THE NATIONAL CENTER FOR CHILDREN AND FAMILIES

Stronger Spirit. Stronger Community.

Foster Parent Handbook

The National Center for Children and Families

Greenleaf Treatment Foster Care (TFC)

6301 Greentree Road

Bethesda, MD 20817

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Introduction

Welcome to the National Center for Children and Families (NCCF) and the opportunity to make a difference in the life of children and youth who have been abused/neglected. NCCF has a proud commitment of offering the best possible foster care services to children/youth that have longstanding histories of abuse/neglect, family problems, delinquency, and behavioral and mental health issues. You bring to us a unique and rich combination of skills, intellect, and caring dedication that will help continue a quality tradition of care to youth and families in need. At the same time, you also join with an agency that seeks to stimulate and encourage your personal growth and professional opportunities.

Since 1995, NCCF has provided temporary family care for children and youth who need a stable home. Our goal is to establish a network of foster care homes, emphasizing unconditional care children/youth, while working to achieve permanency for the youth. Our ability to achieve this goal is directly dependent upon the competency and dedication of our foster parents. It is critical that foster parents understand the importance of family, are community-minded, and strive to be good role models to help positively change the lives of the children/youth in their care. In many instances, these young people have experienced tremendous disruption in their young lives because of multiple foster placements. They desperately need the opportunity to experience a stable home and loving family environment. Most important, they need to know someone will be there for them to take them to the doctor when they are sick, help them with that tricky math problem, eat dinner with them, talk to them about their day, and teach them important life skills.

NCCF designed this manual to help you as you provide foster care services for NCCF. Although you will not find every single rule, policy, or procedure spelled out here, this handbook will answer many of your immediate questions and provide a continuing source of reference during your association with us. This manual can give you the answers to those most often asked questions about what we expect from you and what you may expect of us in our combined efforts to serve our clients well. The more you learn about the NCCF, the better prepared you will be to provide a temporary safe haven to vulnerable children and youth.

Service Philosophy

NCCF believes that all children and youth deserve permanency and can succeed best in a biological, extended kin, or foster family environment. In a family environment, children/youth can learn about household rules, the give and take of daily life, family conflict resolution, and most importantly, the value of human relationships. Children/youth need human attachments that are constant, consistent, and nurturing.

Being removed from their home and coming into foster care can be very traumatic for children/youth. Our foster homes provide a safe and loving environment to recover from the trauma of removal from their family. NCCF trains our foster parents to utilize techniques to help children/youth through trauma and recovery, mental health issues, multiple placements, and medical conditions. When children/youth feel they are wanted, they are more likely to change negative behaviors and attitudes so the healing process can begin.

Why Children Are Placed in Foster Care

Children are placed in foster care either by order of a court when a child has been abused or neglected (or may be at risk of abuse or neglect) by his or her parent or someone else in the household, or because a court has determined that the child is a child in need of assistance (CINA). The court orders that the child be removed from the home and determines the length of the placement while the agency works on permanency goals with the family in the best interest of the child or children in need of assistance.

Matching and Placing Children

When placing a child in your foster home, NCCF's Director of Greenleaf Treatment Foster Care seeks to find a home that best suits the child's needs. A successful match between the child and the home will make all the difference in a child's life during an extremely difficult period. Factors that NCCF considers when placing a child in your home include:

- ***Previous Foster Home***: If the child was previously placed in care with TFC care, the Director will determine if it is appropriate to return to the same foster home.

- ***Placing Siblings Together*****:** If the child already has sisters or brothers in foster care, NCCF will consider if the child can be placed in the same home. NCCF will always look for a placement where siblings can all live together, if appropriate. Maryland Family Law Article 5-525.2 requires that when more than one sibling is in out-of-home-placement, the siblings be placed together as long as such placement is in the child's best interest and does not conflict with a specific health or safety regulation.

- ***Religious, Cultural, and Ethnic Background****:* If religion is a factor in the child's life, NCCF will work to identify a home of the same religion be found. Cultural, ethnic, or racial background can be considered when determining the best interests of the child, but placement in a foster home will not be delayed or denied based on these factors.

