CTS.01.01.01

The organization accepts for care, treatment, or services only those individuals whose identified care, treatment, or service needs it can meet.

Note 1: For opioid treatment programs: If an individual eligible for treatment applies for admission to a comprehensive maintenance treatment program but cannot be placed within 14 days in a program that is within a reasonable geographic area, an opioid treatment program's program sponsor may place the individual in interim maintenance treatment.

Note 2: For opioid treatment programs: There may be individuals in special populations who have a history of opioid use but are not currently physiologically dependent. Federal regulations waive the one-year history of addiction for these special populations, because these individuals are susceptible to relapse to opioid addiction, leading to high-risk behaviors with potentially life-threatening consequences. These populations include the following:
- Persons recently released from a penal institution
- Persons recently discharged from a chronic care facility
- Pregnant women
- Previously treated patients

Elements of Performance (EPs) for CTS.01.01.01

26. The agency has dedicated hours of operation and methods of how to get in contact with it outside of regular business hours.
   *Applicable to all child welfare services except adoption.

CTS.01.03.03

The agency develops a safety plan with the family's input.

Elements of Performance (EPs) for CTS.01.03.03

1. Within the safety plan, the agency provides information on how to reach crisis intervention services that are available 24 hours a day, 7 days a week.
   *Applicable to all child welfare services.

2. At a minimum, the safety plan includes placement options and names of those who must be notified if the safety plan needs to be used.
   *Applicable to all child welfare services.

3. The agency has the ability to place children awaiting adoption or reunification in safe, temporary care.
   *Applicable to all child welfare services.

CTS.02.02.05

The organization identifies individuals served who may have experienced trauma, abuse, neglect, or exploitation.
The organization identifies individuals served who may have experienced trauma, abuse, neglect, or exploitation.

Note: For child welfare agencies, this also applies to biological and resource family members.

CTS.02.04.01

For foster care: The agency screens and assesses each individual to determine needed services and placement.

The agency screens and assesses each individual to determine needed services and/or placement.

Elements of Performance (EPs) for CTS.02.04.01

18. The assessment is trauma-informed.
   Note: This should include the caregiver and/or parent’s history of trauma as well as the individual served.
   *Applicable to all child welfare services.

19. As part of the assessment, the agency evaluates any foreseen barriers to successful placement and any concerns from the child or resource family.
   *Applicable to all child welfare services.

20. As part of the assessment, the agency evaluates the family’s strengths and opportunities for growth.
   *Applicable to all child welfare services.

21. The agency includes community resources to promote child and parent development, including needed competencies, life skills, and positive parenting methods.
   *Applicable to all child welfare services.

22. The agency collaborates with the family to identify any relevant support groups and facilitates interaction.
   Note: This includes peer support groups and groups self-identified by the family.
   *Applicable to all child welfare services.

CTS.02.04.05

For foster and/or respite care: The agency assesses each prospective foster parent or respite caregiver to determine whether he or she is eligible to be a foster parent or respite caregiver.

The agency assesses each prospective resource parent to determine their eligibility.

Elements of Performance (EPs) for CTS.02.04.05

11. As part of the assessment, the agency evaluates resource parent’s reason for fostering the child.
   *Applicable to foster care, adoption, and respite care.

CTS.02.04.07

For foster care of children and youth: The agency assesses the needs of the family of origin.
The agency assesses the needs of the family of origin to promote family preservation and/or reunification.

**Elements of Performance (EPs) for CTS.02.04.07**

6. When completing a comprehensive assessment, the agency makes an effort to reach out to all family members and persons who play a significant role in the child’s life, in order to evaluate relationships and get a better understanding of the case. This is documented in the case plan.

   *Applicable to all child welfare services.

   Note: see Glossary for definition of family.

7. The assessment takes into account the family and child's culture.

   *Applicable to all child welfare services.

8. The agency provides a full explanation of any processes in order to keep the family informed. This includes the following:

   - A description of the services and interventions that will be provided to the family to support achievement of case plan goals
   - Expected timeframes for completion of services and related goals outlined in the case plan and actions that will be taken if these are not completed as planned
   - Description of the court hearing process including the purpose, timeframes and dates associated with each of the hearing types
   - Disclosure of the type of information that will be shared with the referring agency, when applicable
   - Outcomes as determined by the case planning process

   *Applicable to all child welfare services except adoption.

