



ADOPTION SERVICES AGREEMENT

THIS AGREEMENT is between The Cradle Society (“The Cradle”), and _____ (“adoptive parent applicants” or “applicants”).

The Cradle is a secular, not-for-profit [501(c)(3)] adoption agency organized under the laws of Illinois, licensed as a Child Welfare Agency in the State of Illinois (No. 005064-13) and licensed as a Child Placing Agency in the State of Indiana (No.53866). Since February 29, 2008, The Cradle has been Hague accredited to provide adoption services in connection with adoptions under The Hague Convention on Protection of Children and Co-operation in Respect to Intercountry Adoption, and the Universal Accreditation Act of 2012. The Cradle’s annual report publication is available on our website.

In accordance with the law of the State of Illinois, The Cradle has provided you with form CFS 403-D from the Department of Children and Family Services, ***Adoptive Parents’ Rights and Responsibilities in Illinois***. This form may be downloaded from The Cradle’s website via <https://www.cradle.org/homestudy> or the DCFS website via [https://www2.illinois.gov/dcf/aboutus/notices/Documents/CFS_403-D Adoptive Parents Rights and Responsibilities in Illinois.pdf](https://www2.illinois.gov/dcf/aboutus/notices/Documents/CFS_403-D_Adoptive_Parents_Rights_and_Responsibilities_in_Illinois.pdf)

Please review the Rights and Responsibilities prior to your first appointment with your counselor so that signatures may be obtained at that time.

Please note that the State of Illinois has a similar document for birth parents, CFS 403-E, ***Birth Parents’ Rights and Responsibilities in Illinois***, which may be downloaded from the DCFS website via [https://www2.illinois.gov/dcf/aboutus/notices/Documents/CFS_403-C Birth Parents Rights and Responsibilities in Illinois.pdf](https://www2.illinois.gov/dcf/aboutus/notices/Documents/CFS_403-C_Birth_Parents_Rights_and_Responsibilities_in_Illinois.pdf)

The Cradle recommends that applicants familiarize themselves with the rights of birth parents.

A copy of The Cradle’s standard Fee Schedule and Refund Policy currently in effect, and The Cradle’s Problem Resolution Policy are attached and are also posted on The Cradle’s website. The standard Fee Schedule and Refund Policy are subject to change when additional fees are reasonably required by the circumstances. Such fees will be disclosed to applicants before they are incurred.

If a home study is completed and approved, a copy will be provided to applicants.

1. **Receipt of Information.** Applicants hereby acknowledge receipt of the following upon initial contact with The Cradle:
 - a. Exhibit A describing the adoption services, policies and practices of The Cradle, including general eligibility criteria
 - b. Exhibit B describing The Cradle’s standard fee schedule and refund policy
 - c. Exhibit C describing the complaint policy of The Cradle
 - d. Exhibit D acknowledging receipt of Notice of Privacy Practices

2. **Adoptive Parent Training & Preparation.** Applicants shall undertake such training and preparation as required by The Cradle and by law for an approved home study. A minimum of ten (10) hours of such training and preparation independent of the time devoted to the home study is to be completed prior to the approval of a home study; however, applicants should expect additional training requirements beyond the minimum hours. Applicants who have completed a home study with The Cradle previously will be required to complete a minimum of six (6) hours of such training.

3. **Home Study Process and Document.** The home study process involves a series of meetings between an adoption counselor and applicants to determine whether The Cradle is able to approve the applicants for adoption. The home study evaluates the following components and when applicants are approved, results in a written document addressing these topics: child request, motivation to adopt, physical, mental and emotional health, employment, financial stability, home safety, character references, marital relationship, autobiographical history, parenting approach, discipline, childcare plan, suitability of home and community, understanding of adoption issues and background clearances. Training is a key component of the process as is review of the documents required in order for the adoption counselor to assess and approve the applicants. Additionally, discussions with the applicants will cover some or all of the services, policies, and practices as outlined in Exhibit A.

The Cradle provides home study services for those applicants adopting domestically through The Cradle's Domestic Program, through the Agency Assisted Program and for intercountry adoption programs operated by other agencies. The Cradle adheres to Title II of the ADA (Americans with Disabilities Act) when evaluating applicants for a home study. The Cradle reserves the right to rescind its approval should applicants' circumstances change to the extent that the home study is no longer an accurate reflection of the original document. After completion of a home study, home study updates will be required in order to meet certain program requirements; fees will be assessed as indicated on page 9.

