

*Handouts for the Webinar*

# **Efficiently Licensing High-Quality Foster Parents**

May 16, 2017

*Presenters*

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*Produced by*

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Jordan Institute for Families  
UNC-Chapel Hill School of Social Work

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NC Division of Social Services

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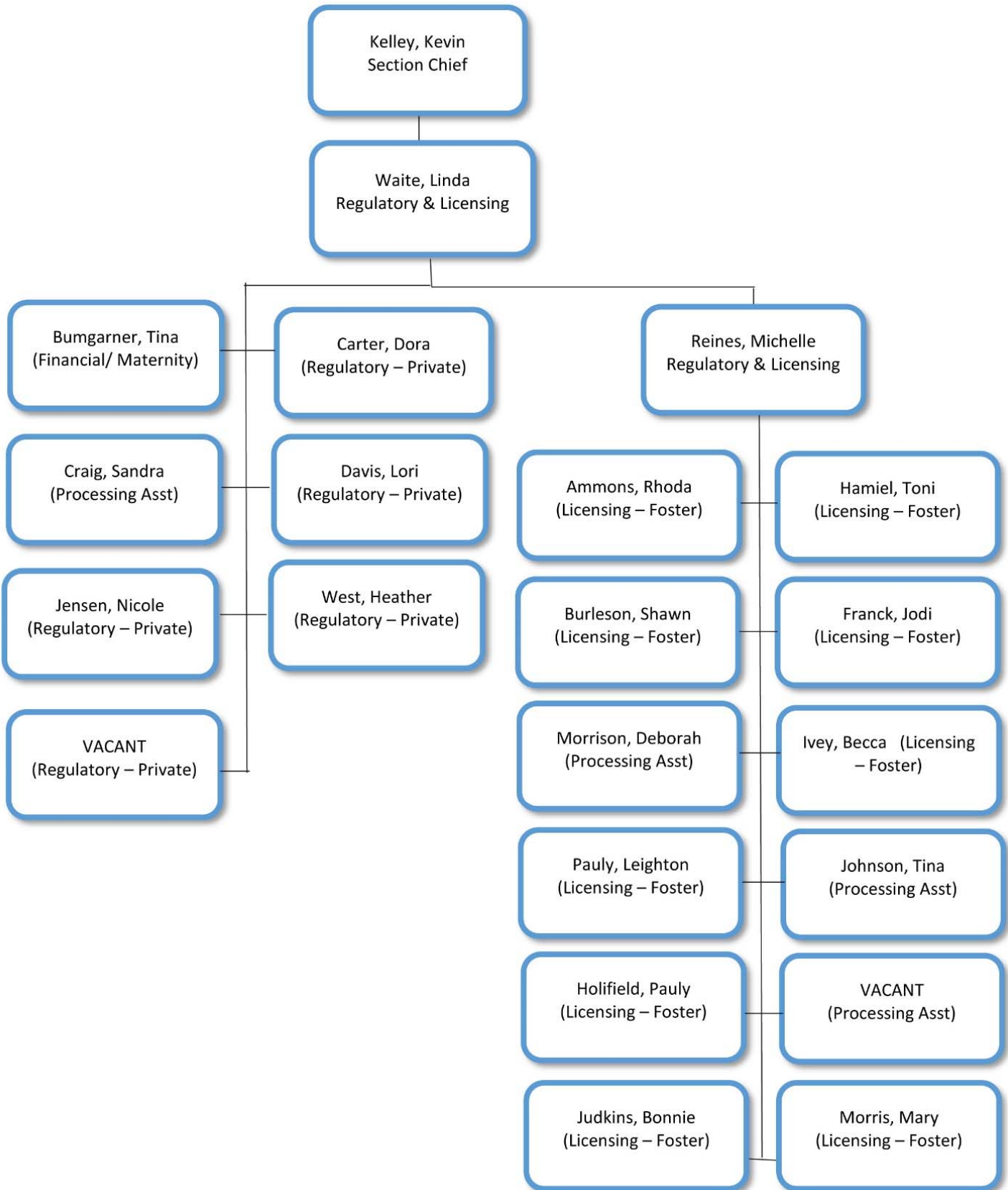
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Methodist Home for Children MAPP Evaluation

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# NC DSS REGULATORY AND LICENSING SERVICES TEAM



# **TWELVE SKILLS FOR SUCCESSFUL FOSTERING AND ADOPTING**

The goal of the pre-service training (*Trauma Informed Partnering for Permanence and Safety: Model Approach to Partnerships in Parenting* (TIPS-MAPP) or other approved training) and the mutual home assessment with prospective foster/adoptive parents is to prepare individuals and families to make informed decisions about becoming foster or adoptive families. The decision is made with the child welfare agency and is based on the capability and willingness to take on the “role” and develop the skills needed for successful fostering and/or adopting. Foster and adoptive families who make informed decisions and grow in their new roles work best with the agency, birth families and others. These partnerships help children and youth have stability and permanence with a family. The twelve skills for successful fostering/adopting form the basis for all discussions during pre-service training sessions and mutual home assessment discussions. The twelve skills are defined below. Prospective foster/adoptive parents’ strengths and needs associated with each of the twelve skills are documented on the Foster Home License Application (NC Division of Social Services, DSS-5016).

## **Successful foster and adoptive parents must be able to:**

### **1. Know their own family.**

**Assess their individual and family strengths and needs; build on their strengths and meet their ongoing professional needs as a foster or adoptive parent/family.**

***(DSS-5016) Skill 1: Assessing individual and family strengths and needs and building on strengths and meeting needs.***

Pre-service training and the mutual home assessment discussions help parents learn what skills they will need to develop to become a successful foster or adoptive family. Learning how to identify and describe their individual and family strengths and needs to others, including the agency staff person working with them is critical. By the end of the Pre-service training and the mutual home assessment process, successful foster/adoptive parents are able to develop a plan (through collaboration with the agency staff member) to meet their ongoing professional needs as a foster or adoptive parent. This process prepares foster/adoptive families to help match their strengths with the needs of families who require services.

## **2. Communicate Effectively.**

**Use and develop communication skills needed to provide foster care or adoption services.**

*(DSS-5016) Skill 2: Using and developing effective communication.*

Foster and adoptive parents must be able to communicate well. They must be able to interact positively with their family members, neighbors and others in the community. As a foster or adoptive parent, they will be talking with the children in their care about their past families, behaviors and life experiences. They will be expected to maintain open communication with birth parents, children, agency staff and others. They will be expected to communicate with persons in the community to meet the child's educational, medical, mental health and social needs. As a foster or adoptive parent, they will be asked to express feelings and share information with others who may have different outlooks because of their own histories, ages, cultures, values and abilities. Foster and adoptive parents must possess or be willing to develop active-listening skills and be able to describe feelings and behaviors in simple, clear language.

## **3. Know the Children.**

**Identify the strengths and needs of children and youth who have experienced abuse and neglect and recognize how the past trauma impacts the way they experience the world around them.**

*(DSS-5016) Skill 3: Identifying the strengths and needs of the children placed in the home.*

Children who have been abused or neglected come to foster and adoptive families with many strengths. It is important that foster and adoptive parents recognize and support children's strengths. Children who have been abused or neglected also have numerous needs. These needs are complicated even further when children are removed from their birth families. Foster and adoptive parents must be able to recognize those needs.

To learn about strengths and needs, foster and adoptive parents must know how to gather information. They gather information from child welfare workers, former foster parents and the birth family. This information will include observing the child's development, comparing the child's abilities with stages of normal development, and knowledge of previous losses and traumatic experiences.

#### **4. Build Strengths and Meet Needs.**

**Build on strengths and meet needs of children and youth who are placed with them.**

***(DSS 5016) Skill 4: Building on children’s strengths and meeting the needs of children placed in the home.***

Foster and adoptive parents must have the necessary skills to identify children’s strengths and needs. They must be able to talk with children about those strengths and needs in words that children understand. Foster and adoptive parents must be able to help children use their strengths to meet their needs. Some needs can be met within the foster or adoptive family. However, often the foster or adoptive parents have to bring in sources from the outside to help them meet the child’s needs.

Parents must be able to describe children’s strengths and needs in clear simple language that describes behaviors. Instead of calling an active child “hyperactive,” effective parents say “Jason is unable to sit still and participate in an activity for five minutes.” Parents and professionals agree that focusing on strengths reduces the use of labels such as “fire setter” or “attention deficit disorder.” Labels such as these often follow children for years and may prevent children from forming healthy relationships.

#### **5. Work in Partnership.**

**Work in partnership with children and youth, birth families, other foster and adoptive families, the agency and the community to develop and carry out plans for the child’s continued growth, development, and permanency.**

***(DSS-5016) Skill 5: Developing partnerships with children placed in the home, parents, or the guardians of the children placed in the home, the supervising agency and the community to develop and carry out plans for permanency.***

Foster and adoptive parents must work with children and youth, birth families, other foster and adoptive families, the agency and community resources. Foster parents must share information and parenting with birth parents and help birth parents develop their abilities to parent more effectively. Both foster and adoptive parents need to know their roles and responsibilities, as well as how to work effectively with the court, agency staff and community as part of a team.

## **6. Be Loss and Attachment Experts.**

**Help children and youth develop skills to manage loss and attachment and minimize the risk of the child being traumatized again.**

***(DSS-5016) Skill 6: Helping children placed in the home develop skills to manage loss and skills to form attachments.***

Children and youth who are removed from their birth families generally experience significant losses. They need help to go through the grieving process. Successful foster and adoptive parents know the stages of grief are able to recognize grieving behaviors and can use specific techniques to help children manage their grieving behaviors. In order to do that, foster and adoptive parents must have come to terms with losses in their own lives so that they can be “loss experts”, using their experiences to help children manage their losses.

