact was in school, in-home visit was not in timeframe, but more than 30 days later.</p>	<p>During the Assessment/Investigation (This applies to the assessments or investigations that occur prior to a case being open for ongoing services):</p> <ul style="list-style-type: none"> ➤ Within three business days of the agency's first face-to-face contact with the identified child and/or caregiver(s) of origin; ➤ Within three business days of the identification of additional evidence, circumstances, or information that suggests a change in the child's safety. Note: a change in safety refers to a positive or negative change to Safety Threats and/or the Safety Decision; 	<p>Immediate and ongoing</p>	<p>During the assessment or investigation phase, child safety will be prioritized and addressed in a timely and thorough manner. All children identified in the report will be assessed for immediate safety within 24 hours of the agency receiving the report. The first home visit will be conducted within 72 hours to allow for a comprehensive assessment of child safety and caregiver protective capacities. Within three business days of the agency's first face-to-face contact with the identified child and/or caregiver(s) of origin, a formal safety assessment will be completed. These specific timeframes have been added to the CPS checklist.</p> <p>Each case will undergo a supervisory review within 10 days, during which the CPS checklist will be examined to ensure that all procedural steps and documentation requirements have been met. To further support consistency and accountability, random quality assurance assessments will be conducted on a monthly basis by the program specialist to evaluate compliance and identify areas for improvement.</p>	<p>ok </p>
<p style="text-align: center;">Risk Assessment 3490.235.(h)</p>	<p>In 1 of 10 CPS intakes Safety assessment was not signed with supervisor's approval in</p>	<p>A periodic assessment of the risk of harm to the child shall be conducted as</p>	<p>Immediate and ongoing</p>	<p>Both the caseworker and supervisor are responsible for ensuring that the intake checklist is fully completed and</p>	<p>ok </p>


	paper file or electronic Case management system	<p>required by the state approved Risk Assessment (RA) process</p> <p>The worker and supervisor shall sign and date the RA Form and file the RA Summary Form in the record.</p>		<p>signed upon conclusion of the intake process. To support documentation integrity, clerical staff will verify that all required signatures are obtained prior to filing the assessments in the case record. This step ensures procedural compliance and strengthens accountability in the intake process. To further promote consistency and adherence to agency standards, random quality assurance assessments will be conducted on a monthly basis by the program specialist. These reviews are designed to evaluate compliance, highlight strengths, and identify areas where procedural improvements may be needed.</p>	
3490.235(j) Risk Assessment	In 1 of 5 in-home records there is a RA for the return home listed as high- requires weekly contact, was created [REDACTED] completed [REDACTED] months after the child's return home	The agency shall assess safety and risk of the child when circumstances change in the child's environment at times other than required in this section.	Immediate and ongoing	Return Home Checklist training was conducted with all ongoing caseworkers and supervisors on February 13, 2025, to ensure a clear understanding of the checklist's purpose and proper use. Following this, the checklist was updated on March 20, 2025, and redistributed to all caseworkers and supervisors to reflect current practice expectations. Upon completion of the checklist, supervisors are required to sign off to verify its accuracy and thoroughness. Additionally, during permanency review meetings where a return home plan is being considered, the use of the checklist will be incorporated into the action steps to ensure that all necessary factors are reviewed and documented. To promote ongoing consistency and accountability, random monthly quality assurance assessments will be conducted by the	ok [REDACTED]

				program specialist to evaluate compliance with the checklist procedures and to identify opportunities for continuous improvement.	
CPSL 6340.1 (d)(1) and (3) Exchange of information	In 1 of 10 CPS intakes, the letter to primary care physician regarding the indicated status of the CPS investigation was addressed "To whom It may concern" and not specifically the PCP. The letter did not indicate that the case was also opened for services, nor what services were being provided.	In circumstances which negatively affect the medical health of a child, the county agency should notify the certified medical practitioner who is the child's <i>primary care provider, if known</i> , of the following information: (1) The final status of any assessment of general protective services, or an investigation of child abuse if the report of child abuse is indicated or founded. (3) if accepted for services, any service provided, arranged for or to be provided by the county agency	Immediate and ongoing	The medical form letter has been revised to include fields for the physician's or medical group's contact information, ensuring that accurate and complete communication can be maintained with the child's healthcare provider. The revised form also includes space to document any services provided, arranged, or planned if the case is accepted for services. Review of the medical form letter is now a required component of supervision logs and casework checklists, and supervisors are expected to review its completion and accuracy during the 10-day supervisory review. To further enhance consistency and accountability, random monthly quality assurance assessments will be conducted by the program specialist to evaluate compliance with these updated procedures and identify areas for continuous improvement.	ok 
3490.55 (d)(3)	In 1 of 10 CPS intakes, there was no evidence found in the paper file or electronic case management system, that the alleged perpetrator was interviewed, nor attempts made to do so. There was no dictation regarding the parent and the child interviews, notes regarding allegations were only	(d) When conducting its investigation, the county agency shall, if possible, conduct an interview with those persons who are known to have or may reasonably be expected to have, information relating to the incident of suspected child abuse including, (1) The child, if appropriate.	Immediate and ongoing	During CPS investigations, the child(ren), parent(s), and alleged perpetrator must each be interviewed as part of the investigative process. Detailed interview notes are to be entered into CAPS within 72 hours of the completion of each interview to ensure timely and accurate documentation. This specific timeframe has been added to the CPS checklist. These entries will be reviewed by supervisors during the	ok 

	found on the risk assessment form at case closure.	(2) The child's parents or other person responsible for the child's welfare. (3) The alleged perpetrator of the suspected child abuse		10-day supervisory review to confirm completeness and adherence to investigative protocols. To further strengthen consistency, accountability, and compliance with agency standards, the program specialist will conduct random monthly quality assurance assessments to identify areas of strength and opportunities for improvement in investigative practices.	
3490.55.(i) & Safety Assessment and Management Process	In 1 of 10 CPS intakes records reviewed, safety was not assessed of victim child and sibling in the home until 30+ days after CPS report was received.	(i) When conducting its investigation, the county agency shall visit the child's home, at least once during the investigation period. The home visits shall occur as often as necessary to complete the investigation and to assure the safety of the child.	Immediate and ongoing	During the assessment or investigation phase, child safety will be prioritized and addressed in a timely and thorough manner. All children identified in the report will be assessed for immediate safety within 24 hours of the agency receiving the report. The first home visit will be conducted within 72 hours to allow for a comprehensive assessment of child safety and caregiver protective capacities. Within three business days of the agency's first face-to-face contact with the identified child and/or caregiver(s) of origin, a formal safety assessment will be completed. These specific timeframes have been added to the CPS checklist. Each case will undergo a supervisory review within 10 days, during which the CPS checklist will be examined to ensure that all procedural steps and documentation requirements have been met. To further support consistency and accountability, random quality assurance assessments will be conducted on a	ok 

				monthly basis by the program specialist to evaluate compliance and identify areas for improvement.	
3490.321 (h)(4)	In 1 of 5 in-home records reviewed the case closed on [REDACTED] Risk assessment completed [REDACTED] greater than 30 prior to closure	(h) Periodic assessments of risk shall be completed by the county agency as follows: (4) Thirty-calendar days prior to case closure.	Immediate and ongoing	<p>Caseworkers are required to follow the case closure checklist to ensure that all necessary steps are completed in a timely and thorough manner. A training session is scheduled for June 5, 2025, to reinforce the importance of completing all case closure activities, including the final risk assessment 30 days prior to closure.</p> <p>Each in-home case will be reviewed during monthly supervision. If a case is identified for an upcoming closure, the supervisor will ensure the case closure checklist is being completed and is then responsible for signing off before the case is officially closed. To further support consistency, accountability, and adherence to agency standards, random monthly quality assurance assessments will be conducted by the program specialist to monitor compliance and identify areas for continued improvement.</p>	ok [REDACTED]
3130.61 (c)(d) Family Service Plans	In 1 of 5 -home records reviewed there was no invitation, method of participation or participant information included on the FSP form.	<p>(c) The service plan shall be signed by the county agency staff person responsible for management of the case. The parent or legal guardian and the child, if 14 years of age or older, shall be given the opportunity to sign the service plan. The county agency shall inform the parent or guardian that signing the plan constitutes agreement with the service plan.</p> <p>(d) The county agency shall provide family members, including the child, their representatives and service providers, the opportunity to participate in the development and amendment of the</p>	Immediate and ongoing	<p>Caseworkers are expected to follow the established date guide for service plans to ensure timely development, updates, and compliance with regulatory timeframes. This date guide will be reviewed during the upcoming training on June 5, 2025, at which time the Program Specialist will confirm that all caseworkers receive a current copy of the guide.</p> <p>As part of ongoing oversight, supervisors are responsible for verifying that all members are invited</p>	ok [REDACTED]

		service plan if the opportunity does not jeopardize the child's safety. The method by which these opportunities are provided shall be recorded in the plan.		and that required signatures are obtained during the plan review process. To further promote consistency, accountability, and adherence to agency protocols, the Program Specialist will conduct random quality assurance assessments on a monthly basis to evaluate compliance and identify areas where procedural improvements may be needed.	
Fostering Connections to Success & Increasing Adoptions Act of 2008 Special Transmittal Notification of Relatives Provision Section 103	In one of five Placement records) there were no records found of Relative notification letters being sent within 30 days.	The agency is to use the revised Attachment A (written notification to relatives must occur within 30 days	Immediate and ongoing	Paralegals will begin attending Wednesday morning meetings following Dependency Court hearings held on Tuesdays to ensure that kinship notification letters are being sent in a timely and accurate manner. This practice is intended to strengthen communication between legal and casework teams and to support compliance with the 30-day notification requirement for identified relatives. The process will be reviewed monthly by the Assistant Director to monitor effectiveness and address any procedural gaps. To further promote consistency and accountability, the Program Specialist will conduct random quality assurance assessments on a monthly basis to evaluate compliance and identify opportunities for ongoing improvement.	ok 
3490.321 (e) (2) Risk assessment	In 1 of 5 of five placement records, two household members were not included on any of the risk assessments	(e) The factors which shall be assessed by the county agency include the following: (2) The characteristics of the parent, caregiver, household member, primary person responsible for the welfare of a child and perpetrator including history of drug and alcohol abuse.	Immediate and ongoing	Risk assessment training is scheduled for June 5, 2025, to ensure that all staff have a thorough understanding of the risk assessment process and its critical role in child safety and case planning. During the training, the Program Specialist will provide guidance on identifying the	ok 

				appropriate individuals who should be included in the assessment, such as parents, caregivers, household members, and any other relevant parties. Completed risk assessments will be reviewed during monthly supervision to ensure accuracy, completeness, and consistency with agency standards. To further support accountability and procedural fidelity, the Program Specialist will also conduct random monthly quality assurance assessments to evaluate compliance and identify areas for ongoing improvement in risk assessment practices.	
3490.235(g)(2) Services available through the county agency for children in need of general protective services.	In 2 of 7 placement records, children were not seen in foster care setting every 30 days. In one instance a visit was 19 days overdue, another was 6 days overdue.	(g) When a case has been accepted for services, the county agency shall monitor the safety of the child and assure that contacts are made with the child, parents and service providers. The contacts may occur either directly by a county agency worker or through purchase of service, by phone or in person but face-to-face contacts with the parent and the child shall occur as often as necessary for the protection of the child but at least (2) Once a month for 6 months or case closure when the child is either: (i) Placed out of the home or setting in which the need for general protective services was established. (ii) No longer determined to be at a high risk by the county agency.	Immediate and ongoing	All caseworkers will be required to complete in-person monthly contacts with children placed in foster care settings within 25 days following their previous visit. This scheduling guideline allows sufficient time for any necessary cancellations or rescheduling while still ensuring compliance with the 30-day regulatory requirement for face-to-face visits. Ongoing supervisors will verify that monthly contacts are completed in compliance by reviewing documentation on the supervisory sheet. To further promote consistency, accountability, and adherence to agency standards, the Program Specialist will conduct random monthly quality assurance assessments to monitor compliance and identify areas for improvement in contact scheduling and documentation practices.	ok 

THE LEGAL ENTITY REPRESENTATIVE MUST COMPLETE COLUMN 5, SIGN ON THE SIGNATURE LINE AT THE BOTTOM AND DATE ALL PAGES OF THIS DOCUMENT. RETURN THIS ENTIRE DOCUMENT TO YOUR REGIONAL OFFICE BY: **05/22/2025**

[REDACTED]	[REDACTED]
SIGNATURE OF LEGAL ENTITY REPRESENTATIVE	TITLE
05.22.25	[REDACTED]
DATE	TELEPHONE NUMBER



Date: February 18, 2026

ATTN: Wayne County Commissioners

[Redacted]

RE: Wayne County Children & Youth Services
648 Park Street, Suite C
Honesdale, PA 18431
License #214670

Dear [Redacted],

As a result of the Pennsylvania Department of Human Services, Office of Children, Youth and Families, Northeast Region licensing inspections on 11/19/2025 – 12/16/2025, of the above facility, the citations specified on the enclosed Licensing Inspection Summary (LIS) were found.