- ***Native American Identity****:* The child's tribe must be notified when placing a Native American child. Consideration and compliance with the Indian Child Welfare Act (ICWA) must be assured.

- ***Neighborhood and School****:* Attempts are made to find a home in the same school district where the child is enrolled to avoid school transfers.

- ***Special Needs****:* If the child has special physical, psychological, or medical needs that require a foster home that is equipped and trained to handle them, NCCF will identify a home that is approved to care for a child with special needs.

- ***Emotional Considerations****:* If the child has specific emotional needs, NCCF will identify a foster home that would best meet those needs.

- ***Other Children in the Home****:* NCCF will consider if the placement is appropriate if other children already reside in the foster home. A foster home cannot have more than two children placed in the home if one or both have serious emotional, behavioral or psychological condition; a developmental disability or a serious medical condition.

Preparing for a Placement

The NCCF Director will provide you with basic information about each child to be placed in your home. This information includes:

- anticipated length of stay
- health of child and medical history/current medications if applicable
- physical and/or behavioral problems
- relationship of the child to his/her parents and siblings
- school and educational background
- visitation plan
- placement and discharge goals

The Director may not immediately have all the information you want, but taking the time to ask any questions that you have will be helpful. The Director will be sure to provide you with all information about the foster child as they receive it. Be sure to get the Director's telephone number. Always remember that any information you receive about the child's or family's social history is confidential. It is a requirement that you not discuss such information about a child (or family) with neighbors or friends.

Welcoming a Child into Your Home

The child who comes into your home will need to adjust to many things. Everything is new. There are new parents, perhaps new sisters and brothers, a new house, new foods, new rules and expectations, a new neighborhood, and possibly a new school. It is hard for children to leave their homes and find themselves in strange new surroundings. To deal with this, children may fantasize about the positive qualities of their own parents, their own home, and their neighborhoods. They may not want to get involved in a foster family's routine and activities out of a sense of loyalty to their own families. Outbursts of anger, aggressive language, or aggressive behavior may occur, such as cursing or slamming doors. Even if they show no emotion, many questions, fears, and anxieties about the future may fill their thoughts and dreams. The child needs your understanding, patience, and support when settling into your home.

The Responsibilities of a Foster Parent

As a foster parent, you are responsible for providing a foster child with safe, supportive, short term care, in a nurturing family setting. Below is a list of very important responsibilities:

1. Assist the NCCF social worker and other team members in the development and updates of treatment plans for children and youth placed in your home.
2. Attend treatment team meetings and in service training sessions.
3. Keep a systematic record of the foster child's behavior and progress in targeted area on a weekly basis, at minimum.
4. Ensure that your foster child has access and transportation to medical, vision and dental appointments, carry out prescribed treatment of healthcare providers, and provide documentation of all appointments to NCCF Licensing staff.
5. Coordinate recreational, cultural, and leisure activities.
6. Monitor your foster child's school attendance, educational progress and attend parent conferences and school activities.
7. Provide transportation to all planned activities and appointments, including visits with biological family.
8. Maintain the child's medical passport and medication records of all medication administered to the foster child, dispense medication as prescribed by the treating physician, and notify the assigned social worker of any prescription or dosage changes immediately.
9. Attend and provide information at court hearings as specified in the treatment plan; attend and participate in administrative review meetings.
10. Assist the child in maintaining a positive relationship, contact and visitation with the child's biological family through ongoing communication, unless otherwise indicated by the child's treatment plan.

In-Service Training Requirements

All licensed foster parents are required to complete 20 hours of in-service training each year, up to 11 of these hours per year can be completed on-line. NCCF offers trainings in a wide array of topics each month. Annual NCCF trainings on trauma, the effects of trauma and related evidence-based intervention strategies are provided to promote safe and secure healing environments for the children and youth whom we serve. By attending training on trauma- informed and trauma focused care, foster, adoptive and kinship parents will be better equipped to care for the child/youth placed in their home, and health risk behaviors that stem from unaddressed trauma may be prevented. Additional training resources include FosterParentCollege.com, nationally recognized, interactive multimedia free online training courses. For support in determining what trainings to take, foster parents can consult with their Licensing Specialist.