Foster and adoptive parents must be able to anticipate how future losses will affect their own families. When children return to live with birth families or go into independent living, families must be able to cope personally with the loss. Foster and adoptive parents must also anticipate developmental grieving which is the grief a child feels whenever he or she is reminded of earlier losses he or she experienced.

Children and youth in care also need help in attaching to and trusting others. Foster and adoptive parents need to know specific ways to lessen retraumatization of these children and youth while helping them become attached to them so that they can attach to others later in life.

## **7. Teach Healthy Behaviors.**

**Help children and youth identify the need and emotion behind their behaviors. Foster and adoptive parents will respond in ways that will teach children healthy ways to stay safe with themselves and others.**

***(DSS-5016) Skill 7: Helping children placed in the home manage their behaviors.***

Children who have been physically abused and sexually abused have experienced tremendous physical and emotional pain. They may channel that pain into behaviors that may be challenging for foster and adoptive parents. Foster and adoptive parents must recognize the feelings and reasons behind the behaviors and be able to help children learn positive ways of getting their needs met.

Children who have been physically abused and sexually abused, and neglected may expect that their foster or adoptive parents will use physical force with them. This puts them at risk for even more emotional and physical hurt. Foster and

adoptive parents must break that cycle by committing to and using discipline methods that help children feel good about themselves. It is important to use alternatives to corporal punishment so that discipline strategies help children feel lovable, capable, worthwhile and responsible.

## **8. Build Connections.**

**Help children and youth maintain and develop relationships that keep them connected to their pasts.**

***(DSS-5016) Skill 8: Helping children placed in the home maintain and develop relationships that will keep them connected to their pasts.***

Most of us have long-standing relationships with friends and family which are very important to us. Children and youth also have relationships with people who have been important to them in their lives. Therefore, foster and adoptive parents must help children and youth maintain these relationships through conversations, letters, phone calls, visits and photographs, and lifebooks.

Foster and adoptive parents are expected to help children understand how they came into the child welfare system and what that means in terms of other important attachments in their pasts.

## **9. Build Self-Esteem.**

**Help children and youth build on a positive self-concept and a positive family, cultural and racial identity.**

***(DSS-5016) Skill 9: Helping children placed in the home build on positive self-concept and positive family, cultural, and racial identity.***

Children who have been physically or sexually abused or neglected often blame themselves for their families' problems. Sometimes it is hard for children in care to feel good about who they are; their self-esteem is low. Rejections from birth families and perhaps other foster and adoptive families contribute to a poor self-image and confusion about who they are. Foster and Adoptive parents must be able to help children and youth understand and feel good about who they are, their birth families and their cultural, racial and religious identities.

One way for foster and adoptive parents to help children and youth feel good about themselves is to support and encourage children's activities and accomplishments. Another way is for foster and adoptive parents to recognize and support a child's ethnic, cultural and family heritage.

## **10. Assure Health and Safety.**

**Provide a healthy and safe environment for children and youth and keep them free from harm.**

***(DSS-5016) Skill 10: Providing a safe and healthy environment for children placed in the home which keeps them free from harm.***

Foster and adoptive parents must be careful to provide a healthy and safe environment for children and youth. Foster and adoptive parents should be aware of the state and local health and safety rules. These rules are designed to protect children and youth from such things as firearm accidents, fires and unsanitary conditions. Foster and Adoptive parents need information from their agency about health and safety rules, including the dangers of secondhand smoke. In addition, prospective parents must understand the importance of close supervision of children and agree to avoid subjecting children to corporal punishment.

## **11. Assess Impact on Own Family.**

**Assess how fostering or adopting a child or children will affect their own family.**

***(DSS-5016) Skill 11: Assessing the ways in which providing family foster care or therapeutic foster care affects the family.***

Adding a new family member affects every member of a family. It affects how time, finances, space and responsibilities are shared. Foster and adoptive families must show they are able to assess how a new family member will affect family relationships, lifestyle, support systems and resources. They will also have to show how they will solve potential areas of stress and how family members can support each other under stress. Children and youth who have been removed from their birth families bring with them stresses from abuse and losses. They also bring their birth families and child welfare workers into the lives of their new family.



## **12. Make an Informed Decision.**

**Make an informed decision to become a foster or adoptive parent.**

**(DSS-5016) Skill 12: *Making an informed decision regarding providing family foster care or therapeutic foster care.***

Throughout the process of the pre-service training sessions and the mutual home assessment discussions, prospective foster/adoptive parents are self-assessing their strengths and needs associated with the first 11 skills. Once they complete the Profile, the 30 hours of pre-service training, the strengths and needs assessments associated with each of the training sessions, at least two mutual home assessment consultations, and a Partnership Development Plan, they will have enough information to be able to make an informed decision about their readiness to become a foster or adoptive family.

Adapted from *Trauma Informed Partnering for Permanence and Safety: Model Approach to Partnerships in Parenting (TIPS-MAPP, Meeting 1, Handout 2*. Children’s Alliance of Kansas, 2013) and *PS-Deciding Together: A Program to Prepare Families for Fostering/Adoption*, Parent Book 1, “Understanding Foster Care and Adoption Today, 2009 (Both sources available from the Children’s Alliance of Kansas: [www.childally.org](http://www.childally.org)).



# NewsWire

An Information Resource for Foster and Adoptive Parents  
of New Hanover County

May 2017



*Relative caregivers are amazing people! Usually having raised their own children they throw their hat in the ring when a family member's child is going to enter foster care and they open their homes to keep family with family. We are grateful for ALL our relative caregivers – we could NOT do this without you – **THANK YOU!!!***



## THE END OF AN ERA: SAYING FAREWELL TO A BELOVED FOSTER FAMILY



After 25 years and over 50 foster children — many of which were part of large sibling groups — **Clarence and Margaret Fredlaw** are bidding a fond farewell to their life as foster parents to concentrate on their recently adopted girls as well as their adult children and grandchildren.

Mrs. Fredlaw taught music in New Hanover County schools for 33 years, and Mr. Fredlaw served 30 years with the Wilmington Police Department. After retirement, they decided it was time for the next chapter in their lives and became licensed foster parents with NHC-DSS in 1992. The Fredlaw's have been a staple with our agency...mentoring foster families; helping to "train" many new social workers, and providing love and protection for every child that has entered their home.

When asked about children moving on from their home, Mrs. Fredlaw was quoted as saying (Wilmington StarNews, May 2013), "Each time we prepare them to move to the next place, we miss them for a while and then you realize this is the way it is supposed to be. You grieve the loss but you move on. You realize they have got to move on."

The NHC-DSS family will definitely miss having Mr. and Mrs. Fredlaw as foster parents and wish them nothing but the best in this next chapter.

***Thank you for 25 years of service to the children and families of New Hanover County!***



### THE POWELL FAMILY

**Susan & LG Powell** are nearing the **30 year mark** as foster parents for New Hanover County children and youth! Susan also serves as the president of our Foster Parent Association! When they have an opening, which is rare, there are usually social workers jockeying for position to have their child or youth in line to get into the Powell's home! For all these years, for all the children, for all your patience with us – we say **THANK YOU!**



### THE RICHARDS FAMILY

**Annette and Bruce Richards** will celebrate their 25th anniversary of fostering with NHC-DSS next year! Since 1993, the Richards' have provided long-term care for siblings and individual children, and have also adopted. They enjoy supporting their fellow foster parents by providing respite care which is truly appreciated. Recently, Annette helped support two former foster siblings reconnect with their birth family that they had not seen or heard from in over 15 years. Thank you for always being there!

## Barbara Johnson & family

Barbara Johnson is one of our agency's more experienced foster parents who has fostered 42 children over the past 14 years and has done numerous respite placements for our agency. Barbara has had children in her home that range from birth to 18 years old and has continued to be a source of support for numerous children who have aged out of foster care. She is currently in the process of adopting a 17-year-old teenager!

## THE BRAUSCH FAMILY

They say "patience is a virtue" and if so, **Pete & Jen Brausch** are extremely virtuous foster parents where at long last (nearly three years) they have begun the adoption process of a sibling pair of boys! We're are so happy for you!



Jen has also been instrumental in the collection of donations from local consignment sales which is eventually sorted and stored in the *Foster Pantry*. She is also a great spokesperson for our foster parents at various recruitment events. Thank you for being you!!!

**Tonya Lawton** has been licensed since 2007.

She came to us wanting to foster children because she had love to give and a calling to help. Tonya didn't plan to adopt but she will tell you that life is full of surprises and she jumped at the opportunity to adopt her daughters in 2010. Tonya's girls were her first foster placement and stayed with her for three years before their adoption was finalized. Tonya has two adult sons that have offered their mom nothing but love and support on her foster and adoption journey. Since adopting, Tonya has stayed active as a foster parent. She has fostered 10 infants and was one of the first foster parents to participate in the intensive reunification program. Tonya and her daughters love fostering babies and shower each infant with love and attention. Tonya is active in the adoption support group and serves as a mentor to many foster parents. She actively recruits families for our foster program, participates on the panel for TIPS-MAPP graduation, has been interviewed by the media about her fostering experience, and volunteers to help foster parents care for African-American hair. Tonya is a joy to work with because of her gentle, kind, laid back personality and eternal optimism. Thank you, Tonya!



**Mike and Nancy Smith** have been licensed since 2013. Since then they have fostered 25 kids! They are a kind, nurturing family that has always felt a calling to help children in need. They provide structure and routine, focus on getting kids involved in extracurricular activities and helping them to succeed academically. They often have a house full of boys (except for their daughter, Madison) and enjoy getting them involved with wrestling since Mike is a wrestling coach. The Smiths are popular with



social workers and known for taking in teens with challenging behaviors and sibling groups. The Smith's first foster placement was

a sibling group of four! We are grateful to them for opening their hearts and homes to older children in foster care. One social worker said of Mike and Nancy, "they are unfazed by the craziness of the foster care system. They have open hearts and love to give. They don't worry with all the details- they just see kids that need a safe place to stay and someone to love them." Thank you, Mike and Nancy!

