Prepublication Requirements

New and Revised EPs for Child Welfare

The Joint Commission has approved the following revisions for prepublication. While revised requirements are published in the semiannual updates to the print manuals (as well as in the online E-dition®), accredited organizations and paid subscribers can also view them in the monthly periodical The Joint Commission Perspectives®. To begin your subscription, call 800-746-6578 or visit http://www.jcrinc.com.

Please note: Where applicable, this report shows current standards and EPs first, with deleted language struck-through. Then, the revised requirement follows in bold text, with new language underlined.

APPLICABLE TO BEHAVIORAL HEALTH CARE AND HUMAN SERVICES ACCREDITATION PROGRAMS
Effective September 13, 2020

Care, Treatment, and Services (CTS) Chapter

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

Element(s) of Performance for CTS.01.01.01

26. For child welfare: The agency has dedicated hours of operation and provides information to individuals served on how to contact the agency outside of regular business hours.

CTS.01.03.03

For child welfare: The agency develops a safety plan with the family’s input.

Element(s) of Performance for CTS.01.03.03
1. For child welfare: 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.

2. For child welfare: 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.

3. For child welfare: The agency has the ability to place children awaiting adoption, reunification, or guardianship in safe, temporary care. If the agency does not provide this service, there is a process in place to meet this need.

**CTS.02.02.05**

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

**Element(s) of Performance for CTS.02.02.05**

2. The organization identifies individuals who may have experienced trauma, abuse, neglect, or exploitation during initial screening and assessment and on an ongoing basis.

Note: For child welfare: The agency also identifies family members, including from the family of origin and/or resource family, who may have experienced trauma, abuse, neglect, or exploitation. The agency defines which family members to include in this process.

**CTS.02.04.01**

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

For child welfare: The agency screens and assesses each individual to determine needed services and/or placement.

**Element(s) of Performance for CTS.02.04.01**

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

19. For child welfare: As part of the assessment, the agency evaluates any foreseen barriers to successful placement and any concerns from the individual served or resource family.

20. For child welfare: As part of the assessment, the agency evaluates the family’s strengths and opportunities for growth.

**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.

For child welfare: The agency assesses each prospective resource parent to determine his or her eligibility.

Key: D indicates that documentation is required; R indicates an identified risk area;
11. For child welfare: As part of the assessment, the agency evaluates resource parent’s reason for caring for the individual served.

**CTS.02.04.07**

For foster care of children and youth: The agency assesses the needs of the family of origin.

**For child welfare:** The agency assesses the needs of the family of origin to promote family preservation and/or reunification.

**Element(s) of Performance for CTS.02.04.07**

6. For child welfare: 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 individual served’s life to evaluate relationships and get a better understanding of the case. This is documented in the case plan.

7. For child welfare: The assessment takes into account the following information on the family and individual served:
   - Culture
   - Race
   - Ethnicity
   - Sexual orientation
   - Gender identity
   - Religion

**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.

**For child welfare:** The agency defines and uses criteria to identify prospective resource parents.

**Element(s) of Performance 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 prospective foster parents or respite caregivers.

3. **For child welfare:** The agency determines a recruitment plan that includes targeting and marketing to attract a diverse group of prospective resource parents.

**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.

**For child welfare:** Resource parents providing treatment foster care services receive ongoing training, support, and supervision to maintain safe care for the individual in treatment foster care.

**Element(s) of Performance for CTS.02.04.21**

Key: 📝 indicates that documentation is required; ☐️ indicates an identified risk area;
1. For foster care for children and youth: Individuals providing therapeutic foster care services receive ongoing training and supervision to maintain competence.

2. For child welfare: The agency clearly communicates all medical and behavioral information about the individual served to the resource parent prior to placement. Note: In an emergency placement situation, the agency defines the information that is needed.

3. For child welfare: The agency provides access to the medical and behavioral health services required to meet the needs of the individual served.

4. For child welfare: The family is given support to help facilitate care for the individual served.

5. For child welfare: The family is given the education needed to adequately care for the medical, behavioral, and emotional needs of the individual served.

