

# **North Carolina Diligent Recruitment and Retention Plan**

## **Appendix C: Diligent Recruitment and Retention Resource Guide**

### **Foreword**

Three statewide, all day, stakeholder meetings were held in October 2016 and January 2017 with over 200 participants, to seek input for NC's Diligent Recruitment and Retention Plan. These stakeholders included County DSS's, private child placing agencies, foster and adoptive families, youth, Guardian Ad Litem staff, and other key stakeholders. Each attendee provided input into the development of the North Carolina Diligent Recruitment and Retention Plan. The approach was collaborative and structured, and was facilitated by the National Resource Center for Diligent Recruitment at Adopt US Kids.

A consistent need identified at these stakeholder meetings was a centralized resource guide to support agencies in their recruitment and retention efforts. This appendix is such a guide. The NC Kids Adoption and Foster Care Network, at the NC Division of Social Services, maintains this resource guide as one portion of the technical assistance the team provides to counties and partner agencies. These resources are not all-inclusive, and their appearance in this resource guide does not constitute an endorsement by the North Carolina Department of Health and Human Services.

## Resource Guide Table of Contents

<p><a href="#">External Resource Links</a> <i>Web links on a variety of relevant topics related to DRR</i></p> <p><a href="#">General Resources</a> <a href="#">Customer Service</a> <a href="#">Data-Driven Recruitment</a> <a href="#">Interjurisdictional Placements</a> <a href="#">Multi-Ethnic Placement Act (MEPA)</a> <a href="#">Indian Child Welfare Act (ICWA)</a> <a href="#">Recruiting Specific Populations</a> <a href="#">Training for Resource Parents</a> <a href="#">Youth Engagement</a></p>	3
<p><a href="#">Types of Recruitment</a> <i>Definitions of the different types of recruitment and suggested activities in each recruitment area</i></p>	6
<p><a href="#">Sample Recruitment Letter</a> <i>An example of a letter you might send to a prospective family after initial inquiry</i></p>	9
<p><a href="#">Sample New Caller Intake Form</a> <i>An example of a way to record a structured intake of a prospective family</i></p>	10
<p><a href="#">Sample Inquiry Tracking Table</a> <i>An example of a way to maintain data on inquiries and ensure timely follow-up</i></p>	11
<p><a href="#">Sample Exit Interview</a> <i>An interview one would do with a family if they were separating from your agency</i></p>	12
<p><a href="#">Sample Renewal Interview</a> <i>An interview one would do with a family as they renew their licensure</i></p>	13
<p><a href="#">Sample Satisfaction Survey</a> <i>A survey one would periodically have families complete to assess how the agency can improve</i></p>	14
<p><a href="#">Questions to Engage Youth in Child-Specific Recruitment</a> <i>Some questions to ask youth to help find family connections and potential kinship caregivers, as well write a high-quality pre-adoptive summary for the child</i></p>	20

## External Resource Links

### General Resources

- “What Can I and My Agency Do to Improve Recruitment” – NC Practice Notes:  
<https://capacity.childwelfare.gov/states/focus-areas/youth-development/blueprint-series/>
- Recruiting and Retaining Resource Families – Child Welfare Information Gateway:  
<https://www.childwelfare.gov/topics/permanency/recruiting/>
- National Resource Center for Diligent Recruitment (NRC-DR):  
<http://www.nrcdr.org/>
- A Community Outreach Handbook for Recruiting Foster Parents – Child Welfare League of America  
<http://www.hunter.cuny.edu/socwork/nrcfcpp/downloads/recruiting-foster-parents.pdf>
- Recruitment, Training, and Support: The Essential Tools of Foster Care – The Annie E. Casey Foundation  
<http://www.aecf.org/resources/recruitment-training-and-support-the-essential-tools-of-foster-care-1/>
- Getting More Parents for Children from Your Recruitment Efforts – Adopt US Kids  
<http://www.adoptuskids.org/assets/files/NRCRRFAP/resources/practitioners-guide-getting-more-parents-from-your-recruitment-efforts.pdf>