**Maggie & Scott Warner** have a very busy family! Not only do they have two teenage daughters who have incredible interests and talents, they have two adopted sons, a sibling pair who keep Scott and Maggie busy with sports and readiness for pre-school! When they are able they make themselves available to assist with respite and always conscious of recruiting others to begin the foster care journey! Thank you Scott and Maggie!

**Sabrina and Pedro Rivera** have been licensed for one year this month! Although Pedro spends most of the year working in Wyoming, we definitely consider him part of the NHC-DSS family. In such a short time, our agency has come to depend on Sabrina to accept long-term, emergency, and respite placements. In addition to her twin 18-year-old sons and her 22-year-old daughter who comes home from college occasionally, Sabrina is fostering two newborn girls and picks up two teenagers every other Saturday from Crisis Line Open House. She also just helped a 10-year-old boy and his 2-year-old brother reunite with their birth parents. Thank you Sabrina for being so amazing!



**Nadine Nepper** was born in Jamaica and raised by her grandparents from the age of 12. She became a foster parent in 2014 and has fostered seven children. She currently cares for two children with multiple developmental and health care needs. She provides a loving and stable environment where children can strive for and learn to be the best they can be. Nadine was recently nominated for Smart Start's Children's Champions for her outstanding efforts on behalf of young children in foster care. Thank you, Nadine!

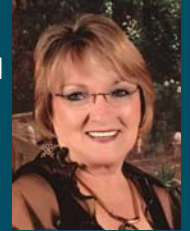


**Angie and Wes Burman** have been licensed for seven years and have fostered over 20 children during that time. They became foster parents with the hope of growing their family through adoption. In 2011, Angie and Wes adopted their son, and are in the process of adopting two more boys who have been in their care for over three years. In January, their son's baby brother was born and was placed in their home. Angie is definitely outnumbered but seems to hold her own quite well in a house of boys! Angie is also half of the dynamic duo that founded *Fostering Faith*, a support group for foster moms. Angie and Wes have helped recruit several foster families and have served as a mentor to many more. Thank you for your partnership!



## THE PERRYMAN FAMILY

**Sharon Perryman** has been fostering with NHC-DSS since 2011 and has seen a total of 18 children pass through her doors. Until she accepted placement of a teenage girl (later granted guardianship in 2015), Sharon had been almost exclusively a foster parent for newborn babies especially those born positive for drugs. Sharon's daughter and son-in-law, Catrina and Jeremy Streba are also foster parents with our agency! In February of this year, Sharon accepted placement of three teenage children from South Korea. Sharon has been a true "shining star" with everything she has done and is doing to help these children feel at home. She has even found someone to make them kimchi!! Thank you for your dedication to these children and to your continued commitment to foster!



**Ashley and Terry Meares** have been licensed with our agency since May 2016. Soon after becoming licensed they accepted placement of a large sibling group. They are currently in the process of adopting a sibling group of 6 children! They were also recent nominees for the Smart Start Children's Champion Award. Congratulations Ashley and Terry for a job well done!



**Misty and Kelli Herring** have been licensed foster parents for almost 10 years and have helped to provide a safe and loving home for over 20 children as well as adopted their two sweet and spirited little girls. Their family has also seen the addition of another dog, goats, chickens, a miniature horse, and most recently, a pet pig named Pickles. Misty and Kelli always answer a call from DSS and are ready and willing to help with the placement of a child whether emergency, respite, and/or longer. Thank you for being so AWESOME!!!

## THE GERARDOT FAMILY

Sherry and Seth Gerardot became licensed foster parents in January of 2015 and accepted their first placement less than two weeks later. After nesting at the NICU with a newborn baby girl for close to one month, they brought her home to meet Seth and Sherry's two sons (ages 3 and 4 at the time), and Sherry's teenage daughter. Just over two years later on April 21, 2017, which happens to also be Seth's birthday, their little girl became an official member of the Gerardot family. Congratulations, Sherry and Seth!!! Thank you for being willing to lend a helping hand whether for respite or to entertain children until a home can be located or long-term care. You always find a way to make our jobs easier!

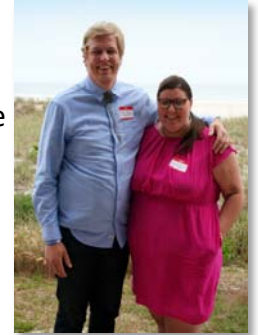
## THE ARCHER FAMILY

**Stan and Trisha Archer** have been foster parents since 2008. They have lovingly provided care for 21 children, including many newborns experiencing withdrawal. They provide a foundation of love and support for children in need. The Archer's are incredibly skilled at shared parenting and make connections with birth families through their empathy, kindness and heartfelt encouragement. They believe every parent should have the chance to reunify with their child and it shows. Stan and Trisha take the time to get to know birth parents by showing a genuine interest in them and a desire to make a connection. They often encourage other foster parents to attend court and use the time waiting for their case to be called to talk with the birth family and get to know them. Trisha serves as the Vice President of Foster Parent Association and is active in the Fostering Faith support group. The Archers serve as mentors to many foster parents and often speak on panel night at TIPS-MAPP graduation. They are the parents to four children, ages 5-9, and they stay on the go, often with a newborn in tow. They are true partners to our agency. Thank you, Stan and Trisha!



## THE BOSCALJON FAMILY

**Mike & Kaitlyn Boscailjon** were originally licensed on March 24, 2015, wanting to foster to adopt. Since that time they have adopted their son, in the process of adopting a daughter and have recently opened their hearts and home to their son's baby sister whom they nested with in the hospital after her birth and cared for her since then. Kaitlyn has been instrumental in the Fostering Faith support group for foster mothers, walking down the same path as foster mothers! Thank you Mike and Kaitlyn!



**Adam and Katherine Nicholas** have done an outstanding job of fostering a child who had extensive behavioral/ medical needs due to a brain injury. They have made numerous trips to UNC-Chapel Hill for treatment for this young child.

They were great at working in partnership with our agency and advocating to help this young child receive the services he needed. They have also recently adopted a young child who has special needs all the while fostering other children who needed placement.

**Ben Rose and Will Wilkinson** have been fostering for almost a decade. They have fostered 11 children and adopted three (ages 8, 7 and 3). They parent with great compassion, empathy and insight. Their humor and ability to keep things in perspective are skills that keep them grounded and effective. They are founding members of our adoption support group where they are comfortable sharing their own parenting triumphs and defeats with others to build trusting networks and a place of community and understanding.

Thank you Ben and Will! We hope you will continue fostering for another decade!



**Holly and Ryan O'Neill** have been foster parents since 2012. They came to us with hopes of adopting but have been true partners as foster parents. They have fostered 18 children, all ages 0-5. They fostered and helped transition seven children home before finally adopting their son in October 2014. The following year, they adopted their daughters. Holly and Ryan will both tell you that God *always* has a plan and they believe that everything has worked out just as it was supposed to. The O'Neill's are both teachers and feel a true calling to open their hearts and home to children in need. They offer structure, routine, stability, love and a whole lot of patience.

Thank you, Holly and Ryan!

NEW HANOVER COUNTY DSS



**FOSTER PARENT**

*Appreciation  
Picnic*

**SATURDAY, MAY 20TH, 11:00AM-1:00PM**

**LIVE MUSIC • FOOD • DRINKS • FUN**

**SPECIAL MUSICAL GUEST ADELAIDE  
HUGH MACRAE PARK, SHELTER 4  
RSVP TO YOUR LICENSING WORKER BY MAY 12TH**

# Happy May Birthdays!!!



5th—Tim Williams  
6th—Eloise Mitchell  
7th—Joe Williams  
8th—Jennifer Brausch  
9th—Clay Rogers  
9th—Don Senick  
10th—David Cuomo  
13th—Pamela DeSantis  
17th—Nancy Smith  
19th—Glenda Moore  
22nd—Mike Boscaljon  
26th—Stacy Guite  
31st—Laurel Senick



## Adoption Support Group

Wednesday, May 10th  
at 11:00am  
**Shelley Chambers' Office**  
2505 South 17th Street,  
Suite 200



Open to all of our NHC foster and adoptive families of children under the age of 12.  
Please feel free to invite other parents.

RSVP to Neely  
at [npoelling@nhcgov.com](mailto:npoelling@nhcgov.com)

## THE NEXT FOSTER PARENT ASSOCIATION MEETING WILL FEATURE

### Liz Constantinou

with Coastal Horizons  
The Birds, Bees and Sexting:  
Updating "The Talk" for the Next Generation

MONDAY, MAY 15TH

6:30-8:30PM

Pine Valley Methodist Church  
Activity Center-2<sup>nd</sup> Floor



3788 Shipyard Blvd, Wilmington, NC 28403

**CHILD CARE PROVIDED**  
**FOSTER PARENTS WILL RECEIVE TRAINING HOURS**

Please contact  
Susan Powell at 910-233-6264 or  
Trisha Archer at 910-617-4925  
for more information and/or to give your  
ideas for training topics.

[www.nhcfca.com](http://www.nhcfca.com)

## Fostering Faith

A Support Group for Foster Moms!



