

CS Standards and Examples

<p>Professionalism: <i>We exhibit a conscientious and businesslike manner with each other and with our customers and stakeholders</i></p>	
<p>Front Desk Protocol: An organized system of handling customers (phone & walk-ins)</p>	
<ul style="list-style-type: none"> • Real person at first contact 	
<ul style="list-style-type: none"> • Do inquiry form at front desk, rather than Orientation packets 	
<ul style="list-style-type: none"> • Communicate person-to-person before packet goes out 	
<ul style="list-style-type: none"> • Call handled by one person [within 24 hours] & not referred to someone else 	
<ul style="list-style-type: none"> • Other: 	
<ul style="list-style-type: none"> • Other: 	
<ul style="list-style-type: none"> • Other: 	

<p>Communication: <i>We communicate in a clear, honest, and responsive manner. We actively listen to one another and to the people with whom we interact. We provide information in a timely manner.</i></p>	
<p>Foster Family Communication: Respectful and Responsive</p>	
<ul style="list-style-type: none"> • Agreements made on best methods of communicating 	
<ul style="list-style-type: none"> • Phone calls and emails returned within 24 hours 	
<ul style="list-style-type: none"> • All questions are answered 	
<ul style="list-style-type: none"> • Actively listen to foster families 	
<ul style="list-style-type: none"> • Interpreters are available 	
<ul style="list-style-type: none"> • Linguistic competency is a priority (e.g., all family-related materials in Spanish.) 	
<ul style="list-style-type: none"> • CYFD dictionary of terms & acronyms is provided 	
<ul style="list-style-type: none"> • There is a group/association, newsletter, and/or regular meetings with staff 	

<ul style="list-style-type: none"> • Expectations are communicated (visits, cancellations, case worker transfers, etc.; develop handout for this purpose) 	
<ul style="list-style-type: none"> • Other: 	
<ul style="list-style-type: none"> • Other: 	
<ul style="list-style-type: none"> • Other: 	

<p>Engagement: <i>We involve children, families, foster parents, service providers, advocates, and others in our work to ensure the safety, permanency, and well being of the children and families with whom we work</i></p>	
<p>Foster Families Engaged and Encouraged to Become Licensed</p>	
<ul style="list-style-type: none"> • One person tracks family throughout the entire process 	
<ul style="list-style-type: none"> • Adequate notice of meetings is provided 	
<ul style="list-style-type: none"> • Regular communication is made with foster families 	
<ul style="list-style-type: none"> • Retention phone calls are made 	
<ul style="list-style-type: none"> • Follow up with families after RAFT 	
<ul style="list-style-type: none"> • Icebreaker is held within three days 	
<ul style="list-style-type: none"> • Treatment team meets monthly with foster parents 	
<ul style="list-style-type: none"> • Foster families included in training and event planning 	
<ul style="list-style-type: none"> • Exit interviews are held 	
<ul style="list-style-type: none"> • Other: 	
<ul style="list-style-type: none"> • Other: 	
<ul style="list-style-type: none"> • Other: 	

Staff Involvement: *We understand and value each other and the people with whom we interact. We are polite in our attitudes and behaviors*

Courteous and Respectful and Involved as Recruiters

• Staff are polite, truthful, and respectful	
• Staff are culturally sensitive and aware	
• Staff create a safe and supportive environment	
• Staff understand and accept that foster parents sometimes have a different perspective	
• Staff work to increase referrals from current foster families	
• Provide education on recruiting regularly at all-staff meetings	
• Staff have recruitment kits	
• Other:	
• Other:	
• Other:	