

Chapter 9

POST ADOPTION COMMUNICATIONS

9-1. Purpose. Post Adoption communication is a legislatively mandated requirement found in s. [39.812](#), F.S., intended to increase post adoption support provided to adoptive families. The creation of the Post Adoption Services feature within Florida Safe Families Network (FSFN) will provide a more consistent approach to the delivery and documentation of post adoption services for adoptive families.

9-2. Definitions.

a. The "Community-Based Care of Origin (CBC of Origin)" is the Community-Based Care Lead Agency (CBC) who is responsible for the payment of the monthly adoption maintenance subsidy to the adoptive family.

b. The "Community-Based Care of Residence (CBC of Residence)" is the Community-Based Care Lead Agency where the adoptive family currently resides.

c. "1-Year Post Adoption Communication Family" is a family who adopted a child from the child welfare system on or after July 1, 2015, who will require a 1-Year Post Adoption Communication Contact 1 year from the family's adoption finalization date.

d. "1-Year Post Adoption Communication Contact" involves reasonable efforts to contact the adoptive family one year after adoption finalization, which may include telephonic, email, or other correspondence.

e. A "Non-Face to Face Contact" involves contact being made by telephone, email, facsimile or other correspondence. These contacts can be documented as either attempted or completed.

f. "Post Adoption Communication-Interstate Compact (ICPC)" is the case note type in FSFN to document contacting families who meet the 1-year post adoption communication program requirements but reside outside of the state of Florida.

g. "Post Adoption Communication-Out of County Services" is the case note type in FSFN to document contact made regarding services offered as a part of the 1-year post adoption communication program to an adoptive family who resides in another county within the state of Florida.

h. "Post Adoption Service Page" is a page within FSFN that provides the ability to document post adoption services requested by families, services offered to the family and the service(s) provided to the family.

i. "Paid Service" is any service paid utilizing funds from the Community-Based Care Lead Agency (i.e., contracted DCF funds, grants or other CBC revenue).

j. "Non-Paid Service" is any service not paid by the Community-Based Care Lead Agency (i.e., Medicaid funded or community resources).

k. "Adoption Incentive Specialist" is the Office of Child Welfare Specialist that oversees the Post Adoption Communication Program, CBC Adoption Incentive Program, State Employee Adoption Incentive Program and the State Adoption Awards Program.

9-3. Procedures.

a. Community Based Care Lead Agencies must make reasonable efforts to contact all families who adopted on or after July 1, 2015 one year after their adoption finalization and document the contact(s) regardless of where they reside.

families:

- (1) The CBC of Origin is responsible for making reasonable efforts to contact adoptive

- (2) A minimum of three attempts to contact the adoptive family must be initiated.

- (3) The first contact attempted must be telephonic.

b. The CBC can determine the second and third method of contact (i.e., email, mail or face-to-face contact).

c. Each CBC may designate any employee to complete the 1-Year Post Adoption Communication Contact. However, it is best practice that the employee has adoption related experience and case management certification as a child welfare professional.

d. Initial contact must be made within 10 business days after the 1-year adoption anniversary date. All three (3) attempts must be completed within 30 business days from the 1-year adoption anniversary date.

e. Contact with adoptive parent within 30 business days prior to the 1-year adoption anniversary date will meet the requirement for the 1-Year Post Adoption Communication Contact. Earlier contact will not count as the required 1-year post adoption contact.

f. When the adoptive family does not reside within the CBC of Origin and requests services, the CBC of Origin will contact the CBC of Residence to explore and to identify services for the family in their local area. This request will be documented on the Post Adoption Services Page within FSFN.

g. The CBC of Origin is responsible for payment of post adoption services. The Department recommends that cost sharing be explored by the CBCs when a family does not reside within the county of the CBC of Origin.

h. Families who reside outside of state of Florida still must be contacted and contact must be documented in FSFN.

i. If a family who resides outside of the state of Florida makes a request for services, the CBC will contact the state agency in which the family resides to notify them that the family is in need of post adoption support and services.

9-4. Documentation.

a. The documentation of successful contact must be made within FSFN through the creation of a case note utilizing the case note category of Post Adoption Case and a case note type of the following:

- (1) 1-Year Post Communication – Telephone Contact.

- (2) 1-Year Post Communication – Email.

- (3) 1-Year Post Communication – Other Correspondence.

b. The case note types of 1-Year Post Adoption Communication require the selection of Non-Face-to-Face or Face-to-Face Contact to be selected. Additionally, the contact box must state completed to be deemed successful.

c. Documentation of all post adoption services being requested by a family and whether the requested services were referred for or not must be documented on the Post Adoption Services Page within FSFN.

d. If not referred, the reason for not completing the referral must be documented on the Post Adoption Services Page within FSFN.

e. The actual services for which the family was referred, whether paid or non-paid, must be documented on the Post Adoption Service Page.

9-5. Reports and Survey.

a. The Community-Based Care Lead Agency must submit the completed Department template annually which will include the following:

(1) The number of attempts made to contact each family.

(2) The number of successful attempts to contact each family.

(3) Services requested by families.

(4) Services offered to families.

(5) Services provided to families.

(6) If services were requested and not provided, the reasons why services were not provided.

(7) Any recommendations to improve communication regarding the post adoption program.

b. The Post Adoption Communication template is due to the Department on September 1st of each fiscal year.

c. An annual Post Adoption Services Communication Survey will be forwarded by the CBCs to all 1-Year Post Adoption Communication Families to fulfill one of the requirements outlined in s. [39.812](#), F.S.