MONDAY, MAY 8TH  
6:30PM - 8:30PM  
CHICK-FIL-A @ MAYFAIRE

ANY QUESTIONS, CALL/TEXT/EMAIL  
KAITLYN BOSCALJON AT (910) 616-9750  
[kaitlynboscaljon@hotmail.com](mailto:kaitlynboscaljon@hotmail.com)

OR  
ANGIE BURMAN AT (910) 617-7850 [acffman@yahoo.com](mailto:acffman@yahoo.com)

FOSTER PANTRY  
a community closet

Need Something?  
Clothing, supplies, toys?

Contact  
Emily Klinefelter, Foster Parent  
925-963-9354  
[eklinefelter@brunswickforest.com](mailto:eklinefelter@brunswickforest.com)  
Text/email preferred

## LINKS Group

New Hanover County DSS  
"Annual Aged-Out Youth Panel"  
May 3, 2017  
4:30-6:00pm

Group is held the 1<sup>st</sup> Wednesday  
of each month from 4:30-6pm  
at New Hanover County DSS

Open to current and former  
foster youth, ages 13-21



# Foster Parent MAPP Training

Methodist Home for Children

Dates of Training: \_\_\_\_\_

Location: \_\_\_\_\_

Using the following scale, please answer each of the following questions. Also, please take a moment to share a **specific** comment about your evaluation of each question. Your comments help the trainers know exactly which training techniques are most beneficial and where we need to concentrate for improvement.

- 4 = completely satisfied
- 3 = slightly satisfied
- 2 = slightly dissatisfied
- 1 = completely dissatisfied

How satisfied are you                          --                          +

1. With the quality of instruction?

1 2 3 4

**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. With the usefulness of this training?

1 2 3 4

**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. With the pleasantness of the instructors?

1 2 3 4

**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. With the instructors knowledge of the subject?

1 2 3 4

**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. With the way the instructors answered questions?

1 2 3 4

**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Which specific sections did you find most helpful? Why? Who was the trainer of those sections?

**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. What are your suggestions for improvement of any aspect of the training experience?

**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## RELATED RESOURCES

**Webinar: Diligent Recruitment and Retention of Foster and Adoptive Families.\*** On June 23, 2017 the NC Division of Social Services, in partnership with the Jordan Institute for Families at the UNC School of Social Work, will offer a free 90-minute webinar for NC's public and private child placing agencies on recruiting and retaining foster and adoptive families. After the event a recording of the webinar will be available via [ncswLearn.org](http://ncswLearn.org).

**Online Orientation for Prospective NC Foster Parents.** This resource to support foster parent recruitment was developed by the NC Division of Social Services, in partnership with North Carolina's foster care agencies and the Jordan Institute for Families at the UNC School of Social Work. This 15-minute online orientation sends a consistent, inspiring message to families considering providing therapeutic or family foster care. Available at: <http://ncswlearn.org/foster>. No registration needed.

**fosteringNC.org.** In March 2017 the NC Division of Social Services launched [fosteringNC.org](http://fosteringNC.org), a learning site for our state's foster and adoptive parents and kinship caregivers.

**Foster Home Licensing: The Keys to Success.\*** This 2.5-hour, self-paced online course is designed to reduce the rate of incorrect or incomplete foster home licensing paperwork and to improve assessment and screening of licensing applicants.

**Foster Home Licensing in Child Welfare Services.\*** This 3-day course covers the process of licensing foster parents in a county DSS or private child-placing agency. Topics covered include NC licensing procedures, forms, regulations, the roles of a licensing worker, the mutual home assessment process, the family assessment, MEPA, and skills for working with foster parents.

**TIPS-MAPP Leader Certification.\*** *Trauma Informed Partnering for Safety and Permanence: Model Approach to Partnerships in Parenting* is an 8-day curriculum that teaches child welfare staff and experienced foster and/or adoptive parents to train foster and adoptive parent applicants. Participants learn to conduct 10 TIPS-MAPP meetings and the mutual home assessments for prospective foster/adoptive parent applicants and how to use the other TIPS-MAPP components, including: the family profile, and the partnership and professional development plans.

### Groups:

- **Western Adoption and Foster Care Association (WAFCA).** This informal group of public and private child placing agencies meets quarterly at the NC DSS Regulatory and Licensing Services Team offices in Black Mountain to discuss foster care and licensing issues. For more information please contact WAFCA's President, Heather Hill-Pavone ([heather.hill-pavone@buncombecounty.org](mailto:heather.hill-pavone@buncombecounty.org)).
- **The Recruiter's Network.** Includes a listserv of well over 100 professionals from public and private child-placing agencies in central North Carolina. Meets quarterly in the central region of the state for training and matching of families and children. To contact this group, send e-mail to: .
- **Southeastern Adoption Consortium.** This is a group of public and private foster care and adoption agencies meets every other month to share information to promote adoptions through foster care. During meetings the group provides in-service training and shares profiles of waiting children and profiles of families wanting to adopt. It also hosts an Adoption Awareness Picnic in Wilmington every November. Contacts: Alice Moore ([Amoore@nhcgov.com](mailto:Amoore@nhcgov.com)) and Tiffany Bickel ([Tbickel@nhcgov.com](mailto:Tbickel@nhcgov.com)).

\* For more information or to register, login to your [ncswLearn.org](http://ncswLearn.org) account.



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### About this webinar

This webinar was developed through funding from the North Carolina Division of Social Services by the Family and Children's Resource Program, part of the Jordan Institute for Families at the UNC-Chapel Hill School of Social Work.



In the future a recording of this webinar will be available on [ncswLearn.org](http://ncswLearn.org).

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### Why this Webinar?

Number of Children in DSS Custody Over Time in NC



Source: Management Assistance for Child Welfare <http://ssw.unc.edu/ma/>

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### NC's Foster Care Infrastructure

- 100 public child-placing agencies
- 83 private child-placing agencies
- 97 residential child care facilities (group/maternity homes)

#### Foster Homes

As of February 2017, NC had **6,828** licensed foster homes:

- 2,617 (38.25%) were family foster homes supervised by DSS agencies
- 3,944 (57.25%) were either family or therapeutic foster homes supervised by private agencies
- 267 (4.5%) were residential child care facilities

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### Why this Webinar?

- NC needs an ample, high quality pool of foster families!
- To attract, train, select, license, and support these families there are specific things each of us can do:
  - NC Division of Social Services
  - Supervising agencies
  - Individual child welfare professionals

*That's what this webinar is about*

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### Goals for this Webinar

*By the end of this webinar, we hope you will be able to:*

- Explain what NC DSS is doing to enhance the licensing process and to support Supervising Agencies
- Describe effective strategies Supervising Agencies are using to speed up licensing of families while maintaining an emphasis on quality/mutual assessment
- Identify one or more areas in which your agency's practices in this area might be improved

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*A Special Note About Questions*

- We will monitor questions via the chat box and answer them as possible throughout the webinar.
- There will also be a **follow-up document** that answers questions asked during this webinar; this document will be e-mailed to all registered participants and posted with the webinar recording.
- The webinar recording will be on ncsWLearn.org and on the Family and Children's Resource Program webpage (<http://fcrp.unc.edu/webinars.asp>).



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<p><b>Panelists</b></p> <p>Michelle Reines Alice Moore Jonathan Rockoff</p>	
<p><b>Moderator</b></p> <p>Chrystal Coble</p>	<p><b>Tech Support</b></p> <p>Phillip Armfield John McMahon</p>

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**Agenda**

- Update on NC DSS Efforts
- Things Supervising Agencies Can Do
  - Initial Contact/Orientation
  - Pre-Service
  - Linking Pre-Service and Licensing
  - Support After Licensure
- Practice Implications
- Questions and Answers



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**Update on NC DSS Efforts**



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**NC DSS: Enhancing the Licensing Process**

- Avg. time for new applications, January-October 2016: **34 days**
- Staffing prior to Oct. 2016:
  - 2 permanent consultants
  - 2 part-time, temporary consultants
  - 2 full-time processing assistants
- Oct. 2016: added 2 full-time, permanent consultants
- Late 2016: began LEAN business improvement process for foster home licensing actions



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**NC DSS Update (continued)**

- February 2017:
  - Hired manager
  - Mgr. now based in Black Mountain
- March 2017 – present: added staff, now have...
  - 6 full-time, permanent consultants
  - 4 full-time processing assistants
- Avg. time for new applications, Oct. 2016-Feb. 2017: **16 days (53% reduction)**



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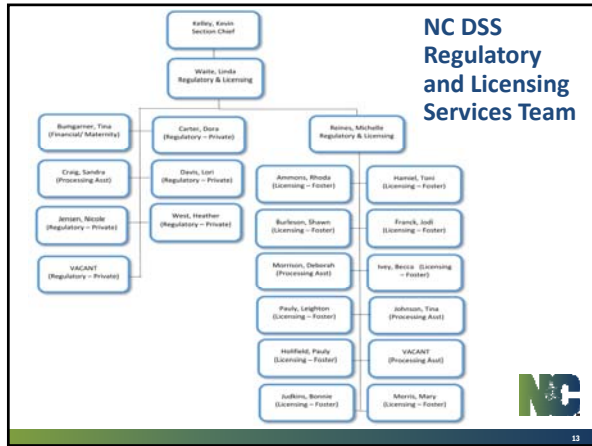
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## Initial Contact/Orientation

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**INITIAL CONTACT/ORIENTATION**

### NC DSS Recommendations

- Immediately respond to initial inquiries
- Provide orientation in a group setting
  - Saves time, consistent, answers all questions
- Complete pre-approval process
  - Collect info. & do home visit before proceeding with formal licensing process (training, etc.)




