


Policy Manual 	SECTION 1	Organization and Administration
	SUBSECTION A:	Catholic Children's Home
	SUBJECT:	Agency Purpose and Mission
	SECTION NO.:	1A.1

Catholic Children's Home of Catholic Charities of the Diocese of Springfield in Illinois is an Illinois not-for-profit corporation established on September 17, 1879.

The agency's governing body is the Catholic Charities Corporate Board. Membership includes the Bishop of the Diocese as the President of the Board, the Vicar General as the Vice-President, the Diocesan Finance Director, the Diocesan Chancellor and the Executive Director of Catholic Charities as the Secretary/Treasurer.

The agency's primary statement of organizational purpose (mission statement) follows:

"To aid, protect and care for the needs, education and welfare of dependent, neglected, abused or otherwise hurting children and families without regard to poverty, riches, race, religion or national origin."


1A.1.01 Agency Location

Catholic Children's Home is located at 1400 State Street in Alton, IL. The agency is located in Madison County. The agency is comprised of four departments; Administrative Services, Environmental Services, Residential, and School. Within these departments all agency functions through specific programs are covered.

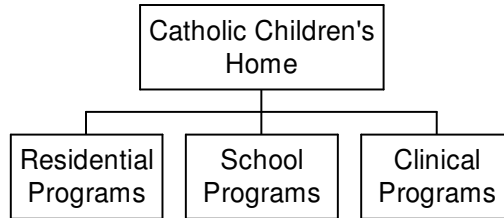
1A.1.02 Agency General Service Definition

Catholic Children's Home provides emergency shelter, diagnostic and long-term residential services for boys ages 11 through 18 years who are victims of abuse or neglect. An additional transitional living program prepares males ages 17 through 20 years for successful self-sufficient community living. CCH also has a Special Education Day School that provides year-round educational and therapeutic services for students in grades kindergarten through 12, who due to a variety of social, emotional or educational disorders have been unsuccessful in the public school programs.

Programs are defined in this manner to categorize "like" programs for the purpose of developing consistent 'best' practices in a diverse multi-service environment. This conceptual programmatic structure does not necessarily assume a parallel supervision structure. Supervision structure is a function of individual program characteristics. Refer to Section 1A.4.02 for further discussion regarding the specific programs and their scope.

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Program Categorization



1A.1.03 Review of Organizational Purpose

It is the policy of Catholic Children's Home to provide for a formal periodic review of the agency's mission statement. This review is to be initiated, minimally, once every four years. The Corporate Board authorizes the Executive Director to appoint an ad hoc committee to solicit comments from staff and Advisory Board members.

If a revision of the mission statement is approved by the Corporate Board, the Executive Director will utilize input from the ad hoc committee and author a final draft of the revised primary statement of organizational purpose. The final draft will be shared with all employees and Advisory Board members and then submitted to the Corporate Board for comment, and approval or revision.

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Catholic Children's Home provides numerous programs to meet the needs of children and families from many communities in Illinois. These programs focus on intervention, prevention, mental health promotion, education, behavior modification and the strengthening of families.

Specific descriptions of services and program plans are provided in the individual Catholic Children's Home program manuals governing the provision of agency services.

Catholic Children's Home collaborates with multiple external organizations on local, state and national levels to fulfill its mission. Catholic Children's Home prides itself on the extent of its relationship with the communities it serves. Community involvement occurs in a variety of ways which provides ample opportunity for input and participation in the planning, service delivery and evaluation processes of the agency.

1A.2.01 Community Involvement

Catholic Children's Home provides for community involvement through the following processes:


- 1) Local advisory board consisting of local community volunteers.
- 2) Utilization of community volunteers in programs and services.
- 3) Utilization of interns from local community colleges or universities.
- 4) Continuous quality improvement survey process (refer to Quality Improvement Plan) assessing satisfaction and responsiveness with community needs.

The Catholic Children's Home is required to maintain a local Advisory Board that convenes every other month. The Administrator and the Executive Director (or designee) attends all advisory board meetings. The Advisory Board is required to maintain minutes of all meetings as well as operating bylaws that are subject to the approval of the Corporate Board. The Advisory Board provides a recommendation of a community volunteer to serve as a representative to the Catholic Charities Corporate Board. Refer to the Advisory Board bylaws for information regarding the scope and responsibilities of this community group.

1A.2.02 Agency Collaboration

Catholic Children's Home maintains extensive collaborative relationships with numerous external organizations to improve and expand its ability to provide quality services to its clients through an integrated network of providers. These relationships may be contractual or voluntary in nature. The following is a listing of organizations with which the agency has established collaborative relationships.

- Catholic Charities, USA
- Catholic Conference of Illinois
- Illinois Department of Mental Health
- Child Welfare Advisory Committee
- Illinois Department of Children & Family Services

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- Local Area Networks (LANS)
 - Training Alliances
 - Child Care Association of Illinois
 - Local United Way
 - Human Services Education Council
 - Local School Districts
 - National Association of Private Schools for Exceptional Children
 - Council for Exceptional Children
 - Illinois Probation and Court Services
 - Illinois Inter-Agency Athletic Association
 - Boys and Girls Club
 - Riverbend Growth Association
 - The St. Louis Variety Club
 - AdvancED (North Central Association)
 - Council on Accreditation (COA)

The Catholic Children's Home maintains other collaborative and partnership agreements as directed by the needs of clients. In addition, the Children's Home maintains information of other available agency services as well as a listing of other services within that respective community. It is the policy of Catholic Children's Home to make referral information easily accessible to clients regarding external community services and to establish formal working agreements for interagency referrals, where appropriate.


1A.2.03 Public Relations and Education

Catholic Children's Home utilizes a variety of methods to increase public awareness of its services. Financial constraints prevent the allocation of resources for marketing programs or paid advertisement. However, public awareness and education is provided through five main sources:

- 1) Local media outlets
- 2) Local advisory boards
- 3) Informational materials
- 4) Agency networks
- 5) Administrative Services Department

Catholic Children's Home, through the Catholic Diocesan of Springfield Illinois Office of Communications, utilizes the *Catholic Times* on an ongoing basis to publicize programs and news worthy articles related to the operations of the agency. The *Catholic Times* serves a 47,000-member circulation in the Diocese.

Public relations is the responsibility of the Administrator. The Associate Administrator is appointed by the Administrator as spokesperson. As such, the Associate Administrator is required to establish relationships

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with local media outlets and disseminate general program information accordingly. The Administrator may appoint designated staff to interact with the media regarding non-critical public information. The Administrator is required to inform the Executive Director of all pending articles or stories related to the agency and provide a copy of the actual publication to the Development Department of Catholic Charities of the Springfield Diocese in Illinois.

Catholic Children's Home maintains informational brochures regarding services with input from staff and Advisory Boards. These brochures are made available for public access in all office waiting rooms. Additionally, informational material is circulated through general distribution to local school districts, parishes, media outlets and collaborative agencies.


Local Advisory Board members are a vital resource for information dissemination regarding agency services. Board members increase public awareness and education through word of mouth and assistance with area office fund raisers which require the solicitation of support from local businesses and individuals. Conversely, board members are a conduit for the expression of local needs which helps the agency gauge appropriate local responsiveness.

1A.2.04 Critical Media Response

All responsive communication with the media regarding critical and case specific situations must be coordinated through the agency spokesperson, Administrator and the Executive Director. The agency spokesperson is currently the Associate Administrator. All staff are prohibited from commenting or communicating with the media regarding non-publicity information related to specific staff, clients or Advisory Board members.

Furthermore, staff are not permitted to communicate with the media concerning information regarding any specific accidents or incidents involving the aforementioned groups, or any situation that potentially reflects negatively on the public perception of the agency. This unauthorized communication threatens the confidentiality standards of the agency, exposes the agency to liability and undermines the authority of the Executive Director and the Corporate Board. Violation of this policy is cause for disciplinary action up to and including discharge.

Staff members requested by the media to respond or give comment regarding emergency or critical incidents are required to inform the media member that the agency spokesperson will contact them shortly. Staff members must then immediately contact the Associate Administrator, Administrator or Executive Director to relay the request. The Agency Spokesperson, at the direction of the Administrator, Executive Director and/or the Corporate Board, will respond to the request.

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It is the policy of Catholic Children's Home to insure that clients and consumers of service are provided with information that is necessary to make informed decisions related to accessing agency services.

1A.3.01 Clients of Contracted Services

Organizations under contractual arrangements with the agency are provided detailed program plans outlining specific program services, eligibility criteria, referral procedures, program expectations of client participation and discharge criteria. Payment for service is stipulated in contract language. Contracted consumers request services free of coercion and retain self-determination regarding subsequent utilization of agency services.

1A.3.03 Special Populations

Catholic Children's Home has determined that there is not a sufficient number of non-English speaking clients in any one language to comprise an average sized caseload in any area of the agency. The agency will make reasonable accommodations for case specific bilingual needs. The agency utilizes contractual resources to provide "sign" translation for deaf clients. All special interpretive needs are coordinated through the agency's Residential Director. Other assist technology is authorized on a case specific basis.

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	SECTION NO.:	1A.4

Accessibility to the programs and facilities of Catholic Children’s Home, Inc. is driven by the specific needs of individual youth, families, staff, visitors and other occupants. Equal consideration is given to the standards set forth by Federal, State and Local governing bodies, as well as the rules and regulations established by referring Agencies including the Illinois State Board Of Education and the Illinois Department Of Children And Family Services. Accessibility requirements presented by Medicaid and various accreditation entities are also implemented.

1A.4.01 Applicable Sources Of Accessibility Requirements

Accessibility particulars may be presented by one or any combination of the following sources:


- Federal Americans With Disabilities Act (A.D.A.)
- State Of Illinois Accessibility Code
- Illinois State Board Of Education (I.S.B.E.)
- Illinois Department Of Children And Family Services (D.C.F.S.)
- Local Building And Zoning Codes
- N.F.P.A. 101 Life Safety Code
- Illinois Department Of Public Health (I.D.P.H.)
- Madison County, IL. Health Department (M.C.H.D.)
- Medicaid
- North Central Accreditation (N.C.A.)
- Council On Accreditation (C.O.A.)

1A.4.02 Reasonable Accommodations And Assistance

Whenever presented, accessibility needs of any occupants are addressed and satisfied through reasonable accommodations made by the Catholic Children’s Home, Inc. Physical assistance throughout the facility is provided as needed. Minor physical plant changes, additions or alternations are accomplished through the in-house Environmental Services Department. Major physical plant changes and new construction projects are required to comply with all applicable Federal, State and Local accessibility and building code requirements.

1A.4.03 Alternative Arrangements

If the Catholic Children’s Home, Inc. finds, due to unforeseen circumstances or restrictions that it is not able to provide the necessary level of accessibility accommodation, either structurally or cost-effectively, assistance will still be provided. This may take place through alternative client placement, changes in employee workplace environments, or relocation of events to other locations which can offer the levels of safety, barrier-free accessibility and confidentiality required, thus ensuring adequate satisfaction of the individual needs.

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1A.4.04 Accessibility Needs Notification

All occupants of the Catholic Children’s Home, Inc. are directed or encouraged to bring any accessibility concerns to the attention of the facility Administrator and Environmental Services Department.

1A.4.05 Identification Of Barriers

It is the policy of Catholic Children’s Home, Inc. to actively identify potential barriers to its programs and facilities. The agency physical plant is subject to the Americans With Disabilities Act as well as the requirements of other regulatory entities. New construction or renovation projects strictly adhere to these rules and regulations. The agency provides an emphasis on resource allocations directed to the continuous upgrading of facilities to improve the physical plant layout and to eliminate as many architectural barriers as possible. Special accommodations are authorized for case-specific needs.

The agency Quality Improvement Plan requires continuous on-site assessment of all agency facilities to identify potential or present physical barriers. This assessment is presented to the facility Administrator, Executive Director and the Corporate and/or Advisory Boards for action and remediation decisions including resource allocation.

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	SUBJECT:	Social Advocacy
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It is the policy of Catholic Children's Home to allocate resources and collaborate with external organizations for the purpose of providing social advocacy for the clients served by the agency. The agency collaborates with numerous local, state, and national organizations (section 1A.2.02) to accomplish this objective. Coordinated efforts focus on the improvement of services to clients, identification of service gaps or duplication, and the sharing of information and training resources. The agency is nationally affiliated with Catholic Charities, USA and the National Association of Private Services for Exceptional Children, and the Child Care Association of Illinois.

1A.5.01 Catholic Conference of Illinois

The agency's most significant formal involvement with social advocacy pertains to its membership in the Catholic Conference of Illinois. Specifically, the social service division of this organization represents all of the Illinois Catholic social service agencies in the areas of child welfare reform and public policy related to the counties that effect clients served. The Executive Director serves as the agency's representative. Additional staff members serve on various Catholic Conference of Illinois subcommittees that focus on specific child welfare programs or social concerns.

1A.5.02 Mechanisms for Client Input

The agency's Quality Improvement Plan directs solicitation of input regarding agency operations from personnel and clients served outside of the internal grievance procedures. In addition, clients have access to independent complaint mechanisms outside of the organization provided by regulatory and diocesan entities.

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	SUBJECT:	Organizational Stability
	SECTION NO.:	1B.1

Catholic Children’s Home is legally authorized to operate in the State of Illinois as a not for profit corporation (refer to articles of incorporation) maintaining a 501 (c)(3) tax exempt status under the Internal Revenue Code. Catholic Children’s Home is an identified religious affiliated organization operating under the sponsorship of the Roman Catholic Church of the Diocese of Springfield in Illinois. Catholic Children’s Home abides by all legal requirements provided in the General Not For Profit Corporation Act of Illinois in force January 1, 1987. Catholic Children’s Home is governed by the Corporate Board of Directors, under the direction of the President — the Diocesan Bishop (refer to Corporate Bylaws).

1B.1.01 Illinois Department of Children & Family Services Licensing

Catholic Children’s Home is licensed by the Illinois Department of Children and Family Services (DCFS) as a Child Care Institution. Maintenance of the license requires the agency to comply with all DCFS Rules & Regulations. Compliance is regularly reviewed. DCFS is authorized by the Illinois Child Care Act of 1964. DCFS contracts with the agency to provide numerous residential programs for clients. The agency is specifically authorized to provide these services through its child care institution license (refer to DCFS Licensing Standards).


1B.1.02 Illinois State Board of Education Approved

Catholic Children’s Home is approved by the Illinois State Board of Education as a private special day school. This approval necessitates an annual re-application. Maintenance of this approval requires the agency to comply with the Rules and Regulation regarding Section 14-7.02 of the Illinois School Code. This approval allows for Catholic Children's Home to contract with local school districts to provide education to students from their district who have severe social/emotional disorders and who have not been successful in their in-district programs.

1B.1.03 Dissolution of Corporation

The disposition of assets upon the dissolution of the corporation is directed by Article VIII of the Corporate Bylaws:

“In case of the dissolution of this corporation at any time in the future, its property shall be delivered to the then Bishop of the Springfield Diocese, Illinois, and the absolute legal title of all such property shall thereupon be vested in such Diocesan Bishop to be used for the charitable purposes of this Diocese.”

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It is the policy of Catholic Children’s Home to seek community input and guidance regarding the operation of its programs. The primary formal mechanism for this process is defined by the agency’s Quality Improvement Plan (QIP). In addition, the agency partners with its service communities by recruiting volunteers who are appointed by the Diocesan Bishop to serve on the local Advisory Board and the Catholic Charities Corporate Board.


1B.2.01 Catholic Children’s Home Advisory Boards

The Catholic Children’s Home Corporate Bylaws dictate that it establishes a local volunteer Advisory Board. The purpose of this Advisory Board is to provide review, assistance, advice and recommendations to the Administrator and the Executive Director. For further information regarding the scope, structure and specific responsibilities of this board, refer to the Advisory Board Bylaws. Modification or revision to these bylaws is authorized exclusively by the Corporate Board.

Advisory Board members serve as a vital link between the agency and the community served by the agency. Advisory Board members directly communicate with the agency regarding community perception of the agency and the identification of community needs. The Advisory Board is extensively involved in securing financial resources for the benefit of the agency’s programs through donor identification, fundraisers and capital campaigns. The Advisory Board has a direct and significant impact on the agency’s ability to “enflesh the mission” on a daily basis in the community of the Agency.

The Administrator is responsible for providing board members with a formal orientation and ongoing information regarding the programs of Catholic Children's Home. Board manuals are prepared and shared with all new members. The Advisory Board designates standing committees in the area of finance, recruitment and fundraising. Ad Hoc committees are designated as needed. Minutes of all Advisory Board meetings are kept on file in the Administrator’s Office.

The agency’s QIP provides Advisory Board members a formal mechanism to provide input into the agency’s evaluation and planning processes. Assessments of community needs and community perception are also conducted.

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	SUBJECT:	Corporate Board of Directors
	SECTION NO.:	1B.3

Catholic Children’s Home is governed by the Corporate Board of Directors — under the direction of the Diocesan Bishop — and operates under established Corporate Bylaws, reviewed by legal counsel and approved by the Corporate Board of Directors. The Corporate Bylaws clearly indicate the following:

- designation of Directors and Members
- rights of Directors
- the duties of officers
- the responsibilities of the governing board
- the reserved powers of the Diocesan Bishop
- the tenure of the Directors
- meeting requirements and quorum
- the management of assets
- the review and authorization of policy
- the delegation of authority to the Executive Director


Corporate Board members receive formal orientation to the goals and objectives of the agency and the structure and methods of operation. Corporate Board Members are visible and actively participate in Catholic Children’s Home/Catholic Charities functions as well as the Executive Planning Committee.

1B.3.01 Corporate Board Scope and Delegation of Authority

The Corporate Board of Directors, functioning as a committee of the whole, carries out the responsibilities of adopting policy, selecting and evaluating the Executive Director, strategic planning, deficiency remediation, financial oversight, resource development and community/agency relationships. The Corporate Board of Directors approves and conducts ongoing review of the Catholic Children’s Home Policy Manual that defines the management, personnel, financial, quality improvement, environmental and service delivery functions of the agency. Revisions to this manual are exclusively authorized by the Corporate Board.

The Executive Director is the appointed representative of the Diocesan Bishop — President of the Corporation — for the practical management of all Catholic Children’s Home operations across the Diocese. The Executive Director is given the necessary authority, and conversely is held accountable, for the daily administration of Catholic Children’s Home and all of its activities.

The Corporate Board designates the Finance Committee to review quarterly budget reports, annual audits and fiscal year projections for the purpose of evaluating the agency’s financial affairs. The Finance Director reports findings and makes recommendations directly to the Corporate Board.

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The Corporate Board of Directors, under the direction of the Diocesan Bishop, selects and appoints the agency's chief executive officer — the Executive Director. This individual also serves as the Secretary/Treasurer of the Corporate Board of Directors. In the event this position is vacated, the Corporate Board appoints an interim Executive Director and the President designates an Ad Hoc committee that is provided with the necessary resources to conduct an effective replacement search. This activity most recently took place in January 1999.

The Executive Director is evaluated on an annual basis in written format by a designee of the Corporate Board, typically the Vice President. The Executive Director is informed of performance criteria and is given the opportunity to participate in the evaluation process. A signed copy of the evaluation is kept in the Executive Director's personnel file. The Executive Director is prohibited from assuming unrelated activities, which prevent the effective management of the agency.

In the absence of the Executive Director, the Administrator is authorized to act on behalf of the agency, unless otherwise directed by the Corporate Board. This responsibility is designated in the job descriptions of the Administrator. The Administrator is authorized to sign contracts, enter the agency into program commitments and authorize expenditures in the absence of the Executive Director. The Administrator is responsible to the Corporate Board and the Executive Director concerning all activities in this capacity.


1B.4.01 General Duties of the Executive Director

The general duties of the Executive Director center on the daily administration of the agency including:

- the development, coordination and supervision of services
- the administration of human and financial resources
- planning and coordination with the governing body and Advisory Boards
- supervision of the agency's continuous quality improvement processes
- development and revision of agency policies and procedures
- collaboration with community providers and social advocacy

Refer to Article VI of the Corporate Bylaws for further definition of the Executive Director's responsibilities. Furthermore, the Executive Director is delegated overall personnel management authority and insures the agency's personnel practices are in accord with written policy and applicable employment law. A copy of the Executive Director's job description is kept on file in the Administrative Services Department.

The Executive Director is required to attend all meetings of the Corporate Board as well as the Advisory Board. A designee may represent the Executive Director at Advisory Board meetings, when necessary. The Executive Director meets with the Corporate Board on a quarterly basis to provide status reports on program operations and financial performance. In addition, these meetings provide the forum for discussion and action regarding the remediation of identified problems, the revision of policy, the approval of resource allocation

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or any other management issue related to the operations of agency. Minutes of these meetings are maintained by the Executive Director in his capacity as Secretary/Treasurer of the Corporate Board.


1B.4.02 Catholic Children's Home Administrator

The Executive Director of Catholic Charities of the Diocese of Springfield in Illinois selects the Administrator of Catholic Children's Home. The Executive Director evaluates the Administrator on an annual basis in written format. The administrator is informed of performance criteria and is given opportunity to participate in the evaluation process. A signed copy of the evaluation is kept in the Administrator's personnel file. The administrator is prohibited from assuming unrelated activities, which prevent the effective management of the agency.

1B.4.03 Annual Corporate Board Meeting

As directed by the Corporate Bylaws, the Corporate Board convenes, on an annual basis, with designated representatives of the local Advisory Boards, Area Directors and administrative staff for the purpose of agency review and planning. During this Annual Corporate Board Meeting, the Executive Director submits the Agency Planning Document, which provides recommendations for short-term tactical goals and long-range objectives, for review by all participants and approval from the Corporate Board. The Agency Planning Document represents the prioritization of agency focus as represented by administrative, personnel, client and Advisory Board input.

In addition, the Executive Director presents a "Year In Review" report that focuses on the attainment of agency objectives and noteworthy events. The Administrator also provides an annual report. The agency's annual audit is presented by the contracted auditor. All reports are open to participants for discussion. A copy of the Catholic Children's Home/Catholic Charities Annual Corporate Board Meeting report is circulated in the Diocesan Catholic Times publication and provided to employees and the Advisory Board.