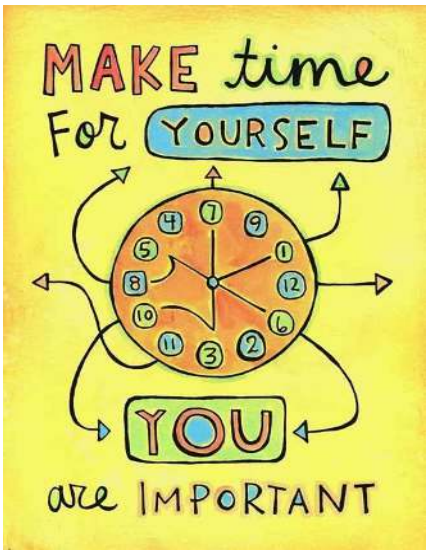
Specialized Training When Caring for Teenage Parents

All foster parents who are interested in providing young mothers with structure and guidance must be licensed specifically for this placement. To become licensed to care for a teen parent, a foster parent is required to take an additional 6 hours of training that addresses providing service to a mother who is a foster child. Also, as part of the annual 20 hours of in-service training, foster parents caring for teenage parents will need to ensure 2 hours are specific to this population. NCCF staff will also meet with the foster parent to review and discuss the requirements of Mother-Infant Foster Care (COMAR 07.05.02.08).

Board Rates

Board rates are intended to provide an incentive to foster parents for caring for a foster child. Regular board rates are paid to foster parents for providing for the safety, wellbeing and care of children in out-of-home placement, while ensuring that their social, emotional, and educational needs are also met. NCCF follows the same standards as other cash payment entities by committing to pay stipends on or about the 15th and last day of each month for the number of days they provided care for a child in their home.

Respite Care



Respite is a period of rest and can be an awesome self-care tool to maintain personal balance while providing a temporary safe haven for children in foster care. It is short-term overnight care for a child in out-of-home placement that gives you an opportunity to take a break from your responsibilities for a short period. Use of respite helps to avoid disruptions of placements. Every foster parent is entitled to respite care for his or her foster child. Foster parents qualify to receive four respite nights per month. The foster parent should notify the NCCF Social Worker and the Program

Director at least 2 weeks in advance to request respite. Respite providers of receive $50 per day. After each respite service, the respite provider must submit a Respite Form to the Program Director for payment.

Clothing and Personal Allowances

Each foster child is entitled to a regular clothing allowance which is based on the child's age and is included in the board rate received each month by foster parents. Board rates for foster children include a monthly clothing allowance of $100.00. All clothing expenses for the foster children are to come out of the monthly board rate. The foster parents should make periodic assessments of the foster child's clothing needs and if old enough the foster child can give input to determine an adequate basic wardrobe that is appropriate and fits well. Clothes must be replenished

and maintained on a regular basis. Each foster child is also entitled to receive a weekly personal allowance based on the child's age which is also included in the board rate received by foster parents each month. The weekly personal allowance is $15 for youth ages 14-15, $20 for youth ages 16-17, and $25 for youth ate 18-20. The NCCF Social Worker will provide you with a monthly Budget Sheet to be completed each month by the foster parent for each child placed in the home. In addition, receipts for clothing should be submitted with the Budget Sheets.

Reasonable and Prudent Parent Standard

Foster parents are required to be trained in and to apply the Reasonable and Prudent Parent Standard. This standard requires caretakers to make careful and sensible parental decisions that maintain a child's health, safety, and best interests while at the same time encouraging the child's emotional and developmental growth. The reasonable and prudent standard allows caregivers to give their foster children permission to do daily, age appropriate, activities that promote cognitive, emotional, physical and behavioral growth. In addition to providing more normalcy for the youth, the standard helps foster children make the transition to adulthood by providing necessary life skills and developmental growth. Foster parents are expected to use the standard when determining whether to allow a child in foster care to participate in extracurricular, enrichment, cultural and social activities that are generally accepted as suitable for children of the same chronological age or level of maturity, or that are determined to be developmentally-appropriate for a child, based on the cognitive, emotional, physical, and behavioral capacities.

