

2022 Plan for Implementation  
of the Foster Parent Law

---



*Strengthening children and families through innovative trauma and attachment-based services.*

## Annual Plan for Implementation of Foster Parent Law

### Section II – Foster Parent Rights & Responsibilities

#### 1. The right to be treated with dignity, respect and consideration as a member of the child welfare team.

*Chaddock's Mission is to strengthen children and families through innovative trauma and attachment-based services. Chaddock's Agency Values pave the way to meet our mission through faith, relationships, responsibility, learning and caring. Our foster care employees are committed to the agency mission and values which support the positive, respectful, and dignified relationships that we have and strive for with our Foster Parents daily. Relationships are primary at Chaddock and this is true of the foster care program. Chaddock employees treat Foster Parents with integrity, respect and with open communication thus providing a trusting relationship between Foster Parents and the staff.*

Foster Parents are viewed as an integral member of the treatment team. Foster Parents are invited to and included in Child and Family Team meetings, therapy sessions as appropriate, court hearings, Administrative Case Reviews and other meetings as scheduled. Foster Parents are viewed as the experts for the children living in their home.

Foster Parents are given the opportunity to voice their concerns with their caseworker, licensing workers or supervisors through phone calls, emails or in-home contacts. If and when issues arise, steps are taken to correct those issues. All of Chaddock's Foster Parents are sent an annual satisfaction survey by the Chaddock Quality Assurance Department. The results of the surveys are utilized to determine areas for improvement. Comments regarding what Chaddock does well and can improve on from FY 2021 Foster Parent Survey's include:

#### **What does Chaddock do well in supporting you as a Foster Parent?**

- By keeping me informed on changes with the child in my home. My caseworker is available during and after office hours. They value my suggestions and listen to my concerns.”
- “Our caseworker is absolutely amazing! She helps with anything and everything that we need. I know we don't talk with her supervisor, but I know to have a great employee like her, has to be a great support from the supervisor. They both have made our family feel supported, loved, and safe.”
- “Before being with Chaddock, we felt like the hardest part of being a foster parent was dealing with our agency and trying to make sure they did their job. Chaddock makes it easy for us to do our job, caring for the children we feel supported and appreciated.”
- “Anytime I needed help of any kind, someone was always there to lend a hand or ear.”
- “You guys are the best! You make fostering enjoyable and less stressful.”
- “Everyone we have dealt with treats us with friendliness, as well as respect and support.”

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

- “I feel that I can communicate with the caseworker whenever problems/questions arise. I appreciate the open communication and prompt feedback.”
- “Our caseworker never hesitates to answer any questions I have and she is always a phone call away if I need anything.”
- “Chaddock workers include me as a member of the team and meet my family’s needs on an ongoing basis.”

To support Foster Parents who are providing the day to day care of the child(ren), it is important we are responsive to their questions or needs. Child Welfare Specialists are required to return Foster Parent phone calls within one business day. If they are unable to return the call within the allotted time frame, Child Welfare Specialist’s notify their Supervisor or the Office Coordinator to contact the Foster Parent. Should Child Welfare Specialists be out of the office for an extended period of time, they change voicemails and automated email replies with the contact number of how a Foster Parent can be assisted. Chaddock staff also takes into consideration the Foster Parent’s time and their family when scheduling visitation for the foster child(ren), therapy sessions and in scheduling visits by the Child Welfare Specialist for an in-home visit. Visitation staff and Child Welfare Specialists are also available for Traditional and Relative Foster Care providers to assist in transportation to and from appointments, meetings and court hearings if needed.

To show our appreciation for the hard work Foster Parents put forth, Chaddock provides opportunities throughout the year to honor them. Due to the ongoing Pandemic and size of our Foster Care Program, in lieu of a Christmas Party, we recently began providing every Foster Family with a free pass to the local Festival of Lights in December where Chaddock sets up a booth with snacks, hot chocolate, Santa, and gifts. We celebrated Foster Parent Appreciation Month this past year with a beautiful Butterfly release and gift as well as giving a Visa gift card for foster parents at Christmas. As a courtesy to Foster Parents, the receptionist for Foster and Adoption Services calls all of our Foster Parents prior to trainings or events that we are hosting as a friendly reminder and to encourage participation.

## **2. The right to be given standardized pre-service training and appropriate on-going training to meet mutually assessed needs and improve the foster parent’s skills.**

Every Foster Parent licensed by Chaddock is required to complete 39 hours of pre-service Foster PRIDE training provided through DCFS. Referrals to PRIDE are made by a Chaddock Licensing Manager. Training locations, dates and times are provided to the prospective Foster Parent by the Chaddock Licensing Manager in order to provide the prospective Foster Parent with options to meet their scheduling needs. Once prospective Foster Parents become licensed the Chaddock Licensing Manager provides information on training resources through letters, emails, phone and direct contact. This information includes providing locations, dates and times of trainings provided by Chaddock, DCFS and any other providers in the region where the Foster Parent resides. The Chaddock Licensing Manager informs licensed Foster Parents of

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

resources available at Chaddock that include videos and books that are available for loan through the lending library as well as on-line training available to Foster Parents at no expense.

Chaddock had scheduled 10 in-person trainings and/or Foster Parent Support Groups during 2021. Due to the unforeseen COVID-19 Pandemic, Foster Parent Council meetings hosted jointly with DCFS have not resumed as of yet. However, Chaddock's in-person Foster Parent trainings have resumed and we are now offering all in-person trainings virtually as well. Trainings are still held during evening hours with a light meal included or in a 'Lunch and Learn' format. Trainings are all held at Chaddock's new knowledge center with a spacious conference room and brand-new technology which makes in-person and virtual attendance very seamless. Training topics we included this past year were Juvenile court/CASA/GAL processes; a Resource Fair; TBRI® (Trust Based Relational Interventions); "Who are these children and how can we help"; Lifebooks; Substance abuse, recovery process, relapse prevention, and impact; and new this year, we hosted Gwenn Eyer from the DCFS Office of Caregiver and Parent Support for an overview of the Foster Parent Law. We have completed our training schedule for next year, that will offer both in-person trainings (with COVID restrictions in place) as well as each training will be offered virtually in the coming year. We also inform our Foster Parents of a vast array of DCFS trainings that are all available virtually through the Virtual Training Center, thus Foster Parents should still feel as though there are training opportunities at their fingertips in order to gain support, training hours, and some form of socialization that can be shared in the virtual setting.

For the upcoming 2022 training schedule, Chaddock will continue to offer Foster Parent Trainings and Support Groups during evening hours and lunch hours. In-person trainings will be offered virtually as well and Chaddock will follow all COVID-19 restriction guidelines. For those unable to attend, some of the trainings are filmed and made available to licensed Foster Parents to view at their convenience. Training topics that have been recorded include: Working with Biological Parents, Sensory Training and Caring for Children Who Have Experienced Trauma. The 2022 training schedule includes topics related to CPR/First Aide; Common Medications/Diagnoses; Forms/Documentation; LifeBooks/Honoring a Youth's Family; Substance Abuse; Special Education/IEP's; Confidentiality/Grievance Procedure/Mandated Reporter; Cultural Diversity; An Interactive Foster Family Art Project and support group; TBRI® and an overview of Chaddock's Foster Care Parent Coaching Program. We also now have a certified CPR trainer for Foster Care who can also certify Foster Parents one on one if needed. CPR and First Aide trainings will be scheduled throughout the year on an as needed basis.

Chaddock's training team consists of professionals from within and outside of the Chaddock organization. Chaddock has learned that some Foster Parents are better able to relate to information when shared by co-training Foster Parents as well as ask questions in a more comfortable setting. Chaddock and Foster Parents have successfully co-trained multiple times on trauma and working with birth parents. The co-training Foster Parents are able to present their

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

unique perspective on foster parenting which may differ from the professional trainer's perspective. The hours of training attended are tracked by the Licensing Manager. Chaddock has opened up training to DCFS and other agency's Foster Parents. We will continue communication with our local DCFS office in regards to resuming Foster Parent Council Meetings this coming year.

On-going licensed Foster Parent training needs are assessed mutually by the Chaddock Licensing Manager, Child Welfare Specialists, Supervisors, Director of Foster and Adoption and the Foster Parent. This is accomplished through monitoring visits, in-home visits with licensed Foster Parents and the foster children, and through the Chaddock Training Assessment Tool that is completed with feedback from Child Welfare Specialists. This tool is utilized when the Child Welfare Specialist identifies a possible training need for a licensed Foster Parent during their interactions with the licensed Foster Parent and/or foster child. This tool also serves as a way to discuss strengths, weaknesses, desired placements or feedback on issues the agency can improve on. All information regarding training needs is kept confidential and is only discussed between Chaddock Foster and Adoption staff and the licensed Foster Parent.

Specialized Foster Parents are recommended to receive additional intensive training as determined by the agency's mutual assessment of the Foster Parents' needs. Staffings are held with the Foster Parent, Licensing Manager, Child Welfare Specialist and Therapist when deemed appropriate to address specific behaviors and offer the Specialized Foster Parents direct feedback and action plans to assist in caring for the children with specialized needs. Therapists provide one on one education, training and support to Foster Parents in order to address a child's specific needs. As a result, the children receive more comprehensive care and the Foster Parents are more equipped to deal with their special needs. Parent-coaches can also be utilized to provide psycho-education and supportive services in the foster home environment, birth family home, and during parent-child visitation.

Over the last few years Chaddock's Foster Care program has been able to enlist support from Marcia Ryan, Associate Director of Client Services for the entire agency in order to help families eliminate barriers for reunification and/or stabilize placements in foster homes. This supportive service has been shown to have significant benefits to both the children and foster families. After seeing the impact parent coaching services and support had with families, Chaddock committed to implement the Attachment and Trauma Parent Coaching Program within foster care. The program is provided through the support and generosity of charitable dollars as it is not a component of our foster care contract with the Department of Children and Family Services. As such, the program is provided to families identified through clinical screening and who demonstrate an investment in the time and commitment it takes to learn, grow and develop the relationship with the child (ren). The ultimate goal of the Attachment and Trauma Parent Coaching program is to creating healthier relationships within the family system in order to stabilize families, reduce placement changes and assist in reunifying families in a timely manner.

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

This support also includes working with caregivers who struggle with challenging behavior, allowing them to parent from a trauma informed perspective and reduce placement disruption.

### **3. The right to be informed as to how to contact the appropriate child placement agency in order to receive information and assistance to access supportive services for children in foster parent's care.**

In order to support Foster Parents with routine questions, needs or during emergency and crisis situations, they are provided accurate contact information for Chaddock Foster and Adoption Director and/or Supervisor, Child Welfare Specialists and Chaddock Licensing Managers. Foster Parents are informed that Chaddock's office hours are Monday through Friday 8:30 am-5pm. The Foster Parents are provided a business card for the Licensing Manager at the time of licensure. The Foster Parents are provided a business card from the Child Welfare Specialist at the time of placement of a child into their home. The business cards have the Child Welfare Specialist's contact information: agency name, phone, address and email.

Foster Parents have contact with Child Welfare Specialists during in home visits a minimum of one time monthly. There could be more frequent in-home visits dependent on the child's level of care or the need of the Foster Parent. At this point, Foster Parents are provided information and assistance to access supportive services for children in their care. During these contacts, the Child Welfare Specialist offers a business card with current contact information as listed above.

Foster Parents are provided the Chaddock On-call Emergency Number, 217-242-1234, to contact a Child Welfare Specialist for assistance after business hours, weekends and holidays. Foster Parents are provided this information during licensure when they receive the Foster Parent Handbook and upon placement of a child in their home. Foster Parents are provided a variety of written correspondences, training invitations including contact information to make reservations for the training and quarterly newsletters. All correspondence provides contact information for Foster and Adoption's Administrative Assistant should they need to speak with Chaddock personnel. Chaddock is also listed in the local phonebook.

Chaddock has created magnets for all of Chaddock's Foster Parents that include Chaddock Foster and Adoption Services telephone number and address, as well as the on-call number and the CARES line that can be reached to access SASS Services for youth in a crisis situation. The Cares Line is 1-800-345-9049.

Respite services also continue to be of utmost importance when it comes to stabilizing Foster Care placements and retaining Foster Parents. We are giving our respite services a lot of attention in the coming year and have re-vamped our respite policy. We have enhanced how we pay Foster Parents for respite services in an effort to gain more and more respite providers. We are also trying to recruit respite specific providers, which may be families that aren't quite ready to take the plunge into full-time foster care and we're finding many interested volunteer groups that have an interest in becoming respite only providers. We hope to continue enhancing this service for Foster Parents. We know our population of Foster children continues to grow and

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

we need to be able to support our Foster Parents through offering more assistance and incentives to enhance respite services.

Respite Services are offered as a means of support for foster care parents. Foster parents are encouraged to utilize respite services to support them through critical and stressful periods. Traditional and Relative Foster Parents are permitted respite paid for by Chaddock 10 days per year and 24 days per year for Specialized Foster Care placements. Special arrangements can be made with the assigned Child Welfare Specialist with supervisory approval if additional respite days are needed outside of the previously stated days.

When a respite need is identified, a foster parent should provide the Child Welfare Specialist with ample notice (preferably at least two weeks) if the respite period is planned and scheduled (vacation, family trip, medical procedure, surgery, etc.). If there is an ongoing respite need identified, this is discussed with the Child Welfare Specialist and the foster parent requesting the respite. Preferably, the youth would have a consistent respite provider for ongoing respite needs to ease the burden of introducing the youth to new homes/new families, etc. Also, every effort should be made to identify respite providers within close proximity to the youth's current placement and community. We ask that family and natural supports be utilized when appropriate for the least disruption to the child. However, if natural respite care cannot be found, the Chaddock Child Welfare Specialist will plan for respite through other licensed foster homes or seek birth family and natural supports (such as a grandparent visitation weekend, sibling visitation weekend, etc.) Chaddock understands that emergencies happen. In emergency situations, please contact Chaddock On-Call number (217)242-1234. We will assist you in locating respite placement for your foster child.

Relative and Traditional Foster homes will continue to be paid their daily rate of pay while the child is on respite. Respite providers will be paid the equivalent to the daily rate of pay for the child they provide respite for. For Traditional placements this is equivalent to the following:

0-11 months - \$15.10/day

1-4 years- \$15.35/day

5-8 years- \$16.06/day

9-11 years- 17.03/day

12 years and older- \$ 18.45/day

For Specialized foster placements this is equivalent to \$42.13 per day. Foster parents with Specialized children in their home that are utilizing respite services will receive payment that is equivalent to traditional daily rate of pay per day while the children are outside of their home. Please refer to the rate of pay above. If the respite care is due to safety plan or decision of Chaddock the foster parent will be paid the full specialized rate of pay.

