



State of Florida
Department of Children and Families

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Governor

Shevaun L. Harris
Secretary

DATE: March 8, 2024

TO: Child Protection Directors
Community-Based Care Lead Agency CEOs

FROM: Kate Williams, Assistant Secretary for Child & Family Well-Being *K. Williams*

SUBJECT: CFOP 170-10, Chapter 8: Non-Licensed Caregiver Supports

PURPOSE: The purpose of this memorandum is to provide notification of notable updates to CFOP 170-10, Chapter 8: Non-Licensed Caregiver Supports. It also provides guidance as to the changes made to align with section 39.5086, Florida Statute (F.S.) which removed the limitation that the development of kinship navigator programs is subject to available resources.

BACKGROUND: With the implementation of Chapter 2021-170, Laws of Florida (SB 96) on July 6, 2021, and Chapter 2022-68, Laws of Florida (SB 7034) on July 1, 2022, updates to policy and the Child Welfare Information System have been made to align with the new provisions. The following summarizes the additions or updates made to CFOP 170-10, Chapter 8:

- Chapter 2022-68, Laws of Florida:
 - Pursuant to s. 39.5085(2)(d)1., F.S., relatives and nonrelative caregivers will receive a higher payment amount for up to six months while in the Relative or Non-Relative Caregiver program if the child is in an open dependency case. The higher amount will be pursuant to s. 409.145(3)(a), F.S. If the dependency case closes during the six-month period, the payment amount will reduce to the standard amount based on the child's age.
- Relative Caregiver Program Information Exchange (MyACCESS to Child Welfare Information System)
 - When a caregiver applies through the MyACCESS portal, their application will be sent to the Child Welfare Information System. If a match is located based on demographics, the new Relative Caregiver (RCG) Program Details Hyperlink will display in the Actions Panel on the Provider Page.
 - This new hyperlink will allow case workers to see the eligibility criteria for the RCG Program.
 - Once a caregiver meets all eligibility requirements, MyACCESS will be electronically notified eliminating the utilization of the Child Welfare Communication Form for this purpose.
 - Please view the following training for more information: [Relative Caregiver Program Information Exchange Training](#)

2415 North Monroe Street, Tallahassee, Florida 32303-4190

- Chapter 2021-170, Laws of Florida:
 - Section 39.5086, F.S. removed the limitation that the development of kinship navigator programs is subject to available resources.
 - Each lead agency was provided funding to establish eleven positions to implement a kinship navigator program.

ACTION REQUIRED: Please share this memorandum with all relative and non-relative caregiver specialists and case management staff.

CONTACT INFORMATION: If you have any questions or require additional information, please contact Jeanette Betancourt, Eligibility Specialist, at Jeanette.Betancourt@myffamilies.com or Monique McCaskill, In-Home Care Specialist, at Monique.McCaskill@myffamilies.com

cc: Community Directors

Chapter 8

NON-LICENSED CAREGIVER SUPPORTS

8-1. Purpose. This chapter describes the Department's policies and procedures for supporting relative, nonrelative, and fictive kin caregivers not licensed pursuant to section [409.175](#), Florida Statutes (F.S.), caring for children placed by the child welfare system. The goal of supporting non-licensed caregivers is to help children achieve stability and well-being with caregiver(s) they know. This operating procedure applies to all child protective investigators, community-based care lead agencies (lead agencies), and subcontracted providers including any child welfare professional responsible for placement of children with non-licensed caregivers, ongoing case management, and kinship navigation. This chapter also applies to staff in the Office of Economic Self-Sufficiency (ESS) responsible for processing Relative Caregiver Program and Nonrelative Caregiver Financial Assistance applications and payments.

8-2. Legal Authority.

a. Federal statutes, regulations, and policy statements:

(1) Social Security Act, 42 United States Code (U.S.C.) 471(a), 606, 607, 672, 673, 674, 675, 2131, 2132.