### Customer Service

- *Treat Them Like Gold* – NC DHHS Publication:  
[https://www2.ncdhhs.gov/dss/publications/docs/Partnering\\_with\\_Resource\\_Families.pdf](https://www2.ncdhhs.gov/dss/publications/docs/Partnering_with_Resource_Families.pdf)
- Using Customer Service Concepts to Enhance Recruitment and Retention Practices – NRC-DR:  
<http://www.nrcdr.org/assets/files/using-customer-service-concepts-to-enhance-recruitment-and-retention-practices.pdf>
- Phone Interactions with Families – NRC-DR:
- <http://www.nrcdr.org/assets/files/NRCRRFAP/resources/five-things-you-can-do-customer-service-phone-interaction.pdf>

### Data-Driven Recruitment

- Data-Driven Recruitment – NRC-DR:  
<http://www.nrcdr.org/assets/files/NRCDR-org/data-driven-recruitment-110514.pdf>
- Overview of Market Segmentation – NRC-DR:  
<http://www.nrcdr.org/assets/files/NRCRRFAP/resources/overview-of-market-segmentation.pdf>
- Speaking the Same Language – NRC-DR:  
<http://www.nrcdr.org/assets/files/NRCDR-org/speaking-the-same-language-110614.pdf>
- NC Child Welfare Program Data – Published by the Jordan Institute (UNC-CH School of Social Work)  
<http://ssw.unc.edu/ma/>
- Developing Recruitment Plans Toolkit – NRC-DR:  
<http://www.nrcdr.org/assets/files/NRCDR-org/developing-recruitment-plans-toolkit.pdf>

### **Interjurisdictional Placements**

- “Tips and Strategies for Successful Out of State Adoptive Placements” – NC DHHS and the Jordan Institute for Families (NC Kids and ICPC):  
Webinar: <https://www.youtube.com/watch?v=MWWdOnFailI&feature=youtu.be>  
Handouts: <http://fcrp.unc.edu/pdfs/interstate.pdf>
- Key Elements and Strategies for Effective Interjurisdictional Work – NRC-DR  
<http://www.nrcdr.org/assets/files/NRCRRFAP/resources/key-elements-and-strategies-for-effective-interjurisdictional-work.pdf>

### **Multi-Ethnic Placement Act (MEPA)**

- “Guide to the Multi-Ethnic Placement Act” – NC DHHS  
<https://www2.ncdhhs.gov/info/olm/manuals/dss/csm-50/man/appendixp.pdf>
- Understanding and Complying with Title VI of the Civil Rights Act of 1964 and The Multi-Ethnic Placement Act of 1994” – US DHHS, Administration for Children and Families  
[https://www.acf.hhs.gov/sites/default/files/cb/mepa\\_powerpoint.pdf](https://www.acf.hhs.gov/sites/default/files/cb/mepa_powerpoint.pdf)

### **Indian Child Welfare Act (ICWA)**

- NC Indian Child Welfare Program – NC DHHS (Contains contact info for tribal enrollment representatives for all NC tribes and bands of American Indians)  
<https://ncadmin.nc.gov/citizens/american-indians/american-indian-initiatives/indian-child%20welfare-program>
- Full text of the Indian Child Welfare Act (ICWA) – Tribal Law and Policy Institute  
[http://www.tribal-institute.org/lists/chapter21\\_icwa.htm](http://www.tribal-institute.org/lists/chapter21_icwa.htm)
- Commission of Indian Affairs  
<https://ncadmin.nc.gov/about-doa/divisions/commission-of-indian-affairs>
- Eastern Band of Cherokee Indians  
<https://ebci.com/>
- “A Guide to Compliance with the Indian Child Welfare Act” – National Indian Child Welfare Association (NICWA)  
[http://www.nicwa.org/Indian\\_Child\\_Welfare\\_Act/documents/Guide%20to%20ICWA%20Compliance.pdf](http://www.nicwa.org/Indian_Child_Welfare_Act/documents/Guide%20to%20ICWA%20Compliance.pdf)
- For assistance with meeting the needs of Native American resource families, you may contact the Commission of Indian Affairs  
Lori McClain – 919-807-4440