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

## 4. **The right to receive timely financial reimbursement commensurate with the care needs of the child as specified in the service plan.**

Chaddock follows DCFS Procedure 359 Authorized Child Care Payments in regards to the financial reimbursement given to Foster Parents. Chaddock is responsible for paying all licensed Foster Parents (regardless of what agency they are licensed through) and unlicensed foster parents who have a child or children placed in their home through one of Chaddock's foster care programs (Specialized, Traditional or Relative). Specialized rates (which are a daily rate) are determined by the contract DCFS has with Chaddock. Traditional, Relative licensed Foster Parent, and unlicensed foster parent rates are monthly rates based on the age of the child. If a child has not been in the home for an entire month, a daily rate is used to determine payment. The rates are determined annually by DCFS and are a part of Chaddock's contract with the department. The Chaddock Foster & Adoption Services Documentation Coordinator completes a monthly billing sheet on the first working day of the following month. Chaddock has created a payment calendar for all Foster Parents which is given to all Foster Parents upon placement to decipher Chaddock's monthly payment dates. Foster Parent Board Payments are issued on the second Thursday of each month.

Additional reimbursements include:

- A. Respite payments are made to Foster Parents providing this service at the same time as the Foster Parent monthly checks are mailed out. Foster Parents should communicate with their Child Welfare Specialist the dates and who will be providing respite so that the Chaddock Foster & Adoption Services Documentation Coordinator can ensure payment is made.
- B. Payment for camp, dance, other activities or items needed may be approved and paid for by either reimbursing the Foster Parent (if they have paid for this out of their own pocket) or by requesting that Chaddock pay the service provider directly. The Foster Parents will need to provide a receipt showing that they have made the payment or give the bill to their assigned Child Welfare Specialist for payment to be made. The Director of Foster & Adoption Services will review all requests for reimbursement to ensure that they are appropriate for the child. After the Director has approved the request for reimbursement, the Chaddock Foster & Adoption Services Documentation Coordinator will complete the paperwork and send it to Chaddock's Finance Department to have the check printed and mailed out. Requests for reimbursement are usually filled within a week of the request being received.

Children entering foster care are placed in a relative, fictive kin, traditional or specialized foster home. Any medical and mental health needs are identified on the CFS 418 J- Checklist for Children at Initial Placement. If needs are identified, the child may be eligible for specialized level of care. Foster Parents are verbally notified of the child's current level of care and whether there are specialized services necessary to meet the child's needs prior to placement. The Payment Authorization Form (906) is mailed to Foster Parents within 24 hours of completion



# Chaddock Foster and Adoption Services

---

Quincy, Illinois

providing written notification of the child's level of care. Following placement, the Child Welfare Specialist and Foster Parent continue to assess the child's need for services through monthly contact. At any time the team determines the children's level of care should be reviewed, a Clinical Intervention for Placement Preservation (CIPP) can be requested. Foster Parents are requested to attend the CIPP and are active participants in the decision making for the child's level of care. If a different level of care is recommended by the CIPP team, the Foster Parent will be provided written confirmation through the Placement/Payment Authorization Form (906).

If a Foster Parent feels there is an error in their payment, they should contact the Chaddock Foster & Adoption Services Documentation Coordinator or their Child Welfare Specialist who will give the information to the Documentation Coordinator for review (placement and/or respite dates). ~~If there is an adjustment to be made, the Documentation Coordinator will~~ complete the required paperwork to get a corrected payment check mailed out as soon as possible (usually within the next week). If a Foster Parent feels that the payment issues have not been resolved, they should contact the Director of Foster & Adoption Services. If a Foster Parent has not received their monthly check from Chaddock by the middle of the month, they should contact the Documentation Coordinator. A change in address for a Foster Parent may cause a delay in the check being delivered, so this information should be reviewed. Chaddock's Finance Department checks with their banking institution after being contacted by the Documentation Coordinator about not receiving a check to see if it has been cashed. If the Foster Parent has not received their check by the end of the third week, a new check will be issued.

Following initial case opening and at initial placements, DCFS will reimburse Chaddock in purchasing mattress/box springs/bed frames for children of up to \$250.00 per child. This is for children being placed in unlicensed relative or fictive kin homes. This greatly helps with fictive kin and relative foster care placements when each child may not have their own bed during initial placement which is required for foster care licensure.

Chaddock provides \$50.00 reimbursement for school supplies for each foster child at the beginning of every school year. Foster Parents are advised to keep all of their receipts for school supplies and turn them in to Chaddock so that reimbursement can be made to them.

For children initially entering foster care, Initial Clothing/Personal Hygiene Vouchers and Home Infant Equipment Vouchers (for children 2 years and under) are prepared by the Documentation Coordinator and given to the assigned Child Welfare Specialist to fulfill with the Foster Parents at the local Walmart to ensure that the foster children have the necessary clothing, hygiene, and personal care items that they need including equipment for children under two years of age.

Chaddock initiates reimbursement to Foster Parents for graduation expenses. Foster children preparing for graduation are entitled to a one-time payment of \$512.50 for graduation expenses,

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

which can include a class ring, cap and gown, invitations, senior pictures, etc. Foster Parents are informed about saving their receipts in order for the Documentation Coordinator to prepare the reimbursement to the Foster Parent. Chaddock is reimbursed by DCFS for graduation expenses.

Chaddock also has an annual Santa Express Christmas gift donation drive for all foster children in our program. Methodist churches from all over the state donate items to Chaddock to be dispersed to our foster children during the Christmas season. Child Welfare Specialists may even ask for specific ideas for foster children to provide to the churches as some choose children to adopt and buy gifts for. Gifts are also dispersed at our Foster Family Christmas Celebration each December.

- 
- 5. The right to be provided a clear, written understanding of a placement agency's plan concerning the placement of a child in the foster parent's home. Inherent in this right is the foster parent's responsibility to support activities that will promote the child's right to relationship with his or her own family and cultural heritage.**

It is the goal of Chaddock staff to work with Foster Parents as *partners* in the placement process. Foster Parents contribute to our understanding of the foster child and issues that need to be addressed in the placement. Foster Parent involvement in the service planning process for children is imperative. Foster Parents are involved in the service planning process from the initial day of placement. In new cases, it is required that the Foster Parent be present and meet with the Integrated Assessment Clinical Screener in order to gather information about the child and their specific needs and how those needs will be addressed as outlined in the service plan. The service plan is the tool for ensuring the children's needs are met on an initial and ongoing basis. Overtime, the child's needs may change and the Foster Parent has an active role in ensuring that any issues or concerns with the child are addressed in the service plan and that the child is getting the proper services to address any issues or concerns present. These services are outlined in the Service Plan and reviewed on an ongoing basis through Child and Family Team Meetings, Administrative Case Reviews (ACR's), and on an informal basis during in home meetings with the Child Welfare Specialist. Foster Parents contribute to our understanding of the foster child and issues that need to be addressed in the placement. Foster Parent's observations and daily interactions in the home with the child are combined with issues reported by the biological parent to complete the initial service plan and is kept updated at the appropriate milestones throughout the case, including at least twice per year during Administrative Case Reviews (ACR's) held every six months of the case.

Chaddock understands that the Foster Parents' feedback regarding the children in their care is essential in assessing the children's needs and ensuring that they are met. The Foster Parents build very close relationships with the children in their care and know the children better than anyone on the treatment team; therefore, their feedback is given full consideration by the treatment team and is vital through the case planning process. The Foster Parents' active participation in disclosing information regarding the child is vital in order for the Child Welfare

## Chaddock Foster and Adoption Services

---

Quincy, Illinois

Specialist to gather and report accurate information to be given to the courts, in referrals, to treatment team members, and to ACR reviewers.

Foster Parents are also an equal member of the Child and Family Team. They are invited to attend a Child and Family Team meeting each quarter to provide input and insight into the child's plan. Foster Parents are given a copy of the initial service plan as it pertains to the child. The service plan is completed 45 days after case openings and subsequent plans completed prior to the Administrative Case Reviews every 6 months. Foster Parents are invited to the Administrative Case Reviews directly by DCFS and encouraged to attend by their Child Welfare Specialist. The Foster Parents are reminded of their right to appeal if they disagree with a relevant rating on the service plan and are provided a copy of the Appeal Process Brochure. If the permanency plan for a child changes, it is communicated to the Foster Parent within 24 hours and if the permanency goal is changed by court the client service plan is updated within 30 days and provided to the Foster Parent. Foster Parents are welcomed at court hearings and the information is shared with them within 24 hours if they are unable to attend.

Visitation arrangements for the child with their parents and siblings are made after consulting with the Foster Parent and with consideration of their schedule, the child's schedule and the biological parents' schedule. It is our goal that the visitation arrangements are acceptable and communicated clearly to all involved. When a parent-coach is working with a family, they can also help ensure that all factors are considered when setting up visitation for a child and their family members.

In the past and in the coming year, Chaddock will again host a LifeBooks Training for Foster Parents. This training was very well received in the past and it covers the basics and purposes of keeping and maintaining a LifeBook for youth in care. This training and LifeBooks provided to Foster Parents throughout the year are a great way in which Foster Parents can promote the child's right to a relationship with his or her own family and honor their cultural heritage. Chaddock has provided Cultural Awareness training to Foster Parents. This training includes awareness of cultural norms, celebrations, as well as advice for daily personal care. Foster Parents are encouraged to develop a relationship with the biological parent. This allows for more open communication on cultural issues. This practice is also supportive of the biological parent and helps with the child's adjustment as he/she sees a relationship between his/her Foster Parents and biological parents. That relationship can help the child feel safe and comfortable in the foster home and reduce the child's sense of loyalty to the Foster Parent or Birth Parent. Foster Parents relationships with each other also help with knowledge of cultural awareness as they share information. This is many times the focus of the Foster Parent Forum where they have open discussions with the help of a facilitator who is also a foster/adoptive parent.

6. **The right to be provided a fair, timely, and impartial investigation of complaints concerning the foster parent's licensure, to be provided the opportunity to have a person of the foster parent's choosing present during the investigation, and to be provided due process during the investigation; the right to be provided the opportunity to request and receive mediation or an administrative review; and the right to have decisions concerning a licensing corrective action plan specifically explained and tied to the licensing standards violated.**

Chaddock follows Rule 383 Licensing Enforcement which outlines the procedures to be followed in the investigation of licensing complaints in foster homes. The rule states that licensing complaints are to begin within two business days of notification of the complaint. Investigations into alleged violations are to be completed within 30 days. Thirty-day extensions are requested by the Licensing Manager if the investigation is unable to be completed during the first 30 days. The Licensing Manager informs the licensed Foster Parent that they have the right to have an advocate or friend of their choosing present during the licensing complaint interview. The Foster Parent has up to four hours to contact the advocate or friend and to have them present. If the Foster Parent chooses to not have an advocate or friend present, they are presented the Right to Have Advocate Present (CFS 596-29) waiver to sign that states they are waiving the right to have an advocate or friend present during any interviews regarding this investigation.

Depending upon the outcome of the investigation, the Licensing Manager may work with the Foster Parent on a corrective action plan that will address and correct the area of non-compliance with 402 Licensing Standards. Additional monitoring visits to confirm compliance with the corrective action plan and 402 Licensing Standards will occur for an amount of time determined by the Licensing Manager and Licensing Supervisor. If no violations are present, the investigation is complete and no corrective action plans are put in place. Verbal and written notification is provided to the Foster Parent regarding the disposition of the investigation. The Licensing Manager will work with the Foster Parent to explain and answer any questions they may have regarding the disposition of the investigation that does not violate other individual's confidentiality. All information regarding the investigation is kept confidential and between Chaddock Foster and Adoption staff, the Foster Parent and DCFS Agencies & Institutions Monitor.

When a 402 Licensing Standard violation has been substantiated and a corrective action plan is put in place, the Licensing Manager will inform the Foster Parent of their right to appeal the decision of the licensing complaint investigation. The Foster Parent will be informed to contact the Director of Chaddock Foster and Adoption and will be given contact information for the Director. The decision on the appeal will take place within 10 days of receipt of the Foster Parent's appeal notice in order to address the appeal in timely, respectful and professional manner.

Foster Parents who have been notified of a substantiated licensing complaint have the right to request a Clinical Review of the findings. The written notification of substantiated findings explains the right to request a Clinical Review. Foster Parents must request the Clinical Review within 10 days of receipt of the letter. These reviews may result in no changes being made regarding the status of a substantiated licensing complaint or revisions may be made to one or more licensing violations as well as to the corrective action plan as a result of the review. The review may also result in revision of the substantiated findings due to additional new information. Per CFS 596-04 Notice of Substantiated Violations and Offer of Informal Review, Foster Parents have the right to request an Informal Review. The purpose of the Informal Review is to provide the Foster Parent an opportunity to demonstrate why the Department should not revoke or refuse to renew the license. If the result of the Informal Review is a recommendation to pursue revocation of the license and the Central Office of Licensing accepts this recommendation, Foster Parents are notified by a letter from the Central Office of Licensing of their rights to an Administrative Hearing on this matter.

**7. The right, at any time during which a child is placed with the foster parent, to receive additional or necessary information that is relevant to the care of the child.**

When a Foster Parent receives a phone call regarding placement of a child (ren) into their home, the Child Welfare Specialist provides the Foster Parents with any and all relevant information regarding the child so the Foster Parent can determine whether their home is a good match for the child. The Foster Parents are encouraged to ask specific questions if they are seeking more specific information regarding the child so they are able to make a well-informed decision regarding whether their home and family would be an appropriate match for the child. Upon placement, the Child Welfare Specialists are to complete a CFS 600-4, Sharing Information with the Caregiver form that the caregiver is to sign, documenting that all of the appropriate and relevant information regarding the child has been discussed and shared.

Child Welfare Specialists regularly communicate and share any additional information that is obtained regarding the child with the Foster Parents during monthly or more frequent in-home visits, through phone contact, and through contacts at the agency depending on the circumstance. Child Welfare Specialists understand that the Foster Parents need certain information in order to provide the best care for the foster child(ren) and have to assess what is relevant regarding the care of the child which is then shared with the Foster Parents.