(2) 45 Code of Federal Regulations (C.F.R.) 233.110, and Parts 1355 through 1356.

b. State statutes, administrative rules and plans:

(1) Section [39.5085](#), F.S.

(2) Section [414.095](#), F.S.

(3) [Temporary Assistance for Needy Families \(TANF\) State Plan](#).

(4) [Title IV-E State Plan](#).

(5) Rule [65C-28.008](#), Florida Administrative Code (F.A.C.).

(6) [ACCESS Florida Program Policy Manual](#).

8-3. Definitions.

a. Child Welfare Professional. As defined in Chapter [65C-30](#), F.A.C., an individual who is primarily responsible for case activities that has met the criteria for Florida Certification as a Child Protective Investigator, Case Manager, or a Licensing Counselor.

b. Fictive Kin. As defined in section [39.01\(28\)](#), F.S., a person unrelated by birth, marriage, or adoption who has an emotionally significant relationship, which possesses the characteristics of a family relationship, to a child.

c. Nonrelative. As defined in section [39.01\(52\)](#), F.S., means a person unrelated by blood or marriage or a relative outside the fifth degree of consanguinity.

d. Relative. As defined in section [39.01\(73\)](#), F.S., a grandparent, great-grandparent, sibling, first cousin, aunt, uncle, great-aunt, great-uncle, niece, or nephew, whether related by the whole or half blood, by affinity, or by adoption. The term does not include a stepparent.

e. Unified Home Study (UHS). As defined in Chapter [65C-30](#), F.A.C., an assessment of a potential caregiver residing in Florida to determine if he or she is responsible and capable of providing a physically safe environment and a stable, supportive home for children under his or her care and that he or she will be able to meet the child's well-being needs. This home study is completed using the UHS module in Florida's Comprehensive Child Welfare Information System (CCWIS).

8-4. Caregiver Support Options. The child welfare professional responsible for completing the caregiver home study must discuss with the caregiver supports that are available. The child welfare professional must explain that each program will determine whether or not the caregiver meets the eligibility criteria.

NOTE: If the caregiver is unable to access service supports contained in this operating procedure or any additional supports beneficial to the wellbeing of the child, the lead agency or case management agency will make efforts to assist the caregiver in initiating services. This includes, but is not limited to:

- Referral for Level I Foster Home Licensing
- Referrals to kinship navigation services
- Assisting with linkages to community resources and completion of program applications
- Scheduling appointments

a. Kinship Navigator Program. A kinship navigator program is a social service delivery program intended to inform relatives or fictive kin who are raising a child about available resources and services, provide information specific to their individual needs, and help families navigate service systems. Each lead agency shall establish a kinship navigator program in accordance with section [39.5086](#), F.S.

b. Medical Insurance (Medicaid). There is a process in place for automatic, temporary Medicaid enrollment of a child placed in out-of-home care. The child will be enrolled in a Medicaid plan. If a child is already enrolled in a Medicaid plan, he/she may remain in his/her Medicaid plan at the time of placement or may be moved to another Medicaid plan. The responsibilities of revenue maximization staff for Medicaid eligibility are described in CFOP 170-15, [Chapter 2](#), Medicaid.

c. "At-Risk" Child Care Subsidy. A childcare subsidy may be available to eligible caregivers. Applications for an "at-risk" childcare subsidy are processed by the Office of Early Learning, local Early Learning Coalition (ELC).

(1) When a child is placed with a caregiver during a child protective investigation and assistance with child care is needed, the investigator is responsible for completing the At-Risk Child Care Application and Authorization, CF-FSP [5002](#), Sections A and B, and submitting the form to the local ELC.

(a) The local ELC will schedule an interview with the caregiver to discuss and review program requirements. The ELC staff will determine the parent fee which the caregiver will be responsible for providing.

(b) The ELC will process the application and notify the caregiver of their decision. At-risk subsidies approved during an investigation are approved for 12 months.