We have determined that your plan of correction is:

Acceptable - All citations specified on the plan of correction must be corrected by the dates specified on the License Inspection Summary (violation report) and continued compliance with Department statutes and regulations must be maintained.

Sincerely,

[Redacted Signature]

Enclosure:
LIS

CC:

[Redacted]

Wayne County Children & Youth Services
648 Park Street, Suite C
Honesdale, PA 18431

[Redacted]

LICENSING/APPROVAL/REGISTRATION INSPECTION SUMMARY

NAME OF AGENCY/FACILITY: Wayne County Children and Youth Services		TELEPHONE: [REDACTED]		OCYF REGIONAL STAFF APPROVAL	DATE
ADDRESS: 648 W. Park Street, Suite C Honesdale, PA 18431		COUNTY: Wayne		[REDACTED]	2/18/2026
INSPECTED BY: [REDACTED]		INSPECTION DATE(S) 11/19/2025; 12/15/25; 12/16/25			
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION		RANDOM SAMPLE
		X			

The Department of Human Services (DHS); Office of Children, Youth and Families Northeast Regional Office (NERO) recently reviewed GPS/CPS Intake and In-Home records as a result of cases being identified as untimely and as a result of several complaints.

This licensing inspection summary is being issued to address the following regulatory deficiencies as a result of the review:

REGULATORY FINDINGS REQUIRING PLAN OF CORRECTION

1- 55 PA CODE CHAPTER	2- NON-COMPLIANCE AREA	3- CORRECTION REQUIRED	4- REQUIRED CORRECTION DATE	5- PROVIDER'S PLAN OF CORRECTION OR RESPONSE	6- STATUS OF CORRECTION
CPSL §6368 investigation of reports (f) final determination and § 3490 .232(e) CPSL 6375 (c)(1)(1.1)	The Northeast Regional Office determined that Wayne County CYS submitted untimely GPS referrals. NOTE: An LIS was issued to the county in March of 2025 for untimely GPS referrals. 34 of 37 GPS intakes and	CPSL (f) Final determination. -- Immediately upon conclusion of the child abuse investigation, the county agency shall provide the results of its investigation to the department in a manner prescribed by the department. Within three business days of receipt of the results of the investigation from the county agency, the department shall send notice of the final determination to the subjects of the	The county agency must immediately correct this violation and implement policies and procedures to provide internal tracking of CPS reports so that notifications are made to the	WCCYS has identified an opportunity to improve the tracking of referrals (both CPS and GPS) transmitted to the Agency by way of training management staff on how to generate and utilize CWIS Referrals Transmitted reports. These reports will be run by the Intake/Screening Supervisor at least twice per week to ensure no referral is missed, and an internal tracking tool will be created and utilized on an ongoing basis. This tool will include information regarding the referral ID, case name, date the referral was received, days until outcome is due, and status of the referral (missing outcome, sent, validated, finalized, etc.). Additionally, WCCYS admin team, including unit directors and Agency administrator will	[REDACTED]

	<p>3 of 3 CPS intakes reviewed between [REDACTED] through [REDACTED] were submitted untimely to CWIS</p>	<p>report, other than the abused child. Per 6368</p> <p>(e) The county agency shall complete an assessment within 60-calendar days to determine whether or not the child and family should be accepted for general protective services, be referred to another agency for services or close the case.</p> <p>(c)(1) At the conclusion of a CPS assessment, the county agency must immediately notify the department of the outcome, which includes whether the report was determined to be valid or invalid and whether the family was accepted for services or referred to community services, per 23 Pa.C.S. § 6375.</p> <p>The assessment outcome must be determined and submitted to ChildLine prior to the 60th day from the receipt of the referral.</p>	<p>Department as required.</p>	<p>update, distribute, and review policies and tools including:</p> <p>Outcomes Coming Due – Tracking and Submission Policy (name subject to change) Outcomes Coming Due Report 10 Day Supervisory Review Policy 10 Day Supervisory Review Tool.</p> <p>The updated 10 Day Supervisory Review Policy provides clear guidance for supervisors, supervisees, and managers on how to ensure timely reviews occur, and the Supervisory Review Tool provides another method of tracking referrals along the assessment/investigation period including the use of visual reminders for outcome due by dates (day 30/60). Updates are also being made to the protocol for the daily “morning meeting” review of reports transmitted and moved to case management, and the process for communicating outcome due by dates on all referrals moved to case management. Compliance will be monitored monthly by a contracted consultant using a standardized audit tool on a random sample of 20 cases and the results will be reported to WCCYS Administration on a monthly basis These enhancements will be implemented by 02/16/2026.</p>	
<p>CPSL 6368 (a-d) Investigation of reports</p> <p>§ 3490.232 (g) Receiving reports and assessing the need for services.</p> <p>Safety Assessment & Management Process Manual</p>	<p>27 of 37 GPS Intakes Safety assessments were not completed at the required intervals</p> <p>In 1 of the untimely CPS intakes, the agency did not ensure appropriate services were provided</p> <p>In 1 In-home record reviewed, the safety of the children was not assessed</p>	<p>CPSL 6368(a) Response to direct reports.—Upon receipt of a report of suspected child abuse by a perpetrator from an individual, the county agency shall ensure the safety of the child and any other child in the child's home and immediately contact the department in accordance with the provisions of section 6334 (relating to disposition of complaints received).</p> <p>(b) Response to reports referred to county agency by department. – Upon receipt of a report of suspected child abuse from the department, the county agency shall immediately</p>		<p>To ensure that “A determination of the safety of or risk of harm to the child or any other child if each child continues to remain in the existing home environment” is completed by the Agency, the Agency is: Revising, and will train its staff on the new Safety Assessment Policy. Caseworkers will be trained on the new policy to include the appropriate timelines for determinations of safety and risk for children remaining in the existing home environment. Staff will understand the Safety Threshold and SOOVI as well as Protective Capacities and the use of Safety Plans and court ordered removals. The Safety Assessment Policy will include timelines for completion of assessments during investigation/Assessments and during the Accepted for Services period. The policy will also include instructions for supervisors on when assessments are due, and when their review and signatures are due. The Policy will</p>	<p>[REDACTED]</p>

<p>§ 3130.92 Issuance of Bulletins</p>		<p>commence an investigation and see the child within the following time frames:</p> <p>(1) Immediately, if:</p> <p>(i) emergency protective custody is required, has been or will be taken; or</p> <p>(ii) it cannot be determined from the report whether emergency protective custody is needed.</p> <p>(2) Within 24 hours of receipt of the report in all other cases.</p> <p>(c) Investigation. --An investigation under this section shall include the following:</p> <p>(1) A determination of the safety of or risk of harm to the child or any other child if each child continues to remain in the existing home environment.</p> <p>(2) A determination of the nature, extent and cause of any condition listed in the report.</p> <p>(3) Any action necessary to provide for the safety of the child or any other child in the child's household.</p> <p>(4) The taking of photographic identification of the child or any other child in the child's household, which shall be maintained in the case file.</p> <p>(5) Communication with the department's service under section 6332 (relating to establishment of Statewide toll-free telephone number).</p> <p>(d) Investigative actions. -- During the investigation, all of the following shall apply:</p> <p>(1) The county agency shall provide or arrange for services necessary to protect the child while</p>		<p>direct the Intake Manager to review the completed Safety Assessment(s) prior to sending the Investigation Outcome Report.</p> <p>The Agency has also revised and trained its staff (with an effective date of 02/02/2026) on its 10-Day Supervisory Review Template to be used during Assessment/Investigation periods which highlights the need for completion of timely Safety and Risk Assessments and their due dates. Unit meetings will be utilized to reinforce safety and risk protocols, and the completion of assessments in accordance with the Agency's policy, which is based on the State approved Safety Assessment and Management Process (SAMP).</p> <p>To ensure that a determination of the nature, extent and cause of any condition listed in the report is completed by the Agency, the Agency has or will:</p> <p>Revised and has trained its staff on its 10-Day Supervisory Review Template to be used during Assessment/Investigation periods which requires the caseworker and supervisor to list all allegations and whether they have been addressed when determining the nature, extent and cause of any listed conditions during their assessment/investigation. The template also requires that supervisors review dictation for discussion during reviews, to include the six (6) domains to assist in determining the nature, extent, and cause of those conditions. Casework teams will also complete the section which lists out the interviews/notifications needing to be completed including interviews with the: child, parents or primary person responsible for the care of the child, persons known to have information helpful in making a determination, as well as others such as AP/IA, non-custodial parent contact, referral source, other household members and collaterals and the results of those interviews/notifications. The tool not only shows what actions have been or must be taken but also asks for the reasoning behind the actions, for discussion. The tool also indicates the date of the referral and the 30-day and 60-day marks to be used as a reminder of when the Investigation Outcome Report is due. The Administrator will conduct random monitoring of 10-Day reviews by enhancing a current process whereby supervisors routinely email supervision schedules to the administrator.</p> <p>Work with its contracted consulting provider to utilize the CWIS Referrals Transmitted Report, along with the creation and use of a CAPS NBB</p>	
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the agency is making a determination under this section.

(2) If the investigation indicates bodily injury, the county agency may require that a medical examination by a certified medical practitioner be performed on the child.

(3) Where there is reasonable cause to suspect that there is a history of prior or current abuse, the medical practitioner has the authority to arrange for further medical tests, or the county agency has the authority to request further medical tests.

(4) The investigation shall include interviews with all subjects of the report, including the alleged perpetrator. If a subject of the report is not able to be interviewed or cannot be located, the county agency shall document its reasonable efforts to interview the subject and the reasons for its inability to interview the subject. The interview may be reasonably delayed if notice of the investigation has been delayed pursuant to subsection (m).


3490.232 (g) The county agency shall interview the child, if age appropriate, and the parents or the primary person who is responsible for the care of the child. The county agency shall also conduct interviews with those persons who are known to have or may reasonably be expected to have information that would be helpful to the county agency in determining whether or not the child is in need of general protective services.

Query (as a redundancy) to generate a daily "Referrals Coming Due" report which will be transmitted to all casework supervisors and above. This report lists all active accepted for assessment referrals and their investigation status between days 45 and 60 to ensure that Outcomes are finalized and sent prior to day 60. Supervisors will review this report daily, and use it along with the 10-Day Supervisory Review Template to ensure the investigation is completed in the regulatory timeframe and the Administrator and Unit Directors will monitor this report daily, and will communicate with supervisors to ensure Outcomes are prepared for, and sending to CWIS no later than by day sixty (60). The Agency has determined that no fewer than two staff will be trained in the creation, updating, and dissemination of the report, and has dedicated a supervisor and a manager to become proficient in its use. Training and implementation of the report will occur prior to 02/16/2026. A process is already occurring and will be enhanced whereby all referrals closing are reviewed by the administrator and manager and will be checked to ensure all GPS and CPS reports due are processed in a timely manner and to verify that risk and safety assessments are completed with accuracy and that supporting facts are documented in the case record. The contracted consultant will review a sample of CPS and GPS reports monthly and will observe these reviews when on-site, to ensure supervisors are utilizing a tracking system (10-Day Review Template) and meeting required timelines, to ensure thorough attempts to make all necessary contacts are documented. The Administrator, and Intake Manager will monitor the "referrals transmitted" report daily, to ensure investigations are completed and submitted to the Department prior to the 60th day. The daily report will be updated to track statistics including number of GPS and CPS reports received and determined, any reports screened out, reports under investigation at the 45-day mark, and any referrals exceeding 60 days in assessment. The administrator will provide a monthly update on these statistics to the Department. The contracted consultants will create and run a monthly NBB Query in CAPS to include number of GPS, CPS, and screen outs, and their outcomes.

