Introduction and Overview

North Carolina is a state supervised, county administered child welfare system with partially privatized foster home licensing and adoption services. Prospective foster and adoptive families can be licensed as foster families and/or approved as adoptive families by either a County Department of Social Services, a licensed child placing agency, or licensed adoption agency. North Carolina does not have a dual foster care/adoption licensure process. For the purposes of this Diligent Recruitment and Retention Plan, the term “County Department of Social Services” includes consolidated human services agencies.

Each county in North Carolina has a different need around Diligent Recruitment and Retention. For example, some counties have very few children in foster care and even fewer who become available for adoption. They may opt to place all their children in privately licensed foster and adoptive homes and meet their diligent recruitment and retention needs through their partnership with the private agencies that serve their area. Some counties have robust diligent recruitment and retention programs for foster care, but may rely on private agency resources to meet their needs for adoptive homes. Finally, some counties have robust diligent recruitment and retention programs for foster and adoptive families. This variation in service provision across the state provides a wide variety of localized licensure and approval options for families but also creates a complex system that can be confusing and frustrating to prospective families and stakeholders.

Through this updated Diligent Recruitment and Retention Plan, NC intends to provide increased consistency in both messaging and service provision to prospective and current foster and adoptive families, as well as developing increased capacity to meet the needs of children and youth in care.

Values and Vision for Diligent Recruitment and Retention in North Carolina

The North Carolina child welfare system has the following core values regarding diligent recruitment and retention of foster and adoptive families:

- We value all prospective, current, and former foster and adoptive families.
- We value the belief that retention of foster and adoptive families is a customer service based activity that begins at the first contact with a prospective family and continues through post permanence support.
- We value all caregivers, including kinship caregivers, and encourage the licensure of kinship homes whenever possible, including the use of licensure waivers when appropriate.
- We value opportunities for support, engagement, and training of foster, adoptive, and kinship families.
• We value opportunities to increase North Carolina’s capacity to track and interpret data.
• We value the use of data to inform diligent recruitment and retention of foster and adoptive families.

The North Carolina child welfare system has the following long term vision regarding diligent recruitment and retention of foster and adoptive families:

• Structured statewide approach to the diligent recruitment and retention of foster and adoptive families.
• Efficient and easily understood process for prospective families when navigating their initial interest in being foster/adoptive families.
• Placement stability for children served by the foster care system.
• Placement of children in their home communities and school districts.
• Placement of sibling groups together.
• Diverse population of foster and adoptive families, including but not limited to ethnicity, race, language and geographic location.
• Familiarity with the North Carolina’s Diligent Recruitment and Retention Plan among public and private child welfare staff.
• Consistent engagement in technical assistance, information sharing, and collaboration around Diligent Recruitment and Retention by the NC Division of Social Services, County Departments of Social Services, and private child placing agencies.
• Statewide use of a customer service approach to diligent recruitment and retention with positive feedback from foster and adoptive families.
• Representation of foster and adoptive families and youth served by the foster care program in the recruitment and retention process.
• Statewide capacity to collect, assess, and interpret data to inform diligent recruitment and retention activities.

Roles and Responsibilities of State Division of Social Services

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.

Information gained through the stakeholder meetings was used by a work group made up of the Division of Social Services, local County Departments of Social Services, private child placing agencies, foster and adoptive families, and youth both currently and formerly in foster care to write NC’s Diligent Recruitment and Retention Plan.

Through this work, it was ultimately determined that the most appropriate plan for diligent recruitment and retention in NC was to have a statewide plan that provided concrete goals for
statewide achievement, consistency, and structure, while also allowing for localized planning for
diligent recruitment and retention efforts within each individual County Department of Social
Services, in partnership with their private child placing agency partners.

**Roles and Responsibilities of County Departments of Social Services**

To best meet the needs of children in the custody of each county Department of Social Services
and NC’s foster and adoptive families, North Carolina’s Diligent Recruitment and Retention
Plan must consider the needs, resources, and structure of each individual county. For that reason,
each county is tasked with writing an annual localized Diligent Recruitment and Retention Plan
with the technical assistance and resources provided by the North Carolina Division of Social
Services. The first county-specific Diligent Recruitment and Retention Plan will be written
Following the first year of implementation, an updated plan will be submitted by the county on
an annual basis, due on September 1 each year. The county-specific plan will be comprehensive
and include the Multi-Ethnic Placement Act (MEPA) requirements.

The Division of Social Services will continue to provide state level diligent recruitment and
retention activities while also providing technical assistance, resources, and support to the
County DSS’s and private agencies in their specific diligent recruitment and retention efforts.

A template for a county-level Diligent Recruitment and Retention Plan is provided, as well as
supplemental guides and attachments that will be used to track data, provide best practice
outcomes, and provide ongoing support to localized efforts. Counties will then submit their
annual Diligent Recruitment and Retention Plan to the state for review, feedback, and technical
assistance as needed. Each County’s Plan will be reviewed by their assigned NC Kids
Consultant; a plan for technical assistance created if needed, and then written correspondence
that the Diligent Recruitment and Retention Plan has been received and reviewed.