9. The agency provides the families it serves with access to resources that help meet their basic needs.

   Note: Examples are clothing, physical health care, financial counselling, and parenting skills.

   *Applicable to all child welfare services.

**CTS.02.04.13**

For foster and/or respite care: The agency defines and uses criteria to identify prospective foster parents and/or respite caregivers.

**Elements of Performance (EPs) for CTS.02.04.13**

3. For foster and/or respite care: The agency determines a recruitment plan that includes targeting and marketing to attract a diverse group of prospective foster parents or respite caregivers.

   *Applicable to foster care and respite care.

**CTS.02.04.21**

For foster care for children and youth: Individuals providing therapeutic foster care services receive ongoing training and supervision to maintain competence.

Staff providing treatment foster care services receive ongoing training and supervision to
maintain competence.

Elements of Performance (EPs) for CTS.02.04.21

1. For foster care for children and youth: Individuals providing therapeutic foster care services receive ongoing training and supervision to maintain competence.

1. Staff providing treatment foster care services receive ongoing training and supervision to maintain competence.
   *Applicable to treatment foster care.

2. The agency provides access to the medical and behavioral health services required to meet the needs of the individual served.
   *Applicable to treatment foster care.

3. The family is given support to help facilitate care for the individual served.
   *Applicable to treatment foster care.

4. The family is given the education needed to adequately care for the medical, behavioral, and emotional needs of the individual served.
   *Applicable to treatment foster care.

5. If the agency provides services for individuals with special medical needs, it has a board-certified physician who oversees medical care of these individuals.
   *Applicable to treatment foster care.

6. The agency clearly communicates all medical and behavioral information about the individual served to the resource parent prior to placement.
   *Applicable to treatment foster care.

CTS.02.04.23

The agency conducts a comprehensive home study of prospective adoptive parents.

Elements of Performance (EPs) for CTS.02.04.23

1. The agency conducts a home study of prospective adoptive parents in accordance with law and regulation.
   *Applicable to adoption.

2. The home study includes a psychosocial assessment of prospective parents and an environmental assessment of the home.
   *Applicable to adoption.

CTS.02.04.25

There are policies and procedures in place surrounding intake and/or referral practices.

Elements of Performance (EPs) for CTS.02.04.25

1. The agency has a policy that states the time frame in which they will respond to an intake.
   *Applicable to child protective services.

2. The agency monitors response time to intakes and notes opportunities for improvement if necessary.
3. Reports of abuse or neglect are investigated within a time frame identified in policy and procedure.  
   *Applicable to child protective services.

4. The organization is able to receive reports of suspected abuse or neglect 24 hours a day, 7 days a week.  
   *Applicable to child protective services.

5. The agency considers the Indian Child Welfare Act when dealing with reports of abuse and neglect and gives tribal government jurisdiction in these cases.  
   *Applicable to child protective services.

6. Cases are assigned no later than 24 hours after receipt.  
   *Applicable to child protective services.

7. The agency gathers intake information during report of abuse or neglect. At a minimum, the intake includes the following:  
   - Pertinent history of abuse or neglect  
   - Safety of the child and those involved  
   *Applicable to child protective services.

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**Elements of Performance (EPs) for CTS.03.02.03**

1. For foster care: The agency develops a case plan.  
   *Applicable to all child welfare services.

2. For foster care: The agency evaluates the case plan in a time frame that is in accordance with organization policy and law and regulation.  
   *Applicable to all child welfare services.

3. For foster care: The agency involves relevant persons in evaluating the case plan.  
   Note: These persons may include agency staff, the individual served, the foster parent(s), the family of origin (for children and youth only), and the representative of the state authority.  
   *Applicable to all child welfare services.

4. For foster care: The case plan is individualized based on an assessment of the emotional, behavioral, developmental, educational, spiritual, social, physical, cultural, linguistic, and legal status of the individual in foster care as well as that of the family of origin.
4. The case plan is individualized based on an assessment of the emotional, behavioral, developmental, educational, spiritual, social, physical, cultural, linguistic, and legal status of the individual served as well as that of the family of origin.