Chaddock provides an annual Confidentiality training to Foster Parents and to Foster and Adoption Staff as a refresher. Chaddock employees also receive extensive training on confidentiality and boundaries in New Employee Orientation when they begin employment at Chaddock. Child Welfare Specialists are held accountable for sharing necessary and appropriate information with foster parents in regards to the child (ren) they are caring for. Child Welfare Specialists are trained regarding the information that is to be shared with Foster Parents when they attend Foundations Training through the Department of Children and Family Services. When a child is placed in a foster home, the Foster Parents are advised of any and all relevant

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

information regarding the child that is consistent within the rules of confidentiality. Child Welfare Specialists fill out case opening paperwork for all new cases, which includes the CFS 600-4 Sharing Information with the Caregiver form. This information is tracked through quarterly file reviews that Chaddock's Compliance Manager conducts. These reviews are given to the supervisor and missing documentation is discussed in monthly supervision to ensure that the Child Welfare Specialist is documenting and sharing appropriate information with the foster parents. Chaddock's Compliance Manager also reviews each case note and visit note that Child Welfare Specialists prepare on a monthly basis. This is another way to ensure that proper information is shared with foster parents. As information becomes available about a child to a Child Welfare Specialist, this information is shared on an ongoing basis with the child's foster parent.

8. ~~The right to be given information concerning a child (i) from the Department as required under subsections (u) of Section 5 of the Children and Family Services Act and (ii) from a child welfare agency as required under subsection (c-5) of Section 7.4 of the Child Care Act of 1969.~~

Section 5 of the Children and Family Services Act and Section 7.4 (c-5) of the Child Care Act of 1969 both state the obligation of the Department or Child Welfare Agency to disclose available detailed information concerning the child's educational placement and IEP's if they exist, health history, including immunizations, medical card information and a history of any previous placements. The agency is also to share a copy of the child's section of the service plan, visitation plans that are in place, and any known social or behavioral information including criminal backgrounds, fire setting behaviors, sexual abuse, destructive behavior, or substance abuse issues so that the Foster Parents can appropriately care for the child placed in their home.

At initial placements, Chaddock provides accordion folders, also called the Child's Folder, to the Foster Parents to ensure that any written information or case history information is kept in a confidential, safe, organized, and protected manner. If the child is moved, this accordion folder is to travel with the child and should include necessary information for the future caregivers. This folder includes the child's name, date of birth, DCFS ID#, Medical Card and health passport, Child Welfare Specialist contact information, medication logs, behavior logs, educational information, clothing and personal allowance sheets, as well as any medical information.

During any placement of a child, a CFS 600-4 Sharing Information with the Caregiver form is filled out by the Child Welfare Specialists with the Foster Parents. This form requires caregiver signatures and a copy is placed in the child's case file and in their accordion file, documenting that any and all relevant information is shared with the caregivers regarding the child. By keeping Foster Parents informed about past and present information regarding the child, it is believed placements are more stable, there are fewer placement disruptions and children are more likely to remain in the same foster home until permanency can be achieved. Chaddock

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

staff strive to provide full disclosure to Foster Parents so that they can provide the best care possible to the children they are fostering.

When a child enters foster care, a Healthworks Nurse through the county's Health Department is assigned to their case and makes contact with the Child Welfare Specialist and Foster Parent to ensure the necessary medical information regarding the child is provided. The Healthworks Nurse ensures the children receive their comprehensive health exams, required by DCFS, within three weeks of a child entering DCFS custody. The Healthworks nurse will also assist with gathering past medical records, including birth records for all children that enter foster care. The Healthworks nurse will continue to be involved in cases with children under 6 years of age and has regular contact with the Foster Parents to ensure there are no barriers to providing health care for the child.

When a child's permanency goal is changed to Adoption or Subsidized Guardianship, the Child Welfare Specialist ensures that all non-identifying information from the children's file is provided to the adoptive parents and guardians. This information includes all of the child specific sections, as well as non-identifying investigative documents, court orders, and past client service plans.

The Child Welfare Specialists are trained in information disclosure, boundaries, ethics, and confidentiality at the Foundations Training provided by DCFS in order for all Child Welfare Specialists to become licensed. In addition, all of Chaddock staff are trained in information disclosure, boundaries, and confidentiality through Chaddock's new employee orientation training. Chaddock also provides an annual Confidentiality training available to Foster Parents as well as foster care staff as a refresher on sharing appropriate information with the caregivers. Child Welfare Specialists also participate in monthly supervision with their supervisors in which information disclosure is discussed to ensure that appropriate information is being shared with the Foster Parents regarding the children they have in their care. Annual Performance Reviews are conducted by supervisors of the Child Welfare Specialists to identify any areas of improvement and of trainings needed. Annual Satisfaction Surveys are also sent to all of Chaddock's Foster Parents to ensure they feel as though they are provided the appropriate information regarding the children they are fostering. This process helps to ensure accountability at all levels of the agency.

- 9. The right to be notified of scheduled meetings and staffings concerning the foster child in order to actively participate in the case planning and decision-making process regarding the child, including individual service planning meetings, administrative case reviews, interdisciplinary staffings, and individual educational planning meetings; the right to be informed of decisions made by the courts or the child welfare agency concerning the child; the right to provide input concerning the plan of services for the child and to have that input given full consideration in the same manner as information presented by any other professional on the team; and the right to communicate with**

**other professionals who work with the foster child within the context of the team, including therapists, physicians, and teachers.**

*Chaddock's Vision is a world where every person matters, relationships are valued, and healing and change are possible.* Chaddock values the importance of including the Foster Parent and their ability to have input in all decisions discussed or made pertaining to the care of the child. Chaddock also understands that the Foster Parents' feedback regarding the children in their care is essential in assessing the children's needs and ensuring that they are met. The Foster Parents build very close relationships with the children in their care and know the children better than anyone on the treatment team; therefore, their feedback is given full consideration by the treatment team and is vital through the case planning process.

Child Welfare Specialists are responsible for informing Foster Parents of all relevant staffings, Administrative Case Reviews (ACR's), Child and Family Team meetings (CFTM), Clinical Intervention Placement Preservation meetings (CIPP), and court hearings. Child Welfare Specialists perform this duty through monthly in-home visits with the children and Foster Parents in which this information is discussed and reviewed. The Foster Parents' active participation in disclosing information regarding the child is vital in order for the Child Welfare Specialist to gather and report accurate information to be given to the courts, in referrals, to treatment team members, and to ACR reviewers.

Chaddock has developed an optional appointment log that is given to the Foster Parents that lists all upcoming events, court hearings, ACR's, child and family team meetings, and can even include medical, psychiatric, and dental appointments for the Foster Parents to easily track important upcoming events for the child. The Child Welfare Specialists check these forms for accuracy and verbally communicate the appointments to the Foster Parent. Foster Parents are encouraged to attend and participate. The Foster Parent is a vital member of the Child and Family Team and the Child Welfare Specialist communicates this to the Foster Parents and attempts to eliminate any barriers to their participation in these events. In regards to Administrative Case Reviews that occur every six months, written notification is sent directly to the Foster Parents from DCFS. If a child is moved after notices have been sent, the Child Welfare Specialist ensures the new Foster Parent has information on all of the upcoming appointments pertaining to the child upon their placement. The completed appointment log form can also be given to the new Foster Parent if a child is moved so they're aware of any existing appointments.

Foster Parent involvement in the service planning process for children is imperative. Foster Parents are involved in the service planning process from the initial day of placement. In new cases, it is required that the Foster Parent be present and meet with the Integrated Assessment Clinical Screener in order to gather information about the child and their specific needs and how those needs will be addressed as outlined in the service plan. The service plan is the tool for ensuring the children's needs are met on an initial and ongoing basis. Overtime, the child's needs may change and the Foster Parent has an active role in ensuring that any issues or



# Chaddock Foster and Adoption Services

---

Quincy, Illinois

concerns with the child are addressed in the service plan and that the child is getting the proper services to address any issues or concerns present. These services are outlined in the Service Plan and reviewed on an ongoing basis through Child and Family Team Meetings, Administrative Case Reviews (ACR's), and on an informal basis during in home meetings with the Child Welfare Specialist. Foster Parents contribute to our understanding of the foster child and issues that need to be addressed in the placement. Foster Parent's observations and daily interactions in the home with the child are combined with issues reported by the biological parent to complete the initial service plan and is kept updated at the appropriate milestones throughout the case, including at least twice per year during Administrative Case Reviews (ACR's) held every six months of the case. Therefore, if a child changes placements, the outcomes and objectives for the child are continually assessed and adjusted if there are things that need added or that have been achieved and can be discontinued. It is also possible that if a Foster Parent cannot attend the ACR in person that they participate by phone. The ACR Reviewer enjoys hearing direct feedback from the Foster Parent regarding the children.

Chaddock understands that the Foster Parents' feedback regarding the children in their care is essential in assessing the children's needs and ensuring that they are met. The Foster Parents build very close relationships with the children in their care and know the children better than anyone on the treatment team; therefore, their feedback is given full consideration by the treatment team and is vital through the case planning process. The Foster Parents' active participation in disclosing information regarding the child is vital in order for the Child Welfare Specialist to gather and report accurate information to be given to the courts, in referrals, to treatment team members, and to ACR reviewers.

The visitation plan is developed by the Child Welfare Specialist and has to be filed with the court within ten days of the child's initial placement into foster care. Careful consideration is given to the Foster Parents' schedules, children's schedules and activities, and the birth families schedules when developing the visitation plan. Every attempt is made to accommodate everyone's schedule so that visits occur on a planned and consistent basis. When a parent-coach is involved in working with a family and children, they also have input in the visitation plan and observe parent-child or sibling visitation as well. This coming year, all new cases will be assessed by the Parent Coach Supervisor to begin the process for service delivery needs. Assessments will include Child Trauma Screening Checklists within the first 30 days of case opening. The Parent Coach Supervisor or designee will then observe a minimum of 2 family supervised visits to assess and begin to determine needs of the parents and children. Parent-coaches will also observe the child in any applicable environments, including the foster home and the school for example. The Parent Coach Supervisor will then make initial recommendations for the family, in writing, and will provide the recommendations to the caseworker assigned to the case. For existing cases, a referral can be made to for parent-coaching services and the same process applies for children who may be struggling in their foster home or during parent-child visits.

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

For initial placement cases, there are required fourteen day and forty-day Child and Family Team Meetings (CFTM) and a required Child and Family Team Meeting to occur every quarter thereafter. Child and Family Team Meetings typically include the Child Welfare Specialist and Supervisor, biological parents, service providers, and Foster Parents. The case plan that is prepared by the Child Welfare Specialist is discussed at the CFTM and any discrepancies with this plan are corrected. Active participation with the Child and Family Team Meeting is promoted, as well as active communication between all team members. If the child attends therapy or has other service providers involved, open communication is encouraged between the provider and the Foster Parent.

If for any reason the Foster Parent is unable to attend a court hearing, CFTM, or other important meeting, the Child Welfare Specialist will follow up with the Foster Parent within 24 hours to inform them of the outcome of the hearing or meeting, and will communicate when the next hearing or meeting is scheduled to occur.

Foster Parents are an essential component to Individualized Education Plan (IEP) meetings as well. The Foster Parents have direct involvement in their foster child's education and can provide feedback at those meetings. If the Foster Parent cannot attend an IEP meeting, it can also be facilitated for Foster Parents to attend by phone, or the Child Welfare Specialist will follow up with them within 24 hours to insure they are informed of the outcome. Foster Parents are also provided Educational Advocacy Training by DCFS. One parent in each foster home must be certified and this training is required by DCFS prior to the first renewal of their foster care license. This training is provided by DCFS and the Licensing Manager is responsible for completing the referral through the Virtual Training Center to enroll the Foster Parents in this training.

Phone calls from Foster Parents are welcomed by the Child Welfare Specialists to ensure that when they do meet face to face that the Child Welfare Specialist is prepared by bringing anything that the Foster Parent or children may need, whether that be more medication logs, behavior logs, specialized weekly logs, consents, prescriptions, or any other pertinent case management material. For all children in foster care, behavior logs are required to be filled out by the Child Welfare Specialist or the Foster Parent, or mutually so that behaviors can be documented in the children's case file. For specialized foster children, weekly logs are also required to be completed by the Foster Parent. It allows the Child Welfare Specialist and/or therapist to consider the Foster Parent's direct observations regarding a child's behavior on a monthly basis. The feedback allows the team to look for patterns or trends in the child's behaviors.

10. **The right to be given, in a timely and consistent manner, any information a case worker has regarding the child and the child's family which is pertinent to the care and needs of the child and to be making a permanency plan of the child. Disclosure of information concerning the child's family shall be limited to that information that is essential for understanding the needs of and providing care to the child in order to protect the rights of the child's family. When a positive relationship can exist between the foster parent and the child's family, the child's family may consent to disclosure of additional information.**

Chaddock believes Foster Parents are an important member of the child's treatment team and can have a significant impact on the success of that child while in their care. To most effectively provide for the needs of the child, Foster Parents must have information concerning the child. Information should include, but is not limited to the child's development, education, emotional, mental health and medical needs. To support the child in their care and assess for future needs, Foster Parents must have non-identifying medical and mental health information pertaining the child's family.

When considering initial placement of a child, the Child Welfare Specialist or Chaddock Foster and Adoption Services staff advise Foster Parents of any/all relevant information regarding the child that is consistent with the rules of confidentiality. When a Foster Parent receives a call regarding placement of a child(ren) into their home, they are encouraged to ask specific questions regarding the child so they are able to make an informed decision regarding placement of a child in their home. Foster Parents are informed of questions they should ask when considering a placement during PRIDE Session 8 "Getting Ready", "Making an Informed Decision" and Session 9 "Placement Checklist". The information shared includes any medical/health information regarding the child, educational information as to where the child attends school and if there is a need to register the child in the school district in which the Foster Parents reside, mental health information, medication management and behaviors the child displays. Previous school records for the child are requested by the new school the child is registered to attend.

At the time the Child Welfare Specialist places a child with a Foster Parent, or prior to placement of the child, the worker will provide to the Foster Parent in writing any available information about the child which may be helpful to determine proper care of the child. Upon supervisory approval, the information to be provided to the caregiver shall include:

- A. The medical history of the child, including known medical problems or communicable diseases, information concerning the immunization status of the child, and insurance and medical card information;
- B. The educational history of the child, including any special educational needs and details of the child's Individualized Education Plan (IEP), Individual Family Service Plan (IFSP) when the child is receiving special education services, or 504 Educational Special Needs Plan, if applicable;

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

- C. A copy of the child's portion of the client service plan, including any visitation arrangements; case history of the child, including how the child came into care; the child's legal status; the permanency goal for the child; a history of the child's previous placements; and reasons for placement changes, excluding information that identifies or reveals the location of any previous foster or relative home caregiver;
- D. Other relevant background information of the child, including any prior criminal history; information about any behavior problems, including fire setting, perpetration of sexual abuse, destructive behavior and substance abuse habits; likes and dislikes; etc.
- E. In the case of an emergency placement, when all of the information above is not available, the worker shall provide known information verbally as it becomes available and subsequently provide this information in writing.