Each County’s annual Diligent Recruitment and Retention Plan will also serve as their annual
MEPA Plan. Please reference the County Diligent Recruitment and Retention Plan Template and
the attached resources for additional guidance and information regarding the overlap between
diligent recruitment and retention and the requirements of the Multi-Ethnic Placement Act.

The County Diligent Recruitment Plans will be initiated during two phases throughout fiscal year
2017/2018, for implementation during fiscal year 2018/2019 with the expectation that the
County Diligent Recruitment and Retention Plan will be updated and resubmitted to the Division
of Social Services by September 1st of each year going forward.

**Phase 1 Counties:**

Alamance, Alexander, Alleghany, Avery, Bladen, Brunswick, Burke, Caldwell, Carteret,
Catawba, Chowan, Cleveland, Columbus, Currituck, Davidson, Davie, Duplin, Edgecombe,
Gaston, Gates, Granville, Halifax, Haywood, Hertford, Iredell, Johnston, Lee, Macon, Madison,
Martin, McDowell, Mitchell, Montgomery, Moore, Nash, Northampton, Pasquotank,
Perquimmons, Person, Polk, Randolph, Robeson, Rutherford, Stanly, Stokes, Surry, Swain,
Warren, Wayne, Transylvania, Tyrell, Union, Vance, Yancey, and Yadkin
County DRR Plan due to NC Kids Consultant on February 1, 2018, effective July 1, 2018

**Phase 2 Counties:**


County DRR Plan due to NC Kids Consultant on May 1, 2018, effective July 1, 2018

**NC Kids Consultant and County Assignments**

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<thead>
<tr>
<th>Alamance through Cumberland Counties</th>
<th>Currituck through Jackson Counties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shirley Williams, Program Consultant</td>
<td>Britt Cloudsdale, Program Consultant</td>
</tr>
<tr>
<td><a href="mailto:Shirley.Williams@dhhs.nc.gov">Shirley.Williams@dhhs.nc.gov</a></td>
<td><a href="mailto:Britt.Cloudsdale@dhhs.nc.gov">Britt.Cloudsdale@dhhs.nc.gov</a></td>
</tr>
<tr>
<td>(919)527-6404</td>
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<tr>
<th>Johnston through Polk Counties</th>
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<tr>
<td>Kerri Shiflett, Program Consultant</td>
<td>Mary Mackins, Program Consultant</td>
</tr>
<tr>
<td><a href="mailto:Kerri.Shiflett@dhhs.nc.gov">Kerri.Shiflett@dhhs.nc.gov</a></td>
<td><a href="mailto:Mary.Mackins@dhhs.nc.gov">Mary.Mackins@dhhs.nc.gov</a></td>
</tr>
<tr>
<td>(919)527-6366</td>
<td>(919)527-6287</td>
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**Roles and Responsibilities of Private Agencies**

Private child placing agencies are a vital aspect of NC’s child welfare system. Each Department of Social Services is highly encouraged to collaborate with the private child placing agencies that serve children and families in their counties in the writing of their Diligent Recruitment and Retention Plan. Many private child placing agencies engage in the development of their own Diligent Recruitment and Retention Plan on a regular basis. Private child placing agencies are encouraged to share these detailed plans with the NC Division of Social Services and the counties they serve to promote collaboration and consistency in practice. Private child placing agencies may utilize the templates provided to inform their own Diligent Recruitment and Retention Plan. At a minimum, private child placing agencies who place children in the custody of a County Department of Social Services in their licensed foster homes are required to report data to the NC Division of Social Services at the end of each fiscal year using the attached Diligent Recruitment and Retention Data Profile (Appendix B).
State Level Data Regarding North Carolina’s Children in Foster Care and Foster and Adoptive Families

In addition to county Departments of Social Services and private child placing agencies submitting a completed data profile (Appendix B) annually, the North Carolina Division of Social Services provides the following data summary of the statewide characteristics of children in foster care, children legally free for adoption, as well as comparable data regarding licensed foster homes. The table below provides that information in this initial report and will be updated annually at the time of submission of the statewide Diligent Recruitment and Retention Plan through the Annual Progress and Services Report.

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For YTD FY 2016-2017
CHILDREN WHO EXITED FOSTER CARE

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<tr>
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Reasons for Exit

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<td>Emancipation</td>
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<td>Transfer to Another Agency</td>
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<tr>
<td>Runaway</td>
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<tr>
<td>TOTAL NUMBER OF CHILDREN AVAILABLE FOR ADOPTION</td>
<td>N</td>
<td>%</td>
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<tr>
<td>------------------------------------------------</td>
<td>---</td>
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<tr>
<td>(735 also coded as Free for Adoption as of 5/24/17)</td>
<td>1227</td>
<td>100%</td>
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<table>
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<td>Bi-racial</td>
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<td>Hold: 101</td>
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<th>TOTAL NUMBER OF CHILDREN AVAILABLE FOR ADOPTION</th>
<th>N</th>
<th>%</th>
<th>Data Source/As of</th>
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</thead>
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<tr>
<td>(735 also coded as Free for Adoption as of 5/24/17)</td>
<td>1227</td>
<td>100%</td>
<td>CSDW April 2017 data month Run 5/24/17</td>
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### TOTAL NUMBER OF LICENSED BEDS