Shared Parenting

All foster parents are encouraged to develop a partnership with birth parents, which is focused on the well-being of the child. Shared parenting is a practice in which foster parents cultivate positive, supportive relationships with birth parents. These shared parenting relationships are based on trust, while keeping the safety and best interests of the child in focus. When shared parenting is implemented, the foster child is able to maintain a relationship with the birth family. Ongoing communication with the birth family will provide foster parents with information about the child, develop an understanding of the child's needs, provide a realistic picture of birth parent's strengths and needs, and encourage a smoother transition back into the birth parent's home.

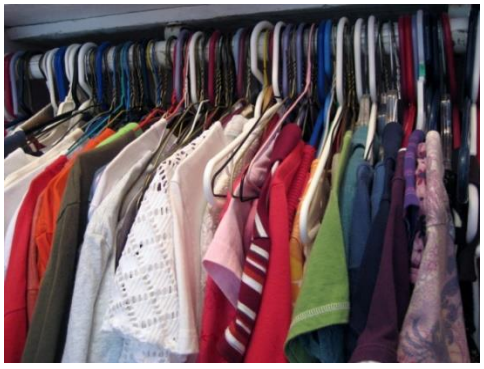
Placement Stability

NCCF prioritizes maintaining placement stability and ensuring effective placement matches. NCCF's Placement Disruption protocol requires an Administrative meeting with the Executive Director for 2 or more placement disruptions to plan for minimizing placement moves and to avoid further child traumatization. An inability to maintain placements and or placement stability jeopardizes the foster parent home for re-licensure. Additionally, licensed foster parents who do not accept placements within a 90-day period may have their home suspended, until an Administrative meeting is held to resolve this challenge. Placement stability ensures a youth has a greater chance at being successful and recovering from trauma. As such, NCCF is dedicated to supporting Foster Parents to help youth experience one placement during their time in foster care.

Social and Recreational Activities

It is important for foster children to be able to participate in recreational, school, religious, and community activities if they choose. Participating in activities can help children and adolescents develop skills, build self-esteem, and gain a sense of achievement. School and religious activities may not be removed for disciplinary purposes without direct consultation with and approval of the child's caseworker. If you are considering removing other activities for disciplinary purposes, discuss the situation with the caseworker first. It is essential that a child's activities take place within a safe environment. This requires common sense and good judgment on your part plus a full appreciation of your responsibility, a concern for the protection of children in your care, and commitment to maintaining high standards of safety.

Personal Property



Any personal item such as clothing, gifts, personal hygiene supplies, toys, and electronics owned by the foster child is the personal property of the foster child. Any items brought or purchased for the foster child while placed in your foster home is the personal property of the foster child. Their possessions should be respected. When foster children leave your home, they should be given all of their personal belongings and clothing, including any gifts or personal possessions received while residing in your home. If the child leaves unexpectedly, the foster parent should collaborate with the caseworker to coordinate the return of all belongings.

Transportation

Foster parents are expected to provide transportation for the usual daily living situations and accompany foster children to their school functions, religious activities, medical visits (including mental health appointments), dental visits, treatment conferences, and court hearings. As the foster parent, **you** know the child's needs. In addition, you can be a comforting and familiar presence for the child especially during stressful appointments. Your board rate includes the cost of normal transportation. In certain instances, NCCF will provide transportation. Check with the child's caseworker for more information.

Education and School-Related Expenses

You are expected to actively participate in their foster child's education. Helping your child with homework and school projects, attending teacher conferences, joining the PTA, and participating in field trips are some of the important ways that you can get involved. You should also discuss the foster child's educational progress with the child's biological parents and encourage them to attend school meetings and events, if appropriate. NCCF expects that school expenses, such as books, activity fees, costs of field trips, school club dues, and art supplies, be deducted from the monthly board rate. The monthly clothing allowance should be used to purchase special attire for senior proms, graduation, school jewelry or pictures, and/or religious ceremonies. However, based upon request from the foster parent, NCCF may use their own discretion to provide reimbursement for expenses.