Foster Parents are provided a Health Passport for each child in their care. The Health Passport provides medical, dental, and educational information for the child. Foster Parents are provided an accordion folder to file all medical and educational information pertaining to the child. This folder remains with the child should the child move and is provided to subsequent Foster Parents upon placement of the child in their home. After information is shared, the CFS 600-4 Sharing Information with the Caregiver form is filled out by the Child Welfare Specialists with the Foster Parents. This form requires caregiver signatures and a copy is placed in the child's case file and in their accordion file, documenting that any and all relevant information is shared with the caregivers regarding the child.

The Child Welfare Specialist shares any information that becomes available that is pertinent to the health and well-being of the child with the Foster Parent through phone calls and monthly visits while following the expectations of the rules of confidentiality. During supervision, Child Welfare Specialists are provided guidance on information to be disseminated to Foster Parents and are provided quarterly casework training on topics which may include information disclosure. Foster Parents are invited and encouraged to attend quarterly Child and Family Team meetings and bi-annual Administrative Case Reviews in order for the Foster Parent and biological parent to share information regarding the child and facilitate a relationship between Foster Parent and biological parent.

- 11. The right to be given reasonable written notice of (i) any change in a child's case plan, (ii) plans to terminate the placement of the child with the foster parent, and (iii) the reasons for the change or termination in placement. The notice shall be waived only in cases of a court order or when a child is determined to be at imminent risk of harm.**

In the event that the decision was made to move a child, the Foster Parent is provided with a 14-day written Notice of Decision - CFS 151 from the Child Welfare Specialist. The only exception is a pending DCFS investigation, when there is imminent risk or if the Court orders a child to be moved. The Notice of Decision provides written notification of the decision to move, when the decision will become effective, why the decision was made, the DCFS policy that supports the decision and the written process to appeal the decision. When providing the Notice of

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

Decision, the Child Welfare Specialist and/or Supervisor meet with the Foster Parent in person at least 14 days prior to removal of the child from the home to provide the reason for the move and notify the Foster Parent of their right to appeal and a description of the appeal process. The appeal includes an optional mediation and a fair hearing. Foster Parents are informed their appeal request must be in writing and mailed within 45 days of receipt of the Notice of Decision. Foster Parents are also informed if the decision affects services they are currently receiving and if they appeal within 10 days action will not be taken on the decision while the appeal is pending unless child/foster child is in serious risk of harm.

Child Welfare Specialists and/or Supervisor also give the Foster Parents the Notice of Change of Placement CFS 151-B which provides the caregiver, parent, child, and Guardian Ad Litem with their right to request a Clinical Placement Review. Foster Parents can request a clinical review in place of or in addition to an appeal. If a Foster Parent wishes to challenge the removal of a child they may request a Clinical Placement Review or file a service appeal per Rule 337 or both. If both a clinical review and an appeal are requested, the clinical placement review will be done prior to the appeal hearing. The Foster Parent is informed both on the CFS 151-B and verbally they may request the review by calling the Clinical Review Team at 866-225-1431 or faxing the CFS 151-B within three days of the notice.

Foster Parents are additionally provided with a copy of the Service Appeal Brochure (CFS 1050-32) at the same time the notice to remove the child is given. Appeal information in the Service Appeal Brochure is consistent with the appeal information in the CFS 151 Notice of Decision and CFS 151-B Notice of Change in Placement. The Child Welfare Specialist and/or Supervisor review the brochure with the Foster Parent describing the different appeal options for the Foster Parent: mediation, fair hearing and emergency review. The Child Welfare Specialist and/or Supervisor will assist the Foster Parent in initiating the appeal if requested. If the Foster Parent is in agreement, the 14-day notification period can be waived.

When a Foster Parent gives notice to have a child removed from their home, the Child Welfare Specialist immediately starts the process of finding another placement. If the removal of the child is going to be a difficult transition for the Foster Parent, our clinical team is available to provide therapeutic services for the Foster Parents and their immediate family.

- 12. The right to be notified in a timely and complete manner of all court hearings, including notice of the date and time of the court hearing, the name of the judge or hearing officer hearing the case, the location of the hearing, and the court docket number of the case, and the right to intervene in court proceedings or to seek mandamus under the Juvenile Court Act of 1987.**

During PRIDE Training, Foster Parents are provided information as to their right to attend court hearings and the importance of these hearings in a child's case. Juvenile court hearings are closed to the public and only those involved in the case are allowed to enter to hear any testimony or evidence. Foster parents are encouraged to attend all court hearings upon

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

placement of a child in their home as it demonstrates the foster parent's commitment to the child and helps the foster parents understand the progression of the case. If a foster parent is unable to attend a hearing, the Child Welfare Specialist will follow up with the Foster Parent within 24 hours to inform them of the outcome of the hearing, when the next hearing is scheduled to occur and the purpose of the next hearing.

Upon placement of a child in a foster parent's home, all pertinent information is shared that is necessary and relevant for the health and well-being of the child including information regarding the juvenile court case. The date and time of the next hearing, the name of the judge, the county of jurisdiction, and the court docket number are listed on the Foster Child Record Folder Face Sheet given to foster parents upon initial placement. Foster parents are also informed of upcoming court hearings by Child Welfare Specialists during required in home contacts, in Child and Family Team Meetings and during Administrative Case Reviews. Foster Parents are also provided a copy of the child's portion of the family's service plan which lists the child's docket number and the next court date. The child's portion of the service plan is reviewed with foster parents at Administrative Case Reviews and Child and Family Team Meetings. At any time, Foster Parents are able to contact Chaddock Foster and Adoption Services to inquire about the next court date, time and location of a hearing for a child placed in their home. If foster parents feel as though they were not informed of or updated regarding a child's juvenile court proceedings, they are able to contact the Child Welfare Specialists supervisor to discuss their concerns with sharing of information or initiate a formal grievance. Foster Parents are also able to participate in Chaddock's Annual Satisfaction Survey in which concerns regarding being informed of necessary juvenile court information can be shared with the agency to ensure accountability of Child Welfare Specialists. Monthly supervision between the Child Welfare Specialist and their Supervisor is conducted to ensure that Child Welfare Specialists are informing foster parents of relevant and necessary information in a case, as well as juvenile court proceedings. During monthly supervision, barriers to providing timely and appropriate information can be addressed to hold Child Welfare Specialists accountable and when necessary, disciplinary action will be taken.

During a child's placement, the Child Welfare Specialist also provides education to the Foster Parents as to the purpose of Shelter Care, Adjudication, Dispositional, and Permanency Hearings. As to the right to intervene in court proceedings under the Juvenile Court Act of 1987, Foster Parents are directed to: *(705 ILCS 405/1-5) (from Ch. 37, par. 801-5) Sec. 1-5. Rights of parties to proceedings.* Foster Parents are also informed regarding the name of the child's appointed Guardian ad Litem (GAL) and the purpose of their role. Contact information is also shared with the foster parent, as the GAL may contact the foster parents before court hearings to meet with a child or conduct a home visit. If the case has a Court Appointed Special Advocate (CASA Worker), the name of the CASA worker with contact information is provided to the Foster Parents at the time of placement. The GAL and CASA are also listed on the Foster Child Record Folder Face Sheet. It is Chaddock's intention to ensure that Foster Parents are well

informed of the legal proceedings happening in a child's case and the professionals, (GAL and CASA) also working for the child's behalf.

- 13. The right to be considered as a placement option when a foster child who was formerly placed with the foster parent is to be re-entered into foster care, if that placement is consistent with the best interest of the child and other children in the foster parent's home.**

Chaddock Foster and Adoption Services is notified by the Department of Children and Family Services (DCFS) when a child re-enters the system when the previous placement for the child was with the Chaddock program. The Child Welfare Specialist and Supervisors review the child's previous placement(s) to determine success of the child in the home as well as appropriateness of the home.

In taking these factors into consideration, Chaddock works directly with DCFS so contact can be made with the previous Foster Parents for the child in order to determine if the child could return to the home for placement. Placement is dependent upon foster home composition at the time the child re-enters into foster care as well as if the Foster Parents feel the child would be an appropriate match at the current time. The placement decision is communicated with the Foster Parents as soon as a decision is made.

Chaddock foster care staff understands the opportunity for a child to return to a familiar home is often in the best interest of the child as it is considered to be less traumatic to the child. Child Welfare Specialists discuss previous placement history with verbal children to determine their relationship with the previous caretakers and their opinion of returning to the home. Placement efforts and decisions are documented in the child welfare file.

- 14. The right to have timely access to the child placement agency's existing appeals process and the right to be free from acts of harassment and retaliation by any other party when exercising the right to appeal.**

Providing Foster Parents information about their right to appeal begins during PRIDE training and continues throughout their involvement with Chaddock. Foster Parents are provided Appeal Rights as a Foster Parent, Resource 2-K, during PRIDE Session 2. Upon licensure, or placement of a child if unlicensed, Foster Parents are provided the Foster Parent Handbook which includes Chaddock's Foster Parent Grievance Procedure. In addition to being provided a hard copy of the Foster Parent Handbook, the handbook can be found on the Chaddock's web site at [www.chaddock.org](http://www.chaddock.org). Chaddock's Foster Parent Grievance Procedure is the internal appeal system for Foster Parents to address an issue thought to be unfair, offensive or in violation of their rights and responsibilities. Because Foster Parents have the right to be free from acts of harassment or retaliation when exercising their right to appeal, a component of the grievance procedure may include convening a meeting with the Foster Parent, supports of their choosing, as well as two Foster Parents having no knowledge of the direct situation to assist in resolving the issue. During any appeal or grievance process, Chaddock staff will be respectful and non-

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

judgmental during the investigation process as well as during the appeal process while being mindful of their primary responsibility to keep the foster child safe.

The Chaddock Licensing Manager offers guidance and assistance to Foster Parents who wish to appeal a decision by offering information regarding appeals and encouraging the Foster Parents to advocate for themselves and their children by utilizing the Chaddock management structure when a problem arises. The Chaddock management structure can be found on the Foster Parent Grievance Procedure form. Foster Parents may seek guidance from the foster care Licensing Manager regarding their appeal rights concerning Licensing Complaint Investigations. Foster Parents are encouraged by Chaddock staff to document any violations with specific information pertaining to an incident and encouraged to contact the Director of Foster and Adoption Services with specific information pertaining to any incident.

In addition to Chaddock's internal appeal system, Foster Parents have the right to appeal decisions within DCFS if necessary. If the Foster Parent feels a grievance has not been reasonably resolved, they are provided the following: contact information for the Advocacy Office (800-232-3798), the Advocacy Office brochure and assistance in contacting the Advocacy Office. The Advocacy Office brochure is always available in the reception area of Chaddock Foster and Adoption Services. The Advocacy Office responds to complaints, concerns, inquiries and suggestions about the Department of Children and Family Services and their contracting agencies.

Foster Parents are provided with a copy of the Service Appeal Brochure (CFS 1050-32) at the time notice to remove the child is given. Appeal information in the Service Appeal Brochure is consistent with the appeal information in the CFS 151 Notice of Decision and CFS 151-B Notice of Change in Placement provided and reviewed in person at the time the Foster Parent is informed of the decision. The Child Welfare Specialist and/or Supervisor review the brochure with the Foster Parent describing the different appeal options for the Foster Parent: mediation, fair hearing and emergency review. The Child Welfare Specialist and/or Supervisor will assist the Foster Parent in initiating the appeal if requested. Foster Parents are provided a copy of the Service Appeal Brochure following Administrative Case Reviews and again reminded of their right to appeal with directions on how to initiate the appeal process whether in writing, by faxing or calling.

- 15. The right to be informed of the Foster Parent Hotline established under Section 35.6 of the Children and Family Services Act and all of the rights accorded to foster parents concerning reports of misconduct by Department employees, service providers, or contractors, confidential handling of those reports, and investigation by the Inspector General appointed under Section 35.5 of the Children and Family Services Act.**

The Children and Family Services Act under Section 35.6 established a state wide toll free telephone number for Foster Parents known as the Foster Parent Hotline. This Hotline is accessed to report suspected misconduct or violations of rules or procedures or laws by



# Chaddock Foster and Adoption Services

---

Quincy, Illinois

Department employees, service providers, or contractors that is detrimental to the best interest of children receiving care, services, or training from the Department. Upon receipt of these types of phone calls, the Inspector General is appointed to handle such allegations as identified under Section 35.5 of the Children and Family Services Act.

The Foster Parent Hotline is found in the Chaddock Foster Parent Handbook, provided to all Foster Parents at the conclusion of their PRIDE Training and upon their licensure with Chaddock. The Foster Parent Hotline number is 800-624-5437.

DCFS has also established a Foster Parent Helpline that is a statewide toll free helpline to provide advice and referral services to Foster Parents in conflict with an out-of-control child. The Foster Parent Helpline is also located in the Chaddock Foster Parent Handbook, given to Foster Parents at the conclusion of PRIDE Training and upon licensure with Chaddock. The Foster Parent Helpline is 866-368-5204.

The Foster Parent Handbook also contains the contact information for the Office of Advocacy for Children and Families and they can be contacted at 800-232-3798.

## Foster Parent Responsibilities

### **1. The responsibility to openly communicate and share information about the child with other members of the child welfare team.**

Foster Parents provide the direct care of children in their home and are a significant component to the child welfare team. Foster Parents are responsible for providing information about the child's progress in school, medical, mental health and any extracurricular activities. The importance of open communication is stressed with Foster Parents during PRIDE training and continues throughout their involvement with Chaddock. To help organize and share information received with the Child Welfare Specialist or other members of the team, upon placement of a child in their home, a Foster Parent is provided an accordion folder, known as the Child's Folder. The Child's Folder includes but is not limited to:

- A. Medical: name and address of primary physician with yearly physical, immunization record, dental exam, vision exam, hearing exam and list of medication.
- B. Education: name of the school, current grade and contact person, report cards, progress reports and IEP.
- C. Mental health services: name and address of therapist, any psychiatric services and list of medication.

At the time the child is placed, the Child Welfare Specialist discusses with the Foster Parent the importance of completing records to assist in the child's placement stability and to assess any health and well being needs to arrange services. The Child Welfare Specialist reviews the contents of the paperwork in the Child's Folder and trains the Foster Parents on how to complete and maintain documentation. The Child Welfare Specialist is able to access the Child's Folder during scheduled in home visits with the Foster Parent and child. The Child's Folder is to be a part of the child's possessions and is to go with the child if there is a change in placement.