(2) A caregiver may be eligible for continued child care subsidy during on-going services regardless of whether or not they receive any monthly financial assistance payment. Based on the caregiver's request for child care assistance, the case manager is responsible for completing the At-

Risk Child Care Application and Authorization, CF-FSP [5002](#), Sections A and B, and submitting the form to the local ELC.

(3) At-risk child care is still available after a caregiver is granted long term custody or legal guardianship of a child.

d. Local Flexible Funds. Depending upon the local lead agency’s service array and funding availability, flexible funds in accordance with section [409.165\(2\)](#), F.S., may be an option to support the child’s safety, growth, and healthy development.

e. “Child-Only” Temporary Cash Assistance. “Child-only” monthly cash assistance under [Temporary Assistance to Needy Families \(TANF\)](#) may be available subject only to relative caregivers meeting the eligibility criteria. Payment amounts, benefits, eligibility criteria, and application procedures are separate from the Relative Caregiver Program.

(1) During an emergency placement, financial assistance may be available through a child-only grant.

NOTE: The relative has the option to include their needs in a regular Temporary Cash Assistance (TCA) benefit. Once converted to a Relative Caregiver Program payment, only the child’s needs may be included.

(2) Once a child placed with a relative has been adjudicated dependent and an approved home study has been filed with the court, the child-only payment can be transitioned to a Relative Caregiver Program payment.

f. Relative Caregiver Program (RCP) / Nonrelative Caregiver Financial Assistance Program (NCFA). Monthly payments for relative, nonrelative/fictive kin caregivers pursuant to section [39.5085](#), F.S., and [65C-28.008](#), F.A.C., are made to the caregiver for each eligible child placed with them to assist with the added expense of housing, food, clothing, incidentals, supplies, and any other costs that aid in the care, safety, and well-being of the dependent child. Benefits may not be received under more than one program for the same child.

(1) RCP and NCFA payments are made to the caregiver on behalf of the child in the standard amount based on the child’s age as listed in [65C-28.008](#), F.A.C., and as listed below. However, pursuant to section [39.5085\(2\)\(d\)1](#), F.S., relatives and nonrelative caregivers will receive a higher payment amount for up to six months while in the program if the child is in an open dependency case. The higher amount will be pursuant to section [409.145\(3\)\(a\)](#), F.S. If the dependency case closes during the six-month period, the payment amount will reduce to the standard amount based on the child’s age.

<u>Age of Child Monthly Payment Standard</u>	
0 through 5	\$242
6 through 12	\$249
13 to 18	\$298

(2) In order to receive a monthly RCP or NCFA payment, the eligibility criteria outlined in section [39.5085](#), F.S., and [65C-28.008](#), F.A.C., must be met.

(3) Each lead agency will establish procedures to identify the agency staff responsible for assisting caregivers with the eligibility application process. If a child is placed in the custody of a caregiver pursuant to an order of the court against the recommendation of the Department or contracted service provider, the caregiver shall be allowed to participate in the RCP or NCFA program.

(4) Contingent upon availability of funds and continuing eligibility, RCP or NCFA benefits shall continue as outlined in [65C-28.008](#), F.A.C.

g. Supports for Non-Florida Residents. A child placed with a caregiver in Florida by another state or a Florida child placed out-of-state is not eligible for RCP or NCFA payments from the State of Florida but may qualify for TCA. Based on the state where the Florida child is placed, financial assistance may be available. The Interstate Compact on the Placement of Children (ICPC) will facilitate access to resources for caregivers in other states when a child has been placed based on an approved home study conducted through the ICPC.

h. Licensed Foster Care. Relative and non-relative caregivers who provide care for children placed with them are not required to meet foster care licensing requirements. If a caregiver decides to become licensed in order to receive higher monthly board payments and supports, all requirements in section [409.175](#), F.S., and Chapter [65C-45](#), F.A.C., for licensure must be met.