4. **Expected Waiting Period for Placement.**

Cradle Domestic Program-It is impossible to determine how long specific applicants will wait from the time their home study is approved until a child is placed in their home. If there are no openings in the waiting pool at the time the client's home study is approved, they will enter a queue based on the home study approval date. As openings in the waiting pool become available, clients will be moved from the queue to the waiting pool of families. In The Cradle's Domestic Program, some applicants wait a few days while others wait years. In most situations, birth parents choose the applicants and the length of applicants' wait is not a consideration for a birth parent's decision.

Agency Assisted Program-With an agency assisted adoption, it is recommended that applicants obtain wait time statistics directly from the agencies with which they intend to work.

Intercountry Adoption Program-In intercountry adoption, the wait time is dependent on the country and applicants should ask their placement agency what the expected waiting period might be.

5. **Partnering for Matches.**

Cradle Domestic Program-Applicants are encouraged to be proactive in their efforts to identify a child to adopt. The Cradle provides applicants in the Domestic Program with the opportunity to post their profile to The Cradle’s website. Additionally, The Cradle will show applicants’ profile to expectant parents when applicants’ family characteristics match an expectant parent’s requests. If applicants match with expectant parents through a source other than The Cradle, applicants will need to identify a placing agency that is licensed within the expectant parent’s state and approved by the Illinois Department of Children and Family Services to conduct adoptions through the Interstate Compact on the Placement of Children (ICPC) into or out of Illinois. Additionally, The Cradle requires that the agency or agencies that applicants identify be not-for-profit. The Cradle may assist applicants in finding an agency that fits the above requirements. The Cradle’s policy regarding working with other providers is described in Exhibit A and fees for identified adoption matches are described in Exhibit B.

Agency Assisted Program-After a home study is completed through The Cradle, applicants choose at least one agency with which to work towards a placement. Applicants are required to inform The Cradle of each placing agency selected. The placing agency(ies) which applicants select must be licensed in the respective state, be not-for-profit and be approved by the Illinois Department of Children and Family Services to conduct adoptions through the Interstate Compact on the Placement of Children (ICPC). The Cradle may assist applicants in finding an agency that fits the above requirements. The Cradle may assist applicants in determining whether or not a particular match is consistent with their child request and an appropriate fit for their family. The Cradle’s policy on working with other providers is described in Exhibit A and fees for identified adoption matches are described in Exhibit B.

Intercountry Adoption Program-Countries and programs have specific processes for matching adoptive parent applicants with children available for adoption. These vary by country and by placement agency; applicants are urged to obtain information about the process directly from the placement agency they identify. The Cradle will assist applicants in determining whether a particular match is consistent with their child request and an appropriate fit for their family.

6. **Child’s Background Information.**

Cradle Domestic Program-Background information about a domestic child is obtained by counselors who have counseled one or both expectant parents, and by medical personnel who have had contact with the child. The information reported by the expectant parent(s) is provided to applicants verbally and/or in writing at the time of a match and in writing no later than the day of placement. Information reported by medical personnel about the child and/or expectant parent(s) is provided to applicants verbally and/or in writing at the time of a match and in writing on the day of placement. If additional written information becomes available after placement, it will be provided to the applicants when received by The Cradle. The applicants acknowledge and agree that The Cradle is not liable and cannot be held responsible for the accuracy of medical, psychological or developmental information or evaluations contained in such verbal or written records or for any information for which The Cradle was not informed.

Agency Assisted Program-Background information about a child identified through the agency assisted program is provided by the placement agency(ies) which applicants identify. The Cradle urges applicants to ask placement agencies about their processes for obtaining and providing such information to them. The Cradle may assist applicants by offering clarifying questions to ask of

placing agency(ies) during this phase of the process. Applicants acknowledge and agree that The Cradle is not liable and cannot be held responsible for the accuracy of the information provided by the placement agency(ies), birth parent(s), or other outside sources for an agency assisted adoption.

Intercountry Program-Background information about a child born in another country is provided by the placement agency that applicants identify. The Cradle urges applicants to ask placement agencies about their processes for obtaining and providing such information to them. The Cradle may assist applicants by offering clarifying questions to ask of their placement agency during this phase of the process. Applicants acknowledge and agree that The Cradle is not liable and cannot be held responsible for the accuracy of the information provided by the placement or placement agencies, foreign sources, birth parent(s), or other outside sources for an intercountry adoption. The Cradle urges applicants to ask placement agencies about their processes for obtaining background information and providing it to them, and The Cradle may provide assistance to applicants during this phase.

7. **Post-Placement Process and Finalization.** For all adoptions, a Cradle counselor will meet with the adoptive parents and child a minimum of three times from the time of placement until the post-adoption/placement requirements are satisfied.