Health and Medical Care

Once a child is placed in foster care, the responsibility for the child's medical care is a shared one. Several people – the County caseworker, the NCCF staff, the foster parents, as well as the birth parents – have a role to play in the child's medical care and treatment. Everyone involved in the placement should be aware of the child's current health, medical problems, and need for medical examination and immunization. Foster parents should always be alert to any symptoms that indicate an ill child, such as runny nose, sore throat, cough, headache, inflamed eyes, stomach ache, rash, etc. Such signs should not be ignored. Do not hesitate to consult the child's doctor.

Foster parents are expected to schedule medical appointments and escort the child. Only you will know the daily routine and individual preferences or habits of the child and be able to answer

important questions from the health care provider. Be sure to share all medical documentation with the caseworker as received.

Day Care, After Care Services, Summer Camp, and Activities

Foster families may request financial assistance to cover the cost of day care, after care, summer camp and recreational activities. To request assistance, reach out to your NCCF Social Worker and or County Social Worker.

Trips and Vacations

Before you can leave the State for overnight travel with a foster child, prior approval by the child's caseworker is required. The approval consists of written authorization to take the child out of State and to obtain emergency medical care, if needed. You will be required to leave a travel plan and a telephone number where you can be reached. If you have an emergency and must travel out-of-state, contact your caseworker or the supervisor to decide how to best handle the situation. Each situation must be individually evaluated and approved by NCCF.

Confidentiality

NCCF foster parents must protect confidential information regarding the foster children. Foster parents have access to confidential information about foster children and their biological families to support the child in promoting safety, well-being, and permanency. The sensitive nature of such information requires that foster parents:

(1) Maintain confidentiality of all information about the foster child and birth family during and after placement.

(2) Transmit information about the foster child or birth family only in accordance with Maryland law, to: NCCF, contracted agencies and their representatives, the child's parents, the child's guardian ad litem, and/or the birth parent's attorney

(3) Transmit information about the foster child or birth family as authorized by NCCF in order to provide services to the child. Services include the provision of medical, mental health, or education services.

Discipline

Setting clearly defined, age appropriate limits helps foster children develop a trusting relationship with you. Remember that many children that have been neglected or abused before being placed in your home have issues related to trust. When you need to set limits with a foster child, consider the child's background, social and emotional level of maturity. Also, what works for one child might not work for another.

You may find the following suggestions helpful:

- Both you and the foster child need to have positive open communication with each other.
- It is important to set clearly defined limits, which show the foster child you care. If the foster child's behavior goes beyond the limits set, let them know that there will be consequences. This helps the foster child understand "cause and effect".
- Make sure the child understands the reason for the disciplinary action.

In addition to being mandated by law, NCCF believes that children who have been abused (physically and sexually) and neglected, must not be subjected to corporal (physical) punishment, emotional abuse or emotional neglect in foster or adoptive homes.

Corporal punishment means the inflicting of pain or discomfort. Prohibited actions include, but are not limited to, hitting with any part of the body or with an instrument, pinching, pulling, shaking, binding a child, forcing him/her to assume an uncomfortable position, or locking him/her in a room or closet.

Emotional abuse is the ongoing emotional maltreatment of a child. It can seriously damage a child's emotional health and development. Emotional abuse can involve deliberately trying to scare, humiliate a child, isolating, or ignoring them.

Emotional neglect is the failure to provide adequate nurturing and affection to a child or the refusal or delay in ensuring that a child receives needed treatment for emotional or behavioral problems.

At times, it is very difficult for foster parents to cope with the acting out behavior of some foster children. If you need assistance, ask your caseworker for help in developing methods of discipline that will be most effective for the foster child in redirecting inappropriate behavior.

Being a Member of a Team

As a foster parent, you are a very important part of the professional team. You are critical to promoting safety, permanency and positive well-being in the life of a foster child. You will have the opportunity to, or be expected to participate in some of the following activities regarding your foster child and his or her family:

- Co-parent a foster child, mentor the birth parent, and collaborate with the NCCF Social Worker, County Social Worker and the child's parents in the permanency planning process.
- Participate in the permanency planning process, which may include family visits with the foster child and his/her biological parents or legal guardian.
- Participate in the educational process of the foster child, ensure school attendance, attend teacher conferences, and communicate educational updates and special needs to the foster child's caseworker.