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### RACIAL CHARACTERISTICS OF LICENSED FOSTER FAMILIES (Private Agency Supervised Households)

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### RACIAL CHARACTERISTICS OF LICENSED FOSTER FAMILIES (DSS Supervised Households)

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Statewide Goals and Strategies for Diligent Recruitment and Retention

All statewide and localized diligent recruitment and retention activities in NC should support the following goals and strategies. The primary owner of each strategy is listed in parentheses after each strategy.

Goal 1: Recruit and maintain a sufficient pool of ethnically and racially diverse families who can provide ongoing safety for and meet the needs of children served by the foster care program.

- Strategy 1 – Provide a template for each county to write their own Diligent Recruitment and Retention Plan (NC Division of Social Services)
- Strategy 2 – Development and implementation of localized Diligent Recruitment and Retention Plan (County Departments of Social Services and Private Agencies)
- Strategy 3 – Review and approve each County’s Diligent Recruitment and Retention Plan (NC Division of Social Services)
- Strategy 4 – Provide technical assistance, education, and resources specific to diligent recruitment and retention and MEPA compliance to County and private agency partners on an individual, regional, and statewide basis as needed (NC Division of Social Services)

- Measures of success:
  - Each County Department of Social Services will write and implement an annual Diligent Recruitment and Retention Plan
  - Data regarding race/ethnicity of children in foster care and the pool of licensed foster families are aligned
  - Increase in the number of new applications submitted to licensing authority who reflect the ethnicity and race of the children served by the foster care program

Goal 2: State, counties, and private child placing agencies have the capacity and ability to use data to inform and monitor diligent recruitment and retention efforts throughout North Carolina

- Strategy 1 – Provide a data profile (Appendix B) for quarterly and annual reporting of key state identified diligent recruitment and retention measures, with an option for additional county specific measures. to be reported based on individual county Diligent Recruitment and Retention plan (NC Division of Social Services)
- Strategy 2 – County Departments of Social Services and licensed private foster care agencies update data profile measures quarterly, and submit to NC Division of Social Services annually (County Departments of Social Services and private agencies)
- Strategy 3 – Publish annual statewide cumulative data profile (NC Division of Social Services)
- Strategy 4 – Provide technical assistance to County Departments of Social Services and private child placing agencies regarding access, tracking, and interpretation of data to inform their diligent recruitment and retention efforts (NC Division of Social Services)
Strategy 5 – Build capacity to track and report demographic characteristics of licensed foster homes at all levels of service provision (NC Division of Social Services, county Departments of Social Services, private agencies)

Measures of success:
- Annual publication of diligent recruitment and retention data
- An increase in the capacity of County Departments of Social Services to determine realistic targets for diligent recruitment and retention based on data
- Creation of state level reports regarding licensed foster families’ race and ethnicity

Goal 3: Excellent customer service provided to prospective, current, and former foster, adoptive, and kinship families

Strategy 1 – Update NC’s Diligent Recruitment and Retention Website – adoptnckids.org (NC Division of Social Services)

Strategy 2 – Create a decision tree accessible on the adoptnckids.org website for prospective foster and adoptive families to use to navigate making an informed decision in selecting prospective child placing agencies that meet their needs (NC Division of Social Services)

Strategy 3 – Develop and disseminate a communication plan to County Departments of Social Services and private agencies regarding the updated website and decision tree features with suggestions for increased collaboration among agencies (NC Division of Social Services)

Strategy 4 – Assess each agency’s customer service culture and identify any needed changes in the approach to customer service in each county’s Diligent Recruitment and Retention Plans (County Departments of Social Services)

Strategy 5 – Provide resources, tools, and technical assistance to County Departments of Social Services and private child placing agencies specific to evaluating and improving customer service provided to prospective, current, and former foster and adoptive families (NC Division of Social Services)

Measures of success:
- The completed update of the adoptnckids.org website
- The completed decision tree available on adoptnckids.org website
- Decrease in calls to the NC Kids statewide hotline about problems with the inquiry, response, and licensing process. A baseline for comparison will be established beginning in June 2017
- Develop the capacity to track the time from initial inquiry to licensure for foster families on a statewide level, and work to decrease the time from initial inquiry to licensure for foster families

Goal 4: Excellent customer service provided to internal and external community partners/stakeholders
Strategy 1 – Provide diligent recruitment and retention resource list, sample documents, and appendices to County Departments of Social Services and private child placing agencies (NC Division of Social Services)

Strategy 2 – Implement quarterly diligent recruitment and retention calls to increase communication, information sharing, and collaboration between the North Carolina Division of Social Services, local county Departments of Social Services, private child placing agencies, and community stakeholders (NC Division of Social Services)

