



ADOPTION SERVICES AGREEMENT

THIS AGREEMENT is between The Cradle Society (“The Cradle”), and _____ (“Applicant(s)”).

The Cradle is a secular, not-for-profit [501(c)(3)], organized under the laws of Illinois, licensed as a Child Welfare Agency in the State of Illinois (No. 005064) 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 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://dcfs.illinois.gov/content/dam/soi/en/web/dcfs/documents/about-us/policy-rules-and-forms/documents/cfs-400/cfs-403-d-adoptive-parent-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://dcfs.illinois.gov/content/dam/soi/en/web/dcfs/documents/about-us/policy-rules-and-forms/documents/cfs-400/cfs-403-e-birth-parents-rights-and-responsibilities-in-illinois.pdf>. The Cradle recommends that Applicant(s) 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 Applicant(s) before such fees are incurred. If a home study is completed and approved, a copy will be provided to Applicant(s).

1. **Receipt of Information.** Applicant(s) 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; and
 - d. Exhibit D acknowledging receipt of Notice of Privacy Practices.

2. **Home Study.** The home study process has several goals:
 - a. Assess the capability, suitability and readiness of Applicant(s) to parent an adopted child;
 - b. Gather information about the Applicant(s) to help assure that Applicant(s) can meet the needs of the child they are approved to adopt;
 - c. Train, educate and prepare Applicant(s) for adoption.

The home study assessment process involves a series of meetings between an adoption counselor and Applicant(s), a review of required documentation and completion of required education. The home study evaluates the following components and when Applicant(s) are approved, results in a written document addressing them: child request and approval, motivation to adopt, physical, mental, and emotional health, employment, financial stability, character references, marital relationship, autobiographical history, parenting approach, discipline, childcare plan, suitability and safety of the home and community, understanding of adoption issues and background clearances. Additionally, discussions with Applicant(s) will cover some or all the services, policies, and practices outlined in Exhibit A.

The Cradle provides home study services for Applicant(s) adopting domestically through The Cradle's program or the Agency Assisted Program and for intercountry adoption programs operated by other Hague accredited agencies. The Cradle adheres to Title II of the ADA (Americans with Disabilities Act) when evaluating Applicant(s) for a home study.

3. **Adoptive Parent Training & Preparation.** Applicant(s) shall undertake 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, Applicant(s) should expect additional training requirements beyond the minimum hours. Applicant(s) who have completed a home study with The Cradle previously will be required to complete a minimum of six (6) hours of training.
4. **Duty of Full Disclosure.** Applicant(s) have an ongoing obligation to keep The Cradle fully informed of circumstances material to the home study assessment and approval while this agreement is in effect until the finalization of the adoption. Applicant(s) shall inform The Cradle within ten (10) days of knowledge of any of the following circumstances or change in circumstances, including without limitation:
 - a. Divorce, separation, or death of one of the adoptive parents;
 - b. Changes in health or medical condition in one of the adoptive parents;
 - c. Pregnancy or efforts to pursue any Assisted-Reproductive Technology;
 - d. Application to be foster parents or efforts to pursue adoption through another avenue;
 - e. Change or loss of employment or changes in financial circumstances;
 - f. Addition or loss of Applicant(s)' household member(s);
 - g. Change or anticipated change in home address;
 - h. Arrests, convictions, or history of substance abuse, sexual abuse, child abuse; and/or family violence;

- i. Any other criminal history as an offender, including any arrest or conviction that has been expunged, sealed, or pardoned;
- j. Any unfavorable or denied home study conducted by any other adoption provider in Illinois or any other jurisdiction; or
- k. Any other factor addressed in the home study process.

Failure to disclose information or the misrepresentation of information could result in disapproval of the home study and/or in withdrawal of home study approval and/or removal of the placed child. The Cradle reserves the right to rescind its approval if there is a change in any of the conditions listed in a – k above, or any other material change in an Applicant(s)' circumstances related to Adoptive Parent Training and Preparation or home study programming.

After initial completion and approval of home study, home study updates are required at least annually for domestic adoptions or in connection with I-600A/I-800A expiration for intercountry adoptions to remain active in a program. Home study updates are also required within 30 days when a family has a change of address or household composition. The Cradle reserves the right to move Applicant(s) to a hold or withdrawn status if a home study update is not completed in a timely way. Fees will be assessed as indicated in Exhibit B.

5. **Other Placements.** Applicant(s) 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.