To ensure actions necessary to provide for the safety of the child or any other child in the child's household, the Agency will:

				<p>Not only update and train on the Agency's Safety Assessment Policy, including safety threats, protective capacity, the safety threshold, safety plans and protective custody, but will also:</p> <p>Continue to utilize the revised 10-Day Supervisory Review Template which lists the allegations, the safety decision and risk level, the reasoning behind the decisions, progress toward making a determination, and the services needed consistent with those levels and progress in referring to those services. The supervisor is to address any issues arising from discussion and review of any documentation</p> <p>Has reviewed with staff (01/29/2026) and implemented (02/02/2026) the newly revised Risk Assessment and Contact Interval Policies which outline how and when to conduct periodic assessments of risk, and when and how to complete in person contact with children and families in line with the assessed level of risk.</p> <p>Is already observing a high-functioning MDIT process in a neighboring county to collaborate on an improved MDIT response, and is in discussion with consultants with regard to protocol, policy, statutory requirements and best practices in order to begin holding MDIT meetings on a monthly basis with appropriate team members within 45 days of the execution date of this POC.</p> <p>Is working with the contracted consulting provider to begin the process of completing an assessment which will highlight current client needs for services, availability of services, including evidence based services, and identification of areas where expansion of EBPs might be necessary. This assessment will be used to inform the budgetary process and will be shared with NERO.</p> <p>Discussion between the county and the consulting provider is occurring to determine next steps toward structural improvement and a strategic plan to address all areas of possible program improvement including but not limited to items such as operational challenges, organizational infrastructure, developing training plans, the hiring of strategic employees such as program specialists and QA specialists, and policy analysis and enhancement (which has already begun).</p> <p>Discussions on maintaining and improving current staffing levels and barriers to hiring and training staff are also occurring with the consulting provider, and will continue to be discussed as the Agency works toward the</p>
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				<p>hiring of staff dedicated to the Agency mission, and the retention and engagement of those future employees.</p> <p>To ensure that the Agency shall provide or arrange for services necessary to protect the children while the Agency is making a determination in the investigation, the Agency has or will:</p> <p>Updated its 10-Day Supervisory Review Template which is now being used for all referrals accepted for assessment. The tool not only shows what actions have been or must be taken, but also asks for the reasoning behind the actions for discussion. Using the 10-Day Supervisory Review Template, the caseworker and supervisor will discuss the allegations, responses, levels of assigned risk and safety, and services available, needed and referred to ensure the safety of the child while the Agency is making a determination. The tool also asks the supervisor to certify that the services and/or safety plan are consistent with the assessed level of risk and safety</p> <p>The Agency has recognized that a refresher on available services, and the duty to refer to services is warranted, and will create a "Referrals to Services" (name subject to alteration) Policy and Procedure for dissemination to casework staff prior to 02/16/2026. This P/P will highlight the duty of the "Service Coordinator"/caseworker to gather information, make assessments and to refer to needed services designed for family preservation (or reunification) as a pillar of their work, and will detail a streamlined process which will aid in the efficiency and quality of referrals.</p> <p>To ensure the Agency continues its efforts to seek out the opportunity to work collaboratively with CWRC and NERO to address any identified deficiencies, the Agency has or will:</p> <p>The Agency has begun and will continue the process of consulting with NERO and the CWRC to discuss the needs of the Agency, how the needs were identified, and what actions are needed to address any identified issues in these areas such as possible technical assistance with the Safety Assessment and Management Process. The Agency penned an email to the training center (01/27/2026) asking for an opportunity to collaborate and dates have been sent to WCCYS, CWRC, and NERO staff to begin planning for the full set of issues to be addressed which is tentatively scheduled for</p>	
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			<p>02/13/2026. Until such time that all agency staff have received either initial or booster training in areas of identified deficiencies, the determination of safety/risk of harm will be assessed by the assigned caseworker at each contact, and will be reviewed regularly during 10-Day Supervisory Reviews, to include a review of documentation outlining what occurred at the contact, a determination of what actions may be necessary to address and alleviate concerns listed in the report, and supervisor review of any supporting documentation required related to safety assessment intervals or completion of formal risk assessment. The supervisor will ensure that all allegations are addressed and any new concerns identified during the course of the assessment/investigation are also documented and addressed. To support this practice, the agency has and is revising policies and procedures to immediately address the outlined concerns, and has and will ensure all staff are aware of the requirements related to each updated policy or procedure. As this is an ongoing process, timelines to address staff training needs will be developed in consultation with NERO and the CWRC.</p> <p>The Agency is committed to the revision of policy and templates, and continued introduction of expectations and training on the policies and templates with all casework staff by 02/16/2026 and is committed to remaining available for ongoing TA as needed from NERO and CWRC, and will continue to implement this and any other recent POCs as applicable.</p> <p>Both Safety Assessment compliance and 10-Day Supervisory Review completion will be monitored monthly in partnership with the Agency's contracted consultant service provider, using a standardized audit tool on a random sample of 20 cases and the results will be reported to and reviewed with WCCYS Administration on a monthly basis. The entire safety process will be monitored including accuracy, timeliness, and communication. WCCYS Administration will use these reports to address any identified needs with relevant staff. In cases of overt violations, such as missing Risk/Safety/10-Day Reviews, the reviewer will immediately take steps for inter-rater review, and alert Agency Administration.</p>	
§ 3490.232 (c)	In 27 of 37 GPS intakes there were no response times assigned.	Receiving reports and assessing the need for services	In response to any cases which were not entered into CAPS where there is a question of whether the children in those referrals were ever seen or assessed, the Agency has or will:	

<p>GPS Response Time Bulletin</p> <p>3490-19-02</p> <p>§ 3130.92 Issuance of Bulletins</p>		<p>(c) the county agency shall see the child immediately if emergency protective custody (EPC) has been taken, is needed, or if it cannot be determined from the report whether or not EPC is needed. Otherwise, the county agency shall prioritize the response time for an assessment to assure that children who are most at risk receive an assessment first.</p>		<p>Agency administration immediately contacted its contracted consulting service provider to review referral numbers of the reports which were called into question. A Root Cause Analysis began, and a systematic review of all referrals took place. The Agency and service provider discussed each referral including timeframes for assessment, screen-out restrictions, referrals where the county was secondary, referrals which had been assessed but had not been recorded in CAPS, referrals which may require further assessment, and any outlying items. A list was generated with items to be addressed, next steps and a plan for further assessment was set in place to include face to face contact with referrals requiring assessment and determination and steps have been taken to make assessments, ensure safety, and to determine any outstanding referrals.</p> <p>Until Training is established and scheduled, the Agency is ensuring the safety of children in those cases that were already identified as high risk or never seen by:</p> <p>Responses are being prioritized and completion of all needed assessments, risk/safety evaluations, and referrals to needed services will occur within the remaining or newly generated investigation period, and will be tracked using the already and to be implemented policies and tools by the supervisors. Managers will discuss progress on the referrals with the supervisors weekly until all required determinations are sent.</p> <p>In response to the recognition of unentered response times in CAPS and the need to ensure response times are tracked and met, the Agency has or will:</p> <p>Updated, reviewed with staff, and implemented (02/02/2026) its new "Response Time Policy," which mirrors the GPS Response Time Bulletin 3490-19-02</p> <p>Updated and implemented its 10-Day Supervisory Review Template which provides space for visualizing the assigned response time, and whether the response time was met. The supervisor will address any unmet response times and will address any systematic issues with the Intake Manager and Administrator for corrective action</p> <p>Updates are also being made to the protocol for the daily "morning meeting" review of reports transmitted and moved to case management, and the process for assigning, approving, and communicating the appropriate response times</p>	
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				<p>in the CAPS case management system. The revised morning meeting process will ensure appropriate response times have been assigned for those reports transmitted outside of standard operating hours and that have not been given immediate or 24-hour response times, and these referrals will be discussed and will have agreement on the appropriate response times during the meeting. Other areas of attention during the meeting will include but will not be limited to identifying potential collateral contacts, discussion of a preliminary course of action, and ensuring action steps are documented and communicated. Post-meeting, the Intake Supervisor and the Intake Manager will utilize a distribution spreadsheet with relevant tasks, dates and times to assign casework teams in CAPS with consideration for who might be next in the rotation, or who might already be familiar with or have an active referral regarding the family, and will ensure supervisors are briefed so that they can distribute referrals to their unit. Action items will then be transmitted to the casework teams assigned, with the supervisor documenting completion of the action items within 5 working days of the date of the meeting using a weekly recap meeting. For referrals given response times during standard operating hours, the screening supervisor will notify the Intake Manager of the assigned response and its entry into CAPS. The Intake Manager will then consult with the supervisor who will receive the referral and will ensure that the casework supervisor and case worker are assigned to the referral in CAPS.</p> <p>Report review shall occur at least one additional time before outcome determination but no more than 45 days from the referral date by way of review with the administrator prior to outcome submission in all cases. To ensure cases continuing to be assessed at and beyond day 45 will receive an additional review, the team is enacting a process change whereby both GPS and CPS extensions beyond 30-days will need to be granted for good cause and review of the report will occur prior to the extension.</p> <p>To ensure children associated with these referrals have been assessed and to ensure cases are being addressed, the Agency has or will:</p> <p>As stated above, an immediate collaboration with NERO and the service provider was initiated, and the Agency will be processing the remaining referrals through the assessment</p>	
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				periods through to determination, with communication between the supervisors, managers, and the Administrator on progress until such time as all referrals have been determined. Ultimately, the Administrator will be responsible for ensuring all referrals have been assessed and determined. The Agency is committed to maintaining close communication with NERO and the service provider for any needed consultation or assistance, and to communicate progress and completion of remaining items.	
<p>§ 3490.58. (c) Notifications.</p> <p>and</p> <p>CPSL § 6368. (m)(1)(2)</p> <p>Investigation of reports</p>	In 1 of 2 complaints reviewed there was no evidence that the county provided the complainants with written notice of rights as required after verbal notification, and prior to determination of status of the report	<p>(c) Notifications The written notice shall be provided to all subjects prior to the county agency determining the status of the report and regardless of where the person lives.</p> <p>CPSL Delay of Notification The notice under subsection (m) (1) (2) may be reasonably delayed, subject to the following:</p> <p>(1) If the notification is likely to:</p> <p>(i) threaten the safety of a victim, a subject of the report who is not a perpetrator or the investigating county agency worker;</p> <p>(ii) cause the perpetrator to abscond; or</p> <p>(iii) significantly interfere with the conduct of a criminal investigation.</p> <p>(2) The written notice shall be provided to all subjects of the report prior to the county agency reaching a finding on the validity of the report.</p>		<p>WCCYS Administrator will ensure that "notification of subject's rights" is an item to be included on the intake checklist utilized for all assessments and investigations. The "notification of subject's rights" letter will be reviewed for accuracy and updated in the letter maker in CAPS, and a policy on when and how to distribute the letter will be created, distributed, and reviewed with all case management staff. Intake Checklists will reviewed by the assigned supervisor or their designee during 10 day supervisory reviews, and by the director prior to sending the investigation outcome to CWIS. These enhancements will be implemented by 02/16/2026.</p>	
55 Pa. Code	In 1 of 2 complaint records reviewed there was no	(e) Upon receipt of the parent's appeal, the county agency shall		<p>WCCYS Administrator will update, distribute and review its Family Service and Child Permanency Plan – Appeals Process Policy</p>	