Strategy 3 – Ongoing use of webinars and state publications to provide topic specific resources, training, and information sharing regarding diligent recruitment and retention (NC Division of Social Services)

Measures of success:

- The number of events, agencies, and individuals participating in quarterly diligent recruitment calls
- The number of requests for and topics of technical assistance made to the Division of Social Services around Diligent Recruitment and Retention

Use of Data and Data Systems to Build Statewide Capacity

Throughout the development process for this Diligent Recruitment and Retention Plan, it was recognized that County Departments of Social Services and private child placing agencies have a wide variation in capacity to track, maintain, and interpret diligent recruitment and retention data. Each agency is encouraged to begin building their data capacity through their first Diligent Recruitment and Retention Plan. Acknowledging a lack of use of data around recruitment and retention of foster and adoptive families, and taking the first steps to begin to build that capacity is acceptable and encouraged. Technical assistance regarding the building of data capacity is available through the North Carolina Division of Social Services.

To make data driven decisions regarding diligent recruitment and retention, each County Department of Social Services and private child placing agency that licenses foster families will complete a quarterly update to the Diligent Recruitment and Retention Data Profile (Appendix B). The completed profile will be provided to the NC Division of Social Services by August 1st of the next fiscal year. Comprehensive statewide data will then be issued on an annual basis to assist in informing ongoing localized and statewide diligent recruitment and retention efforts.

Private Child Placing Agencies are required to complete the foster family specific section of the Diligent Recruitment and Retention Data Profile (Appendix B) on a quarterly basis and submit it to the Division of Social Services by August 1st for the previous fiscal year.

State Level Diligent Recruitment and Retention Activities

NC Kids Adoption and Foster Care Network

The Division of Social Services’ NC Kids Adoption and Foster Care Network is North Carolina’s Statewide Diligent Recruitment Entity and Adoption Exchange Program. NC Kids manages the following elements of diligent recruitment and retention:
- State level first point of contact for individuals interested in becoming foster or adoptive families via a general email address and telephone hotline as direct points of intake, talking families through the general process of becoming a foster and/or adoptive family in North Carolina.
- Manage and facilitate North Carolina’s adoption exchange program, providing targeted child specific recruitment of adoptive homes through online photo listing.
- Conduct preliminary review of approved adoptive family’s Preplacement Assessment for initial matching before final matching determination is made by the County Department of Social Services.
- Manage and facilitate the North Carolina Heart Gallery, a traveling photography exhibit of children legally free for adoption and in need of adoptive families.
- Provide diligent recruitment tools for use at the state level or by County and private agencies such as the NC Kids website, general brochures, fliers, pens, key chains, magnets, and posters.
- Provide technical assistance and support to the County Departments of Social Services and private child placing agencies regarding general, targeted, and child specific diligent recruitment and retention efforts.
- Provide monitoring and technical assistance support for each county’s Diligent Recruitment and Retention Plan on an annual basis.
- Publish North Carolina’s Diligent Recruitment and Retention Plan data on an annual basis.

Foster Home Licensing

The Division of Social Services serves as North Carolina’s licensing authority for the licensure of all North Carolina’s foster homes. Public and private child placing agencies recommend foster homes for licensure. All foster home license actions are put through a rigorous quality assurance review before being approved or denied by the Division of Social Services. The Regulatory and Licensing Team also provides technical assistance and training to County Departments of Social Services and private child placing agencies regarding the training and licensure process for foster families.

Treat Them Like Gold and Latino Recruitment and Retention Guide.

The North Carolina Division of Social Services’ recruitment guide Treat Them Like Gold is a diligent recruitment guide that provides suggested practices, resources, and general guidance on how to effectively recruit and retain foster and adoptive families in NC. A companion guide that specifically focuses on recruitment and partnering with Spanish speaking foster and adoptive families is available.

Statewide Diligent Recruitment Calls and Trainings

Through the development process for the Diligent Recruitment and Retention Plan, it was recognized that there is a significant need for regular, ongoing communication and collaboration between agencies on the topic of diligent recruitment and retention. The NC Kids Adoption and Foster Care Network will initiate standing quarterly calls regarding diligent recruitment and retention beginning in fiscal year 2017/2018.
The Division of Social Services will also facilitate recorded webinars as needed on a variety of diligent recruitment and retention topics. These topics will be determined through assessment of patterns in technical assistance needs, topics that arise during quarterly calls, and requests by both County DSS’s and private child placing agencies.

Fostering Perspectives (www.fosteringperspectives.org), is a free newsletter produced by the NC Division of Social Services in partnership the UNC School of Social Work. It is published twice a year and the intended audience is foster, adoptive, kinship, and therapeutic families as well as child welfare professionals in North Carolina. Each issue furthers diligent recruitment efforts by regularly featuring waiting children and offering information that supports the educational needs of existing foster families.