6. **Expected Waiting Period for Placement.**

Domestic - It is impossible to determine how long specific Applicant(s) will wait from the time their home study is approved until a child is placed in their home. Some Applicant(s) wait a few months and others wait years. In The Cradle's program, 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. In most situations, expectant parents choose the adoptive family, and the length of a family's wait is not a consideration in their decision. For Applicant(s) in the Agency Assisted program, it is recommended that Applicant(s) obtain information on anticipated length of wait directly from the agencies with which they intend to work.

Intercountry - In intercountry adoption, the wait time is dependent on the country and Applicant(s) should ask their Primary Provider (placement agency) what the expected waiting period might be.

7. **Partnering for Matches.**

Domestic - Applicant(s) are encouraged to be proactive in their efforts to identify a child to adopt. The Cradle provides Applicant(s) in The Cradle's program the opportunity to post their profile to The Cradle's website. Additionally, The Cradle will show Applicant(s)' profile to expectant parents when Applicant(s)' family characteristics match an expectant parent's requests. For Applicant(s) in the Agency Assisted program, Applicant(s) choose at least one agency with which to work towards a placement. Applicant(s) must inform The Cradle of each placement agency selected. See

Appendix A, "Use of Other Adoption Providers Domestically" for requirements. The Cradle may assist Applicant(s) in finding an agency that meets the requirements. The Cradle will assist Applicant(s) in determining whether a particular match is consistent with their home study approved child request. Should Applicant(s) identify an expectant parent (who is not yet receiving Cradle services) through their networks and match, this is an identified match. The Cradle can provide services to expectant parents living in Illinois or Indiana for an identified match, if they are not already receiving services. The Cradle domestic program fees will apply. If the expectant parent lives in any other state, Agency Assisted program fees apply. Fees are listed in Exhibit B.

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

8. **Child's Background Information.**

Domestic - In The Cradle's program, background information about a child is obtained by counselors who have counseled one or both expectant parents, and by medical personnel who have had contact with the child, when available. The information reported by the expectant parent(s) is provided to Applicant(s) 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 Applicant(s) 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 Applicant(s) when received by The Cradle. Applicant(s) 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. Applicant(s) in the Agency Assisted program are urged to ask placement agencies about their processes for obtaining and providing such information to them. The Cradle may assist Applicant(s) by offering clarifying questions to ask of placing agency(ies) during this phase of the process. Applicant(s) 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 -Background information about a child born in another country is provided by the Primary Provider (placement agency) that Applicant(s) identify. The Cradle urges Applicant(s) to ask placement agencies about their processes for obtaining background information and providing such information to them. The Cradle may assist Applicant(s) by offering clarifying questions to ask of their placement agency during this phase of the process. Applicant(s) 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.

9. **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. For all placements, 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.

Domestic -When The Cradle places a child with a family, The Cradle determines whether to recommend the finalization of the adoption. Finalization will only be recommended, after satisfactory completion of the post-placement supervision period. After the 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. For Agency Assisted, the placing agency and the laws of that state determine the number of post-placement visits required, the state of finalization and the placing agency will determine the recommendation about finalization. Post-placement fees are due before the first post-placement visit.

Intercountry -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. If 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.

Applicant(s) agree to cooperate fully in scheduling post placement visits.

10. **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 the services available such as Adoption Competent Therapy and psychoeducational groups. Some Post Adoption services have additional fees associated with them. Fees in effect are posted on The Cradle's website.
11. **No Guarantee.** The Cradle cannot guarantee in advance that Applicant(s) 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. Applicant(s) 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 Applicant(s).
13. **Termination of Agreement.** If Applicant(s) 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 a refund of fees. Should the assessment of any of the components of the home study reveal concerns that cannot be addressed to The Cradle's satisfaction and within a reasonable timeframe, The Cradle reserves the right to discontinue the home study process. The Cradle reserves the right to withdraw an

application for adoption if a client fails to maintain contact with a counselor for six months from the date of the last in-person or virtual meeting or class attendance and/or is not actively engaging in the home study process. Once home study approval has been issued, if clients fail to complete the required updates, The Cradle reserves the right to withdraw an application twelve months from original home study approval.

