

IMPACT

Resource Family Services Continuum

PHASE I:

Inquiry from potential family:

- All inquiries (walk-ins or telephone calls to the local DFCS office) will be routed to the 1 877 210-KIDS (5437) inquiry line:

1. Contract staff complete the IMPACT Inquiry Intake Form:

- Contractor will email county to alert them of the family's inquiry within 24 hours.
- Families are sent the Information Packet.

Adoption Inquiry:

1. The Regional Adoption Coordinator will call to arrange an appointment for the IMPACT orientation within 10 working days.
2. All subsequent follow-ups will be the responsibility of the local DFCS office.

Foster Care Inquiry:

1. Local DFCS office calls to arrange an appointment for the IMPACT orientation within 10 working days of receiving email alert from the Contractor.

- All contacts with perspective resource families are tracked in the IMPACT Inquiry Line database.
 - Families will be provided 3 opportunities to attend the IMPACT Orientation; county staff will enter information from each follow-up call into the database.
 - If family is a "no-show," county staff has 2 working days to contact family to arrange another appointment.
 - a. Enter new appointment into the Inquiry Line Database after a missed appointment;

- b. After 3 missed appointments, enter “inquiry closure” as the disposition.
- c. At any time during this process the family states that they are no longer interested, close the inquiry indicating the appropriate disposition reason.

PHASE I, continued:

IMPACT Orientation:

- The IMPACT Orientation is a two-hour standardized presentation that provides basic information on the DFCS Resource Family approval process.
- The orientation may be provided by staff:
 - One-on-One
 - Or
 - Group settings
- ✓ In order to accommodate families, counties may have specific days and times in which the IMPACT orientation is provided; i.e., every Tuesday and Thursday, 10am to 12pm and/or 2pm to 4pm and/or 5pm to 7pm.
- At the end of the IMPACT orientation workshop families will be provided with an IMPACT application packet that contains the following:
 - The IMPACT Letter of Intent (to become a resource family)
 - Welcome Letter from the Governor
 - IMPACT Resource Parent Approval Process Document Checklist.
 - Handouts:
 - Foster Care Program Mission statement
 - Data – children in care
 - Adoption information – special needs children
 - Adoption Assistance
- Orientation Follow- Up
 - Families are asked to return the IMPACT Letter of Intent.

- Family completes the IMPACT Letter of Intent, when the county receives it, enters disposition in the Inquiry Line Database
- After 10 days, if county staff have not received a response from the family, they will initiate a telephone call to the family to determine if they are still interested, still considering, or not interested:
 - If the family is interested, request that the Letter of Intent be submitted.
 - If the family is still considering, enter contact information. After an additional 20 working days, contact the family to determine if a decision has been made. If no decision has been made, enter a date and a reason for inquiry closure.
 - If the family is not interested, enter date and a reason into the database.

PHASE II

- Once an IMPACT Letter of Intent has been received staff completes the CPS Records review, the Pardons and Parole, the Department of Corrections and the Sexual Offenders Registry Review.
 - Any negative findings must be reviewed/approved by the county director.
 - Families will be informed about the 20 Hour IMPACT Certification training; the date that the next class is held, and a verbal agreement should be made about the specific training the family will attend. The family must understand that they will not become certified until all 20 hours are completed.
- **Note:** Families that miss up to 3 hours should be provided the missed training hours on a one-on-one basis in order to complete their required certification hours.
- Families are provided 3 invitations to participate in the IMPACT certification training.
 - Counties will track all scheduled and missed IMPACT pre-service training start dates

- All attachments, verification and requirements should be obtained concurrently with the family's participation in the IMPACT Resource Family Pre-service Training.
 - After the family completes training, staff has 6 weeks to complete and submit the IMPACT Resource Family Evaluation for approval.
 - The County Director must approve all extenuating circumstances, which prohibit the completion of a family evaluation within six weeks.
- IMPACT approval process:
- Completion of training certificates will be provided for families.
 - Families that complete their resource family evaluation, the 20 hours of pre-service certification training and provide all necessary verification and documentation may be approved as DFCS Resource Families.
 - Families are encouraged to maintain peer support relationships established with other resource families during the certification training.

PHASE III

- Resource families are required to participate in 10 hours of training annually. This training may be accomplished in creative ways; such on group trainings sponsored by AFPAG, courses at local community agencies or through approved on-line coursework.
- Families must initiate the annual in-service training requirement **within 60 days** of their approval.