



New Jersey Department of Children and Families Policy Manual

| | | | |
|-------------|------|--|-----------------|
| Manual: | CP&P | Child Protection and Permanency | Effective Date: |
| Volume: | IV | Placement | |
| Chapter: | E | Placement | 8-30-1993 |
| Subchapter: | 1 | Residential Placement | |
| Issuance: | 1100 | Contact with DCF Administrative Offices | |

Contact with CP&P Administrative Offices 8-30-93

The Worker notifies his Supervisor and the appropriate Central Office or Regional Unit of any critical incidents or serious problems with the facility:

- as related to him by the child/family, or
- as observed by the Worker.

The Worker or his supervisor telephones the Office of Licensing or the contract supervisor, Office of Statewide Operations and Support or the regional contract supervisor immediately to report serious complaints and problems. Also, critical incident policy is followed when applicable.

Licensing Non-Compliance 8-30-93

Complaints related to non-compliance with particular standards contained in the Manual of Requirements for Residential Child Care Facilities are referred to the Office of Licensing.

Examples of violations of the Manual of Requirements are:

- children being denied food as punishment; and
- toilet facilities are inoperable.

Contract Non-compliance 8-30-93

Complaints related to violation of the CP&P contract for services are referred to the contract supervisor in the Office of Statewide Operations and Support or in the Area Office.

Examples of violations of the CP&P Contract are:

- children being required to purchase toothpaste with their allowance money; and
- the facility billing parents for items covered by the CP&P board rate.

Critical Incidents 8-30-93

If the situation meets the criteria of a “Critical Incident,” follow policy and procedures outlined in CP&P-IX-D-1-100.