



FOSTER & ADOPTIVE RESOURCE FAMILY SERVICES

KIDSline PLACEMENT AND SUPPORT SERVICES

For years, the KIDSline (1-877-792-5437) has been available to help direct foster parents to Orientation and community resources. In an effort to improve our quality of support to the foster parent community, Child Welfare Services has made enhancements to this resource. New KIDSline options are accessed through a series of prompts that seamlessly connect caregivers to the following resources:

- **Retention Specialist:** Retention social workers provide general information regarding Foster/Adoptive Orientation, foster care processes or payments, and foster parent resources.
- **Placement Coordinator's Office (PCO):** PCO helps match children needing placement with available licensed foster homes in San Diego County. PCO social workers receive calls from foster parents who have vacancies and are able to take new placements. PCO also receives calls from social workers who have children needing placement. Placement Coordinators also:
 - authorize the use of licensed foster homes
 - track foster home vacancies
 - maintain records of foster home complaints
 - place and remove holds on foster homes
 - answer questions about foster home liability coverage
 - maintain foster parent training records and track training hours
- **Special Care Rate Program (SCR):** The Special Care Rate program adds an additional layer of support to assist in the care of children with special needs. Special Care Rates are paid in addition to the basic rate and are intended to compensate caregivers for the extra time, effort, and expenses required to provide care for a special needs child.

Does the child in your care have a:

- Physical disability
- Emotional /mental diagnosis
- Developmental disability

If yes, then you may qualify for a Special Care Rate if you are providing additional time and services significantly beyond what is considered standard foster care.

- **Ombudsman/Mediation Support Specialists** are available to assist foster parents with matters involving difficult placements or transitions that have not been resolved after speaking with the assigned region or worker.

Please call the KIDSline: 1 (877) 792-KIDS (5437)