<p>§ 3130.62. (e) Parent appeals and fair hearings.</p>	<p>evidence that the county responded timely to the parents' written request to appeal.</p>	<p>date-stamp the appeal and submit it, along with the proposed family service plan and placement amendment and court orders involving the parents and the child, to the Department's Office of Hearings and Appeals, within 5 working days. The Office of Hearings and Appeals has the exclusive authority to grant or dismiss the appeal for failure to file in a timely manner.</p>		<p>with Case Management Staff. Staff will be aware of the procedures for receiving, transmitting, reviewing and processing, recording and tracking, and submitting appeals and related documentation in a timely, accurate manner according to the updated policy. Policy will provide roles for all personnel with assigned tasks including Clerical, Case Workers and Supervisors, LSI Paralegals, Assistant Administrator, and the Agency Administrator who will be ultimately responsible for ensuring the Agency's timely, accurate response. The Agency is in the process of creating and posting for QA staff positions who will also be involved in this process in the future.</p>	
<p>§ 3490.235 (g) § 3490.321 (h) Standards for risk assessment.</p>	<p>In 2 of 2 In-Home cases reviewed, the agency did not conduct the monthly face to face contacts as required in the designated timeframes</p> <p>The child in placement was returned on [REDACTED] there was no RA completed prior to the planned return home of the child. There was a RA dated [REDACTED] this was rated as high risk. There was no supervisor approval on this risk. It was unable to be determined if the RA should've been high at that time or not, if so, the following month had no visits, therefore many contacts were incomplete. The next RA wasn't completed until [REDACTED]</p>	<p>(g) Face to face contact with parent and child (needed weekly if high risk; 1x/month for 6 months or case closure when not high risk) (g) When a case has been accepted for services, the county agency shall monitor the safety of the child and assure that contacts are made with the child, parents and service providers. The contacts may occur either directly by a county agency worker or through purchase of service, by phone or in person but face-to-face contacts with the parent and the child shall occur as often as necessary for the protection of the child.</p> <p>(h) Periodic assessments of risk shall be completed by the county agency as follows: (3) Thirty-calendar days before and after the child is returned to the family home.</p>		<p>To ensure that there is a plan to address who will be monitoring Risk Assessments and to ensure children are seen at the correct intervals based on the level of risk determined on the matrix, the Agency has or will:</p> <p>WCCYS is in the process of updating several of its policies and procedures and has already made updates to both Contact Interval and Risk Assessment Policies and has reviewed them with staff and implemented them. The supervisor assigned to the referral will utilize the newly updated and implemented 10-Day Supervisory Review Template to ensure the worker responded to the home in accordance with the assigned Safety Tag Risk Level and will record the date of the visit, whether the interval was met, and will record any changes to the initial risk level and for what reasons. The continuing 10-Day reviews have space for the recording of dates of visit, and the currently assigned risk level for supervisor oversight. Prior to the submission of the Investigation Outcome Report (CY-48) the supervisor will ensure that the Risk Assessment has been completed, that they agree with the level of assessed risk, and that the document has both needed signatures and dates. The Manager in charge of sending the Outcome will review the Risk Assessment prior to sending for agreement. For cases accepted for services, the intake unit will staff the case with the receiving Ongoing Unit and will communicate the level of risk assigned to the family.</p>	<p>[REDACTED]</p>

				<p>To assure children will be seen weekly (every seven days) when the referral is rated as "High Risk" (14/moderate), the Agency has or will:</p> <p>For any family assigned Moderate or High-Risk during case transfer, the Ongoing supervisor and worker will record the date of the last compliance visit, and the date the next visit is due and will ensure the visit occurs within the regulatory timeframe. The case worker and supervisor will schedule monthly supervision and will place additional emphasis on reviewing cases with elevated risk to ensure visits occur according to regulation, and to ensure services are being regularly evaluated until the elevated risk level is able to be safely lowered to Low Risk. Additionally, any supervisor holding a case with an elevated risk level will review with the case worker weekly their efforts in seeing the family in accordance with the risk level and the timely entering of dictation regarding those cases. The Agency is developing a pathway for these weekly supervisions to occur for all cases, and is prioritizing the cases with elevated risk levels to begin the process. On the topic of supervision, the Administrator is also restructuring and formalizing a currently less structured designated meeting time to become a Supervisor Support Session, where the reinforcement of training and tracking systems will be discussed, as will items from plans of correction (which will initially be prioritized), and items supervisors (or managers) identify as areas needing improvement. Supervisors may gather input from their staff to inform the topics of these structured meetings will focus not only on reinforcing practice areas, but also on ensuring uniformity of understanding on the expectations of administration for case work. The Agency is also looking forward to the partnership with the CWRC to develop developmental plans which will be utilized to improve caseworker knowledge and skill.</p> <p>To address whether there will be an assigned designee to conduct additional monitoring of these High-Risk cases, and how frequently they will occur, the Agency has and will continue to:</p> <p>Additional compliance concerning items associated with Risk Levels will be monitored monthly by the contracted consultant using a standardized audit tool on a random sample of 20 cases and the results will be reported to WCCYS Administration on a monthly basis.</p>
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				Examples of items to be monitored include: Timeliness of face to face contact relative to the risk tag or currently assigned risk level will be monitored as well as appropriate documentation and location of contact. In addition, the presence, accuracy, and timeliness of RAs will be evaluated.	
THE LEGAL ENTITY REPRESENTATIVE MUST COMPLETE COLUMN 5, SIGN ON THE SIGNATURE LINE AT THE BOTTOM AND DATE ALL PAGES OF THIS DOCUMENT.					
R [REDACTED] TO YOUR REGIONAL OFFICE BY: <u>01/22/2026</u> 2/16/26					
SIGNATURE OF LEGAL ENTITY REPRESENTATIVE			TITLE		
[REDACTED]			[REDACTED]		
DATE			TELEPHONE NUMBER		
2/16/26			[REDACTED]		



Date: May 13, 2026

ATTN: Wayne County Commissioners

[Redacted]

RE: Wayne County Children & Youth Services
648 Park Street, Suite C
Honesdale, PA 18431
License #214670

Dear [Redacted],

As a result of the Pennsylvania Department of Human Services, Office of Children, Youth and Families, Northeast Region licensing inspections on 03/10/2026 – 03/13/2026, of the above facility, the citations specified on the enclosed Licensing Inspection Summary (LIS) were found.

We have determined that your plan of correction is:

Acceptable - All citations specified on the plan of correction must be corrected by the dates specified on the License Inspection Summary (violation report) and continued compliance with Department statutes and regulations must be maintained.

Sincerely,

[Redacted Signature]

Enclosure:
LIS

CC:

[Redacted]

Wayne County Children & Youth Services
648 Park Street, Suite C
Honesdale, PA 18431

[Redacted]

**COUNTY CHILDREN AND YOUTH AGENCY
ANNUAL SURVEY AND EVALUATION SUMMARY**

NAME OF AGENCY/FACILITY: Wayne County Children and Youth Services				TELEPHONE: [REDACTED]	OCYF REGIONAL STAFF APPROVAL	DATE	
ADDRESS: 648 West Park Street, Suite C Honesdale, PA 18431				COUNTY: Wayne		[REDACTED]	5/12/2026
INSPECTED BY: [REDACTED]				INSPECTION DATES: 03/10/26, 03/11/26, 03/12/26, and 03/13/26			5/12/2026
INITIAL INSPECTION	RENEWAL INSPECTION	COMPLAINT	UNANNOUNCED INSPECTION	<i>RANDOM SAMPLE</i>			05/12/2026
	X						

The Department of Human Services, Northeast Regional Office of Children, Youth and Families conducted the annual licensing inspection of Wayne County Children and Youth Services for the period of March 2025 through March 2026 by means of a random sample record review, interviews with administrative, supervisory, and casework staff, internal policy/procedures review, and personnel record review. The Department reviews were conducted remote and in-person onsite.

The case sample was drawn from cases assigned to all program units and casework functions within the agency. Reviewed were 10 of 139 Child Protective Service Intake records; 10 of 686 General Protective Services Intake records; 4 of 39 Placement records, including 1 Shared Case Responsibility record and 1 Independent Living record; 1 Adoption record; 2 of 11 In-Home Services records; ICPC records (2 incoming); 8 new agency Resource Family Home records; 2 tenured agency Resource homes; and 10 of 216 Screen-outs. Personnel records of new employees were also reviewed during the licensing inspection.

In addition to program unit records, the Department reviewed the following Administrative items: current organizational chart with caseload count for each person carrying cases; completed copy of the agency policy and procedure manual, current list of Advisory Committee members and addresses; copy of the Advisory Committee By-Laws and minutes of meetings for the past year; MDT meeting minutes; and training records and clearances for all staff.

All case specific regulatory references contained within the License and Inspection Summary do not contain specific identifying demographic data due to statutory prohibitions relating to confidentiality.


The following chapters 3350, 3130, 3490, 3700, CPSL and Chapter 20 were reviewed during the annual licensing review. Based on violations with regard to Chapters 3130, 3350, 3490, 3700, The Child Protective Services Law, OCYF Bulletin 3490-06-01, OCYF Bulletin 3490-20-08, OCYF Bulletin 3490-21-01 OCYF Bulletin 3350-11-01, OCYF Bulletin 3140-04-05/3490-04-01, OCYF Bulletin 3490-08-04, OCYF Bulletin 3130-12-02, 3700-12-01, 3680-12-01, 3800-12-01 the Department of Human Services, Office of Children, Youth and Families issuing the following citations which require a plan of correction.

REGULATORY FINDINGS REQUIRING PLAN OF CORRECTION

1. 55 PA CODE CHAPTER	2. NON-COMPLIANCE AREA	3. CORRECTION REQUIRED	4. REQUIRED CORRECTION DATE	5. PROVIDERS PLAN OF CORRECTION OR RESPONSE	6. STATUS OF CORRECTION
<p>§ 3130.92 § 3130.21 (b)</p> <p>Safety Assessment and Planning Process Bulletin 3490-06-01</p>	<p>In 1 of 10 CPS Intake Records reviewed the safety assessment was not completed as per the required bulletin.</p> <p>In 4 of 10 GPS Intake Records reviewed the safety assessment was not completed as per the required bulletin.</p> <p>In 3 of 10 Screen-Out Records reviewed the safety assessment was not completed as per the required bulletin.</p> <p>In both the CPS and GPS Records reviewed household member children and adults were not assessed on the preliminary safety assessments. The household member children were listed as seen when they were not seen. Adults were mistakenly listed as caregivers and seen when neither was accurate.</p> <p>In 2 of 10 Screen-Outs reviewed there was no preliminary safety worksheet completed.</p> <p>In 1 of 10 Screen-Outs reviewed there was no interview with the sibling.</p>	<p>When assessing safety, the caseworker must consider all of the children residing in the home as well as all of the household members in addition to the alleged perpetrator(s). The county agency must make reasonable efforts to see the other household members and persons involved with the case including other children, within three business days of the first face to face contact.</p> <p>Effective safety decision making must involve the caregivers, not only as a component of the assessment but as part of the decision-making process.</p> <p>Safety Assessments shall be completed by the county as follows: Preliminary Conclusion Required intervals Signature of caseworker and supervisor are present and dated as per policy.</p> <p>Supervisory signature (electronic signature is acceptable) on the In-Home Safety Assessment Worksheet should occur as soon</p>	<p>Within 30 Days of the POC Acceptance Date.</p>	<p>Because this Annual LIS POC and the previous Complaint LIS POC (submitted 01/22/26) are so close in time, and because they contain similar findings, and because the plans for correction in response to those previous findings are still in process or because they directly apply to these findings, several responses from the Complaint Plan Of Correction will be either copied or modified as needed and placed into this Annual POC to streamline efforts for implementation and measurement across both Plans. Novel findings will have new plans of correction generated.</p> <p>As a result of the last Complaint POC, the agency revised, and trained its staff on the new Safety Assessment Policy. Caseworkers were trained on the new policy to include the appropriate timelines for determinations of safety and risk for children remaining in the existing home environment. Staff will understand the Safety Threshold and SOOVI as well as Protective Capacities and the use of Safety Plans and court ordered removals. The Safety Assessment Policy includes timelines for completion of assessments during</p>	<p>Approved 05/12/26</p>

