

Summary of Rights

The LSSI staff member assigned to work with you and your family will fully explain to you all rights and responsibilities outlined in this brochure. This will include explanation of the fee policy and its implications for you (where applicable); adoption service planning; rules and regulations; Federal and State confidentiality requirements; and the Agency grievance procedure. If you are in need of further assistance or clarification of any of these rights and responsibilities, please consult the direct supervisor of the worker assigned to you and your family.

Grievance Procedure

LSSI expects that you, your worker and his/her supervisor will work collaboratively to resolve differences that may arise over the course of your work together. LSSI expects that when differences arise, you will bring them to the attention of your worker and his/her supervisor to be resolved. Likewise, the worker and supervisor are expected to bring problems to your attention for discussion and resolution. Problems not resolved at this level may be brought to the attention of the Program Director at the site where you are receiving services.

If, after following this process, you remain dissatisfied, (continued on page 6)

Grievance Procedure, continued

you may request an administrative review regarding LSSI's adoption services by writing to:

Statewide Director of Adoption Services
Lutheran Social Services of Illinois
1001 East Touhy, Suite 187
Des Plaines, IL 60018

An investigation of any written grievance or complaint is initiated within two business days. All grievances or complaints are documented in writing by LSSI and the outcome of the investigation is reported in writing to the Illinois Department of Children and Family Services within 10 business days of receipt of the grievance or complaint. All grievances or complaints and the outcome of LSSI's investigation are also reported to the LSSI Board of Directors at the next scheduled meeting.

Any retaliation against someone making a grievance or complaint is prohibited. Please note that you also have the right to appeal to an advocate outside of LSSI.



Lutheran Social Services of Illinois

Children's Community Services Network

STAFF/ ADOPTIVE PARENT INTERACTION AND GRIEVANCE PROCEDURE

Lutheran Social Services of Illinois

provides services to persons applying to adopt a child regardless of race, ethnicity, religious beliefs, gender, sexual orientation, or handicap.

When you agree to participate in or to receive services, you also agree to the following:

Lutheran Social Services of Illinois
is an Illinois licensed child welfare agency -- license #013005.

Revised 7/21/06

Scheduled Appointments

Both you and Lutheran Social Services of Illinois (LSSI) staff agree to exert every effort to keep mutually scheduled appointments. If cancellation becomes necessary, each will notify the other as soon as possible **in advance of** the scheduled appointment.

Payment for Services

Payment for services (where applicable) is defined in the written fee agreement and explained at the time of initial contact with LSSI staff. Exceptions to the fee schedule will be limited and must be approved, in writing, by the Associate Executive Director of the program.

Confidentiality Rights

Both the law and written LSSI policy require that none of your confidences or written records maintained by the Agency be released without your specific written consent (unless otherwise specified by law). You are entitled to inspect and to obtain a copy of your records in accordance with procedures adopted by the Agency. These procedures will be explained to you by LSSI staff with whom you are engaged.

Disclosure of Information

Every effort will be made to maintain your confidence. There are situations, however, where the law requires that LSSI staff must make disclosures of confidential information. Records and communications may be disclosed in accordance with the provisions of the *Child and Family Services Act of 1963* (as amended); the *Alcoholism and Intoxication Treatment Act of 1974* (as amended); the *Abused and Neglected Child Reporting Act of 1975* (as amended); the *Mental Health and Developmental Disabilities Act of 1979* (as amended); the *AIDS Confidentiality Act of 1985* (as amended); the *Protection and Advocacy for Mentally Ill Persons Act of 1986* (as amended); and the *Health Insurance Portability and Accountability Act (HIPAA) of 1996*.

For purposes of service provision, your confidences and records may be shared with other LSSI adoption/social work staff and auditing/accrediting agencies. Such a disclosure or sharing is done to better serve your needs where, for example, the adoption specialist/social worker wishes to consult with other professional staff to assist in planning for an adoptive placement and to ensure provision of quality services. Any sharing of information outside of the Agency for the purpose of planning an adoptive placement requires your specific written consent.

Provision of Adoption Services

You and an assigned LSSI staff member will formulate and agree upon a plan to guide the interaction between you and the Agency. You have the right, at any time, to refuse or discontinue receiving services. Additionally, the assigned staff member may decide, for good cause, to terminate the Agency's relationship with you; such termination of services will be communicated to you in writing. In extraordinary circumstances, another staff member may be assigned to work with you upon your request or at the request of your assigned worker. This decision will occur only after discussion between you and the direct supervisor of the assigned worker.

Please note that as a potential adoptive parent with LSSI, you do not have to sign any document that purports to waive claims against LSSI for intentional or reckless acts or omissions or for gross negligence.



Lutheran Social Services of Illinois
Children's Community Services Network

ACKNOWLEDGEMENT OF RECEIPT
Adoptive Parent/Staff Interaction and Grievance Procedure

I have received a copy of the Lutheran Social Services of Illinois Children's Community Services Adoptive Parent/Staff Interaction and Grievance Procedure. This procedure was explained to me and I understand and agree to abide by the process outlined by this document.

Adoptive Parent Name (please print)

Adoptive Parent Signature

Date

Adoptive Parent Name (please print)

Adoptive Parent Signature

Date

Child Welfare Specialist Name (print)

Child Welfare Specialist Signature

Date