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	SUBJECT:	Conflict of Interest
	SECTION NO.:	1B.5

It is the policy of Catholic Children's Home to adhere to the highest standards of ethical conduct in the governance and management of the agency that ensures the avoidance of conflict of interest situations. Article I, Section 1.5 of the Corporate Bylaws provides the following regulations:

- 1) No part of the [Agency] net earnings shall inure to the benefit of or be able to be distributed to individual [Corporate Board] members, directors or officers, or other persons except that the Corporation shall be empowered to pay reasonable compensation for services rendered and to make payments and distributions in furtherance of the purposes set forth herein [Corporate Bylaws];
- 2) No substantial part of the activities [of the Agency] shall be the carrying on of propaganda or otherwise attempting to influence legislation and the Corporation shall not participate in, intervene in (including the publication or distribution of statements) any political campaign on behalf of any candidate for public office;
- 3) Notwithstanding any other provision of these Bylaws, the Corporation shall not carry on any other activities not permitted to be carried on by an organization exempt from tax under Section 501 (c)(3) of the Internal Revenue Code.

In addition the agency adopts the following policies related to the avoidance of conflict of interest.

- 4) Members of the Corporate Board or Advisory Board are prohibited from receiving an honorarium for services unless permissible by law.
- 5) Catholic Children's Home employees or immediate family members are prohibited from serving as an Advisory Board member.
- 6) The only employee of Catholic Children's Home that may serve on the Corporate Board is the Executive Director who serves as the Secretary/Treasurer. The Executive Director must excuse himself from any Corporate Board activity pertaining to his compensation or benefits.
- 7) Catholic Children's Home prohibits the preferential treatment of Corporate Board members, Advisory Board members, employees or consultants in application for and receipt of agency services.
- 8) Catholic Children's Home prohibits accepting payment or other consideration from outside agencies for referring applicants or clients to that agency. Conversely, Catholic Children's Home prohibits making payments or other considerations to outside agencies for referrals to Catholic Children's Home.

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1B.5.01 Employees and Contracted Consultants

The Agency directs the following policy which applies to all categories of employment including regular, part time and temporary classifications as well as paid consultants of the Catholic Children's Home.

- 9) Employees or paid consultants are prohibited from holding any financial interest in any business transaction of the agency.
- 10) Employees are prohibited from becoming licensed foster parents or adoptive parents of the agency. Exceptions to this policy are to be made directly to the Executive Director for consideration of the Corporate Board. All decisions of the Corporate Board are final.
- 11) Catholic Children's Home permits the employment of qualified relatives as paid staff members or consultants provided such employment does not, in the judgment of the Executive Director, create an actual or perceived conflict of interest. For the purpose of this policy, "relative" is defined as spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, first cousin or corresponding in law or "step" relation. The decision in the hiring and placement of related employees will be made in accordance with the following guidelines:
 - A) Individuals who are defined "relatives" are permitted to work for Catholic Children's Home provided no direct reporting or supervisory relationship exists. Specifically, no employee is permitted to work within the "chain of command" of a relative such that the individual's work responsibilities, salary or career progress could be influenced by the supervising relative. Employees hired prior to the enactment of this policy may be "grandfathered" or provided an exception. However, in the judgment of the Executive Director, this exception will be revoked if evidence of preferential treatment is presented and determined to be credible. All decisions of the Executive Director and Corporate Board are final.
 - B) Employees who marry while employed are treated in accordance with these guidelines. That is, in the judgment of the Executive Director, when a conflict of interest arises from the marriage, one of the employees will be transferred at the earliest practical convenience, taking into consideration the impact on clients.


1B.5.02 Outside Employment

Catholic Children's Home permits staff members to obtain and/or maintain secondary employment as long as their duties and time commitments do not interfere with their employment responsibilities to the agency. This determination is made by assessing the impact on the quality of care to clients. The agency requires that staff notify administration in writing, through the personnel office, of their involvement or intention regarding secondary employment, and receive approval from the Administrator.

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Catholic Children’s Home permits staff members to participate in private practice. The agency requires that staff notify administration in writing, through the personnel office, of their involvement or intention regarding private practice, and receive approval from the Executive Director. The agency prohibits the use of agency property or equipment for an employee’s outside private practice. The agency prohibits the steering or directing of referrals of its applicants, clients or their families to a private practice where agency professional personnel may be engaged.

As an agency professional leaves the agency, a written plan must be developed with the immediate supervisor for the closing or transfer of open cases. To the degree of legal enforceability, professional employees leaving the agency may not transfer client services to their private practice.


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	SUBJECT:	Relationship to Catholic Charities
	SECTION NO.:	1B.6

The Catholic Children’s Home, Inc. (CCH) was established in 1879 as a Diocesan institution for the care of dependent children. CCH is a legal entity, characterized by unique services, whose autonomy from Catholic Charities is evidenced by the separate existence of the following organizational components:

- Articles of Incorporation
- DCFS License
- Illinois State Board of Education Approval
- Mission Statement
- management of assets, payroll and audit
- Advisory Board
- pension and benefits
- personnel, training and development functions

From 1884 - 1996, Catholic Charities provided informal management services to the Catholic Children’s Home. In 1996, a formal management agreement between CCH and Catholic Charities (attached) was authorized by the common President of the Corporate Boards — the Diocesan Bishop. This document outlines the specific management services provided to the Catholic Children’s Home by the Executive Director and designated staff. This includes the assurance of conformity with North Central Association accreditation standards as well as Medicaid Certification standards, relating to best practice in the applicable programs.

All management decisions regarding the operation of CCH and its programs are made in the best interest of the students, residents and communities served by CCH. The common Corporate Board of Directors delegates authority to the Executive Director to serve a dual role in the administration of Catholic Charities and CCH. The Executive Director provides regular on site supervision to the Administrator of the Catholic Children’s Home and attends all Corporate and Advisory Board meetings.

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	SUBJECT:	Fund Raising Activities
	SECTION NO.:	1B.7

It is the policy of Catholic Children’s Home to conduct solicitations in an ethical manner, consistent with its mission and approved development standards. The agency, its purpose, and the financial needs of the specific program for which solicitation is being made will be described honestly and clearly, and with no omissions or misrepresentations. Funds raised for a specific purpose will be used for that purpose except for reasonable administrative costs. The agency maintains segregated accounting for restricted funds. The agency does not contract for fund raising assistance.


The purpose of this policy is to facilitate the fund raising process through the establishment of clear expectations and procedures for the solicitation of gifts, grants and sponsorship from private and public funding sources. This includes individuals, corporations, foundations, associations, and governmental entities. This policy applies to all areas and programs of Catholic Children’s Home.

All fund raising activities — carried out by Catholic Children’s Home and its personnel, volunteers, the Advisory Board or contractors on behalf of the agency or any area office — must be approved by the Executive Director. Proposals for philanthropic projects, including grant applications or program commitment agreements, are submitted to the Associate Administrator for approval by the Administrator and the Executive Director.

Administration and the Advisory Board will coordinate and approve all fund raising activities. The Administrator provides direct oversight of fund raising activities benefiting their operations and will regularly provide administration with status reports. The Administrative Team will provide management and technical assistance and allocate resources as indicated for the benefit of effective solicitation.

Each fund raising activity is evaluated by comparing revenue generated with expense data, including staff time. Unusual factors, such as large requests, are factored into the evaluation to avoid obscuring true analysis. The Associate Administrator will collect and maintain data on fund raising activities, including expense and revenue information, and regular reports are submitted to the Controller.

Donors shall be encouraged to send their financial contributions directly to the administrator’s office in the care of the Administrator. The spirit of this policy is to regulate the intake of financial contributions without sacrificing the convenience and accommodation of the donor. Therefore, financial contributions received are the explicit responsibility of the Administrator. Accurate accounting of donations, donor recognition and timely transference of funds are to be strictly governed by the Administrator. The Associate Administrator, the Executive Secretary, Budget Control Officer and other designees are assigned to collaborate with the Administrator in the ethical management of financial contributions. Donations shall be opened and tallied in the presence of two or more designated individuals. A written attestation is required from all personnel involved with the management of financial contributions. Donor information shall be forwarded to the Associate Administrator as soon as possible. This report will include donor names, type and amount of contribution, date of contribution for acknowledgement verification.

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Non-cash donations such as furniture, food, clothing etc., must be recorded by the Associate Administrator or their designee and receipts are given accordingly. Information documentation regarding non-cash donations is the responsibility of the Associate Administrator. Reports are presented to the Administrator on a quarterly basis with type and date of contribution and acknowledgment verification. It is recognized that identifying information can be difficult related to "drop off" donations.


The Executive Director or his designee will give timely and accurate notification to the Administrator and Advisory Board regarding donations received with restricted use.

Donor information is held in strict confidence by the agency. Identifying donor information may be released for publicity purposes upon prior written consent of the donor. Identifying donor information is disclosed only to administrative and consultative entities with a "need to know". Non-identifying aggregate donor information may be presented in agency reports or other publications, unless otherwise stipulated by individual donors. All specific confidentiality requests from donors are honored by the agency. Donor information and mailing lists are maintained by the agency's Administrative Services Department and are prohibited from being released.

Any correspondence and/or notification of bequests through wills received by the agency **must be immediately and directly forwarded to the Executive Director** for proper legal processing. The processing of these donations is the exclusive responsibility of the Executive Director in coordination with the Corporate Board. Agency personnel are strictly prohibited from involvement with the processing of bequests from wills.

Donor acknowledgment is the responsibility of the Administrative Services Department with proper notification given to administration. Special recognition of large donations is the responsibility of the Associate Administrator at the direction of the Administrator. The Executive Director must be provided with immediate notification (within 48 hours) of large donations (over \$5,000) received for consideration of special recognition.

Catholic Children's Home provides an annual financial report that includes information on fund raising. Disclosure of additional donor information is provided upon request, limited by the restrictions of this policy. Catholic Children's Home adopts the ethical fund raising practices recommended by the Association for HealthCare Philanthropy. All development and fund raising activities comply with Illinois State Law as indicated in the annual audit.

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	SUBSECTION C:	Human Resources Management
	SUBJECT:	Human Resources Planning and Practices
	SECTION NO.:	1C.1

It is the policy of Catholic Children’s Home to allocate resources for the effective delivery of services to clients. The effectiveness of this allocation can be measured utilizing outcome measures. These measurements are developed within the Agency’s continuous quality improvement processes incorporating best practice standards and external regulatory requirements. The ability of the agency to effectively allocate human resources is directly tied to the availability or procurement of financial resources. Funding does not often adequately address compensation parity and training needs issues of the agency. This affects the agency’s ability to compete for qualified staff and maintain acceptable retention rates in critical service delivery positions.


Catholic Children’s Home remains compliant with all applicable Illinois State Law statutes governing employment issues. Catholic Children’s Home has been a part of the Diocesan community for over 130 years and is currently a legally recognized State of Illinois not-for-profit corporation in good standing. It is the policy of Catholic Children’s Home to conduct all business practices, including human resources management, in keeping with the requirements of incorporation. Catholic Children’s Home is committed to the fair and equal treatment of all personnel and strictly adheres to all anti-discrimination laws or regulations. Catholic Children’s Home is guided by the social teachings of the Roman Catholic Church to respect the dignity of all people. This deeply held value system is demonstrated by the agency on a daily basis through human resources practices including, employment opportunities, supervision and communication, training, evaluation, grievance processing, compensation and quality improvement.

The agency’s leadership is qualified and dedicated to providing the highest quality of care possible to those in need. This responsibility requires a commitment to the effective delivery of programmatic and administrative services. Human resources practices are instituted to maximize the identification of qualified employees, volunteers and contracted resources. Within budgetary constraints, the agency provides administrative support services for employees and programs to facilitate effective service delivery. These support functions also insure compliance with all accreditation and regulatory standards and requirements.

The agency’s policies and procedures governing human resources practice are presented in three major sources.

- 1) Catholic Children’s Home Policy Manual
- 2) Catholic Children’s Home Administrative Services Manual
- 3) Catholic Children’s Home Employee Handbook

The agency’s general policies regarding human resources management appear in this section (1C) of the Catholic Children’s Home Policy Manual and are organized in line with accreditation standards. All agency supervisors receive a copy of this manual and are required to review and sign a “Statement of Understanding” acknowledging their comprehension and pledged adherence to the policy dictates of the agency. Supervisors also acknowledge their responsibility in policy enforcement, monitoring and reporting mandates. Catholic Children’s Home provides management training on agency policy and manuals are available for review at all Catholic Children’s Home offices.

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The Catholic Children’s Home Administrative Services Manual is a “how to” publication that provides the procedural detail of agency policies. This manual directs the practical integrated services, and necessary documentation, of the agency’s administration. The Ad Services Manual is a valuable resource and is critical for the effective delivery of human resource practices. It is also utilized as a necessary training tool for agency supervisors. A copy of the Ad Services Manual is available for review at all Catholic Children’s Home offices and locations.

The Catholic Children’s Home Employee Handbook is a combination of agency policy and procedure, as well as a documentation of employment conditions such as conduct expectations and benefits. Supervisors are expected to utilize this publication in providing supervision and consultation to employees. This handbook is provided to all employees and reviewed during initial orientation. Employees are required to sign a “Statement of Understanding” which acknowledges their comprehension of the handbook content and requirements.

Any modification or revision to policy in these documents is exclusively authorized by the Catholic Charities Corporate Board of Directors.


General and reactive personnel planning are conducted on an on-going basis through communication at supervisory meetings and specific information is utilized from the agency’s continuous quality improvement processes to make determinations on appropriate personnel allocation. This includes information from survey groups who help identify changing community needs. For further procedural definition regarding the agency’s Personnel Development Plan, refer to Section I of the Ad Services Manual.

1C.1.01 Interagency Communication

Communication within the organization is structured and inclusive. Memos, policy transmittals, consultations and group meetings are utilized as means for the efficient dissemination of information and professional deliberation. Regularly scheduled meetings include:

- Corporate Board meetings
- Advisory Board meetings
- Management Team Meetings
- Staff Meetings
- Administrative Team Meetings
- Department Meetings


These meetings provide significant and continuous opportunities for review, discussion and decision making.

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improvement process. The council consist of employees representing all disciplines within the agency. Recommendations are incorporated into the agency’s planning and evaluation processes. Participants are provided with feedback regarding the practical impact of their efforts. For further information regarding the agency’s traditional management teams and council participants, refer to Section III of the QIP found in Section 1B of this manual.

1C.1.02 Use of Volunteers

The partnership and use of community volunteers is a critical resource for the agency in order to effectively provide necessary services. Agency volunteers include Advisory Board members, regular volunteers and “casual” or event specific volunteers. Specific assistance is provided by volunteers in the areas of direct assistance, advocacy, programmatic guidance, and fundraising. All volunteers are vital links to the service communities of the agency. Input from volunteers is directed by the agency’s QIP and information is utilized in the organizations evaluation and planning processes. Further information regarding volunteer management and processing is found in Section I of the Ad Services Manual. Agency policy governing Advisory Boards is located in Section 1C.2 of this manual. Catholic Children’s Home is guided by its Code of Ethics in relationships with all agency volunteers.

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	SUBJECT:	Agency Leadership
	SECTION NO.:	1C.2

It is the policy of Catholic Children’s Home to employ qualified persons in upper management, clinical and professional positions who are experienced and otherwise competent to provide for the effective management of the agency and the provision of quality services. The successful management of Catholic Children’s Home programs and personnel requires supportive leadership that is knowledgeable regarding effective management and business methods to insure responsiveness and fairness to clients and staff. The major guiding principles which underlie the conduct of Catholic Children’s Home administration and management are as follows:

- recognition and responsiveness to the agency’s mission, best practice standards of the social service profession and the needs of the communities served;
- adherence to agency policy and procedures;
- empowerment of personnel for their contribution to the future vision of the agency and recognition of past accomplishments;
- commitment to providing equal employment opportunity to all people regardless of race, sex, creed color national origin, age or disability;
- commitment to maintaining open processes of communication;
- commitment to the continuous improvement of services provided to employees and clients;
- commitment to maintaining and improving the dignity and social conditions of all individuals.


Catholic Children’s Home is committed to the employment of staff who function competently and efficiently in their job duties. Each job description details the necessary qualifications needed for each position within the agency. This description includes the required educational background, related experience and specific competence related to individual positions.

1C.2.01 Upper Management

The agency’s upper management personnel, including the Executive Director, Administrator, Associate Administrator, Directors and coordinators are specifically qualified to serve the agency’s mission and provide leadership and support to employees as well as agency and program development, monitoring and modification.

The Executive Director shall possess the following qualifications:

- an advanced degree from an accredited academic institution in the area of social work or other related human services fields.


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- demonstrate competence and understanding of the issues involved in providing services for individuals, families and children through progressively responsible experience in direct service or administration of human services programs.
- management skills which provide the framework for the effective use of the organization's financial and human resources and coordination of the agency's services with those provided by other community resources.

The agency's Administrator, Associate Administrator, and Directors shall possess similar qualifications. Other upper management personnel shall possess the individual qualifications stipulated in their respective job descriptions including necessary educational credentials and commensurate experience.

Catholic Children's Home is compliant with all DCFS child care agency licensing standards, mental health codes and Illinois state Board of Education standards relevant to the employment of upper management and clinical staff. These external regulatory requirements establish standards for educational and experiential qualifications which are adhered to by the agency for all applicable current and future positions.

Position openings are posted in the mail room and all Catholic Children's Home department offices. Public advertisement for open positions is authorized by administration and shall include the notification of the agency's status as an Equal Employment Opportunity provider. The filling of authorized open positions is processed under the direction of the appropriate Director. The Executive Director provides final approval for all agency hiring. For further information regarding hiring procedures and requirements, refer to Section IA of the agency's Ad Services Manual.

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	SUBSECTION C:	Human Resources Management
	SUBJECT:	Personnel Recruitment and Selection
	SECTION NO.:	1C.3

It is the policy of Catholic Children’s Home to recruit and select qualified and credentialed employees and independent contractors for the provision of agency services. The agency seeks to provide equal opportunity and retain employees and independent contractors who are:


- qualified in accordance with all applicable educational, experiential licensing, registration or certification requirements;
- successful at developing effective, professional and respectful relationships with clients;
- understanding of their roles as representatives of the agency and its mission;
- able to demonstrate a conviction in the ability of clients to realize their human potential through positive personal change and growth;
- able to function effectively as a team member;
- sensitive to cultural or special needs of clients;
- understanding of their ethical, moral and legal responsibilities as a service provider in their relationships with clients;
- able to demonstrate compliance with agency policy and procedure.

The agency has a bias for the promotion of internal candidates to open positions when the individual employee is the best qualified candidate for the job. The agency posts for open positions in the mail room and all Catholic Children’s Home department offices. Interested and qualified employees are strongly encouraged to apply for open positions. The agency commits substantial financial resources for the public recruitment of qualified candidates. All agency positions shall have a written job description. Job descriptions are continuously reviewed within the processes indicated by the QIP.

All applicants who are new to the agency are required to sign a release of information form to enable the agency to secure necessary reference and background information. The Executive Director has the final authority regarding the hiring and termination of personnel. Designated staff are routinely involved in the interviewing of candidates for open positions and shall receive appropriate training. For further information regarding the agency’s procedures and requirements on recruitment, interviewing and selecting personnel, refer to Section IA of the Administrative Services Manual.

1C.3.01 Independent Contractors

Catholic Children’s Home occasionally utilizes independent contractors when a need exists that cannot be addressed within the existing staffing allocation of the program. In order to utilize the services of an independent contractor, a written, signed agreement must be executed which defines the type of service, the duration of the contract, compensation and

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desired outcomes. Individual contracts vary depending upon specific needs, however, all agreements should direct contractor's compliance with agency confidentiality policies and conduct expectations.

The Executive Director, or designee, is exclusively responsible for entering the agency into any agreements with independent contractors. Legal counsel is available to the Executive Director in the development of independent contractor agreements. Independent contractors are appropriately interviewed and screened and documentation regarding references, background and necessary credentials is secured and kept on file. A permanent file on all agency contractors is maintained in the Catholic Children's Home personnel office.

Independent contractors are not processed as employees regarding compensation. Therefore, timely payment for services rendered is processed through the agency's accounting office as opposed to the payroll system. The agency abides by all IRS regulations governing "employee vs. independent contractor" distinctions. (Refer to IRS Publication 15-A Guidelines.)

1C.3.02 Background Checks

All Catholic Children's Home personnel retained in applicable positions are required to successfully clear indicated background checks. The agency maintains compliance with DCFS and ISBE licensing regulations in the processing of background information. Criminal history and child abuse resources are utilized to determine the appropriateness of employment. All employment offers, and agreements are conditional to the successful completion of applicable background check procedures. Further detail related to these procedures is provided in Section IB of the agency's Ad Services Manual. All employees are required to report arrest or conviction information directly to the agency's Associate Administrator within five (5) working days of the event. Criminal arrests or convictions of employees during their tenure with the agency are reviewed by the Administrator and Executive Director for the determination of appropriate action within the guidelines of external regulations and agency values.

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It is the policy of Catholic Children’s Home to establish clear polices and procedures regarding expectations and employment conditions for all employees, volunteers and independent contractors. These regulations establish the agency’s equitable personnel practices which are compliant with all applicable local, state and federal laws. Specific workload analysis is contractually indicated in specific programs and is conducted utilizing supervisory needs and staff to youth ratios. In addition the agency’s Quality Improvement Plan (QIP) directs the ongoing evaluation of personnel and performance information utilizing objective and quantified data. The QIP’s councils and survey processes provide substantial opportunity for all personnel to have input into the service delivery, evaluation and planning components of the agency. All approved revisions to personnel policy and procedure are disseminated to staff in a timely manner.

1C.4.01 Compensation

Catholic Children’s Home endeavors to provide a competitive wage and benefit package for its employees. The agency utilizes comparable industry standards in its evaluation of compensation practices. The ability to enhance compensation is a direct function of the availability of financial resources. A significant portion of the agency’s revenue is generated by services contracted through the Department of Children and Family Services and the Illinois State Board of Education. Catholic Children’s Home advocates for legislative action, through the Catholic Conference of Illinois and the Child Care Association of Illinois, related to revenue enhancements for these contracts, to improve the personnel compensation capabilities of the agency.