		<p>as possible, but no later than 10 business days.</p>	<p>Investigation/Assessments and during the Accepted for Services period. The policy also includes instructions for supervisors on when assessments are due, and when their review and signatures are due. The Policy directs the Intake Manager to review the completed Safety Assessment(s) prior to sending the Investigation Outcome Report.</p> <p>The Agency has also revised and trained its staff (with an effective date of 02/02/2026) on its 10-Day Supervisory Review Template to be used during Assessment/Investigation periods which highlights the need for completion of timely Safety and Risk Assessments and their due dates. Unit meetings will be utilized to reinforce safety and risk protocols, and the completion of assessments in accordance with the Agency's policy, which is based on the State approved Safety Assessment and Management Process (SAMP).</p> <p>The new Safety Policy will be revised within 30 days of the POC acceptance date. to include not only the items listed above but will include instructions on who to interview/place on the assessment, and due diligence in conducting and attempting to conduct interviews within three (3) days of the first contact. The revised policy will include directions for involving the caregivers in the assessment and decision-making process direction for who to list and not list as seen and to provide accurate reasoning for not being seen will be</p>	
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				<p>included as well. Directions to complete preliminary safety assessments for screen-outs will also be included, and the agency's Screen-Out Policy will be aligned with these new changes.</p> <p>Compliance will be monitored monthly by a contracted consultant using a standardized audit tool on a random sample of 20 cases and the results will be reported to WCCYS Administration on a monthly basis</p> <p>The agency is receiving Safety Assessment training through the Child Welfare Resource Center (CRWC) on 5/14/26, and will work with the CRWC, the Contracted Consultant Service Provider (CCSP), and the North East Regional Office (NERO) to supplement the training by receiving initial and continuing Transfer of Learning (TOL) support both as an agency and on an individual basis according to staff need.</p>	
<p>CPSL §6368 Investigation of reports</p> <p>(f) final determination</p> <p>and</p> <p>§3490.232(e)</p> <p>CPSL 6375 (c)(1)(1.1)</p>	<p>In 1 Untimely CPS Intake Record reviewed it was found in the Child Welfare Information System to have an outcome that was not sent and received within 60 days. The agency failed to make a determination within 60 days of receipt of a report and transmit an outcome to Childline within 67 calendar days of receipt of the report resulting in an unfounded states as per the 55 Pa Code §3490 Waiver Communication issued by the Department. The report was not dealt with in a timely manner due to</p>	<p>CPSL</p> <p>(f) Final determination. – Immediately upon conclusion of the child abuse investigation, the county agency shall provide the results of its investigation to the department in a manner prescribed by the department. Within three business days of the receipt of the results of the investigation of the county agency, the department shall send notice of the final determination to the subjects of the report, other than the abused</p>	<p>Within 30 Days of the POC Acceptance Date.</p>	<p>The agency previously identified an opportunity to improve the tracking of referrals (both CPS and GPS) transmitted to the Agency by way of training management staff on how to generate and utilize CWIS Referrals Transmitted reports. These reports will continue to be run by the Intake/Screening Supervisor at least twice per week to ensure no referral is missed, and an internal tracking tool was created and distributed (3/10/26) and is being utilized on an ongoing basis. This tool includes</p>	<p>Approved 05/12/26 [REDACTED]</p>

	<p>staffing issues and was supposed to be an indicated CPS however resulted in an unfounded status due to being submitted untimely.</p> <p>NOTE: An LIS was issued to the county in March of 2025 for untimely GPS referrals and in December 2025 for untimely CPS referrals.</p>	<p>child. Per 6368 (e) The county agency shall complete an assessment within 60 calendar days to determine whether or not the child and family should be accepted for general protective services , referred to another agency for services or close the case. (c)(1) At the conclusion of a CPS assessment, the county agency must immediately notify the department of the outcome, which includes whether the report was determined to be valid or invalid and whether the family was accepted for services or referred to community services, per 23 Pa. C.S. 6375. The assessment outcome must be determined and submitted to Childline prior to the 60th day from the receipt of the referral.</p>		<p>information regarding the referral ID, case name, date the referral was received, days until outcome is due, and status of the referral (missing outcome, sent, validated, finalized, etc.). When run and reviewed according to policy, the Referrals Coming Due Report will not allow referrals coming due to be missed due to not knowing when an outcome is due. The tool can not address staffing issues (which are being addressed separately) but does ensure uniform knowledge of when referrals are coming due.</p> <p>Additionally, WCCYS admin team, including unit directors and Agency administrator has updated, distributed, and reviewed policies and tools including:</p> <p>Referrals Coming Due Policy Referrals Coming Due Report 10 Day Supervisory Review Policy 10 Day Supervisory Review Tool.</p> <p>The 10 Day Policy and Tool also mandate supervisors to visualize referral due dates as they review cases with their staff.</p> <p>The agency is continuing talks with the CCSP to ensure the tools are being used as designed, within the capabilities of the agency.</p>	
<p>§3490.321 (e)(1)(2)(3)</p> <p>Standards for Risk Assessment</p>	<p>In 5 of 10 CPS Intake Records reviewed the county did not rate each factor on the risk assessment in accordance with the documentation contained in the record.</p> <p>In 3 of the 10 CPS and in 1 of the</p>	<p>(e) The factors which shall be assessed by the county agency include the following: (1) The characteristics of the environment in which the child abuse occurred including the history of prior abuse and neglect the parents or all household members. (2) The</p>	<p>Within 45 Days of the POC Acceptance Date.</p>	<p>The agency is receiving Risk Assessment training through the Child Welfare Resource Center (CRWC) on 4/23/26, and will work with the CRWC, the CCSP, and the North East Regional Office (NERO) to supplement the training by receiving initial and continuing</p>	<p>Approved 05/12/26 </p>

	<p>GPS Intake Records the overall severity and overall risk ratings provided no rationale other than the explanation “none detected” or were copied and pasted from previous intakes not reflecting what was currently occurring within the family.</p> <p>In 5 of 10 GPS Intake Records reviewed, [REDACTED] [REDACTED] [REDACTED] were not included on the RA.</p>	<p>characteristics of the parent, caregiver, household member, primary person responsible for the welfare of a child and perpetrator including history of drug and alcohol abuse. (3) The characteristics of the family including the history of family violence. (f) The county agency shall rate each factor in subsection (e) and shall provide documentation in the record to support the identified level of risk and to assure the child’s safety.</p>		<p>Transfer of Learning (TOL) support both as an agency and on an individual basis according to staff need.</p> <p>Compliance will be monitored monthly by a contracted consultant using a standardized audit tool on a random sample of 20 cases and the results will be reported to WCCYS Administration on a monthly basis</p> <p>The agency is still in the process of updating several of its policies and procedures and has already made updates to both Contact Interval and Risk Assessment Policies and has reviewed them with staff and implemented them. The supervisor assigned to the referral will utilize the newly updated and implemented 10-Day Supervisory Review Template to ensure the worker responded to the home in accordance with the assigned Safety Tag Risk Level and will record the date of the visit, whether the interval was met, and will record any changes to the initial risk level and for what reasons. The continuing 10-Day reviews have space for the recording of dates of visits, and the currently assigned risk level for supervisor oversight. Prior to the submission of the Investigation Outcome Report (CY-48) the supervisor will ensure that the Risk Assessment has been completed, that they agree with the level of assessed risk, and that the document has both needed signatures and dates. The Manager in charge of sending the Outcome will review the Risk Assessment</p>	
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				<p>prior to sending for agreement. For cases accepted for services, the intake unit will staff the case with the receiving Ongoing Unit and will communicate the level of risk assigned to the family.</p> <p>Revisions will be made to the new Risk Assessment Policy to ensure all needed individuals as assessed, that each factor is consistent with other documentation in the case record, and that overall severity and risk ratings are fully explained, unique to the referral, and that the decision making used in arriving at the ratings matches the rationale and instruction given in the approved Reference Manual for the PA Model of Risk Assessment rev. 2015. These efforts continue, and the changes to policy will occur within 45 days of the POC acceptance date.</p>	
<p>CPSL 6368 (d)(4) § 3490.55(e)</p>	<p>In 1 Untimely CPS Intake Record and 1 of 10 CPS Intake Records the subject of the report was not interviewed during the investigation. There were no reasonable efforts documented in the case file.</p>	<p>The investigation shall include interviews with all subjects of the report, including the alleged perpetrator. If a subject of the report is not able to be interviewed or cannot be located, the county agency shall document its reasonable efforts to interview the subject and the reasons for its inability to interview the subject.</p>	<p>Within 45 Days of the POC Acceptance Date.</p>	<p>The Agency is developing and will be implementing and training on two new policies related to GPS Interviews and CPS Interviews. These policies will address how to conduct interviews for each report type to include lists of subjects and collateral contacts to be interviewed. The agency has already implemented new Structured Case Note Policy, and 10-Day Supervisory Review Policy and the accompanying 10-Day Supervisory Review Template. The recently implemented Structured Case Note Policy and Official Case Record Policy also instruct workers to record all reasonable efforts in CAPS within a determined timeframe, and the template also</p>	<p>Approved 05/12/26 [REDACTED]</p>

				requires that supervisors review dictation for discussion during reviews, to include the six (6) domains to assist in determining the nature, extent, and cause of the listed conditions. Casework teams will also complete the section which lists out the interviews/notifications needing to be completed including interviews with the: child, parents or primary person responsible for the care of the child, persons known to have information helpful in making a determination, as well as others such as AP/IA, non-custodial parent contact, referral source, other household members and collaterals and the results of those interviews/notifications.. The new interviewing policies will be implemented within 45 days of the POC acceptance date.	
CPSL§ 6340.1. (d) Exchange of information	In 1 of 10 CPS Intake Records there was no letter to the subject child's PCP to notify them of the case status being Indicated.	(d) Notification by county agency. In circumstances which negatively affect the medical health of a child, the county agency shall notify the certified medical practitioner who is the child's primary care provider, if known, of the following information: (1) The final status of any assessment of general protective services or an investigation of child abuse, if the report of child is indicated or founded. (2) Information on an unfounded report of child abuse if the certified medical practitioner made the report as a mandated reporter under section 6311. (3) If accepted for services, any service provided, arranged for or	Within 45 Days of the POC Acceptance Date.	It was noted during review of this citation that the Letters Tab in WC CAPS does not have a standardized PCP Letter. WCCYS and the CCSP are working together to uncover letter-maker permission/roles assigned to staff in CAPS and will be creating a new Notice to PCP letter for use with GPS and CPS Indicated reports. A new PCP Letter Policy will be created and will include instructions on the letter's use. Staff will be trained on the new letter and policy within 45 days of the POC acceptance date. The intake checklist will also include space for supervisor acknowledgement of the PCP letter being sent.	Approved 05/12/26 [REDACTED]

		to be provided by the county agency.			
<p>§ 3490.61(a)</p> <p>§ 3490.235(e)</p>	<p>In 2 of 10 CPS/1 Untimely CPS/1GPS Intake Records reviewed, there were no 10-day supervisory reviews or missing supervisory reviews.</p>	<p>(a) Supervisor reviews on a regular and ongoing basis to ensure that the level of services are consistent with the level of risk to the child, to determine the safety of the child and the progress made toward reaching a status determination (every 10 calendar days.</p> <p>(e) The county agency supervisor shall review each report alleging a need for general protective services which is being assessed on a regular and ongoing basis to assure that the level of services are consistent with the level of risk to the child, to determine the safety of the child and the progress made toward reaching a determination on the need for protective services. The supervisor shall maintain a log of these reviews which at a minimum shall include an entry at 10-calendar day intervals during the assessment period.</p>	<p>Within 60 Days of the POC Acceptance Date.</p>	<p>The agency implemented a new 10-Day Supervisory Review Policy and 10-Day Template on 02/02/26. The agency met with the CCSP on 4/17/26 to discuss the merits and detriments of the previous and new tools, and how to ensure an acceptable form of the tool is utilized according to the policy, and regulation. The new Structured Case Note and Official Case Record Policies also provide instructions for the use of the 10-day Supervisory Review Tool.</p> <p>The Casework Manager is already and will continue conducting random sample audits of cases to ensure the regulatory use and recording of supervisory reviews.</p> <p>Compliance will be monitored monthly by a contracted consultant using a standardized audit tool on a random sample of 20 cases and the results will be reported to WCCYS Administration on a monthly basis.</p>	<p>Approved 05/12/26</p>
<p>§ 3490.232(c)</p> <p>Statewide General Protective Services Referral Bulletin</p> <p>3490-20-08</p> <p>§ 3130.92 Issuance of Bulletins</p>	<p>In 2 of 10 GPS Intake Records reviewed, the county agency did not meet the assigned response time.</p> <p>In 2 of 10 GPS Intake Records reviewed the assessments did not identify correct response times based on the initial determination of risk identified and information provided in the referral.</p>	<p>The county agency shall see child immediately or within assigned response time (Statewide General Protective Services Referral Bulletin 3490-20-08 clarifies identified child must be seen within response time, other children within 3 business days of first face to face contact). Due diligence efforts must be made to locate a family when a GPS referral is received with an unknown or inaccurate address of when the family changes addresses without notifying the</p>	<p>Within 60 Days of the POC Acceptance Date.</p>	<p>As a result of the previous Complaint LIS, a new "Response Time Policy" was created and introduced to staff on 2/2/26. This policy will be further enhanced to provide more clarification on meeting the response time and due diligence.</p> <p>The agency is also adopting a new procedure for not only reviewing all new referrals at morning meetings, but also for reviewing the initial safety tag and response times to ensure they are appropriately assigned, aligned, and responded</p>	<p>Approved 05/12/26</p>

