

## Communication is the key to understanding

OUR EXPECTATION is that every staff member and foster parent of The Center for Youth and Family Solutions upholds the Foster Parent Law. Staff will make a sincere attempt to create solutions that are respectful and acceptable to all parties.



*This grievance process is to be used by foster parents for grieving alleged violations of the Foster Parent Law that are not covered by an already existing grievance or appeal process. It can't 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.*

### ISSUES THAT CANNOT BE APPEALED THROUGH THIS PROCESS

- \* Anything that has been court ordered
- \* Removal of a child if eminent risk has been determined



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Agency license 512961-01



THE CENTER FOR  
YOUTH & FAMILY  
SOLUTIONS  
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## Foster Parent Law



## Grievance Process

## What is the Foster Parent Law Grievance Process?

The Center for Youth and Family Solutions is committed to upholding the Foster Parent Law. If a foster parent feels that agency staff are not upholding the Foster Parent Law the foster parent is encouraged to bring that concern to the attention of the agency by using the grievance process outlined in this brochure. The grievance process is a way for foster parents and staff to come together to discuss concerns. This Grievance process should also be used for other disagreements or concerns foster parents may have in relation to their role as foster parents.

## Guide To The Center's Foster Parent Law Grievance Process

1. Foster parent should address concern with the individual involved (caseworker, therapist, resource worker, etc.)

### IF THERE IS NO RESOLUTION

2. Foster parent should contact the supervisor of the individual. Within 5 working days, the supervisor will contact the foster parent to schedule a meeting. After the meeting, the supervisor will give a written summary of the meeting to all involved parties.

### IF THERE IS NO RESOLUTION

3. Foster parent may request, in writing, a meeting with the Assistant Director, Adoption and Licensing, listing concerns and the desired outcome. After the meeting, the Assistant Director will give a written summary of the meeting to all involved parties.

### IF THERE IS STILL NO RESOLUTION

4. Foster parent may request a formal mediation by sending a written request within 10 days of the date of the Assistant Director's letter.

### Foster Care Mediator

### Service Research & Improvement

### The Center for Youth & Family Solutions

2610 West Richwoods Blvd.

West Peoria, IL 61604



Phone 309.323.6600

The Foster Care Mediator will phone the foster parent to verify receipt of the request followed by a letter.

The Foster Care Mediator will contact the foster parent within 5 working days of receipt of the request to schedule a meeting.

At the conclusion of the mediation, the Foster Care Mediator will send a written summary to all involved parties.

If there is no resolution and the issue may be appealed through DCFS, the foster parent will be given the DCFS appeal procedures.