



Office of Licensing and Monitoring Quarterly Provider Meeting

July 10, 2014 & July 17, 2014 – Department of Housing and Community Development, 100 Community Place, Crownsville, Maryland

Agenda

Welcome

Darlene Ham

Citrix

Adele Black

Contracts

Tennille Thomas

Gang Awareness

Lisa LaPrade

Questions and Answers



June 4, 2013

Dear Provider:

I am writing with pleasure to let you know of some changes we are making at the Department of Human Resources that will make it easier for providers to comply with the documentation that we require as part of the licensing process.

The Department is building a technology platform that will allow providers to upload documentation electronically in a secure environment to the Department instead of the paper-based process currently utilized. The product we have chosen is from Citrix, a provider that I believe many of you will recognize as a premier provider of information technology services. The product is called "Citrix ShareFile" and is in use in over 30 different industries including government and by large corporations such as Pepsi, T-Mobile and MetLife. You can learn more about the product at www.sharefile.com.

Use of Citrix ShareFile is optional, free and accessible via the internet for all providers. If you do not want to use ShareFile, you are free to continue to provide hard copies of documents as is currently required.

Citrix ShareFile is scheduled to be available starting July 1, 2013. At that time, the Department will be able to accept the documents listed below electronically. Please note these will be the first set of documents that the Department can accept electronically and more will be added over time.

The Department will publish instructions by June 14 for providers that will describe how to use Citrix ShareFile, including how to log on and name the files that are uploaded to the website. If you are interested in receiving updates about the rollout of the project, please email your name, organization and email address to dhr.electronicdocuments@maryland.gov.

Initial Licensure and Re-Licensure Documents

- Articles of Incorporation
- Provider Bylaws
- Organizational Charts
- Human Resource Policies and Procedures
- Staff Credentials
- Procurement and Contracting Policies and Procedures

Mid-Licensure Documents

- Current List of Governing Board
- Last Fiscal Year Financial Audit
- Current Year Operations Budget
- Changes in Human Resources Policies and Procedures

Letter to Providers
June 4, 2013
Page 2 of 2

If you have any questions, please do not hesitate to contact Adele Black, OLM OA Coordinator, at 410-767-7743 or adele.black@maryland.gov.

Sincerely,

A handwritten signature in black ink that reads "Theodore Dallas". The signature is written in a cursive style with a long horizontal flourish at the end.

Theodore Dallas

c: The Honorable Catherine M. Pugh
 The Honorable Peter Hammen
 The Honorable Dan K. Morhaim
 The Honorable Justin Ready



Martin O'Malley
Governor

Anthony Brown
Lt. Governor

Theodore Dallas
Secretary

<Date>

<Name of Chief Administrator>

<Address Block>

Dear <Name of Chief Administrator>:

Your organization's Maryland **Child Placement Agency** license will expire on <date license expires>. It is time to gather information for the mid-license period evaluation as required by the Code of Maryland Regulations (COMAR) 07.05.01.05B (2). Please forward the following items to OLM (the attention of your assigned Licensing Coordinator) postmarked, hand delivered or electronically uploaded via DHR's Citrix webpage, <https://mddhr.sharefile.com>, **within 30 days of receipt of this letter**. Incomplete applications or partial applications are not acceptable.

- A current list of governing board members and officers.
- Quarterly board minutes for preceding one year.
- Audit for the complete last fiscal year.
- Operations budget for the current year.
- Changes in service policy or programming offered by the agency.
- Verification of employee medical clearances.
- Agency's self evaluation.

When the requested materials are received, you will be contacted to schedule dates for a site visit at your agency. At the start of site visit we will begin with an entrance conference; please take note that OLM is requesting the presence of your organization's leadership, inclusive of a member of your Board of Directors. Subsequent to introductions we will immediately begin with the members of your leadership providing OLM with an organizational overview. Additionally, please expect that at any time during the site visit any aspect of your organization, that is applicable under COMAR 07.05.01-.04 and 07.02.21 may be inspected.

If you have questions or concerns regarding this matter, please contact _____ at _____.

