

OLMSTED COUNTY COMMUNITY SERVICES DEPARTMENT

POLICY STATEMENT

Code: 5.108

TITLE: **Foster Care Provider Grievance Procedure**

PURPOSE: The Foster Care Provider Grievance Procedure is established to resolve areas of disagreement between foster care providers and agency staff involving agency policy, procedure or practice.

REFERENCE: **Department of Human Services Rules**

MN Rules, 9543.0060 LICENSING FOSTER CARE PROGRAMS, Subpart 5.
Duties of Agency. The agency shall:

D. Establish a grievance mechanism for resolving differences between the agency and the license holder and provide the license holder with a written description of grievance procedures.

PERSONNEL
RESPONSIBLE:

Agency personnel are responsible for responding to grievances which involve foster care provider disagreements with agency policy, procedure or practice.

The Department of Human Services is responsible for appeals regarding such items as the denial of licensure, revocation or suspension of a license.

EFFECTIVE: 08/13/96, Updated 12/99, 3/06, Updated 1/12, Updated 11/15

POLICY:
Olmsted County Community Services must:

- ☐ have a foster care provider grievance procedure in effect.
- ☐ furnish license holders with a written description of grievance procedures.
- ☐ offer initial training on the grievance procedure to providers.

A copy of the "Foster Care Provider Grievance Procedure" is included in the "Olmsted County Community Services Foster Parent Handbook" and is reviewed with providers at initial licensing.

PROCEDURES:

Certain issues are not grievable: contractual agreement, placement decisions, civil rights – related or statute/rule requirements. The County Attorney's Office will decide if an issue is grievable according to applicable standards. Decisions will be available within ten (10) working days.

Individuals have the right to pursue citizen, civil or legal avenues after a decision on the grievance, or after response that an issue is not grievable.

Before filling a written grievance, the following conciliation steps are expected to be taken:

1. Foster care provider and case manager or probation officer make direct efforts to resolve disagreement.
2. Provider contacts the case manager/probation officer's supervisor about unresolved client-related or program-specific concerns. The provider can decide what type of interaction is preferred: telephone, face-to-face and/or written contact.
3. Adoption/Foster Care/Child Care Unit Supervisor may participate as needed regarding concerns involving Adult Foster Care or Family Foster Care.

In the event that the disagreement remains unresolved, the provider may file a formal grievance.

A formal grievance procedure begins when a foster care provider files a written grievance requesting resolution of a disagreement between themselves and the agency:

1. Provider files a written grievance, requesting resolution of a disagreement between themselves and the agency.
2. Written requests should:
 - ◆ include a statement of the issues or concerns and the action desired,
 - ◆ state the type of interaction preferred: telephone, face-to-face and/or written contact,
 - ◆ be directed to the Associate Director of Social Services or designee, and
 - ◆ copied to the Adoption/Foster Care/Child Care Unit Supervisor and placed in the provider's case file.
3. Within ten (10) working days of receipt of the request, the Associate Director of Social Services will convene a meeting to address the grievance, unless another form of contacts is preferred by the provider, i.e., telephone or written response.
 - ◆ Attendance at the meeting may include: the provider, a provider advocate, the case manager or probation officer, the case manager's or probation officer's supervisor, the provider's licensor, and the Adoption/Foster Care/Child Care Unit Supervisor.
 - ◆ The client and/or legal guardian must provide a written release for his/her data to be discussed/shared in this (and any subsequent) meeting.

Outcomes:

1. The grievance is resolved. The resolution is signed by the provider and an agency representative.
2. The grievance is not resolved. The process ends.

APPROVED BY:	DATE:	AUTHOR:		
Human Services Committee	07/09/96 08/13/96		Belinda J. Krenik, Community Services Supervisor Foster/Day Care Unit	
Olmsted County Board	08/13/96		With assistance/consideration by:	
			Adult Foster Care Committee – Work Group	06/06/96
			Adult Foster Care Committee	06/13/96
			Community Services Supervisors: Social Services	06/17/96
			Corrections – Adult & Juvenile Divisions	6/26/96

			Family Foster Care Committee – AD H	06/24/96
			Leadership Team	06/24/96
			County Attorney's Office	07/01/96, 07/17/96
			Adult Foster Care Committee by special request	07/11/96
Leadership	12/13/99	UPDATED:	Dan Judd	
			Adult Foster Care Advisory Committee	11/18/99
			Child Foster Care Advisory Committee	12/17/99)
			County Attorney's Office: Geoff Hjerleid and/or Bob McIntosh	12/7/99
			Heather Johnson	3/06
Senior Management	2/6/12		Michelle Freiderich, Social Worker, Child Foster Care Rich Hacker, Supervisor, Adoption/ Foster Care/Child Care Jennifer Bagne-Walsh, Supervisor, Adult Foster Care	1/25/12
Senior Management			Michelle Freiderich, Sr. Social Worker, Child Foster Care Rich Hacker, Supervisor, Adoption/ Foster Care/Child Care Jennifer Bagne-Walsh, Supervisor, Adult Foster Care	11/05/15