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 history and records of any licensed child welfare agency providing adoption services in Illinois through the Department of Children and Family Services at <https://sunshine.dcf.illinois.gov/Content/Licensing/AdoptionAgency/Compliance/Search.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. In The Cradle's domestic and Agency Assisted Programs, The Cradle will accept applications from prospective adoptive parents age 47 and under. In our The Cradle's domestic Program, once an Applicant(s) 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, Applicant(s) age 50 and older will not be matched. For the Agency Assisted Program, clients will need to determine the requirements of their placing agency once they reach the age of 50. 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 individuals adopting domestically are likely to wait longer than married couples. For intercountry adoption, some countries do not allow single individuals to adopt.

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) Adoption and Pregnancy

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 Applicant(s)' family. We recognize some Applicant(s) make the decision to pursue adoption and Assisted Reproductive Technologies (e.g., IVF, IUI, egg donation, gestational carrier, etc.) simultaneously. It is The Cradle's belief this may be challenging emotionally, physically and financially; we will collaborate with Applicant(s) to determine their needs and abilities to pursue both.

Applicant(s) must notify The Cradle within ten (10) days of Applicant(s)' knowledge of any pregnancy (self or surrogacy). Failure to inform The Cradle of any such situation while a current client of The Cradle constitutes a material breach of this agreement and will be cause for termination of services and forfeiture of any potential refund.

Applicant(s) who experience pregnancy while in the adoption process will have their application placed on hold pending the outcome of the pregnancy. If pregnancy is successful, Applicant(s)' case will be withdrawn. If Applicant(s) elect to pursue adoption in the future, a new application is required. If pregnancy is not successful, Applicant(s) may resume the adoption process at the point in which the case was placed on hold. The Cradle will not show Applicant(s)' profile to expectant parents while they are on hold or while they are expecting a pregnancy.

5) Biological Sex Preference of Child

Much like biological reproduction where sex is not predetermined, The Cradle does not permit Applicant(s) to indicate a preference for the child’s biological sex 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 Applicant(s) for communicative openness. Communicative openness reflects the general attitudes, beliefs, expectations, emotions and behavioral inclinations 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 Applicant(s) are ready to be in a fully disclosed open adoption with birth parents, with birth parent contact potentially taking different forms including telephone, email, texts, mail, and face-to-face visits. The spectrum and amount of contact 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 Applicant(s) using corporal punishment will be denied home study approval. The Cradle is committed to helping Applicant(s) explore various discipline alternatives and online education courses and Cradle workshops can assist in this area.

8) Race, Culture & Ethnicity

The Cradle believes all adoptions are transcultural, and adoptive families need to be prepared as such. The Cradle strives to have a diverse pool of prospective adoptive families so that expectant parents expecting a child of color have the option to choose a family with the same or similar race or ethnicity as their child. For people of color, being raised in a transracial adoption adds complexity to their identity development as adopted individuals.

Not all adoptive families have the resources and support necessary to adopt a child of another race and not all Applicant(s) will be approved to adopt transracially. Additionally, some Applicant(s) express a desire to adopt a biracial child, however, 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. Applicant(s) and their counselors will work together through the home study assessment process to determine if a transracial adoption is appropriate.

9) Adopting Internationally

Applicant(s) 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 Applicant(s) are adopting from a Hague Convention country or a non-convention country, all Applicant(s) pursuing an intercountry adoption must identify a Primary Provider in the foreign country. The Cradle does not have foreign programs and will not function as the Primary Provider in a UAA case. The Cradle requires that Applicant(s) identify an accredited Primary Provider who has a program in the country from which Applicant(s) intend to adopt prior to the completion of the home study. The Cradle can assist Applicant(s) 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. When Applicant(s) retain another agency to place a child with them through The Cradle’s Agency Assisted program or for an identified match, that agency must be state-licensed and not-for-profit. Additionally, any such agency must be approved by the Illinois Department of Children and Family Services to conduct adoptions through the Interstate Compact on the Placement of Children (ICPC) into Illinois. Applicant(s) must inform The Cradle of all placement agencies with whom they are working for matches and/or the placement of a child. Applicant(s) 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 12.1.2025

Fees may be paid to The Cradle via check or online at www.cradle.org/adoption-services-payment-page. If paying by credit card a processing fee will be applied.