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### Methodist Home for Children's Foster Home Program

- Private, nonprofit agency
  - Based in Raleigh
  - 112 homes, primarily Central & Eastern NC
- FC, TFC, F2A, and private adoption
- Team: 4 Licensing Specialists who train MAPP
- Train MAPP 4x a year



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INITIAL CONTACT/ORIENTATION

### How It Works at MHC

1. People email or leave message on inquiry line
2. We track key data helpful for decision making and recruitment
3. Screen inquiries with form; screened-ins are sent info. and invited to monthly info. session
4. Info. session: families fill out short version of application and get honest picture of foster care; people submit short application at end if still interested
5. Team staffs the homes
6. Follow up with homes within 2 weeks of info. session to invite to class or decline
  - Invitees: Even if there is a wait, they know when classes start
7. Follow up regularly until start date



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### New Hanover County DSS Foster Home Program

- Public agency with 120 family foster/ foster to adopt homes
- 4 SWs: all teach TIPS-MAPP, license families, do preplacement assessments, recruit foster families, manage adoption assistance, and find placements
- 4 TIPS-MAPP certified (former) foster/adoptive parent co-trainers
- Unit averages ~23 placements/month (includes initial/moves/respite)
- In 2016: 46 new foster families licensed; 25 families closed out
- Ongoing monthly recruitment: presentations, community events, media/internet outreach



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INITIAL CONTACT/ORIENTATION

### How It Works in New Hanover



1. Inquiries come as calls, emails, walk-ins
2. SW describes program, fills out inquiry sheet, gives family application, and sets up pre-assessment home visit (occurs w/in 2 weeks)
3. After home visit: run criminal check, discuss any potential barriers to licensure
4. Invite family to next TIPS-MAPP class – next class is always scheduled
  - Even if there's a wait, they know when classes start
5. Agency tracks:
  - All inquiries to see how people are referred
  - All foster homes opened, closed, and why closed



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## Pre-Service Training



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PRE-SERVICE TRAINING

### NC DSS Recommendations

- Pre-service is a decision-making, mutual assessment process
  - Not comprehensive preparatory training
- Use an approved pre-service curriculum
  - TIPS-MAPP, Deciding Together, Pressley Ridge, or PRIDE
- Deliver pre-service with content **fidelity**
  - Ex. TIPS-MAPP delivered as one 3 hour meeting per week
- Use foster/ adoptive parent co-facilitator

TIPS-MAPP  
Trauma-Informed  
Partnering for  
Permanence and  
Safety: Model  
Approach to  
Partnerships in  
Parenting

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PRE-SERVICE TRAINING

### MHC Strategies



- MAPP offered 4x/year (2x Greenville, 2x Raleigh)
- MAPP Prep Days
- Trainers also write MHAs
- On night #1, distribute checklist with due dates
- Within 2 weeks of night #1, make first home visit to assess living space, pets, etc.
- Regularly have “real” conversations with families
- Specialists attend certain nights to begin building relationships and rapport
- Panel Night to share real experiences intertwined with movies, case studies, etc.
- Parents complete evaluations at end of class

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PRE-SERVICE TRAINING

### New Hanover Strategies



- TIPS-MAPP offered 1x every quarter (4x/year)
- MAPP prep days
- 2 nights/week (Tue. & Thu.), 3 hr. sessions
- Pass out forms during class so people can begin (physical forms, fingerprints, etc.)
- Teacher communicates with 3 other SWs daily/weekly about participants
- Panel held at the end of class; try to have:
  - Former foster youth
  - GAL
  - Agency Attorney
  - FP Assoc. President
  - CPS and Adoption SWs
- End-of-class trainer evaluations completed by class members



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### What Else Could You Do?

Activity 1:

- What else could your agency do in the area of **initial contact/ orientation** to help with licensing high quality foster parents?
- What else could your agency do in the area of **pre-service** to help with licensing high quality foster parents?



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Linking Pre-Service and Licensing



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LINKING PRE-SERVICE & LICENSING

### NC DSS Recommendations

- Mutual assessment and licensing paperwork completed by staff who facilitated pre-service
  - Next best thing: meeting notes and frequent conversations between staff; attend some sessions to begin relationships with prospective parents
- 12 Skills for Successful Fostering and Adopting handout
- Complete paperwork, home visits and consultations during pre-service
- Use internal controls: Review all licensing actions before they are submitted to NC DSS

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LINKING PRE-SERVICE & LICENSING

### MHC Strategies



- Goal: submit application to NC DSS 4-6 weeks after last night of class
- Foster Parent development plans
- Internal reviews before submitting any paperwork
- Use Docvault
- Specialists contact homes while licenses are being reviewed to continue relationship building

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LINKING PRE-SERVICE & LICENSING

### New Hanover Strategies

- Strong communication between TIPS-MAPP Leader and SW for that family
- Divide class evenly among SWs by 2<sup>nd</sup> week so they can begin working with family towards licensure
- Goal: Submit to NC DSS w/in 30-60 days of TIPS-MAPP's end
- Internal review by supervisor and program manager prior to submitting to NC DSS
- We do not use Docvault; but we check state XTND report to see when families are licensed



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## Support After Licensure



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SUPPORT AFTER LICENSURE

### NC DSS Recommendations

- Ensure all staff are well-versed in NCAC 70E & foster home licensing manual
- Set professional development goals with parents
- Complete processes for all subsequent actions ASAP, especially re-licenses



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**SUPPORT AFTER LICENSURE**

### MHC Strategies



- FP development plans updated at quarterly home visits
- 24-hour support
- Training:
  - Quarterly in-services
  - Seek other options specific to parent
  - Safety Day training
- FCLS attend clinical staff meetings
- Quarterly newsletter, advocacy board, events throughout year
- Referral bonuses
- Send relicense paperwork to families 5 months in advance
- Track initial license dates & timelines
- Then: 2-3 months; now: 1-2 (some homes still go slow)
- Prioritize fast-moving homes
- Then: ~80 homes  
Now: 112 and rising



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**SUPPORT AFTER LICENSURE**

### New Hanover Strategies




**Monthly**

- Foster/Adoptive Parent Assoc. meetings that include trainings based on foster parent needs
- Newsletter
- Adoption support group for foster parents who have/wish to adopt
- Foster mom's "fostering faith" support group

**Other**

- 24-hour support
- Pair up new and experienced foster parents
- Licensing SWs attend CFTs and court with foster parents if needed
- Send relicense paperwork to families 5 months in advance
- May, Nov., & Dec. events to celebrate Foster Care Month, Adoption Month, and the holiday season



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### What Else Could You Do?

Activity 2:

- What else could your agency do in the area of **linking pre-service and licensure** to help with licensing high quality foster parents?
- What else could your agency do in the area of **support after licensure** to help with licensing high quality foster parents?



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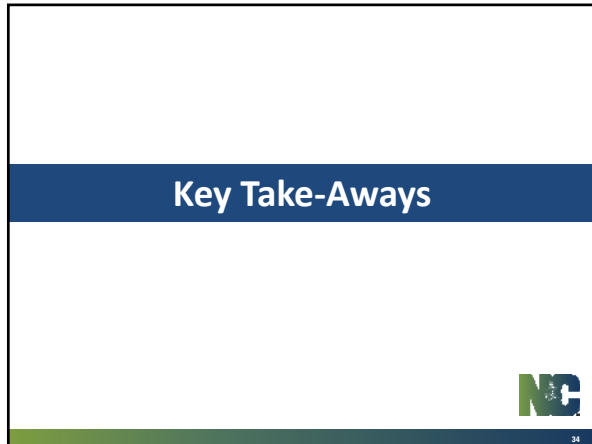
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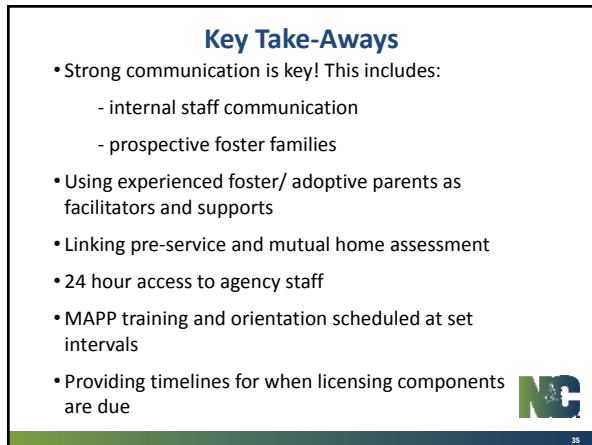
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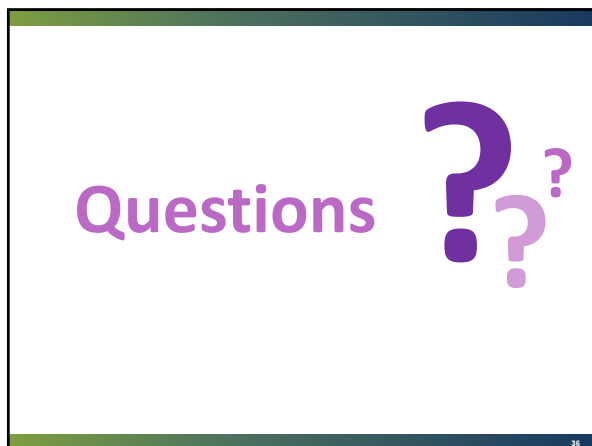
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### Related Resources

- June webinar about diligent recruitment of foster and adoptive families (June 23, 90 min.)
- Orientation for NC Foster Parents (ncswlearn.org, 15 min.)
- fosteringNC.org
- Foster Home Licensing: The Keys to Success (ncswlearn.org, 2.5 hours)
- Foster Home Licensing training (3 days)
- TIPS-MAPP Train-the-Trainer (8 days)
- Groups:
  - WAFCA
  - Recruiter's Network
  - SE Adoption Consortium

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### Contact Information



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**Jonathan Rockoff**  
Foster Care Licensing Supervisor  
Methodist Home for Children  
[JRockoff@mhfc.org](mailto:JRockoff@mhfc.org)

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*Follow-Up Document for the Webinar*

# **Efficiently Licensing High-Quality Foster Parents**

May 16, 2017

*Presenters*

Michelle Reines

*Child Welfare Services Section, NC Division of Social Services*

Alice Moore

*New Hanover County Department of Social Services*

Jonathan Rockoff

*Methodist Home for Children*

*Produced by*

Family and Children's Resource Program, part of the

Jordan Institute for Families

UNC-Chapel Hill School of Social Work

*Sponsored by*

NC Division of Social Services

**Webinar handouts:** [https://ncswlearn.org/ncsts/webinar/handouts/48\\_webinar\\_handouts\\_5\\_16\\_17.pdf](https://ncswlearn.org/ncsts/webinar/handouts/48_webinar_handouts_5_16_17.pdf)

**Recording:** if you missed the webinar or want to view it again, go to: <http://fcrp.unc.edu/webinars.asp>

## **Answers to Questions Asked During the Webinar**

*Responses in this document are from the NC Division of Social Services Child Welfare Services Section.*

### **I. Technology-Related**

#### **When is NC FAST coming? Will DocVault be going away once NC FAST is in place?**

NC FAST will be implemented in stages, from December 2017 to September 2018. Implementation dates are based on counties. DocVault will be phased out at that time.

