

Kids Central, Inc. System of Care Policy & Procedure

Series: Placement and Foster Care

Policy Name: Foster Care Communication

Policy Number: 121

Origination Date: 8/19/06

Revision Date: 06/19/17

Policy

It is the policy of Kids Central, Inc. to ensure foster parents are fully informed of policy and procedural matters, legislative updates and initiatives, training/socialization opportunities and various special initiatives.

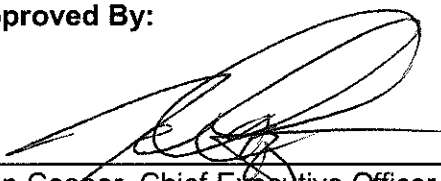
Procedure

1. The Kids Central Licensing Specialist will contact each foster family every 60 days and will conduct a minimum of one (1) home visit per quarter to offer support and information to foster parents with one or more year of fostering experience. All foster homes with less than one year of experience will receive contact monthly. These telephone contacts and home visits are to be recorded in FSFN. Three unsuccessful attempts to contact foster families will then require a face to face visit to the home and document all attempts in FSFN. Monthly contact with caregivers must include but are not limited to: changes to household composition and needs of family and/or children in the home.
2. The Licensing Specialist will complete the contact form or the quarterly home visit form to document their contact with each family. Prior to each home visit, the Licensing Specialist will review FSFN to obtain information on the children currently placed in the home.
3. The Licensing Specialist will respond within twenty-four hours to any telephone or email inquiry from foster parents.
4. Kids Central, Inc. will schedule and host quarterly foster parent trainings in each county, which will provide support, training and socialization opportunities. This is in addition to other meetings hosted by the various county Foster Parent Association (FPA) meetings/events.
5. Kids Central, Inc. will develop and circulate a quarterly newsletter that will include a listing of activities and trainings for the quarter, news about individual foster parents, including introductions of newly licensed foster parents as well as new agency staff. Other topics could include news related to special projects, events, and helpful parenting tips. Foster parents should be included in the writing and development of the newsletter.

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6. The Licensing Specialist will attend the Foster Parent Association meetings in the county of their caseload to address concerns as they arise. The Out of Home Care Director will be available to attend the FPA meetings as requested by the associations.
7. The Kids Central, Inc. website will be the central electronic medium to communicate broadly to foster parents, prospective foster parents and interested community members. Out of Home Care staff will be responsible for ensuring that the website is kept current with upcoming events, meetings and training opportunities.
8. The Foster Parent Navigator will contact each newly licensed foster family prior to the family being called about possible placements. The purpose of this contact will be for the Foster Parent Navigator to establish herself as a resource for information and a source of ongoing support for the family.
9. The Foster Parent Navigator will also be a resource for information and a source of ongoing support for foster parents.
10. Each foster family will be assigned a Kids Central, Inc. email address as they are licensed. This email address will service as the primary means of communication between Kids Central, Inc. and its foster parents. The email address will also facilitate contact between the Family Care Managers (FCM) and the foster parents.
11. Foster Parent Surveys will be distributed at least annually, evaluated and utilized to determine areas in need of improvement. Results will be published to the foster parents. Results will be viewed longitudinally in order to assess progress, or lack thereof.
12. Foster parents have the right to address any concerns or complaints to Kids Central, Inc.'s Client Rights/Ombudsman via telephone, email, and/or face to face. The Client Rights/Ombudsman will process their concern(s) in a timely manner.
13. Foster parents are notified of all staffings, court hearings and appointments, including visits for any child in their home. Notice is provided in advance to allow for planning.

Approved By:



John Cooper, Chief Executive Officer

9/21/17
Date