		agency. These efforts should be documented in the family case record.		to within the appropriate timeframe.	
§ 3490.232(f)	In 1 of 10 GPS Intake Records reviewed, there was no walkthrough of the family home.	The county agency shall visit the child's home during assessment. Home visits shall occur as often as necessary to complete the assessment and ensure the safety of the child. There shall be at least on home visit.	Within 60 Days of the POC Acceptance Date.	New policies are being created and will be implemented within 45 days of the POC acceptance date for completing interviews on both GPS and CPS referrals. The policies will have sections dedicated to ensuring staff are aware that home walkthroughs need to be completed, and how and when to complete them. The agency is also adopting a standalone "Walkthrough" policy to be completed within 60 days of the POC acceptance date. The agency is also engaging in talks with the CCSP to consider field-coaching support in this area.	Approved 05/12/26 [REDACTED] Approved 05/12/26 [REDACTED]
§ 3490.232(g) Receiving reports and assessing the need for services. Safety Assessment & Management Process Manual § 3130.92 Issuance of Bulletins	In 1 Untimely CPS Intake Record reviewed, 6 of 10 GPS Intake Records and 3 of 10 Screen-out records reviewed the county agency did not conduct interviews with the child, parents, and/or persons known to have information that would be helpful to the county agency in determining whether or not a child is in need of general protective services. In the 1 Untimely CPS Intake the agency did not ensure appropriate services were provided. There were no case notes documenting interviews with the children or the parents. There was no evidence of any collateral contacts made.	3490.232(g) The county agency shall interview the child, if age is appropriate, and the parents or the primary person who is responsible for the care of the child. The county agency shall also conduct interviews with those persons who are known to have or may reasonably be expected to have information that would be helpful to the county agency in determining whether or not the child is in need of general protective services. CPSL 6368(a) Response to direct reports. --Upon receipt of a report of suspected child abuse by a perpetrator from an individual, the county agency shall ensure the safety of the	Within 60 Days of the POC Acceptance Date.	New "Interviewing" policies are being created and will be implemented within 45 days of the POC acceptance date for completing interviews on both GPS and CPS referrals. The policies will outline individuals to be interviewed and will have sections dedicated to ensuring staff are aware that home walkthroughs need completed, and how and when to complete them. The Screen Out policy created as a result of the last complaint LIS will be revised to include clear information on the need to complete subject and collateral interviews. "Referrals to Services Policy" was	Approved 05/12/26 [REDACTED]

	<p>In the CPS Intake record all of the household members were not assessed on the Safety Assessment</p>	<p>child and any other child in the child's home and immediately contact the department in accordance with the provisions of section 6334 (relating to disposition of complaints received).</p> <p>(b) Response to reports referred to county agency by department. –Upon receipt of a report of suspected child abuse from the department, the county agency shall immediately commence an investigation and see the child within the following time frames.</p> <p>(1) Immediately, if:</p> <p>(i) emergency protective custody is required, has been or will be taken; or</p> <p>(ii) it cannot be determined from the report whether emergency protective custody is needed.</p> <p>(2) Within 24 hours of receipt of the report in all other cases.</p> <p>(c) Investigation. –An investigation under this section shall include the following:</p> <p>(1) A determination of the safety of or risk of harm to the child or any other child if each child continues to remain in the existing home or environment.</p> <p>(2) A determination of the nature, extent, and cause of any condition listed in the report.</p> <p>(3) Any action necessary to provide for the safety of the child or any other child in the child's household.</p> <p>(4) The taking of photographic identification of the child or any other child in the child's household, which shall be</p>		<p>also created as a result of the last Complaint LIS and was implemented on 2/2/26. The policy directs staff to assess the need for services and to refer as needed according to 55 PA 3130, and 3490, as well as CPSL. Referrals to Services will also be addressed in the upcoming Service Plan Policies mentioned below.</p> <p>The new Safety Policy will be revised within 30 days of the POC acceptance date to include instructions on who to interview/place on the assessment, and due diligence in conducting and attempting to conduct interviews within three (3) days of the first contact. The revised policy will include directions for involving the caregivers in the assessment and decision-making process.</p>	
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		<p>maintained in the case file.</p> <p>(5) Communication with the department's service under section 6332 (relating to establishment of Statewide toll-free telephone number).</p> <p>(d) Investigative actions. – During the investigation, all of the following shall apply:</p> <p>(1) The county agency shall provide or arrange for services necessary to protect the child while the agency is making a determination under this section.</p> <p>(2) If the investigation indicates bodily injury, the county agency may require that a medical examination by a certified medical practitioner be performed on the child.</p> <p>(3) Where there is reasonable cause to suspect that there is a history of prior or current abuse, the medical practitioner has the authority to arrange for further medical tests, or the county agency has the authority to request further medical tests.</p> <p>(4) The investigation shall include interviews with all subjects of the report, including the alleged perpetrator. If a subject of the report is not able to be interviewed or cannot be located, the county agency shall document its reasonable efforts to interview the subject and the reasons for its inability to interview the subject. The interview may be reasonably delayed if notice of the investigation has been delayed pursuant to subsection (m).</p>			
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<p>§ 3130.92 § 3130.21 (b)</p> <p>Safety Assessment and Planning Process Bulletin 3490-06-01</p>	<p>In 2 of 10 GPS Intake Records a home visit was not conducted 30 days prior to the determination of case closure.</p> <p>In 1 Untimely CPS Intake record reviewed there was no record of the child being seen in the home every 30 days. There were no structured case notes from [REDACTED] through the date of case closure on [REDACTED] as the case went unaccounted for.</p>	<p>If during the assessment or investigation period 30 consecutive days have passed since the child was last seen, it is required under the Safety Assessment and Management Process that face-to-face contact be made with the child and caregiver(s) of origin at least one additional time. This is necessary to determine whether the child remains safe or whether the circumstances have changed and additional efforts are needed to protect the child. The Department strongly recommends that this contact be made in the home, however the determination as to whether this contact can occur somewhere other than the home must be made based on the analysis of the information gathered throughout the assessment/investigation including, but not limited to, the Six Assessment Domains, Safety Threats and Protective Capacities.</p>	<p>Within 60 Days of the POC Acceptance Date.</p>	<p>As stated above, the agency is creating two new policies related to GPS and CPS interviews. These policies will note that contact is to occur in the home at least once during the first 30 days of the assessment or investigation or as frequently as required by the circumstances or nature of the referral and risk level. If the investigation or assessment exceeds 30 days, at least one additional home visit must occur in the following 30 day period or as frequently as required by the individual circumstances of the case as stated above.</p> <p>The newly created Contact Interval Policy will also be amended to include this timeline.</p> <p>Official Case Record Policy, Contact Interval Policy and Structured Case Note Policy were created and implemented as a result of the last Complaint POC and direct staff to complete dictation in CAPS, within prescribed timelines, and to visit children and families according to their current risk level, and at least once every 30 days.</p> <p>All changes mentioned above will occur within 60 days of the POC acceptance date.</p>	<p>Approved 05/12/26 [REDACTED]</p>
<p>§ 3490.231(g)</p>	<p>In 1 of 10 GPS Intake Records reviewed the safety and risk tags given were incorrect.</p>	<p>At the time of the report of suspected abuse or GPS allegations, the county agency shall make an initial determination of risk to the child. The county agency need not complete a risk</p>	<p>Within 60 Days of the POC Acceptance Date.</p>	<p>The agency is engaging in talks with the CCSP to determine procedures for assigning safety tag ratings and for aligning safety tag ratings with response times. These discussions will inform the revisions</p>	<p>Approved 05/12/26 [REDACTED]</p>

		assessment if after one contact with the family the report is determined to be without merit.		to Response Time Policy. This process will be completed within 60 days of the POC acceptance date and adherence will be checked during all morning meetings through review of all safety tags and response times given for each new referral accepted for assessment.	
§ 3490.234(b) (1-2)	In 4 of 10 GPS Intake Records reviewed closing letters were not sent to family members to notify them of date of case closure.	Written notice to family within 7 calendar days of date of acceptance or not accepted (if accepted includes reason why and appeal rights).	Within 60 Days of the POC Acceptance Date.	The agency noted a deficit in standardized letters available in the letters tab of CAPS. The agency and the CCSP are investigating letter-maker permissions and whether the agency can create new standardized letters for opening and closing, which will aid in having letters in-hand prior to sending all Outcomes to CWIS. The new letters will be available to staff and staff will be notified of their availability and the need to have the letters completed prior to Outcome Submission. The agency will ensure closing/acceptance letters are items to be completed on the agency's GPS and CPS Intake Checklists and these enhancements will be completed within 60 days of the POC acceptance date.	Approved 05/12/26 [REDACTED]
§ 3130.92 § 3130.21 (b) Developmental Evaluation and Early Intervention Referral Policy 3490-21-01	In 1 of 10 GPS Intake Records reviewed the record met the criteria that required an Ages and Stages assessment to be completed; and the record did not contain a completed assessment.	Ages and Stages Assessment must be completed for all children under age 3 of a substantiated report of child abuse/neglect. All children under the age of 3 who are placed by a County Children and Youth Agency in a residential treatment facility which specializes in serving children with developmental delays,	Within 60 Days of the POC Acceptance Date.	The agency currently has an ASQ Policy which will be reviewed by the agency and the CCSP for any needed updates within 60 days of the POC acceptance date. The agency will notify staff at the next staff meeting prior to 5/23/26 that ASQ referrals must be completed according to regulation and Bulletin 3490-21-01 and that case records	Approved 05/12/26 [REDACTED]

		disabilities, or other serious health conditions. All children under the age of 3 who are homeless and whose family is receiving county children and youth services.		must contain the completed assessments.	
<p>§ 3130.43. (b)(3) (b)(5)(ii)(6)</p> <p>Family Case Records.</p>	<p>In 2 of 10 GPS Intake records reviewed, the files did not contain any demographic information regarding a [REDACTED]. In 1 of the records the spelling of one of the household children's names was spelled two different ways.</p> <p>In the one record the documentation in the structured case notes did not list the correct participants involved in the contacts – [REDACTED] children were listed as participants in one case note but were not actually present during the contact; another contact listed the [REDACTED] as being a participant when [REDACTED] was not present and the [REDACTED] stated during the visit that this [REDACTED] has not had contact with the child in a year. Record needs accurate documentation to determine compliance.</p>	<p>The family case record shall contain the following</p> <p>(3) The name, race, sex, and date of birth of each family member</p> <p>(5) A record of service activity, including the following:</p> <p>(ii) The parties involved in the contact.</p> <p>(6) Correspondence between agencies and individuals involved in the case.</p>	<p>Within 60 Days of the POC Acceptance Date.</p>	<p>The agency is currently creating GPS and CPS Interviewing Policies. These policies will include directives to verify all demographic information when meeting with the family, and instructions to update information in the case record if needed. These policies will be implemented within 60 days of the POC acceptance date.</p> <p>Additionally, as a result of the previous Complaint LIS the agency created and implemented Structured Case Note Policy which addresses how to include participants and intended participants in the SCN.</p> <p>The agency will address staff at the next staff meeting (prior to 5/23/26) to remind them that notes need to be accurate, of how to include participants in SCNs and that supervisors are to verify notes by the next supervision.</p>	<p>Approved 05/12/26 [REDACTED]</p>
<p>§ 3490.235(g)</p>	<p>In 1 of 2 In-Home records reviewed the face-to-face contact with the family was not completed in the time frame designated as the risk assessment was rated as High and there was no contact with the family for 31 days. The child was not seen weekly from [REDACTED] through [REDACTED]. In the same record the child was not seen during the month of [REDACTED].</p>	<p>Face to face contact with a parent and child when a case is accepted for service must occur as often as necessary for protection of the child as dictated by the completed risk assessment.</p>	<p>Within 60 Days of the POC Acceptance Date.</p>	<p>The agency acknowledges that in-person visits were not completed according to the risk level, although there were some missed attempts at timely in-person visits which were not re-attempted timely, and there were visits by the agency social service aide, including in May, which do not count as a caseworker visit.</p> <p>The agency implemented Contact Interval Policy as a result of the last</p>	<p>Approved 05/12/26 [REDACTED]</p>

