Adoption Services Fee Agreement
UTAH Social Work Services
PAYMENT DUE WITH CONTRACT FOR SERVICE

SERVICE(S) PROVIDED  FEES ARE THE SAME FOR DOMESTIC AND INTERNATIONAL  FEE

(Check box please)

- Home Study – Fees due with application  $1400.00
- Home Study Update Only – $250.00*  $250.00
  *ONLY for families currently in process who need to renew their home study due to country time delays
- Home Study Update < 2 Years  $650
- Home Study Update > 2 Years  $750

OTHER SERVICES:
- ___ Post-Adoption/Post-Placement Reports written by a SW @ $350.00 each  $______
- ___ Sibling Post-Adoption/Post-Placement (same date) @ $125.00 each  $
- Apostilles  $100.00
- TRAVEL EXPENSES from SW Office to PAP home
  o Driving – 58 cents per mile (current IRS 2019 mileage rate) round trip  $______
  o Hotel when overnight stay is required $100/night  $______
  o Meals when overnight stay is required (using USA GSA CONUS rates for Meals & IE)
    Breakfast $11 x ____  Lunch $12 x ____  Dinner $23 x ____  $______
  o Other (Ferry, Tolls, Trains, Subway, etc.) ______________________  $______

TOTAL PAID TO CHI:  $______________

I/We understand that if we are using CHI only for home study services all post-placement/post adoption reports required to be written by a Social Worker* will be charged at home study approval and must be pre-paid before a finalized home study will be released to us*. If I/We are using CHI for placement and home study services, the post-placement/post adoption reports will be charged at the time we accept a referral*. *See “Schedule A” - Country Specific Post Adoption Requirements for details* or your Placing Agency

I/We understand that should the adoption be disrupted or be dissolved, all post placement and post adoption report fees paid are non-refundable. Amounts shown include CHI administrative fees and Social Worker fees.

I/We understand that travel expenses, if any, must be disclosed on this form and paid to CHI before the first scheduled visit and that if applicable, a new Fee Agreement for travel expenses on future prepaid services (PARs) will be required prior to the start of service.

Initials________,_______

© Washington Office: P.O. Box 447, Lynden, WA 98248
Email: info@chiadopt.org Telephone: 360-383-0623
Licensed in: Florida, Louisiana, Texas, Utah and Washington

Rev: 010219YC UT HS FA
Page 1 of 5
Client Complaint Procedure

Children's House Internationals’ Client Complaint Procedure is designed to provide an avenue for birth parents, prospective adoptive parents, or adoptees to submit their concerns and/or complaints regarding the services or activities of CHI, directly with the agency for resolution. Under this plan, clients may submit grievances in the following sequence:

1. When an individual (mentioned above) has a complaint, the complaint should first be verbally discussed with the individual associated with the agency that the complainant has an issue with or direct contact. At this point the complaint will not be registered. If the individual feels that a suitable agreement has not been reached, the individual is encouraged to exercise their right to proceed to the second step of this plan.

2. If the Complainant believes the complaint has not been resolved with the first contact, the Complainant must put the compliant in writing and present it in an email or by mail. Once received the complaint will be routed to the Social Services Supervisor that approved the case. The Social Services Supervisor has fourteen (14) working days to respond to the Complainant’s complaint by email or mail. If the Complainant feels that a suitable resolution has not been reached, the Complainant is presented with the option to escalate the complaint to the next step.

3. The individual may then send their complaint in writing through email or mail to the Executive Director. At this point, the complaint is logged into the system and will be registered in the complaint registry, by the Executive Assistant. The Executive Director will gain feedback from all CHI employees involved in the case as to the details. Children's House International is committed to providing an expedited review of all complaints that are time sensitive or that involve allegations of fraud. Then after careful consideration the Executive Director will issue a response and communicate this to the client within fourteen (14) working days of receipt of the individual’s complaint to the Executive Director by email or registered mail or FedEx. If the PAP still feels dissatisfied with the outcome, they are encouraged to exercise their option to take the next step in this procedure. If the individual does not feel their complaint has been resolved they may then request that the complaint be escalated to the Board of Directors of CHI. The individual may put in writing the complaint and all communications on the issue to be sent directly to the Board of Directors. After investigation and careful consideration, the Board of Directors will make a final decision and will submit their response to the individual in writing within fifteen (15) working days of receipt of the complaint.

4. If the complaint cannot be resolved through Children's House International's complaint process, the individual is free at any time to file the complaint with The Hague Complaint Registry (HCR). [http://adoptionusca.state.gov/HCRWeb/WelcomeForm.aspx](http://adoptionusca.state.gov/HCRWeb/WelcomeForm.aspx). All PAP's applied with CHI are given this grievance/ disclosure information in the agreement signed between the PAP and CHI. The PAP may also contact the State’s adoption agency licensing authority at:
   - Florida Department of Children and Families
     Office of Family Safety
     1317 Winewood Boulevard -- Building 1
     Tallahassee, FL 32399-0700
   - Utah Department of Human Services
     Office of Licensing
     195 North 1950 West
     Salt Lake City, UT 84116

Initials ________.
5. Children’s House International maintains a written record of each official complaint received pursuant to the introduction of this section and the steps taken to investigate and respond to it, as stated above, and makes this record available to IAAME or the Secretary upon request.

