

14 Recommended Questions for Foster Families to Ask a New Agency

1. Does the agency follow policies and procedures required by OAC (Ohio Administrative Code) and are they in good standing with ODJFS?
2. Is the agency locally owned and operated? Are the owners on-site actively managing the agency? If the agency is part of a franchise, what 'watchdog' organizations is the franchise a member of?
3. Are the agency's foster caregivers respected as professionals?
4. Does the agency have a current contract for services with HCJFS, do they have an approved RFP?
5. Is the agency licensed for Family Foster Care and if not, are you ok with completing additional training hours to be accepted and upgrading your license to Treatment certification which means 20 more training hours every recert period?
6. What criminal screening and background checks does the agency run on its caregivers?
7. What sort of training do the employees receive? Is training ongoing? What are staff credentials?
8. Will an agency supervisor oversee the quality of care you receive? How often? Will you be permitted to evaluate your worker and services provided by the agency?
9. How is payment of per diem to the FP handled?
10. What are agency finances and banking practices? What if your check bounces?
11. What does the agency offer your family and/or birth children in the way of support?
12. What provisions are there for alternative / respite care?
13. Does the agency have someone on call? After hours? What provisions are there for care during a disaster?
14. What is the process for resolving problems? Who can you call to discuss any issues and be sure to have them resolved?