   *Applicable to all child welfare services.

5. The case plan identifies the permanency goal if the individual is in foster care and is a child or youth. This goal considers input from all parties and is reviewed according to law and regulation.

   *Applicable to all child welfare services.

6. The agency reviews and revises the case plan as needed to determine the continuing necessity for placement.

   *Applicable to all child welfare services.

10. The agency has resources in place that identify support systems for youth as they transition to adulthood.

   *Applicable to all child welfare services.

11. The agency and family regularly review the case plan to assess progress. When needed, the case plan is adjusted to help the family continue to meet its goals.

   *Applicable to all child welfare services.

12. The case plan includes, at a minimum, short- and long-term goals, arrangement of services, sources of support, how the agency will help the family transition, and how it will advocate on the family’s behalf.

   *Applicable to all child welfare services.

13. When creating the case plan, the agency and family discuss potential triggering behaviors or conditions that led to abuse and neglect. In addition, the agency and family discuss the community resources that are available to alleviate the effects of maltreatment and prevent future incidences.

   *Applicable to child protective services.

14. The case plan includes the consideration for reunification and the result.

   *Applicable to all child welfare services except adoption.

15. The case plan includes an after-care plan that the agency must follow up with as appropriate or refer to the appropriate agencies and support for follow-up.

   *Applicable to all child welfare services.

16. To promote the well-being of the child, care, treatment, and services in the home should be developmentally appropriate and supportive of the following:

   - Hygiene
   - Social interaction
   - Nutrition
   - Forming positive relationships
   - Education

   *Applicable to all child welfare services.

17. When applicable, children are referred to appropriate mental health services.
may be discovered through the assessment process).

*Applicable to all child welfare services.

18. The case plan addresses goals the family is expected to meet in a desired time frame and how the agency will help the family meet these goals.

*Applicable to all child welfare services.

19. The case plan includes assessing both potential reunification and potential permanency options and counseling family of origin about relinquishment and alternative placements.

*Applicable to all child welfare services except adoption.

CTS.04.02.06

Prospective parents receive education and training on relevant topics in the adoption process.

Elements of Performance (EPs) for CTS.04.02.06

1. The agency provides education and complete information about the adoption process to prospective adoptive parents.

*Applicable to adoption.

2. Adoptive parents receive training on trauma-informed care.

*Applicable to adoption.

3. When adoption involves children ages 3 or older, the agency identifies support to aid with transition and attachments.

*Applicable to adoption.

CTS.04.02.07

For foster care: The foster parent(s) receives information and education to meet the needs of the individuals placed in his or her care.

Parents, be it foster parents, kinship caregivers, or parents of origin, receive information and education to meet the needs of the individuals placed in his or her care.

Elements of Performance (EPs) for CTS.04.02.07

16. For foster care: Each foster parent also participates in agency-approved education as required.

16. Each foster parent participates in agency-approved education as required.

*Note: Agency-approved education is evidence-based or based on leading practices and includes diversity, inclusion, trauma-informed concepts, behavior management, de-escalation techniques, and information on neglect and exploitation.

*Applicable to foster care.

17. As needed, the agency facilitates access to parenting classes (to promote reunification and family preservation).

*Applicable to all child welfare services except adoption.

18. The agency educates the family on their policy on how to respond to a crisis situation. Examples of these situations are a missing/runaway child and medical emergencies.

*Applicable to all child welfare services except adoption.
19. Resource parents are mandated reporters and sign attestation that they will practice mandated reporting.
   *Applicable to all child welfare services except adoption.

20. The agency provides education to families to prepare them to find solutions to problems that arise.
   *Applicable to all child welfare services except adoption.

CTS.04.02.08

The agency accounts for safety when there is a transfer in placement.

Elements of Performance (EPs) for CTS.04.02.08

1. The agency accounts for the safety of the individual served when there is a transfer in placement.
   *Applicable to all child welfare services.

CTS.04.02.09

For respite care: The respite caregiver receives information needed to meet the needs of the individual placed in his or her care.

