



State of South Carolina

Department of Social Services

Policies and Procedures: Foster Family Licensing and Support

Subject:	Foster Home Surveys
Authority:	N/A
Standards:	South Carolina Practice Model: Guiding Principles and Standards (GPS)
Application:	Foster Home Licensing and Support and Adoption Staff
Purpose:	To guide staff within the Foster Home Licensing and Support Units and Regional Adoption Offices on when the Department will survey foster families regarding their experiences with the South Carolina Department of Social Services (SCDSS).
Policy Statement:	Foster Home Licensing and Support staff and Regional Adoption Office staff conducts annual and quarterly exit surveys to foster homes licensed by the SCDSS.
Procedures:	
A. Who is surveyed?	DSS foster homes currently licensed and any foster home that voluntary closes during the quarter.
B. When are they surveyed?	Foster homes are licensed by DSS annually and quarterly after voluntary closure of the foster home.
C. Annual Surveys	1. A designee within the DSS Division of Permanency will administer the survey to all foster homes case managed by DSS. 2. The designee administers the survey in January of each year. 3. The results of the survey will be analyzed and presented to DSS leadership and stakeholders in April of each year. a. The office of Accountability, Data, and Research will analyze the data received. b. The Office of Permanency will present the data to DSS leadership and stakeholders.

	4. The survey includes the following topics: a. The type of placements, b. Training, c. Levels of support, d. Relationships with involved parties, e. Communication, f. Areas of improvement, g. Areas the DSS is doing well in or with, and h. Comments and Suggestions. 5. The Regional Foster Home Licensing and Support Units and Adoptions notify the foster homes of the pending survey and encourage them to complete the survey timely.
D. Exit Survey	1. A designee within the DSS Division of Permanency Management will administer the Exit Survey to all foster homes case managed by DSS. 2. The Exit Survey is to be administered on a quarterly time frame and will cover all foster homes that voluntarily closed during the quarter. 3. The Exit Survey includes the following topics: a. County and Region where the home was located, b. Date of Closure or Exit, c. Length of time as a foster home, d. Family's motivation to foster, e. Reason for deciding to close their foster home license, f. The family's experience as a foster parent g. Relationships with the following: i. Foster Care case manager,

	ii. Regional Foster Home Licensing and Support Unit Placement Coordinators, iii. Adoption Specialists, iv. Biological Family, v. Guardian ad Litem or CASA, vi. Local Foster Parent Association, and vii. Others (Specify). h. Support services needed and whether or not they were offered, i. What the DSS could have done to change their decision on closing their foster home, and j. Additional comments. 4. Within two months of receiving the results of the survey the data will be shared with the DSS leadership and stakeholders. a. The office of Accountability, Data, and Research will analyze the data received. b. The Office of Permanency will share the data with DSS leadership and stakeholders. 5. Upon notification of the foster home's desire to close, the Regional Foster Home Licensing and Support Units and the Adoptions notifies the foster homes of the exit survey that they will be receiving and encourages them to complete it timely.
--	--