Sincerely,

Office of Licensing and Monitoring



RE-LICENSURE ITEMS LIST



The following documents, policies and procedures are required to be submitted 120 days prior to the expiration of the Child Placement Agency license:

- 1. Organization and Administration**
 - Chart of the organizational structure of the agency showing functions and names of incumbents;
 - Documentation that your organization is currently registered as incorporated.
 - Names and Positions of persons authorized to sign documents and submit official documentation to the Social Services Administration and the Office of Licensing and Monitoring;
 - Copies of agreements or contracts relating to the provision of a required service through a subcontracted arrangement;
 - List of service providers;
 - Copies of required insurance policies;
 - Annual completed audit by a certified public accountant;
- 2. Governance**
 - Names and Addresses of Board Members.
 - A list of all current governing board members with addresses and phone numbers;
 - A copy of the by-laws under which the agency operates; and
 - Evidence of Criminal Background Clearance for each board member.
 - Evidence of Child Protective Service clearance for each board member.
 - Quarterly Board Minutes for preceding two years.
 - Advisory Board status (for out of state corporations only).
- 3. Personnel Administration**
 - Current Personnel Policies and Practices (including job descriptions and fringe benefits)
 - Current Grievance Procedures for staff persons and clients;
 - Compliance with non-discrimination laws;
 - Plan for Staff Orientation and Continuing Training.
- 4. Employee Duties and Qualifications**
 - A copy of the current chief administrator's professional license or documentation that the chief administrator held the position legitimately prior to January 8, 2001 and continuously following that date;
 - The list of staff with position titles and required qualifications
- 5. Emergency Planning, General Safety, and Transportation**
 - Emergency plan;
 - Procedure for notification in the event of an emergency
- 6. General Program Requirements**
 - The current definition and description of agency services, including changes in policy, programs, or other arrangements affecting services or licensure;
 - Recruitment plan;
 - Agency's Annual Self-Evaluation of programs and goals;
 - Child Management and Discipline Policy
- 7. Children Services**
 - Child Abuse and Neglect Reporting Policy
- 8. Reports and Records**
 - Provide current listing of youth in care, date of birth, placing agency.
 - Policy for Managing and Reporting Critical Incidents, Complaints and other reportable events.
 - Policy for developing and maintaining Child Care Records.
- 9. Program Planning, Evaluation and Quality Improvement**
 - A copy of the budget for the current year;
 - Copies of current publicity documents and brochures.



< Date >

<Name of Certified Program Administrator>
<Address Block>

Dear <Name of Certified Program Administrator>:

Your organization's **Residential Child Care program** license will expire on <date license expires>. Therefore, it is time to gather information for the mid-license period evaluation as required by the Code of Maryland Regulations (COMAR) 14.31.05.06C. Please forward the following items to OLM (the attention of your assigned Licensing Coordinator) postmarked, hand delivered or electronically uploaded via DHR's Citrix webpage, <https://mddhr.sharefile.com>, **within 30 days of receipt of this letter**. Incomplete applications or partial applications are not acceptable.

- A current list of governing board members and officers;
- Quarterly board minutes for preceding one year;
- The program's audit or audit review for the current year;
- An operations budget for the current year;
- Changes in service policy or programming offered by the agency;
- A copy of current fire and health certifications; and
- A current personnel roster.

When the requested materials are received, you will be contacted to schedule dates for a site inspection at your agency. Please note that the site inspection will begin with an entrance conference; the Office of Licensing and Monitoring (OLM) requests the presence of your organization's leadership, inclusive of a member of your Board of Directors. Subsequent to introductions we will immediately begin with the members of your leadership providing OLM with an organizational overview. Additionally, please expect that at any time during the site visit any aspect of your organization, that is regulated under COMAR 14.31.05-.07 may be inspected.

If you have questions or concerns regarding this matter, please contact _____
at _____.