i. Permanency Achievement. When a caregiver provides permanency for a child who has been placed in their care, the following subsidies are available:

(1) In the case of adoption by the caregiver, an adoption subsidy may be paid. When the child has specific physical, mental, emotional, or behavioral needs which require care, supervision, and structure beyond what is ordinarily provided in a family setting, a maintenance subsidy may be negotiated up to 100 percent of the statewide foster care board rate. The subsidy must be approved prior to adoption finalization. Refer to [65C-16.012](#), F.A.C., for types of adoption assistance and [65C-16.013](#), F.A.C., for determination of maintenance subsidy payments.

(2) In the case of other permanency options, the caregiver may continue to be eligible for RCP or NCFA benefits. Other permanency options include the following:

(a) Permanent guardianship under section [39.6221](#), F.S.

(b) Permanent placement with a fit and willing relative under section [39.6231](#), F.S.

(3) DCF Tuition and Fee Exemption. Children placed in out-of-home care by the Department may be eligible for a tuition and fee exemption at any public Florida University or Florida College System institution, or Florida workforce education program per section [39.5085](#), F.S.. Each university or college shall waive eligible youth and young adults from payment of tuition and fees until they reach 28 years of age. The young adult must meet the eligibility criteria listed in section [1009.25](#), F.S.

(4) Other Available Supports for Caregivers. The child welfare professional responsible for completing the UHS must discuss with the caregiver the following additional supports and services that are available within the community. The child welfare professional must explain that each program will determine whether or not the caregiver meets eligibility criteria. Below are examples of services and resources that could potentially be available within the community:

- (a) Adult and Youth Counseling;
- (b) Legal Services;
- (c) Tutoring;
- (d) Mentoring;
- (e) Family Team Conferencing; and,
- (f) Support Groups for Youth and Adults.

8-5. Informing Caregivers of Responsibilities and Rights. The child welfare professional responsible for completing the UHS will provide the following information to the caregiver(s):

a. A description of basic caregiver responsibilities:

- (1) Protect the child through caregiver actions described in the safety plan.
- (2) Provide for child's medical, psychological, and dental care which includes, but is not

limited to:

- (a) Providing transportation and attending appointments;
 - (b) Communication with treatment providers;
 - (c) Providing for the child's cognitive, behavioral, social, and emotional
- functioning; and,
- (d) Providing support for the child's physical health and development.

(3) Support the child's need for family time/visitation including sibling contact (if not placed together) and other family and community connections.

(4) Support the child's academic achievement. This may include the need to transport the child to their school of origin.

(5) Use a reasonable and prudent parenting standard, pursuant to section [39.4091](#), F.S., to make decisions regarding the child's participation in childhood activities, and adhere to all normalcy activities listed in CFOP 170-11, [Chapter 6](#).

b. Expectations of the caregiver as a team member:

(1) When necessary, assist with identifying any potential relatives who will care for the child on a permanent basis if reunification is not achieved.

(2) Assist with maintaining medical records, school records, photographs, and records of special events and achievements.

(3) Advocate for the child's best interest when needed.

(4) Advocate for services that the child needs.

(5) Advocate for services and supports that the caregiver needs.

(6) Assist the child's parent(s) in improving their ability to care for and protect their children. This also includes providing continuity for the child after reunification.

(7) Handle special challenges in caring for a child. This includes the child's culture and religion. This also includes any child behaviors, sexual orientation, and family relationships.

(8) Provide ongoing communication with agency staff, including:

(a) Share concerns about the current safety plan.

(b) Provide information learned about the child's needs.

(c) Provide information about changes in the household composition or family dynamics that impact the care of the child.

(d) Provide information if there is an address change.

c. A description of the home study process:

(1) Information that will be gathered including background screening.

(2) Potential outcomes of the home study.

(3) If a home study is unfavorable the caregiver will:

(a) Receive written notice within five business days of the final agency decision. The written notice must include the reason for the unfavorable home study.

