

Youth Service Bureau of Illinois Foster Parent Law Grievance Policy

Policy:

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

Foster parents have a right to grieve any disagreement with the agency's implementation of Foster Parent Law. It is the philosophy and practice of YSBIV foster care program that foster parents are encouraged to grieve their concerns and that no retaliation by any staff member will occur based on their grievance. **Retaliation is prohibited.** Any circumstances of perceived retaliation should immediately be reported to:

DCFS Advocacy Office 217-524-2029 or 800-232-3798 dcfs.advocacy@illinois.gov

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

DCFS.StatewideFosterCareAdvisoryCouncil@illinois.gov

While it is expected that each member of the Foster Care staff and each Foster Parent take responsibility for open, direct communication and problem-solving, the following is the procedure for expressing and resolving concerns when routine methods have not been successful.

Submitting a Grievance

If the foster parent has attempted to resolve an issue informally through the persons involved and did not come to a mutually agreeable resolution, the Foster Parent should complete and submit the **Foster Parent Law Grievance form** and submit to the agency for review and investigation.

Procedure:

At any point in the following process, foster parents may consult the Illinois Foster Parent Association and/or the Child Advocacy Office.

Foster parents should discuss their concerns about specific violations of the implementation of foster parent law first with that staff member and second with the staff member's immediate supervisor. 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 completing the Foster Parent Law Grievance Form and submitting it to the Quality Improvement Department

through the Contact Us email on the agency's website, contactus@ysbiv.org. The grievance will be acknowledged and logged by the Quality Improvement Department upon receipt.

Quality Improvement Department and the Director of Child Welfare will review and investigate the grievance.

The foster parent will be informed of the agency's resolution no more 30 days from the date of receipt of the grievance. Prior to the 30-day time frame, a meeting will be convened with the foster parent(s) to discuss the agency's findings and proposed determination.

Findings can include a determination to either reject or resolve the grievance through an agreed upon plan. If the agency decides to reject the complaint, the foster parent or the agency can refer it further to the DCFS Advocacy Office or the Office of Caregiver and Parent Support.

If the agency finds that there was a violation of the Foster Parent Law as stated in the grievance, then the agency will develop a plan of resolution with the Foster Parent and involved parties, such as the licensing worker, foster care caseworker and supervisors. This plan will be monitored by the Quality Improvement Department and the Director of Child Welfare, until satisfactorily resolved, as agreed upon in the plan.

If at any point, the foster parent does not feel the grievance has been satisfactorily resolved or addressed, the agency will work with the foster parent to attempt to resolve the issue. The Foster Parent or the agency may contact to the DCFS Advocacy Office or the Office of Caregiver and Parent Support for further assistance in resolving the matter or if no resolution can be made.

Foster parent input was provided in the drafting of this policy and will be utilized for any future changes.