FosteringNC.org

Fosteringnc.org is a learning site for North Carolina’s foster and adoptive families and kinship caregivers. This site features on-demand courses, webinars, videos, resources, and answers to foster, adoptive, and kinship caregiver’s frequently asked questions. The Division of Social Services, in partnership with the University of NC Chapel Hill, NC State University, and Independent Living Resources, will maintain and update the learning site with additional resources and trainings on a regular basis.

Online Orientation for Prospective Foster Families

North Carolina’s online, on-demand, self-paced orientation for NC foster parents provides an over view of foster care in North Carolina. Public and private child-placing agencies are required to make completion of this online orientation mandatory for all foster families.

NC’s Permanency Innovation Initiative (PII)

PII is an effort launched in 2013 by NC’s General Assembly. Under this state-sponsored initiative a private child-placing agency, Children's Home Society of North Carolina (CHS), provides services to improve permanency outcomes for children living in foster care, to improve engagement with biological relatives, and to reduce costs associated with maintaining children in foster care. Since July 1, 2015 CHS has achieved positive outcomes for children and families through Family Finding, child specific adoption recruitment, and permanency related training.

Adoption Promotion Program Fund

The Adoption Promotion Program Fund is utilized to enhance and expand adoption programs, to secure permanent homes for hard to place children, and to encourage partnerships between public and private agencies to achieve permanency for children in a timely manner by providing financial incentives for the adoption of special needs children. Allowable expenditures of the funds received include direct provision or purchase by contract of general and child specific adoption recruitment, retention, and promotion services.
Post Adoption Support Services (PASS)

Post Adoption Support Services (PASS) are intended to ensure the permanency and well-being of adoptees and their families. PASS are voluntary services available to all adoptees in NC, regardless of age of the adoptee or the type of adoption. PASS also provide education, outreach, and support to families at risk of or experiencing an illegal custody transfer.

State-Funded Supplement for Children Exposed to the Human Immunodeficiency Virus (HIV)

North Carolina provides supplemental board payments for children served by the foster care program and supplemental adoption assistance payments for children who have been adopted that were diagnosed as having been prenatally exposed to HIV or who have developed symptoms of HIV/AIDS in foster care. Supplemental payments for HIV positive children may be made to foster/adoptive families, group homes, or child caring institutions licensed by NC DSS.

Special Children Adoption Incentive Fund (SCAIF)

The NC Appropriations Act annually authorizes Social Services Block Grant (SSBG) funding for a Special Children Adoption Incentive Fund. The SSBG funding is then combined with local and state matching funds to make adoption a possibility for children with special health care needs who would otherwise remain in the foster care system because of the financial loss to adoptive families.

Foster Care to 21

NC Session Law 2015-241 (2015 Appropriations Act) was passed to include “Fostering Success/Extend Foster Care to 21 Years of Age.” The North Carolina Division of Social Services worked with collaborative partners and the General Assembly to afford the opportunity for youth to continue foster care services from 18 to 21 years of age if the individual meets the requirements for the program. This law also provides the availability of adoption assistance payments to continue until the youth reaches the age of 21 if the youth was adopted at 16 or 17 years of age. Implementation of this initiative began on January 1, 2017. These developments around Foster Care 18 to 21 will enhance North Carolina’s capacity to recruit, retain, and support families for children and youth, specifically youth ages 16 and 17 in need of foster and adoptive homes.

Guardianship Assistance Program (GAP)

NC Session Law 2015-241 (2015 Appropriations Act) was passed to include a Guardianship Assistance Program. The purpose of GAP is to make funds available for the financial support of youth ages 14 to 18 who are determined to be in a permanent family setting, eligible for legal guardianship, and otherwise unlikely to obtain permanency. GAP reimburses room and board at the same rate as North Carolina’s foster care board rates. A child eligible for GAP must be living in a licensed foster home for six months. The GAP provides an additional mechanism to support permanency through guardianship for specific youth and their licensed caregivers.
Foster Parent Liability Insurance

Foster parent liability insurance became available to North Carolina foster families on May 1, 2016. Foster families can use this optional insurance, if they choose to purchase it, to protect their assets against litigation in the event a child in their care is hurt.

Appendices

Appendix A
County Diligent Recruitment and Retention Plan Template

Appendix B
Diligent Recruitment and Retention Data Profile

Appendix C
Diligent Recruitment and Retention Resource List
North Carolina
Diligent Recruitment and Retention Plan

Appendix A:
County/Agency Diligent Recruitment and Retention Plan Template

County/Agency Name: _____________________________________________________________

Effective July 1, 2018 through June 30, 2019

The North Carolina child welfare system has the following core beliefs regarding diligent recruitment and retention of foster and adoptive parents:

- We value all prospective, current, and former foster and adoptive families.
- We value the belief that retention of foster and adoptive families is a customer service based activity that begins at the first contact with a prospective family and continues through post permanence support.
- We value all caregivers, including kinship caregivers, and encourage the licensure of kinship homes whenever possible, including the use of licensure waivers when appropriate.
- We value opportunities for support, engagement, and training of foster, adoptive, and kinship families.
- We value opportunities to increase North Carolina’s capacity to track and interpret data.
- We value the use of data to inform diligent recruitment and retention of foster and adoptive families.