				<p>Complaint POC which addresses timely/regulatory contact with children and families, and the newly implemented Official Case Record Policy and Structured Case Note Policy provide directions on when to enter Structured Case Notes. The newly created 10-day Supervisory Review Policy also indicates the intervals for Accepted for Assessment and Accepted for Services Supervision and directs supervisors to check notes by each supervision and to document any missing notes in the Official Case Record.</p> <p>At the next staff meeting prior to 5/23/26, the agency will address staff to remind them of the regulations concerning contact intervals, and that staff visits from those who are not trained as caseworkers or above do not count toward visitation requirement intervals.</p>	
<p>§3490.321 (e)(2)(f)</p> <p>Standards for Risk Assessment</p>	<p>In 1 of 2 In-Home records reviewed, the assessments completed on [REDACTED] and [REDACTED] in the record did not include a household member.</p> <p>In 1 Untimely CPS Intake Record reviewed, the agency did not complete an accurate risk assessment to support the identified level of risk. There was no supervisor approval on the risk assessment. The risk assessment was completed until [REDACTED] and there were no case notes since [REDACTED].</p>	<p>(e) The factors which shall be assessed by the county agency include the following: (2) The characteristics of the parent, caregiver, household member, primary person responsible for the welfare of a child and perpetrator including history of drug and alcohol abuse.</p> <p>(f) The county agency shall rate each factor in subsection (e) and shall provide documentation in the record to support the identified level of risk and to assure the child's safety.</p>	<p>Within 60 Days of the POC Acceptance Date.</p>	<p>The agency has scheduled formal Risk Assessment training with the CWRC for 4/23/26. The CCSP is also attending the training and will be working with the regional CWRC team to provide TOL post training.</p> <p>As a result of the most recent Complaint LIS, the agency implemented a new Risk Assessment Policy (largely dealing with intervals) on 1/29/26. This policy will be revised to include additional information related to individuals to be included on the risk assessment, timelines for supervisor approval, and appropriate overall severity and risk</p>	<p>Approved 05/12/26 [REDACTED]</p>

				<p>ratings in line with the PA Model of Risk Assessment Reference Manual. This policy revision will be completed and implemented within 45 days of the POC acceptance date.</p> <p>Structured Case Note Policy mandates the new timeline for case note entry into the OCR.</p>	
§ 3490.321(g)	In 1 Of 10 Screen-Out records reviewed there was no identified safety or risk tag	(g) At the time of the report of suspected child abuse or allegations of children in need of general protective services, the county agency shall make an initial determination of the risk to the child.	Within 30 Days of the POC Acceptance Date.	The agency is engaging in talks with the CCSP to determine procedures for assigning safety tag ratings and for aligning safety tag ratings with response times. These discussions will inform the revisions to Response Time Policy. This process will be completed within 30 days of the POC acceptance date and adherence will be checked during all morning meetings through review of all safety tags and response times given for each new referral accepted for assessment.	Approved 05/12/26 [REDACTED]
Implementation of Act 101 of 2010 Bulletin 3350-11-01	In 1 of 9 Adoption records reviewed there was no documentation to show the child profile was uploaded to the PAIR registry.	The county agency must submit medical and social history to the PA Adoption Information Registry (PAIR).	Within 30 Days of the POC Acceptance Date.	The agency previously recognized a deficit in uploading adoption records to the case record and to the PAIR registry. The agency will be working with the CCSP to create a new "adoption checklist" with SWAN Services items, PAIR registry items, fiscal items, and others. This checklist will be completed and implemented within 30 days of the POC acceptance date.	Approved 05/12/26 [REDACTED]
§ 3130.66(a)	In 1 of 7 Placement records reviewed, the initial CPP was not completed within 30 days as required. Date of placement was [REDACTED] and the initial CPP was completed on [REDACTED]	Case planning for children in emergency placement. (a)-If a child has been placed in emergency placement and continued placement is necessary, the county agency	Within 60 Days of the POC Acceptance Date.	The agency is creating FSP/Prevention and CPP Policies which will include timelines for completion, assigning objectives and tasks, required signatures and aligning services with objectives,	Approved 05/12/26 [REDACTED]

		<p>shall prepare a family service plan under 3130.61 and 3130.67(b) (relating to family service plans; and placement planning) no later than 30 days from the date the child enters emergency placement.</p> <p>(b)-If a child is in emergency placement and continued placement is not necessary but in-home services needed, the county agency shall prepare a family service plan under 3130.61 no later than 60 days after the date the child enters emergency placement.</p>		<p>along with other required items. The agency will implement these policies within 60 days of the POC acceptance date.</p> <p>The agency is also working with the CCSP to identify if any updates are needed to the case opening checklist, and ongoing supervision form, including needed information relating to service planning. This analysis and any needed updates will be completed and implemented within 60 days of the POC acceptance date.</p>	
§ 3130.61(b)(3)	In 1 of 7 Placement records reviewed, there were no services to be provided to achieve the objectives to identified family members. The agency listed "The Family" as the party responsible for the assigned objective and task.	The county when developing CPP, must provide service objectives for the family.	Within 60 Days of the POC Acceptance Date.	<p>The agency is creating FSP/Prevention and CPP Policies which will include timelines for completion, appropriately assigning objectives and tasks, required signatures and aligning services with objectives, along with other required items. The agency will implement these policies within 60 days of the POC acceptance date.</p> <p>The agency is also discussing with the CCSP how to best identify and strengthen current agency practice and culture related to the provision of purchased services (like those listed in service plans). The agency will be meeting with the CCSP's field coach to discuss this concept and to create a plan for the shift within 60 days of the POC acceptance date.</p>	Approved 05/12/26 [REDACTED]
§ 3130.61 (b)(6)	In 1 of 7 Placement records reviewed, a copy of the CPP was unable to be located in the case file.	<p>Case planning for children in emergency placement.</p> <p>(a)-If a child has been placed in emergency placement and continued placement is necessary, the county agency</p>	Within 60 Days of the POC Acceptance Date.	The agency is creating FSP/Prevention and CPP Policies which will include timelines for completion, appropriately assigning objectives and tasks, required signatures and aligning services	Approved 05/12/26 [REDACTED]

		shall prepare a family service plan under 3130.61 and 3130.67(b) (relating to family service plans; and placement planning) no later than 30 days from the date the child enters emergency placement.		with objectives, along with other required items. The agency will implement these policies within 60 days of the POC acceptance date. In this specific case, the child was weeks from an adoption, and a new plan was not created. The new policy will address this not-unique circumstance and will guide staff in how to provide correct service planning throughout the TPR/Adoption process.	
§ 3130.61 (c)	In 1 Shared Case record reviewed, the agency did not have a plan signed by a parent.	(c) The service plan shall be signed by the county agency staff person responsible for management of the case. The parent or legal guardian and the child, if 14 years of age or older, shall be given the opportunity to sign the service plan. The county agency shall inform the parent or guardian that signing the plan constitutes agreement with the service plan.	Within 60 Days of the POC Acceptance Date.	The agency is creating FSP/Prevention and CPP Policies which will include timelines for completion, appropriately assigning objectives and tasks, required signatures and aligning services with objectives, along with other required items. The agency will implement these policies within 60 days of the POC acceptance date.	Approved 05/12/26 [REDACTED]
§ 3130.92 § 3130.21 (b) Child Placement with Emergency Caregiver's Bulletin 3140-04-05/ 3490-04-01	In 1 of 7 Placement records reviewed there was no documentation Attachment B provided to caregiver (within 10 days of child's placement or denial of placement. In the same record there was no documentation of caregiver assessment.	Attachment A and B of the Kinship Care Policy Bulletin shall be provided to potential kinship resources at the time of placement. Emergency caregiver requirements - Documentation an attempt was made to place child with a relative or why this was not possible. Documentation attachment A provided to caregiver. Documentation attachment B provided to caregiver . (within 10 days of child's placement or denial of placement). Documentation of on-site visit.	Within 60 Days of the POC Acceptance Date.	The agency does routinely provide Attachment B to the approved/denied caregiver in accordance with the Bulletin. To avoid this issue from occurring again, the Agency's "Resource Home Inquiry Checklist" will be updated to include a section for confirmation that "Attachment A Provided at Placement" and "Attachment B Provided Within 10 Days of Approval/Denial." The agency does complete "Caregiver Assessments" and utilizes an "Emergency Caretaker Checklist" which includes a section	Approved 05/12/26 [REDACTED]

		<p>Documentation of caregiver assessment.</p> <p>Documentation of ChildLine clearance.</p> <p>Documentation of PSP criminal history.</p>		<p>for Physical, Social and Emotional Assessment. To avoid this issue from occurring again, this checklist will be listed on the "Resource Home Inquiry Checklist" under the "Approval Documentation" section.</p> <p>Additionally, staff will be given a copy of the Bulletin and copies of the updated checklists which will be reviewed at a staff meeting prior to 5/23/26. Once the updated checklists are implemented all prior checklists will be destroyed.</p>	
<p>§ 3130.68 (i) (1-2)</p>	<p>In 2 of 7 Placement records reviewed the agency did not notify a parent of the child's location/address when the family relocated to [REDACTED] [REDACTED]</p>	<p>Except for emergency shelter placements or when the county agency has reason to suspect that a child is at risk of abuse as defined in Chapter 3490, the county agency shall notify the parent and child at least 15 calendar days prior to a change in the physical location of the placement or the visiting arrangements. The notification shall be provided in accordance with §3130.62(b) and (c) (relating to parent appeals and fair hearings). The basis for the county agency's decision to refuse disclosure shall be documented in the case record. (1) in cases in which the placement location or visiting arrangement proposed to be changed was originally ordered by the court, the county agency shall obtain court approval prior to making the change (2) if the county agency changes the physical location of the child, it shall within 15 days of the change, provide the parents of the child in placement with the</p>	<p>Within 60 Days of the POC Acceptance Date.</p>	<p>The agency currently utilizes a "Visitation/Location Statement" document which is distributed to parents upon initial placement of the child, and within 15 days of any change in placement, unless the placement is an "Emergency Shelter Placement," or if the agency has reason to suspect that a child is at risk of abuse as defined in Chapter 3490, or if disclosure is limited by court order. The document clearly defines any basis for the agency's decision to refuse disclosure.</p> <p>The agency <i>does</i> already make diligent efforts to speak with parents prior to and during/after placement changes, and to obtain agreement of the parents and GAL during any modification of placement and these efforts are to be entered into the case record according to Official Case Record Policy.</p> <p>The agency is working with the CCSP to create a new "Visiting and Communication Policy," which will underscore the regulation and how and when the agency is to notify</p>	<p>Approved 05/12/26 [REDACTED]</p>

