

TFI Family Services, Inc. PROGRAM PROCEDURE	No. Hague Standard 96.40(g)
Section: International Adoption Subject: Intake Process	
Issue Date: 7/1/13	Revision Date:

Purpose

To establish the process for management of referrals for International Adoption Home Studies.

Procedure

Calls to the agency with inquiries regarding the completion of an International Adoption Home Study will come into the Intake and Admissions Department (I&A). The I&A staff will obtain the family's basic contact information and forward it to the Director over the International Adoption Program. The Director will contact the interested party within 2 business days of the initial interest being expressed. The purpose of this initial phone call contact will be to discuss the following:

- Determine which service the family needs. (Home Study or Update)
- Determine what country the family is interested in adopting from.
- Determine if the family already has an identified child(ren).
- Determine if the family has a primary provider and if so, what is the name and contact information. If no primary provider has been identified, the Director will instruct the family that TFI will not be able to complete a Home Study until a contract is in place with a primary provider and will provide the family with resources to set this up and assist with contact as needed.
- Determine if there are any pre-set timeframes for the completion of the Home Study to meet.
- Explain the costs and payment process involved.
- Explain that they will be contacted by the Home Study Writer to begin the process.

If the interested party expresses desire and readiness to move forward and already has a primary provider, the Director will contact the appropriate Home Study Writer to make the referral within 1 business day of the initial phone call contact. If utilizing an Independent Contractor (IC) for the Home Study, the Director will contact the IC directly

and provide all needed contact information regarding the family. If the IC is unable to accept the referral, then the Director will send the referral to the Intake and Admissions Department (I&A). That same business day the I&A staff will send the referral to the appropriate Foster Care Supervisor for assignment to a worker who is trained in the completion of International Adoption Home Study writing.

The assigned Home Study Writer (whether that is an IC or an internal staff member), will then contact the family within 5 business days to explain the process and set up the first face to face contact.

The Director will contact the family's primary provider agency within 2 business day of the initial phone call contact to ask for a signed contract to be sent for approval. Once the contract is received, the Director will review and, if approved, sign and return it to the primary agency, maintaining a copy in the family's file. The Director will monitor to ensure that the contract is completed and signed by both agencies.