The agency also commits resources for the acquisition of public and private grants and private donations to improve its compensation capacity. Personnel workloads are affected by the agency’s ability to secure additional human and financial resources.

1C.4.02 Catholic Children’s Home Employee Handbook

The Catholic Children’s Home Employee Handbook is provided to all employees upon hire and provides a comprehensive presentation of employment expectations, conditions and regulations beyond the information provided in this manual. Specific sections of this handbook present detailed documentation regarding:

- General agency information and values
- Personnel practices
- Compensation practices
- Absence benefits
- Insurance and related benefits
- Employee responsibilities

The Employee Handbook is formally reviewed every two years for changes and updates. Drafts for revisions are submitted to the Corporate Board for final review and approval. Approved revisions are distributed to personnel in a timely manner. All staff members are

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required to sign a "Statement of Understanding" that is placed in their respective personnel files.

1C.4.03 Sexual Harassment Policy

It is the policy of Catholic Children's Home to expressly prohibit any form of unlawful employment harassment. This includes, but is not limited to, harassment based on race, color, religion, sex, national origin, age, handicap or status as a Vietnam-era or special disabled veteran. Improper interference with the ability of Catholic Children's Home employees to perform their expected job duties is not tolerated.

Specific to the issue of sexual harassment, Catholic Children's Home prohibits:


- a) unwelcome sexual advances, requests for sexual activity and all other verbal or physical conduct of a sexual or otherwise offensive nature, especially where:
 - submission to such conduct is made either explicitly or implicitly a term or condition of employment; or
 - submission to or rejection of such conduct is used as the basis for decisions affecting individuals employment; or
 - such conduct has the purpose or effect of creating an intimidating, hostile or offensive work environment
- b) offensive comments, jokes, innuendoes, revelations or other sexually oriented statements.

Employees who believe themselves to have been subjected to sexual harassment are to report their complaint directly to the Administrator who will investigate the situation or assign an ad hoc investigation team. Due to the sensitive and damaging nature of sexual harassment, this direct mechanism is established outside of the traditional employee grievance process.

The Executive Director will determine the validity of all complaints. The agency does not tolerate any form of retaliation against employees registering sexual harassment complaints. Appropriate disciplinary action, up to and including discharge, will be taken against the offending employee if credible evidence is presented. Conversely, employees judged to have submitted false information regarding a sexual harassment will be subject to similar disciplinary action. Sexual harassment complaints charged against the Administrator are to be directly presented to the Executive Director.

1C.4.04 Confidentiality

It is the policy of Catholic Children's Home of the Diocese of Springfield in Illinois to treat each person with respect and dignity. This is consistent with the history of Catholic Children's

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Home regarding agency-client and agency-employee interactions and in keeping with the laws of the State of Illinois concerning confidentiality. It is the policy of Catholic Children’s Home to ensure that the operations, activities, and business affairs of agency clients and staff are kept confidential to the greatest possible extent. If, during the course of their employment, in any activity, employees acquire confidential or proprietary information about Catholic Children’s Home, its clients or staff, such information is to be handled in strict confidence and is not to be discussed. Employees are also responsible for the internal security of such information.


Care must be taken at all times to preserve the confidentiality of client records, personnel records and information. All records, files, papers, notes and other work-related materials and documents at the workstation of the employee are the property of the agency. With an appropriate “need to know” and the approval of the Administrator an authorized supervisor may inspect the work-station of an employee whether the employee is present or not. Care will be taken to respect the employee’s workstation. Consequently, any personal non-related material which an employee wishes to keep private should not be kept at one’s work station.

Any information obtained by Catholic Children’s Home concerning any and all clients shall remain confidential. Except as may be required by state or federal law, regulation or court order, Catholic Children’s Home or its employees will not release any information concerning said persons without prior written approval and consent of the individuals or, if minors, their parent or guardian. The confidentiality of information concerning all agency therapeutic counseling services is subject to the Mental Health and Developmental Disabilities Confidentiality Act. Staff providing such services are expected to carry out the form as well as the intent of the law.

Employees of Catholic Children’s Home will be asked to sign a statement of confidentiality at the time of hire and periodically throughout their term of employment to acknowledge their awareness of, and reaffirm their commitment to, this policy. Employees will also be reminded of the on-going requirement of the statement of confidentiality at the end of their employment with Catholic Children’s Home. All employees will be evaluated annually on their compliance with this policy.

Employees found to be violating this policy are subject to disciplinary action, up to and including discharge, and may also be subject to civil and/or criminal penalties for violation of, among other things, applicable confidentiality laws.

In addition, Catholic Children's Home is in compliance with the rules and regulations set forth in the Health Insurance Portability and Accountability Act of 1996. Each client to which this Act applies, and their parent or guardian, are given a detailed written Notice of Privacy Practice and a Summary Notice. The detailed Notice of Privacy Practice will be given to youth or their parent or guardian upon request. If substantial changes are made to the Notice of Privacy Practice, clients and their parent or guardian will be asked to review and sign the acknowledgement of the changes.

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1C.4.05 Equal Employment Opportunity Policy

Catholic Children's Home and its related facilities provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, marital status, national origin, age, handicap, or status as a Vietnam-era or special disabled veteran unrelated to ability to perform the job in accordance with applicable federal, state and local laws governing non-discrimination in employment. It is Catholic Children's Home's policy to hire, place and promote acknowledging the most qualified person. This policy of non-discrimination applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. In the implementation of this policy, Catholic Children's Home will seek personnel for all positions within the agency through upgrading and recruitment from minority group members and women.

Although Catholic Children's Home does not require its employees to be of the Roman Catholic faith, it is expected that all employees will conduct themselves at all times in a manner consistent with the missions and doctrines of the Roman Catholic Church and Catholic Children's Home.


This policy on Equal Employment Opportunity, together with administrative policy regarding "Personnel Recruitment and Selection", establishes the agency's commitment to fair and equal treatment. The Corporate Board has the overall responsibility for monitoring compliance with these policies and can authorize specific affirmative action planning to remediate perceived deficiencies. The Executive Director and the Administrator are responsible for the implementation of all policies and practices regarding fair and equal treatment.

1C.4.06 Drug-Free Workplace Policy


It is the policy of Catholic Children's Home and its related facilities to create a drug-free workplace in keeping with the spirit and intent of the Drug-Free Workplace Act of 1980.

The unlawful use of controlled substances is inconsistent with the behavior expected of employees; subjects all employees, clients we serve and visitors to our offices and facilities to unacceptable safety risks, and undermines the agency's ability to operate effectively and efficiently. In this connection, the unlawful manufacture, distribution, dispensation, possession, sale, or use of a controlled substance in the workplace or while engaged in agency business off agency premises is strictly prohibited. Such conduct is also prohibited during non-working time to the extent that in the opinion of agency, it impairs an employee's ability to perform on the job or threatens the reputation or integrity of the agency.

To educate employees on the dangers of drug abuse, the agency has established a drug-free awareness program. Employees may be required to attend training sessions at which the dangers of drug abuse, agency policy regarding drugs, the availability of counseling, and the agency's employee assistance resources will be provided.

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Employees convicted of controlled substance-related violations in the workplace (including pleas of *nolo contendere*, i.e. no contest) must inform the agency within five days of such conviction or plea. Employees who violate any aspect of this policy may be subject to disciplinary action up to and including termination. At its discretion, the agency may require employees who violate this policy to successfully complete a drug abuse assistance or rehabilitation program as a condition of continued employment.

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	SECTION NO.:	1C.5

It is the policy of Catholic Children’s Home to provide all employees, volunteers, interns and independent contractors with clear expectations, support and supervision through its annual performance review process and on-going consultation process. Consultation is defined as any formal supervision activity conducted on an individual or group basis. In situations of policy or procedure violations, disciplinary action is taken to insure accountability and to provide specific direction and expectations for employees. Supervision and evaluation for volunteers is outlined in individual job descriptions and volunteer program guidelines.

1C.5.01 Consultation

The agency’s consultation process requires supervisors to provide formal supervision activities to their employees. The frequency of these meetings is unique to the individual characteristics of programs and offices. New employees, employees new to their job or under-performing employees should receive increased consultation from their supervisors. Minimally, supervisors are to provide monthly individual consultation to all employees under their direct supervision. Agenda items are brought to the consultation by both participants. Supervisors prioritize the topics for discussion based on time constraints and critical impact. Supervisors utilize consultation opportunities for the following:


- Employee recognition and praise
- Verbal feedback regarding adherence to policy and procedures
- Evaluation of goals and tasks
- Review of applicable quality improvement data
- On-going orientation, training and education

Supervisors are discouraged from using scheduled consultations for formal disciplinary actions.

Employees are encouraged to take advantage of consultations to voice observations or concerns regarding employment conditions, clients or programs. Consultation recognizes the importance of two-way communication in supervisor/employee relationships.

Supervisors are required to take brief notes during consultation which document directions given, actions taken, issues reviewed or follow up required by supervisors. Supervisors maintain individual consultation files for all employees under their direct supervision. This information is a valuable resource for formal performance evaluation.

Consultation does not take the place of the daily supervision and support provided to employees by their supervisors. Supervisors are expected to address all issues requiring immediate attention for the protection and benefit of employees, clients and programs. Consultation provides supervisors with a segregated opportunity for performance review and proactive training and guidance.

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1C.5.02 Annual Employee Performance Evaluation

All Catholic Children's Home employees, on an annual basis, will receive a formal written performance evaluation from their direct supervisors. These evaluations are scheduled meetings which occur within reasonable proximity of the employee's position anniversary date. New employees, or employees new to their position, receive an additional six-month orientation evaluation. The agency's evaluation tool outlines qualities and characteristics related to work habits desired of all employees. In addition, a general summary of the supervisor's appraisal is provided, along with a specific review of current and future goals. These goals may include recommendations for additional or specialized training. Employees adjudged to have achieved overall positive performance are eligible for annual merit pay increases within budgetary constraints.

Employees are encouraged to openly participate in performance evaluations by presenting self-ratings and providing input into goal development. Employees are given the opportunity to sign the evaluation, present a formal "rebuttal" and receive a copy of the evaluation document. Further information regarding the annual performance evaluation process is provided in the Employee Handbook and Section IIIA of the Ad Services Manual.

1C.5.03 Employee Disciplinary Policy


It is the policy of Catholic Children's Home to enact disciplinary procedures that insure accountability, provide for clarification of expectations and which respect the dignity of employees. All supervisors receive training in the authorized policy and procedures of the agency governing disciplinary action. Supervisors are required to consult with the proper "chain of command" prior to taking disciplinary action. Directors recommend disciplinary action for employees in their department. The Executive Director, or Administrator, is to provide final authorization for disciplinary proceedings related to administrative staff. The Executive Director is exclusively authorized to approve terminations of employees. The Administrator may authorize immediate suspensions for just cause without prior notification of Executive Director. Notification of suspensions must be received by the Executive Director, or designee, within 24 hours or the next business day. For further information regarding disciplinary procedures, refer to the Employee Handbook.

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	SUBJECT:	Personnel File Maintenance
	SECTION NO.:	1C.6

It is the policy of Catholic Children’s Home to maintain personnel files for all employees, “regular” volunteers and independent contractors in accordance with all applicable external regulations. Minimally, employee files will contain the following information:

- identifying information and contacts
- employment application
- job description
- references
- verification of education and credentials
- training information
- performance evaluations
- disciplinary documentation
- background check information
- grievance process documentation
- medical information, where applicable

The maintenance of Catholic Children’s Home personnel files is the responsibility of the agency’s Associate Administrator. Compliance reviews are conducted through internal and external audits. Confidentiality of personnel file information is strictly enforced and regulated. All employees are allowed access to their files within the context of established procedures. Further information regarding personnel file management and procedures is provided in the Employee Handbook and Ad Services Manual.

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	SUBJECT:	Commitment to Fair and Equal Treatment
	SECTION NO.:	1C.7

Catholic Children’s Home is a recognized religious organization whose mission, policies and programs are directed by the social teachings of the Roman Catholic Church and applicable canon law. These teachings clearly support the respect of human life and the fair and equal treatment of all people regardless of individual differences. These moral values are enumerated in statements contained in the Catholic Children’s Home Code of Ethics. Specifically,

“We will identify ourselves to the pluralistic community as a means by which Catholic Children’s Home seeks to fulfill its social mission.”

“We will seek to realize in action the virtues of charity and justice in all relationships with staff, volunteers, the people served and the larger community.”


“We will acknowledge and support the right of all people to set and pursue their own life goals, within the limits of the common good, whereby they can freely enter into participation with others to fulfill their common human potential and contribute to the building of a more humane community.”

“We will collaborate with other individuals, groups and social agencies on issues, policies and programs which are compatible with a Judeo-Christian value system, in the interest of achieving the fullest measure of charity and justice.”

It is the policy of Catholic Children’s Home to represent these values in all personnel practices. Through compliance with the Equal Employment Opportunity Act and the Americans with Disabilities Act, Catholic Children’s Home is committed to insuring equal opportunity and consideration to all applicants and personnel without regard to race, creed, color, sex, national origin, age or disability. This includes all employment related activities such as recruitment, hiring, training, promotion, compensation, transfers, layoffs and terminations. The agency maintains compliance with all applicable local, state and federal requirements.

On an annual basis, the agency submits a work force analysis report to the DCFS Office for Affirmative Action for review of compliance with licensing standards. Personnel statistics from the prior year are provided utilizing EEOC categories. Aggregate data for new hires, promotions, suspensions, discharges, etc. is contained in this report. In addition, on an annual basis the Executive Director reports to the Corporate Board on personnel activity information and employment patterns. This report includes any survey information from clients, employees, volunteers or Advisory Board on their perceptions of the agency’s equal employment opportunity practices.

The Corporate Board may authorize affirmative action planning to remediate any perceived deficiencies or develop a necessary response to culturally defined personnel needs as determined by the composition of the agency’s service populations. Specific strategies will be developed by this agency to address the issues identified by the Corporate Board. Specific affirmative action plans will be presented to the Corporate Board for approval and the authorization of necessary resource allocation.

Policy Manual 	SECTION 1	Organization and Administration
	SUBSECTION C:	Human Resources Management
	SUBJECT:	Employee Grievance Process
	SECTION NO.:	1C.8

All Catholic Children's Home supervisors and employees are responsible for respecting the rights and dignity of their co-workers. All personnel have the right to work in an atmosphere free of any type of harassment or discrimination. It is recognized that employees may feel they have been subjected to unjust treatment or work conditions that interfere with their ability to perform their job duties. All employees have the right to express these concerns, if presented in a professional manner. It is the policy of Catholic Children's Home to provide a formal mechanism for the expression of concerns related to perceived or actual unjust treatment. Employees are prohibited from filing grievances which contain false or embellished information.


Prior to filing a formal grievance, employees are expected to make a good faith effort to remediate their concerns with their direct supervisor. If the employee is dissatisfied with the resolution or responsiveness of the supervisor, they may utilize the agency's formal employee grievance process.

All employees desiring to file a formal grievance must first contact the Associate Administrator to express their intent. The Associate Administrator will mail the appropriate form to the employee's home address and provide instructions regarding the process. The Associate Administrator will inform the Administrator/Executive Director of any contact from employees related to the filing of grievances. The employee desiring to file a formal grievance will submit the written complaint form to the Director of the specific department within ten days of the receipt of the form. The employee must notify the Associate Administrator within this timeframe if the intent to file has been rescinded.


All formal grievances received by a Director will be reviewed in consultation with the Administrator. The Administrator may authorize a conflict resolution meeting, disciplinary action or a remediation plan of action. The employee is notified in writing of the Administrator's decision within two weeks of the receipt of the written complaint. The Executive Director is informed of all actions taken regarding employee grievances.

Authorized conflict resolution meetings are utilized by the agency as a good faith attempt to remediate employee grievances. All parties are expected to participate with an emphasis on open discussion, problem solving and compromise, where indicated. Communication is expected to be objective, professional and respectful. Recommendations and expectations regarding resolution strategies are documented by the facilitator. All parties receive a copy of this documentation. The Administrator/Executive Director has the authority to appoint participants in conflict resolution meetings.

In the event an employee remains dissatisfied with the actions taken regarding their formal grievance, they are required to notify the Associate Administrator with their intent to file their grievance directly with the Executive Director. The Executive Director will review the complaint and may authorize a subsequent conflict resolution meeting, disciplinary action or a remediation plan of action. The Executive Director will consult with the Corporate Board members on all directly filed grievances. The employee will be notified in writing of the Executive Director's decision within two weeks of the receipt of the direct written complaint. The decisions of the Executive Director and Corporate Board are final.


Policy Manual 	SECTION 1	Organization and Administration
	SUBSECTION C:	Human Resources Management
	SUBJECT:	Employee Grievance Process
	SECTION NO.:	1C.8 page 38 of 112

It is the policy of Catholic Children's Home to maintain strict confidentiality of any information related to the employee grievance process. Information is disclosed only to those individuals with a "need to know" as determined by the Executive Director. Violation of this policy is grounds for disciplinary action up to and including termination. Furthermore, retaliation against employees filing formal grievances by any staff member is strictly prohibited and subject to similar consequences. Formal grievance process information is kept in the applicable employee files.

Policy Manual 	SECTION 1	Organization and Administration
	SUBSECTION C:	Human Resources Management
	SUBJECT:	Orientation of New Personnel
	SECTION NO.:	1C.9

It is the policy of Catholic Children’s Home to provide all new personnel with a comprehensive orientation to the agency. Initial and ongoing orientation is designed to adequately inform and acquaint personnel to individual programs and staff, client populations, agency resources, policy and procedure, conduct expectations and employment conditions. The agency’s mission and values are communicated through internal documentation and on-going supervision. Initial orientation consists of a day-long “education” at the agency’s administration office consisting of information review, paperwork requirements, and specific training sessions.

An employee’s “orientation period” is defined by the first six months of employment with the agency or at a new position. Ongoing orientation is characterized by continuous supervision and consultation as well as required formal training. Employees are continually evaluated on their aptitude and performance during this time. A formal performance evaluation is conducted at the end of six month’s by the immediate supervisor to determine recommendations for the continuation of employment. All employment relationships with Catholic Children’s Home are formed on an at-will basis. Further information regarding the orientation process is presented in the Employee Handbook and Ad Services Manual.


Policy Manual 	SECTION 1	Organization and Administration
	SUBSECTION C:	Human Resources Management
	SUBJECT:	Agency Training Policy
	SECTION NO.:	1C.10

It is the policy of Catholic Children’s Home to provide personnel with comprehensive and specialized training opportunities to promote the continuous improvement of quality care. The agency allocates human and financial resources, within budgetary constraints, for the maintenance of an internal training program as well as for access to external training opportunities. The agency’s standing with limited financial resources is a barrier to securing enhanced and more frequent external training opportunities. The agency utilizes extensive collaboration with outside organizations to maximize the availability of valuable training resources. All employees are informed of the specific training requirements of their positions. Training requirements are both internal and external and combine to constitute the employee’s annual training responsibilities. The agency’s training coordinator maintains current training requirements and attendance for all employees. Furthermore, the training coordinator, develops curriculums, establishes training schedules, conducts designated trainings, and coordinates internal and external resources.

The agency training program utilizes quality improvement information, in the form of survey feedback, participant feedback and needs assessments, to identify specific areas of deficiency or improvement. Outcome measures are developed and assessed as directed by the agency’s quality improvement plan.

The agency’s training program is rooted in the value system of the agency which respects the dignity of all individuals and commits to the fair and equal treatment of all personnel and persons served. Training is provided on the recognition and understanding of cultural diversity and the needs of special populations. Accommodations for training are arranged for workers with clients presenting atypical special needs that are case specific.

The training program is individualized to meet the specific needs of the various positions within the agency. Broad curriculums are established in the areas of worker safety, management, wellness, treatment, the CCH Behavioral Model, special needs and mandated trainings. Personnel categories are established that are characterized by varying emphasis within these curriculums. This design allows the agency to more readily identify appropriate training priorities for individual positions. Specific training opportunities within each curriculum are made available to employees in order to satisfy their annual training requirements. Successful performance evaluation is contingent upon the employee’s compliance with training requirements. For further information regarding the agency’s training program and specific core requirements, refer to the Administrative Services Manual.

 <p>Policy Manual</p> <p>CATHOLIC CHILDREN'S HOME</p>	SECTION 1	Organization and Administration
	SUBSECTION D:	Quality of Service Environment
	SUBJECT:	Physical Accommodations
	SECTION NO.:	1D.1

It is the policy of Catholic Children’s Home to remain committed to providing a safe, comfortable and accessible physical environment that meets the diverse needs of our clients and respects their dignity as well as of CCH personnel. Space capacity is adequate for the effective provision of services at the Catholic Children’s Home. Catholic Children’s Home maintains a No Smoking Policy in the building. Reasonable accommodations are made for smoking on grounds. Catholic Children’s Home complies with applicable health codes relating to personnel. Private offices and conference rooms are available to ensure privacy and confidentiality for all counseling services. It is the policy and practice of Catholic Children’s Home to remain compliant with all local, state and federal health and safety codes and regulations.

Physical environment enhancements are a direct function of financial resource capabilities. The agency continually evaluates, plans and allocates resources for the improvement of its service environment.

The agency continues to evaluate resources with intent to improve accessibility at the existing site within the context of budgetary constraints. Individual clients requiring special needs are accommodated on a case specific basis and may require “outreach” approaches or assistive technology in order to receive service. Catholic Children’s Home is committed to providing service, whenever possible, to all those in need.


1D.1.01 Performance Quality Improvement (PQI)

As directed by the agency’s Quality Improvement Plan, Catholic Children’s Home surveys client, employees and Advisory Board members regarding the quality of the service environments provided in their respective communities. Refer to Section 1B of this manual for further detail. Participants identify specific areas of environmental needs and indicate satisfaction with the existing service environments. This information is utilized in the identification and remediation of deficient areas within the context of budgetary constraints.


