

Foster Parent Law Grievance Policy

Policy:

Foster parents have a right to grieve any disagreement with the agencies 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. 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, following is the procedure for expressing and resolving concerns when routine methods have not been successful.

“This grievance process is to be used by foster parents only for grieving alleged violations of the Foster Parent Law that are not covered by an already existing grievance or appeal process. E.g. it cannot be used to address issues that are covered by the service appeal process, the appeal process for indicated cases of child abuse/neglect, the process for appealing licensing investigation findings or license revocations, etc.”

Procedure:

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

1. 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 putting the matter in writing and submitting it to the Executive Director.
2. Foster parents will discuss concerns regarding their license with the licensing representative assigned to their home. If the matter cannot be resolved, the Child Welfare Services Coordinator may be contacted. Matters that involve this agency's conduct as a licensing body may be discussed or appealed through DCFS per its guidelines. Copies of these guidelines are available through Foster Care or the DCFS Regional Office in Peoria.
3. Foster parents will discuss concerns regarding the implementation of the Service Plan, their role in that service plan, and other foster parenting functions with their caseworker and supervisor. If the matter cannot be resolved, a formal grievance may be filed by putting the matter in writing and submitting it to the Executive Director.

In all cases, per request of the foster parents 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. If consensus cannot be reached, the matter will be

referred to the Executive Director. The Director may reconvene a meeting of all interested parties in order to resolve the grievance. In all cases, the decision of the Director is final.

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