



2017 National Adoption Conference Workshop Abstract

Presenter(s): Rachel Kinder, Deanna Worley

Presentation Title: A Customer Service Based Approach to Working with Potential Foster/Adopt Families

Topic Area: Promising practices that adoption exchanges, child welfare agencies, and others in the field are using to develop and support foster, adoptive, and kinship families;

Description:

The workshop will address working with prospective foster/adoptive parents from the initial call to certification and beyond. We will discuss initial family contacts as well as information and referral services. Focus will be on a customer-service based approach for handling retention of inquiries, screening processes, and our strategies for “problem” callers. We will explore building and maintaining relationships with certification/licensing agencies and engaging families in a neutral referral process.

Format: Lecture

Presenter(s) Biography:

Rachel Kinder is a licensed social worker who has 15 years experience in child welfare, the majority in foster/adoptive parent recruitment. Foster and soon to be adoptive parent.

Experienced foster mom and adoptive mom of 3. Deanna Worley has led foster parent support groups and has contracted with Mission West Virginia for years to provide follow-up services with families. She is an expert at relationship building with potential families.