

## Frequently Asked Questions from Foster Parents

**Q. Hamilton County assists foster parents with child care fees if they do not qualify for child care vouchers. Will your agency consider providing such assistance?**

**A.** Currently, Necco is able to provide higher reimbursement per diems than Hamilton County. The higher reimbursement rate allows Necco to factor the daily cost of child care into the per diems. In other words, reimbursement for child care is already included in the foster parent's daily per diem. Some families qualify for vouchers and are able to access that assistance.

**Q. Do you assist with transporting foster children to appointments if their foster parents are working or otherwise unable to transport them? Would you consider?**

**A.** Necco is always willing to help a foster parent in any way we can. However, we do rely on our foster parents to provide the transportation that their foster child needs, whether it is to visits, medical appointments or school events. If a foster parent has a conflict and is unable to transport, Necco will assist during those situations. Each foster family is encouraged to have an alternative care provider who is over the age of 21, has a valid driver's license and has background checks on file with the agency. This individual would also be able to assist the foster parent with transportation needs.

**Q. What is your respite care policy? Can a foster parent provide respite care for a foster parent in another agency?**

**A.** All respites should be approved by the guardian/county and by Necco. Respite care has been provided in many different situations unique to the families involved. These situations range from an alternative care provider staying in the foster family's house with the children while the family is out of town, foster children being placed into respite with another foster family licensed through Necco, foster children spending the respite time with a family member of the foster family who may not be a licensed foster parent, children from another network staying in a foster home licensed with Necco, and many others. Any of these situations are possible as long as approval has been given by Necco and the guardian of the child. Approval is subject to applicable background checks of the caregivers involved. A valid driver's license must also be on file with Necco.

**Q. Does your agency provide support workers?**

**A.** At Necco we believe everyone in our office is a support worker to our foster parents. More specifically Necco assigns a case manager to your home. You will have one case manager assigned to your home regardless of how many children are placed in your home or what county they are from. This case manager will be conducting home visits in your home 2-4 times per month depending on the needs of the children. The case manager will be your "go to" person for any needs you may have. Your home will also be assigned an assessor. This assessor will be responsible for assisting you with the re-certification process, informing you about trainings, rules and regulations, keeping you updated on your training hours, and other issues as appropriate.

**Q. Does your agency have a mentoring program for foster parents?**

**A.** Necco follows the guidelines established in the ODJFS regulations regarding mentoring. New foster families are assigned a more experienced foster family to mentor them upon their request. Licensed foster parents are

able to receive training hours for mentoring/training other foster parents if they have been licensed for at least two years and have not received any corrective action plans.

**Q. What is the training policy and when are trainings?**

**A.** All foster families renew their foster care license every two years. For families who are licensed as traditional/family homes they have to complete 40 hours of training every two years. For foster families who are licensed as treatment/therapeutic homes they have to complete 60 hours of training every two years. For both of these types of homes 2/3 of the training hours need to be “formal” face-to-face trainings. The other 1/3 of the training hours can be “informal” such as online trainings, reading books or watching movies and writing a summary about what you have learned.

Trainings are offered the last Monday night of the month and the last Thursday night of the month. Child care is provided as well as dinner for all family members. Trainings are also offered every Tuesday night and dinner is provided. Saturday trainings are offered anywhere between 4-6 times per year. We also offer trainings throughout the week during the day. Foster parents also receive reimbursement in the amount of \$10/hour for attending any formal, face-to-face training.

**Q. What is the transfer policy? What are the steps to transfer?**

**A.** Necco’s transfer policy mirrors the transfer rule written by ODJFS. Foster families must be licensed for at least one year with an agency before they are allowed to transfer to another agency, unless the agency is no longer certifying foster families, then exceptions are made. Only one transfer can occur during the two year certification period. If a foster parent is interested in transferring they would contact the agency they are interested in transferring to and request a transfer. That agency would request your foster home file from your current agency. The foster parent would meet with the new agency to discuss any additional paperwork, trainings or other items that are needed. The new agency determines when the transfer is finalized. In the event that there are children placed in your home, they will also transfer to the new agency along with your foster family. There are certain tasks that will need to be re-done when a family transfers from one agency to another such as medical statements and background checks. Necco requires transfer families to review Necco’s foster parent handbook, ODJFS regulations and medication administration policy, which can be completed in the home with an assessor. Necco also requires families to become certified in CPR and First Aid. For your convenience, Necco offers CPR and First Aid at our office once a month on Wednesdays and also on some Saturdays. There is no cost associated with the class.

**Q. When are per diem payments made?**

**A.** Per diem payments are made on the last day of the month and the 15<sup>th</sup> of every month and are directly deposited into the foster family’s bank account.

**Q. Will board rates remain the same as HCJFS?**

**A.** Necco has two per diems that it uses to reimburse foster parents for their care of foster children. For a traditional foster child a foster family receives a reimbursement of \$25/day. For a therapeutic/treatment child a foster family receives a reimbursement of \$35/day. The level of the child is determined by the county based on the needs and behaviors of the child.

**Q. What is the alternative caregiver policy?**

**A.** Necco strongly encourages foster families to identify as many friends/relatives as they can to support them in being a foster parent. Alternative care givers must be over the age of 21, have a valid driver’s license, and successfully pass background checks. We provide reimbursement for the cost of the background checks. The alternative care provider is then allowed to transport foster children as well as baby sit for them in the foster home or in their own home. Alternative care providers have also been used in respite situations that have been approved by the county and Necco.

**Q. Do you have local offices?**

**A.** Yes we have an office located here in Cincinnati at 415 Glensprings Drive, Suite 201 Cincinnati, OH 45246. Our phone number is 513-771-9600 and our fax number is 513-771-2546.