Cradle Domestic Program-A determination is made by The Cradle whether or not to recommend the finalization of the adoption. Finalization for a Cradle domestic adoption will be recommended, at the appropriate time, and after required documents are submitted and outstanding fees are paid, The Cradle will provide a Report of Investigation to the court where the adoption petition has been filed. Applicants agree to cooperate fully in scheduling post placement visits. The adoptive parents shall obtain for the child all immunizations recommended by the Illinois Department of Public Health or the American Academy of Pediatrics and shall maintain a written immunization record for the child and provide a copy to The Cradle.

Agency Assisted Program-A determination is made by The Cradle whether or not to recommend the finalization of the adoption. Finalization for an agency assisted adoption will be recommended, at the appropriate time, and after the post-placement fees are paid, The Cradle will provide a Report of Investigation, if required by the placing agency, to the court where the adoption petition has been filed. Applicants agree to cooperate fully in scheduling post placement visits. The placing agency and the laws of that state determine the number of post-placement visits needed if more than the minimum three visits required by The Cradle. The adoptive parents shall obtain for the child all immunizations recommended by the Illinois Department of Public Health or the American Academy of Pediatrics and shall maintain a written immunization record for the child and provide a copy to The Cradle.

Intercountry Program-The schedule of post-placement and post-adoption visits for an intercountry adoption is dependent on the sending country's requirements. Post-placement fees are due before the first post-placement visit. The Cradle will provide services to support the adoptive family during the post-placement period. In the event that the adoptive parents decide to disrupt or dissolve the placement of the child, adoptive parents agree to advise The Cradle immediately and to work collaboratively with The Cradle to make a safe and legally secure plan for the child. The adoptive parents shall obtain for the child all immunizations recommended by the Illinois Department of Public Health or the American Academy of Pediatrics and shall maintain a written immunization record for the child and provide a copy to The Cradle.

8. **Post Adoption Services.** The Cradle has a Post Adoption Services department that is available to adoptive parents at any time after finalization, irrespective of which adoption program they adopted through. Adoptive parents are invited and encouraged to take advantage of services offered to them following their adoption. Some Post Adoption services have additional fees associated with them. Fees are subject to change and are posted on The Cradle's website.
9. **Duty of Full Disclosure.** Applicants shall promptly inform The Cradle of any fact(s) about any of the following and at any time in the process prior to finalization of an adoption.
 - a. arrests, convictions, or history of substance abuse, sexual abuse, child abuse, and/or family violence, or
 - b. any other criminal history as an offender, including any arrest or conviction that has been expunged, sealed, or pardoned, or
 - c. any material change in applicants' current circumstances, including (without limitation) pregnancy, divorce, separation, health and/or illness, loss of employment, changes in financial circumstances, or the addition or loss of one or more members of the applicants' household, or
 - d. any unfavorable or denied home study conducted by any other adoption provider in Illinois or any other jurisdiction, or
 - e. any other factor addressed in the home study process.

The Cradle has the responsibility to assess new events and/or information that is disclosed to determine the effect on the approval of a home study or recommendation for an adoption.

10. **Other Placements.** Applicants will not accept any child/children into their home, temporarily or permanently offered by another resource or parent acting on his/her own behalf at any time they are in process with The Cradle without the prior written approval from The Cradle. Approval may be denied at the sole discretion of The Cradle. Failure to obtain The Cradle's approval may jeopardize continuation of the adoption process with The Cradle.
11. **No Guarantee.** The Cradle cannot guarantee in advance that applicants will be approved as adoptive parent(s), or that a child will be placed with them, or that, if a child is placed with them, approval will be granted by the court to adopt the child.
12. **Indemnification and Liability.** All parties agree that The Cradle shall not be liable for any incidental, special, consequential or punitive damages arising from any claim against The Cradle for breach of this agreement or for any acts or omissions of The Cradle or its directors, officers, employees, and volunteers. Nothing in this agreement should be construed to waive claims against The Cradle for intentional or reckless acts or omissions or for gross negligence. The applicants agree to indemnify and hold harmless The Cradle from any and all costs, expenses, losses, claims, liabilities, damages, settlements and judgments, including attorney's fees and expenses, arising out of any unsuccessful claim against The Cradle for breach of this agreement by The Cradle, or for any claim based on misrepresentations, acts, activities, or omissions of the applicants.
13. **Termination of Agreement.** If applicants fail to properly disclose any information material to the home study or the adoption process or in any way places the agency or its programs at risk, The Cradle reserves the right to terminate the adoption process without providing any refund of fees. Should the assessment of any of the aforementioned components of the home study reveal concerns that cannot be addressed to The Cradle's satisfaction within a reasonable timeframe,

The Cradle reserves the right to discontinue the home study process. The Cradle reserves the right to withdraw an application or registration for adoption if a client fails to maintain contact with a counselor for one year from date of last in-person meeting or class attendance.