In addition, an annual on site inspection is conducted by the PQI Council. An assessment of potential or existing environmental risk factors is completed and submitted to the Performance Quality Improvement Director for consideration of immediate remediation or incorporation into planning objectives. All employees are required to immediately report environmental conditions that are perceived to pose imminent harm to clients, employees or any visitors to administration. Reports are made directly to the Environmental Services Director or Associate Administrator.

1D.1.02 Licensing Standards

Catholic Children’s Home is licensed by the Department of Children and Family Services for all child welfare programs. The agency remains compliant regarding all applicable service environment and nutritional regulations. Menus are posted and all food provided to clients, either directly or contractually, meet accepted nutritional standards and selection is sensitive to special eating habits of defined groups. All state and local regulations regarding food handling and preparation are adhered to by all staff in applicable programs.

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	SECTION NO.:	1D.1

In addition, Catholic Children's Home is in compliance with all the rules and regulations of Illinois State Board of Education, the Child Nutrition Programs for the United States Department of Agriculture, and the Illinois Free Breakfast and Lunch Programs.

Policy Manual 	SECTION 1	Organization and Administration
	SUBSECTION D:	Quality of Service Environment
	SUBJECT:	Accessibility
	SECTION NO.:	1D.2

It is the policy of Catholic Children’s Home to maximize the accessibility of its services by:


- 1) Providing a continuous evaluation of service environment needs
- 2) Identifying and removing, or, planning for the removal or circumvention of architectural barriers to service
- 3) Provided case specific acquisition or arrangement for assistive technology, wherever possible.

Catholic Children’s Home makes every effort to fully comply with Title III of the American Disabilities Act (ADA) either by making necessary physical plant modifications, or, by making reasonable accommodations. Through its performance quality improvement activities, the agency identifies and prioritizes remediation of barriers determined to have the most significant impact on accessibility. Structural modifications such as parking, ramping, grab bars or doorway alterations are approved within budgetary constraints and receive administrative emphasis in the allocation of available financial resources.

In situations where physical barriers to access are present and the cost of removal is prohibitive, the agency will collaborate with community resources to make reasonable accommodations for clients. This includes modifying traditional service delivery procedures or acquiring assistive technology. Clients accepted for service and requiring special accommodations will be informed of the agency’s plan for adaptations of service delivery. The agency provides for the accessibility of clients with needs characterized by the target service population of individual programs.


1D.2.01 New Locations

In determining new locations or relocation of sites, the agency gives due consideration to the accessibility of the site for clients of the programs in operation at the site. Financial planning for new locations will incorporate expenses associated with ADA compliance. Final approval of resource allocation must accommodate these regulatory requirements. In addition, all new locations or major renovations will comply with applicable building and safety codes. Catholic Children’s Home makes substantial and continuous physical upgrades to its locations.

Policy Manual 	SECTION 1	Organization and Administration
	SUBSECTION D:	Quality of Service Environment
	SUBJECT:	Program Licensing
	SECTION NO.:	1D.3

It is the policy of Catholic Children’s Home to maintain all licenses/approvals required for the provision of agency services. As a not-for-profit human service provider, Catholic Children’s Home operates numerous programs that require child welfare agency licensing or approval from the Department of Children and Family Services and the Illinois State Board of Education. Chief among these programs are shelter care, long-term residential placement, transitional living placement, independent living options and Special Education Day Schools. Catholic Children’s Home is committed to maintaining licensure/approval requirements which are regularly reviewed by DCFS and ISBE. This commitment extends to compliance with all applicable accreditation standards published by the Council on Accreditation of Services to Families and Children, Inc. (COA) and North Central Association (NCA) now AdvancED.

Catholic Children’s Home has historically remained compliant with licensing rules and regulations, demonstrating a substantial understanding and competence. Legal clarification and/or interpretation is provided by Diocesan legal counsel. As needed, the agency utilizes legal counsel with specific expertise in the areas of family court, juvenile court and employment and business law.

 <p>Policy Manual</p> <p>CATHOLIC CHILDREN'S HOME</p>	SECTION 1	Organization and Administration
	SUBSECTION D:	Quality of Service Environment
	SUBJECT:	Environmental Regulation Requirements
	SECTION NO.:	1D.4

It is the policy of Catholic Children’s Home to maintain compliance with all applicable fire, health and safety regulations and codes for both locations, including zoning and building codes. In situations of conflicting regulations, the stricter code will provide the standard. The agency partners with the Diocese, as directed by the Corporate Board, to manage compliance with occupancy arrangements. A written crisis response plan defined, in part, by the availability of community emergency resources is maintained by the agency.

The agency’s Administrator is responsible for maintaining permanent compliance files and monitoring compliance activities. The permanent file consists of all internal and external compliance documentation. The Environmental Services Director is responsible for ongoing monitoring of environmental conditions of the building and campus. Regular updates regarding designated conditions are reported to administration and immediate reporting of high risk conditions is the responsibility and requirement of all employees or contractors. A high risk condition is defined as one which can reasonably be perceived as presenting imminent harm.


1D.4.01 Ongoing Environmental Review

The Environmental Services Director, or designee(s) conduct ongoing monthly reviews of locations for the purpose of identifying potential or existing safety conditions. Reviews are documented on a checklist and report status on these basic safety components:

- fire extinguishers
- detection devices
- lighting deficiencies
- structural damage
- major systems problems (i.e. cooling, heating, electrical)
- deterioration of identified existing condition
- vehicle safety
- risk exposure situations (glass, electrical equipment)

These reports are submitted directly to the Administrator for discussion with the Ad Team and analysis by the PQI Council. Staff members conducting on-site inspections are not expected to be experts, however, many conditions can be detected with enhanced scrutiny. This review process does not preclude immediate reporting of any high-risk condition. In addition, the Environmental Services Director is responsible for contracting services related to the general maintenance needs of buildings and vehicles.

Staff members are prohibited from inspecting any condition which poses real or perceived harm. Information from these location reports will be utilized for planning purposes, further investigation by external experts or authorization of immediate remediation. Catholic Children’s Home routinely utilizes Diocesan or contracted consultants to assess environmental risk conditions.

Policy Manual 	SECTION 1	Organization and Administration
	SUBSECTION D:	Quality of Service Environment
	SUBJECT:	Environmental Regulation Requirements
	SECTION NO.:	1D.4

The Environmental Services Director maintains a written profile of historical location environmental conditions. This profile includes information regarding long-standing environmental needs that are not considered high risk but present barriers to service accessibility. Information is also kept on the depreciation status relevant to the life span of major systems or structural elements. This information is utilized in the planning for area office needs.


The agency's Quality Improvement Plan directs an annual on-site inspection by members. The PQI Council's assessment consists of basic safety review components, an updating of the agency's profile information and a review of the agency's Crisis Response Plan. This assessment information is processed according to the requirements of the QIP.

1D.4.03 Crisis Response Plan

Catholic Children's Home is required to maintain a current Crisis Response Plan which consists of information on community emergency resources and procedures for fire evacuation, response to medical emergencies and disaster management. Crisis response information is publicly disseminated as required by law. Clients with mobility limitations will be served in areas with easiest possible access to exits. All staff are oriented to the agency's Crisis Response Plan. Access to telephones is provided in all areas of Catholic Children's Home.

1D.4.04 Medication Administration

Catholic Children's Home administers medication to clients in its residential programs and school department in accordance with DCFS Rule 406 and Rule 402 and ISBE Rules and Regulations, respectively. Catholic Children's Home will administer medications (including over the counter drugs) only on the expressed written and signed authorization of parents or guardians for the children served. Such authorization will include the name of the child; prescription number (if applicable); name of the medication; dosage and time medication is to be dispensed; and the beginning and ending dates of the authorization. Medications are held in locked storage, accessible to authorized personnel only. All prescription medications must clearly indicate the name of the child, type of medication and prescribing physician's name. Medication log documentation includes time and date of the administration as well as the name of the person dispensing the medication. Only authorized employees of the agency are permitted to dispense medication. All unused, unneeded or outdated medication shall be properly destroyed and documentation of the disposal is required.

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	SUBSECTION D:	Quality of Service Environment
	SUBJECT:	Environmental Regulation Requirements
	SECTION NO.:	1D.4


1D.4.05 Operation of Vehicles for Agency Business

The utilization of agency owned vehicles by personnel in all programs is directed by the following policy requirements:

- 1) All agency vehicles must be properly maintained. Regular review is conducted and maintenance records are to be kept.
- 2) All agency vehicles must be in compliance with safety feature and operation requirements in accordance with Illinois State Law.
- 3) All agency vehicles must maintain current registration and insurance documentation.
- 4) All drivers of agency vehicles shall possess valid driver's licenses and be in compliance with DCFS applicable requirements.
- 5) All accidents or damage to vehicles must be immediately reported to the Administrative Services Department for insurance processing and accident administration.
- 6) All vehicles are to be left on agency property after use.
- 7) Personal use of company vehicles is prohibited.

Adherence to this policy is the responsibility of department Directors (or designees) and is monitored by the Environmental Services Director. Maintaining proper insurance, vehicle registration and driver eligibility information is the responsibility of Catholic Children's Home administrative personnel.


Catholic Children's Home employees using personal vehicles for transporting clients must provide and maintain proof of liability insurance and passenger liability coverage in accordance with the agency's insurance carrier requirements. Personal vehicles must be in safe and proper working condition in accordance with Illinois State Law. Staff are prohibited from allowing ineligible, unauthorized or unqualified drivers, using any vehicle, to transport clients in care of the agency. Violation of this policy will result in disciplinary action up to and including termination.

Policy Manual 	SECTION 1	Organization and Administration
	SUBSECTION D:	Quality of Service Environment
	SUBJECT:	Special Health Precautions and Training
	SECTION NO.:	1D.5 page 48 of 112

It is the policy of Catholic Children’s Home to provide additional health and safety precautions for employees in the provision of services to clients who present as “at risk” for the transmission of infectious or contagious diseases. The agency seeks medical consultation as necessary and remains in compliance with all applicable local, state and federal health regulations. All employees providing direct care to children, assist in the preparation of food or, who are otherwise determined to have an increased susceptibility to blood-borne pathogen exposure, are required to receive a bi-annual physical examination from a licensed physician certifying that they are free from communicable diseases. Employment is contingent on the satisfaction of this requirement. If any of these employees contract an infectious or contagious disease, they are prohibited from returning to work until they have successfully completed treatment and present evidence attesting to this fact.

Individual programs are required to develop written procedures for the their respective operation manuals which govern infection control and the maintenance of a hazard free environment.

All employees will receive education on blood-borne pathogen exposure prevention during their initial orientation to the agency and annually thereafter. The agency will utilize OSHA evaluation standards to assess the degree of potential blood-borne pathogen exposure relevant to their specific job responsibilities. In addition, the agency identifies the aforementioned “susceptible” categories of employees to receive a stronger emphasis in the Worker Safety curriculum of the agency’s training program. Specific training is mandated in the areas of food preparation, hazardous materials management, infectious disease control and universal precautions related to the management of blood-borne pathogens.


Policy Manual  CATHOLIC CHILDREN'S HOME	SECTION 1	Organization and Administration
	SUBSECTION D:	Quality of Service Environment
	SUBJECT:	Protection of Rights in Care
	SECTION NO.:	1D.6

It is the policy of Catholic Children's Home to afford the special protection of rights to children served. Specifically these rights include, but are not limited to:

- 1) the right to receive uncensored mail
- 2) the right to visitation with family and friends
- 3) the right to express opinions regarding care or treatment provided
- 4) the right to private telephone conversations
- 5) the right to religious participation, and to be free of religious coercion
- 6) the right to be free of inappropriate behavioral interventions

Communication rights may be contraindicated by service plans or court orders. Restrictions are explicitly documented in the child's case record and reviewed as required by external regulations. The agency abides by all DCFS Rules and Regulations concerning the protection of children's rights.

Behavioral interventions are based on the positive reinforcement of behaviors and the ethical correction of maladaptive behaviors. Interventions do not restrict basic needs or inflict intentional physical or emotional pain. Specifically, the agency prohibits the use of chemical or mechanical restraint, aversive stimuli or seclusion (e.g. locked room). The use of physical restraint is justified only in situations to protect the child from physically harming themselves or others. Physical intervention can never be used as punishment. Only persons trained in the agency's crises intervention techniques are permitted to utilize this intervention. All incidents of physical intervention are to be documented using the appropriate incident report form provide by the Department of Children and Family Services. Refer to the Training Section of the Administrative Services Manual for more information on approved intervention techniques. The agency remains in compliance with DCFS Rule 384 governing behavior management.

 <p>Policy Manual</p> <p>CATHOLIC CHILDREN'S HOME</p>	SECTION 1	Organization and Administration
	SUBSECTION E:	Financial Stewardship
	SUBJECT:	Fiscal Practice and Planning
	SECTION NO.:	1E.1


It is the policy of Catholic Children’s Home to utilize sound financial practices, including the minimization of risk, in the management of assets in accordance with all applicable regulatory requirements and generally accepted accounting principles. As an Illinois not-for-profit corporation, Catholic Children’s Home utilizes assets for the charitable and professional benefit of the youth served as directed by the agency mission, the corporation bylaws and the Catholic Charities Corporate Board of Directors. These bylaws specifically address Corporate Board authority and the Diocesan Bishop’s reserved powers related to the management and investment of agency assets.

Catholic Children's Home seeks a diversified approach to the acquisition of assets by accessing a variety of funding sources including, but not limited to:

- Purchase of service contracts
- Public and private grants and contracts
- Foundation approaches
- Capital campaigns/Annual fundraisers
- Private donations/Wills and bequests
- Fee for service arrangements
- Public and private insurance reimbursement
- Diocesan parish collections

The management of revenue from these funding sources requires a substantial investment of human resources. The agency’s accounting department, under the direction of the Director of Finance & Administration, is responsible for the daily transactions associated with the management of agency assets. The agency’s C.F.O. – the Director of Finance & Administration - is appropriately credentialed and possesses the necessary experiential, educational and CPA requirements. Cost reporting is both internal and external. The agency regularly and formally provides cost reports to external funding sources, including the Department of Children and Family Services and the Illinois State Board of Education. In addition, the agency secures and participates in an annual audit, conducted by an independent auditor in accordance with generally accepted audit standards and the applicable government auditing standards issued by the Comptroller General of the United States.

In accordance with the corporation bylaws, the Corporate Board exclusively reserves authorization of asset management practices, investment or allocation. The Finance Committee has the primary responsibility of financial governance and oversight. The Executive Director is responsible for the effective daily fiscal management and financial performance of the agency. The Executive Director is authorized to make routine financial planning and resource allocation decisions in the execution of these responsibilities. Agency financial reporting is continuous and formally conducted through monthly budget reporting, regular Corporate Board meetings and annual audit and performance reports. Catholic Charities maintains written operational procedures to insure the protection of assets, accountability and the segregation of funds, where applicable. For more information regarding the agency’s accounting practices, refer to the *Accounting Procedures Manual*.

Policy Manual 	SECTION 1	Organization and Administration
	SUBSECTION E:	Financial Stewardship
	SUBJECT:	Fiscal Practice and Planning
	SECTION NO.:	1E.1

1F.1.01 Operational Budget Development


The budget development process utilized by Catholic Children's Home is an indispensable guide for managing its ministries and services according to priorities and available resources. The agency's operational budget serves as the formal financial plan and addresses the commitment of funds to personnel, fixed and operating expenses and capital expenditures. Budget development is an inclusive process, which requires the direct involvement and collaboration of the agency's Administrator, Executive Team, Advisory Board Finance Officers and designated accounting personnel. In addition, the agency's continuous quality improvement process generates information from program financial performance and survey feedback to utilize in the assessment of financial priorities.

The annual budget development process is initiated by the Accounting Department. The Administrator solicits information and input from the Administrative Team. In consultation with the Director of Operations and the Director of Finance & Administration, a preliminary budget draft is developed utilizing historical financial data, changing community and program needs and anticipated revenue projections. When the budget is revised accordingly it is presented to the Advisory Board for review and approval.

Three months prior to the start of the fiscal year (April 1), the proposed budget draft is submitted to the Executive Team for final review and modification. The Executive Director utilizes department budget information to develop the agency's total budget. The Executive Director presents the final budget proposals to the Finance Committee of the Corporate Board and advocates for its authorization. Finance Committee may approve or request revisions prior to making a recommendation for approval to the full Corporate Board.

The Corporate Board of Directors — under the direction of the Diocesan Bishop — may approve the final budget proposal; make modifications or request additional information. All budgets are approved prior to the start of the fiscal year (July 1).

When independent contractors are utilized, the agency carefully examines its posture with regard to retention and is in compliance with the Internal Revenue Service requirements. Catholic Children's Home avoids all financial practices that may place the agency at financial risk.

 <p>Policy Manual</p> <p>CATHOLIC CHILDREN'S HOME</p>	SECTION 1	Organization and Administration
	SUBSECTION E:	Financial Stewardship
	SUBJECT:	Program and Service Cost Analysis
	SECTION NO.:	1E.2

It is the policy of Catholic Children's Home to effectively analyze the cost information associated with agency and program services. The agency's accounting personnel, under the direction of the Director of Finance, manages an automated accounting system to generate accurate analysis and reporting of revenue and expense information. Monthly budget reports reporting on cost center operations, as well as bimonthly written variance explanations are provided to the Administrator and the finance officer of the local boards. Monthly budget reports are agenda topics for discussion during:

- Corporate Board meetings
- Advisory Board meetings
- Administrative consultations with Department Directors.


In addition, the agency's accounting department submits monthly budget reports regarding specific program financial performance to the Administrator. These reports are organized to provide aggregate program information across the various Catholic Children's Home cost centers. These "global" reports are critical for the assessment and establishment of agency wide priorities. GAAP reports are provided to the Finance Committee of the Corporate Board for quarterly review.

Budget reporting serves as the basis for identifying trends in revenue and expense, contracting and billing, reactive resource allocation and fee structures. The agency maintains current information regarding the method of payment for individual services. The billing process is a function of the accounting department. The Director of Finance is responsible for determining the basis for any denial of payment under contracted arrangements and makes recommendation for the filing of appeals to the Executive Director for approval.

1E.2.01 Unit and Service Cost Analysis

Specific unit cost analysis and reporting is required on an annual basis by the Illinois State Board of Education and the Department of Children and Family Services. Monthly billings, for designated programs, use unit cost and revenue to determine program income.

In addition, the agency's QIP directs the ongoing financial analysis of program performance. Statistical indicators of revenue/expense of the agency are valuable in the comparative financial analysis of individual agency programs. The larger the variance from a 1:1 ratio (positive or negative), the stronger the indication of financial strength or distress relative to individual agency programs. Revenue generated for programs external to fees (i.e. grants, fund raising) is a consideration in this analysis. Workload is a representation of all direct service, supervision and administrative personnel allocation. For further information regarding the agency's financial performance evaluation and planning, refer to the Quality Improvement Plan located in Section 1B of this manual.

 <p>Policy Manual</p> <p>CATHOLIC CHILDREN'S HOME</p>	SECTION 1	Organization and Administration
	SUBSECTION E:	Financial Stewardship
	SUBJECT:	Risk Management Planning
	SECTION NO.:	1E.3


It is the policy of Catholic Children’s Home to maintain a proactive approach to risk management practice throughout the agency. This policy is evidenced by the following:

- 1) Compliance with all local, state, and federal environmental regulations
- 2) Compliance with Diocesan insurance and employment requirements
- 3) Performance Quality Improvement Committee activities (QIP)
- 4) Ongoing environmental site reviews (Section 1E.4.02)
- 5) Risk Management training opportunities
- 6) Regular on-site insurance provider inspections
- 7) DCFS Risk Management Plan
- 8) Crisis Response Plans (Section 1E.4.03)

In total, these activities represent the agency’s continuous commitment to ensuring the well being and physical protection of personnel and clients served. In addition, these activities minimize the liability potential of the agency and comprise the individual components of the agency’s risk management planning. The Administrator is responsible for the implementation and monitoring of all risk management processes. Specific responsibilities are designated to appropriate agency personnel. The Executive Director provides the Corporate Board with regular reports on risk management activity and information for authorization and recommendation. The agency’s continuous quality improvement process provides an additional risk management review, which enhances the traditional administrative risk management process. The agency provides for training to designated personnel in the areas of worker safety, crisis management and infectious disease control in accordance with applicable external regulations.


1E.3.01 Insurance Protection and Property Management

Catholic Children’s Home operates as an agency under the sponsorship and jurisdiction of the Roman Catholic Diocese of Springfield, Illinois. This relationship requires the coordination and authorization of all risk management planning and activities with specific Diocesan personnel. The Diocesan Office for Insurance provides specifications for appropriate coverage in the areas of worker’s compensation, public liability, health insurance and bonding for employees accountable for fiscal management. The agency provides designated employees with professional liability insurance. Catholic Children’s Home allocates the necessary financial resources to provide adequate insurance coverage in all areas. In addition, the agency carries insurance coverage based upon the evaluation of risk and protects itself through self-insurance, indemnification, external insurance coverage, and participation in risk pool trusts. The agency discloses applicable insurance protection information to all covered

Policy Manual 	SECTION 1	Organization and Administration
	SUBSECTION E:	Financial Stewardship
	SUBJECT:	Risk Management Planning
	SECTION NO.:	1E.3

personnel with a “need to know” as determined by the Administrator/Executive Director and Corporate Board, in accordance with all external requirements.

The agency coordinates with the Environmental Services Director regarding all issues of risk management associated with the property. This includes the identification of risk factors and the securing of community contractors to provide remediation services. The Environmental Services Director utilizes professional architectural, engineering, construction and legal resources for the planning and implementation of remediation activities. The Diocesan insurance provider conducts bi-annual on-site inspections of Catholic Children’s Home and reports findings to the agency.