		address of the physical location of child and the name of the person or agency responsible for the child care. This requirement does not apply if the county agency determines that the disclosure of the information is a threat to the health and well-being of the child or person providing care to the child or the disclosure of information is limited or prohibited by court order.		(prior to and post placement change), withhold information, file documents with the court, and how to document the actions taken in the case record. This policy will be implemented within 60 days of the POC acceptance date.	
§ 3130.92 § 3130.21 (b) Frequency and Tracking of Caseworker Visits of Children in Federally Defined Foster Care Bulletin 3490-08-04	In 1 of 7 Placement records reviewed there was no record of the child being seen in the foster home every 30 days. There were no structured case notes of visits from [REDACTED] through closing on [REDACTED]	The county agency shall ensure that a qualified worker visits the dependent youth in their placement setting once every 30 calendar days.	Within 60 Days of the POC Acceptance Date.	As a result of the last Complaint LIS the Agency created and implemented Contact Interval Policy which details the intervals for visitation with children and families in in-home and out-of-home scenarios, Structured Case Note Policy which provides a timeline for the entering of SCNs, and 10-Day Supervisory Review Policy and the associated tool which assists supervisors in their review of dictation and their directions to caseworkers to complete any missing notes. All of these policies and tools have been implemented and reviewed with staff as of 2/2/26, and their use is being monitored by the CCSP. Management staff is reminding staff during a staff meeting prior to 5/23/26 that qualified staff must be the ones making face-to-face contact with the child at least once every thirty (30) days.	Approved 05/12/26 [REDACTED]
§3490.321(h)	In 1 of 7 Placement records reviewed, the intake portion of the record did not have a risk assessment completed at the conclusion of intake. The case was accepted for services on [REDACTED] and the risk was not completed until	(h) Periodic assessments of risk shall be completed by the county agency as follows: (1) At the conclusion of the intake investigation which may not exceed 60-calendar days.		The agency has scheduled formal Risk Assessment training with the CWRC for 4/23/26. The CCSP is also attending the training and will be working with the regional CWRC team and NERO to provide TOL post training.	Approved 05/12/26 [REDACTED]

	<p>██████████</p>	<p>(2) Every 6 months in conjunction with the family service plan</p>		<p>As a result of the most recent Complaint LIS, the agency implemented a new Risk Assessment Policy (largely dealing with intervals) on 1/29/26. This policy will be revised to include additional information related to individuals to be included on the risk assessment, timelines for supervisor approval, and appropriate overall severity and risk ratings in line with the PA Model of Risk Assessment Reference Manual. This policy revision will be completed and implemented prior to within 45 days of the POC acceptance date.</p> <p>The agency has also implemented a procedure that mandates risk assessments to be completed and “in-hand” prior to the sending of the CY-48 to CWIS, according to the new “Referrals Coming Due Policy.”</p>	
<p>§ 3130.92 § 3130.21 (b)</p> <p>Children in Foster Care Act 119 of 2010 OCYF Bulletin 3130-12-02 3700-12-01 3680-12-01 3800-12-01</p> <p>§ 3130.88. Children’s grievances.</p>	<p>In 1 of 7 of Placement records reviewed, the county agency did not ensure that the parents were provided with a copy of the protections for children in foster care within 30 days of the child entering foster care. The resource family was not provided a copy of the protections for child in foster care upon their approval.</p>	<p>A child’s parents shall be provided with a copy of the requirements for children in foster care under section 3 (of Act 119 of 2010) by the appropriate county or private agency within 30 days of the child’s being put in placement. Resource families must be provided a copy of the protections for children in foster care under section 3 of the bulletin upon approval.</p>	<p>Within 60 Days of the POC Acceptance Date.</p>	<p>The agency has provided their placement and other checklists to the CCSP who is working with the agency for modernization of the documents to be completed within 60 days of the POC acceptance date. The current placement checklist document does contain a line item for Protections for Children in Substitute Care, and the agency provides the “Know Your Rights” brochure from the Juvenile Law Center which contains plain language explanations of children’s rights as defined in Act 119 of 2010.</p> <p>The agency’s “Resource Home Inquiry Checklist” will also be</p>	<p>Approved 05/12/26 ██████████</p>

				<p>updated with language from Act 119.</p> <p>The administration team will also review Act 119 of 2010 and its requirements with staff during a staff meeting and will distribute the Act via email to all current staff prior to 5/23/26.</p>	
<p>§ 3700.66(a)(b)</p>	<p>In 1 of 10 Foster Home records reviewed there was no safety checklist or documentation of foster family residence requirements.</p>	<p>(a)-The FFCA shall ensure that the foster family residence has:</p> <p>(1)-At least one flush toilet, one wash basin and one bath or shower with hot and cold running water.</p> <p>(2)-An operable heating system.</p> <p>(3)-An operable telephone.</p> <p>(b)-Sleeping areas shall meet the following criteria:</p> <p>(1)-No unsuitable area such as a hall, stairway, unfinished attic, or basement, garage, bathroom, eating area, closet, shed, or detached building may be used as a sleeping area for children.</p> <p>(2)-Foster children of the opposite sex who are 5 years of age or older may not share the same bedroom.</p> <p>(3)-Each foster child shall be provided with a clean, comfortable mattress, clean linens, blankets and pillows.</p>	<p>Within 60 Days of the POC Acceptance Date.</p>	<p>The agency currently utilizes a "Resource Family Home Regulatory Compliance Check" checklist which lists the requirements for foster family residences as compliant, non-compliant or not applicable. The agency also utilizes their "Emergency Caretaker Checklist" which also includes foster family home requirements and directs workers to disapprove the home for any negative responses. Additionally, the agency utilizes their "Resource Home Inquiry Checklist" which lists regulatory items such as Act 160 Disclosure Statement, Childline and PSP/FBI clearances, references, home compliance items such as water testing, insurances, marriage certificates, and any family court proceeding documentation, training certificates, employment verification, and other safety checklist items such as fire escape plan, clean indoor air act, first aid statement and others.</p> <p>In this case, the documentation was missing from the case record and in order to prevent this issue from occurring again, the agency has already implemented "Official Case Record Policy" which outlines the</p>	<p>Approved 05/12/26</p>

				requirement for staff to upload all documentation to the case record within a specified timeframe including foster care records. The agency will also review the regulations at 55 PA 3700.66, Act 119 of 2010, and the Child Placements with Emergency Caregivers Bulletin with staff at a staff meeting prior to 5/23/26.	
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<p>§ 3700.70(a) (1)(3)(4)</p> <p>Temporary and Provisional Approvals of Foster Families</p> <p>§ 3130.92 § 3130.21 (b)</p> <p>Child Placements with Emergency Caregiver OCYF Bulletin</p> <p>3140-04-05/ 3490-04-01</p>	<p>In 2 of 10 Foster Home Records reviewed a full assessment was not completed within 60 days.</p> <p>Case # 1: The record was not in compliance with requirements 3700.62-3700.67 and Act 160 were not completed by the agency within 60 days. The agency issued licenses for ECG from [REDACTED] to [REDACTED] and from [REDACTED] to [REDACTED]. Another license for Temporary Caregiver was issued from [REDACTED] and a Regular license was issued from [REDACTED].</p> <p>Multiple licenses cannot be issued as extensions for ECG or Temporary Approval of New Homes. At the time the Regular License was issued the home study had not been completed.</p> <p>In 1 of 10 Foster Family Records reviewed the agency court order extension date was signed late on [REDACTED]. The date of placement was [REDACTED] with the home study completion on [REDACTED]. The child remained in an unlicensed home from [REDACTED] until [REDACTED] when the court order was signed which requires approval to terminate and remove the foster child from the foster family.</p> <p>Case #2: The child was placed with the kinship family on [REDACTED] and an ECG packet was completed. The family was an approved ECG from [REDACTED] until [REDACTED]. The family was not approved by [REDACTED] and moved to [REDACTED] [REDACTED] sometime in [REDACTED] [REDACTED]. The</p>	<p>(a)-Foster families may be temporarily approved to provide foster care to children.</p> <p>(1)-approval is time limited: complete assessment is not possible prior to placement.</p> <p>(3)-approval not exceeding 60 days from placement of child.</p> <p>(4)-If an assessment verifying compliance with the requirements of 3700.62-3700.67 (relating to foster parent requirements; foster child discipline, punishment and control policy; assessment of foster parent capability; foster parent training; foster family residence requirements; and safety requirements) is not completed by the FFCA within 60 days, the approval of the home terminates automatically, and foster children shall be removed from the foster family.</p> <p>An emergency caregiver placement may not exceed 60 calendar days starting on the day in which the child was placed in the emergency caregiver's home. During these 60 calendar days, the county or private agency must complete a full foster home study as required by Chapter 3700 regulations in order for the child to remain in the home for more than 60 calendar days.</p> <p>..Section 3700.70 (relating to temporary and provisional approvals of foster families) provides the regulatory authority for this policy, which states that temporary approval of</p>	<p>Within 60 Days of the POC Acceptance Date.</p>	<p>In Case #1, the child turned 18 in [REDACTED] and should not have remained in an unlicensed home, rather the placement should have changed to an Unlicensed Supervised Independent Living Host Home, negating the need for licensure or extensions. The most recent permanency meeting for the non-minor child addresses IL goals and USIL guidelines. According to the CPP dated [REDACTED] the child is meeting with [REDACTED] IL caseworker and graduated in [REDACTED] [REDACTED] from [REDACTED] and is exploring options for a potential career.</p> <p>For Case #2, the agency concedes that the child was in an unlicensed home without a court ordered extension and that this was an unusual case which was not handled according to regulation and Bulletin.</p> <p>To prevent issues like these in the future, the agency management team is working with the CCSP to review the Bulletin, the regulations, and other relevant documents to ensure management, fiscal, and the Foster Care Supervisor and workers are fully aware of Emergency Placements and Temporary and "Provisional" approvals of foster families to include the 60 day full assessment time limitation, the limited use of court ordered extensions, unauthorized use of multiple licenses as extensions, and the risks associated with leaving children in unlicensed homes. The</p>	<p>Approved 05/12/26 [REDACTED]</p>
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	<p>county closed the ECG kinship home on [REDACTED] while the child was still in the care of the family. The county got FCCYS involved to approve the home on [REDACTED]. The ECG was over 60 days and the CH remained in the care of the family without a court order extension request. There was a court order extension dated [REDACTED]. The child was in an unlicensed home from [REDACTED] that was then closed on [REDACTED].</p>	<p>a foster family home can be authorized for a maximum of 60 calendar days. During the child's placement in the emergency caregiver's home, the county or private FFCA must make diligent efforts to approve the emergency caregiver's home as a foster family home within the first 30 calendar days of the child's placement. If it becomes apparent that the child's placement with the emergency caregiver will extend beyond the 60 calendar day time limit, the county or private FFCA must evaluate all placement options available to the child. Should the county or private FFCA not be able to approve the emergency caregiver's home as a foster family home by the 60th calendar day of the child's placement, the child should not remain in the emergency caregiver's home unless ordered by the court. The county agency must document in the case file the reasons why the home cannot be approved within the established 60 calendar day timeframe. For those children who remain in the home of an unapproved caregiver and in the legal custody of the custody of the county agency beyond the 60 calendar day time limit, the state will not participate in the reimbursement of the home's costs, even if the court has ordered that maintenance</p>		<p>agency and the CCSP will complete case studies regarding these two cases and will perform root cause analysis to determine where communication breakdown occurred. This analysis will occur across both program and fiscal departments and will result in findings and guidance for the agency on how to appropriately work through temporary approvals, and the use of USIL placements versus reimbursed kinship placements. This analysis and guidance will be completed within 60 days of the approval of the POC and results will be available to the regional office.</p>	
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		payments be made to the caregiver.			
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THE LEGAL ENTITY REPRESENTATIVE MUST COMPLETE COLUMN 5, SIGN ON THE SIGNATURE LINE AT THE BOTTOM AND DATE ALL PAGES OF THIS DOCUMENT.

RE [REDACTED] DOCUMENT TO YOUR REGIONAL OFFICE BY: ~~04/23/2026~~ 05/13/26

SIGNATURE OF LEGAL ENTITY REPRESENTATIVE

TITLE

05.11.26

DATE

TELEPHONE NUMBER