14. **Illinois Adoption Agency Information and Complaint Registry.** The State of Illinois Adoption Agency Information and Complaint Registry serves to assist the public in the monitoring of licensed child welfare agencies. You may access information concerning the past history and records of any licensed child welfare agency providing adoption services in Illinois through the Department of Children and Family Services at <https://www2.illinois.gov/dcf/pages/default.aspx>.
15. **U. S. State Department Complaint Registry for Intercountry Adoptions.** Information on the Complaint Registry of the U.S. Dept. of State for families adopting internationally: The Department of State investigates and maintains a database of substantiated complaints against accredited service providers. To access this database or to submit a complaint online, go to <http://adoptionusca.state.gov/HCRweb/welcomeForm.aspx>

You may also submit complaints in writing to:

Attn: U.S. Central Authority
U.S. Department of State
Bureau of Consular Affairs
Office of Children’s Issues, Adoption Unit (SA-29)
2201 C Street, NW
Washington, DC 20520
Or, by calling the Department of State at (888) 407-4747

16. **Governing Law.** This Agreement shall be subject to and construed in accordance with the internal laws of the State of Illinois.

APPLICANT(S)

By: _____

Its: Adoption Counselor _____

EXHIBIT A
Adoption Services, Policies, & Practices of The Cradle
Including General Criteria Requirements

1) Age

The Cradle's minimum age for adoptive parent(s) is twenty-five. For General Domestic and Agency Assisted Programs, The Cradle will accept registrations from prospective adoptive parents age 47 and under. In our General Domestic Program, once a client reaches the age of 50, they only may take placement in circumstances when they have been selected by the Expectant Parent(s). Circumstances in which The Cradle is responsible for identifying the family for placement, clients over the age of 50 will not be matched. For the Agency Assisted Program, clients will need to determine the requirements of their placing agency, once the age of 50 is reached. For the Intercountry Program, The Cradle will follow the foreign country's maximum age requirement. This information may be obtained from the placement agency. Very often these age requirements change.

2) Singles

Singles may apply to The Cradle's domestic adoption program and/or for an agency assisted adoption. Single persons adopting domestically are likely to wait longer than married couples. For intercountry adoption, only heterosexual single persons may apply due to country prohibitions; and, some countries do not allow heterosexual single persons to adopt. Very often these requirements change.

3) Relationship Status for Couples

The Cradle asks that couples be prepared to show proof of marriage prior to beginning the home study process. Marriage affords the child the highest level of legal protection as it relates to insurance, inheritance, and other similar matters. For unmarried couples, The Cradle is available to meet for an initial interview to review options. As part of the home study process, for any couple, The Cradle considers both length of time together and quality of the relationship.

4) Pursuing Adoption and Pregnancy Simultaneously

The Cradle's standard is that each child deserves a minimum of nine months as the newest member of the family before a subsequent child joins the applicants. We recognize some applicants make the decision to pursue adoption and Assisted Reproductive Technologies (e.g. IVF, IUI, egg donation, etc.) simultaneously. It is The Cradle's belief this may be challenging emotionally, physically and financially; we will work with applicants to determine their needs and abilities to pursue both.

The Cradle requests that applicants inform us of a pregnancy by the end of the first trimester. At that time applicants will be placed on hold. Upon the birth of the child, applicants will be withdrawn from our program. Applicants who wish to reapply for adoption at a future date will need to have a home study completed to reflect the applicants' family make-up; home study fees in effect at the time will apply.

The Cradle will not show applicants' profile to expectant parents while they are on hold or while they are pregnant.

5) Gender Preference of Child

Much like biological reproduction where gender is not predetermined, The Cradle does not permit gender preference in The Cradle's Domestic Program. This practice allows matches to

occur with expectant parents prior to the birth of the child. For agency assisted and intercountry programs, the policy of the placement agency will apply.

6) Statement of Open Adoption Practice

The Cradle believes it is our mission and responsibility to promote (to the best of our ability) the safety, well-being, and best interest of the children placed into our care. To this end, The Cradle advocates for openness in adoption, believing that openness is in the best interest of all members of the adoption circle. The Cradle's education prepares all adoptive applicants for communicative openness. Communicative openness reflects the general attitudes, beliefs, expectations, emotions and behavioral inclination that people bring to adoption. It includes, among other things, the willingness on the part of the individual to explore the meaning of adoption in their life; to share that meaning with others; to explore adoption-related issues in the context of family life; to acknowledge and support the child's dual connection to two families; and to acknowledge the inherent differences associated with adoptive and non-adoptive family life. For domestic adoption, The Cradle standard is that adoptive applicants are ready to be in a fully disclosed open adoption with birth parents, with birth parent contact potentially taking different forms including telephone, email, mail, and face-to-face visits. The spectrum of openness depends on the individual circumstances of each case.