### **Recruiting Specific Populations**

- Moving Toward Cultural Competence – NRC-DR:  
<http://www.nrcdr.org/assets/files/NRCRRFAP/resources/moving-toward-cultural-competence.pdf>
- Working With African American Adoptive, Foster, and Kinship Families – NRC-DR:  
<http://www.nrcdr.org/assets/files/NRCRRFAP/resources/working-with-african-american-families.pdf>
- Recruiting Families for Native American Children – NRC-DR:  
<http://www.nrcdr.org/assets/files/NRCRRFAP/resources/recruiting-families-for-native-american-children.pdf>

- [Nuestra Familia, Nuestra Cultura: Promoting and Supporting Latino Families – NRC-DR](http://www.nrcdr.org/assets/files/NRCRRFAP/resources/nuestra-familia-nuestra-cultura.pdf)  
<http://www.nrcdr.org/assets/files/NRCRRFAP/resources/nuestra-familia-nuestra-cultura.pdf>
- [Strategies for Recruiting and Retaining Preferred-Placement Foster Homes for American Indian Children – Casey Foundation](https://www.casey.org/icwa-recruitment-retention/)  
<https://www.casey.org/icwa-recruitment-retention/>
- Recruiting and Supporting Military Families Who Are Adopting:  
<http://www.nrcdr.org/assets/files/NRCRRFAP/resources/wherever-my-family-is-thats-home.pdf>
- Strategies for Recruiting LGBT Foster, Adoptive, and Kinship Families:  
<http://www.nrcdr.org/assets/files/strategies-for-recruiting-LGBT-foster-adoptive-kinship-families.pdf>
- Finding Common Ground: A Guide for Child Welfare Agencies Working with Communities of Faith – NRC-DR:  
<http://www.nrcdr.org/assets/files/NRCRRFAP/resources/finding-common-ground.pdf>
- Recruiting, Developing, and Supporting Resource Families in Rural Communities (Webinar) – NRC-DR  
<https://www.youtube.com/watch?v=kh-auFN-l4s&feature=youtu.be&list=PLghM7YFZ4EP9f1wm5hPsLtV39hXb6JtYk>
- Recruitment and Retention of Kinship, Foster, and Adoptive Families for Siblings – NRC-DR  
<http://www.nrcdr.org/assets/files/NRCRRFAP/resources/practice-principles-and-seven-step-process-for-sibling-recruitment.pdf>

### **Training for Resource Parents**

- Fostering NC – Resource Parent Education Portal  
<http://fosteringnc.org/>
- Fostering Perspectives  
<http://fosteringperspectives.org/>
- Foster Parent College  
<http://fosterparentcollege.com>
- The National Child Traumatic Stress Network:  
<http://www.nctsn.com/>

### **Youth Engagement**

- Youth Engagement Blueprint Series – DHHS Child Welfare Capacity Building Collaborative:  
<https://capacity.childwelfare.gov/states/focus-areas/youth-development/blueprint-series/>
- Talking with Older Youth About Adoption – DHHS, Adopt US Kids, Child Welfare Information Gateway:  
<https://www.childwelfare.gov/pubPDFs/talking.pdf>
- Going Beyond Recruitment for Older Youth – NRC-DR  
<http://www.nrcdr.org/assets/files/NRCRRFAP/resources/going-beyond-recruitment-for-older-youth.pdf>

## Types of Recruitment: Definitions and Suggestions

### General Recruitment

General recruitment strategies help build public interest and awareness of the need for foster and adoptive parents for children and youth in foster care by broadcasting the need to a general audience. These strategies focus on drawing in a wide variety of families while setting the stage for more targeted recruitment.