(b) A party or participant in the case has the option to request an override of the unapproved home study decision through the dependency court.

(4) When a home study will need to be updated.

d. A description of the case planning process including the following permanency planning activities:

(1) A permanency goal for the child must be established. If reunification with the parent(s) does not occur, permanency with the caregiver is desired.

(2) The case plan will include any outcomes necessary to address specific child needs. The caregiver will be involved with identifying and addressing the child's needs.

(3) There will be on-going dependency court hearings to review progress in achieving the child's permanency goal. The hearings will also review the child's well-being.

e. Information about caregiver rights which include the following:

(1) To receive assistance from the case manager and/or the kinship navigator program to obtain education and supports needed to care for the child.

(2) To apply to become a licensed foster parent in order to receive additional training and support. All requirements in section [409.175](#), F.S., and Chapter [65C-45](#), F.A.C., for licensure must be met. Applying to become a foster parent is optional.

(3) To have access to the case manager's supervisor if the caregiver feels that the case manager is not responsive to concerns that have been shared.

(4) To participate in the on-going safety planning process.

(5) To participate in the case planning process.

(6) To participate in all hearings. This includes:

(a) Notification of all hearings.

(b) Attending hearings.

(c) Submitting written reports to the court.

(d) Speaking to the court at a hearing regarding the child.

f. Completing face-to-face contacts with the child and caregiver per requirements in [65C-30.007](#), F.A.C. During each contact with a caregiver, the child welfare professional will determine whether the caregiver has any needs for support including services or training that might be critical to placement stability.

8-6. Child Support Collections (42 U.S.C. 654 and 671(a)(17)). States are required to take steps to secure an assignment of support rights on behalf of a child receiving maintenance payments assistance under TANF, Title IV-E, or medical assistance when deemed appropriate. Also, sections 454 and 458 of the Social Security Act require states to collect and distribute child support for foster care cases. Relative caregivers are required to cooperate with the Child Support Enforcement Program in establishing, modifying, or enforcing support orders with respect to children in their care who are receiving TANF benefits which includes the Relative Caregiver Program.

8-7. Case Planning.

a. The case manager will work with the caregiver and child as appropriate to develop and implement outcomes in the case plan that is co-constructed with the parent(s)/legal guardian(s).

(1) When the case plan goal is reunification, the caregiver will be an excellent resource for contributing suggestions for the family change strategies. The case manager should refer to CFOP 170-9, [Chapter 4](#), Family Engagement Standards for Exploration.

(2) The caregiver's relationship with the child will be a benefit in identifying educational, medical, and other needs that must be addressed in the case plan.

(3) Unless it is clear the placement will result in permanency for the child, a concurrent permanency goal and concurrent plan should be established.

(4) In order to ensure the caregiver is actively involved in reunification efforts, the caregiver must be assigned tasks in the case plan to facilitate visitation and communication between the parent(s) and child. When siblings are separated, the caregiver must be assigned case plan tasks to facilitate visitation and communication between the child(ren) and the siblings.

b. When the case plan goal is permanent guardianship of a dependent child, permanent placement with a fit and willing relative, reunification, adoption, or Alternative Planned Permanent Living Arrangement (APPLA), the caregiver, child (if age appropriate), and other involved parties will assist with identification of the measurable objectives, tasks, and services needed to maintain the placement. The case planning discussions must address the need for a permanency goal and a realistic timetable for achieving one of these permanency options.

c. The Children's Legal Services (CLS) attorney shall notify the caregiver of all hearings either in writing or orally. The court may release CLS from this obligation if the caregiver's involvement is impeding the dependency process or is determined to be detrimental to the child's well-being.

d. The case manager shall inform each caregiver that he/she has the right to:

- (1) Attend all hearings.
- (2) Submit written reports to the court.
- (3) Speak to the court regarding the child.

8-8. Relative Caregiver Program Application Process.

a. Application.