6. For child welfare: A licensed independent practitioner with broad clinical knowledge is available to provide and coordinate care when an individual served is in treatment foster care.

**CTS.02.04.23**

For child welfare: The agency conducts a comprehensive home study of prospective adoptive parents.

**Element(s) of Performance for CTS.02.04.23**

1. For child welfare: The agency conducts a home study of prospective adoptive parents in accordance with law and regulation.

2. For child welfare: The home study includes a psychosocial assessment of prospective parents and an environmental assessment of the home.

**CTS.02.04.25**

For child welfare: The child protective services agency conducts intakes and investigations according to its policies and procedures.

**Element(s) of Performance for CTS.02.04.25**

1. For child welfare: The agency is able to receive reports of suspected abuse or neglect 24 hours a day, 7 days a week. Note: If the agency does not receive reports of abuse and/or neglect, this does not apply.

2. For child welfare: The agency assigns cases within 24 hours of receipt.

3. For child welfare: The agency has a policy that states the time frame in which they will conduct an intake.

4. For child welfare: The agency gathers information while conducting an intake including, at a minimum, pertinent history of abuse or neglect and safety of the child and others involved. Note: If the agency does not receive reports of abuse and/or neglect, this does not apply.

Key: **D** indicates that documentation is required; **R** indicates an identified risk area;
5. For child welfare: Reports of abuse or neglect are investigated within a time frame identified in policy and procedure. Note: If the agency does not investigate reports of abuse and/or neglect, this does not apply.

6. For child welfare: The agency considers the Indian Child Welfare Act when dealing with reports of abuse and neglect and gives tribal government jurisdiction in these cases. Note: If the agency does not take or investigate reports of abuse and/or neglect, this does not apply.

7. For child welfare: The agency monitors this process for opportunities for improvement including, at a minimum, intake response times. (See also PI.02.01.01, EP 8)

CTS.03.02.03

For foster care: The agency develops and periodically reviews its case plans. For child welfare: The agency develops and periodically reviews its case plans.

Element(s) of Performance for CTS.03.02.03

1. For foster care: The agency develops a case plan.

   1. For child welfare: The agency develops a case plan for each individual served.

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.

2. For child welfare: 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.

3. For child welfare: When creating the case plan, the agency and family discuss potential triggering behaviors or conditions, as well as risk and protective factors, 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.

5. For foster care: The case plan identifies the permanency goal if the individual in foster care is a child or youth.

4. For child welfare: The case plan identifies the permanency goal if the individual is a child or youth in an out-of-home placement or foster care. This goal considers input from all parties and is reviewed according to law and regulation.

5. For child welfare: 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.

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

Key: □ indicates that documentation is required; □ indicates an identified risk area;
6. **For child welfare:** 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.

10. **For child welfare:** The case plan includes assessing potential reunification or other potential permanency options. If reunification is not possible, the plan includes counseling family of origin about relinquishment and alternative placements.
    
    Note: If reunification is possible, it is the preferred goal.

11. **For child welfare:** 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.

12. **For child welfare:** The agency has resources in place that identify support systems for youth as they transition to adulthood.

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.

13. **For child welfare:** The agency evaluates the case plan in a time frame that is in accordance with organization policy and law and regulation.

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.

14. **For child welfare:** The agency involves relevant persons in evaluating the case plan.
    
    Note: These persons may include agency staff, cross-sector contacts, the individual served, the foster parent(s), the family of origin (for children and youth only), and the representative of the state authority.

15. **For child welfare:** 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

16. **For child welfare:** The agency refers children to appropriate mental health services when the need is identified.

17. **For child welfare:** The agency, individual served, 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.

**CTS.04.02.06**

For child welfare: Prospective parents receive education and training on relevant topics in the adoption process.

**Element(s) of Performance for CTS.04.02.06**

Key: ✅ indicates that documentation is required; 🟢 indicates an identified risk area;
1. For child welfare: The agency provides education and complete information about the adoption process to prospective adoptive parents.

