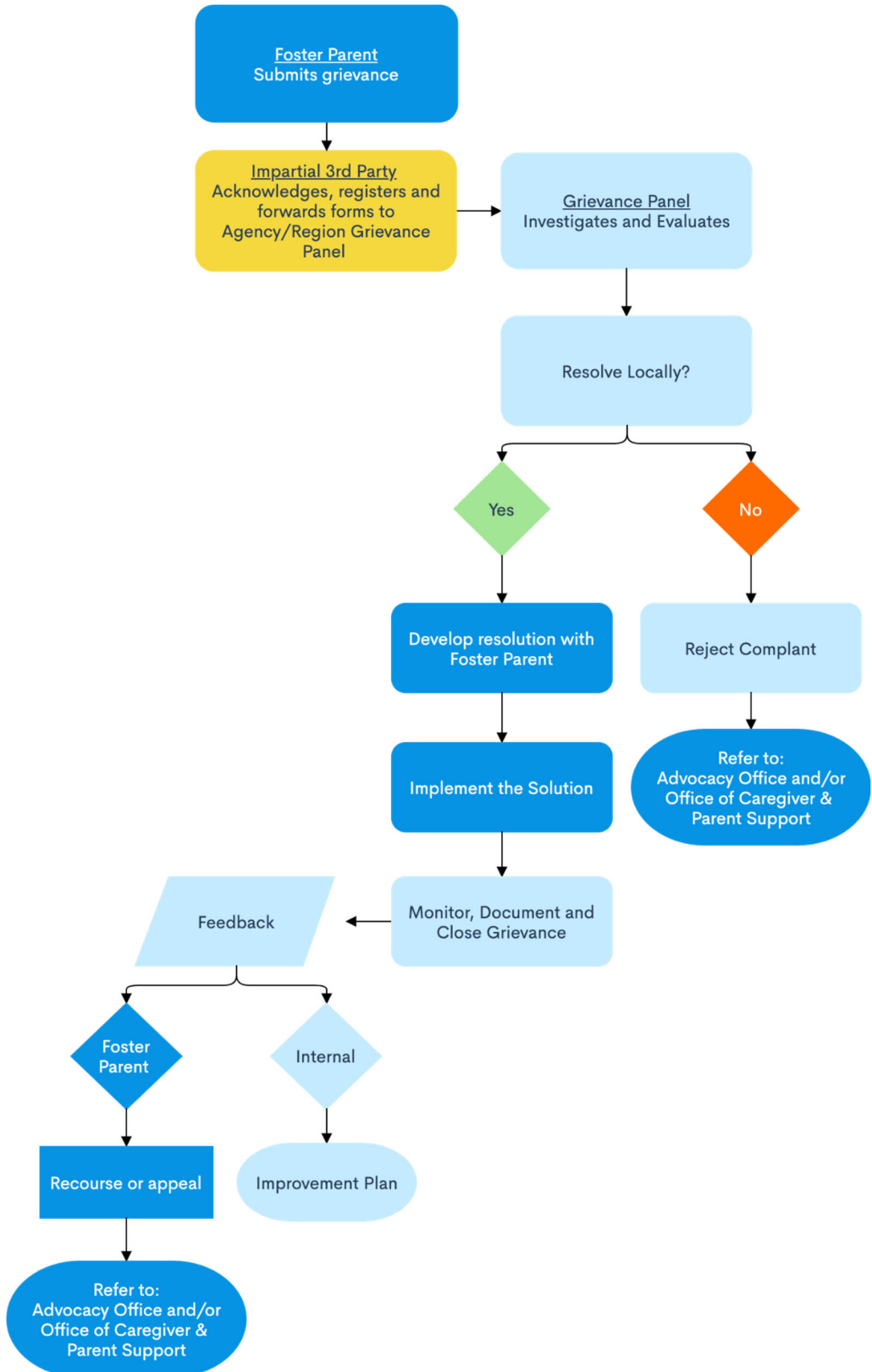


Foster Parent Law Grievance Procedure



FOSTER PARENT LAW

Caregivers have the right to:

1. Be treated with dignity, respect and consideration
2. Be provided pre-service and appropriate ongoing training to improve skills
3. Be informed on how to receive supportive services from the agency
4. Receive timely financial reimbursement commensurate with child's service plan
5. Be provided a clear, written understanding of the plan concerning the child's placement and how it will support his family relationship and cultural identity
6. Fair, timely and impartial investigations of licensing complaints
7. Receive additional information to assist in the care of a child while in placement
8. Receive specific information from DCFS and private agencies listed in Children and Family Services Act and the Child Care Act of 1969
9. Be notified of scheduled meetings and staffings in order to participate in case planning and decision-making
10. Be provided, before placement, with any information a caseworker has that is pertinent to the child's care and the permanency plan
11. Receive written notice of any change in a child's case plan or of plans to terminate the child's placement, along with the reasons for the change or termination
12. Timely notification of court hearings and right to intervene or request mandamus
13. Be considered as a placement option when a foster child who was formerly placed with the foster parents re-enters DCFS care
14. Access the existing appeals process with the assertion that the appeal will be free from acts of harassment and retaliation.
15. Be informed of the Foster Parent Hotline and the rights for foster parents when reporting misconduct by child welfare personnel

Caregivers have the responsibility to:

1. Communicate and share information with the child welfare team
2. Respect the confidentiality of information about the child and his family
3. Advocate for children in the care of the foster parent
4. Treat the child and his or her family with dignity, respect and consideration
5. Recognize their individual and family strengths and limitations and to utilize appropriate supports as appropriate
6. Be aware of the benefits of relying on and affiliating with other foster parents and foster parent associations
7. Assess their ongoing training needs and take action to meet those needs
8. Strategize with agency representatives to avoid placement disruptions and support the child if disruption occurs
9. Recognize the impact of foster care on relationships and take steps to minimize stress as much as possible
10. Positively promote the benefits of foster parenting
11. Know the role, rights and responsibilities of foster parents, other professionals in the child welfare system, the child, and the child's own family
12. Know and fulfill their role as a mandated reporter and know policies regarding allegations that foster parents have committed abuse or neglect
13. Know the purpose of and to participate in Administrative Case Reviews, client service plans and court proceedings
14. Know the child welfare agency's appeal process
15. Maintain accurate records
16. Share information about the placement with subsequent caregivers/parents
17. Provide care that respects the child's cultural needs supports the relationship between the child and his or her own family.

Foster Parent Law Grievance Procedure

DCFS Rule 340 requires all DCFS regions and private agencies involved in foster care by contract with the Department of Children and Family Service have a procedure in place to address violations of the Illinois Foster Parent Law. This process is to be used only for grieving alleged violations of the Foster Parent Law that are not covered by an already existing grievance or appeal process. For example, service appeals, indicated cases of child abuse/neglect and licensing investigation findings or revocations would be addressed through other channels.

Retaliation is Prohibited!

Any circumstances of perceived retaliation should immediately be reported to:

DCFS Advocacy Office at 217-524-2029 or 800-232-3798

dcfs.advocacy@illinois.gov

DCFS Office of Caregiver & Parent Support at 217-782-2947

DCFS.StatewideFosterCareAdvisoryCouncil@illinois.gov

Submitting a Grievance

If you have attempted to resolve an issue informally through the persons involved and did not come to a mutually agreeable resolution, please complete and submit this form to rena.grotto@caritasfamily.org

FOSTER PARENT INFORMATION	
Foster Parent Name	
Provider Number	
Street Address	
City, State, Zip Code	
Phone Number Day:	Evening:
Email Address	
Case Name	
Case ID#	
Worker's Name	
Worker's Phone #	
Office Location	

A. Foster Parent Law

Which right from the Foster Parent Law has been violated, in your opinion?

B. Complaint Details

Describe the alleged violation, including names, dates, and other information that will be useful in coming to an agreeable resolution.

Describe any steps already taken to resolve the issue:

Please provide any suggestions for helping us work together to resolve this issue:

Signature : _____

For Office Use Only:

A. Intake Information

Date Completed Form Received: _____ 30-Day Deadline for Resolution _____

Foster Parent Acknowledged by:

Name _____ Position: _____ Date: _____

Which Right was allegedly violated? _____

B. Investigation

Steps in investigation and evaluation with dates/ names of people participating in each step:

C. Results

Decision to Resolve Locally: _____ Yes _____ No

If yes:

Describe steps you have taken to resolve the issue with the foster parent. Include names/dates.

Did you determine there was a violation? If yes, please describe:

Please describe the way you monitored the solution, documenting the outcomes:

If this was not resolved in-house, why not?

D. Feedback

Did you refer the complainant to the DCFS Advocacy Office? ___ Yes ___ No

Did you refer them to the DCFS Office of Caregiver & Parent Support? ___ Yes ___ No

What has your agency/region learned from this process? How will it impact service delivery?

E. Signatures of everyone involved in the grievance resolution:

Date : _____

Date : _____

Date : _____

Date : _____

Date : _____

Date : _____

Date : _____