

## Examples of Potential Grievances

- Communication issues
- Disagreement with the agency's decision to remove a child from their home for issues not related to safety
- Failure to follow policies
- Failure to arrange needed services for the child and/or resource family
- Failure to abide by the responsibilities outlined in the Cooperative Agreement and child-specific service plan
- Perceived retaliation

## Examples of Inappropriate Grievances

- Resource parent is the subject of a pending investigation regarding allegations of child abuse or neglect
- Conflict with another licensing or placement agency, other than CFS
- Conflict is related to a revocation or denial of a foster care license; for this appeal process please refer to the Administrative Hearing policy at [adminrules.idaho.gov/rules/current/16/0503.pdf](http://adminrules.idaho.gov/rules/current/16/0503.pdf)
- Placing an Indian child in accordance with Indian Child Welfare Act (ICWA) placement preferences
- A child has been moved for the purpose of achieving reunification with the birth parent or placement with siblings
- Conflict with a contested court



Child and Family Services Program (CFS) is very proud and appreciative of the resource parents who open their hearts and homes to children in foster care.

This guide is designed for licensed resource parents caring for children in foster care who may have a grievance. It embraces an open and systematic process to provide opportunities for all participants to be heard and explain their perspectives without judgment.

We are committed to building supportive relationships with resource parents to help ensure the best outcomes for children and families.

For questions, contact:

Julie Sevcik  
Idaho Department of Health & Welfare  
Family & Community Services  
Foster Care Program Specialist  
450 W. State Street, 5th Floor  
Boise, Idaho 83720  
Phone: (208) 334-6953  
Email: [Julie.Sevcik@dhw.idaho.gov](mailto:Julie.Sevcik@dhw.idaho.gov)

# Idaho Resource Parent Grievance Process



## Chain of Command

Child and Family Services believes concerns are most effectively addressed at the local level. In the event that is not possible or when all local measures have been exhausted, concerns may be escalated to division administration for resolution.



## Child Welfare Social Worker & Supervisor

If you have a conflict with your social worker, engage in an open conversation with them. Discuss your concerns; be transparent and honest, and work to develop a solution that is mutually agreeable, if possible. The social worker will share the concern and solution with their supervisor, who will follow up with you within seven business days to check in on the progress and determine if the resolution has been achieved. If you do not feel the conflict can be resolved with the social worker contact the supervisor.

## Child Welfare Field Program Manager

In the event a workable plan is not achieved, please contact your hub/regional program manager. A meeting will be arranged within seven business days of your request. The social worker, supervisor, licensing worker, and your Resource Peer Mentor may be included. You may choose to have an additional support person present during the meeting. Best efforts will be made to reach a resolution. You will be contacted by phone within seven business days following the meeting with a decision.



## Problem Resolution Team (PRT)

In the event there is an irreconcilable difference at the local level, resource parents have the right to file a formal grievance with our Problem Resolution Team. Formal grievances must be made within seven business days of the resource family being verbally informed of a regional/hub program manager's resolution.

A PRT liaison will contact you within two business days to gather additional information and schedule a meeting. Interviews will be conducted with appropriate CFS staff, resource parent(s), and any others determined by the PRT to be necessary for the resolution process. The team includes the deputy division administrator, program manager, program specialists, hub/regional CFS representatives, and a Resource Peer Mentor. Recommendations will be developed based on the information received and submitted to the Division Administrator for approval. Notification of the decision will be made via telephone within seven business days. The Division Administrator has final decision-making authority.

Referral forms are accessible through the Regional/Hub Program Manager or online at <http://healthandwelfare.idaho.gov/Children/AdoptionFosterCareHome/FosterAdoptiveParentResources>.

### **Please submit a grievance to:**

Child Welfare Problem Resolution Team  
Idaho Department of Health & Welfare, FACS  
450 State Street, 5th Floor  
Boise, Idaho 83720  
Phone: (208) 334-5700  
Email: [fostercarewebsite@dhw.idaho.gov](mailto:fostercarewebsite@dhw.idaho.gov)