#### **Presenters, what programs do you use for tracking?**

**(e.g., tracking how long families remain with the agency from their first inquiry)**

Methodist Homes uses Kaleidacare (<http://www.kaleidacare.com/>) and also Microsoft Excel.

New Hanover County uses Excel as well.

**Can a private child-placing agencies access the state XTND report?**

No.

**If private agencies cannot access XTND, is there a way we could put that up for consideration?**

Presenters will take this question to NC DHHS administration.

**Can licensing social workers have access to check on licensures, etc. or only supervisors?**

Supervisors and workers can check on licensing actions, but status checks cannot be done within 30 days of the licensing action submission.

**2. Process, Policy, and Procedures Related to Licensing**

**When it comes to relicensing, is the packet due 60 working days or 60 calendar days prior to license expiration?**

**Calendar** days - also, all references to timeframes in NC DSS's part of this webinar are based on calendar days.

**Can an additional choice be added to the License Termination page? Sometimes we move a child from a relative home who gets licensed & we don't plan on using the FH again--the FP/FPs decline to sign the termination which results in the need for quarterly visits.**

We cannot change this, as it is based on Administrative Rule:

10A NCAC 70E .0707 TERMINATION

(a) Licenses terminate at the end of the two year license period unless all relicensing materials have been received by the licensing authority prior to the license expiration date.

(b) The licensing authority shall terminate a license before the end of the two year license period if requested by the foster parents.

History Note: Authority G.S. 131D-10.1; 131D-10.3; 131D-10.5; 143B-153;

Eff. September 1, 2007;

Amended Eff. November 1, 2009.

**Is there a time difference between submitting an application via DocVault or mailing in hard copies?**

All applications are processed in the order they are received. There is no difference in the amount of time to process DocVault vs. hard copies once they're in the Black Mountain office. The only time difference is that mailing documents takes longer than sending them through DocVault.

**Is there a licensing regulation that states that a foster family cannot have three or more children in care age 3 or under?**

No; please see NCAC 70E.1001.



### **What can be done to get the fingerprints and the RIL back in a timely manner?**

The NC Division of Social Services is very aware that agencies do not always receive timely responses when it comes to fingerprint and RIL check requests. The Division is actively working to resolve these issues.

### **The max is 31 homes per licensing worker, correct?**

The maximum is 32 homes per licensing worker at county DSS agencies. This is per 10A NCAC 70G .0501 PERSONNEL(d): "Social workers or case managers serving children in family foster homes shall serve no more than 15 children. Social workers or case managers serving children in therapeutic foster homes shall serve no more than 12 children. Social workers providing foster home licensing services (licensing workers) shall serve no more than 32 foster families. Agencies providing family foster care services may combine the duties of the social worker or case manager and licensing worker and serve no more than ten children and ten foster families. Agencies providing therapeutic foster care services may combine the duties of the social worker or case manager and licensing worker and serve no more than eight children and eight foster families."

### **Water issues has been a huge roadblock when it comes to licensing families. Is NC going to revise or update the guidelines regarding water hazards close to home for applicants?**

While we recognize this is a concern, the Administrative Rules and Licensing Policies are rooted in safety for children. NC DSS has no plans to revise the rules regarding water hazards at this time.

### **With AD PPAs needing to be completed within 90 days, where/when in your process do you create your start date for a PPA or the "date approved for services" for your PPAs?**

For the most part, Methodist Homes for Children likes to see parents foster first before writing their PPAs. If a family has a pre-adoptive placement, or has fostered in the past and is interested in adoption, MHC will begin working on the PPA. New Hanover County does the same thing. There have been times in the past where NHC wrote the PPA as part of the licensing application if there was a case where the foster child was going to be adopted fairly quickly, but that is not the norm. New Hanover County likes to see the family foster first before writing their PPA.

## **3. Tools and Resources**

### **Presenters, would you be willing to share your checklist used during the beginning of preservice?**

Methodist Homes for Children is glad to share this checklist. You will find it at the end of this document.

### **Does anyone have a pre-screening tool they would be willing to share?**

Methodist Homes for Children is happy to share theirs. To obtain a copy, please contact Jonathan Rockoff ([JRockoff@mhfc.org](mailto:JRockoff@mhfc.org)).

### **Is there a listserv for licensing workers across the state for ideas to be shared?**

### **We would love to hear about others' licensing issues and how they deal with those issues.**

There is an NC Kids listserv and a separate MAPP trainers listserv maintained by NC DSS. To join the NC Kids list, send a request to [nc.kids@dhhs.nc.gov](mailto:nc.kids@dhhs.nc.gov). Certified MAPP leaders are automatically added to the

MAPP Leaders listserv when they complete their MAPP certification class. If you are a certified MAPP leader and have questions about this list, please contact Ginger Caldwell ([ginger.caldwell@dhhs.nc.gov](mailto:ginger.caldwell@dhhs.nc.gov)).

### **Can you tell us more about the Recruiter's Network?**

This group includes a listserv of professionals from public and private child-placing agencies in central North Carolina. It meets quarterly in the central region of the state for training and matching of families and children. To contact this group, send e-mail to [Jon.Hunter@rowancountync.gov](mailto:Jon.Hunter@rowancountync.gov).

### **Would it be possible for there to be an annual in-person meeting of licensing professionals? That way we all can share ideas and learn from and support each other.**

The Division's Regulatory and Licensing Team continues to explore ways to improve the foster home licensing process. This will be added to the list for discussion and consideration.

## **4. Staffing Licensing**

### **New Hanover County, how many Licensing SWs do your agency have?**

Four.

**NC DSS recommends that the same person or people in an agency should train and license foster parent applicants. But what if the agency does not have enough staff for this? In many smaller counties licensing specialists often wear many different hats, which makes it difficult to do everything that is recommended. All of the suggestions are great. It's just a manpower issue in some counties due to many smaller counties only having one foster home licensing specialist.**

That is the recommendation. However, it is OK if different individuals or groups do the training and licensing. If this is your arrangement, good communication is of the utmost importance.

### **MHC, which worker provides the 24-hour support you describe?**

Our division of labor is such that foster care specialists are on call 24/7, rotating on weekends. The foster care specialists' supervisor steps in if a foster care specialist cannot be reached.

## **5. Training-Related**

### **What is the MAPP site and how do you get access to it?**

There is a MAPP Leader site where you can post discussions and access videos and handouts for MAPP. For access to this site, you must be a certified MAPP leader in North Carolina. If you have questions about this site or becoming certified please contact the NC Division of Social Services' Ginger Caldwell ([ginger.caldwell@dhhs.nc.gov](mailto:ginger.caldwell@dhhs.nc.gov)).

**If a family had been trained in PRIDE and licensed in another state (and we obtained evidence) within a year of their license expiring and wanted to be licensed in North Carolina due to a move, would their previous PRIDE training be acceptable in moving forward with the licensure? (There would be NC specific discussions, etc.)**

Yes, if they provided proof of the training and their license expired less than a year ago.

## **Are there pre-service training requirements for prospective foster parents beyond the 30 hours of MAPP?**

Please refer to 10A NCAC 70E .1117 TRAINING REQUIREMENTS for training requirements. Therapeutic foster parents shall receive at least 10 additional hours of training in behavioral mental health treatment services.

## **What is the “RPC” training?**

“RPC” stands for “Resource Parent Curriculum,” which is itself shorthand for *Caring for Children Who Have Experienced Trauma: A Workshop for Resource Parents*. This is a training consisting of 2-hour sessions delivered over eight weeks. In North Carolina the Center for Child and Family Health certifies local trainers to teach this course. You can read about the RPC here:

[https://www.ccfhnc.org/programs\\_66\\_2274227261.pdf](https://www.ccfhnc.org/programs_66_2274227261.pdf). Interested in learning more? Contact the Center for Child and Family Health (<https://www.ccfhnc.org>).

## **Does Together Facing the Challenge count as an approved Pre Service Training?**

*Together Facing the Challenge* is not a pre-service training for family foster care. Rather, it is an in-service training/consultation approach to improving practice in treatment foster care. However, it has also been approved to meet the requirements for 10 hours of additional training for a therapeutic license. To learn more visit <https://sites.duke.edu/tftc/> or contact *Together Facing the Challenge’s* developer, Maureen Murray ([murra024@mc.duke.edu](mailto:murra024@mc.duke.edu)).