2. For child welfare: Adoptive parents receive training on trauma-informed care.

3. For child welfare: The agency identifies support to aid with transition and attachments when adoption involves children aged 3 or older.

**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.

**For child welfare:** Parents receive information and education to meet the needs of the individuals placed in their care.

**Element(s) of Performance for CTS.04.02.07**

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

16. **For child welfare:** Each 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.*

17. For child welfare: The agency includes community resources to promote child and parent development, including needed competencies, life skills, and positive parenting methods.

18. For child welfare: 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.*

19. For child welfare: The agency provides the families it serves with access to resources that help meet their basic needs.

*Note: Examples include clothing, physical health care, financial counseling, and parenting skills.*

20. For child welfare: 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.

21. For child welfare: The agency facilitates access to parenting classes when needed to promote reunification and family preservation.

22. For child welfare: The agency educates the family on their policy on how to respond to a crisis situation.

*Note: Example crisis situations include missing/runaway child or medical emergencies.*

23. For child welfare: Resource parents, as mandated reporters, sign attestation that they will practice mandated reporting.
24. For child welfare: The agency provides, or contracts with an agency that provides, education to families to prepare them to find potential solutions to problems that may arise.

25. For child welfare: The agency shares all applicable information to keep the individual served and family informed. Examples of this information include, but are not limited to, the following:
   - A description of the services and interventions that will be provided to the family to support achievement of case plan goals
   - Expected time frames 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, time frames, and dates associated with each hearing type
   - Disclosure of the type of information that will be shared with the referring agency
   - Expected outcomes, as determined by the case planning process

**CTS.04.02.08**

For child welfare: The agency facilitates safe, dignified transfers of placement for individuals served.

**Element(s) of Performance for CTS.04.02.08**

1. For child welfare: The agency accounts for the safety and well-being of the individual served when there is a transfer in placement.
   
   Note: Examples of best practices in transferring placements are supplying luggage for transport of belongings, supporting a safe hand-off of the child/youth, and providing the new placement with the individual's likes and dislikes, basic information sheet, and case plan.

2. For child welfare: When a placement change is necessary, all parties involved receive the required support services, as determined by the agency.

**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.

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

**Element(s) of Performance for CTS.04.02.09**

2. For child welfare: If any crisis situation happens while in respite care, the respite care agency notifies the child welfare agency immediately.
   
   Note: Examples of crisis situations in respite care would include medical or behavioral changes.

**CTS.04.02.31**

For child welfare: The agency follows its policies on family visitations.

**Element(s) of Performance for CTS.04.02.31**

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**Key:** indicates that documentation is required; indicates an identified risk area;
1. For child welfare: 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 family of origin if the child is placed outside of his or her home.

2. For child welfare: There is a written visitation plan that is created with input from all involved that focuses on safety and building positive relationships.

3. For child welfare: The child’s visits with his or her family of origin meet the needs of the family and child and are consistent with the goals in the case plan.

4. For child welfare: Restriction of family visits is not used as a means for punishment for any parties involved.

CTS.04.03.37

For child welfare: The program delivers care, treatment, and services according to law and regulation. Note: This standard applies only to qualified residential treatment programs.

Element(s) of Performance for CTS.04.03.37

1. For child welfare: The needs, preferences, and goals of the children in residential care are met using a trauma-informed treatment program. Note: This element of performance applies only to qualified residential treatment programs.

2. For child welfare: 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. Note: This element of performance applies only to qualified residential treatment programs.

3. For child welfare: 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. Note: This element of performance applies only to qualified residential treatment programs.

4. For child welfare: The program provides discharge planning and family-based aftercare support for at least six months post-discharge. Note: This element of performance applies only to qualified residential treatment programs.

CTS.06.02.07

For child welfare: The agency follows written policies and procedures on case closing practices.

Element(s) of Performance for CTS.06.02.07

1. For child welfare: Case closing begins at intake and includes provider, family, and other key advocates in the child’s life, as applicable.