(1) The child welfare professional will inform the relative caregiver to complete an application for the benefit via the MyACCESS portal.

(2) Upon receipt of the caregiver application, ESS staff will initiate an interview with the relative caregiver. At the interview, ESS staff will be responsible for:

(a) Informing all persons caring for children who are relatives about the Relative Caregiver Program.

(b) Explaining the options associated with the Relative Caregiver Program to the applicant.

(c) Asking the relative caregiver to complete the Relative Caregiver Program Request for Eligibility Consideration (form CF-ES [2305](#), available in DCF Forms) if a paper application is submitted. The Relative Caregiver Program Request for Eligibility Consideration notice is provided as part of the online application when the relative caregiver applies for cash assistance through the [Self-Service Portal](#).

b. Information Exchange Process.

(1) An information exchange process will occur between MyACCESS and CCWIS for the Relative Caregiver Program.

(2) Once a relative caregiver applies through the MyACCESS, the application will be sent to CCWIS to attempt to locate a match that indicates the child listed on the application is placed with the relative caregiver completing the application. If a match is found, the Relative Caregiver Program Details hyperlink will appear in the Actions panel on the Provider page for the relative caregiver.

(a) When a match does not occur, Department and lead agency staff shall use the CCWIS Relative Caregiver Program Exceptions Report to identify the cause and update CCWIS

accordingly for a match to occur. A match may not occur for the following reasons, in which case CCWIS updates may be necessary:

- missing;
1. The demographic information for the relative caregiver is incorrect or missing;
 2. The demographic information for the child is incorrect or missing; or
 3. The out-of-home placement for the child is not entered with the relative caregiver that is identified as Caregiver 1 on the CCWIS Provider page.

(3) Upon all eligibility criteria being met in accordance with section [39.5085](#), F.S. and [65C-28.008](#), F.A.C., notification will be sent from CCWIS to MyACCESS for program benefits to be processed. If the caregiver is receiving relative caretaker temporary cash assistance benefits, the benefit will be converted to the relative caregiver program.

(a) Eligibility criteria will be determined by data entered in CCWIS.

1. Court-Ordered Placement: Out-of-home placement for the child where the relative caregiver is identified as Caregiver 1.

2. Unified Home Study (UHS): An approved UHS linked to the Provider ID in which the child's out-of-home placement is documented where the UHS Outcome is 'Approved Meets Requirements', 'Approved-Review Comments', or 'Denied-Court Approved'. The UHS type of Emergency Placement is excluded from meeting eligibility criteria.

(b) Eligibility will be reviewed by ESS every 12 months and adjusted periodically, if appropriate, to reflect changed circumstances. If the review determines that the payment should be lowered, the relative caregiver shall be notified of his or her right to a fair hearing. For purposes of this paragraph, examples of "changed circumstances" shall include the following:

1. The child begins receiving Supplemental Security Income.
2. The child begins receiving unearned income. Examples are Social Security benefits, child support, etc.
3. The child's age results in an increase of payment or the child turns 18 and is no longer eligible.
4. The six-month period of the higher payment has been reached.
5. The caregiver has become licensed as a foster placement.

(4) When certain changes occur in CCWIS that indicate eligibility for the RCP or payment amount needs to be reviewed, CCWIS will send a notification to MyACCESS that may automatically terminate the payment, reduce the payment amount, or indicate to ESS staff to review and determine the appropriate action to take.

(a.) To ensure accurate and prompt determination of program eligibility and issuance of payments, the lead agency must ensure timely data entry of out-of-home placement and provider addresses in CCWIS.

(b.) In instances identified by the Department, the Child Welfare Communication Form (form [CF-FSP 5233](#), available in DCF Forms), Attachment A, will need to be used for RCP. When

prompted, the lead agency must complete the form and submit to ESS within two business days to the appropriate email address outlined below.

