

**Customer Service Protocol
Permanency Goal 4
Instructions for Local Planning Teams to Use in the
Development of Their 5-year Plans.**

Goal: By 30 June 2015 in every circuit, the community-based care agency or lead adoption agency will have implemented into their business practice a customer service and customer support protocol that spans throughout the adoption process.

Critical elements or components of this initiative:

1. A stated commitment to customer service for adoptive families.
2. Adoption competent professionals, parents, and providers.
3. Inter-agency agreements that remove barriers to recruitment, placement, and supervision across jurisdictional lines.
4. Best practice models for:
 - a) The preparation of each child for placement.
 - b) Evaluation of adoptive parents and preparation for placement.
 - c) Strength/needs approach in matching non-identified placements.
5. Support groups for adoptive parents and children/youth.
6. Specific guidelines for data entry, responding, and tracking.
7. Designated staff or a “navigator” to assist adoptive families.
8. A local resource guide provided to adoptive families that can be added into a state-wide manual.

The State (or responsible party) will provide:

1. The results of the independent survey, “Project Adoption Success”. (OACP)
2. Best practice models for children and adoptive parents. (DCF)
3. A draft customer service protocol. (AIC or DCF)
4. A draft adoption manual. (OACP)
5. Monitoring with incentives for compliance. (DCF)
6. An adoption connection to all state agencies such as AHCA for Medicaid; DOH for Children’s Medical Services, APD for policies and programs for children with disabilities, etc.