## **Can you tell us more about the TIPS-MAPP site?**

North Carolina has a “closed” Intranet website for TIPS-MAPP leaders and those in the process of becoming certified. NC DSS gives a link to the site and instructions for access to individuals completing the MAPP certification class.

## **Will TIPS-MAPP be offered this fall?**

Future offerings of TIPS-MAPP leader certification trainings can be found by visiting [www.ncswLearn.org](http://www.ncswLearn.org) and searching “TIPS.”

## **What is FosteringNC.org?**

<http://fosteringnc.org/> is a new learning site for North Carolina’s foster and adoptive parents and kinship caregivers. It features free on-demand courses, recorded webinars, helpful, short videos, links to resources, and answers to common questions asked by many resource parents.

## **How do you register for the June 23, 2017 webinar?**

To register for this webinar about recruiting and retaining foster and adoptive families, go to [www.ncswLearn.org](http://www.ncswLearn.org). Registration closes on June 16, 2017. Note: this event is open to North Carolina child welfare professionals from county DSS and private child-placing agencies.

## 6. Miscellaneous

### **Of the 6,000+ foster families, how many are actively serving children?**

Available administrative data do not allow us to answer this question exactly, but we can come close. As stated during the webinar, in April 2017 there were 6,843 licensed foster homes in North Carolina (includes both family foster care and therapeutic foster care). The capacity of each of these homes varies; in other words, each has a maximum number of children it can care for at a time, with the typical capacity ranging from 1-5 “beds.” The capacity of a home depends on the placement type and other factors. In April 2017, approximately 40% of these “beds” were occupied 5,541 children in DSS custody. Some of the remaining 60% of the state’s foster care beds are always in use by children who are not in DSS custody (e.g., private therapeutic foster care placements).

### **Is there a way to know how many public agencies offer referral bonuses? And how much?**

This information is not available.

### **How do you get foster parents to participate in support groups? We have tried several times but things seem to fizzle out.**

Methodist Homes for Children says they have had some of the same struggles but get better results when they recruit their stronger foster parents to take a leadership role in these groups. They have seen better retention and attendance when parents themselves take ownership.

New Hanover County has also struggled with this but agrees with Methodist, that having strong foster parents take leadership roles is key. New Hanover also pays for childcare during the monthly association meetings and sets up the trainings. We get input from foster families on the types of trainings that they want to have.

### **CORRECTION FROM WEBINAR:**

The spoken narrative on slide #14 for the last bullet point was incorrect. It was stated that the average number of days from October 2016 to **February** 2017 was 13. This was actually the average number of days to process new licenses from October 2016 to **April** 2017 (as written on the slide).

## Participant responses to the question:

What else could your agency do in **pre-service** to help with efficiently licensing high quality foster parents?

- Have a home visit within two weeks of class instead of waiting until profiles are completed
- Thorough interviews to best identify potential placements
- more involvement from the children, both birth children and foster children
- I like the idea of having the post evaluation. I use it for MAPP, but not for Deciding Together
- Initiate visits while the families are in training to cut down the time it takes to license them.
- implement a checklist with due dates on the 1st night
- Our agency needs to have foster/adoptive parent facilitators.
- An end-of-class trainer and training evaluation.
- Have home visit within the 2 weeks
- Use foster parent as a co-trainer
- Implement consistent distribution of checklist regarding requirements and due dates
- Regular communication during MAPP with trainers
- Training evaluation
- Have an experienced foster parent co trainer
- Start licensing process earlier during MAPP course
- hand out paperwork for licensure during MAPP
- use foster parent as co trainer
- Set schedule for the year in advance
- Do home visits earlier, clarify if there are other adults in the home, issues of water on or near property
- Identify safety issues in the home that would prevent licensure, willingness to make changes
- End of class evaluations.
- All of our MAPPs trainers are not completing the DSS 5016, so creating a form that they could provide feedback from the session would be great.
- Have team meeting with the licensing team so we are ALL on the same page.
- Have a co trainer that is a foster parent
- more involvement from the biological children
- Have a foster parent as a co trainer
- Enlist an experienced foster parent to co train TIPS-MAPP instead of only using staff
- use foster parents as trainers
- Set deadlines on paperwork to determine who wants to proceed at a faster rate.
- Make sure they are informed of the difference between family foster and therapeutic. Ensure they
- they know what their responsibilities as a foster parent will be to help them make better informed choices about fostering
- interviewing potential families prior to signing them up for MAPP
- Have a training evaluation, and checklist for participants
- Eliminate prospective parents based on "concerns/red flags" earlier on in the pre-service process, rather than the end.
- Go out and assess the home before MAPP starts.
- start having home visits with families during MAPP
- Set training schedule for the year
- Conduct criminal background checks before starting the class
- Home assessments first
- Use former Foster parent to help facilitate MAPP
- have foster parents help co-train MAPP class
- Include a panel in MAPP training
- One person in our agency does initial contact/MAPP/home assessments/licensing and supervision of the homes, no co-trainer. This SW also has a small FC caseload, completes courtesy fc cases for other counties, all step-parents and relative adoptions, AA case manager. A co-trainer would be extremely helpful, specifically one who has been trained for the materials.
- Also a co-trainer would be helpful
- Have a current foster parent come into MAPP to discuss their experiences and answer questions
- Shorten the application
- Have a panel of foster parents, social workers and other important persons available for questions and general information
- Using foster parents as trainers.
- adequate expectations
- Assess true availability of schedule to have adequate time to properly foster the children placed in the home
- keep your head up
- Utilize an experienced and trained foster parent as your co-trainer.
- Utilize experienced parents to assist with ongoing fostering trainings
- adequate staff

**Responses to the question: *What else could your agency do in the area of initial contact/ orientation to help with licensing high quality foster parents?***

- implement a pre-screening process
- Implement consistent "pre" training home visits
- Making sure to keep continued communication with prospective families before training actually begins
- Add the pre-assessment home visit to our process.
- Have next MAPP date ready for interested persons
- Make home visit prior to MAPP class when possible.
- Making a home visit prior to the classes beginning.
- We could do background checks sooner.
- Improve pre training contacts
- Track where referrals are generated from
- Having dates of classes scheduled
- pre assessment home visits
- pre-MAPP home visits
- Track the data from the initial contact with families
- Have a pre-screening process
- Check social media!
- After the initial contact/orientation, I would go out and visit with the prospective foster family in their home.
- We could begin making a "pre-screening" home visit, which we had not thought of doing before.
- Screening parents to make they meet minimal standards prior to meeting 1.
- Go ahead and do background checks.
- Begin doing the Pre-Service home visit at the beginning of the process.
- We call families back within 24 hours. We have monthly orientation meetings but also meet with families individually if needed.
- My agency could do monthly info sessions
- Agencies can write their own Mutual Home Assessments on families that transfer
- Involve Foster Parents in conducting the Initial Contact and Orientation
- Ensure the Pre-Screening Tool addresses all areas that could be potential barriers to successful licensure
- Make sure we are meeting with prospective families before the first MAPP session.
- track where referrals are generated from
- Email/newsletter with ongoing stories and reminders about upcoming training
- Add pre-assessment home visit to our process.
- be more specific with the MAPP registration in looking for issues.
- Create a checklist of all needed items for licensure
- More thorough pre-screening process
- Come up with some type of pre screening sheet to see what road they would like to travel, adoption or foster
- Complete a pre-training home visit
- We like the thought of doing home visit before preservice starts
- do a better job of pre-screening up front.
- implement pre-screenings
- track data from initial contact and following up within 24hrs
- Provide the forms for the fingerprint process and background checks
- We offer Tips MAPP 2 times a year, if a family contacts us months before the next class we could do a better job of keeping them engaged... I like the idea of having the MAPP class next start date ready
- pre-screening is very important.
- Have a pre assessment of the home
- Add a group orientation date

- develop a short version of application, and monthly info sessions
- At NC Kids, we serve as a portal for families who are interested in a variety of different things (adoption, foster care, kinship, both), and it would be helpful if we had info on when different agencies had upcoming orientation meetings, etc.
- Implement initial home visit and one-on-one (getting to know the parent(s) prior to training
- Post orientation video on website to provide additional information or include link in email for response for online inquiry
- We could do a better job tracking information
- home visit before the family starts training
- Do better screening upfront.
- Consistent communication, provide all forms needed for background etc.
- Implement more of a pre-approval process; we do an initial screening, but home visits and complete background checks before class starts would be helpful.
- Thorough interviews to best identify potential placements
- conduct all background checks immediately
- Have a home visit before starting classes and initiate a pre-screening check
- pre-screening meeting
- complete a pre-training home consultation
- Make it clear to the applicant the expectations of the program.
- Home visits before MAPP begins
- have a central place online where potential families can inquire about becoming foster parents
- I like the idea of a home visit prior to training.
- Implementing a better pre-screening process to include a visit. Also a seminar to provide more information that will allow potential participants to make the decision if fostering is for them prior to class
- home visits prior to MAPP classes
- checklist
- Our agency could offer group orientations most information is provided individually.
- like pre-assessment home visits
- background checks and home visits before class instead of after MAPP
- Complete pre-screenings home visits sooner than we have.
- On line frequently asked questions
- Pre-screenings
- come up with a prescreening check list sheet
- Set the dates of classes ahead of time
- Include an experience foster parent in orientation.
- Home visit prior to class beginning.
- Do more following up on prospective/potential foster parents and better pre-screening
- Broaden our methods for bringing in high quality foster parents
- I like to go to them after first contact, taking the application and answering any questions up front while assessing the home environment.
- prescreen early
- Add a pre-service home visit to the process in order to meet with the family and ask specific questions before the pre-service begins.
- Make initial home visit prior to MAPP and devise a pre-screening tool
- have interest meetings off site
- More in depth pre-screening including home visits.
- Conduct a pre-service home visit on a consistent basis
- pre screening
- Regular monthly contact up to the orientation meeting to those who inquire about becoming a FP