RCG - Central	CNR.D13ESS.CIC@myflfamilies.com
RCG - Northeast	NER.RELATIVE.CAREGIVER@myflfamilies.com
RCG - Northwest	NWR.CIC@myflfamilies.com
RCG - Southeast	SER.CIC.Inbox@myflfamilies.com
RCG - Southern	fcs@citrusfcn.com
RCG - Suncoast	SCR.ACCESS.CIC@myflfamilies.com

8-9. Nonrelative Caregiver Financial Assistance (NCFA) Process.

a. Application.

(1) The Application for Nonrelative Caregiver Financial Assistance, (form [CF-FSP 5398](#), available in DCF Forms) includes general demographic information, a financial attestation by the nonrelative caregiver, an eligibility criteria checklist, and a certification by the child welfare professional that all requirements are met.

(2) When a nonrelative caregiver expresses interest in NCFA, the child welfare professional recommending placement must provide the application form to the nonrelative caregiver within two business days. The child welfare professional must assist the nonrelative caregiver in completing the application.

(a) The nonrelative caregiver must sign the financial attestation portion of the application, Section II, to indicate his or her financial need for assistance to care for the child long term.

(b) The child welfare professional must verify the information in the application. Once the information is verified, he or she must sign the certification contained in Section V of the application indicating the nonrelative caregiver meets all eligibility requirements. Applications must be emailed to the following address within two business days of obtaining signatures: HQW.nonrelative.caregiver@myflfamilies.com. When email is not available, applications can be mailed via the postal service to the following address:

Department of Children and Families
 Office of Economic Self-Sufficiency
 Attention: Nonrelative Caregiver Payment Administrator
 2415 North Monroe Street, Suite 400
 Tallahassee, Florida 32303

(3) When a nonrelative caregiver applies for NCFA after the case has closed, protective supervision does not need to be reinstated if all eligibility criteria was met before the case closed to permanent guardianship. The lead agency is responsible for opening the case in CCWIS that reflects the permanent guardianship, prior to submitting the application to ESS.

b. Processing the Application.

(1) Upon receipt of the complete, accurate, and certified application from the child welfare professional, the ESS Nonrelative Caregiver Payment Administrator will review the application within five business days.

(2) The effective date of the application will be the later of the following:

(a) Date the nonrelative caregiver signed the attestation of need and requested payment.

(b) Date all technical requirements referenced in Section II, Section III, and Section IV of the application were met.

(3) Once the Nonrelative Caregiver Payment Administrator approves the application, in accordance with section [39.5085](#), F.S., and [65C-28.008](#), F.A.C., the payment is created in CCWIS. The Nonrelative Caregiver Payment Administrator must add the Department approved Service Types to the Provider Record in CCWIS. Then, the Nonrelative Caregiver Payment Administrator must process an out-of-home placement change, unless the removal episode is already discharged; in that scenario, the administrator will need to process a Non-Placement Service. This change in the CCWIS record will allow for payments to be generated but will not count as a placement change for the dependent child.

(4) The Nonrelative Caregiver Payment Administrator will review the application and complete the Notice of Action (form [CF-FSP 5399](#), available in DCF Forms) indicating whether the application was approved or denied. If the application is denied, the reason for the denial and the nonrelative caregiver's right to appeal will be included in the Notice of Action. The Nonrelative Caregiver Payment Administrator will send the completed Notice of Action to the nonrelative caregiver via e-mail, if available, or by postal mail within five business days of the receipt of the application. The lead agency's child welfare professional or designee will be copied on the notification.

c. Reassessment of Eligibility by ESS.

(1) Eligibility for Nonrelative Caregiver Financial Assistance (NCFA) shall be reassessed annually by using the Application for Nonrelative Caregiver Financial Assistance (form [CF-FSP 5398](#), available in DCF Forms).