ALL PROGRAMS/FEE STRUCTURES		
<u>Type</u>	<u>Amount</u>	<u>Explanation</u>
Application**	\$500	Due with Application for Adoption and required initial paperwork. Includes review of initial paperwork and initial consultation with a counselor.
Home Study Phase I	\$2,000	Due with Home Study Phase I documents, prior to registration for home study classes.
Home Study** Phase II	\$2,000	Due when home visit is scheduled.
Home Study Update	\$750	Due when home visit is scheduled. Updates are required at least annually for domestic adoptions and in connection with I-600A/I-800A expiration for intercountry adoptions. Updates are also required within 30 days for changes of address or changes in household composition.
Post Placement Visit/Report*	\$500 ea., min 3	Due when scheduling first post placement visit. A minimum of 3 post placement visits/reports are required. Additional visits/reports may be required by placement programs or due to a protracted finalization process.

Domestic Program Fee Explanation

The Cradle employs a comprehensive fee structure for its domestic program paid in three phases: Program Activation, Match, and Placement. The services provided through the comprehensive fee structure for domestic cases include: Advertising and outreach to expectant parents in IL and IN, 24/7 Helpline for expectant parents, counseling and services provided to expectant parents considering adoption (regardless of their decision), pregnancy related financial support provided to expectant parents (regardless of match or final decision), online profile hosting on Cradle website with unlimited updates, social media exposure, counseling services provided by Adoptive Parent Counselor such as regular communication via email, phone or in person, review of potential match situations, counselor support in profile creation, counselor support during the match, match meetings, intensive counselor support during the waiting/decision making time (regardless of number of matches or length of time in pool), birth mother and baby medical expenses not covered by a form of insurance, temporary care for infants, legal and supervisory consultations, witnessing of birth parent legal surrenders, day of placement counseling/support, follow up counseling services provided to birth parents, collaboration with adoption attorneys and preparation of the Report of Investigation for finalization of the adoption, counselor mileage and travel expenses and administrative costs.

CRADLE DOMESTIC		
Type	Amount	Explanation
Program Activation	\$7,500	Due prior to pool entry.
Match	\$9,500	Due when matched with expectant parent. If match does not result in placement, match fee is not refundable. The amount will be applied to the current application for a subsequent match. The credit does not carry over to future applications.
Placement	\$26,000*	Due after placement. Clients will be invoiced within 14 days of placement. First installment due 30 days after invoice. Second installment due 60 days after invoice. This fee includes the court required Report of Investigation. Report will not be completed until final balance due is paid in full.

Finding Families for Children Initiative (FFCI)

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 program and placement fees in select categories of Applicant(s) in The Cradle's Domestic program; Black or multiracial Black families applying to adopt a Black or multiracial/Black child; Hispanic/Latino or multiracial Hispanic/Latino families applying to adopt a Hispanic/Latino or multiracial Hispanic/Latino child; Birth sibling(s) to a previously placed child; Special needs - a medically fragile child who is expected to be eligible for an adoption subsidy based on the child's disability. Application, Home Study, Post-placement visit/report and Home Study Update fees not reduced.

FINDING FAMILIES for CHILDREN INITIATIVE (FFCI)-BLACK FAMILIES		
Type	Amount	Explanation
Program Activation	\$4,125	Due by date of pool entry.
Match	\$5,225	Due when matched with expectant parent. If match does not result in placement, match fee is not refundable. The amount will be applied to the current application for a subsequent match. The credit does not carry over to future applications.
Placement*	\$14,300	Due after placement. Clients will be invoiced within 14 days of placement. First installment due 30 days after invoice. Second installment due 60 days after invoice. This fee includes the court required Report of Investigation. Report will not be completed until final balance due is paid in full.

*If placement of twins, placement fee and post placement fees are 50% higher.

**If applicant completed a home study with The Cradle previously and has returned for a subsequent adoption, 50% of the home study fee is due with the application and the balance of the home study fee is due at the home visit.

FINDING FAMILIES for CHILDREN INITIATIVE (FFCI)-BIRTH SIBLING		
<u>Type</u>	<u>Amount</u>	<u>Explanation</u>
Placement*	\$13,700	Due after placement. Clients will be invoiced within 14 days of placement. First installment due 30 days after invoice. Second installment due 60 days after invoice. This fee includes the court required Report of Investigation. Report will not be completed until final balance due is paid in full. Program Activation and Match Fees only apply if entering the pool.

FINDING FAMILIES for CHILDREN INITIATIVE (FFCI)-SPECIAL NEEDS-SSI Eligible		
<u>Type</u>	<u>Amount</u>	<u>Explanation</u>
Placement*	\$4,400	Due after placement. Clients will be invoiced within 14 days of placement. First installment due 30 days after invoice. Second installment due 60 days after invoice. This fee includes the court required Report of Investigation. Report will not be completed until final balance due is paid in full. Program Activation and Match Fees only apply if entering the pool.