Policy Manual  CATHOLIC CHILDREN'S HOME	SECTION 1	Organization and Administration
	SUBSECTION E:	Financial Stewardship
	SUBJECT:	Fiscal Management System
	SECTION NO.:	1E.4


It is the policy of Catholic Children's Home to receive, disburse and account for the management of assets by utilizing systematic and sound accounting procedures, practices and principles. The agency's Director of Finance & Administration, who is properly credentialed, provides for the daily supervision of all fiscal practices and serves as the agency's C.F.O. The agency makes timely and accurate payment to the Internal Revenue Service as required by law. Catholic Children's Home maintains written accounting procedures, which address internal controls including:

- Inclusive and descriptive chart of accounts
- Timely and accurate recording of revenue and expense
- Safeguarding and verification of assets
- Expenditure control practices
- Separation of duties, to the extent possible

Revenues and expenses are recorded as they occur using an exhaustive chart of accounts that identifies fund, general ledger account, division and program. The agency utilizes cash basis and the accrual method of accounting. Full accrual accounting is used for end of year reporting and follows Financial Accounting Standards Board (FASB) guidelines. Designated accounting personnel record all revenue and expenses daily, in the agency's automated accounting system to the proper line item from the chart of account. Each month is closed at the end of the subsequent month and complete financial statements (monthly budget reports) are generated and disbursed to the appropriate agency personnel and the Advisory Board.

The agency's Director of Finance & Administration insures compliance with proper reconciliation and purchasing procedures. Refer to the Agency's Accounting Procedures Manual for specific procedural information in these areas. The Director of Finance & Administration is responsible for insuring all accounting personnel are sufficiently oriented to the accounting system and any modifications. In addition, the C.F.O. maintains and develops practices that detect and prevent fraud or abuse within the system.

The Director of Finance & Administration is responsible for maintaining the agency's accounting records that are current and balanced on a monthly basis. This is accomplished by monthly reconciliation of bank statements to the general ledger; daily posting of cash receipts and disbursements; and daily updating of the general ledger. Bank reconciliation activities are crosschecked and verified by the Executive Director. The agency's Executive Secretary is designated by the Executive Director to manage the payroll functions of the agency. The Executive Director (or designee) reviews and approves all payroll expenditures and any revisions, including those associated with hiring, merit increases and terminations. Administration Team members approve time and overtime records.


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	SUBSECTION E:	Financial Stewardship
	SUBJECT:	Fiscal Accountability
	SECTION NO.:	1E.5

It is the policy of Catholic Children’s Home to maintain and insure fiscal accountability to the Corporate Board, Advisory Boards, external regulatory entities, personnel and the community at large. This is accomplished through compliance with all required financial reporting statutes. The agency provides specific financial reports to the Department of Children and Family Services, the Illinois State Board of Education and other external funding sources. The agency seeks to conserve financial resources by taking advantage of appropriate tax exemptions, maintaining sound inventory and purchasing practices and utilizing competitive bidding for capital expenditures.

The agency insures a timely annual audit conducted by an independent certified public accountant approved by the Corporate Board. This audit is compliant with all applicable external regulations. The Executive Director presents the agency’s Annual Report at the third quarter Corporate Board Meeting. The report provides fiscal, statistical and service information that includes summary data on the agency’s financial position. Major assets, if not fully depreciated, are inventoried and compared with permanent records on an annual basis. The existence and location of assets is verified during the annual audit process. The independent auditor presents the audit to the Finance Committee of the Corporate Board for review, comment and recommendation for final approval to the full Corporate Board. Approval recognizes and authorizes recommendations presented in any accompanying management letter.


The agency provides for public inspection by publishing its Annual Report in the diocesan newspaper, *The Catholic Times*, with a circulation of 47,000 subscribers. Audit information is disbursed to all appropriate external entities and Advisory Board members. Audit information is available, by request, for review by personnel in the agency’s administrative and area offices. All contracts with the Department of Children and Family Services and the Illinois State Board of Education are a matter of public record and are made available for review by both agencies.

The Corporate Board of Directors solely authorizes the management and investment of agency assets. It is the policy of Catholic Children’s Home to maximize the financial return of assets set aside for investment. The Finance Committee of the Corporate Board reviews asset and investment information related to acquisition and performance. Compliance with applicable legal and regulatory requirements is monitored. The Diocesan Finance Director provides custodial oversight of stock certificates. The Finance Committee makes recommendations to the Corporate Board regarding revision to investment management or strategies.

Policy Manual 	SECTION 1	Organization and Administration
	SUBSECTION E:	Financial Stewardship
	SUBJECT:	Contractual Relationships and Alliances
	SECTION NO.:	1E.6

It is the policy of Catholic Children’s Home to enter into contractual relationships, grants or funding agreements, or provider alliances that are congruent with the mission and purpose of the agency and comply with all applicable external regulations. By Corporate Board Resolution, the Executive Director reviews all contracts and retains sole authority for signing all new contracts and agreements and approving revisions. The agency utilizes diocesan and external legal counsel, when necessary. The agency demonstrates its compliance with this policy through adherence to the following practices:

- 1) The Finance Committee of the Corporate Board reviews policy, procedure and practice information, as reported by the Executive Director, related to the purchase or sale of services.
- 2) Catholic Children’s Home, whether the purchaser or vendor in a particular contractual relationship, uses written purchase of service agreements or contracts which contain all terms and conditions.
- 3) The terms and conditions of contracts define the clients to be served, the services to be provided, methods for resolution of disputes, and payment methodology.
- 4) In providing services as a vendor, Catholic Children’s Home establishes safeguards against over and under billing that could jeopardize future funding or weaken its financial position. Such safeguards include an accurate account of units or volume of service provided, timely submission and compliance with applicable regulations.
- 5) In providing services as a vendor, Catholic Children’s Home reviews all contractual agreements to ensure its policies and procedures regarding client confidentiality and professional conduct expectations are not violated by complying with the terms of the contract.

Policy Manual  CATHOLIC CHILDREN'S HOME	SECTION 1	Organization and Administration
	SUBSECTION E:	Financial Stewardship
	SUBJECT:	Reserve Policy
	SECTION NO.:	1E.7

Agency reserves are defined as those funds set aside in an interest bearing account restricted for use to unplanned disruptions in the Agency's operating cash flow or to meet non-routine, exigent Agency needs. Reserves are available for use at the Executive Management's discretion and directive.

1F.6.01 Reserve Policy


The Agency's accepted standard is to maintain a cash reserve equivalent to a minimum of one-month's average operating expenses. Average operating expense will be predicated on the average monthly operating expense calculated for the last completed fiscal year. Depleted reserves will be recurrently replenished and in a priority manner consistent with the availability of unallocated monies.

1F.6.02 Sources

Sources used to establish and maintain the reserve include, but are not limited to, legacies and bequests, investment income, and Trust income. Monies from uncommitted or non-programmed operating expenses and/or non-directed cash sources will also be priority considerations for replenishment of reserves.

1F.6.03 Maintenance

Monies identified and allocated for reserves will be set aside and maintained in a segregated Agency account. At least monthly, funds will be deposited to this account when deficits are incurred and the reserve balance falls below minimum requirements. Priority contributions will be initiated beginning the first of month a reserve deficit is incurred and successively continued on a recurring monthly basis until minimum reserve requirements are reestablished. At the end of each fiscal year, the Executive Management and Corporate Board Finance Committee will review the adequacy of reserves, adherence to reserve policies, and establish the New Year's reserve requirement.

 <p>Policy Manual</p> <p>CATHOLIC CHILDREN'S HOME</p>	SECTION 1	Organization and Administration
	SUBSECTION E:	Financial Stewardship
	SUBJECT:	Agency Investment Policy
	SECTION NO.:	1E.8

The purpose of the Investment Fund is to provide acceptable investment returns for the collective funds of Catholic Children's Home, Diocese of Springfield in Illinois.

This Statement of Investment Objectives and Policy provides a framework of guidelines for the Investment Manager(s), the Custodian of the fund's assets and the Investment Consultant.

Because the Fund's costs and liabilities are related to the assumed annual investment return of 8.5%, and to inflation, the investment objectives are defined in terms of real rates of return (returns in excess of the rate of inflation). If these investment objectives are met, it is anticipated that assets will be sufficient to cover Fund liabilities and cash flow needs.

The primary objectives are that total Fund assets should:


- Earn an average annual total return of at least 8.5% and a real rate of return of 4 ½% and
- have sufficient liquidity, (from the Fund's cash flow from assets), sufficient to
- fund a "sweep link" account that connects the Fund's investment account to Catholic Children's Home checking account.
- Maximize of the total return while preserving principal.

It is understood that no investment shall be made in securities that would violate the teachings and philosophy of the Roman Catholic Church.

In order to compensate for varying levels of risk (volatility of returns), secondary objectives include:

- Equity investment (domestic and international common stocks that are ADR's and securities convertible into common stocks) should earn as average annual rate of return of 10%.
- Marketable, domestic fixed income investments (bonds, preferred stock and government securities) with a maturity greater than one year should earn an average annual real rate of return of 3 ½ %.
- Cash equivalents (money market investments and other "short-term" investments) with a maturity of less than one year should earn an average annual rate of return of the Inflation Rate.

Inflation is to be measured by the Consumer Price Index (CPI). Rates of return shall be calculated using market prices or appraisal valuations for assets held in the Fund. It is understood that short-term market fluctuations may cause results to be above or below the Fund's objectives over some measurement periods; however, the goal is to achieve the Fund's objectives over a period of a complete economic cycle or other period chosen by Catholic Children's Home. Generally, a period of three to five years will be considered appropriate in measuring the performance of the Investment Manager(s). Investment results will be monitored on a quarterly basis. Benchmark Performance Indices shall be the S&P 500 and the Merrill Lynch Government Corporate Bond Index. Catholic Children's Home recognizes the level of risk implied by these benchmarks and accepts that level of risk as being commensurate with the long-term goals of the Fund. An independent monitoring

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service will be used to provide relative rankings and calculate absolute returns achieved by the Investment Manager(s).

Absolute and relative performance of the Fund will be measured against the following benchmarks:

- The rate of growth of assets for the total Fund after distribution and expenses will be compared to the rate of growth of the Consumer Price Index (CPI).
- The time weighted return of the total Fund will be measured against a hypothetical portfolio of its passively managed components:
 - Standard and Poor's 500 Stock Index
 - The Russel 3000 Index
 - M.L. Corporate and Government Master
 - The Capital Markets Index
 - The Policy Index
- Performance of the Investment Manager(s) will be measured against an appropriate universe of other Investment Managers utilizing the same style, as well as against an all styles universe.

1F.7.02 Diversification And Asset Mix


In order to reduce overall risk, Catholic Children's Home believes that diversification of investments is important and that it is prudent to limit the exposure of the Fund assets to any one asset class, industry segment, type of security, or single issue.

Catholic Children's Home through its Investment Consultant has conducted an analysis of the expected return and risk of various asset mixes over a 5 year planning horizon. The analysis was based on:

- The long-term expected returns for common stocks, bonds and cash equivalents.
- The expected standard deviation of returns for these asset classes.
- The correlations of returns among the asset classes.
- The expected rate of inflation over the next 5 years.

As a result of the analysis, Catholic Children's Home determined that the objectives of the Fund would be best served by establishing and maintaining the following asset mix:

- The asset mix limitations, which follow, are the average, minimum and maximum commitments to each asset class. Catholic Children's Home recognized that there will be times when the investment environment is such that commitments may be different than the average allocation. However, in order to maintain an overall level of risk acceptable to Catholic Children's Home, the minimum and maximum allocations will apply to the Fund.

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% OF TOTAL FUND (MKT) (VAL)

<u>ASSET CLASS</u>	<u>MINIMUM</u>	<u>AVERAGE</u>	<u>MAXIMUM</u>
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Equities (domestic and international

Common stock and securities convertible into common stock)

30%	55%	70%
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Marketable, Domestic Fixed Income

Securities (bonds, preferred stock and government securities with a maturity greater than 1 yr.)

30%	45%	70%
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Short-Term Investments (securities

with a maturity of less than 1 yr.)

0%	N/A	15%
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Catholic Children's Home may allow a larger than stated commitment to cash equivalents and less than stated commitment to common stock during unusual market conditions. When, in the opinion of the Investment Manager(s) an unusual market condition exists, the Investment Manager(s) may extend the allocation to cash and equivalents to 30%. To exceed the stated minimum and maximum allocation the request must be made in writing by the Investment Manager(s) and approved in writing by Catholic Children's Home.

Should the percentage investment in any asset class exceed the stated maximum as a result of market appreciation, or fall below the minimum because of market depreciation, Catholic Children's Home may direct the Investment Manager(s) to change their asset mix.

In addition to the limits on asset classes, the following limits are considered important in assuring adequate diversification:


1F.7.03 General Guidelines

1. The Investment Manager(s) shall consistently adhere to the investment style for which the manager was hired. (See attachments titled "Equity Style Definitions" and "Fixed Bond Style Definitions.")
2. Portfolio risk, as measured by portfolio Alpha, Beta, Standard Deviation, P/E, Debt/Total Capital and Quality Rating, should be consistent with the style of the

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Investment Manager(s).

3. No single security, excluding obligations of the U.S. Government and its agencies, shall constitute more than 5% (at cost) of the value of the Fund.
4. No single security position shall exceed 3% of the issuer's outstanding stocks or bonds.
5. Equity securities shall be diversified by industries such that no single industry group shall comprise more than 25% of the market value at cost. (See attachment title "Distribution of the S&P 500 updates provided by request.")
6. Fixed income securities shall be diversified by type such that no single type shall comprise more than 30% of the market value at cost, excluding obligations of the U.S. Government. The types are: Industrial, Finance, and Equipment Trust Certificates, Utilities, CMOs and Asset-Backed, and U.S. Government Agencies.
7. Equity investments shall be limited to those traded on U.S. principal exchanges or the NASDAQ (Over The Counter markets) during normal market hours.
8. Fixed income investments shall be limited to dollar denominated securities, and the quality of such investments shall, when purchased, be the equivalent of Moody's A or higher.
9. The following investments are not permitted:
 - Use of margin or other borrowed funds
 - Short sales
 - Options
 - Futures
 - Venture Capital
 - Short Sale Contracts
 - Real Estate
10. No investments will be made in the securities of the Investment Manager(s), the consulting firm, without written permission from Catholic Children's Home.
11. No investment shall be made in companies that promote the wholesale or wanton destruction of human life or pornography. Further, no investment shall be made in companies in which a significant portion of their business runs counter to the general teachings of the Catholic Church. The Investment Manager(s) shall consult with Catholic Children's Home on any questions the Investment Manager(s) may have regarding interpretation.
12. Investments in international equities will be limited to U.S. Exchange traded American Depository Receipts.
13. At all times, the aggregate Fixed Income Sector shall have a minimum composite credit rating of A3/A (Moody / S&P).
14. At all times, the aggregate short-term cash and equivalent investments shall have a composite credit rating of P1/A1 (Moody / S&P).
15. The Investment Manager(s) are obligated to contact the Investment Consultant, or an individual of Catholic Children's Home if an individual security position reaches a 25% or greater market value loss.
16. The Investment Manager(s) are obligated to contact the Investment Consultant or an individual of Catholic Children's Home in any Fixed Income position downgraded below the minimum stated.

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	SUBSECTION F:	Administration & Risk Management
	SUBJECT:	Loss and Liability
	SECTION NO.:	1F.1


It is the intent of Catholic Children’s Home of the Springfield Diocese to conduct its administrative actions and manage its operations to effectively meet the needs of our customers, clients, staff and volunteers. The guiding principals for minimizing risk and liability exposure are contained in the following policy statements. Catholic Children’s Home continues to maintain a proactive approach to risk management practice throughout the various offices and locations of the Diocese. This policy is evidenced by the following:

- 1) Compliance with all local, state, and federal environmental regulations
- 2) Compliance with Diocesan insurance and employment requirements
- 3) Performance Quality Improvement Council activities (QIP)
- 4) Ongoing environmental site reviews
- 5) Risk Management training opportunities
- 6) Regular on-site insurance provider inspections
- 7) DCFS Risk Management Plan
- 8) Crisis Response Plans

In total, these activities represent the agency’s continuous commitment to insuring the well being and physical protection of personnel and clients served. In addition, these activities minimize the liability potential of the agency and comprise the individual components of the agency’s risk management planning. The Executive Director is responsible for the implementation and monitoring of all risk management processes. Specific responsibilities are designated to appropriate agency personnel. The Executive Director provides the Corporate Board with regular reports on risk management activity and information for authorization and recommendation. The agency’s continuous quality improvement process provides an additional risk management review, which enhances the traditional administrative risk management process. The agency provides for training to designated personnel in the areas of worker safety, crisis management and infectious disease control in accordance with applicable external regulations.

1F.3.01 Insurance Protection and Property Management

Catholic Children’s Home operates as an agency under the sponsorship and jurisdiction of the Roman Catholic Diocese of Springfield, Illinois. This relationship requires the coordination and authorization of all risk management planning and activities with specific Diocesan personnel. The Diocesan Office for Insurance provides specifications for appropriate coverage in the areas of worker’s compensation, public liability, health insurance and bonding for employees accountable for fiscal management. The agency provides designated employees with professional liability insurance. Catholic Children’s Home allocates the necessary financial resources to provide adequate insurance coverage in all areas. In addition, the

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agency carries insurance coverage based upon the evaluation of risk and protects itself through self-insurance, indemnification, external insurance coverage, and participation in risk pool trusts. The agency discloses applicable insurance protection information to all covered personnel with a "need to know" as determined by the Executive Director and Corporate Board, in accordance with all external requirements.

The agency coordinates with the Diocesan Property Manager regarding all issues of risk management associated with occupied properties. This includes the identification of risk factors and the securing of community contractors to provide remediation services. The Diocesan Property Manager utilizes professional architectural, engineering, construction and legal resources for the planning and implementation of remediation activities. The Diocesan insurance provider conducts bi-annual on-site inspections of all Catholic Children's Home locations and reports findings to the agency.

1F.1.01 PQI Council

Catholic Children's Home evaluates and reduces risk and loss in a variety of ways. From an organizational standpoint the Performance Quality Improvement Council (part of the agencies continuous quality improvement function) reviews all potential liability and makes action recommendations to ameliorate identified risks. This group works closely with the personnel division of the agency to keep track of accidents and other unusual incidents and coordinates with the all departments to assure on-going building maintenance and inspections. When the council identifies a risk area, it is the Performance Quality Improvement Council that analyzes the issue and makes appropriate recommendations.

1F.1.02 Legal Representation


Catholic Children's Home regularly uses the legal department of the Diocese of Springfield to gather legal opinions and provide legal representation. The internal Diocesan assistance is usually in the form of consultation and referral to an entity that can represent the employees against claims that are made against them for lawful agency authorized actions that are taken in the course and scope of their employment.

1F.1.03 New Subcontractors

Catholic Children's Home Administration Team and or Management Team regularly evaluates potential liability in any new subcontracting situation. Prior to engagement in any such relationship the corporate board is consulted if necessary and the liability coverage is examined for its ability to cover potential losses.


1F.1.04 Tenants

When Catholic Children's Home facilities are utilized (leased, rented or temporarily occupied) the organization requires the tenant to conform to the same standard of risk management. The person or persons occupying our space in such an arrangement will be expected to sign the facility usage form that is attached to this policy. This requires anyone using our facilities

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to familiarize themselves with the building operations manual and the general risk management policies of the agency.

Catholic Children's Home in collaboration with the Diocesan Insurance office makes efforts to reduce its potential loss and liability whenever possible.

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	SUBJECT:	Insurance
	SECTION NO.:	1F.2

1F.2 Insurance

Catholic Children's Home strives to provide adequate coverage for all its employees and volunteers to insure that an individual suffers no hardship or group that is as a result of acting on behalf of service provision for said organization.

1F.2.01 Liability Insurance

Through the Diocese, Catholic Children's Home has liability insurance that is regularly reviewed and evaluated for its effectiveness and appropriateness for the purposes necessary. In addition, Catholic Children's Home has workers compensation, professional liability, fire and theft, medical and automobile insurance wherever it is applicable and necessary. Amount and types of insurance may be made available upon request.

1F.2.02 Appropriate Coverage


Catholic Children's Home maintains appropriate insurance coverage to cover potential losses regarding contributions, check signing and fund management. Due to the sensitive nature of this area employees that are able to perform these functions do not do so with complete autonomy and their actions are subject to intense scrutiny.

1F.2.03 Vehicle Coverage

Catholic Children's Home provides insurance coverage on all agency vehicles that are utilized to transport staff, volunteers and customers/clients. All employees that provide regular transportation in their vehicles are required to maintain a level of coverage that is adequate to protect them against liability. Staff is required to view, at orientation at a minimum, a vehicle safety video that explains guidelines for safe travel. In addition, Catholic Children's Home provides oversight to ensure that staff, using agency or personal vehicles, maintain and operate these vehicles in compliance with all state, federal and local laws.

1F.2.04 Governing Body and Agency Personnel

The governing body and the agency personnel are provided with the amount and type of insurance coverage related to the scope of their activities on behalf of the organization. The governing body and agency personnel are notified if there were any substantive changes in coverage. Both entities receive this information at the time of orientation.

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	SUBJECT:	Legal Compliance
	SECTION NO.:	1F.3

1F.3 Legal Compliance

Catholic Children's Home acts in accordance with all legal authority and remains in compliance with existing laws and regulations that govern its actions. The agency utilizes diocesan council to the extent that it is adequate and appropriate and engages other legal staff on an as needed basis to provide expertise in particular areas of concern.

1F.3.01 Compliance and Licensing

Catholic Children's Home complies with all applicable federal, state or local laws and regulations associated with service delivery. In addition, the organization possesses all relevant licenses for the provision of services. Catholic Children's Home must conform to specific requirements of applicable laws or regulations in the following areas;

- Performing intake, assessment service delivery and case closure;
- Protecting confidentiality of persons served;
- Providing protective services.

Catholic Children's Home makes every effort to insure that all of the applicable laws and regulations are complied with.

1F.3.02 Use of Legal Counsel


Catholic Children's Home regularly utilizes legal counsel to clarify the meaning of laws or regulations that govern any service program that they operate. The organization enjoys a collaborative relationship with many attorneys in the Diocese that help to render interpretations regarding new and existing laws that require compliance or response from the agency.

1F.3.03 Compliance with Consent Decrees and Judicial Mandates

Catholic Children's Home complies with all consent decrees and other judicial mandates that impact organizations that they have a collaborative relationship with.

1F.3.04 Compliance with Self-Reporting Requirements

Catholic Children's Home complies with all self-reporting requirements associated with licensure, accreditation and other external review bodies as indicated.