6. Children’s House International does not take any action to discourage a PAP or individual from filing a complaint, or retaliate against PAP’s or an individual for making a complaint, expressing a grievance, providing information in writing or interviews to IAAME on Children’s House International’s performance, or questioning the conduct of or expressing an opinion about the performance of Children’s House International. This information is also given and agreed to by personnel.

7. Children’s House International provides to IAAME and the Secretary, on a semi-annual basis, a summary of all official complaints received pursuant of the introduction of this section during the preceding six months (including the number of official complaints received and how each official complaint was resolved) and an assessment of any discernible patterns in official complaints received against Children’s House International to the introduction of this section along with information about what systematic changes, if any, were made or are planned by Children’s House International in response to such patterns.

8. Children’s House International has a quality improvement program appropriate to its size and circumstances through which it makes systematic efforts to improve its adoption services as needed. For example: notes are taken on repetitive complaints of the same nature, complaints that relate to a method of service that can apply in all programs, customer service modes and methods, potential personality problems of employees, approach to individual, etc. The Executive Director reviews a statistical chart annually regarding patterns of complaint and remedy actions sought or policy changes changed. Children’s House International uses quality improvement methods such as reviewing complaint data, using client satisfaction surveys, or comparing Children’s House International’s practices and performances with the data contained in the Secretary’s annual reports to Congress on intercountry adoptions.

Initials ________  ________
Any controversy or claim arising out of or relating to this agreement, or the breach thereof, shall be submitted to arbitration administered by the Washington Arbitration and Mediation Service of Washington, Seattle, Washington. The decision of the arbitrator shall constitute a final and binding adjudication of all matters submitted to arbitration. The decision, including any judgment on any award rendered by the arbitrator, shall be entered in the King County Superior Court of Washington. The parties expressly waive any right to appeal the decision. Each party shall pay its own attorney fees and expenses relating to the arbitration, and one-half of any arbitrator’s fees and expenses.

Although the parties agree that arbitration is mandatory, if a controversy or claim arising out of or relating to this agreement, for any reason, is not submitted to arbitration, it shall be litigated, if at all, in the King County Superior Court of Washington in Seattle, to the exclusion of the courts of any other state or country. The prevailing party in any such litigation shall be entitled to its reasonable attorney fees and costs relating to the litigation.

Any liability of the agency, its employees, contract workers or agents for any claim arising out of or relating to this agreement, shall be limited to the total of fees paid to the agency by the parents.

POST PLACEMENT AND POST ADOPTION REPORTS

The number of post-placement/post-adoption reports due is determined by state and country requirements and is not controlled by CHI. All post-placement/post-adoption fees are required to be paid in advance. If CHI is not the placing agency, post placement/post-adoption report fees will be charged at home study approval and must be pre-paid before a finalized home study will be released. If CHI is the placing agency, post-placement/post-adoption reports will be charged at the time the PAP accepts a referral. PAP’s understand that, should they fail to complete the required post-placement/post-adoption reports as agreed, the agency may take legal action including contacting the PAP’s’ state of residence to investigate. See “Schedule A” attached for Post-Placement/Post-Adoption Requirements by country.

In accordance with CHI Policy regarding services for home studies and post-placement/post-adoption services, all fees are due prior to the beginning of services. Fees are non-refundable once the home study or post-placement/post-adoption process has begun. Should the family withdraw for any reason, including pregnancy, all fees are non-refundable but may be applied to future home studies if used within two years.

The parents agree that if they reject or surrender any child after physically receiving said child that no monies paid to or through the agency are refundable and that the parents will be responsible for the foster care of said child per day, until the child is placed in an alternative adoptive home.

The family agrees to provide ALL documents for CHI as requested or the home study and/or placement will be placed on hold until those documents are received.

I/We understand that all information sent to us by mail or email from CHI regarding, but not limited to, the dossier preparation and travel information, is the sole property of CHI. We agree to not share this information with anyone, including other adoptive families or agencies unless we have written permission to do so.

I/We understand that evaluation does not guarantee a favorable finding and that in the event of an unfavorable finding, the fees are non-refundable; however, the post placement/post-adoption fees will be refunded.

In the event that your home study is denied or rejected, please see our complaint procedure below.

ALL background clearances must be done at the time of the home study. Previous clearances cannot be accepted.

Initials ________
Injunctive Relief for Breach. PAP’s specifically acknowledge the necessity for the post-placement/post-adoptive reports required above and as shown in “Schedule A” or in the information given to the PAP by the Primary Provider / Placing Agency and further agrees that, in addition to all other rights and remedies which CHI may have as an additional and cumulative remedy, CHI may specifically enforce PAP’s agreement to pay for, participate in, and obtain the post-placement/post-adoptive reports by applying to any court of competent jurisdiction for injunctive relief. In the event that CHI must retain the services of an attorney to enforce PAP’s agreement to pay for, participate in, and obtain the post-placement/post-adoptive reports required above, PAP’s agree to pay all of CHI’s attorney’s fees and actual cost incurred in so doing.

I/We hereby testify that the above information is correct and current as of the date we completed this application. I/We understand that any willful misrepresentation of the above information now or in the future could result in termination of services. Failure to inform the agency or misinforming the agency regarding changes to any information on this application throughout the process can be grounds for the agency to terminate services. If this document is altered in any way it will be considered invalid.

Date Signed ____________________________

Prospective Adoptive Parent

Printed Full Name

Children’s House International Representative

Prospective Adoptive Parent

Printed Full Name