Elements of Performance (EPs) for CTS.04.02.09

2. If any adverse event (such as sickness or behavioral changes) happens while in respite care, the respite care agency notifies the resource parent and foster care agency immediately.
   *Applicable to respite care.

CTS.04.02.31

The agency follows its policies on family visitations.

Elements of Performance (EPs) for CTS.04.02.31

1. As part of the case plan and if appropriate, the agency makes an effort to provide the child with regular visits to his or her birth family in the instance the child is placed outside of his or her biological home.
   *Applicable to all child welfare services except adoption.

2. The child’s visits with his or her birth family meet the needs of the family and child and consider the goals in the case plan.
   *Applicable to all child welfare services except adoption.

3. There is a written visitation plan that is created with input from all involved that focuses on safety and building positive relationships.
   *Applicable to all child welfare services except adoption.

4. Restriction of family visits should not be used as a means for punishment for any parties involved.
   *Applicable to all child welfare services except adoption.
For a federally qualified residential treatment program: The program operates according to law and regulation.

Elements of Performance (EPs) for CTS.04.03.37

1. For a federally qualified residential treatment program: The needs, preferences, and goals of the children in residential care are met using a trauma-informed treatment program.
   *Applicable to all child welfare services.
2. For a federally qualified residential treatment program: Registered or licensed nursing staff and other licensed clinical staff oversee care, treatment, or services consistent with the qualified residential treatment program model. Care, treatment, or services are available 24 hours a day, 7 days a week.
   *Applicable to all child welfare services.
3. For a federally qualified residential treatment program: The program involves all members of the child’s family in his or her treatment; maintains contact information for the child’s family, including siblings and documents how family members have been integrated into the treatment process.
   *Applicable to all child welfare services.
4. For a federally qualified residential treatment program: The program provides discharge planning and family-based aftercare support for at least six months post-discharge.
   *Applicable to all child welfare services.

The agency has written policies and procedures on case closing practices.

Elements of Performance (EPs) for CTS.06.02.07

1. Case closing begins at intake and includes provider, family, and other key advocates in the child’s life.
   *Applicable to all child welfare services.
2. If the child/family is administratively discharged, there is a process to link them with needed services.
   *Applicable to all child welfare services.
3. When a public authority is involved in a case, there is a communication mechanism to inform that authority of status and potential needs when a case is closed.
   *Applicable to all child welfare services.
4. At case closing, the agency provides information on who the family can contact if they need services again to promote permanency.
   *Applicable to all child welfare services.
The agency has policies on follow-up with regard to reunification services.

**Elements of Performance (EPs) for CTS.06.02.09**

1. The agency has policies on follow-up in reunification cases.
   *Applicable to reunification services.

**LD.03.04.01**

The organization communicates information related to safety and quality to those who need it, including staff, individuals served, families, and external interested parties.

**Elements of Performance (EPs) for LD.03.04.01**

5. If the agency has staff that enters homes of individuals served, the agency has a policy on worker safety that is clearly communicated to staff members.
   *Applicable to all child welfare services.

**LD.04.01.01**

The organization complies with law and regulation.

**Elements of Performance (EPs) for LD.04.01.01**

20. The agency complies with foreign, federal, and state laws and regulations when adoption services are international.
   *Applicable to adoption.

**LD.04.01.09**

Policies and procedures guide the provision of program services and define the goals and scope of services offered.

**Elements of Performance (EPs) for LD.04.01.09**

14. There are policies and procedures in place for removing a child from an unsafe home.
   *Applicable to child protective services.

**LD.04.01.13**

The agency is compliant with provisions related to the Indian Child Welfare Act.

**Elements of Performance (EPs) for LD.04.01.13**

1. When applicable, the agency educates staff on provisions of the Indian Child Welfare Act.
   *Applicable to all child welfare services.

   *Applicable to all child welfare services.
3. If the agency provides services to individuals of American Indian or Alaskan native heritage, the agency works with the tribe in compliance with the Indian Child Welfare Act. This includes providing the tribe information about their rights and helping the child or youth maintain connection to his or her family and tribe.

*Applicable to all child welfare services.

4. When the agency facilitates adoption with American Indian and Alaskan native children, it complies with applicable law and regulation.