Foster Parents are responsible to keep records of the child's physical, dental, vision and hearing exams as well as maintain documentation of any medication (prescribed or over the counter) or changes in medications. Chaddock's Compliance Manager provides annual documentation training to Foster Parents to review the forms they are required to complete (medication and behavior logs), how to complete the forms and the importance of maintaining documentation.

Foster Parents are encouraged to maintain documentation of the child's education with progress reports, report cards, Parent-Teacher Conference notes and Individual Education Plan. Foster Parents are encouraged to have regular contact with the child's teacher and any services provider at the school.

When a Foster Parent has placement, the Child Welfare Specialist will meet with the Foster Parent a minimum of one time monthly in the Foster Parent's home. During visits the Child

Welfare Specialists will initiate conversation about any safety, well being or health concerns. Foster Parents are responsible to openly discuss any concerns, appointments and the overall adjustment of the child in their home with the Child Welfare Specialist during the monthly visits. This provides opportunity for open dialogue and communication between the Foster Parent and Child Welfare Specialist. During the visits, the Child Welfare Specialist encourages the Foster Parent to document any behavioral issues either through daily logs or behavioral logs. The Child Welfare Specialist will provide information to the Foster Parent about behaviors displayed by children in foster care. Foster Parents have access to communicate directly with the child's therapist when the child displays behaviors impacting their progress in the foster home. Prior to the child's placement in their home, Foster Parents are provided the child's behavioral history.

During in home visits with the Child Welfare Specialist, Administrative Case Reviews, Child and Family Team meetings or any other pertinent meetings, the Foster Parents are able to openly communicate regarding the child's medical, education and mental health progress. At any time, Foster Parents are able to speak directly with the Director of Foster and Adoption, the assigned Supervisor, or the Licensing Manager to discuss issues they may be experiencing in their home.

- 2. The responsibility to respect the confidentiality of information concerning foster children and their families and act appropriately within applicable confidentiality laws and regulations.**

Chaddock complies with the Health Insurance Portability and Accountability Act (HIPAA) of 1996 which established client rights to privacy of their health information. The HIPAA privacy standards regulate use and disclosure of protected health information relating to an individual's health condition or the provision of or payment for healthcare of the individual. Foster Parents are responsible to follow Chaddock and DCFS confidentiality standards that have been provided and explained to them through various sources during their pre-licensure training and trainings received after becoming licensed. These sources include PRIDE trainings, individual meetings with the Licensing Manager, Chaddock Foster Parent Handbook, Chaddock website at [www.chaddock.org](http://www.chaddock.org), on-going trainings provided through Chaddock and meetings with the Child Welfare Specialists.

Confidentiality is discussed throughout the licensing process as well as during regular monitoring visits with the Licensing Manager. Foster Parents are provided PART 402 Licensing Standards for Foster Family Homes, Section 402.24 Confidentiality of Information. The section informs Foster Parents of all personal or identifying information concerning a foster child, including but not limited to, his background, his family, and the identity and location of all other persons or families with whom he has been, or will be placed, shall be treated as confidential by all persons involved with the child. Chaddock provides annual training to Foster Parents regarding confidentiality and the use of Social Media in regards to foster children. When a Foster Parent has concerns regarding confidentiality issues they are responsible to seek out the appropriate

answer to assure compliance with the confidentiality standards. Chaddock staff are available at any time to assist with questions a Foster Parent may have regarding the confidentiality standards.

### **3. The responsibility to advocate for children in the foster parent's care.**

A key component to Chaddock's vision is to create new possibilities for strengthening relationships. This includes the relationship between the Foster Parents and the foster children they so diligently care for. Foster Parents initially learn about the responsibility to advocate for their foster children during PRIDE Training and Educational Advocacy Training. Chaddock depends on Foster Parents to build trusting relationships with the foster children. This relationship ensures that the children's needs are being met, which includes their emotional need for a sense of belonging and security. Chaddock encourages Foster Parents to treat and view the foster child as a part of their family. This includes taking foster children on family vacations, trips, or day outings where children can build relationships with the Foster Parents. Foster Parents can advocate for their foster children in many different aspects, including educational advocacy. Chaddock views Foster Parents as a trusted advocate and resource for their foster children, as they spend a majority of time with the foster children they provide care for and their feedback and input is imperative in case planning and management.

In some cases and counties, the juvenile court appoints Court Appointed Special Advocates (CASA) to family and child cases. The CASA volunteer is an integral part of the treatment team as well and is introduced and integrated into not only the treatment team but also into the foster family as well. CASA volunteers are essential components in advocacy of foster children and on many occasions have built a trusting relationship not only with the foster children but also with the foster family. Chaddock provides trainings regarding the Court Appointed Special Advocate process so that Foster Parents know what to expect if a volunteer is appointed within a case.

Another avenue for Foster Parents to learn how to advocate for the child in their care is through Educational Advocacy Training. This training is provided by DCFS. One Foster Parent in each foster home must be certified and this training is required by DCFS prior to the first renewal of their foster care license. Educational Advocacy by the Foster Parents for their foster children is imperative in the children's educational experience. At times, it is also necessary for the Child Welfare Specialists to include DCFS Educational Advocates to advocate for a foster child depending on the circumstances within an educational setting. When this occurs, the Advocate always incorporates feedback from the Foster Parents and may even meet with them in person prior to attending an official educational meeting.

Chaddock has also provided training to Foster Parents regarding juvenile court proceedings and court proceedings are regularly discussed with Foster Parents by Child Welfare Specialists. It is the Foster Parents responsibility to feel well informed and up to date on the court proceedings for the children they care for. The Child Welfare Specialist encourages Foster Parent

attendance at Permanency Hearings and ensures that the Foster Parents are educated regarding the Shelter Care Hearing, Adjudication Hearing, Dispositional Hearing leading up to the first Permanency Hearing. Any questions regarding these hearings should be communicated to the Child Welfare Specialist assigned for the child and if there are additional questions, Foster Parents can contact the assigned Supervisor or the Director of Foster and Adoption Services.

Foster Parents are informed of relevant staffings, CIPP's (Clinical Intervention of Placement Preservation), CFTM's (Child and Family Team Meeting) and ACR's (Administrative Case Review) by the Child Welfare Specialist during monthly in-home visits. Service Appeal Rights are discussed at the ACR's by the assigned DCFS reviewer with the Foster Parent and service appeal brochures are given to the Foster Parents. If the Foster Parents advocate for a specific service intervention for one of their foster children, this is discussed with the Child Welfare Specialist and during CFTM's and ACR's and if needed with the Supervisor before the service is implemented and incorporated into the children's service plans. If there is something that the Foster Parent deems the child needs that they are not receiving in regards to services, this is again discussed with the Child Welfare Specialist and Supervisor. If the issue is not resolved, the Foster Parents can follow the instructions within the Service Appeal brochure and a Clinical Review or hearing may take place. Foster Parent feedback is welcomed by all departments within Chaddock. Foster Parents build one of the strongest and most valuable relationships with the children themselves and their feedback and involvement is imperative to the case planning process.

#### **4. The responsibility to treat children in the foster parent's care and the children's families with dignity, respect and consideration.**

Foster Parents are provided training about their responsibilities to treat foster children and their families with dignity, respect and consideration during PRIDE training prior to becoming a Foster Parent as well as through ongoing training provided by Chaddock. Chaddock Foster Parents are provided the agency's Mission, Vision and Values which include treating others with dignity, respect and consideration when given the Foster Parent Handbook. Child Welfare Specialists and Licensing staff monitor the treatment of children and their families through in-home meetings on a regular basis. Licensing staff also provide support when an issue arises during in home visits to the foster home.

All Foster Parents sign an Acknowledgement of Understanding Concerning Prohibition of Corporal Punishment CFS 452-3 at the time of licensure and renewal acknowledging that corporal punishment, threats and derogatory comments cannot be used when disciplining children. Child Welfare Specialists encourage Foster Parents to use positive reinforcement and self-esteem building techniques when working with the foster children in their home. Foster Parents are encouraged not to talk about case dynamics with the child(ren) in their home regarding court or the service plan. Foster Parents are encouraged to discuss behavior, educational, medical or mental health information regarding the child with the child's biological

parents during meetings with the Child Welfare Specialist. Foster Parents are also encouraged to provide support to the biological families of the children placed in their home.

When Foster Parents or Chaddock staff identifies an issue related to the understanding or respect of the child or the child's family's religious, ethnic or cultural background, the Child Welfare Specialist or Licensing Manager will assist the Foster Parent in obtaining appropriate training. Foster Parents are provided with a "Job Description" specifically addressing their responsibilities which are also included in the Foster Parent Handbook which can be found on the web site at [www.chaddock.org](http://www.chaddock.org). Chaddock also utilizes more experienced Foster Parents as a resource when a Foster Parent may be having difficulty in caring for children in the Foster Parent's home and difficulty treating the children's family with dignity, respect and consideration. This mentoring relationship has proven beneficial to Foster Parents negotiating the complicated relationship between biological and foster families. Chaddock has implemented a Foster Parent Forum which is led by a Chaddock staff member that does not work in the Foster and Adoption Services Department, but is a licensed foster and adoptive parent, in order to allow a venue for Foster Parents to come together and openly discuss topics related to foster care. They are able to obtain support from other Foster Parents who have had similar experiences and struggles treating children in the Foster Parent's care and the children's families with dignity, respect and consideration.

- 5. The responsibility to recognize the foster parent's own individual and familial strengths and limitations when deciding whether to accept a child into care; and the responsibility to recognize the foster parent's own support needs and utilize appropriate supports in providing care for foster children.**

The mutual assessment process between the Foster Parent, Licensing Manager and PRIDE trainer begins prior to a Foster Parent becoming licensed then continues throughout their licensure. During the mutual assessment, the PRIDE trainer (initially) and Licensing Manager discuss the circumstances of why children come into care, the needs of the children in foster care, the loss experienced by children and how this can impact the Foster Parent. Through the mutual assessment, the agency and Foster Parent determine together whether fostering will be a good fit for the family. If they decide to proceed with licensure, Foster Parents are encouraged to utilize all of the information they have learned through PRIDE, other trainings, meetings with Licensing Managers, Child Welfare Specialists and any other support staff to make an informed decision as to whether placement of a specific child or children is appropriate for their family. They are encouraged to take in consideration their specific parenting strengths and weaknesses as well as personality and lifestyle.

When Foster Parents are contacted regarding the placement of a child or children in their home, they are responsible to ask any questions they feel were not answered when the placing worker was providing information regarding the child or children. Through the sharing of information,

## Chaddock Foster and Adoption Services

---

Quincy, Illinois

the Foster Parents can make an informed decision as to whether placement in their home is in the best interest of their family as well as the foster child or children.

After a child or children are placed in a foster home, it is the Foster Parents' responsibility to collaborate with the Child Welfare Specialist, Licensing Manager or any other support service personnel to assure appropriate and necessary services are provided for the child or children. Foster Parents are responsible to provide accurate verbal and written feedback on the child or children including maintaining accurate behavioral logs, medical logs and personal files on each child.

Foster Parents may experience difficulty in caring for a child, difficulty in understanding how to address issues with a foster child or have interpersonal issues. They are encouraged to ask for assistance from Chaddock or any other support staff they may be engaged with to assure that the foster child or children's needs as well as their own needs are being met. Child Welfare Specialists and Licensing Managers may also recommend additional support or training when it is observed the Foster Parents are having difficulty managing the needs of the child or simply need additional guidance. Support and additional training will be made available to Foster Parents when, through mutual assessment, the need is identified. Foster Parents are also responsible to accept any offered assistance when a need is identified by Chaddock or other support staff that affects the well-being of the foster child or Foster Parent. Resources to address any issues are varied and include trainings provided by Chaddock or other resources, books, videos, in home meetings with Chaddock or other support staff, communication with other licensed Foster Parents or sessions with a therapist. Individual and family therapy is also available to help support Foster Parents and the children they care for. Over the last few years Chaddock's Foster Care program has been able to enlist support from Marcia Ryan, Associate Director of Client Services for the entire agency in order to help families eliminate barriers for reunification and/or stabilize placements in foster homes. This supportive service has been shown to have significant benefits to both the children and foster families. After seeing the impact parent coaching services and support had with families, Chaddock committed to implement the Attachment and Trauma Parent Coaching Program within foster care. The program is provided through the support and generosity of charitable dollars as it is not a component of our foster care contract with the Department of Children and Family Services. As such, the program is provided to families identified through clinical screening and who demonstrate an investment in the time and commitment it takes to learn, grow and develop the relationship with the child (ren). The ultimate goal of the Attachment and Trauma Parent Coaching program is to creating healthier relationships within the family system in order to stabilize families, reduce placement changes and assist in reunifying families in a timely manner. This support also includes working with caregivers who struggle with challenging behavior, allowing them to parent from a trauma informed perspective and reduce placement disruption.

**6. The responsibility to be aware of the benefits of relying on and affiliating with other foster parents and Foster Parent associations in improving the quality of care and service to children and families.**

Chaddock recognizes the importance of Foster Parents connecting with others who have shared or have had similar experiences. Foster Parents sometimes feel support from someone who has “been there” and can offer guidance, suggestions or just to listen. Chaddock encourages Foster Parents to attend monthly trainings and Foster Parent Forums/Support Groups. Chaddock also calls all Foster Parents prior to scheduled trainings or events as a friendly reminder to encourage participation.

Chaddock had scheduled 10 in-person trainings and/or Foster Parent Support Groups during 2021. Due to the unforeseen COVID-19 Pandemic, Foster Parent Council meetings hosted jointly with DCFS have not resumed as of yet. However, Chaddock’s in-person Foster Parent trainings have resumed this past year and we are now offering all in-person trainings virtually as well. Trainings are still held during evening hours with a light meal included or in a ‘Lunch and Learn’ format. Trainings are all held at Chaddock’s new knowledge center with a spacious conference room and brand-new technology which makes in-person and virtual attendance very seamless. Training topics we included this past year were Juvenile court/CASA/GAL processes; a Resource Fair; TBRI® (Trust Based Relational Interventions); “Who are these children and how can we help?”; Lifebooks; Substance abuse, recovery process, relapse prevention, and impact; and new this year, we hosted Gwenn Eyer from the DCFS Office of Caregiver and Parent Support for an overview of the Foster Parent Law. We have completed our training schedule for next year, that will offer both in-person trainings (with COVID restrictions in place) as well as each training will be offered virtually in the coming year. We also inform our Foster Parents of a vast array of DCFS trainings that are all available virtually through the Virtual Training Center, thus Foster Parents should still feel as though there are training opportunities at their fingertips in order to gain support, training hours, and some form of socialization that can be shared in the virtual setting.