7) Corporal Punishment

The Cradle believes the best environment for children is one in which parents do not use corporal punishment. Therefore, it is the policy of The Cradle that applicants using corporal punishment will be denied home study approval. The Cradle is committed to helping applicants explore various discipline alternatives and Adoption Learning Partner courses and Cradle workshops can assist in this area.

8) Adopting a Biracial Child

There are multiple considerations for applicants when deciding whether to adopt a child of a different race. Although some applicants express a desire to adopt a biracial child, it is The Cradle's belief that the joys and challenges of adopting a child who is biracial are the same as those of a child of a wholly different race than their adoptive parents. A biracial child has the same needs for loving, accepting parents who can help him or her form a positive identity as a person of color, as does a child of a wholly different race than their adoptive parents. It is The Cradle's position, therefore, that applicants working with The Cradle, other than interracial couples, may decide which race(s) of children they are open to adopting, inclusive of biracial children, but may not choose to be open only to children who are biracial. An interracial couple may choose to be open only to a child reflective of their own races.

9) Adopting Internationally

Applicants pursuing an intercountry adoption must work with an accredited or approved adoption service provider. The accreditation regulations set standards for accreditation and approval that are designed to ensure that U.S. accredited agencies and approved persons perform their duties in an ethical and transparent manner. Consistent with The Hague Convention and the Intercountry Adoption Universal Accreditation Act of 2012, and regardless of whether or not applicants are adopting from a Hague Convention country or a Non-Convention country, all applicants pursuing an intercountry adoption must identify a Primary Provider in the foreign country. The Cradle does not have foreign programs and will not act as the Primary Provider in a UAA case. The Cradle requires that applicants identify an accredited Primary Provider who has a program in the country from which applicants intend to adopt prior to the completion of the home study. The Cradle can assist applicants to identify a Primary Provider.

10) Use of Other Adoption Providers Domestically

The Cradle is committed to adoption practice that is in the best interest of children, which is embodied within the laws of the State of Illinois.

The Cradle Domestic Program-While working with The Cradle, if applicants retain another provider to match and/or place a child with them, that provider must be a state-licensed, not-for-profit agency. Applicants must comply with the Interstate Compact on Placement of Children (ICPC) and the provision of any required post placement supervision services.

Agency Assisted Program-When applicants retain another agency to place a child with them through The Cradle's Agency Assisted program, that agency must be state-licensed and not-for-profit. Applicants may work with any number of placement agencies; however, they must inform The Cradle of all placement agencies with whom they work for matches and/or the placement of a child. Applicants must comply with the Interstate Compact on Placement of Children (ICPC) and the provision of any required post placement supervision services.

Exhibit B:
Schedule of Fees and Expenses
 Effective April 15, 2021
Fees may be paid by check or credit card

	Domestic Program	Intercountry Program	Agency Assisted Program
Registration Fee With Registration Paperwork	\$500	\$500	\$500
Home Study Phase I With Application	\$500	\$500	\$500
Home Study Phase II At 3 rd Interview	\$1,600	\$1,600	\$1,600
Home Study Completion At Home Visit	\$1,400	\$1,400	\$1,400
Total Home Study Fee	\$4,000*	\$4,000	\$4,000
Home Study Update Fee	Included in Program Fee ****	\$300 per update	\$300 per update
Agency Assisted Coordination Fee	If applicant's list with agency(ies) in addition to The Cradle, AAP fee applies	N/A	\$750/first agency, \$250/each additional agency
Post-Placement Fee	\$300/visit, if additional visits required***	\$300/visit***	\$300/visit***
Program Fee	\$12,700	Varies by Country	Varies by Agency
Placement Fee	\$22,200**	Varies by Country	Varies by Agency
Total	\$38,900+	Varies	Varies

* \$4,000 fee includes pre-adoption education and up to three post-placement visits for Cradle Domestic Program only.

** If placement of twins, placement fee is 50% higher.

*** Minimum of three visits required by The Cradle. Fees must be paid in full before initial post-placement visit. If Domestic applicant's take placement from agency other than The Cradle, AAP post-placement fees apply.

****If an applicant's home study needs to be updated for reasons other the annual update then \$300 will be charged.

NOTE: If applicant completed a home study with The Cradle previously and has returned for a subsequent adoption, \$500 is due with the application and the balance of the fee, \$3,500 is due at the time of the home visit.

