

PROCEDURE

Series:	Operating Procedures	COA: FKC12
		CFOP:
Procedure Name:	Foster Care Communication	
Procedure Number:	OP-1194	
Reviewed Date:	01/09/17, 02/03/2020	
Revision #/Date:	N/A	
Effective Date:	07/22/2016	
Applicable to:	All Levels of Licensure Family Foster Homes	

PURPOSE: It is the policy of Brevard Family Partnership to ensure that foster parents are fully informed of policy and procedural matters, legislative updates and initiatives, training and socialization opportunities and various special initiatives.

PROCEDURE:

BFP values its partners and works diligently to ensure open communication exists with All BFP licensed family foster homes. To that end foster parents are kept apprised of all applicable matters pertaining to the SOC and their role as foster parent partners. BFP in partnership with its foster parents convenes a monthly Foster Parent Meeting as a venue for communication, feedback, information sharing, recruitment, and joint decision making.

Foster parents and representatives from community partners are integrated into foster care recruitment activities. Monthly the Foster Parent Advisory Committee meets to review data and brainstorm recruitment strategies. The Foster Parent Advisory Committee discusses such initiatives as the Quality Parenting Initiative and mentoring program. The Foster Parent Advisory Committee may identify other areas of needed support or improvement.

1. The relicensing specialist has monthly phone contact with foster parents and minimally one face-to-face visit quarterly.
2. The relicensing specialist conducts a face-to-face visit with the foster parents within 7 days after staffing the case from the initial licensing specialist.
3. The Licensing Specialist responds within 24 hours to any telephone or email inquiry from foster parents.
4. The Licensing Specialist attends meetings, provides support, training and socialization opportunities with foster parents.
5. The Brevard Family Partnership (BFP) website and the BFP Foster Parent Info Page are the central electronic medium to communicate broadly to foster parents, prospective foster parents or interested community members.

- Foster Parents receive electronic correspondence highlighting changes in code and trainings.
- 6. Foster Parents are kept apprised of changes that may impact the SOC via communication by the CEO, Vice President of Operations or designee.
- 7. The Director of Licensing ensures that all events, meetings and training opportunities are provided to Public Relations for inclusion on the site.
- 8. Brevard Family Partnership distributes Foster Parent Surveys annually.
 - a. The Survey assesses Foster Parent satisfaction, needs, impressions and opinions.
 - b. Survey results are used to establish programmatic and training objectives as well as to establish systemic changes or corrective actions as necessary.
 - c. Results assist to assess progress, gaps in service delivery and areas needed improvement.
- 9. Brevard Family Partnership conducts Exit Interviews on Foster Parents who decided not to continue to foster.
- 10. Foster Parents have the right to voice any concerns or complaints to the Client Relation Specialist (CRS) via telephone, email, and/or face to face. The CRS processes their concern(s) in a timely manner.

BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER:



PHILIP J. SCARPELLI
Chief Executive Officer
Brevard Family Partnership Family of Agencies

APPROVAL DATE: 3/17/2020