Examples of General Recruitment:

- Setting up a booth/table at an event designed for a wide population of people, such as a fair or street festival
- “Swag” that is given out to the public at events or as they encounter the agency (such as pens, keychains, bags, t-shirts, etc.)
- Facebook/Twitter posts from your agency
- Media releases, TV spots on local news, ads in the local newspaper
- Events that promote Adoption Awareness Month, Foster Care Awareness Month, etc.
- Pamphlets and publications that are available on your website or on the state’s website (such as “You Don’t Have to Be Perfect to Be a Perfect Parent”)
- Heart Gallery

### Targeted Recruitment

Targeted recruitment considers the unique needs of children and youth in need of foster and adoptive families by developing recruitment strategies and messages based on their needs. Effective targeted recruitment uses demographic data to inform your recruiting efforts by identifying characteristics of current foster and adoptive parents and children and youth in care.

Examples of Targeted Recruitment:

- Building your data capacity is a critical component of targeted recruitment. What are the characteristics of children that you have in care? (Race, age, gender, sibling groups status, therapeutic need, etc.) Do you have families available to meet these needs? Your areas of largest need are the communities you should target.
- Partner with a school or school system located in community where many children from your county enter care; arrange to send flyers home with every child’s report card, or have a booth/table during open house night.
- Request permission to post information and/or speak at an event about the need for foster parents at a faith house or community center that is frequented by leaders from within the population you are seeking to recruit. Come prepared with data that informs the need for foster parents from their community (for example, “there are currently X number of Native American children in foster care in our county. X percentage of those children are placed in non-Native homes.”) Cultural competency is incredibly important as you seek to establish or maintain trust.
- Your materials should reflect the needs of your agency. For example, if you have a need for foster parents for teenagers, photos of a teen or group of teens should be on your pamphlets and websites.

- Target people that are already in helping professions, such as the medical field, teaching, social work, mental health, etc. You could arrange to leave flyers or speak at the next staff meeting at the elementary school or at a local hospital or clinic.
- Poll your current pool of foster parents to find out where people like them spend time in your community. Ask them where they typically go out to eat, what stores they frequent, how do they spend their free time, where do they work, etc. This can help you decide how to put your limited time, money, and energy to the best use, by focusing your recruitment on places where foster parents already congregate.

### **Child-Specific Recruitment**

Child-specific recruitment strategies help recruit foster, adoptive, and kinship families for specific children and youth in foster care. These strategies begin with a comprehensive child assessment and preparation process. Every effort should be made to involve the child as developmentally appropriate. Comprehensive strengths-based child pre-adoptive summaries are a critical component of child-specific recruitment.

Examples of Child-Specific Recruitment:

- Photo listings and/or video listings of available children (such as on Adopt US Kids)
- Participating in matching events with the child, where approved families meet children who are available for adoption
- NC Kids Program (DHHS)
- Family Finding services (CHS)

### **Retention**

Retaining resource parents is an incredibly important recruitment strategy that cannot be overlooked. Excellent recruitment strategies mean nothing if resource parents are not supported and developed to meet the complex needs of the children in care. Retention efforts should start from the first point of inquiry, and are intrinsically linked to quality customer service.

- Cross-train all staff so that they understand what to say (and how to say it) when they interact with a prospective or current resource family. The administrative assistant or the assessments social worker don't have to know absolutely everything about how to become a foster parent, but they should know some general talking point and who interested families can talk to within the agency.
- Call folks back! It's simple, but it's so incredibly important. Everyone is very busy, but taking just a moment to promptly return someone's call could mean the difference between a family feeling supported and a family feeling ignored.
- Partner with local businesses to offer discounts or special deals to resource parents in your community. Perhaps a local salon could provide foster children with free haircuts, or a local restaurant could offer one night a month where foster families eat for free. You could provide the businesses with a placard or certificate to display that indicates that they are supporting local foster children, which is both good for their business, and an additional general recruitment tool for your agency. This could be especially effective in rural communities.

- Organize foster parent appreciation events (dinners, picnics, movie nights, trips to the ball park, etc.). Not only do these events support current foster parents, they also are visible in the community and act as another general recruitment tool.
- Organize foster parent support groups and have agency staff provide childcare
- Send handwritten and personalized notes and cards on birthdays or other special days.
- Poll your foster parents to understand what makes them feel supported. Tailor your support to the specific needs of your families as best you can.