AGENCY ASSISTED & INTERCOUNTRY FEES PAID TO THE CRADLE		
<u>Type</u>	<u>Amount</u>	<u>Explanation</u>
Coordination and ICPC	\$1500	Coordination and ICPC fee is due at the time an Agency Assisted Home Study is completed, prior to Cradle communicating with other agencies. The fee supports the communication and collaboration between agencies and to facilitate an interstate adoption. Also applies to Applicant(s) in Cradle program when another agency prepares the home study. The use of another home study agency must be pre-approved by The Cradle
Coordination with Primary Provider	\$1500	Coordination fee is due at the time the intercountry home study is completed and supports the communication and collaboration with Primary Provider and USCIS necessary to facilitate an intercountry adoption.
Report of Investigation	\$500	For domestic, if placement occurs in a state other than Illinois and adoption will finalize in Illinois this fee supports the completion of the court required Report of Investigation. For Intercountry, if finalization occurs in USA/Illinois (IR-4/IH-4 Visas) this fee supports the completion of the court required Report of Investigation.

OTHER NON-CRADLE FEES		
Paid directly to Vendors		
<u>Type</u>	<u>Amount</u>	<u>Explanation</u>
Legal	\$1500- \$4000	Fees for legal work to finalize adoption in Illinois. If adoption is finalized in state of placement, ask placing agency for information about legal fees.
Fingerprinting	Varies by provider	Required by states/countries at various intervals.
Education or CPR	Varies by provider	CPR certification is required. Non-Cradle training may be assigned by your counselor and those provider fees apply.
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.
Placing Agency/Primary Provider (Paid directly to Placing Agency/Primary Provider) <i>You can expect to receive detailed/itemized explanation of fees and refund options from the agency</i>	Estimated Range: \$10,000- \$60,000	For adoptions where another agency is involved such as in Agency Assisted and Intercountry Adoptions, fees will be charged to prospective adoptive parents by their Placement Agency/Primary Provider. Fees will be assessed and disclosed by that agency for the following services: Adoption expenses, administrative costs, application processing, home study review and additional training, program expenses, care of the child, expectant and birth parent direct expenses. In intercountry, document and translation expenses and contributions may be charged. 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, 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.

Refund Policy
Effective September 1, 2025

Application Fee

Nonrefundable after the initial interview.

Placement Fee

Nonrefundable.

Home Study: Phase I Fee

Nonrefundable after pre-adoption education classes.

Agency Assisted Coordination Fee

Nonrefundable.

Home Study: Phase II Fee

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

Intercountry Coordination Fee

Nonrefundable

Home Study Update Fee

Nonrefundable after home visit occurs.

Post Placement Visit/Report Fee

Nonrefundable once placement occurs

Program Activation Fee

Nonrefundable after entry to Cradle Pool.

Report of Investigation Fee

Nonrefundable

Match Fee

Nonrefundable. If match does not result in a placement, the payment will be applied to the current application for a subsequent match. The credit does not carry over to future applications.

Waiver or Reduction of Fees

The Cradle does not waive or reduce fees.

REFUND NOTE: If Applicant(s) fail 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.

As a not-for-profit organization, The Cradle makes every effort to keep adoption as 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 fundraising 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 while 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 **records**, 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 for us to continually improve.
- ❖ If you receive 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 counselor. 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 counselor. 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 Managing Director of Adoption & Family Support. The Managing Director will initiate an investigation of your complaint within 2 business days upon receipt of the complaint. The Managing Director will share your complaint with your counselor and his/her supervisor, discuss your concerns and determine whether correctable action is indicated. You may be asked to meet with your counselor, his/her supervisor, and the Managing Director.
- ❖ The Managing Director will collaborate with you, your counselor and the supervisor to resolve your concerns. If this step does not resolve the matter satisfactorily for you, you may request to involve the Vice President of Adoption & Family Support. The Vice President will work with you, your counselor and the supervisor to resolve your concerns. If your concern is specifically about the Managing Director, you may direct it to the Vice President of Adoption & Family Support.
- ❖ The Vice President counselor 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 by at least 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 on day ten should more time be required. The Vice President of Adoption & Family Support will handle 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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