+Finding Families for Children Initiative

To ensure we have sufficient options for all expectant parents, and parents for every child entrusted to our care, the Finding Families for Children Initiative was established. This initiative reduces the adoption fees for three categories of applicants in The Cradle's Domestic Program:

African American Adoption-African American and multi-racial African American applicants applying for the adoption of a child of African-American heritage.

Birth Sibling Adoption-Applicants applying for the adoption of the birth sibling.

Adoption of a Medically Fragile Child-Applicants applying for the adoption of a medically fragile child who is expected to be eligible for an adoption subsidy (aka Adoption Assistance) based on the child’s disability.

African-American Adoption Fees

Registration Fee	\$500
Home Study: Phase I	\$500
Home Study: Phase II	\$1,600
Complete Home Study	\$1,400
Total Home Study Fee	\$4,000*
Program Fee	\$6,800
Placement fee	\$11,700**
Total:	\$22,500

* \$4,000 fee includes pre-adoption education and up to three post-placement visits.

** If placement of twins, placement fee is 50% higher.

Adopting a Birth Sibling Fees

Registration Fee	\$500
Home Study: Phase I	\$ -
Home Study: Phase II	\$ -
Complete Home Study	\$3,500
Total Home Study Fee	\$4,000*
Program Fee	\$-
Placement Fee	\$11,000**
Total:	\$15,000

* \$4,000 fee includes pre-adoption education and up to three post-placement visits.

** If placement of twins, placement fee is 50% higher.

Adopting a Medically Fragile Child Fees

Registration Fee	\$500
Home Study: Phase I	\$500
Home Study: Phase II	\$1,600
Complete Home Study	\$1,400
Total Home Study Fee	\$4,000*
Program Fee	\$ -
Placement Fee	\$3,500**
Total:	\$7,500

* \$4,000 fee includes pre-adoption education and up to three post-placement visits.

**If placement of twins, placement fee is 50% higher.

**Other Fee Assessments-Fees paid to
The Cradle unless otherwise indicated
Effective April 15, 2021**

<u>Type</u>	<u>Amount</u>	<u>Explanation</u>
Additional Post-Placement Visits	\$300 per visit	For The Cradle’s Domestic Program, fees may apply if more than three post placement visits are required. See Standard Fee Schedule for all other programs.
Applicant in The Cradle Domestic Program identifies IL or IN expectant parent(s) and refers them to The Cradle	\$1,000 for expectant parent services, up to ten hours	For The Cradle Domestic Program, after completion of home study and payment of program fee, applicants are encouraged to identify a potential match through their own sources. If the identified expectant parent places, fees are itemized as described in this section and are due upon placement, within 10 days of receipt of invoice. Total fees will not exceed the traditional Cradle placement fee. If the client chooses to parent, no fees will be charged for that match.
	\$100 per hour	Expectant parent services greater than ten hours
	\$250 per day	Cradle Nursery care
	Other expenses	Applicants pay for direct expectant parent, baby, and case related expenses, including but not limited to medical and living expenses, and transportation.
Agency Coordination Fee	\$750 per agency	Coordination fee for applicants in The Cradle’s Domestic Program will apply when another agency prepares the home study. The use of another home study agency must be pre-approved by The Cradle.
Primary Provider Fees (Paid directly to Primary Provider) <i>You can expect to receive detailed/itemized explanation of fees and refund options from Primary Provider</i>	Estimated Range: \$10,000-\$28,000	For Intercountry Adoptions, fees will be charged to prospective adoptive parents by their Primary Provider for the following services: Adoption expenses in the US (excluding the home study) such as administrative costs, application processing, home study review and additional training, foreign country program expenses, care of the child, document and translation expenses and contributions. Fees vary based on the agency, the country, and the program.

Third Party Fees (Paid directly to Primary Provider or Vendors) <i>You can expect to receive detailed/itemized explanation of third party fees and refund options from Primary Provider</i>	Estimated range: \$3,000 to \$8,000	For Intercountry Adoptions, prospective adoptive parents can expect to be charged fees and expenses from third parties. These include fees to USICS, Department of State, IAAME, Foreign Country's Central Authority for adoption processing and visa fees. Possible independent health exams or assessments, there may be in-country legal fees. Fees vary based on agency, country and program requirements.
Travel Expenses (Paid directly to Vendors)	Estimated range: \$3,000 to \$10,000	For Agency Assisted and Intercountry Adoptions, prospective adoptive parents can expect to pay additional fees for airfare, lodging, meals and transportation costs. Fees vary based on distance, number of travelers, location, seasonality/availability, accommodation preferences and length of stay.