**Sample Recruitment Letter**  
[Agency Letterhead]

April 20, 2017

Hello,

Thank you for your interest in becoming a foster or adoptive parent in North Carolina! At NC Kids we are here to help you with getting started and to assist you on your fostering or adoption journey. Valuable information about how to become a foster or adoptive parent, frequently asked questions about the process and the child welfare system, as well as, information about the types of children who are in need of foster and adoptive homes can be obtained by viewing the "You Don't Have to be Perfect to be a Perfect Parent" brochure at: <http://info.dhhs.state.nc.us/olm/forms/dss/dss-5133.pdf> .

If you are interested in becoming a foster parent only, you may contact your local county Department of Social Services or one of the private foster home licensing agencies. To locate contact information for your county's DSS, please visit the North Carolina Division of Social Services website at <https://www2.ncdhhs.gov/dss/local/index.htm> . A list of private foster home licensing agencies can be found at: <http://www2.ncdhhs.gov/dss/licensing/docs/cpalistfostercare.pdf> . These agencies can provide you with information regarding upcoming informational meetings, training sessions and answer any questions you may have about the licensing process.

The first step to becoming an adoptive parent in NC is to obtain a Pre-Placement Assessment (PPA), also known as an adoptive home study, from a licensed adoption agency. All local county Departments of Social Services (DSS) are licensed. There are also several private agencies in North Carolina available to assist you. A list of these agencies can be found at: <http://www.adoptuskids.org/adoption-and-foster-care/how-to-adopt-and-foster/state-information/north-carolina#agency> . Please note that there are differences between a county agency and a private agency in terms of services offered and potential fees for those services. Selecting an agency to represent you during this process is an important decision. We suggest that you contact several agencies to discuss your adoption goals so as to make an informed choice.

Once you have obtained an approved Pre-Placement Assessment (PPA), you may register with the NC Kids office. You will then be added to a database of approved families and waiting children that is used to find potential matches. To register with NC Kids, please complete the Family Registration Form (<http://info.dhhs.state.nc.us/olm/forms/dss/dss-1821-ia.pdf> ) and return it along with a copy of your approved PPA. Please note that registration with NC Kids is optional and does not guarantee that you will be matched. It is simply one option available to you in your adoption journey. We encourage you to search for children on your own through AdoptUSKids or NC Kids' websites.

Please visit [www.AdoptUsKids.org](http://www.AdoptUsKids.org) and click on North Carolina to see children in our state that are waiting to be adopted. We recommend that you check the website frequently, as new profiles of children who have recently become available for adoption are added regularly. For confidentiality reasons, we are not able to make referrals or provide information on specific children without a current PPA.

Once you have had an opportunity to review the websites provided and to speak with your local agencies, please feel free to contact us with any additional questions. You may reach me at 1-919-527-6358 or by email at [britt.cloudsdale@dhhs.nc.gov](mailto:britt.cloudsdale@dhhs.nc.gov). Again, we appreciate your interest in North Carolina's waiting children.

Sincerely,

Britt Cloudsdale, MSW

NC Kids Program Consultant

**New Caller Intake Form (Sample) – Source: “Treat Them Like Gold”**

Contact Information for Prospective Resource Families

- 1. Name of Caller: \_\_\_\_\_
- 2. Date of Initial Call: \_\_\_\_\_ 3. Date Call Returned: \_\_\_\_\_
- 4. Home Address: \_\_\_\_\_
- 5. Primary Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_
- 6. Email: \_\_\_\_\_
- 7. DOB: \_\_\_\_\_ 8. Marital Status: \_\_\_\_\_
- 9. Employment: \_\_\_\_\_ 10. Work hours: \_\_\_\_\_
- 11. How did you hear about the need for resource parents/our agency?