You and the NCCF Social Worker will develop a team relationship that benefits the child and everyone involved. To develop a positive relationship,

- Share positive information about the child, such as report card grades or achievements in sports, school activities, or church.
- Share health documentation, updated medical records from visits, and discharge information.
- Ask questions about services, community resources, foster parent groups, training activities, and other ways in which the caseworker can be helpful to you.
- If the caseworker calls you to discuss a problem, try to stay calm and listen. The more defensive you are, the less likely you will be able to hear what is being said and to respond effectively. Be aware that it may not be easy for the NCCF Social Worker to make this kind of call.
- Trust that the worker has good intentions.
- When bad news needs to be communicated to a child, talk to the NCCF Social Worker about who should deliver it. Sometimes it is better if both of you talk to the child at the same time.

You have a lot to contribute to the assessment of a foster child. You know the child much better than the caseworker does. To have a good working relationship, you need to keep the caseworker informed about the child's situation and achievements as well as problems. Take the initiative to call the caseworker regularly even when things are going well.

Therapy for Children and Youth

NCCF understands that the children that come into Treatment Foster Care need professional healing from their past and complex traumas. NCCF has implemented a new evidence based therapeutic modality for the children in our care. The assigned NCCF Social Worker can explore with you to see if the child placed in your home qualifies and would be a good candidate for treatment. NCCF is utilizing Trauma Focused-Cognitive Behavioral Therapy (TF-CBT) which is an evidence-based model of therapeutic practice for addressing trauma in children.

What is Trauma Focused-Cognitive Behavioral Therapy (TF-CBT)?

TF-CBT is a therapy that helps children address the negative effects of trauma, processing their traumatic memories, overcoming problematic thoughts and behaviors, and developing effective coping skills with self and others. It also includes a treatment component for parents, foster parents, or other caregivers. *Parents can learn skills* related to *stress management, positive parenting, behavior management, and effective communication.*

Does your foster child qualify?

- Is your foster child between the ages of *(ages 3–18)* who remember being exposed to at least one trauma?
- Is your foster child showing signs of PTSD symptoms or depression, anxiety, shame, etc.?
- Does your foster child seem to display other Trauma-related behavioral problems, including age inappropriate sexual behaviors? ○ *Your NCCF Social Worker will use an assessment tool to determine if your foster child qualifies!*

Who Doesn't Qualify?

- If your child is using substances, such as marijuana, on a regular basis
- If your foster child is acutely suicidal
- If your foster child runs away frequently
- If your foster child has serious and disruptive behavior that results in frequent hospitalizations or arrests
- If your foster child has serious and regular self-harm behaviors (cutting, burning, head banging, etc.)
- If your foster child's IQ level, speech and language ability, or cognitive functioning is too low.

How Long does TF-CBT Last?

- Short-term treatment provided in 12 to 16 weekly sessions (can be increased to 25 for youth who present with complex trauma)
- Sessions last 60 minutes, with the child and parent separately seeing the therapist for about 30 minutes each.
- TF-CBT is usually *completed* within 4–6 months

Where do I as a Foster Parent play a role in TF-CBT?

TFC foster parents will be provided a trauma series training as a part of their pre-service that will serve as an important element to the TF-CBT modality and promote stability of the child in the placement.

Additionally, once the TFC Therapist begins the sessions the foster parent will be asked to participate, individually, in each session, for 30 minutes. The sessions are held weekly in the foster home or other agreed upon location. Sessions can take a little as 12 weeks to complete or last up to 25 weeks depending on the child and their level of trauma.

- **Trauma Training Series**
- *Module 1: Introduction to Trauma*
- *Module 2: Trauma 101*
- *Module 3: Understanding Trauma's Effects*
- *Module 4: Building a Safe Place*
- *Module 5: Dealing with Feelings and Behaviors*
- *Module 6: Connections and Healing*
- *Module 7: Becoming an Advocate*
- *Module 8: Taking Care of Yourself*

Events

Being a foster parent can be a rewarding experience but also is hard work. We at NCCF appreciate all that you continue to do for the youth in your home and we offer several appreciation events throughout the year. Every summer we host a crab feast for foster parents and youth. This casual event is fun for the family to enjoy as it includes cookout food, games for adults and children, a playground and various activities for family fun.

