



Protocol for Conducting Exit Surveys of Resource Parents Supplemental to DCS Policy: 16.16 Closure or Denial of Resource Homes

Purpose

The Tennessee Department of Children's Services is committed to improving service delivery to and in support of Resource Families. As a means of gathering information about current practice, Resource Parents voluntarily requesting closure of their home will be given the opportunity to complete a survey regarding their experience. Information from the survey will be routinely evaluated and utilized in future recruitment and retention planning.

Procedures

1. On or about the 10th of each month, Central Office will generate a list of resource homes that voluntarily closed the previous month to each region.
2. A regional designee will contact resource parents who are on the list, by telephone, and offer an opportunity to complete the exit survey. The survey provides the opportunity for resource parents to be personally contacted to discuss their experience as a resource family. Survey responses will be entered into Survey Monkey by the identified regional contact person.
3. If the Resource Parent expresses a willingness to complete the survey, **but** desires to speak with someone from outside the region, contact information will be sent via email by the regional surveyor to the DCS Director of Foster Care & Adoptions, and the exit survey will be conducted by a member of the Central Office Foster Care staff and entered into Survey Monkey.
4. If a Resource Parent expresses concern or has questions about his/her home closure, **OR** expresses a larger concern that has relevance to all resource parents, the surveyor should again notify the Director of Foster Care and Adoptions via email and a member of the Central Office Foster Care staff will make contact with the family.
5. The monthly listings sent to regions will be used to track and document contacts and outcomes (Yes = a survey completed and No = survey not completed). The tracking list should be forwarded electronically to the Division of Foster Care & Adoptions at the end of each month.
6. Quarterly information from the survey results will be compiled by the Quality Assurance Division and distributed to the Regional Recruitment and Retention Teams for use in quarterly planning and evaluation meetings. Annual evaluation reports will be completed and provided to Central Office leadership and other stakeholders as appropriate.