12. Are you primarily interested in fostering? Adopting? Both? Volunteering?

13. What can I do for you?

- Send Information
- Arrange an Interview
- Accept a donation of goods/services
- Accept a donation of money
- Other: \_\_\_\_\_

Information on Others in the Home (if applicable)

Name: \_\_\_\_\_  
Relationship to Caller: \_\_\_\_\_ DOB: \_\_\_\_\_  
School or employment: \_\_\_\_\_

Name: \_\_\_\_\_  
Relationship to Caller: \_\_\_\_\_ DOB: \_\_\_\_\_  
School or employment: \_\_\_\_\_

Name: \_\_\_\_\_  
Relationship to Caller: \_\_\_\_\_ DOB: \_\_\_\_\_  
School or employment: \_\_\_\_\_

Notes from Call

Tracking Information

Informed of Orientation Meeting to be held: \_\_\_\_\_ Attended?  Yes  No  
Date Information Packet Sent: \_\_\_\_\_ Sent by: \_\_\_\_\_  
Date of Follow-up Letter or Visit: \_\_\_\_\_ Completed by: \_\_\_\_\_  
Staff Member Completing Form: \_\_\_\_\_

**Sample Tracking Table – Source: “Treat Them Like Gold”**

Inquiry Type	Name and Address	Phone #	F/A	How did they hear?	Date Packet Sent	Date Follow-up Call	Date of Orientation	MAPP	Approval Date

### Sample Exit Interview

Resource Parent Exit Questionnaire  
Agency Name: \_\_\_\_\_

Name (optional): \_\_\_\_\_  
Email (optional): \_\_\_\_\_  
Date of Exit: \_\_\_\_\_

How many years were you a resource parent?  
\_\_\_\_\_

What was your main motivation to begin fostering? (check as many as apply.)

- |  |  |
|--|--|
| <input type="checkbox"/> Wanted to give back/make a difference | <input type="checkbox"/> Infertility issues      |
| <input type="checkbox"/> Former fostering/adoption experience  | <input type="checkbox"/> Own children were grown |
| <input type="checkbox"/> Spiritual or religious calling        | <input type="checkbox"/> Interested in adoption  |
| <input type="checkbox"/> Other : _____                         |  |

What was your main reason for deciding not to continue fostering?

- |  |  |
|--|--|
| <input type="checkbox"/> Adoption                      | <input type="checkbox"/> Health                        |
| <input type="checkbox"/> Moved out of county           | <input type="checkbox"/> End of relative placement     |
| <input type="checkbox"/> Burn out                      | <input type="checkbox"/> Involuntary closure           |
| <input type="checkbox"/> Transferred to another agency | <input type="checkbox"/> Change in family circumstance |
| <input type="checkbox"/> At capacity                   | <input type="checkbox"/> Other : _____                 |

Tell us about your experience as a Resource Parent:

Did you feel confident in your ability to meet the needs of the child(ren) placed in your care?

- Yes       No

Do you feel that you were offered support services to you meet the needs of the child(ren) placed in your home?

- Yes    No

Do you feel you were offered training which could help you meet the needs of the child(ren) placed in your home?

- Yes       No

Did you feel consistently supported by your social worker and the child's team?

- Yes       No

What support services do you feel you needed, that were not offered?

\_\_\_\_\_

What did we do well in supporting you as a resource parent?

\_\_\_\_\_

What, if anything, could have been done to change your mind about closing your foster home license?

\_\_\_\_\_

Additional Comments:

\_\_\_\_\_

Thank you for completing this questionnaire. If you have further thoughts you would like to share, please contact XXXX at XXXXX.

### Sample Renewal Interview

Resource Parent Renewal Questionnaire  
Agency Name: \_\_\_\_\_

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Date of Renewal: \_\_\_\_\_

How many years have you been a resource parent?

\_\_\_\_\_

What was your main motivation to begin fostering? (check as many as apply.)

- |  |  |
|--|--|
| <input type="checkbox"/> Wanted to give back/make a difference | <input type="checkbox"/> Infertility issues      |
| <input type="checkbox"/> Former fostering/adoption experience  | <input type="checkbox"/> Own children were grown |
| <input type="checkbox"/> Spiritual or religious calling        | <input type="checkbox"/> Interested in adoption  |
| <input type="checkbox"/> Other : _____                         |  |

What was your main reason for deciding to continue fostering with our agency? (check as many as apply.)