**Responses to the question “What else works for your agency in the area of linking pre-service to licensure to help with licensing high quality foster parents?”**

- developing a website
- Continued communication with the prospective foster parents as things are completed and what to expect next
- same person that trains does the licensure
- communication.
- I generally have all of the licensure information prepared and the prospective foster parents are informed of the expectation of training. During our orientation night, a list of the 10-week course is provided and the dates/times when paperwork is due is provided so that they know what to expect and when things are do.
- We have website with Informational Meeting dates for year, and MAPP session dates for year. Also has our application and video on it.
- Follow-Up with FP once packets have been submitted including inviting them to trainings and events
- Communicating the process clearly
- same staff from beginning to end of the licensing process
- trainer complete licensure
- Allow foster parents to provide training
- We are writing PPA/adoption home studies in lieu of mutual home assessments for our foster to adopt families
- communication
- We hold an orientation meeting prior to the first MAPP class.
- sending licenses within one month of completion of class and following up with the family as the status....remain in communication with them
- Explaining expectations clearly
- Do a quarterly newsletter, featuring an outstanding foster family
- Create foster parent development plans with families linking with 12 skills
- We have foster parent as MAPP trainers
- We have an orientation meeting before scheduling MAPP training classes with interested families
- We provide a list of possible barriers to licensure during our Informational meetings that address issues like water hazards , etc..
- Monthly newsletters
- foster parents as trainers
- Improve tracking documentation from begin to end
- Emphasize need to complete licensing paperwork immediately
- Be speedy. Also, we have our foster parents write letters to themselves on the last day of class and we mail them a week or so after they get their license. Just to remind them why they are in over their head and to see the light
- Same staff from beginning to end of training. Clear expectation and a better relationship.
- Have potential foster parents to current monthly training for already licensed foster parents.
- Follow up with parents. do not start communication, then stop
- seasoned parents for training and information sessions
- Our trainers are also the licensing workers
- also have same staff from beginning to end with applicants
- It would be great for agencies to share any training aids, questionnaires to help with license application.
- We have the same staff throughout the entire process. Our families feel comfortable with their licensing worker and this helps with initial placement of children
- I think all of these suggestions are great but if each head person that makes these decisions at each agency is not present then where do we go?



**Responses to the question “What else works for your agency in the area of support after licensure to help with licensing high quality foster parents?”**

- monthly foster parent group training
- I like the idea of a newsletter that is specific to foster homes and the fostering faith support group
- monthly trainings
- foster parent support group
- trainings
- Always call foster parents and check on them the day after placement, even on a weekend.
- Foster parents are invited to call you any time
- Continued on-going support 24/7
- Quarterly Foster Parent Meetings
- Monthly support meetings and on-call
- We provide RPC training after licensure
- Licensing visits the family before a placement and two weeks after a placement.
- quarterly newsletter
- Monthly in-service trainings
- monthly newsletter
- monthly trainings
- Support group meetings based on topics requested by our foster parents.
- 24/7 support
- Continue to provide "clinically based" training to further develop the skills of our foster parents.
- monthly training and monthly home visits for new foster families who have their first placements.
- Send a parenting tip of the month via e-mail to all licensed families
- trainings and licensing worker being available for families, checking in with the family to see how things are going
- on-going trainings and training offered on-line
- Offer various support groups for Foster Parents in addition to continuing education trainings; launch a newsletter
- More trainings and monthly newsletter
- referral bonuses
- monthly Foster parent Training/Support groups
- communication
- web site or newsletter
- Weekly communication with homes that have children and at least monthly with homes that do not have children currently placed.
- Hire more staff
- Overall good communication
- Monthly support group meetings/trainings
- Constant contact and developing a strong relationship.
- support group. We tried that once, but the foster parents were not active with it. Would be a good way to get them to commit to the support group.
- Schedule quarterly foster family social events in addition to monthly training opportunities.
- Quarterly foster parent meetings/ trainings and annual full day training
- Quarterly trainings, monthly support groups, constant communication and checking on parents
- Continued agency trainings and 24/7 support
- answer phone calls when parents call and return phone calls whether before work hours or after work hours
- Foster Parent Association Meetings/Trainings
- Communication
- Continued contact after PST until licensure. Keep families in the loop so they don't feel forgotten.
- We have also had GREAT responses to the RPC training and recommend it for all licensed families during their first 2 year license period
- Continued communication and being available
- support groups, continuous training. Observe trends with foster parents and offer training in that area, foster parent appreciation, quarterly visits focused on parent's strengths and needs
- Ongoing communication and training
- Monthly trainings.
- attend CFTs when foster families are involved
- Getting the foster parents together more often to build support among them.
- Monthly training/ support and newsletters.
- Our internal standards are when we place a child in foster home we have a mandatory check in within 7 days with the licensing worker (similar to 7 day visit for foster care workers) and when there is a placement in the home we visit monthly verses quarterly visits
- in-services monthly
- checking in with the families to see how they feel about the process and reassuring them that we are here to assist them

- let foster parents know I am available when they have an issue; I listen in a non-judgmental manner.
- Monthly newsletters , and re-licensure bonus
- monthly meetings with outside trainers and support group
- Offering various trainings both at the office and on line and attending CFT meetings whenever possible
- pair up new and experience foster parents to provide additional support
- We refer them to group sessions or classes for additional training
- setting up training opportunities that help with the existing needs of our foster parents
- Implement FP mentor program
- Monthly trainings and setting up foster parent peer to peer support system; i.e., link an experienced, high quality foster parent to a newly licensed home
- My licensed foster parents know that they can contact me if needed.
- quarterly visits, trainings with guest speakers, foster parent appreciation dinner
- Wake County. Licensing SWs complete monthly home visits for the first year for all newly licensed families. Bi-monthly, and quarterly contacts for more experienced foster families.
- Quarterly meetings
- We offer the resource parent curriculum "Caring for Children Who Have Experienced Trauma" to all foster parents and this helps with less disruptions
- monthly contact with foster parents and 2 home/face to face visits a quarter with foster parents
- We have had a tough time getting a parent support group going. I want to make that more of a priority.
- Knowing how busy the foster care social workers are, when newly licensed families are not getting answers they need, I serve as a liaison to get them the answers they need. This helps keep their frustration down with the ongoing communication issues that plague us.
- effective communication skills but active listening skills as well for on-going needed support
- We do a visit within 7 days of placement and complete a physiological safety assessment of the child
- Licensing and SW support the foster parents through the process of new placements.
- offer more trainings and meetings
- Offering support, continuous training and open communication.
- Communication with foster parents and checking in on a regular basis.
- As soon as the application is submitted, start inviting these families to the support group meetings
- monthly visits, communication, being available at all times via email/telephone/face to face contact
- RPC training!!
- We have trainings but I would like for our foster parents to have a support group that is easily accessible for them.
- We provide 24-hour support to our families
- Parent support group meetings.
- we have a very active foster parent association and try to offer in-service training in addition to their monthly meetings at least quarterly / and also we have had a very active foster / adoptive parent support group, we have been unable to do it as often due to limited staff / and small county
- promptly returning call and support
- Checking in with the foster parents and returning calls in a timely manner
- Keeping the communication open with all the parties involved, case managers and adoption workers we all meet once a week to discuss any issues or things that may be necessary
- quarterly trainings and banquets in May and November. We provide holiday items for children in Dec and for FP.
- Staff to family ratio that can ensure efficient and supportive relationship
- Offer more training and support groups
- support groups with a therapist
- you got to look at Facebook
- newsletters, trainings with outside speakers, regular in-service and opportunities for foster parents to form relationships and support from one another. Also having a newly licensed family mentored by an experienced family
- we do not but you will find out many things about these potentials
- let the parents know that they are appreciated and needed

# Methodist Home for Children

## Licensing Checklist for New Foster Parents



### **Please turn in the following items on the due date indicated:**

1. Initial Application Packet (distributed on Day 1), due on \_\_\_\_/\_\_\_\_/\_\_\_\_
2. Family Profiles (distributed on Day 2), due on \_\_\_\_/\_\_\_\_/\_\_\_\_
3. Fingerprints for each member of the home 18 and older (distributed on Day 4), due on \_\_\_\_/\_\_\_\_/\_\_\_\_
4. Out-of-State background checks for each member of the home 18 and older if they have not resided in NC for the previous five years (distributed on Day 5), due on \_\_\_\_/\_\_\_\_/\_\_\_\_

### **Please turn the following items in by the last day of class on**

\_\_\_\_/\_\_\_\_/\_\_\_\_

1. Medical history form for each member of the home (distributed on Day 3) \_\_\_\_\_
2. Medical physical form for each member of the home (distributed on Day 3) \_\_\_\_\_
3. Fire Inspection (distributed on Day 6) \_\_\_\_\_
4. Casey Assessment (distributed on Day 12) \_\_\_\_\_
5. Household Budget Worksheet (distributed on substance abuse night) \_\_\_\_\_
6. Copies of valid driver's license for each parent \_\_\_\_\_
7. Copies of social security cards for each parent \_\_\_\_\_
8. Copies of birth certificates for each parent \_\_\_\_\_
9. Copies of marriage licenses and/or divorce decrees \_\_\_\_\_
10. Copies of diplomas (GED/high school/highest level of schooling completed) \_\_\_\_\_
11. Floor plan of home \_\_\_\_\_
12. Proof of rabies shot for each pet \_\_\_\_\_
13. Voided Check \_\_\_\_\_
14. Proof of homeowners/renters and auto insurance \_\_\_\_\_