For the upcoming 2022 training schedule, Chaddock will continue to offer Foster Parent Trainings and Support Groups during evening hours and lunch hours. In-person trainings will be offered virtually as well and Chaddock will follow all COVID-19 restriction guidelines. For those unable to attend, some of the trainings are filmed and made available to licensed Foster Parents to view at their convenience. Training topics that have been recorded include: Working with Biological Parents, Sensory Training and Caring for Children Who Have Experienced Trauma. The 2022 training schedule includes topics related to CPR/First Aide; Common Medications/Diagnoses; Forms/Documentation; LifeBooks/Honoring a Youth’s Family; Substance Abuse; Special Education/IEP’s; Confidentiality/Grievance Procedure/Mandated Reporter; Cultural Diversity; An Interactive Foster Family Art Project and support group; TBRI® and an overview of Chaddock’s Foster Care Parent Coaching Program. We also now have a certified CPR trainer for Foster Care who can also certify Foster Parents one on one if



# Chaddock Foster and Adoption Services

---

Quincy, Illinois

needed. CPR and First Aide trainings will be scheduled throughout the year on an as needed basis. All of our Foster Parent trainings continue to have a social, training, and discussion component. Foster parents have voiced that they enjoy coming together and hearing about each other's experiences and that they can learn from each other. Foster Parent Council Meetings in collaboration with DCFS have not yet resumed following COVID. Chaddock will continue discussions with the local DCFS office on ways to resume the Council in the coming year.

Chaddock utilizes more experienced Foster Parents as a resource when a Foster Parent may be having difficulty in treating children in the Foster Parent's care and the children's families with dignity, respect, and consideration. This mentoring relationship has proven beneficial to both sets of Foster Parents negotiating the complicated relationships between biological families and foster families.

Chaddock understands the benefit and growth that can come from being affiliated with organizations or associations supporting foster care. Chaddock is a member of the Illinois Council on Youth. Chaddock Foster Parents are encouraged to take advantage of the opportunities available in local and statewide Foster Parent organizations. Foster Parents can also review published minutes from the Statewide Foster Care Advisory Council and Adoption Advisory Council on the DCFS web site at [www.state.il.us/dcfs](http://www.state.il.us/dcfs). The website provides a list of meeting schedules for the groups as well as contact information.

## **7. The responsibility to assess the Foster Parent's on-going individual training needs and take action to meet those needs.**

During in home visits Child Welfare Specialists and the Foster Parents discuss the child(ren) in the home, including any areas where the Foster Parent may feel they need additional training or support. In addition to discussions with the Foster Parent, the Child Welfare Specialist observes interactions between the foster parent and child, interactions they have with peers and behaviors this child may present with to determine whether additional services or training may be needed. Both the Child Welfare Specialist and Foster Parent communicate with school providers, early childhood providers, or additional community resources involved with the child to assess whether there are additional interventions needed. Based on observations and discussions the Child Welfare Specialist and the Foster Parent mutually assess training needs together and the Child Welfare Specialist can recommend resources and/or trainings to the foster parents. Chaddock notifies Foster Parents about different training opportunities through mailed letters, emails and the quarterly Foster Parent Newsletter. Foster Parents who have children in their home receiving therapy services are provided education to aid in working with the children in their home. Child Welfare Specialists and therapists can also assess individual family needs and will provide resources and/or trainings to them on an individual basis. Over the last few years Chaddock's foster care program has been able to enlist support from Marcia Ryan, Associate Director of Client Services for the entire agency in order to help families eliminate barriers for reunification and/or stabilize placements in foster homes. This support service has been shown

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

to have significant benefits to both the children and foster families. After seeing the impact parent coaching services and support had with families, Chaddock committed to implement the Attachment and Trauma Parent Coaching Program within foster care. The program is provided through the support and generosity of charitable dollars as it is not a component of our foster care contract with the Department of Children and Family Services. As such, the program is provided to families identified through clinical screening and who demonstrate an investment in the time and commitment it takes to learn, grow and develop the relationship with the child (ren). The ultimate goal of the Attachment and Trauma Parent Coaching program is to creating healthier relationships within the family system in order to stabilize families, reduce placement changes and assist in reunifying families in a timely manner. This support also includes working with caregivers who struggle with challenging behavior, allowing them to parent from a trauma informed perspective and reduce placement disruption.

Foster Parents are provided information on trauma and attachment issues as well and specific information regarding a child's diagnosis. Foster Parents are also provided practical ways to manage behaviors of the children in their home through monthly and annual trainings provided by Chaddock. When Foster Parents request a certain training topic or express a desire for a particular training, the Child Welfare Specialist, Director of Foster and Adoption Services, and the Licensing Manager will advocate for the training to be provided and this can be worked into the training schedule. In addition, if an issue or training need is identified through a licensing complaint or investigation process, Chaddock licensing staff and Child Welfare Specialists consult and advocate for a training topic to be added to the training calendar and/or a previously recorded video-taped training of said topic will be provided to the Foster Parent for the purpose of taking action to address the issue that led to the complaint or investigation.

Foster Parents are encouraged to view the DCFS web site for a list of trainings that are available, on-line trainings, as well as a lending library catalog of books and tapes available to Foster Parents for training opportunities. Chaddock staff will assist Foster Parents in registering and getting signed up to attend the trainings when needed. Chaddock staff have also provided hands on trainings in local schools throughout the area who have requested more information on working with children who have suffered trauma, separation, and loss.

Chaddock Foster and Adoption Services will be providing over 10 trainings and Foster Parent Support Groups this coming year. The training topics are developed with input from the Foster Parents, Child Welfare Specialists, Licensing Managers, and Satisfaction Surveys completed by Foster Parents. Chaddock sends Annual Satisfaction Surveys to Foster Parents to assess training needs and gather feedback on their experiences Foster Parenting through Chaddock. A foster care Licensing Manager also sends an email inquiry to foster parents to ask about training ideas and preferences for the following training year. This is also a topic of discussion during Foster Parent Council Meetings and when discussing Foster Parent Input for the Foster Parent Law Implementation Plan. A foster care Licensing Manager reviews the Foster Parent training logs during bi-annual and renewal visits. Both the Licensing Manager and the Foster Parents are able

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

to view the training transcripts on the Virtual Training Center (VTC) if the Foster Parent has registered with the Virtual Training Center. This also allows for Foster Parents easy access to their training logs.

The Chaddock Quality Assurance Department has implemented a Foster Parent Training Assessment Tool that is to be completed by the Licensing Manager and/or Child Welfare Specialist when a training need is identified for Foster Parents. The Licensing Manager is contacted by the Child Welfare Specialist when there has been a change in placement for the foster home. The Licensing Manager will complete the Foster Parent Training Assessment Tool based on the Child Welfare Specialists experience with the Foster Parent as well as the reason for change in placement. The Licensing Manager will discuss any training needs identified during licensing monitoring visits or upon placement disruption when necessary. The Licensing Manager will use the tool as a guide to talk with Foster Parents about their own experience caring for children, their strengths and challenges of placement, training needs the Foster Parent identifies and how to get that need met.

Chaddock's training team consists of professionals from within and outside of the Chaddock organization. Chaddock has learned that some Foster Parents are better able to relate to information when shared by co-training Foster Parents as well as ask questions in a more comfortable setting. Chaddock and Foster Parents have successfully co-trained multiple times on trauma and working with birth parents. The co-training Foster Parents are able to present their unique perspective on foster parenting which may differ from the professional trainer's perspective. The hours of training attended are tracked by the Licensing Manager. Chaddock has opened up training to DCFS and other agency's Foster Parents who may be serving the children Chaddock case manages.

Specialized Foster Parents may receive additional intensive training as determined by the agency's mutual assessment of the Foster Parents' needs. Staffings are held with the Foster Parent, Licensing Manager, Child Welfare Specialist and Therapist when deemed appropriate to address specific behaviors and offer the Specialized Foster Parents direct feedback and action plans to assist in caring for the children with specialized needs. As a result, the children receive more comprehensive care and the Foster Parents are trained to be more appropriately equipped to deal with their special needs.

Chaddock has a lending library of materials for Foster Parents to utilize on various topics that relate to caring for children in foster care. We invite our Foster Parents to make suggestions as to what materials we should purchase for the library. Chaddock has many training resources revolving around trauma as Chaddock was a National Child Traumatic Stress Network site. Additionally, on-line training resources are made available to Foster Parents. We have arranged for Foster Parents to attend trainings via teleconferencing at Chaddock at a time that fits into their schedules.

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

Chaddock mails a copy of the yearly training calendar to Foster Parents. A letter is mailed to Foster Parents a few weeks in advance as a reminder for each training, requesting that they RSVP for the training. The week of training a phone call is made to Foster Parents reminding them of the upcoming training. As a courtesy to foster parents, email invitations are also sent out as reminders and our receptionist also calls Foster Parents with friendly reminders about the trainings and upcoming events.

- 8. The responsibility to develop and assist in implementing strategies to prevent placement disruptions, recognizing the traumatic impact of placement disruptions on a foster child and all members of the foster family; and the responsibility to provide emotional support for the foster children and members of the foster family if preventive strategies fail and placement disruptions occur.**

Chaddock utilizes a proactive approach in identifying behavioral challenges of a child and/or parenting strategies to preserve placement and prevent disruption. When a child is placed, the Child Welfare Specialist may provide the foster parents resources including reading assignments or books to help the foster parents understand trauma related behaviors and approaches to working with the child who has experienced such trauma. Specific parenting strategies that have proven helpful for similar children are also offered. The Child Welfare Specialist, as part of their monthly in-home contacts, will provide information and make suggestions of parenting strategies to the foster family to help them feel more comfortable and confident with their parenting skills for challenging behaviors. The foster family will receive emergency support phone numbers in case the foster family needs immediate support rather than waiting for a face to face visit. Also, the Child Welfare Specialist through monthly meetings, supervision and through completed behavioral logs will make note of behavioral changes which may indicate the youth and family may need additional support in order to prevent the child from disruption. The Child Welfare Specialist will consult with the child's assigned therapist, supervisor, and/or the parent-coach in specific cases where the child may have more challenging behaviors to offer additional support and parenting strategies to reduce the risk of disruption. This year, Chaddock has hired two full-time parent-coaches. The purpose of parent coaching program is to teach parents/foster parents how to have positive interactions with their children in order to create healthy relationships within the family system, stabilize placements and support the permanency goal. Our goal with parent-coaching is to stabilize families/foster families, to reduce placement changes and assist in reunifying families in a timely manner.

Placement disruption has a traumatic impact on a child in foster care. Chaddock recognizes the challenge a Foster Parent has in supporting placement of children with emotional or behavioral difficulties that may increase the risk of placement disruption. Often there is limited information regarding children entering foster care and early identification of behavioral challenges is necessary to support and preserve placements. Upon placement, any medical and mental health needs are identified on the CFS 418 J- Checklist for Children at Initial Placement. This checklist provides the initial identification of a child who may be at risk of disruption

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

depending on the need identified. The Child Welfare Specialist will discuss the Foster Parent's willingness and ability to meet the identified need and whether additional support is necessary. Child Welfare Specialists complete the CFS 2017 Child Caregiver Matching Tool to determine if the Foster Parent has successfully parented a child with specific needs in the past, willing to parent a child with specific needs with help or not willing to parent a child with specific needs. Children entering placement who may be at risk of disruption are immediately referred for therapy services as well as Intensive Placement Stabilization (IPS) formally known as System of Care (SOC) services.

During times of family stress, Licensing Staff, Child Welfare Specialists, Supervisors and the Director of Foster and Adoption Services encourage Foster Parents to utilize respite and, if appropriate, offer a referral to mental health counseling services through Chaddock.

Chaddock has Child Welfare Specialists that are available 24 hours a day 7 days a week to assist Foster Parents in the event of an emergency (medical or behavioral). The on-call contact information is provided to Foster Parents upon licensure, at the time of placement and during in home visits. The on-call worker should be contacted after 5pm and on weekends should they need support. Foster Parents are encouraged to contact the Chaddock Foster and Adoption Services office Monday through Friday during regular business hours (8:30 am to 5pm) to speak to their assigned Child Welfare Specialist. If a crisis occurs and the Child Welfare Specialist is not available, Foster Parents are able to directly speak with the Director or Associate Director of Foster and Adoption. Foster Parents are advised that they can call the Chaddock on-call (217-242-1234) if they have an emergency after hours. Foster Parents are informed by Child Welfare Specialists, Licensing staff, and Supervisors that crisis services such as the CARES Line and the local mental health lines are available to them in an emergency.

Intensive Placement Stabilization (IPS) and Screening Assessment and Supportive Services (SASS) training has been offered through Chaddock at Foster Parent trainings. The Intensive Placement Stabilization program provides more intensive services, interventions, and supports to the foster children and foster families to prevent placement disruption and to maintain children in the least restrictive environment. The Child Welfare Specialist will refer a child to Intensive Placement Stabilization when deemed appropriate by the treatment team. SASS services provide crisis intervention for 90 days following a call to the CARES Line when a child is being assessed for psychiatric hospitalization.

Over the last few years Chaddock's foster care program has been able to enlist support from Marcia Ryan, Associate Director of Client Services for the entire agency in order to help families eliminate barriers for reunification and/or stabilize placements in foster homes. This support service has been shown to have significant benefits to both the children and foster families. After seeing the impact parent coaching services and support had with families, Chaddock committed to implement the Attachment and Trauma Parent Coaching Program within foster care. The program is provided through the support and generosity of charitable dollars as it is not a component of our foster care contract with the Department of Children and Family

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

Services. As such, the program is provided to families identified through clinical screening and who demonstrate an investment in the time and commitment it takes to learn, grow and develop the relationship with the child (ren). The ultimate goal of the Attachment and Trauma Parent Coaching program is to creating healthier relationships within the family system in order to stabilize families, reduce placement changes and assist in reunifying families in a timely manner. This support also includes working with caregivers who struggle with challenging behavior, allowing them to parent from a trauma informed perspective and reduce placement disruption.

When preventive strategies fail and the placement is disrupted, the Chaddock Welfare Specialist immediately starts the process of finding another placement. When a Child Welfare Specialist or Chaddock Foster and Adoption Services staff contacts a Foster Parent regarding a child needing a foster care placement, the Foster Parents are advised of all/any relevant information regarding the child that is consistent with the expectations of the rules of confidentiality. When a Foster Parent receives a call regarding placement of a child(ren) into their home, they are encouraged to ask specific information regarding the child so they are able to make an informed decision regarding if their home and family would be an appropriate match for the child entering foster care.