- |  |   |
|--|---|
| <input type="checkbox"/> Plan to adopt                   | <input type="checkbox"/> Fostering a relative               |
| <input type="checkbox"/> Level of support from my worker | <input type="checkbox"/> Level of support from child's team |
| <input type="checkbox"/> Services provided               | <input type="checkbox"/> Feel a calling                     |
| <input type="checkbox"/> Other : _____                   |   |

Tell us about your experience as a Resource Parent:

Do you feel confident in your ability to meet the needs of the child(ren) placed in your care?

- Yes  No

Do you feel that you are offered support services to meet the needs of the child(ren) placed in your home?

- Yes  No

Do you feel you are provided training which enables you to meet the needs of the child(ren) placed in your home?

- Yes  No

Did you feel consistently supported by your social worker and the child's team?

- Yes  No

What support services do you feel you need, that are not offered?

\_\_\_\_\_

What do we do well in supporting you as a resource parent?

\_\_\_\_\_

What, if anything, could we do better to support you in your role as a resource parent?

\_\_\_\_\_

Additional Comments:

\_\_\_\_\_

Thank you for completing this questionnaire. If you have further thoughts you would like to share, please contact XXXX at XXXXX.

## Sample Satisfaction Survey

[Company Name]

[Company Address]  
[City, ST ZIP Code]

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[Company Name] requests your help. We take our role of supporting, training, and licensing foster, adoptive, and kinship families very seriously and are always looking to improve our services. Please take a few minutes to complete the following Resource Parent Satisfaction Survey. We plan to complete this survey annually in order to continually improve services and meet the needs of our families. Thank you in advance for your time.

***This survey is anonymous.*** Social Worker XXX will be entering the data from the survey and there will be no link from the survey data to the person who completed it.

Directions: Please complete the following survey. If responding to an email, please save your completed survey and mail back directly to XXX. If your worker gave the survey to you during a home visit, please complete and return in the envelope included that has postage pre-paid.

---

### 1. Demographics

1a. Who is your support social worker?

---

XXX                       XXX                       XXX                       Other

1b. Resource parent category

---

Foster Parent               Respite/Emergency Placement               Adoptive Parent               Other

1c. What is your education level?

---

High School               Some College               College/University Degree               Graduate School or Higher

1d. How long have you been a resource parent?

- 
- Less than 1 year       1-2 years       3-5 years       More than 5 years

1e. How many different children in foster care have you cared for in your home during the last year? (Not including respite)

- 
- None       1-3 children       4-7 children       More than 7 children

1f. How many different children in foster care have you cared for through respite?

- 
- None       1-3 children       4-7 children       More than 7 children

**2. Overall, how satisfied are you as a licensed resource parent with Catawba County Social Services?**

- 
- Very Satisfied       Satisfied       Unsatisfied       Very Unsatisfied

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

2a. In the past year, did you receive adequate support for your roles and responsibilities as a resource parent?

- 
- More than adequate       Somewhat adequate       Somewhat inadequate       Very inadequate

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

2b. I feel that I am kept informed of events, trainings, and support services available to me.

- 
- Strongly Agree       Agree       Disagree       Strongly Disagree

2c. My support social worker (Marcie, Sharon, or Leigh Ann) responds to my requests, needs, and suggestions in a timely manner.

- 
- Strongly Agree       Agree       Disagree       Strongly Disagree

2d. I feel my role as a Resource Parent is viewed as important and valued by staff.

- 
- Strongly Agree       Agree       Disagree       Strongly Disagree

2e. I am made aware of whom I can call if my support worker is on vacation or if there is a crisis.

- 
- Strongly Agree       Agree       Disagree       Strongly Disagree

2f. My licensing social worker gives me the support and information I need for licensure.