As set out by the statewide Diligent Recruitment and Retention Plan, the state of North Carolina identifies the following goals for diligent recruitment and retention within the child welfare system:

1) Recruit and maintain a sufficient pool of ethnically and racially diverse families who can provide ongoing safety for and meet the needs of children served by the foster care program.
2) State, counties, and private child placing agencies have the capacity and ability to use data to inform and monitor diligent recruitment and retention efforts throughout North Carolina.
3) Excellent customer service provided to prospective, current, and former foster, adoptive, and kinship families.
4) Excellent customer service provided to internal and external community partners/stakeholders.

North Carolina is a beautifully diverse state, with 100 counties that each have unique populations, strengths, needs, resources, and cultures. In recognizing and valuing the need for localization of diligent recruitment and retention efforts, each county child welfare agency will submit its own plan for the diligent recruitment and retention of foster and adoptive families to meet the needs of the children in their care. By design, each plan will be different, and will be based on the expertise of the communities it aims to serve. Private child-placing agencies are welcome and encouraged to use this template, in partnership with the counties they serve, to develop their own Diligent Recruitment and Retention Plan.
The diligent recruitment and retention plan for all county child welfare agencies must be submitted to the county’s NC Kids Program Consultant by the following dates:

**Phase 1 Counties: Due February 1, 2018**

**Phase 2 Counties: Due June 1, 2018**

All plans will be effective from July 1, 2018 through June 30, 2019. The NC Kids Consultant will review the completed plan, and is available for technical assistance to assist the county in the plan’s development and implementation. Counties must also complete the Diligent Recruitment and Retention Data Profile (Appendix B). Counties are expected to capture this data at the beginning of each quarter, and submit the completed Data Profile to their NC Kids Consultant by August 1, 2018.

NC Kids Program County Assignments (current as of June 15, 2017)

**Alamance through Cumberland**  
Shirley Williams  
[Shirley’s phone #]  
shirley.williams@dhhs.nc.gov

**Currituck through Jackson**  
Britt Cloudsdale  
919-527-6358  
britt.cloudsdale@dhhs.nc.gov

**Johnston through Polk**  
Kerri Shiflett  
919-527-6366  
Kerri.shiflett@dhhs.nc.gov

**Randolph through Yancey**  
Mary Mackins  
919-527-6287  
mary.mackins@dhhs.nc.gov
Part 1: Information Gathering

Agencies are encouraged to utilize the Developing Recruitment Plans Toolkit developed by the National Resource Center for Diligent Recruitment, available at [http://www.nrcdr.org/ assets/files/NRCDR-org/developing-recruitment-plans-toolkit.pdf](http://www.nrcdr.org/assets/files/NRCDR-org/developing-recruitment-plans-toolkit.pdf)

1) **Describe your county’s child welfare system and structure.** Is your agency a consolidated human service agency or an independent social service agency? How many employees work in child welfare services at your agency? Are the child welfare teams blended (responsible for more than one service area) or do you have dedicated staff per service area (assessments, in-home, foster care, adoption, etc.)? Which staff, team or external agency has primary responsibility for the recruitment and retention of foster and adoptive parents?

2) **Describe the training model(s) that your agency provides to prospective foster, adoptive, and kinship families (i.e. TIPS-MAPP, MAPP-GPS, PRIDE, Deciding Together, etc.) and its structure.** How often are orientation sessions and trainings offered? How do you structure your curriculum? How many staff are certified trainers? What ongoing training is available to foster, adoptive, and kinships families through your agency or community partners?

3) **Describe the licensure/approval process at your agency.** How quickly do families typically move from initial inquiry to licensure? Does your agency gather data on when and how often families drop out of the licensure process? How frequently and under what circumstances do you refer to other agencies for licensure/approval rather than work with them directly?
4) **Describe your agency’s current process for data collection.** How does your agency gather and maintain data on the characteristics of children in care? How does your agency gather and maintain data on the characteristics of available families/beds? Do you feel like your data gathering techniques are effective? How does your agency use the data collected to inform diligent recruitment and retention?

5) **Describe any community partnerships that exist in your county and how they impact your recruitment and retention efforts.** How effective do you feel like these relationships are? What aspects of these partnerships are strongest, and what aspects do partners find challenging? Is data shared between agencies?

6) **Describe standards, practices, or conditions in your agency related to the recruitment, retention, or approval of families that may be unique or nuanced.** (For example, does your agency require that all kinship care providers be licensed? Do you require all adoptive families to provide foster care before adopting?)
7) **Describe specific strategies that your agency is currently using to recruit and/or retain foster, adoptive, and kinship families.** (For example – media campaigns, mailers, community events, etc.) Which of these strategies do you feel are the most effective, and how do you know?

8) **What are barriers to effective diligent recruitment in your community?** (For example – financial, staff shortages, linguistic, geographic, etc.)