Refund Policy
Effective October 1, 2016

Registration Fee

Nonrefundable after initial interview has occurred.

Home Study: Phase I

Nonrefundable after second interview has occurred.

Home Study: Phase II

Up to 50% refundable, dependent on services already provided.

Complete Home Study Fee

Nonrefundable after draft has been written.

Cradle Program Fee

Nonrefundable after added to Cradle wait list.

Cradle Placement Fee

Non-refundable.

Agency Assisted Coordination Fee

Non-refundable.

Agency Assisted Post Placement Fees

Non-refundable.

Waiver or Reduction of Fees

The Cradle does not waive or reduce fees.

REFUND NOTE: If applicant fails to properly disclose information or in any way places the agency or its programs at risk, The Cradle reserves the right to terminate the adoption process without providing any refund. The President/CEO retains the right to assess individual cases and determine refunds for atypical cases.

As a not-for-profit organization, The Cradle makes every effort to keep adoption a financially accessible option for building your family. In fact, the fees do not cover the costs The Cradle incurs in providing counseling, outreach and educational services to all members of the adoption circle. The Cradle relies heavily on fund-raising and charitable giving for ongoing support of adoption services.

All fees are subject to change.

Exhibit C:
Problem Resolution Policy
What Every Client Should Know

Thank you for choosing The Cradle. Regardless of the circumstances that have brought you to our organization, we will endeavor to make your experience with us as positive, satisfying and fulfilling as possible. We view our relationship with you as a true partnership. To that end, we want to take this opportunity to tell you what you can expect from the staff of The Cradle and we want to explain what we expect from you.

- ❖ **We will endeavor to treat you with consideration and respect** for your personal dignity and privacy. Information obtained during the course of receiving service from The Cradle is privileged and will not be released without your written consent, except as required by applicable laws. We hope you will extend the same consideration to others if, while receiving services, you are in contact with or learn information about other clients of The Cradle.
- ❖ **We embrace the importance of each client's self-determination.** We hope that you will be an active participant in our program and take full advantage of the many service opportunities that exist. We regard each client as a unique individual and we respect your desire to make decisions that are best for you based on the educational and counseling services you receive. It is important that you also understand that decisions you make may have implications for other clients. The nature of our mission is such that we must consider our clients equally. However, our first obligation is to promote and protect the interest of children.
- ❖ **Should you wish to access your record,** please give the staff member with whom you are working reasonable notice so that we can make the appropriate arrangements. (The Cradle's usual business hours are from 8:30 am to 5:00 pm, Monday through Friday. Individual needs may be discussed with a counselor and arrangements may be made for after-hours appointments.)
- ❖ **You should expect complete honesty** from every staff member with whom you have contact. Similarly, it is imperative that you be completely honest with us. We believe that open communication is essential. In the event we feel that The Cradle's services are not appropriate for you, we will give you an explanation. If you decide to withdraw from our services, it would be helpful for us to understand your reasons in order for us to continually improve.
- ❖ If you are receiving services for which The Cradle charges fees, **we will keep you informed of these fees.**
- ❖ The Cradle **abides by local, state and federal laws** regarding discrimination practices.
- ❖ **In the event of an adoption sought from a foreign country,** The Cradle Society permits any birth parent, prospective adoptive parent or adoptive parent, or adoptee to lodge directly with The Cradle signed and dated complaints about any of the services or activities of The Cradle (including its use of supervised providers) that he or she believes raise an issue of compliance with the Hague Convention, the Intercountry Adoption Act of 2000 (IAA), the Intercountry Adoption Universal Accreditation Act of 2012 (UAA) or the regulations implementing the IAA and the UAA, and advises such individuals of the additional procedures available to them if they are dissatisfied with The Cradle's response to their complaint.
- ❖ As much as we appreciate receiving positive feedback, **we realize that there may be points in the process when you are not satisfied.** The Cradle does not take any action to discourage a client or prospective client from or retaliate against a client or prospective client for: making a complaint; expressing a grievance; providing information in writing or interviews to an accrediting entity on The Cradle's performance; or questioning the conduct of or expressing an opinion about the performance of The Cradle.