Sincerely,

Office of Licensing and Monitoring

RE-LICENSURE ITEMS LIST



The following documents, policies and procedures are required to be submitted 120 days prior to the expiration of the residential child care program license:

1. **Organization and Administration 14.31.05.04**
 - Documentation of current incorporation.
 - Copy of Articles of Incorporation and Bylaws.
 - Names and positions of persons authorized to sign agreements and to submit documents to Office of Licensing and Monitoring.
 - Copies of agreements and contracts to provide a required service.
 - Copy of Bankruptcy petition or other current legal action.
 - Copies of Proof of Insurance Coverage (fire, casualty, professional liability, general liability and directors and officers liability).
 - Copy of annual audit.
2. **Governance 14.31.06.04**
 - Names and Addresses of Board Members.
 - Evidence of Certification of training for each board member.
 - Evidence of Criminal Background clearance for each board member.
 - Evidence of Child Protective Services clearance for each board member.
 - Quarterly Board Minutes for preceding two years.
 - Advisory Board status (for out of state corporations only).
3. **Personnel Administration 14.31.06.05**
 - Copy of Personnel Policy Manual.
 - Child Care Worker Training Manual.
 - Development of and implementation of Staffing Plan.
4. **Employee Duties and Qualifications 14.31.06.06**
 - Copy of Certification of Program Administrator.
 - Policy for Volunteers and Interns.
5. **Physical Plant 14.31.06.07**
 - Fire and Health Inspections.
 - Proof that physical plants are free of hazards from lead paint, asbestos and radon.
 - Documentation of Extermination.
6. **Emergency Planning, General Safety, and Transportation 14.31.06.08**
 - Copy of Emergency Plan.
 - Documentation of Emergency Drills held.
 - Pet Policy.
 - Transportation Policy.
 - Vehicle maintenance Policy and Procedure.
7. **General Program Requirements 14.31.06.09**
 - Policy for use of Swimming Pools, Hot Tubs, Spas.
8. **Basic Life Needs 14.31.06.10**
 - Menu plan approved annually by person licensed to practice dietetics.
 - Copy of License.
 - Policy for managing children's funds and clothing.
9. **Children Services 14.31.06.12**
 - Education Policy.
 - Recreation and Leisure Policy.
 - Life Skills Training Policy and Implementation Plan.
 - Provision of Health and Dental Care Services.
 - Medication Management Policy.
 - Child Abuse and Neglect Policy.
 - Policy on use of Restraints implementing Safe Environment Plan.
 - Written policy on Absence without Leave.
10. **Reports and Records 14.31.06.18**
 - Policy for Managing and Reporting Critical Incidents, Complaints and other reportable events.
 - Policy for developing and maintaining Child Care Records.
 - Provide current listing of youth in care, date of birth, placing agency.
 - Storage of records.
11. **Program Planning, Evaluation and Quality Improvement 14.31.06.19**
 - Written process for program planning, evaluation and opportunities to improve services.

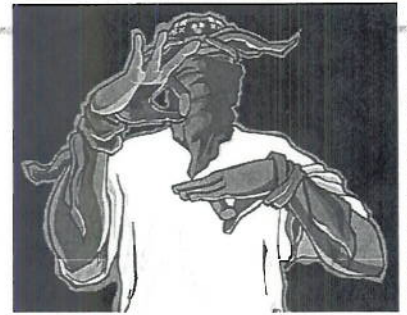
Include photos of each physical plant subject to relicensure. Photos should document the current condition of the interior and exterior of the physical plant.

***GANG AWARENESS:
KNOWLEDGE IS THE
KEY***

*LISA LAPRADE
GANG INVESTIGATOR
DEPARTMENT OF JUVENILE SERVICES*

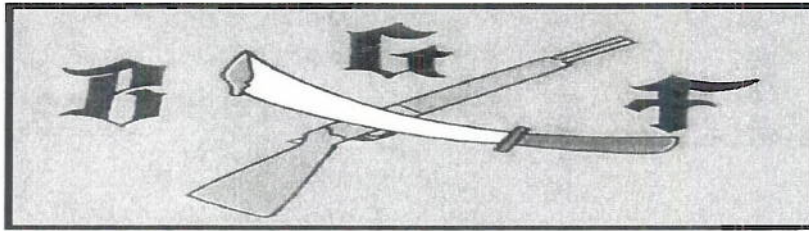
2014

Bloods utilize the symbols of the 5 and the five point star. They will refer to each other as homies, or any variation of the word dog, Dogg, Dawg. Some slang's that the Bloods will use are: What's Poppin, BLATT, BRATT, and Sooo Woop, Damu. Female members are called "Bloodetts" or "Ruby Reds".