Chaddock uses a variety of trauma-informed interventions during mental health services. The agency has experienced success with its clients and families by determining, through the use of the Chaddock Treatment Model, which interventions would be the most effective. Included in the Chaddock Treatment Model are such interventions as Sensory Integration, Dyadic Developmental Psychotherapy (DDP), Theraplay®, and cognitive therapies such as Trauma Focused Cognitive Behavior Therapy (CF-CBT), Structured Psychotherapy for Adolescents Responding to Chronic Stress (SPARCS), and Reality Therapy/Choice Theory.

**9. The responsibility to know the impact foster parenting has on individuals and family relationships; and the responsibility to endeavor to minimize, as much as possible, any stress that results from foster parenting.**

During PRIDE training, Foster Parents are introduced to recognizing and minimizing stress factors. These stress factors could include a Foster Parent's own loss history, the availability of natural supports within their community and how that may change after a child is placed in their home. Following placement, Child Welfare Specialists communicate with Foster Parents during monthly home visits as well as periodically during phone conversations to build a relationship with the Foster Parents, assess stressors in the foster home, and help create a plan for managing stressors in the home. To minimize stress, Child Welfare Specialists are responsible to return Foster Parent phone calls within 1 business day so information can be received by the Foster Parent and stressors can be reduced.

During times of family stress, Licensing Staff, Child Welfare Specialists, Supervisors, and the Director of Foster and Adoption Services encourage Foster Parents to utilize respite and, if appropriate, make a referral to mental health counseling services. Respite is available to Foster

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

Parents on a planned or emergency basis and can be accessed through Chaddock's on call service. Respite Services are offered as a means of support for foster care parents. Foster parents are encouraged to utilize respite services to support them through critical and stressful periods. Traditional and Relative Foster Parents are permitted respite paid for by Chaddock 10 days per year and 24 days per year for Specialized Foster Care placements. Special arrangements can be made with the assigned Child Welfare Specialist with supervisory approval if additional respite days are needed outside of the previously stated days.

When a respite need is identified, a foster parent should provide the Child Welfare Specialist with ample notice (preferably at least two weeks) if the respite period is planned and scheduled (vacation, family trip, medical procedure, surgery, etc.). If there is an ongoing respite need identified, this is discussed with the Child Welfare Specialist and the foster parent requesting the respite. Preferably, the youth would have a consistent respite provider for ongoing respite needs to ease the burden of introducing the youth to new homes/new families, etc. Also, every effort should be made to identify respite providers within close proximity to the youth's current placement and community. We ask that family and natural supports be utilized when appropriate for the least disruption to the child. However, if natural respite care cannot be found, the Chaddock Child Welfare Specialist will plan for respite through other licensed foster homes or seek birth family and natural supports (such as a grandparent visitation weekend, sibling visitation weekend, etc.)

Relative and Traditional Foster homes will continue to be paid their daily rate of pay while the child is on respite. Respite providers will be paid the equivalent to the daily rate of pay for the child they provide respite for. For Traditional placements this is equivalent to the following:

0-11 months - \$15.10/day

1-4 years- \$15.35/day

5-8 years- \$16.06/day

9-11 years- 17.03/day

12 years and older- \$ 18.45/day

For Specialized foster placements this is equivalent to \$42.13. Foster parents with Specialized children in their home that are utilizing respite services will receive payment that is equivalent to traditional daily rate of pay per day while the children are outside of their home. Please refer to the rate of pay above. If the respite care is due to safety plan or decision of Chaddock the foster parent will be paid the full specialized rate of pay.

Chaddock's clinical team is available to provide therapeutic mental health services/counseling to our foster families to assist in times of stress from fostering. Chaddock has provided training to Foster Parents on "Self Care" due to the demands and stress caused by fostering. The training was presented by clinicians at Foster and Adoption Services.

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

Chaddock also utilizes more experienced Foster Parents as a resource when a Foster Parent may be having difficulty in developing and implementing strategies to prevent placement disruptions and to provide support to the foster family during the difficult time. This mentoring relationship has proven beneficial to both sets of Foster Parents negotiating the complicated relationships between biological families and foster families. Chaddock has implemented a Foster Parent Support Group in order to allow a venue for Foster Parents to come together and openly discuss topics related to foster care as well as be able to obtain support from other Foster Parents who have had similar experiences and struggles.

Chaddock Licensing Manager and the Director of Foster and Adoption Services encourage Foster Parents to use the voluntary hold process when they are experiencing family stress. The voluntary hold is noted on Chaddock's internal Foster Parent listing so Child Welfare Specialists do not contact the Foster Parent for placement while on voluntary hold.

**10. The responsibility to know the rewards and benefits to children, parents, families, and society that come from foster parenting and to promote the foster parenting experience in a positive way.**

Chaddock's core values are *Faith, Relationships, Responsibility, Learning and Caring*. Chaddock believes that learning is a life-long journey. Chaddock is committed to providing quality educational opportunities for students, staff and our community to allow individualized access to growth appropriate for their unique needs. Chaddock as an agency and Chaddock's Foster and Adoption Services Program holds Foster Parenting as the key component to offering children and families hope and healing and understands it is the foundation that makes what we do possible. Chaddock's dedication to working with Foster Parents and treating them with dignity and respect begins the very moment potential Foster Parent's voice interest in providing this much needed services for children. Chaddock strives to ensure that Foster Parents feel appreciated for all that they do on an ongoing basis. Chaddock understands that fostering is one of the most difficult roles to sustain, yet has lasting impact for the children they care for and provides children immediate and lasting support. Several Foster Parents licensed through Chaddock have received awards in the community based on their dedication to foster children and their biological families whether it is providing permanency for children or working with the biological families towards reunification of their family.

To show our appreciation for the hard work Foster Parents put forth, Chaddock provides opportunities throughout the year to honor them. Due to the ongoing Pandemic and size of our Foster Care Program, in lieu of a Christmas Party, we recently began providing every Foster Family with a free pass to the local Festival of Lights in December where Chaddock sets up a booth with snacks, hot chocolate, Santa, and gifts. We celebrated Foster Parent Appreciation Month this past year with a beautiful Butterfly release and gift as well as giving a Visa gift card for foster parents at Christmas. As a courtesy to Foster Parents, the receptionist for Foster and Adoption Services calls all of our Foster Parents prior to trainings or events that we are hosting as a friendly reminder and to encourage participation. Chaddock has also hired a new Creative



## Chaddock Foster and Adoption Services

---

Quincy, Illinois

Arts and Activities Coordinator through our residential program who has begun putting together unique and mailable art projects specifically for Foster Children. Most recently, we mailed a Halloween themed picture frame for children ages 3 through 11. We also continue to work with our Development Department on Foster Parent recruitment. In addition, our Development Department is also coordinating Foster Friendly churches in nearly all the local communities we serve. We anticipate this avenue opening doors for recruiting additional Foster Parents, in addition we aim to help current Foster Parents and Youth in Care alike connect with resources, support, and individuals willing to offer kindness and generosity. Having a Foster Friendly church prepare meals for Foster Parents in their communities, send Birthday Cakes to Foster children placed in their communities, and/or forming supportive and mentoring relationships is another example of how Chaddock continues to find unique ways to recognize, serve, and support our Foster Parents and families.

---

Chaddock's Licensing Department has on many occasions over the past year spoken with the local media regarding Foster Parenting and has intensified recruitment efforts due to the tremendous growth in the amount of children we are currently serving. The local media has done live broadcasts from Chaddock's campus, has aired a one on one interview with Chaddock's Licensing manager about the continued need for Foster Parents within the local community, and the local paper published a front-page article involving one of Chaddock's longest running foster families in efforts to raise awareness of the fostering experience and to accentuate the benefits to children, parents, and families of opening homes and hearts to fostering children. Foster Parents are often asked to share their fostering experience with the media. Interviews in the Foster Parents' home increase the potential for photographing or filming children in Foster Parents care and can lead to concerns with confidentiality. Foster Parents are provided training annually on confidentiality which includes media involvement and photographing of children in foster care.

Chaddock has found that the most efficient means of Foster Parent recruitment is through word of mouth within the surrounding communities. Foster Parents are always encouraged to assist with Foster Parent recruitment in the community, within family and friends, and among community groups they are involved in. They are encouraged to have interested persons contact Chaddock's Licensing Department at 217-592-0450. A Foster Care Licensing Manager has also spoken to a local Community College Marriage and Family class about Fostering and the positive impact this can have on families and communities. Chaddock's Foster Care Department and Chaddock's Development and Marketing Departments continue to collaborate on ways to spread the word about Foster Care and Foster Parent Recruitment which includes speaking and presenting information in local Church congregations.

Chaddock Foster and Adoption Services sends out quarterly newsletters to Foster Parents that regularly has stories featuring Foster Parents or some aspect of the foster care program. On

many occasions this information is included in the Chaddock Connections Newsletter that is sent to many community locations and donors within the community.

**11. The responsibility to know the roles, rights, and responsibilities of foster parents, other professionals in the child welfare system, the foster child, and the foster child's own family.**

Understanding the different roles and responsibilities of the child welfare team in addition to the Foster Parent's rights can be overwhelming. The process begins during initial contact with the Licensing Manager and through PRIDE pre-service training. During "Working as a Member of the Professional Team" PRIDE Session Two, Foster Parents learn who may be key members of the child welfare team (birth parent, Foster Parent, therapist, educational provider and child welfare specialist) and discuss each member's responsibilities. This discussion focuses on the importance of communication and different perspectives member have.

Foster Parents providing direct care to the child(ren) have the responsibility to actively participate in the child welfare team and understand their rights. Foster Parents are encouraged to attend Child and Family Team Meetings, Court Hearings, Administrative Case Reviews, and any other meetings held regarding the foster children placed in their homes in order to offer their input regarding the child and meeting their needs. The Foster Parents are viewed as an integral member of the treatment team as they are caring for the children in their homes.

In addition, the Foster Parent Law Implementation Plan meetings are a way Foster Parents can have a voice in the agency and community. During licensing monitoring visits, the Licensing Manager discusses with Foster Parents Rule 340- The Foster Parent Code- and Foster Parents are advised of how this relates to the yearly implementation plan. Further discussed is that each Right and Responsibility is listed in the Rule and that these are the issues that can be grieved under the Foster Parent Grievance Procedure. The Foster Parent Grievance Procedure can be found at [www.chaddock.org](http://www.chaddock.org).

As a professional member of the child welfare team, Foster Parents, as do all Chaddock employees, have access to the agencies Continuous Quality Improvement and Concerns (C-QIC) process. Foster Parents are able to provide feedback (both positive and negative), suggestions for improvement or complaints. The C-QIC's can be completed anonymously and are directly provided to Chaddock's Associate Director of Quality Assurance. The C-QIC report is a compilation of all the agency's C-QIC's and provided to the Chaddock's Director of Operations and Chief Executive Officer for review and follow-up. The C-QIC's are made available to all Foster Parents and employees in the lobby of Chaddock Foster and Adoption Services.

Chaddock strives to train staff and Foster Parents together whenever possible on new initiatives and policies. Trainings have been held on the Child Advocacy Office, CASA, Drugs in the Community, Juvenile Court System, Cultural Awareness, and a Resource Fair. Chaddock tries to utilize Foster Parents and staff trainers together when possible.

- 12. The responsibility to know and, as necessary, fulfill the foster parent's responsibility to serve as a mandated reporter of suspected child abuse or neglect under the Abused and Neglected Child Reporting Act; and the responsibility to know the child welfare agencies policy regarding allegations that foster parents have committed child abuse or neglect and applicable administrative rules and procedures governing investigations of those allegations.**

Foster Parents are required to be mandated reporters and are responsible to follow the mandates of the Abused and Neglected Child Reporting Act. Chaddock Licensing Managers provide one on one Mandated Reporter training with foster parents during the licensing process. In addition, Mandated Reporter training is available on the Illinois Department of Children and Family Services website: [www.dcfstraining.org](http://www.dcfstraining.org). Upon completion of the training, the Foster Parent will receive a certificate of completion. Examples of circumstances where a foster parent may have to contact the DCFS Hotline are presented and questions about mandated reporting are answered during in person meetings with the foster parent. They are required to complete and sign the Acknowledgment of Mandated Reporter Status form CANTS 22 during the licensing process. This requires them to "report or cause a report to be made to the child abuse Hotline number at 1-800-25-ABUSE (1-800-252-2873) whenever they have reasonable cause to believe that a child known to them in their professional or official capacity may be abused or neglected".

During PRIDE training, Foster Parents begin to learn the rules and regulations when allegations have been made against them. Foster Parents are responsible to know Chaddock's policy when allegations of child abuse or neglect have been made against them. Foster Parents are provided with a Foster Parent Handbook which has a section that explains the investigative process as well as Foster Parents Rights during a child abuse and neglect investigation. The Foster Parent Handbook is also available at [www.chaddock.org](http://www.chaddock.org). If the Foster Parent has further questions regarding the policy they have a responsibility to contact the Chaddock Licensing Manager to discuss their questions and get a clear and thorough explanation.

- 13. The responsibility to know and receive training regarding the purpose of administrative case reviews, client service plans, and court processes, as well as any filing or time requirements associated with those proceedings; and the responsibility to actively participate in the foster parent's designated role in these proceedings.**

Chaddock assumes responsibility in providing ongoing trainings to Foster Parents throughout the year as well as keeping them informed of other trainings available to them throughout the community. Foster Parents are trained during PRIDE classes with an emphasis on taking an active role in planning for the child. Foster Parents are provided with information about court proceedings, client service plans, Integrated Assessment activities, and Administrative Case Reviews and encouraged to attend, participate, and advocate for the children placed in their home. They are further advised of their responsibility in the process as well as how important it is for them to take an active role for the children. Foster Parents are provided a chart explaining

the legal timelines for families who are involved with the Department of Children and Family Services. The chart is explained and presented to Foster Parents during PRIDE training.

Foster Parents are engaged in the development of the service plan by the Child Welfare Specialist prior to the completion of the initial service plan, and then prior to the subsequent Administrative Case Reviews. The Child Welfare Specialist completes the Visitation Plan within ten days of initial placement and schedules visits taking into account the Foster Parents schedule as well as the biological parents' schedule. The Foster Parent is invited to the 30 day Child and Family Team Meeting which also includes the parent, Child Welfare Specialist, Supervisor, and any service providers involved with the family.

