CR 1 Client Grievance Policies YSBIV

Taken from the YSBIV Operating Policies under the Clients Rights' section:

A. CLIENT GRIEVANCE

CATEGORY: Direct Service

DATE ISSUED: August 26, 1999 **SUPERSEDES: N/A**
DATE REVIEWED: May 15, 2020
REVISIONS APPROVED BY: Board of Directors
DATE APPROVED: July 12, 2016

Policy:

Every client of YSBIV and their guardian 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 planning, conflict of interest, and worker behavior. Clients have the right to express their grievance verbally and/or in writing. The Client Grievance Policy is posted on the external YSBIV website, and written Client Grievance Forms are available on the website or in the offices, if a client or guardian desires to file a written complaint.

Procedure:

The following procedures, complete with timelines, shall be followed:

Stage 1:

a. Front line workers will hear complaints from clients and their guardians and request clients/guardians to direct complaints to their supervisor. The worker is to notify their immediate supervisor of the complaint. The worker or involved employee will provide the client/guardian with the appropriate supervisor's name and the number of the YSBIV office, within 48 hours of the occurrence, along with the Client Grievance Form. The worker or involved employee will offer assistance to complete the Client Grievance Form to the client or guardian, and how to submit to the appropriate supervisor, if desired by the client or guardian. If contact is not initiated by the client/guardian, the supervisor will call or otherwise contact the client/guardian to discuss and resolve the complaint, within 24 hours of being notified by the worker of the complaint.

b. If the complaint is not resolved, a second phone contact or in-person meeting will be scheduled at the client/guardian's request, with the worker's immediate supervisor, or in his or her absence, another supervisor. This meeting will be set within five working days of the client/guardian's request. At that time, the supervisor will make this policy available to the client/guardian. The supervisor will hear all concerns the

client/guardian may have and make every attempt to settle the complaint, in writing, within 5 business days of the initial First Stage complaint resolution attempt.

c. All complaints being made to a program supervisor or other administrative staff will be documented on a "First Stage Grievance" form. The original form will be placed in the clients file and a copy will be given to the administrative secretary.

d. All complaint forms will be reviewed by the administrative staff on a quarterly basis.

Stage 2:

a. If the client/guardian is not satisfied with the outcome of Stage 1, they may formally grieve, in writing, if they have not already done so, on the Client Grievance Form. This grievance will be retained by the agency, with a copy distributed to the Supervisor, Program Director, and Executive Director. The agency has ten (10) working days from receipt of the grievance to respond to the client/guardian's grievance. The Executive Director or his designee shall communicate his decision in writing to the client/guardian and the immediate supervisor and document the process and outcome of this decision.

b. Copies of Stage 1, and Client Grievance Forms (if applicable), and agency decisions will be kept in a locked and secured file.

c. In the event the client/guardian seeks services from another service provider, YSBIV will provide transitional services until the move is completed.

During the year-end review of programs, conducted through annual strategic planning, a review specific to grievances will be conducted.

This review shall cover:
1. Any patterns of grievances made by clients served.
2. Any specific problem areas or unresolved issues stemming from grievances.

The confidentiality of clients is protected. The data is collected and presented to the YSBIV Board of Directors by the Quality Improvement Director, along with any recommendations for change.

1. FOSTER PARENT LAW GREIVANCE

CATEGORY: Direct Service

DATE ISSUED: November 20, 2005 **SUPERSEDES: N/A**
DATE REVISED: October 12, 2021
POLICY APPROVED BY: Board of Directors
DATE APPROVED: November 2021

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.

2. ADOPTION AGENCY INFORMATION AND COMPLAINT REGISTRY

CATEGORY: Direct Service

DATE ISSUED: November 21, 2005 **SUPERSEDES: N/A**
DATE REVIEWED: March 8, 2018
POLICY APPROVED BY: Board of Directors
DATE APPROVED: November 21, 2005

Policy:

The public may access information concerning the past history of YSBIV through the Department's adoption agency information and complaint registry's toll-free telephone number.

Procedure:

Complaints regarding agencies providing adoption services may be made to the nearest Department licensing office or to the adoption agency. The State Central Register may take, via its toll-free number (1-800-252-2823), complaints during weekends or after regular working hours.

Information provided in the adoption agency information complaint registry shall also be available to the public on the Department of Children and Family Services Website.

The adoption agency information and complaint registry serve to assist the public in the monitoring of licensed child welfare agencies providing adoption services. The information in the registry shall include but not be limited to:

a. Agency's 4-year history of substantiated violations and corrected violations.
b. Any current enforcement actions against a child welfare agency providing adoption services.