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	SUBJECT:	Security of Information
	SECTION NO.:	1F.4

1F.4 Security of Information

Catholic Children's Home is cognizant of the extreme importance of protecting information gathered in the provision of service to individuals and groups. The agency makes every effort to protect all information that is gathered in the process of service provision. The agency regularly requires all employees to sign a statement that avers that they will protect a customer/client's confidentiality. Wherever possible provisions are made for the seclusion of open and closed records and assure they are accessed only when absolutely necessary in order to share information when appropriate.

1F.4.01 Limited Access

Catholic Children's Home limits access to individual case records to authorized personnel and persons served in compliance with its policy on Confidentiality of persons served. The agency further ensures that records accessed by auditors, licensing or accrediting personnel are consistent with the above stated policy. All quality improvement materials contain no identifying information that would be a violation of our policy on confidentiality.

1F.4.02 Access

Catholic Children's Home ensures that all records paper or electronic are accessible and can be located as needed.

1F.4.03 Record Protection Procedures

Catholic Children's Home has procedures to protect service and organizational records whether in electronic or paper form from destruction by fire, loss or other damage and from unauthorized access. This includes but is not limited to;


- Daily backup of all electronic records;
- Electronic back up maintained off premises;
- Storage of paper records in locked fire-resistant cabinets in a secure area.

1F.4.04 Records Protocol

Catholic Children's Home policy is consistent with all legal requirements and its own confidentiality policy. The agency has operational procedures that govern the retention, maintenance and destruction of records for former service recipients and include the following protocols;

- Protection of privacy;
- Legitimate request by former persons served for access to information when permissible by law;
- Requests for records of deceased persons served;

Disposition of records in the event of the organization's dissolution

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1F.4.05 Case File Retention

Catholic Children's Home maintains all of its case records for at least seven years after termination of services unless the legal requirements provide for a different timetable. The agency follows all applicable, state, federal and local guidelines that are more or less restrictive in order to be in compliance with all laws and regulations governing the keeping of case files. All Child Welfare records are kept in accordance with DCFS Rule 401.270 regarding record keeping, retention and destruction.

1F.4.06 Internal Database Protection

Catholic Children's Home ensures that all of its computers have up-to-date anti-virus protection and procedures exist to protect the confidentiality and integrity of internal databases and sensitive information.


1F.4.07 Electronically Transmitted Data

Catholic Children's Home ensures that electronically transmitted data complies with legal standards and requirements and the organization:

- Uses appropriate formats, codes and identifiers to ensure the security and privacy of electronically transmitted data as required by law; and
- Develops and posts a privacy policy on all Internet sites.

1F.4.08 Security Systems

Catholic Children's Home makes every effort to protect files of persons served, access to databases and confidential information. When necessary the agency will provide security systems for programs in high-risk areas to deter facility break-ins after hours.

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	SUBJECT:	Media Relations
	SECTION NO.:	1F.5

1F.5 Media Relations

Catholic Children's Home limits the ability of staff to have direct contact with the media. The Associate Administrator serves as the media response person and works in conjunction with the Executive Director and the Administrator on matters that involve the press. In this way Catholic Children's Home protects sensitive information from being disseminated to the media.

1F.5.01 Media Inquiry Procedure

Catholic Children's Home has a procedure regarding the handling of media inquiries that accurately conveys information and protects the privacy of persons served. There is a designated media inquiry contact and a media/marketing contact that managers are all aware of.

1F.5.02 Client Consent for Photographs


Catholic Children's Home does not allow the use of client photographs with the media or in organizational events without the written consent of the individual or group involved. Whenever customers, clients or volunteers photos are used in media releases they are made aware of the fact that they do so on a voluntary basis and must sign a release.

1F.5.03 Counsel Consultation

In situations where the release of information to the media is subject to legal interpretation the diocesan counsel is consulted to establish a protocol for such release.

1F.5.04 Staff and Media Contact

Catholic Children's Home staff are prohibited from making media contact without the consent of the agency media contact, the Executive Director or the Administrator. In this way Catholic Children's Home can limit the liability of potential release of confidential information, individual staff persons views being presented as agency policy. If a staff person makes unauthorized media contact corrective action will be initiated to ensure that the employee understand the agencies expectations in this area in the future.

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	SUBJECT:	Service Agreements
	SECTION NO.:	1F.6

1F.6 Service Agreements

Catholic Children's Home engages in collaborative relationships with other organizations in order to deliver services to others. In these situations written service agreements are exchanged and kept on file for the duration of the agreement.

1F.6.01 Non-Contractual Relationships

In non-contractual relationships with other service organizations Catholic Children's Home annually enters into collaborative service agreements, which specify the relationship between the agencies and the length of the agreement.

1F.6.02 Collaborative Service Agreements

Collaborative service agreements describe the structure of the collaboration and address;


- The services exchanged or provided including the goals and objectives of the collaboration.
- The roles and responsibilities of each organization, including reporting responsibilities.
- Procedures for sharing information.
- Confidentiality protections, including signed written consent forms.

1F.6.03 Case Coordination

When there is more than one organization collaborating to serve an individual any written agreements regarding service will include responsibility for case coordination.

1F.6.04 Evidence of Service Authorization

Collaborative service agreements must include evidence of service authorization, including the rejection or acceptance of cases and must provide a provision for conflict resolution and communication difficulties.

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	SECTION NO.:	1F.7

1F.7 Contractual Relationships

Catholic Children's Home participates in contractual relationships as a vendor and purchaser of services in order to maximize service efficacy to all clients. No contractual relationship of any sort will be entered into in a capricious manner; it requires executive team and or corporate board approval.

1F.7.01 Corporate Board Review

The corporate board of Catholic Children's Home reviews policies and trends regarding the purchasing or vendors of services. The oversight and professional expertise of the persons serving on the corporate board is relied on heavily particularly in the provision of new services and contractual relationships. Reviews occur within the sub committees of the corporate board on a regular basis and on an as needed basis.

1F.7.02 Contracts Uphold Agency Mission

The mission of Catholic Children's Home is to provide to all, the healing and empowering presence of Jesus. All contracts and programs operated by Catholic Children's Home are in keeping with this fundamental philosophy.

1F.7.03 Contract Terms and Conditions

All contracts entered into by Catholic Children's Home, whether as a purchaser or a vendor, must contain all significant terms and conditions in accordance with applicable law, best practice and not be in conflict with the agency mission.


1F.7.04 Billing Safeguards

Catholic Children's Home in their role as a contract vendor has established safeguards to prevent over or under-billing. This includes but is not limited to the following;

- An accurate account of units of service provided.
- Timely submission of invoices and required documents.
- Compliance with applicable regulations

1F.7.05 Violation of Policies and Practices

Catholic Children's Home will not enter into any service contracts or provide services that violate the organizations policies and procedures regarding professional practices and confidentiality.

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	SUBSECTION F:	Administration & Risk Management
	SUBJECT:	Additional Contracting Requirements
	SECTION NO.:	1F.8

1F.8 Additional Contracting Requirements for Organizations That Purchase Services

Catholic Children's Home enters into limited purchase of service agreements with other agencies. In most cases these agreements are sub-contractual in nature. Whenever the agency engages in contracting of this nature it does so with due regard for the agency established standards and best practice.

1F.8.01 Contract Review

Catholic Children's Home enters into new subcontracts and direct service contracts with organizations of individuals only after a thorough review by the executive team and the corporate board if indicated.

1F.8.02 Request for Proposals

Catholic Children's Home does not advertise for availability of contract funds through a request for proposal/formal bidding process. Catholic Children's Home may submit an RFP (request for proposal) in order to provide services only after the agency's executive team has made a thorough review and when indicated by the corporate board.

1F.8.03 Vendor Procedures

Catholic Children's Home in contractual relationships follows required vendor procedures for the following contingencies;


- Administrative and programmatic accountability.
- Reporting on the quantity and quality of services delivered under contract.
- Regular evaluation of performance objectives.

1F.8.04 Service Summaries

When services are directly authorized or purchased on behalf of persons served, Catholic Children's Home provides documentation including a summary of services and a schedule of services or treatment plan to the cooperating agency or service provider.

1F.8.05 Contractor Compliance

It is the expectation of Catholic Children's Home that all contractors are in compliance with existing licensing standards and for accreditable services the provider has achieved accreditation or similar standards relative to the purchased services.

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	SUBSECTION F:	Administration & Risk Management
	SUBJECT:	Quality Monitoring of Purchased Services
	SECTION NO.:	1F.9

1F.9 Quality Monitoring of Purchased Services

Catholic Children's Home evaluates and assesses all purchased social services from other organizations or providers. Subcontractor's credentials, qualifications and ongoing efficacy are important factors in determining who to contract with and whether to extend a particular contract. The aforementioned subcontractors will be viewed as agents of Catholic Children's Home and therefore our expectations for them are as stringent as for services provided by our own staff.

1F.9.01 Contractor Characteristics

All contractors of purchased social services utilized by Catholic Children's Home shall have the following characteristics:

- Enough people and financial resources to fulfill the terms of their contractual relationship
- Possess proper licensure or other legal authorization if they are requirements of the services being provided.

1F.9.02 Contractor Progress Monitoring

Catholic Children's Home will monitor contractor progress towards fulfillment of contractual obligations in the following manner:

- Periodic review of billing as compared to actual client contacts.
- Annual review of credentials and qualifications prior to renewing any contract.
- Annual review of services performed and the effectiveness of said service.
- Ongoing contact with agency or individual representative for the purpose of follow up and discussion of ongoing issues and concerns.


1F.9.03 Quality Outcomes and Consumer Satisfaction

All contracts for the provision of social services will include expectations for quality outcomes and client satisfaction. These contingencies will be spelled out in the contract. Client satisfaction will either be measured or reported by the organization or the individuals own quality improvement or consumer process, Catholic Children's Home consumer process or both.

1F.9.04 Corrective Action

When the organization in the process of monitoring or by consumer complaint identifies areas in need of corrective action it will take the following action;

- Develop a corrective action plan in conjunction with the contractor.
- Follow up to ensure that the issue has been ameliorated.

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	SUBSECTION F:	Administration & Risk Management
	SUBJECT:	Management of Investments
	SECTION NO.:	1F.10

1F.10 Management of Investments

Catholic Children's Home in tandem with the Diocesan Finance Office makes every effort to regularly ensure the proper management of their investments. Refer to Section 1F.7 of this Manual for a complete policy overview of the agency's management of investments.

1F.10.01 Investment Criteria


The diocesan Finance Director manages Catholic Children's Home investment funds and the following criteria are addressed and reviewed by a governing entity;

- Acceptable levels of risk.
- Protocols for investing decisions.
- Criteria for contracting with investment firms or advisors.

1F.10.02 Overseeing and Reporting Investments

A designated committee or agent of the diocesan finance office does the following:

- Oversees the investment of funds and the management, purchase or sale of real estate, securities and other assets.
- Ensures that practices conform to applicable legal and regulatory requirements.
- Reports the status of investment recommendations to the governing body.

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At the very beginning of the employment relationship, Catholic Children’s Home assures that all professional employees are familiar with the Catholic Children’s Home Code of Ethics and communicates its expectation that all professional employees will conduct themselves in accordance with it. Among its several provisions, the Code of Ethics speaks of programs and practices that respect “...value and integrity of the human person...that put into action...the virtues of charity and justice in all relationships with...the people served...” These practices in the Code also “assure the protection of the privacy of the relationship established with clients.” In order to put these values into practice, Catholic Children’s Home has established an addendum to its Code of Ethics entitled the Statement of Clients Rights that will be reviewed with each client at the time professional services are first provided. Such review will be evidenced by the client’s signature on the bottom of the Statement of Clients Rights form that he/she has reviewed and understands his/her rights as a client of Catholic Children’s Home.


Catholic Children’s Home expects that all of its professional employees will familiarize themselves with, and will act in accordance with all the established and recognized professional standards of their profession that apply to them as employees of Catholic Children’s Home. If such professional standards are in conflict with the Catholic Children’s Home Code of Ethics, the employee is expected to act in accordance with the Catholic Children’s Home Code of Ethics.

At all times in making decisions regarding consumers, Catholic Children’s Home staff will be guided by their professional standards, the Catholic Children’s Home Code of Ethics, what is in the client’s best interest, and, where possible, the client’s preference among a range of appropriate treatment or service options. Across its range of professional services, Catholic Children’s Home has established appropriate program procedures so that these factors are in place in developing decisions regarding clients.


The agency’s decision-making and receiving service referrals will be based entirely on the needs of the client, and the ability of the agency receiving the referral to competently and effectively deliver the needed services. In making and receiving referrals, it is the policy of Catholic Children’s Home to avoid any conflicts of interest both in appearance and in fact; therefore, Catholic Children’s Home will neither pay nor receive monetary consideration for the act of making or accepting referrals from other service providers. In all instances in working with clients, Catholic Children’s Home will deliver services in a manner that emphasizes the professional responsibilities of the agency over any personal interests of staff.

2A.1.01 Code of Ethics

1. All Catholic Children’s Home policies, programs and practices shall support the sanctity and dignity of human life from the moment of its conception until death, the value and integrity of the human person, the sacredness of the union of man and woman in marriage, the value of people’s social relationships to one another and to community, and the central role of the family in human life and society.

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2. We will reach out to help those who are suffering and shall adopt, in the allocation of limited resources, a preference for serving the neediest and the most vulnerable members of the community.
3. We will acknowledge and support the right of all people to set and pursue their own life goals, within the limits of the common good, whereby they can freely enter into participation with others in order to fulfill their common human potential and contribute to the building of a more humane community.
4. We will identify ourselves to the pluralistic community as a means by which Catholic Children's Home seeks to fulfill its social mission. We will seek full support and participation of the People of God through representation of policy-making boards of directors and advisory committees. We will seek the involvement of volunteers in the programs of the agency.
5. We will collaborate with other individuals, groups, and social agencies on issues, policies and programs which are compatible with a Judeo-Christian value system, in the interest of achieving the fullest measure of charity and justice.
6. In all our policies, procedures and practices we will be faithful to Biblical values, the social teaching of the Church and relevant sections of the Code of Canon Law.
7. We will function faithfully within the mission and structures of the diocese with proper respect for the role of the Diocesan Bishop.
8. We will assure conformity with relevant civil law in its governance, and at the same time we will hold ourselves free to peacefully seek to change oppressive civil laws.
9. We will seek to realize in action the virtues of charity and justice in all relationships with staff, volunteers, the people served and the larger community.
10. We will recognize confidentiality as a living principle within the agency, and establish policies and procedures to assure the protection of the privacy of the relationship established with its clients and other relevant bodies.
11. We will hold ourselves fully, consistently and publicly accountable for our programs and fiscal operations, and seek objective certification that we meet those standards of quality in our performance that have been established for the field of social service, through accreditation and licensing as appropriate.
12. We will support and advocate for those freedoms and structures in society that contribute to pluralism in social welfare and cooperation between public and voluntary sectors.
13. We will subscribe to and advocate for the principle of subsidiarity, its concern to leave the highest degree of freedom to the individual that is consonant with the common good, to recognize the family as the primary institution for meeting human needs of its members, and for active, vigorous mediating groups and voluntary organizations in society with particular reference to the parish as a caring community.
14. In conformity with Catholic social teaching, we will support the legitimate, necessary and important responsibility of government for programs essential for the general welfare.

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2A.1.02 Statement of Client's Rights


This Statement of Client's Rights shall be reviewed with the client that is placed at CCH.

Catholic Children's Home respects the dignity of persons and thus recognizes certain client's rights:

1. Access to treatment programs available in this agency will not be denied on the basis of race, sex, religious practice, ethnicity, age or handicap.
2. The agency will not discriminate on the basis of sources of financial support or ability to pay. In particular, older persons may not be denied service because of their unwillingness or inability to continue to the cost of the service.
3. Treatment will be provided in the least restrictive environment within the dictates of good casework.
4. When deemed to be proper and necessary for the client or requested services are not provided by the agency, referrals may be made to a more appropriate agency.
5. A client may have access to his/her treatment plan within two (2) working days after presenting a signed written request.
6. The confidentiality of clinical records is protected by the program policies of this agency as well as federal and state statutes.
7. Client information is released only to entities indicated by the client or guardian, and only with a written request for such release signed by the client or guardian.
8. A client may refuse to comply with treatment or agency procedure. The client shall then be informed of the possible consequences resulting from such refusal.
9. Unresolved conflicts regarding agency policies or procedures may be referred to the Conciliation and Arbitration Commission of the Diocese of Springfield in Illinois.
10. When necessary, the client shall be informed of all elements of this statement in a language he/she comprehends.
11. Every client shall be treated with dignity and respect.
12. Justification for any restriction of client's rights shall be documented in the client's record and the client, his/her parent or guardian, and any agency designated by the client shall be notified of such restriction.
13. Clients, parents or guardians can present grievances and appeal adverse decisions of the provider up to and including the local Director.
14. Clients shall not be denied, suspended or terminated from services or have services reduced for exercising any of their rights.

2A.1.03 Client Summary of Informed Consent

Catholic Children's Home, Diocese of Springfield in Illinois, provides a variety of services to those in need as guided by the mission statement of the agency. Catholic Children's Home abides by the Illinois Mental Health and Developmental Disabilities Code and Confidentiality Act. Licensed staff abides by the codes of ethics of the professional associations with whom they are affiliated. The agency also adheres to other applicable laws, rules and regulations of local, state and Federal government and the agency's by-laws and policy manuals.

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The following is a non-exhaustive summary of your rights as a participant in Catholic Children's Home's programs.

CIVIL RIGHTS


1. You have the right to be treated with dignity and respect.
2. You retain all rights, benefits and privileges as granted by law.
3. Services will be provided without discrimination on the basis of ethnic origin, creed, race, religion, sex, age, financial status, or physical disability.
4. You have the right to the best service available in the least restrictive context.

RIGHTS TO TREATMENT

1. You have the right to an individual treatment and/or service plan and will be expected to participate in this plan.
2. You have the right to know the name and professional credentials of staff members working with you.
3. You have the right to request services from other social service agencies or community resources.
4. You have the right to purchase and use the services of private physicians and other professionals who will be recorded in your service plan.
5. You have the right to refuse to participate in, or be interviewed for, research purposes.
6. You have the right to terminate and/or refuse treatment at any time.
7. You have the right to be free from abuse or neglect from this agency or any other agency with whom we are contracted.
8. If you feel that your treatment has not been appropriate or that your rights have been violated in some manner, you have the right to follow a grievance procedure.
9. Services may be reduced, altered or terminated due to significant client non-compliance with the recommended treatment or scheduled attendance.
10. Services may be terminated when the safety of other clients and/or staff is seriously threatened. Behaviors or statements that indicate serious threat may warrant referral or interventions from other agencies.

CONFIDENTIALITY

1. All information concerning you is held confidential except in limitations mandated by law and in the prevention of clear and immediate danger to one or more persons.
2. It is the policy of the agency not to disclose outside of the agency information, records, and reports generated by other persons or service providers.
3. You have the right to review any information being requested by another provider giving services to you. You must sign a release for any information you wish to be sent to another service provider.
5. Your case may be reviewed by a team of agency staff members to design an appropriate plan for treatment, or to conduct quality improvement reviews.
6. Treatment may include consultations with other associates of this institution.
7. Your file may be subject to peer review for quality improvement purposes.

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MUTUAL RESPONSIBILITIES OF AGENCY AND CLIENT

1. Determining the treatment plan/service plan
2. Involving family member(s) or significant others in treatment
3. Determining the frequency and continuance of services/treatment
4. Participation in Satisfaction Survey upon termination of services.


AGENCY RESPONSIBILITIES

1. Assigning an employee to your case.
2. Maintaining an accurate clinical/case record.
3. Referring and linking to other service providers.
4. Communicating with courts as mandated by Statute, Rule or Court decision.
6. Professional counselors are mandated reporters of abuse and neglect of children.
7. Professional counselors have a duty to warn and protect others of potential harm to client or others.

GRIEVANCE PROCEDURE


Your concern or complaint may be resolved through discussion with a supervisor. A formal grievance procedure may be followed if resolution has not occurred.

Individuals shall not be denied, suspended or terminated from services or have services reduced for exercising any of their rights.

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I UNDERSTAND MY RIGHTS AND DUTIES AS OUTLINED AND WISH TO PARTICIPATE IN THIS CATHOLIC CHILDREN'S HOME PROGRAM.

_____	_____
Client signature	Date
_____	_____
Client signature	Date
_____	_____
Parent/Guardian signature	Date
_____	_____
Witness signature	Date

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	SUBJECT:	Confidentiality and Privacy of Persons Served
	SECTION NO.:	2A.2

All licensed Catholic Children’s Home employees to whom the Illinois Mental Health and Developmental Disabilities Confidentiality Act applies are expected to carry out the forms as well as the intent of the Act. All other Catholic Children’s Home employees are expected to carry out their duties as if they were covered under the Act. Catholic Children’s Home has determined that this approach is the best one to communicate the agency’s commitment to safeguard the confidentiality of its clients.

Catholic Children’s Home will periodically review with legal counsel the broad issues regarding the release of confidential information of persons served. Such periodic review will encompass recent case law and changes in federal or state laws pertaining to the topic, and it will result in appropriate written guidance being issued to staff. It is not expected that legal counsel will be retained every time legal authorities attempt to gain information on persons served by Catholic Children’s Home. Only when legal authorities, public officials, investigative units or law enforcement agencies attempt to gain extraordinary or unusual information on specific persons served will Catholic Children’s Home obtain appropriate legal counsel on its obligation to comply with such requests. Legal consultation gained in such instances is authorized by the Executive Director and/or Corporate Board.


No information on persons served by Catholic Children’s Home will be released to persons or organizations outside of Catholic Children’s Home without first obtaining the informed, written consent of the person served, and the parent or legal guardian of the person served, if such person is a minor, or an adult who has legally appointed a guardian. Such written consent will specifically include:

- the specific information to be given,
- to whom it is to be given,
- for what purpose is it to be given,
- the calendar date on which the consent expires,
- the right to inspect and copy the information to be given,
- the consequences of refusing the consent, if any, and
- the right to revoke the consent at any time.

Blanket consents to release unspecified information are prohibited.