Foster Parents are encouraged to attend Child and Family Team Meetings, Court Hearings, Administrative Case Reviews, and any other meetings held regarding the foster children placed in their homes in order to offer their input regarding the child and meeting their needs. The Foster Parents are viewed as an integral member of the treatment team as they are caring for the children in their homes.

Child Welfare Specialists complete Case Review Monthly Rosters informing DCFS of Foster Parents and birth parent's current addresses. Notice of Administrative Case Reviews is then mailed directly to the Foster Parents by the DCFS case review staff. Child Welfare Specialists are additionally responsible for informing Foster Parents of all relevant staffings, Administrative Case Reviews, Child and Family Team Meetings, CIPP meetings, and court dates verbally within three weeks of the date being scheduled. Foster Parents are encouraged to attend, actively participate, and provide any information they may feel is important to meeting the needs of the children in their care. At the Child and Family Team Meetings as well as during in person contacts, the Child Welfare Specialist discusses upcoming Child and Family Team meetings, court hearings, and Administrative Case Reviews.

Magnets have been created for and provided to the Foster Parents listing the names and phone numbers of area agencies Foster Parents may contact if there is a need for services for children in their care. The magnets also have a space on them for the Foster Parents to write the upcoming court dates and ACR's on the magnet.

The Child Welfare Specialist notifies the Foster Parents within 24 hours of any changes to the service plan and permanency goal in the case. A copy of the updated service plan with any changes regarding the child is given to the Foster Parents. When changes are made to the child's portion of the service plan, the Foster Parents are reminded of their right to appeal and are provided with a copy of the Appeal Process Brochure.

#### **14. The responsibility to know the child welfare agency's appeal procedure for foster parents and the rights of foster parents under the procedure.**

Chaddock's Foster Parent Handbook explains the appeal process to the Foster Parents. The handbook describes the process of how to appeal a licensing investigation and a service appeal.

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

The Chaddock Foster Parent Handbook can be found on the Chaddock website at [www.chaddock.org](http://www.chaddock.org). The Chaddock Licensing Manager offers guidance and assistance to Foster Parents who wish to appeal a decision by offering information regarding appeals and encouraging the Foster Parents to advocate for themselves and their children by utilizing the Chaddock management structure when a problem arises. The Chaddock management structure can be found on the Foster Parent Grievance Procedure form.

Foster Parents are encouraged to seek guidance from the foster care Licensing Manager regarding their appeal rights concerning Licensing Complaint Investigations. Foster Parents are encouraged to contact the Director of Foster and Adoption Services with specific information pertaining to any incident. Foster Parents are encouraged by Chaddock staff to document any violations with specific information pertaining to an incident.

Chaddock follows Rule 383- Licensing Enforcement which outlines the procedures to be followed in the investigation of licensing complaints in foster homes. This rule explains the following process:

- A. Licensing complaints are initiated within 2 business days of notification of the complaint.
- B. Foster Parents have the right to have a person of their choosing present during the licensing complaint investigation.
- C. Investigations on licensing complaints are completed within 30 calendar days, unless a 30 day extension is granted.
- D. Foster Parents are notified verbally of any non-compliant areas that need to be corrected and the process for how these non-compliant areas will be monitored for correction.
- E. The Licensing Manager works with the Foster Parents to develop a corrective action plan that addresses any areas of non-compliance with licensing standards.
- F. Chaddock Licensing Manager notifies DCFS within 30 days to assure the corrective action plan is being followed by the Foster Parents.
- G. Foster Parents are also notified in writing the outcome of the licensing complaint investigation. This written notification lists the specific licensing standard that is non-compliant, has a timeline for getting the standard in compliance and the Foster Parents' right to appeal the finding of the licensing complaint investigation.
- H. The Foster Parents will be informed of their right to appeal the decision of the Licensing Complaint Investigation and how to do so with the Director of Foster and Adoption Services. This appeal will take place within 10 days of receipt of an appeal notice. Chaddock Foster Parents who have been notified of a substantiated licensing complaint have the right to request a Clinical Review of the findings. The notification letter of substantiated findings explains the right to request a Clinical Review. Foster Parents

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

must request the Clinical Review within 10 days of receipt of the letter. These reviews may result in no changes being made regarding the status of a substantiated licensing complaint or revisions may be made to one or more licensing violations as well as to the corrective action plan as a result of the review. The review could also result in revising the substantiated finding due to additional or new information being available. In addition, if the violations are of serious or reoccurring nature, the review could recommend that this be automatically referred on for an Informal Review which can include a possible outcome of the recommendation that the license be revoked. If the result of the Informal Review is a recommendation to pursue revocation of the license and the Central Office of Licensing accepts this recommendation, Foster Parents are notified by a letter from the Central Office of Licensing of their rights to an Administrative Hearing on this matter.

In the event that the decision was made to move a child, the Foster Parent is provided with a 14-day written notification CFS 151, Notice of Decision from the Child Welfare Specialist. The only exception is a pending DCFS investigation, when there is imminent risk, or if the court orders a child to be moved. The CFS 151 provides written notification of the decision to move, when the decision will become effective, why the decision was made, the DCFS policy that supports the decision and the written process to appeal the decision. When providing the Notice of Decision, the Child Welfare Specialist and/or supervisor meets with the Foster Parent in person at least 14 days prior to removal of the child from the home to verbally inform the reason for the move, and notify the Foster Parent of their right to appeal and the appeal process. The process could include an optional mediation and a fair hearing. Foster Parents are informed their appeal request must be in writing and mailed within 45 days after they received the notice. Foster Parents are also informed if the decision affects services they are currently receiving and they appeal within 10 days action will not be taken on the decision while appeal is pending unless child/foster child is in serious risk of harm.

Child Welfare Specialists and/or Supervisor also give the Foster Parents the CFS 151-B, Notice of Change of Placement, which provides the caregiver, parent, child, and Guardian Ad Litem with their right to request a Clinical Placement Review. Foster Parents can request a clinical review in place of or in addition to an appeal. If a Foster Parent wishes to challenge the removal of a child they may request a Clinical Placement Review or file a service appeal per Rule 337 or both. If both a clinical review and an appeal are requested, the clinical placement review will be done prior to the appeal hearing. The Foster Parent is informed both on the CFS 151-B and verbally they may request the review by calling the Clinical Review Team at 866-225-1431 or faxing the CFS 151-B within three days of the notice.

Foster Parents are additionally provided with a copy of the Service Appeal Brochure (CFS 1050-32) at the time notice to remove the child is given. Appeal information in the Service Appeal Brochure is consistent with the appeal information in the CFS 151 Notice of Decision and CFS 151-B Notice of Change in Placement. The Child Welfare Specialist and/or Supervisor review

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

the brochure with the Foster Parent describing the different appeal options for the Foster Parent. The options include a mediation, fair hearing and emergency review. The Child Welfare Specialist and/or Supervisor will assist the Foster Parent in initiating the appeal if requested. If the Foster Parent is in agreement, the 14-day notification period can be waived.

**15. The responsibility to know and understand the importance of maintaining accurate and relevant records regarding the child's history and progress; and the responsibility to be aware of and follow the procedures and regulations of the child welfare agency with which the foster parent is licensed or affiliated.**

Foster parents are provided the Foster Parent Handbook which includes the rules, procedures and importance of maintaining accurate documentation and relevant records for a child in their care. The Chaddock Child Welfare Specialists provide training to Foster Parents upon placement regarding maintenance of records for the child(ren). Annually, the agency provides a forms and documentation training for Foster Parents to discuss the importance for completing required documentation, what is needed and why the information is relevant. Foster Parents are a significant member of the child welfare team and are responsible for providing information of the child's progress in school, medical, mental health and any extracurricular activities. Foster Parents are taught about open communication during PRIDE training. Once a child is placed in their home, a Foster Parent is provided with an accordion folder, referred to as the Child's Folder, to maintain documentation of the child's medical, education and mental health services. Upon placement, the caseworker discusses the importance of the record keeping with the foster parent and the importance of completing records to assist in the child's placement stability and any services to ensure their health and welfare.

The Child Welfare Specialist informs the Foster Parent how the records provide information to the agency regarding the child's medical, mental health, education and behavioral issues. The Child Welfare Specialist teaches how to fill out the forms contained in the Child Folder. The Child Folder should include the following forms per DCFS Rule Section 402.26 Records to be maintained:

- A. Name and date of birth of the child, the legal guardian of the child, religion of the child, and arrangements for education of the child;
- B. Record of immunizations of the child has received; any physical problems, limitations, or allergies the child has; any current recommendations for special medical care;
- C. The name, address, and telephone number of the child's physician, guardian, and supervising agency;
- D. Log of medication prescribed and given;
- E. Log of reporting monthly behaviors;

# Chaddock Foster and Adoption Services

---

Quincy, Illinois

- F. Names, addresses, and telephone numbers of persons to contact in case of emergency;
- G. The names and persons to whom the child may be released;
- H. Record of waivers for immunizations, medical examinations, and treatment;
- I. Record and/or receipts for distribution of allowance and clothing funds;
- J. Record of the emergency evacuation plan and quarterly rehearsals;
- K. Record of the child care supervision plan
- L. CFS-592, Overnight Visit Arrangements that shall be kept for the duration of the visit, when applicable;
- M. CFS-432, Guardian's Consent for Out-Of-State Travel, or Extended Trips, when applicable.

The Chaddock Licensing staff shall maintain records to verify attendance at required pre-service and in-service trainings by Foster Parents.

Records maintained by the Foster Parent shall be kept current and shall be open to inspection by the supervising agency. The Chaddock Licensing Workers inspect the file during their licensing visits. The Chaddock Licensing worker documents results from inspection in the Foster Parent Licensing file kept by Chaddock. Chaddock Child Welfare Specialist should request copies of medical, behavior, and any other records pertaining to the health and well-being of the child during their monthly face to face visits in the foster home. All persons who have access to the Foster Parent records shall respect their confidential nature.

**16. The responsibility to share information, through the child welfare team, with subsequent caregivers (whether the child's parent or another substitute caregiver) regarding the child's adjustment to the foster parent's home.**

In order to reduce misinformation and to promote a smooth transition, Foster Parents are encouraged to participate in meetings relevant to a child transitioning to a new placement or progress towards successful reunification. Foster Parents are trained on the importance of gathering and maintaining accurate records of a child placed in their home. Foster Parents are responsible for communicating any health, safety or well-being concerns during scheduled in home visits with the Child Welfare Specialist, ACRs and Child and Family Meetings. In the event a child has a change in placement, the Foster Parent is required by the Child Welfare Specialist to provide the Child's Folder, any upcoming appointments and medication information. The Foster Parents are encouraged to provide information regarding the child's behaviors in the home, progress in school, and any mental health services. The Child Welfare Specialist will facilitate a meeting between the Foster Parent and Birth Parent, in the event of



# Chaddock Foster and Adoption Services

---

Quincy, Illinois

reunification, to share information. When parties are in agreement, phone numbers are exchanged for ongoing communication to support the child through the transition of changing placements or returning home.

Chaddock encourages Shared Parenting between Foster Parents and Birth Parents as outlined in DCFS Procedure 315.30. Shared Parenting is a form of engagement that links birth parents and Foster Parents in the development of an actual partnership focused on the well-being of the child. A shared parenting approach has been found to have a positive impact in the following ways:

- Empowers parents in their role as parents
- Encourages parents to participate in action steps identified in the service plan
- Minimizes separation and loss for the child
- Caregivers mentor parents in appropriate parenting practices
- Parents support caregivers to ensure their child is well cared for
- Children are able to maintain parental and/or familial connections and have consistency in their lives
- The partnership between parents and caregivers supports positive case outcomes, when reunification is the goal, the lines of communication between the child, parents, and caregiver can remain open with continuing support and connection, and if reunification is not possible, the child can have continued contact with the parents if deemed appropriate.

A shared parenting approach supports teamwork between Child Welfare Specialists, parents, and Foster Parents, each having a unique role and responsibility, all while serving the same goal, to help preserve or rebuild the family around the long-term welfare of the child. Foster Parents can also receive reimbursement from DCFS through a Reunification Support Special Service Fee Log for being an active participant in shared parenting reunification activities such as involving the birth parents in family nights, doctors' appointments, educational meetings, meal preparation, bedtime routines, participating in parenting classes with the birth parent, or other appropriate family activity. The log documents efforts of the parent and Foster Parent of a child in foster care toward family reunification.

- 17. The responsibility to provide care and services that are respectful of and responsive to the child's cultural needs and are supportive of the relationship between the child and his or her own family; the responsibility to recognize the increase importance of maintaining a child's cultural identity when the race or culture of the foster family differs from that of the foster child; and the responsibility to take action to address these issues.**

Prior to placement in a foster home, the Child Welfare Specialists complete a Caregiver Matching Tool with the Foster Parent to ensure they will be able to meet the child's racial and cultural needs. The Foster Parents are informed of the importance of them attending Child and Family Team Meetings and Administrative Case Reviews, to develop a relationship with the birth parents to understand their ethnic and cultural identity. Upon placement, the Child Welfare Specialist will identify the child's racial and ethnic heritage and identify if any training is essential to maintain placement. ~~The Foster Parents will comply with a visiting schedule~~ between the child and their birth parents as agreed upon by all parties involved. The Foster Parent will complete regular visits with the Child Welfare Specialist to allow monitoring of the

Foster Parent's respect to the child's racial and cultural needs, completion of required training/ongoing training and follow through of skills learned during training. The Child Welfare Specialist will provide internal and external resources available, which may include but are not limited to:

- A. The child's birth family for family tradition and rituals, which may include holidays, meals, appropriate clothing, etc.
- B. Pediatrician regarding any medical information and hair and skin care.
- C. Clergy regarding religious support and training.
- D. Language interpreter to ensure communication.

During the placement, Foster Parents will be trained by the Child Welfare Specialist and provided resources as to the importance of maintaining the child's racial and cultural needs. The goal is to ensure the child's emotional identity, reduce trauma and stress due to the removal from family and being placed in foster care, and to assist in developing a respectful relationship with the biological parents.

The Foster Parents will actively engage in the necessary training and demonstrate follow through of birth family rituals, recommendations by medical professionals, support attendance to a religious organization and ensure accurate communication with the child. Examples of action taken to address these issues would include, but not limited to:

- A. Requesting family photos from birth parents.
- B. Allow the child to have personal items given to them by birth parents at the approval and discretion of the Child Welfare Specialist.

- C. Provide the child reading material regarding their ethnic and cultural identity.
- D. Ensuring proper hygiene products are available for appropriate care of hair and skin.
- E. Allow the child to have open discussion of birth family traditions and values.