9) **Describe the population(s) of children your agency currently has the highest need for resource families?** (For example – age, race, sibling groups, disabilities, ethnicities, etc.) Can you provide data to demonstrate this need?
10) **The Multi-Ethnic Placement Act (MEPA) has the following requirements:**

- Prohibits State agencies and other entities that receive Federal funding and were involved in foster care or adoption placements from delaying, denying, or otherwise discriminating when making a foster care or adoption placement decision on the basis of the parent or child's race, color, or national origin
- Prohibits State agencies and other entities that received Federal funds and were involved in foster care or adoption placements from categorically denying any person the opportunity to become a foster or adoptive parent solely on the basis of race, color, or national origin of the parent or the child
- Requires States to develop plans for the recruitment of foster and adoptive families that reflect the ethnic and racial diversity of children in the State for whom families are needed
- Allows an agency or entity to consider the cultural, ethnic, or racial background of a child and the capacity of an adoptive or foster parent to meet the needs of a child with that background when making a placement
- Does not affect the provisions of the Indian Child Welfare Act of 1978
- Makes failure to comply with MEPA a violation of title VI of the Civil Rights Act

Explain how your agency meets these requirements. Explain how your agency safeguards against such discrimination, what procedures are in place when a staff person may believe discrimination may be a factor in decisions, and how your agency meets these requirements.
Part 2: Plan Development Process

Diligent Recruitment and Retention is a community activity and each agency is encouraged to develop a county DRR plan with the input of your community’s stakeholders (such as private child placing agencies, youth in care, foster and adoptive parents, kinship providers, faith community leaders, volunteers, GAL staff and volunteers, etc.).

1) **Who was involved in the development of this plan?** Were any current or former resource parents, kinship providers, and/or foster youth involved with the plan’s development?

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2) **How was this plan developed?** (Describe process, meetings held, input gathered, data collection)

3) **How were strategies identified?**
4) **How will capacity be built to measure outcomes and success?**

5) **What Technical Assistance (TA) have you sought from the State in the formulation of this plan? What areas of TA are most needed by your agency related to diligent recruitment and retention of resource parents?**
Part 3: Plan and Measurement

Goal 1: Recruit and maintain a sufficient pool of ethnically and racially diverse families who can provide ongoing safety for and meet the needs of children served by the foster care program.

<table>
<thead>
<tr>
<th>Strategies</th>
<th>Activities</th>
<th>Current, Expanded, or New Activity+</th>
<th>Type of Recruitment*</th>
<th>Potential Outcomes/Measures</th>
<th>Timeline</th>
<th>Responsible Parties</th>
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*Identify if this activity is already taking place at your agency (Current), is an expansion of an existing activity (Expanded), or is a new activity not already in place (New).

* Type of Recruitment: General, Targeted, Child-Specific, Retention (Select all that apply)
Goal 2: State, counties, and private child placing agencies have the capacity and ability to use data to inform and monitor diligent recruitment and retention efforts throughout North Carolina.

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<thead>
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<th>Strategies</th>
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+Identify if this activity is already taking place at your agency (Current), is an expansion of an existing activity (Expanded), or is a new activity not already in place (New)

* Type of Recruitment: General, Targeted, Child-Specific, Retention
Goal 3: Excellent customer service provided to prospective, current, and former foster, adoptive, and kinship families.

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* Type of Recruitment: General, Targeted, Child-Specific, Retention
Goal 4: Excellent customer service provided to internal and external community partners/stakeholders.

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*Identify if this activity is already taking place at your agency (Current), is an expansion of an existing activity (Expanded), or is a new activity not already in place (New)

* Type of Recruitment: General, Targeted, Child-Specific, Retention
Appendix A: County/Agency DRR Plan Template

Goal 5 (Optional):

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<th>Strategies</th>
<th>Activities</th>
<th>Current, Expanded, or New Activity</th>
<th>Type of Recruitment*</th>
<th>Potential Outcomes/Measures</th>
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+Identify if this activity is already taking place at your agency (Current), is an expansion of an existing activity (Expanded), or is a new activity not already in place (New)

* Type of Recruitment: General, Targeted, Child-Specific, Retention
**Diligent Recruitment and Retention Data Profile**

**County / Agency:** ____________________  **SFY:** ____________________

### Required Data Points

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<tr>
<th>Required Data Points</th>
<th>Current Numbers as of</th>
<th>Quarter One 7/1 - 9/30</th>
<th>Quarter Two 10/1 - 12/30</th>
<th>Quarter Three 1/1 - 3/30</th>
<th>Quarter Four 4/1 - 6/30</th>
<th>Total # for Year</th>
<th>Narrative</th>
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<tbody>
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### OPTIONAL DATA POINTS TO TRACK (SEE EXAMPLES)

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**Example Optional Data Points to Track:**

- Track varying level of needs of children in care related to types of homes needed.
- Number of families who were previously licensed with another agency, and why?
- Number of MAPP Trainings completed each quarter
- Families licensed more than "x" number of years.
- Number of In-Service trainings provided to foster/adoptive parents per quarter.
- Number LGBTQ friendly foster homes available.
- Number of sibling groups placed together.
- Number of sibling groups placed separately due to lack of homes available to accommodate sibling groups.
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