In accordance with the Illinois Abused and Neglected Child Reporting Act and Illinois Mental Health and Developmental Disabilities Confidentiality Act, Catholic Children’s Home employees have the duty, under certain circumstances, to disclose, without consent, pertinent information on persons served. In such instances, Catholic Children’s Home employees immediately notify and inform the appropriate parties including administration, parents, legal guardians, foster or adoptive parents, as appropriate, or community authorities. In such instances Catholic Children’s Home will produce written documentation regarding the release of information. Such documentation will include:

- the specific information given,
- to whom it was given, and
- the reasons why it was given.

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For the purposes of staff training, Catholic Children’s Home has established written procedures regarding our obligations to disclose information without consent under the terms of the Acts cited above.

In instances where information is to be released on a minor child without permanent family ties, Catholic Children’s Home will determine who, in fact, is the parent or legal guardian of the child before releasing any information. In instances where information is to be released on an adult, without a legal guardian, who nevertheless appears incapable of providing an informed, competent consent due to mental illness or functional illiteracy, Catholic Children’s Home will document, through the signed statements of two witnesses, that it would be readily understood that the person willingly and without duress, agreed to release the information.


It is strictly prohibited for any Catholic Children’s Home personnel to attempt to coerce, unduly influence, or reward persons served to commit to the following actions:

- making public expressions of gratitude for the services they have received
- appearing in public performances sponsored by Catholic Children’s Home
- speaking to the print or electronic media, or
- agreeing to appear in Catholic Children’s Home public relations materials.

In its public relations materials and media, Catholic Children’s Home strictly prohibits the use of photographs, videotapes, or audiotapes of persons served without first obtaining the expressed written consent of such persons served. Persons served by Catholic Children’s Home are not allowed to participate in public performances sponsored by Catholic Children’s Home without first providing their expressed written consent to do so. Catholic Children’s Home further prohibits members of the print or electronic media from interviewing persons served by Catholic Children’s Home without first obtaining the expressed written consent from such persons. In all instances where consent is required, if the person served is a minor or an adult with a legally appointed guardian, the express written consent of the person served and the parent or legal guardian must be obtained.

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	SUBJECT:	Sources of Information
	SECTION NO.:	2A.3

Catholic Children's Home receives information on youth placed in our residential programs from the Department of Children and Family Services and from the youth. CCH receives information pertaining to youth placed in our school from Local School Districts, parents or guardians of the youth and from the youth. Information from other resources e.g. community counselors, probation etc. is acquired only after appropriate consent for release of information is obtained from the parent or guardian and the child, if older than twelve years of age.

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	SUBJECT:	Case Records
	SECTION NO.:	2A.4

2A.4.01 Case Record Content

Case records serve to document change in the life circumstances of the client, provide evidence that the service was rendered, and are useful in the planning of case and/or group activity. All entries in the agency's records are specific, factual, and pertinent to the nature of the need of the person(s) served.

2A.4.02 Minimum requirements of Case Records

The record for an individual client shall contain, but is not limited to the following:

- Identifying information, including client's name, Medicaid recipient identification number, address and telephone number, gender, date of birth, primary language or method of communication (e.g., Spanish, American Sign language, communication board), name and phone number of emergency contact, date of initial contact and initiation of mental health services, third party insurance coverage, marital status, and source of referral;
- Documentation of consent for or refusal of mental health services;
- Assessment and reassessment reports;
- A current Individual Treatment Plan (ITP)
- Admission note (if applicable);
- Documentation concerning the prescription and administration of psychotropic medication;
- Documentation of missed appointments;
- Documentation of client referral or transfer during and active service period to or from the provider's programs or to or from other providers.

2A.4.03 Supplemental Client Information


Because of the nature of client needs and/or the services provided by the agency, minimum client information is often supplemented by the following:

- Psychological, medical, or psychosocial evaluations
- Court reports
- Documents of guardianship or legal custody, birth or marriage certificates, and any other court orders related to the service being provided
- Financial information used to establish fees
- Agency documentation of ongoing client services.

2A.4.04 Entries/Summaries

Records for all clients are kept current from the point of intake until the point of termination of services. Case records must:

- Be legible if handwritten or typed

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- Provide thorough summaries (monthly or quarterly at the minimum, depending on the program or department requirements) of the proceeding service activities
 - Depending on the nature of the service, be completed on a frequent or intensive basis
 - Be signed and dated by the person who provided the service if the notes are regarding clinical or professional services

2A.4.05 Termination Summary

When service objectives have been attained, the worker closes the case. Should the client withdraw from services against the worker's advice, the worker must wait thirty (30) days after the last communication and then closes the case. A Closing Summary of the services provided is written, and typed within thirty (30) days of termination.

The Closing Summary shall include:

- A summary of the services provided, and its outcomes,
- A recommendation for any needed future service and referrals made.

2A.4.06 Personal notes


It is of the utmost importance that personal notes are excluded from the case record. For example, unsummarized notes, subjective observations, impressions unrelated to the determination of need or service delivery, is not to be included. The definition of personal notes, according to *The Mental Health and Disabilities Act* is adopted by Catholic Children's Home of the Diocese of Springfield in Illinois. The definition of personal notes includes the following:

- Information disclosed to the therapist (direct service worker) in confidence by other persons on condition that such information would never be disclosed to the recipient or other persons.
- Information disclosed to the therapist (direct service worker) by the recipient which would be injurious to the recipient's relationship with the other person.
- The therapist's (direct service worker's) speculations, impressions, hunches, and reminders.

The supervisor at closing or annually in long-term cases screens all case records, for the presence of personal notes and any personal notes should be removed. Personal notes must be shredded at any time the therapist leaves the employee of the Catholic Children's Home.

2A.4.07 Record of administration of medication

In cases where agency personnel directly administer medication to a client, the case record must contain a copy of the written order for medication or specific treatment procedures. For specific procedures regarding the administration of medication in day care facilities and foster care, staff should refer to the applicable DCFS Rules and Procedures.

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	SUBJECT:	Access to Records
	SECTION NO.:	2A.5

It is the policy of Catholic Children’s Home of the Diocese of Springfield in Illinois, to abide by all local, State, Federal, contractual and professional requirements in regard to access to confidential client records. This policy will delineate general Agency Policy in regard to access to client records. Any specifics that are other than those stated in this policy are found in the contracts for the program. DCFS’ policy regarding access to records can be located in Rule 431, “Confidentiality of Persons Served.”

2A.5.01 Intra-Agency Access

Access to client information is essential for the authorized personnel working the case, their supervisor(s) and authorized agency administration. Often within the agency, more than one worker, from more than one program (including Administration), may be needed to best serve the client. In these instances, the client must be informed that information is being shared between workers and/or programs. Information regarding a client should only be shared with agency personnel from other departments with a need to know in keeping with the Agency’s confidentiality policy. All information gathered and reviewed for the agency’s performance Quality Improvement Plan will remain confidential regarding any client specific information. Only authorized agency personnel will be involved in such information gathering and review.

2A.5.02A Outside Agency Access


Each consent to share information outside the agency must include the following:

- Identity of the recipient (individual or agency)
- The specific information to be given
- The time period in which the consent is in effect
- The purpose of the disclosure.

The informed consent is signed and dated by the client or the minor client’s parent/legal guardian/designee and an adult witness. All written information must contain a confidentiality statement. Legal, professional or contractual regulations may alter these requirements. For specific DCFS policy regarding release of information refer to DCFS Rule 327.4, Guardianship Services, release of information consents, and DCFS Rule 431, Confidentiality of Persons Served. For specific ISBE policy refer to the 23 Illinois School Code Part 226.

2A.5.02B Outside Agency Access by Regulatory, Contracted or Accrediting Personnel

In many programs, access to client information may be required for auditing, contracting, licensing or accrediting purposes. In these instances, only authorized personnel from the outside agency will be allowed access to records. In these instances, no client specific information will be released without the client’s consent.

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2A.5.03 Verbal Sharing of Information

The verbal sharing of client information outside of the agency is unethical and strictly prohibited. When sharing information outside the agency, employees must be certain of the identity of the individual with whom they are sharing the information and must have a valid, current informed written consent on file. The verbal sharing of information as to whether an individual is a client, without the consent of the client, is prohibited.

2A.5.04 Client Access to Records


Catholic Children's Home recognizes that clients should have access to their records, within the limits of Applicable laws, contracts and professional requirements. Access to records is always limited to the client Served or the parent or legal guardian of the client if the client is a minor. In order to access their case Record from the school department, a client/parent/or legal guardian request this information from their local School District.

2A.5.06 Client Statement

A client may insert a statement, on a separate page, into the record about incorrect information, their problem(s), or about service they are receiving or wish to receive. Any statements or responses by the agency are done with the client's full knowledge.

2A.5.07 Subpoenas

If an attorney arranges the issuance of a subpoena, the staff will immediately inform their supervisor and the Administrator. The Administrator will communicate the request to the Executive Director for review. The Executive Director will consult with the Diocesan legal counsel and Corporate Board for a formal determination of appropriate action. In no circumstances are agency staff permitted to respond to a subpoena without explicit authorization from the Executive Director or designee.

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	SUBJECT:	Security of Records
	SECTION NO.:	2A.6

2A.6 Security of Records

The confidential nature of client information requires that case records will be protected at all times. Each office will have a sufficient locked storage area available for storage of both closed and open client records. All records must be returned to their assigned file cabinet when not in use by agency staff. Records should never be left in a place that would allow unauthorized individuals to view the record or the name of the client. All records must be maintained in a manner so as to allow for easy access by authorized personnel. Catholic Children's Home will strictly adhere to all building and fire codes to insure the protection of case files from loss by fire or other damage.

2A.6.01 Computer System Security

The Computer System Security is the mechanism whereby the agency can maintain the confidentiality of the client and fulfill the agency's statistical and billing requirements.

Each staff member who has need for computer access will be assigned user rights and password identification for given menus, functions, areas or client information.

This system and the staff granted privileges to access shall be reviewed and monitored at least annually. The agency's MIS Coordinator is responsible for MIS security.

2A.6.02 Retention of Closed Records


A closed record may no longer be useful to the worker; however, it continues to have value to the agency. A record may contain information of value to a worker should the case be reopened, or if a client were to receive the services of another program of Catholic Children's Home. In addition, closed records are frequently a source of information for quality improvement, agency licensure or accreditation. Further information regarding DCFS Policy in relation to closed records can be located in DCFS Rule 401.270, Licensing Standards for Child Welfare Agencies, Records Retention.

Client case records will be stored in locked file cabinets, in a secure area, and are not to be removed from the premises. Only authorized personnel shall have access to case records.

It is the policy of the agency that all DCFS child case records shall be maintained for five years after the child attains the age of 21. At least five years after the child attains the age of 21, the record may be purged so that only family, medical, and biographical information is retained. The family, medical, and biographical information shall be maintained for at least 15 years after the child has attained the age of 21.

The following procedures will be adhered to by all agency staff:


1. Active and closed (less than five years) case records are kept in a secure location.
2. It is the responsibility of the staff to return all case records to the secure file area at the end of each working day.
3. Both file cabinets and the storage room are locked at the end of each working day.

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	SUBSECTION A:	Professional Practices
	SUBJECT:	Security of Records
	SECTION NO.:	2A.6

4. Access to client case records shall be limited to counselor, foster care workers, family care workers, case aids, supervisors, administrative staff, and clerical staff to the degree necessary to fulfill their assigned responsibilities.
5. Monitors, representing contracting organizations or accrediting bodies, shall have access to client case records (open or closed) as required by contract, law, court order, regulation, or accrediting guidelines.

2A.6.03 Disposition of Case Records/Dissolution of Agency

In the event that an agency program of Catholic Children's Home of the Diocese of Springfield in Illinois is merged with another agency or is dissolved, the Executive Director will designate the personnel responsible for the disposition of client records according to current policy governing record retention and destruction.

 <p>Policy Manual</p> <p>CATHOLIC CHILDREN'S HOME</p>	SECTION 2	Service Delivery
	SUBSECTION A:	Professional Practices
	SUBJECT:	Research Projects for Persons Served
	SECTION NO.:	2A.7

From time to time, Catholic Children’s Home may be approached by persons, from either inside or outside of the agency, wanting to conduct research involving present or former clients of Catholic Children’s Home. The agency encourages and supports the efforts of professional staff in terms of contributing to the helping profession by contributing literature to the community. Requests regarding research projects must be first presented in writing to the Administrator. The Administrator/Executive Director will appoint an ad hoc committee to evaluate the proposed research project and to recommend that the project be either approved or rejected. The ad hoc committee will consist of not less than three members, each of whom will be qualified to competently serve on such a committee and will be independent, in appearance and in fact, of the persons wanting to conduct the research. The committee will review the proposal within one month and will provide an answer approving or denying the proposal within that time frame.


In conducting its evaluation, the ad hoc committee will study and form judgments that the proposed research project:

- Complies with all applicable federal and state statutes governing research with human participants,
- Attempts to gain knowledge that is relevant and important to the field of human services,
- Makes practical sense in terms of its breadth and scope and degree of intrusion into the lives of the participants,
- Uses research methods possessing reasonable degrees of validity and reliability,
- Safeguards the privacy and confidentiality of the proposed participants,
- Assures that participants freely volunteer to participate and that such decisions are free from penalty or reward,
- Secures written, informed consent to participate from each participant, and if the person served is a minor or an adult with a legal guardian, the informed written consent of the guardian is obtained, and
- Complies with all other standards regarding research with human participants established by the American Psychological Association.

Upon completion of the research, the findings will be submitted to the ad-hoc committee and the Administrator to insure statistical accuracy. The ad-hoc committee and Administrator will also insure that the complete confidentiality of the clients served has been maintained.

2A.7.01 Research Performed by Non-Agency Staff or Other Agencies

Any request for research to be performed by non-agency staff or outside agencies must follow the same procedures as outlined for agency staff. Catholic Children’s Home will only participate in research that insures absolute confidentiality of clients.

Policy Manual  CATHOLIC CHILDREN'S HOME	SECTION 2	Service Delivery
	SUBSECTION A:	Professional Practices
	SUBJECT:	Grievance Procedures for Persons Served
	SECTION NO.:	2A.8

Catholic Children's Home attempts to provide the most appropriate services to clients in the most professional manner possible. In spite of all the agencies best efforts, persons served might have the need to express dissatisfaction with the services provided. In view of this, the agency provides clients with the protocol for lodging complaints or filing appeals, relative to service provision.

The following grievance procedure will be made available to all clients upon request and when otherwise indicated.

2A.8.01 CATHOLIC CHILDREN'S HOME GRIEVANCE PROCEDURE

Clients of Catholic Children's Home shall have the ability to lodge complaints or file appeals regarding any service provided by the agency. The protocol for such a grievance will be as follows:

1. Clients will first discuss the problem/issue with the staff person providing the service, in an attempt to resolve the problem.
2. If the problem persists, the client will contact the staff person's supervisor in an attempt to resolve the problem.
3. If further action is needed, the client will contact the Director to inform them of their intent to file a grievance.
4. The Director will send a grievance form to the client.
5. The client will complete the form and return to the Director for their review.
6. The Director will investigate the complaint and then provide a written response to the client within two weeks.

All responses will include:


- Response to the complaint/grievance issue
- Resolution of the problem
- Information about a further appeal/grievance process if applicable

If the client has not resolved their complaint to their satisfaction they can contact the Administrator. At this juncture, the client will have the opportunity to file a formal complaint with the administrator's office. Upon receipt of all written documentation the Ad Team will review materials to determine the following;

- the validity of the complaint
- the potential culpability of any staff persons
- the need to take corrective action

A written response from the Administrator/Executive Director will be provided to the client within two weeks. All decisions of the Administrator/Executive Director are final.

The agency will retain a copy of the notification as well as the completed grievance form. All grievance information, upon resolution of the issue, will be forwarded to the Director

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responsible for the particular program or the Administrator/Executive Director when applicable. All grievances will be reviewed by the Peer Review Council on a quarterly basis, to determine the following:

- Are there any patterns of grievances from persons served?
- Have the specific problematic or unresolved issues been addressed completely?
- Are there any recommendations for handling of future grievances?
- Has the grievance been resolved in a timely manner?
- Are there any liability issues relative to the complaint/grievance that need to be addressed?

All CQI grievance reviews will have confidential client information removed in order to protect the confidentiality of the person(s) served. The Corporate Board will review the agency planning objectives, which will include information about grievances, on an annual basis.

In the case of DCFS clients the following additional appeals and reviews are available as per DCFS policy and procedure:

1. Rule 337 Service Appeals
2. Advocates Office
3. Office of the Inspector General

 <p>Policy Manual</p> <p>CATHOLIC CHILDREN'S HOME</p>	SECTION 2	Service Delivery
	SUBSECTION B:	Person and Family-Centered Assessment and Planning
	SUBJECT:	Intake
	SECTION NO.:	2B.1

Catholic Children's Home offers four programs to DCFS clients – the McNicholas Home which accommodates both emergency shelter care and long term residential for boys ages 11 years through 18 years, the LIFT (Learning Independence for Tomorrow) and Next Step for young men ages 16 through 20 years.

The Catholic Children's Home contracts with the Department of Children and Family Services to provide residential services for wards of the state of Illinois. The D.C.F.S. referrals made be made by any designee of the Department. Referral information must include written background information, the reason for referral, school records and assessments. A current 497, medical information and psychological/psychiatric records and evaluations.


Catholic Children's Home follows all procedures required by DCFS prior to admitting any youth in any of our residential programs

The Catholic Children's Home, through voluntary agreements with various agencies including Children's Home and Aid Society of Illinois, Lessie Bates Davis Neighborhood House and the Human Service Center, accept youth who are in need of crisis respite shelter care. Phone referrals are acceptable in these situations; however, there are admission forms which are required to be signed by the private agency representative.

For more detailed information regarding these programs, see the Residential Manual.

Clients are referred to the CCH Special Day School by their local school districts. The school districts send information regarding the potential student, which is reviewed by CCH staff to determine if placement is appropriate. If the placement is appropriate and an opening exists, a meeting is set with the student, their parent/guardian, representatives from their local school district and CCH school staff. An initial Individualized Education Plan is developed at this meeting which includes educational and behavioral goals and objectives, classroom placement and the starting date. At this time both the student and their parent/guardian are provided with information regarding the program including policies on youth rights, grievance and confidentiality.

The local school district or the Department of Children and Family Services will be informed if the agency has determined that the youth is appropriate but will have to put them on a waiting list. They will be advised of the potential time frame for their stay on the agency waiting list. When services cannot be provided by the agency the referral source is informed within 48 hours, whenever possible.


Policy Manual  CATHOLIC CHILDREN'S HOME	SECTION 2	Service Delivery
	SUB SECTION B:	Person and Family-Centered Assessment and Planning
	SUBJECT:	Assessment
	SECTION NO.:	2B.2

Catholic Children's Home believes that the assessment of the client provides the foundation for any service provision. It is essential for this assessment to be comprehensive in nature in order to assure that the service provided will meet the needs of the client. Appropriate services provided by qualified personnel will be provided in keeping with an assessment that includes the following elements:

- A preliminary evaluation of the request or need for service
- Identifying information: name, gender, date of birth, primary method of communication;
- Extent, nature, and severity of presenting problems;
- Family history, including the history of mental illness in the family;
- Mental status evaluation, including, at a minimum, attention, memory, information, attitudes, perceptual disturbances, thought content, speech, affect, suicidal or homicidal ideation, and an estimation of the ability and willingness to participate in treatment;
- Personal history, including mental illness and mental health treatment;
- History of abuse/trauma (childhood sexual or physical abuse, intimate partner violence, sexual assault or other forms of interpersonal violence);
- Present level of functioning, including social adjustment and daily living skills;
- Legal history and status, including guardianship and current court involvement;
- Immediate threat to personal safety (e.g., gang involvement, domestic violence, elder abuse);
- Education, specialized training, and vocational skills;
- Employment history;
- Interests, activities and hobbies;
- History of current alcohol or other substance use, abuse or dependence;
- Previous and current psychotropic medications, including date of most recent psychiatric evaluation;
- General physical health, including date of last physical examination, any known symptoms or complaints, and current medications;
- Resources such as family, community, living arrangements, religion, and personal client strengths; and
- Summary analysis, conclusions and recommendations for specific Part 132 services.

All assessments will take into account determinant factors relative to the person's racial, ethnic and cultural background. Any treatment/client service plan developed for clients will include information regarding recommendations for special treatment approaches that address these determinant factors.


When case assessment indicates a need for an extended assessment or ongoing evaluation period due to the complexity of the needs of the client, it will be documented in the treatment plan. All assessments will determine whether the service will be short term in nature or whether the service will likely be ongoing.

Policy Manual 	SECTION 2	Service Delivery
	SUB SECTION B:	Person and Family-Centered Assessment and Planning
	SUBJECT:	Assessment
	SECTION NO.:	2B.2

Students attending Catholic Children's Home Special Education Day School will be assessed during the first 60 calendar days following the intake staffing. The teachers use this time to observe and evaluate the student in order to develop a more appropriate Individual Education Plan. During this time, each of the therapeutic services offered by the school will conduct an individual assessment to determine if the student is in need of that therapy. Appropriate services will be included in the students Individual Education Plan.

Progress Reports are sent to parents mid-quarter to assist the parent and teacher with sharing information about academic performance. Quarterly Reports are completed by teachers approximately every 44 days of the school year including report card and credits earned. In January and May, semester reports are completed on each student receiving counseling, art therapy, music therapy, speech and language therapy and/or occupational therapy.

All assessment tools used by the agency will be administered by qualified, trained professionals in accordance with nationally accepted standards.