CRIPS

Crips utilize the symbols of the 6, six point star and the pitch fork. They will refer to each other as Loc's, Cuz and greet one another with What's Craccin. They will use the term CLATT, and use various versions of the hand sign C. Female Members are called "Cripletts" or "Diamonds".



BGF (Black Gorilla Family) is a gang that started in the prison system and has aligned themselves with the D.M.I in prison and have now filtered into our communities. They utilize the symbols of the Dragon, Gorilla, 276, the shotgun, and the letter X. They often call each other "Comrades". Female members are called "Benita".

MS XIII

Fastest growing Street Gang in the United States. Many are trained as guerilla fighters and are adept at using explosives, firearms, and booby-traps and machetes. This gang is considered to be among the largest and most violent in the United States and abroad. In 2005 MS-13 was identified in 41 states. They have a very large power base in the Baltimore/Washington area.

DMI

D.M.I began as an all white gang that started in the prison system and has now filtered into our communities. They aligned themselves with BGF and are known to be hired hit men. They utilize the symbols of the Pyramid with the all seeing eye, the Grim Reaper and 4.13.9. Female members are called "Diamonds" or "Madam Inc."

Latin Kings

Originally from Chicago, the Latin Kings street gang was formed in the 1960s and consisted predominantly of Mexican and Puerto Rican males. The gang primarily uses black and gold, but may also wear red. They use the crown, or *Corona*, as a symbol of their affiliation.

Originally created with the philosophy of overcoming racial prejudice, the Latin Kings evolved into a criminal enterprise operating throughout the United States under two umbrella factions—Motherland, also known as KMC (King Motherland Chicago), and Bloodline (New York). We are seeing the Latin Kings in Prince George's County, Baltimore City, Baltimore County and the Eastern Shore. Female's are call Latin Queens.

Reasons for joining gangs...

- Power
 - Prestige
 - Protection
 - Partying
-
- Belonging,
 - Respect,
 - Money,
 - Protection,
 - love,
 - Acceptance,
 - Drugs
 - Refuge from an (emotional, sexual, or physically) abusive home life.



A CRY FOR HELP...

Failing Grades

Defiant, Quiet or Uncaring attitude

Lack of respect for authority

Sudden change in appearance (tattoos, clothing, refusing to wear certain things, only wearing a certain color or type of clothing)

New or unknown friends

Unusual desire of privacy; becoming more secretive

Unexplained Scars or Bruises (possible signs of jump-ins)

Some of the things girls face includes:

Sexual and/or Physical abuse

Teen Pregnancy

Mental Health Issues

Early Puberty

Assuming the Parenting Role

Societal Factors

Alternative Lifestyle

What We Can Do?

PREVENTION

The goal of the gang prevention program will be to prevent youth from establishing gang membership by:

- providing alternatives to their negative behavior.
- Help youth who are fascinated by gangs, but who are not actually involved with them.

The program is designed to reward non-participation in gangs and provide consequences for gang behavior in accordance with the facility's Behavior Management System.

INTERVENTION

The goal of the intervention program is to focus on gang members who are actively engaged in gang behavior or recruitment within a residential facility and/or in our communities that are presenting and to limit the power and influence of those youth over other residents in a facility or our communities.

Reinforce non-participation in gang behavior and help them see the need to redirect their lives and to get out of the gang.

☺☺☺ Communities need to develop programs, resource materials that assist in developing an action plan. We need to give youth alternatives.

☺☺☺ We need to engage our youth. Be involved in their lives, and know who their friends are.

☺☺☺ Become a mentor.

☺☺☺ Do not tolerate gang related names, symbols, or graffiti on their books, papers, clothes, walls, or any other place.

☺☺☺ Partnership with community based and/or faith based programs

Notes