2. For child welfare: If the child/family is administratively discharged, there is a process to link them with needed services.

Key: ☐ indicates that documentation is required; ☐ indicates an identified risk area;
3. For child welfare: 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.

4. For child welfare: At case closing, the agency provides information on who the family can contact if they need services again in an effort to promote permanency.

Human Resources Management (HRM) Chapter

**HRM.01.05.01**

Staff participate in education and training.

**Element(s) of Performance for HRM.01.05.01**

13. For child welfare: When applicable, the agency educates staff on provisions of the Indian Child Welfare Act.


Leadership (LD) Chapter

**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.

**Element(s) of Performance for LD.03.04.01**

5. For child welfare: 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.

6. For child welfare: The agency provides education to the community about signs and symptoms of abuse, how to report it, and what services the agency provides.

**LD.04.01.01**

The organization complies with law and regulation.

**Element(s) of Performance for LD.04.01.01**

20. For child welfare: The agency complies with foreign, federal, and state laws and regulations when adoption services are international.

**LD.04.01.09**

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

**Element(s) of Performance for LD.04.01.09**

Key: D indicates that documentation is required; R indicates an identified risk area;
14. For child welfare: There are policies and procedures in place for removing a child from an unsafe home.

15. For child welfare: The agency has policies on follow-up in reunification cases.

**LD.04.01.13**

For child welfare: The agency is compliant with provisions related to the Indian Child Welfare Act.

**Element(s) of Performance for LD.04.01.13**

1. For child welfare: If the agency provides services including adoption 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.

**LD.04.02.07**

For child welfare: The adoption agency conducts ethical business practices.

**Element(s) of Performance for LD.04.02.07**

1. For child welfare: An adoption contract is signed and agreed upon by both the agency, the prospective parent, and any other relevant parties.

2. For child welfare: When determining the plan for legal guardianship, all parties involved must participate.

**LD.04.03.01**

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

**Element(s) of Performance for LD.04.03.01**

22. For foster care: The agency plans services based on the agency’s commitments, which include collaborative relationships with agencies that are separately funded or contracted with to provide services to the family of origin or with agencies that supplement the operating agency’s services.

22. **For child welfare:** 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 agency’s services.

23. For foster care: The agency plans services with community vendors (for example, medical, dental, educational) to guarantee access for the individual with identified needs that are not provided for by the agency.

23. **For child welfare:** The agency, when necessary, helps individuals served to access identified services (for example, medical, dental, education).
**LD.04.03.07**

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

**Element(s) of Performance for LD.04.03.07**

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.

4. **For child welfare:** 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.

7. **For child welfare:** The agency provides services and supports needed to prepare for adoption, reunification, and new placements.

8. **For child welfare:** Frequency of services is based on the family's and child's needs and level of functioning.

9. **For child welfare:** When applicable, the agency connects parents with treatment/counseling for substance use disorders and other mental health concerns.

**Rights and Responsibilities of the Individual (RI) Chapter**

**RI.01.03.01**

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

**Element(s) of Performance for RI.01.03.01**

22. **For child welfare:** The agency obtains the appropriate consents from all parties as required by law and regulation.

**RI.03.01.05**

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

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

**Element(s) of Performance for RI.03.01.05**

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**Key:** 📄 indicates that documentation is required; 🛠️ indicates an identified risk area;
2. **For foster care:** The agency informs the foster family of the following:
   - The support and help the foster family will receive, including arrangements for respite, consultation, and support from agency staff and response to crisis situations
   - The training they will receive (content and process of training), such as child abuse reporting requirements
   - Remuneration rate schedules
   - The identified needs and background of the individual in foster care
   - How to file and handle complaints

2. **For child welfare:** The agency informs the foster family of the following:
   - The support and help the foster family will receive, including arrangements for respite, consultation, and support from agency staff and response to crisis situations
   - The training they will receive (content and process of training), such as child abuse reporting requirements
   - Remuneration rate schedules
   - Pertinent history and information relating to the child that will promote foster care success
   - How to file and handle complaints