### External Resource Links
Web links on a variety of relevant topics related to DRR

### General Resources
- Customer Service
- Data-Driven Recruitment
- Interjurisdictional Placements
- Multi-Ethnic Placement Act (MEPA)
- Indian Child Welfare Act (ICWA)
- Recruiting Specific Populations
- Training for Resource Parents
- Youth Engagement

### Types of Recruitment
Definitions of the different types of recruitment and suggested activities in each recruitment area

### Sample Recruitment Letter
An example of a letter you might send to a prospective family after initial inquiry

### Sample New Caller Intake Form
An example of a way to record a structured intake of a prospective family

### Sample Inquiry Tracking Table
An example of a way to maintain data on inquiries and ensure timely follow-up

### Sample Exit Interview
An interview one would do with a family if they were separating from your agency

### Sample Renewal Interview
An interview one would do with a family as they renew their licensure

### Sample Satisfaction Survey
A survey one would periodically have families complete to assess how the agency can improve

### Questions to Engage Youth in Child-Specific Recruitment
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
External Resource Links

General Resources

- “What Can I and My Agency Do to Improve Recruitment” – NC Practice Notes: https://capacity.childwelfare.gov/states/fo.../blueprint-series/
- National Resource Center for Diligent Recruitment (NRC-DR): http://www.nrcdr.org/

Customer Service


Data-Driven Recruitment

- NC Child Welfare Program Data – Published by the Jordan Institute (UNC-CH School of Social Work) http://ssw.unc.edu/ma/
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=MWWdOnFaIll&feature=youtu.be
  Handouts: http://fcrp.unc.edu/pdfs/interstate.pdf
- Key Elements and Strategies for Effective Interjurisdictional Work – NRC-DR

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

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)
- Full text of the Indian Child Welfare Act (ICWA) – Tribal Law and Policy Institute
  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/
- 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:
- Working With African American Adoptive, Foster, and Kinship Families – NRC-DR:
- Recruiting Families for Native American Children – NRC-DR:
• **Nuestra Familia, Nuestra Cultura: Promoting and Supporting Latino Families – NRC-DR**  

• **Strategies for Recruiting and Retaining Preferred-Placement Foster Homes for American Indian Children – Casey Foundation**  
  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:**  

• **Finding Common Ground: A Guide for Child Welfare Agencies Working with Communities of Faith – NRC-DR:**  

• **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=PLghM7YFZ4EP9fIwm5hPsLtV39hXb6JtYk

• **Recruitment and Retention of Kinship, Foster, and Adoptive Families for Siblings – NRC-DR**  

**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**  
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.
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 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. 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: __________________
11. How did you hear about the need for resource parents/our agency?


13. What can I do for you?
   □ Send Information □ Accept a donation of money □ Other: __________________________
   □ Arrange an Interview □ Accept a donation of goods/services

Information on Others in the Home (if applicable)

Name: ________________________________ DOB: __________________
Relationship to Caller: ___________________________ School or employment: ___________________________

Name: ________________________________ DOB: __________________
Relationship to Caller: ___________________________ School or employment: ___________________________

Name: ________________________________ DOB: __________________
Relationship to Caller: ___________________________ 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”

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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.)

[ ] Wanted to give back/make a difference
[ ] Infertility issues
[ ] Former fostering/adoption experience
[ ] Own children were grown
[ ] Spiritual or religious calling
[ ] Interested in adoption
[ ] Other: ______

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

[ ] Adoption
[ ] Health
[ ] Moved out of county
[ ] End of relative placement
[ ] Burn out
[ ] Involuntary closure
[ ] Transferred to another agency
[ ] Change in family circumstance
[ ] At capacity
[ ] 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 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.)

☐ Wanted to give back/make a difference
☐ Infertility issues
☐ Former fostering/adoption experience
☐ Own children were grown
☐ Spiritual or religious calling
☐ Interested in adoption
☐ Other: _____

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

☐ Plan to adopt
☐ Fostering a relative
☐ Level of support from my worker
☐ Level of support from child’s team
☐ Services provided
☐ Feel a calling
☐ 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.
[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.

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### 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
Appendix C: Resource Guide

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?

_____________________________________________________________________________________

_____________________________________________________________________________________

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

_____________________________________________________________________________________

_____________________________________________________________________________________

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?

_____________________________________________________________________________________

_____________________________________________________________________________________

_____________________________________________________________________________________

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?

☐ 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?

_____________________________________________________________________________________

_____________________________________________________________________________________

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

_____________________________________________________________________________________

_____________________________________________________________________________________

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

_____________________________________________________________________________________

_____________________________________________________________________________________

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?

_____________________________________________________________________________________

_____________________________________________________________________________________

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)?

_____________________________________________________________________________________

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

☐ Yes ☐ Maybe ☐ No

5d. Have you attended the Support Group?

☐ Yes ☐ No

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

☐ 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?

☐ Yes ☐ Maybe ☐ No
Appendix C: Resource Guide

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 feel 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?