

# Big Bend Community Based Care Policy & Procedure

---

**Series:** 700: Provider Network & Licensing

**Policy Name:** Foster Parent Communication

**Policy Number:** 711

**Origination Date:** 03/09/2009

**Revised:** Board Meeting of 12/13/2018

---

## Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to ensure that foster parents are fully informed of policy and procedural matters, legislative updates and initiatives, training/socialization opportunities and various special initiatives.

## Procedure

- A. The BBCBC contracted Foster Home Management Provider will have monthly contact with a face-to-face visit with foster parents at a minimum of once quarterly.
- B. The Foster Home Management Provider will respond timely to any telephone or email inquiry from foster parents.
- C. The Foster Home Management Provider will attend monthly foster parent meetings with their foster parents and provide support, training and socialization opportunities.
- D. The Foster Home Management Provider will develop and circulate a quarterly newsletter or alternate media communication that will include specific listing of activities and trainings for the quarter. BBCBC website will provide a central electronic medium to communicate broadly to foster parents, prospective foster parents or interested community members.
  1. **Feedback.** Foster Home Management Providers facilitate and participate in various quality improvement activities:
    - a. Surveys of foster parents and results follow up;
    - b. Action planning;
    - c. Addressing and following up on issues and concerns arising from Child Exit Interviews;
    - d. Collaboration with Case Management Organizations to improve the placement experience for children.
- E. **Grievances.**
  1. Foster Parents have the right to voice any concerns or complaints to BBCBC via the:
    - a. Quality Parenting Specialist;
    - b. Operations Manager;
    - c. Intake/Placement Director, as outlined in *BBCBC OP 1500-1500 x 1, Client Rights Brochure*.
  2. If resolution of the Foster Parents' concerns cannot be resolved, they have the right to submit a formal grievance as outlined in *BBCBC OP 1500-1502, Client Inquiries, Complaints and Grievances*.

# Big Bend Community Based Care Policy & Procedure

---

3. Foster Parent concerns or complaints addressed by this OP may include:
  - a. Board payment;
  - b. Children placed in their home.