

Foster / Adoptive Parent Grievance Policy **Youth Service Bureau of Illinois Valley**

Policy:

Every foster / adoptive parent of YSBIV has the right to express dissatisfaction with services by issuing a complaint. The complaint, or grievance, can include, but is not limited to service delivery, service plan, conflict of interest, and worker behavior.

It is the philosophy and practice of YSBIV foster care /adoptive program that foster / adoptive parents are encouraged to grieve their concerns and that no retaliation by any staff member will occur based on their grievance.

Procedure:

1. Foster / adoptive parents should discuss their concerns first with that staff member, second with the staff member's immediate supervisor. The supervisor's name and phone number will be provided to the foster / adoptive parent. The staff member will notify their immediate supervisor of the complaint. A meeting will be set within five working days at the request of the foster / adoptive parent.
2. If the issue has not been successfully addressed and a plan developed for resolution following discussion with the supervisor, a formal grievance may be filed by putting the matter in writing and submitting it to the Executive Director.
3. The Agency has ten working days from receipt of the grievance to respond to the foster / adoptive grievance. The Executive Director shall communicate his decision to the foster / adoptive parent and the immediate supervisor and document the process and outcome of this decision. In all cases, the decision of the Director is final.
4. Copies of all grievances and agency decisions will be kept in a locked and secured file in the Executive Director's office.

In all cases, per request of the foster / adoptive parent and/or the licensing representative, the Child Welfare Services Coordinator will discuss either by phone or in person any concerns. If appropriate, the Child Welfare Services Coordinator will convene a meeting of all interested parties in order to resolve the grievance.

State of Illinois
Department of Children and Family Services

Annual Report for Illinois Licensed Adoption Agencies

Date: 01-18-07

Name of Agency: Youth Service Bureau of Ill. Valley

Corporate Address*: 424 W. Madison St.
Ottawa IL 61350

Illinois DCFS

License/Provider ID number: 280499 Telephone: 815-433-3953

License Effective date: April 3, 2004 to April 3, 2008

The reporting period and answers to all questions for this report relate to the agency's most recent fiscal year. Specify the dates of your agency's fiscal year and reporting period for this report: 04/05 - 04/06

***If the agency operates satellite or branch offices, please attach a separate sheet listing complete addresses of all other offices.**

This report is to be completed by agencies providing adoption services and shall be filed with the Department of Children and Family Services and with the Illinois Attorney General's Office. In addition, each licensed agency that maintains a website shall provide this report on its website. The report shall be filed annually, no later than the 45th day following an adoption agency's license anniversary date. Failure to provide the annual report or disclose certain information required in the report may result in the suspension of an agency's license for a period of 90 days. Subsequent violations may result in a revocation of the license. [Rule 401.530]

This report applies only to the provision of adoption services. This report should not include information regarding foster care conversions.

Please respond to the following questions with a yes or no answer on the left and provide additional detail as requested:

1. **Non-identifying** information for the past year concerning adoption is attached:

Domestic Adoptions

- A. The number of adoptive families that have submitted an agency application but who are not yet licensed: _____
- B. The number of adoptive families that are licensed and awaiting domestic placement as of the agency's fiscal year end: _____
- C. The number of biological parents that the agency provided services to during the reporting period for domestic adoption: _____
- D. The number of children placed in adoptive homes during the year:
Illinois Residents: _____ Non-Illinois Residents: _____
- E. The number of adoptions initiated during the year:
Illinois Residents: _____ Non-Illinois Residents: _____

- F. The number of adoptions finalized during the year:
 Illinois Residents: _____ Non-Illinois Residents: _____
- G. The number of adoptive placement disruptions: _____
- H. The number of domestic adoption dissolutions this year: _____

International Adoptions

Check one or both boxes that applies to the services the agency provides:

- Child referral/matching placement services
- Adoption home study/post placement services
- None

- I. The number of adoptive families that have submitted an agency application but who are not yet approved or licensed: _____
- J. The number of adoptive families that are licensed or approved and awaiting international placement: _____
- K. The number of international adoptive placements made during the year: _____
- L. List the countries with which you have accredited international adoption programs:

- M. The number of international adoptions finalized this year: _____
 Finalizations in other countries, specifying in which countries:

- N. The number of international adoptive placement disruptions: _____

- ND 2. Has the agency:
- lost the right to provide adoption services in any state or country,
 - had it's license suspended for cause, or
 - was the agency the subject of other sanctions by any court, governmental agency, or governmental regulatory body relating to the provision of adoption services?

If the answer to any portion of this question is yes, attach a full and complete statement of explanation.

- ND 3. During the past year, were any actions related to licensure initiated against the agency by a licensing or accrediting body?

If the answer is yes, attach a complete statement of explanation.

- ND 4. Is the agency currently the subject of a pending investigation by federal or state authorities?

If the answer is yes, attach a complete statement of explanation.

- ND 5. Were there any criminal charges, child abuse charges, malpractice complaints, or lawsuits related to the provision of adoption services against the agency or any of it's employees, officers, or directors during the past year?

If the answer is yes, attach a complete statement of explanation and the basis or disposition of the actions.

- NO 6. Was the agency found liable for any civil or administrative violation or found guilty of or pled guilty to any criminal or administrative violation that relates to the provision of adoption services under federal, state or foreign law?
If the answer is yes, attach a complete statement of explanation.
- NO 7. Was any employee, officer or director of the agency found guilty of any crime or determined to have violated a civil law or administrative rule relating to the provision of adoption services under federal, state or foreign law?
If the answer is yes, attach a complete statement of explanation.
- NO 8. Was any civil or administrative proceeding relating to adoption services instituted by the agency during the year (excluding uncontested adoption proceedings and proceedings filed pursuant to Section 12a of the Adoption Act)?
If the answer is yes, attach a complete statement of explanation.
9. The agency's website address is: www.ysbiu.org
10. An audited financial statement for the prior fiscal year, including a general description of fees, wages, salaries and other compensation described in Rule 401.565(a), certified by an independent public accountant, is attached.
- YES 11. This Annual Report with attachments and audited financial statement, certified by an independent public accountant, has been posted on the website listed in item 9.
- OK 12. Effective August 15, 2005, Annual Reports are available upon request.

Information contained in this report is subject to the applicable confidentiality requirements of the Child Care Act and the Adoption Act.

I certify that the above statements are true and accurate, based on information available to me at this time.

DAVE MCCLURE
Printed or typed name of Executive Director

Dave McClure
Signature of Executive Director

1/18/07
Date

This report is to be mailed to your DCFS Regional Licensing Administrator and the Illinois Attorney General's Office:

Office of the Attorney General
State of Illinois
Charitable Trust Division
100 W. Randolph Street, 11th Floor
Chicago, IL 60601
312-814-3000

DCFS Regional Licensing Offices:

Cook Co. Region
1921 S. Indiana Ave.
9th Floor
Chicago, Ill. 60616

Northern Region
107 N. 3rd Street
Rockford, Ill. 61107

Central Region
406 E. Monroe Street
Station # 60
Springfield, Ill. 62701

Southern Region
219 E. Schwartz
Salem, Ill. 62881