*Applicable to adoption.

**LD.04.02.07**

The adoption agency conducts ethical business practices.

<table>
<thead>
<tr>
<th>Elements of Performance (EPs) for LD.04.02.07</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. An adoption contract is signed and agreed upon by both the agency, the prospective parent, and any other relevant parties.</td>
</tr>
<tr>
<td>*Applicable to adoption.</td>
</tr>
<tr>
<td>2. When determining the plan for legal guardianship, all parties involved must participate.</td>
</tr>
<tr>
<td>*Applicable to adoption.</td>
</tr>
</tbody>
</table>

**LD.04.03.01**

The organization provides services that meet needs of the individual served.

<table>
<thead>
<tr>
<th>Elements of Performance (EPs) for LD.04.03.01</th>
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<tbody>
<tr>
<td>22. For foster care: The agency plans services based on its commitments, which include collaborative relationships with organizations that are separately funded or contracted with to provide services to the family of origin or with organizations that supplement the child welfare agency’s services.</td>
</tr>
<tr>
<td>*Applicable to all child welfare services.</td>
</tr>
<tr>
<td>23. The agency provides assistance when necessary for access to identified services (for example, medical, dental, and educational) to guarantee access for the individual with identified needs that are not provided for by the agency.</td>
</tr>
<tr>
<td>*Applicable to all child welfare services.</td>
</tr>
</tbody>
</table>

**LD.04.03.06**
The agency engages with the community.

<table>
<thead>
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<tbody>
<tr>
<td>1. The agency provides education to the community about signs and symptoms of abuse, how to report it, and what services the agency provides.</td>
</tr>
<tr>
<td><em>Applicable to child protective services.</em></td>
</tr>
</tbody>
</table>

**LD.04.03.07**

Individuals with comparable needs receive the same standard of care, treatment, or services throughout the organization.

<table>
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<tr>
<td>4. For foster care: The agency plans services so that the same level of care or service is offered to every individual served. These services are planned according to each individual's needs regardless of how the service is provided, such as through family of origin, through kinship care, or through foster care.</td>
</tr>
<tr>
<td><em>Applicable to all child welfare services.</em></td>
</tr>
<tr>
<td>7. The agency provides services and supports needed to help prepare for adoption, reunification, and new placements.</td>
</tr>
<tr>
<td><em>Applicable to all child welfare services.</em></td>
</tr>
<tr>
<td>8. Frequency of services are based on family and child's needs and functioning.</td>
</tr>
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<td><em>Applicable to all child welfare services.</em></td>
</tr>
<tr>
<td>9. The agency provides the family with resources to promote family permanency and decrease the likelihood of family separation.</td>
</tr>
<tr>
<td>Note: Examples of resources are financial support services, counseling, and case management, among others.</td>
</tr>
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<td><em>Applicable to all child welfare services.</em></td>
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<tr>
<td>10. The agency uses a trauma-informed treatment model to help individuals served develop skills to cope with any current and past trauma and emotional and behavioral concerns.</td>
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<td><em>Applicable to all child welfare services.</em></td>
</tr>
<tr>
<td>11. When applicable, the agency connects parents with treatment/counseling for substance use disorders and other mental health concerns.</td>
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<td>12. The agency connects families to community support services, as appropriate.</td>
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<td><em>Applicable to all child welfare services.</em></td>
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<td>13. When placement changes are necessary, all parties involved receive the support services required as determined by the agency.</td>
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<td><em>Applicable to all child welfare services.</em></td>
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RI.01.03.01

The organization honors the right of the individual served to give or withhold informed consent.

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<td>22. The agency obtains the appropriate consents from all parties as required by law and regulation.</td>
</tr>
<tr>
<td><em>Applicable to all child welfare services.</em></td>
</tr>
</tbody>
</table>

RI.03.01.05

For foster care: The agency providing foster care services respects the rights of the foster family.

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<thead>
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<tbody>
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<td>2. For foster care: The agency informs the foster family of the following:</td>
</tr>
<tr>
<td>- The support and help the foster family will receive, including arrangements for respite, consultation, and support from agency staff and response to crisis situations</td>
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<td>- Remuneration rate schedules</td>
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