(2) The Nonrelative Caregiver Payment Administrator shall conduct the reassessment by sending application form [CF-FSP 5398](#) to the nonrelative caregiver. The application form [CF-FSP 5398](#) for reassessment will be mailed by the Administrator by the 10th of each month for cases requiring a reassessment. The nonrelative caregiver must return the completed form, through email or postal mail, by the last calendar day of the month in which it was mailed. Failure to timely return a completed form [CF-FSP 5398](#) will result in termination of the NCFA payment for the child effective the following month, allowing for 10-day notice of adverse action.

(3) The Nonrelative Caregiver Payment Administrator shall review the returned form [CF-FSP 5398](#) to determine continued eligibility for the NCFA payment within five business days of receipt. If the form is returned timely, but is incomplete, the payment administrator must attempt to contact the nonrelative caregiver to obtain the missing information before terminating the NCFA payment.

(4) The Nonrelative Caregiver Payment Administrator shall document the continued eligibility or ineligibility in CCWIS within two business days of completing the eligibility reassessment.

d. Payments and CCWIS.

(1) When a placement change occurs while the dependency case is open, it is the responsibility of the child welfare professional/lead agency designee to immediately notify the Nonrelative Caregiver Payment Administrator of the placement change utilizing the Child Welfare Communication Form (CF-FSP [5233](#)) and submitting to HQW.nonrelative.caregiver@myflfamilies.com. The Nonrelative Caregiver Payment Administrator shall end the child's placement in CCWIS which terminates the payment.

(2) Once the court closes the dependency case, placing the child in permanent guardianship with the nonrelative caregiver, and terminates the Department's protective supervision, the financial assistance payments continue.

(a) Upon receipt of the court order placing the child in permanent guardianship, it is the responsibility of the child welfare professional to notify the ESS Nonrelative Caregiver Payment Administrator via email at HQW.nonrelative.caregiver@myflfamilies.com.

(b) The Nonrelative Caregiver Payment Administrator must discharge the child's out-of-home placement and create a non-placement service in CCWIS. This change will allow for continued payments.

(c) The CCWIS case will remain open, and the Nonrelative Caregiver Payment Administrator will also transition to primary worker on the CCWIS Case once case management has concluded all lead agency related work with the family and is ready to end all assignments to the case.

1. Upon transition, the lead agency designee will be responsible for ending the assignment of the child welfare professional when all case management responsibilities have concluded.

2. Anytime there is an open investigation on the case or supervision is re-instated, the primary assignment must change to the applicable child protective investigator or child welfare professional.

(d) If the child's placement changes or if there is a change in the nonrelative caregiver's address, or ability to care for the child, it is the responsibility of the nonrelative caregiver to notify the Nonrelative Caregiver Payment Administrator at HQW.nonrelative.caregiver@myflfamilies.com or by calling 850-487-2760.

1. Placement Change: Upon notification that the child no longer resides with the caregiver, the Nonrelative Caregiver Payment Administrator must terminate the payment by ending the non-placement service in CCWIS.

2. Address Change: Upon notification that the caregiver and child's address has changed, the Nonrelative Caregiver Payment Administrator must submit a request to the lead agency designee to process the provider address change in CCWIS.

8-10. CCWIS Documentation.

a. In CCWIS Case Notes, the child welfare professional must document:

(1) His/her discussion with the caregiver about support options available.

(2) His/her actions to assist the caregiver with obtaining any supports needed, including documentation of referrals completed.

(3) The case plan tasks that the caregiver has agreed to assist with until formally incorporated into the child's court-approved case plan.

b. The caregiver UHS must be completed and approved using the functionality available in CCWIS. A UHS is deemed 'completed' once a supervisor has completed the approval process with an outcome as defined in CFOP 170-1, [Chapter 5, section 5-8](#).

c. The child welfare professional will retain a copy of all applications in the caregiver's Provider File Cabinet in CCWIS.

d. The child welfare professional will upload the initial Notice of Action (form [CF-FSP 5399](#)) to the Provider File Cabinet in CCWIS within two days of receipt.