- ❖ When you have a concern you should share it with your social worker. If you are more comfortable sharing your concern directly with the supervisor you may certainly do so. Please know, however, that it is our practice at The Cradle to keep all lines of communication open. Thus, you should expect that the supervisor will share your concern with your social worker. Open discussions can often address the concern and resolve the issue satisfactorily. If, however, you are not satisfied with the outcome after these discussions, you may initiate a **formal Problem Resolution Process**.
- ❖ When beginning the **formal Problem Resolution Process**, take the time to describe, in writing, the nature of your concern and forward it to the Co-Director of Adoption and Family Support. The Co-Director will initiate an investigation of your complaint within 2 business days upon receipt of the complaint. The Co-Director will share your complaint with your social worker and his/her supervisor and discuss your concerns and determine whether correctable action is indicated. You may be asked to meet with your social worker, his/her supervisor, and Co-Director.
- ❖ The Co-Director will work with you, your social worker and the supervisor to resolve your concerns. If this step fails to resolve the matter satisfactorily for you, you may request to involve the President/CEO of The Cradle. If your concern is specifically about the Co-Director, you may direct it to the President/CEO.
- ❖ The President/CEO, Co-Director, social worker and supervisor will review your concerns, the discussions that took place during the prior steps to this process and options for reaching a final decision. This decision will be binding and non-appealable. You will be notified of the final decision and you are entitled to a written explanation, which will also be included in your file.
- ❖ We will endeavor to hasten this process but the actual amount of time it takes depends on a variety of factors including the availability of all the staff members involved, but in no event will it be longer than 10 business days unless extenuating circumstances exist which require additional time for resolution. Should this occur, you will be notified at least by day ten of the need to continue the investigation. In the event the complaint is time sensitive or involves allegations of fraud, The Cradle will expedite the formal Problem Resolution Process.
- ❖ As required by law, the Agency will report the outcome of its complaint investigation in writing to the Department of Children and Family Services (DCFS) regional licensing office or the DCFS Licensing Representative within 10 business days after complaints are received unless extenuating circumstances exist which require additional time for resolution. DCFS will also receive an update at day ten should additional time be required. The Co-Director of Adoption and Family Support will be responsible for reporting on the nature of the complaint and resolution at the Agency's next Board of Directors meeting.
- ❖ The Cradle maintains a written record of complaints received, which includes information about the issue/concern, the dates received, and the resolution or decision that was reached. On a semi-annual basis and/or as requested, The Cradle provides to the accrediting entity and the Secretary, a summary of complaints received during the preceding six months (including the number of complaints received and how each complaint was resolved) and an assessment of any discernible patterns in complaints received against The Cradle along with information about what systemic changes, if any, were made or are planned by The Cradle in response to such patterns.
- ❖ The Cradle has a Continuous Quality Improvement program through which it makes systematic efforts to improve its adoption services as needed. The agency or person uses quality improvement methods such as reviewing complaint data, using client satisfaction surveys, or comparing the agency's or person's practices and performance against the data contained in the Secretary's annual reports to Congress on intercountry adoptions.

- ❖ Information on the Complaint Registry of the U.S. Dept. of State: The Department of State investigates and maintains a database of substantiated complaints against accredited service providers. To access this database or to submit a complaint online, go to <http://adoptionusca.state.gov/HCRweb/welcomeForm.aspx>

You may submit written complaints to:

Attn: U.S. Central Authority
U.S. Department of State
Bureau of Consular Affairs
Office of Children's Issues,
Adoption Unit (SA-29)
2201 C Street, NW, Washington, DC 20520

You may submit complaints via telephone:

The U.S. Department of State at (888) 407-4747

The Illinois Department of Children and Family Services, Illinois State Central
Registry complaint phone number (1-800-252-2873)

Thank you, again, for choosing The Cradle.

I/We have read, understand, and agree to this explanation of the Problem Resolution Process. I/We have received a copy of this document.

Signature: _____

Signature: _____

Printed Name: _____

Printed Name: _____

Date: _____

Date: _____

Exhibit D
Acknowledgement of Receipt: Notice of Privacy Practices

By signing this form, you acknowledge that you have received the Notice of Privacy Practices of The Cradle and its practicing providers of service. This Notice of Privacy Practices provides information about how we may use and disclose your protected health information. We encourage you to read it in full. The Notice of Privacy Practices is subject to change. You may obtain a copy of the current notice by:

- viewing our website at www.cradle.org,
- visiting reception desk or waiting areas
- contacting our Privacy Officer at (847) 475-5800 or The Cradle, 2049 Ridge Ave., Evanston, IL, 60201

I acknowledge that I have received the Notice of Privacy Practices.

Signature (Client, parent, conservator, guardian)	Printed Name	Date
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Signature (Client, parent, conservator, guardian)	Printed Name	Date
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If no signature is obtained above, describe the good faith efforts made to obtain the individual's acknowledgement, and the reasons why the acknowledgement was not obtained:

Signature (Cradle representative)	Printed Name	Date
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