In the fall, foster parents are invited to our foster parent banquet. This formal event allows parents to experience an adult affair (childcare is provided) while also enjoying food, dancing and the wonderful ambiance. Star awards are given to exceptional parents at this event.

The holiday party is another event that children and parents alike enjoy. Tables filled with arts and crafts, ginger bread making stations, photo booths, pictures with Santa Claus, dancing, games and moon bounce makes this family fun event worth it.

In the spring, foster parents and staff come together for a day of training focused on enhancing skills to better serve foster children in our care. This event is called the Foster Parent Annual meeting and is mandatory for staff and foster parents to attend.

Every quarter, the Foster Parent Services Team hosts a Foster Parent Mixer which allows parents to eat, drink, meet and mingle with one another and build connections. This is an adult only affair and childcare is not provided.

Foster and Adoptive Parent Advisory Board (FAPAB)

The goal of the Foster and Adoptive Parent Advisory Board is to ensure that every child in foster care is placed in a temporary safe haven where they can thrive, be happy, and transition to safe, permanent care. The Foster and Adoptive Parent Advisory Board (FAPAB) joins with NCCF to provide a forum for hearing the voices of foster, adoptive, and kinship parents. The members are committed and dedicated to sharing their foster parent knowledge and experience to help the children and youth placed in NCCF's care. FAPAB:

(1) Supports foster, adoptive, and kinship relatives as they strive to provide a temporary safe haven for children
(2) Encourages effective partnership with birth families to prepare for the child's return home,
(3) Advocates on behalf of foster, adoptive, kinship relatives and foster children, regarding best practices and positive outcomes
(4) Ensures that the NCCF recommends and proposes to NCCF effective practices and timely solutions to challenges which prevent optimal foster parenting to highly vulnerable children and youth

FAPAB meetings are held once per month. For more information, contact the Director of Foster Parent Recruitment and Training at tsherman@nccf-cares.org.

Foster Parent Resource List	
RESOURCE	**HOW TO ACCESS**
Stabilize foster care placement; reinforce positive behavior; learn information about child in care	NCCF Social Worker
Respite care to give foster parents personal time to allow for self-care	NCCF Social Worker & Program Director; Meredith McConnell 240-372-8010 or mmcconnell@nccf-cares.org
After hours crisis intervention for emergencies in the evenings, on weekends and holidays	On Call Center @ 202-631-3795
Individual and group counseling for youth and birth families through a partnership with Maryland Family Resources, Inc.	NCCF Social Worker
Emergency transportation support	NCCF Social Worker
Activities for youth ages 14 and over that include job readiness, social skills, peer relationships, life skills, and preparing for emancipation	Araya Sloan-Case Manager 202-770-8363 or asloan@nccf-cares.org
Foster parent support groups	Foster Parent Advisory Board, Tonya Sherman, Director of Foster Parent Recruitment & Training; tsherman@nccf-cares.org , 202-674-0133
Psychiatric consultations and medication management	NCCF social worker
Foster Parent trainings and information regarding foster parent events	Tonya Sherman, Director of Foster Parent Recruitment and Training; tsherman@nccf-cares.org 202-674-0133
Financial support for child care, summer camps, sports, other recreational activities	NCCF Social worker
Crisis support for emergency crisis intervention and acute psychiatric assessments	Montgomery County Crisis Center: 240-777-4000 Prince George's County Crisis Line: 301-429-2185 Baltimore Crisis Response: 410-433-5175 or 410-433-5255 Baltimore County Crisis Line: 410-931-2214 NCCF On Call Line: 202-631-3795
Mentoring, tutoring and educational support services	NCCF Social Worker

Adoption and guardianship support	NCCF Social Worker
Daily foster parent support and problem solving	NCCF Licensing Specialist or; Sharifa Bennett, Director of Licensing sbennett@nccf-cares.org 240-372-8943 or Meredith McConnell, TFC Program Director mmcconnell@nccf-cares.org 240-372-8010
Unresolved concerns	Nadezda Henry, Administrator, nhenry@nccf-cares.org; 202-674-3909