 <p>Policy Manual</p> <p>CATHOLIC CHILDREN'S HOME</p>	SECTION 2	Service Delivery
	SUBSECTION B:	Person and Family-Centered Assessment and Planning
	SUBJECT:	Adaptation of the Assessment Process to Meet Special Needs
	SECTION NO.:	2B.3

Catholic Children's Home strives to provide services to clients that best meet their needs. In order to accomplish this a comprehensive assessment must be used to tailor a treatment plan that is inclusive of any needs that the client presents. Being a family systems agency allows us to be holistic in our approach to services. This inclusive approach insures that we address the full spectrum of the client's needs prior to the provision of service. In an effort to achieve this end, when the population served dictates, we will insure that all special needs will be assessed to determine the following:

- Health and safety issues
- Degree of supervision needed
- Independent living skills
- Daily living skills
- Adequacy of nutrition and dietary needs
- Leisure interests and attitudes
- Financial status and needs

When the delivery of the service requires we also review the following criteria:


- Personal and social functioning
- Adaptive behavior
- Cognitive functioning including concrete and abstract reasoning
- Conceptual abilities
- Intelligence
- Documentation of disability

When working with clients that are in need of assistive technology and/or corrective or prosthetic devices the needs and concerns of the client are assessed and factored into the treatment plan. When appropriate to the individual served a full educational, vocational, and a vocational evaluation is conducted including an assessment of the following criteria:

- Work history
- Skills
- Interests
- Experience
- Education
- Prior training or need for training
- Behavioral issues
- Need for accommodations

When working with an individual with a disability where social inclusion is a treatment goal the assessment and planning process will address the following issues:

- Inclusion
- Identification of the level and kind of appropriate social roles the client wishes to pursue
- Identification of family and other relationships that the client wishes to pursue

Policy Manual  CATHOLIC CHILDREN'S HOME	SECTION 2	Service Delivery
	SUBSECTION B:	Person and Family-Centered Assessment and Planning
	SUBJECT:	Development of a Treatment Plan
	SECTION NO.:	2B.4

As a result of a comprehensive assessment, a treatment plan will be developed in all client programs based on the findings of the assessment. This plan will build on the strengths of the client as identified in the initial assessment. It will also address the weaknesses of the client and attempt to assist them to ameliorate conditions which were the basis of their need for service. Treatment plans will always identify the services that the agency cannot provide and make referrals for the needed ancillary services.


The relationship between the assessment and the treatment plan will be established by basing goals and objectives on the issues identified in the assessment. All treatment plans will be focused on timely resolution of the presenting problem and will be evaluated on a scheduled basis and as dictated by the changing needs of the client.

A written plan will be developed as soon as the goals and objectives can be reasonably established.

All treatment plans are goal directed with clear understandable objectives. Goals and objectives should be written to be attainable and measurable. Basing goals and objectives on the strengths of clients will help us to engage the person in the process of resolving the problems. The goal is to assure that this resolution is time focused and corresponds to the presenting problem and the needs of the client.

In cases where the resolution of identified problems requires a behavior management approach, said approach will be stated clearly in the treatment plan. Plans will include a clearly articulated statement providing the rationale, the application and the impact that the approach will have on the clients right to self-determination.


In cases where complex needs are identified, the agency will make available a multidisciplinary team to review the treatment plan. The Residential Department provides such a team that conducts a review, which is referred to as the Difficult Case Review or DCR. The DCR will be requested when the case is so complex that a review by a team of related professionals is indicated. The Residential Director will be the contact person to arrange the DCR. Upon the request for a DCR, the Residential Director will put together a team of professionals with qualifications and skills that are germane to the presenting problems in the case. The therapist/caseworker will provide a clear request for the assistance needed prior to the actual review. At the review the treatment plan will be reviewed and suggestions for amending the plan or augmenting the plan will be made. A follow up in writing will be provided to the worker requesting the review within five (5) working days of the review.

Policy Manual  CATHOLIC CHILDREN'S HOME	SECTION 2	Service Delivery
	SUBSECTION B:	Person and Family-Centered Assessment and Planning
	SUBJECT:	Family Focused Planning
	SECTION NO.:	2B.5

Catholic Children's Home is a Family Systems agency. The building block for all services provided to consumers is the inclusion of the family system whenever possible and appropriate.


When the agency provides residential services to children and youth treatment planning will be family centered. The client treatment plan will always include the following components:

- Identification of the youth's service needs
- Plans for maintaining the parent-child relationship
- Plans for the maintenance of or resumption of parental responsibilities
- Preparation for positive permanency outcomes including:
 1. Return Home
 2. Adoption
 3. Subsidized guardianship
 4. Private guardianship
- Preparation for neutral permanency outcomes including:
 1. Independent living
 2. Release of guardianship due to majority

Policy Manual 	SECTION 2	Service Delivery
	SUBSECTION B:	Person and Family-Centered Assessment and Planning
	SUBJECT:	Appropriateness of the Service Plan for Individuals and Families
	SECTION NO.:	2B.6

The Catholic Children's Home always provides the most appropriate and least restrictive services that will best serve the needs of the client. Residential care services are designed to assure that children receive necessary structure in a family-like environment. More restrictive placements are only made based on a placement review teams recommendations. These recommendations will be based on the levels of care identified and the resources available to meet the needs of the children.


Personnel who work with children and families must have the proper qualifications as required by applicable statute, Mental Health law and DCFS rules and procedure. All personnel associated with DCFS programs are qualified according to DCFS Rule 401, Licensing Standards for Child Welfare Agencies, Subpart D, Personnel Requirements.

Policy Manual 	SECTION 2	Service Delivery
	SUBSECTION B:	Person and Family-Centered Assessment and Planning
	SUBJECT:	Participation in Treatment Planning by Persons and Families Served
	SECTION NO.:	2B.7

Catholic Children’s Home believes that service planning, to be effective, must include participation to the maximum extent possible in the development of a treatment plan. In this way the agency empowers clients by allowing them to help in a creation of a plan that will address the presenting problem. Clients that participate in treatment planning have more of an investment in the plan and its execution.

Service planning, when appropriate, includes the participation of the minor in the process. It is our intention to have the parent/guardian and the child retain as much personal responsibility for the process as appropriate and possible. Most of our DCFS clients come to us involuntarily but still retain the ability to influence the plan that will ultimately affect their future. All clients are informed in advance about the benefits and risk of, and alternatives to, planned services.

In all of the services provided by the agency, the family or guardian is kept apprised of ongoing progress towards service plan goals and objectives. Invested parties are always invited to attend conferences that include changes in the treatments plan, and in situations that pertain directly to them. All treatment plans require the signature of the person served or his/her legal guardian. When changes are made to the treatment plan it is reviewed with the person/s served. If the client is a minor, his/her parent/guardian is invited to attend any treatment staffing that includes changes in the treatment plan.


Policy Manual  CATHOLIC CHILDREN'S HOME	SECTION 2	Service Delivery
	SUBSECTION B:	Person and Family-Centered Assessment and Planning
	SUBJECT:	Person-Centered Planning for Optimal Functioning for Persons with Disabilities
	SECTION NO.:	2B.8

As a charitable social service agency, Catholic Children’s Home strives to provide services to those clients with disabilities, with respect for their disability and consideration for promoting their dignity. All clients of this agency who use our supports and services are encouraged to maximize their potential. The goal of empowerment is to help the client to demonstrate an increase in abilities, achieve self-sufficiency to the degree possible, and to help impact their lives in a way that is consistent with their personal goals.

In order to facilitate the process of empowerment of our clients, Catholic Children’s Home assessment and client service planning process for disabled clients includes the following considerations:

- Involvement of the client, to the degree possible, in the process of service planning which includes examining the following:
 1. Personal history
 2. Life stages
 3. Present situation
 4. Future options
 5. Their perception and vision of the future
- Assisting the client in the following ways, either directly or by referral:
 1. Mastering developmental tasks
 2. Accomplishing activities of daily living
 3. Exercising talents and leadership abilities which they possess
 4. Selecting a living arrangement of their choosing which meets their needs
- Assisting the client to pursue the following goals, either directly or by referral:
 1. Living with the person or persons of their choice
 2. Making their choices about their daily routines and activities within the limits of what is possible
 3. Personal financial planning
 4. Exploring affordable options for protecting their resources through insurance or other means.

Catholic Children’s Home offers assistance to persons served in an effort to help them resolve conflicts to achieve a more independent or less protected lifestyle. When the agency does not have a prescribed curriculum to meet the identified needs of the client, we pursue such a curriculum or create one. Clients who require a training or educational component in their service plan will receive that education directly from Catholic Children’s Home or through a collaborative agreement with another agency that provides this service.


Policy Manual  CATHOLIC CHILDREN'S HOME	SECTION 2	Service Delivery
	SUBSECTION B:	Person and Family-Centered Assessment and Planning
	SUBJECT:	Social Inclusion of Persons With Disabilities
	SECTION NO.:	2B.9

Catholic Children's Home believes that social inclusion for those with disabilities is an important treatment goal. We strive to support people with disabilities in building and maintaining natural support systems and community connections. It is our goal to empower all clients to be able to exercise their rights and privileges as fully participating members of society. For our disabled clients, we are cognizant of the fact that this goal has a different significance and perhaps a greater weight in the treatment planning process.

As part of the treatment planning process the following documents are created:

- A written statement describing the approach with regard to involvement of the client in the everyday life of the community;
- A specific plan for achieving the goals of community involvement and full participation through program design, necessary accommodations and individualized assessment.

Catholic Children's Home encourages others, in the community that we serve, to participate in the treatment to clients who desire such involvement. To this end, we provide opportunities for both social and physical integration for those who are not service recipients.

Policy Manual  CATHOLIC CHILDREN'S HOME	SECTION 2	Service Delivery
	SUBSECTION C:	Person and Family-Centered Delivery Process
	SUBJECT:	Information About Rights and Protections
	SECTION NO.:	2C.1

Catholic Children's Home understands the importance of the rights of the individuals that it serves. To this end all clients are informed of their rights in regards to the provision of service by the agency. A statement of client's rights shall be posted in every office, in the reception area. In addition, the statement of client rights shall be reviewed with the client at admission. All clients shall be required to sign such a statement attesting to the fact that they are aware of their rights. After the information is delivered to the client and they sign the form it shall become part of the case file.

Catholic Children's Home shall display brochures in the reception area explaining programs and services provided. In this way, any potential client will have a clear understanding of the components of the specific services they need as well as the other services that the agency offers.


Our contracted services with the State of Illinois Department of Children and Family Services (DCFS), Department of Correction (DOC) and the Illinois State Board of Education (ISBE) are often involuntary. These services are often court ordered or are required in keeping with the fact that DCFS retains guardianship of minor children. Clients of the Special Education School have Individual Education Plans that determine their placement at CCH. Clients will be informed of their right to refuse service, treatment or medication, unless those rights have been limited by law or court order. Agency staff shall inform any person served of the potential consequences of the refusal of service.

Minors shall not be served without prior parental or guardian consent unless contraindicated by the Illinois Mental Health Code. Such consent will be in writing and contain clear understandable language as to the type of service provided, the proposed length of service and the potential consequences of refusal of the service.

All information about the above stated rights of persons served will be provided as follows:

- In a language which the persons served can understand
- In sign language or in verbal or written form as may be required by persons served who are visually or hearing impaired
- To the parents or legal guardian of the person served as well as to the person served, if the person served is a minor or mentally disabled.

The above policy is extremely important in relation to any service the agency provides. It is Catholic Children's Home intention to keep clients informed to the full extent possible. The agency believes in the individuals right of self-determination. Services offered to voluntary and involuntary clients will be offered in keeping with this right. Maintaining the self-respect and the dignity of our clients is our primary goal.

Policy Manual 	SECTION 2	Service Delivery
	SUBSECTION C:	Person and Family-Centered Delivery Process
	SUBJECT:	Consumer Participation in Treatment Planning
	SECTION NO.:	2C.2


Catholic Children’s Home believes that client treatment planning is the blueprint that aids in the building of self-esteem and empowerment. Treatment provision is always designed to achieve the maximum freedom of choice for clients. Clients are encouraged to set their own individual goals based on their identified needs. All clients will be fully informed about their treatment options and will make all decisions possible that affect their lives.

The agency works closely with the client to mutually determine appropriate goals and objectives. The identification of treatment goals will be based on a dialogue with the client and is relative to things that are important to them and in keeping with the presenting problem. These mutually identified goals will serve as the building blocks for assisting the client to achieve the desired objective. Goals and objectives will be routinely monitored and adjusted to meet the changing needs of the client.

The dialogue with the client includes an assessment of what they wish to achieve through the services provided. In order to effectively achieve this end, clients are informed of the following considerations:

- options available to them
- potential consequences of different choices
- how the agency can help them achieve their choices.

Persons who encounter roadblocks to achievement of goals and objectives will be assisted in planning for creative solutions to address these roadblocks. The agency staff and the client work together to advocate for changes in the types of services available to achieve their goals. When our partner in service, the client, has little experience or limited ability to make independent choices, it is our responsibility to assist them in this regard. Our goal is to assist the client in assuming increasing responsibility for their lives and help them to function more independently, whenever possible.

Policy Manual  CATHOLIC CHILDREN'S HOME	SECTION 2	Service Delivery
	SUBSECTION C:	Person and Family-Centered Delivery Process
	SUBJECT:	Treatment Procedures
	SECTION NO.:	2C.3

Treatment of minors will only be provided with the written informed consent of the person served, when applicable, or from the parent or legal guardian. The agency does not provide non-traditional, unconventional or controversial treatment modalities. All treatment modalities are documented in the case record and explained to the minor, to the extent possible, and the parent or guardian.


When treatment modalities require specialized skills and or training, the practitioner has been trained and certified when such certification is available. Verification of such certification is part of the employee's personnel file and available to clients upon their request. The agency provides only passive physical restraint, with children, in approved programs provided by fully trained staff. All treatment modalities respect the client's freedom and conform to any state, local or federal laws governing such treatment, (refer to Section 2E.6).

The use of physical restraint will be used only as a last resort, with CCH clients to manage out of control behavior. It is only used when a child is a danger to him/herself or others. All behavior management is performed in accordance with DCFS Rule 384.

All physical restraint is documented in agency incident reports and reviewed by the department Director and the Administrator within 48 hours. All DCFS incident reports are sent to the DCFS licensing representative assigned to our agency. All internal incident reports that do not require DCFS notification are forwarded to the Administrator. Any identified patterns in the frequency of physical restraints will be reviewed by the Department Director. Recommendations for resolution of any identified issues or trends will be submitted to the Ad Team and will be reviewed and implemented as appropriate and reasonable.

The agency has policy and procedures that contain, minimally, components addressing the following:

- Describing the conditions under which restraint may be considered
- Outlining the reporting procedures and the routing of the incident report
- Requiring that the guardian, in the person of the DCFS licensing representative, will be informed by delivery of the incident report in a timely manner

Policy Manual  CATHOLIC CHILDREN'S HOME	SECTION 2	Service Delivery
	SUBSECTION C:	Person and Family-Centered Delivery Process
	SUBJECT:	Case Coordination
	SECTION NO.:	2C.4

Catholic Children's Home assumes a coordinating role in carrying out the treatment plan when it is indicated and appropriate. When services are provided by two or more service providers, the agency will make every effort to be collaborative and work towards the common good of the client or clients. The following conditions constitute the basis for the agency assuming a coordinating role:


- The need of persons served, type of service or lack of adequate service coordination by multiple providers indicate the necessity of such a role;
- The agency is the most appropriate one to assume the role;
- The agency has the authority to do so;
- No other agency has assumed the role.

When the agency acts in the role of liaison or facilitator of services, we accept this role and the responsibilities that are inherent in the role. Minimally, that role includes the following case coordination activities:

- Sharing, planning, and coordination with the person served as fully as possible;
- Arrangement of direct provision of services identified in the treatment plan by the agency's personnel;
- Securing services elsewhere when needed services are not offered by the agency;
- Periodic reassessment of the treatment plan with any coordinating service providers and the persons served;
- Ongoing communication including written agreements, where needed, with other involved providers regarding the status, level of functioning, or emerging needs of persons served;
- Arrangements for termination, referral and follow-up.

Service coordination is an important function of any integrated treatment delivery system. It is the agency's goal to provide this coordination with respect for the rights of the clients and in an effort to assist in the initial steps in implementation of the treatment plan in the following ways:

- Insuring that the person has the opportunity to make an initial contact with any referral source;
- Providing information about the person served, the assessment and any ongoing services provided;
- **Always** obtaining the clients written consent prior to the release of confidential information.

Policy Manual  CATHOLIC CHILDREN'S HOME	SECTION 2	Service Delivery
	SUBSECTION C:	Person and Family-Centered Delivery Process
	SUBJECT:	Case Monitoring
	SECTION NO.:	2C.5

Once a client treatment plan has been developed, this plan must be evaluated on an ongoing basis to assure that the goals and objectives are on target. All treatment planning must factor in the ever-changing needs of the clients served. To this end, all cases are formally reviewed on a periodic basis for each program as per the individual program procedure. The frequency and the nature of reviews are based on the contractual requirements, legal guidelines and the identified need of the target population. The frequency of review is periodically subject to agency analysis and revision via the Quality Improvement Plan.

In order for the review to be effective and comprehensive, a review of the treatment plan goals must include the following persons:

- The youth and their parent or guardian
- The service provider
- Supervisor
- Consultant, if indicated
- Any other pertinent stakeholders in the case


The agency formally documents the following in writing:

- Individual supervisory review or consultation
- Periodic case conference review
- Any additional review processes such as quality improvement and peer review, whether internal or external to the agency
- Individual Education Plan, Annual Review form and other pertinent school record forms

As changes in the client's situation dictates, treatment plans will be reviewed to assess the following needs:

- Behavioral
- Emotional
- Educational
- Vocational
- Avocational (i.e.; Hobbies)
- Cognitive functioning

The agency evaluates the effectiveness of Case Monitoring Services through the usage of client surveys. The data from client surveys is regularly collected and analyzed to evaluate the effectiveness of the services provided. Any patterns of client dissatisfaction with programs or services, not of an emergent nature, will be evaluated by the appropriate Performance Quality Improvement Council and recommendations will be submitted to the Ad Team for review. These recommendations will be implemented as appropriate and reasonable.


Policy Manual 	SECTION 2	Service Delivery
	SUBSECTION C:	Person and Family-Centered Delivery Process
	SUBJECT:	Continuity of Care
	SECTION NO.:	2C.6

Catholic Children's Home understands the importance of continuity of care in meeting the needs of clients. It is our intent to avoid unnecessary interruptions in service whenever possible. Reestablishing a relationship with a new practitioner can be a traumatic event in the client's life. In view of this factor, changes in staff assignment will not be made in an arbitrary or capricious manner. At times, due to factors beyond the agency's control, a change is necessitated. These changes will be made with a sensitivity to the clients needs and sufficient transition time will be provided whenever possible.

Continuity of care will be assured by:

- Maintaining, wherever possible, the assignment of the professional worker designated at intake or early in the contact between the organization and person served in order to establish a continuing relationship with the person throughout service and during any period of aftercare
- Avoiding arbitrary or indiscriminate re-assignment which interferes with the relationship between the worker and the person served
- Changing case assignment only when it is unavoidable due to unanticipated events
- Providing systematic documented case transfer.

In this way, we can provide the client with uninterrupted service from a professional with whom they have established a trusting relationship and ensure an effective case transfer, when necessary.

Policy Manual 	SECTION 2	Service Delivery
	SUBSECTION C:	Person and Family-Centered Delivery Process
	SUBJECT:	Termination of Service and Aftercare
	SECTION NO.:	2C.7

Catholic Children’s Home understands that voluntary termination of service should be an orderly process that considers the needs of the client at the time of termination and in the foreseeable future. To that end, the agency engages the client in the process of termination and makes a collaborative assessment as to what aftercare, if any, will be required. Voluntary termination should only be pursued when mutually agreed upon goals and objectives have been achieved.


When aftercare is indicated, a plan is formulated with the person served or the parent or legal guardian of the minor. This plan will:

- Be developed sufficiently in advance of termination to ensure that an orderly process takes place, whenever possible
- Identify the continuum of services needed or desired by the person served
- Describe in detail the nature and frequency of follow-up or contact between the agency and the person served.

The agency will provide aftercare services directly where feasible and indicated. When the agency cannot provide said services, it will insure that those clients requiring aftercare services will get them from another community provider or from the clients own support network. The agency case file will contain the following information in the detailed closing summary in all cases requiring aftercare services:

- A case note regarding the collaborative assessment determining the need for aftercare
- Recommendations for any needed future services
- The assignment of aftercare responsibility, if applicable.

The summary will be done upon the termination of service or within thirty days of termination. It will include information concerning any coordination of services with other organizations. In cases where there is shared case management, for the person or the family served, the agency will notify said organization or organizations upon termination of services. This notification will be done minimally by a telephone contact. When the aftercare is of a more complex nature the notification will be in writing, including a copy of the written aftercare plan. Any release of information in these cases requires the client or guardian to consent in advance to the sharing of said information.

 <p>Policy Manual</p> <p>CATHOLIC CHILDREN'S HOME</p>	SECTION 2	Service Delivery
	SUBSECTION C:	Person and Family-Centered Delivery Process
	SUBJECT:	Transition to Independence for Youth
	SECTION NO.:	2C.8

Because Catholic Children’s Home serves many youth and adults with special needs, it is essential that the agency provide comprehensive services to these individuals. When independence is a service goal, the organization ensures that an orderly and planned process prepares the individual for independence.

For clients transitioning to independence, the organization ensures that basic resources are in place, including:

- A suitable living arrangement.
- A source of income.
- Affordable health care.
- Transportation.
- Access to at least one adult committed to helping with transitions.
- Access to peer support.

The services provided or coordinated for the client transitioning to independence include;

- Life skills training.
- Education regarding human sexuality.
- Vocational and technical training.
- Housing during transition and after discharge.
- Support services.
- Appropriate social, cultural, leisure, religious and recreational activities.

Catholic Children’s Home prepares the person for a successful transition by:

- Arranging for transfer or termination of custody for youth (when applicable).
- Providing information on service to which the person may have access, or rights that the person may have as a result of a disability.
- Providing information on individual and family medical history.
- Providing information on the court and welfare systems.
- Providing information on childcare services.
- Providing support at the organization through community volunteers or persons who have made a successful transition, as appropriate.

During the transition process, and prior to discharge, the organization explores a range of housing options with the client and engages them in an evaluation of the risks and benefits of different living arrangements and degrees of independence from the agency.

In order to help to insure a successful transition to independence, the agency provides the client with at least six months notice prior to the cessation of services, including health, financial, or any other benefits or services that may occur at the time of transition or discharge.