- 
- Strongly Agree       Agree       Disagree       Strongly Disagree

**3. Do you currently have any children in foster care in your home?**

- 
- Yes       No (skip to question 4 on next page)

3a. I believe I am given all information available about the children placed in my home.

- 
- Strongly Agree       Agree       Disagree       Strongly Disagree

3b. My support social worker involves me in the planning process for each child in my home.

- 
- Strongly Agree       Agree       Disagree       Strongly Disagree

3c. I feel the educational, medical, and psychological needs of the children in my home are being met.

- 
- Strongly Agree       Agree       Disagree       Strongly Disagree

3d. I am invited to attend Permanency Planning meetings and/or Child and Family Team Meetings for each child living in my home.

- 
- Strongly Agree       Agree       Disagree       Strongly Disagree

3e. I am involved and kept informed of court hearings and outcomes that affect me and the child in my home.

- 
- Strongly Agree       Agree       Disagree       Strongly Disagree

3f. When in crisis, efforts are made to support the placement and help us through the crisis.

- 
- Strongly Agree       Agree       Disagree       Strongly Disagree

3g. What does [Agency] and your social workers *do well* to support you?

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3h. What could [Agency] and your social workers *do better* to support you?

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3i. What makes you feel appreciated as a person? Is there something we could do to better show our appreciation of you as a resource family?

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***4. I feel the training offered to me is helpful and allows me to be an effective resource parent.***

---

Strongly Agree       Agree       Disagree       Strongly Disagree

4a. How effective was MAPP training in preparing you to become a foster parent?

---

Very Effective       Effective       Ineffective       Very Ineffective

4b. How well prepared were you to be a foster parent prior to your first placement?

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Very prepared       Somewhat prepared       Not prepared at all       N/A, I have not had a placement yet

4c. In your opinion, what has been the most helpful training that you have attended? Why?

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4d. Are there any trainings that you would like to see offered that are not?

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4e. Do you have any suggestions as to how resource parent training could be improved?

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***5. The following supplemental questions are to help us improve our recruitment process and gauge interest in support services.***

5a. Do you have any suggestions for recruiting new resource families?

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5b. Do you have any connections that could assist us in recruitment (i.e. arranging for us to speak at your church, getting us a booth at a community event)?

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5c. Based on your experience with [Agency], would you recommend [Agency] to others?

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- Yes                       Maybe                       No

5d. Have you attended the Support Group?

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- Yes                       No

5e. If you HAVE attended a meeting, was it helpful to you?

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- Yes                       Somewhat                       No                       N/A, I have not attended

5f. Would you be willing to join a [Agency] public Facebook page to help publicize recruitment efforts?

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- Yes                       Maybe                       No

### Questions to Engage Youth in Child-Specific Recruitment

(Please be mindful: Tailor these questions for the specific child you're talking to. Some of these may trigger trauma in different children.)

- Who do you call for advice, or just to talk?
- When something great happens, who do you feeling like calling to tell them about it?
- Do you have a best friend?
- Is there an adult that seems to understand you better than others do?
- Who do you, or would you, call if you were in serious trouble? (in the emergency room, at the police station, etc.)
- Is there someone who worries about where you are and what you're doing?
- Do you have an adult in your life whose advice you respect?
- Can you tell me who you trust the most? (Who have you trusted before, even if you feel like you can't trust them now?)
- Is there anyone with whom you'd like to build a better relationship? Someone you hope to trust one day?
- Where were you living at the point in your life that you felt safest and most comfortable? Where do you feel the most at home?
- With what person or people do you feel the most comfortable?
- Who praises you and makes you feel good about yourself?
- Who believes in you?
- If you could choose where you are going to live, where would that be?
- Where have you visited in the past that you'd like to go again?
- What are your favorite things to do (hobbies, interests, etc.)? – [When they answer, ask who taught them how to do those things.]
- What would you like someone to know about you if they were meeting you for the first time?
- What things would you like to do when you are older? When you are an adult?
- Who/What makes you feel useful or accomplished?
- Who really listens to you and knows what you want?
- Who do you want to have around to help you plan for your future?
- What is your favorite part of your day?