

1701 RECRUITMENT AND RETENTION PLAN

Chapter: **Foster Care Providers**

Section: **Recruitment**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive: **12-07**

Effective Date: **September 2012**

Scheduled Review Date:

Approved:

A handwritten signature in black ink that reads "Maggie Bishop".

Maggie Bishop, DCYF Director

Related Statute(s): [RSA 170-E](#)

Related Admin Rule(s):

Related Federal Regulation(s):

Related Form(s): **FORM 2371**

Bridges' Screen(s) and Attachment(s):

Purpose

A strategic, annual plan for continuous recruitment and retention of foster homes in each District Office is required. Recruitment and retention of foster family homes is an integral part of licensing homes to care for children. Continuous recruitment and retention of foster homes enables DCYF to have a sufficient number and types of foster homes to match children/youth's needs to the foster family's skills.

Policy

- I. A plan for recruitment and retention of foster families must be developed for each District Office by a team that includes, but is not limited to:
 - A. The DCYF Supervisor;
 - B. The Resource Worker;
 - C. An Assessment CPSW;
 - D. A Family Services CPSW;
 - E. At least 2 foster parents,
 - F. A Foster & Adoptive Parent Association representative;
 - G. Community representatives; and
 - H. Other individuals, as appropriate.
- II. The team must develop a plan for recruitment of families and retention of foster homes that responds to identified and anticipated needs of the District Office.
- III. The Resource Worker is responsible for developing the plan using the "District Office Recruitment and Retention Plan" (Form 2371). The DCYF Supervisor must give final approval before the plan is submitted to the current contractor by August 31.
- IV. A needs assessment is completed using information and data gathered throughout the District Office catchment area, including:
 - A. An analysis of the past year's performance,

- A. An analysis of the past year's performance,
 - B. Successful strategies to be included in the new annual plan, and
 - C. Other information not limited to the number of inquiries, the number of home studies in process that would result in licensed homes, and identification of retention practices in the local office.
- V. Measurable goals and objectives defined with specific indicators and benchmarks must be included in the plan that will produce the desired outcomes as determined by the team.
- VI. Tasks, persons responsible for completing tasks, and timelines for the completion of tasks must be developed and shared among the members of the team and others who will have a role in the implementation of the plan. All activities, including those that have no related cost, must be reflected in the plan.
- VII. The plan must include that a minimum of 4 information sessions will be held according to a proposed schedule.
- A. These sessions may be scheduled in the communities where homes are being sought, hosted by foster parents already residing in those communities, or in partnership with the [NH Foster & Adoptive Parent Association \(NHFAPA\)](#).
 - B. Additionally, other education and outreach opportunities include speaking to civic, social, religious, and service groups that may result in donations to foster parent support activities and/or direct recruitment of families.
- VIII. Recruitment and community outreach are a shared responsibility among the District Office staff. An agency is contracted with to assist the D.O. staff in implementing their plans.
- IX. A minimum of 2 pre-service trainings for applicants must be completed within the plan's year and be included in the plan and its timeline.
- X. Reimbursement for each plan's expenses requires:
- A. A completed Recruitment and Retention Reimbursement form provided by the contractor of recruitment and retention services;
 - B. An agenda for the activity;
 - C. An attendance sheet; and
 - D. Original receipts. (Credit card receipts are not acceptable.)
- XI. Unallowable costs are "costs of entertainment, including amusement, diversion, and social activities, and any costs directly associated with such costs (such as tickets to shows or sports events, meals, lodging rentals, transportation and gratuities)." As defined by the [US Office of Management and Budget, Circular A-87, Attachment B, Section 14](#).
- XII. The Resource Worker and the Supervisor must meet quarterly to review the plan's progress.

XIII. Following the quarterly meeting, a report outlining the progress of the plan for the quarter must be submitted via e-mail to the Foster Care Specialist or designee. A paper copy of the quarterly report with the signature of the Supervisor must be mailed to the Foster Care Specialist by the 10th of the month following the end of the quarter.

XIV. The Supervisor must ensure that the quarterly reports are submitted according to the following schedule:

First Quarter.....	10/01 to 12/31.....	due by 01/10
Second Quarter.....	01/01 to 03/31.....	due by 04/10
Third Quarter.....	04/01 to 06/30.....	due by 07/10
Fourth Quarter.....	07/01 to 09/30.....	due by 10/10

Procedures:

I. The Resource Worker must:

- A. Convene the team, facilitate the meeting, and meet as necessary;
- B. Schedule the annual meeting of the team;
- C. Meet quarterly with the Supervisor;
- D. Develop the "Recruitment and Retention Plan" (Form 2371) with input from the team;
- E. Coordinate and implement the tasks identified in the plan;
- F. Carry out the assigned duties according to the plan;
- G. Request reimbursement for expenses from the contractor;
- H. Submit the plan and quarterly reports according to the schedule in part (n) above; and
- I. Submit monthly recruitment and retention statistics to the Foster Care Specialist at State Office.

II. The Supervisor must:

- A. Participate in the Recruitment and Retention Team meetings;
- B. Identify District Office staff who will participate on the team;
- C. Ensure that staff responsibilities identified in the plan are completed;
- D. Consult with the Resource Worker regarding the progress of the plan;
- E. Review, approve, and sign the quarterly reports;
- F. Ensure that monthly statistics are submitted to the Foster Care Specialist at State Office by the 10th of the month; and
- G. Request technical assistance from the contractor or the Foster Care Specialist as needed.

III. The contractor must:

- A. Perform duties as described in the contract approved by Governor and Council;
- B. Communicate with the Resource Workers and provide technical assistance as needed;
- C. Consult with District Office Teams and attend annual or quarterly meetings;
- D. Convene a committee to review and evaluate the annual DO Recruitment and Retention Plans;
- E. Process the reimbursement for expenses related to the recruitments and retention plans;
- F. Create, and distribute to the media, paid advertising as requested by the Resource Worker;
- G. Evaluate the effectiveness of the plans and the completeness of the quarterly reports based on the contract's specifications;
- H. Report semi-annually, or more frequently if needed, to the Foster Care Specialist on the performance and outcomes of the recruitment and retention efforts of each office; and
- I. Recommend best practices and need for improvements to the District Office teams.

IV. The Foster Care Specialist must:

- A. Provide technical assistance to DCYF staff related to the development and implementation of the recruitment and retention plans;
- B. Partner with the contractor to provide consultation to the local teams;
- C. Oversee the contract for recruitment and retention;
- D. Review and approve or deny amendments to the plans as needed; and
- E. Collect and maintain monthly statistics submitted by the Resource Workers.